

Annual Report 2016/2017

Staffordshire & Stoke on Trent Archive Service



HERITAGE LOTTERY FUNDING SECURED FOR NEW MULTI-MILLION POUND MODERN HISTORY CENTRE FOR STAFFORDSHIRE

£3.9m grant awarded to create a brand new history centre for Staffordshire



LOTTERY FUNDED



STAFFORDSHIRE
STOKE ON TRENT
• Archive Service •

Introduction

Staffordshire and Stoke on Trent Archive Service holds over five miles of historic records dating from the 10th to 21st centuries. These collections cover virtually every aspect of life within Staffordshire and the city of Stoke on Trent and it is estimated that we have about 11 million items. The Archive Service is jointly funded by Staffordshire County Council and Stoke on Trent City council through a joint agreement since 1997.

This year the Archive Service has focussed on the major Heritage Lottery Fund project to deliver the vision for the Service for the future. The Service has also continued to progress work to care for collections and make them accessible with the Lancers regimental archive at Stoke on Trent representing a significant part of this work.

These projects have involved strong collaboration with partners, users, volunteers, Friends groups and of course staff. The Service supports the aims and objectives of its two parent authorities by:

- delivering a service and projects to engage local communities making them stronger and more aware of their history
- supporting learning and delivering placements to enable people to develop new skills leading to better employment opportunities
- delivering a strong volunteer programme which also supports skills growth but crucially enables many older people to feel happier and more independent.

This report shows how the Archive Service has progressed during the last year and highlights its key achievements. This report also illustrates the power of archives to engage individuals and local communities with archives by attending some of our successful events such as the Staffordshire History Day or volunteering to help preserve archives and open up access.

Most importantly it records the volume, quality and significance of the work of all the staff in the Service as well as volunteers in ensuring the Archive Service continues to meet the demands of its users.

Performance

Joint Archive Service Objectives 2015-2018

The Joint Archive Service works to a three year forward plan and developed a ten year vision in 2015. 2016 – 17 is the second year of delivery of the plan. The key objectives are focussed on:

- ❖ Developing an active partnership approach.
- ❖ Delivering resilience and sustainability.
- ❖ Reaching and engaging with a wide range of people and building new audiences.
- ❖ Sharing knowledge across the UK.
- ❖ Increasing our online presence and remote access.

In order to make progress towards these strategic objectives, the Service works to detailed annual Service Plans with identified outcomes. Final performance against the targets for the 2016/2017 Service Plan was reported to the Joint Archives Committee prior to the end of the financial year.

Performance against Local Performance Indicators and Charter Targets

The Archive Service's overall performance against the customer satisfaction rating has remained high at 100%. It reflects the continuing high standard of customer care shown by front line staff in the Archive Service. The overall usage of the Archive Service increased by more than double mainly due to much higher social media use and visits to Staffordshire resources on the Find My Past website.

This year we saw an overall reduction of 20% in the numbers of personal visitors to the Archive Service. This is a larger reduction than in previous years due to significant falls in use at Lichfield Record Office.

The number of original documents consulted decreased by 26% mainly due to the Lichfield Consistory Court wills becoming available on Find My Past.

Online use of the Service has seen a mixed picture again this year, though overall the trend is upwards. Figures for visits to the main Service website where people can find out about visiting the service are down by about 8%. Visits to other online resources such as the Staffordshire Name Indexes increased by 13%. There were large increases in use of the Service's social media and resources available on the Find My Past website. Statistics for the use of the Service's online and other resources is provided at Appendix 1.

Major Projects: The Staffordshire History Centre Project

At the end of May 2016 the Archive Service received the thrilling news that Heritage Lottery Fund (HLF) had awarded a stage 1 pass for the Staffordshire History Centre project. This included a development grant of £333,400 to enable the Service to develop the project further and submit a stage 2 bid to HLF. The project will see the creation of a new History Centre in Stafford redeveloping the site at Eastgate Street to provide new storage for collections from the William Salt Library, Lichfield Record Office and photographic and paper based collections from the County Museum.

A new link between Staffordshire Record Office and the William Salt Library will provide spaces for exhibitions, learning, events, ICT facilities and a new searchroom and library. A digitisation studio will be included and new space to receive documents. The grade II* listed William Salt Library will be preserved and repurposed with the ground floor retained for the History Centre. The upper floors will be converted into a mix of business and residential use.

A four year activity programme will be developed to offer touring and on site exhibitions, a new learning programme, events and courses both on site and at community venues. The

programme will be aimed at attracting new audiences to use the service. Online services will be improved and enhanced and a programme of digitisation of collections developed.

Permission to start was granted in October and the project entered the procurement phase appointing consultants to develop:

- Conservation Management Plan
- Activity Plan
- Learning plan
- Active Partnership Framework to establish how the Service will work with partners
- Business Plan
- Fundraising Strategy
- Interpretation and design

Two project posts were created to support the programme: Community History Development Officer and Project Support Officer.

After an extensive procurement process Pringle Richards Sharratt were appointed as the design team to develop the design for the History Centre to RIBA stage 3.

2017-2018 will be a very exciting year for the service and we are grateful for the support of HLF and their mentors Caroline Wilson and Katherine Hann.

**Funding raised by
The National Lottery**

and awarded by the Heritage Lottery Fund



LOTTERY FUNDED

Stoke on Trent City Archives :16th/5th The Queen's Royal Lancers Archive Collection (The Royal Lancers Trust)

In May 2016 Stoke-on-Trent City Archives were pleased to receive the archive of the 16th/5th The Queen's Royal Lancers. The 16th/5th Regiment has long associations with Staffordshire and Stoke-on-Trent and the Queen's Lancers were granted the Freedom of the City in 2005. This large collection is made up of the records of several regiments including the 5th (Royal Irish) Lancers, the 16th Light Dragoons, the 16th The Queen's Lancers and in 1922 forming the 16th/5th The Queen's Royal Lancers.

Since bringing this collection to the Archives, progress has been made in creating a catalogue for the collection to enable access. The first stage involved Archivist Louise Ferriday spending 12 weeks creating a structure for the collection and then populating it with over 1000 basic catalogue entries. The Lancers then recruited a team of volunteers made up of former Lancers and their families to enhance these records, by gleaning more information from the records themselves and by using their detailed knowledge of the history of the regiments. Since this well organised and enthusiastic group of volunteers started work on the collection 6 months ago, they have enhanced the catalogue entries of

approximately a quarter of the records in the collection, which is quite an achievement, but there is still a great deal of work to be done by volunteers and staff before the collection is fully accessible.

On 1st December at Stoke-on-Trent City Archives, the Lord Mayor of Stoke-on-Trent hosted a reception to celebrate the deposit of the Archive with Stoke-on-Trent City Archives. After refreshments and a buffet lunch there were speeches and a display of highlights from the collection arranged into a time line of documents, accompanied by a digital display. L-R Col. Charles Radford, former Colonel of the Regiment, Lord Mayor of Stoke-on-Trent Anthony Munday, Mr Frank Foy, former Lancer and leader of the volunteers and City Archivist Chris Latimer. Col. Radford presented the Lord Mayor with a band pennant to mark the occasion of an exhibition of the archival material.



Image courtesy of The Sentinel

Great War Centennial Commemoration

The Archives & Heritage Service has continued to support the commemorations of the First World War during 2016-17.

Staffordshire Appeals

The Staffordshire Appeals Project came to an end just before Christmas 2016. The indexing of appeals records was completed with over 20,000 individual names now available on the Staffordshire Names Index site (<https://www.staffsnameindexes.org.uk/>). In addition all the appeals records have been scanned and re-packaged. With the assistance of over 50 new volunteers who contributed more than 4,000 hours to the project, much more has been done with the records than originally intended. A study day was held on June 25th where the results of research carried out because of the success of the project were presented. This was attended by more than 50 people. A launch event for the Staffordshire Appeals exhibition 'Gone' was held 24 June 2016 at County Buildings. This was a joint launch with that of a new organisation, Archives West Midlands. Among the guests were County Council members, Jeff James Chief Executive and Keeper of the National Archives, many heads of regional archives and some of the volunteers who worked on the project. The exhibition is touring Staffordshire from June 2016 and throughout 2017. So far 26,447 people have had the opportunity to see the exhibition.

Launch of Staffordshire Appeals and Archives West Midlands

L-R Helen Riley (Deputy Chief Executive & Director of Families & Communities), Jeff James (Chief Executive and Keeper of the National Archives), Gill Heath (Cabinet Member for Environment & Communities), Janene Cox (Commissioner for Culture & Communities).



The 'J.R.R. Tolkien & Staffordshire 1915-1918: A Literary Landscape' exhibition, also HLF funded, and put together by the county Library Service and David Robbie of the Haywood Society was launched last year and will tour until early 2018. This exhibition has reached over 90,000 people so far and David Robbie has been invited to speak at a conference in Germany.

Archives & Heritage have also been successful in their £14,965 bid to the Arts Council to tour 'War Bride' in Staffordshire. Using performance, War Bride aims to engage young people with the feelings associated with being left on the Staffordshire Home Front during World War 1. The project will take place in September at 7 venues across Staffordshire.

Our latest Staffordshire Great War Conference took place on 18 March at County Buildings in Stafford. The theme of 'Community Stories' proved very popular, with a capacity audience of 50. The next Conference will take place in Newcastle-under-Lyme on 21 October and is being supported by the Heritage Lottery Fund.

Social media activity has been focussed on twitter, where we have 1,576 followers and had 66,335 impressions during 2016-17.

Collaboration and support across West Midlands Archive Services

On 24 June 2016 a new organisation was launched, Archives West Midlands (AWM). AWM is a registered charity comprising a dozen archive services across the West Midlands. With support from the National Archives the charity was formed and a board of trustees appointed. Staffordshire is well represented with Janene Cox as its chair (Commissioner for Culture and Communities) and Joanna Terry (Head of Archives & Heritage) as a trustee and lead for social media. AWM has already attracted funding from Arts Council for the Strong Rooms project an innovative touring exhibition in storage containers. Its current projects include assessing digital preservation readiness across the region.

The Archives and Heritage Service has continued to offer strategic support for Sandwell Community History and Archive Service. The service has also renewed the contract to provide conservation support for Walsall Archives and Local Studies. These contracts bring in additional income for the Service and provide valued support for neighbouring services.

Staffing the Archive Service and Developing Skills

Since April 2016 Jess Hyslop joined the Service in August 2016 as conservator for the Minton Archive Conservation Project based at Staffordshire Record Office but also working at Stoke on Trent City Archives. Rosie Chew joined the Service in July for four months working on the Wellcome Trust funded project to enhance catalogues for public health records.

Rachael Cooksey, Staffordshire Appeals Project Officer and Volunteer Coordinator, left the service to take up a new role in the museum sector.

Andrew George, Principal Archivist, announced his retirement after 11 years of service for Staffordshire County Council and 39 years in the profession. He left the service on 1 May 2017.

Nicola Wood joined Stoke on Trent City Archives as archivist enabling Louise Ferriday to start work on cataloguing the Royal Doulton collection within the Minton Archive.

Training

Members of the Archive Service staff attended a range of training and development activity throughout the year:

New Accessions Training (11), Emergency Plan refresher (15), First Aid at Work (1), Commercial Operations for Archives (1), Personal Resilience (1), Axiell User Conference (1).

One member of staff also continued to follow the distance learning course in Archive management at University College Wales, Aberystwyth with another member of staff completing the course during the year.

Volunteers: Involving people in delivering access to collections and learning new skills

At Staffordshire Record Office

Our volunteers work in groups with projects on specific days. On Tuesdays a group continues to index a series of magistrate's records whilst another group are carrying on with the challenging Quarter Sessions rolls cataloguing work. Our longest running project of indexing the names on tithe awards completed with a launch of the online index on the Staffordshire Name Indexes website. Our preservation volunteer group goes from strength to strength. The group completed re-boxing of a collection of glass plate slides from Bertram Sinkinson, photographers in Stafford, between 1890 and 1930. This work follows on from a similar project on Staffordshire Advertiser glass plate slides. They are currently working on records of locomotives built and supplied by Bagnalls engine builders of Stafford. The work involves rehousing photographs and other items onto new pages which are then bound. So far twelve volumes have been completed and four more are in

process. The volunteers have enjoyed working in the conservation studio and learning how to bind a book in a simple case binding.



This year saw the end of our very successful *Staffordshire Appeals* project. We have begun two new projects, one a *Place-names of Staffordshire* research project with Dr Rebecca Gregory of Nottingham University which has proven to be very popular. Another supporting the County Council's *Chase Through Time* research project looking at the history of Cannock Chase. This is done with Dr Andrew Sargent of Victoria County History. Our Friday morning research group continues to work with Prof. Alannah Tomkins of Keele University on the *Staffordshire Paupers* project and this work has informed Prof Tomkins recent AHRC bid and has been included as an example of best practice.

At Lichfield Record Office

Several long-running projects continue thanks to a dedicated group of volunteers at Lichfield Record Office:

Wills Indexing Project

This year saw the major addition of 20 more years of wills to the Staffordshire Name Indexes website, 1630-1639 and 1771-1780. The volunteers are now working on 1780-90 and 1620-30, the latter presenting the challenges of early handwriting.

Marriage Bonds and Allegations Project

The volunteers have sorted the documents for 1808-1846 and have indexed 7 years. At almost 1000 bonds per year this is impressive progress for the small team. In due course these will be added to the name indexes website.

WW1 projects

Other volunteers at Lichfield Record Office are working on a number of WW1 indexing projects: the discharged soldiers register, and soldiers reports for Burton Hospitals; and the register of cases for Burton upon Trent Military Tribunal.

Cataloguing projects

These include: the listing of faculty and archdeacon's certificate papers by NADFAS volunteers now completed to the end of 1899; and listing of presentation deeds with 1327 entries completed this year.

At Stoke on Trent City Archives

Volunteering at Stoke took another step forward this year with the establishment of a group of former 16th/5th Lancers to continue our model of enhancing catalogues through the knowledge and skill of interested users and supporters. After an initial period in which the archive was arranged by a professional archivist and summarily listed at item level, the Lancers work behind supplying the details and identifications that only they can.

The well-established group of former employees of Michelin plc saw two major milestones this year. Firstly, a new website to showcase the archive and containing content that derives from their in depth memory and knowledge of the company went live. It can be found at <http://archives.michelin.co.uk/> . Secondly, in parallel to the cataloguing and content creation was the compilation of a 13,000+ name index to all the people who appear in the company's staff magazine 'Bibendum' between 1936 -1950. Given the major role that the company and its sports club, the M.A.C., played in the economic and social life of the city this will be a major resource for family historians, now and in the future.

We continue to work with volunteers from the Northern Ceramic Society, who have this year concentrated on assisting us with the library of Louis Solon, the Art Director of Minton. His very extensive library of pamphlets and volumes on all aspects of ancient and modern European pottery deserves to be better known, but first needed to be better organized. They have also worked on the papers of the Goddard family (SD 1417), who were the manufacturers for many years of Mason's Ironstone.

Individual volunteers continue to work on: the papers of H&R Johnson; indexing the Stoke Poor Law Guardian minute books; cataloguing, identifying and uploading onto www.staffordshirepasttrack.org.uk photographs from the Bentley photographic collection; indexing Second World War soldiers named in the Sentinel; the diaries of Sir Francis Joseph, industrialist and politician.

Overall our volunteers have contributed 8,561 hours in the last year which is a slight fall due to Staffordshire Appeals project completing. We held a Christmas party to thank our volunteers across the Service for the work they have done with us.

Placements

We worked with St Pauls, Silverdale on their HLF funded project and we had six higher education visits from Keele, Stafford College and Birmingham City University teacher training course. We had three school placements at Staffordshire Record Office. In addition Stoke hosted three placements across the year. Ben Boulton assisted with the Minton Archive. Josh Eardley catalogued the records of the North Staffordshire Infirmary. Adam Pover continued his work on the records of G Edwards and Son Flint Mill.

Megan Price completed a placement at Stoke-on-Trent Archives in November 2016, during which she catalogued the records of the City's Education Committees, including

those of the Schools of Art, leading to them being on Gateway, the online catalogue for the first time.

Public Services: Involving people in service delivery

Improving Onsite Services

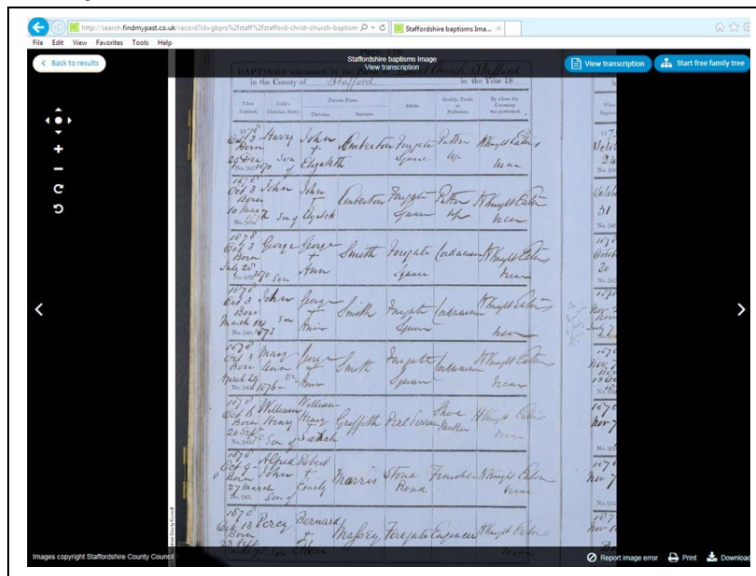
This year we delivered three family history training sessions in Staffordshire Libraries and 45 one to one support sessions for Ancestry.com in Stoke on Trent Community Libraries. In addition a volunteer from the North Staffs branch of the Birmingham & Midland Society of Genealogy & Heraldry has continued to offer one to one family history support sessions at Staffordshire Record Office.

The Family History Club continued to meet with 177 attendees and an active programme of talks.

We have also continued our exhibits of interesting documents at Staffordshire and Lichfield Record Offices.

Improving Online Services

Digitisation Projects

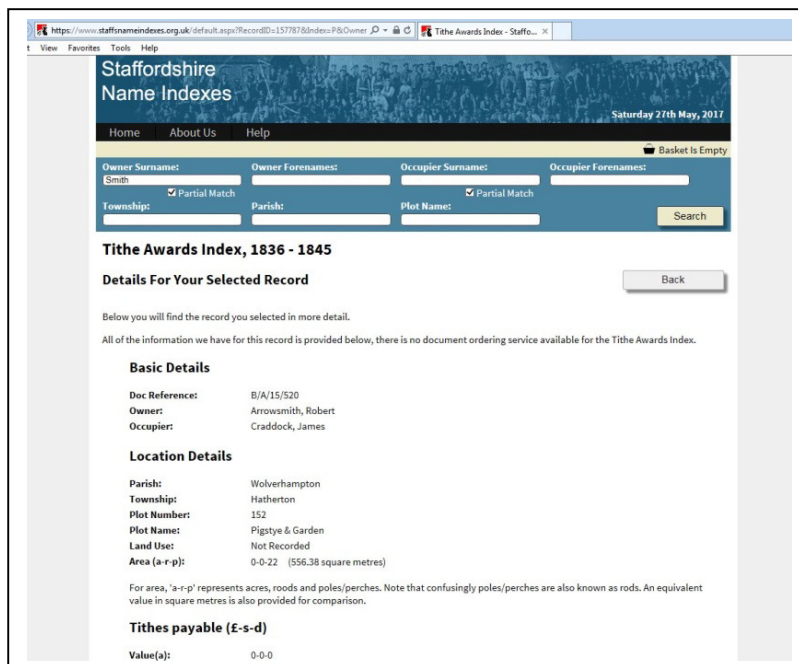


Following our successful partnership with Findmypast we had discussions with them about further records to be digitised and indexed.

We have also continued to work with the Friends of the Staffordshire and Stoke on Trent Archive Service (FoSSA) as they fundraise to enable the digitisation of the Staffordshire Tithe Maps, and their viewing on computers at libraries and record offices in the county and the city. Fundraising currently stands at around £14,000 out of the estimated £18,000 required to deliver the project.

Staffordshire Name Indexes Online

During the year we have added two new indexes and expanded another existing index, of use to local and family historians alike. In addition, significant progress has been made by our volunteers on new indexes for presentation in 2017/2018. We are grateful to the volunteer groups at all of our service points, without which this helpful website would not be possible.



The screenshot shows a web browser window with the URL <https://www.staffordshirenames.org.uk/default.aspx?RecordID=157787&Index=PB/Owner>. The page title is "Staffordshire Name Indexes" and the date is "Saturday 27th May, 2017". The navigation menu includes "Home", "About Us", and "Help". A search bar is present with the following fields: "Owner Surname:" (containing "Smith"), "Owner Forenames:", "Occupier Surname:", and "Occupier Forenames:". There are checkboxes for "Partial Match" under both "Owner Surname:" and "Occupier Surname:". Below these are fields for "Township:", "Parish:", and "Plot Name:", followed by a "Search" button. The main content area is titled "Tithe Awards Index, 1836 - 1845" and "Details For Your Selected Record". A "Back" button is visible. Below the title, it states: "Below you will find the record you selected in more detail. All of the information we have for this record is provided below, there is no document ordering service available for the Tithe Awards Index." The record details are as follows:

| Basic Details | |
|----------------|--------------------|
| Doc Reference: | B/A/15/520 |
| Owner: | Arrowsmith, Robert |
| Occupier: | Craddock, James |

| Location Details | |
|------------------|-------------------------------|
| Parish: | Wolverhampton |
| Township: | Hatherton |
| Plot Number: | 152 |
| Plot Name: | Pigstye & Garden |
| Land Use: | Not Recorded |
| Area (a-r-p): | 0-0-22 (556.38 square metres) |

For area, 'a-r-p' represents acres, roods and poles/perches. Note that confusingly poles/perches are also known as rods. An equivalent value in square metres is also provided for comparison.

| Tithes payable (£-s-d) | |
|------------------------|-------|
| Value(s): | 0-0-0 |

The index to the tithe awards for Staffordshire parishes went live in November, following seven years of consistent hard work by one of the volunteer groups at Staffordshire Record Office. Several of the members of the group saw the project through from beginning to end, which is true dedication. The resulting index gives details of each of the 168,000 parcels of land recorded in the tithe awards – including the names of their owners and occupiers (tenants), and the name, acreage and usage of each parcel, etc. The work to commemorate the impact of the Great War in Staffordshire included the production of an index to the papers of the Mid-Staffordshire Military Appeals Tribunal, 1916-1918. The tribunal heard appeals against military call-up following decisions by Local Tribunals held in each district council area. The index to the wills proved in both the Consistory Court of Lichfield and the courts of the various peculiar jurisdictions has been extended again, by ten years at the beginning and ten years at the end of the period, so that it now covers 1630-1780.

Gateway to the Past Online Catalogue

The online catalogue, "Gateway to the Past", continued to expand further during the year, with the cataloguing of newly acquired accessions, back-cataloguing work and editing of legacy catalogues. Major additions to the online catalogue include Bagot family mediaeval deeds; St. Thomas' priory, Baswich, mediaeval deeds; records of the Antrobus family of

Eaton Hall; records of the Vernon family of Hilton Hall; the 2nd Earl of Dartmouth's American papers; Burton and Lichfield magistrates' court records.

The screenshot shows the 'Gateway to the Past' website interface. The main heading is 'Gateway to the Past' with the subtitle 'Staffordshire & Stoke-on-Trent's Cultural Heritage'. Below the heading is a search bar and navigation tabs for 'Home', 'Advanced Search', 'Showcase', and 'Image Gallery'. The 'Advanced Search' tab is active, showing search results for 'K150 - Hilton Hall estate'. The results table includes fields for 'Located At', 'Level', 'Doc Ref No', 'Title', and 'Date'. The 'Description' field contains detailed text about the collection, mentioning the Hilton and Essington manors and the Swynnerton family.

| 1 of 1 | |
|--------------------------|--|
| <input type="checkbox"/> | K150 - Hilton Hall estate |
| Located At | Staffordshire Record Office |
| Level | Collection |
| Doc Ref No | D(W)1790 |
| Title | Hilton Hall estate |
| Date | c1200-1843 |
| Description | <p>Introduction</p> <p>The main feature of this collection is the remarkably fine series of about 1,000 deeds, mostly mediaeval. These yield very considerable topographical information, particularly about Hilton, Essington, Sharseshill and Saredon. There are numerous seals and the topics of the deeds vary from arrangements for making fish ponds to that of manumissions. Secondly, the court roll series for the manors of Hilton and Essington begin in about 1300. In both the deed and court roll series, the documents become less numerous in the seventeenth and eighteenth centuries when they cease altogether, at the period when the opposite might be expected. Further there are, apart from a few rentals of the period 1300/1350 and 1500/1670, no papers dealing with the financial administration of the estate.</p> <p>Deeds and Court Rolls</p> <p>The Manors of Hilton and Essington</p> <p>The collection is built round the deeds of the manors of Hilton and Essington. Several original documents relating to these properties have come to light at points where former historians of these properties and of the Swynnerton family (e.g. S.H.C. VI) relied on notes presumably made from them by Huntbach in the seventeenth century. Among these are the grants of 1311 of Hilton by John de Ratyngden to Sir John de Swynnerton; of Essington by Roger son of Robert de Essington to John de Swynnerton in 1348. Apart from these, the series contains wills and settlements including those in 1552-1583 when Henry Vernon received these manors as his wife Elizabeth's share of the Swynnerton inheritance. There are unfortunately no full scale surveys of the property, but each has an early, if incomplete, series of court rolls. The precise date when they begin is doubtful, but on balance for Hilton it would seem to be</p> |

In addition, 508 "name authority records" (mini-biographies), mainly for nationally and locally significant people, and for authors on local history, were added to the catalogue. All of this work is crucial in opening up information about collections held by the Archive Service, and we are grateful to those volunteers who continue to assist us in these tasks.

Joint Archive Service Website

For many researchers our website, forming part of the County Council's website, is their first contact with the Archive Service. The site is highly-rated, receiving the highest possible 4-star rating from SOCITM (Society of Information Technology Management) in their annual audit.

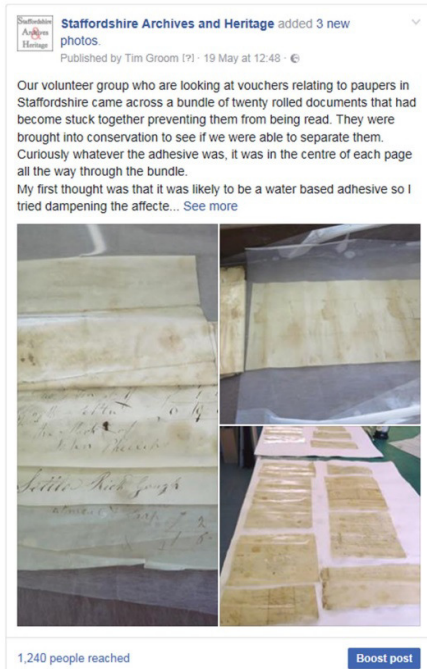
During the course of the year, in addition to the general service information, the site has been regularly updated to enable service users to remain up-to-date with the latest information on three major projects:

- development of the Staffordshire History Centre Project
- the "Staffordshire and Diocese of Lichfield Collection" Digitisation Project, and
- the Friends of the Staffordshire and Stoke on Trent Archive Service Tithe Map Digitisation Project

Overall visits to the Archive Service website have declined by 8.3% to 65,996 and visits to the online catalogue, Gateway to the Past by 5.9% to 128,411.

Visits to the rest of our online resources, including websites such as the Staffordshire Name Indexes and online exhibitions, increased by 13.1% to 36,827. This is accounted for entirely by visits to the Minton Archive microsite, which has really taken off this year, and shows what can be achieved with external funding.

Social media



During the last year we have continued to use social media to promote our collections to remote users and as well as visitors to the Service. A wide variety of staff contribute to our social media output, covering a range of subjects, including newly-available collections, conservation, events, etc. Use of social media by the Service has grown and as a result there are large increases in Facebook likes, up by 32%, and Twitter followers, up by 41%. Statistics for social media are in Appendix 1 at the end of the report.

Personal Use of the Archive Service

This year we saw an overall reduction of 20% in the numbers of personal visitors to the Archive Service. This is a very significant continuation of the nationwide trend that has been experienced over the past ten years or so, as users continue to prefer to access material online.

The number of original documents consulted decreased by 26%. The majority of this change was accounted for by Lichfield Consistory Court wills being made available online through Findmypast.

Consulting Users and Partners

The Service took part in the Public Services Quality Group Survey this year in October 2016 to measure customer satisfaction. A more nuanced system for measuring the overall user satisfaction rate was introduced this time, using a ten-point scale. This resulted in a satisfaction rate of 9.38, based on returns from 184 people surveyed during a period of three weeks across the Archive Service.

For the 11 categories of service provision and delivery surveyed, the results were as follows:

Ease of finding Record Office: 97%
Opening hours: 84%
Physical access: 96%
Visitor facilities: 80%
Quality of catalogues, indexes etc.: 97%
Waiting time for production of original documents: 99%
Microform facilities: 96%
Copying services: 97%
On-site IT facilities: 94%
Quality of staff advice: 100%
Friendliness and helpfulness of staff: 98%

Across the service overall, these areas show a fluctuating pattern of improvement (4), slight fall (4) or level performance (3) against the 2014 figures. Opinions concerning opening hours have again improved considerably, continuing the recovery following 2012's disappointment over reductions. Visitor facilities, which continue to be a relatively low scoring area for us, are key elements for change in the new building proposals in Stafford.

We use the detailed comments in this survey to identify areas for service improvement. They will also inform the planning for public services in any new Staffordshire History Centre, where a larger more comfortable rest area with more seating and facilities is clearly a priority.

One thing which remains at consistently high levels is the appreciation of our public service staff across the service, with friendly, helpful, efficient, professional, knowledgeable and patient among the most frequently used words.

We can also identify from surveys broad elements of economic benefit for our communities. So, of surveyed visitors to our service recently, 4% paid for overnight accommodation, 7% visited other places of interest in the area and 17% ate out locally. These figures are a little lower than in 2014.

We should not underestimate the value of family history tourism, as although the majority of visitors are from within the county and the city, around two-fifths of visitors come from the elsewhere in the UK and overseas. Respondents to the survey included four Australians, one American and one Irish person.

Complaints, comments, compliments

During the year the Service received 128 compliments or comments and no complaints.

The following examples speak for themselves:

Thank you for a splendid year of pieces from you archives. This on-line archives is a joy and I look forward to the year ahead. I'm the chair of the board of the Gardiner Ceramic Museum in Toronto where we are planing a Minton exhibition under the direction of our amazing chief curator..... All of us who are supporters, but not experts, on ceramics are greatly encouraged by your work.

Thank you for your kind assistance and can I just say how pleased I was to get the email

confirming the successful bid to enhance your facilities at Stafford. At a time when the development industry seems bent on persuading National Government that heritage blocks development it is good to know that access to your wonderful collections will be improved.

Delivering access to a range of Learning, Recreational and Cultural activities for Staffordshire's people and communities

Events and Exhibitions

During the year we held a study day in partnership with Nottingham University on the *Place-Names of Staffordshire* and a *Sheridan Study Day* in partnership with Aberystwyth and Leeds Universities as well as our annual study day with the Victoria County History. In May 2016 we held our *Staffordshire History Day* in partnership with Birmingham and Keele Universities. The days proved successful with positive feedback and excellent attendance figures with waiting lists for several of these events. Apart from the touring *Staffordshire Appeals* exhibition (see above) we have also had some of our Archive Collection on exhibition at the Museum Of Cannock Chase with over 2,200 people attending the exhibition.

Collections Management and Development

Accessions and Cataloguing

The range of records deposited with the Joint Archive Service continues to reflect the many and varied aspects of life and work in the County and the City. A full list of the Annual Accessions for the calendar year 2016 is available on the Archive Service website.

This year 117 separate accessions were received from private and external official sources, and we also received 17 accessions from within the County Council. The total volume of all collections was 25.25 cubic metres or about 840 boxes. The largest collection by far in terms of bulk this year was from the South Staffordshire Magistrates' courts, consisting of the last of their hard-copy registers from 1992 to 2007 and some earlier licensing registers and family court papers (about 18 cubic metres).

In addition to the number of accessions received, we counted an additional 73 contacts from or to members of the public and local organisations holding records but where, as yet, no records have been deposited, or where people have been referred to different repositories. Taken together with the number of accessions received, this amounts to a total of 190 approaches or contacts concerning collections for the year, from external sources, roughly in line with previous recent years.

We have continued to put as much resource into cataloguing as possible because, without it, the public cannot access the collections in our care. All uncatalogued collections now also have a basic summary available in our online catalogue, as standard practice, so that the public can be made aware of them. Because we have not been able to create a complete catalogue of the large magistrates' collection which was deposited late in the year, only 9% of all accessions were fully catalogued for the year, but excluding that collection we achieved our annual target by cataloguing nearly 45% of the remaining accessions.

The year's cataloguing figure balanced against the total material received also shows an overall improvement in the proportion of archives with either a full or partial finding aid online to 94.38% across the Service, compared to 92.69% last year, showing that cataloguing of new and older collection, plus the inputting of old paper lists and referencing uncatalogued material online, has outpaced the quantity of new accessions.

Staffordshire Record Office accessions

We have continued to receive a wide variety of records reflecting all aspects of Staffordshire life.

One of our surprise collections this year related to Hawkins Colliery, otherwise known as Cannock Old Coppice Colliery at Cheslyn Hay. These records came to us from a local museum, and we were very pleased to find amidst the business correspondence a lot of items illustrating life in the First World War for both the colliery managers coping with shortages and transport problems, and for the miners and timbermen who were returned from the Services under a special arrangement during the labour shortage in 1918 (7539).

We had some school records as usual, this year from Tamworth Moorgate dating from 1932 (7484), Swythamley from 1903 (7491). We also had some teacher's memorabilia relating to music and dance in the 1930s to 1950s at three schools in Burntwood and Audley (7515).

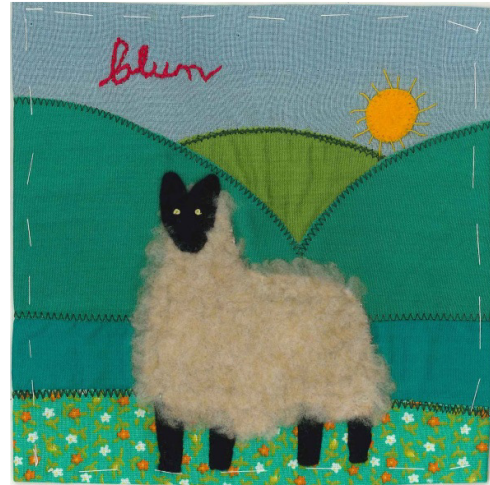
Church records included a collection of Methodist baptism and marriage registers from the Newcastle-under-Lyme area dating from 1837 (D7522). The earliest Anglican church document is an account and rating book for Alrewas 1771-1817 (7527), while other church collections include one from Ellastone St Peter, with items relating to a 19th century restoration including ambitious (and expensive) designs for a large extension that was never actually built (D7507).

Connected with church buildings are some designs for the embroidery of the altar frontals for the Gothic Revival church of St Chad in Longsdon. The embroideries were designed by the church's architect Gerald Horsley, and this collection contains some of his original drawings but also many templates made by the embroiderer on pin-pricked tracing paper (7524).

As usual we collected records from several local organisations, including Elford Hall Gardens Restoration Project (7486), Whiston Pinfold Restoration project (7504), the Staffordshire branch of the Trefoil Guild, which is the senior supporting branch of the Girl Guides (D7505); the Staffordshire Ladies Golf Association (D7529, additional collection); and Codsall Area Traffic Survey, a group campaigning mainly against the proposed West Orbital Route and road widening in the 1970s and 1980s (7530).

We also took pleasure in having a more unusual local collection that spans different aspects of community life, the arts, and the social aspect of being in a deprived area of the county. This is the collection of Silverdale Community Play which was put on in 1991 after two years of local preparation, but which also included supporting projects for fund-raising and which brought back a lost community spirit in Silverdale, including the revival of its carnival. Such side projects included a giant quilt, and a photography project to record the local area. The giant quilt was publicised nationally and people sent in squares from across the world. The separated smaller quilts were then sold to raise money but a few special squares were kept aside and survive in this collection. The play itself, about the life

of local radical Fanny Deakin, was written specially for Silverdale by local playwright Joyce Holliday, and performed by local people (7538).



Another nice surprise was an admission register for Hoar Cross orphanage and boys' home (the Home of the Good Shepherd, opened by Emily Meynell) dated 1888-1900 (7516). This is the type of document that we might assume had never survived, until it was brought in by a long-term user and volunteer of the Archive Service. Most of the boys of this era went to serve in the Boer and First World Wars, or went into domestic service and gardening, or took up timber and carpentry work. The books gives information about their parents and their health, and then information about their later careers was also written up, including those who served or died in the wars.

| Name. | | Parents Names. | | Occupations. | Address. | Cause of death. |
|---|---------------------------------------|--|---|--|-----------|-----------------------------------|
| Bernard Harrison | | John Harrison dead Ellen Harrison living. | | Drapery | | Diabetes & Inscriptions. |
| Date of Admission | Birthplace & date | Baptism | When orphaned | Address of nearest living relative | Illnesses | By whom recommended |
| June 14 th 1888 | (Derby) July 17 th 1882 | S. Mary's Ch. Derby April 15 th 1888 | June 25 th 1896 1 st Infirmary June 28 th 1896 | Hether 39 Drury Lane Derby | Phreaser | Rev. H. Conybe St Ann's Derby. |
| Went to work in the Hall Gardens. Oct. 19 th 1896 Went to Porters Green's gardens in 1897. Since worked there till April 1900, when he enlisted in the Militia, until he is old enough to join the Regular Army. | | | | was hospitalized after Rheumatic fever, but his end was hastened by the intense heat of a thunderstorm on a very sultry day. He had hoped to join the 1 st Royal Dragoon on his birthday. | | |
| Died in Blithington Barnack Hospital, on the 15 th day of July 1900 Buried at Blithington 16 th July, on the one of | | | | R. I. P. | | |

Our biggest document was a huge map Gnosall made from composite sheets mounted together, nearly six metres in length when unrolled, and over three metres wide (D7489). This required some repair work to its top edge, and a short video clip of the conservation work was posted on Facebook. We also had an 1842 map of the Chillington Estate (D7506), and a nice 1840s plan of the Town of Stone, which also required conservation (7517).

Our oldest documents were two early medieval deeds, one dated 1302 relating to land in Biddulph (7510) and one probably from the early 13th century relating to land given to Rocester Abbey (7540), which was purchased at auction by the local parish council.

Staffordshire County Council and Staffordshire Police accessions

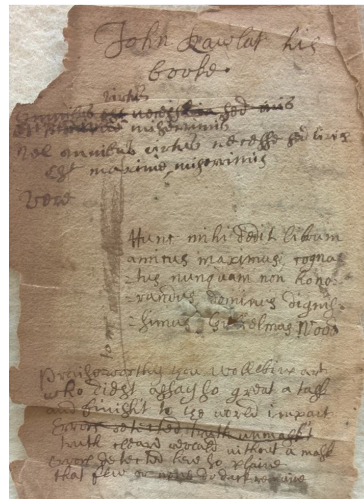
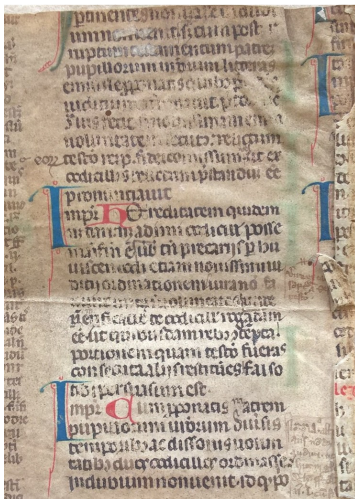
As well as routine accessions of County Council records we have had an interesting photographic record of the history of Greenhall Community Special School (CEV/5/6) and for the Staffordshire Police Collection rules to be observed in police cells, 1895 and 1926 (C/PC/32).

Lichfield Record Office

Lichfield Diocese continued to be our most prolific depositor this year, comprising mainly committee minutes and papers from recent years, particularly Pastoral Committees and Bishop's Council, and also recent printed Diocesan information and publicity (various accessions). Older records consisted of Lichfield Diocesan Trust ledgers dating from 1872 (B/A/26/22).

An important accession was the final residue of the archive of Hinckley Birch & Exham. As the oldest solicitor's office in Lichfield they dealt with a lot of important local families, and one of their earlier partners also acted as Diocesan Registrar. This latest batch contains records from the 17th to the 20th centuries (598). Other earlier documents came from another solicitor's office, consisting of title deeds for properties in Lichfield, Burntwood, Chase Terrace and Fradley dating from 1786 (D599).

But by far the oldest documents were two medieval manuscript bible fragments, believed to be once part of the illuminated bible sold by the trustees of the Rawlet's charity in 1932, with examples of the writing of John Rawlet, 15th century (D597).



Stoke on Trent City Archives

New Accessions:

The archive of 16th/5th The Queen's Royal Lancers (SD 1734) preserves the records of the regiments in both peacetime and in many conflicts all over the world, covering an extensive period of time, from the American War of Independence and the Battle of Waterloo to the 1st and 2nd World Wars, Northern Ireland and the Gulf War. For most

periods there are also soldiers personal records containing touching items such as letters home and Service Records.

Quite separate from the Lancer collection we have also received about 100 letters written by a soldier serving in the Royal Artillery to his sister between 1915 and 1918 and associated papers (SD 1751). It is always surprising to find what records have survived in people's attics such as the Minutes of the Master Builders Association, Hanley (SD 1739) covering a similar period 1916 to 1920. Henry Howlett was an oven and kiln builder and served on this committee, this volume was found in the attic of the house which Mr. Howlett built for himself many years after Mr. Howlett had vacated the house.

In November a collection of black and white photographs taken by photographer Jacqueline Sarsby (SD 1746) joined our holdings. These prints record the lives of people working in the pottery industry in Stoke-on-Trent in 1992. Although the large manufacturers such as Spode and Aynsley are included, the most memorable set of photographs are those of Markay pottery factory, Fenton who manufactured ceramic fancies. This was essentially a workshop operated by a family from their house in Fenton, the name 'Markay' being a combination of the two children's names!

Adding to the written memory of the Pottery Industry preserved by Stoke-on-Trent City Archives, are the records relating to New Hall Pottery Co. Ltd, Marsh Street, Hanley and personal papers of George Eyre Stringer (Chairman and Director of Newhall Pottery) dating between 1884-1957 (SD 1742) which contains a revealing manuscript piece written by George Eyre Stringer (Chairman and Director of Newhall Pottery) titled 'Another Death among the Potters of Staffordshire': A description of the winding up of New Hall Pottery Co. Ltd. in 1956 and a description of the business between 1900 and 1958. Equally interesting are the Papers of John Adams (native of the City), potter of Carter, Stabler and Adams Ltd (Poole Pottery) also including research for the 'Potter's Parade' (Pottery and Glass Trade Review), his time in Durban (South Africa) and at the Royal College of Art, covering the period 1911 to 1953 (SD 1743). Last but by no means least is Alfred Meigh's Listing of Staffordshire Potters to 1930. Written and compiled in February 1937 (SD 1732), this was a gift from the late Geoffrey Godden.

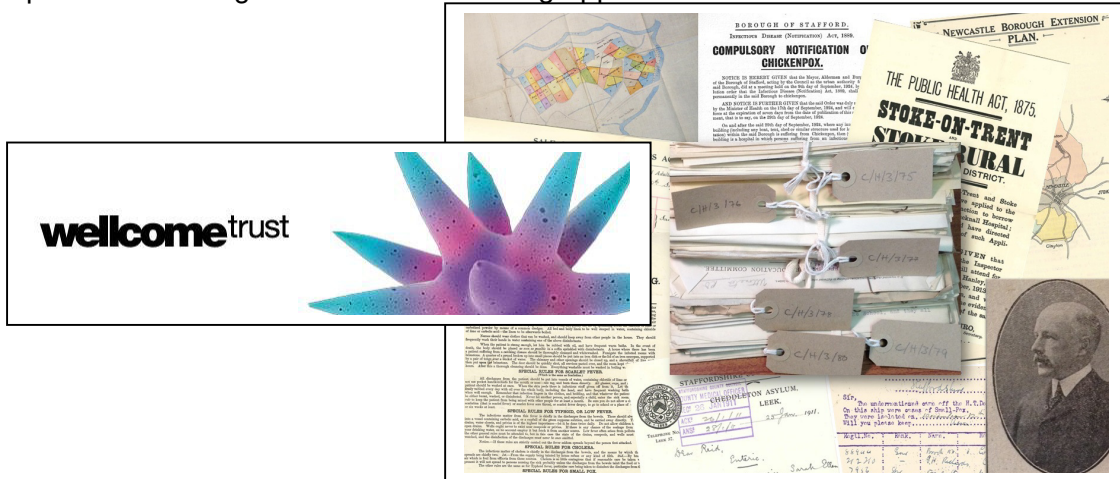
We have also received research papers relating to ceramics this year:

- The Research Notes, Drawings and Photographs relating to the History of English and European Slipware compiled by the late potter and author Mary Wondrausch from 1970s to around 2000 (SD 1733).
- The Research papers of Philip Miller, teapot collector, expert and author of The Anthology of British Teapots and Teapots and Coffee Pots (SD 1749).

Cataloguing Progress

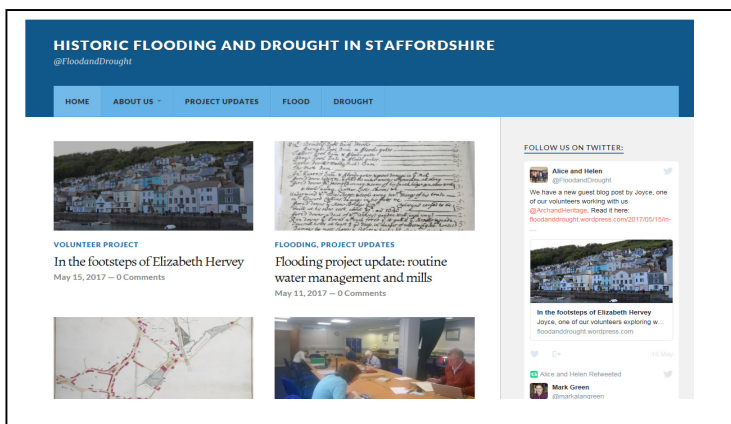
External funding for professional cataloguing

A Wellcome Trust award of a Research Resources Grant enabled us to employ Rosie Chew to catalogue Staffordshire's Medical Officer of Health correspondence files for the early 20th Century. Rosie's excellent project blog (<https://staffordshirehealth.wordpress.com/>) allowed her to share her exciting discoveries and introduce researchers to the wide range of subjects the medical officers dealt with. Preparation has begun for a further funding application to the Wellcome Trust.



External funding and volunteers help widen access to collections

Funding from Arts and Humanities Research Council has allowed us to work with Liverpool University on a project to widen access to our collections for researchers working on climate. We now have two PhD students, Alice and Helen, working with volunteers looking for climate information in journals, letters and accounts. They are sharing their work with the wider community through their blog.



Alice with volunteers Joyce and Pete

The Quarter Sessions Rolls volunteer project continues to open up access to the records of our courts. The group added a further 825 catalogue entries this year and Vicky Fox has continued to add to the Quarter Sessions depositions catalogue. Last year we reported that the Latin documents in this collection were not catalogued and presented a huge access challenge. We have been very lucky that Jim Sutton agreed to take on this

challenge and has begun the enormous task of describing the Latin criminal and civil presentments, which describe offences from assault, theft and riot to working at a trade without having served an apprenticeship and failure to mend roads. This year Jim has completed 834 descriptions covering 1694-1732 at the same time as finishing his own book to be published in July.



Volunteers Jim Sutton and Caroline

Volunteers and tackling the backlog

New working practices for tackling the cataloguing backlog continue to develop, especially in training further volunteers and Archive Assistants in the use of the CALM cataloguing software. This allows Archivists to concentrate on coordinating work and on complex cataloguing.

For the second year we involved our volunteers in the prioritizing of cataloguing work through the Volunteer Vote. There was a great response and after much debate the WG Bagnall Collection (locomotive engineers) was selected for the archivists to catalogue in 2017. In the meantime we can report that last year's project on the Shrewsbury Family and Estate Collection is complete and the catalogue available online. Interestingly this project revealed the Earl of Shrewsbury's business interests, including his own tyre and car companies.



Clement-Talbot Ltd in the Shrewsbury

We continue to benefit from the input of a wide range of volunteers. On the Bradford Collection, June Ellis is uncovering the life of an 18th-century ambassador; Joy Pownall's study of family diaries has allowed us to identify important information about Weston Park; and Richard Totty has continued with the painstaking checking of early deeds. All this work improves the searchability of the catalogue. New volunteer Jenni Maslin has made astonishing progress in typing up over 2000 draft catalogue descriptions of Bradford family settlements and legal papers. Archive Service professional staff coordinate Bradford

Collection volunteers and catalogue sections which demand professional skills and knowledge.



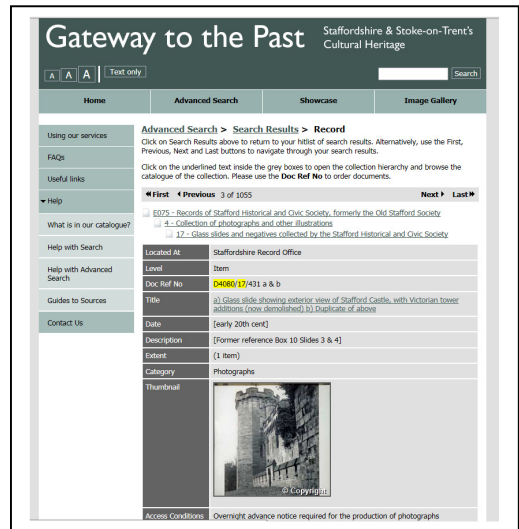
George Craddock's book, 16th-cent, with notes re foreign commerce and a translation of a play

This year's key achievement was completing cataloguing of 17th- century diplomatic correspondence and 16th- to 19th- century poetical and dramatic works, including scripts of plays performed at Lord Bradford's private theatre. A further 590 new catalogue entries were added to the Bradford Collection on Gateway to the Past.

Support for students working towards a career in archives remains an important part of our work and brings added benefits to the Service. Caroline Hillman, now successfully completing her first year of an Archives MA course, has catalogued the Codsall Parish Collection and is now learning how to use our accessions database, which will be useful for us in the short term and for her in her future career.

Our Archives Assistants are now trained in use of the CALM cataloguing software and this year the Stafford Historical and Civic Society glass slide collection was added to Gateway to the Past (1050 entries and images), along with Cheadle Rural District building plans (3067 entries), the latter the culmination of a project begun over 10 years ago.

In total this year the cataloguing backlog has been reduced by 2% with 4868 catalogue entries added to Gateway to the Past.



Preparing for change

Preparing for change has been a theme of our cataloguing work this year and will be the key driver in the next financial year. Importantly work has focussed more heavily on making information about our collections accessible online in preparation for the closure of Lichfield Record Office. We are adding old paper catalogues to Gateway, the complex work being completed by Archivists, who also lead the work of Archive Assistants and volunteers. The Archive Assistants at Stafford and Lichfield continue to build on their CALM database work and last year saw the fruition of the major project on the Dartmouth Collection American papers. With over 2,500 entries added to Gateway to the Past, this is enormous progress. Volunteers Paul Meller and Miriam Firth have assisted in this work and a key achievement this year was to put online the catalogue of the Vernon Family of

Hilton Hall Collection. At Lichfield Record Office the Archive Assistants have added brief descriptions of uncatalogued collections to Gateway in preparation for the collections moving to Stafford. As well as contributing to collections access, this work also makes our staff more knowledgeable and better able to advise our users at a period of great change for the Service.

Stoke on Trent City Archives Cataloguing

The majority of our cataloguing work over the past year has been focused on the Lancers Archive and the Michelin Archive.

Services to the County Council

The County Archive Service is responsible for the day-to-day management of the County Council's deeds of property and associated legal documents, as well as the formal archives of the County Council. This service includes: the accessioning, cataloguing and indexing of deeds of new properties and other legal documents; the identification and retrieval of deeds and other records for officers in the County Council for day-to-day business activity; and provision for the ongoing security of the County Council's legal documents.

Figures for the previous year, 2015/2016, are given in brackets.

Number of deed packets retrieved and issued 638 (1,309)

Number of new deed packets accessioned and indexed 361 (447)

Number of requests for information from deeds and minutes taking more than 15 minutes: 15 (13)

Volumes of SCC committee minutes catalogued 18 (13)

Sets of School Governors' minutes catalogued 297(backlog from last year) (112)

Preservation and Conservation

The Conservation Section completed a very productive and varied programme of conservation work for the year.

Some notable pieces of work this year are:

- **Sutherland Collection Conservation Programme.**

This is the tenth and final year of this programme as a legacy of the Sutherland Project. In future years the conservation needs of the collection will be judged by priorities in the same way as all other collections. Attention this year has focussed on treatment and housing of the medieval deeds.

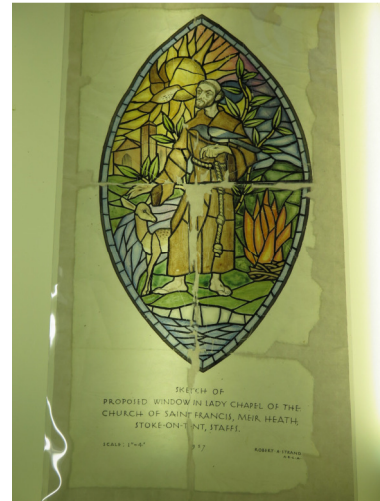
- **Minton Collection Conservation Project**

Following the acquisition of the Minton collection by Stoke City Archives we were awarded a grant to support a conservation project on this unique and valuable collection. The National Manuscripts Conservation Trust, with money from The Pilgrim Trust and the Art Fund with money from the Wolfson Foundation have jointly funded a Conservator post for one year. We have set up a small conservation facility at Stokeon Trent City Archives that is near the collection, and the project conservator is dividing

her time between there and our main studio at Stafford, depending on the complexity of work being carried out.

- **Stoke on Trent City Archives Conservation Programme**

A wide variety of material has been conserved this year including, maps, plans and drawings and volumes including a beautiful 19th century design for a stained glass window, the conservation of this design attracted much interest on Facebook during treatment.



Exhibitions

- For County Buildings; “Capability Brown in Staffordshire”, “James Brindley Canal Engineer”, “A Year in Review”
- For Staffordshire Record Office Reading Room; “WWI Tribunals Exhibition”, “Staffordshire on the Somme”, “Christmas Exhibition”.

Conservation statistics

| | |
|-----------------------------------|------|
| Paper leaves treated | 1143 |
| Parchment membranes repaired | 185 |
| Maps and Plans repaired and bound | 49 |
| Volumes Bound | 34 |
| Items mounted for Exhibition | 81 |
| Items encapsulated and laminated | 64 |
| Miscellaneous items treated | 39 |
| Seals | 18 |

Developing skills in the Conservation field

- May/June and August 2016, under the ARA training scheme for Conservators, Carrie Farnell from Highland Archive Service, received eight weeks training in ‘Bookbinding conservation’.
- April 2016, both Conservators gave a one day training session at Manchester City Library and Archives on “Blade Sharpening and leather paring”.

- August 2016 saw the beginning of the Minton Collection Conservation Project, training has been given to Jess Hyslop on various aspects of advanced book conservation.

Conservation Support to Walsall Local History Centre

The conservation team continues to provide conservation support in the form of two days per week by Conservator Cara Hughes.

Conservation Support to Sandwell Archives

Both conservators provided a training session in preservation and cleaning of archives for staff.

Lichfield Cathedral Library

Ongoing support and advice has been given on packaging, removal and storage of fragile material in preparation for library roof repairs.

Conclusion

The Archive Service has had a very exciting year dealing with major new collections, making progress on the HLF project to deliver the new vision, whilst also maintaining the public service. Volunteers continue to make a very significant contribution to the service particularly with projects and assisting in tackling the cataloguing back log.

Online services have continued to grow with more records available through Find My Past, additional name indexes online more collections accessible through the online catalogue and Past Track.

The coming year of 2017/2018 looks like an equally busy and challenging year.

Joanna Terry

Head of Archives & Heritage, June 2017

Appendices

1. Public service statistics, local performance indicators and charter targets, 2016/2017
2. Statistics for use of online resources, 2016-2017
3. Acknowledgements

Part 1
Public Service Statistics – Financial Year 2016 /2017 (2015/2016 in brackets)

| | STAFFORD | LICHFIELD | STOKE | BURTON | TOTAL |
|--|-----------------|----------------|---------------|-----------|--------------------|
| PERSONAL USE OF ARCHIVE SERVICE | | | | | |
| Total number of individual visits | 5,462 (6,754) | 1,849 (2,174) | 2,489 (2,705) | 180 (253) | 9,980 (11,886) |
| Total number of new registrations and renewed registrations | 520 (612) | 205 (226) | 100 (138) | N/A | 825 (976) |
| | 148 (210) | 86 (88) | 74 (89) | N/A | 308 (387) |
| Total number of documents produced | 12,136 (13,452) | 2,998 (7,141) | 1,675 (2,228) | N/A | 16,809 (22,821) |
| Total number of Ordnance Survey maps produced for consultation | 1,465 (1,622) | Not applicable | 375 (512) | 18 (38) | 1,848 (2,172) |
| Total number of local studies items produced for consultation | Not applicable | Not applicable | 1,572 (1,762) | 113 (199) | 1,685 (1,961) |
| Total number of microfilms/ fiches/CDRoms consulted | 3,940 (6,385) | 698 (1,088) | 5,443 (8,240) | 508 (640) | 10,589 (16,355) |

DISTANCE USE OF ARCHIVE SERVICE

| | | | | | |
|-------------------------------------|---------------|-------------|---------------|--------------|---------------|
| Total number of postal enquiries | 59 (94) | 18 (29) | 18 (21) | N/A | 95 (144) |
| Total number of email enquiries | 1,945 (2,019) | 582 (912) | 736 (732) | N/A | 3,263 (3,663) |
| Total number of telephone enquiries | 2,087 (2,850) | 897 (1,249) | 1,147 (1,523) | Not recorded | 4,131 (5,622) |

REPROGRAPHICS SERVICES

| | | | | | |
|--|----------------------------|----------------------------|----------------------|-----|------------------------------|
| Total number of photocopies/ microprints supplied and total number of orders (including scanning) | 1,275 (1,898) 293 (390) | 2,032 (5,910) 207 (635) | 176 (395) 59 (75) | N/A | 3,483 (8,203) 559 (1,100) |
| Total number of photographic orders | 87 (75) | Not applicable | Not applicable | N/A | 87 (75) |
| Total number of annual photographic permits issued | 12 (9) | 5 (5) | 3 (1) | N/A | 20 (15) |
| Total number of daily photographic permits issued | 280 (331) | 85 (142) | 41 (41) | N/A | 406 (514) |
| Total number of self-service microprints | 455 (436) | 96 (221) | N/A (N/A) | N/A | 551 (657) |
| RESEARCH SERVICES | | | | | |
| Total hours of research for the public and total number of orders | 92 (121.75) 191 (204) | 16.5 (45.75) 28 (68) | 18 (24.5) 18 (16) | N/A | 126.5 (192) 237 (288) |

ONLINE USE OF ARCHIVE SERVICE

| | | | | | |
|--|----------------|----------------|----------------|-----|----------------------|
| Total number of webpage visitor sessions | Not applicable | Not applicable | Not applicable | N/A | 65,996 (71,974) |
| Total number of visitor sessions to online catalogue | Not applicable | Not applicable | Not applicable | N/A | 128,411 (136,490) |
| Total number of visitor sessions on Staffordshire Name Indexes website | Not applicable | Not applicable | Not applicable | N/A | 17,521 (16,950) |

OUTREACH ACTIVITY

| | | | | | |
|---|----------------|----------------|----------------|-----|------------------|
| Total number of attendees at Archive Service events | Not applicable | Not applicable | Not applicable | N/A | 3,436 (2,628) |
| Total number of volunteer hours | | | | N/A | 8,516 (8,641) |

Find My Past

| | | | | | |
|---|--|--|--|--|-----------------|
| Number of users who viewed a Staffordshire record | | | | | 89,878*(72,876) |
| Number of Staffordshire records viewed. | | | | | 862,062* |
| *Estimated final quarter statistics | | | | | (1,578,646) |

Social media

| | | | | | |
|----------------------|--|--|--|--|----------------------|
| Facebook likes | | | | | 1,200 (907) |
| Facebook reach | | | | | 131,700 (90,927) |
| Facebook engagements | | | | | 11,265 (13,416) |
| Twitter followers | | | | | 1,727 (1,228) |
| Twitter impressions | | | | | 630,600 (584,700) |

Part 2
Performance Monitoring against Charter Targets– Financial Year 2016/2017 (2015/2016 in brackets)

| | | STAFFORD | LICHFIELD | STOKE | BURTON |
|------------------------------------|--|-----------------|------------------|--------------|---------------|
| Postal / email enquiries (simple) | Reply within 5 working days | 100% (100%) | 98% (100%) | 97% (94%) | N/A |
| Postal / email enquiries (complex) | Reply within 20 working days | 100% (100%) | 100% (100%) | 100% (100%) | N/A |
| Photocopy orders | Reply within 8 working days at Stafford, Lichfield Reply within 6 working days at Stoke | 100% (100%) | 93% (98%) | 100% (100%) | N/A |
| Document production | Within 20 minutes | 99% (99%) | 95.6% (95.3%) | 100% (100%) | N/A |
| Accession receipts | Sent out within 12 days | 97% (100%) | 92% (92%) | 100% (100%) | N/A |

Part 3

Archive Service Local Performance Indicators 2016/2017

| Local performance indicator | Outturn 2015/2016 | Target 2017/2018 | Outturn 2016/2017 |
|------------------------------------|--------------------------|-------------------------|--------------------------|
| Use of Archive Service | | | |
| 1. Usages of the Archive Service | 431,211 | 1,000,000 | 1,083,248 |
| - Personal visits | | | |
| - Online visits | | | |

| | | | |
|---|-------|-------|-------|
| - Email, postal and telephone enquiries and orders | | | |
| Engagement with the Archive Service | | | |
| 2. Attendances at - Events and celebrations - Talks by our staff - Educational and community group visits to our offices | 2,840 | 3,500 | 3,496 |
| 3. Number of volunteer hours | 8,641 | 8,600 | 8,516 |
| Customer satisfaction | | | |
| 4. Percentage of users expressing satisfaction with overall services and facilities (= very good/good survey marks) | 98% | 98% | 100% |
| Collecting activity | | | |
| 5. New archival collections and unconcluded negotiations with donors or depositors | 205 | 200 | 190 |

Acknowledgements

Without the support, dedication and sheer hard work of our staff and volunteers the Archive Service could not deliver such a wide range of work all towards the aim of bringing archives to the widest audience possible. The support from members of the Joint Archive Committee is also very much appreciated. I would like to thank everyone for their contribution in 2016-2017.

Staff

Staffordshire Record Office: Matthew Blake, Rosie Chew, Rachael Cooksey, Ben Cunliffe, Howard Dixon, Jess Hyslop, Andrew George, Tim Groom, Cara Hughes, Rebecca Jackson, Beryl Jones, Sue Lynch, Catherine Nichols, Richard Nichols, Julie O'Neill, Liz Street, Bev Sutherland.

Lichfield Record Office: Kevin Briggs, Anita Caithness, Jenny Lewis, Henrietta Martinez, Joanne Peck.

Stoke on Trent City Archives: Liz Cooper, Andrew Dawson, Louise Ferriday, Chris Latimer, Moira Lewis, Mandy Pover, Nicola Wood.

William Salt Library: Dominic Farr.

Volunteers (124)

Margaret Afekaf , Judith Aston, Rosin Ayres, John Babb, Ken Baddeley, Gerry Barton, Linda Barrett, Margaret Beard, Graham Bee, Richard Benefer, Melanie Bond, Melvin Bourne, Val Bourne, Pat Brown, Teresa Brown, James Brough, Patrick Brough, Ann Bugge, Mary Carpenter, Brian Cooper, Val Cooper, Pat Corfield, Rosie Cooke, Brian Cooper, Helen Daniel, Anagha Darmapurikar, Aisling Deegan, Tony Degg, Jacqueline Diffey, Tracey Dutton, Ned Edwards, June Ellis, Colin Evans, Nesta Farrow, Miriam Firth, Ann Fisher, Betty Fox, Vicki Fox, Frank Foy, Jo Foy, Val Gannon, Karen Gething, Stephen Gidley, Judith Gilbert, Robert Ginder, Barry Gratton, Sue Gregory, Peter Gurney, Jim Hadlow, Claire Hannon, Sandra Hassall, Harriet Hathaway, Kay Hay, Brian Heathcote, Linda Higgs, Caroline Hillman, Diane Hitchcock, Beryl Holt, Val Hollins, Rhiannon Hollinshead, Barbara Hughes, Peter Hyland, John King, Randle Knight, Margaret King, Janet Kisz, Roger Knowles, Anna-Maria Kotalski, Ashok Kumar, Bob Jones, Graham Jones, Lesley Jones, Susan Large, John Leech, Maureen Leese, Dorothy Lloyd, Di Lote, Jenni Maslin, Nigel Maurs, Julia McBride, Don McLean, C McPherson-Jones, Paul Meller , Christine Millard, Carole Minshall, Irene Moir, Norman Moir, Mavis Moore, Anna Munro, Paul Niblett, Lyn Norman, Roger Osborn, Thomas Pashley, Joy Pownall, David Prescott, David Price, Malcolm Price, Megan Price, Christine Reynolds, Glenys Richards, Ceris Roberts, Bob Robinson, Sue Rowley, Helen Russell, Rose Sawyers, Audrey Screen, Ruth Shaw, Diane Shenton, Jacqui Simkins, Rosie Simpson, Viv Simpson, Evelyn Slater, Ian Small, Les Smith, Ann Sumner, Jim Sutton, Wendy Thain, Richard Totty, Dave Tovey, Penny Twibill, Collin Webb, Sue Walker , Les Woolley.

Friends of the Archive Service (FoSSA)

Our thanks to the committee and members for their support throughout the year: Dianne Barre, Sue Gregory, Val Gannon, Malcolm Price, Glenys Richards, Pam Sambrook, Jim Sutton, Richard Totty.

The Friends launched a fundraising campaign last October to digitise the Staffordshire Tithe maps and so far have raised over £14,000 towards the £20,000 target. Sue Gregory and Richard Totty also represented the Friends at project meetings and workshops to develop the Staffordshire History Centre project.

Joint Archive Committee 2016-2017

Elected members of Staffordshire County Council: Mrs Gill Heath (Vice-Chair), Mr Ian Parry, Mr Mike Davies (Observer).

Substitute members: Mr Ben Adams, Mr Mark Winnington

Elected members of Stoke on Trent City Council: Mr Terry Follows (Chair)

Substitute member: Ms Janine Bridges.