

Appendix 3

Action Plan from Review document

Action	Task	Outcomes	Recommendations	Progress
<p>1. Use Outreach work to encourage more visitors to/better awareness of Teesside Archives.</p>	<p>Planned programme of events targeting all Boroughs</p>	<p>Raised awareness across the Boroughs. Potential for increased work load Improved accessibility of records for the public</p>	<p>Evaluation of all events held.</p>	<ul style="list-style-type: none">• Two events in 2010 were identified as being suitable for collaboration between Teesside Archives and the service level staff of the partner boroughs:<ol style="list-style-type: none">1) BBC campaign - Hands on History, the theme of which will be "living history, the history of the high street".2) As part of Local History Month and Adult Learners' Week two events were organised: a screening of films of local interest on Tuesday 11 May and a local/family history fair on Saturday 15 May. Both events were well attended.

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<p>2. Closer collaboration with key partners within the Boroughs</p>	<p>More detailed action plan, including targets & 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"> 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. 2. Teesside Archives staff to visit the reference libraries of the partner boroughs on a regular basis, eg one day per month. 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. 	<ul style="list-style-type: none"> • Day school planning in progress for 20th November in Hartlepool Central Library
	<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>	<ul style="list-style-type: none"> • A meeting with library staff of partner boroughs was held in June 2010. • Museum staff of partner boroughs to be contacted later in year.

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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.		<ul style="list-style-type: none"> To take forward once the new Archive Manager is in post.
	Involve the Friends Group in the planning process.	Direct volunteer work more effectively to assist in meeting targets (for example: by increasing digitisation work).		<ul style="list-style-type: none"> The Friends' volunteer work programme is currently under review.
3. Increased digitisation of records	Planned digitisation programme	Increase public accessibility to the records via the Internet.	Schedule into weekly workplan.	<ul style="list-style-type: none"> Digitisation of the Linthorpe cemetery registers by the Friends has begun. Teesside Archives has begun discussions re putting images onto the Flickr website.
4. Raise awareness of the service with the public	Create mailing list to inform users/potential users of events etc.	Targeted approach to marketing and promotion	<p>Establishment of a mailing list</p> <p>Ongoing and pro-active approach to developing the mailing list</p>	<ul style="list-style-type: none"> A contact list from previous day schools has been compiled. Teesside Archives is informing partner library service staff of forthcoming events to aid promotion.

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	<p>Newsletter – online/ printed/e-mailed – to be made available throughout the Boroughs</p>	<p>Regular updates and awareness raising, both with council employees and the general public.</p>	<p>Utilise mailing list as above</p> <p>Utilise partners' mailing lists</p> <p>Include in Corporate newsletters and websites in all four Boroughs</p>	<ul style="list-style-type: none"> • Teesside Archives has begun production of a quarterly online newsletter. • Partner library staff to forward newsletters to local groups.
	<p>Maintain and develop the annual Archives Awareness Day school</p>	<p>Opportunity for a learning experience in a non traditional learning venue.</p> <p>Reinforcement of the existing body of enthusiasts.</p> <p>Encouraging service level working relationships across the Boroughs.</p>	<p>Planning of the annual event be a standard part of the agenda for regular operational service meetings.</p>	<ul style="list-style-type: none"> • 2010 Archives Awareness Day school to be held on 20 November in the Community Room at Hartlepool Central Library.
	<p>Assess current awareness of the service of the public within the four Boroughs.</p>	<p>Benchmarking tool to assess future marketing success.</p>	<p>Conduct a survey across the four Boroughs via libraries and Council websites.</p>	<ul style="list-style-type: none"> • A questionnaire has been designed to be distributed to the other Boroughs

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<p>5. 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>Feasibility study to be carried out in order to assess Health & Safety issues, budgetary and listed building status implications.</p> <p>Identify member of staff to take responsibility, within other Boroughs.</p> <p>Regularly updated</p> <p>Perform public consultation to assess demand for altered hours (e.g Sat a.m).</p>	<ul style="list-style-type: none"> • Ongoing • Archivist currently evaluating current visibility. • Ongoing. • Ongoing • To be discussed with Borough librarians after review and consultation details agreed.
	<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>	<ul style="list-style-type: none"> • Awaiting appointment of new Archives manager.

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7. Income generation	<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>	<ul style="list-style-type: none"> A charge for the use of digital cameras, for scanning documents to e-mails and for copying images to cds began on 1st July 2010.
8. Revision of the SLA	Revisit the SLA with all partners	An SLA which has been updated and been agreed to by all partners.		<ul style="list-style-type: none"> To progress in 2010-2011
9. Assess the need for Installation of flood alarms in Archives basement as recommended by TNA.	Evaluate the options available	Risk of damage by flood waters decreased		<ul style="list-style-type: none"> 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.
10. Explore the option of Teesside Archives becoming a Charitable Trust.	Consult with necessary partners and organisations.	Decision made on whether this is a feasible option.		<ul style="list-style-type: none"> To be progressed when the Archive Manager is in post.

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11. Consider the challenge facing the service in relation to premises issues	Assess the current building and its issues. Consider the options available.	Plan drawn up on premises requirements and the way forward.	To be taken forward after review conclusion	<ul style="list-style-type: none">Initial meeting held on 10/09/09 with several involved parties. Several actions drawn up to be worked on. Further meeting to be held
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.		<ul style="list-style-type: none">Letter to be sent to TNA confirming subscription to the Standard.