



Participants in the Family History Fortnight

For The Record

West Sussex Record Office Performance Review 2004/2005

This report shows how West Sussex Record Office has performed during the period 1 April 2004 to 31 March 2005. We hope that this information will help you to comment on our service, and on whether you think we are making the best use of our resources.

Where previous statistics exist we give the figure for 2003/2004 in brackets for purposes of comparison.

The year has been marked by a number of key successes. The two Access to Archives (A2A) Phase 2 regional projects, Local Governance and Aladdin's Cave, which were led by the Record Office were successfully completed and the Phase 3 project, Sussex Parish Chest commenced. The fruits of these projects are that some 90% of our catalogues are now accessible on the internet via the A2A website.

The complete recabling of the Record Office was achieved. This now provides us with the infrastructure for the ever-increasing use of computers both by staff and our customers. Work has continued to improve the air-conditioning in our strongrooms and a new improved security system has been introduced in the searchroom.

We were very pleased with the results of the 2004 Visitors' Survey with 95.7% of respondents considering our service overall as being very good or good. We have noted those areas where respondents believe we can improve and shall address these issues wherever possible.

We produced our first DVD for sale. *Southern Steam* a celebration of the age of steam on the South Coast was produced in collaboration with our colleagues from the South East Film and Video Archive. Sales of the DVD have been very healthy. We also produced our first Record Office Calendar based on photographs in the Garland Collection. Sales were so good that a second print run was required, which also sold out.

We witnessed more staff turnover in 2004/5 than we have done for many years. In particular we said goodbye to Peter Wilkinson, the Deputy County Archivist, who retired after 35 years service with the Record Office. It is however more *au revoir* than *adieu* as Peter has returned in a voluntary capacity to complete a number of personal projects.



Peter Wilkinson, retired Deputy County Archivist

CUSTOMER SERVICES

The number of visits to the searchroom, and the number of microform records consulted continued to decline slightly, but the number of documents studied increased sharply and the remote use of the service continues to increase dramatically.



The searchroom

Number of customer visits: **10,900** (11,522)
Number of original documents seen: **25,226** (22,423)
Number of Microform seen: **127,816** (163,086)

Our Standard: We will produce documents and make them available in the Search Room within fifteen minutes of being ordered. It is difficult to monitor this accurately without a computerised ordering system, and we depend largely on customer comments for knowing how often we fail in this. This year we received no complaints.

The Overall service was rated 'Good' or 'Very Good' on a 5-point scale (CIPFA/PSQG Visitor Survey); **95.7%** (98.7%). UK Average: 94.4%

Our Target: to remain above the UK average.

COMMENTS, COMPLIMENTS AND COMPLAINTS

We welcome your comments, compliments and complaints as these help us to review and develop our services. By making your views known, you can help us achieve the highest possible standards and provide a better service to our readers.

During 2004 West Sussex County Council introduced a new complaints procedure, and leaflets explaining the three-stage procedure are available in the Record Office.

We also provide other means for our searchers to make known their feelings about the services we provide (by letter, telephone or e-mail; in our Comments Book in the reception area and our forms in the searchroom). An analysis of these gives the following results.

Number of compliments: **49** (n/a)
Number of complaints: **3** (1)

The complaints related to the unreliability of the availability of the 1901 Census and confusion as to the actual whereabouts of District Council plans.

Our standard: We will follow up all complaints and send you a written acknowledgement within five working days of receiving your complaint including a summary of the complaint, contact details of the person who will investigate your complaint; and

time scales involved. We will aim to reply fully in writing within ten working days of receiving your complaint. If the complaint is complicated we will contact you to explain the delay and the extended time scale.

ENQUIRIES

Enquiries about our holding



View into the searchroom

Although the number of letters received and postal enquiries continued to decline, the number of telephone enquiries increased and the huge increase in e-mail enquiries meant that the overall number of enquiries received and dealt with by Record Office staff increased considerably.

Letters received: **4074** (6326)
Letter enquiries received: **1167** (1622)
E-Mails received: **23,337** (n/a)
E-Mail enquiries received: **7409** (n/a)
Telephone Enquiries: **9887** (8690)

Our Standard: We will provide a well-informed and helpful service to researchers who write to, e-mail or telephone the Service, ensuring that they receive appropriate advice on the

sources which will help them, and on their availability. Letters will be acknowledged within five working days or replied to within ten working days of receipt. We will respond to telephone calls by the end of the next working days. Paid research will be carried out within 4 weeks. No instances were recorded of failure to meet these criteria.

COPIES

Despite the greatly increased use of internet provision, reflected in the number of hits on our websites, the sales of copies remained steady.

Photocopies made: **42,316**
(51,377)
Photocopies sold: **12,258**
(12,650)
Microforms made: **15,265**
(15,601)
Microforms sold: **11,149**
(12,258)

Microfilm frames sold: **£96:50**
(£1,216)
Parish Register Microfiche orders: **105** (107)
Parish Register Microfiche Income: **£3190** (£3098)
Parish Register Microfiche copied: **1597** (1685)
CDs sold: **0** (7)
Reprographic orders received: **2,249** (2,351)

Our Standard: We will provide prints from microfilm and microfiche on the day the request is received, from personal callers, and within five working days for postal, telephone and e-mail enquiries. We will provide photocopies within three working days for personal callers, and within five working days for postal, telephone or e-mail enquiries. Any new filming of documents will be dispatched within three months of receipt of a confirmed order.

All these requests are subject to copyright restrictions, the physical safety of the documents and the size of the order.

THE RESEARCH SERVICE



Staff are always ready to help

Despite the huge increase in web enquiries, the income from the research service declined slightly to **£4724:02** (£5148:15).

THE RECORD OFFICE WEB-SITE

Web-site hits: **92,596** [n/a]
A2A catalogues: **214,892**
(77,828)

THE RECORDS

The more notable accessions received during the year included:

Sheila Kaye-Smith, author, additional papers, 20th cent. (Acc. 13529)
Map of an estate belonging to Mr. Anthony Capron in the parishes of Easebourne and Steep, 1737. (Acc. 13535)
Chichester Cycling Club, minutes, 1931-59, (4 vols.). (Acc. 13571)
Harting Feoffee Charity, records, 1851-1930. (Acc. 13596)
Bognor Regis Recorded Music Club, records, 1956-2003. (Acc. 13600)
Tape recording made in the 1970s of interview concerning exchange visits to Germany in August 1939. (Acc. 13636)
Papers of The Very Revd. Arthur Stuart Duncan-Jones, Dean of Chichester (1929-55). (Acc. 13642)
Additional papers of The Very Revd. John Walter Atherton Hussey, Dean of Chichester (1955-77). (Acc. 13643)

Log books, letters, photographs and ephemera of Cecil Pashley MBE AFC re. early aviation and Shoreham Airport. (Acc. 13669)
Diary of George Dixon Elmer, a young tailor working in Petworth, 1847. (Acc. 13700)
(Add Ms. 54,840)
Diaries of H.M. Sandham of Rowdell, Washington, West Sussex, 1838-45. (Acc. 13702)
(Add Mss.53,770-53,774)
Scrapbook made by Jane Duke of Littlehampton, 1830s. (Acc. 13733)
Cinefilm of activities on the Warnham Court estate, near Horsham, 1920s-30s
(Acc. 13740)
Sussex Botanical Recording Society, papers, 1976-2001 (Acc. 13793)
Worthing Methodist Church, records, 1875-1974 (Acc. 13816)

THE RECORDS

Accessions received: **368** (382)
SEFVA West Sussex accessions received: **23**
(33)
SEFVA Individual West Sussex Films received:
239 (226)
Accessions catalogued: **307** (400)
Library Accessions received: **411** (359)
Library Accessions catalogued: **411** (359)

CATALOGUING

During the year we received **368** (382) accessions and catalogued **307** (400), a completion rate of **83%** (105%)

Our Target is to a 90% completion rate.

During the year our percentage of completed catalogues accessible on-line was **90%** (75%)

Our Target is to have 100% of our completed catalogues available on-line.

During the year the catalogue web hits on the national A2A (Access2Archives) web site was 214,892 (77,828).

RECORDS MANAGEMENT

With a new team in place, **7355** (6564) documents were catalogued, an increase of 791 on the previous year. Greater demands were also placed on the service in respect of productions of documents for a digitisation project making an all time record of **4,725** (3144) In addition **10,798** documents were reviewed and **6,957** were destroyed, a slight decrease compared with last year.

A further 1623 backlog items were added to the computer system making a total of 249,146 entries.

CONSERVATION AND PRESERVATION

122 (85) routine jobs were logged of which 110 were completed. They covered all aspects of conservation and preservation: maps, document repair, books, photographs, prints, drawings, paintings, cleaning and packaging new accessions and Display and Exhibition preparation.



A major ongoing preservation exercise is being undertaken on the early 20th. Century vehicle licencing records that require controlled separating and repackaging for customer access.

Tours of the Conservation Unit: **9** (14)
Visitors: **80** (97)

Through the year consultants have been working to improve the environmental conditions of five strongrooms and are updating the air-conditioning plant to bring us more consistently in line with the British Standard (BS 5454) recommendations for long-term preservation of archives.

Our Targets:

1. To assess all new accessions for their preservation and conservation needs.
2. To record the work both carried out, and overseen by its staff over a twelve-month period.
3. To support the Outreach programme by giving presentations and advice to all interested parties.

OUTREACH

The Record Office continues to give talks across the county (139), and we also attended three Family History Fairs and one Family History conference where we gave a workshop on tithe maps. We presented four workshops at the Record Office including subjects such as tithe maps, palaeography, parish records and Quarter Sessions records. We have held several tours around the office for interested groups. In January we held an Open week which included five 'Twenty-Minute Talks'.

Our Target figure for talks is 100.

We joined the Archive Awareness Campaign in the autumn by holding a successful Family History Fortnight. Information packs on tracing your family tree were published to coincide with the BBC programmes 'Who Do



One of the families involved in our 'Eight Greats' project

You Think You Are, and we encouraged people to trace their 'Eight Greats'. The first 500 packs were all taken by the day of the Family History Fair, and another 500 were issued by March 2005. In conjunction with this we filmed interviews with eight great grandparents (and one great great grandparent), and presented these to the great grandchildren.

In partnership with other individuals, we have held two days to celebrate the life and work of John Marsh, musician and diarist of Chichester, and SPB Mais, travel writer.

PUBLICATIONS

Because of the success of some new publications, 2004/5 was the most successful year ever, in terms of income received.

Income from Publications : **£11,322** (£4,857)
Number of publications sold: **2819** (332); including:

Local History Mini-Guides: **308** (185)
D-Day West Sussex (2nd. Ed.): **2070** (0)
Calendars: **1,100** (0)
DVD's: **2,500** (0)
Videos: **28** (35)

The second edition of the D-Day West Sussex book, the calendar and the DVD's were new products for 2004/5.



GRANTS AND PARTNERSHIPS

Grants

During 2004/5 the Record Office has received a number of grants to further our work preserving and making accessible the recorded heritage of the county.

These included:

Big Lottery Fund: A grant of £6,750 towards the creation of a Home Front Archive under the Home Front Recall programme.

Miltonian Guild: A grant of £2,000 towards cataloguing the records of Milton Mount School, Worth Park.

West Sussex Archives Society; Grants totalling £3,500, including:

£2,000 towards the purchase of the Cecil Pashley Archive (Shoreham Airport).

£1,000 towards A2A HLF "Sussex Parish Chest" project.

£500 towards software for Record Office Virtual reality web-page.

Heritage Lottery Fund: Two grants totalling £49,950:

£24,650 instalment for the A2A HLF "Sussex Parish Chest" Project.

£24,900 instalment for HLF DVD Project (SEFVA)

Museums, Libraries and Archives Council /Victoria and Albert Museum Purchase Grant Fund:

£902 towards the purchase of the Cecil Pashley aviation archive.

Partnerships:

The Record Office works in close partnership with a large number of bodies within and beyond the county. In many cases we care for their records. In others we help the communities they represent to understand and enjoy their past heritage.

Examples of external partnerships include:

South East Film and Video Archive (SEFVA) - providing a repository and conservation centre for the Regional Film Archive and accommodation for three archive and technical staff.

National Archives Access 2 Archives Programme (A2A) - We were the lead authority in A2A Heritage Lottery Fund project – Sussex Parish Chest. Project started in May 2004.

We acted as consultancy contractor marking up work for: *A2A Heritage Lottery Fund Projects* for:

Lancashire Record Office ("Mills, Mansions & Corner Shops")

London Metropolitan Archives ("Flesh & Blood")

Nottinghamshire Archives ("Home & Abroad")

West Yorkshire Archives Service ("Yorkshire Made")

Federation of Family History Societies - as a participant in the National Burial Index project - 315,000 Sussex burials now available on the internet.

Sussex Record Society - We contributed substantial staff time, expertise and IT facilities to two Sussex Record Society volumes (both published during 2004):

Vol. 84: Sussex in the First World War

Vol. 88: Sussex Cricket in the Eighteenth Century

Public Foundation Catalogue - we contributed to the West Sussex volume not only our own collection but research for others, for the volume published in 2005.

In addition the Record Office works on a regular basis with the County Library and local Museums services to enhance our provision of heritage services. Examples of such partnerships include:

County Library Service - publication of Local History Mini-Guides;



One of our volunteers

Local Museums Services - co-operation regarding acquisition of records and mounting of exhibitions.

Finally the Record Office works in partnership with local groups and societies as part of its on-going community engagement programme. Examples include:

Provision of guidance and professional expertise for local *Home Front Recall* projects.

Provision of training for, and receipt of tapes from, *locally conducted oral history projects*.

Collaboration with local groups on the *Parish Maps Project* and in the production of the *Sense of Place* book



BUDGET

The Record Office's net revenue expenditure for the financial year 2004/5 was £1,050,809. Total income generated by the service was £32,349, which included income from sales of photocopies: £10,876, from our scanning service £3,674, and from our research service £4,326.

Expenditure for the year comprised:

Employees £747,849

Premises £104,956

Transport £7,914

Supplies and Services (e.g. equipment, stationery, telephone charges etc.) £118,855

Internal Recharges £270,885

We aim to manage our budget prudently. The final outturn budget was £2,000 overspent.

Income generation

Our budget target was: **£34,000** (£28,600), and during the year we achieved **£32,346** (£27,902).

Our achievement rate was **94%** (97.5%).

Our Target: to achieve 100% of our budget target.

Number of Record Office products available for sale on eShop: **143** (134).

Our Target: to increase number of products available by 5% per annum.



The Searchroom Archivist

EMPLOYEES

The Record Office establishment for 2004/5 was 34 staff (29.1 full time equivalent) This comprised:

Archivists 7

Records Manager 1

Education Officer 1

Conservators and technicians 4

Records Management Assistants 2

Search Room Assistants 8

Research Assistant 1

Administration/Reception 7

Cleaning Staff 3

Additionally there were 2 Heritage Lottery funded staff employed on the Access to Archives (A2A) Project and an externally funded film project officer based at the Record Office as part of the South East Film and Video Archive.

As mentioned previously, we have had some significant turnover: 7 staff left the service and we have had 7 new starters. We have taken the opportunity where appropriate to review staff duties upon recruiting new staff. As a result of the overall staff savings that the County Council has made, it was determined not to replace the Deputy County Archivist upon his retirement and his duties have been absorbed by other staff.

A wide range of training activities was undertaken during the year. All staff attended a day course on customer care during



One of our regular volunteers

VOLUNTEERS

21 volunteers work regularly in the Record Office on 8 separate projects. 8 volunteers work regularly at home on 3 separate projects.

The West Sussex Record Office Census Index Project:

Object: to provide a personal name index for the 11 Registration Districts of west Sussex for the years 1841, 1861, 1871 and 1891.

At 31 March 2005: 8 Registration Districts completed; 2 registration Districts in progress; 85 Parish indexes completed; 40 parish indexes completed in 2003/4; Projected completion date: December 2006.

The West Sussex Record Office Poor Law Database Project

At 31 March 2005: Completed input of all Parish Settlement and Bastardy papers: 10,000 entries.

The Royal Sussex Regiment Cataloguing Project

2 volunteers have worked regularly to assist the compilation of volume 2 of the catalogue.

The Walter Hussey Collection

A volunteer has worked regularly to complete a catalogue of the collection in the Record Office, the Cathedral Library and at Pallant House.

The Photographic Database

2 volunteers come on a regular basis to input data in this countywide scheme. 1 volunteer is inputting details of the Walter Kevis photographic collection negatives onto a database; and 2 volunteers are indexing workmen's books and estate correspondence from the Petworth House Archives.

our annual closed week. Staff continue to work through the European Computer Driving Licence (ECDL) and we had our first successful finisher during the year. Our Assistant Conservator is enrolled on the County Council's in-service Advanced Management Development Programme (AMDP).

A total of 134 working days was lost through sickness during the year. This is an average of just under 4 days per member of staff. This does not include the absence of one member of staff who was on long term sick leave, and has since retired through ill health.

If you have any questions or comments about this report, or about our services generally, we would be pleased to hear from you.

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