NRO

NORFOLK RECORDS COMMITTEE

Date: **Friday 26 April 2013**

Time: **10.30am**

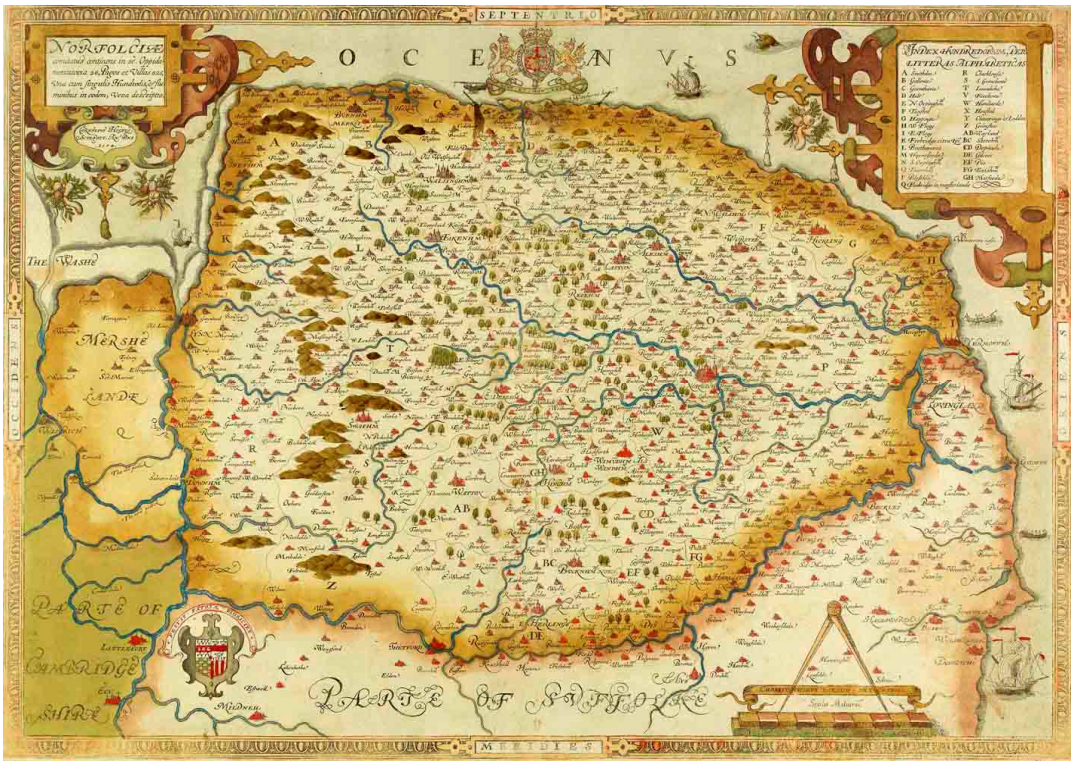
Venue: **The Green Room, The Archive Centre**
County Hall, Martineau Lane, Norwich

Please Note:

Arrangements have been made for committee members to park on the county hall front car park (upon production of the agenda to the car park attendant) provided space is available.

The Meeting will be followed by a short presentation by Susan Maddock, Principal Archivist, on the history of the Record Office, in connection with its 50 anniversary, and, from 12 noon, by a reception and presentation to recently retired Archivist, Dr John Alban.

Persons attending the meeting are requested to turn off mobile phones.



Map of Norfolk by Christopher Saxton, 1574, from the Raymond Frostick Map Collection (Norfolk Record Office, RFM 1/1.1).

Membership

Mr J W Bracey	Broadland District Council Substitute: Mr D Ward
Ms D Carlo	Norwich City Council
Mrs A Claussen-Reynolds	North Norfolk District Council
Mr P J Duigan	Norfolk County Council Substitute: Mrs J Leggett
Dr C J Kemp	South Norfolk District Council Substitute: Mr T Blowfield
Mr R Kybird	Breckland District Council Substitute: Cllr M Chapman-Allen
Mrs E A Nockolds	King's Lynn and West Norfolk Borough Council
Ms K S Robinson-Payne	Great Yarmouth Borough Council
Mr M Sands	Norwich City Council
Ms V Thomas	Norwich City Council
Mr T Wright	Norfolk County Council Substitute: Mrs J Leggett
Vacancy	Norfolk County Council Substitute: Mr J Joyce

Non-Voting Members

Mr M R Begley	Co-opted Member
Mr R Jewson	*Custos Rotulorum*
Dr G A Metters	Representative of the Norfolk Record Society
Dr V Morgan	Observer
Prof. C Rawcliffe	Co-opted Member
Revd C Read	Representative of the Bishop of Norwich
Prof. R Wilson	Co-opted Member

For further details and general enquiries about this Agenda please contact the Committee Officer:

Sonya Blythe on 01603 223029
or email committees@norfolk.gov.uk

A g e n d a

1. To receive apologies and details of any substitute members attending.

2. Minutes **(Page 1)**

To confirm the minutes of the meeting of the Norfolk Records Committee held on 11 January 2013.

3. Matters of Urgent Business

4 Members to Declare any Interests

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is on your Register of Interests you must not speak or vote on the matter.

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is not on your Register of Interests you must declare that interest at the meeting and not speak or vote on the matter.

In either case you may remain in the room where the meeting is taking place. If you consider that it would be inappropriate in the circumstances to remain in the room, you may leave the room while the matter is dealt with.

If you do not have a Disclosable Pecuniary Interest you may nevertheless have an **Other Interest** in a matter to be discussed if it affects:

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

If that is the case then you must declare such an interest but can speak and vote on the matter.

5. Norfolk Record Office – Performance and Budget Report **(Page 11)**

Report by the Principal Archivist

6. Risk Register **(Page 17)**

Report by the Principal Archivist

7. Annual Review of Charges for Services **(Page 23)**

Report by the Principal Archivist

8. Norfolk Record Office Service Plan, 2013 - 2016 **(Page 33)**

Report by the Principal Archivist

9. Periodic Report, 01 October 2012 to 31 March 2013 **(Page 69)**

Report by Principal Archivist

10. Annual Report 2012 - 13 **(Page 117)**

Report by Principal Archivist

11. Exclusion of the Public

The committee is asked to consider excluding the public from the meeting under section 100A of the Local Government Act 1972 for consideration of the item below on the grounds it involves the likely disclosure of exempt information as defined by Paragraph 3 of Part 1 of Schedule 12A to the Act, and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

12. Periodic Report : Appendix Manuscripts Purchased, 1st October 2012 to 31 March 2013 **(Page 125)**

Report by Principal Archivist

13. Future Meetings

Date	**Time**	**Venue**
Friday 28 June 2013	10:30am	The Green Room, Archive Centre
Friday 22 November 2013	10:30am	The Green Room, Archive Centre

Chris Walton
Head of Democratic Services
County Hall
Martineau Lane
Norwich
NR1 2DH

Date Agenda Published: 18 April 2013

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Norfolk Records Committee

Minutes of the Meeting held on 11 January 2013

Present:

Norfolk County Council
Mr P Duigan (Vice-Chairman)
Mr T Wright

Breckland District Council
Mrs S Matthews

Broadland District Council
Mr D Ward

King's Lynn and West Norfolk Borough Council
Mrs E Nockolds

Great Yarmouth Borough Council
Ms K Robinson-Payne

North Norfolk District Council
Mrs A Claussen-Reynolds

Norwich City Council
Ms D Carlo
Ms V Thomas

South Norfolk District Council
Dr C J Kemp (Chairman)

Non-Voting Members

Co-Opted Member
Mr M Begley
Dr G A Metters

Observer
Dr V Morgan

Non-voting Cabinet Member

Mr B Stone Cultural Services, Customer Service and Communications

1. Apologies for Absence

1.1 Apologies for absence were received from Mr J Bracey and Mr R Jewson.

2. Election of Chairman

2.1 Dr Kemp was elected Chairman of the Committee.

Dr Kemp in the Chair.

3. Election of Vice-Chairman

3.1 Mr Duigan was elected Vice-Chairman of the Committee.

4. Minutes

4.1 The minutes of the meeting held on 23 November 2012 were confirmed by the Committee and signed by the Chairman subject to the following amendments:

- At 6.3, bullet point 3, change "on line" to "on-line".
- At 8.3, bullet point 11, the first sentence should end, "…when they took over the Colman site."

5. Matters of Urgent Business – Dr John Alban's retirement from his role of County Archivist

5.1 Since the despatch of the agenda papers Members of the Joint Committee had received notice that Dr Alban planned to retire on 31 March 2013 and therefore this meeting would be his last Norfolk Records Committee meeting.

5.2 A press release would be made public that afternoon. This press release is attached at Appendix A.

5.3 Members present made the following tributes to Dr Alban:

- The Cabinet Member for Cultural Services stated that Dr Alban had raised the standards for record offices around the country and he noted that the Norfolk Record Office was the best outside London. He expressed his great thanks for Dr Alban's many years of service.

- Mr Duigan noted that he had been on the Joint Records Committee for 14 years – two years fewer than Dr Alban had been the County Archivist. He noted that when he joined it was a challenging, but productive time for Dr Alban as it was shortly after the fire in the previous record office building. He noted that Dr Alban was responsible for the amazing building the committee met in today and his sterling work had resulted in this outcome.

- Prof. Wilson noted that he had been on the interviewing panel which selected Dr Alban for his post. He noted Dr Alban's utter professionalism in carrying out his role. He also thanked Dr Alban for the tremendous achievement which resulted in the current building which housed the Norfolk Record Office. He said Dr Alban should be enormously proud of his achievements and wished him a long and happy retirement.

- Mrs Nockolds thanked Dr Alban for his work, in particular her gratitude for the work carried out with King's Lynn Borough Archives and the support they had received from him and his staff.

- Dr Morgan stated the Dr Alban had turned the tragedy of the fire disaster into an opportunity that would benefit Norfolk for many years and had created a healthy working atmosphere for the Norfolk Record Office staff. He noted that Dr Alban had gone beyond his day job to engage with many other groups and County Archivists around the region and the country, and had latched onto opportunities to work with other organisations such as the University of East Anglia.

- Ms Carlo spoke on behalf of the City of Norwich and its records and said that Dr Alban could retire feeling extremely proud of his achievements and there was great sadness to see him retire.

- Dr Metters said that on behalf of the Norfolk Record Society he was very grateful and their relationship with the Norfolk Record Office had been mutually supportive.

- Ms Thomas thanked Dr Alban for his helpfulness and introduction to the work of the Norfolk Record Office.

5.4 The County Archivist responded to the tributes:

- He thanked Members individually and the Committee as a whole for their unfailing support for his work. He said that the successes of the Norfolk Record Office were in very large part due to this support.

- He noted that he had hoped to follow the example of Miss Kennedy, the previous County Archivist, and work well beyond the retirement age but he had been unwell since the summer. He would retire on 31 March 2013, exactly 16 years to the day since he took on the role. By leaving at this time it would also enable him to complete a number of projects and fulfil a number of commitments which ran until that date.

- He invited Members to the launch of the exhibition for the 50th Anniversary of the Record Office. This would take place at 3 p.m. on Wednesday, 30 January 2013 in the Long Gallery in The Archive Centre. He felt this would be a fitting celebration and hoped all Members would be able to attend.

- He expressed his immense gratitude to the Norfolk Record Office staff over the past 16 years for their unfailing support and absolute loyalty. Their hard work had brought the Norfolk Record Office to the standard at which it operated today. He said he was leaving with some regrets, but also with great pride in all which the Record Office had achieved, and he deemed it a huge honour to have had the opportunity to serve the communities and people of Norfolk in this post.

6. Declarations of Interest

6.1 There were no declarations of interest.

7. Norfolk Records Urgent Business Sub-Committee

7.1 The annexed report (7) by the County Archivist was received. The report asked the Committee to appoint a County Councillor to fill the Norfolk County Council vacancy and a District Councillor to fill a district council vacancy on the Sub-Committee. The Sub-Committee would exercise all the powers of the main Committee in dealing with matters which are urgent (having been agreed as such by the Head of Democratic Services and the Chief Officer(s) concerned) and which fall, partly or wholly, within the Terms of Reference of the Committee.

RESOLVED

7.2 To appoint Dr Kemp and Mr Duigan to serve on the Urgent Business Sub-Committee (and to join the current serving Members on the sub-committee, Mr Wright and Mrs Nockolds).

8. Norfolk Record Office - Performance and Budget Report 2012/13

8.1 The annexed report (8) by the County Archivist was received by the Committee. The report provided information on performance against service plans and budget out-turn information for 2012/13 for the Norfolk Record Office (NRO). The report covered both service performance and financial performance.

8.2 During the discussion the following points were noted:

- The Cultural Services Accountant stated that at the end of November 2012, the NRO was predicting a break-even revenue budget outturn.

- The Cultural Services Accountant stated that performance indicators showed that during the year the NRO had continued to increase its range of audience participation, with numbers slightly up compared with the same period in 2011/12.

- The Cultural Services Accountant stated that performance against the 2012/13 service plan had been good.

- In response to a question regarding Great Yarmouth Microfilming the County Archivist explained that sets of microfilms were available in some libraries, but not all. The Assistant Director of Community Services (Cultural Services and Head of Libraries and Information) stated that storage of these was an issue at libraries and the sensible next step would be to digitise these. New technology was being investigated for Great Yarmouth library and it was hoped that new reader equipment would be purchased soon.

- It was suggested that libraries may not be the most appropriate venues to store microfilms and some towns in Norfolk had history or heritage centres which may be able to provide this service. The County Archivist agreed and said that the NRO was always willing to sell duplicate microfilms to interested groups who requested them.

RESOLVED

8.3 To note performance with the 2012/13 service plan

8.4 To note performance with revenue budget and reserves and provisions for 2012/13.

9. Service and Budget Planning 2013-15 for the Norfolk Record Office

9.1 The annexed report (9) by the County Archivist was received by the Committee. This report updated the Committee on further information and changes affecting proposals since the Norfolk Records Committee considered a report at its November meeting on proposals for service and financial planning for 2013-14. It included an update from the Chancellor's Autumn Statement and confirmation of the Provisional Finance Settlement, updated information on revenue budget proposals and capital funding bids and the latest information on the cash limited budget for the services relevant to this Committee.

9.2 During the discussion the following points were noted:

- The Cultural Services Accountant stated that the cash limited budget stood at £1.547m.

- The County Archivist noted that the Corporate Freedom of Information and Data Protection budget of £151,000 would be transferred to an Information Management Shared Service. In addition, departmental budgets would be top-sliced to contribute to this shared service. This would mean a £6,800

reduction in the Cultural Services' budget, to which the NRO would contribute *pro rata*.

- It was noted that in relation to 4.3.1 in the report, the meeting date to be scheduled with representatives of the business sector was not yet known. A verbal update will be provided to Cabinet on 28 January 2013.

- In response to a question regarding savings of £45,000 made by reduced staffing in Record Office, it was noted that this approximated to two full-time equivalent (FTE) posts.

- The County Archivist commented that when The Archive Centre was planned, the repository had been designed with fifteen years' accrual space. The Record Office had taken advantage of this to earn income by renting out some space for document storage. However, as space filled up, the opportunity to make income from this service would obviously diminish over time.

- The point was raised that there were still schools in Norfolk which were not aware of the opportunity to place records in The Archive Centre's repository. The County Archivist informed the Committee that this information was available on the Norfolk County Council Schools website and that within the Record Office there was a staff member responsible for Local Authority records and who worked with schools. He found it surprising that there were schools which were not aware of this service.

RESOLVED

9.3 To note the provisional finance settlement for 2013-14.

9.4 To note the updated information on spending pressures and savings for the Norfolk Record Office and the cash limited budget for 2013-14.

9.5 To note the proposed list of new and amended capital schemes.

10. Review of Norfolk Record Office's Standards and Policies

10.1 The annexed report (10) by the County Archivist was received by the Committee. The report explained that the Norfolk Record Office reviewed its standards and policies from time to time and brought them before the Norfolk Records Committee for consideration. The report recommended that the revised versions of the standards and policy documents at Appendices 1-5 should be adopted and be subject to further review within five years.

10.2 During the discussion following points were noted:

- The County Archivist noted that most of the changes to the document were simply updates or tightening up on the wording. He also stated that the changes had been indicated using the 'track changes' facility so that Members could see where variations had been made from the original document.

- It was noted that the Race Relations Act 2010 had been superseded by a new piece of legislation and therefore this should be updated in the

document.

- Within Appendix 1 at bullet point 8, it was agreed to change the term "mostly" to "most orders".

- In response to a Member question, the County Archivist noted that some deposits required special terms before the deposit was made. For example, a depositor might request that access be restricted until after a certain date (e.g. 100 years) in the future.

- Within Appendix 3, paragraph 13, a question was asked what the policy was of the NRO when they wished to destroy or transfer deposited records to another repository, but the owner of the records was unknown, and whether the Record Office had a policy for large-scale deaccessioning. The County Archivist noted that the first part of the question related to what was an extremely rare occurrence, but if such a circumstance were to arise, the Record Office would exercise its judgement with due diligence, acting as if *in loco parentis*. He added that the Record Office did not have a policy for large-scale deaccessioning.

- The County Archivist confirmed that the NRO kept a record of any damage to records. While there was no formal requirement to do this, it was best practice.

RESOLVED

10.3 To adopt the amended versions of the standards and policies at Appendixes 1-5 subject to the following amendments:

- The legislation which superseded the Race Relations Act 2010 be referred to in the document;
- The term "mostly" be replaced with "most orders"; and
- The paragraphs are numbered rather than bullet pointed.

10.4 That the revised standards and policies at Appendixes 1-5 be subject to further reviews, at intervals of no longer than five years.

11. Exclusion of the Public

11.1 The Committee was asked to consider excluding the public from the meeting under Section 100A of the Local Government Act 1972 for consideration of the item below, on the grounds it involved the likely disclosure of exempt information as defined by Paragraph 3 of Part 1 of Schedule 12A to the Act, and that the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

11.2 The County Archivist presented the following conclusion of the public interest test:

The NRO bids at auctions and acquires by private treaty sales documents of relevance to Norfolk, which fit within its Collections Policy. The prices of documents are increasing all the time, particularly because dealers' attitudes are "to charge what the market will pay". If prices paid by the NRO for documents were to become generally known publicly, this will have the effect of inflating the market. Since public funds are involved in its purchases, the NRO operates a strict value

for money policy and strives to pay no more than is necessary, while, at the same time, trying to ensure that no important documents are lost to Norfolk. Releasing information about prices paid for documents would have a significant detrimental impact on NCC's commercial revenue and might put documents out of the NRO's financial reach, thereby losing part of the county's written heritage. It was therefore not in the public interest to release information about prices paid for document purchases.

RESOLVED

11.3 That the public be excluded from the following item.

12. Exempt Minutes

12.1 The exempt minutes of the meeting held on 23 November 2012 were agreed as a correct record and signed by the Chairman.

13. Chairman's Announcements

13.1 The Chairman wished to thank Mr Murphy for his contributions to the Norfolk Records Committee during his time as Chairman. He noted that as a practising historian and author, Mr Murphy had made a great contribution to the work of Committee and the NRO.

14. Future Meetings

Date	Time	Venue
Friday 26 April 2013	10:30am	The Green Room, Archive Centre
Friday 28 June 2013	10:30am	The Green Room, Archive Centre
Friday 22 November 2013	10:30am	The Green Room, Archive Centre

The meeting concluded at 11:25am.

Dr C Kemp, Chairman

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PR 9779

For Immediate Release

11 January 2013

Norfolk's County Archivist set to retire

The meeting of the Norfolk Records Committee on Friday, 11 January will be Dr John Alban's last as Norfolk County Archivist after he has announced he is set to retire from the role.

Dr Alban will step down on 31 March, exactly 16 years to the day since he was appointed to the County Archivist's post.

Upon his appointment in 1997, Dr Alban was given the responsibilities of modernising the Norfolk Record Office (NRO) and taking the lead on the project to provide Norfolk with a new archive facility.

The Archive Centre Project was a joint collaboration between Norfolk County Council and the University of East Anglia, supported by the Heritage Lottery Fund. It resulted in the construction of a state-of the-art facility, The Archive Centre, which opened to the public in 2003 on the County Hall site in Norwich and houses the Record Office. It was then officially opened by Her Majesty the Queen in 2004.

His period in post has seen the NRO develop into an institution which is universally acclaimed as a leader in its field and has been recognised by The National Archives as a four-star service.

It was the first county record office to have its collections designated in their entirety as being of outstanding international importance by the Museums, Libraries and Archives Council in 2005. The medieval records of the Norwich Great Hospital held by the NRO were granted UNESCO status in 2011 and have been inscribed into the UK Memory of the World Register, which exists to promote documentary heritage of local significance.

Dr Alban took over following twenty-three years as City Archivist in his home town of Swansea and during his tenure in Norfolk the Record Office has developed a reputation for raising funds to help save local archives that are under threat of being lost to the public.

One example of this was when Dr Alban persuaded Swansea City Football Club's mascot, Cyril the Swan, to lend his mute support to the Norfolk Record Office's successful campaign to rescue the 'Broadland swan roll' from export to the USA in 1999. This 15th-century parchment shows 99 outline drawings of swans' heads, showing marks of ownership and owners' names.

Dr Alban said: "In many ways, the County Archivist's post has been my dream job. Norfolk's archives are unrivalled in their extent and quality, and although archivists

should display a certain professional detachment, for me it has never ceased to be an enormous personal thrill being in charge of such exceptional collections.

“That and having had the responsibility for what has been described as one of Europe’s finest archive buildings provided me with professional opportunities which few county archivists have enjoyed, and for this I count myself highly privileged and singularly fortunate.

“I am deeply honoured that I was given the opportunity to serve the people and communities of Norfolk in this office and I shall leave it with some regret, although tempered with pride in all which the Record Office staff have achieved, with the unfailing support of Norfolk County Council and the Norfolk Records Committee, over the last decade and a half.

“Leaving at the end of this financial year is appropriate in many ways. I have a number of outstanding, long-term commitments up to the end of March, which I feel duty-bound to fulfil. Some of these are connected with the 50th Anniversary of the Norfolk Record Office, which falls in 2013, a date which also marks the tenth year of our operation in The Archive Centre.

“Retiring on 31 March also means that I shall have held the post of County Archivist of Norfolk for exactly sixteen years to the day.”

Barry Stone, Cabinet Member for Cultural Services at Norfolk County Council, said: “I want to thank John for the clear dedication and passion he has brought to the role of County Archivist. He has been a huge asset to the Norfolk Record Office over the last 16 years and it’s testament to the work that he and his team have done in this time that the Record Office and the county’s archives are so well-regarded at both a local and national level.

“John will be very much missed, but I prefer to see it that we were lucky to have someone of his calibre and capability in the role for as long as we have. On behalf of all involved in running the Norfolk Record Office in The Archive Centre, I would like to wish him the very best for his retirement.”

After his retirement, Dr Alban intends to keep up his strong personal interest in the history of medieval Norfolk and East Anglia. A respected historian in his own right, with some 130 publications to his name over the past 40 years, and an Honorary Senior Lecturer in the School of History at the University of East Anglia, he will now devote more time to historical research, especially into Norfolk’s role during the Hundred Years’ War.

For more information about the Norfolk Record Office and The Archive Centre, visit www.archives.norfolk.gov.uk.

-ends-

For political comment
Cllr Barry Stone (Cons) Cabinet member for Cultural Services, Communications and Customer Service on 01493 603900 or 07760 166344
Cllr Mike Brindle, (Liberal Democrat) on 01842 753566

Cllr Marcus Hemsley (Green) on 07827 282430
Cllr George Nobbs (Lab) on 01603 611406

For further information please contact:
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Norfolk Record Office

Performance and Budget Report 2012/13

A report by the Principal Archivist

Executive Summary

This report provides information on performance against service plans and budget out-turn information for 2012/13 for the Norfolk Record Office (NRO). Section 1 covers service performance information in the context of delivering service plans, and Section 2 covers financial performance.

The main issues for consideration by this Committee are:

- As at the end of February 2013, the NRO is predicting a break-even revenue budget outturn.
- Performance indicators for the Norfolk Record Office show that during the year The Archive Centre has continued to increase its range of audience participation, although numbers are down compared with the same period in 2011/12.
- Performance against the 2012/13 service plan has been good and is reported in more detail in the accompanying report.

Action Required

The Norfolk Records Committee is asked to consider and comment on:

- Performance with the 2012/13 service plan
- Performance with the revenue budget and reserves and provisions for 2012/13.

1. Performance against Service Plan

1.1 Performance Summary

1.1.1 In the period April-February 2013, visits to the Record Office have been made by 16,627 people (compared with 17,022 in the same period in 2011), although the service has continued to attract new audiences among all age groups.

1.2 Norfolk Record Office (NRO): some examples of progress

1.2.1 **History of Language**

In February, 17 students from Sir John Leman High School in Beccles visited the NRO. The students are studying History of Language for the English Language A-Level module, Language Change and Development. They looked at a number of letters written in English, from 1639 to 1944, to consider how the language has changed over time, how some words have fallen out of use and how others have been created. The documents consulted also demonstrated the formalization of modern punctuation, and the lack of standardization of spelling and the use of abbreviations in past centuries.

1.2.2 **Visit of French Students**

In February, a group of 70 French students visited the NRO as part of a week- long trip to Norwich. In addition to finding out about the Record Office and having a tour, the students looked at some documents relating to the history of Norwich, through five periods: the 1912 floods; the building of City Hall and Eaton Park improvements in the 1930s; Norwich during the Second World War in the 1940s; the Norwich Festival and the introduction of the computer to Norwich in the 1950s; and the industries of the 1960s, including chocolate and shoe manufacturing.

1.3 Conclusion

1.3.1 Our conclusion is that this has been a good year for performance so far

.

2. Budget Out-turn 2012/13

2.1 Revenue Budget

2.1.1 At the end of February 2013, the NRO is predicting a break-even revenue budget outturn. A small underspend of £0.023m is predicted due to staff vacancies in the Freedom of Information/Data Protection unit which comes under the Norfolk Records Office. The posts had been held vacant whilst the NCC review of Information Management was carried out. It has now been agreed corporately that this funding can be used to support the implementation of the Information Management Shared Service. The budget out-turn is summarised in the table below.

2.1.2 The budget has been reduced by £0.005m during the year. This is due to the claw back of the budgeted 1% pay award £0.009m and the increased depreciation charge of £0.004m.

2.1.3 2012/13 revenue budget savings agreed as part of the Big Conversation consultation are on track to be achieved for a total of £0.057m from a combination of reductions to staffing and energy efficiencies.

2.1.4 The table below sets out the net revenue service budgets and out-turn for the NRO.

Service	Approved budget £m	Forecast Outturn £m	+Over/- Underspend £m	Variance since last report £m
Record Office	1.442	1.442	0	0%
Corporate Data Protection	0.054	0.054	0	0%
Corporate Freedom of Information	0.096	0.096	0	0%
Total	**1.592**	**1.592**	**0**	**0%**

2.1.5 For 2013/14 revenue budget savings, also agreed within the Big Conversation consultation, amount to £0.065m and will also come from staffing reductions (£0.045m), archive storage services (£0.010m) and energy savings (£0.010m). We will report progress with these savings targets in future Performance and Finance reports.

2.2 Capital programme

2.2.1 There are two capital projects for The Archive Centre that will be completed in 2012/13:

- £0.007m Inverters for Fan Speed Control funded from the Carbon Energy Reduction Fund (CERF).
- £0.008m CCTV System upgrade funded from an 11/12 revenue contribution.

2.3 Reserves and Provisions

2.3.1 The table summarising the 2012/13 position appears below.

- The Unspent Grants and Contributions Reserve balance of £0.073m has been increased by £0.017m for 12/13 contributions for multi-year projects. A balance of £0.090m is expected at 31st March 2013 with the main funders being National Manuscripts Conservation Trust, Town Close Estates and The National Archives. Residual Insurance Reserve funds of £0.047m will be used for the Manorial Records and Accessioning Projects and the Cresswell Gurney purchase.

Reserves and Provisions 2012/13	Balances at 01Apr12	Forecast Outturn at 31Mar13	Change
	£M	£M	£M
Norfolk Record Office			
Residual Insurance and Lottery Bids	0.373	0.326	-0.047
Manuscript Reserve	0.000	0.000	0.000
ICT Reserve	0.000	0.000	0.000
Unspent Grants & Contributions Reserve	0.073	0.090	0.017
Service Total	0.446	0.416	-0.030

3. Resource implications

3.1 The implications for resources including, financial, staff, property and IT, where relevant, are set out in Section 2 of this report.

4. Other Implications

4.1 Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account

5. Equality Impact Assessment (EqIA)

5.1 The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief, and sexual orientation.

6. Section 17 – Crime and Disorder Act

6.1 There are no direct implications for Crime and Disorder within this report.

7. Conclusion

7.1 The Norfolk Record Office is on track to achieve a balanced revenue budget position for 2012/13. Progress with service plans points to some continuing improvement.

8. Recommendation or Action Required

8.1 The Norfolk Records Committee is asked to consider and comment on:

- Performance with the 2012/13 service plans
- Performance with the revenue budget and reserves and provisions for 2012/13.

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

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Community Services Department
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NORFOLK RECORDS COMMITTEE
26 April 2013
Item No: 6

RISK REGISTER

Report by the Principal Archivist

Summary

This report asks the Norfolk Records Committee to note the latest version of the Norfolk Record Office's risk register and invites any comments

1. Introduction

1.1. The Accounts and Audit (Amendment) (England) Regulations, 2006 require the reporting of an Annual Governance Statement. The Governance Statement provides assurance that the organisation's governance framework is adequate and effective.

1.2. The Annual Governance Statement is a wide statement covering, not only financial control, but the whole internal control environment. The Norfolk Records Committee has to take responsibility for internal control (including risk management) and also the Statement on Internal Control.

1.3. The Norfolk Records Committee is responsible for ensuring that there is an adequate system of internal control in place (including risk management arrangements).

1.4. Members of the Norfolk Records Committee attended a training session on Risk Management on 16 July 2010.

2. Risk Management

2.1. The Norfolk Records Committee's aims and objectives are achieved through the Norfolk Record Office (NRO).

2.2. The NRO has a risk register which its Management Team reviews on a three-monthly basis, taking into account new control measures and target risk scores. The risk register is recorded on the Council's performance and risk management software, PRISM.

2.3. The last quarterly review of the NRO risk register was on 11 April 2013.

2.4. There are currently three risks on the risk register and all three are assessed at 'medium' level with appropriate mitigation actions in place.

2.5. Two of the risks are shown as 'Green' - on schedule to meet their target scores by their target dates of 31 March 2014.

2.6. Following review, risk RM13963 – Long-term staff shortage – has had its likelihood score raised from 'two – unlikely' to 'three – possible' and its prospects of meeting the target risk score by the target date revised from 'Green' to 'Amber', indicating that there are some concerns, due to recent staff changes and the recent level of sickness absence. Appropriate mitigation actions for this risk are in place and progress will be monitored closely.

2.7. As reported to Norfolk Records Committee on 23 November 2012, two risks successfully met their target scores by their target dates and have now been removed from the current NRO risk register. These risks remain on historic risk registers for future reference and an audit as required.

2.8. During the Norfolk Records Committee meeting on 23 November 2012 it was noted that the colours within some cells of the summary appended to the Risk Register report were difficult to detect when printed in black and white and a number of possible solutions were offered. Noting that future plans involve Members being able to access reports electronically and in colour, reducing the need to print, interim measures have been taken to make it easier to distinguish between the colours on the printed version.

2.9. A summary of the NRO risk register, as revised on 11 April 2013, is appended to this report as Appendix 1 for consideration by the Committee. Following the agreed process for reporting key risks to Members, the summary reflects the interim measures mentioned in 2.8.

2.10. In addition to the NRO risk register, the Cultural Services Risk Register will also include any significant risks which relate to the NRO, as well as any cross-cutting risks which may apply uniformly across services within Cultural Services.

2.11. In this way, the NRO complies with corporate reporting requirements relating to risk registers.

3. S17 Crime and Disorder Act

The Norfolk Record Office takes account of the need to address the issues of social exclusion, one of the key triggers for crime and disorder, and consistently works to ensure that services are accessible to everyone. Identification is made of those target groups who are less likely to benefit from services due to different factors, and services are tailored so that they can participate on an equal basis.

4. Equality Impact Assessment (EqIA)

The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation.

5. Any other Implications

Officers have considered all the implications of which members should be aware. Apart from those listed in the report above there are no other implications to take into account.

6. Recommendation

That the Committee notes the NRO's Risk Register as revised on 11 April 2013 and makes any comments, as necessary.

Officer Contact:
Susan Maddock, Principal Archivist
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Email: susan.maddock@norfolk.gov.uk

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Summary (Appendix 1)

Risk Number	Risk Name	Risk Description	Date entered on risk register	Current Likelihood	Current Impact	Current Risk Score	Target Likelihood	Target Impact	Target Risk Score	Target Date	Prospects of meeting Target Risk Score by Target Date	Risk Owner
RM13959	Loss of or reduction in funding	Loss of or reduction in levels of external funding through changes for archives at a national level could lead to a reduced capacity to deliver the service, or threaten business viability.	31/03/2009	3	3	9	2	3	6	31/03/2014	**Green**	Susan Maddock
RM13960	A lack of clarity in roles and responsibilities	A lack of clarity in roles and responsibilities in our working relationships with other organisations could lead to capacity issues and potential drains on business as usual. This results in negative reputation and knock-on effects in relation to funding.	31/03/2009	2	3	6	2	2	4	31/03/2014	**Green**	Susan Maddock
RM13963	Long-term staff shortage	Due to our low levels of staff any long term shortage in key areas for whatever reason could lead to premises closure, support service downtime, increased backfill costs and loss of income. This could result in public services being unavailable and would negatively impact on our reputation.	31/03/2009	3	4	12	1	4	4	31/03/2014	**Amber**	Susan Maddock

NORFOLK RECORDS COMMITTEE
26 April 2013
Item No: 7

ANNUAL REVIEW OF CHARGES FOR SERVICES

Report by the Principal Archivist

Summary
This report deals with the annual review of Record Office charges and recommends certain changes.

Recommendation: that members note the new charges, as shown in the appendixes.

1. Norfolk Record Office charges are renewed annually. This year, the charges have been reviewed by the Principal Archivist, who is acting in an interim rôle, following the retirement of the former County Archivist and until the new County Archivist takes up post. In her review of existing charges, the Principal Archivist has taken several elements into account. Thus, in some cases, the charges have been held at the previous year's levels, mainly in response to public consultation, but, for financial prudence, these have been offset by larger increases in some other categories. The Principal Archivist may vary or waive these charges, at discretion, wherever benefit to the service may arise from doing so. All classes of fee attract a minimum charge of £5, if paying by cheque.

2. The appendixes set out the position and recommended charges for 2013-14. Postage, packing, and, where applicable, VAT, will be charged as appropriate.

3. Equality Impact Assessment (EqIA)
The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation.

4. S.17 Crime and Disorder Act
There are no implications of the report for the Crime and Disorder Act.

5. Financial Implications
Financial implications are explained in the report and its appendixes.

6. Other Implications

Officers have considered all the implications of which members should be aware. Apart from those listed in the report, there are no other implications to take into account

7. **Recommended** that members note the new charges, as shown above.

Officer Contact:
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Appendix 1: General Fees (last year's fees in brackets)

Category	£
Copying Services Photocopies of documents: per sheet	0.90 (0.90)
Photocopies of searchroom lists and books	0.30 (0.30)
Copy of a catalogue, or part of a catalogue exported from NROCAT in searchable pdf format, supplied by e-mail (up to 10 pages)	3.00 (3.00)
Each additional page of the same catalogue supplied by e-mail at the same time	00.05 (00.05)
Copy of a catalogue, or part of a catalogue exported from NROCAT in searchable pdf format on CD (up to 10 pages)	5.00 (5.00)
Each additional page of the same catalogue supplied on CD at the same time	00.05 (00.05)
Copy of a catalogue, or part of a catalogue exported from NROCAT and printed double-sided (up to 10 pages)	3.00 (3.00)
Each additional page of the same catalogue printed at the same time	00.25 (00.20)
Microfilm (35 mm): per frame*	1.00 (1.00)
Minimum charge for microfilm (35 mm) (10 frames)	10.00 (10.00)
Microfiche: per fiche	5.00 (5.00)
Print out: per sheet**	1.50 (1.50)
Self-service microform printouts: per sheet	0.60 (0.60)
16 mm roll film diazo duplicates	30.00 (30.00)
35 mm roll film diazo	45.00 (45.00)

duplicates	
Copying of sound recordings and electronic data	15.00 per half hour (15.00 per half hour)
Still photography: private individuals requiring special facilities	39.00 (39.00)
Hourly charge where conservation is required to enable copying, e.g., flattening, removal of pins: handling charge	39.00 (39.00)
Hourly charge for locating for copying documents or entries not readily identifiable (e.g., by a unique reference), or preparing estimates for copying, and preparing detailed estimates	39.00 (39.00)
Photography Permit (per day) ***	10.50 (10.50)
Photography Permit (per week) ***	35.00 (35.00)
Photography Permit (per four weeks) ***	70.00 (70.00)
Research services Search fee: for 1st hour	40.00 (39.00)
Search fee: for 2nd hour	32.00 (30.00)
Fee for vehicle registration searches	40.00 (39.00)
Transcription fee: per hour	55.00 (50.00)
Translation fee: per hour	55.00 (50.00)
Certification Certified facsimiles: statutory fee or per item	22.00 (21.00)
Certified transcripts: per 100 words	22.00 (21.00)
Miscellaneous	
Annual charge for inclusion on Record	45.00 (45.00)

Agents' List	
Digital Copying Service	£
Single fine jpeg on CD:	10.00 (10.00)
Additional fine jpegs on same CD (each):	4.00 (4.00)
Single tiff on CD:	15.00 (15.00)
Additional tiffs on same CD (each):	5.00 (5.00)
Image printed in colour on paper A4	10.00 (10.00)
Image printed in colour on paper A3	15.00 (15.00)

* An additional handling charge may on occasion be made.
** Also, minimum charge for microfilm, if film has not already been made.
***Charges aligned with those of the Norfolk Heritage Centre.

Non-sterling Payments

For non-sterling payments, a minimum charge of £15, applies: the high cost of conversion for other currencies makes it impracticable for the NRO to accept non-sterling payments for lesser sums. Overseas customers are asked, when placing their orders, if they are able to pay in sterling.

Appendix 2: Charges for Booking Rooms in The Archive Centre

The Green Room						
Booking group in order of priority use	**Room hire charge**					
	for half a day		**for a full day**		**for an evening**	
	excluding equipment	*including equipment*	*excluding equipment*	*including equipment*	*excluding equipment*	*Including equipment*
NRO/ NSA	N/A	N/A	N/A	N/A	N/A	N/A
EAFA	N/A	£40	N/A	£45	£80	£90
NCC	£90	£110	£120	£145	£110	£135
DCs in Norfolk	£130	£150	£160	£175	£140	£165
External	£150	£170	£175	£195	£160	£185

Quadrangle Room/Hayman Room/Common Room/Staff Room*			
Booking group in order of priority use	**Room hire charge**		
	for half a day	**for a full day**	**for an evening**
NRO/ NSA	N/A	N/A	N/A
EAFA	N/A	N/A	£80
NCC	£80	£95	£110
DCs in Norfolk	£105	£120	£135
External	£120	£140	£155

The Long Gallery*			
Booking group in order of priority use	**Room hire charge**		
	for half a day*	**for a full day***	**for an evening***
NRO/ NSA	N/A	N/A	N/A
EAFA	N/A	N/A	£80
NCC	£100	£120	£100

DCs in Norfolk	£125	£155	£135
External	£160	£175	£155

In-Advance Booking Fee	
NCC	£40.00
DCs in Norfolk	£45.00
External	£55.00

***The Common Room, Long Gallery and Staff Room may be booked out of normal hours only.**

Where applicable, VAT will be added to these charges. Cancellation of bookings must be made in writing and, in the event of a cancellation, the Record Office reserves the right to make a cancellation charge, at the Principal Archivist's discretion.

Ordinarily, bookings are not accepted more than three weeks in advance and no block bookings are allowed. However, in response to customers' suggestions, in 2006-7, a long-term, in-advance booking fee for all meetings rooms in The Archive Centre was introduced.

Appendix 3: Fees for Film, Television and Video Companies: NO CHANGE

Charges		
Category	**Recommended Price £**	
Facility fee: for filming or TV companies filming, including rostrum photography, within Record Office premises, subject to negotiation on the scale opposite	250 per hour	
Television, film and video flash fees (documentary, drama, etc.)	Regional TV	Network/Overseas TV
Standard (10-year rights)	75.00	115.00
Inclusive cable, digital,satellite, video, WWW	130.00	180.00
Educational programmes	45.00	75.00
Electronic (including on-line): Multi-media: CD-ROM, DVD, WWW, etc.	75.00	125.00
Educational Multi-media: CD-Rom, DVD, WWW, etc.	45.00	75.00

Appendix 4: Reproduction Fees: NO CHANGE

The fees below are for the granting of non-exclusive reproduction rights. They are charged in addition to any duplication costs.

Charges				
Category	**World Rights £**		**One Language Rights * £**	
	B/W	**Colour**	**B/W**	**Colour**
Books, part-works, journals, periodicals, slides, newspaper articles, magazines	70.00	140.00	50.00	100.00
Educational, textbooks, scholarly and other non-profit publications	50.00	100.00	35.00	70.00
Book jackets, magazine, CD/record, video or CD-ROM/DVD covers	125.00	250.00	100.00	200.00
Academic/educational book covers	70.00	140.00	60.00	120.00
Postcards, greetings/Christmas cards, notelets and small reproductions	100.00	200.00	80.00	160.00
Charities (greetings cards only)	60.00	120.00	40.00	80.00
Fine Art prints, posters, calendars (per plate), gift wrap	125.00	250.00	100.00	200.00
Games, jigsaws, T-shirts, replicas, souvenirs and similar items (3-year rights)	180.00	360.00	125.00	250.00
Advertising magazine/ press, direct mail, brochures and TV	150.00	300.00	125.00	250.00
Artists' reference (re-drawing)	50% of appropriate fee (% unchanged)			

* Under an EU ruling, 'one country' implies **all** member states, i.e., if single country languages are requested by an EU publisher, that publisher is deemed to have acquired rights in that language throughout **all** territories of the EU.
VAT will be added to all invoices, except those relating to orders from outside the EU. EU customers will be charged VAT, unless they supply a valid VAT number.

NORFOLK RECORDS COMMITTEE
26 April 2013
Item No: 8

NORFOLK RECORD OFFICE SERVICE PLAN, 2013-16

Report by the Principal Archivist

Summary

This report outlines the service planning priorities for the Norfolk Record Office (NRO) and its key service activities over the next three years.

The NRO contributes to the following strategic ambitions:
- A vibrant, strong and sustainable economy
- Aspirational people with high levels of achievement and skills
- An inspirational place with a clear sense of identity

It participates in the County Council's Core Roles and also delivers outcomes under eight out of the nine corporate objectives adopted by Community Services.

This report includes a list of headline activities for the coming year.

Context
Within the Community Services Department, the NRO works to the Cultural Services' aspiration to support learning about the past, enjoying the present and inspiring the future. From The Archive Centre, it delivers services county-wide, supports learning throughout life and provides high-quality customer service.

Recommendation
Members are requested to note proposed Service Plan, commenting on it and considering whether there are any areas for further consideration.

1. Introduction

1.1. The Norfolk Record Office's (NRO) Service Plan, which appears as the Appendix to this report, sets out the key activities which are planned for the coming three years. It is the NRO's working plan and feeds into the annual Norfolk County Council plan.

1.2. The NRO prepares a three-year service plan, which guides its activities in detail in the first year of the cycle and in outline in the second and third years. The plan is updated annually, on a rolling-forward basis, so that the second year of the previous year's plan thereby becomes the first year of the successive cycle, and so on. In this way, continuity is ensured.

1.3. The NRO contributes to the County Council's strategic ambitions:

- A vibrant, strong and sustainable economy

- Aspirational people with high levels of achievement and skills
- An inspirational place with a clear sense of identity

1.4. It also participates in the County Council's Core Roles:

- Speaking up for Norfolk
- Assessing and commissioning
- Safety net for vulnerable people
- Signposting to services
- Enabling communities

1.5. It also delivers outcomes under eight of the nine corporate objectives adopted by Community Services, details of which will be found in the Service Plan itself.

1.6. The attached Service Plan provides a useful summary of the NRO's key activities for elected members and can also be used to support grant and other applications.

1.7. Although it is attached here in hard copy, the master copy of the NRO's Service Plan will held electronically on the NRO's website.

2. Equality Impact Assessment (EqIA)

2.1. The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation.

3. Section 17 of the Crime and Disorder Act Implications

3.1. The NRO's Service Plan takes account of the need to address the issues of social exclusion, one of the key triggers for crime and disorder. The NRO provides services which are accessible to local people, encourage participation in cultural activities by people who are at risk of offending, engage offenders through a range of cultural projects, assist schools in improving pupil attainment and deliver opportunities to increase the number of people who are in education, employment or training. Through these, the NRO is making a contribution towards reducing crime and disorder in Norfolk.

4. Any other Implications

Officers have considered all the implications of which members should be aware. Apart from those listed in the report above, there are no other implications to take into account.

5. Conclusion

5.1. This report brings together all the key service developments which are planned by the NRO over the next three years. The Service Plan represents an ambitious

programme, intended to maintain the NRO's quality service to the public, provide value for money, and to ensure the continuation of the NRO's position as a centre of excellence and as a nationally recognized leader in its field.

6. Recommendation

6.1. Members are requested to note proposed Service Plan, commenting on it and considering whether there are any areas for further consideration.

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IN TRAN
communication for all

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Norfolk Record Office

[Community Services Department]

Service Plan 2013-16

[Susan Maddock, Principal Archivist]

Signed: .....

Norfolk County Council
@ your service

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The Norfolk Record Office's Service Plan: Introduction

The Norfolk Record Office (NRO) prepares a three-year service plan, which guides its activities in detail in the first year of the cycle and in outline in the second and third years. The plan is updated annually, on a rolling-forward basis, so that the second year of the previous year's plan thereby becomes the first year of the successive cycle, and so on. In this way, continuity is ensured.

1. Our service

Service profile

What we deliver for Norfolk
The Norfolk Record Office's (NRO) Mission Statement is 'The Norfolk Record Office collects and preserves records of historical significance for the county of Norfolk and makes them accessible to everyone'.

The activities which support this include:

- Preservation of archives
- Conservation of archives
- Acquisition of archives
- Surveys of archives
- Advice to archive owners/creators
- Creation and provision of an online catalogue and other finding aids
- Provision of a public searchroom
- Maintenance of a website and of online resources and information
- Delivering advice and information about archives, their care and preservation
- An exhibition programme
- An Education and Outreach programme
- Working in partnership with a wide range of organizations and individuals to support and further the NRO's aims
- Seeking external funding, resources and support

Our customers

Norfolk is a mainly rural county covering a large geographical area. The county's population was estimated to be 859,400 in mid-2011, projected (in the ONS interim mid-2011 based projections) to rise to 897,400 by mid-2016. Around 40% of the population live in three major urban areas, all scoring poorly in the DCLG's *English Indices of Deprivation, 2010,* including low basic skills and educational attainment. 21.7% of Norfolk's population in mid-2011 were aged 65 and over, compared with 16.5% in England and Wales.

Every individual in Norfolk and beyond is potentially in a position to take advantage of the services offered by the NRO. Our customers cut across the spectrum of race, faith, disability, gender and age, and work is continually developing to make our services available to all.

The Public Service Quality Group (PSQG) Survey of 2012 included some of the following statistics for searchroom use.

Demographic

- 20% were first time users; 20% had used the NRO for less than a year; 16% had used the NRO for between 1-4 years: 21% had used the NRO for between 5-10 years and 21% had used the NRO for more than 10 years
- 3% were in the under 25 age group; 7% in the 25-44 age range; 48% in the 45-64 age range; 36% in the 65-74 age range and 5% in the 75 and over age range
- 56% of users were female; 44% were male
- 70% were using the NRO for personal recreation; 7% for non-leisure, personal or family business; 12% for formal education; 10% in connexion with their employment
- 99% of users were white; 1% were of ethnic groups other than Asian, Black or Chinese
- 10% came from blue collar communities; 6% city living; 4% constrained by circumstances; 39% countryside; 1% multi-cultural; 24% prospering suburbs; 15% typical traits[1]
- 7% of users had mobility problems; 2% had hearing problems; 2% eyesight problems; 1% had dexterity problems and 3% had mental health issues

Satisfaction

67% rated the NRO's overall service as very good; 31% said good and 1% said poor.

Culture and Community

- 99% agreed that archives provided opportunities for learning
- 98% agreed that archives preserved our culture and heritage
- 88% agreed that archives help to strengthen family and community identity
- 65% agreed that archives support administrative and business activity
- 73% agree that archives support the rights of individual citizens.

Distance travelled to the NRO

5% live within 2 kilometres 25% within 7: 50% within 24; 75% within 38 and 95% live within 244.

Tourism and Economy

- 29% of visitors paid for overnight accommodation
- 56% ate out locally
- 74% used local shops and services
- 26% visited other places of interest in the area

The NRO's customers include depositors of archives, who are customers with a special stake in the service. The majority of these are Norfolk-based depositors, with a reasonably good spread across county: there is a Norwich bias, but many of the Norwich-based depositors have a county-wide remit, e.g., NCC, Norfolk Federation of WIs.

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[1] **Explanations of geodemographic terms used by PSQG:**

Blue Collar Communities

Housing in these areas is more likely to be terraced housing, rather that flats, and residents mainly rent from the public sector. There is a high proportion of 5-14 year olds. Residents tend to have fewer educational qualifications than the national average. A
high proportion work in manufacturing, retail or construction

City Living

Residents in these urban areas are more likely to live alone. They are more likely to hold higher educational qualifications and are often first generation immigrants to the UK. Housing is often made up of flats, and detached homes are rare, and residents typically
rent their homes from the private sector

Constrained by Circumstances

Residents in these less well off areas, typically live in flats and rent from the public sector. They are less likely to have higher qualifications. They rarely live in detached houses or households with more than one car

Countryside

Residents in these rural areas are likely to work from home, and be employed in agriculture or fishing. They often live in detached houses, in households with more than one car. Areas are less densely populated than other parts of the country

Multicultural

Residents in these areas are often non-white, mainly from Asian or Black British backgrounds. Many are first generation

immigrants. Housing is mostly rented from the public or private sectors, and is often split into flats. The main means of travelling
for residents is by public transport

Prospering Suburbs

Residents in these prosperous areas often live in detached houses, and less frequently in flats or terraced housing. Fewer residents rent their homes, and homes are more likely to have central heating. Households often have access to more than one car

Typical Traits

These are areas of terraced housing, where residents are unlikely to rent from the public sector. There are a range of ethnic backgrounds and types of households. Residents work in a range of industries.

Our partners

Since 1974, the NRO has been a joint service of the County and District Councils of Norfolk and is democratically accountable via the joint Norfolk Records Committee. The committee has representatives from Norfolk County Council, the seven District Councils in Norfolk, the Bishop of Norwich, the Norfolk Record Society, the Lord Lieutenant of Norfolk, as *Custos Rotulorum*, several co-opted members representing various user groups, and one observer.

The NRO's strategic partners include:

- 2nd Air Division (USAAF) Memorial Trust
- Archives and Records Association, UK and Ireland (including the Chief Archivists is Local Government Group and the Archives and Records Association East of England Region)
- BBC
- The Borough Council of King's Lynn and West Norfolk, in respect of the King's Lynn Borough Archives
- British and Irish Sound Archives
- Centre of East Anglian Studies
- Community archive and local history groups across the county
- Creative Partnerships (part of Norfolk Children's Services)
- Diocese of Norwich
- East Anglian Film Archive
- East of England Regional Archive Council
- East of England Sound Archive
- Heritage Lottery Fund
- Mind
- The National Register of Archives
- Norfolk Adult Education Service
- Norfolk Arts Service
- Norfolk Family History Society
- Norfolk Library and Information Service
- Norfolk Museums and Archaeology Service
- Norfolk Record Society
- Norfolk Records Committee constituent members in the joint archive service
- Norwich and Norfolk Racial Equality Council
- Norwich Cathedral Library
- Norwich Cathedral Community Learning Service
- Norwich HEART
- Schools, colleges and prisons across Norfolk
- Seachange Arts
- The National Archives
- University of East Anglia

Our budget

£1,547,000

Where we work

- The Norfolk Record Office in The Archive Centre
- Norfolk Sound Archive
- King's Lynn Borough Archives
- NRO's Archives Education and Outreach Service
- Electronic access to services
- Partnerships in the community and with our suppliers
- Joint delivery partnerships
- Partnership working with other Norfolk Cultural Services within Norfolk County Council's Community Services Department

Business Continuity

The NRO has a business continuity plan in Living Disaster Recovery Planning Service (LRDPS) 10.

Service review

How we are performing including key risks for our service

The last complete whole year statistics for 2011-12 include the following performance information.

The NRO retained its four-star status in The National Archives' assessment programme for local authority archive services, the last of which was in 2011. The NRO's overall score of was 88%, an increase of 1.5% over the previous year's score. The NRO scored well above the regional (73%), national (65.5%) and comparable services' (72.5%) averages and was the third highest scoring service nationally. As well as its overall four-star rating, the NRO was awarded four stars in each of the five assessment categories (Governance: 95.5%; Documentation of collections: 88%; Access and outreach services: 83.5%; Preservation and conservation: 92.5%; Buildings, security and environment: 88%), all of which were also well above the corresponding regional, national and comparable services' averages.

Accessions: There were 384 deposits, gifts and purchases during the year 2011-12, compared with 389 in the equivalent period in 2010-11. They include 39 accessions (27) to the Norfolk Sound Archive.

Cataloguing: 223 new catalogues, representing around 16 cubic metres of records were completed and added to the NRO's online catalogue. In addition, the final sections of a new catalogue of the Bradfer-Lawrence collection (the whole archive comprises 840 boxes or 16 cubic metres) were added to the online catalogue. At the end of March 2012, the total number of catalogue entries in CALM was 717,789 (703,011 in March 2011), of which 678,358 (636,100) are accessible to the public *via* the internet on <http://nrocat.norfolk.gov.uk>.A new online catalogue of personal records and memoirs relating to the 2nd Air Division, United States Army Air Force, during the Second World War, was formally launched in November. The new catalogue was been made possible by two generous legacies from former veterans, Jordan Uttal and Evelyn Cohen, which benefited the NRO, working in partnership with Norfolk Library and Information Services and the Norfolk-based 2nd Air Division Memorial Trust. Four other discrete cataloguing projects were in train during the year: the Harbord of Gunton estate archive began in June; an eleven-month project to catalogue the diverse papers of T. C. Eaton of Norwich began in September; a smaller cataloguing project, focusing on records of William Gaymer and Son Ltd of Attleborough and supported by a grant from the Business Archives Council, also started in September, and was completed at the end of March; the fourth, an eleven-month project on accessions, began in January 2012 and aimed to establish procedures for assigning catalogue references to new accessions on receipt and adding descriptions of them to the online catalogue quickly as part of

the accessioning process.

Visits and public services: Visits to the Record Office, to NRO events elsewhere and to exhibitions and events which included NRO items were made by 43,097 people, compared with 44,295 in 2010-11. Of these, 19,064 visited The Archive Centre; 24,013 attended offsite events and exhibitions. There were 7,267 research visits to the searchroom (9,631 in 2010-11) and 19,913 original documents (13,867 in 2010-11) were produced in the searchroom, to visiting groups, for copying or to answer enquiries. The reduction in the number of personal research visits is likely to be a result of the vast number of images of NRO sources now freely available and accessible online. 9,024 postal, telephone and e-mail enquiries were answered during the year, compared with 10,499 in 2010-11. 79,259 hits (104,661 in 2010-11) were recorded on the NRO website.

Education and Outreach: 12,454 people (11,115 in 2010-11) attended one or more of 275 (277) events. Of these, 3,403 (1,966) came to talks, workshops and other events at The Archive Centre, with the remaining 9,051 (9,149) attending events elsewhere in the county, and beyond. This includes 3,000 people visiting the Norfolk Record Office stands at the Royal Norfolk Show and Great Yarmouth Maritime Festival. Programmes for schools and young people included school workshops at schools across the county and half-term and school holiday activities at The Archive Centre, the Ancient House Museum of Thetford Life and Lynn Museum. In addition, the education and outreach team delivered four sessions on migration to North America during the nineteenth century for members of the Thetford Museum of Ancient Life History Club, and introductory sessions at The Archive Centre for ten young people from the Chapelfield Mosque in Norwich to enable them to research the history of Islam in Norfolk. As part of the BBC's *Hands on History* series, several events were run in conjunction with the *Reel History* programmes. These included an archive film screening and reminiscence session at Gorleston Library, a project looking into the history of Erpingham Primary School which resulted in a film shown at The Archive Centre in November and half-term activities centred on education in the 1960s, and the creation of aircraft 'Nose Art', inspired by images in the 2nd Air Division, USAAF Memorial Archive. Events provided for adults included a programmes of talks at The Archive Centre and elsewhere, and a number of prearranged group visits, typically consisting of a tour of the NRO and a special display of documents, workshops for teachers and students and two evening courses at The Archive Centre: 'Family History for Beginners' and 'Introduction to the written world of Tudor and Stuart Norfolk: English palaeography explored'.

Exhibitions: Five exhibitions have been shown in the Long Gallery during the past six months. *Leading the Way: the Archive of G. King and Son (Lead Glaziers) Ltd,* continued until 19 April, and was replaced during the summer months by a poster exhibition, *Animals in the Archives. Building an Education: Norfolk Rural Schools, 1800-1950*, ran from mid September to mid December and was replaced by *Go Gay with Gaymer's Cider Advertising,* a display of Gaymer advertising posters. *A Norfolk Estate, its Places and People*, which shows highlights form the Harbord of Gunton archive, opened on 27 January. Exhibitions in the Long Gallery attracted an additional 1,784 visitors to The Archive Centre, in addition to those who saw the displays as part of a visit. *The Pastons in Norfolk's Archives*, an exhibition of original documents and facsimiles went on show at Dragon Hall, Norwich, as part of the *History Alive at Dragon Hall: Paston's Norwich* week in November 2011. Exhibitions of parish records were provided for a record number (21) of special events at the parish churches of Banham, Brisley, Brockdish, Broome, Costessey, Dickleburgh, North Elmham, Happisburgh, Heigham Holy Trinity (on two occasions), Hellesdon, Hethersett, Mileham, Norwich Mile Cross, Norwich St Andrew (on three occasions), Paston (on two occasions), Quidenham and Wood Norton. A small exhibition was also provided for Mattishall and District Women's Institute's 90th anniversary meeting at Mattishall Memorial Hall. These parish and community exhibitions were seen by an estimated 5,800 people in total. Two facsimile exhibitions were shown in Norfolk libraries in March 2012. These were *Go Gay with Gaymer's Cider Advertising*, which was on display at Attleborough Library from 6 March, and *Lord Suffield's Cromer*, which went on show at Cromer Library on 19 March. They were seen by an estimated 5,000 people at Attleborough and 4,140 at Cromer.

Cataloguing grants: These included a grant of £2k in external funding from the Business Archive Council for cataloguing the archive of William Gaymer and Son Ltd of Attleborough, cider manufacturers, and £44k from the Town Close Estate Charity for cataloguing the archive of T.C. Eaton.

SWOT Analysis

Strengths	**Weaknesses**
• Four-star archive service • Designated Collection • UNESCO status • High professional reputation – widely recognized as a centre of excellence • Strong management, especially through NRO Budget and Efficiencies Board • Excellent facilities in The Archive Centre • More digitized images online than any other archive service • Norfolk Records Committee • Good project management skills • Strong partnership working with other Cultural Services • Effective working relationships with wide variety of external partners • Excellent track record in attracting external funding • National training centre for parchment conservation	• National trend for archives users' numbers to decline starting to be felt • Potential for loss of staff could lead to loss of unique expertise and knowledge
Opportunities	**Threats**
• Proposed TNA Accreditation Scheme • Succession planning • Greater partnership working with Community Services • Potential for commissioning • Retirement of County Archivist in March 2013 and replacement	• Loss of or reduction in funding • Dwindling external sources of funding • Reduction in staffing levels, with potential knock-on on service delivery • Failure of critical partnerships • Retirement of County Archivist in March 2013 and interregnum before replacement

Our drivers for the next 3 years

Major internal drivers include:

- 'Enterprising Norfolk', a comprehensive review of the County Council's services, launched by the Chief Executive in November 2012.
- The 'Norfolk Forward' programme.
- 'Norfolk's Big Conversation' consultation, October 2010-January 2011.
- Increasing pressure on the NRO to reduce costs. (While it has found its savings for 2010/11-2012/13, in 2013-14 it has to find savings currently amounting to £65k. It is required to offer value for money, while ensuring the continuing preservation of archives and maintaining increases in user and visitor numbers. The increase in diverse communities in Norfolk offers the challenge of meeting user needs and catering equally

and fairly for all who work and live here. Staff training, development and support are seen as important development areas, to ensure that staff deliver a totally inclusive and professional service to a changing and diverse population.)

- Developing a focus on commissioning.
- Local government elections, May 2013.
- Continued close co-operation and working with UEA and EAFA as part of the HLF-funded Archive Centre project.

There is a wide range of external drivers

A key issue is the recession and its potential impact, and the changing context in which the NRO operates, particularly as a result of measures taken by Central Government. These include reduced funding for local authorities, a potential further impact on the Third Sector, and the effect of Government thinking around Big Society.

The demise of the Museums, Libraries and Archives Council on 1 October 2011 and the transfer of Museums and Libraries (but not Archives) to Arts Council England (ACE) has significantly changed the sectoral landscape within which the NRO operates.

Potential new key drivers will include any initiatives from TNA, which, since October 2011 has taken over the archival oversight functions previously undertaken by the MLA.

The annual self-assessment programme introduced in 2006 by TNA is a key driver for the NRO. However, it is anticipated that it will be replaced within the currency of this Service Plan by a TNA Accreditation Scheme for archive services.

Archives for the 21st Century. Command Paper (Cm 7747) presented to Parliament by the Lord Chancellor and Secretary of State for Justice, November 2009. This National Strategy for Archives, originated by MLA and TNA, and its action plan, *Archives for the 21st Century in Action* are key drivers for the NRO.

Norfolk's population was estimated at 862,300 in mid-2010, compared with 796,700 in the 2001 Census, and also representing an increase of around 8,900 from mid-2009. The total extent of its area is 549,751 hectares (the fifth largest of the 27 non-metropolitan counties in England) and the population density is 1.59 persons per hectare (sixth lowest). Norfolk's population has a relatively elderly age profile. Norfolk continues to have a relatively elderly age profile, with 21 per cent of the population aged 65 and over and three per cent aged 85 and over. Compared with England, it has higher proportions of people aged 50-54 and over, and lower proportions in all the younger age groups. Around 38% of the county's population live in the three major built-up areas of Norwich (207,000), Great Yarmouth (68,400) and King's Lynn (42,800), and a further 19% (158,000 people) in the market towns. Around 40% live in parishes of over 300 population, and the remaining 4% in parishes with less than 300.

There have been significant changes to Norfolk's population. The estimated population of 853,400 in mid-2009 increased by around 6,100 from mid-2008, and is projected to rise to 860,800 by mid 2012. The composition of the population is changing. Norfolk is becoming increasingly diverse, with more than 80 languages spoken, following increasing levels of migration into the county, especially of people from Portugal and Eastern Europe, and, in particular, from Poland (an estimated 3,000). Significant numbers of Portuguese are now living and working in the county (roughly estimated at 25,000 people).

Norfolk has above average deprivation compared with the English shire counties, and, on most summary measures, is the most deprived county in the East of England Region. Norfolk has 27 Lower Super Output Areas (LSOAs) which fall within the ten per cent most deprived in England, out of a total of 530 (5%) (Source: *Indices of Deprivation*, 2007). Recent research using finer level data has highlighted previously hidden pockets of deprivation outside major urban areas. It has also identified a need to focus on 'people rather than places' as large numbers of deprived people live outside deprived areas. There are implications for ensuring that services and programmes are

targeted appropriately.

With regard to the economy, Norfolk is a fast-growing, forward-looking county which is gearing up to make the most of future economic growth. Norfolk is already a significant force in the knowledge economy. With a growing base in Health and Life Sciences, the county is well placed to attract innovative and high-value businesses.

Norfolk has a high quality environment, with many natural landscape assets and evidence of a rich cultural past. The county's landscape, open spaces, countryside and historic background all make Norfolk a unique place and the reason why over 4 million visitors come to the county each year.

Norfolk continues to have a relatively elderly age profile, with around a fifth of the population aged 65 and over and one person in ten aged 75 and over. People of pensionable age just exceed the under 16s nationally, though in Norfolk there are currently almost three pensioners for every two children under 16.

Residents in Norfolk continue to be concerned about crime, although it appears that the main issues remain anti-social behaviour and criminal damage. Overall levels of crime have continued to fall, but perception of crime as an issue still remains high, staying in the top ten of issues that local people felt needed to be improved (2006 BVPI Satisfaction Survey).

Norfolk is generally a healthy place to live, where on average people live longer than in England as a whole, and rates of early death from heart disease, stroke and cancer are lower than the England rates. However, health inequalities are increasing, and overall improvements in health are being made more slowly than for England as a whole. Encouraging people to stop smoking, tackling obesity and closing the gap in health inequalities are main priorities for the county.

The skills base is a key determinant of economic performance and the County Council needs to ensure that people in Norfolk have the skills which will meet current and future business needs. The priorities for improvement are to improve basic skills and encourage lifelong learning, to continue to raise educational attainment, and to continue to reduce the number of young people Not in Employment, Education or Training.

There is evidence of a link between the educational attainment of children and their parents so it is equally important for all adults to achieve at least basic numeracy and literacy levels. In Norfolk, levels of these skills in the adult population are lower than the regional average.

As a large, rural county Norfolk faces a number of challenges in providing a transport system that is efficient, but also fully accessible. There is a high reliance on the car, particularly in rural areas and public transport links are often poor. Additionally, the road network has lacked investment in the past and strategic connections to and from the county are poor, giving a perception of isolation and remoteness.

The majority of people in Norfolk are satisfied with their neighbourhood and agree that they have a strong sense of belonging. This is strongest in small communities and rural areas. The County Council's priorities are to promote strong, cohesive communities where diversity is valued and positive relationships exist between people from all backgrounds and in all areas of community life; to increase the participation of people in their local communities and encourage active citizenship; to develop an environment in which voluntary and community organisations can thrive; and to increase the engagement of people in the arts and cultural life of the county.

Norfolk has a strong cultural sector. A recent MORI user satisfaction survey reveals that satisfaction with Norfolk's theatres, concert halls, galleries, museums and libraries are all significantly higher than the national average. In addition, the numbers of people visiting the NRO and Norfolk's museums and libraries are amongst the highest in the country.

Advances in technology, and people's expectations about how it will affect them, will impact on

planning for service development. Optimizing the use of the latest web and communication technologies for the wider community remains important alongside a multi-channel approach to delivering services.

The NRO is guided by a wide range of standards, legislation and policies, which include:

- *The National Archives' Standard for Record Repositories* (1st edn, London, 2004)
- PD5454: *Recommendations for the Storage and Exhibition of Archival Documents* (BSI, 2000)
- BS4971: *Recommendations for Repair and allied Processes for the Conservation of Documents* (BSI, 1980-8)
- *International Council on Archives,* General International Standard of Archival Description *[ISAD(G)] (2nd edn, ICA, 2001)*
- *International Council on Archives,* International Standard Archival Authority for Corporate Bodies, Person and Families *[ISAAR (CPF)] (2nd edn, ICA, 2004)*
- National Council on Archives, *National Name Authority Files* [NNAF] (1997)
- IASA Technical Committee, *The Safeguarding of the Audio Heritage: Ethics, Principles and Preservation Strategy*, ed. D. Schüller (IASA-TC 03, 3rd edn, 2005)
- IASA Technical Committee, *Guidelines on the Production and Preservation of Digital Audio Objects*, ed. K. Bradley (IASA-TC 04, 2nd, edn, Johannesburg, 2009)
- *Archives for the 21st Century.* Presented to Parliament by the Lord Chancellor and Secretary of State for Justice by Command of Her Majesty, November 2009 (CM7744, London, 2009)
- *Archives for the 21st Century in Action* (London, 2010)
- Museums, Libraries and Archives Council, *Listening to the Past, Speaking to the Future. Report of the Archives Task Force* (MLA, London, 2004)
- East of England Regional Archive Council, *Eastern Promise. A Strategy for Archival Development in the East of England* (Bury St Edmunds, 2003)
- The Public Records Act, 1958, Section 4
- The Manorial Documents Rules, 1959 and 1967
- The Tithe Rules, 1960 and 1963
- The Local Government (Records) Act, 1962
- Sections 224-9 of the Local Government Act, 1972
- The Parochial Registers and Records Measure, 1978 and 1993
- The Local Government (Access to Information) Act, 1985
- The Data Protection Act, 1998
- The Freedom of Information Act, 2000

2. Our priorities

Our service priorities for the next 3 years

The NRO aligns itself to the Community Services Department's Priorities for 2013-16. In the rearranged list below, the first four items are of particular relevance. Deliver budget savings as set out in the County Council Plan

- Deliver high quality, accessible cultural services.
- Promote the economic well being of Norfolk by supporting major sport and cultural events.
- Promote opportunities for people to be independent and active within their community
- Provide all people eligible for social care a choice through personal budgets
- Target interventions to make sure vulnerable people are safe
- Work closely with health services to provide and commission community-focused services around GP surgeries

Since this plan is an update from the Service Plan of 2012-15, elements from the previous year's plan appear among the NRO's priorities and objectives below, as part of the planning continuum.

How our priorities help to deliver the County Council's 3 Strategic Ambitions

Inspirational Place with a Clear Sense of Identity

The Archives in the NRO underpin the essence and identity of every community in Norfolk and the NRO seeks to work closely with communities to foster this. One of many examples is the recent work done in Attleborough in connexion with the Gaymers Cyder archive.

A Vibrant, Strong and Sustainable Economy

The NRO makes a contribution to tourism, both locally and regionally, by aligning its activities with the 'Tourism in Norfolk Strategy, 2009-12' and the 'Tourism in Norfolk Marketing Strategy, 2010-13', both produced by 'Norfolk: Time to Explore', as well as with 'East of England Tourism's Strategic Marketing Plan, 2010'. Within each of these three strategic documents, there is a powerful emphasis on developing a strong cultural and heritage tourism offer, to which the NRO directly contributes, not least because it helps to counteract seasonality, with its facilities being accessible all year round, and with some 50,000 users annually, many of whom come from outside the county. The vision for East of England Tourism is 'to be the region of choice for the discerning visitor', nurturing and growing a sustainable visitor economy, especially aimed at younger professionals, older couples and families, particularly those from within a two-hour travelling time zone. It has been recognized that the NRO's Designated collections hold great potential appeal for such visitors, while there is a good match between the 'discerning traveller' and the general profile of NRO users.

Aspirational People with High Levels of Achievement and Skills

The NRO's collections and the wide range of activities based upon them are key factors in supporting and inspiring individuals. Over 60% of NRO users are looking into the histories of their families or communities, creating a sense of personal understanding and well-being; the NRO's learning and volunteer programmes equip many persons with work and life skills.

The NRO actively participates in the County Council's Core Roles:

- Speaking up for Norfolk
- Assessing and commissioning
- Safety net for vulnerable people
- Signposting to services
- Enabling communities

Things we will stop doing
Nothing of relevance is foreseen, although the NRO's Budget and Efficiencies Board (BEB) keeps the NRO's activities constantly under review.

3. Our budget

The budget for this service

Proposed Budget Changes 2013-14

		2013-14
	Community Services – Records Office	£m
	Base Budget	1.597
	ADDITIONAL COSTS	
	Basic Inflation – Pay (2013/14 – 1%)	0.009
	Basic Inflation - Prices (General 2%, School and social care passenger transport 4%)	0.012
	Sub total Additional Costs	**1.618**
	BUDGET SAVINGS	
Ref		
	Norfolk Record Office	
C7	Reduced staffing in Record Office	-0.045
	Other savings proposals	
	Energy savings	-0.010
	New income from archive storage services	-0.010
	Total Record Office savings	**-0.065**
	Other savings proposals within Medium Term Financial Plan	
	Support Services adjustment	-0.001
	Removal of budget for 2012-13 1% pay award	-0.009
	Total Savings Proposals	**-0.010**
	COST NEUTRAL ADJUSTMENTS, i.e. which do not impact on the overall Council Tax	
	*Depreciation charges	0.004
	Debt Management Charges (£180)	
	Amendment to inflation balance for DCS support (£540)	
	Sub Total Cost Neutral Adjustments	**0.004**
	Cash Limited Budget	**1.547**

For a summary of our service budget – see the following links:

Medium Term Financial Plan – this plan sets out the council's financial strategy and planned allocation of resources at a department level over the next three years, including agreed changes to resources and the reasons for these (in the case of additional resources) or the actions to reduce costs/achieve savings (in the case of reductions in resources). All components of the plan are agreed by Members during the planning process or in the case of the budget itself by County Council in February.

Budget Book - The detailed budget book provides a summary of budget information, for easy reference. It more clearly helps answer questions about how the £600m is allocated across the council's services and how the budget is spent (i.e. is the service mainly provided in-house with high proportion of staff costs or predominately commissioned externally). It can be used by members and managers to identify further questions/areas for analysis about spend and efficiency.

4. Delivering our priorities

Key	Norfolk Forward [NF]	Service Delivery [SD]
	Commissioning Activity [CO]	Continuous Improvement [CI]

NB: Following the retirement of former County Archivist, JRA, in March 2013, actions which are the responsibility of the Head of Service or interim are indicated by 'CA'.

Service Objective	[NCC Core role: To help and enable others to build and maintain strong, sustainable and caring communities, giving back community ownership of locally important priorities best tackled through local community action.] **23. Engage with local people and groups to develop community support, activities and resources.**
Lead	***County Archivist***
Risks to achieving this objective	Dependent on: uptake and work by partner organizations; staff capacity (e.g., reductions in staffing could lead to difficulties in meeting all requests for exhibitions); partners receiving funding through the HLF

Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		
Year 1 (2013-14)							
Continue programme of off-site parish and other exhibitions	Exhibitions delivered. Positive feedback from those requesting exhibitions.			X		SM/VD/JW	NRO revenue budget

Provide resources and activities to celebrate national initiatives which highlight different communities, such as Refugee Week, Local History Month, Black History Month, Holocaust Memorial Week, Archives Awareness Month, Lesbian, Gay, Bisexual Transgender Month, etc.	• Support project led by NLIS as part of refugee week			X	X	VD/RF/	NRO revenue budget
Promote the Norfolk Record Office and its holdings to elderly non-users, through talks, group visits and other events or activities	• Provide talks, visits etc to elderly non-users, as requested.			X	X	VD	NRO revenue budget

Service Objective	**[NCC Core Role:** To signpost people to the services they need and provide good quality information to help people choose services relevant to them] **25. Provide consistently high levels of customer service across the Council.**			
Lead	***County Archivist***			
Risks to achieving this objective	Loss of or reduction in levels of external funding through changes for archives at a national level could lead to a reduced capacity to deliver the service, or threaten business viability.			
Action	**Milestones**	**Delivery mechanism**	**Owner**	**Level**

		[NF]	[CO]	[SD]	[CI]		funded from
Year 1 (2013-14)							
Continue to contribute to the provision of excellent research facilities and advice, both on site and online.	Half-yearly reports to Norfolk Records Committee; ongoing monitoring of customer feedback.			X	X	CA/BEB	NRO revenue budget
Continued consultation and evaluation and review of aspects of service, especially in relation to any new developments.	Monitor and respond to customer feedback *via* feedback form on website, introduced in 2012.			X	X	CA/SM/IP/ JD	NRO revenue budget
Maintain close liaison with Norfolk Heritage Centre to provide consistent service to archive users.	Continued joint working by NRO staff in both locations (The Archive Centre and Norfolk and Norwich Millennium Library			X	X	CA/BEB	NRO revenue budget

Service Objective	[NCC Core role: To support, develop and maintain the infrastructure that helps our economy.] **28. Manage and protect Norfolk's natural and cultural assets, heritage and facilities.**
Lead	***County Archivist***
Risks to achieving this objective	Loss of or reduction in external funding through uncertainties for archives at a national level could lead to a reduced capacity to deliver the service. Need for ICT infrastructure to support long-term digital storage and allow public networked access. Fewer staff and reduced resources mean a potential reduction in the levels and quality of service which the NRO offers.

Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		
Year 1 (2013-14)							
Continue to attract new accessions and to acquire archives at risk.	• Half-yearly and annual accessions reports to Norfolk Records Committee and to the National Register of Archives.			X	X	CA/SM/ Archivists	NRO revenue budget
Continue to add content to NROCAT, the Record Office's online catalogue, and to the NRO website.	• Half-yearly reports to Norfolk Records Committee. • Improved accessioning/cataloguing procedures, including speedier and more consistent addition to online catalogue of descriptions of newly accessioned archives.			X	X	CA/SM/ Archivists	NRO revenue budget
Continue to work in partnership with the Borough Council of King's Lynn and West Norfolk to plan for a solution for King's Lynn Borough Archives.	• Participate in next stage of planning for proposed Town Hall development.			X	X	CA/SM	NRO revenue budget
Provide access to relevant documents and advice to NCC departments and other bodies requiring information or evidence about the historical environment	12 consultations			X	X	FWJ	NRO Revenue budget
Ensure the preservation of and access to archives which support the study of the historical environment	15 deposits/uses			X	X	FWJ	NRO Revenue budget

Participate in School Registers and Log Books Digitisation Project (organised by the National Archives)	Have 270 school registers and 540 log books ready for digitising when required.			X	X	FWJ	The National Archives
With permission of depositor provide access to information from confidential Public Records (such as Magistrates, Coroners and Hospital records)	12 consultations			X	X	FWJ	NRO revenue budget
Maintain high standard of security and facilities in The Archive Centre and develop improved preservation services for digital archives and electronic preservation copies.	Continued recognition by The National Archives, increase digital preservation and access capabilities.					CA/IRP/JD	NRO revenue budget
Continue to preserve holdings of Norfolk Sound Archive through maintenance of appropriate replay and capture equipment and the digitization of analogue and early digital sound recordings.	Demonstrable increase in number of master preservation copies created of original sound recordings reported after six and 12 months.			X	X	JD	NRO revenue budget
Conserve and preserve documents.	Documents conserved and preserved.			X	X	NS/AC/YU	NRO revenue budget
Deliver the Aylsham Lancaster Manor Court Roll conservation project	Roll conserved and digitized.		X	X	X	NS	External funding sources

Service Objective	[NCC Core role: To support, develop and maintain the infrastructure that helps

	our economy.] **34. Supporting good learning and educational outcomes for young people.**						
Lead	***County Archivist***						
Risks to achieving this objective	Dependent on uptake from organizations and individuals and on staff capacity.						
Action	**Milestones**	**Delivery mechanism**				**Owner**	**Level funded from**
		[NF]	**[CO]**	**[SD]**	**[CI]**		
Year 1 (2013-14)							
Maintain a comprehensive archive education service for schools, by delivering workshops, providing resources and advice	• Look into the feasibility of producing a schools resource for the science curriculum. • Continue to provide workshops and resources for schools as requested • Continue to work with Heritage Schools			X	X	VD	NRO revenue budget
Continue to provide opportunities and produce new activities for learning outside the classroom, including school holiday activities, after school clubs, and workshops at The Archive Centre	• Release resource for extended schools on migration, Sept 2013. • Advertised the resource to extended schools in September 2013 • Create exhibition trails at NRO for young people as part of the children's university			X	X	VD	NRO revenue budget
Continue to work with non-school groups, by providing	• Provide research training for 16-25 year old NEETs as part of the museums at night project			X	X	VD	NRO revenue

activities and resources	(funding dependant) • Advertise Gunton and Migration resources to non-school clubs such as guides and scouts						budget
Provide a programme of school holiday activities	• Run six school holiday activities over three holidays • Provide activities for outside organizations and extended schools as requested			X	X	VD	NRO revenue budget
Provide school work experience within the NRO.	• At least one school pupil or equivalent fulfilling work experience placement.			X	X	VD/RF/SM	NRO revenue budget
Teaching trainee conservators.	Trainee conservators taught.			X	X	AC	NRO revenue budget

Service Objective	**[NCC Core role: To support, develop and maintain the infrastructure that helps our economy]** **35. Promote and deliver opportunities for learning throughout life through cultural activities**			
Lead	***County Archivist***			
Risks to achieving this objective	Note need to keep these of sufficient high level and specific to the objective			
Action	**Milestones**	**Delivery mechanism**	**Owner**	**Level**

		[NF]	[CO]	[SD]	[CI]		funded from
Year 1 (2013-14)							
Continue to deliver programmes of talks, workshops and other events in The Archive Centre and across the county.	• Half-yearly reports to Norfolk Records Committee and to the National Register of Archives.			X	X	CA/SM/ Archivists	NRO revenue budget
Continue to produce archive exhibitions of facsimile copies or original documents in The Archive Centre and across the county.	• Exhibition programme delivered in TAC, including displays timed to celebrate the royal Diamond Jubilee, the 2012 Games/American Trail and the fiftieth anniversary of the NRO. • Offsite exhibitions for parish and other community events, in response to community requests.			X	X	CA/SM/JW	NRO revenue budget
Continue to work in partnership with the Borough Council of King's Lynn and West Norfolk to plan for a solution for King's Lynn Borough Archives.	• Participate in next stage of planning for proposed Town Hall development.			X	X	CA/SM	NRO revenue budget
Continue to develop family learning opportunities in The Archive Centre and through archive education and outreach to improve skills, knowledge and enjoyment	• Provide sessions on how to trace your family tree and to use the Record Office for Unison Learning as part of Adult Learners' Week • Provide more information on how to use the NRO, either through talks, visits or *via* social media			X	X	VD	NRO revenue budget
Provide workshops on family history, palaeography and other topics for adult learners	• Provide one-off sessions as and when required, for example as part of adult learners' week, ongoing			X	X	VD	NRO revenue budget

Provide workshops, talks and other programmes in connexion with other adult learning providers	• Provide a series of talks at The Archive Centre in conjunction with other learning providers • Provide talks and workshops outside The Archive Centre for events run by other learning providers, as requested			X	X	VD	NRO revenue budget
Provide workshops for adults in a formal setting	• Continue to investigate the feasibility of running further craft workshops for adults			X	X	VD	NRO revenue budget
Continue to provide access to Norfolk Sound Archive holdings on the Internet and in the Norfolk Record Office's public searchroom *via* embedded media player in NROCAT.	Demonstrable increase in number of playback and access copies created and number of catalogue entries linked to NROCAT to be reported in half-yearly and annual reports to Norfolk Records Committee.			X	X	JD	NRO revenue budget
Develop community based oral history projects via the Norfolk Sound Archive by working with community archives and other partners and providing training opportunities in oral history and continued support.	• Three instances of support after six months • Six instances of support after 12 months			X	X	JD	NRO revenue budget and external funding

Service Objective	[NCC Core role: To support, develop and maintain the infrastructure that helps our economy.]

	40. Adapt to and mitigate the impacts of climate change
Lead	***County Archivist***
Risks to achieving this objective	

Action	**Milestones**	**Delivery mechanism**				**Owner**	**Level funded from**
		[NF]	**[CO]**	**[SD]**	**[CI]**		
Year 1 (2013-14)							
To reduce electricity use (kWh)	Achieved by 31.3.2014			X	X	RF	NRO Revenue Budget
To reduce gas use (kWh)	Achieved by 31.3.2014			X	X	RF	NRO Revenue Budget
To reduce business mileage (using private petrol and diesel vehicles) (Miles)	Wherever possible, use public transport, car share, video and telephone conferencing, and arranging meetings in TAC.			X	X	RF	NRO Revenue Budget
Minimise waste	Recycling, minimising print usage across the board			X	X	RF	NRO Revenue Budget
To protect or enhance the local physical environment (air, biodiversity, green spaces, historic assets etc.)	Maintain TAC to PD 5454 standards, to protect the historic assets which it contains.			X	X	RF	NRO Revenue Budget

Service Objective	**[Service objectives which drive change and transformation.]** **42. Drive efficiency through a culture of value for money.**
Lead	***County Archivist***
Risks to achieving this objective	Loss of or reduction in levels of external funding through changes for archives at a national level could lead to a reduced capacity to deliver the service, or threaten business viability.

Action	**Milestones**	**Delivery mechanism**				**Owner**	**Level funded from**
		[NF]	**[CO]**	**[SD]**	**[CI]**		
Year 1 (2013-14)							
Take advantage of external funding opportunities, especially to support project work				X	X	CA	External funds
Seek grant aid for purchase of archives as opportunity arises				X	X	CA	External funds

Service Objective	**[Service objectives which drive change and transformation.]** **45. Support business transformation to enable improvement and efficiency, and improve customer service and experience.**

Lead	***County Archivist***
Risks to achieving this objective	

Action	**Milestones**	**Delivery mechanism**				**Owner**	**Level funded from**
		[NF]	**[CO]**	**[SD]**	**[CI]**		
Year 2 (2014-2015)							
Develop access to digital archives.	Develop a web access interface for users.			X	X	IRP/JD	NRO revenue budget
Enable on-line access to images.	Develop an image browser and link images to CALM catalogue descriptions by 31.3.2015			X	X	IRP	NRO revenue budget

Service Objective	**[Service objectives which drive change and transformation.]** **46. Support the delivery of budget savings across the organisation.**
Lead	***County Archivist***
Risks to achieving this objective	

Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		
Year 1 (2013-14)							
Reduced staffing in Record Office	Fully achieved by 31.3.2014	X		X	X	CA	NRO Revenue Budget
Energy savings	Fully achieved by 31.3.2014	X		X	X	CA	NRO Revenue Budget
New income from archive storage services	Fully achieved by 31.3.2014	X		X	X	CA	NRO Revenue Budget

Service Objective	**[Service objectives which drive change and transformation.]** **48. To manage resources and assets responsibly and sustainably.**
Lead	***County Archivist***
Risks to achieving this objective	

Action	Milestones	Delivery mechanism				Owner	Level funded from
		[NF]	[CO]	[SD]	[CI]		

Year 1 (2013-14)							
Giving direction to the NRO Budget and Efficiencies Board and NRO Management Team				X	X	CA	NRO Revenue Budget

Service Objective	**49. To build a diverse, skilled, safe and high performing workforce.**
Lead	***County Archivist***
Risks to achieving this objective	

Action	**Milestones**	**Delivery mechanism**				**Owner**	**Level funded from**
		[NF]	**[CO]**	**[SD]**	**[CI]**		
Year 1 (2013-14)							
Build upon the knowledge base of parchment conservation.	Attend training courses on parchment conservation.			X	X	NS/AC/YU	NRO revenue budget

Dashboard

	Value	DoT	Alert		Value	DoT	Alert
Record office efficiencies*		➔	Green				

	Value	DoT	Alert		Value	DoT	Alert

Glossary of Acronyms

ACE	Arts Council England
ARA	Archives and Records Association, UK and Ireland (formerly the Society of Archivists)
ARCH	Archiving Rural Community History
BBC	British Broadcasting Corporation
BCKLWN	Borough Council of King's Lynn and West Norfolk
BHM	Black History Month
BME	Black/Minority Ethnic
BS	British Standard
BSI	British Standards Institution
BVPI	Best Value Performance Indicator
CA	County Archivist
CALGG	Chief Archivists in Local Government Group of ARA (formerly the Association of Chief Archivists in Local Government)
CCTV	Closed-Circuit Television
CD	Compact Disc
CHS	Charles House Services
CIPFA	Chartered Institute of Public Finance and Accountancy
CRB	Criminal Records Bureau
CSD	Cultural Services Department
DCS	Department of Cultural Services
DDA	Disability Discrimination Act
DETR	Department of the Environment, Transport and the Regions
DMT	Departmental Management Team
DP	Data Protection
DVD	Digital Versatile Disc
EAFA	East Anglian Film Archive
EERAC	East of England Regional Archive Council
EESA	East of England Sound Archive
EIR	Environmental Information Regulations
FOI	Freedom of Information

FOIDPU	Freedom of Information and Data Protection Unit
FTE	Full-time equivalent
GB	Gigabyte
GLOs	Generic Learning Outcomes
HEART	Heritage and Economic Regeneration Trust (Norwich)
HLF	Heritage Lottery Fund
ICA	International Council on Archives
ICT	Information and Communications Technology
INTRAN	Norfolk County Council Translation Service
ISAAR(CPF)	International Standard Archival Authority Record for Corporate Bodies (Corporate, Personal, Family)
ISAD(G)	International Standard Archival Description (General)
KLBA	King's Lynn Borough Archives
MENTER	Minority Ethnic Network for the Eastern Region
MORI	Market Opinion and Research International
NAES	Norfolk Adult Education Service
NAS	Norfolk Arts Services
NCA	National Council on Archives
NCC	Norfolk County Council
NEAD	Norfolk Education and Action for Development
NEETs	Persons not in employment, education or training
NLIS	Norfolk Library and Information Service
NMAS	Norfolk Museums and Archaeology Service
NNAF	National Name Authority Files
NNREC	Norwich and Norfolk Racial Equality Council
NPO	National Preservation Office
NRO	Norfolk Record Office
NROMT	Norfolk Record Office Management Team
NSA	Norfolk Sound Archive
NT	National Trust
PSGQ	Public Services Quality Group
PSQG	Public Service Quality Group
SAN	Storage Area Network
TAC	The Archive Centre
TNA	The National Archives

VAQAS	Visitor Attraction Quality Assurance Service
VFM	Value for Money
WAV	Waveform (audio format)
WMA	Windows Media Audio

NORFOLK RECORDS COMMITTEE
26 April 2013
Item No: 9

Report by the Principal Archivist

Periodic Report, 1 October 2012-31 March 2013

This report, which the Committee is asked to note, informs the Committee in detail about the activities of the Norfolk Record Office during the period, giving Performance Indicators and listing the accessions received during the period.

Accessions

1 There have been 180 (209 in the equivalent period in 2011-12) deposits, gifts and purchases during the six months covered by this report, including 16 (23) to the Norfolk Sound Archive.

The new accessions include parish records of Congham and Roydon, 1581-2012, additional papers of Captain Samuel Gurney Cresswell, RN, and the Cresswell family of King's Lynn, 1842-67, including Captain Gurney's 'Sketches in the Arctic Regions' (an album of drawings, mainly of naval expeditions and campaigns, and of arctic exploration expeditions in which he was involved), Raymond Frostick's collection of Norfolk county maps, 1574-1840, and a series of documentary photographs by Chris Skipworth of the area in and around Anglia Square, 2008-12. Full details of the accessions received are given in Appendix 1 to this report.

Inspections and surveys of records

2 Nine visits were made to City Hall to appraise and box Norwich City Council records, which were later transferred to the Record Office. Archivists also made survey visits to Trafalgar House, Great Yarmouth, to appraise Great Yarmouth Borough Council financial records, to the showground at Costessey to survey records of the Royal Norfolk Agricultural Association, to Freethorpe to view records of the Norwich United Hospitals Nurses League, and, in Norwich, to see drawings of a retired Norwich architect and to view papers held by the family of a twentieth-century local antiquary.

Jonathan Draper, Senior Archivist (Sound Archive) visited the East Anglian Music Archive (EAMA) to see what material EAMA holds, provide advice on archival preservation standards and to explore

opportunities for partnership working, with a view especially to providing public access. Jonathan Draper also visited the Henry Blogg Museum in Cromer to survey its sound recordings. The visit resulted in the temporary deposit of their sound recordings with the Norfolk Sound Archive, where they were subsequently digitized. Rights ownership is currently being investigated in the hope that the Norfolk Sound Archive can provide public access to the recordings, which include an interview with Henry Blogg himself.

Cataloguing

3 108 (137) catalogues, or new sections of existing ones, representing approximately 16 (12) cubic metres of records, have been completed and added to the Record Office's online catalogue, NROCAT, since 1 October. 25 of the new catalogues are summary ones, to collection level only. Among the newly accessible catalogues are:

Harleston Hundred (Duchy of Norfolk) leet court rolls, 1491-1574 (MC 2697).

Manor of Cavenham; Manor of Iron Hall; and Manor of Wereham Hall in Wereham court books, minutes and other papers,1536-1958 (MC 2417).

Manor of Lakenham (Trafford family estate) court books and related records, 1607-1882 (TRAF 1056-1072).

Parish records of Hillington, including parish registers, church and benefice papers, records of the churchwardens, vestry and parochial church council, and records of parish charities, 1695-2004 (PD 723).

Norfolk (including Norwich, King's Lynn, Great Yarmouth and Thetford) land tax assessments and associated records, 1797-1963 (P/LT).

Order books of F.A. Stone and Sons, tailors, of Norwich, 1903-73 (BR 371).

Nature diaries and studies of John Kett of Wereham and Eastgate, 1929-2003 (MC 3002).

Agricultural diaries and papers of Robert Henry Dixon, manager of the Agricultural Research Station, Morley, *c*. 1939-84 (MC 2862).

Great Yarmouth and District Film Society records, including minutes, accounts and programmes, 1949-88 (SO 293).

At the end of March, the total number of catalogue entries in CALM was 721,042 (compared with 718,600 at the end of September), of

which 692,272 (686,730) are accessible to the public *via* the internet (http://nrocat.norfolk.gov.uk).

The newly completed catalogue of the T.C. (Tom) Eaton Archive was formally presented to Tom Eaton's widow, Mrs Robin Eaton, at the Record Office in October, in the presence of Trustees of the Norwich Town Close Estate Charity, which funded the project.

As part of the NRO's long-term retro-conversion programme, further progress has been made in checking and expanding draft catalogue entries relating to records acquired by Norwich Public Library before 1963, for which the only public finding aids were, for half a century, cards in the searchroom, filed by place, person and subject. Approximately 75% of the descriptions are now available v*ia* NROCAT, including all the information in the card index to maps.

Stock-taking and storage improvements

4 During the stock-taking closure in late November and early December, over 100 linear metres of records were checked and repackaged, reboxed or relocated as necessary. They included County Guardians' Committees' records, Great Yarmouth borough court rolls and books and enclosure commissioners' records of Hornor and Son, while the archivists' team completed a number of catalogues (included in the previous section of this report). Other housekeeping tasks completed during the closure included moving the large microfilm/digital camera from the microfilm room to the larger adjacent room. This has made it possible to install a table for photographing larger maps.

Since January 2008, the day-to-day programme of stock-taking and repackaging of archives has concentrated on a series of just over 11,000 boxes (over 200 cubic metres) of miscellaneous private archives. This five-year project, completed in December 2012, entailed checking the contents of every box, reboxing and packaging them as necessary, and moving the boxes from old locations on the middle floor of the repository to runs of shelves on the ground floor, cleared by transferring other series of records to the middle floor. Because the vast majority of the private archives are not available either on microfilm or online, they attract proportionately more requests for original documents, so their being located on the same floor as the searchroom represents an efficiency saving.

Conservation

5 The project to conserve the Aylsham Lancaster manor court roll, 1509-46, has seen many positive outcomes during the last six months. Funding from the National Manuscripts Conservation Trust and Aylsham historians allowed a very detailed conservation report to be made of the roll before it was dismantled and each of the 131

rotulets placed into protective enclosures. Several new methods of repair have been tested, in conjunction with scientists from Cardiff University, to try to improve the quality of adhesive used. Over 300 people have been able to see the work taking place during visits to the Conservation studio. Another exciting development is that the project has now attracted interest from staff at the BioArCh laboratories at the University of York. They have developed a method of determining the species of animal skin by using the tiny waste fragments produced as the parchment is mechanically cleaned with a soft eraser.

Work has also begun on conserving the large Norwich bomb map, measuring about two metres square. The map was kept by the Civil Defence Air Raid Precautions section of Norwich City Engineer's Department and comprises 25-inch OS maps mounted on a frame, on which small tags attached to pins mark the sites where bombs fell, their size and date.

The conservators have also prepared, mounted and installed two exhibitions in the Long Gallery. Bespoke mounts were constructed for one membrane of the swan roll, letters patent of Edward III, and the Salthouse parish register.

The studio continues to be a centre for conservation training. In the last six months, Alison Fairburn from the Borthwick Institute for Archives spent four weeks in the Conservation studio learning how to teach parchment conservation. The NRO also hosted an East Anglian Conservators' Forum meeting. A group of students from University of the Arts Camberwell College, one of the colleges that form the University of the Arts London, visited for a day and were shown work taking place in the studio.

Antoinette Curtis gave two presentations, one on volunteers at the Record Office for Leicestershire, Leicester and Rutland; the other, on parchment conservation, to the Northern Group of Conservators at North Yorkshire County Record Office, Northallerton.

Yuki Uchida led a workshop on mounting works of art for conservators in Norfolk Museums and Archaeology Service and a lunch-time talk, with Nick Sellwood, *Paper, Parchment and People*, as part of the NRO 50th anniversary programme.

There have been 34 visits to the conservation studio, by individuals and by groups, most as part of an Archive Centre tour. They included groups from Taverham, the University of East Anglia, Aylsham and the Netherlands.

Advice has been given in response to four enquiries, including one about the preservation of Qur'ans.

Norfolk Sound Archive (NSA)

6 The Norfolk Sound Archive's digitization programme saw nine master preservation files, 17 access files, and 22 production master files created. Topics covered by the recordings include a harvest festival at Aylmerton School, archaeology in Norfolk, Aude Gotto and the King of Hearts Centre in Norwich, the Norfolk floods of 1953, Henry Blogg and Norfolk lifeboats, the Second Air Division Association's visit to Wymondham College, the Norfolk dialect and Shotesham. Many of these recordings are among 25 access copies of sound recordings which have been newly linked to catalogue entries in NROCAT, during the six months from 1 October 2012.

Members of the public have consulted sound recordings in the searchroom on six occasions. Subjects researched include the reminiscences of United States Army Air Force (USAAF) veterans, allusions to cricket in the BBC Radio Norfolk's *Village Voice* recordings and the 1953 floods. A further 160 have listened to extracts from recordings held by the Norfolk Sound Archive in talks given by Jonathan Draper, Senior Archivist (Sound Archive), on the reminiscences of USAAF veterans and on the work of the NSA. Copies of sound recordings held by the NSA have been supplied on four separate occasions.

Jonathan Draper, Senior Archivist (Sound Archive) provided support to several groups and individuals who are carrying out, or planning, oral history projects. These have included the Islam in Norfolk and the Eighth in the East projects, undergraduate history students at the University of East Anglia (UEA) who are taking a module called 'Britain at War and other Modern Myths', the Shotesham Oral History Group, the Aylsham Heritage Centre oral history project, a proposed Heritage Lottery Fund project called 'Historic Migrations', led by the Keystone Development Trust, which hopes to work with immigrant groups in Thetford, the Taverham Oral History Group, the Hicking Oral History Group, a project called 'Norfolk at the Pictures', coordinated by Cinema City, which aims to collect and preserve the heritage of cinema-going in Norfolk, and Norwich and Central Norfolk MIND's Photography Workshop. The support given typically includes basic training on oral history techniques, digital sound editing and file management, the loan of recording equipment and of a listening post which allows sound recordings to be accessed as part of an exhibition, advice regarding the completion of funding applications, and accepting recordings and related material as archives.

Visits to the Norfolk Record Office at The Archive Centre

7 Visits to the Record Office have been made by 8,497 people (compared with 10,002 in the same period in 2011-12). They include individual searchroom users, visitors to the Long Gallery and to NRO and other events in the Green Room and other meeting rooms and groups on prearranged tours of The Archive Centre.

Official visits, including tours of The Archive Centre, were made by Cornelis de Graaf, head of the Regional Archives of Leiden in the Netherlands; members of the Paston Heritage Society, who also saw a selection of Paston documents (including the newly acquired Fastolf letter); two members of the Heritage Lottery Fund East of England Regional Committee, who also looked at documents from the Harbord of Gunton estate archive; Kate Wheeler, The National Archives' new Engagement Manager for the East of England; Dr Orietta da Rold, a lecturer at the University of Leicester who is researching the impact of paper in medieval manuscript production; two Japanese visitors, Hitomi Matsuyama and Sawako Ogawa, with interests mainly in film preservation and film archives; and to two staff from the John Innes Centre Archives at Colney.

Searchroom, enquiries and research service

8 There were 2,980 (3,315 in the same period in 2011-12) individual visits to the searchroom in The Archive Centre. 7,922 original documents (9,740 in 2011-12) were produced in the searchroom, to visiting groups, for copying or to answer enquiries.

During the stock-taking closure, the searchroom team dealt with a backlog of cataloguing, labelling and shelving donated books. Almost 300 items were added to the catalogue and the searchroom shelves have also been weeded of duplicate items.

The total number of recorded enquiries was 4,190, compared with 4,346 in the same period in 2011-12. 2,222 e-mail enquiries were received (2,333 in 2011-12), and there were 179 (167) by post and 1,746 (1,816) by telephone. 43 (30) enquiries were received *via* Twitter.

There were 64 (62 in 2011-12) requests for paid searches, totalling 56(53) hours' work. Of these searches, 19 were for details of vehicle registrations. There were no requests for transcripts or translations.

Website hits recorded on the NRO site (http://archives.norfolk.gov.uk) by Webtrends were 32,982 compared with 28,722 in the same period in 2011-12 and 109,153 page views. For NROCAT, 19,511 visits were recorded and 327,073 page views. The means of collecting figures for NROCAT were not available in the previous year.

Copying services

9 There have been 145 (202 in the same period in 2011-12) orders for 886 (1,112 photocopies and 196 (260) orders for printout copies from microfilm, amounting to 847 (1,159) sheets. 112 (211) self-service printout cards have been sold. Each card enables users to make up

to ten copies. 169 (182 in 2011-12) visitors to the searchroom obtained permits to take their own photographs.

68 orders (50 during the same period in 2011-12) were received for digital photography, resulting in 929 (1,610 in 2011-12) images supplied. The largest single order (561 images) was a request from Holkham Hall estate to digitize four volumes, including a book of sketches by Raphael. There is also a project in progress to digitize a series of adoption records, 1926-50, for current County Council administrative purposes: so far, over 10,000 frames have been captured.

There was one order for 35mm microfilm, as during the same period in 2011-12, amounting to 86 frames (19). Microfilm is now a much less popular medium, even for academic use, but it remains an important strand in the NRO's own preservation programme. 1,338 frames (2,388) were created during the last six months of documents which are unfit for production, at risk of damage due to repeated use, or not deposited. Among them were a managers' minute book from Antingham and Southrepps School, 1903-52, Thornage overseers' account book, 1740-86, and Newton by Castleacre manor court books, 1561-1675.

15 orders (7 in the same period 2011-12) were received for the supply of 60 (20) duplicate microfilms. 34 of the reels were requested by Great Yarmouth Library and comprised the fragile Great Yarmouth parish registers which were filmed in 2012. Six orders (13) were placed for 22 (114) duplicate microfiche.

Norfolk Heritage Centre

10 Fortnightly 'Heritage Hour' talks on key sources for family and local history have alternated with 'Ask an Archive Specialist' drop-in sessions on Wednesdays. Drop-in sessions have also been taking place every Tuesday evening. The regular introductory family history mini-courses at the Heritage Centre have been consolidated. Sessions on civil registration and census returns are delivered separately over two weeks but with the presentation and internet workshop elements combined.

The archive specialists answered 50 email enquiries (from a total of 250) and two postal enquiries (total of nine) within the reporting period. In addition, there were two remote requests for printouts of NRO sources (from a Norwich freemen's roll, 1842, and Norwich prison register, 1910). No statistics are available for telephone or personal enquiries. 36 NRO parish register microfilms (including several new films for Great Yarmouth) were received and processed during the reporting period.

There were 4,718 visits to the Heritage Centre, and there are nearly 900 subscribers to Heritage Centre e-mail updates. Elizabeth Budd

has continued ‘tweeting’ regularly in tandem with Claire Bolster to promote events and sources at the Norfolk Record Office and Heritage Centre.

The archive specialists continued to deliver regular introductory family history sessions, in partnership with the community librarians’ team, as part of the education and outreach programme at the Norfolk and Norwich Millennium Library.

Tours of the Heritage Centre were given to five PhD students from UEA, 75 illustration students from NUCA, members of staff from Norfolk Museums Service and Adult Social Services and several work experience students and volunteers. The archive specialists were also involved in several sessions with the Norwich Community History Group and initiated a further programme of training sessions for library assistants in the Heritage Centre, to cover key NRO resources.

The archive specialists also provided material for four NRO local history school packs and workshops.

King’s Lynn Borough Archives

11 51 visits were made to King’s Lynn Borough Archives, compared with 87 in the same period last year. 334 (156 in 2011-12) original documents were produced for consultation by members of the public or by staff researching for talks and enquiries. 23 (13) telephone, postal and e-mail enquiries were received at Lynn.

A new stage 1 HLF bid was submitted for work at the Town Hall, King’s Lynn, including improved premises for the archives.

Recent publications which draw on Record Office sources

12 These include:

J.R. Alban, ‘Norfolk in the Invasion Crisis of 1385-6’, *The Annual. The Bulletin of the Norfolk Archaeological and Historical Research Group,* xxi (2012), 41-51.

E. Dadson, *Emergency Planning and Response for Libraries, Archives and Museums,* (London, 2013), including case study by S. Maddock, ‘Fire and flood recovery at Norfolk Record Office’.

Building an Education. An Historical Study of Rural Schools and Schooling in Norfolk, 1800-1944, ed. A. Longcroft and S. Wade-Martins (Norwich, 2013).

C.Rawcliffe, ‘A New Look at Urban Responses to Disease: The Norwich Evidence’, *The Annual. The Bulletin of the Norfolk Archaeological and Historical Research Group,* xxi (2012), 3-14.

T. Roast*, Of Minor Canons and Lay Clerks: The Singing Men of Norwich Cathedral Part 1 1620-1819* (Norwich, 2012).

T. Roast, *The Organs and Organists of Norwich Cathedral* (Norwich, 2012).

Shaping24, *Norwich and Ghent. A Shared History* ([Norwich], 2012).

A.R. Smith, ‘The Presence of the Past: the Bokkyngs of Longham in the later Middle Ages’, *The Fifteenth Century, xi: Concerns and Preoccupations*, ed. L. Clarke (Woodbridge, 2012), pp. 91-105.

C. Twinch, *The Norwich Book of Days* (Stroud, 2012).

E. Walne, *Diss and District through Time (Stroud, 2012).*

J. Whittle and E. Griffiths, *Consumption and Gender in the Early Seventeenth-Century Household. The World of Alice Le Strange* (Oxford, 2012).

Education and outreach

13 A total of 3,429 people (8,807 between 1 October 2011 and 31 March 2012) attended one of the 119 events (162 between 1 October 2011 and 31 March 2012) held during the period. Of these, 855 attended talks, workshops and other events at The Archive Centre, with the remainder attending events elsewhere in the county.

There were four half-term children’s activities. In February, these were aligned with the Record Office’s 50th anniversary exhibition. Children and their families created Yorkie lorries based on a sample design produced for Rowntree Mackintosh Ltd’s purchasing department in the 1980s and their own kite, complete with tail, based on an unusual storage system for original wills in 1580.

In the autumn term, the Norfolk Record Office and 2nd Air Division Memorial Library ran eight workshops in primary schools around Norfolk. These workshops formed part of the *Norfolk’s American Connections* project. In total, 245 pupils took part in the workshops, which focused on the rôle of Americans in Norfolk during the Second World War.

Teachers from each of the twelve Heritage Schools in Great Yarmouth visited The Archive Centre in November in order to attend a training event on using documents in the classroom. Staff learnt about developing interpretation skills, and saw some case studies on

making working with archives interactive. They also discovered how to use the Record Office to carry out their own research, and looked at documents on local history topics which they plan to include in their schools' curriculum.

New school packs were created for the Great Yarmouth Heritage Schools. They include 'The Rows', 'Evacuees in Great Yarmouth in the Second World War' and 'Bombing in Great Yarmouth in the Second World War'. The packs were advertised to other Heritage Schools *via* Edmodo, the social networking site for teachers.

Research into two new science packs was carried out. One is based on a brochure advertising Boulton and Paul's Water Elevator, and considers forces and energy; the other uses a booklet produced by the United States Army Air Force entitled 'Your Body in Flight' to look at the physical impact of flying on the eyes, ears and lungs. Once completed, the packs will include copies of documents, experiments that can be carried out in the classroom and background information.

In February 2013, 17 students from Sir John Leman High School in Beccles visited the NRO. The students are studying the History of Language for the English Language A-Level module, Language Change and Development. They looked at letters written from 1639 to 1944 to consider how language has changed over time; how some words have fallen out of use and new ones have been created. The school also used a number of documents relating to witchcraft to accompany their English Literature work on Shakespeare's *Macbeth*.

A group of adults from City Unite visited during January. The organization works with people experiencing isolation. The group learnt how to use the searchroom and looked at a display of documents. Other groups who visited the Record Office during this time include the Young Archaeologists' Club, Inner Wheel Norwich and the Hard of Hearing group.

2013 saw the start of a new type of activity: craft workshops for adults. The first two used different craft materials and techniques to teach people how to make their own brooch and create a hand-made notebook. The notebook workshop was so popular that it is being re-run in May.

Since the beginning of the year, NRO staff have been working with the Norfolk and Norwich Scope Association (NANSA) to help teach their members how to trace their family history. The organization runs learning programmes throughout the academic year for Norfolk people with disabilities. Sessions have included using civil registration certificates to create the family tree of Betty Elliot and putting wedding photographs in chronological order.

Work with Cinema City, in connexion with its *Norfolk at the Pictures* project, has included the provision of copies of cinema-related

material already held by the Record Office. A talk was also given at the launch event, encouraging others to deposit.

Exhibitions

14 Two exhibitions have been shown in the Long Gallery during the past six months. *NR3: An Urban Photographic Exploration*, was opened by Caroline Jarrold on 5 October and continued until 19 January. This show of entirely new work by documentary photographer, Chris Skipworth, on the area of Norwich around Anglia Square represented a radical departure in the NRO's exhibition programme. It was, however, linked both to the NRO's history (the NRO was temporarily based in Gildengate House in the NR3 postal district between 1995 and 2003) and its future, because one aspect of the project is the creation of a significant archival record about the area. It was accompanied by a silent film from the East Anglian Film Archive, *The Changing Face of Norwich 1970-4,* made by amateur film-maker, Charles Scott, born 1900, which deals with the demolition and construction around Anglia Square and Gildengate House, as well other developments within Norwich during this period.

Norfolk Record Office: Norfolk's House of History, an exhibition to celebrate the fiftieth anniversary of the county's archive service, was opened on 30 January by Richard Jewson JP, HM Lord Lieutenant of Norfolk and *Custos Rotulorum.* Complemented by an East Anglian Film Archive programme of news and documentary films relating to premises and events associated with the NRO's history, including the Central Library in Bethel Street, its predecessor in Duke Street, the 1994 fire and the construction and royal opening of The Archive Centre, the exhibition runs until 1 May.

'The Raging Sea: the floods remembered', an event at Lessingham and Hempstead with Eccles Village Hall on 2 February, featured several sound recordings held by the Norfolk Sound Archive which relate to the 1953 flood. Over 250 people attended the event.

Publications and Publicity

15 Three issues of the NRO *Newsletter* were published, featuring the newly acquired Fastolf-Paston letter, the manorial documents and Aysham Lancaster court roll projects and aspects of the NRO's fiftieth anniversary celebrations.

The Record Office produced its first film in 2103. A step-by-step guide to visiting the NRO, it explains where The Archive Centre is, what to do from entering the building, and how to use the searchroom. The film has been made available *via* Twitter, Facebook and YouTube, and there is a link to it from the 'Visiting Us' page of the NRO website.

A *Norfolk Women in History Timeline* website, which promotes and celebrates the rôles Norfolk women have played in the history of the county and beyond (www.norfolkwomeninhistory.com), was launched on International Women's Day, 8 March. The project has been developed by the Norfolk Record Office, Norfolk County Council's Library and Information Service and Norfolk Museums Service.

Over the past six months, the online following of NRO's Facebook and Twitter pages has increased rapidly. From 1 October 2012 to the end of March 2013, our Twitter followers (people who sign up to monitor our tweets) have increased by over 300 (533 at 1 October to 840 at end of March). Among the topics which attracted most attention were Valentine's Eve and related stories about marriage, which made February a particularly busy month on both Facebook and Twitter. In March, a photograph of Norwich City Council's first computer being delivered to City Hall in 1957 was re-posted on our Facebook page, and this proved extremely popular with our users, with 95 people sharing the photograph on their own page, and gaining us 39 new 'likes' in one day. Local photographer, Nick Stone, made a 'Ghost' image of this photograph, mixing a modern photograph he'd taken that day, with the NRO original.

The year 2013 marks the 50th anniversary of the NRO, which opened as the Norfolk and Norwich Record Office in January 1963 in the basement of the then new Norwich Central Library in Bethel Street. The celebrations have attracted extensive coverage in the media. In addition to news coverage of the *Norfolk's House of History* exhibition in the *Eastern Daily Press* and *Evening News,* on Anglia TV and (as one of its first news videos) on Mustard Online, the *Eastern Daily Press* ran a week-long series of two-page articles about the NRO during the week following the exhibition opening.

News of the County Archivist's impending retirement also prompted extensive local press coverage and an invitation to appear as Matthew Gudgin's guest on Radio Norfolk in February, when Dr Alban spoke about his life and work preserving the county's history and introduced his choice of music. Dr Alban also gave a live interview in December on Radio Norfolk about swan rolls.

Good local press coverage was also given to Raymond Frostick's gift of Norfolk county maps, to the King's Lynn Red Register, in connexion with a visit by Dr Orietta Da Rold, a lecturer in medieval literature at the University of Leicester who works on the social and cultural context of the circulation and transmission of medieval texts and books, a one-day symposium on 'The Strangers in Norfolk' and the *Norfolk Women in History Timeline* website, about which Kären Gaffney was also interviewed on Radio Norfolk.

The *Eastern Daily Press* also reported on the 200th anniversary assembly at Dereham St Nicholas Junior School, which was attended by the Bishop of Norwich and by the NRO's education and outreach

team. It included a presentation by the children on what they had discovered in the school's log-books, as well as their recounting their experience of coming into The Archive Centre, before the log-books and other documents were formally handed over for deposit in the NRO.

Two images from parish registers of All Saints, South Lynn, relating to George Vancouver and his father have been incorporated, with a credit to the Norfolk Record Office, in one of four information panels at Lake Vancouver in Western Australia.

Staff and volunteers

16 The County Archivist, Dr John Alban, retired at the end of March, as did Deirdre Sharp, the Corporate Freedom of Information Officer and Records Manager. Alison Barnard completed her eleven-month secondment to the archivists' team and returned to the corporate Freedom of Information and Data Protection Unit in December. This unit, which has been based in The Archive Centre since its creation in 2004, is in course of being disbanded as a new Information Management Shared Service is being established. Athena Teli-Drou, the Assistant Education and Outreach Officer, went on maternity leave in November and Kären Gaffney, searchroom/research assistant, has been seconded to replace her three days a week from March.

The two MDR project archivists, Frank Meeres and Anne Lovejoy, started work in October. Frank Meeres is undertaking the contract on a secondment basis from his post as part-time strongroom assistant; Anne Lovejoy recently qualified as an archivist from Liverpool University's Centre for Archive Studies.

Gaps in the small office team resulting from two retirements last summer, were partly filled on a temporary basis by Joan Lawson until early November and Katie Topham until early January. Hannah Bedford took up the permanent post of archive assistant in early March.

Two undergraduate students who intend to pursue a career in archives have continued part-time voluntary work experience in the last six months. They are Sophie Leverington, a UEA third-year student studying history and history of art, and Alexandra Healey, a student at Norwich City College. They have worked on a variety of small private archives, additional records of the Diocese of Norwich, Hickling Local History Society's archive, and recorded interviews collected by the Friends of the Norfolk Dialect (FOND) and museums in Great Yarmouth.

Richard Riordan has continued to contribute his creative skills to the NRO's education and outreach programmes. Projects he has worked on in the last six months include preparing materials for a coats of

arms activity for a family fun day at City Academy, Norwich, assisting in producing copies of some of the schools packs, helping with the chocolate express activity for children, and the adult craft workshops creating an evaluation tree, now in the Common Room, on which the leaves carry comments from participants in NRO events.

Two long-standing volunteers continued to contribute to the service: Al Parsons in the conservation studio and retired archivist, Dr Jean Agnew, as an experienced cataloguer. During the six months covered by this report, Dr Agnew has continued cataloguing papers of the connected Turner, Palgrave and Barker families.

Staff training and development

17 External training events included an ARA (Archives and Records Association) Archives for Learning and Education Section training event at the London Metropolitan Archives called 'Learning from Experience: How to Evaluate Education and Outreach Programmes and Develop Sustainable Outcomes', attended by both members of the NRO's education and outreach team. The Archive Education and Outreach Officer, Victoria Draper, also attended 'Thinking Outside The Box: New Display Ideas For Museums With Limited Budgets', organized by SHARE Museums East at Epping Forest District Museum.

Jonathan Draper attended the 'Born-digital archives: Practical First Steps' at the offices of Cambridge Assessment in Cambridge. This one-day course, funded by the East of England Regional Archive Council (EERAC), provided guidance on how digitally created records may be transferred to an archive and how an initial inventory can be created. Other tools were introduced which can help identify certain digital files which may prove difficult to classify. He also attended the annual general meeting of the Archives and Records Association's Film, Sound and Photography Section at the Museum of Science and Industry in Manchester. Senior archivist, Ian Palfrey, attended a CALM Functional Review meeting in London, hosted by the Wellcome Library, to discuss the future of CALM, the collections management software application in use at the NRO, with other CALM users.

Within Norfolk County Council, Jonathan Draper received training in adding maps to the Norfolk Historic Map Explorer website, while the County Archivist and one senior archivist both attended a one-day pre-retirement course.

At two in-house workshops during stock-taking, the archivists' team assessed newly created draft guidance for the addition of descriptions of new accessions to NROCAT in a variety of levels of detail, from a traditional, piece-level, catalogue, using final references, to a very summary entry, using accession numbers as interim document references.

Alison Barnard, project archivist (to December) completed two terms of a 'Latin for Beginners' course at Wensum Lodge. Elizabeth Budd, archive specialist, was awarded a postgraduate Certificate in Genealogical, Palaeographic and Heraldic Studies (from the University of Strathclyde).

Partnership projects and external representation

18 Partnership projects with external partners in which the Record Office is currently engaged include phase 2 of The National Archives' Manorial Documents Register (MDR) for Norfolk, the Aylsham Lancaster manor court roll conservation project, and, in conjunction with the Parliamentary Archives, a 'Connecting Communities and Arts in Parliament' project. The MDR 2 project began in October and has been checking the Norfolk Record Office entries on the current MDR and creating summary histories for each manor.

The County Archivist continued to serve on EERAC (the East of England Regional Archive Council), MAPLE (Major Archive Projects Learning Exchange), the Norfolk Record Society Council, the NAHRG (Norfolk Archaeological and Historical Research Group) Committee, the Bishop's Books and Documents Committee (as Secretary for Documents), Norwich Cathedral Advisory Committee, the Centre of East Anglian Studies Committee, the East Anglian Film Archive Advisory Board, the Knowledge Transfer Advisory Group of the Arts and Humanities Research Council (AHRC)-funded Henry III Fine Rolls Project and (with other NRO staff) on the Edith Cavell 2015 Commemoration Norfolk Partnership.

Susan Maddock, Principal Archivist, is a member of the Carnival Archive Local Advisory Group for Norfolk. She also took part in the second day of a Carnival Archive Conference at the UK Centre for Carnival Arts, Luton.

Jonathan Draper, the senior archivist responsible for the Norfolk Sound Archive, continues to act as Secretary to the British and Irish Sound Archive group, a committee member of the Archives and Records Association's Film, Sound and Photography Section, a member of the Oral History Society's Regional Network, a member of the Reminiscence Network East, and a Project Board member for the Eighth in the East project.

Performance Indicators

19 Charts showing NRO performance indicators are given at Appendix 3.

Equality Impact Assessment (EqIA)

20 The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation.

S.17 Crime and Disorder Act

21 There are no implications of the report for the Crime and Disorder Act.

Financial Implications

22 All financial implications in this report are covered by existing budgetary provision.

Other Implications

23 Officers have considered all the implications of which members should be aware. There are no other implications to take into account

Recommendation

24 Members are asked to note this report.

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IN TRAN communication for all	If you need this Agenda in large print, audio, Braille, alternative format or in a different language please contact the Principal Archivist on 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.

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Appendix 1

Appendix 1

Norfolk Record Office Accessions, 1 January-31 March 2013

Local Authority and Official records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Norfolk County Council Chief Executive's Department/Democratic Services	Minutes of various committees, mainly 1973-1992	ACC 2012/235	1964-1994	255 volumes
Norfolk County Council Environment, Transport and Development Department (formerly Highways Department, then Planning and Transportation Department)	Additional records relating to bridges	ACC 2012/238 (C/SR)	1884-2002	2 boxes
Norfolk County Council Highways Department, later Planning and Transportation	Additional county highways records: progress and completion photographs of bypasses at Bungay, Acle and Syderstone	ACC 2012/240	1960-1998	2 volumes, 2 papers, approximately 700 slides, 1 reel of cinefilm

Norfolk County Council Environment, Transportation and Development Department (formerly Highways Department/ Planning and Transportation Department)	Additional records: footway plans	ACC 2012/251	1957-1997	7 rolls of plans
Norfolk County Council Community Services Department: Norfolk Record Office (NRO)	NRO, *The Newsletter*, Issue 16, autographed by Sir Michael Caine whilst attending the unveiling of a plaque to mark his first stage performances during his stay as a wartime evacuee in North Runcton	C/AS	2003	1 paper
Norfolk County Council Library and Information Service	Mile Cross (Norwich) Branch Library postage books	C/L 7	1931-1972	2 volumes
Norfolk Constabulary	Additional files	ACC 2012/254	1913-1948	2 files, 5 pamphlets
Dereham St Nicholas Junior School (founded as Dereham National School, 1860; a non-provided school from 1903; Dereham Church Middle School, from 1975; later Dereham St Nicholas Church of England Voluntary Aided Junior School)	School records, including log-books, admission registers, managers' minutes, photographs, : correspondence, reports and architectural drawings relating to building work at the school and school newsletters, 1993-2013	C/ED 151	1860-2013	12 boxes. 1 file
Fleggburgh Church of England VC Primary School	School records, including log-books, 1872-1996, admission register, 1933-2004, managers' minutes, 1937-84, stock-book, 1978-84, and inventory of furniture and equipment, 1988-2000	ACC 2012/169	1872-2004	2 boxes
Norwich City Council Town Clerk's Department	Norwich City Council Museums Committee minutes	N/TC 20/11	1968-1974	1 volume
Norwich City Council Town Clerk's/Chief Executive's Department	Additional plans of Heartsease Estate	ACC 2012/298	1951-1954	1 roll of 21 plans

Norwich City Council Town Clerk's Department; Norwich City Council Chief Executive's Department	Additional files	ACC 2012/199, ACC 2012/207, ACC 2012/243	20th century	23 crates, 1 volume
Norwich City Council City Treasurer's Department; Norwich City Council Financial Services	Additional financial records	ACC 2012/257, ACC 2012/200, ACC 2012/228, ACC 2012/200, ACC 2012/228, ACC 2012/231, ACC 2012/250	20th century	41 crates
Norwich City Council City Architect's Department	Additional plans	ACC 2012/297	1965-1988	4 rolls
Norwich City Council City Engineer's Department	Plans of Norwich private street works, inner link road/ring road, Theatre Royal refurbishment, nos. 82 and 90 Mousehold Avenue, and Buxton's Land, later Fiddlewood Estate	ACC 2012/292	*c.* 1900-1975	22 boxes
Norwich City Council Planning Department	Publications and files relating to planning in Norwich	ACC 2012/293	20th century	Approx 100 booklets and files
Norwich City Council Planning Department	Bowthorpe development plans	ACC 2012/237	1973-1995	488 plans
Norwich City Council Parks Department (later known as Parks and Open Spaces Department); Norwich City Council Town Clerk's/Chief Executive's/Law and Administration Department	Additional records	ACC 2012/213	1911-2010	3 boxes, 2 rolls of plans
Norwich City Police Force	Additional (stray) records: annual returns of prisoners conveyed to Norwich Castle, and of indictable offences, disciplinary offences case files and miscellaneous papers	N/PO 1-2	1881-1931	2 boxes

Great Yarmouth Borough Council Borough Treasurer's Department	Correspondence and other papers relating to war damage repairs in Great Yarmouth	ACC 2012/282	1944-1948	1 file
Great Yarmouth (County) Borough Council; Great Yarmouth Borough Council	Additional building control plans and planning application indexes	ACC 2012/209	*c.* 1950-*c.* 2000	23 metal drawers
Swaffham Urban District Council	Swaffham Urban District Council minutes (unsigned copies which fill gaps in official series)	ACC 2012/343	1966-1970	2 volumes
Fakenham Parish Council	Additional records relating to various charities, including Harrison's Charity, Salmon's Charity, Marianne Searle's Charity, Lady Mary Townshend Charity, Sheldrake's Charity, Thomas Richard Gogg's Charity, Fakenham Maternity Charity, Coals Charity, and Fakenham Lying-In Charity	PC 59	1794-mid-20th century	4 boxes
Hevingham Parish Council	Council minutes 1894-2005, receipt and payment accounts, 1895-2007, allotment rent accounts and audits 1934-97, declarations of office, 1922-2011	ACC 2012/183	1894-2011	3 boxes
Loddon Parish Council	Additional record: Faden's map of Norfolk, 1797 (printed)	ACC 2012/196	1797	1 folded map in case
Mundford Parish Council	Additional records: minutes, including annual meeting, 2006-2009, 2010-2012, annual returns including income and expenditure, 1992-2010	PC 38	1992-2012	3 files
Mundford Parish Council	Additional Parish Council minutes	ACC 2012/223	1999-2006	2 files
Roudham and Larling Parish Council	Parish Council minutes and accounts	PC 197	1946-2011	2 volumes
Saxlingham Nethergate Parish Council	Additional Council minutes	ACC 2011/273	2000-2005	3 ring-binders
Saxlingham Nethergate Parish Council	Additional records: deeds and papers relating to Belcombe House, playing field and Village Memorial Hall	ACC 2012/241	1841-2012	1 bundle
Stow Bedon and Breccles Parish Council	Additional Parish Council minutes	ACC 2012/287 (PC 134)	2003-2012	4 files

Stratton Strawless Parish Council	Council minutes, 1959-2009, annual parish meeting minutes,1970-89, and accounts, 1986-2007	ACC 2012/184	1959-2009	3 boxes
Swafield Parish Council	Account book	PC 196	1895-1899	1 volume
West Raynham (later known as Raynham or The Raynhams) Parish Council	Parish Council minutes, 1894-1969, financial records, 1962-2005, correspondence and other associated papers, 1963-2013	PC 195	1894-2013	7 boxes
Whinburgh and Westfield Parish Council	Additional records: Parish Council and AGM minutes, 2010-12; financial records, 1980-2006; and Council and playing field accounts, 1980-2006	PC 180	1980-2012	2 volumes, 1 file
Wreningham Parish Council	Additional records: files containing papers relating to village hall, 1981-1989; playing field, and legal papers, 1980-1983	ACC 2012/351	1980-1989	2 envelopes
Wretham Parish Council	Additional parish council and annual meeting minutes	PC 181	2010-2012	2 files

Public records and statutory bodies

Creator of the records	**Summary description**	**Reference**	**Covering dates**	**Quantity**
Broads Authority, established 1989, with responsibility for conservation, planning, recreation and waterways	Title deeds relating to the tip at The Dockyard, Postwick	ACC 2012/227	1878-2001	1 bundle
Eastern Norfolk Rivers Catchment Board	Records of East Norfolk Rivers Catchment Board, includes typescript report regarding river widening scheme, following the 1912 Norwich floods, and various plans	MC 2912	1920, 1938	1 file, 1 plan

South Erpingham Petty Sessional Division Justices' Clerk: William Forster of Aylsham	South Erpingham Division Justices' clerk's accounts of receipts from alehouse licences	PS 2/12/1	1891-1904	1 volume
Great Yarmouth Coroner	Great Yarmouth Coroner: registers and inquest and sudden deaths files	ACC 2012/310	1920s-2010	Approximately 30 registers and 70 boxes
Great Yarmouth Port and Haven Commissioners	Great Yarmouth Port and Haven Commissioners bye-laws and a list of tolls	MC 2903	1912-1978	9 booklets

Parochial and Other Trusts and Charities

Creator of the records	**Summary description**	**Reference**	**Covering dates**	**Quantity**
Diss Parochial Charities	Minutes, accounts and correspondence	ACC 2012/190	1858-2008	9 boxes
Geldeston Town Land Trust	Minutes, 1894-1990, and accounts, 1894-1976	PT 35	1894-1990	2 volumes
Great Hospital, Norwich	Additional records, mainly accounts and other financial records	ACC 2012/342 (N/MC)	1834-1988	4 boxes
Trustees of Eaton War Memorial	Minute book, Aug 1946-Mar 1968, financial records and other papers.	ACC 2012/326	1920-1968	1 box

Parish and ecclesiastical records

Creator of the records	**Summary description**	**Reference**	**Covering dates**	**Quantity**
Aldborough ecclesiastical parish	Additional parish records**:** *Keeping in Touch* magazines	ACC 2012/347	2008-2013	1 box

East Bradenham ecclesiastical parish	Additional marriage register	PD 298/81	1981-1994	1 volume
West Bradenham ecclesiastical parish	Additional marriage registers, 1987-2001, 2001-11, and service register, 1974-97	PD 299/68-70	1974-2011	3 volumes
Bradfield ecclesiastical parish	Additional burial register, 1813-1997, and register of services, 1974-2012	PD 47/30-31	1813-2012	2 volumes
Bradwell ecclesiastical parish	Additional parish records	PD 581	1811-1988	6 boxes, 1 outsize plan
Bressingham ecclesiastical parish	Additional marriage register	PD 111/190	1974-1983	1 volume
Bressingham ecclesiastical parish	Additional marriage registers	PD 111/188-189	1983-2007	2 volumes
Cockley Cley ecclesiastical parish	Additional burial register	PD 137/99	1813-2000	1 volume
Costessey ecclesiastical parish	Additional parish register and other records	PD 280/110-	1941-2012	10 boxes, 2 volumes
Costessey ecclesiastical parish	Additional parish records, including drawings and papers regarding the establishment of St Helen's church, 1971-4	ACC 2012/245	1942-2012	1 box
Congham ecclesiastical parish	Parish registers, 1581-2011, churchwardens' accounts, 1707-1848, tithe rent charge accounts, 1842-1925, and tithe map and apportionment, 1840	PD 725	1581-2011	8 volumes, 1 roll
South Creake ecclesiastical parish	Additional parish records relating to parochial charities, 1793-2007, and school, 1865-1991	PD 612	1793-2008	8 boxes
Drayton ecclesiastical parish	Additional parish records	ACC 2012/289 (PD 69)	1967-2007	3 boxes
Little Ellingham ecclesiastical parish	Additional parish records: registers of services	PD 568/57-61	1899-1970	1 box
Felthorpe ecclesiastical parish	Additional burial register, 1913-2012, service register, 1970-2000, and other records	PD 45/79-83	1913-2012	2 volumes, 1 bundle

Foulden ecclesiastical parish	Additional baptism register	PD 140/30	1863-2006	1 volume
Grimston ecclesiastical parish	Parish registers, 1552-2011, Grimston enclosure award, 1780, with maps, 1779 and 1868, and overseers of the poor disbursement accounts, 1840-1848	PD 687	1552-2011	26 volumes, 2 rolls
Haddiscoe ecclesiastical parish	Additional parish records: papers relating to church fabric	PD 208/186	1993-1997	1 file
Ingham ecclesiastical parish	Additional marriage register	PD 310/73	1992-2003	1 volume
Itteringham ecclesiastical parish	Additional marriage registers, 1937-97, and service register, 1979-2007	PD 439	1937-2007	4 volumes
King's Lynn St Margaret with St Nicholas ecclesiastical parish	Additional parish records	PD 39	1899-2007	8 boxes
Lakenham St John with All Saints ecclesiastical parish	Additional marriage register, 1990-8, and confirmation register, 1942-2003	PD 104/65-66	1942-2003	2 volumes
Metton ecclesiastical parish	Additional records: service register, 1971-2013, and PCC minute book, 1894-2005	PD 392	1894-2013	2 volumes
Mulbarton ecclesiastical parish	Additional parish records	PD 494	1872-1993	4 boxes
St Augustine, Norwich, ecclesiastical parish	Additional parish records	ACC 2012/252 (PD 185)	1974-1999	4 boxes
Roydon (near Lynn) ecclesiastical parish	Parish registers	PD 724	1721-2012	7 volumes
Swafield ecclesiastical parish	Additional parish records	PD 48	1887-2012	5 boxes
North Tuddenham ecclesiastical parish	Additional Parochial Church Council records	ACC 2012/230	1974-2010	20 files, 3 volumes
Diocese of Norwich	Additional records: faculties	ACC 2012/264	2002	10 boxes
Diocese of Norwich	Additional records: faculties	ACC 2012/291	1996-2001	3 boxes

Diocese of Norwich	Photographs of Norfolk churches	ACC 2012/242	*c.* 1985	1 box
Diocese of Norwich Diocesan Advisory Committee	Quinquennial inspection papers and designs and photographs relating to projects in which the Committee was involved	ACC 2012/303	1961-2011	12 boxes
Diocese of Norwich Diocesan Advisory Committee	Papers relating to St Michael at Thorn, Norwich	ACC 2012/306	Early 20th century	1 envelope
Diocese of Norwich Diocesan Advisory Committee	Papers relating to St John Maddermarket, Norwich, including organ tuner's book, 1936-64, and organ blower's account, 1958-64	ACC 2012/307	1936-1964	1 envelope

Free Church records

Creator of the records	**Summary description**	**Reference**	**Covering dates**	**Quantity**
North Norfolk Methodist Circuit and its predecessors	Minutes, directories and other papers of the following circuits: North Walsham and Aylsham, Cromer, Sheringham and Holt and Smallburgh Methodist Church (Primitive Methodist)	ACC 2012/210	1899-2008	4 boxes
North Norfolk Circuit of the Methodist Church and its predecessor, Cromer and Sheringham Circuit of the Methodist Church	Minutes, accounts and other papers concerning Barton Turf, Wood Dalling, Hickling, Reepham and West Runton Methodist churches	ACC 2012/269	1860-2013	5 boxes
North Norfolk Circuit of the Methodist Church/North Walsham Circuit of the Methodist Church and its predecessors	Additional records including, minutes of meetings of Trustees of Overstrand New Chapel, 1898-1899, North Norfolk Methodist Church circuit plans, 2012-2013, and other papers relating to North Walsham Primitive Methodist Chapel and Sheringham Methodist Church	ACC 2012/267	1889-2013	1 folder

North Norfolk Circuit of the Methodist Church and predecessors	Additional records relating to Trunch, East Runton, South Repps and Weybourne Methodist chapels	FC 139	1907-2013	3 boxes
Methodist Church, Norwich Circuit	Additional records relating to St Peter's Park Lane Norwich Methodist Church, including Property and Finance Committee minutes and related records, 1994-2008, and quinquennial inspection papers, 2001	ACC 2012/266	1994-2008	1 box
United Reformed Church (Eastern Synod)	Additional records: Norfolk Congregational Union trusts and property ledger, 1905-86, certified copies of deeds and documents relating to 14 Bridewell Street, Wymondham (originals dated 1886-2005), 2009, and sale of Wreningham Methodist Chapel (on United Reformed Church land), 1995-2000	FC 142	1886-2009	1 box
West Norfolk Circuit of the Methodist Church and its predecessors	Papers relating to Downham Primitive Methodist Circuit including records of purchase of land and building of Chapel and School Rooms at Downham Market, with plan, 1855-70, list of new Trustees, 1910, quarterly guide and preachers' plan, Jan-Mar 1928. Also includes records of Downham Market Methodist Church including Sunday School Teachers Meetings minute book, 1956-1993, and Sunday School (Junior Church) register, 1973-93	ACC 2012/268	1855-1993	1 box
Wymondham, Attleborough and Watton Methodist Circuit	Old Buckenham Methodist Church building scheme invoices, 1990-2001, Women's Fellowship accounts, 1954-2006, Sunday School programmes, 1972-2004 and Flower Festival display material, 2005-06	ACC 2012/221	1954-2006	3 files, 6 booklets
Wymondham, Attleborough and Watton Circuit of the Methodist Church	Additional records: personnel files and other associated papers	ACC 2012/302	1996-2006	1 box

Wymondham, Watton and Attleborough Methodist Circuit; Attleborough Methodist Church	Additional records: Pastoral Committee file containing minutes, membership tickets and correspondence	FC 25	1988-2006	1 file

Societies and Associations

Creator of the records	**Summary description**	**Reference**	**Covering dates**	**Quantity**
2nd Air Division Memorial Trust and Harold Bradbury (radio operator) of 567 BS, 389th Bomb Group based at Hethel	Photocopy of mission diary and related papers	MC 376/694	1944-1945	23 papers
Air Division Memorial Library/Junior Audley Risley (d. 2008), known as Aud Risley, co-pilot in the 446th Bomb Group and founding member of the 446th Bomb Group Association	Papers of Aud Risley	MC 376/695	1945-1987	1 folder
2nd Air Division Memorial Library	Recordings of the 2nd Air Division Association's Service of Thanksgiving and Remembrance and Visit to Wymondham College	MC 376/696/1-3	1990-1998	2 CD-R, 2 papers
2nd Air Division Memorial Library/Raymond Strong	Records relating to the 2nd Air Division (USAAF), includes archive copies of *The Journal*, 2010-2012 (including the final edition) and *Mustang* magazine, Spring 2005	MC 376/697-698	2005-2012	1 folder,1 gathering
Amalgamated Engineering Union (ex-Amalgamated Society of Engineers (Norwich Branch)	Registration books and registers of proposed and actual members and of benefits paid	ACC 2012/219	*c.*1900-1961	5 volumes

Aldborough Village History Society	Photographs (CDS and prints) relating to an untitled book on houses and people in Aldborough, 2008-2012, with a copy of the book	ACC 2012/348	2008-2012	7 CDs. 7 wallets of prints, 1 file
East Harling Cosy Corner Club (formerly East Harling Over 60s Cosy Corner Club)	Minutes, accounts and membership records	ACC 2012/198	1949-2012	3 boxes
King's Lynn Independent Labour Party and Frederick White (b. 1869) newsagent and party secretary	Minutes and other papers and photographs with related later papers	ACC 2012/283 (SO 297)	1892-1978	3 boxes
National Association of Decorative and Fine Arts Societies (NADFAS) Church Recorders	Records of church furnishings at Our Lady St Mary, South Creake, and St Mary the Virgin, Wiveton	SO 163/25-26	2012	3 folders, 1 CD, 1 file
Area 51 of the National Association of Ladies' Circles: established in 1974, Area 51 extended over much of Norfolk	Minutes of Area 51 Meetings, AGMs and Handover Meetings, 1974-1991, 1991-2008; signed minutes of Area 51 Executive Meetings, 1982-1999, 1999-2008; minutes of Area 10 and Area 51 Joint Steering Committee Meeting, 1990-1	SO 294	1974-2008	4 volumes, 1 gathering
Norfolk Archaeological Trust, founded 1923	Additional trustees' minute book, April 2005-July 2007 (closed to 2023)	ACC 2012/165	2005-2007	1 volume
Norwich and District Disabled Persons Swimming Club, 1961-2011	Minutes and scrapbook	ACC 2012/205	1982-2012	2 volumes
Norwich Community Workshop Trust (Norwich Community Workshop Ltd	Management committee minutes and agenda, papers relating to staff, accounts and correspondence	ACC 2012/167	1984-2001	4 boxes
Women's World Day of Prayer, Norwich and District Committee	Minutes, reports, accounts, leaflets and other papers	ACC 2012/175	1953-2003	2 boxes

The Yare and Bure One Design Class: a 20-foot keel boat, the first of which, built in 1908, was created by Ernest Woods, following a competition held by the Yare and Bure Sailing Club	Rules, minutes, correspondence, accounts, plans of the Yare and Bure One Design by Andrew Wolstenholme of Coltishall, 2007-09, and copies of the original plans of the Yare and Bure One Design by Ernest Woods, 1908, reproduced by Herbert Woods Limited, 1967 (plans all closed until 2063)	ACC 2012/247	1963-1998	5 boxes, 1 roll

Business records

Creator of the records	**Summary description**	**Reference**	**Covering dates**	**Quantity**
Peter Codling, architect	Plans and drawings from Peter Codling Architects partnership	ACC 2012/329	mid-1970s-late 1990s	Several hundred plans
Peter Codling, architect	Additional plans and drawings from Peter Codling Architects partnership	ACC 2012/332	mid-1970s-late 1990s	Several hundred plans
Alfred Dodman and Co of King's Lynn, engineers	Additional (stray) business records	ACC 2012/335	*c.* 1875-*c.*1935	1 box
Messrs Norris and Duvall of Hertford, auctioneers, valuers and estate agents	Sale particulars of 142 plots on the Suffield park Estate in Cromer, 1887, and auction catalogues including Townshend Heirlooms, Raynham Hall, 1904, Heacham Hall Estate,1938, and East Tuddenham Lodge, 1919	MC 2898	1887-1938	1 bundle
Owen Bond Partnership, architects	Business records, including plans and photographs	ACC 2012/344	1930s-2000s	Several thousand plans and several hundred photographs
Owen Bond Partnership Architects	Additional records: order books/plan and photographs	ACC 2012/359	*c.* 1930s-1990	3 boxes

Solicitors

Unnamed solicitors, possibly Eversheds of Norwich	Clients' deeds and papers	ACC 2012/204	19th-20th centuries	11 boxes
Unknown (possibly Pomeroy and Sons of Wymondham)	Deeds relating to property in Hempnall	MC 2910	1662-1870	4 boxes
Solicitors (possibly Pomeroy and Sons of Wymondham)	Papers relating to the estate of Joseph Cator Webb the younger in Hempnall, includes deeds, copies of court rolls, sale particulars (some including plans) and accounts	ACC 2012/333	18th century-19th century	2 boxes

Deeds, manorial and estate papers

Creator of the records	**Summary description**	**Reference**	**Covering dates**	**Quantity**
Estate in Brisley	Title Deeds relating to Pond View Cottage, Brisley	MC 2880	1869-1993	1 bundle
Arthur Bush (d. 1972) of Harleston, licensee of the Magpie Hotel *c*. 1920-62	Sale particulars of various properties in Harleston, Redenhall and Needham	MC 2861	1828-1920	11 gatherings
Estate in Holt Market	Deeds relating to property copyhold of the manor of Holt Market (unfit for production)	ACC 2012/197	1863-1866	2 parchments
Fendick family of Ludham	Title deeds to land at Ludham	MC 2879	1886-1894	3 papers
Stanford family of Great Massingham	Title deeds and related papers for Parsonage Farm, Great Massingham	MC 2905	20th century	1 envelope
Estate in Press Lane, Norwich	Deeds relating to 5 Press Lane, Norwich	MC 2875	1811-1970	1 bundle
Estate of William Henry Howes, Norwich	Purchase contract and sale particulars relating to land and houses on Prince of Wales Road, Norwich, 1864 and 1871, with covering letter, 1972	ACC 2012/218	1864-1972	1 gathering, 2 papers
Estate in Roydon near Diss	Title deeds to Cringle Cottage	MC 3000	1796-1976	1 bundle

Unknown	Additional document relating to Swafield Mill: probate copy of the will of John Secker of Aylsham	MC 2741/2	1835	1 parchment
Walpole of Wolterton estate	Additional manorial records relating to manors in the Burnhams, Creake, Dersingham, Grimston, Kilverstone, Mannington, Palgrave (Suffolk), East Ruston and Tivetshall	WAL 1634-1756	1259-1702	12 boxes, 1 outsize folder
Henry Reginald B. Wayman of Downham Market	Runcton Holme sale particular	MC 3001	1913	1 gathering
Unknown	Sale particulars of Chestnut Farm, Tivetshall, 1922, and an estate in Gillingham and Raveningham, 1927	MC 2874	1922, 1927	2 gatherings
Unknown	Sale particulars relating to Yarrow House Estate in Bintry and North Elmham and Riddlesworth Hall Estate	MC 2886	1873-1893	1 folder
Unknown	Deeds to property known as The Normans, Wells-next-the Sea	ACC 2012/273	1692-1916	3 boxes
Unknown	Abstract of title, title deeds and sale particular relating to property in Norfolk and wills of Norfolk inhabitants	MC 2901	1798-1881	7 gatherings, 10 papers
Unknown	Title deeds and other records relating to various estates in Norfolk and Suffolk and to various individuals	MC 2913	1854-1915	1 box

Personal and family papers

Creator of the records	**Summary description**	**Reference**	**Covering dates**	**Quantity**
Thomas F. Barton of Norwich	Family papers	ACC 2012/345	20th century	3 boxes
Borthwick Family of Burnham Deepdale	Farm crop book, 1934-55, Burnham Deepdale, Overy and Norton enclosure award, 1821-2, and papers relating to the Brancaster Staithe Sailing Club	ACC 2012/191	1821-1989	2 boxes

Coulton family of Pentney and King's Lynn	Family records and solicitors' clients' papers	MC 2902	1682-1985	2 boxes
Captain S. Gurney Cresswell, RN, and the Cresswell family of King's Lynn	Additional papers of Samuel Gurney Cresswell and the Cresswell family of King's Lynn, including 'Sketches in the Arctic Regions' (an album of drawings, mainly of naval expeditions and campaigns, and of arctic exploration expeditions in which Samuel Gurney Cresswell was involved), and correspondence to and from Samuel Gurney Cresswell and his parents	ACC 2012/248 (WMH)	1842-1867	3 boxes
Robert Henry Dixon, manager of the Agricultural Research Station, Morley	Personal papers, including farm diaries, 1972-4, and motor car fuel ration book, *c.* 1939-45	MC 2862	*c.* 1939-1984	1 box
Private Joseph Emms of the 5th Norfolk Regiment	Description of the attack on Gaza, 19 April 1917	ACC 2012/305	1 May 1917	1 folder
Marion Gissing, née Cropley (1927-2013) of Norwich	Diaries, photographs and personal papers of Marion Cropley, later Gissing	ACC 2012/313	1940-2011	3 boxes
Greenacre, Kirby and Vare families of Kings' Lynn, Runcton and elsewhere	Family papers and photographs	ACC 2012/360	19th-21st centuries	2 boxes
Richard Harbord	Pedigree of Harbord and Harbord-Hamond family, 1830-2013, complied by Richard Harbord, 2013. With coat of arms in colour	ACC 2012/272	2013	1 roll
David J. Hastings, MBE	Memoir entitled 'Life is for Living'	ACC 2012/338	2012	1 volume
Bill Haylor, correspondent of Allan Smethurst (1927-2000), the singing postman	Letter from Allan Smethurst, the 'Singing Postman'	MC 2889	1995	1 paper
Mr D.E. Hull of Mildenhall, Suffolk, local photographer, (1926-2006)	Slides of Norfolk Windmills and Railways	MC 2899	1968-2006	1 box

Elizabeth James of King's Lynn	Papers relating to Campbell's tower at King's Lynn, gathered in support of an application for listing, on behalf of King's Lynn Civic Soc 2009 NB stored at King's Lynn Borough Archives	ACC 2012/352	2009-2010	2 files
John Edward Kett of Wereham and Cawston (1917-2010)	Nature diaries of John Kett of Wereham	MC 3002/1	1929-2003	1 exercise book, 4 files
Dr Michael Ockenden (1931-2010), teacher and author of books on parish churches	Photographic slides of secular buildings in Norfolk	MC 2896	*c.* 1995	192 slides
Frederick Parker, evacuee to Fakenham	Diary written by Frederick Parker, a schoolboy evacuated to Fakenham, 1941, with a published transcript, a school magazine of the same date, photographs and other papers	ACC 2012/275	1941	1 envelope
Palmer family of Norwich	Additional records: photographs, correspondence and other papers	MC 2440	20th century	3 boxes
Liz and Peter Pitman of Chepstow	Brief account of a walk on the Weaver's Way footpath in north-east Norfolk	MC 2904	Aug 1980	1 volume, 2 papers
Thomas Rayson (1888-1976) of Oxford, architect	Pencil and ink drawings and water-colours of churches and other buildings in various places in Norfolk	MC 2838	1908-1961	18 papers, 1 photograph
Philip Harrison Reeve, former Headmaster of Costessey Secondary Modern School	Correspondence and photographs	ACC 2012/358	1960s-1970s	1 box
Rodwell family of Wood Dalling	Family collection of publications relating to First World War and Coronation of Queen Elizabeth II	ACC 2012/259	1914-1953	1 box
Chris Skipworth of Norwich, photographer	Documentary photographs of the area in and around Anglia Square, 2008-12, with related papers	ACC 2012/280	2008-2012	97 digital images, 1 volume, 4 papers
Stanford family of Great Massingham	Writing books of William Stanford with receipts for the purchase of the books	MC 2908	1852-1854	7 books, 1 envelope

James Stone (1806-1880) of Norwich	Additional diary of James Stone, recording his day-to-day life in Norwich and visits to London, Cromer, and elsewhere	MC 1953/3-4	1837-1848	1 volume, 4 papers
Margot Tillyard (d. 2011) of Norwich	Additional Norwich Survey research papers	ACC 2012/321	1970s	2 boxes
Mary Tuppen of Geldeston	Photographs, Geldeston and Stockton WI Diary of Events, 1978, newspaper cuttings and other personal papers	MC 2906	20th century	9 boxes
Warner Family of Gloucester, nr Williamsburg, Virginia, USA, previously of Norwich	Photographs showing the graves of Augustine Warner (b. 1610, Norwich) and his wife and the family home (Warner Hall) in Gloucester, nr Williamsburg, Virginia	ACC 2012/166	2012	2 envelopes
Frederick John Wise, (1887-1968), MP for King's Lynn, 1945-51, and, from 1951, the first Baron Wise, and his son, John Clayton Wise (1923-2012), second Baron Wise of King's Lynn, farmer	Personal and farming records of the first and second barons Wise of King's Lynn: documents relating to F.J. Wise's civic and parliamentary rôles at King's Lynn, 1951-4, including patent of nobility, 1951, and farming records of J.C Wise at Red Lodge Farm, Polebrook, Oundle, Northamptonshire, 1948-54, and Ramsley Farm, North Elmham, 1954-1977	MC 2887	1948-2012	10 boxes

Historical and miscellaneous

Creator of the records	**Summary description**	**Reference**	**Covering dates**	**Quantity**
Hallam Ashley (1900-1987), photographer, of Costessey	Historical photographs of scenes at Costessey and elsewhere, with copies and related list	ACC 2012/296	19th century-2013	1 box, 1 CD, 1 envelope
Clover Family of Hellesdon	Hellesdon Coronation souvenir booklet	ACC 2012/325	1953	1 booklet

Raymond Frostick of Norwich	Printed maps of Norfolk	ACC 2012/337	1574-1840	12 boxes
Nancy Ives née Hunter of Norwich (1930-2012)	Research papers relating to the Strangers and the cloth trade in Norwich and elsewhere,16th and 17th centuries.	ACC 2012/299, ACC 2001/320	*c.* 1980-*c.* 2010	226 binders, files and folders
Revd Geoffrey Kemble-Johnson	Photograph of exterior of Norwich Central Library following Library fire	ACC 2012/300	n. [August 1994]	1 photograph
Mr Vivian and Mrs Gertrude Kimm	Additional records: information on village signs, compiled by Mr Vivian Kimm to accompany slide shows, with notes recording when and where the slide was used in a lecture	ACC 2012/211	1986-2006	1 box
H. Harper Smith esq., as Sheriff of Norwich (1921-2)	Visitors' book	N/SH 1	1921-1922	1 volume
Robert Maguire (unknown)	Survey of First and Second World War memorials in Norwich churches	MC 2885	2009	1 folder
Carey Moore of Great Ellingham (as collector)	Additional Hingham, Ellingham and High Oak parish magazines	ACC 2012/290 (MC 2670)	1990-2013	1 box
Lieutenant-Colonel Harold N. Morgan (d. 1975) of Norwich	Norfolk Home Guard map overlay	MC 2863	*c.* 1943	1 acetate sheet
John Theodore Essington Woolsey (1903-1972) of the Auxiliary Fire Service, Norwich	Plans drawn by Woolsey relating to fire-fighting equipment and water supply in and around Norwich Cathedral and Close during the Second World War	ACC 2012/201	1942	2 plans in 1 box
Wreningham Diamond Jubilee Celebrations Committee	The Wreningham Diamond Jubilee Memento, 1952-2012, and copy of a letter addressed to HM Queen	ACC 2012/258	1952-2012	1 booklet, 1 paper
Unknown	Act for Inclosing Lands in the Parish of Wendling (printed)	MC 2852	1814	1 gathering

Unknown (possibly a member of staff at College of West Anglia, formerly Norfolk College of the Arts and Technology)	'The instrumentation and monitoring of the King's Lynn A47 Southern Bypass and the monitoring of the river Great Ouse floodbanks', a report by D.C. Snelgrove, Senior Engineer of Messrs Sandberg, Consulting, Testing and Materials Engineers	MC 2900	n.d. [mid-1970s]	1 file, 2 papers
Unknown	Programmes for Norwich Municipal Orchestra concerts (many autographed), 1925-1931, and programmes for the Norfolk and Norwich Festival, 1924	ACC 2012/244	1925-1931	1 bundle
Unknown person, King's Lynn	Transcript of a King's Lynn chronicle, 1625-1804 NB stored at King's Lynn Borough Archives	KL/D 26	1854	1 volume

Copies of records

Creator of the records	Summary description	Reference	Covering dates	Quantity
Shirley Summers of Diss	Photocopies of press cuttings regarding the history of 49-50 Denmark Street, Diss, and its restoration, 1938 (copies made 2012), with photograph of the house, *c.* 2000	ACC 2012/217	1938, *c.* 2000	4 papers
Unknown	Hingham Cemetery, register of graves (1880 and 1926 sections)	FX 375	2012-2013	1 folder

Norfolk Sound Archive

Creator of the records	Summary description	Reference	Covering dates	Quantity

Aylsham Heritage Centre, 2011-	Oral history recordings collected in support of exhibitions held at the Aylsham Heritage Centre	AUD 80-	2012-2013	9 Broadcast Wave files and 3 Waveform Audio files (2.48 GB in total)
Henry Blogg Museum, Cromer	Recordings relating to the work of the Cromer lifeboat, including one of Henry Blogg, 1948	AUD 76	1948-2013	5 Waveform Audio files, 13 papers
Friends of Norfolk Dialect	Additional recorded interview	AUD 12/1/78	2012	1 CD-DA
Alice Mackay (fl. 2011-), oral historian and heritage consultant, of Norwich and later of London	Recorded interview with Aude Gotto, founder (1990) of the King of Hearts Centre in Norwich	AUD 74	2011	2 CDs, containing 3 PCM WAV files
Lydia Martin, artist, of Norwich, fl. 2002-	Sound recordings and related material collected for exhibition, 'Another Voice that Speaks'	AUD 75	2012	2 CD-Das; 87 digital files (approximately 11.2 GB)
Norfolk Library and Information Service	Sound recordings formerly held by Attleborough Library: audio books with Norfolk content	AUD 3 SAC 2012/22	*c.* 1985-*c.* 1995	9 compact cassettes
Norfolk Library and Information Service: King's Lynn Library	Copies of various episodes of BBC Radio Norfolk's *Village Voice* recordings, recorded interviews and published sound recordings which relate to Norfolk, including King's Lynn	SAC 2012/ 26(AUD 3)	1957-*c.* 1995	6 boxes
Norfolk Museums and Archaeology Service	Additional Archaeology Oral History records: image of Peter Wade Martins and interview of Brian Ayers by Natasha Harlow	AUD 5/1/11, FX368/2	2012	1 JPEG, 1 WAV PCM file
Norfolk Museums and Archaeology Service: Bridewell Museum	Sound recordings and related papers created for an exhibition, 'On the Ball City'	AUD 79	2000-2002	2 boxes

Norwich Living History Group, 2008-2012, oral history group collecting recordings relating to Norwich and surrounding area	Additional recorded interviews and related transcripts and photographs	SAC 2012/29-31 (AUD 57)	2012	32 Waveform audio files, 2 Windows Media Audio files, 1 SDHC card, 1 bundle of papers, 1 reel of cinefilm, 5 photographs 162 data files, 1 MP3 file, 1 pk file
Radio Norfolk/Norfolk Sound Archive, 1963-	Recording off transmission of the re-broadcast on 17 February 2013 of BBC Radio Norfolk's 'Gudgin's Guest', featuring Dr John Alban, Norfolk's County Archivist, and presented by Matthew Gudgin	SAC 2012/35 (AUD 7)	2013	1 MPEG 1/2 Audio Layer 3 (MP3) file
'The Raging Sea: the floods remembered' event at Lessingham and Hempstead with Eccles Village Hall, 2013	Programme and report	AUD 77	2013	7 papers
Shotesham Village Association, fl. 2013	Recorded interviews relating to Shotesham and the surrounding area	AUD 78	2013	8 Waveform Audio files (912 MB)

Appendix 2: Lectures, etc. by NRO staff

1 October 2012-31 March 2013

John Alban

- Group visit for the Paston Heritage Society.
- ‘From Ashwellthorpe to Bosworth: a Yorkist Soldier’, lecture at the Richard III Foundation's 2012 Annual Conference, 'Richard III: Monarch and Man', held at the Dixie Grammar School, Market Bosworth, Leicestershire.
- ‘The Gildengate Years’, lunch-time talk at The Archive Centre.
- ‘From Ashwellthorpe to Bosworth: a Yorkist Soldier’, lecture to the Norfolk Archaeological and Historical Research Group (NAHRG), at the University of East Anglia.
- 'Keeping and Using Private Archives: a Custodian's View', paper given at 'For the Record: Preserving your Archives and Unlocking their Potential', a conference organized by The National Archives and the Historic Houses Association, at Syon House, Brentford, Middlesex.
- ‘Norfolk: the Place – the Archival Element’, presentation to Norfolk Community Services’ Quarterly Managers’ Forum, at Carrow Abbey.
- 'Aspects of Defence in Wales during the Fourteenth Century', lecture to the Swansea Branch of the Historical Association, at the Welsh National Waterfront Museum, Swansea.
- Address of welcome and introduction to the Norfolk Record Office, to two groups of French students from the Lycée Blaise Pascale, Clermont-Ferrand, in The Archive Centre.
- ‘Archival Inspirations: the Road to The Archive Centre’, lunch-time talk at The Archive Centre.
- ‘The Archive Centre’, lunch-time talk at The Archive Centre.
- ‘Sources in the Norfolk Record Office which relate to the History of Norfolk and the Low Countries’, lecture at ‘The Strangers in Norfolk’ one-day conference in the Green Room at The Archive Centre.

Elizabeth Budd

- ‘The Norfolk Heritage Centre Map Collection’, lunch-time Heritage Hour talk at the Norfolk and Norwich Millennium Library.
- ‘The 1911 Census’, twilight Heritage Hour talk at the Norfolk and Norwich Millennium Library.
- ‘Ordinary People, extraordinary events: the 1912 floods’ lunch-time talk at The Archive Centre.
- ‘Scottish Family History’, lunch-time Heritage Hour talk at the Norfolk and Norwich Millennium Library.
- ‘Researching Your House’, lunch-time Heritage Hour talk at the Norfolk and Norwich Millennium Library.
- ‘Researching Tradesmen’, lunch-time Heritage Hour talk at the Norfolk and Norwich Millennium Library.
- ‘Researching Londoners’, lunch-time Heritage Hour talk at the Norfolk and Norwich Millennium Library.

- ‘Recording and Boycotting: What Can We Really Learn About Women in the Census?’ International Women’s Day talk at the Norfolk and Norwich Millennium Library.
- ‘Researching ‘Ordinary’ Women’, lunch-time Heritage Hour talk at the Norfolk and Norwich Millennium Library.
- Three ‘Introduction to Family History’, two-part courses at Norfolk and Norwich Millennium Library.

Jonathan Draper

- Oral history training to University of East Anglia (UEA) undergraduate students on the history module, ‘Britain at War and other Modern Myths’, at UEA.
- ‘The Norfolk Sound Archive’, as part of ‘Norfolk: the Place – the Archival Element’, presentation to Norfolk Community Services’ Quarterly Managers’ Forum, at Carrow Abbey.
- Oral history training to the Shotesham Oral History Group at Shotesham All Saints church.
- ‘An Introduction to the Work of the Norfolk Record Office and Norfolk Sound Archive’, talk to University of East Anglia (UEA) undergraduate students on the history module, ‘Britain at War and other Modern Myths’, at The Archive Centre.
- Oral history training to the Taverham Oral History Group, at The Archive Centre.
- ‘The Norfolk Sound Archive: the first decade’, lunch-time talk at The Archive Centre.
- Oral history training to the Hickling Oral History Group, at The Archive Centre.
- Oral history training to Norwich and Central Norfolk MIND’s photography workshop, at the NICE Centre, Muspole Street, Norwich.

Victoria Draper

- ‘Education and Outreach at the Norfolk Record Office’, as part of ‘Norfolk: the Place – the Archival Element’, presentation to Norfolk Community Services’ Quarterly Managers’ Forum, at Carrow Abbey.
- ‘Ndebele Houses’ school holiday activity at The Archive Centre.
- ‘Hallowe’en’ school holiday activity at The Archive Centre.
- ‘Chocolate Express’ school holiday activity at The Archive Centre.
- ‘Flight of Fancy’ school holiday activity at The Archive Centre.
- ‘Paperweaving’ activity at Norwich Cathedral Family Fun Day.
- ‘Coats of Arms’ activity at City Academy Family Fun Day.
- Five workshops on the history of schools, one at Tunstead Primary School, and four (on teaching staff, school day, pupils, and the school building) at Dereham St Nicholas Junior School.
- Eight workshops on ‘The Rôle of the Americans in Norfolk during the Second World War’ at Beeston Primary School, Cringleford Primary School, Aldborough Primary School, Flitcham Primary School, Astley Primary School, Redcastle Family School (x2) and Costessey Junior School.

- Four workshops on ‘Norfolk’s connexion to the Slave Trade’ for Flegg High School at Norwich Castle Museum.
- A workshop on ‘Records’ for the creative media diploma students at Reepham High School .
- Half-day training session for teachers from the 12 Great Yarmouth Heritage Schools.
- Assisted with a workshop on ‘Language Change and Development’ for Year 13 History of Language students from Sir John Leman High School, Beccles, at The Archive Centre.
- Two workshops on ‘The Work of an Archivist’ for Kinsale Junior School, Norwich.
- Four ‘Local History’ workshops at West Earlham Junior School, Wicklewood Primary School and Cringleford Primary School.
- ‘Introduction to using the Record Office’ for UEA Landscape Archaeology students.
- Three ‘Families, History and Fun’ sessions for the family learning programme for Queen’s Hills Primary School.
- A workshop on the ‘First World War’ for home educated students from Education Otherwise.
- Talks on ‘The Work of the Norfolk Record Office’ for the Hard of Hearing Group, Norfolk at the Pictures launch event, and Wednesday Women all in Norwich, Aylsham Local History Society in Aylsham and Wells WI in Wells.
- Assisted with two sessions for ‘St Benet's Abbey- Icon of the Broads’ project.
- ‘Archives and the History of Norwich’ sessions for the Young Archaeologists’ Club and students from the Lycée Blaise Pascale, Clermont-Ferrand, at The Archive Centre.
- Group visits for City Unite, Bowthorpe W I, Inner Wheel Norwich, Friends of the former Hickling Local History Group, Hard of Hearing, Aylsham WI, and Taverham Local History groups at The Archive Centre.
- Two workshops on ‘Tracing your Family History’ for students from the Norfolk and Norwich Scope Association.

Rachel Farmer

- ‘Throw away the Emergency Plan: Post-Fire Recovery in the Norfolk Record Office’, as part of ‘A Turning Point: the 1994 fire’ lunch-time talk at The Archive Centre.

Kären Gaffney

- Hallowe’en school holiday activity at The Archive Centre.
- Two ‘Families, History and Fun’ sessions as part of the family learning programme for Queen’s Hills Primary School.
- A workshop on the First World War for home-educated students from Education Otherwise.
- Group visits for Friends of the former Hickling Local History Group and Hard of Hearing Group.

- A workshop on tracing your family history for students from the Norfolk and Norwich Scope Association.

Susan Maddock

- ‘Women’s Institute Year of Archives’ talks to Norfolk WI members at three Autumn Federation meetings at Watlington Village Hall, Poringland Community Centre and Dereham Memorial Hall.
- 'Urban areas and their archives: whose stories do they tell?’, lunch-time talk at The Archive Centre.
- An introduction to the NRO’s collections, for a group of St Benet’s Abbey project volunteers at The Archive Centre.
- ‘Archive Treasures of King's Lynn’ talk to members of the Rotary Club of King’s Lynn Trinity, at Stuart House Hotel, King's Lynn.
- ‘NR3: An Urban Exploration’, lunch-time talk, jointly with Chris Skipworth, at The Archive Centre.
- ‘The Early Years’ [of the Record Office] lunch-time talk at The Archive Centre.
- ‘A Turning Point: the 1994 fire’ lunch-time talk at The Archive Centre.

Eve Read

- ‘Resources for agricultural labourers’, Heritage Hour talk at the Norfolk and Norwich Millennium Library.
- ‘Irish Ancestry’, Heritage Hour talk at the Norfolk and Norwich Millennium Library.
- ‘Researching the Norfolk Broads’, Heritage Hour talk at the Norfolk and Norwich Millennium Library: linked with ‘Writing Britain: the Broads Effect’ British Library exhibition.
- ‘Sources for Merchant Seamen’, Heritage Hour talk at the Norfolk and Norwich Millennium Library.
- Three ‘Introduction to Family History’ presentation/Internet workshops at the Norfolk and Norwich Millennium Library.

Nicholas Sellwood

- ‘The Salthouse Project’, in ‘Norfolk: the Place – the Archival Element’, presentation at Norfolk Community Services’ Quarterly Managers’ Forum at Carrow Abbey.
- ‘Paper, Parchment and People’ lunch-time talk at The Archive Centre.

Tom Townsend

- ‘The archives of northern Norwich: an urban landscape explored’ lunch-time talk at The Archive Centre.
- History of House workshop, as part of an open day at Great Yarmouth's Time and Tide Museum.
- A tour of the County Hall grounds followed by a documentary session about the history of the site for the ‘History Detectives’ participating in ‘Connecting Communities and Arts in Parliament’ Project.

- An evening workshop at The Archive Centre on Norwich rate books for the Park Lane Local History Group.
- Palaeography workshop at The Archive Centre for sixth-form students from the Sir John Leman High School at Beccles.
- Part of 'The Early Years' [of the Record Office] lunch-time talk at The Archive Centre.
- Part of 'A Turning Point: the 1994 fire' lunch-time talk at The Archive Centre.
- A workshop at The Archive Centre for medieval literature students from the University of East Anglia examining literary documents from NRO archives.

Yuki Uchida

- 'Paper, Parchment and People' lunch-time talk at The Archive Centre.

Hannah Verge

- 'Women's Institute Year of Archives' talks to Norfolk WI members at three Autumn Federation meetings at Watlington Village Hall,. Poringland Community Centre and Dereham Memorial Hall.

NORFOLK RECORDS COMMITTEE
26 April 2013
Item No:

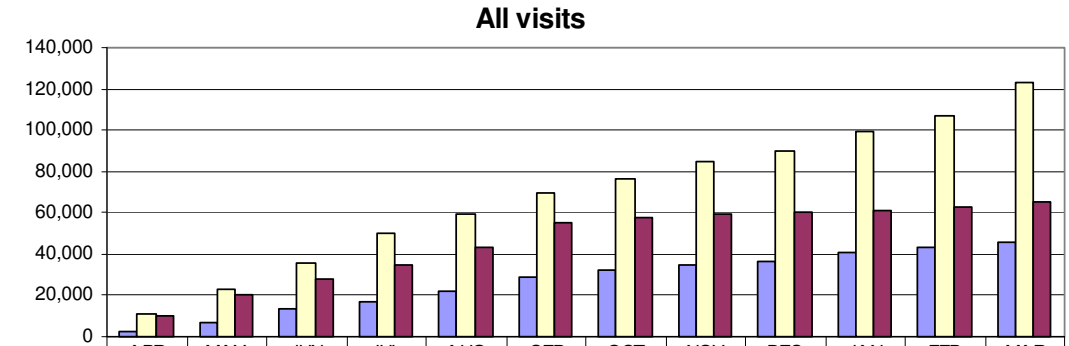
Appendix 3

Norfolk Record Office

Performance Indicators

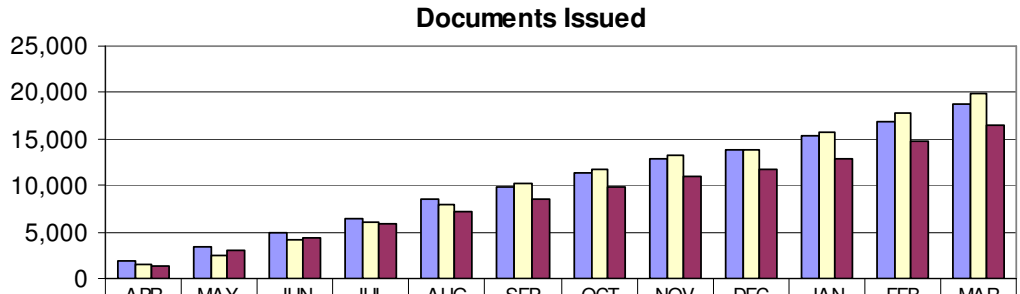
1 October 2012-31 March 2013

Norfolk Record Office
Visits and Usage (Cumulative)

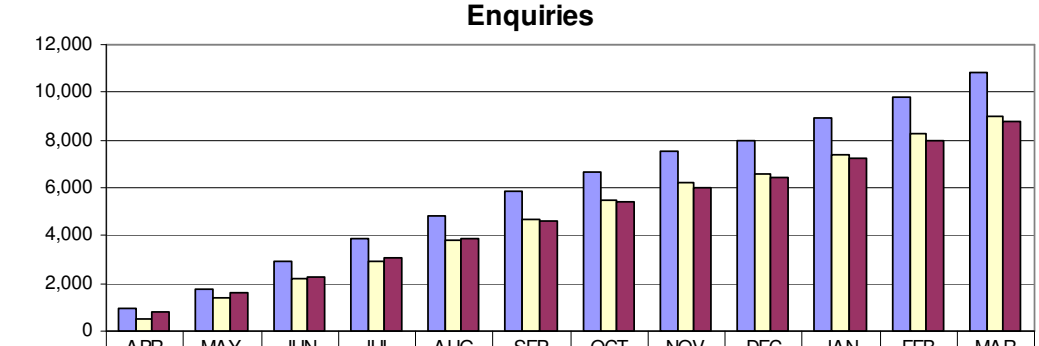


	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
2010-11	2,247	6,644	13,869	16,888	22,245	28,546	32,133	34,509	36,123	41,051	43,338	45,690
2011-12	10,746	22,498	35,892	49,682	59,378	69,594	76,448	84,671	89,618	99,265	106,726	123,265
2012-13	10,540	20,170	27,766	34,962	43,187	54,934	57,595	59,415	60,426	61,345	63,141	65,001

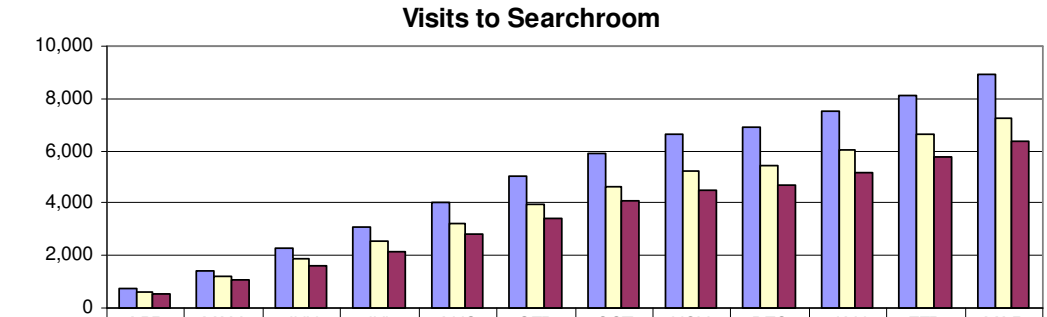
NB - the above includes visits to The Archivee Centre and to NRO events elesewhere



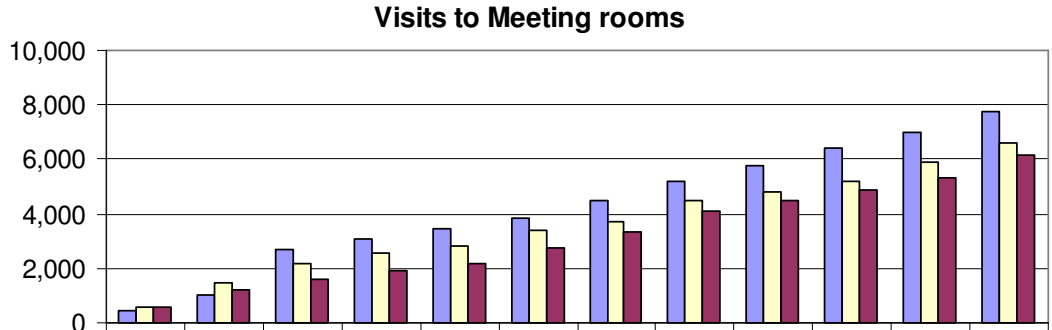
	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
2010-11	1,822	3,412	4,843	6,405	8,482	9,843	11,368	12,787	13,887	15,344	16,905	18,740
2011-12	1,447	2,514	4,146	6,075	7,865	10,173	11,663	13,166	13,737	15,692	17,772	19,913
2012-13	1,392	2,984	4,418	5,779	7,225	8,515	9,832	10,991	11,669	12,955	14,734	16,437



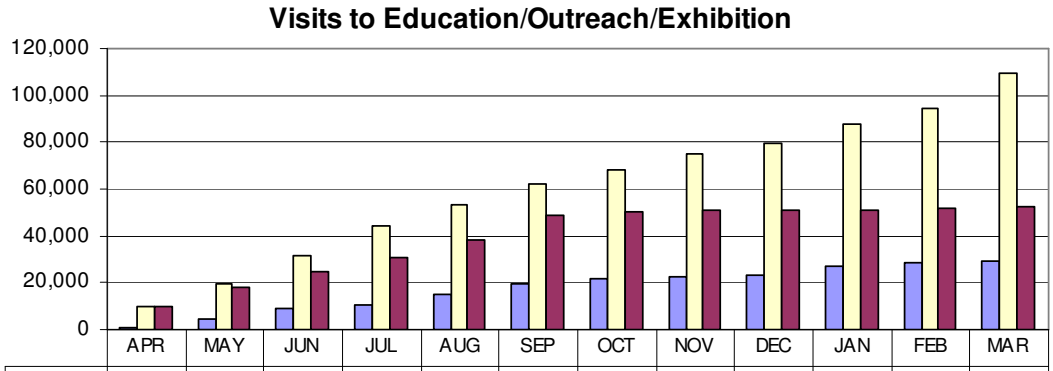
	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
2010-11	942	1,778	2,900	3,882	4,843	5,840	6,688	7,533	7,986	8,917	9,819	10,818
2011-12	516	1,415	2,231	2,935	3,806	4,678	5,485	6,212	6,598	7,407	8,238	9,024
2012-13	794	1,626	2,280	3,094	3,864	4,576	5,383	6,023	6,431	7,232	8,005	8,766



	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
2010-11	752	1,426	2,287	3,100	4,028	5,040	5,913	6,674	6,882	7,519	8,144	8,934
2011-12	626	1,186	1,904	2,545	3,199	3,952	4,636	5,224	5,437	6,041	6,654	7,267
2012-13	533	1,079	1,624	2,132	2,798	3,427	4,083	4,514	4,712	5,168	5,801	6,407



	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
2010-11	424	1,008	2,670	3,079	3,441	3,833	4,490	5,186	5,791	6,395	6,994	7,732
2011-12	578	1,481	2,192	2,557	2,824	3,369	3,745	4,485	4,798	5,223	5,879	6,610
2012-13	605	1,204	1,602	1,913	2,151	2,775	3,337	4,100	4,461	4,884	5,350	6,164



	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
2010-11	1,071	4,210	8,912	10,709	14,776	19,673	21,730	22,649	23,450	27,137	28,200	29,024
2011-12	9,542	19,831	31,796	44,580	53,355	62,273	68,067	74,962	79,383	88,001	94,193	109,388
2012-13	9,402	17,887	24,540	30,917	38,238	48,732	50,175	50,801	51,253	51,293	51,990	52,430

NORFOLK RECORDS COMMITTEE
26 April 2013
Item No: 10

Report by the Principal Archivist

Annual Report, 2012-13

This report, which the Committee is asked to note, provides a selective summary of the activities of the Norfolk Record Office during the period, based on two detailed half-yearly reports to the Committee.

Accessions

1 There have been 397 deposits, gifts and purchases during the year covered by this report, compared with 384 in the equivalent period in 2011-12. They include 35 accessions (39) to the Norfolk Sound Archive.

The newly accessioned archives range in date from 1259 to 2013. They include additional Wolterton estate manorial records, relating to manors in the Burnhams, Creake, Dersingham, Grimston, Kilverstone, Mannington, Palgrave (Suffolk), East Ruston and Tivetshall, 1259-1702, five medieval deeds relating to land in Little Melton, *c*. 1285, Sisland, 1288, Shropham, 1317, Longham, 1411, and West Newton and Appleton, 1453, and a Great Witchingham manorial rental, 1496. Outstanding among the pre-Reformation documents received, however, is a stray from the fifteenth-century Paston correspondence: a letter from Sir John Fastolf to John Paston, [1455].

A substantial archive of papers of the related Turner, Palgrave and Barker families, 1652-1968, includes papers of Dawson Turner (1775-1858), banker, botanist, art and manuscript collector and antiquary of Great Yarmouth, of Sir Inglis Palgrave (1827-1919), banker, third and longest-surviving son of Sir Francis Palgrave (1788-1861), archivist, and (through his mother, Elizabeth) grandson of Dawson Turner, and of the Reverend Rowland Vectis Barker (1846-1926), who, in 1883, married Elizabeth, daughter of Sir R.H. Inglis Palgrave, banker and economist.

Additional papers of Captain Samuel Gurney Cresswell, RN, and the Cresswell family of King's Lynn, 1842-67, include Captain Gurney's 'Sketches in the Arctic Regions' (an album of drawings, mainly of naval expeditions and campaigns, and of arctic exploration expeditions in which he was involved).

Raymond Frostick's collection of printed Norfolk county maps, 1574-1840, was handed over the the Record Office towards the end of the year.

Accessions to the Norfolk Sound archive included a recorded interview, made in 2011, with Aude Gotto, founder, in 1990, of the King of Hearts Centre in Norwich.

Cataloguing

2 248 new catalogues (223 in 2011-12), representing around 41 (16) cubic metres of records were completed and added to the NRO's online catalogue.

At the end of March 2013, the total number of catalogue entries in CALM was 721,042 (717,789 in March 2012), of which 692,272 (678,358) are accessible to the public *via* the internet on <http://nrocat.norfolk.gov.uk>.

Much the largest among the new catalogues is the final catalogue of the T.C. (Tom) Eaton (1918-2010) of Norwich and Eaton family papers, completed in August at the end of an eleven-month cataloguing project in partnership with the Town Close Trust.

The Harbord of Gunton project, supported by the National Lottery through the Heritage Lottery Fund and by grants from the MLA/V&A Purchase Grant Fund, and the Friends of the National Libraries, was successfully completed in May. Its legacy includes not only an expanded online catalogue of this major estate archive, but two exhibitions and other resources on the NRO's website and a specially created book in the searchroom library, which many first-time users of estate records have since used as a research aid.

Another eleven-month cataloguing project, focusing on how new accessions are processed, was completed in December. This in-house initiative aimed to create and test procedures for assigning catalogue references to new accessions on receipt and adding descriptions of them to the online catalogue quickly as part of the accessioning process. The resulting manual was adopted for routine use from the beginning of January.

Visits and public services

3 Visits to the Record Office, to NRO events elsewhere and to exhibitions and events which included NRO items were totalled 31,844, compared with 43,097 in 2011-12. Of these, 18,278 (19,064) visits were to The Archive Centre; 13,266 (24,013) were to offsite events and exhibitions.

There were 6,407 research visits to the searchroom (7,267 in 2011-12) and 16,437 original documents (19,913 in 2011-12) were produced in the searchroom, to visiting groups, for copying or to answer enquiries. The continuing decline in the number of personal research visits is likely to result partly from growing public awareness of the number of images of NRO sources available online.

8,766 postal, telephone and e-mail enquiries were answered during the year, compared with 9,024 in 2011-12. 67,143 hits (79,259 in 2011-12) and 227,206 page views were recorded on the NRO's main website (http://archives.norfolk.gov.uk); NROCAT (http://nrocat.norfolk.gov.uk) recorded 40,757 hits and 660,991 page views.

Conservation

4 Documents treated in the Conservation studio during the year included a Shouldham field book, 1440-1, which incorporates diagrammatic maps of field strips, a parchment map of an estate in Seething**,** 1790, and the Bergh Apton tithe map, 1839.

An eighteen-month project, funded by the National Manuscripts Conservation Trust and Aylsham local historians, was put in hand to conserve the Aylsham Lancaster Manor Court roll, 1509-46. The roll is the only one in a series extending from 1446 to1846 which is currently unavailable because of its poor condition, thus denying researchers access to information about Aylsham during the whole of Henry VIII's reign.

Work has also begun on conserving the large Norwich bomb map, measuring about two metres square. The map was kept by the Civil Defence Air Raid Precautions section of Norwich City Engineer's Department and comprises 25-inch OS maps mounted on a frame, on which small tags attached to pins mark the sites where bombs fell, their size and date.

The studio continues to be a national centre for training archive conservators. In addition to visits and placements for individual students, the NRO hosted, and delivered a session at, a one-day training event for conservators, organized by the Archives and Records Association, on parchment repair.

Norfolk Sound Archive (NSA)

5 The Norfolk Sound Archive's digitization programme saw 135 master preservation files, 188 access files, and 195 production master files created. Over 200 access copies have been linked to catalogue

entries in NROCAT, thus providing immediate access from online descriptions to the recordings.

Providing support to groups and individuals who are carrying out oral history projects continues to be a key part of the NSA's activities. During the year, groups given training or other assistance included the Islam in Norfolk, Eighth in the East and Carnival Archive projects, the Wherry Yacht Charter Charitable Trust, Farm Conservation Limited, Norwich Living History, and oral history groups at Aylsham, Hickling, Shotesham and Taverham.

Education and Outreach

6 10,616 visits (12,454 in 2011-12) were made to one or more of 299 (275) events. Of these, 1,904 (3,403) were to talks, workshops and other events at The Archive Centre, with the remaining 8,712 (9,051) were to events elsewhere in the county, and beyond.

Activities provided for children during half-term and school holidays, 12 in all, included 'Creating Hidden Gardens' (inspired by the Eaton archive), Nose-Art, head-dresses and dream-catchers (linked with the *American Connections* exhibition) and two linked to the 50th anniversary exhibition: making 1980s-style Yorkie lorries (based on a sample design produced for Rowntree Mackintosh Ltd), and making kites, prompted by an unusual storage system used by the Consistory Court for original wills,1580.

Newly created online resources, for schools and others, include six made as part of the Harbord of Gunton project, one aimed at youth and community groups in Norfolk, called *Detective Work: the Case of the Strangers in Norfolk*, and 'What was the impact of the Second Air Division in East Anglia during the Second World War?', which is aimed primarily at schools.

Schools with which the NRO's education and outreach team worked particularly closely during the year included Dereham St Nicholas Junior School, Diss C of E VC Junior School, Sir John Leman High School in Beccles and 12 'Heritage Schools' in Great Yarmouth,

Events provided for adults included the usual programmes of lunch-time talks and tours for visiting groups at The Archive Centre, and offsite talks and archival walks. Most of the archivists, members of the searchroom/research team and the two archive specialists all contribute to this strand of the NRO's outreach, in addition to the two dedicated education and outreach officers. Talks have been given not only across Norfolk, but by the County Archivist in Brentford, Market Bosworth, London, Swansea and Ghent, Belgium.

Exhibitions

7 Five exhibitions have been shown in the Long Gallery during the year. *A Norfolk Estate, its Places and People*, continued until 30 April and was replaced by *Royal Norfolk*, an exhibition in celebration of the Queen's Diamond Jubilee, from early May to late June. *Norfolk's American Connections*, which explored, through archives and artefacts, the links between Norfolk and North America over a period of 400 years, was on show from early July to the end of September.

NR3: An Urban Photographic Exploration, an exhibition of entirely new work by documentary photographer, Chris Skipworth, on the area of Norwich around Anglia Square represented a radical departure in the NRO's exhibition programme. Since 30 January, an exhibition to celebrate the fiftieth anniversary of the county's archive service, *Norfolk Record Office: Norfolk's House of History*, has been on show.

Four of the Long Gallery exhibitions have been complemented by full programmes of talks and three by school and holiday activities for children.

A facsimile exhibition, *Lord Suffield's Cromer*, continued on show at Cromer Library until 5 April, where it was seen by approximately 1,380 people during April. *King's Lynn and the Hanse*, another facsimile exhibition, was on show at King's Lynn in two venues from mid-May and was been seen by at least 900 people. Exhibitions were also provided for special events at the parish churches of Aldborough, Aylsham, Carbrooke, Ditchingham, North Elmham, Rockland St Peter, Salhouse and Shropham. These parish exhibitions were seen by an estimated 2,455 people.

Norfolk Heritage Centre

8 The County Archive Research Network (CARN) readers' ticket scheme was introduced at the Heritage Centre in August 2012.

The regular programme of lunch-time talks at the Norfolk and Norwich Millennium Library on Wednesdays was complemented from September by a new series of 'twilight' talks and 'Ask an Archive Specialist' drop-ins. 691 people have attended these talks or family history sessions at the Heritage Centre.

King's Lynn Borough Archives

9 128 visits were made to King's Lynn Borough Archives, compared with 163 in 2011-12, and 612 (311 in 2011-12) original documents were produced in the searchroom or used to answer enquiries. 38 (62) telephone, postal and e-mail enquiries were answered.

The NRO continued to contribute to planning for improved archive facilities at King's Lynn, in partnership with the Borough Council of King's Lynn and West Norfolk, and Norfolk Museums and Archaeology Service. A new stage 1 HLF bid was submitted for work at the Town Hall, King's Lynn, including improved premises for the archives.

Equality Impact Assessment (EqIA)

10 The Norfolk Record Office's Service Plan places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation.

S.17 Crime and Disorder Act

11 There are no implications of the report for the Crime and Disorder Act.

Financial Implications

12 There are no financial implications.

Any other Implications

13 Officers have considered all the implications of which members should be aware. Apart from those listed in the report above, there are no other implications to take into account.

Recommendation

14 Members are asked to note this report.

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IN TRAN communication for all	If you need this Agenda in large print, audio, Braille, alternative format or in a different language please contact the Principal Archivist on 0344 800 8020 or 0344 800 8011 (textphone) and we will do our best to help.

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