

Information Services (including Registration, Coronial and Archive Services)

Service Statement 2018 - 2021

Service Director: Kelly Angus

Head of Service: Neil Arnold

Lead Member: Councillor Nick Oliver

March 2018

Service purpose and functions

Purpose:

To provide robust and resilient Information Systems and related infrastructure that supports the Corporate Plan and the Business Service plans.

Primary functions:

Information Services

- Delivery of Digital Programme including Channel Shift and iNorthumberland
 - Support of Community Digital Skills development.
 - Desktop Support inc Desktop Refresh
 - Support for Agile working
 - Local area network support
 - Wide area network support
 - Telephony
 - Provision of mobile phones
 - Data Centre and Server support
 - Cloud Services
 - Application Development
 - Application Support
 - Programme and project management
 - Business Analysis and process improvement (LEAN)
 - Information security (including PSN and PCI compliance)
 - Information Governance (including managing the Councils GDPR programme)
 - Performance management and Information Analysis
 - IS Strategic advice and guidance
 - GIS and the Local land and property gazetteer
 - IS Training
 - Corporate print service (Including managing external framework)
 - Management of the Minolta MFD(printer) fleet.
 - ICT support for Schools
 - ICT support for third parties

Registration and Coronial Services

Purpose:

- To provide a statutory registration service within the requirements of the Code of Practice, the Good Practice Guide and governance arrangements monitored by General Register Office (GRO) part of Her Majesty's Passport Office.

- To deliver a coronial service in line with the Coroners and Justice Act 2009 and as overseen by the Chief Coroners Office. Coroners are independent judicial office holders (like judges) who investigate certain deaths. When a coroner receives a report of a body within his/her geographical area the coroner will investigate any death which is violent or unnatural or the cause of which is unknown or which occurs in prison, police custody or other state detention.

Primary Functions:

- Registration of Births, Death and Marriages
- Delivery of commercial wedding service
- Management of Hexham House, including 7 self catering apartments, a wedding venue, register office and meeting room
- Investigate certain deaths (in line with conditions detailed above)
- Support fair and transparent court proceedings relating to a reported death
- Manage the process of body conveying, post mortem and other specialist testing where appropriate

Service Provision:

The boundaries of Northumberland registration district are coterminous with the Northumberland County Council area. The registration district has one Superintendent Registrar and four Registrars of Births, Deaths and Marriages, due to the large geographical area. The registration service currently operates from a number of locations across Northumberland:-

- Head Office/Register Office: Town Hall, Morpeth
- Repository/Administrative Functions: County Hall, Morpeth
- Main Offices: Alnwick Berwick, Hexham & Morpeth
- Outstations: Ashington, Blyth, Cramlington & Sure Start Centres

Offices are open Monday to Friday from 9 am to 4.30 pm, on an appointment basis. The service is contactable by telephoning 0345 600 6400 (this number switches to an out of hours service after 5 pm, who have an emergency number to contact the service).

County Hall Reception & Post Room

Purpose:

To manage the customer services reception service at County Hall and the related post room facility.

Primary Functions:

- Welcome visitors to County Hall and direct them to the appropriate service

- Record and Monitor visitor levels for security and safety
- Manage customer complaints received
- Manage the Staff Pass and Access Control system
- Direct incoming post to staff
- Manage all outgoing post functions

Archive Service

Purpose:

To collect and preserve material of Archival importance from across Northumberland, safeguarding the data and sharing it with communities so that it can be utilised for a variety of personal, academic and professional uses.

Through the provision of resilient Information Governance of corporate and privately deposited data, the Northumberland Archive service plan supports the Information Services Plan, and delivers some of the wider objectives of the NCC Corporate Plan.

Primary functions:

- Collection of archival material
- Preservation of archival material
- Development and maintenance of depositor agreements
- Provision of online catalogue
- Reprographics Function
- Berwick Record Office
- Woodhorn Study Centre
- Consultancy
- Education and Outreach
- Local Studies Collection
- Modern Records Storage facility

Service Parameters

Key Service Facts and Figures

Core Information Services

- In 2017 we received and resolved 41,300 service desk calls. 44% of these calls were self service requests. That is an average of 159 calls per day.
 - 94% of all calls are resolved within their SLA.
 - 42% of call are regarded as incidents.
 - The service desk received over 46,000 telephone calls and answered 65% of them, we also processed 12,000 emails.
 - We support network connections to almost 400 locations throughout Northumberland.
 - We helped staff with 5,626 google related questions.
 - Migrated 2900 mobile phone users from Vodafone to EE
 - Completed the migration of server infrastructure from the Morpeth and Cramlington data centres to Xentral's Stockton and Darlington data centres.
 - We support over 3000 PC's, 1300 Laptops, 590 Chrome Devices, 85 tablets and 2,900 mobile phones.
 - Every day we scan over 75,000 incoming emails for virus and inappropriate content and 26000 outgoing. 35% of incoming emails never get through to users as they are spam.
 - In addition to the online IT courses and learning resources we have provided over 8000 hours of classroom training to over 5000 delegates in around 50 different locations across the County. We have also provided over 200 hours of floor walking / bespoke training.
 - £6.4m secured for next phase of Broadband roll out which will see coverage increased to 95.4% by 31st December 2018. Further plans are being developed which hope to see this rise to approx 97%.
 - Take-up of superfast broadband is currently at approx. 50% across the County, which puts Northumberland in the top 3 local authorities nationally.
 - Code Club - £19k of funding secured from Councillors and the Platten Fund to increase access to Code Clubs in schools across Northumberland. Number of active clubs has risen from 6 to 40 over the last 18 months.
 - The Council were invited to participate in the Government Digital Services Verify pilot projects to deliver online verification for Parking Permits and Concessionary Travel. The project was awarded a "Highly Commended" in the regional Dynamite Awards '17.
 - Three members of the IS Service have completed the Women in IT Leadership programme hosted by the North East ICT group.
 - Continued success of the IT Apprentice scheme, with Emma Troup awarded "Apprentice of the Year" in the Council Excellence Awards. 2017.
 - Implemented a new approach to working at County Hall with hot desk and breakout areas to support agile working.
 - The Council retained its Public Service Network (PSN) accreditation in July 2017.

- Total Mobile - implemented in a number of areas including Homes for Northumberland, Care & Repair (Adult Services), Neighbourhood Services (Grass, Toilets, Street Cleaning), Health & Safety School Inspections, Kylee House (Safety Checks), Public Protection (Food Safety). Areas are all at different stages of testing, pilots, and some awaiting go live.

Registrars

- In 2018/19 92% deaths were registered within 5 days
- In 2018/19 99 % births were registered within 42 days
- In 2018/19 100% stillbirths were registered within 42 days
- In 2018/19 2,061 weddings were registered by Northumberland Registrars and this represents a consistent growth year on year since 2008
- Hexham House, a new County Council facility including 7 self catering apartments, a ceremony room, registry office and meeting room space was launched in August 2017.

Archive

- In 2016/17 we received 379 new deposits and catalogued 257 collections.
- In 2016/17 we had 6114 number of visitors access Berwick Record Office and Woodhorn Study Centre
- In 2016/17 we secured £202,270 external funding to support the following projects:
 - Manorial Documents Register project - additional £5000 to allow completion of project.
 - National Manuscripts Conservation Grant Trust to support the conservation of Swinburne deeds - £14850.
 - Purchase of Dickson Archer & Thorp collection and employment of Volunteer Co-ordinator to work with volunteers to clean, sort and explore the collection, prepare circulating exhibition and related expenses £182,420.
- In 2016/17 we were awarded £15,251 from the New Burdens Fund launched by The National Archive.
- In 2016/17 we secured £32,912 in Consultancy work with the following companies/projects:
 - Blyth Tall Ship project
 - Hexham Abbey
 - Maritime Archaeology Sea Trust
 - Newcastle University
 - North of England Civic Trust
 - Slix Teen Bar, Blyth
 - Various freelance arts projects
 - Berwick 900 (Our Families)
 - Cittaslow Berwick
 - Waite and Sea
 - Peregrini (AONB)

- o Flodden
- In 2016/17 we generated £37,348 from our reprographics service
- In 2016/17 we facilitated 4,126 number of volunteer hours
- In 2016/17 we delivered or provided content for 103 learning events - talks,tours or school groups.

Records Management & Modern Records

- Digitisation of over 4,600 boxes of council documents, including 130,569 public records.
- In 2016/17 the total volume of records in storage peaked at 24,405 boxes
- In 2016/17 we retrieved 1,406 files/records or boxes
- In 2016/17 we supported the resolution of 37 HR/ 26 Police checks (Children's Services) /5 Family Placement / 9 Legal / 16 Child care / 41 Strategic Estates / 46 Subject Access requests.
- In 2016/17 we shredded 1,789 boxes of material
- In 2016/17 we signed off 2,831 boxes for destruction
- In 2016/17 we generated £2,798 income and held deposits for 7 external clients.
- In 2016/2017 we generated a total income of £22,842.

Summary of service resources at 1 April 2018:

Function	Number of FTE posts	Staffing expenditure	Non-staffing expenditure	Income	Capital investment
Information Services	124.08	£4.21m	£4.63m	-£2.47m	£2.6m
Registrars and Coroners	28.79	£1.01m	£0.67m	-£1.22m	£0
Archives	14.91	£0.43m	£0.16m	-£0.09m	£0
Totals for Service	167.78	£5.65m	£5.46m	-£3.78m	£2.6m

Contribution to the Corporate Plan

Information Services

The service will focus on ensuring that we deliver high quality, reliable and resilient Information Systems to all our users ensuring that they reflect the Corporate Plan by being '*efficient, open and work for everyone*' .

We will focus on providing technology that enables our workforce to work in a more agile and flexible way.

We will look to enhance the digital offering provided to the Councils customers and encourage more to engage with us digitally, giving the Council opportunity to direct its limited resources to its most 'needy' customers. We will help to improve the digital skills of the residents of Northumberland by working with schools and community groups to deliver training and awareness.

Initially we aim to deliver superfast broadband services to 97% of the population of Northumberland and will work with Government and suppliers to increase this number to as close to 100% as possible.

Registrars and Coronial Services

Statutory services are provided in an efficient and effective way. Key performance targets are in line with national expectations from the General Register Office (GRO).

The registration service generates significant levels of income, particularly the wedding service which has grown exponentially year on year.

The regeneration of Hexham House has contributed to the town revitalisation and has attracted tourism to the area, providing high quality accommodation, wedding venue, function room space and registration office.

Archives

Statutory access to public records is provided to the public along with support to access paper and digital records at Berwick Record Office and Woodhorn site.

Outreach programmes are delivered extensively across Northumberland, ensuring community involvement and engagement for all ages.

The Archive continues to encourage tourism and visitors to learn about their heritage, including many visitors from overseas including America and Australia.

External Validation

Benchmarking

Inspections

PSN – The annual Public Sector Network compliance statement was submitted to the Cabinet Office in August 2017. The submission followed an independent IT health check which this only highlighted a small number of issues to be rectified. The Cabinet Office issued our compliance certificate in September 2017.

PCI - Payment Card Industry require us to undertake a quarterly review of our network infrastructure and submit a return to World Pay. This is to ensure our security standards and network controls meet the rigorous requirements of PCI Security Standards Council. Without this certification we would not be allowed to process card payments.

LGA open schemas – In response to the LGA request for access to Open data we now have now met requirement to provide open schemas including those for Planning, entertainment licensing and public conveniences.

Socitm Better Connected - Every year Socitm undertake an independent review of all Local Authority websites. The main purpose is to identify best practice and help councils in improving the quality of the online experience for the millions of people who now visit council websites for obtaining information and receiving services. They rate authorities between one and four stars. This year Northumberland's website was awarded two stars in 2016/17 and has prompted a review of the site, with a refreshed site being launched in March 2018.

General Register Office (GRO) audit and monitor our processes and stock on a regular basis.

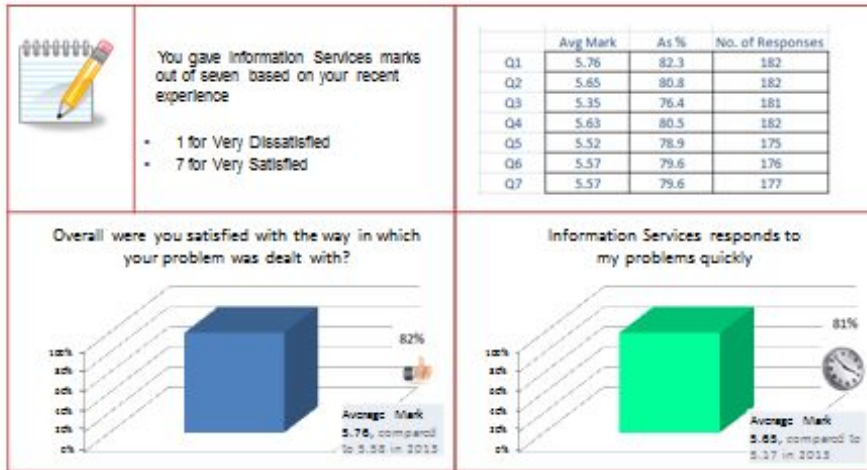
The North East Regional Registrar's Group carries out a benchmarking exercise on an annual basis.

Six monthly satisfaction surveys of service desk users. Every six months the Customer Support manager sends a customer satisfaction survey to 500 users of the service desk.

The surveys have shown a steady increase in customer satisfaction. Below is a copy of results of the most recent survey.

Your opinion

This is what you told us about our services through our questionnaire
We are using this valuable feedback to continuously improve the quality of our service



Ongoing – The North East Information Managers group meet on a monthly basis and has representation from all the authorities in the North East. As part of the group's terms of reference from time to time the group conducts best practise and informal benchmarking surveys. These tend to be technically focused with very little quantitative data produced.

Archives

Inspections, Governance and Benchmarking

In 2016 we participated in the CIPFA Survey of Visitors To UK Archives. Users of our service points in the period 5-15 October 2016 were asked to complete a series of questions relating to our building, facilities, provision of computers, our online catalogue, quality of finding aids, document ordering service, staff welcome and advice, microfilm and microfiche facilities and reprographic services. Northumberland Archives - Woodhorn received an overall satisfaction score of 9.44 out of 10 with Northumberland Archives - Berwick receiving a score of 8.83.

The National Archive (TNA) are due to review the application for accreditation of the Northumberland Archives as a national Place of Deposit in May 2018.

Priorities for 2018 - 2021

Priority Area	Key Milestones	Date
<p>1. Delivery of the Digital Programme Inc Channel Shift</p> <p>Continue the Implementation of the channel shift programme with continued focus on local services and revenue and benefits/customer services.</p> <p>This includes the drive towards channel shift and improving online transactional capabilities alongside working with services to improve efficiency by increasing the adoption of digital working practices. It also includes our externally funded projects, such as the development of our Public Health Portal. Workstreams are overseen by Digital Northumberland Board and Digital Customer Working Group.</p> <p>Regular Website Steering group meetings to ensure website development is aligned with leadership vision and delivering business requirements.</p> <p>Delivery of comprehensive digital skills and inclusion activity, including Code Club, digital skills community-based training and digital inclusion support to SMEs through programmes such as Be Digital.</p>	<p>Complete the review and update Digital Strategy to include technology plan, connectivity plan and digital inclusion plan.</p> <p>Monthly meetings</p> <p>Delivery of digital skills and inclusion workstream</p>	<p>Sept 19</p> <p>ongoing</p> <p>ongoing</p>
<p>2. iNorthumberland</p> <p>Phase 2 – Delivery of Phase-2 programme to bring total number of properties capable of obtaining superfast broadband to 95.4%</p> <p>Community Fibre Schemes - £2.2m scheme funded by previous contract underspend / re-investment fund now in place, with multiple communities now within the programme to receive superfast broadband as part of the Phase-2 contract with BT.</p>	<p>Delivery of Phase 2 rollout</p> <p>Aligned with delivery of Phase-2 rollout</p>	<p>Dec 18</p> <p>Dec 18</p>

<p>Consider the options to deliver Superfast Broadband to remaining 10,000 properties that are outside of the scope of Phase 2, including additional funding from DEFRA Rural Business Broadband scheme, DCMS Local Full Fibre Networks (LFFN) scheme, Borderlands Growth Deal digital elements.</p> <p>Ensure superfast broadband availability included in new developments across Northumberland by working closely with Planning team on development of new Core Strategy.</p>	<p>Alignment with new Core Strategy timescales</p>	<p>ongoing</p> <p>ongoing</p>
<p>3.Redesigned the of the Service Desk to better meet users needs.</p> <p>To better meet the needs of the agile workforce a new approach to supporting users will be designed, including enhancing the self service aspects of the support desks.</p>	<p>Review and redesign of the service desk process</p> <p>Launch of 'Tech Bar'</p>	<p>Apr 18</p> <p>Jun 18</p>
<p>4.Support for new ways of working Inc. VDi/Cloud Services/desktop refresh/mobile computing (Total)</p> <p>To support the organisations aspirations for a more agile workforce it is necessary to implement a simpler desktop environment for users as well as where necessary replacing desktop PC's with laptops or tablets.. This includes virtualisation of the desktop, use of Google's cloud based desktop applications and work in preparation for the move to the new County Hall.</p> <p>This will include a review of all relevant policies.</p> <p>To include a review of technologies in place to support Agile working ie Office 365 v Google</p>	<p>Replacement of desktop and laptops with new devices including Chrome Books.</p> <p>Completion of the Implementation of Vdi</p> <p>Review of current technologies</p>	<p>Apr 18 Dec 19</p> <p>Mar 19</p> <p>Apr 18</p>
<p>5.Total Mobile</p> <p>The extension of the Total mobile project to include all service areas</p>	<p>Project initiated and roll out commenced</p>	<p>Apr 16 - ongoing</p>

<p>6.Oracle Cloud Applications</p> <p>Following the successful lift and shift of the current R12 E-Business application from Capita to be hosted by Oracle Infrastructure as a Service, project to implement Oracle Cloud Applications has commenced. Evosys are our implementation partners</p>	<p>Project Kick off CRP1</p> <p>CRP2 UAT Training Go Live</p>	<p>Dec 17 Feb 18</p> <p>May 18</p> <p>Jul 18 Sep - Dec 18</p>
<p>7. Replacement/Upgrade of Corporate LAN/WiFi</p> <p>As part of the refurbishment of the Civic buildings and with the growth of Agile working the current LAN/WiFi arrangements are no longer fit for purpose. AS buildings are refurbished the LAN/Wifi will be replaced upgrade to meet current and future needs.</p>	<p>Survey of buildings</p> <p>Upgrade/Replace</p>	<p>Apr 18</p> <p>May 18 / Dec 19</p>
<p>8 PSN accreditation</p> <p>In order to maintain our connections to central government and other public sector organisations undertake an annual accreditation process. The current certification expires in September 2018</p>	<p>IT health check</p> <p>Complete any work identified from check.</p> <p>Submission made to Cabinet Office</p> <p>Certificate issued</p>	<p>Apr 18</p> <p>May 18</p> <p>Jul 18</p> <p>Sep 18</p>
<p>9 Street Level WiFi</p> <p>Evaluation of existing scheme providing free low bandwidth WiFi to the public in a limited number of pilot areas.</p> <p>Explore opportunity to use EU WiFi4EU funding to expand coverage across market towns and community venues in Northumberland. Funding provides capital funding for equipment and installation, with commitment to ongoing revenue funding required for a period of 3+ years in order to secure funding.</p>	<p>Evaluation of options for further expansion into market towns, including EU funding and any commercial opportunities (concession agreement, etc).</p>	<p>Jun 18</p>

<p>10. Review of Corporate applications</p> <p>Continued review of applications, including:</p> <p>Identify, procure and implement a new Adult Social Care system following Northgate's announcement that they are pulling out of the market.</p> <p>New Library management system procured. Implement and go live in 2018</p> <p>IDOX - review of current offering.</p> <p>Implementation of new Elections system</p> <p>Support and development of Education systems; including Support of SIMS, Schools SLA and Early years - continued development of system to support front and back office functions and childcare providers.</p> <p>Capita One (EMS) - Implement recommendations following report from Best Value Review</p> <p>Under governance of Website Steering group, review internal and external websites and Staff Intranet.</p>	<p>Procurement Implement and Go live</p> <p>Implement and Go live</p> <p>Implement and Go live</p> <p>Additional functionality and reporting under development</p> <p>Project team and governance board established.</p> <p>Monthly meetings to review and prioritise</p>	<p>Sep 17 - Apr 19</p> <p>Sep 17 - May 18</p> <p>Mar 18 - May 18</p> <p>ongoing</p> <p>Mar 18 - Mar 19</p> <p>ongoing</p>
<p>12 Service improvement</p> <p>Continuous review of service provision to ensure that we are meeting the need of the services. This will specifically focus on a review of the process relating to Freedom of Information requests.</p>	<p>Review of establishment to ensure IS is able to service the organisations needs</p>	<p>Sep 17</p>
<p>13 Workforce Plan</p> <p>Information Services has a workforce with an age profile dominated by staff over the age of 35. No formal succession planning has been developed. there is a need to create a formal workforce plan to ensure we have a workforce that meets the needs of the users departments</p>	<p>Completion of Workforce plan.</p>	<p>Oct 17</p>

<p>14 Shared Service - Newcastle</p> <p>Providing IT infrastructure to support the creation of the transactional shared services between Newcastle City and Northumberland County Council's. Expected to be located at Silverton Court.</p>	<p>Aligned to the development of the shared service</p>	<p>Apr 18 - Sep 18</p>
<p>15 North of Tyne Devolution / Borderlands Growth Deal</p> <p>Contribute to the development of the Digital Workstream as part of the North of Tyne Devolution deal.</p> <p>Contribute to development of Digital elements of Borderlands Growth Deal, focussing on digital connectivity and economic benefits.</p> <p>Provide IT services to the new North of Tyne combined authority</p>	<p>Aligned to North of Tyne and Borderlands timelines</p> <p>Aligned to formation of new Combined Authority</p>	<p>ongoing</p> <p>Jul 18 - ongoing</p>
<p>Information Governance and General Data Protection Regulation (GDPR)</p> <p>Support the introduction of the new General Data Protection Regulation (GDPR), including development and delivery of comprehensive GDPR programme to ensure compliance with new legislation across NCC.</p> <p>Lead the regular monitoring and enforcement of new IG policies and procedures. Including updating all records management procedures and support staff with training and guidance toolkits</p>	<p>Delivery of programme to ensure GDPR compliance</p> <p>Review of IG processes to ensure efficiency</p> <p>Monitoring and audit of GDPR compliance</p> <p>Review of retention schedules across NCC</p>	<p>May 18</p> <p>Jul 18</p> <p>Ongoing</p> <p>Dec 18</p>

Registrars

Priority Area	Key Milestones	Date
<p>1. Meet GRO performance standards for death and birth registration</p> <p>To meet statutory requirements as defined by the General Register Office.</p>	<p>% deaths registered within 5 days</p> <p>% births registered within 42 days</p>	<p>ongoing</p>
<p>2. Develop the commercial wedding model</p> <p>To continue to meet the demands of service users and generate income to support the service delivery.</p>	<p>Develop a website for 'My Northumberland Wedding' to market services</p> <p>Commission and deliver a 12 month marketing campaign to promote the wedding services</p>	<p>Sep 18</p> <p>Sep 19</p>
<p>3. Hexham House Commercial Development</p> <p>To ensure that Hexham House is fully operational and to exploit the range of commercial opportunities, including 7 self catering apartments, ceremony services and meeting/function room space.</p>	<p>Ensure that 7 self catering apartments are actively marketed and meeting targets for let.</p> <p>Put in place a plan to exploit potential of meeting room/function space.</p> <p>Review business plan for Hexham House and performance of budget against forecasts.</p>	<p>ongoing</p> <p>Aug 18</p> <p>Jan 19</p>
<p>4. Service Transformation of Registrars & Coronial Service</p>		<p>May 18</p>

<p>Carry out a process review of all key Registrar and Coronial Services, including IT systems and ways of working - seeking to modernise and transform the services.</p>	<p>Cease Shared Service with Durham Registrars & agree with General Register Office (GRO)</p> <p>Review Registrar and Coronial IT systems</p> <p>Carry out service process review to seek to modernise and transform ways of working.</p> <p>Review Registrars structure and ensure staffing levels are fit for purpose.</p>	<p>Dec 18</p> <p>Dec 18</p> <p>Jun 18</p>
<p>5. Shared service options for Coronial Service</p> <p>Consider service delivery models for Coronial Service, including seeking to deliver efficiencies by merging coronial areas in partnership with North Tyneside and potentially Newcastle City Council. Recommendations can be put to Chief Coroner's Office for approval.</p>	<p>Consider shared service delivery options and develop proposals.</p>	<p>Jun 18</p>
<p>6. Explore Post Mortem Delivery Options</p> <p>Seek to work in partnership with North of Tyne authorities to explore a joint approach for Post Mortem services.</p>	<p>Agree tendering options for shared Post Mortem with other authorities</p>	<p>Jun 18</p>

Archives

Priority Area	Key Milestones	Date
<p>1. Review of Future Delivery Model</p> <p>Explore business case to develop genealogy services and exploit options to integrate with new NCC County Hall Refurbishment.</p>	<p>Meet with Centre for Life to explore options</p> <p>Business case to look at development of genealogy centre.</p> <p>Options appraisal to explore integration with NCC County Hall Visitor Centre.</p>	<p>Apr 18</p> <p>Jun 18</p> <p>Sep 18</p>
<p>2. Modern Records Facility</p> <p>Charging Policy Since the transition to NCC it is essential that we review the charging policy and in particular how we charge internal services. This should include a listing charge and also a penalty for failure to sign off documents when passed retention.</p> <p>Training There is a general lack of understanding of a range of processes in relation to depositing material with the service. Guidance needs to be given to staff about listing in particular, which is essential for easy retrieval in the future</p> <p>There is a need to provide support around ensuring records have the correct retention dates. These need to be accurate.</p> <p>General Data Protection Regulation (GDPR) The service will need to carry out an audit of material which could be impacted by the new GDPR coming into force 1st May 2018.</p>	<p>Propose new charging policy</p> <p>New policy signed off for implementation</p> <p>Develop training plan - including updating online training and reviewing statutory training options.</p> <p>Review guidance to ensure it is user friendly.</p> <p>Destroy personal data stored beyond retention</p> <p>Review processes for archival appraisal.</p> <p>Implement new process.</p>	<p>Aug 18</p> <p>Oct 18</p> <p>Oct 18</p> <p>Dec 18</p> <p>May 18</p> <p>Aug 18</p>

<p>Retention & Destruction Process There is a significant backlog of material being held which has reached retention and has been signed off for destruction which is being held for Archival appraisal. This process should be reviewed and timebound to ensure that material can be destroyed in line with our Information Governance policy.</p> <p>Staffing Levels The service is currently operated by 1.5FTE but staffing levels should be reviewed in light of GDPR and rationalisation of records held processes.</p>	<p>Review of staffing levels.</p>	<p>Sep 18</p> <p>May 18</p>
<p>3. Funding and Fundraising</p> <p>A range of income generation opportunities should be exploited, including:</p> <ul style="list-style-type: none"> - Crowdfunding - Targeted Donations Campaign - Publications - A good opportunity to create a Motor Racing (Hardback book) Anniversary - Jim Clark - Online Catalogue - Consultancy: Training and Advice <ul style="list-style-type: none"> - Family History - Training - Specialised Consultancy <p>External funding opportunities should be explored. Including the creation of a charitable arm to maximise the ability to secure funding.</p>	<p>Create a commercial development plan, detailing options to exploit income generation.</p> <p>Implement commercial development plan.</p> <p>Assess the feasibility of creating a charitable arm for the Archive Service.</p>	<p>Sep 18</p> <p>Nov 18</p> <p>Jun 18</p>
<p>4. Online Catalogue & Digital Opportunities</p> <p>Online Catalogue A newly created online catalogue should be developed to improve ease of access to the Archival material.</p> <p>Reading Room Launch reading room at Woodhorn and across NCC sites.</p> <p>Digital Opportunities</p>	<p>Prototype of new catalogue developed.</p> <p>Design the wireframes.</p> <p>Launch new catalogue</p> <p>Launch Reading Room</p>	<p>May 18</p> <p>Jul 18</p> <p>Oct 18</p> <p>Jul 18</p>

<p>A review of the digital opportunities to enhance the user experience on site should be undertaken with a clear delivery plan to make improvements to the facilities in the Berwick Record Office and Woodhorn Study Centre.</p>	<p>Review of digital opportunities.</p> <p>Delivery Plan designed for digital development of on site experience.</p>	<p>Dec 18</p> <p>Feb 19</p>
<p>5. Outreach and Engagement</p> <p>There is a need to improve overall outreach and engagement across the communities of Northumberland. Plans should include:</p> <ul style="list-style-type: none"> - Hosting a Depositors Evening - Attending Shows and Events (Outreach and Deposit opportunities) - Hosting sessions in Libraries (courses and local studies) - Linking with NCC Events (ie Women's Day) - Areas of particular neglect include Tynedale (Hexham) and Coquetdale (ACC member, Sandy Hunter could support) 	<p>Attend Local Shows and Events</p> <p>Develop outreach and engagement plan for Archive Service.</p> <p>Host Depositors Evening (festive theme?)</p>	<p>Ongoing</p> <p>Oct 18</p> <p>Nov / Dec 18</p>
<p>6. Local Studies Collection</p> <p>The Local Studies Collection is an underutilised resource and clarification is required about library strategy in this area. When clear, recruitment should be carried out for Local Studies Librarian.</p>	<p>Local Studies Collection Strategy clarified.</p> <p>Recruitment of Local Studies Librarian.</p>	<p>May 18</p> <p>May 18</p>
<p>7. Dickson, Archer and Thorp</p> <p>Purchase of the collection was secured in 2016-2017. In 2017-2018 we will recruit into the HLF Volunteer Coordinator post, recruit up to 20 volunteers to engage with the project and produce some of the outputs identified in the HLF application.</p>	<p>Delivery of Dickson< Archer, Thorp HLF Project</p>	<p>Apr 19</p>

<p>8. Peregrini</p> <p>The Berwick Record Office has been contracted to deliver the Community Archive element of this Heritage Lottery funded project covering Holy Island and the adjoining coastal strip. This includes :</p> <ul style="list-style-type: none"> - run outreach events in conjunction with other elements of the project - collecting information relating to the area - supporting the interpretation of the Lifeboat House Project - inputting of Professor Sheddick Holy Island Family cards into a database - Creation of Project legacies for archive element of overall project.catalogue and website as legacy of overall project - Production of publications relating to the project - Creating a community archive for Holy Island and housing it in suitable premises. 	<p>Community Archive Delivered</p> <p>Participate in Peregrini Festival and Arts Events</p> <p>Work with volunteers to undertake research and collate information</p> <p>Input data into a database and create searchable resource</p> <p>Create website and catalogue for archive</p> <p>Identify suitable premises on Island and fit out for archive</p> <p>Complete Peregrini project</p>	<p>Aug 18</p> <p>Mar 18</p> <p>Mar 18</p> <p>Mar 18</p> <p>Mar 18</p> <p>Mar 18</p> <p>Jul 18</p>
<p>9. Review of applications</p> <p>Identify, procure and implement a new system to manage archive collection, digital preservation and born digital content.</p>	<p>Procurement</p> <p>Implement and Go live</p>	<p>Jun 18</p> <p>Oct 18</p>
<p>10. Marketing and Communications</p>		

<p>The Archive Service has a successful Facebook page but with support from NCC Communications team, significant further improvements could be made - especially using video to increase user engagement.</p>	<p>Communications Team to brief Archive Team on opportunities.</p> <p>Develop a communications and marketing plan.</p>	<p>Apr 18</p> <p>Oct 18</p>
<p>11. Workforce Plan</p> <p>The Archive Services has a workforce with an age profile dominated by staff over the age of 35. No formal succession planning has been developed. There is a need to create a formal workforce plan to ensure we have a workforce that meets the needs of the customers.</p>	<p>Completion of Workforce plan.</p>	<p>Oct 18</p>
<p>12. New Ways of Working</p> <p>In 2016 NCC embraced the New Ways of Working programme, promoting clear desk policies, hot desking and more agile working. There are opportunities to implement new ways of working in the Archive and Modern Records Service.</p>	<p>Review working conditions to identify possible improvements.</p>	<p>Aug 18</p>
<p>13. Archive Accreditation</p> <p>In 2017-2018 we will submit for Archive Accreditation at both service points. This is a nationally recognised standard of attainment and it is important that we achieve this in order to evidence that we provide a service that meets national standards. Successful attainment will support future funding applications.</p>	<p>Submissions for both service points submitted.</p>	<p>May/Jun 18</p>
<p>14. Manorial Documents Register Project</p> <p>Since 2014 our service has been working on a funded project to update the Manorial Documents Register for Northumberland. The Register which has a legal status establishes the location and ownership of all extant manorial records. Our project will be completed in 2017-2018. Following completion of the formal part of the project we intend to apply for a modest HLF grant to allow our</p>	<p>Project launch event</p> <p>Submission of grant application</p>	<p>May 18</p> <p>Jun 18</p>

service to engage in some outreach activity to promote the project.		
<p>15. Assessment of Archive Storage Capacity</p> <p>Following the management transfer there is a need to identify an agreed extent of expansion space for museum collections in one of the archive strongrooms at Woodhorn. Over the last 12 months we have been working to create increased capacity via the appraisal of some of our older/unlisted collections. There is a need to continue this activity throughout 2017/2018. Linked to this is the need to develop a plan that will ensure that we are able to provide storage for archival storage for the next 15 years.</p>	<p>Continue space audit thereby creating additional storage space.</p> <p>Develop plan to secure long term storage</p>	<p>Jun 18</p> <p>Mar 19</p>

Performance framework

Measure	Outturn 2016-17	Outturn 2017-18	Target 2018-19	Target 2019-20	Target 2020-21
Service desk calls resolved within SLA	94%	94%	96%	96.5%	97%
Google Cloud Applications Availability	99.978%	99.978%	99.978%	99.978%	99.978%
Corporate System Availability (excluding agreed downtime)	89%	89%	90%	91%	92%
Network Availability (BT managed network)	99.1%	TBC	99.5%	99.7%	99.8%
Percentage of FOIs responded to within 20 days	90.75%	91.40%	93%	94%	95%
Percentage of Subject Access Requests responded to within 30 days	63%	52%	65%	70%	75%
Number of Personal Data Breaches reported in NCC	34	23	15	10	5
Percentage Availability of Superfast broadband		93.6%	95.4%	97%	99%

Percentage Take up of Superfast broadband		48%	55%	60%	65%
Number of Community Fibre Schemes delivered	-	0	8	10	12

Registrars and Coronial Service

Measure	Outturn 2016-17	Outturn 2017-18	Outturn 2018-19	Target 2019-20	Target 2020-21
1. Percentage of deaths registered within 5 days.	89%	86%	92%	90%	90%
2. Percentage of births registered within 42 days.	98%	99%	99%	98%	98%
3. Percentage of stillbirths registered within 42 days	100%	100%	100%	98%	98%
4. Number of weddings registered by Northumberland Registrars	1758	2025	2061	2450	2695
5. % Occupancy of self catering apartments at Hexham House	n/a	35	47	70	90

Archives

Measure	Outturn 2016-17	Outturn 2017-18	Target 2018-19	Target 2019-20	Target 2020-21
1 Searchroom visitor figures per annum	7139	6114	6000	5500	5000
2. Annual number of accessions	404	379	280	290	300

3. Gigabites of born digital accessions per annum	78.3GB	68.6 GB	70GB	75GB	80GB
4 Extent of collections catalogued per annum	8.89 cubic metres	4.7 cubic metres	8.0 cubic metres	9.0 cubic metres	10.0 cubic metres
5. Number of documents produced per annum	42127	43957	45000	47000	49000
6. Total hits on archive webpages	89852	78371	90000	130000	170000
7. Facebook friends	1374	1730	1950	2400	2800
8. Number of learning events	177	103	50	70	90
9. Number attending education events involving BRO	668	288	300	400	450
10. Numbers attending outreach events involving BRO	10770	2077	2500	3000	3250