



the national archives

History for all

Annual Report and Resource Accounts
2004–2005





the national archives

LORD CHANCELLOR'S OFFICE

**The Second Annual Report
and Resource Accounts
on the work of**

The National Archives

**and the Second Report of
the Advisory Council on
National Records and Archives**

2004–2005

*Annual Report and Resource Accounts presented to Parliament by
HM Treasury on behalf of the Lord Chancellor pursuant to section 1(3) of the Public Records Act 1958
and section 6(4) of the Government Resources and Accounts Act 2000*

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Chief Executive's foreword

To the Right Honourable the Lord Falconer of
Thoroton, Lord High Chancellor of Great Britain

I am pleased to present the Annual Report and
Resource Accounts of The National Archives
(the Public Record Office and the Historical
Manuscripts Commission) for the financial
year 2004–05.

Freedom of information

The focus of much of our work this year was the Freedom of Information Act, which was fully implemented on 1 January 2005. Last year I wrote about our own plans for implementing Freedom of Information and also about the different ways we are supporting government departments, records managers and archivists across the country in their preparations to implement the Act. This year I am glad to report that although the start of Freedom of Information brought us an unexpectedly high number of enquiries – well over 1,200 – we dealt with more than 99 per cent of them within the required timescale, thereby proving in practice the rigour of our carefully planned new procedures. All this was on top of our normal work of providing information and services to our readers, to our online users across the world, and to the media and the public in general. Freedom of Information has required us to develop new systems and, perhaps more important, to adopt new ways of working, and I would like to thank all the staff of The National Archives for their wholehearted co-operation.

The nature of our holdings means that we are one of the government departments most involved in Freedom of Information. As well as implementing the Act as it affects historic records and reviewing closed records in consultation with the departments concerned, in January 2005 we released 50,000 records less than 30 years old, and provided online links to facilitate the widest possible public access. We were delighted to welcome Baroness Ashton to Kew to

announce the opening of these files. A further 23,500 documents were released before the end of the year.

Records management and the digital challenge

Nearly half the major government departments have now installed electronic records management systems to meet the needs of their own particular businesses; most others expect to have completed this work by the end of 2005–06. This means that we are well on the way to safeguarding and preserving the public record in whatever electronic form it takes and that future access to our national history through digital records is being assured. This very difficult challenge is shared by governments worldwide, and we have not hesitated to seek advice from our sister national archives internationally and to work with them to find solutions. We are at the forefront of this endeavour, alongside Australia, Canada, the USA and the Scandinavian nations.

The advent of digital records has also required us to rethink some of our advice to government departments. This year we produced two very important policies designed to maintain the authenticity and reliability of digital records. The first was a draft custodial policy, the second a new operational selection policy for records, including digital ones.

Once digital records have been selected for preservation, they have to be delivered to us and then maintained over long periods of

time. To manage the increasing numbers of digital records, we inaugurated this year our 'seamless flow' programme. This is designed to manage the semi-current records in organisations and enable them to be transferred as automatically as possible into the digital archive that we established in 2004. Needless to say, the volume of our work on paper records has not diminished as the number of digital records has grown, and thus we have to deal with both simultaneously.

The National Advisory Service

We are continuing to establish The National Archives as an organisation that is responsive to needs of people, especially those who would not normally think about coming to see us, and of the wider records and archival communities and their users. In order to provide the best possible advice and assistance to all those who look after records and archives or are thinking of doing so – nowadays many groups are interested in archiving for themselves – we have brought together the combined records management expertise of the former Public Record Office and the Historical Manuscripts Commission into a new National Advisory Service for archives. This calls upon our own resources, and those of other bodies, to provide the best advice, set standards and report on the health of the nation's archives and records management services.

Reaching new audiences

Together with the National Council on Archives, the Museums Libraries

and Archives Council and archives across the country, we continued to contribute to the Archive Awareness Campaign, which has been highly successful in reaching new audiences. Its work was enhanced by the popular TV series *Who Do You Think You Are?*, many of whose 5 million-plus viewers started researching their own family history in the archives.

The National Archives' e-newsletter now has almost 100,000 subscribers, and by the end of the year the Access to Archives (A2A) database had grown to over seven and a half million catalogue entries. With the help of the Heritage Lottery Fund, we have joined with communities to help them use the archives, often for the first time, in innovative ways: from designing and building a globe based on our map collections to participating in, and developing the content of, the award-winning Moving Here programme about people who came to England during the last 200 years (www.movinghere.org.uk).

With our partners, we remain determined to build the National Archives Network to benefit everyone and to tackle the backlog of cataloguing in archives across the country with a number of generous funders. Much of what we do is for clearly defined user groups: government and the wider public sector, schools, further and higher education, family historians, and many others. But we also need to explain what archives are to a wider audience in higher education and the research communities. To do this we developed our strategic alliance with the School of Advanced Study, University of London through a conference entitled 'Unleashing the Archives'.

This explored the relationship between archives and history, the law and legal evidence, literature, conceptual art and record keeping from the ancient and modern periods in western Europe. This novel departure for us is leading on to a series of seminars and an annual lecture.

The wider world

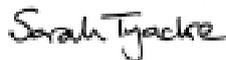
Of necessity much of our work is UK-centred. However, we are active across Europe and internationally, especially in significant issues in the records management and archives field. This year we (and our Scottish colleagues) played a major role in writing the *EU Report on Archives in the Expanded European Union* at the request of the Council of Ministers and in planning the next Document Lifecycle Management conference in Budapest, which I will chair. We also planned much-needed records management and archival training for colleagues in Iraq through the International Council on Archives.

Final report

This is the last of many annual reports I have introduced since I arrived at the Public Record Office in Chancery Lane at the beginning of 1992. Together with my colleagues, the numerous volunteers who help us in our work, the Advisory Council and the Friends of the National Archives, I have had the good fortune to oversee many important developments: the construction of the second building at Kew (including ponds instead of a car park); the move from Chancery Lane; the establishment of the

Family Records Centre; the very successful improvement of our public services and expertise; the enormous changes brought about by information and communication technology – not least the introduction of digital and digitised records and the ability, through the internet, to widen enormously access to our services; the creation of The National Archives from the Historical Manuscripts Commission and the Public Record Office; and the introduction of Freedom of Information. Change and transformation will no doubt continue at an equally rapid pace after I leave my post in September 2005.

The National Archives will continue to serve its traditional users well. It is finding increasingly innovative ways of reaching out to new users and attracting them to use records and archives to find out about the history of their families, their communities and the nation. Its online services are world-class, and it is fulfilling its mission to become the first place to visit for anyone who wants to know about history. I am proud to say that The National Archives is well placed to face the challenges of the future.



Sarah Tyacke CB

Chief Executive
The National Archives*

*Sarah Tyacke's post incorporates the roles of Keeper of Public Records and Historical Manuscripts Commissioner.



Vision and values

By acting as custodian of the records of central government, the armed forces and the law courts, The National Archives for England, Wales and the United Kingdom promotes awareness of the nation's official and private archives and preserves the nation's memory. We advise on and promote the preservation and safekeeping, to the highest possible standards, of documents in all formats wherever they are located. We make known the location of records, whether public or private, and advise all sections of the community about how records can be used for research and learning.

The National Archives carries out these functions in relation to both public records and private archives. Together these offer a treasure house of information about the history of the British Isles and Britain's wider history around the globe.

Public records are the administrative and departmental records of the Crown. They include written documents, maps, seals, photographs, moving images, sound recordings and electronic documents, including emails and websites.

Private records include the records of local authorities and universities, business and industry, schools and learned bodies, as well as the papers of private individuals and families.

The National Archives oversees the management and selection of public records for permanent preservation, gives online and onsite access to them, and provides advice. Four key aims express how we fulfil our functions. We

- assist and promote the study of the past through the public records and other archives in order to inform the present and the future;
- advise government on records management, archive policy and related matters of information policy;
- advise custodians of records in the public and private sectors on best practice in records and archives management; and
- co-ordinate and develop national strategies for archives in partnership with other national organisations and professional bodies.

Our vision is to be recognised as the best national archive in the world, highly regarded for the excellence of its services and its professional advice about every aspect of record keeping and preservation. We will also make The National Archives known as 'the first place you think of for

history' for online users and for everyone who visits our two sites to carry out research or to attend talks, lectures or other events.

We will do all this in a number of ways.

We will continue to develop national policy and standards, and also to offer advice and practical support, designed to ensure that the United Kingdom's records and archives communities safeguard, preserve and manage the records and information of national significance with which they are entrusted. This will be done within the context of the Freedom of Information Act (see page 9).

Adapting to the new electronic age in government, we will develop seamless processes that enable us to bring in electronic documents from government departments. We will present these documents for the public to read online as part of our user-friendly services.

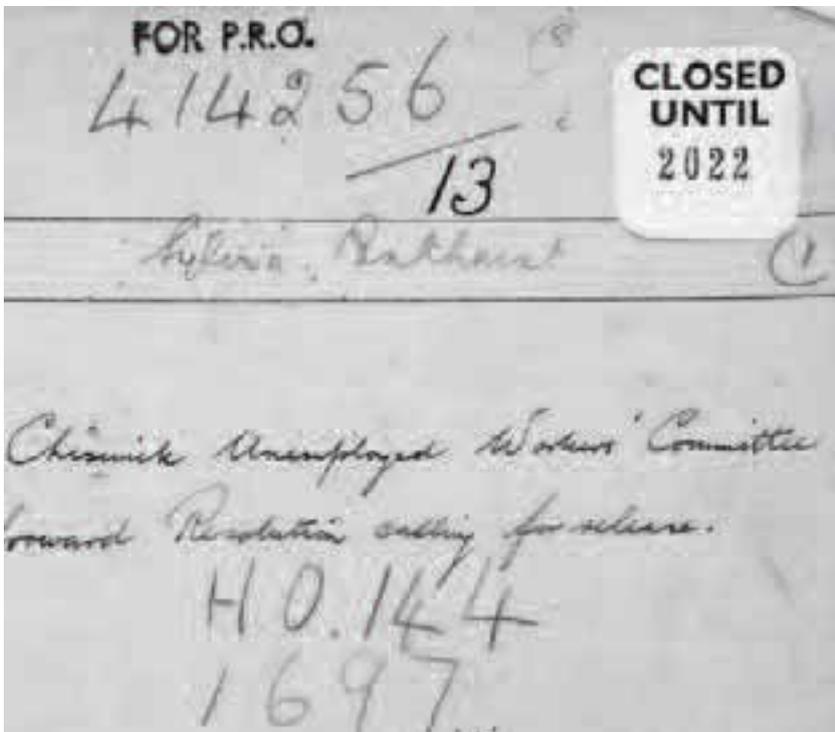
We will ourselves develop online resources for archival and related material, and we will encourage the development of additional online products and services in partnership with the archive sector. These will make the nation's archival holdings accessible to everyone, wherever they live, so that they can appreciate their richness and variety. Our online services, which offer a global search facility for all our web-based information and are accessed by millions of users worldwide, will continue to be an exemplar for the archive sector in terms of quality, innovation and reliability.

We will continue to offer significant support to the education sector. We will do this by producing innovative teaching resources, including interactive learning products, for schools; organising lectures and public events; and developing our publishing programmes for lifelong learners and for academic and professional audiences.

We will make our services, and archives in general, open and accessible to all. We will encourage people new to archives to visit us or to use our online services, and we will raise public awareness and understanding of history and of the role of archives in general.

In achieving this vision we continue to be committed to the following values:

- adhering to and promoting professional standards in carrying out our core functions;
- recognising the importance of innovation and experimentation, within a robust risk management framework;
- communicating and consulting openly and honestly with all those who have an interest in and use our services;
- providing good working conditions for our staff and the relevant tools and training for their jobs; and
- developing an organisational culture that supports team working and a corporate approach, so that we serve our public users and government more efficiently and effectively.



Implementing Freedom of Information

Freedom of Information offers the exciting prospect of a major cultural shift towards greater openness and accountability in the public affairs of the United Kingdom. The National Archives has a central part to play in implementing Freedom of Information and in fulfilling the Government's commitment to make as much information as possible about the activities of public authorities readily available to citizens.

Sylvia Pankhurst: This file (HO 144/1697/414256), released under the Freedom of Information Act, contains correspondence from Sylvia Pankhurst and Clara Gilbert Cole asking to be accorded special treatment as political offenders under Rule 243a. The rule was introduced in 1910 by Winston Churchill, the Home Secretary, to avoid hunger strikes in prison. Pankhurst was imprisoned for releasing seditious articles in Worker's Dreadnought and was in poor health at the time.

Preparations

We anticipated that the full implementation of the Freedom of Information Act on 1 January 2005 would have a considerable impact on our work, and that we would face exacting challenges on a variety of fronts. The Act sweeps away the 30-year rule for access to historical records, the standard closure period for public records since 1967. Now complex judgements about the release of information contained in the records are required. In particular, the exemptions set out in the Act have to be carefully balanced against the public interest in making the information available.

Freedom of Information has profound implications for our relationships with our users. The groups especially affected are academic researchers; the media; other government departments, which will continue to transfer records of enduring historical value to us; and local archive services and other approved places of deposit for public records.

We started to prepare for Freedom of Information as soon as the Act was passed in 2000, and in particular began the proactive release of information through our publications scheme. Work intensified during 2004 as we drew closer to the 'go-live' date of 1 January 2005. Our specific preparations included:

- regular progress reviews by project boards and an overarching programme board;
- the appointment of a Freedom of Information implementation manager, supported by a Freedom of Information officer;

- basic awareness training in Freedom of Information for all staff;
- specialist training for staff involved in handling significant numbers of enquiries;
- installation of an enquiry tracking system enabling staff to keep track of all information requests across the organisation;
- the appointment of Freedom of Information co-ordinators in each department, responsible for responding to requests for information about our corporate policies and activities;
- the development of 'trigger points' and other contingency arrangements to meet especially heavy demand.

In anticipation of the abolition of the 30-year rule, we worked closely with government departments throughout the year to review records in accordance with their content rather than their age. We were delighted that on the first working day of 2005 we were able to make available 50,000 records under 30 years old for the first time (see pages 12–13). We also held a conference at the University of London to canvass the views of historians on the impact of Freedom of Information and to make them aware of the new research possibilities it has created (see page 32).

In September 2004 members of the House of Commons Select Committee on Constitutional Affairs visited Kew to learn at first hand about our preparations for Freedom of Information. A few days later our Chief Executive and two other senior staff members answered a series of detailed questions about the impact of

A screenshot from our Freedom of Information tracking system, which has been installed to ensure efficient tracking of all requests for information under the Freedom of Information Act.

Freedom of Information on our work at a formal Committee hearing at Westminster. The Rt. Hon. Alan Beith MP, the Committee Chair, went out of his way to praise the commitment and enthusiasm of our staff.

As 1 January 2005 approached, we were cautiously optimistic that we would be able to cope with the multiple demands of Freedom of Information. We also knew that we would have to continue to give it top priority.

Reinforcing our public services

In autumn 2004 our enquiry services experienced a sustained increase in demand as a result of good coverage on national television, in particular the family history series *Who Do You Think You Are?* As we expected, the implementation of Freedom of

Information increased demand still more, especially from people unfamiliar with archives and lacking the time and inclination to carry out detailed research. In October 2004 we set up a new paid research service, and tested its procedures rigorously in the final quarter of 2004. Between 1 January and 31 March 2005 the new service proved its worth by answering 146 Freedom of Information requests and generating an income of just over £8,000.

The paid research service provides additional assistance for readers wanting specific information from our holdings. Its introduction does not alter our policy of providing free access to the archives and free information and advice about them.

Our already busy enquiry service acts as first point of contact for most Freedom of Information

enquiries. It responds to enquirers direct, passes requests relating to previously closed records to records management staff, and refers requests about our corporate policies to the Freedom of Information co-ordinator in the relevant department.

During 2004 we reviewed our catalogues and indexes to make sure that they are as accurate and complete as our resources allow. We will continue to improve them so as to maximise the opportunities for the public to submit information requests under the new Freedom of Information arrangements.

Working with other government departments

Freedom of Information has not changed the requirement, under Section 3.4 of the Public Records Act 1958, for government departments to transfer records to The National Archives by the time they are 30 years old. We are now actively encouraging earlier transfers, especially as government creates more records in electronic form. With the agreement of the Lord Chancellor, acting on the advice of his Advisory Council on National Records and Archives, departments are allowed to retain records over 30 years old that they require for administrative purposes or that have high security classification. However, Freedom of Information allows the public to request access to these retained records.

Under Section 66 of the Act, The National Archives must consult government departments about

requests for information contained in records transferred from them to which a Freedom of Information exemption might apply. Our dedicated Freedom of Information unit is specifically responsible for liaising with government departments and ensuring that the relevant statutory deadlines for responses are met. Consultation procedures with the departments were well established before the Act came into effect, and were frequently used during the first three months.

Supporting the records and archives community

Good record-keeping by public authorities is the indispensable prerequisite for the exercise of citizens' rights under Freedom of Information. These rights will remain entirely theoretical if reliable records have not been created and cannot be speedily retrieved in response to information requests. Our National Advisory Service (see page 49) is developing a programme to promote effective records management throughout the public sector. Freedom of Information gives public authorities a powerful additional incentive to introduce records management if they have not already done so on the grounds of business efficiency.

After the Freedom of Information Act reached the statute book, we played a significant part in developing a Code of Practice on Records Management. This was

issued by the Lord Chancellor in November 2002 under Section 46 of the Act. At the end of March 2005 the National Advisory Service published a consultation draft of an evaluation methodology and workbook, designed to enable public authorities to carry out their own assessment of how far their records management systems conform to the Section 46 Code.

We helped the 235 archives services nationwide, including many local authority record offices, that are approved places of deposit for public records to prepare for Freedom of Information by publishing a detailed manual of best practice in reviewing, transferring and managing public records and providing public access to them. We also produced practical guidance on how to edit exempt material from documents prior to their release.

We also had productive discussions with staff of the Department for Constitutional Affairs and the Information Commissioner's Office about how the Act applies to the archive sector generally. Our staff fed the results of these discussions into the many presentations they gave on preparing for Freedom of Information to professional bodies at national and regional level.

Freedom of Information is likely to have a major impact on archives services nationwide. To assess the extent of that impact, we conducted a research project into the initial effects on archive services in local government, universities and national bodies such as museums and galleries.

So far, we found, the picture is encouraging: Freedom of Information business has been steady rather than overwhelming, and all respondents reported that their preparations have proved adequate. However, none of them felt that this work has been wasted, as their systems may be subject to increased pressures in the coming months. A further survey, to be carried out in February 2006, will provide the basis for more conclusive judgements on the impact of Freedom of Information.

The number of Freedom of Information requests we received between January and March 2005 was one of the highest across government. In January 2005 we handled more enquiries than any other department. This was the situation at the end of March:

- We had processed 1246 information requests in full.
- 15 per cent of all the requests processed did not relate to information we hold; where we were able to do so, we referred these requests elsewhere.
- Of the remaining requests, 85 per cent were granted in full, 4 per cent were granted in part, and 11 per cent were refused.
- Of the total requests processed, 99.3 per cent were completed within the relevant statutory deadline.

Future prospects

As with any major change, aspects of Freedom of Information implementation have imposed significant extra pressures on our able and committed staff. However, we are mastering the new ways of working required to make a success of the new arrangements. We look

forward to building on our existing close relations with government departments and encouraging the proactive release of even more records less than 30 years old. This will in turn open stimulating new opportunities for academic researchers and interested citizens. We intend to maintain our high-quality public services so that all genuine information-seeking requests continue to receive clear and timely responses.

The number of enquiries during the first three months remained consistent. However, the number may well grow as public awareness of Freedom of Information increases. In addition, there may also be high demand for information relevant to a particular major current event or news story. We are very clear that Freedom of Information will continue to absorb a significant amount of staff time, and we have taken account of this in drawing up our corporate and business plans for 2005–06. Now that we have successfully implemented the Act, we will be embedding Freedom of Information in our long-term ways of working.

Document FCO 21/1246 was one of the last documents opened under the 30-year-rule before it was replaced by the Freedom of Information Act. Lord Goronwy-Roberts, Parliamentary Under-Secretary of State at the Foreign and Commonwealth Office, has been asked by the Foreign Secretary, James Callaghan, to have a word with Lord (Solly) Zuckerman, Secretary of London Zoo, about the expenses they will be incurring in accepting a gift of two Giant Panda bears from the Chinese Government.

Opening up the records

On 1 January 2005 we opened 20,000 government documents from 1974 and a further 1,000 which had been closed for longer. This was our last release under the old 30-year rule. Three days later we released a further 50,000 more recent records to mark the full implementation of the Freedom of Information Act. These documents – previously held at Kew as closed records – were previewed to journalists at a press event in December which was opened by Baroness Ashton, Parliamentary Under Secretary of State for Constitutional Affairs. Between January and the end of March we released a further 23,500 files.

The January release, which included files relating to Prime Minister James Callaghan's move into Downing Street in 1976, was widely covered in all the national papers, on radio and TV, and in the regional and online media. This helped to publicise our role in implementing the Freedom of Information Act and to promote the message that members of the public can see the files for themselves.

The extensive international, national and regional press and broadcast coverage – including special programmes on BBC Radio 4 and on BBC One Northern Ireland – we received for the release of the 1974 files also raised awareness of The National Archives among a wide variety of readerships. The most popular story was the foiled kidnap attempt on HRH Princess Anne.

Northern Ireland, the proposed introduction of ID cards, and allegations of an assault on the footballer Kevin Keegan by Yugoslav police all generated significant media interest.

Files more than 30 years old previously subject to extended closure were also released in January, together with questionnaires completed by British and Commonwealth prisoners of war returning home at the end of the Second World War (in the War Office WO 344 series).

As a result of our consultations with other departments, we released further previously closed material during the first three months of Freedom of Information. This included Foreign Office files relating to the financing of the intelligence agencies before the Second World War.

Our website – www.nationalarchives.gov.uk/releases/2005/ – now lists records that have been opened under the Freedom of Information Act. Visitors to the site can view – and download – a selection of digitised material from the files most likely to be of wide public interest. These include:

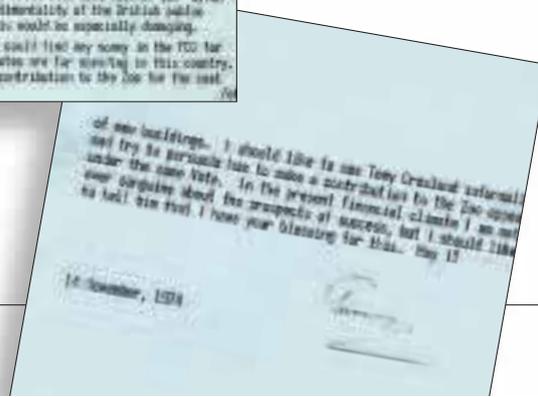
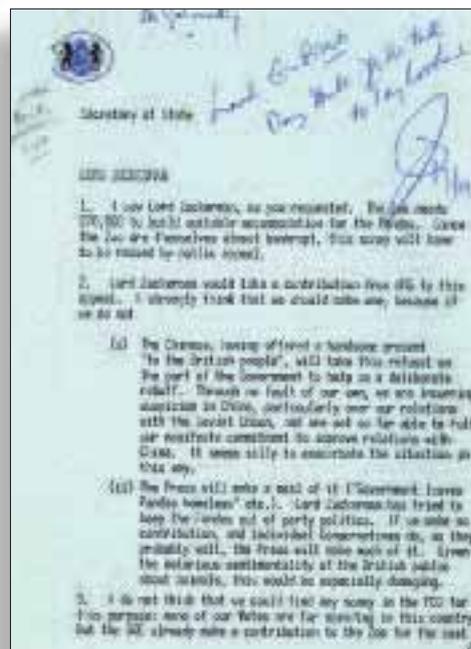
- a file on Sylvia Pankhurst's conviction in 1920 for publishing 'seditious' material;
- the personal papers of senior Treasury officials during the 1956 Suez crisis;
- insights into the views of Metropolitan Police officers about immigration from the New Commonwealth during the 1950s;
- an appraisal of the economic prospects for *Concorde*.

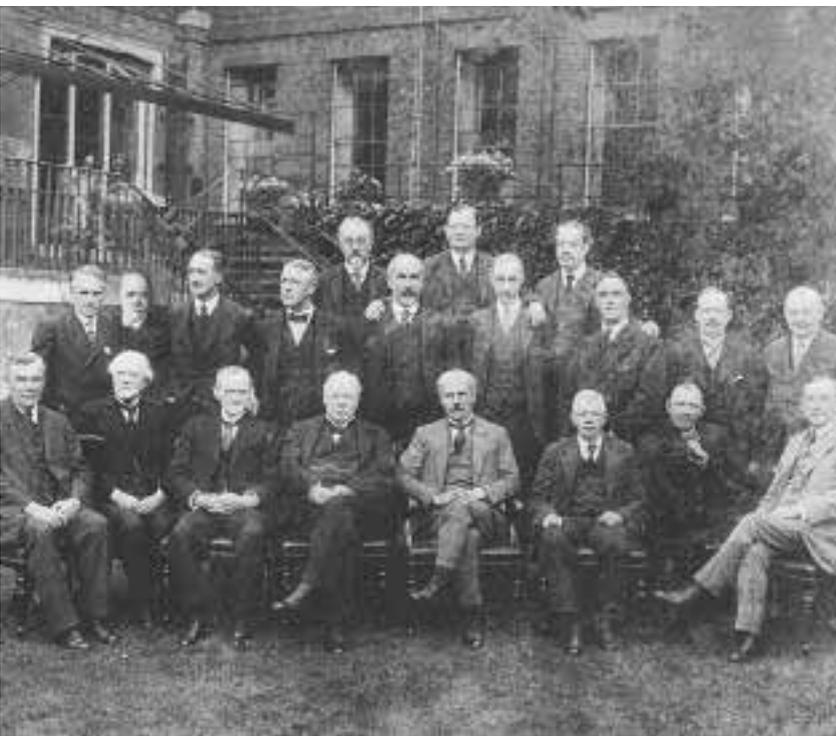
In publishing this material online we are fulfilling the Government's stated objective of making information more readily available to the public.

Although it is not covered by the Freedom of Information Act, we are pleased to be working with the Security Service to release its historical records. These continue to be very popular with the media and with our online visitors. This year's releases – in May 2004 and in March 2005 – included files on Arthur Ransome, the journalist and novelist; leading African nationalists; Ursula Buerton, the most significant female Soviet agent controller working in Britain; and on the proposed use of holiday camps to hold British Communists in the event of war

with the Soviet Union. There was also considerable press interest in a story about the use of pigeons in intelligence work during the Second World War.

Working with the Home Office, we released a series of files from the early years of the twentieth century – previously subject to 100-year closure – on women murderers. This acknowledged the increasing popularity of women's history and the social issues surrounding the subject matter. Other record releases during the year that attracted particular interest included files on the General Strike of 1926, Jewish immigration to Palestine during the British mandate, the death of the publisher Robert Maxwell, and the sale of Sir Winston Churchill's papers.





The 'seamless flow' programme

Over the next few years, The National Archives will gradually move from being an institution whose main medium of operation is paper-based to one that mainly deals in electronic records. We already have a working digital archive that can be accessed in the reading rooms at Kew. This includes a range of important material: the website of the Inquiry into the death of Victoria Climbié; a snapshot of the 10 Downing Street website on 6 June 2001 (the day before the general election of that year); records of the meetings and discussions of the Independent Expert Group on Mobile Phones, 1999–2000; and the records of the Inquiry into the management of care of children receiving complex heart surgery at the Bristol Royal Infirmary.

Most government records are now created electronically following the introduction of electronic records management systems. Current legislation means that the bulk of records are not transferred to The National Archives until they are 30 years old. However, Freedom of Information legislation has brought significant changes: the old 'closed until 30' rule (used to identify records closed to public inspection until 30 years after their creation) disappeared in January 2005; and government departments, reluctant to embark on the costly migration processes involved in preservation, are increasingly eager to transfer records to us at an early date. In addition, we have begun to acquire a range of government websites.

Advising government

The effective management of electronic records is a key plank of the Government's modernisation programme. It is also critical in enabling information to be shared and in ensuring that data protection, Freedom of Information and human rights legislation operate effectively.

The National Archives advises and guides records managers across central Government on how to create and maintain their records and on which to select for permanent preservation. Our own work on developing an internet-based delivery system for digital records is a major component of our response to the Government's 2005 target for central and local government to be capable of delivering services to the public electronically.

The first Labour Cabinet, 1924 – an image from our website, reference PRO 30/69/1668 Pt.4 (318), at <http://www.nationalarchives.gov.uk/imagelibrary/politics/>

All this means that we need to select and preserve government records as soon as possible after their creation, especially since electronic records, unlike their paper predecessors, are very vulnerable to corruption and loss. Currently the process of selecting and transferring electronic records to The National Archives for storage in our digital archive is relatively labour-intensive. Our staff are involved in selection, disposal, preparation for transfer, closure of sensitive materials, cataloguing and adding to the archive. Until now, preservation (as opposed to storage) activities have not been necessary, since the records are relatively young, but this will change as they age and formats become obsolete. Currently the electronic records can only be seen in the reading-rooms at Kew.

We expect the volume of electronic records transferred to the archives to increase dramatically. But we will have to handle them within existing staff resources. The only ways we can do this are by

- automating as many of the processes as possible (including selecting records according to schedules, transfer, cataloguing, managing redacted versions where Freedom of Information exemptions apply, preservation and delivery); and
- ensuring that other processes (selection, exemption identification, redaction) take place at creation in the departments or as soon as possible afterwards.

In addition, we will need the capacity to:

- handle an increased range of

document types (video, databases, animations and so on);

- preserve records actively (by, for example, migrating records to new formats as older ones become obsolete); and
- handle the early access changes brought about by Freedom of Information, including delivering electronic records to users over the internet.

This is the thinking behind our 'seamless flow' programme, inaugurated this year and scheduled for completion in 2007–08. Scaling up our existing semi-manual processes is not an option – we will be unable to absorb the increased volume of electronic records in this way. Only re-engineering the work flows and making a major investment in automated processes will provide a seamless flow of digital records from their creation in government departments to preservation in the archives and delivery via the internet. Our existing digital archive and file format registry will play an important role in the new joined-up system. The process of developing the seamless flow approach will also allow us to streamline our digital catalogues and web searching facilities.

Supporting central government

Over the past few years, we have been assisting government departments to introduce electronic records management systems in order to ensure that all new public records are produced electronically and that they are

managed effectively. Progress has been good. Of the main departments, 38 per cent had an electronic records management system in place by the end of 2004, and 83 per cent will have this capability by the end of 2005–06; this is in line with the Government's target for online service delivery. Only four of the main departments have delivery dates beyond 2006. By the end of 2004, 33 per cent of all departments (large and small) had electronic records management capability; this total will rise to 77 per cent by the end of 2005–06; a further 11 per cent have a projected completion date of 2007.

To support the seamless flow programme, we are establishing a governance framework designed to ensure the survival of digital records regardless of when they are transferred to The National Archives. The first product of this work was a draft custodial policy for digital records issued for public consultation in December; this is available on our website at www.nationalarchives.gov.uk/recordsmanagement/custody/pdf/custodial_pol_draft.pdf

We continue to produce guidance materials for government departments and the wider public sector and to collaborate with international standards and research initiatives designed to find solutions to the challenges of digital records.

Training and consultancy service

Our records management training and consultancy service was much in demand throughout the year as public authorities sought expert help in preparing their record keeping systems for the implementation of Freedom of Information. During the year we provided an on-the-spot consultancy service lasting between two and ten days for, among others, the National Assembly for Wales, the Office of Rail Regulation, two police forces and several local authorities.

The rm3 Programme (Records and Information Management Education and Training for Government Records Staff), run in conjunction with the University of Liverpool and Northumbria University, continues to be highly successful in developing the

expertise and professionalism of government records staff. A further 14 students who had completed their diploma and certificate courses were presented with awards by Baroness Ashton of Upholland, Parliamentary Under Secretary at the Department for Constitutional Affairs, at the annual Records Management in Government Conference in October. Since the course started in 1999, 47 students have gained certificates or diplomas, and an additional 560 have taken part in the short course programme.

We also issued several new publications, mainly in the area of electronic records management. These included guidance on email policy, the benefits of electronic records management, and disposal scheduling.

- citizen (OSP 30);
- Post-16 education, 1974–1988 (OSP 31);
- Court records relating to individual bankruptcies (OSP 32);
- Court records relating to company insolvencies (OSP 33);
- Restrictive trade practices, 1956–2000 (OSP 34).

A full list of operational selection policies appears on our website at www.nationalarchives.gov.uk/recordsmanagement/selection/ospintro.htm.

Where an Operational Selection Policy has not yet been established, selection is carried out under the supervision of our inspection and client managers, according to the criteria set out in our published acquisition and disposition policies (see www.nationalarchives.gov.uk/recordsmanagement/selection/).

Following a development programme, guided by expert external advisers, and a period of public consultation, we published our new appraisal policy in August 2004. Electronic records play a central part in this, and our client managers are now working with colleagues across government departments to develop and implement effective appraisal practices and procedures.

Overseeing government record keeping and selecting records

Our inspection and client managers oversee the safekeeping of public records and their appraisal in government departments. These staff, working with departmental records officers, play an invaluable role in ensuring that records are properly managed in central government, that records of enduring value are selected for permanent preservation, and that other

records are disposed of in an orderly and timely manner.

Our Operational Selection Policies (OSPs) govern the selection of public records to be held by The National Archives and other places of deposit. In recent years we have been working closely with government departments and key parties with particular expertise or interest to widen the scope of these policies. This year, six new operational selection policies were introduced following a public consultation process:

- Metropolitan Police Service records (OSP 29);
- Government and people: the interaction of the state with the

Liaison and networking

In an era of constant change and technological innovation, regular communication, between The National Archives and government records managers and among records managers themselves,

becomes even more important than usual. Our Chief Executive spoke about the importance of records management for the good governance of organisations at the annual meeting of the Records Management Society at Bournemouth.

Our own Records Management in Government Conference continues to be a popular forum for keeping up to date with new ideas and technologies. This year's conference, held at Brighton, focused on the twin themes of Freedom of Information and electronic records management. There was a good mixture of highly participative workshops and seminars and plenary sessions. Two highlights were speeches by Baroness Ashton and by Ann Abraham, the Parliamentary and Health Service Ombudsman. Baroness Ashton summed up the crucial importance of our work, and that of many colleagues across government, when she commented that:

'Records management, especially that of electronic records, is central to enabling departments to meet their statutory obligations under the Freedom of Information Act. Good records management makes it possible to answer with confidence the question whether particular pieces of information exist and to make informed decisions about their release and in turn to account for those decisions. ... In short, the better our records management, the greater success we will make of Freedom of Information come January 2005.'



Baroness Ashton, Parliamentary Under Secretary at the Department for Constitutional Affairs, presents successful records management students on the rm3 programme with their diplomas.



The document collection system

This year, after extensive research and trials, we launched an innovative document collection system designed to make the service we offer in the Document Reading Room at Kew more efficient and customer-friendly. The main aim was to remove the need to queue to collect documents, one of the longest-standing complaints by readers. Now documents are delivered to one of 332 custom-built self-service lockers, designed specifically for the purpose. The new system has also improved customer service by freeing staff from serving behind the counter and giving them a more customer-focused brief to resolve queries and problems. We also took the opportunity to refurbish the entire document collection area. Feedback from readers has been very positive – in a recent survey 91 per cent approved of this enhancement to our service.

A few years ago we allowed readers to use their own cameras to copy documents. Since then, many readers have asked to use tripods or camera stands, currently prohibited because of fears about document safety. We conducted a week-long trial of a new stand and tripod with assistance from researchers from Philipps University in Marburg, Germany, and hope soon to launch a more extensive trial designed to obtain feedback from more customers.

We were also involved in trialling a prototype microfilm reader scanner designed to enable documents, including microfilm, to be viewed on computer. This has

Improving access for the public

The National Archives prides itself on being accessible, responsive and welcoming. Whether people are visiting us in person at Kew or online, we aim to make their contact with us enjoyable and productive. We regularly review our services and survey our users to ensure that we continue to meet their needs.

This wheelchair user is the first reader to try out the new self-service locker area.



A reader uses a self-service locker in the Document Reading Room.

considerable potential for readers, as it would allow the images to be printed and either burnt to CD or emailed. The equipment is very much at the cutting edge of technology. While the new scanner does not yet meet our needs, customers and our staff provided valuable feedback, which will be used for further development.

Record copying services

Self-service copying is now well established, offering customers 25 per cent savings on the cost of conventional copying. We installed two more desktop scanners during the year to meet increasing demand.

Demand for conventional record copying more than doubled during the year, and was successfully met thanks to faster new equipment and efficiency improvements. Because our specialist equipment and secure storage facilities allow for safe and efficient copying of unique documents, more and more external institutions are commissioning us to undertake

preservation copying. We continued major projects on behalf of the Imperial War Museum and the Coal Authority.

Physical improvements

We want to make our facilities at Kew as easy to use as we can. Improvements during the year include:

- tactile paving around the site to assist visitors with visual impairments
- additional parking and toilet facilities for disabled people
- better external lighting
- an induction hearing loop at the reception desk
- baby changing facilities
- a new, more user-friendly security system at the entrance to the research areas designed to be easier for disabled people to use.

The Resource Centre and Library

We continued to work on the OPERA (Online Publications and

Charter Mark

Charter Mark is the Government's demanding standard that measures and rewards excellence in public service. In November 2004, The National Archives went through Charter Mark's rigorous assessment process and was adjudged to meet the standard. The Prime Minister himself noted that our achievement 'clearly demonstrates that customers' needs and aspirations genuinely form the basis for the design and delivery of the services you provide'. This is the third successive time we have attained Charter Mark status since our first successful application (as the Public Record Office) in 1998.

Electronic Resources in Archives) project, and went live with the new service at Kew at the end of March. This service offers seamless, networked onsite access to hundreds of electronic publications on CD-Rom and online, including searchable indexes, directories and databases on family and military history. The service will be extended to the Family Records Centre and to National Archives staff from their desktops, so opening the full range of electronic publications available at The National Archives to a much wider audience.

Alongside this project new contracts were started for conserving and binding the published works held in the library and other reading rooms to help to preserve published sources frequently used to support research into the archives. A

number of these sources are now available electronically as a result of the OPERA project. This will help preserve them further as wear and tear caused by handling and photocopying will be reduced.

We started to catalogue the library of the Historical Manuscripts Commission on to The National Archives library computer catalogue. A significant amount of quality control work to improve the library catalogue has also been completed.

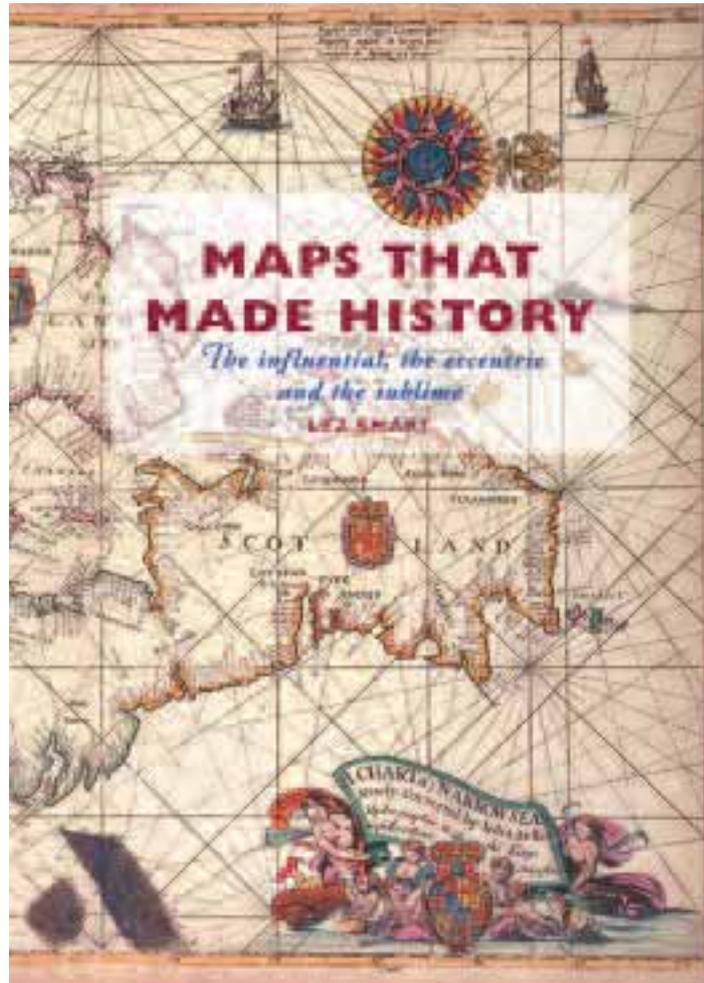
The Resource Centre and Library arranged and hosted 12 visits for groups of librarians from academic, public and government libraries during the year.

Developing our ICT services onsite

We made Documents Online (see page 24) available free of charge to visitors to Kew and the Family Records Centre. Free access has also been introduced to the online censuses for 1871, 1881 and 1891 at the Family Records Centre and at Kew.

National Archives publications

National Archives books – which cover many aspects of family, military, popular and academic history – are increasingly respected throughout the book trade. Their combination of expert authors, inside information and guidance on our records, and superb illustrations (many taken



Maps that Made History is one of many publications from The National Archives. It features some of our most remarkable historical maps from the Garden of Eden to the D-Day landings. Each reproduction is accompanied by the full story behind the map, focusing on the most intriguing details.

from our documents) gives them a wide appeal. Bookshop sales this year increased by 40 per cent after we appointed (through competitive tender) a new sales force, Quantum, and a new sales distributor, York Publishing Services. Sales through book clubs are also increasing.

Two of this year's most significant books – *Journeys in Family History* by David Hey and *Maps that Made History* by Lez Smart – were

chosen for inclusion in the Booksellers Association's prestigious Christmas catalogue. Reviewing *Maps that Made History*, the *Guardian* commented: 'This is a handsome work of family reference, with the appealing and accessible conceit of using maps to offer snapshots of history. Few of the maps are accurate representations of geographical areas, but their fictions, and their imaginative assumptions, are as revealing as their truths.'

Other titles we published this year included two additions to our English Monarchs series. *Henry V: the rebirth of chivalry*, by National Archives expert Malcolm Mercer, uses a mix of letters and official documents held at The National Archives to tell the story of the victor of Agincourt as a man, a soldier and a king. *James II: the triumph and the tragedy*, by John Callow, charts the major issues and crises of James' life, again using unique sources held in The National Archives. (For books for family historians see page 29.)

We relaunched our online bookshop this year with a streamlined ordering process and a larger stock of gifts produced by other publishers as well as the complete National Archives list.

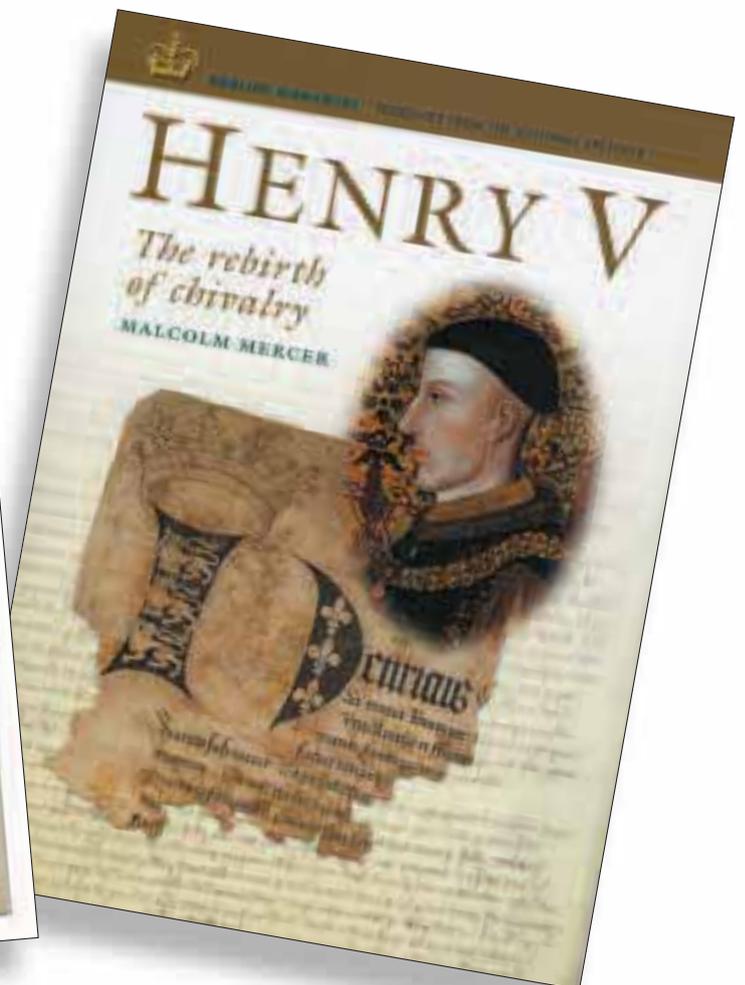
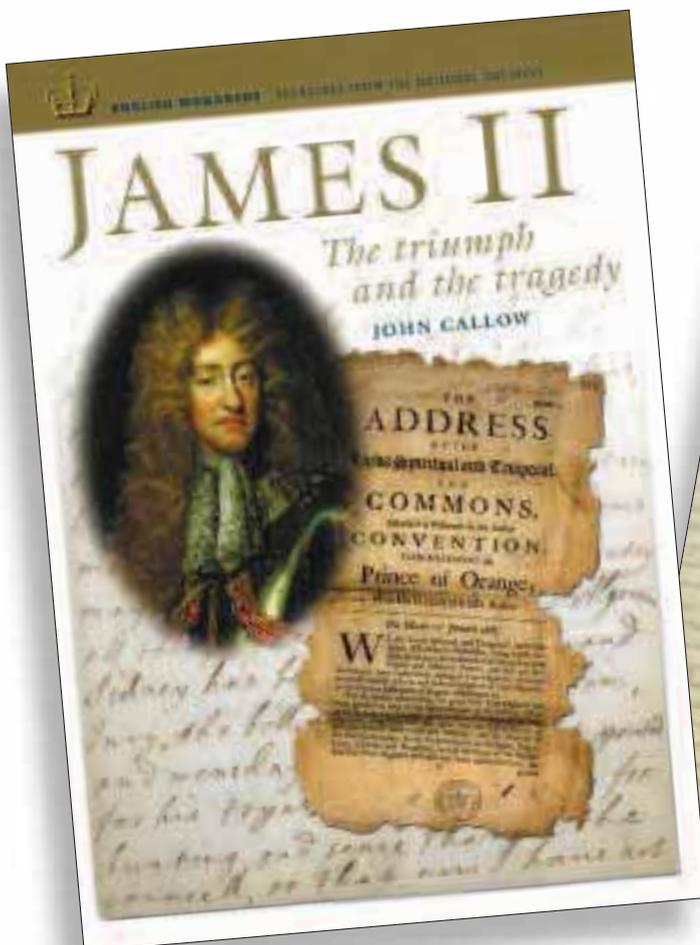
What visitors to Kew think of our services

We regularly survey users to find out about their interests and their experience of visiting Kew. This helps us to spot new trends and also to develop our services and ensure that they continue to meet users' needs.

The experience of first-time visitors is especially important – since, of course, first impressions count and we are eager to ensure that people return. This year

- 90 per cent of new visitors said they would visit The National Archives again and that they would encourage others to do so.

- 90 per cent also said that they had found material relevant to the research on their first visit – 5 per cent up on 2003–04.
- 91 per cent of first-time visitors aged 60 and over said that their first visit to Kew had made them more confident about researching at The National Archives. Only 80 per cent of those aged 16 to 25 said this.
- 99 per cent agreed that archives contribute to society by preserving heritage and culture, and 96 per cent said that they provide opportunities for learning.



Working with volunteers

We are delighted to welcome an ever-increasing number of volunteers to The National Archives. They offer their time and skills in many different ways, alongside an enthusiastic interest in our records and a commitment to the importance of archives generally.

The Friends of The National Archives

This year the Friends completed their part of the major project we are carrying out to index Death Duty Registers (IR 26) for courts other than the Prerogative Court of Canterbury for the period 1796 to 1811. Almost without pause, they then launched into a new project, to enhance the descriptions of some of our photographic holdings (COPY 1). COPY 1 contains a unique collection of late Victorian and Edwardian photographs registered at Stationers' Hall for copyright purposes. The subject range is huge: from Queen Victoria to Accrington Stanley football team.

Work also continued on the long-standing project to catalogue soldiers' discharge papers (WO 97 and WO 121). Over 3,000 individual entries were uploaded on to the online

catalogue. In a new development, the volunteers working on this project also started to prepare documents in the series WO 97 for microfilming.

In addition to their enormous contribution in time and labour, the Friends have given financial support to our cataloguing work (see page 26). Part of this support came from a generous bequest given in memory of Maunder Wide, a Friend since 1994.

NADFAS

This year our volunteers from the National Association of Decorative & Fine Art Societies (NADFAS) joined the Friends to work on the photographs in COPY 1. We are most grateful for their continued support.

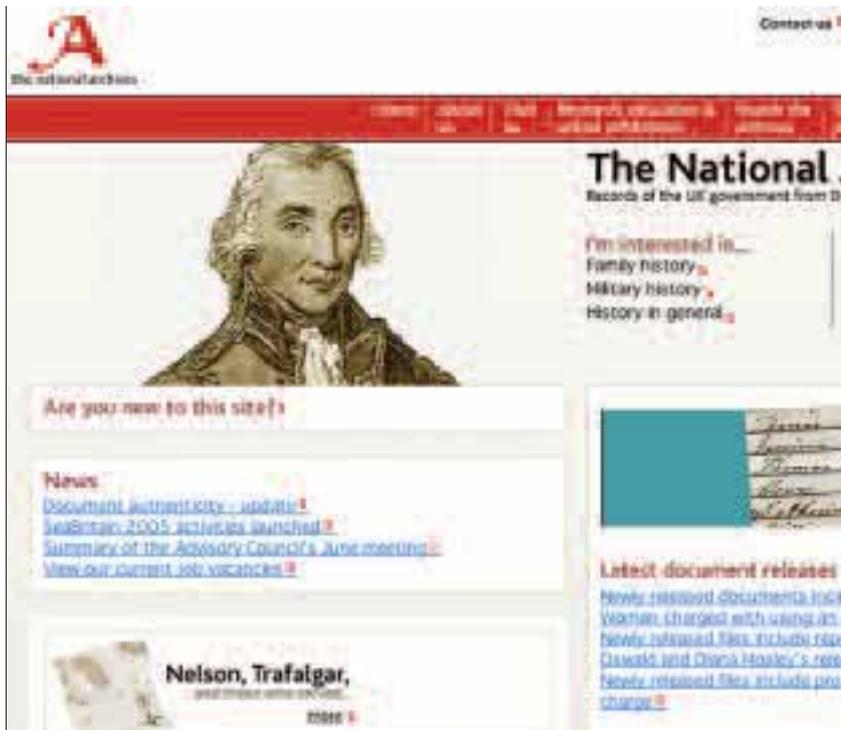
Southwell Workhouse

The workhouse was a place of fear and dread for countless people. Southwell Workhouse in Nottinghamshire, now owned by the National Trust, is a unique survival – the least altered example of a 19th-century workhouse surviving today. In an innovative outreach project, a group of local volunteers, recruited via the National Trust, is compiling a detailed catalogue of the Poor Law Union records for Southwell.

These provide a fascinating in-depth picture of how the workhouse was run: unique information that throws light on wider 19th-century social attitudes. The volunteers' local knowledge of people and places is proving very valuable. In due course the records will be digitised and made available in Documents Online.

Other volunteer projects

Volunteers are also cataloguing in detail and re-packing a series of Home Office criminal petitions from 1819 to 1839. This project has strengthened our links with local history societies, which have provided many of the volunteers. The project is now taking on a life of its own. Several of the volunteers kindly helped our staff involved in the project to run seminars on the documents; talks and visits are being organised, including one to meet fellow-volunteers in Southwell; several volunteers are writing articles for publication, and the project publishes its own newsletter. Volunteers are also making an important contribution to a cataloguing project for Navy Board correspondence. Work on this is taking place at Kew and at the National Maritime Museum.



The National Archives website

At the end of June we launched the new National Archives website (www.nationalarchives.gov.uk). The merger of the Public Record Office and the Historical Manuscripts Commission gave us the opportunity to start afresh and develop an integrated site that, as well as bringing together information from both organisations, is genuinely accessible for users.

The site is organised into broad activity themes – e.g. 'search the archives', 'services for professionals'. Each of these has, in website jargon, a 'common user interface'. In other words, each part of the site works in the same way, making it easy for visitors to find their way round the whole site. Introductory sections help users make the most of the rich resources the site contains and research the online databases, while several hundred research guides provide detailed information on our holdings.

The copy is written in a clear and informative style. We were delighted that the Plain English Campaign approved our website under its Internet Crystal Mark scheme. We are one of only a handful of central government departments to gain this accreditation. John Wild from the Campaign said that the website is 'one of the best the Campaign has ever accredited' and praised its 'ease of use, clarity of design, provision of excellent hints for new users and, of course, use of plain English'.

Developing our online services

The days when visiting The National Archives meant you needed to travel to Kew have long passed. Our successful online services reach out to an increasingly national (and international) community of historians, archivists and genealogists, as well as users whose interest is more general. Our websites provide immediate access to digital documents, catalogues and advice, supporting users' research and helping spread awareness of the immense extent and variety of our holdings.

The National Archives homepage was redesigned in 2004 to make information more accessible for online users.

Reactions to the new website

'Absolutely excellent site – the document management information is the best I have found.'

'Thank you very much for putting all of these wonderful records online. I even found some information on my family going back to the 1700s. Absolutely wonderful website! The new e-cards are fantastic and work very well. My wife even sent one to one of her friends!'

Documents Online

This major resource – which gives readers online access to our collection of digitised records – continues to expand. On Armistice Day, we launched all the records from one of our most popular record collections, the First World War Campaign Medal Index Cards. These cards record the campaign medals won by more than 5¹/₂ million people who saw active service overseas during the First

World War, and form a comprehensive 'roll-call' of all those – officers and other ranks, men and women – who served in the War.

The project involved scanning images of the microfiche, transcribing data from the cards to create a searchable index, and making them available to search and download. The medals can be searched by name, corps, rank or regimental number, making them an invaluable research resource.

The launch captured the imagination of the media worldwide, and especially in the Commonwealth nations, from where so many young men came to fight for the mother country. Print, online, TV and radio coverage focused on the diverse people who won medals – from the Prince of Wales (later King Edward VIII) and Sir Winston Churchill to Walter Tull, the first black officer in the army, and Sidney Godley, the first private awarded the Victoria Cross.

Also launched this year were the records of Second World War medals awarded to merchant seamen. Each record entry gives

details of the seaman's name and the medals, ribbons and clasps he was issued; usually, his discharge book number and date and place of birth are listed as well. We accessioned this important series electronically from the Registry of Shipping and Seamen in 2003.

Our users researched their relatives in record numbers. More than 1.1 million searches were undertaken on the site during November – almost as many as in the previous three months combined – when the average visit lasted 16 minutes, making the site among the top 10 'stickiest' recorded by eGov monitor. In November also, the number of unique visitors to our sites more than trebled, as did the number of page views, which topped 6 million for Documents Online alone.

Online tutorials and learning guides

This year we updated our family history learning guide (www.nationalarchives.gov.uk/pathways/familyhistory), adding new topics and activities and explaining and interpreting many more of the documents we hold. The result is a comprehensive, easy-to-use learning guide to all the document types family history researchers are likely to encounter at The National Archives.

We also launched our first online tutorial, *Palaeography: reading old handwriting 1500–1800*, produced in partnership with University College London, and started developing a second, *Latin 1086–1733*. These practical



As part of our commitment to reaching as wide an audience as possible around the world, we are making many documents available online.

tutorials give users an excellent opportunity to acquire invaluable research skills and monitor their progress interactively. (The paleography tutorial can be found at www.nationalarchives.gov.uk/palaeography/)

Access to Archives

Our online database Access to Archives (A2A) describes archives held throughout England dating from the 10th century to the present day. During the past year, the database has expanded to over 7.52 million catalogue entries for individual documents or groups of documents held in 383 record offices and repositories beyond The National Archives. In July, we introduced important online links direct from A2A entries to more than 5,000 images from English Heritage's National Monuments Record. These illustrate a range of buildings across the country from King's College Chapel, Cambridge, to post-war housing in Hackney.

Use of A2A increased during the year. September 2004 brought the 10 millionth catalogue download since the launch in 2001. In November the highest-ever figures for monthly site usage – over 300,000 individual searches resulting in almost 760,000 downloads – were recorded. During the year well over 2.6 million searches were performed, bringing the total number of searches since the launch to almost 6 million; and almost 7 million catalogues were downloaded, with a total of nearly 14 million downloads since launch.

Putting censuses online

Censuses are the raw material of history. They provide crucial information for historians of all kinds, and for researchers from many other disciplines. And they offer a compelling snapshot of how our ancestors lived.

In December 2004 we launched, in association with ancestry.co.uk, a web-based provider of family history records and resources, fully searchable indexes and scans of original documents from the 1881 and 1891 censuses for England and Wales. The 1871 census followed in March 2005. This is the first time that the complete censuses for England and Wales have been available in this way – and also the first time that consecutive censuses have been published, so allowing users to trace a particular person or family or locality through time. Alongside the existing 1901 census service and our Documents Online service, we have now created a significant and compelling volume of data that researchers can access from their own homes.

Ancestry.co.uk provides a very powerful search functionality. This allows the databases to be searched for individual first names or surnames and full names, as well as birthplace, residence, age, and other data such as civil parish or census enumeration district. Users can choose between an exact match and an intelligent 'best match' search which includes

alternatives to the specified search fields. The databases also allow users who know the piece/folio reference of a page they wish to view to access that page directly.

Users can search the databases as much and as often as they wish without charge. Transcribed index entries and digital images of the original census can be viewed for a small fee.

The census launches attracted a great deal of favourable media coverage, and also – and most importantly – proved an immediate success with our online users. Some 3,000 searches are performed on the databases every day, and over 3 million digital images of the original returns were purchased on the site between the launch and the end of March 2005. We also offer free access to the online censuses at Kew and at the Family Records Centre.

At the same time, the 1901 England and Wales census service operated by QinetiQ had its most successful year ever, with a record 34 million searches. There was a dramatic increase during the autumn. In October 2004, when the first *Who Do You Think You Are?* programmes were screened, the number of searches rose by over 2 million to almost 4.7 million.

The 1861 census is scheduled to launch in early summer 2005, with the 1851 data following before the end of 2005 and the 1841 census during 2006.

National Archives Network

An integrated and centralised online archival service with a single point of enquiry would greatly improve access to archives for all our users. All online users appreciate ease of search, relevant results and the availability of advanced search options. Recent surveys have shown that people who do not currently use archive services would be encouraged to use them if they were easy to access and search and held a wide range of records.

Research undertaken in anticipation of the National Archives Network endorsed these findings and informed preliminary work on a technical specification for the network to meet the needs of users and non-users alike. The National Archives is now leading a project in partnership with more than 20 major archives across the UK designed to turn this vision into reality.

Enhancing our records catalogue

In June 2004 we introduced new screens with enhanced navigation to our online catalogue (www.catalogue.nationalarchives.gov.uk). The new search screen consists of a simple form with clear examples to help users doing online searches. The new designs were based on comments from users. One user commented:

'Firstly, I'd like to congratulate you on the form and content of

your online catalogues and help screens.... Far too many Archives assume everyone is familiar with the material they collect and how it is arranged. Yours doesn't and moreover it is actually helpful, which quite a lot aren't.... Everyone involved did a splendid job, as your site seems to invite people to use the collections, and quite a few don't.'

We have continued to work on the Cataloguing Improvement Programme. Every week throughout the year we released on average 22,000 new or improved catalogue descriptions designed to make online searching more effective. This year, thanks to funding from the Heritage Lottery Fund, we completed the *Labouring Men, Labouring Women* project, which enables social historians and the general public to access a wealth of records about how our grandparents lived and worked. We also provided descriptions for 547 volumes of correspondence of the Foreign Office Prisoners of War Department during the First World War, and created over 55,000 new descriptions allowing users to search the Admiralty Officers' and Ratings' Service Records.

Two major projects on which we are currently working are *Your Caribbean Heritage* (pre-1926

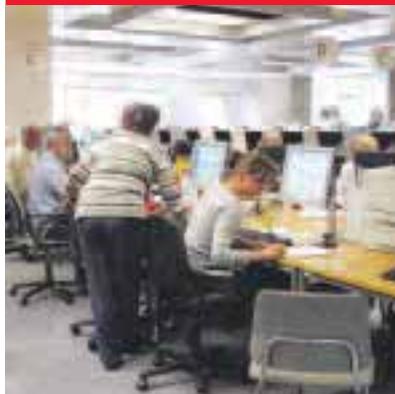
Colonial Office Correspondence relating to the Caribbean) and *Travel to the UK* (Board of Trade inwards passengers' lists). Both these are supported by the Heritage Lottery Fund. In addition, volunteers continue to work on cataloguing the Navy Board correspondence (see page 22).

We held our annual Catalogue Awareness Day in November. Family historians, academics and archivists came to Kew to find out more about recent improvements to the catalogue. We provided short updates on specific projects to enhance the Catalogue and gave live demonstrations of our online resources. There was also a useful and lively exchange of views, and our staff were on hand to offer expert advice on getting the most from the Catalogue.

We started an innovative project – *User Input into the Catalogue* – designed to involve users in the development of online services. The aim is to share the expertise of archives professionals and users in order to enhance the descriptions of inadequately catalogued records. A pilot between October 2004 and March 2005 is helping us to refine the scope of the project so that it succeeds in its dual aims to improve the quality of the Catalogue and promote closer links with users of online services.

Our digitisation programme, which is designed to preserve popular, frequently used records, has been particularly successful. We have created 65,000 images, allowing us to preserve the originals while increasing access by placing these popular records online.

Our onsite readers at Kew use the online catalogues to search our holdings.





Providing information for family historians

Family history received star treatment this year. The BBC series *Who Do You Think You Are?* – in which ten celebrities explored their family history – caught the public imagination and created considerable media interest. The National Archives worked with the BBC for more than a year while the programmes were being planned and made.

The programmes boosted the already increasing interest in genealogy. The numbers of visitors who came to Kew and to the Family Records Centre to research their family history increased substantially during the year, and our varied programmes of talks and activities attracted sell-out audiences.

Bill Oddie ponders his family history certificates as part of filming for the hugely popular Who Do You Think You Are? programme screened on BBC Two. The National Archives assisted the BBC in the making of the programmes.

The Family Records Centre

The Family Records Centre in central London, which we run jointly with the General Register Office (GRO) of the Office for National Statistics, welcomes over 14,000 visitors each month. Here people can consult the GRO's indexes to births, marriages and deaths in England and Wales from 1837 and microforms of the Census from 1841 to 1901 – our most popular documents. The Family Records Centre also provides access to an unrivalled package of electronic and online resources.

The varied programme of talks, exhibitions and other events held at the Family Records Centre helps and inspires people to research their family history. Our regular family history Saturday and Tuesday talks are always well attended, and attracted over 1,700 people during the year. We launched a new series of beginners' talks on Saturday mornings, and in spring 2005 held a pilot series of one-to-one family history surgeries. Designed to help people who have hit a brick wall in their research, these proved instantly successful and have now become part of the regular service at the Family Records Centre.

For Local History Month in May 2004 we staged, in collaboration with London Metropolitan Archives and Islington Local History Centre, an exhibition about the history of the immediate area around Myddelton Street, Clerkenwell, where the Family Records Centre is based. The writer and broadcaster Janet Street-Porter, who lives locally,



Janet Street-Porter opens a Local History Month exhibition at the Family Records Centre in May 2004.

opened the exhibition. We maintained our interest in local history with two guided walks around the historic streets of Clerkenwell during the year.

Also in May we were proud to take part in the annual Silver Surfers' Day. Over 50 of our customers learnt about computer technology and in particular found out how the internet can help family historians with their research.

To celebrate Black History Month in October we mounted an exhibition on the life of Walter Tull, one of England's first black professional football players, who also served as an officer in World War One. His campaign medals are among the 5.5 million now downloadable as part of our Documents Online project (see page 24).

Spreading awareness of family history

Who Do You Think You Are? gave an enormous boost to family history generally and specifically to our services. For instance, in November the number of documents downloaded from our website increased by an astonishing 400

per cent over the same month in 2003. And searches of the 1901 Census increased very significantly during the series, in which it was frequently mentioned as one of the most important sources for family historians.

The increasing interest in family history was evident even before the BBC programmes. A survey of our online users revealed that 89 per cent of respondents visited our website to investigate their family history or pursue a personal interest. And our regular onsite surveys show that over 90 per cent of visitors to the Family Records Centre are actively involved in family history research.

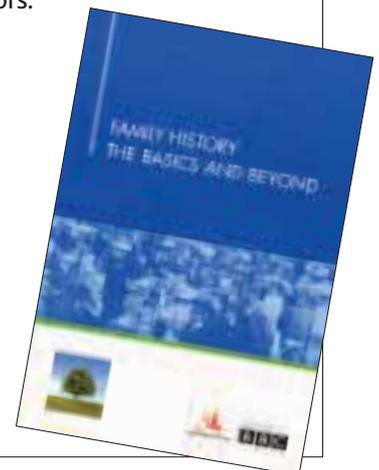
During the year we ran a series of popular family history induction days at the Family Records Centre, as well as online computer sessions for beginners and for more experienced family historians. Talks to visiting groups and to libraries and family history and genealogy societies helped to inform people about our resources and how we are enhancing our services for family historians. We also attended seven family history fairs around the country and gave talks at several of these events.

At Kew some 2,700 budding family historians attended events in our lively Family History Week in May and on the highly successful BBC London Family History Day in December. Most were first-time visitors to The National Archives, and a number signed up as readers in order to pursue their research. The activities (all free of charge) included talks, 'meet the expert' and 'meet the author' sessions, hands-on practical sessions on

Genealogy meets celebrity

The nation well and truly caught the family history bug as BBC Two screened its 10-part genealogy series *Who Do You Think You Are?* Helped by the presence on screen of well-known personalities – from Jeremy Clarkson to Lesley Garrett and Meerya Syal to David Baddiel – who discovered intriguing and often surprising aspects of their family history, the series attracted an average of nearly 5 million viewers per week and was BBC Two's most watched programme of the year; 5.8 million people viewed the most popular programme, which featured Bill Oddie.

We worked with the BBC for well over a year on the series as the programmes were planned and made. Our staff contributed expert advice, and appeared on screen to explain particular documents. We also wrote the highly successful introductory booklet *Family History: the basics and beyond*, sent out to over 100,000 viewers, and contributed to the very informative BBC family history website, which received large numbers of visitors.



researching documents, demonstrations of online services, a chance to get your ancestors' handwriting analysed, and a children's room where youngsters decorated their own family trees. Twenty family history organisations and other institutions exhibited during the Family History Day, the first time they had been present.

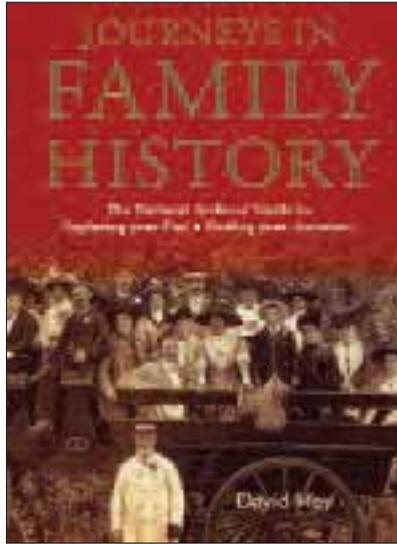
Regular media interviews also contributed to raising our profile. We also assisted several production companies making programmes featuring records held by The National Archives.

Books for family historians

Our list of publications (see also page 20) for genealogists and family historians continues to grow, and the range and breadth of our new titles has confirmed The National Archives as one of the UK's foremost publishers for those tracing their family histories, from beginners to professional genealogists.

This year's most popular titles include:

- *Wills and Other Probate Records* by Karen Grannum and Nigel Taylor (both on the staff of The National Archives). This book features inside information on how to get the best from the probate records held at Kew and also at other repositories; it sold so well that it was reprinted after only six months. *Practical Family History* called it 'a welcome comprehensive guide to a challenging but rewarding collection of documents'.
- *DNA and Family History*, by Chris



Pomery, which shows how genetics can be used to establish family connections and explains how family historians can use recent ground-breaking research to help their own research: 'This excellent book goes a long way to demystifying the subject' – *Your Family Tree*.

- *Journeys in Family History*, by David Hey. This lavishly illustrated book tells readers how to trace their family trees and also explains how to find out more about how our ancestors

lived their lives – what their daily experiences were, and what the societies in which they lived were really like. *Family History Monthly* described this book as 'well-written and extremely well-designed'.

This year the Family Records Centre also successfully extended its range of electronic products to include more genealogical CDs and an improved selection of family history software.

Ancestors magazine

Our decision to launch *Ancestors* to the news trade quickly bore fruit in a substantial increase in sales this year and reinforced the magazine's position as a major source of expert information and

Ancestors, the colourful and informative family history magazine published by The National Archives and sold in high street newsagents.



guidance on family history. Sales of individual copies through all the main high street chains as well as from countless independent stockists have been good; subscription figures have also risen.

A flight of yesterdays



Sarah Tyacke addresses the Federation of Family History Societies conference, A flight of yesterdays, held at Loughborough University in August 2004. The conference was organised by the Federation to mark its 30th anniversary

Some comments from users

'I have never come across a public service so attuned to the needs of its customers.'

Comment on a customer survey form, December 2004

'Service consistently excellent. Always a pleasure to visit.'

Comment on a customer survey form, December 2004

'Your website and newsletter are absolutely essential tools for UK family research – great job!'

Email from a customer

'Hearty congratulations to all involved. A splendid range of sources and a very good subject.'

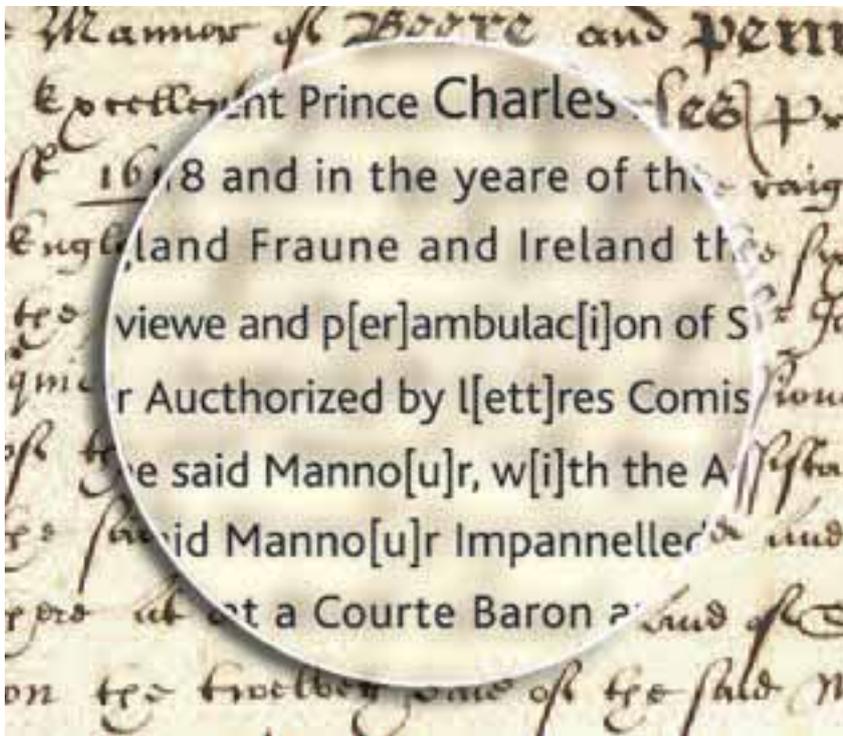
Comment from a visitor to the Walter Tull exhibition, made in the comments book

'Congratulations. The Family Records Centre is an example to us all of how to run an office with professional attention to detail without losing the personal touch.'

Letter from a visitor, September 2004

'Excellent talk on Internet searching and fabulous list of websites. Most useful.'

Comment from an attendee at a beginners' talk on the internet, made on a feedback questionnaire



A resource for academic and professional historians

Both in this country and overseas, academics are among our most important users. The records we hold are an essential resource for historians, and for scholars in many allied disciplines as well.

This year we have developed new strategies designed to improve and strengthen the services we offer academics and to increase awareness of the range of our holdings. We continue to build partnerships with other academic, professional and research institutions and to offer a wide range of events, conferences and publications to help students, academics and professional historians source the information they need.

A fun and practical online palaeography tutorial that helps people to read old styles of writing more easily.

New strategies and services

We recognise that academics are strongly represented among our most frequent users, and that their work requires them to use large numbers of documents. In addition, the quality of the services we offer has a direct and significant impact on their professional standing and career. Often they are crucial partners in gaining funding for development projects that ultimately benefit all our users.

The Services to Academics Strategy agreed this year sets out a detailed development programme. This will enable us to find out the specific requirements of our users from academic institutions and build closer links with universities and other institutions in order to spread understanding of the range of our holdings and the online services we offer.

Our allied Research Strategy is designed to strengthen the research culture of The National Archives and to ensure that the research projects we undertake meet our corporate objectives. In this respect the conference, 'Unleashing the Archive', held with our strategic partner, the School of Advanced Study, University of London, in November 2004 was a seminal event. It brought together for the first time in the United Kingdom a variety of scholars to discuss the contribution archives make to societies over time. This they did from the varying perspectives of artists, classical and medieval scholars, contemporary historians, lawyers, journalists, biographers and

novelists, as well as of colleagues in the library and archive worlds who are engaged in archival research in its widest sense.

One important outcome of this conference is the establishment of a National Archives lecture series – the first lecture will be given during 2005 – and accompanying seminars on particular aspects of this research field. The Master of the Rolls, who chairs the Advisory Council on National Records and Archives, will also act as chair of the lecture series and events. The journal *Archives* will publish contributions for a wider audience.

Partnerships with other institutions

This year we have maintained important funding partnerships for cataloguing and digitisation projects with the Arts and Humanities Research Council, the Economic and Social Research Council and the Heritage Lottery Fund. These include:

Arts and Humanities Research Council

- Catalogue of Ancient Petitions to the crown, parliament and officers of state, from Henry III to James I
- Catalogue and digitisation of Fine Rolls for the reign of Henry III, which record offers to the crown in return for royal favours
- Calendar of Inquisitions Post Mortem for the reign of Henry

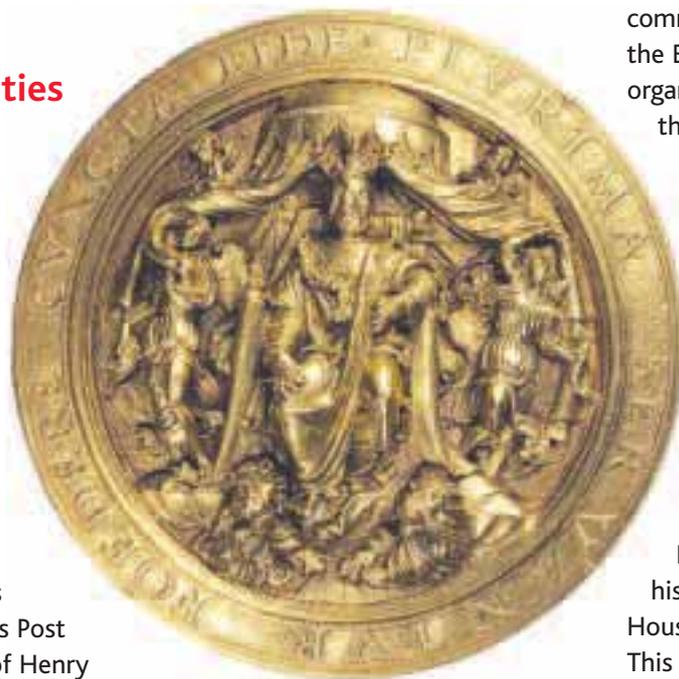
VI, which enquire into lands held at death, to discover income and rights due to the crown

- Calendar of Patent Rolls, recording letters patent, for Elizabeth I's reign
- Handbook of sources for naval history.

Economic and Social Research Council

- Catalogue of non-clerical taxation records for Wales, 1291–1689
- *Handbook and Select Calendar of Sources for Medieval Ireland in the National Archives of the United Kingdom* by Paul Dryburgh and Brendan Smith in conjunction with Four Courts Press, Dublin. This is a collaborative venture with Bristol University.

The replica gold seal of Francis I, used at the conference on 'Anglo–French Relations since the late 18th century' that commemorated the centenary of the Entente Cordiale.



Heritage Lottery Fund

- Catalogue of Caribbean colonial correspondence, 1740 to 1926
- Catalogue of Inward Passenger Lists, 1878 to 1960.

We also continued to strengthen our links with the Institute of Historical Research and the libraries of the various institutes of the School of Advanced Study, University of London.

Academic conferences and talks

Our full programme of talks and conferences was enjoyed by academics, students and general readers with an enthusiasm for history alike. These occasions are designed to provide expert updates on the latest thinking and research and to provoke stimulating discussion. This year's conferences and events included:

- a highly successful conference on 'Anglo–French Relations since the late 18th century' to commemorate the centenary of the Entente Cordiale, which we organised in co-operation with the British International History Group. Besides a series of stimulating papers, we presented a range of documents from our holdings, which we later showed to a group of visitors from the Anglo–French Society.
 - a conference on implementing Freedom of Information legislation for historians, held at Senate House, University of London. This was an opportunity for

historians to learn more about the Freedom of Information Act and its potential impact on their work, and included a keynote speech by Baroness Ashton, Parliamentary Under Secretary of State for Constitutional Affairs.

- a workshop on our Caribbean Heritage project. This provided an overview of the holdings of records relating to Bermuda, Grenada, Jamaica, and St Lucia.
- a map training day for members of the Society of Archivists, at which staff introduced to archivists and conservators the wide range of map holdings, and provided an insight into new conservation techniques.

Our expert staff also gave talks, seminars and papers to a variety of audiences. These included:

- two papers on 'Power and Authority in Late Medieval England' at the 39th International Conference on Medieval Studies in the USA
- a paper on our documents relating to the history and development of the Welsh Settlement (*Y Wladfa*) in Patagonia from 1865, at the Second Conference on the Welsh Colony in Patagonia at Puerto Madryn, Argentina
- a paper on the seals database at the International Council of Archives in Vienna
- a paper – 'A Nest of Smugglers' – on customs evasion in London at the outbreak of the Hundred Years War at the Harlaxton Medieval Symposium
- a talk on 'The British in India' at the Federation of Family History Societies Anniversary Conference at Loughborough University
- a talk on 'Photographs and

Digitisation' at Medway Archives.

Helping students access resources

The National Archives is a rich resource for historians. But with so much material available, students can find it hard to track down the information they need. Many do not realise the extent of our holdings, and also do not

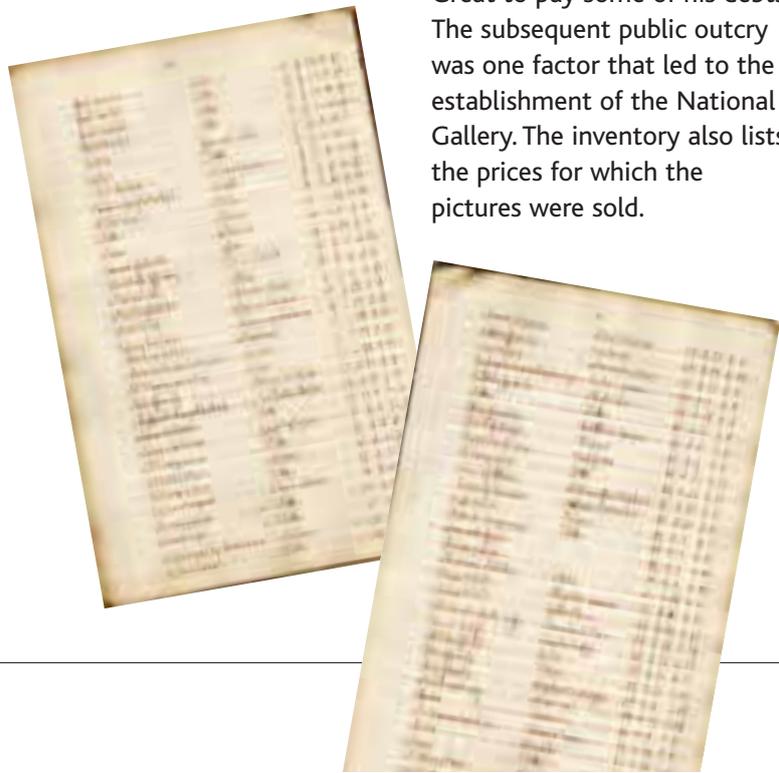
appreciate the range of other important national and local archives: the National Archives of Scotland, the Public Record Office of Northern Ireland, and the many county record offices.

Our academic inductions are designed to help postgraduate and final-year undergraduate students – some of whom will become the historians of the future – and their tutors make the most of The National Archives. This year we

Engaging with students

We are delighted to welcome undergraduate volunteers from Kingston University, Roehampton University and the University of Surrey, and thereby strengthen our links with the higher education community. The students find their involvement a positive experience. Besides gaining valuable workplace experience, they enjoy the opportunity to handle original documents and sample some of the challenges of cataloguing work.

One of our volunteer cataloguers from the University of Surrey recently made a very exciting find: an extremely detailed inventory, in the form of several books, of the estate of Sir Robert Walpole, Britain's first prime minister, among our Chancery Masters' Accounts. Such a detailed account was known to have existed, but not its location. The inventory includes details of Walpole's art collection, which was sold after his death to Catherine the Great to pay some of his debts. The subsequent public outcry was one factor that led to the establishment of the National Gallery. The inventory also lists the prices for which the pictures were sold.



held 31 onsite inductions and six more offsite, attended by well over 1,000 students in all.

Academic and specialist publishing

During the year we established four advisory panels of eminent British and American scholars to advise on our publishing strategy. Their brief extends beyond traditional hard-copy publications to electronic publishing and cataloguing and digitisation projects.

This year we published three significant medieval titles:

- *English Government in the Thirteenth Century*, edited by Adrian Jobson, makes more widely available the proceedings of an important conference held at Kew in 2002.
- *Calendar of Inquisitions Post-Mortem* volume XXIII, edited by Claire Noble, was published in partnership with Boydell and Brewer. This is a further volume in the revived series of calendars of inquisitions post-mortem, a key source for 15th-century studies, funded by the Arts and Humanities Research Council.
- *Handbook and Select Calendar of Sources for Medieval Ireland in the National Archives of the United Kingdom* (see page 32).

We also sent to press the text of a new *Calendar of State Papers Domestic Anne 1704–05* (the previous volume for this reign was published in 1925), and a new edition of Edward Higgs' standard textbook, *Making Sense of the Census Revisited*, was co-published with the Institute of Historical Research.



Inspiring the historians of tomorrow

The raw material of history – the documents that reveal what people thought, said and did during some of the most significant events of our past – never fails to enthuse and inspire young historians. The National Archives is now a widely respected and well used resource for history in schools and colleges. Teachers and their students can find a wealth of imaginative support, linked to the National Curriculum, online in our Learning Curve website and at the varied programme of workshops, events and visits we organise at Kew.

Key Stage 2 pupils get to feel what it was like to live in Tudor times, after investigating original documents from the period of Henry VIII.

E-learning – from Henry VIII’s courtiers to 19th-century radicals

This year the Learning Curve, our award-winning website (www.learningcurve.gov.uk), had a complete makeover. The attractive new design makes navigating around the site much easier and we have developed new help sections and improved indexes.

New content includes:

- an innovative exhibition on the Great War for Key Stage 3 and 4 pupils, launched on Armistice Day. This uses unique evidence – documents, films and photographs – to help students develop their understanding of, and views about, the conflict.
- an imaginative interactive exhibition on the Tudors for Key Stage 2 pupils, developed in partnership with the Victoria and Albert Museum. This combines National Archives documents and objects from the V&A to explore six major themes of Tudor history. The exhibition is unique in this curriculum area, where there is a huge shortage of online teaching resources for younger pupils.
- additional material in *Power, Politics and Protest*. This exhibition examines the development of political rights in 19th-century Britain through original historical documents illuminating the activities and views of all the main protest movements, from the Luddites to the Captain Swing rioters, the Chartists to the Suffragettes.

- a lesson-sized 'snapshot' activity on evacuation to Shropshire during the Second World War. This was done in collaboration with the Shropshire Routes to Roots project, funded by the Advantage West Midlands Libraries Challenge project and Shropshire County Council. This type of partnership with regional organisations brings us wonderful opportunities to develop the diversity and local relevance of the Learning Curve.

All this makes for a highly successful resource, as the increasing use of the site shows. This year page impressions increased by almost 900,000 to nearly 6.9 million, and the number of users rose by almost 36 per cent to just over 800,000. Perhaps most significant of all, no less than 19,000 other websites provide a direct link with the Learning Curve.

Serving teachers

The Learning Curve is now available as a broadband site for use by schools. The South East Grid for Learning funds the hosting of the site, making it freely available for schools to access Learning Curve materials via a high-speed connection. We are the first organisation in the cultural sector to offer this service.

We featured the broadband site when, in partnership with the South East Grid for Learning, we exhibited at BETT 2005. This annual event to promote the use of ICT in education was an ideal forum to show the new Learning Curve content to an enthusiastic audience of educators. We



A behind-the-scenes tour gives A level students a chance to see the full scale and scope of our collections.

displayed a copy of Domesday Book on our stand alongside our online materials. Showing pages from the book helps children who cannot visit us at Kew to understand its historical importance.

The Learning Curve was also represented at The Schools History Project conference in Leeds, where we ran a series of workshops. We also gave talks at a variety of venues from City Learning Centres in Sheffield to an international conference in Oslo.

In a survey this year, history teachers voted the Learning Curve as the most significant ICT resource in terms of its impact on teaching. We came in equal top place alongside digital cameras, and were ranked ahead of all other websites and software products. And in December the *Guardian* named Learning Curve one of its 'Top 100 Most Useful Websites'. This praise, coupled with the positive feedback we regularly receive from our users, demonstrates that we continue to meet and exceed our audience's expectations.

Educational visits

The number of school and college groups taking part in our National Curriculum-based workshops rose again. This year 311 groups – over 7,000 students and their teachers, from the first year at primary school to sixth form classes – took part, either onsite or via videoconferencing. We recruited an additional education officer to help us meet the increasing demand, and can now accommodate up to three groups a day.

The project we announced last year to record and analyse the socio-economic and ethnic breakdown of the schools organising visits has produced interesting results. Using data from Ofsted reports, we found that, during the first quarter of this year, in 60 per cent of schools visiting us the number of pupils receiving free school meals was above or significantly above the national average. Similarly, in 74 per cent of visiting schools the number of pupils from an ethnic minority background was above

or significantly above the national average. We will continue to monitor these figures as part of our commitment to ensure that we reach out to a wide range of schools and students from across the country.

The workshops cover a wide range of topics: the Victorians, Domesday Book, slavery, the First World War and Bloody Sunday. A new initiative this year was three online study packs linked to our most popular workshop topics. These contain valuable background material to help teachers prepare their students for their visit to Kew, and also help to increase awareness of the wealth of resources available on the Learning Curve website.

'Virtual visits'

Videoconferencing is proving an increasingly important way of reaching out to schools across the UK, enabling them to study our documents and take part in the same activities, just as if they were visiting in person. This year 30 per cent of the workshops we delivered used videoconferencing technology, supported by the new videoconferencing facilities we installed this year. Once they link with us in this way, many schools make our workshops an integral part of their teaching. One school in Suffolk who made contact with us in September had booked 12 workshops within a couple of weeks! Most of our workshops, including those for A Level students, adapt very well to the videoconferencing format.

Quotes from visitors this year:

'Thank you so much for this morning's experience ... afterwards many [students] came up to me and said how much they enjoyed it. I really thought it was brilliant! ... I would really like to do this again with you next term ... London is a long way away for us, and you really brought it to life.'

Feedback from a school in Wales on a Suffragette videoconference workshop

'When you were talking to us about the young children going to prison, I was surprised ... I never knew that Victorians wore colourful clothes with lots of layers.'

Feedback from pupils who had taken part in a Victorian Key Stage 2 workshop

'I found it particularly rewarding to find out how easy it is to access documents in The

National Archives. It certainly encourages one to return. ... The National Archives provides a fantastic environment in which to conduct research.'

Feedback from an A level student on an A Level Masterclass

'Following a Personal Study workshop in 2003, Orton Longueville School A2 History students went on to achieve record results in the Individual Assignment module of their course, with two achieving maximum marks of 90/90, and six receiving marks in the 80–89 range. There is no doubt that the work achieved at the [National Archives] workshop, coupled with the enthusiasm and expertise of your staff, contributed greatly to the students' success.'

Feedback from a school attending an A Level Personal Study workshop

Our A Level workshops continue to prove extremely popular. These offer students a chance to carry out research on original documents and to develop their skills at analysing original sources. Schools from as far away as Devon and Sheffield visited us to take part in sessions on such diverse topics as chartism, decolonisation and the Russian revolution. In partnership with Villiers Park Educational Trust, Cambridge, and the University of East London, we continue to offer very popular A Level masterclass study days.

This year we offered three training days for teachers at Key Stages 2 to 5, as well as training days for groups of teachers from individual

schools. These are invaluable in raising awareness of our resources and helping us to reach out to new users. We also hosted the Independent Association of Preparatory Schools History Teachers' conference in February 2005, at which over 60 teachers enjoyed a variety of practical workshops.



Reaching new audiences

The National Archives holds the records of the nation's history – and that history belongs to all of us. We are constantly seeking new ways of reaching new audiences and of ensuring that we are accessible to everyone.

Specially targeted projects – online, onsite and in the community – increase the number of people who use and enjoy our resources and services. They in turn enrich the records with their own stories.

Decision Day! Participants from the 'There Be Monsters' project present their design ideas to our committee.

Marketing strategy

An important development this year was the publication of *Open to All*, our new Marketing Strategy for 2005–07. This document unites all our marketing developments in a coherent programme aimed at making us a truly 'national' archive. It focuses on

- increasing and improving our range of digital services
- actively promoting our work to new and younger audiences
- creating a global search engine to enable users to search all our collections simultaneously
- digitising many more records including pictures and films, and
- establishing more commercial partnerships to help to open up record series that are not part of our own digitisation programme.

Community projects

This year was one of real success in reaching out to different groups. A record-breaking 32,000 people visited the Museum or attended events, and our websites logged nearly 160 million page

views. Our efforts were boosted, of course, by the success of the BBC Two series *Who Do You Think You Are?* in the autumn, but improved marketing and publicity for our varied events – and the inherent interest of the programme – made an important contribution.

Caribbean Family History

Our main outreach event was a Caribbean Family History Day. This was a new venture for us, and a highly successful one – we could have filled double the places available. The aim was to encourage families unfamiliar with archives to start researching their Caribbean heritage. For adults and older children we held a range of introductory talks – on the black presence in Britain, tips on interviewing relatives, and sources at The National Archives – while younger children enjoyed writing, art and storytelling workshops. We also featured one man's personal account of his research journey through his Jamaican heritage and back to his West African roots.

In the run-up to the event, the Day appeared in first place on web searches for Black History Month.

Our visitor survey showed that the Day was a great success and was enjoyed by almost everyone. It also revealed that for most of our visitors (86 per cent) this was their first trip to The National Archives. Many people suggested future events. One very useful comment was: 'Please arrange more events like this so many people can have access to the information here; some people do not know they would be welcome.'

Exhibitions and events

This year's exhibitions generated much media interest and made a real contribution to public debate on contemporary issues.

The Secret State opened in April to a blaze of publicity. Curated by Whitehall expert Professor Peter Hennessy, it presented a behind-the-scenes picture of the corridors of power as the Government faced the possibility of a nuclear attack during the Cold War. The exhibition drew together previously top-secret documents showing how 'the bomb' was built, what the British Government actually knew about the Russians, and who would have gone

underground with the Prime Minister should the event have occurred.

The Secret State was launched with a lecture by Peter Hennessy attended by 200 guests. Sir David Omand, Permanent Secretary and Security Intelligence Co-ordinator at the Cabinet Office, chaired the event.

Movers and Shakers: Geoffrey Chaucer to Elton John provided a human dimension to our national treasures by looking at the people behind the documents and showing how they contributed to our lives. The exhibition ranged from famous figures such as King Henry VIII and the scientist Francis Crick to less well-known but equally influential people, including Cecily Neville, the mother of Richard III, and Gertrude Bell, the traveller and archaeologist. Features for children included scenes from medieval, Tudor and Restoration life, opportunities to dress up in historical costumes and a family trail.

This year's **Open Day** had a '1940s' theme to mark the 60th anniversary of D-Day. Events included storytelling for families, hands-on activities with 1940s clothes and a chance to sample wartime recipes. Uncut footage of the Normandy landings and some fascinating propaganda films were shown, and visitors were able to meet and talk to veterans from The Royal Star & Garter Home in Richmond.

Events to commemorate **Armistice Day** included a performance by a costumed interpreter and a lecture by

A packed audience queues for a welcome taste of the Caribbean!



'There Be Monsters'

Since February 2005 a magnificent sculpture has occupied pride of place at the entrance to The National Archives. This exciting new piece of art, funded by the Heritage Lottery Fund, is the culmination of a successful community partnership with Workshop & Company, which is part of the Central and North West London Mental Health NHS Trust (CNWL). The project brought people with mental health problems to Kew to look at some of the ornate 17th- and 18th-century maps and atlas's we hold. Inspired by these documents with their wealth of illustrations of mythical creatures, they fashioned a 1-metre mosaic globe depicting the world in 1698 when, many people believed, the seas did indeed harbour monsters.



This initiative was a new departure for us: the first time we had received support from the Heritage Lottery Fund for a community-based arts project and our first collaboration with a new client group. Workshop & Company, our partner, provides work rehabilitation projects for people from West London who have experienced mental health problems.

Avis, one of the group that came to Kew, said: 'The project has provided all kinds of wonderful opportunities which will make us very much more able to cope with all kinds of commissions in the future.... I have found this project absolutely thrilling and I am filled with boundless enthusiasm.'

Dr Peter Carter, Chief Executive of CNWL, commented: 'Designing and producing artwork for a public space has had a highly positive effect on the members of the team and we have seen vast improvements in the confidence of some service users. We are delighted that The National Archives selected CNWL to be involved in such an exciting project.'



Moving Here



Our Moving Here website (www.movinghere.org.uk) explores, records and illustrates why people came to England over the last 200 years, and what their experiences were and continue to be. Although the main focus is the Caribbean, Irish, Jewish and South Asian experience, the site is growing all the time.

In the year since it opened Moving Here has firmly established itself as the main online resource for documents and personal stories relating to migration. More and more people are using the site – the number of page views increased by 36 per cent over last year, and multiple visits rose by 68 per cent; 38 per cent of the visitors who completed the online survey were from minority ethnic groups.

At the start of the year we launched ten more Moving

Here community projects; the website now features 28 projects in all. These projects help to build computer confidence, improve literacy skills and bring an added understanding of the experience of migration to the website. In the words of the group leader of the Lithuanian Supplementary School in Nottingham, working with Moving Here 'gives people real pride in their community and a sense of place and belonging'.

At the London Mela, a celebration of South Asian culture, Moving Here recorded a snapshot of 270 journeys and memories of coming to England. Bradford Industrial Museum has included a dedicated Moving Here terminal in its *You Are Here* gallery, and Weston Park Museum in Sheffield is planning a similar facility later in 2005. By March 2005 472 stories

were recorded on the website.

Throughout the year, Moving Here facilitated a series of training sessions organised by the regional divisions of the Museums, Libraries and Archives Council to introduce the website to librarians. The touring exhibitions are reaching libraries, adult education centres and school groups around the country.

In support of this unique resource of migration history, the Heritage Lottery Fund awarded the Moving Here partnership, led by The National Archives, a major grant of £772,000. This will be used to develop online national curriculum teaching materials in geography, history and citizenship and to run major community projects in five English regions designed to create new material on migration experiences.

A visitor to the 2005 London Mela uses our map to trace his family journey to England. *Moving Here* has mounted about 270 snapshots and memories of people's journeys to settle here. The event was held in Gunnersbury Park, west London, in August 2004; 65,000 people enjoyed a feast of South Asian culture and heritage.

Professor David Stevenson of the London School of Economics and author of a new groundbreaking study of the First World War. In December we organised a poetry workshop for families on the 1914 Christmas truce.

We also improved security in the Museum by installing ultrasonic detectors in the permanent display cabinets. These are also used for temporary exhibitions.

Archive Awareness Campaign

The continuing Archive Awareness Campaign, which we run jointly with The National Council on Archives and the Museums, Libraries and Archives Council, aims to engage new audiences and under-represented groups across the UK. Every autumn local and national archives, large and small, public and private, open their doors to hold special events celebrating the wealth of archival treasures.

The success of *Routes to Roots*, this year's campaign, was boosted by a partnership with the BBC linked to the *Who Do You Think You Are?* programmes. Over 500 open days, lectures, exhibitions and family days took place in archive organisations across the UK. Archives across the UK reported a surge in visitor numbers and enquiries about family history as a result of the series. Our particular contribution at Kew was the BBC London Family History Day in December, organised with BBC Radio London (see page 28).

In 2005 the Archive Awareness Campaign will continue to target new audiences – especially school pupils, university students, and members of black and minority ethnic groups – through events and publicity and by developing new relationships with external organisations under the theme of 'Beginnings'. One major event is a short story competition for schoolchildren which will use archival material as the inspiration for creative writing.

e-newsletter

The number of subscribers to our monthly e-newsletter is now almost 100,000 – up from 75,000 at the start of the year, a tribute to the growing interest in archives. The newsletter continues to be an extremely effective and popular way of keeping in touch with our users and supporters worldwide and bringing them up to date with news about document releases, events, publications and online services. Our history-based competitions and promotions remained popular. One prize – a day's research into family history by Nick Barratt, the resident family historian on *Who Do You Think You Are?* – attracted a record number of entries.

Social inclusion action plan

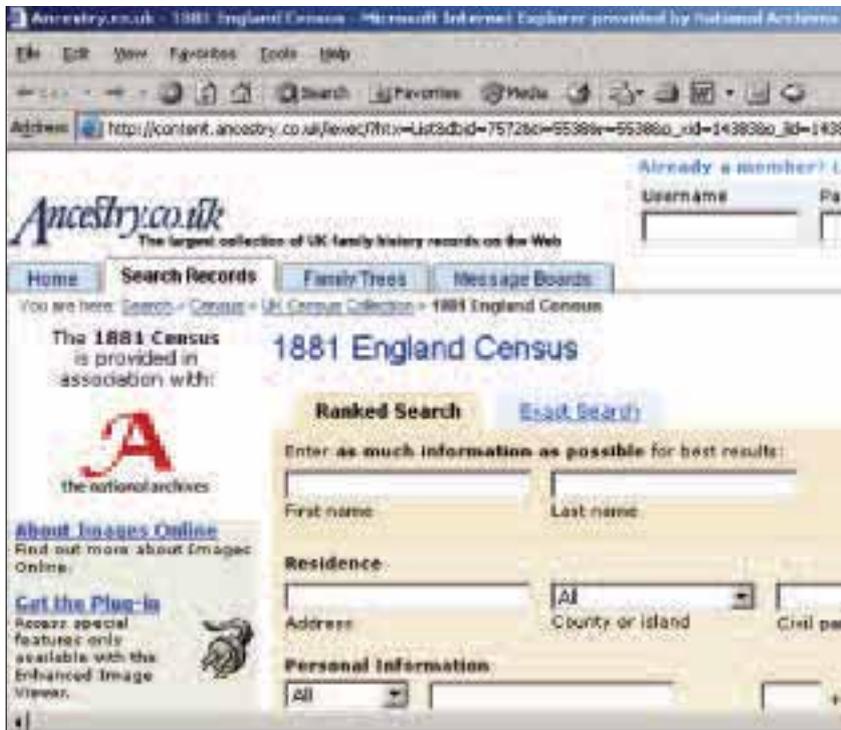
This year we began to implement the priorities of the Social Inclusion Action Plan for The National Archives. We are reviewing the ways we collect statistics about our users in order to ensure that we identify groups at risk of social exclusion.

We are also consulting on setting up positive action traineeships in archives skills. In a pilot archival internship project with University College London, we are providing 10 months' pre-course experience for a student on its postgraduate course in archives and records management. We hope that this pilot will help us open doors to population groups that are currently poorly represented in the archival profession.

Our User Advisory Group continues to provide useful support and feedback in relation to social inclusion issues on our catalogue improvement programme, especially its usability and the suitability of the descriptions. In June 2004 the Group held its first event, 'Out of the Past: Stories from the Archives', to promote the publication of *Gay and Lesbian History at the National Archives: an introduction*. The novelist Sarah Waters spoke on the fictional reinvention of the often-invisible history of lesbians and gay men. The resulting publicity doubled take-up of the leaflet and drew attention to the digitised documents that can be downloaded free from Documents Online. The Group is now planning a *Reader's Guide to Sources on the British Abolition of the Slave Trade* to mark the 200th anniversary, in 2007, of the passing of the law prohibiting the slave trade.

Access to Archives

Use of the Access to Archives (A2A) database (see also page 53) continued to increase during the year. The online questionnaire for new users shows that 44 per cent of A2A's first-time users had not previously used archives at all.



Licensed Internet Associateships

Our Licensed Internet Associateship Programme, launched in December 2002, aims to identify partners who can help us to provide the widest possible access to our records via co-branded online services.

By ourselves we cannot digitise all the records we would like. This scheme enables us to use private-sector resources to make certain popular record series available online, so fulfilling our commitment to making the widest possible range of records available online. The sale of records on jointly branded sites generates valuable revenue for us. Our associate retains full responsibility for developing and operating the services, including digitisation and transcription costs and technical and customer support. We promote the records through links from our website and explanatory leaflets. All Licensed Internet Associateship services are accredited to The National Archives and are licensed to carry our logo as a mark of quality.

In December 2004 we launched the first such service with MyFamily.com, which trades in the UK as Ancestry. For the first time, fully searchable indexes and scans of original documents from the 1871, 1881 and 1891 censuses for England and Wales are available on our website (see page 25).

This exciting initiative has made it even easier for people to trace their families online. It is also a landmark development in terms of accessibility and inclusion. The ease of online access makes

Developing business opportunities

Our vision for The National Archives is to become 'the first place you think of for history': an essential resource for the increasingly large UK audience for history. This year saw a significant advance with the launch of our first major business partnership. Three 19th-century censuses are now available online, enabling researchers and family historians to access this highly important resource for a modest fee.

Our commercial activities generate useful revenue for The National Archives. Equally important, by providing content to publishers, designers, broadcasters and internet companies worldwide, they are a key method by which we promote ourselves and our holdings.

The first of our Licensed Internet Associateships was launched on 1 December 2004 and is operated by MyFamily.com Inc. on its Ancestry.co.uk website. It offers free searches of individual census databases for England and Wales, 1841–1891; access to the digital images is provided on a pay-per-view basis.

census research a truly national – even international – experience, open to anyone anywhere in the UK and the world.

This year we launched the second phase of the programme to seek partners to put online the passenger lists of people leaving the UK by sea between 1890 and 1960 (class BT27) and the documents of First World War soldiers in the WO 363 and 364 classes. Detailed negotiations were in progress at the end of March 2005.

Licensing and merchandising

The design community continues to draw inspiration from our pictorial holdings. Our images appear on merchandise of many different kinds, including chocolates and confectionery from Past Times and aprons and tea towels from Cally and Co. We also have licensed National Archives images to Create-a-Gift for use on a website that allows customers to create calendars, gift cards and other stationery.

Once again we were present at the Brand Licensing Fair in October 2004, and are now pursuing the 100 expressions of interest we received.

Commercial sales and loans of images

Our image library has continued to license the use of our images to a range of commercial clients, including book and magazine publishers, television companies, merchandisers and giftware suppliers, and to supply high-quality copies of our images for individual customers. In all, the image library handled approximately 800 paid orders last year, with requests ranging from a single image to several hundred.

Many major publishers, including The Folio Society, HarperCollins, Penguin and Weidenfeld & Nicolson, used our images in their books, often also relying on our expert staff to research the images they required. English Heritage and Historic Royal Palaces requested copies of plans and documents relating to their

properties, and documentary makers such as 3BM, Mentorn Films, Tiger Aspect Productions and Wall to Wall produced programmes in which documents from our holdings were discussed. In the USA, Kurtis Productions used copies of documents from the High Court of Admiralty files in a documentary on Captain Kidd, the pirate and privateer.

During the summer we produced a new brochure for the image library with 60 images, and a new CD-ROM with over 700, to coincide with the relaunch of the image library's pages on our website. All these initiatives enable us to showcase our stunning holdings to greater effect and have resulted in a significant increase in commercial interest in our images.

Data licensing

Our licensing policy is to make our material available as widely as possible. We have continued to develop relationships with publishers and data providers who use images of our genealogical records on a non-exclusive basis to provide both online and CD-ROM

services to their customers. Several new licences were concluded this year: with Cenquest for the 1841–1891 censuses for Wales; with the Oxfordshire Family History Society for the 1841–1891 censuses for Oxfordshire; and, perhaps most notably, with 1837online.com for the 1861 census.



Vintage advertising images used on chocolates produced by House of Dorchester for Past Times. They feature Victorian and Edwardian advertising posters from The National Archives COPY1 collection, reproduced under licence.



Digital preservation

Our digital archive preserves selected electronic records of government; the records of royal commissions and of several high-profile public inquiries; digital images of development plans for Whitehall in the late 1860s and the 1970s; and departmental websites. Original electronic records were created in an enormous variety of formats, including office-suite documents, applications, databases, virtual-reality models and audio-visual material. In addition, we digitise and index the most popular paper records to provide online access through Documents Online.

One important accession this year was the electronic records of the public inquiry into the sinking of the bulk carrier *Derbyshire* in September 1980. (The *Derbyshire* is the biggest British-registered merchant ship ever to have been lost; 44 people died.) The records of the investigation into the tragedy include 128 hours of underwater video footage and a video reconstruction of the events leading to the sinking. This represents the largest single accession of electronic records to date.

This year we made the contents of the digital archive system available on the terminals in our reading rooms and cyber café at Kew. Visitors can search and view the records of the system free of charge, and order electronic copies for a small fee. The National Digital Archive of Datasets and our archive of UK government websites are already freely

A resource for future generations

Our records are essential source material for understanding and interpreting the collective national story. A central part of our work is to ensure that they remain a resource for future generations. Old and increasingly fragile paper and parchment materials need to be stored in carefully controlled conditions and, if necessary, restored to permit public use. We are also developing new ways of preserving digital records – web pages, multimedia resources, databases – for the benefit of future generations.

Award for The National Archives

We were delighted and honoured to be awarded the first-ever Digital Preservation Award in June 2004. This new award, funded by the Pilgrim Trust and the Digital Preservation Coalition, recognises leadership and achievement in digital preservation. It was presented by Loyd Grossman at a ceremony at the British Library.

available on the internet; next year we also plan to make the records in the digital archive available online, allowing access to our readers around the world.

Archiving government websites

We continued our pioneering work to archive government websites this year. Our partners are the Internet Archive, the world leader in this field, which has preserved much of the world wide web since 1996. We have an ongoing agreement with them to harvest and preserve 55 government websites. Since this programme began in September 2003, over 13 million web pages have been collected; the collection is growing at 250,000 pages each week. We also acquired a copy of the Internet Archive's unique collection of 3,500 UK government websites, which dates back to 1996. These historic websites now form an integral part of our website, and can be accessed at <http://www.national>

archives.gov.uk/preservation/webarchive/?source=ddmenu_search5

We are one of the founder members of the UK Web Archiving Consortium, which was launched in June 2004. The consortium, whose other members are the British Library, the Joint Information Systems Committee (JISC), the National Library of Scotland, the National Library of Wales and the Wellcome Trust, is developing an innovative system for archiving key websites so as to ensure that invaluable scholarly, cultural and scientific resources remain available for future generations. The consortium will run for an initial period of two years, during which approximately 6,000 websites will be collected and archived. This initiative will provide us with an in-house web archiving capability, which will allow us to respond rapidly to changing world events and to develop thematic collections with our consortium partners; these will complement the resources we regularly collect via the Internet Archive.

The National Digital Archive of Datasets (NDAD) is one of our major stores of electronic data. It holds datasets (records managed by a computer system and usually presented in tables) produced by central government from the 1960s onwards. This valuable resource of statistical information is of great interest to social scientists and statisticians and is available online together with substantial supporting material. The University of London Computer Centre has managed NDAD since its inception in 1998, and we were pleased to be able to

renew the contract for a further three years until March 2008.

We have continued to develop PRONOM, our File Format Registry. PRONOM provides a database of information about the technical components required to access electronic records, and is a vital element of our digital preservation service. This year we made it available on the internet as a resource for the international community. The database has been significantly enhanced to provide greater flexibility and to allow much more detailed technical information about individual file formats to be recorded. We have also developed a software tool to identify file formats automatically. This is being made freely available to download from our website, and can be automatically updated with the latest information from PRONOM.

In a separate project, funded by The Joint Information Systems Committee, we are working with partners including the University of Southampton and the British Library to integrate the PRONOM file format identification tool with the Eprints digital repository software, which is used in over 130 institutions worldwide. This will allow other organisations to benefit from the innovative work we are undertaking in this area.

During the year we started work on several new research projects in partnership with a number of universities. These are designed to develop innovative tools and methodologies in the field of digital preservation, including new methods for assessing risks to digital collections. Funding comes

from JISC. We are also contributing digital archiving expertise to the evolving International Standards Organisation (ISO) standard on security requirements for archiving electronic health records.

Traditional conservation

During the year we undertook several important collaborative conservation projects, and also, after conservation treatment, made accessible a number of records that could not be used by our readers because of their physical condition. For example:

- We completed a technical examination and conservation, in collaboration with the Textile Conservation Centre at the University of Southampton, of a 16th-century indenture

Preservation strategy

As part of our long-term preservation strategy for electronic and traditional materials, we commissioned Dr Robert Waller of the Canadian Museum of Nature, whose expertise in risk assessment is acknowledged worldwide, to help us develop a risk assessment model for use with our buildings and holdings. The aim is to help us to establish priorities in resource allocation in preservation and to ensure the best standards of care and continued access to the collection. We have already started examining so-called 'type 1 risks', i.e. rare but catastrophic risks such as earthquakes and flooding.



Delegates experimenting with instructional material presented at the 'Leonardo Seminar', an EU-funded project hosted by The National Archives.

- between Queen Elizabeth I and the Dean and Canons of St George's Chapel, Windsor, concerning the 13 poor knights.
- We launched the 'Acorn Project', which aims to raise awareness of the unique range of patented designs – for ornaments, fabrics, furniture, wall coverings, sculptures, broaches, buckles, buttons, shoes and so on – in our holdings of Board of Trade records. Treatment involved conserving and microfilming a representative piece (BT 43/68) as a pilot for other material in this collection.
- We also made available to readers a number of records that had been withdrawn because of their poor physical condition. Among these were four water-damaged Ships' Muster books 1688–1808 (ADM 36) and several pieces in the IR 30 (Tithe Commission and Successors maps) and E179 series (The Exchequer King's Remembrancer c.1190–c.1690) which had been damaged through heavy use.

We undertake, facilitate and promote research to assist decision and policy-making in areas that affect the stewardship of the collection. Our current priority is to develop a materials science research programme for parchment, modern materials such as plastics, and digital preservation designed to improve our understanding of the different materials found in the collection and how they degrade. We have also established a materials testing programme and a historic database of materials. To support these projects we are working with partners in the Netherlands and Denmark. In addition, in collaboration with the National Archives for Scotland, we agreed to support a conservation research fellowship at the School of Optometry and Vision Science at Cardiff University.

Representation on external preservation bodies helps us shape policy, share skills, and learn from colleagues in the same field. Senior members of staff continue to serve on:



- the Board of the National Preservation Office and its Preservation Advisory Panel
- the Council of the Society of Archivists and various committees
- the Education and Research Committee of the new Institute of Conservation.

One staff member co-edits *PapierRestaurierung*, a German conservation journal.

We hosted several practical events designed to share expertise in conservation. These included:

- a technical workshop for conservators on water and

paper, supported by the EU's Leonardo da Vinci vocational training programme

- training days on maps and on preservation awareness, in conjunction with the Society of Archivists
- the Partners Meeting of IDAP (Individual Damage Assessment of Parchment). In this EU-funded project, we are working with five higher education partners from across the EU to develop tools to assess the degradation of parchment.

Two students, one from St Helena and one from Italy, spent six months with us on internships.

Preservation copying

We continued our programme of copying our most popular records and making the copies available on microfilm readers in the reading rooms or online. This enables us to preserve the originals, to deliver a faster and more cost effective onsite service, and to provide worldwide access to many records.

We microfilmed 517 documents, consisting of just under 300,000 exposures. They included several series much in demand from family historians:

- Royal Hospital Chelsea – soldiers' service documents and pensioners' records, 1855–1872
- Records of the Office of Registry of Colonial Slaves, 1817–1832
- Admiralty Service Registers, 1774–1886.

We also made digital copies of 82 individual documents in high demand, consisting of some 66,000 images, and added them to Documents Online for internet access. Consulting digital copies is free onsite but attracts a significant income from remote users. Digitisation enables us to give rapid access to recently opened documents which are likely to attract wide interest, for example following media coverage, and preserves the originals for future generations.



The new National Advisory Service

At the end of 2004, the new *Standard for Record Repositories* was issued for the benefit of the archival community. This replaces the Historical Manuscripts Commission's *Standard for Record Repositories*, merging it with the former Public Record Office *Standards and Guidance for Places of Deposit for Public Records*. The Standard now constitutes the key benchmark to determine whether record repositories are able to meet best archival practice. It builds on the highly regarded Historical Manuscripts Commission Standard by covering constitutional, financial, staffing, acquisition, access and storage issues, and provides additional coverage on digital material.

The new Standard will form the basis for all the advisory, audit and inspection work which we carry out in relation to the range of existing archives, irrespective of their legal status. Meetings to roll out the Standard to the archival community and to explain how it can be used to improve the archival health of the nation have been arranged for 2005–06. We will look at the mechanisms for subscribing to the new Standard to ensure that as many institutions as possible work towards implementing it. We will also be seeking endorsement for it from key funding bodies in the grant-giving and academic funding spheres.

The *Standard for Record Repositories* is supported by the more detailed and specialised guidance in the supporting

Supporting a wide community of archive professionals

Our new National Advisory Service is building on the expertise, experience and skills of our two predecessor organisations, the Historical Manuscripts Commission and the Public Record Office, to offer support and advice on the major issues confronting custodians of records. These range from storage, cataloguing and access to acquisition and legislation.

Staff from our new National Advisory Service. The National Advisory Service unites the advisory services to public authorities, archivists, records managers and private owners across the country previously offered by the Historical Manuscripts Commission and the Records Management Advisory Service.

Framework of Standards which we have drawn together; this is available on our website (www.nationalarchives.gov.uk/archives/framework/standards/htm). Both will be kept under review, and the framework in particular will be amended from time to time as new best practice benchmarks emerge, particularly in the developing fields of electronic records management and digital preservation.

Communications and advice

Communicating the full range of our services and functions is very important to us, as we can now bring the added value of all the constituent parts of the National Advisory Service when advising stakeholders. We recognise that it is vital that our traditional audiences do not feel that their concerns are any less important to us as we move forward in this new service and that they too will benefit from the rich pool of expertise within both the National Advisory Service and other departments of The National Archives. We have created a new post specifically to deal with communications with a brief to continue to develop ways in which we can more effectively engage with all our stakeholders.

We have continued to service the work of grant-awarding bodies by giving impartial advice to help ensure that available funding is well used in the national interest. One important development is the transfer of the administration of the National Manuscripts Conservation Trust to our offices at Kew from the British Library,

RecordKeeping magazine

This year we brought together the bulletins and newsletters of the Historical Manuscripts Commission, Records Management Advisory Service and the Records Management Department in a new publication, *RecordKeeping*. Published quarterly, *RecordKeeping* allows us to tell our stakeholders about progress at The National Archives. Just as important, it is also a place where the archival and records management community can raise awareness of issues and developments affecting the sector. We will continue to develop the interesting mix of articles and updates reflecting activity in the domain.

Initial reactions to *RecordKeeping* were very positive:

'I have found your new journal RecordKeeping extremely stimulating and enjoyable.'

John Hodgson, Keeper of Manuscripts and Archives, John Rylands University Library of Manchester

'I thought that the publication was excellent. It was well-written, informative and contained an excellent summary of key discussion topics.'

Gillian Whichelo, Records Management Archivist, Royal Borough of Kingston upon Thames



'I very much enjoyed the first edition of RecordKeeping. It was interesting and informative, and an excellent way to share your experience of some of the problems that are facing archives around the country.'

Lesley Ferguson, Head of Collections, The Royal Commission on the Ancient and Historical Monuments of Scotland

'I really enjoyed the first issue and think that this journal will be very useful for my students.'

Miriam Meislik, Archivist/Photograph Curator, Archives Service Center, University of Pittsburgh, USA

which previously provided staff to undertake the work.

We have continued to support a range of individual institutions,

families and individuals who have come to us for advice. These include the Bodleian Library, Oxford; the Middle Temple; Queenswood School; SALIDAA

(the South Asian Diaspora Literature and Arts Archive); and the Centre of South Asian Studies at Cambridge University.

Allocating archives and manuscripts accepted in lieu of tax

The Chief Executive, as Historical Manuscripts Commissioner, continues to make recommendations about the most appropriate repositories to which archives and manuscript material accepted in lieu of tax can be allocated. This year recommendations were made in the cases of the Brodie of Brodie papers and the Sackville archive. The former was allocated to the National Trust for Scotland for retention at Brodie Castle. We have also set up new procedures for tendering our advice with the transfer of responsibility for the allocation of accepted material from the Department for Culture, Media and Sport to the Museums, Libraries and Archives Council (MLA), in the case of England and Wales, but with different arrangements for Scotland and Northern Ireland to reflect devolved power in these countries.

Sales monitoring

Our sales team continued to monitor the sales catalogues of all major national manuscript dealers and to refine its procedures to monitor material offered for sale on websites such as eBay. We used this information, which is held in database form, to advise the

The National Manuscripts Conservation Trust

In April 2004 the administration of the National Manuscripts Conservation Trust was successfully transferred from the British Library to The National Archives.

The original aim of the Trust has not changed: to advance the education of the public by the providing financial assistance towards the cost of conserving manuscripts which, in the opinion of the trustees, are of historic or educational value. Members of the board of trustees are Lord Egremont (chairman), Mr Bernard Naylor and Mr Charles Sebag-Montefiore.

Record offices, libraries and owners of manuscript material that are exempt from capital taxation or owned by a charitable trust can apply for funding.

For a manuscript to be considered, the public must have reasonable access to it and it should be housed in suitable

storage conditions. The applicant must also be firmly committed to continuing good preservation practice.

During the year the trustees awarded nine grants, totalling £70,000. Among the manuscripts they helped to preserve were:

- A glossed psalter, c.1140, from the Chained Library of Hereford Cathedral.
- the Receiver Generals' Rolls of the bishopric of Durham (University of Durham)
- the Rifeh papyri (Petrie Museum, University College London)
- the Blairs Letters (Scottish Catholic Archives)
- board minutes of the London Missionary Society (School of Oriental and African Studies, University of London)
- two collections at the Royal Academy of Music, including the McCann Archive, which contains important music, manuscripts and letters from early 19th-century composers and performers.

MLA/Victoria and Albert Museum Purchase Grant Fund on a number of grant applications. In 2004, 804 lots or items were notified to 179 repositories as a by-product of this work.

Cataloguing backlogs

We explored the prospect of additional funding being made available to tackle the archival cataloguing backlog revealed by

previous Historical Manuscripts Commission and regional surveys and further highlighted as a national priority in the report of the Archives Task Force. Two independent funding bodies have now agreed to support this important work.

Diversity register

Archives across the country, ourselves included, are doing an

increasing amount of work in the fields of cultural diversity, social inclusion, and learning and access. Using the strong regional links built up by the regional advisory team of the Historical Manuscripts Commission, we started to compile information about projects and initiatives in this area. We hope that the resulting diversity register will become a valuable resource for our own staff and for archivists generally. Our contacts with organisations such as the Bernie Grant Trust and the Institute of International Visual Arts during our liaison and advisory work provided useful material for the register.

The Manorial Documents Register

We are making good progress on computerising and automating the remainder of the Manorial

Documents Register, although the work can only be achieved gradually and through partnerships with other institutions to tackle the remaining English counties. During the year, a project committee led by Royal Holloway University of London completed the automation of the entries for Surrey and Middlesex with the help of generous support from the Marc Fitch Fund.

Business archives

We convened two meetings in response to the work of the business records sector of the Archives Task Force. These round table discussions, as they became known, brought together interested parties to work towards a national strategy for business records. We nominated a designated officer as a contact point for enquiries about business records thought to be at risk and

are actively participating in further initiatives.

Charities and voluntary organisations

We met representatives of charities and voluntary organisations and members of the Charity Archivists and Records Managers Group of the Society of Archivists to discuss strategic archival matters. Discussions are continuing about the best way forward.

Support for the National Council on Archives and Public Services Quality Group

In partnership with the Museums, Libraries and Archives Council and other key archive bodies in the UK, we continued to support the work of the National Council on Archives. Highlights of the Council's work this year include:

- a programme of support for applications from the archive sector for lottery funding, through the Archive Lottery Advisor post
- research on archive users on behalf of the Linking Arms consortium
- developing standards and guidelines on digital preservation
- running the annual quality forum and national survey of archive users through the Public Services Quality Group
- working to support, promote and encourage film and audio visual archives and community archives

NYCRO visit



National Advisory Service staff meet staff from the North Yorkshire County Record Office who visited The National Archives in January 2005.

- overseeing the national Archive Awareness Campaign (see page 42).

Encoded Archival Description

This year we continued to support the development of Encoded Archival Description (EAD), the international data structure standard for archival description. We use this key technology within our own online catalogue and the Access to Archives campaign, and it is increasingly seen as an important component facilitating the interoperability of information about archives internationally as well as nationally. A staff member continues to sit on the international EAD Working Group as representative for the UK and Ireland, and took part in a key meeting held in August in the USA, which settled the group's work programme for the next two years. The same staff member also sits on the Research Libraries Group's international EAD Advisory Group and was heavily involved in developing its *Best Practice Guidelines* for EAD; this received the annual Society of American Archivists' C F W Coker Award.

The same member of staff also presented papers about the UK experience of EAD at this year's International Congress on Archives in Vienna and at the European Conference on EAD and Encoded Archival Context (EAC) held in Paris last October. The National Archives also provides the Chair of the Society of Archivists' EAD/Data Exchange Group, which ran several events for archive and related professionals. These included a session at the Society's

annual conference in Glasgow in September 2004 that presented to an archive audience for the first time the vision of the *Semantic Web*. A well attended seminar on the implications for archivists of the e-Government Interoperability Framework (e-GIF) was also organised.

Access to Archives

Although public access is the principal focus of our Access to Archives (A2A) campaign (see page 25), support for professional colleagues in archives, libraries and museums remains an important part of the programme. This year we focused on training contributors. In over 20 sessions across England we delivered training on national and international description and indexing standards. We also provided guidance on submitting data about, and links to, digital representations of archives that will appear online in A2A. Alongside this we continued to support archives colleagues with day-to-day guidance and advice on project management, budgeting, publicity and event organisation.

We also continued development work with the commercial suppliers of the archival cataloguing systems most commonly used by A2A contributors to ensure that the electronic catalogues created as part of the programme can be easily exchanged, thereby contributing to the interoperable framework necessary for the future development of the National Archives Network.

We also gave a presentation at a session on archive portals at the International Congress on Archives in Vienna: recognition that A2A is an international leader.

The National Archives Network

It is seven years since the National Council on Archives (NCA) proposed a joined-up archival service with one point of enquiry as the logical development for archives in the UK. The idea of a National Archives Network has now won broad acceptance as the realisation, in the archives world, of a strategic approach advocated by policy makers in government, by policy-making bodies in the archive community and by professional archivists.

Already in 2005 there is more archival material available online than our predecessors as recently as 1998 thought possible. Making that material available from a single easily accessible gateway through a National Archives Network is one way in which professional archivists can extend awareness and knowledge of this wealth of resources and at the same time work with new users and develop new audiences for archives. The concept of a single unified site, already familiar through the National Register of Archives, Archon, A2A, the Archives Hub and Aim 25, is the logical development of the evolution of our archives and the foundation on which such a National Archival Network will build.

Archivists from across the UK, including The National Archives,

have been developing the theoretical and technical standards that, by facilitating interoperability, enhancing searching and promoting data exchange, will underpin the implementation of a National Archives Network. They also assist archives professionals to maintain the visibility of online archive resources, emphasise the currency and utility of archival standards, and support the processes of archival cataloguing in an electronic context. The standards are coded in various documents: the National Council on Archives' *Interoperability Protocol* (2003, and currently being revised); the recent revision of the *International Council on Archives' International Standard Archival Authority Record for Corporate Bodies, Persons and Families (ISAAR CPF)*; the newly available online *UK Archival Thesaurus (UKAT)*; the implementation of version two of *Encoded Archival Description (EAD)*; and the beta version of *Encoded Archival Context (EAC)*.

International activities

During the year senior staff attended several international conferences. These included the annual conference of the Society of American Archivists and the International Congress on Archives, which the International Council on Archives (ICA) organises every four years. This event, held in Vienna in August, attracted 2,000 archivists from 100 countries and represented a major opportunity for us to develop our professional networks, keep up to date with innovation and best practice in other parts of the world, and showcase our own

The Community Access to Archives Project (CAAP)

This one-year pilot project designed to encourage social inclusion and to take archives to new audiences came to a successful conclusion in October 2004.

One of CAAP's main outcomes was a 'Best Practice Model' for archives with step-by-step guidance and case studies on developing community online archive projects. CAAP also investigated potential funding for such projects so as to ensure their sustainability. We hope that other local or national archives and organisations from

different heritage sectors will adopt the 'Best Practice Model'.

We led and funded CAAP with invaluable support from our partners: West Yorkshire Archive Service, Hackney Archives Department, the National Archives of Scotland, the National Council on Archives, the National Library of Wales, the Public Record Office of Northern Ireland, and Commanet ('the community archive network'). We are now seeking ways to build on this invaluable initiative for the future.



Representatives of The National Archives, Hackney Archives Department, Commanet, and the Kingsmead Community History Project with Geoff Taylor, Speaker of Hackney Council, at the launch of the Community Access to Archives Project in Hackney.

achievements. As well as taking part in many round table discussions, staff gave presentations on the following subjects among others:

- preserving electronic records, including the appraisal and preservation of websites;
- managing microfilm collections in the age of digital imaging;
- developing a National Name

- Authority File in the UK; and
- appraisal: selection criteria and sampling.

Under the auspices of the International Council on Archives we made contact with the new Director-General of the National Library and Archives in Iraq, with the intention of finding out more about the situation there and

providing increased support and concrete practical assistance in the coming year.

A member of staff acts as secretary of the Association of Commonwealth Archivists and Records Managers (ACARM). Working in partnership with the International Records Management Trust, the Association has recently launched several projects intended to promote professional education through workshops and the production of materials.

European Union developments

We made a significant contribution to drafting and editing the *Report on Archives in the Expanded European Union*. This covers all 25 member states and places particular emphasis on the effective exploitation of information and communication technologies in order to make archives more accessible for all European Union citizens. The national archivists of the member states agreed the text in August 2004, since when steady progress has been made in gaining the approval of senior officials in the European Commission and the culture ministries of the member states. It is hoped that the Council of Ministers will endorse the text in autumn 2005 and that the report will then be published shortly afterwards. Its main recommendations are likely to be:

- Continued support for the pioneering work of the Document Life Cycle Management (DLCM) Forum relating to electronic records, currently chaired by the UK. This includes in particular support for the development of a new

model requirement (MoReq2) for managing and preserving electronic records and for the activities of new EU member states in this area at a major conference in Budapest in October 2005.

- The creation of an Internet Gateway for access to online information about archival holdings throughout the European Union, based on Encoded Archival Description and other relevant standards.
- The establishment of a legal watchdog function to monitor European Union directives and regulations with implications for archivists and records managers.
- The co-ordination of measures to prevent damage to archives in the event of natural and other catastrophes and to crack down on the theft of archives throughout European Union countries.

A fact-finding mission to the Bundesarchiv in Berlin enabled us to develop very useful contacts. Here we observed the work of the authority that now manages the highly revealing and voluminous archives of the Stasi (the former East German Security Service). In January the Chief Executive visited Poland to celebrate the publication of *Raporty Roczne Ambasady Brytyjskiej w Warszawie 1945-1970 (Annual Reports of the British Embassy in Warsaw 1945–1970)*, published by The National Archives of Poland, which provides fascinating insights into changing British views of Poland. We also commented on the proposed website for the *Reconstruction of the Memory of Poland*, which will bring together information about documentary sources presently scattered among a number of central and eastern European archives.



Developing staff skills

This year we extended our Key Skills Framework to cover 17 areas of key job-related expertise, ranging from archival skills to competence in dealing with our computer systems and technical infrastructure. Besides being used for personal development and career planning, the Framework is now part of our recruitment process. We are making Key Skills an integral part of our career development scheme so that we can equip staff with the skills they need to further their careers at The National Archives and in the wider civil service. We also began the process of identifying longer-term business and employee benefits.

We continued to provide a wide range of training courses and seminars – either internally or through recognised external providers. Courses have covered everything from Health and Safety Awareness to Management Development.

One of the main training topics was the introduction of the Freedom of Information Act on 1 January 2005. Some 605 staff attended a two-hour briefing on the Act. Further, more detailed training was provided for those particularly responsible for dealing with requests for information, and for procurement activity; approximately 140 staff were trained to use the software that logs and tracks all Freedom of Information requests. All this work meant that we were extremely well prepared to meet the challenges on 1 January 2005.

Supporting our work

This was a demanding year for staff, who coped with a substantially increased workload efficiently and effectively. Freedom of Information legislation required the development of new systems to cope with the anticipated increased workload from 1 January 2005. And the success of BBC Two's *Who Do You Think You Are?* series put our work – and therefore all our staff – very much in the spotlight.

Some staff who qualified this year for our Long Service Award – recognising their 25 years' service with The National Archives

Diversity and equality of opportunity

Recruitment to The National Archives is on the basis of fair and open competition and selection on merit, in compliance with the Recruitment Code laid down by the Office of the Civil Service Commissioners. Our recruitment processes are subject to regular internal and independent external audits to ensure compliance with the code. In January 2005, representatives of the Office of the Civil Service Commissioners ran a very instructive seminar for human resources managers and staff on recent changes to the Recruitment Code.

Between April 2004 and March 2005, we ran 107 recruitment campaigns and appointed 101 staff. Of these appointments, 58 were women and 17 were from ethnic minority groups; one person declared themselves to be disabled.

There were twelve permitted exceptions to the Civil Service

Equality in employment				
Bands	Total Appointments	Women	Ethnic Minorities	Disabled
1-2	9	5 (55.6%)	0	0
3-4	52	32 (61.5%)	6 (11.5%)	0
5-6	40	21 (52.5%)	11 (27.5%)	1 (2.5%)
Total	101	58 (57.4%)	17 (16.8%)	1 (1.0%)

Commissioner's Recruitment Code (5th Edition, March 2004). Eleven exceptions were for casual staff whose appointments were extended beyond their original contract. This was agreed under paragraph 2.28 of Part 2 of the Code – that is, the extension of casual staff for a further short-term period to complete particular jobs – on the basis of their particular skills and expertise. The remaining exception was for an individual who was initially employed on a short-term contract; their appointment was made permanent on the basis of their highly specialised knowledge (paragraph 2.30 of Part 2 of the Code). While the original appointment was not advertised with the possibility of permanency, it was carried out via open and fair competition and

appointment on merit. Because of this, and also because of the need for these scarce skills, the exception was agreed. We followed the Code closely in each case and have kept careful records of all actions.

We revised our policy and statement on diversity and equal opportunities and continued to work with staff and the trade unions to improve our approach to diversity. We started a training programme on diversity and social inclusion for all senior managers and customer-facing staff.

As part of our Race Equality Scheme, as required by the Race Relations (Amendment) Act, we set out below the information we must publish in connection with the Scheme. These statistics

These statistics are set out as part of our requirement to publish information under our Race Equality Scheme and reflect the ethnic classification used in the 2001 census

Ethnic origin	Staff in post	Staff trained	Staff suffering detriment under performance assessment procedures	Staff involved in grievance procedures	Staff subject to disciplinary procedures	Staff who ceased employment
Asian	39	31		2	1	2
Black	36	20	1		3	5
Chinese	3	3				
Mixed	7	6				1
Other Ethnic Minorities	14	8			1	1
Total Ethnic Minorities	99	68	1	2	5	9
Unknown	38	32			1	16
White	420	322	1	4	8	68
Total	557	422	2	6	14	93

reflect the ethnic classification used in the 2001 census.

Staff survey

This year we surveyed our staff to find out their views about working at The National Archives. The response rate was excellent: 81 per cent. The feedback will form the basis of an action plan during 2005–06. The results showed that staff believe that we have excellent diversity and equal opportunities policies and that staff are very committed to The National Archives and the services it provides. As in all staff surveys, employees made suggestions about how we could do better in some areas, and we will respond to these over the next 18 months.

Internal communications

In order to improve internal communications we initiated a series of monthly briefings. *TNA Talk* is designed to enable the Executive Committee to share important updates with colleagues

through departmental briefings across the office. Besides delivering information, *TNA Talk* gathers views from colleagues at all levels to feed back to The National Archives management.

In spring 2004 we launched our newsletter *NATTA – National Archives Truly Topical Articles*. Produced online and in hard copy, it features stories about staff, projects and events in The National Archives in a readable and visual way.

Working with the trade unions

The trade unions continue to play their part in employment matters across the organisation and are involved in developing, revising and reviewing human resources policies. Quarterly meetings with the Chief Executive and senior managers are an important forum for communication and discussion. Trade unions played a major part in discussions on our pay and grading review and in implementing the recommendations from our recent Human Resources Review.

Business improvement

The pay and grading review addressed pay and grading structures across The National Archives and examined how well the existing structure is supporting business requirements in an electronic environment. The Human Resources Review repositioned the Human Resources Department as a strategic business partner in support of the organisation and its delivery targets. Improvements in both areas are continuing.

Our electronic records management system is now well developed to deal with continuing business and cultural changes. A business improvement project identified business processes to be adapted so that we can use the management system to support staff in achieving greater business efficiency. This activity also formed part of our preparation for Freedom of Information as we ensured that our electronic information is up-to-date and available to respond to requests from the public about our activities.

Estates

We recognise how important it is for our users and our staff to work in a pleasant and efficiently operating environment. In addition, our records have to be kept in the correct environmentally controlled conditions. Throughout the year space planning, maintaining the environment and addressing Health and Safety issues promptly continued to be of great importance.

Extending knowledge and developing skills

Two of our Enquiry Service staff researched and assembled a small exhibition of records featuring foreign nationals who were interned during the First and Second World Wars. The records selected provided moving insights into their very mixed experiences and the conditions they faced in internment camps and in the community. The exhibition was part of our Research and Knowledge Development Programme, which

encourages Enquiry Service staff to extend their knowledge of our records and their service skills. The two staff visited the Imperial War Museum to compare the material available there with our holdings; some of the photographs on display came from the Imperial War Museum's collection. The exhibition was shown in the foyer at Kew for two months, and later travelled to the London Jewish Cultural Centre.





Readers using laptops in our main document reading room.

Performance against key Ministerial targets and milestones

Target
Outturn

	Targets and Outturns			
	2002–03	2003–04	2004–05	2005–06
Efficiency				
Unit cost of selecting and preserving the public records per metre	£107 £90.92	£96 £89.00	£96 £87.79	£97
Unit cost of giving access to records ¹	—	—	£4.55 £3.12	£4.04
Onsite transactions	£8.80 £7.22	£9.90 £8.35	—	—
Online transactions	£0.15 £0.09	£0.11 £0.07	—	—

¹ Since 2004–05 there has been one overall access unit cost, with weightings for various onsite and online information transactions, which are published in The National Archives' corporate plan for 2005–08: www.nationalarchives.gov.uk/about/operate/plans.htm

	Targets and Outturns			
	2002–03	2003–04	2004–05	2005–06
Quality of Service				
Achievement of six separate Charter Standard targets for:				
Answering letters within 10 working days	98.5% 99.6%	98.5% 99.8%	98.5% 99.9%	98.5%
Record copying services	98.5% 98.78%	98.5% 99.81%	98.5% 99.9%	98.5%
Keeping visitor appointments within 10 minutes	98.5% 98.8%	98.5% 99.47%	98.5% 98.7%	98.5%
Delivering documents to users (90 per cent within 30 minutes on weekdays, 45 minutes on Saturdays)		90% 95.7%	90% 97.7% ²	90%
Specified time targets for making newly opened records and their catalogues available to users ³	107.1%	108%	107.6%	
Answering 85 per cent of telephone calls within 20 seconds		85% 90.82%	85% 97.7%	85%
Onsite user satisfaction surveys: assessments of 'good' and 'excellent' from those expressing a view	90% 96.7%	90% 97.1%	90% 95.1%	
To attract new users to the website so that they comprise at least 25 per cent of total users in three online user surveys			25% 58%	
Electronic Service Delivery				
To deliver a specified number of digital record images to users through Documents Online	20,000 29,994	60,000 103,653	100,000 227,018	165,000

² The outturn for the target on Saturdays was 100 per cent.

³ See Corporate Plan 2005–08 Annex 2: www.nationalarchives.gov.uk/about/operate/plans.htm

Social Inclusion 2004–05	
To raise awareness of The National Archives' holdings among under-represented groups in our user profile by means of a rigorous social inclusion programme, the chief components of which are:	
i. To organise 25 per cent of educational workshops at The National Archives to schools with above average take-up of free school meals and 40 per cent of these workshops to schools with an above average proportion of pupils from ethnic minority backgrounds. ⁴	Exceeded: 33 per cent of workshops delivered to schools with above average take-up of free school meals. 52 per cent of workshops delivered to schools with an above average proportion of pupils from ethnic minority backgrounds.
ii. To complete the first stage of the project to redesign PROCAT public interface screens in order to improve their usability, partly based on the findings of the usability evaluation exercise completed in 2002–03	Completed: incorporated into the launch of The National Archives web service re-brand launch.
iii. To produce a draft operational selection policy about records relating to the State and the Citizen and to issue a final version after public consultation	Completed: final published version is available at: OSP 30: www.nationalarchives.gov.uk/recordsmanagement/selection/ospintro.htm
iv. To increase the proportion of National Archives staff from the ethnic minorities to 20 per cent. ⁵	Not achieved: the proportion of staff from ethnic minorities at 31 March 2005 was 19.1 per cent.

⁴ This target applies to English primary and secondary schools covered by an Ofsted report; the categories and averages are taken from Ofsted reports.

⁵ This represented a 2 per cent increase on the estimate of the number of National Archives staff from the ethnic minorities in post at the end of March 2004.

**Raising the Public Profile of The National Archives
Key Targets for 2004–05**

To raise the profile of The National Archives with the general public by achieving the following:

- i. To make publicly available the newly redesigned and re-branded National Archives website

Completed: The new website, combining the former Public Record Office and Historical Manuscripts Commission websites, was launched under The National Archives brand on 28 March 2004. Searching enhancements introduced and a content management system installed by 31 March 2005.

- ii. To produce marketing and communications strategies and to implement annual action plans issuing from these strategies

Completed: design guidelines for visual identity produced; Family History week organised in May 2004 and BBC London Family History Day in December; public relations agency secured higher profile for exhibitions and events; monthly press events; development of internal communications.

Social Inclusion Programme Key Targets for 2005–06

- i. To begin the implementation of the Moving Here project 'Routes to the Future', which will capture and record the experiences of first- and second-generation settlers in England.
- ii. To implement the 'Government and People: the interaction of the state with the citizen' Operational Selection Policy in all relevant records selection work in departments.

Raising the Public Profile of the National Archives Key Targets for 2005–06

- i. To implement year one actions in our new three-year marketing strategy, by launching a national promotional campaign to raise awareness of The National Archives and its services; ensuring the specification of the new search engine is consistent with user needs; increasing digitisation of visual material and making substantial additions to our network of Licensed Internet Associate Services.
- ii. To grow the website user base by a 15 per cent increase in numbers of users visiting the website more than once, taken from respondents replying to at least two surveys on The National Archives' web services.

Records Management Key Targets for 2005–06

- i. To monitor and influence the effectiveness of records management in central government through the introduction of an integrated compliance regime with particular reference to the Code of Practice introduced under S.46 of the Freedom of Information Act 2000.
- ii. To develop, in collaboration with other government departments, a statement of requirements towards the survival of digital records.



Documents stored on modern movable shelving in our climate-controlled archive.

Resource accounts 2004-2005

The National Archives

A Government Department and Executive Agency

Foreword to the accounts

for the year ended 31 March 2005

Background information

The National Archives was formed in April 2003 by a merger of the Public Record Office and the Historical Manuscripts Commission. The Chief Executive is both Keeper of Public Records and sole Historical Manuscripts Commissioner. The National Archives is a Government Department and Executive Agency under the Secretary of State for Constitutional Affairs and Lord Chancellor.

The National Archives operates the United Kingdom Public Records Acts of 1958 and 1967 and exercises the powers of the Historical Manuscripts Commission in relation to other archives. The records that The National Archives preserves and makes publicly available span over a thousand years of English and British history,

from Domesday Book in 1086 to the latest releases of government papers. The National Archives is funded by a request for resources from Parliament.

Aims

For the year under review the aims of The National Archives were:

- to assist and promote the study of the past through the public records and other archives in order to inform the present and the future
- to advise government on records management, archive policy and related information policy matters
- to advise record custodians in the public and private sectors on best practice in records and archives management.

Objectives

For the year under review the objectives of The National Archives were:

- **Records Management and Selection:**
Overseeing management of records in government to support government business operations; selecting and acquiring public records of enduring historical value for public access.
- **Preservation:**
Preserving the selected public records permanently so that present and future generations can have access to them, and promoting similar arrangements for other archives.
- **Access:**
Providing online and onsite access to the public records, disseminating information about archives held elsewhere and promoting the value and use of archives as a national information and educational resource.

Management and structure

During the year under review the functions and duties of The National Archives were carried out by four groups.

The **National Advisory and Public Services Group** was responsible for making the records available to the public on site and for developing and promoting high-quality public services. It provided expert advice and other services to readers and remote users including record copying and provided expert knowledge about the records through the creation and refinement of traditional and electronic finding aids. It provided copying services and was responsible for the storage of the public records and for making them available to the public and government users. It also liaised with other record offices designated as places of deposit for public records. It made enquiries about the existence and location of records relating to British history outside the public records, and recorded details of those records in the National Register of Archives (NRA), enabling users to follow up computerised index entries in the NRA by consulting the full catalogue series and other finding aids and by seeking additional advice from our expert staff. It provided advice to private owners, the V&A

Purchase Grant Fund, the Heritage Lottery Fund, the New Opportunities Fund, the National Manuscripts Conservation Trust and other bodies on grant applications from archive institutions. It also advised the relevant government bodies concerning the Acceptance of Manuscripts in Lieu (AIL) of tax.

The **Online Services and Strategic Marketing Group** was responsible for making catalogues, records and advice available to the public electronically on the internet. The group was responsible for The National Archives' websites, digitisation programme and e-learning initiatives, and provided various services promoting the archives to readers and remote users. It organised publicity and marketing activities designed to raise awareness of The National Archives, conducted market research to assist website design and oversaw the introduction of new design standards. It arranged a programme of activities including school visits, events and exhibitions, and engaged in publishing, retailing and other income-earning activities such as licensing.

The **Government and Technology Group** was responsible for overseeing the management of current records (paper and electronic) in government. It guided and supervised government departments and other public record bodies in the selection and transfer of records to The National Archives or other suitable archives and then preserving those records by ensuring that they are maintained and stored in good order. It developed special provisions for selecting and preserving electronic records, dealt with relevant aspects of government information policy and advised the Lord Chancellor on the records system in general and specifically on the implementation of the Freedom of Information Act (FOI). This group was also responsible for the maintenance and development of the Information and Communications infrastructure.

The **Strategy Finance and Resources Group** ensured the efficient, effective and proper use of The National Archives' financial, staff and other resources. It was responsible for essential support services. These included the functions of Finance, Human Resources (Personnel), Staff Training, Procurement, Internal Audit, the Monitoring of Project Controls, Risk Management and Policy Advice. Security and the general management of the estate and of its facilities were also its responsibility. All of these functions were in support of The National Archives in meeting its

business and corporate objectives. The Chief Executive's Office, which was independent of but worked closely with this group, was directly responsible to the Chief Executive for Performance and Communications issues.

Departmental report

The National Archives departmental report was presented to Parliament as part of *The Department for Constitutional Affairs - Departmental Report*. It described progress in meeting strategic objectives and looked forward to the spending plans of the next three years. The report was published in June 2005.

Pension liabilities

Present and past employees are covered by the provisions of the Civil Service pension arrangements. These are explained in detail in note 2 to the accounts. Benefit expenditure for Civil Service pensions is borne on the Civil Superannuation Vote. Where The National Archives bears the cost of pension provision for staff, it is by the payment of an annual accruing superannuation charge. The charge is shown under "Other pension costs" in note 2 to the accounts.

Employment policy

The National Archives is committed to equality of opportunity for all. Policies are in place to guard against discrimination and to ensure that there are no unfair or illegal barriers to employment or advancement within The National Archives. Suitability for employment is based on qualifications and eligibility of individuals irrespective of race, age, gender, marital status, disability or sexual orientation. The National Archives follows the Civil Service Code of Practice on the Employment of Disabled People, which aims to ensure that there is no discrimination on the grounds of disability. At the end of 2004-05 The National Archives had 602 employees (559 full time equivalents) of whom 287 (47.7 per cent) were women. The 602 employees were made up of 557 permanent staff and 45 casual staff. Of the 557 permanent staff, 35 (6.3 per cent) would be recognised as disabled in the context of the Disability Discrimination Act 1995. Of the 519 staff who have declared their ethnic origin, 99 (19.1 per cent) were from ethnic minorities. The National Archives through its senior managers meets regularly with staff and

Trades Union representatives in a wide spectrum of areas, including Whitley Council, Health & Safety Committees and link groups. The National Archives provides a welfare service for its employees.

Statement of payment practice

The National Archives operates a policy of paying within 30 days of receipt of goods and services, or the invoice, whichever is the later. In 2004-05, 99 per cent were paid by The National Archives within agreed credit periods.

Preparation of the accounts

The accounts are prepared in accordance with the direction given by HM Treasury in pursuance of section 5(2) of the Government Resources and Accounts Act 2000.

Financial Control

The National Archives is funded through the Supply Estimates. These are the means by which Government seeks authority from Parliament for its own spending each year. The National Archives' net total resources for which authority was sought and approved through the Supply Estimates was £38.731m. The actual outturn for the financial year was £36.109m, a saving of £2.622m. The cash requirement of The National Archives is projected on a monthly basis. The net cash requirement of £28.012m is £7.644m less than the Estimate. The National Archives liaises with HM Treasury to enable these funds to be made available through the Office of HM Paymaster General (OPG), which is The National Archives' main banking facility. It also maintains facilities with the National Westminster Bank to clear retail transactions through to the OPG and also arranges for electronic transactions (debit and credit cards) to be collected on The National Archives' behalf by Nat West Streamline.

Capital expenditure, administration costs and income are monitored and reported bi-monthly to the Management Board, which considers and agrees actions to be taken as appropriate.

Audit

The financial statements have been audited by the

National Audit Office on behalf of the Comptroller and Auditor General (see note 3). The National Audit Office did not provide any non audit services during the year.

Review of activities

The main activities during the year were:

- the completion of the setting up and the successful operation of a research service to answer FOI requests
- publishing six quality standards to guide public record bodies on the selection of records in line with the Acquisition and Disposition Policies
- selecting and preserving suitable UK government websites for preservation in the Digital Archive
- the completion of provision of access to digital images of the First World War 'Medal Rolls Index'
- completion of Access to Archives (A2A) Phase 3, incorporating retrospective conversion of paper catalogues, interpretative and digitisation projects
- continuing developments of standards for records management across government
- agreeing contracts with the first tranche of Licensed Internet Associates (LIAs) and inviting applications from organisations for a second tranche of family history content
- further developing The National Archives' digital preservation strategy for electronic records
- completing the installation and implementation of an IT system at Kew and the Family Records Centre for networking electronic publications
- continued enhancement of the reading room services at Kew, in the light of consultation with readers
- launching The National Archives standard for Record Repositories Chartermark re-accreditation
- completing the redevelopment of the online Museum and the creation of two new pieces of content
- launching The Secret State exhibition
- launching *Ancestors*, The National Archives' magazine, to the UK news trade.

Future activities

Future activities include:

- the completion of provision of access to digital images of the Register of Seaman's Services
- implementation of the Marketing Strategy
- the implementation of Phase 2 of the 'Moving Here' project

- an online exhibition featuring unpublished art from the Second World War
- publication of a Learning Strategy
- a series of onsite and online launches to mark the 200th anniversary of the Battle of Trafalgar
- implementation of a content management system
- phase 4 of A2A, subject to Heritage Lottery Fund approval
- completion of the digitisation of ADM 188 (Registers of Seamen's Services, 1853-1924)
- online launch of images and transcriptions from Domesday Book
- initiation of a project to deliver and present digital records to online users
- completion of a unified event booking system and customer database
- award of the second Licensed Internet Associateship for digitisation of BT 27 (Passenger lists of people leaving the United Kingdom by sea 1890-1960)
- online launch of the 1861 and 1851 censuses via the Licensed Internet Associate service with MyFamily.com
- continuing to meet the high level of FOI inquiries within the statutory deadline
- beginning to develop options to ensure the survival of electronic records in government departments
- beginning a major programme to automate the selection, preservation and delivery of digital records
- developing a single search engine of all our catalogues and web pages

In 2004-05 the members of the Management Board were

Mrs Sarah Tyacke

Chief Executive (Keeper of Public Records and Historical Manuscripts Commissioner)

Dr Elizabeth Hallam-Smith

Director of National Advisory and Public Services

Mrs W. Jones

Director of Strategy, Finance and Resources

Dr David Thomas

Director of Government and Technology

Mr James Strachan

Head of Online Services and Strategic Marketing
(from 28 June 2004)

Mr Chris Cooper

Head of Reader Information Services

Mr Nick Kingsley

Secretary to the Historical Manuscripts Commission
(from 21 March 2005)

Dr Chris Kitching

Secretary to the Historical Manuscripts Commission
(to 5 November 2004)

Dr David Leitch

Head of Performance and Communications

Mr David Ryan

Head of Archiving Services (to 19 November 2004)

Ms Meg Sweet

Head of Records Management

Mrs Alison Webster

Head of Online Content and Partnership Development

Mr Nick Worrall

Head of Financial Services

Mr Barry Glassberg

Non-executive member

Mr Simon Palethorpe

Non-executive member

Mr Meyrick Vevers

Non-executive member

Mrs Sarah Tyacke, the Chief Executive, was appointed in December 1991 by competitive recruitment as Keeper of Public Records by the Lord Chancellor. Her contract expires on 28 September 2005, but it can also be terminated under the standard procedures of the Civil Service Management Code. Her salary is determined by the Lord Chancellor.

The other Senior Civil Servants, Dr Elizabeth Hallam-Smith, Mrs W. Jones and Dr David Thomas, were appointed by competitive recruitment. They are permanent employees. Their salaries are determined

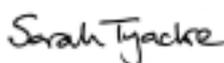
by reference to the Senior Salaries Review Body. Procedures for termination are as set out in the Civil Service Management Code.

The other members of the Management Board (excluding the non-executive members) were all appointed by competitive recruitment. They are permanent employees. The determination of their salaries is through a locally negotiated scheme to which all The National Archives' employees, excluding the Chief Executive and other Senior Civil Servants, are subject. These Management Board members have standard contracts of employment and the termination of their employment is governed by employment law.

Details of the remuneration for the Chief Executive and other Senior Civil Servants are shown in note 2 to the accounts.

Events since the end of the financial year

The 1901 census was made available on the Internet by QinetiQ under a contract with The National Archives. QinetiQ's income under the contract has been underwritten by The National Archives up to a maximum of £250,000. As at 31 March 2005 no payments were required to be made by The National Archives under this contract. In June 2005, to reflect developments in the market since the launch of the service, the contract was replaced with a new contract that deleted The National Archives' underwriting of QinetiQ's income from the 1901 census.


Sarah Tyacke

Accounting Officer

11 July 2005

Statement of Accounting Officer's responsibilities

Under the Government Resources and Accounts Act 2000, The National Archives is required to prepare resource accounts for each financial year, in conformity with a Treasury direction, detailing the resources acquired, held, or disposed of during the year and the use of resources by The National Archives during the year.

The resource accounts are prepared on an accruals basis and must give a true and fair view of the state of affairs of The National Archives, the net resource outturn, resources applied to objectives, recognised gains and losses and cash flows for the financial year.

HM Treasury has appointed the Chief Executive and Keeper of Public Records and sole Historical Manuscripts Commissioner as Accounting Officer of The National Archives with responsibility for preparing The National Archives' accounts and for transmitting them to the Comptroller and Auditor General.

In preparing the accounts the Accounting Officer is required to comply with the *Resource Accounting Manual* prepared by HM Treasury, and in particular to:

- observe the relevant accounting and disclosure requirements, and apply suitable accounting policies on a consistent basis;
- make judgments and estimates on a reasonable basis;
- state whether applicable accounting standards, as set out in the *Resource Accounting Manual*, have been followed, and disclose and explain any material departures in the accounts;
- prepare the accounts on the going-concern basis.

The responsibilities of an Accounting Officer, including responsibility for the propriety and regularity of the public finances for which an Accounting Officer is answerable, for keeping proper records and for safeguarding the Department's assets, are set out in the Accounting Officers' Memorandum, issued by the Treasury and published in *Government Accounting*.

The Accounting Officer is also responsible for putting in place reasonable controls to protect the integrity of The National Archives' website. This responsibility includes accurate reproduction and maintenance of the annual audited Accounts documents that are made available to users of the website.

Statement on Internal Control 2004-05

1. Scope of Responsibility

1.1 As Accounting Officer, I have responsibility for maintaining a sound system of internal control that supports the achievement of The National Archives' policies, aims and objectives, whilst safeguarding the public funds and departmental assets for which I am personally responsible, in accordance with the responsibilities assigned to me in *Government Accounting*.

1.2 As The National Archives is a government department, I am accountable directly to Parliament. I report directly to the Lord Chancellor, meeting with him twice a year to review progress and items of significant risk.

2. The Purpose of the System of Internal Control

2.1 The system of internal control is designed to manage risk to a reasonable level rather than to eliminate all risk of failure to achieve policies, aims and objectives; it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to:

- identify and prioritise the risks to the achievement of policies, aims and objectives;
- evaluate the likelihood of those risks being realised and the impact should they be realised; and
- manage them efficiently, effectively and economically.

2.2 The system of internal control has been in place in The National Archives for the year ended 31 March 2005 and up to the date of approval of the annual report and accounts, and accords with Treasury guidance.

3. Capacity to Handle Risk

3.1 In 2004-05 a top level restructuring created an Executive Committee. Terms of reference cover strategic governance responsibilities:

- the Management Board retains the responsibility for establishing strategic direction;

- the Executive Committee takes forward this strategy and ensures it is implemented; and
- the Audit Committee acts in an advisory capacity, taking an overview of the entire risk management framework.

3.2 Strategic leadership at Board and Audit Committee level is able to draw on the expertise of non-executive and independent members with experience of the private sector and other government bodies. The Chair of the Audit Committee is a non-executive director and also a member of the Management Board.

3.3 Reorganisation in 2004-05 realigned and reallocated responsibilities, so that related activities are grouped together in a structure which supports the achievement of strategic objectives.

3.4 We aim to ensure that staff at all levels are able to contribute to the identification and evaluation of risk. In order to achieve this we:

- encourage departments to ensure that risk management priorities are given a high profile at departmental meetings;
- offer a risk management and control training module to ensure that more staff (particularly junior managers) are equipped with skills and an understanding of corporate governance; and
- provide risk and control information on The National Archives intranet, including the corporate risk register, information and guidance on departmental risk registers and treatment plans, a diagrammatic overview of the risk management framework, and HM Treasury's Orange Book.

4. The Risk and Control Framework

4.1 The National Archives embraces the principles and requirements of good corporate governance. The culture of the organisation supports responsible risk taking. There is a risk management framework which provides a clear understanding of responsibilities. We also ensure that, for all our major projects, we follow a project methodology and develop communications strategies.

4.2 The high level corporate risk register is reviewed by the Management Board three times a year. This provides information on strategic risks. Changes in the level/impact of all key risks are clearly identified.

4.3 At lower levels risk registers assess the risks relating to programme, project and departmental targets and assign responsibilities.

4.4 We have systems to ensure the security of our site, our documents and assets, our staff and the public, which include:

- disaster planning exercises; and
- a comprehensive online security manual, with clearly defined roles and responsibilities.

5. Review of Effectiveness

5.1 As Accounting Officer, I also have responsibility for reviewing the effectiveness of the system of internal control. My review of the effectiveness of the system of internal control is informed by the work of the internal auditors and the executive managers within the department who have responsibility for the development and maintenance of the internal control framework, and by comments made by the external auditors in their management letter and other reports. Further information comes from external reviews, checks and accreditations, which are detailed in The National Archives' Strategy for Obtaining Overall Assurance. I have been advised on the implications of the result of my review of the effectiveness of the system of internal control by the Executive Committee, the Management Board, and the Audit Committee, and a plan to address weaknesses and ensure continuous improvement of the system is in place.

5.2 During the course of 2004-05 we enhanced existing risk management procedures and introduced a number of additional ones, for example the scoring of the risk and business criticality of projects. My review of effectiveness also ensures that there is continuous improvement of the system of internal control. I am confident that all key corporate governance processes are in place.

6. Significant Internal Control Problems in 2004-05

6.1 I am aware of no significant internal control problems that would prejudice my assurance for 2004-05.

7. Major Challenges in 2004-05

7.1 During the year there have been a number of issues which have been successfully dealt with by management. None of these are significant in terms of the business as a whole.

7.2 Freedom of Information presented a major challenge for The National Archives. Planning had to encompass a wide range of scenarios and the level of demand was unknown. Our efforts focused on developing effective systems and the testing of contingency plans which would cope with large volumes of enquiries. We also ensured that staff at all levels were aware of the implications of the Act and the procedures to be followed if they received a request. These preparations were effective, and systems are coping well. We continue to learn from our experiences post-implementation and aim to refine and modify processes.

7.3 Extensive media coverage carries the risk that demand will exceed our service capacity. The screening of the BBC *"Who Do You Think You Are?"* series boosted online and onsite demand. In anticipation of this The National Archives doubled band-width and increased back office capacity. Onsite services continued to meet KPI targets, assisted by new self-service lockers and overhead scanners. Further work will be carried out in 2005-06 to refine the means of predicting the impact of publicity on resources.

7.4 The new website was launched in June. Prior to this there had been two sites, which did not fully reflect the structural changes and integration developments which had taken place in 2003-04 and the early part of 2004-05. Extensive research into user needs, and analysis of activity in the initial months of use, mean that the new site offers an enhanced experience for the online user.

7.5 We are bringing together skills and expertise to set up a National Advisory Service. This has involved the integration of team structures, the clarification of roles and responsibilities, the streamlining of processes and the prioritisation of stakeholder needs. Further development will be required in 2005-06.

7.6 Government faces challenges in preserving digital information for future generations. We have worked on a Custody Policy which ensures that there is an agreed approach to long term storage issues. Our Seamless Flow strategy also prepares The National Archives for greater volumes of digital records.

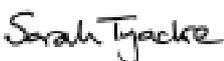
7.7 We aim to raise staff awareness of preservation risks. We launched a Preservation Strategy, and are linking with the research community in order to ensure that we contribute to the development of best practice.

7.8 We worked to promote best practice in electronic records management across government. In support of this, our client managers are expected to have a greater awareness of e-concepts. We now have a training programme to develop the necessary skills.

7.9 Our own move to electronic records management has brought considerable cultural changes. Staff and systems have coped well with the challenges of migration and data clean up. This will help The National Archives deal with FOI requests for corporate records, and data storage issues.

7.10 We carried out a number of enhancements to our IT infrastructure to increase its resilience, availability, security and capacity. Further work will be carried out to provide a standard desktop, which will simplify licensing and support arrangements.

7.11 As our pay and grading system does not reflect organisational changes, we set up a project to review our approach and structures. The benefits of this will not be realised until 2005-06. However, we anticipate that the outcome will be a more transparent system, which will offer development opportunities and encourage staff retention.



Sarah Tyacke
Keeper of the Public Records
Chief Executive and Accounting Officer
Historical Manuscripts Commissioner

11 July 2005

The Certificate and Report of the Comptroller and Auditor General to the House Of Commons

I certify that I have audited the financial statements on pages 76 to 98 under the Government Resources and Accounts Act 2000. These financial statements have been prepared under the historical cost convention as modified by the revaluation of certain fixed assets and the accounting policies set out on pages 82 to 83.

Respective responsibilities of the Accounting Officer and Auditor

As described on page 70, the Accounting Officer is responsible for the preparation of the financial statements in accordance with the Government Resources and Accounts Act 2000 and Treasury directions made thereunder and for ensuring the regularity of financial transactions. The Accounting Officer is also responsible for the preparation of the other contents of the Annual Report. My responsibilities, as independent auditor, are established by statute and I have regard to the standards and guidance issued by the Auditing Practices Board and the ethical guidance applicable to the auditing profession.

I report my opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Government Resources and Accounts Act 2000 and Treasury directions made thereunder, and whether in all material respects the expenditure and income have been applied to the purposes intended by Parliament and the financial transactions conform to the authorities which govern them. I also report if, in my opinion, the Foreword is not consistent with the financial statements, if The National Archives has not kept proper accounting records, or if I have not received all the information and explanations I require for my audit.

I read the other information contained in the Annual Report, and consider whether it is consistent with the

audited financial statements. I consider the implications for my certificate if I become aware of any apparent misstatements or material inconsistencies with the financial statements.

I review whether the statement on pages 71 to 73 reflects the compliance of The National Archives with Treasury's guidance on the Statement on Internal Control. I report if it does not meet the requirements specified by the Treasury, or if the statement is misleading or inconsistent with other information I am aware of from my audit of the financial statements. I am not required to consider, nor have I considered whether the Accounting Officer's Statement on Internal Control covers all risks and controls. I am also not required to form an opinion on the effectiveness of The National Archives' corporate governance procedures or its risk and control procedures.

Basis of audit opinion

I conducted my audit in accordance with United Kingdom Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts, disclosures and regularity of financial transactions included in the financial statements. It also includes an assessment of the significant estimates and judgements made by The National Archives in the preparation of the financial statements, and of whether the accounting policies are appropriate to The National Archives' circumstances, consistently applied and adequately disclosed.

I planned and performed my audit so as to obtain all the information and explanations which I considered necessary in order to provide me with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by error, or by fraud or other irregularity and that, in all material respects, the income and expenditure have been applied to the purposes intended by Parliament and the financial transactions conform to the authorities which govern them. In forming my opinion I have also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In my opinion:

- the financial statements give a true and fair view of the state of affairs of The National Archives at 31 March 2005 and of the net resource outturn, resources applied to objectives, recognised gains and losses and cash flows for the year then ended and have been properly prepared in accordance with the Government Resources and Accounts Act 2000 and directions made thereunder by the Treasury; and
- in all material respects the income and expenditure have been applied to the purposes intended by Parliament and the financial transactions conform to the authorities which govern them.

I have no observations to make on these financial statements.

John Bourn

Comptroller and Auditor General

14 July 2005

National Audit Office
157-197 Buckingham Palace Road
Victoria
London SW1W 9SP

Schedule 1

SUMMARY OF RESOURCE OUTTURN 2004-05

	Note	2004-05						Net total outturn compared with Estimate saving/ (excess) 7 £000	2003-04 Prior-year Outturn 8 £000
		Estimate			Outturn				
		Gross expenditure 1 £000	A in A 2 £000	NET TOTAL 3 £000	Gross expenditure 4 £000	A in A 5 £000	NET TOTAL 6 £000		
Request for Resources 1	5	43,731	(5,000)	38,731	39,720	(3,611)	36,109	2,622	36,484
Total Resources		43,731	(5,000)	38,731	39,720	(3,611)	36,109	2,622	36,484
Non-Operating-Cost A in A		–	–	–	–	–	–	–	–
Net Cash Requirement				35,656			28,012	7,644	32,728

Summary of income payable to the Consolidated Fund

In addition to appropriations in aid the following income relates to the department and is payable to the Consolidated Fund (cash receipts being shown in italics):

	Note	2004-05 Forecast		2004-05 Outturn	
		Income £000	Receipts £000	Income £000	Receipts £000
Operating income and receipts – excess A in A	4	–	–	–	–
Non-operating income and receipts – excess A in A		–	–	–	–
Subtotal		–	–	–	–
Other operating income and receipts not classified as A in A		–	–	–	–
Other non-operating income and receipts not classified as A in A		–	–	–	–
Total		–	–	–	–

Schedule 1 (continued)

Reconciliation of Resources to Cash Requirement				Net total outturn compared with Estimate saving/(excess) £000
	Note	Estimate £000	Outturn £000	
Net Total Resources		38,731	36,109	2,622
Capital:				
Cash purchase of fixed assets	11	4,592	1,908	2,684
Cash purchase of investments		–	–	–
Non-Operating-Cost A in A		–	–	–
Loss on fixed asset disposals	3	–	(51)	51
Accrual adjustments				
Non-cash items	3	(7,497)	(8,274)	777
Changes in working capital other than cash	12	(60)	(1,797)	1,737
Changes in creditors falling due after more than one year		–	–	–
Use of provision	17	(110)	117	(227)
Net Cash Requirement (Schedule 4)		35,656	28,012	7,644

A Explanation of the variation between Estimate and Outturn (net total resources)

The variation is the result of re-scheduling budgeted expenditure for electronic service delivery developments.

B Explanation of the variation between Estimate net cash requirement and Outturn net cash requirement

This variation is related to:

the variation in net total resources above

a re-timetabling of capital developments, all of which are still on target

an increase in depreciation and capital charges relating to the increase in valuation of buildings, see note 9

a decrease in debtors (VAT – see note 14), in 2003-04 an additional quarter's income was outstanding at 31 March 2004

The notes on pages 82 to 98 form part of these accounts.

Schedule 2

OPERATING COST STATEMENT

for the year ended 31 March 2005

	Note	2004-05 £000	2003-04 £000
Administration Costs			
Staff costs	2	18,002	17,852
Other administration costs	3	21,718	23,387
Gross Administration Costs			
Operating income	4	(3,611)	(4,942)
Net Administration Costs			
		36,109	36,297
Net Operating Cost	6	36,109	36,297
Net Resource Outturn	6	36,109	36,484
All income and expenditure are derived from continuing operations.			
Statement of Recognised Gains and Losses for the year ended 31 March 2005			
		2004-05 £000	2003-04 £000
Net gain on revaluation of tangible fixed assets	19	13,201	3,244
Total recognised gains for the financial year		13,201	3,244

The notes on pages 82 to 98 form part of these accounts.

Schedule 3
BALANCE SHEET
as at 31 March 2005

	Note	31 March 2005		31 March 2004	
		£000	£000	£000	£000
Fixed Assets					
Tangible assets	9	105,232		94,911	
Intangible assets	10	254		164	
			105,486		95,075
Debtors falling due after more than one year	14		44		19
Current Assets					
Stocks	13	361		297	
Debtors	14	1,818		3,012	
Cash at bank and in hand	15	1,577		1,775	
		3,756		5,084	
Creditors (amounts falling due within one year)	16	(3,908)		(3,414)	
Net Current (Liabilities)/Assets			(152)		1,670
<hr/>					
Total Assets less Current Liabilities			105,378		96,764
Provisions for Liabilities and Charges	17		(169)		(250)
			105,209		96,514
Taxpayers' Equity					
General fund	18		76,108		79,984
Revaluation reserve	19		29,101		16,530
			105,209		96,514

The notes on pages 82 to 98 form part of these accounts.

Sarah Tyacke

Sarah Tyacke
Accounting Officer

11 July 2005

Schedule 4

CASH FLOW STATEMENT

for the year ended 31 March 2005

	2004-05 £000	2003-04 £000
Net cash outflow from operating activities (<i>Note a</i>)	(26,104)	(29,382)
Capital expenditure and financial investment (<i>Note b</i>)	(1,908)	(3,317)
Payments of amounts due to the Consolidated Fund	(186)	(578)
Financing (<i>Note c</i>)	28,000	32,869
Decrease in cash in the period	(198)	(408)
Notes:		
a See the table below giving a reconciliation of operating cost to operating cash flows.		
b See the table below giving an analysis of capital expenditure and financial investment.		
c See the table below giving an analysis of financing and a reconciliation to the net cash requirement.		

Reconciliation of operating cost to operating cash flows	Note	2004-05 £000	2003-04 £000
Net operating cost		36,109	36,297
Adjustments for non-cash transactions	3	(8,325)	(7,726)
Adjustments for movements in working capital other than cash	12	(1,797)	669
Use of provisions	17	117	142
Net cash outflow from operating activities		26,104	29,382

Analysis of capital expenditure and financial investment	Note	2004-05 £000	2003-04 £000
Fixed asset additions	11	1,908	3,317
Proceeds of disposal of fixed assets		–	–
Net cash outflow for investing activities		1,908	3,317

Analysis of financing and reconciliation to the net cash requirement	Note	2004-05 £000	2003-04 £000
From Consolidated Fund (Supply): current year		28,000	32,711
Advances from the Contingencies Fund		–	–
Repayments to the Contingencies Fund		–	–
Bank balance from HMC		–	158
Net financing		28,000	32,869
Decrease in cash in the period	15	198	408
Net cash flows other than financing		28,198	33,277
Adjustments for payments and receipts not related to Supply:			
Amounts due to the Consolidated Fund – received in a prior year and paid over	16	(186)	(578)
Amounts due to the Consolidated Fund – received and not paid over	16	–	187
Bank balance from HMC		–	(158)
Net cash requirement (Schedule 1)		28,012	32,728

Amount of grant actually issued to support the net cash requirement = £27,999,922.00

Amount of grant actually issued to support the prior year net cash requirement = £32,710,699.98

The notes on pages 82 to 98 form part of these accounts.

Schedule 5

RESOURCES BY DEPARTMENTAL AIMS AND OBJECTIVES

for the year ended 31 March 2005

Aims:

- to assist and promote the study of the past through the public records and other archives in order to inform the present and the future
- to advise government on records management, archive policy and related information policy matters
- to advise record custodians in the public and private sectors on best practice in records and archives management

Objectives:	2004-05			2003-04		
	Gross £000	Income £000	Net £000	Gross £000	Income £000	Net £000
Selection Overseeing records management in government and selecting the public records to provide an information resource for our generation and for future generations.	3,716	(205)	3,511	3,720	(111)	3,609
Preservation Preserving the public records	11,691	(15)	11,676	12,276	(3)	12,273
Access Providing access to the public records and promoting their value and use as a national information and educational resource.	24,313	(3,391)	20,922	25,243	(4,828)	20,415
Net Operating Cost	39,720	(3,611)	36,109	41,239	(4,942)	36,297
see note 20						

Key Ministerial targets	2004-05		2003-04	
	Outturn	Target	Outturn	Target
Unit cost of selecting and preserving the public records per metre	£87.79	£96.00	£89.02	£96.00
Unit cost per information transaction with customers onsite and online	£3.12	£4.55	N/A	N/A

Information transactions are all types of service interactions with users. These range from onsite reader visits and delivery of documents to telephone and email enquiries and documents delivered over the Internet.

The notes on pages 82 to 98 form part of these accounts.

Notes to the accounts

1 Statement of Accounting Policies

The financial statements have been prepared in accordance with the 2004-05 Resource Accounting Manual issued by HM Treasury. The particular accounting policies adopted by The National Archives are described below. They have been applied consistently in dealing with items considered material in relation to the accounts.

1.1 Accounting convention

These accounts have been prepared under the historical cost convention modified to account for the revaluation of fixed assets at their value to the business by reference to their current costs.

1.2 Tangible fixed assets

Tangible fixed assets other than land and buildings consist of computer hardware and software and office equipment. Computer software includes the capitalisation of costs relating to the development of databases such as Documents Online. Public records and other heritage assets held by The National Archives are not valued and capitalised. The records held by The National Archives span one thousand years and fill about 176 kilometres of shelving. They are held in many formats from medieval vellum and parchment to modern computer disks. They are made up of a variety of items ranging from traditional paper records to seals, maps, costumes, paintings, films, items of court evidence etc. Most of the records are unique and irreplaceable and have been preserved for their historical, legal and administrative value. In accordance with the Resource Accounting Manual, the records have not been valued as it would be impractical to do so.

The National Archives is the beneficial owner of the freehold land and buildings at Kew.

Freehold land and buildings are stated at current cost using professional valuations every five years and appropriate indices in intervening years. Other tangible fixed assets have been stated at current cost using appropriate indices.

The minimum level for capitalisation of an individual tangible fixed asset is £1,000.

1.3 Intangible fixed assets

Intangible fixed assets comprise software licences purchased from third parties. They are amortised over their estimated useful life of 5 years.

1.4 Depreciation

Freehold land is not depreciated.

Depreciation is provided at rates calculated to write off the valuation of freehold buildings and other tangible fixed assets less their residual values by equal installments over their estimated useful lives. Lives are normally in the following ranges:

Freehold buildings	50 years
Computers and software	up to 5 years
Office equipment	up to 10 years
Conservation equipment	up to 25 years
Electric trucks	up to 10 years

1.5 Stocks and work in progress

Stocks and work in progress are valued at the lower of cost and net realisable value.

1.6 Operating income

Operating income is income which relates directly to the operating activities of The National Archives. It principally comprises fees and charges for services provided to external customers, but it also includes grants from the Heritage Lottery Fund and the New Opportunities Fund.

1.7 Deferred income

This comprises payments in advance for work, which has not been undertaken at the balance sheet date.

1.8 Administration expenditure

Administration costs reflect the costs of running The National Archives as defined under the administration cost-control regime, together with associated operating income.

1.9 Programme expenditure

The National Archives does not incur any programme expenditure.

1.10 Capital charge

A non-cash capital charge, reflecting the cost of capital utilised by the department, is included in operating costs. The charge is calculated at the Government's standard rate of 3.5 per cent in real terms on the average of opening and closing net assets employed except amounts to be surrendered to the Consolidated Fund and cash holdings with the Office of HM Paymaster General, where the charge is nil.

1.11 Pensions

Past and present employees are covered by the provisions of the Civil Service Pension Schemes which are described at Note 2F. The defined benefit elements of the schemes are unfunded and are non-contributory except in respect of dependants' benefits. The department recognises the expected cost of these elements on a systematic and rational basis over the period during which it benefits from employees' services by payment to the Principal Civil Service Pension Schemes (PCSPS) of amounts calculated on an accruing basis. Liability for payment of future benefits is a charge on the PCSPS. In respect of the defined contribution elements of the schemes, the department recognises the contributions payable for the year.

1.12 Early departure costs

The National Archives is required to meet the additional cost of benefits beyond the normal PCSPS benefits in respect of employees who retire early. The National Archives provides in full for this cost when the early retirement programme has been announced and is binding on the department. Prior to 2004-05, The National Archives has settled some of its liabilities in advance by making payments to the Paymaster General's account at the Bank of England for the credit of the Civil Superannuation Vote. The amount provided is shown gross of any such payments.

1.13 Operating leases

Operating lease rentals are charged to the operating cost statement in equal amounts over the lease term.

1.14 Value Added Tax

Most of the activities of the department are outside the scope of VAT and, in general, output tax does not apply and input tax on purchases is not recoverable. Irrecoverable VAT is charged to the relevant expenditure category or included in the capitalised purchase cost of fixed assets. Where output tax is charged or input VAT is recoverable, the amounts are stated net of VAT.

2 Staff numbers and costs

A. Staff costs consist of:

	2004-05		2003-04	
	£000	£000	£000	£000
	Total	Permanently Employed Staff	Others	
Wages and salaries	15,321	13,358	1,963	15,207
Social Security costs	1,014	1,014	–	1,007
Other pension costs	1,729	1,729	–	1,713
Sub Total	18,064	16,101	1,963	17,927
Less recoveries in respect of outward secondments	(62)	(62)	–	(75)
	18,002	16,039	1,963	17,852

B. The PCSPS is an unfunded multi-employer defined benefit scheme but The National Archives is unable to identify its share of the underlying assets and liabilities. A full actuarial valuation was carried out as at 31 March 2003. Details can be found in the resource accounts of the Cabinet Office: Civil Superannuation (www.civilservice-pensions.gov.uk).

C. For 2004-05, employers' contributions of £1,725,580 were payable to the PCSPS (2003-04 £1,712,762) at one of four rates in the range 12 to 18.5 per cent of pensionable pay, based on salary bands. Rates will increase from 2005-06, subject to revalorisation of the salary bands. Employer contributions are to be reviewed every four years following a full scheme valuation by the Government Actuary. The contribution rates reflect benefits as they are accrued, not when the costs are actually incurred, and include past experience of the scheme.

D. Employees joining after 1 October 2002 could opt to open a partnership pension account, a stakeholder pension with an employer contribution. During 2004-05 employers' contributions of £2,314 were paid to one or more

of a panel of four appointed stakeholder pension providers. Employer contributions are age-related and range from 3 to 12.5 per cent of pensionable pay. Employers also match employee contributions up to 3 per cent of pensionable pay. In addition, employer contributions of £1,984, 0.8 per cent of pensionable pay, were payable to the PCSPS to cover the cost of the future provision of lump sum benefits on death in service and ill health retirement of these employees.

Contributions due to the partnership pension providers at the balance sheet date were £nil. Contributions prepaid at that date were £nil.

E. The average number of whole-time equivalent persons employed, including senior management, during the year was as follows:

	2004-05	2003-04
	No.	No.
Selection	79	72
Preservation	80	73
Access	389	392
	548	537

F. The salary and pension entitlements and the value of any taxable benefits in kind of the Keeper and Directors of The National Archives were as follows:

	Column 1 Salary including performance pay	Column 2 Real increase in pension & related lump sum at age 60	Column 3 Total accrued pension at age 60 at 31/3/05 & related lump sum	Column 4 CETV at 31/3/04	Column 5 CETV at 31/3/05	Column 6 Real increase in CETV
	£000	£000	£000	Nearest £000	Nearest £000	Nearest £000
Mrs Sarah Tyacke – Keeper of Public Records	95-100 (2003-04 95 – 100)	0 – 2.5 plus 5.0 – 7.5 lump sum	40 – 45 plus 125 – 130 lump sum	729	794	31
Dr David Thomas – Director	70-75 (2003-04 65 – 70)	0.0 – 2.5 plus 2.5 – 5.0 lump sum	25 – 30 plus 70 – 75 lump sum	402	456	33

Mrs Sarah Tyacke and Dr David Thomas did not receive any benefits in kind (see note (iii) below).

There were no employer contributions to partnership pension accounts in respect of Mrs Sarah Tyacke and Dr David Thomas.

Dr Hallam-Smith Consent to disclosure withheld
Director

Mrs Jones Consent to disclosure withheld
Director

The accrued pension of Mrs Tyacke relates solely to her tenure in the Public Record Office and The National Archives.

Salary

(i) 'Salary' includes gross salary; performance pay or bonuses; overtime; reserved rights to London weighting or London allowances; recruitment and retention allowances; private office allowances and any other allowance to the extent that it is subject to UK taxation.

Pension

(ii) Pension benefits are provided through the Civil Service Pension (CSP) arrangements. From 1 October

2002, civil servants may be in one of three statutory based 'final salary' defined benefit schemes (classic, premium, and classic plus). The Schemes are unfunded with the cost of benefits met by monies voted by Parliament each year. Pensions payable under classic, premium, and classic plus are increased annually in line with changes in the Retail Prices Index. New entrants after 1 October 2002 may choose between membership of premium or joining a good quality 'money purchase' stakeholder arrangement with a significant employer contribution (partnership pension account).

Employee contributions are set at the rate of 1.5 per cent of pensionable earnings for classic and 3.5 per cent for premium and classic plus. Benefits in classic accrue at the rate of 1/80th of pensionable salary for each year of service. In addition, a lump sum equivalent to three years' pension is payable on retirement. For premium, benefits accrue at the rate of 1/60th of final pensionable earnings for each year of service. Unlike classic, there is no automatic lump sum (but members may give up (commute) some of their pension to provide a lump sum). Classic plus is essentially a variation of premium, but with benefits in respect of service before 1 October 2002 calculated broadly as per classic.

The partnership pension account is a stakeholder pension arrangement. The employer makes a basic

contribution of between 3 per cent and 12.5 per cent (depending on the age of the member) into a stakeholder pension product chosen by the employee. The employee does not have to contribute but where they do make contributions, the employer will match these up to a limit of 3 per cent of pensionable salary (in addition to the employer's basic contribution). Employers also contribute a further 0.8 per cent of pensionable salary to cover the cost of centrally-provided risk benefit cover (death in service and ill health retirement).

Further details about the CSP arrangements can be found at the website www.civilservice-pensions.gov.uk. Columns 4 & 5 of the above table show the member's cash equivalent transfer value (CETV) accrued at the beginning and the end of the reporting period. Column 6 reflects the increase in CETV effectively funded by the employer. It takes account of the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

The Cash Equivalent Transfer Value (CETV)

This is the actuarially assessed capitalised value of the pension scheme benefits accrued by a member at a particular point in time. The benefits valued are the member's accrued benefits and any contingent spouse's pension payable from the scheme. A CETV is a payment made by a pension scheme or arrangement to secure pension benefits in another

pension scheme or arrangement when the member leaves a scheme and chooses to transfer the benefits accrued in their former scheme. The pension figures shown relate to the benefits that the individual has accrued as a consequence of their total membership of the pension scheme, not just their service in a senior capacity to which disclosure applies. The CETV figures, and from 2003-04 the other pension details, include the value of any pension benefit in another scheme or arrangement which the individual has transferred to the CSP arrangements and for which the CS Vote has received a transfer payment commensurate with the additional pension liabilities being assumed. They also include any additional pension benefit accrued to the member as a result of their purchasing additional years of pension service in the scheme at their own cost. CETVs are calculated within the guidelines and framework prescribed by the Institute and Faculty of Actuaries.

Real increase in CETV

This reflects the increase in CETV effectively funded by the employer. It takes account of the increase in accrued pension due to inflation, contributions paid by the employee (including the value of any benefits transferred from another pension scheme or arrangement) and uses common market valuation factors for the start and end of the period.

Benefits in kind

(iii) The monetary value of benefits in kind covers any benefits provided by the employer and treated by the Inland Revenue as a taxable emolument.

3 Other administration costs

	£000	2004-05 £000	£000	2003-04 £000
Rentals under operating leases:				
Hire of plant and machinery	509		386	
Other operating leases	637		851	
		1,146		1,237
Non-cash items:				
Depreciation				
Civil Estate	2,402		2,077	
Other fixed assets	1,378		1,435	
downward revaluation of fixed assets	866		771	
loss on disposal of fixed assets	51		70	
Cost of capital charge				
Civil Estate	3,168		2,970	
Other Items	362		361	
auditor's remuneration – audit work	62		61	
Provisions:				
Provided in year	36		(19)	
		8,325		7,726
Other expenditure				
Accommodation	5,696		6,698	
Consultancy	1,030		1,360	
University of London	961		973	
Microfilming	41		34	
Travel, subsistence and hospitality	229		217	
Recruitment	390		278	
Training	180		210	
Digitisation	455		1,101	
IT maintenance	673		612	
Document moves	41		487	
Telecommunications	180		361	
Other expenditure	4,083		4,198	
Less VAT recovery on contracted out services	(1,712)		(2,105)	
		12,247		14,424
		21,718		23,387

Note a – the total of non-cash items included in the Reconciliation of Resources to the Net Cash Requirement comprises:

	2004-05 £000	2003-04 £000
Total non-cash transactions as above	8,325	7,726
Adjustment for loss on disposal of tangible fixed assets	(51)	(70)
Non-cash items per reconciliation of resources to net cash requirement	8,274	7,656

4 Operating income

Operating income not appropriated-in-aid (transferred to the Consolidated Fund) is analysed for resource budget purposes between that which

is included in public expenditure and that which is not (see note 7). In 2004-05, there was no income classified as non A in A.

2004-05 a)	Resource Outturn		Operating Cost Statement	
	Appropriated in aid	Payable to Consolidated Fund	Income	
	£000	£000	£000	
Operating income analysed by classification and activity, is as follows:				
Administration income:				
Fees and charges to external customers	3,488	–	3,488	
Fees and charges to other government departments	123	–	123	
	3,611	–	3,611	

2003-04	Resource Outturn		Operating Cost Statement	
	Appropriated in aid	Payable to Consolidated Fund	Income included in Operating Cost Statement	
	£000	£000	£000	
Operating income analysed by classification and activity, is as follows:				
Administration income:				
Fees and charges to external customers	4,692	187	4,879	
Fees and charges to other departments	63	–	63	
	4,755	187	4,942	

4 Operating income (continued)

b) An analysis of operating income from services provided is as follows:

	2004-05 Income £000	2004-05 Full cost £000	2004-05 Deficit £000
Record Copying services	1,189	1,639	(450)
Information and Enterprises	1,267	1,863	(596)
Other	1,155	1,155	–
	3,611	4,657	(1,046)

	2003-04 Income £000	2003-04 Full cost £000	2003-04 Deficit £000
Record Copying services	1,623	1,833	(210)
Information and Enterprises	1,078	1,723	(645)
Other	2,241	2,241	–
	4,942	5,797	(855)

c) The National Archives is required, in accordance with the Treasury's Fees and Charges Guide, to disclose performance results for its areas of activity. The segmental analysis is not intended to meet the requirements of Statement of Standard Accounting Practice 25: Segmental Reporting.

d) As a matter of policy, the full cost of services should normally be recovered. However, it has not proved possible in 2004-05 to recover the full cost of services provided. The main reason for the increasing deficits of Record Copying and Information & Enterprises is the share of infrastructure costs, such as IT investments and accommodation developments, which The National Archives has undertaken. These developments will continue in 2005-06.

5 Administration cost limits

The outturn within the administration costs control regime shown against individual administration cost limits is as follows:

	2004-05 Outturn £000	Limits £000	2003-04 Outturn £000	Limits £000
Request for resources 1	36,109	38,731	36,484	38,806

6 Reconciliation of net operating cost to control total and net resource outturn

	2004-05 £000	2003-04 £000
Net operating cost (Note a):	36,109	36,297
Consolidated Fund Extra Receipts (CFERs)	–	187
Net resource outturn (Note a)	36,109	36,484

Note:

- a) Net operating cost is the total of expenditure and income appearing in the Operating Cost Statement (Schedule 2). Net resource outturn is the total of those elements of expenditure and income which are subject to parliamentary approval and included in the department's Supply Estimate. The outturn against the Estimate is shown in the Summary of Resource Outturn (Schedule 1).

7 Analysis of net resource outturn by function and reconciliation to Operating Cost Statement

2004-05								Net Total Outturn compared with Estimate £000
	Admin. £000	Other Current £000	Grants £000	Gross resource expenditure £000	A in A £000	Net total £000	Estimate £000	
Request for Resources 1								
Records registrations and surveys	39,720	–	–	39,720	(3,611)	36,109	38,731	2,622
Total	39,720	–	–	39,720	(3,611)	36,109	38,731	2,622
Resource outturn	39,720	–	–	39,720	(3,611)	36,109	38,731	2,622
Reconciliation to Operating Cost Statement								
Non A-in-A operating income					–	–		
Gross operating expenditure				39,720				
Operating income					(3,611)			
Net operating cost						36,109		

2003-04								Net Total Outturn compared with Estimate £000
	Admin. £000	Other Current £000	Grants £000	Gross resource expenditure £000	A in A £000	Net total £000	Estimate £000	
Request for Resources 1								
Records registrations and surveys	41,239	–	–	41,239	(4,755)	36,484	38,806	2,322
Total	41,239	–	–	41,239	(4,755)	36,484	38,806	2,322
Resource outturn	41,239	–	–	41,239	(4,755)	36,484	38,806	2,322
Reconciliation to Operating Cost Statement								
Non A-in-A operating income					(187)	(187)		
Gross operating expenditure				41,239				
Operating income					(4,942)			
Net operating cost						36,297		

8 Analysis of capital expenditure, financial investment and associated A in A

2004-05					Outturn Compared Estimate with Estimate	
	Capital expenditure £000	Loans, etc. £000	A in A £000	Net total £000	£000	£000
Request for Resources 1						
Records registrations and surveys	1,908	–	–	1,908	4,592	2,684
Total	1,908	–	–	1,908	4,592	2,684

2003-04					Outturn Compared Estimate with Estimate	
	Capital expenditure £000	Loans, etc. £000	A in A £000	Net total £000	£000	£000
Request for Resources 1						
Records registrations and surveys	3,317	–	–	3,317	5,184	1,867
Total	3,317	–	–	3,317	5,184	1,867

9 Tangible fixed assets

	Freehold land and buildings (non dwellings) £000	Equipment £000	IT including databases £000	Total £000
Cost or valuation				
At 1 April 2004	99,027	8,069	6,561	113,657
Additions	167	109	1,461	1,737
Disposals	–	(177)	(577)	(754)
Revaluation	15,078	281	(857)	14,502
At 31 March 2005	114,272	8,282	6,588	129,142
Depreciation				
At 1 April 2004	13,865	2,042	2,839	18,746
Charged in year	2,402	255	1,042	3,699
Disposals	–	(147)	(556)	(703)
Revaluation	2,108	60	–	2,168
At 31 March 2005	18,375	2,210	3,325	23,910
Net Book value at 31 March 2005	95,897	6,072	3,263	105,232
Net Book value at 31 March 2004	85,162	6,027	3,722	94,911

a) Freehold land and buildings were valued on 25 March 2002 at £84.5m on the basis of depreciated replacement cost by an external firm of Chartered Surveyors, Atis Real Weatheralls

Limited. Their valuation was carried out in accordance with the Appraisal and Valuation Manual issued by the Royal Institution of Chartered Surveyors.

10 Intangible fixed assets

	Software Licences £000
Cost or valuation	
At 1 April 2004	236
Additions	171
At 31 March 2005	407
Depreciation	
At 1 April 2004	72
Charged in year	81
At 31 March 2005	153
Net Book value at 31 March 2005	254
Net Book value at 31 March 2004	164

11 Reconciliation of cash flows to fixed asset additions

	£000
Cash flows for tangible fixed assets	1,737
Intangible fixed asset additions	171
Cash flows for total fixed assets	1,908

12 Movements in working capital other than cash

	Notes	2004-05 £000	2003-04 £000
Increase/(Decrease) in stocks	13	64	(35)
(Decrease)/Increase in debtors	14	(1,169)	914
(Increase) in creditors	16	(692)	(183)
Adjustments for HMC		–	(27)
(Decrease)/Increase in Supply working capital		(1,797)	669

13 Stocks

	2004-05 £000	2003-04 £000
Reprographic materials	28	24
Work in progress	68	41
Publishing and shop stocks	265	232
	361	297

14 Debtors

	2004-05 £000	2003-04 £000
Amounts falling due within one year:		
VAT	850	1,730
Trade debtors	145	172
Other debtors	–	50
Deposits and advances	33	30
Prepayments and accrued income	783	1,023
Prepayments - early retirement	7	7
	1,818	3,012
Amounts falling due after one year:		
Prepayments and accrued income	37	6
Prepayments - early retirement	7	13
	44	19
	1,862	3,031

15 Cash at bank and in hand

	2004-05 £000	2003-04 £000
Balance at 1 April	1,775	2,183
Net cash outflow	(198)	(408)
Balance at 31 March	1,577	1,775
The following balances at 31 March are held at:		
Office of HM Paymaster General	1,574	1,769
Commercial banks and cash in hand	3	6
	1,577	1,775
The balance at 31 March comprises:		
Cash due to be paid to the Consolidated Fund:		
Consolidated Fund extra receipts received and due to be repaid to the Consolidated Fund	–	187
Amounts issued from the Consolidated Fund for Supply but not spent at year end	1,577	1,588
	1,577	1,775

16 Creditors

	2004-05 £000	2003-04 £000
Amounts falling due within one year		
Trade creditors	689	309
Accruals and deferred income	1,642	1,330
Amounts issued from the Consolidated Fund for supply but not spent at year end	1,577	1,588
Consolidated Fund extra receipts received and receivable and other due to be paid to the Consolidated Fund	–	187
	3,908	3,414

17 Provisions for liabilities and charges

	Early departure costs £000
Balance at 1 April 2004	250
Unwinding of discount	36
Provisions utilised during the year	(117)
Balance at 31 March 2005	169

Early departure costs

The National Archives meets the additional costs of benefits beyond the normal PCSPS benefits in respect of employees who retire early by paying the required amounts annually to the PCSPS over the period between early departure and normal retirement date. The National Archives provides for this in full when the early retirement programme becomes binding on the department by establishing a provision for the

estimated payments discounted by the Treasury discount rate of 3.5 per cent in real terms. In past years The National Archives paid in advance some of its liability for early retirement by making a payment to the Paymaster General's Account at the Bank of England for the credit of the Civil Service Superannuation Vote. The balance remaining is treated as a prepayment.

18 Reconciliation of Net Operating Cost to changes in General Fund

	Note	2004-05 £000	£000	2003-04 £000	£000
Net Operating Cost	6	(36,109)		(36,297)	
Surrender of excess appropriations in aid and CFERs	6	–		(187)	
			(36,109)		(36,484)
Historical Manuscripts Commission opening balances			–		195
Net Parliamentary funding			28,000		32,711
Transferred to general fund in respect of realised element of revaluation reserve on depreciation	19		630		293
Consolidated Fund creditor for unspent cash	16		(1,577)		(1,588)
Settlement of previous year creditor for unspent cash	16		1,588		1,605
Notional charges:	3				
cost of capital charge		3,530		3,331	
auditor's remuneration (notional)		62		61	
			3,592		3,392
Net (decrease)/Increase in General Fund			(3,876)		124
General Fund at 1 April 2004			79,984		79,860
General Fund at 31 March 2005			76,108		79,984

19 Reserves

	Revaluation reserve £000
At 1 April 2004	16,530
Arising on revaluation during the year	15,369
Transfer in respect of realised depreciation	(2,168)
Transferred to general fund in respect of realised element of revaluation reserve	(630)
Balance at 31 March 2005	29,101

The revaluation reserve reflects the unrealised element of the cumulative balance of indexation and revaluation adjustments (excluding donated assets). There were no donated assets in 2004-05.

20 Notes to Schedule 5

The National Archives' capital is employed exclusively for administration purposes. Its distribution amongst objectives is therefore not markedly different from the proportion of the related gross administration cost.

Administration costs and income have been attributed to objectives in accordance with the department's normal management accounting practices.

21 Capital commitments

A contract for the upgrading of a lift totalling £0.35m was partially complete at 31 March 2005.

There were no other major capital commitments at 31 March 2005.

22 Commitments under operating leases

Operating leases

Commitments under operating leases to pay rentals during the year following the year of these accounts are given in the table below, analysed according to the period in which the lease expires.	2004-05 £000	2003-04 £000
Obligations under operating leases comprise:		
Land and buildings		
Expiry after more than 5 years	629	663
	629	663
Other		
Expiry within one year	74	195
Expiry between two and five years	142	174
	845	1,032

23 Other commitments

The National Archives has a service contract ending on 31 March 2008 with the University of London for the preservation of government datasets (UK National Data Archive for Datasets). The service charge for 2005-06 will be £0.82m. This service

charge will be increased with indexation for 2006-07 and 2007-08. The National Archives has not entered into any other non-cancellable contracts other than the one disclosed above.

24 Contingencies

There were no contingent assets or liabilities at 31 March 2005.

25 Related party transactions

None of the board members, key managerial staff or other related parties has undertaken any material transactions with The National Archives during the year.

26 Financial Instruments

FRS 13, *Derivatives and Other Financial Instruments*, requires disclosure of the role which financial instruments have had during the period in creating or changing the risks an entity faces in undertaking its activities. Because of the largely non-trading nature of its activities and the way in which it is financed, The National Archives is not exposed to the degree of financial risk faced by business entities. Moreover, financial instruments play a much more limited role in creating or changing risk than would be typical of the listed companies to which FRS 13 mainly applies. The National Archives has very limited powers to borrow or invest funds and except for relatively insignificant forward purchases of foreign currency, financial assets and liabilities are generated by day-to-day operational activities and are not held to change the risks facing the department in undertaking its activities.

27 Accountability

No exceptional kinds of expenditure such as losses and special payments that required separate

Liquidity Risk

The National Archives' net revenue resource requirements are financed by resources voted annually by Parliament, as is its capital expenditure. The National Archives is not therefore exposed to significant liquidity risks.

Interest Rate Risk

The National Archives is not exposed to any interest rate risk.

Foreign Currency Risk

The National Archives' exposure to foreign currency risk is not currently significant.

disclosure because of their nature or amount were incurred.

28 Analysis of debtors & creditors to show government balances

	Debtors within 1 year £000's	Debtors after 1 year £000's	Creditors within 1 year £000's	Creditors after 1 year £000's
Balances with other central government bodies	1,042	–	1,603	–
Balances with local authorities	150	–	2	–
Balances with NHS Trusts	–	–	–	–
Balances with public corporations and trading funds	–	–	35	–
Balances with bodies external to government	626	44	2,268	–
At 31 March 2005	1,818	44	3,908	–
Balances with other central government bodies	2,164	–	1,873	–
Balances with local authorities	138	–	–	–
Balances with NHS Trusts	–	–	–	–
Balances with public corporations and trading funds	–	–	–	–
Balances with bodies external to government	710	19	1,541	–
At 31 March 2004	3,012	19	3,414	–



Independent Complaints Reviewer to The National Archives

Annual Report 2004–2005 Seeking a fair resolution

Jodi Berg is the Independent Complaints Reviewer for The National Archives, Land Registry, the Charity Commission and the Housing Corporation. She is also Independent Case Examiner for the Child Support Agency and the Northern Ireland Social Security Agency. Mrs Berg is a solicitor and a Fellow of the Chartered Institute of Arbitrators. The Independent Complaints Reviewer is not a civil servant, or an employee of The National Archives or of any other public body.

Mission Statement

The Independent Complaints Reviewer will be fair and impartial in the review of complaints made by individual members of the public or organisations.

The Independent Complaints Reviewer aims to seek a fair resolution to complaints made against The National Archives by its customers. We also try to make a difference to the service provided to future customers by recommending the consideration of changes and improvements that have been highlighted as being necessary during reviews.

We ensure that complainants are aware of our role and how we go about our work from their initial contact with us. We communicate with people in a clear and courteous manner that meets their needs and preferences. To this end, upon request, we can provide information leaflets in a number of languages and formats.

Complainants can expect from us:

- Courtesy
- Honesty
- Respect
- Accessibility
- Objectivity
- Flexibility
- Use of plain language
- Openness to suggestions and comments.

Foreword

I am pleased to present my annual report as Independent Complaints Reviewer for The National Archives. My office is available to anyone who is unhappy with the way The National Archives has dealt with them and remains dissatisfied after receiving the final response to their complaint. I try to resolve complaints by agreement. When this is not possible, I can investigate and adjudicate upon the issues raised. If necessary, I can make recommendations aimed at providing redress to complainants such as an apology or a consolatory payment. I can also recommend procedural changes in order to improve the standard of service given to others in the future. The National Archives is committed to implementing the recommendations that I make and has always done so.

In last year's report I congratulated The National Archives for its assiduous commitment to customer service and I am pleased to be able to do so again this year. In fact, in the reporting year 2004–05, The National Archives was able to resolve all the complaints made by its customers, so that people did not find it necessary to take the extra step of referring them to me.

The last few years have seen a surge in the change and development of The National Archives, as it has expanded the ways in which information can be obtained from its records to reach a new worldwide audience. Anyone who visits the website cannot fail to be impressed by its clarity and by the user-friendly

manner in which it imparts information. This means that the archives are now accessible not only to those with specific interests, but as an educational aid for children and adults in the UK and abroad.

This year The National Archives had to meet the challenge of implementing the changes to its service brought about by the Freedom of Information Act 2000, which came fully into effect from 1 January 2005. People are now able to apply to The National Archives for access to its own administrative records and to the records that it holds from other government departments. In the past, on occasion The National Archives faced complaints from people unhappy with the then prevailing '30 year rule'. With the Act in operation, the rule does not apply and information is assumed to be available unless it is withheld because it falls within one of the limited exemptions set out in the Act. Unsurprisingly, people have been interested to obtain information that may not previously have been available as a matter of right and requests for information have risen. The National Archives has again taken this in its stride.

However, even in the best organisations problems occur from time to time. This year, a technical glitch with the Documents Online service instigated a flood of enquiries and comments as some customers failed to gain access to images for which they had already paid a fee. This resulted in the receipt of 735 emails in a single month. The test of an organisation is in how it handles difficult situations and responds to

customers who have justifiable complaints of this kind.

Additionally, it is important to learn from the problems that have arisen for the benefit of future customers. Again, I can report that The National Archives resolved all its customers' concerns internally and was able to draw some valuable lessons to reduce the likelihood of such a situation occurring again and to enable it to manage such problems more efficiently. This is a testament to the strength of its complaint-handling processes.

During the year, I am able to monitor the service given to complainants and I receive updates of information on the numbers of complaints and compliments received. I am able to visit both The National Archives at Kew and the Family Records Centre at 1 Myddelton Street, London, speak to staff and witness at first hand the popularity of the service with its visitors. The dialogue between my office and The National Archives is always constructive and I am grateful to the Chief Executive, Sarah Tyacke, and her Board for the positive way in which they approach independent review.

I hope that you will find my report both interesting and informative.

Jodi Berg
Independent Complaints Reviewer

The year in detail

In the reporting year 2004–05, The National Archives and Family Records Centre between them received:

- 284,874 reader visits
- 80,996 telephone enquiries
- 64,858 letters (answering 99.9 per cent of them within its 10-day target).

Given this level of direct customer contact, it is unsurprising that not everyone was satisfied with the service they received. However, The National Archives' Public Services Development Unit was asked to respond to only 50 complaints, ranging from the grievance of a neighbour who was kept awake by its floodlights to criticisms over perceived omissions in its archives. The rigour of the internal complaints procedure is demonstrated by the fact that, after receiving The National Archives' response, none of these complainants sought to escalate matters and refer their complaints to my office. This is an exceptional achievement.

The National Archives takes customer service seriously and actively looks for ways in which it can be improved. In 2004–05, it introduced a number of initiatives designed to achieve this objective. These included provision for self-service photocopying, allowing the use of digital cameras (and the free loan of camera stands on which to mount them), and the introduction of self-service document lockers and seat selection, which resulted in the reduction of queues for both the collection and return of documents and the allocation of seats.

In my last annual report, I commented on the surprisingly low number of compliments The National Archives recorded. I am pleased to note, therefore, that while the number of internal complaints has remained stable, the number of compliments recorded increased by 11 per cent to 275. This is a welcome step forward in obtaining customer feedback, which demonstrates that a more proactive approach can achieve results.

Making a complaint to the Independent Complaints Reviewer

The Independent Complaints Reviewer is able to look into complaints about the service provided by The National Archives at Kew, at the Family Records Centre and online. Although the Family Records Centre is jointly run by the General Register Office and The National Archives, she is only able to investigate specific complaints about The National Archives, as the General Register Office does not offer this service to its customers.

People can refer their complaints to the Independent Complaints Reviewer by telephone, post, fax or email or in person. The first thing that we do is consider whether it will be possible to negotiate an agreement between The National Archives and its customer. In cases where this appears likely, we will liaise with the complainant and The National Archives to see whether there is any immediate action that can be taken which will resolve the complaint. For example, this may be an agreement to take certain steps, the provision of information,

an explanation or an apology if things have gone wrong.

In cases where resolution is not possible or appropriate, we agree a summary of complaint with the complainant which sets the framework for our investigation. Once agreed, a copy of the summary is sent to The National Archives, which then sends all the relevant documentation to us. A detailed chronology is drawn up from the files and from the information provided by the complainant. The Independent Complaints Reviewer then decides whether she is able to issue her report immediately, or whether further enquiries (such as interviews with members of staff) are necessary before she can do so.

The Independent Complaints Reviewer may make recommendations within her reports. These may be specific and aimed at resolving matters by providing redress to the complainant, such as an apology from The National Archives' Chief Executive or a consolatory payment (up to a maximum of £5,000) in recognition of the anxiety and distress caused by its maladministration. The Independent Complaints Reviewer can also make 'systemic' recommendations aimed at improving The National Archives' procedures for the future.

In cases where the Independent Complaints Reviewer has made recommendations, The National Archives has undertaken to implement them immediately and has always done so. However, if The National Archives were to decide not to do so, it must

provide a written explanation for this. Finally, the complainant is always informed of their right to ask their MP to refer their complaint to the Parliamentary and Health Service Ombudsman if they remain dissatisfied and wish to pursue the matter further. No one has chosen to do this.

The Independent Complaints Reviewer reviews complaints that The National Archives has acted maladministratively.

Maladministration is a failure to deal with matters properly or fairly and may involve:

- Failure to follow proper procedure
- Discourtesy

- Discrimination or injustice
- Excessive delay
- Not answering complaints fully and promptly
- Failure to apologise properly for mistakes or provide appropriate redress.

The Independent Complaints Reviewer cannot investigate complaints if The National Archives has not been given the opportunity to deal with the matter first or if it is referred more than six months after The National Archives has given its final response. The Independent Complaints Reviewer is also unable to look into matters that are the subject of legal

proceedings, matters of law or government policy, or complaints that have been or are being investigated by the Parliamentary and Health Service Ombudsman.

I welcome feedback on my report. Should you require any further information you can contact my office at:

The Independent Complaints Reviewer
New Premier House
150 Southampton Row
London WC1B 5AL
Tel: 020 7278 6251
Fax: 020 7278 9675
Email: enquiries@icr.gsi.gov.uk
Web: <http://www.icrev.demon.co.uk>

What is the Independent Complaints Reviewer service?

The Independent Complaints Reviewer service was established in 1998. The National Archives opted to become one of the public bodies within its remit in 2000, thereby offering the service to customers dissatisfied with its response to their concerns. People can refer their complaints to the Independent Complaints Reviewer once they have received a final response from The National Archives. The service is managerially independent of The National Archives and operates from offices in Southampton Row in central London. Its staff are bound by strict principles of fairness and impartiality. The service is free to complainants.

Finding out about us

Our leaflet *Seeking a Fair Resolution*, which includes a

complaint referral form, explains our role. The leaflet is available from The National Archives and the Family Records Centre, direct from our office, and online on our website (www.icrev.demon.co.uk). Our website also contains information about our work and copies of past and current annual reports. In addition it has links to the websites of other complaints-handling and ombudsman services.

Complainants can contact us by telephone, fax, email, or in writing. The National Archives is required to signpost our service in its final response to a complaint. It also provides information about us on its website (www.nationalarchives.gov.uk).

You can find out about us and other complaints-handling organisations by visiting the British and Irish Ombudsman Association website

(www.bioa.org.uk). We promote the work of the office through external bodies such as the Citizens Advice Bureaux and the Consumers Association.

The Independent Complaints Reviewer team

Team members are civil servants. They are either permanent staff at the Independent Complaints Reviewer's office or are seconded for a limited time from other public bodies, including those for which Jodi Berg is the Independent Complaints Reviewer.

Senior Investigations Officer and Office Manager
Andrew Robertson

Investigations Officers
David Davies
Joe Scott
Fiona Stevenson



Advisory Council on National Records and Archives

Second Annual Report 2004–2005

To the Right Honourable the Lord Falconer of
Thoroton, Lord High Chancellor of Great Britain
and Secretary of State for Constitutional Affairs

Much of the Council's year, in common no doubt with that of most other parts of the public sector, has been dominated by preparations for the introduction of the access provisions of the Freedom of Information Act 2000 on 1 January 2005. We were impressed by the thoroughness and attention to detail with which The National Archives approached this. The changes to the public records system are profound, and we have only just begun to see what impact they will have.

Freedom of Information

Under the Public Records Act before it was amended and partly replaced by the Freedom of Information Act, the Council had three principal functions relating to access to records:

- It advised you on applications from government departments for the extended closure of documents. You and your predecessors did not sign an extended closure instrument before we had considered its contents. We are proud that there was rarely an instrument put to you for signature to which we had not contributed either by having items removed (and therefore released) or by having some periods of closure reduced. These extended closure provisions have been entirely replaced by the access provisions in the Freedom of Information Act. The increase in public access to historical material under the Freedom of Information regime makes the gains under the Public Records Act appear insignificant, but at the time they were very real.

- It advised you on applications from government departments for the retention of public records beyond the 30-year deadline for their transfer to The National Archives or an approved place of deposit. This function continues unchanged, although the Council has approved new criteria for retention, to align them more closely with the Freedom of Information Act.
- It heard appeals from members of the public for access to records when departments had declined to release closed or retained material. The Council heard several such appeals each year, and is glad that it normally managed to enable applicants and departments to reach a compromise under which some form of access was allowed.

The statutory function of the Advisory Council on Public Records, a constituent part of the Advisory Council on National Records and Archives, has changed. The relevant passages of the Public Records Act 1958 (s1(2, 2A)) now read as follows:

There shall be an Advisory Council on Public Records to advise the Lord Chancellor on matters concerning public records in general and, in particular, on those aspects of the work of the Public Record Office which affect members of the public who make use of the facilities provided by the Public Record Office. The Master of the Rolls shall be chairman of the said Council and the remaining members of the Council shall be appointed by the Lord Chancellor on such terms as he may specify.

The matters on which the Advisory Council on Public Records may advise the Lord Chancellor include matters relating to the application of the Freedom of Information Act 2000 to information contained in public records which are historical records within the meaning of Part VI of that Act.

We have given a lot of thought to the Council's new duty to advise you on matters relating to the application of the Freedom of Information Act to historical public records (those over 30 years old), alongside its continuing duty to advise you on the retention by departments of historical records. Following the changes, the Council's new functions in connection with access questions are:

- To advise you on applications from departments to 'designate records as closed' under s66 of the Freedom of Information Act. This is a very similar process to that for extended closure, and gives The National Archives a guide to how to consider applications for access to transferred records which are not open on transfer.
- To advise you on applications for access to exempt information contained in transferred public records and retained historical public records on which the responsible department has decided that the public interest in non-disclosure is greater than the public interest in release. Since there is a prescribed timetable for the handling of these applications which does not permit us to wait for the next meeting of the whole Council, we have to consider them by

means of panels of three members who are sent the papers and who give their advice on behalf of the Council. During the three months since the beginning of 2005, two panels considered eleven applications.

- To advise you on applications for access to information contained in transferred historical records on which there is disagreement between The National Archives and the responsible department as to whether an exemption applies. The very first panel formed as described above was asked to consider one such application.

Cases considered by panels of Council members included the following:

- Applications for personal tax information on living and deceased individuals. The panels concluded that a duty of confidence applies to such information even after the individual's death and that there was no significant public interest in their release which would be sufficient as a defence to an action for breach of confidence.
- Applications for information about or received from the governments of other states. The panels accepted that release could harm international relations and be a breach of confidence, but one panel asked that the overseas government concerned be consulted.
- Applications for information in police files on unsolved murders. In each case the panels concluded that personal information about witnesses and suspects should not be disclosed. They also concluded

that the release of other information could prejudice any future prosecutions, but advised that the likelihood of any such prosecution should be taken into account when a request for access was being considered.

The guidance prepared by the Department for Constitutional Affairs on the application of the exemptions contained in the FoI Act is extremely full and useful. The Council recognises however that it was prepared before the Act came into force. We look forward to seeing case law develop and the revision of the guidance as appropriate. We remain concerned in particular about the exemption relating to confidential information, since the decision on whether a breach of confidence is 'actionable' is always going to be a difficult legal one, and an error in either direction could lead to legal penalties.

There is one area where we had serious worries about the application of the Freedom of Information Act. This concerned private papers deposited on loan in an archive which is an authority, or part of an authority, under the Act. Many owners of such papers deposited them on conditional terms, notably that their approval be sought before access is permitted to some or all of the material, before copies are made and before extracts from it are published. We understand that each case is likely to be different, depending on such factors as the precise ownership and custody arrangements and the nature of the information contained within the records. We are grateful for the advice issued to archivists and owners by The National Archives

on how to handle applications for such records.

Access under the Public Records Acts 1958 and 1967

Until December 2004, the Council continued to consider applications and appeals under the old public records provisions, always bearing in mind the impending changes. We achieved some successes in securing public access, including one after years of effort.

In 1981, the report of the Wilson committee (on which the Council was represented), *Modern Public Records: selection and access* (Cmnd 8204), drew attention to the existence of notebooks of Cabinet discussions, kept by successive Cabinet secretaries to assist them in drafting the formal Cabinet conclusions. They have been preserved since 1942. In 1993, the Government decided to continue to retain these notebooks on the grounds that release would reveal the individual contributions made to Cabinet discussions by ministers, which would undermine the principle of collective responsibility. At the Council's urging, this policy was reviewed during 2004 and the Council was very pleased to learn that those notebooks which are over 30 years old are to be released. Release is to be delayed until January 2006 for the earliest notebooks; they will be released annually in batches covering about five years thereafter until only those less than 30 years old remain. When released they will be accompanied by transcripts of the contents since, we understand, they are very difficult to read. The Council wishes to pay tribute to

Lord Bingham, who was its chairman as Master of the Rolls in 1993 and who has continued to press for release of the notebooks ever since. At our request, The National Archives investigated the fate of earlier notebooks and discovered that they had been destroyed after the Cabinet conclusions had been agreed.

A member of the public who was preparing a biography of a Second World War intelligence officer, Vera Atkins, sought access to a retained file at the Ministry of Defence which contained material on the death in Crete of Vera Atkins' fiancé Richard Ketton-Cremer. A member of the Council went to view the file, and we are most grateful to the Ministry of Defence for agreeing to allow supervised access to those parts of the file relating to Ketton-Cremer, as recommended by our representative.

The Council was asked to assist with two appeals relating to the Security Service. One was for the release of items extracted from the Second World War diaries of Guy Liddell, a senior Security Service officer, the other an appeal for access to retained papers on Vera Erikson, a German agent captured in Scotland in 1940. Since in each case only material identifying individual agents had been retained, we were unable to help.

The Council regretted the need to keep many files of Special Operations Executive personnel closed, in the absence of information confirming that they had died. It considers that these records could provide valuable research evidence, for instance

on the long-term effects of torture. We plan to return to this issue. The Council also considered the Chatham House Rule, which provides (as you know) that while discussions are not confidential the identity of any person expressing a particular view is. It concluded that, although the keeping of notes of a meeting held under the Chatham House Rule was not in itself likely to be in breach, the publication or release of those notes would be. It is apparent that it could at times be difficult to find an FoI exemption which could continue to protect such information.

The Ministry of Defence sought approval to retain records which were stored in a place where they might have become contaminated by asbestos. It appeared possible at one stage that it would be necessary to destroy the records, but the Council was impressed by the efforts taken by the Ministry of Defence to find a solution which is affordable and which preserves the original records. The Council is firmly of the view that the preparation and transfer to The National Archives of scanned copies of the records should only be considered if the cost of decontaminating the originals is very significantly higher.

The Department of Transport sought approval for the extended closure of reports of air accidents, citing Civil Aviation regulations of 1996 which require that such records be closed for 100 years. The Council believes that there is a public interest in access to records of this kind and has asked the Department to review the closure period.

Work of the Historical Manuscripts Commission

The Council was pleased to see the report of the Archives Task Force, established by the Department for Culture, Media and Sport to analyse and review the state of archives in the UK. We had hoped that the resources devoted to the work of the Task Force and to its lengthy report reflected the Government's intentions to devote funding to implementation of its recommendations. In the event we were disappointed that no additional funding is to be made available. We believe that the implementation of the recommendations of a government-appointed body deserve government funding. We were very pleased to learn that two independent funding bodies had nevertheless offered to make resources available for the cataloguing of uncatalogued material in archives around the UK, and we are most grateful to them.

The Council was concerned to see that the fate of records held by several significant bodies, including the Science Museum and Equitable Life, has come into doubt during the year. These problems give force to the Council's conclusion last year that legislation is needed which gives statutory protection to archives.

Those members of the Council who were especially interested in issues of concern to the Historical Manuscripts Commission attended a meeting with the Keeper in her capacity as Commissioner. While the Council is keen to ensure that it continues to debate major archival issues and to advise you

and the Commissioner on decisions which need to be taken, we are grateful to Mrs Tyacke for giving the Council's members the opportunity to discuss matters with her more informally.

Work of The National Archives

We considered a draft custodial policy for the preservation of digital records. The Council recognises the importance of selecting and safeguarding electronic records much earlier in their life than was necessary for paper-based records, since they are transitory and dependent on the maintenance of relatively short-lived software. We look forward to seeing evidence that electronic records held in departments are being cared for to appropriate standards.

As usual the Council considered the draft corporate and business plans and draft fees regulations for The National Archives, and congratulated the Keeper and Commissioner on the innovative projects undertaken alongside the provision of traditional services. We regretted the need for substantial changes to the fee structure, but noted that only minor increases in fees had been introduced since 1999, and that the changes represented an overall rise of about 8 per cent, which was similar to inflation over those six years.

Membership of the Council

The Council learned with sadness of the death during the year of Professor the Earl (Conrad) Russell. He represented the Liberal

Democrats on the Council for several years, and gave us the benefit of his wide experience and his wisdom. On the other hand, we were delighted to be able to congratulate Mr Ted Rowlands on his elevation to the peerage.

The Council has also said farewell to Dr Chris Kitching, Secretary of the Historical Manuscripts Commission and well known especially to those members of the Council who were previously commissioners. We wish him a long and happy retirement. We look forward to meeting his successor, Mr Nick Kingsley, in the summer.

The Council has said goodbye this year to nine members. Professor David Cannadine, Sir John Chilcot, Mrs Anne Hanford, Professor Rodney Lowe and Mrs Shahwar Sadeque all retired at the end of their second three-year term, while Mr Vic Gray, Professor Angela John, Lord Renfrew and Professor Chris Smout all retired before the end of their terms, being unable to combine commitment to the Council's affairs with retirement from other work. We are most grateful to all of them for their contributions to the Council's deliberations. The eight new members whom you appointed with effect from 1 January, and whom we welcomed at our meeting in February, have brought the Council to its desired complement of 20.

The members of the Council during the year were:

- Professor Caroline Barron, Professor of the History of London, Royal Holloway, University of London
- Sir Rodric Braithwaite GCMG, retired, formerly British Ambassador to Moscow and Chairman of the Joint Intelligence Committee (*appointed January 2005*)
- Professor David Cannadine, Queen Elizabeth The Queen Mother Professor of British History, University of London (*retired December 2004*)
- Sir Charles Chadwyck-Healey Bt DL, retired, formerly academic publisher
- Sir John Chilcot GCB, retired, formerly Permanent Under Secretary of State, Northern Ireland Office (*retired December 2004*)
- Ms Else Churchill, Genealogy Officer of the Society of Genealogists (*appointed January 2005*)
- Professor Peter Clarke, retired, Emeritus Professor of Modern British History, University of Cambridge
- Sir Patrick Cormack, Conservative MP for Staffordshire South
- Professor Harry Dickinson, Richard Lodge Professor of British History, University of Edinburgh and President of the Historical Association (*appointed January 2005*)
- Rt Hon the Viscount De L'Isle MBE DL, owner of the De L'Isle and Sidney family papers
- Miss Rosemary Dunhill OBE, Archivist of Jesus College, Oxford and formerly County Archivist of Hampshire
- Sir David Durie KCMG, retired, formerly Governor and Commander in Chief, Gibraltar (*appointed January 2005*)
- Mr Peter Fox, Librarian, Cambridge University Library
- Mr Vic Gray, Archivist, Rothschild Archives (*retired December 2004*)
- Mrs Anne Hanford, film librarian and consultant in the management of media collections (*retired December 2004*)
- Professor Angela John, retired, formerly Professor of History, University of Greenwich (*retired December 2004*)
- Dr Dorothy Johnston, Keeper of Manuscripts and Special Collections, Hallward Library, University of Nottingham
- Professor Rodney Lowe, Professor of Contemporary History, University of Bristol (*retired December 2004*)
- Professor Heidi Mirza, Professor of Racial Equality Studies, University of Middlesex (*appointed January 2005*)
- Professor Lord Renfrew, Disney Professor of Archaeology, University of Cambridge (*retired December 2004*)
- Dr Michael Riley, Senior Lecturer in History, Bath Spa University College (*appointed January 2005*)
- Rt Hon the Lord Roper, Chief Whip for the Liberal Democrats in the House of Lords (*appointed January 2005*)
- Lord Rowlands CBE, retired, formerly Labour MP for Merthyr Tydfil
- Mrs Shahwar Sadeque, educational and information technology consultant (*retired December 2004*)
- Dr Elizabeth Shepherd, Senior Lecturer in Archives and Records Management, University College London
- Mr Andreas Whittam Smith CBE, journalist, First Church Estates Commissioner
- Professor Christopher Smout CBE, Historiographer Royal of Scotland (*retired December 2004*)

- Ms Catherine Maxwell Stuart, owner of the private family and estate archive at Traquair House, Innerleithen, Peeblesshire
- Ms Stephanie Williams, author, journalist and user of archives (*appointed January 2005*)

The Secretary of the Council is Mr Tim Padfield.

At all our meetings we had the benefit of the advice of Mrs Sarah Tyacke CB, Keeper of Public Records and Historical Manuscripts Commissioner. She was variously accompanied Dr David Thomas, director of Government and Technology, Dr Elizabeth Hallam Smith, director of National Advisory and Public Services, Mrs Wilma Jones, director of Strategy, Finance and Resources, Dr Chris Kitching CBE, secretary of the Historical Manuscripts Commission, Ms Meg Sweet, Head of Records Management, and Mr Howard Davies of the Records Management Department, all at The National Archives.

On behalf of the members

Lord Phillips of Worth Matravers
Master of the Rolls
Chairman

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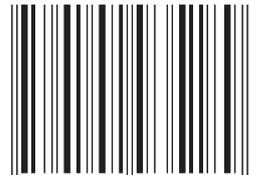
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