



Nottinghamshire
County Council

Nottinghamshire Archives

Communities Department

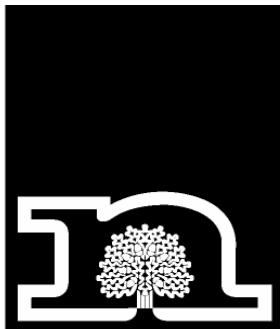
Service Business Plan

**Service Area: ARCHIVES,
RECORDS MANAGEMENT & LOCAL STUDIES**

For the Period 1st April 2009 to 31st March 2010

**Contact Name: MARK DORRINGTON
Assistant Head: Archives, Heritage and
Records Management**

Date Prepared: Feb-Mar 2009



**Nottinghamshire
County Council**

Service Area: Archives
Service Business Plan 2009-2010

Contents

1	Description of Service	p.3
2	Local Context	p.5
3	Contribution to strategic objectives	p.8
4	Performance, 2008-2009	p.10
5	Objectives 2009-2010	p.18

1 Description of Service

1.1 Services

Nottinghamshire Archives

Provides archive services for Nottinghamshire County Council and the City of Nottingham:

- Acquisition of written and visual archives relating to Nottinghamshire and the City of Nottingham covering the past ten centuries
- Secure and environmentally-controlled storage facilities for the preservation of historical archives
- Facilities for the physical conservation of archives
- Cataloguing and indexing to facilitate public access
- Public search room for consultation and research into archives for a variety of administrative, learning and recreational purposes
- Learning and outreach services to promote the use of archives through exhibitions, talks, publications and similar activities

Records Management Service

Provides a corporate records management service for Nottinghamshire County Council:

- Secure storage facilities for semi-current records
- Automated lists, remotely accessible
- A retrieval/delivery service to NCC departments
- Facilities for destroying records or transferring them to Archives

Local Studies

Provides local studies services through the County Public Library Service:

- Acquisition of local studies books and other materials
- Provision of public access
- Promotion of local history

1.2 Location of Facilities

Nottinghamshire Archives,

County House, Castle Meadow Road, Nottingham NG2 1AG.

Records Management Service

Records Centre, Unit 6, Glaisdale Business Park, Glaisdale Parkway, Bilborough, Nottingham NG8 4GP.

Records Centre, Sherwood Energy Village, Ollerton

Local Studies

County Library Service

1.3 Number of Users

Nottinghamshire Archives

Visitors	12,312
Postal and email enquirers	2,476
Virtual users	258,508

Records Management Service

Record requests	2,532
-----------------	-------

1.4 Number of Staff:

22 (20.6 FTE)
(Archives and Records Management)
7 (5 FTE) (Local Studies)

1.5 Overall Budgets:

£980K
(Archives and Records Management)

1.6 Unit Cost

It costs the residents of the county and the city only 90p per person per annum to run Nottinghamshire Archives.
(CIPFA Statistics 2008)

2 Local Context

2.1 Legislation

- Local Government (Records) Act, 1962, the Local Government Act, 1972 and the Nottinghamshire (City of Nottingham) Structural Change Order, 1996. Formal recognition of Nottinghamshire County Council and Nottingham City Council as Archive Authorities, together with agreement for Nottinghamshire Archives to serve both authorities under a Joint Agreement.
- Public Records Acts, 1958 and 1967. Formal recognition by the Lord Chancellor (through The National Archives) of Nottinghamshire Archives as a suitable repository for housing local Public Records.
- Parochial Registers and Records Measure, 1978, as amended by the Church of England (Miscellaneous Provisions) Measure, 1992. Formal appointment of Nottinghamshire Archives as Southwell & Nottingham Diocesan Record Office.

2.2 Standards and Comparators

- British Standard *Recommendations for the Storage and Exhibition of Archival Documents* (BS 5454), 2000, lays down physical standards of building design, etc. Nottinghamshire Archives is now compliant.
- The National Archives, *Standard for Record Repositories, 2004* lays down standards on constitution and finance, staff, acquisition, and access. A previous edition of this standard was formally adopted by the Nottinghamshire Leisure Services Committee on 10 January 1991.
- The National Archives has approved Nottinghamshire Archives as a Place of Deposit for Public Records and in the 2008 Self-assessment of local authority archive services Nottinghamshire Archives achieved a 4* rating placing it in the top 10%.
- *Lord Chancellor's Code of Practice on the Management of Records under Section 46 of the Freedom of Information Act 2000*. This provides guidance to all local authorities as to the practice which it would be desirable for them to follow in implementing the Freedom of Information Act 2000.
- Chartered Institute of Public Finance and Accountancy (CIPFA) issues Archives Services Statistics annually for local authority archives services. These cover staff, archive holdings, use of resources, and financial information. The standing of a particular service in the 'league tables' can give a broad picture of its performance and value for money. However local circumstances in different counties render it difficult to directly compare like with like and the figures must be used with caution. However in 2008 Nottinghamshire Archives was 15th out of 34 English counties in net expenditure per 1000 population (up from 19th), 16th out of 34 in total staff numbers (up from 18th) and 20th out of 34 for reader spaces (down from 19th). Yet Nottinghamshire Archives was 15th out of 34 for the number of readers (and some of these include more than one service point and local studies) and 8th out of 34 in total opening hours per week.
- Museums, Libraries and Archives Council, *Benchmarks in Collections Care*. Nottinghamshire Archives is working towards achieving Best Practice under this standard.
- Charter Mark. The Archives Service, along with other sections of the Libraries, Archives and Information Division, was awarded the Charter Mark 'for excellence in

public service' in December 2000. This was re-awarded in October 2004 and confirmed in 2008.

- Public Service Quality Group, *Standard for Access to Archives*. Nottinghamshire Archives is compliant with this standard. The Survey of Visitors to British Archives enable further comparisons and in the most recent survey of 2006 Nottinghamshire Archives was above average in 6 out of 13 categories regionally and 10 out of 13 nationally
- *Archives Service Customer Charter*. This charter, adopted in October 2000 was revised in July 2004 and January 2006.

2.3 Impact of National Agendas

- The Museums, Libraries and Archives Council (MLA), encourages working in partnership with museums and libraries. However following the report of the national Archives Task Force, *Listening to the Past, Speaking to the Future*, 2004 no funding has been allocated by government for its implementation. MLA has also introduced a Designation Scheme for collections of national and international importance.
- The National Archives and MLA will be launching a new Government Strategy for Archives in 2009.
- The National Council on Archives, *Giving Value* establishes the funding priorities for UK archives 2005-2010.
- East Midland Regional Archives Council (EMRAC) and MLA East Midlands place an increasing emphasis on regional co-operation amongst archive offices. *East Midlands Archives: A Regional Vision, 2005-2008* provides a regional archive strategy and response to government agendas. However the abolition of MLA East Midlands in March 2009 will present a new challenge for archives.
- The Data Protection Act, 1998 and Freedom of Information Act, 2000 impose new requirements for archives and records management.

2.4 Socio-Economic, Environmental, and Cultural Trends

- Growing impact of IT, especially Internet / E-mail access, and raised public expectations of remote access to digitised finding aids and images.
- Changing technology and standards and the need to keep pace with these.
- Need to address the issues raised by the preservation of born digital records.
- Continuing growth of interest in family history research, with growth in enquiries from across the world.
- Ageing / more active retired population seeking stimulus from family and local history, etc.
- Influence of TV / media encouraging interest in family history and house history.
- Increasing demand from TV / media for (usually instant!) access to specific archive sources.
- Continuing demand for access to original sources to support educational projects at school and university level.
- Growing expectation for more flexible opening hours, e.g. evenings, weekends.
- National trend in declining personal visits but increase in internet use of archives.
- Lack of cultural diversity in both work force and users.

2.5 Local priorities

- Customer focussed services recognised by the award of Charter mark

- Provision of archive service to the City of Nottingham under a joint agreement
- The desire to keep abreast of improved technology and standards saw the launch of electronic archive catalogues on the internet during 2008. There will then be a need to retro-convert the legacy of 40 years of paper catalogues
- Accommodation problems: at present rate of acquisition the strong rooms will be full in 2 years. Space for public consultation of original archives is limited. Unless plans are put in place for additional accommodation, services will have to be curtailed
- The acquisition of a second Record Centre for the Records Management Service will enable the service to become more proactive within the authority
- Need to broaden user base which in the 2007 PSQG survey was 72% aged over 55, 99% white and 80% family historians
- Maintaining an effective balance between access and preservation
- Below average staffing and expenditure

3 Contribution to strategic objectives

3.1 Nottinghamshire County Council Strategic Plan- All Together Better, 2006-2010

We contribute to the following priorities:

Safer and Stronger

- Enrich people's lives and our community's culture and heritage
 - Increase virtual visits to Archives by 4,000 per year

Healthier

- Increase participation of all age groups, particularly older people in sport, leisure, culture and physical activity

Learning and Earning

- Support learning and cultural enrichment through libraries and other community cultural activities
- Increase the range and number of opportunities for adult and community learning, including family learning

We will also contribute to the following principles:

- Putting customers at the heart of everything that we do
- Delivering excellent but affordable public service

3.2 Nottinghamshire Local Area Agreement

There are 6 themes including:

A Strong Sense of Place

- A strong cultural heritage

Children and Young People achieving their full potential

- Participation and attainment

There are 10 priorities for the LAA and we can contribute to the following:

Improve educational attainment and skill levels by focussing on Children and young people and the Working age population

- Implementation of Learning and Outreach Policy and Audience Development Plan
- Participation in regional learning projects

Improve community cohesion and participation by focussing on Children and young people; Diverse communities; Citizen participation; Voluntary sector; Adult participation in sport; and Cultural enrichment

- Implementation of Audience Development Plan
- Extend use of volunteers
- Increase use of archives

This priority includes a **Local Cultural Indicator for Cultural Enrichment** to which Archives contributes, specifically to **Improving the Quality of Cultural Infrastructure**, as measured by The National Archives Self Assessment rating.

3.3 Communities Department Business Plan, 2008-11

Departmental Objectives for 2009/10 most pertinent to Archives and Local Studies include:

- Enthusiastically embracing partnership working to deliver better outcomes for Nottinghamshire
- Place-shaping

Relevant Cultural Services Objectives carrying forward to 2009/10 include:

- Review library service staffing to deliver excellence in customer service
- Modernise library buildings and service offer completing 15 refurbishments by March 2009 and service design for Mansfield Library
- Complete planning, design and delivery of new libraries at West Bridgford and Worksop as part of the Community Hub developments
- Complete a feasibility study on the extension of Nottinghamshire Archives building to provide enhanced services and expanded storage space

4 Performance, 2008-2009

4.1 Key achievements

- Achieved a **4* overall rating** in The National Archives Self-assessment and 4* for Governance; Access and Outreach services; and Preservation and Conservation placing Nottinghamshire Archives in the top 10% of local authority archive services
- **Additional Record Centre** opened and RMS expanded
- **£38,000 grant** awarded by the National Cataloguing grants scheme for archives to catalogue the Southwell Minster archives
- **222 new collections** acquired
- Online catalogue **NAWCAT** launched
- **National Preservation Office survey** completed
- All Archive Service **Customer charter standards** except one met or exceeded
- Personal visits to Nottinghamshire Archives **up by 5%** , Virtual visits **up by 36%**, postal and email enquiries **up by 9%** and research hours **up by 75%**
- **Learning Links Project** completed
- Exhibition on the **Raleigh Cycle archive** held at University of Nottingham with a record **5,376 attendances**
- **First virtual exhibition** launched on Nottinghamshire's African Caribbean Heritage
- Record Management file requests **up by 438%**
- 2 Local history publications published including ***Turning Back the Pages on Raleigh Cycles*** and two further publications in production
- **50 Local Studies events** held during the September theme of the National Year of Reading

4.2 Re-prioritised and re-phased targets

Some targets have been re-phased to 2009-10 due to long term sickness absences and the delayed implementation of the Library staffing review.

4.3 Performance indicators

Performance is measured against the Archive Service Customer Charter standards and the following indicators (target in brackets):

	2008-9	2007-8
Performance indicators		
• Number of annual visits per 1000 population (11)	11.9	11.2
• Number of virtual visits to NCC and A2A archive web pages (158,000)	258,508	189,893
• Overall customer satisfaction (good and very good)	Not avail	98.8%
Charter standards		
• Accession and acknowledge all new deposits and dispatch receipts within one week		
➤ 1 week (100%)	89%	98%
• Produce 90% of ordered archives within 20 minutes of the published collection times, and 80% within 15 minutes.		
➤ 20 mins (90 %)	97%	97%
➤ 15 mins (80 %)	93%	92%
• Respond to all enquiries received by letter, e-mail or fax within three working days and 80% within one day.		
➤ 3 days (100 %)	100%	100%
➤ 1 day (80 %)	98%	97%
• Despatch photocopies within two working days, and 80% within one day.		
➤ 2 days (100 %)	100%	100%
➤ 1 day (80 %)	98%	98%
• Despatch photographs within one week		
➤ 1 week (100%)	100%	100%

4.4 Review of Performance, 2008-9

COMMUNITIES REVIEW OF KEY PERFORMANCE RESULTS 2008/9

Service Area	Libraries, Archives and Information
Team/Unit	Archives, Records Management and Local Studies
Name of Manager	Mark Dorrington

Key Performance Result KPR	Achievements	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
1 To improve national and local recognition of Archive Service	1.1 Achieve full TNA accreditation as place of deposit for public records	Feasibility study on the extension of Nottinghamshire Archives building to provide enhanced services and expanded storage space in progress	Completion of feasibility study	Completion during 2009/10
	1.2 Implement TNA Self assessment Action plan	Achieved 4* status awarded	Action Plan to retain status	Implementation 2009/10
	1.3 Implement PSQG survey action plan	Achieved 98.8% satisfaction achieved in 2007 survey	Action plan to be drawn up after May 2009 survey	Implementation 2009/10
	1.4 Submission of Designation application for Raleigh Cycle archives	Not achieved	Application to be completed	Submission Sep 09
	1.5 Develop Marketing and Communications Strategy	Not achieved	Strategy to be completed	Completion and Implementation 2009/10
2 Acquisitions: to provide a balanced and continuing record of all aspects of the life of local communities	2.1 Acquisition of 160 new collections	Achieved 222 new accessions received	None	
	2.2 Continue implementation of Acquisitions strategy	Achieved 127 collections acquired which were at risk or in	None	

4.4 Review of Performance, 2008-9

Key Performance Result KPR	Achievements	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
		areas under represented		
3 Collections management: to manage collections according to national standards and make them available for use	3.1 Implement Collections Management and Cataloguing Action Plan	123 additional collections catalogued 18,435 additional records available on line as a result of editing and new cataloguing	Ongoing work on some large collections	Transferred to 2009/10
	3.2 Plan retro conversion project	Achieved Project plan written and possible sources of funding identified	None	
	3.3 Develop Digital Preservation and Access policy	Achieved Policy finalised and action plan drawn up	Implementation of Action plan	Commence 2009/10
4 Preservation and Conservation: to preserve archives and local studies materials to national standards	4.1 Implement Preservation and Conservation work programme	Achieved 195 books bound 755 documents repaired 20 Tithe maps conserved	None	
	4.2 Continue implementation of Benchmarks in Collections Care Action Plan	Achieved 93% compliance against best practice	Further implementation of action plan	Continue implementation of Action plan 2009/10
	4.3 Monitor environmental conditions in strong rooms and rectify any deviance	Achieved Compliance with BS5454	None	
5 Public services: to provide high quality public services and increase take up	5.1 Implementation of Archive Service Customer Service Charter standards	Compliance with Archive Service Customer Service Charter standards achieved <ul style="list-style-type: none"> • Enquiry response • Document production • Photocopying orders 	Processing of accessions within one week	Compliance with Charter 2009/10

4.4 Review of Performance, 2008-9

Key Performance Result KPR	Achievements	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
		<ul style="list-style-type: none"> Photographic orders 		
	5.2 Maintain visits to Archives search room	Achieved 11.9 visits per 1000 pop	None	
	5.3 Increase virtual visits	Achieved Increase by 36%	None	
	5.4 Compliance with Access to Archive standard	Achieved Full compliance	None	
	5.5 Develop Research Service	289 research hours completed per annum	Further increase in hours	Implementation 2009/10
	5.6 Carry out review of Search room security	Achieved Improvements to search room security introduced	None	
	5.7 Carry out review of reprographics services	Achieved	Action plan drawn up	Implementation 2009/10
6 To provide high quality Learning and Outreach services	6.1 Review Learning and Outreach Policy	Achieved Policy revised	Action plan drawn up	Implementation 2009/13
	6.2 Implement Programme of events	Achieved 38 group visits 4 lunchtime talks 2 workshops 12 displays Raleigh exhibition 6 Family History hours 6 Taster sessions Heritage Open Day	None	
	6.3 Continue implementation of Audience Development Plan	Achieved Consultation with potential users	None	
	6.4 Submit Archives application for Their Past Your Future grant	Not achieved Grant not awarded	None	

4.4 Review of Performance, 2008-9

Key Performance Result KPR	Achievements	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
	6.5 Implement website improvement plan	Achieved 3 online exhibitions 90 additional pages	Continue to implement Action Plan	Implementation 2009/10
	6.6 Commence implementation of digitisation strategy	Strategy approved	Action plan to be implemented	Commence implementation 2009/10
7 Records Management: to provide a corporate RM service	7.1 Implementation of Ollerton Records Centre	Achieved 445 cubic metres of additional records managed 18 additional sections using RMS Improvement in CIPFA ranking position from 11 th to 17 th	None	
	7.2 Develop a Records Management strategy	Participation in MLA Strategic Planning programme	Strategy to be finalised	Implementation 2009/10
	7.3 Initiate review of RMS procedures and services	Not achieved		Transferred to 2009/10
	7.4 Completion of TNA s46 FOI Assessment work book	Not achieved		
	7.5 Dispatch of records according to targets: 1. Glaisdale (next day) 2. Ollerton (as specified in Service Level Agreements)	100% despatched according to agreed targets		
	7.6 Review of retention schedules in order to become compliant with Corporate Information Management schedules	Achieved New retention schedules approved and implemented		

4.4 Review of Performance, 2008-9

Key Performance Result KPR	Achievements	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
	7.7 Annual reviews	Achieved Completion of reviews		
8 Local Studies and Heritage: to promote and develop improved services	8.1 Co-operate with the re-establishment of the VCH in Nottinghamshire	Discussion with Nottingham University and Derbyshire CC and initial funding identified	Proposals to be finalised	Implementation 2009/10
	8.2 Develop proposals for a Nottinghamshire Heritage Plaque scheme	Project being developed by Experience Nottinghamshire	None	
	8.3 Raise the profile of the County Council with Museums and Community heritage organisations	Achieved Co-operation with Museum Development Officer's programme including running 2 training courses	None	
	8.4 Commence development of a County Local Studies policy	Not achieved		Transferred to 2009/10
	8.5 Preserve and provide public access to historic images of Nottinghamshire	Achieved 1230 county photographs added to Picture the Past website	None	
	8.6 Promote Local History in the County through a publications programme	Achieved 2 local history publications produced	2 further publications in production	Publication by Sep 09
	8.7 Commence Website improvements	Not achieved		Transferred to 2009/10
	8.8 Commence revision of Local Studies Catalogue plan	Not achieved		Transferred to 2009/10
	8.9 Submit Local Studies application for Their Past Your Future grant	Not achieved (grant not awarded)	None	
	8.10 Participate in National	50 Local studies events	None	

4.4 Review of Performance, 2008-9

Key Performance Result KPR	Achievements	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
	Year of Reading	held in September		
	8.11 Promotion of Local studies collections through special events especially in relation to national promotions such as Love Libraries week, Family Learning week and Local History month	60 special events held		
9 Administration: to provide administrative support to the Service	9.1 Manage delegated budgets	Achieved	None	
	9.2 Manage Premises	Achieved	None	
	9.3 Manage Health and Safety of staff, visitors and premises	Achieved	Risk assessments under review	Transferred to 2009/10
	9.4 Continue revision of Nottinghamshire Archives Manual	Achieved Complete revision of Public Service sections	None	

5 Objectives 2009-10

COMMUNITIES BUSINESS ACTION PLAN 2009/10: TARGETS

Service Area	Libraries, Archives and Information
Team, Unit or Establishment	Archives, Records Management and Heritage
Name of Manager	Mark Dorrington

Key Performance Indicator/Objective	Actions required to achieve the KPI/Objective	Risk implications if KPI /Objective is not achieved (in relation to actions)	Measures that indicate that KPI/Objectives have been achieved	Timescales (month to be completed by)	Reporting mechanism and frequency	Name of Lead Person
1 To improve national and local profile of Archive Service	1.1 Achieve full TNA accreditation as place of deposit for public records	Loss of authority to hold public records	Complete a feasibility study on the extension of Nottinghamshire Archives building to provide enhanced services and expanded storage space	Mar 10	AMT and LMT Quarterly	
	1.2 Implement TNA Self assessment Action plan	Loss of 4* status	Retain 4* status in 2010	Mar 10	AMT and LMT Quarterly NAUG Annually	
	1.3 Carry out PSQG survey and draw up action plan to redress any shortfalls	Reductions in PSQG ratings	Maintain ratings from 2007 survey	Mar 10	AMT and LMT Supervisions and EPDR Quarterly NAUG Annually	

5 Objectives 2009-10

Key Performance Indicator/Objective	Actions required to achieve the KPI/Objective	Risk implications if KPI /Objective is not achieved (in relation to actions)	Measures that indicate that KPI/Objectives have been achieved	Timescales (month to be completed by)	Reporting mechanism and frequency	Name of Lead Person
	1.4 Submission of Designation application for Raleigh Cycle archives	No improvement in national recognition	Achieve Designation status	Sep 09	AMT and LMT Quarterly	
	1.5 Develop Marketing and Communications Strategy	No improvement in national and local profile	Develop and implement action plan Introduction of promotional products	Mar 10	AMT and LMT Quarterly	
2 Acquisitions: to provide a balanced and continuing record of all aspects of the life of local communities	2.1 Acquisition of 168 new collections	Collections at risk if not deposited	Number of accessions received (42 per quarter)	Mar 10	AMT and LMT Quarterly	
	2.2 Continue implementation of Acquisitions strategy	Collections at risk if not deposited	60 collections acquired which were at risk or in areas under represented (15 per quarter)	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	
3 Collections management: to manage collections according to national standards and make them available for use	3.1 Implement Collections Management and Cataloguing Action Plan	Less documents available for public access.	40 additional collections catalogued 15,000 additional records available on line as a result of editing and new cataloguing	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	

5 Objectives 2009-10

Key Performance Indicator/Objective	Actions required to achieve the KPI/Objective	Risk implications if KPI /Objective is not achieved (in relation to actions)	Measures that indicate that KPI/Objectives have been achieved	Timescales (month to be completed by)	Reporting mechanism and frequency	Name of Lead Person
	3.2 Commence implementation of Digital Preservation and Access policy action plan	Loss of digital and digitised collections and inability to collect digital material in the future.	Implementation of procedure for accessioning digital objects Procedure for consistent collection of appropriate metadata Creation of guidelines for depositors	Jun 09 Jun 09 Mar10	AMT and LMT Supervisions and EPDR Quarterly	
	3.3 Commence Southwell Minster Cataloguing project	Minster Archive not catalogued and loss of reputation	Archivist appointed Data edited Draft catalogue completed	May 09 Jun 09 Apr 10	AMT and LMT Supervisions and EPDR Quarterly	
4 Preservation and Conservation: to preserve archives and local studies materials to national standards	4.1 Implement Preservation and Conservation work programme	Fewer documents available for public access as too fragile to be used	100 books conserved 500 documents conserved 20 Tithe maps conserved (10 each half year)	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	
	4.2 Continue implementation of Benchmarks in Collections Care Action Plan	Collections not being stored to national standards	95% compliance against best practice	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	

5 Objectives 2009-10

Key Performance Indicator/Objective	Actions required to achieve the KPI/Objective	Risk implications if KPI /Objective is not achieved (in relation to actions)	Measures that indicate that KPI/Objectives have been achieved	Timescales (month to be completed by)	Reporting mechanism and frequency	Name of Lead Person
	4.3 Commence implementation of NPO Preservation Assessment Survey Action Plan	Collections not being stored to national standards	All packaging and cleanliness assessed for uncatalogued pre 1995 accessions	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	
	4.4 Monitor environmental conditions in strong rooms and rectify any deviance	Collections not being stored to national standards	Compliance with BS5454 Production of annual report on environmental conditions	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	
5 Public services: to provide high quality public services and increase take up	5.1 Implementation of Archive Service Customer Service Charter standards	Reduction in customer service	Compliance with Archive Service Customer Service Charter standards <ul style="list-style-type: none"> • Accessioning • Enquiry response • Document production • Photocopying orders • Photographic orders 	Mar 10	AMT and LMT Quarterly NAUG Annually	
	5.2 Increase visits to Archives search room	Reduction in customer service	12 visits per 1000 pop	Mar 10	AMT and LMT Quarterly	

5 Objectives 2009-10

Key Performance Indicator/Objective	Actions required to achieve the KPI/Objective	Risk implications if KPI /Objective is not achieved (in relation to actions)	Measures that indicate that KPI/Objectives have been achieved	Timescales (month to be completed by)	Reporting mechanism and frequency	Name of Lead Person
	5.3 Increase virtual visits	Reduction in customer service	Increase by 4,000	Mar 10	AMT and LMT Quarterly	
	5.4 Compliance with revised Access to Archive standard	Failure to meet national standard	Full compliance	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	
	5.5 Continue to develop and promote Research Service	Research Service not meeting income targets	300 research hours completed per annum Introduction of research consultation sessions	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	
	5.6 Implement reprographics services review action plan	Reduction in customer service	Improvements to reprographics services Improvement to PSQG rating	May 09	AMT and LMT Supervisions and EPDR Quarterly	
	5.7 Assist in assessment for Customer Service Excellence standard	Loss of status	Success in assessment	Jul 09	AMT and LMT Supervisions and EPDR Quarterly	

5 Objectives 2009-10

Key Performance Indicator/Objective	Actions required to achieve the KPI/Objective	Risk implications if KPI /Objective is not achieved (in relation to actions)	Measures that indicate that KPI/Objectives have been achieved	Timescales (month to be completed by)	Reporting mechanism and frequency	Name of Lead Person
6 To provide high quality Learning and Outreach services	6.1 Implement Learning and Outreach Policy Action Plan	Reduction in customer service	Wider use of volunteers Establish series of How to use archive sources displays Introduce Young Persons competition	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	
	6.2 Implement Programmes of events	Reduction in customer service	20 group visits 4 lunchtime talks 12 displays 5 Family History hours 10 Taster sessions 2 Workhouse displays and events Family Fun afternoon Manorial Day Night Fever event Heritage Open Day 60 th anniversary events Gladstone exhibition	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	
	6.3 Revise Audience Development Plan	Profile of users not widened	Revised Plan	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	

5 Objectives 2009-10

Key Performance Indicator/Objective	Actions required to achieve the KPI/Objective	Risk implications if KPI /Objective is not achieved (in relation to actions)	Measures that indicate that KPI/Objectives have been achieved	Timescales (month to be completed by)	Reporting mechanism and frequency	Name of Lead Person
	6.4 Implement website improvement plan	Website not developed	3 online exhibitions 30 additional pages	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	
	6.5 Commence implementation of digitisation strategy action plan	Damage to popular collections due to frequent handling Failure to respond to customer demand	Investigate possibilities of grant funding for digitisation projects Plan and seek funding for Tithe map digitisation project Complete first "Treasures from the Archives" virtual exhibition	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	
7 Records Management: to provide a corporate RM service	7.1 Implementation of Ollerton Records Centre phase 2	Non-compliance with FOI and DPA Severe consequences for record owning departments due to inability to access sensitive business records	100 cubic metres of additional records managed 10 additional sections using RMS Improvement in CIPFA ranking position to 10th	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	

5 Objectives 2009-10

Key Performance Indicator/Objective	Actions required to achieve the KPI/Objective	Risk implications if KPI /Objective is not achieved (in relation to actions)	Measures that indicate that KPI/Objectives have been achieved	Timescales (month to be completed by)	Reporting mechanism and frequency	Name of Lead Person
	7.2 Develop a Records Management Service strategy	Non-compliance with FOI and DPA Potential to miss opportunities to contribute to the NCC information management agenda Decrease in profile of RMS	Strategy approved	Sep 09	AMT and LMT Supervisions and EPDR Quarterly	
	7.3 Review RMS procedures and services in light of strategy	Non-compliance with legislation with FOI and DPA	Action plan for development of service	Dec 09	AMT and LMT Supervisions and EPDR Quarterly	
	7.4 Dispatch of records according to targets: 1. Glaisdale (next day) 2. Ollerton (as specified in Service Level Agreements)	Inability for departments to conduct business in a timely manner	100% despatch according to agreed targets	Ongoing	AMT and LMT	
	7.5 Annual reviews	Non-compliance with legislation, e.g. Data Protection Act Poor records centre capacity management	Completion of review	Ongoing	AMT and LMT Supervisions and EPDR Quarterly	

5 Objectives 2009-10

Key Performance Indicator/Objective	Actions required to achieve the KPI/Objective	Risk implications if KPI /Objective is not achieved (in relation to actions)	Measures that indicate that KPI/Objectives have been achieved	Timescales (month to be completed by)	Reporting mechanism and frequency	Name of Lead Person
8 Local Studies and Heritage: to promote and develop improved services	8.1 Co-operate with Nottingham University and Derbyshire CC on the re-establishment of the VCH in Nottinghamshire	Opportunity missed	Development plan formulated	Mar 10	AMT and LMT Quarterly	
	8.2 Provide advice and information for Nottinghamshire Heritage Plaque scheme	Opportunity missed	Provide as required	Mar 10	AMT and LMT Quarterly	
	8.3 Participation in regional Ancestral and Literary Tourism project	Opportunity missed	Participation in county network	Mar 10	AMT and LMT Quarterly	
	8.4 Continue to raise the profile of the County Council with Museums and Community heritage organisations	Failure to engage with communities	Co-operation with Museum Development Officer's programme	Mar 10	AMT and LMT Quarterly	
	8.5 Commence development of a County Local Studies policy and strategy	Failure to develop service	Policy and Strategy approved	Mar 10	LSN, AMT and LMT Quarterly	

5 Objectives 2009-10

Key Performance Indicator/Objective	Actions required to achieve the KPI/Objective	Risk implications if KPI /Objective is not achieved (in relation to actions)	Measures that indicate that KPI/Objectives have been achieved	Timescales (month to be completed by)	Reporting mechanism and frequency	Name of Lead Person
	8.6 Develop and commence implementation of local studies library collections management plans	Failure to develop service	Plans in place and implementation commenced	Mar 10	LSN, AMT and LMT Quarterly	
	8.7 Preserve and provide public access to historic images of Nottinghamshire	Deterioration of photographs through unnecessary handling Failure to promote collections	1000 photographs added to Picture the Past website	Mar 10	LSN, AMT and LMT Supervisions and EPDR Quarterly	
	8.8 Promote Local History in the County through a publications programme	Reduction in Customer service	3 local history publications produced	Mar 10	Publications Group, AMT and LMT Quarterly	
	8.9 Commence Website improvements	Failure to develop service	Increase in Local studies web pages	Mar 10	LSN, AMT and LMT Supervisions and EPDR Quarterly	
	8.10 Commence revision of Local Studies Catalogue plan	Local studies materials inaccessible	Production of Project plan and possible sources of funding identified	Mar 10	LSN, AMT and LMT Supervisions and EPDR Quarterly	

5 Objectives 2009-10

Key Performance Indicator/Objective	Actions required to achieve the KPI/Objective	Risk implications if KPI /Objective is not achieved (in relation to actions)	Measures that indicate that KPI/Objectives have been achieved	Timescales (month to be completed by)	Reporting mechanism and frequency	Name of Lead Person
	8.11 Implement Your Library Your Heritage project	Missed Opportunity	Events held in 6 Libraries	Dec 09	LSN, AMT and LMT Supervisions and EPDR Quarterly	
	8.12 Promotion of Local studies collections through special events especially in relation to national promotions such as Love Libraries week, Family Learning week and Local History month	Failure to promote collections	20 special events held	Mar 10	LSN, AMT and LMT Supervisions and EPDR Quarterly	
	8.13 Contribute to Vital Impact projects in Libraries	Failure to raise profile of service	Contribution to 2 Libraries in 2009+ Contribution to 5 Libraries in 2010+	Mar 10	LSN, AMT and LMT Supervisions and EPDR Quarterly	
9 Administration: to provide administrative support to the Service	9.1 Manage delegated budgets	Non-compliance with financial regulations	Effective budget management	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	

5 Objectives 2009-10

Key Performance Indicator/Objective	Actions required to achieve the KPI/Objective	Risk implications if KPI /Objective is not achieved (in relation to actions)	Measures that indicate that KPI/Objectives have been achieved	Timescales (month to be completed by)	Reporting mechanism and frequency	Name of Lead Person
	9.2 Manage Premises	Buildings not fit for purpose	Effective premises management	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	
	9.3 Manage Health and Safety of staff, visitors and premises	Unsafe working conditions	Continue to review risk assessments	Mar 10	AMT and LMT Supervisions and EPDR Quarterly	
	9.4 Develop and commence implementation of an Environmental Action Plan	Failure to participate in the green agenda	Action Plan developed	Dec 09	AMT and LMT Supervisions and EPDR Quarterly	
	9.5 Finalise electronic filing system	Inability to locate documents	File plan finalised and in use	Dec 09	AMT and LMT Supervisions and EPDR Quarterly	