

Warwickshire County Record Office

Service delivery plan

2008/9

Warwickshire's History
Warwickshire's Memory

Warwickshire County Record Office Service Delivery Plan 2008/9

Bus. Ref.	Svc. Ref.	Service driver	Outcome	Measure	Activity	Milestone/s	Resources Commitment	Responsibility	Performance	Comments
CROBP1	CRO SD1	Legislation	Implementation of the CRO's collection and acquisition policy	Number of accession records added to CALM	Accession transfers of public records	Ongoing	Archivist team	SA (C)		
	CRO SD2	Professional			Accession purchases, gifts and loans from other sources	Ongoing				
	CRO SD3	Professional		Number of digital accession records added to CALM	Develop and implement digital accessions procedure	March 09				
	CRO SD4	Professional		Implementation of digital strongroom action plan	Develop and implement CRO strategy and action plan	Ongoing	Tbc	HHC(A)		
	CRO SD5	Professional		Maintenance of log	Maintain information about	Ongoing	SA (C)	SA (C)		

Warwickshire County Record Office Service Delivery Plan 2008/9

					accessions pending					
CROBP12	CRO SD6	Regulatory / Professional	Replacement of the roof to Strongroom A to prevent ingress of water	Water leaks following replacement (target = 0) Full marks in TNA self assessment with respect to integrity of strongrooms from 09/10	Work with Property to define specification of works Maintain security levels during works	April 2008 August – November 2008	All	OMT; Resources - Property		
CROBP2	CRO SD7	Regulatory / Accreditation	Definition and implementation of a range of measures to control relative humidity levels in strongrooms A and B	Compliance with BS 5454 Full marks in TNA self assessment with respect to environmental conditions	Liaison with Property to define an action plan Seek advice from external consultant (tbc)	April 08 – March 09	Cons ⁿ team	OMT; Resources - Property		
CROBP2	CRO SD8	Professional	Ensure public access to records held through appropriate conservation and preservation measures	% green forms processed	Quarterly performance report	April 08 – March 09	Cons ⁿ team	SC		
CROBP2	CRO SD9	Professional	Introduction of long-term prioritised list of documents requiring complex / lengthy conservation work	Number of items on conservation list	Determine format for list and associated procedures	March 09	SC	SC		

Warwickshire County Record Office Service Delivery Plan 2008/9

					for maintaining and actioning work plan					
CROBP2	CRO SD10	Professional	Assessment of viability of off-site filming of parish registers Identify funding source for parish register filming	Recorded decision in OMT minutes	Site visit to assess standards OMT discussion and decision	March 09	SA (C) CA	OMT		
CROBP2	CRO SD11	Professional	Re-packaging and re-shelving of glass photographic negatives	Number of items processed		Ongoing	Cons ⁿ team	SC		
CROBP3	CRO SD12	Accreditation	Visitor satisfaction survey	% overall satisfaction	Commission and undertake survey	Summer 2008	PST	SA(A&P)		
CROBP3	CRO SD13	Accreditation	Availability of access to original documents through searchroom services	% advertised opening hours achieved Number of documents produced	Review on-site opening hours pattern	?September 2008	PST	SA(A&P)		
CROBP3	CRO SD14	Accreditation	Enquiry services (standard letter, email and telephone enquiries)	% enquiries receiving response within WCC standard	Maintain or improve upon current performance	Ongoing	PST	SA(A&P)		

Warwickshire County Record Office Service Delivery Plan 2008/9

CROBP3	CRO SD15	Divisional outcomes	Enquiry services (paid research service)	Number of transactions completed on-line Income raised through paid research service	Launch of on-line payment system	Timescale dependant on Resources: ICT	RA	SA(A&P) OM		
CROBP3	CRO SD16	Infrastructure	Maintenance of facilities, services, equipment, staff training, etc.	Number of visit related complaints received Visitor satisfaction survey	Maintain or improve upon current performance	Ongoing	All	OMT		
CROBP3	CRO SD17	Support	Maintenance of office library	Availability of secondary sources to visitors Visitor satisfaction survey	Maintain or improve upon current performance	April 08 – March 09	SA (C) Vol	SA (C)		
CROBP3	CRO SD18	Accreditation	CRO user group established	? higher score in TNA S-A re consultation	? higher score in TNA S-A re consultation	March 09	SA(A&P) HHC(A)	SA(A&P)		
CROBP3	CRO SD19	Legislation / Accreditation	Update, action and monitor the CRO cataloguing plan	Creation of finding aids for searchroom and on-line use	?higher score in TNA s-A re cataloguing backlog %	Ongoing	Archivist Team	SA (C)		

Warwickshire County Record Office Service Delivery Plan 2008/9

					collections catalogued on WARLOCK					
CROBP3	CRO SD20	Legislation / Accreditation	Update, action and monitor the CRO retro-conversion plan	Improvement in quality and availability of finding aids (searchroom and on-line)	?higher score in TNA S-A re cataloguing backlog % collections catalogued on WARLOCK	Ongoing	Archivist team; Archive assistant team	SA (C)		
CROBP3	CRO SD21	Professional	Creation of model classification schemes Creation of depositor guidance notes based on the above	Number of schemes in use	Agree next record types Agree format	Ongoing	Archivist team	SA (C)		
CROBP3	CRO SD22	Professional	Creation of indexes to popular record sources (e.g., tithe apportionments)	Number of apportionments available on-line		Ongoing	Volunteer team	A (V) A (C/W)		
CROBP3	CRO SD23	Professional	Update, action and monitor the CRO CALM implementation and development plan		Implementation of place name thesaurus	Ongoing	CALM team	HHC (A)		
CROBP3	CRO SD24	Legislation / Accreditation	Application to Esmée Fairbairn Trust for funding for cataloguing project	Successful application	Decision on scope of bid Submission of bid	External factors	SA (C)	SA (C)		

Warwickshire County Record Office Service Delivery Plan 2008/9

CROBP4	CRO SD25	Accreditation; Corporate outcomes	Update, action and monitor the CRO contribution to the LLC Out and About programme (learning and education)	Audience numbers Income generated GLO indicator	Programme agreed Out and About strategy implemented	April 08-March 09	LaOO with pre-set contributions from Archivist team	SA (A&P)		
CROBP5	CRO SD26	Accreditation	Update, action and monitor the CRO contribution to the LLC Out and About programme (outreach and sense of place)	Audience numbers Income generated GLO indicator	Programme agreed Out and About strategy implemented	April 08-March 09	LaOO with pre-set contributions from Archivist team	SA (A&P)		
CROBP6	CRO SD27	Accreditation	Develop and improve access to on-line services and resources	Number of web page views % holdings catalogued on WARLOCK	Launch Licensed Victuallers database	Timescale dependant on Resources: ICT	Archivist team Archive Assistant Team Volunteer Team	OMT		
CROBP7	CRO SD28	Infrastructure	Greater awareness of the role of the CRO within WCC	Formal and informal feedback	CRO plasma screen content available in 1-stop shops Member	WCC timescale	HHC(A) SA (A&P)	HHC(A)		

Warwickshire County Record Office Service Delivery Plan 2008/9

					event					
CROBP7	CRO SD29	Infrastructure	Publicise the on-line payment facility for the paid research service	Number of leaflets distributed % increase in hours of paid research	Public take-up of new service	Timescale dependant on Resources: ICT	RA OM	OM SA (A&P)		
CROBP8	CRO SD30	Legislation / Regulatory	Sufficient suitable storage space to meet WCC foreseeable paper record storage requirements	Record transfers outstanding due to lack of space Number of files retrieved Number of files added to the database Number of files reviewed Number of files destroyed	Development of an action plan dependent on SDLT decision re feasibility report options SDLT agreement re funding of above RM Board endorsement of off-site storage review	Timescale dependant on SDLT	HHC(A) Records Management Team	SDLT		
CROBP8	CRO SD31	Infrastructure	Revised staff structure for RMS	Recruitment successfully achieved	Funding agreement by SDLT Board endorsement of new	July 2008	HHC(A) RM OM	HHC(A)		

Warwickshire County Record Office Service Delivery Plan 2008/9

					structure Grading Board / Job evaluation processes completed					
CROBP8	CRO SD32	Legislation / Regulatory	Development/review and corporate authorisation of Retention schedules in partnership with relevant directorate staff	% transfers made in accordance with WCC retention schedule	Authorisation process agreed	Ongoing	HHC(A) RM	RMB		
CROBP8	CRO SD33	Professional	Directorate training and awareness programme on principles and procedures for RM Availability of information about RMS on Intranet	Number of directorate staff receiving training / accessing information	Funding and delivery programme agreed by Board	Ongoing	HHC(A) RM	RM		
CROBP8	CRO SD34	Professional	Migrate data from two existing database to TNA approved RM database	Successful migration, implementation and roll-out of new database	Funding and delivery programme agreed by Board	tbc		RM		
CROBP9	CRO SD35	Legislation	Compliance with Freedom of Information Act, 2000, Data Protection Act 1998 and Environmental Information Regulations, 2004	% FOI requests processed within legal timescale No. FOI requests processed	Implementation of new staff structure to meet FOI demands	Ongoing	Archivist Team	HHC(A)		

Warwickshire County Record Office Service Delivery Plan 2008/9

			Maintained or improved score in the TNA Self-assessment exercise	2- or 3-star rating	Completion of exercise	Summer 2008				
CROBP10	CRO SD36	Infrastructure	Value for Money review (HCS)	Contribution as required to action plan	Member endorsement?	WCC timescale	HHC(A)	HLLC		
CROBP10	CRO SD37	Infrastructure	Creation and implementation of transformation action plan in order to deliver new CRO vision	Member and senior management endorsement of transformation plan	Stakeholder consultation	Ongoing	All	HHC(A)		
CROBP10	CRO SD38	Infrastructure	Update, action and monitor the CRO support and infrastructure plan	Progress in accordance with project plan	Ongoing	Ongoing	Admin team	OM		
CROBP11	CRO SD39	Regulatory	Delivery of the agreed objectives of the <i>Outside the Box</i> project in accordance with the project plan and budget agreed with the principal funder – Heritage Lottery Fund	Tbc	Project completion date: December 2009	April 08 – December 09	Waller team	PM(W)		

Key to Responsibility

Warwickshire County Record Office Service Delivery Plan 2008/9

Ref	Name	Ref	Name
HLLC	Head of Libraries, Learning & Culture	RM	Records Manager
HHC(A)	Head of Heritage and Culture (Archives)	SC	Senior Conservator
SA (C)	Senior Archivist (Collections)	CA	Conservation Assistant
SA (A&P)	Senior Archivist (Access and Promotion)	OM	Office Manager
A(V)	Archivist (Volunteers)	RA	Records Assistant
A(C/W)	Archivist (Web/CALM)	PM(W)	Project Manager (Waller)