

<b>Local Members Interest</b>
N/A

## **Staffordshire and Stoke on Trent Joint Archive Committee 21 June 2012**

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### **Staffordshire and Stoke on Trent Archive Service: Annual Report 2011-2012**

#### **Recommendation(s)**

1. That this report informing the Committee about the annual report on the work of the Staffordshire and Stoke-on-Trent (Joint) Archive Service for the period April 2011 to March 2012 is received and approved.

#### **Report of Deputy Chief Executive and Director for Place (Staffordshire County Council) and Director of Adult and Neighbourhood Services (Stoke on Trent City Council)**

#### **Reasons for Recommendations**

2. The accompanying Annual Report provides an account and review of the work and performance of the Staffordshire and Stoke-on-Trent Archive Service for the financial year, April 2011 to March 2012.

#### **Background**

3. The terms of the Joint Agreement for Archive Services between Staffordshire County Council and Stoke-on-Trent City Council requires an annual report on the work of the Joint Archive Service to be brought to the Annual Meeting in June. The Annual Report also provides the means by which the Committee can be presented with a full overview of the range of activities, progress and performance of the Service.

4. The year 2011-2012 was the third in the current three-year planning cycle for the Joint Archive Service. This year's Annual Report shows both positive achievements and steady progress towards meeting the overall strategic objectives of the Archive Service within the current Forward Plan, 2009-2012. These objectives are:

- To put the customer at the heart of service delivery.
- To build upon our innovative online presence
- To engage with Staffordshire's communities to strengthen their sense of identity and place
- To engage people of all ages in activities which celebrate and discover Staffordshire's history

- To continue to build a well-managed and high performing service
- To improve and promote user access to collections
- To deliver high quality care of our irreplaceable archive collections

5. The Annual Report demonstrates a productive year for the Joint Archive Service in terms of its performance, achievements and associated activity. The most notable successes have been: achievement of the Designation Award, full compliance with the Customer Service Excellence Standard, completing the Children on the Move Project funded by Heritage Lottery Fund, the Out of Darkness Exhibition, continuing meet Service targets with reduced staffing and moving into our new outstore to enable the continued expansion of our collections.

6. The Service made good progress in the core areas of activity: improving access to collections; the public services; cataloguing; learning; preservation; and conservation. It was a particularly successful year in terms of outreach working with some very positive outcomes for communities.

7. The year was also a challenging one as the Service restructured during the autumn and consulted on implementing reduced opening hours from April 2012. Personal visits continued to fall by 17% overall but skewed by significant falls at Stoke on Trent City Archives after it implemented shorter opening hours from April 2011. However online visits were up between 44% and 50%. Attendances at events were up 11% as were the number of volunteer hours given to the Service. Use of the Service is changing and it is adapting to meet this changed demand.

8. The Joint Archive Service produced good performance results against its local targets for public service delivery and achieved a 99% customer satisfaction rating in its local Customer Survey.

9. Overall it was a successful year for the Service continuing to meet high standards whilst also implementing significant changes.

**Report author:**

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**List of Background Papers**

Papers	Contact/Directorate/ext number
Annual Report 2011-2012	Joanna Terry/Place/ x278370

## **Appendix 1**

### **Equalities implications:**

This report has been prepared in accordance with the personnel and equal opportunities' policies of the County Council and the City Council.

### **Legal implications:**

The work of the Archive Service is governed by the Joint Agreement and other legislation to allow both authorities to meet their legal obligations.

### **Resource and Value for money implications:**

The Archive Service delivers a range of work which is measured in a number of ways and detailed in the appendices of the Annual Report.

### **Risk implications:**

None applicable.

### **Climate Change implications:**

None applicable.

### **Health Impact Assessment screening:**

No significant implications.

### **Report author:**

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