

## Appendix 2

### Action Plan from Review document

<b>Action</b>	<b>Task</b>	<b>Outcomes</b>	<b>Recommendations</b>	<b>Progress</b>
1. Use Outreach work to encourage more visitors to/better awareness of Teesside Archives.	Planned programme of events targeting all Boroughs	Raised awareness across the Boroughs. Potential for increased work load Improved accessibility of records for the public	Evaluation of all events held.	A meeting with staff from the partner boroughs was held in December. It is intended that meetings be held quarterly. Two events in 2010 were identified as being suitable for collaboration between Teesside Archives and the staff of the partner boroughs: 1) RAW, the theme of which will be "living history, the history of the high street". 2) Adult Learners' Week.

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<p>2. Closer collaboration with key partners within the Boroughs</p>	<p>More detailed action plan, including targets &amp; PI's</p>	<p>Better understanding of the drivers and challenges to the service within the partner organisations.</p> <p>Raised awareness of the work undertaken by the service.</p>		<p>In collaboration with partners:</p> <ol style="list-style-type: none"> <li>1. Teesside Archives to set a target for a certain number of joint events per borough per year, eg joint approach to managing photographic collections.</li> <li>2. Teesside Archives staff to visit the reference libraries of the partner boroughs on a regular basis, eg one day per month.</li> <li>3. Exchanges between staff of Teesside Archives and partner reference libraries in order to gain a better understanding of the needs of the services and the public using the services.</li> </ol>
	<p>More effective forward planning to meet the needs of the partner organisations.</p>	<p>Raised perceptions of the direct value of the service to the partners</p> <p>Raised awareness of the scope of the service by front line staff in the partner organisations</p> <p>More effective and co-ordinated response to the needs of individual communities within the Boroughs.</p>	<p>To arrange quarterly planning meetings at a service level between Teesside Archives and its partners in the four Boroughs (including libraries and museums).</p>	<p>First quarterly meeting with library service staff of partner boroughs held in December.</p> <p>Museum service staff to be contacted in the new year to organise/setup regular meetings.</p>

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	Regular meetings of Principal Archivist and Borough Librarians to facilitate strategic planning.	Earlier budget-setting to enable cohesive approach to forward planning.		To take forward once review finalised
	Involve the Friends Group in the planning process.	Direct volunteer work more effectively to assist in meeting targets (for example: by increasing digitisation work and by generating income through grant applications).	A lead fundraiser to be identified within the Friends Group.  The Friends Group to be set an annual income generation target. This to be used to purchase conservation equipment.	Regular update meetings with Friends.  Discussions with the Friends have realised the impossibility of this due to their charitable status.
<b>3. Increased digitisation of records</b>	Planned digitisation programme	Increase public accessibility to the records via the Internet.	Schedule into weekly workplan.	Digitisation of the church registers by the Friends has begun. Teesside Archives to investigate putting a selection of images onto the Flickr website.
<b>4. Raise awareness of the service with the public</b>	Create mailing list to inform users/potential users of events etc.	Targeted approach to marketing and promotion	Establishment of a mailing list  Ongoing and pro-active approach to developing the mailing list	Collating a contact list from previous day schools and combining with Friends lists. Teesside Archives to inform partners of forthcoming events to aid promotion.

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	Newsletter – online/ printed/e-mailed – to be made available throughout the Boroughs	Regular updates and awareness raising, both with council employees and the general public.	Utilise mailing list as above  Utilise partners' mailing lists  Include in Corporate newsletters and websites in all four Boroughs	Teesside Archives to produce a quarterly online newsletter starting in April 2010. Partners to forward newsletters to local groups. Could be used to promote forthcoming events.
	Maintain and develop the annual Archives Awareness Dayschool	Opportunity for a learning experience in a non traditional learning venue.  Reinforcement of the existing body of enthusiasts.  Encouraging service level working relationships across the Boroughs.	Planning of the annual event be a standard part of the agenda for regular operational service meetings.	2009 Archives Awareness Dayschool was held at Teesside Archives. 2010 Archives Awareness Day School to be held in Hartlepool at a venue to be organised by Hartlepool Library staff.
	Assess current awareness of the service of the public within the four Boroughs.	Benchmarking tool to assess future marketing success.	Conduct a survey across the four Boroughs via libraries and Council websites.	Teesside Archives to design a simple questionnaire to be sent to partners for distribution.

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<p><b>5.</b> Improve accessibility of the building and records</p>	<p>Handrail on entrance stairs.</p> <p>CCTV outside entrance.</p> <p>Large visible sign on outside of building.</p> <p>Prominent links to website from all partner websites.</p> <p>Maintain and develop website</p> <p>Alteration of opening hours</p>	<p>Easier access for clients</p> <p>Improved security</p> <p>Improved awareness of passers-by (visible from A66)</p> <p>Increased awareness within the region</p> <p>Improved remote access.</p> <p>More accessible for clients unable to access during office hours.</p>	<p>Identify member of staff to take responsibility.</p> <p>Regularly updated</p> <p>Perform public consultation to assess demand for altered hours (e.g Sat a.m).</p>	<p>Feasibility study to be carried out in order to assess Health &amp; Safety issues, budgetary and building listed status implications.</p> <p>Archivist currently evaluating current visibility.</p> <p>Ongoing.</p> <p>To be discussed with Borough librarians after review and consultation details agreed.</p>
<p><b>6.</b> Efficiency saving</p>	<p>Schools to be charged for materials and resources used during outreach sessions.</p>	<p>Income generation to offset charges for photocopying, travelling and other resources.</p>	<p>Conduct feasibility study.</p>	<p>A study will be conducted in order to see the possibility of charging schools.</p>

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<p><b>7. Income generation</b></p>	<p>Promote conservation facilities.</p> <p>Instigate trainee placement scheme</p> <p>Consider levying a charge for the use of digital cameras</p>	<p>Increased amount of conservation work for external organisations.</p> <p>Extra help to meet increased demand for services.</p> <p>Potential income generation to offset loss of earnings from photocopying</p>	<p>Investigate bursary as an added source of income.</p> <p>Conduct research with other similar organisations to establish best practice.</p>	<p>An increase in the amount of work done by the Conservator for external organisations would reduce the amount of time available to conserve deposited archive material.</p> <p>A trainee placement scheme to be investigated to maximise the amount of time available to the Conservator for conserving deposited archive material.</p> <p>A charge for the use of digital cameras to be considered in the new financial year.</p> <p>To review fees &amp; charges in 2010.</p>
<p><b>8. Revision of the SLA</b></p>	<p>Revisit the SLA with all partners</p>	<p>An SLA which has been updated and been agreed to by all partners.</p>		<p>To progress in 2010-2011</p>

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<p><b>9.</b> Assess the need for Installation of flood alarms in Archives basement as recommended by TNA.</p>	<p>Evaluate the options available</p>	<p>Risk of damage by flood waters decreased</p>		<p>Costs for installing flood alarms have been obtained and are being assessed. Maintenance work has been carried out in the yard and the basement to help reduce the volume of flood water getting into the basement. The most at-risk records have been relocated.</p>
<p><b>10.</b> Explore the option of Teesside Archives becoming a Charitable Trust.</p>	<p>Consult with necessary partners and organisations.</p>	<p>Decision made of whether this is a feasible option.</p>		<p>To be progressed when the Archives Manager is in post.</p>
<p><b>11.</b> Consider the challenge facing the service in relation to premises issues</p>	<p>Assess the current building and its issues. Consider the options available.</p>	<p>Plan drawn up on premises requirements and the way forward.</p>		<p>To be taken forward after review conclusion. Initial meeting held on 10/09/09 with several involved parties. Several actions drawn up to be worked on. Further meeting to be held with all parties.</p>

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12. Subscribe to TNA Standard	Return subscription agreement to TNA	Registered with TNA Standard in order to show that the service is committed to aiming to achieve the Standard.		To be progressed.
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