



Gateway to
the history
of Shropshire
and Telford

SHROPSHIRE ARCHIVES STANDARDS OF SERVICE STATISTICAL AND PERFORMANCE MONITORING

CURRENT STATISTICAL MONITORING

The following detailed statistics are recorded by the Service:

Item	% Shropshire	% Telford & Wrekin
CONSERVATION		
Items cleaned or referenced by staff		
Items cleaned or referenced by volunteers.		
Total number of items cleaned or referenced		
Items conserved by staff		
Items conserved by volunteers		
Total number of items conserved		
No of items copied for preservation		
No of negatives or fiche made		
No of acidic boxes replaced		
Total number of items processed by conservation		
ACQUISITION AND CATALOGUING		
Total volume of archives and local studies material		
No of local studies items received		
No of archive accessions received		
No of archive accessions processed (with receipts sent within 10 working days where applicable)		
Volume of archive accessions		
% of local studies accessions processed within one month and acknowledged within 10 working days		
No of accessions on Calm		

Item	% Shropshire	% Telford & Wrekin
% of total accessions on Calm		
No. of Local Studies entries added to Calm		
No. of Archive entries added to Calm		
Total entries added to Calm		
No. of records on Image database		
No. of images catalogued (linked to catalogue record)		
No. of images available on-line (DSH)		
No of entries on Calm		
No of entries available on-line		
% available on-line		
New items catalogued and/or available on line		
Hits on online catalogue		
INFORMATION SERVICES		
Number of visits - searchers		
Volunteer visits in all areas of the service		
Total no of visits searchers and volunteers		
% of family history visitors		
% of local history visitors		
% of formal education visitors		-
Stats from automatic door recorder		
Percentage of people satisfied with the archive service		
No of archive items produced		
Phone enquiries		
Detailed phone enquiries		
Post & fax enquiries		
Email enquiries		
Phone enquiries to CSC		
Total enquiries (inc CSC)		
% of post and email enquiries answered within 10 working days		

Item	% Shropshire	% Telford & Wrekin
Unique users on SC website		
Unique users on Secret Shropshire website		
Unique users on Discover Shropshire website		
Stats from A2A website		
Total virtual visitors to service websites		
Hours of paid Research Service		
No. of current registered users		
New Reader's Tickets issued (inc day tickets)		
No of complaints		
No of compliments		
EDUCATION AND OUTREACH		
Archives talks/lectures/events held at SA		N/A
Archaeology talks/lectures/events held at SA		N/A
Total number of talks / lectures/events held at SA		N/A
Number attending Archives events at SA	N/A	N/A
Number attending Archaeology events at SA		N/A
Total number attending events at SA		N/A
Archives talks/lectures/events held outside SA		
Archaeology talks/lectures/events held outside SA		N/A
Total number of talks / lectures/events held outside SA		N/A
Number attending Archives events outside SA		
Number attending Archaeology events outside SA		N/A
Total number attending events outside SA		
Courses for lifelong learners delivered		
No. of individuals attending		
Training sessions delivered to Shropshire and Telford & Wrekin library and culture and learning staff and volunteers		

Item	% Shropshire	% Telford & Wrekin
No. of individuals attending		
Displays arranged		
No. of people who receive a service that helps them to live independently		
School visits: no of schools involved (excl TCZ/FYT) No of children & teachers involved (excl TCZ/FYT)		
Focus packs provided		
Information packs provided		
No of schools/colleges provided with a targeted service (packs or visits) (excl TCZ/FYT)		
TELFORD CULTURE ZONE/FIND YOUR TALENT		
No of schools involved	N/A	N/A
No of children & teachers involved	N/A	N/A
No of media items		
VOLUNTEERS		
No of conservation volunteers No of days contributed by conservation volunteers No of visits by conservation volunteers		
No of cataloguing volunteers No of days contributed by cataloguing volunteers No of visits by cataloguing volunteers		
No of public service volunteers No of days contributed by public service volunteers No of visits by public service volunteers		
No of Ed/LLL volunteers (incl WEPs) No of days contributed by Ed/LLL volunteers (incl WEPs) No of visits by Ed/LLL volunteers (incl WEPs)		
No of Friends volunteers No of days contributed by Friends volunteers No of visits by Friends volunteers		

Item	% Shropshire	% Telford & Wrekin
No of Local History Centres volunteers		
No of days contributed by Local History Centres volunteers		
No of Archaeology volunteers (incl WEPs)		
No of days contributed by Archaeology volunteers (incl WEPs)		
No of visits by Archaeology volunteers (incl WEPs)		
No of Reprographics volunteers		
No of days contributed by Reprographic volunteers		
No of visits by Reprographics volunteers		
No of RM volunteers		
No of days contributed by RM volunteers		
No of Manorial Project volunteers		
No of days contributed by Manorial Project volunteers		
No of visits by Manorial Project volunteers		
Total no of volunteers		
Total no of days contributed		
Total no of volunteer visits		
Value of external projects		
No of community projects supported		
Visitor spend at Shropshire Archives		
RECORDS AND INFORMATION MANAGEMENT		
No of requests, returns and additions	N/A	N/A
No of boxes received	N/A	N/A
No of boxes destroyed		
% of Council services using RM	N/A	N/A
Volume of material held in cubic metres	N/A	N/A
No of Field name maps copied	N/A	N/A
No of teams working with MORSE	N/A	N/A
No of training sessions provided	N/A	N/A
No of data migration sessions	N/A	N/A

Item	% Shropshire	% Telford & Wrekin
No of Information Management Road shows	N/A	N/A



REPORTING

- Statistics are monitored quarterly
- Monthly returns of complaints and compliments are also made to the Complaints and Scrutiny team.
- Quarterly returns are made to Telford & Wrekin Council
- Annual returns form part of the Leisure and Cultural Service's local performance indicators
- Annual returns are made as part of the National Archive Statistical Return to CIPFA see web site at www.ipf.co.uk/sis/
- See also Service Standard on Marketing and Consultation

If you have any comments about these standards please contact:

Shropshire Archives, Castle Gates, Shrewsbury SY1 2AQ,

tel 01743 255350, fax 01743 255355,

e-mail: archives@shropshire.gov.uk, web site: www.shropshirearchives.org.uk

Supporting Documents

- Performance Management reports
- Quarterly returns to Telford & Wrekin
- Reports on complaints to Scrutiny panel
- Annual CIPFA returns
- Annual user survey returns
- Response to complaints
- Feedback form