

LOCAL AUTHORITY ARCHIVES SERVICES COMPARATIVE PROFILE

2012-2013

Barchester

NEAREST NEIGHBOUR REPORT

- (a) Barchester
- (d) Comparator 1
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INTRODUCTION

We are pleased to be able to present the first edition of the Archives Service Comparative Profile. The profile provides a comprehensive analysis of your authority's archives service, using data from the CIPFAStats Archives Survey.

The analysis is simple and non-judgemental, seeking to visualise the data and enable readers to draw their own conclusions. The executive report acts as a high level summary, but is also designed as an introduction to the whole report.

We hope you find this report interesting and helpful. If you have any comments, suggestions or queries then CIPFA would be delighted to hear from you.

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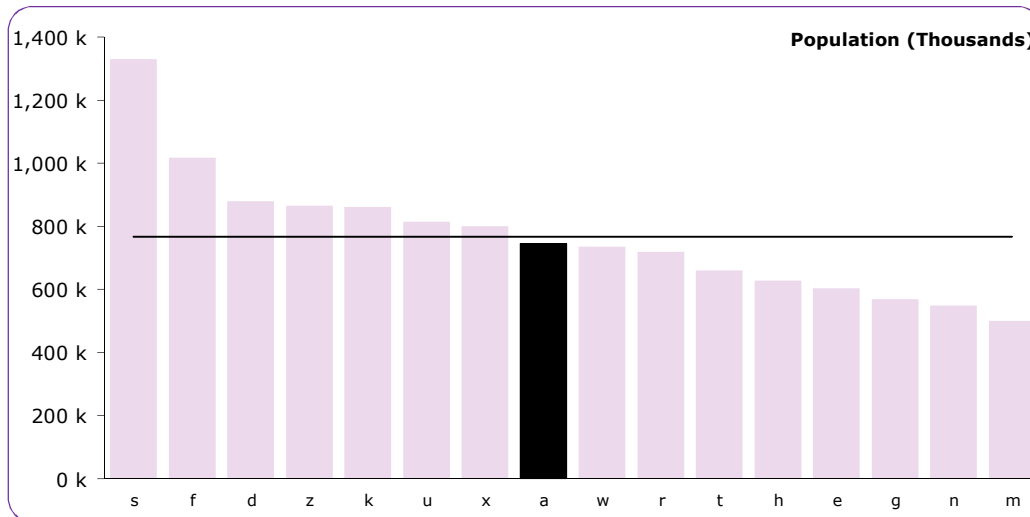
EXECUTIVE SUMMARY

Comparing Barchester to 15 other archives

This summary provides an overview of the key indicators from the main report along with a few points of current interest, showing how your authority's archive service compares against other authorities. Unless specified otherwise all data relates to 2012-13 Actuals.

Population

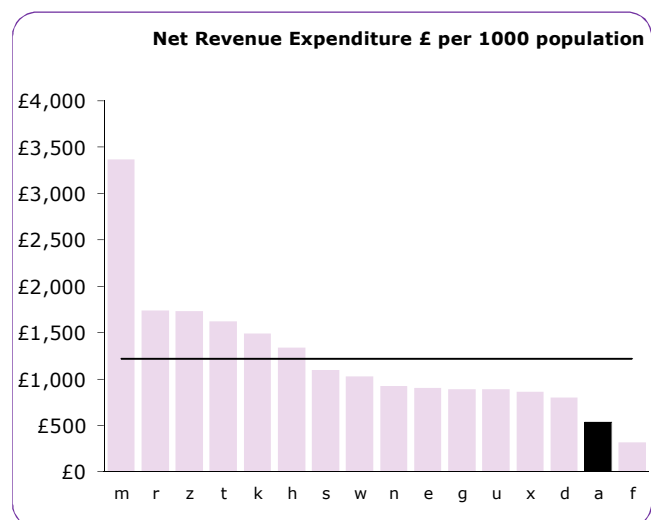
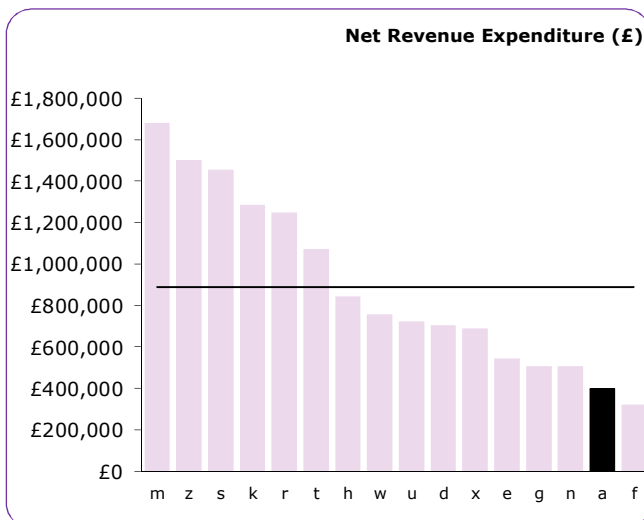
Population is an important figure in this report as we use it as a denominator to adjust for the size of the authority. We will use population per 1000 and population per 100,000 depending on which factors we are looking at to get the most suitable figures for the graphs.



It is important to note here that authorities with extreme populations, whether very large or very small, may see graphed results exaggerated when taking population into account. For example, the London Metropolitan Archive has such a large population figure it tends to make figures very low per 100,000 population. It is for this reason this report provides actual figures and those with population for analysis from both perspectives. All commentary below is based on the per population graphs.

A: Financial Indicators

Total revenue expenditure per 1,000 population is a key cost indicator.

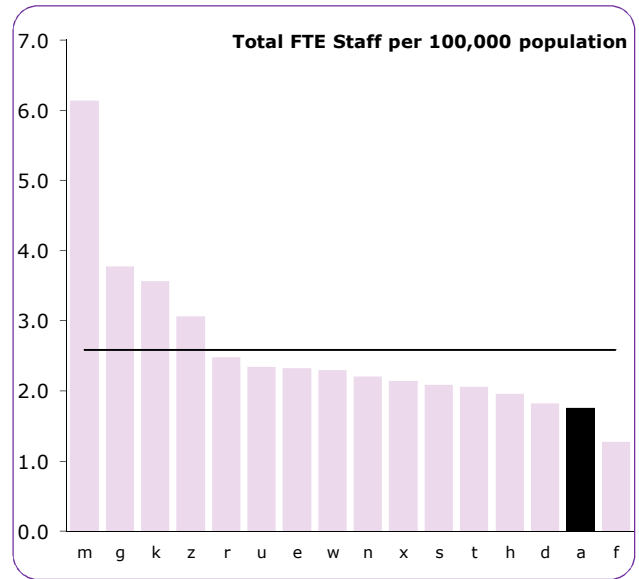
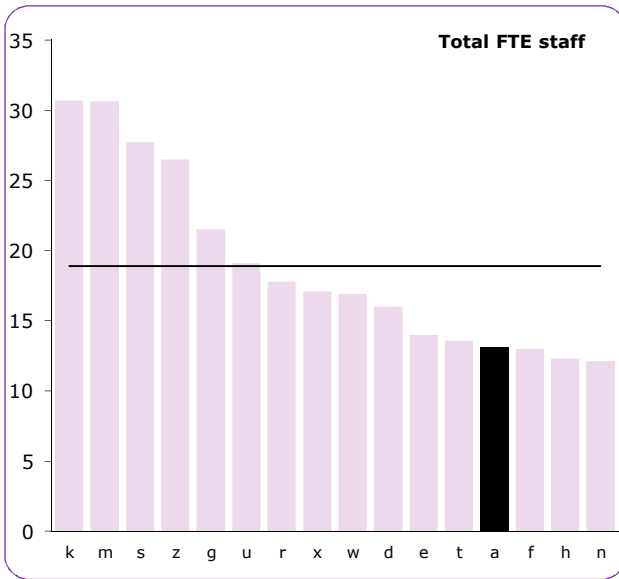


Barchester comes out as being at the lowest end of the comparison, which suggests that it is providing a low cost service. It may be worth looking to the number of visitors per 100,000 population to check that the service is successfully engaging with the public.

B: Staffing Indicators

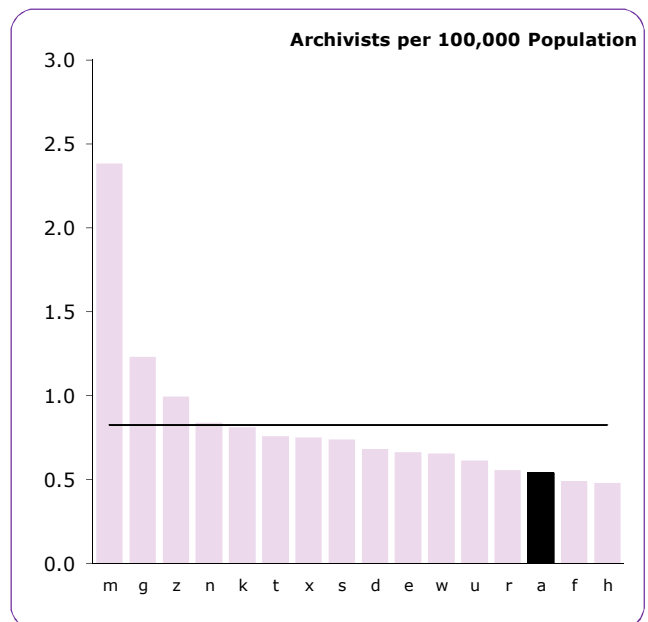
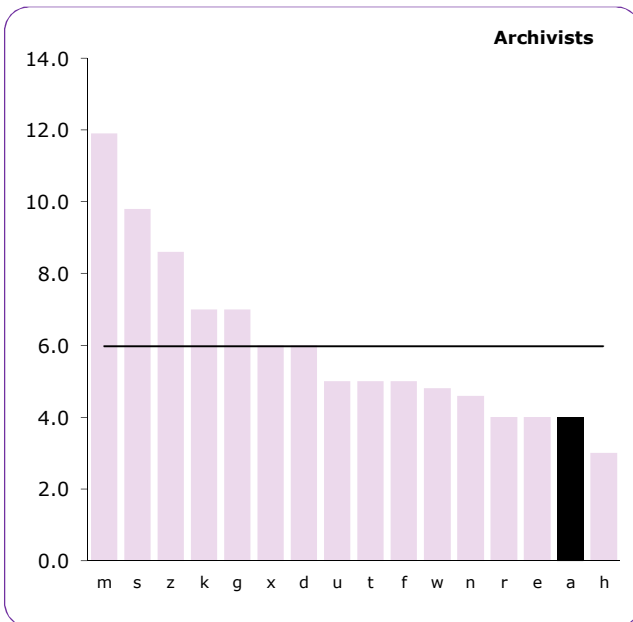
The number of staff an archive has is vital to the level of service it provides.

Archives with a large population or high number of visitors need suitable numbers of staff.



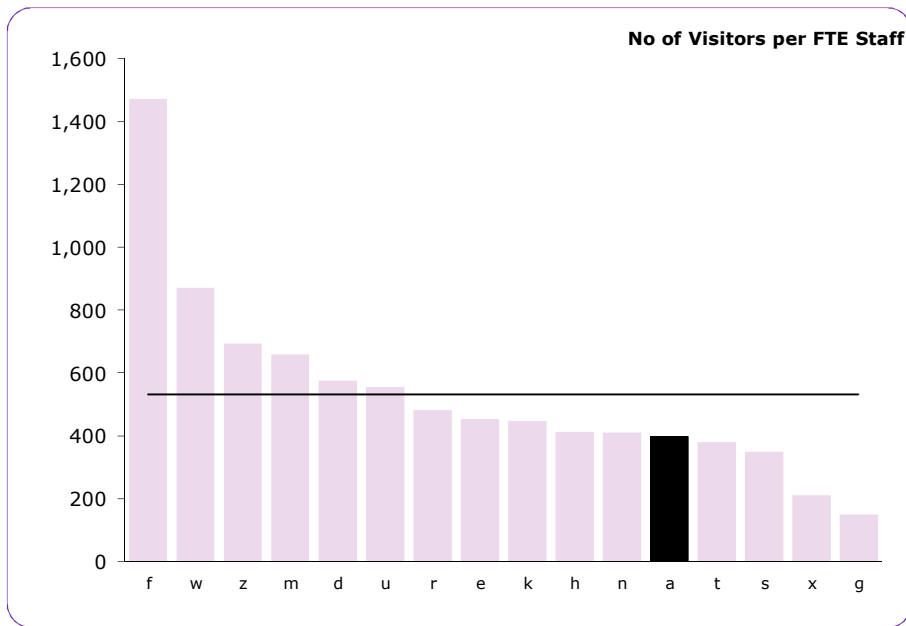
Barchester is in the lowest 10% of FTE staff per 100,000 population, suggesting that the service probably does not have enough staff to provide a high quality service for its population.

The number of archivists is also an important indicator showing the level of professional service.



Barchester is in the lower quartile of number of archivists per 100,000 population, suggesting that the service might need more archivists to provide a better service compared to other authorities.

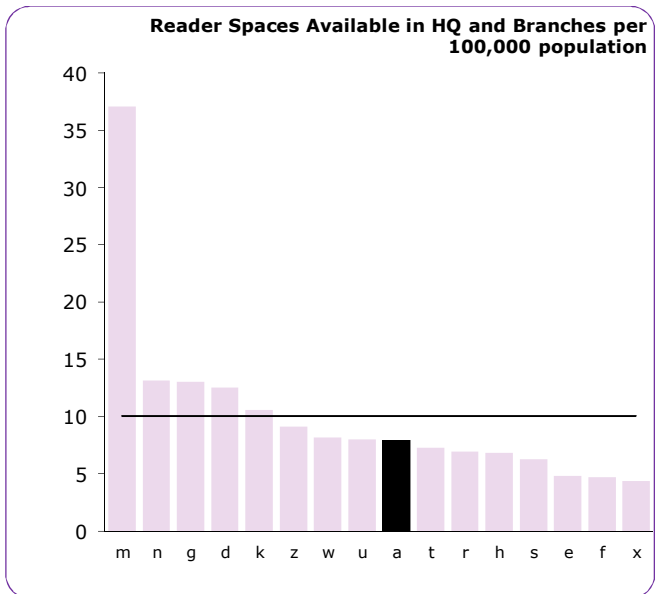
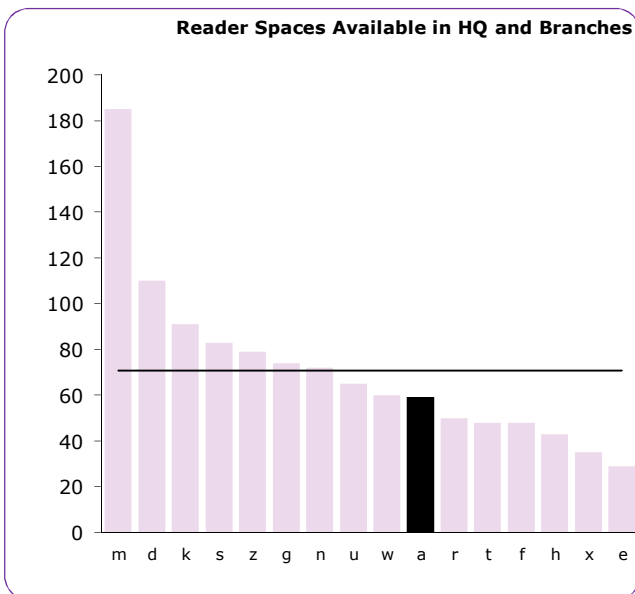
The number of visitors per member of staff is another indicator which can be used to see how well authorities cope with demand and how they compare with each other. Authorities with many visitors will require more staff. Authorities with a high number of visitors per member of staff may need to consider hiring more staff.



Barchester is in the intermediate lower quartile below the median number of visitors per FTE staff, suggesting that the service has sufficient staff numbers to provide an excellent archive service for visitors.

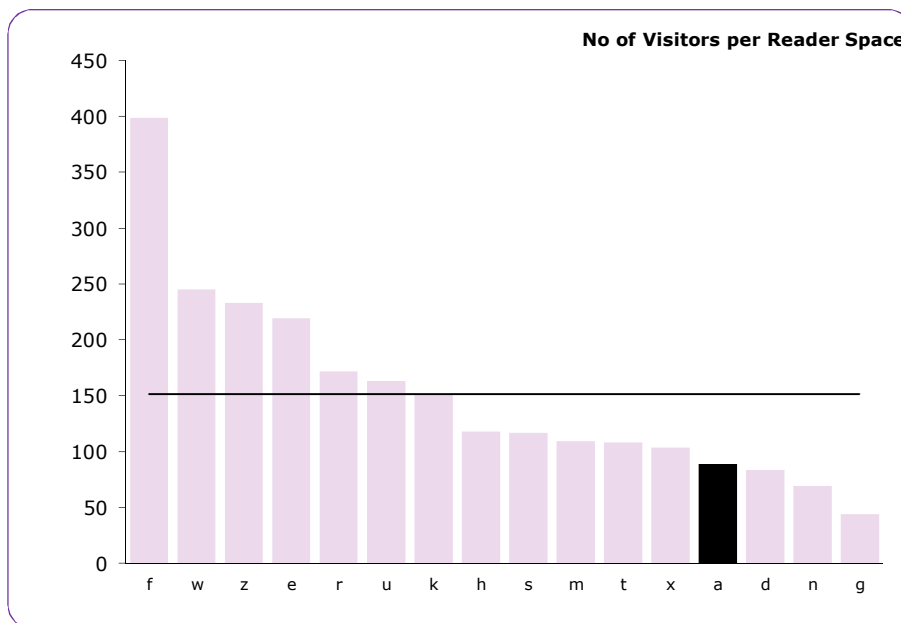
C: Availability of Resources to the Public

The number of reader spaces is a key indicator showing how well equipped an archive is for its population and number of visitors it receives.



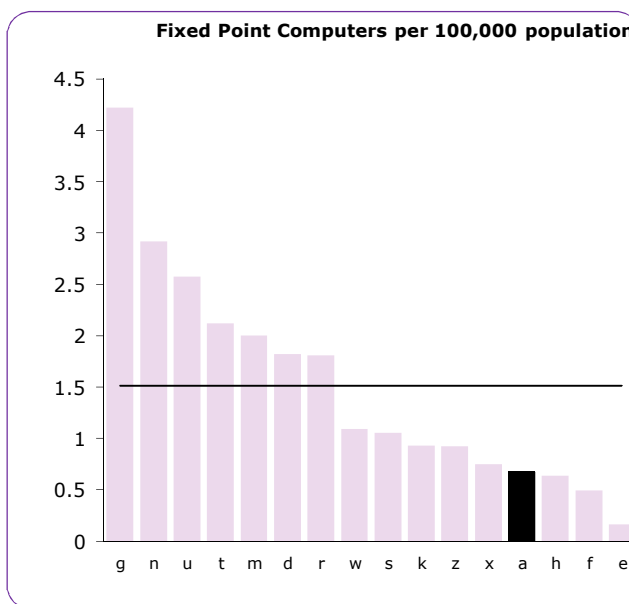
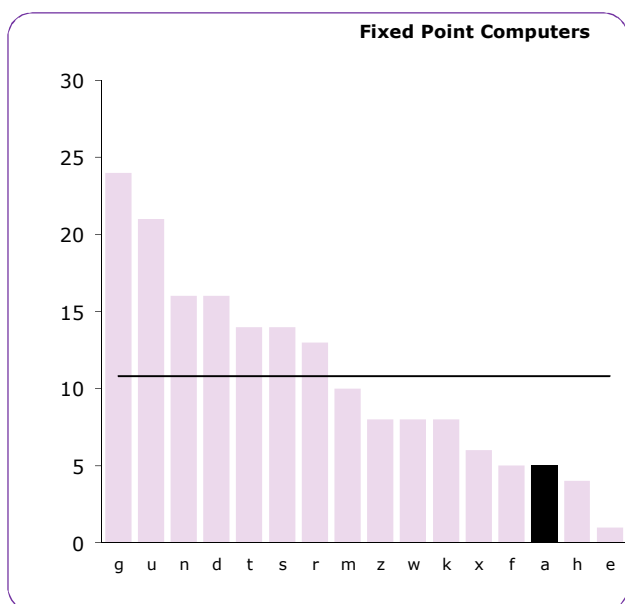
Barchester is just below the median number of reader spaces per 100,000 population, suggesting that the service has sufficient room for visitors to the archive.

The number of visitors per reader space is another indicator which can be used to see how well authorities cope with demand and available space and to see how they compare with each other. Authorities with many visitors will require more reader spaces. Authorities with a high number of visitors per reader space may need to consider altering the layout of the archive and possibly reducing storage to accommodate the number of visitors. Moving offices is another solution.



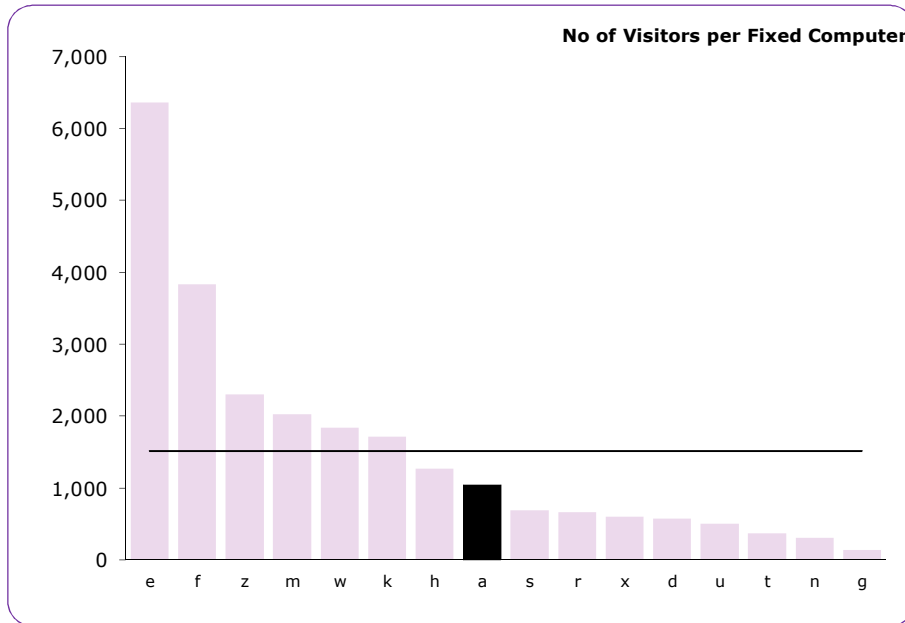
Barchester is in the lower quartile of number of enquiries per 100,000 population, suggesting that the service could engage better with it's population.

The number of computers available to the public is another important indicator and highlights the need for authorities to use technology to their advantage, cut costs and be more efficient.



Barchester is in the lower quartile of number of computers per 100,000 population, suggesting that the service might need more computers to provide a better service compared to other authorities.

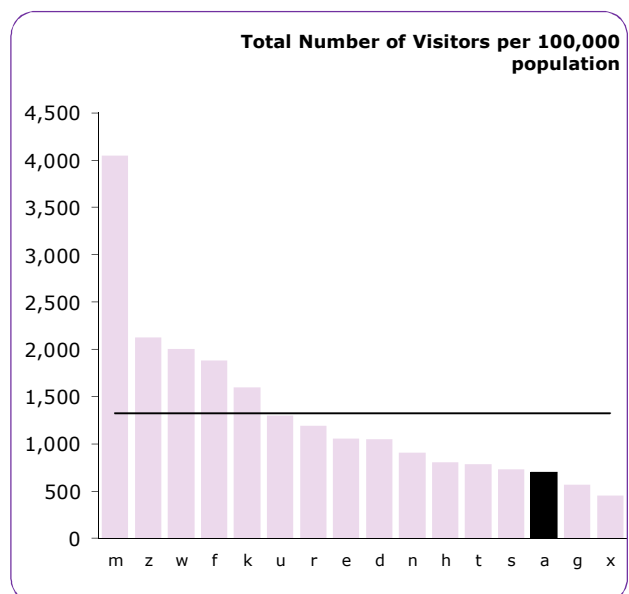
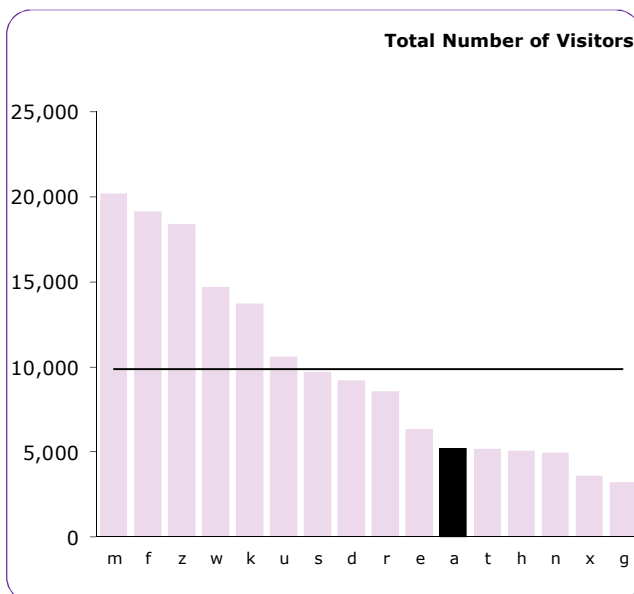
The number of visitors per fixed point computer indicates how well an archive is set up to provide an up to date service with use of IT facilities for visitors.



Barchester is just above the median number of visitors per computer, suggesting that the service has a sufficient number of computers to provide a good archive service for visitors.

D: Use of Resources by the Public

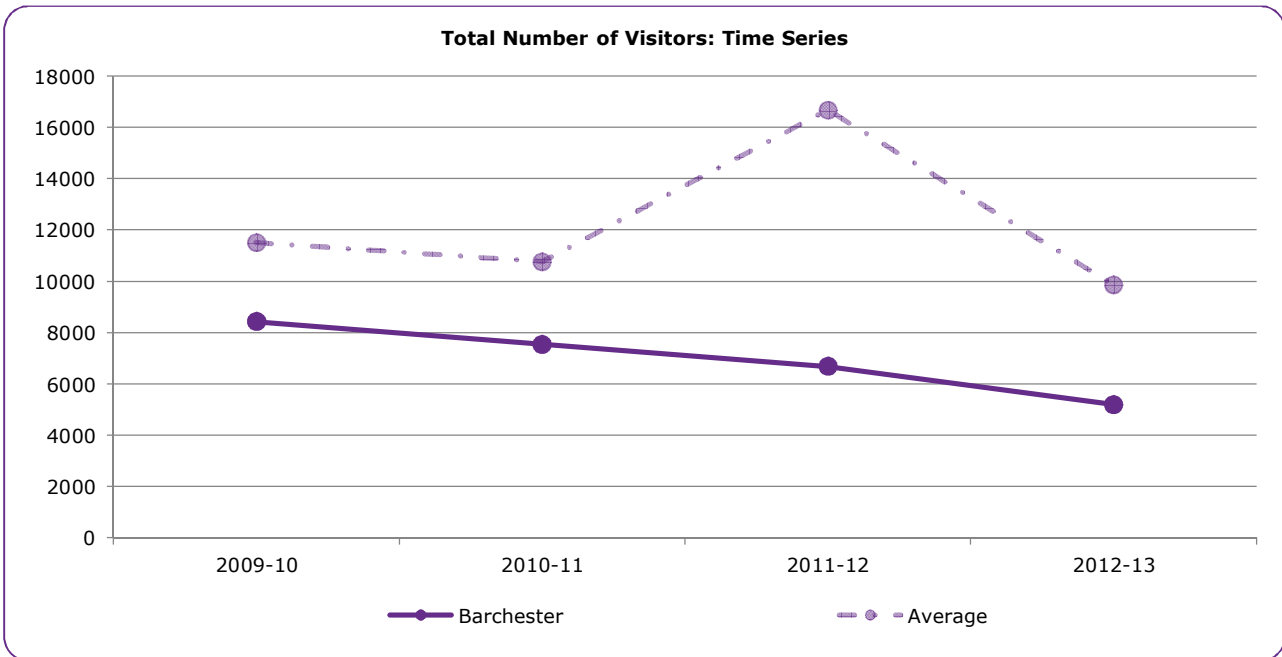
An indication of how well an archive engages with the public is the number of visitors per year. Population is used as a denominator to cater for different sized authorities. Archives with a low number of visitors per 100,000 population should consider actions such as using social media, having more events and increasing their profile to the public.



Barchester is in the lower quartile of number of Visitors per 100,000 population, suggesting that the service needs to engage better with it's population.

Looking at the number of visitors over time provides insight into trends and how an authority is engaging with the public over time.

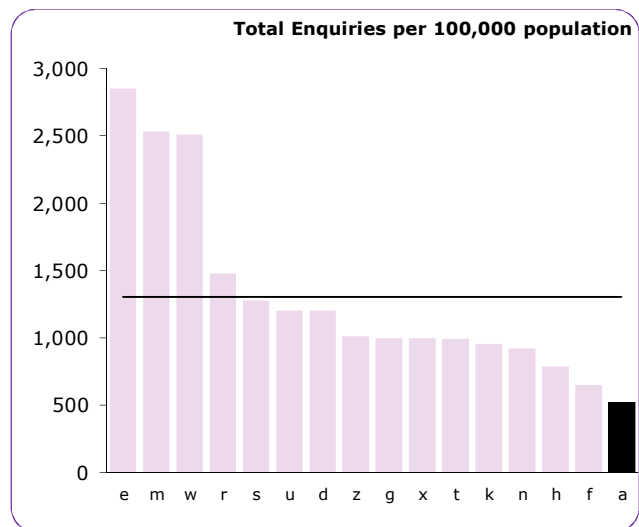
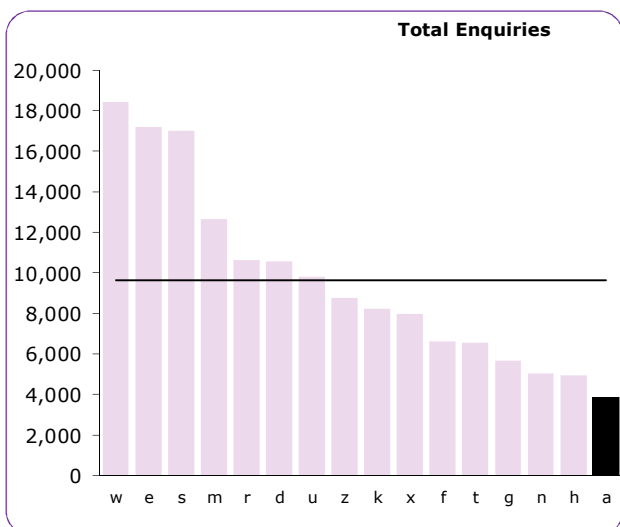
Those authorities with a significant reduction in visitors need to engage with their public more effectively and should consider actions such as those mentioned above; using social media, carrying out events and creating better public awareness of their services.



Visitors	Number	% change	Avg	% change
4 Year Change	(3,229)	-38%	(1,634)	-14%

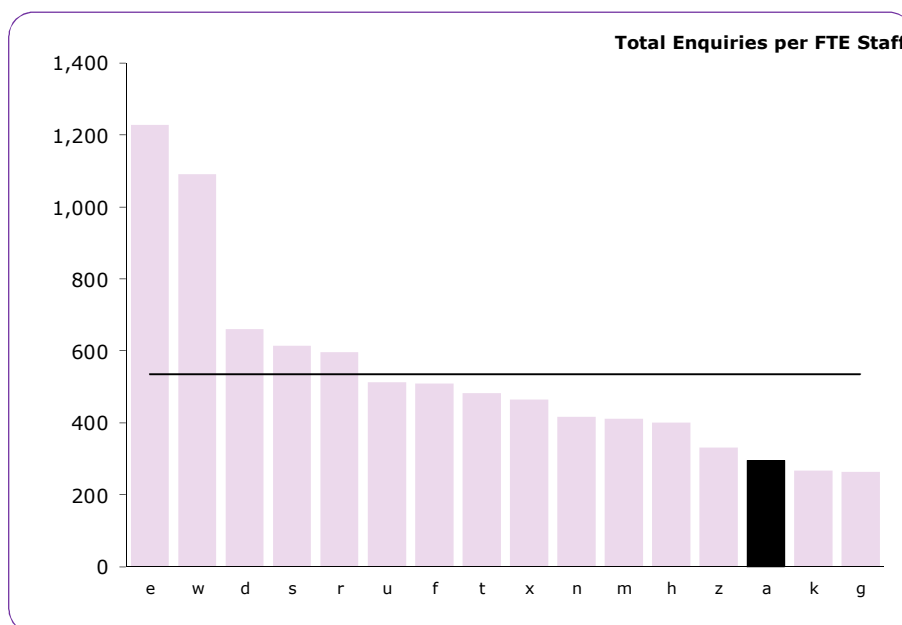
Barchester shows a significant decrease in the number of visitors over the last 4 years indicating the archive does not engage with the public effectively and this is having a significant impact on demand. This is an area of concern.

The number of enquiries an archive receives is another good indication of public awareness and use. It can be assumed that archives with a high number of enquiries per 100,000 population have effectively engaged with communities and the public to advertise and make their services known.



Barchester is in the lowest 10% of number of enquiries per 100,000 population, suggesting that the service could engage much better with it's population.

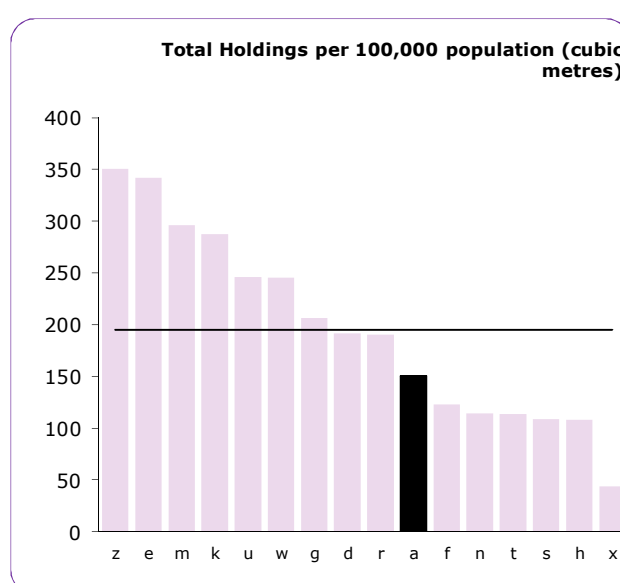
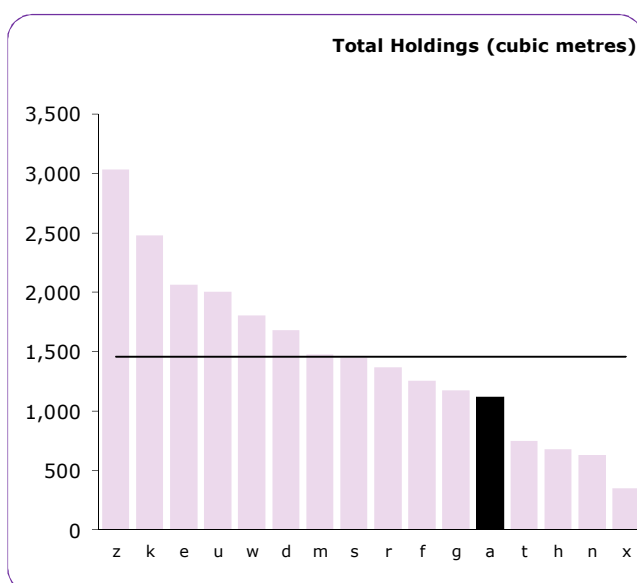
The number of enquiries per member of staff is another indicator which can be used to see how well authorities cope with demand and how they compare with each other.



Barchester is in the lower quartile of number of enquiries per FTE staff, suggesting that the service has sufficient staff numbers to provide an excellent service for enquiries.

E: Holdings and Storage Capacity

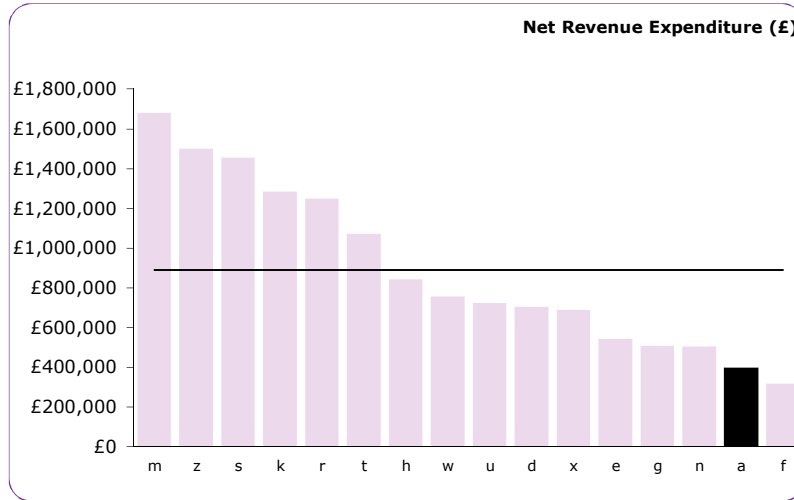
The total holdings an archive has per 100,000 population is a good indicator of size and type of archive. Large central archives should service large populations. Smaller archives need less storage and will generally have less demand.



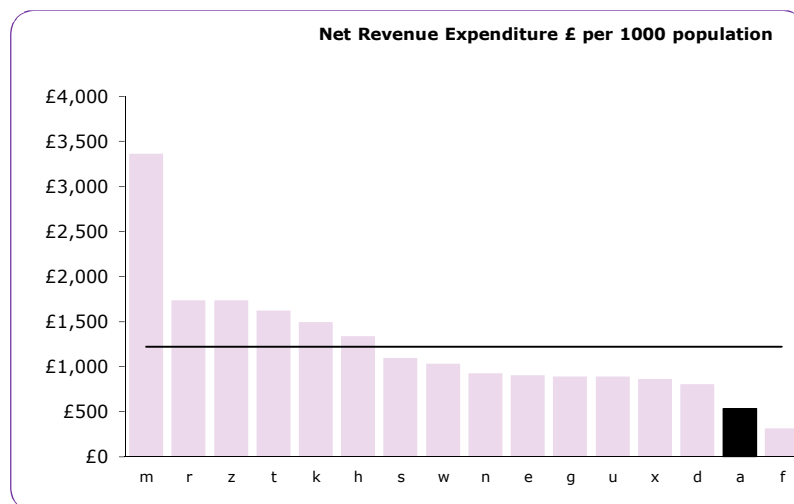
Barchester is in the intermediate lower quartile below the median archival holdings per 100,000 population, suggesting that the service is not as adequate for the population compared to other authorities.

SECTION A: FINANCIAL INDICATORS

This section examines levels of expenditure, income and net expenditure. We use expenditure data per 1000 of the population to get an understanding of levels of expenditure for authorities of different size.



In this way we can see who spends the most/least on Archive services per 1000 of the population. We will use population for many of the graphs in this report to help compare important cost factors.



Net Revenue Expenditure **Page 11**

Revenue Expenditure **Page 12**

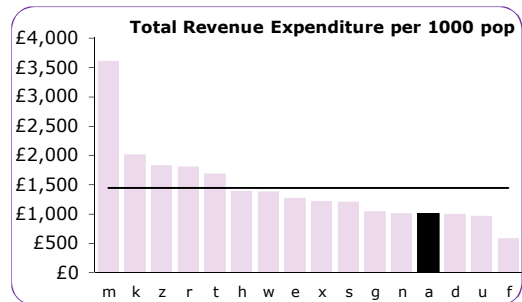
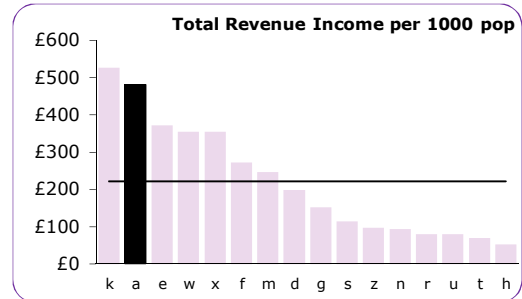
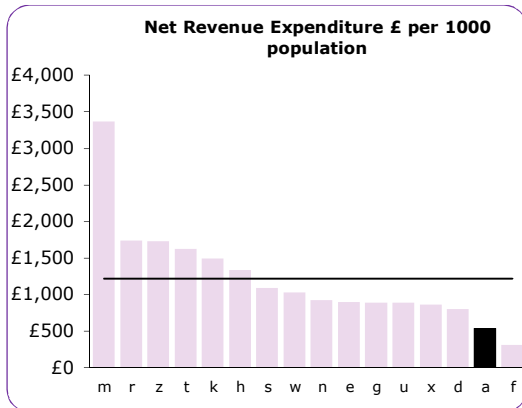
Revenue Income **Page 15**

Capital Expenditure **Page 17**

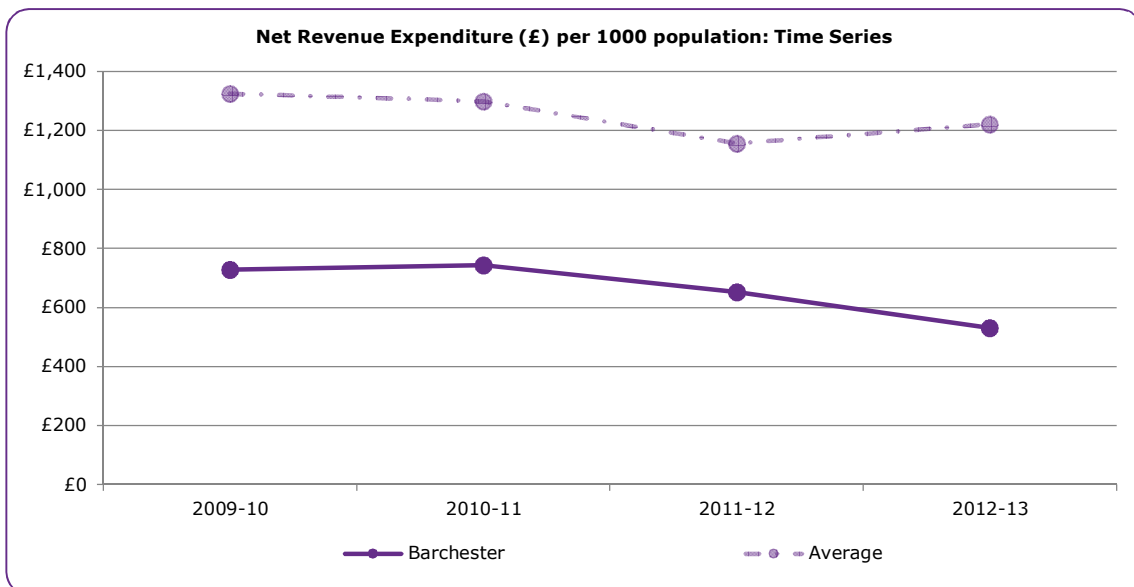
Net Revenue Expenditure

2012-2013 Actuals	£	£ per 1000 population	Avg £ per 1000 population
Total Revenue Expenditure	754,283	1,012	1,443
Total Income	358,248	481	222
Net Revenue Expenditure	396,035	531	1,221

Net Revenue Expenditure	£ per head
Max	£3,366.25
Min	£314.15
Median	£977.27
Range	£3,052.11

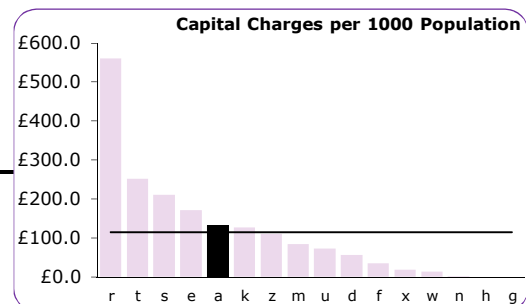
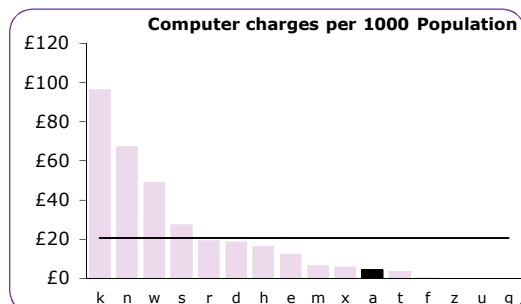
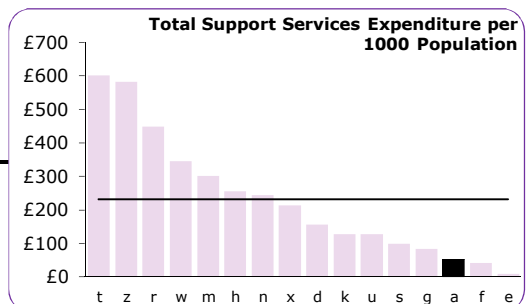
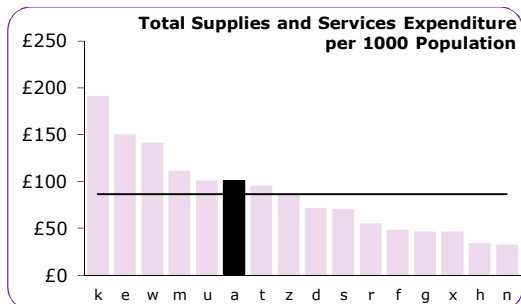
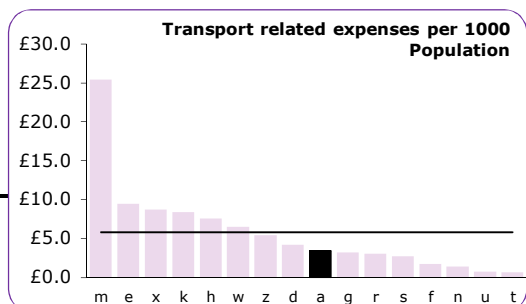
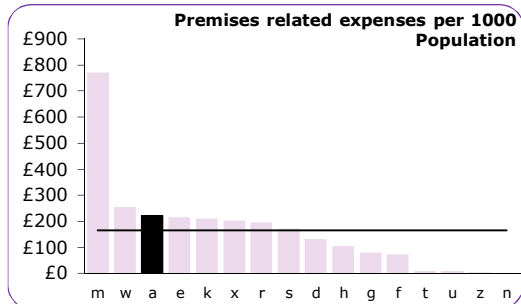
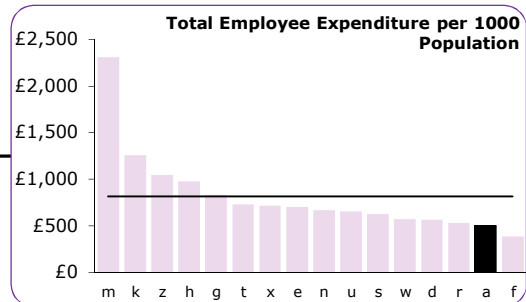
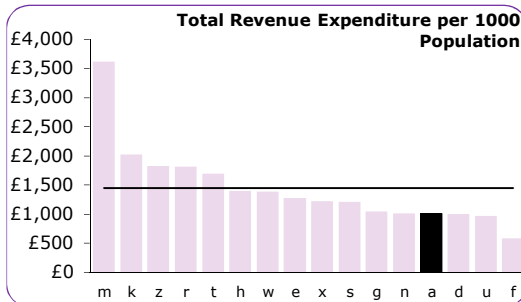


Net Revenue Expenditure	£	£ per 1000 pop	% change on previous year	Avg £ per head	% change on previous year
2009-10	516,727	728		1,324	
2010-11	531,387	743	2%	1,299	-2%
2011-12	485,741	652	-12%	1,156	-11%
2012-13	396,035	531	-18%	1,221	6%
4 Year Change	(120,692)	(196)	-27%	(103)	-8%



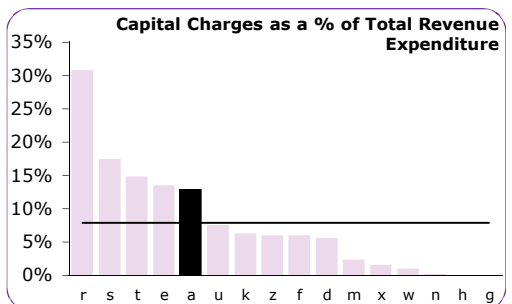
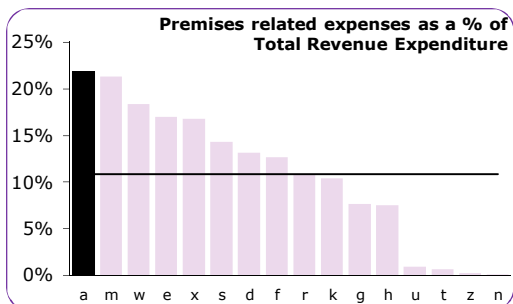
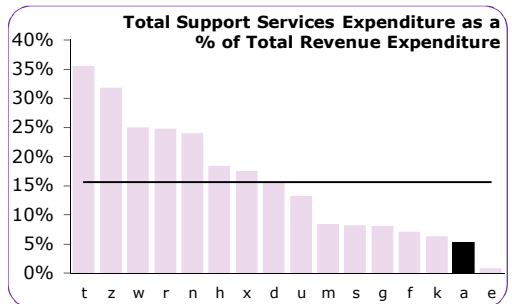
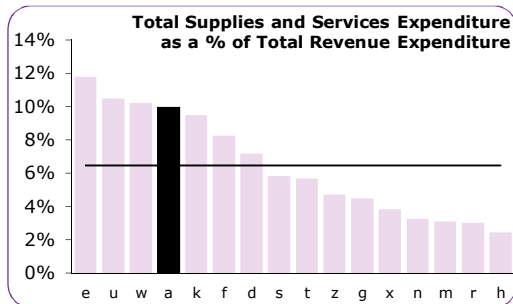
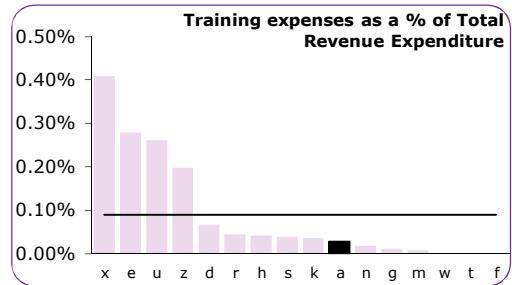
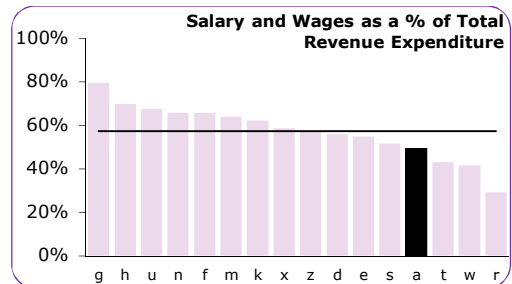
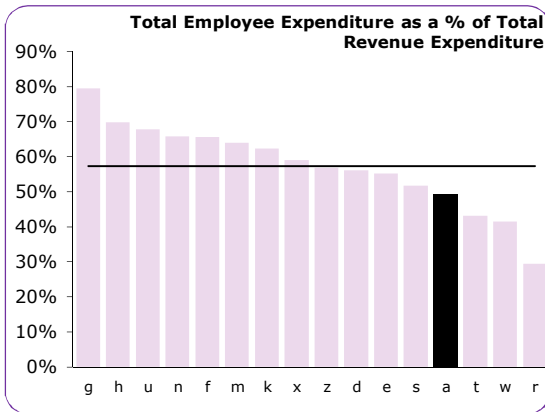
Revenue Expenditure

2012-2013 Actuals	£	£ per 1000 population	Avg £ per 1000 population
Salaries and Wages	371,741	499	816
Training Expenses	220	0	1
Total Employee Expenditure	371,961	499	817
Premises	164,877	221	166
Transport	2,526	3	6
Purchase of Documents	-	0	2
Conservation Material	13,207	18	16
Other Supplies	61,826	83	68
Total Supplies and Services	75,033	101	87
Office Accommodation	350	0	6
Other support Service Costs	39,096	52	2
Total Support Services	39,446	53	231
Computer Charges	3,107	4	21
Capital Charges	97,333	131	115
Total Revenue Expenditure	754,283	1,012	1,443



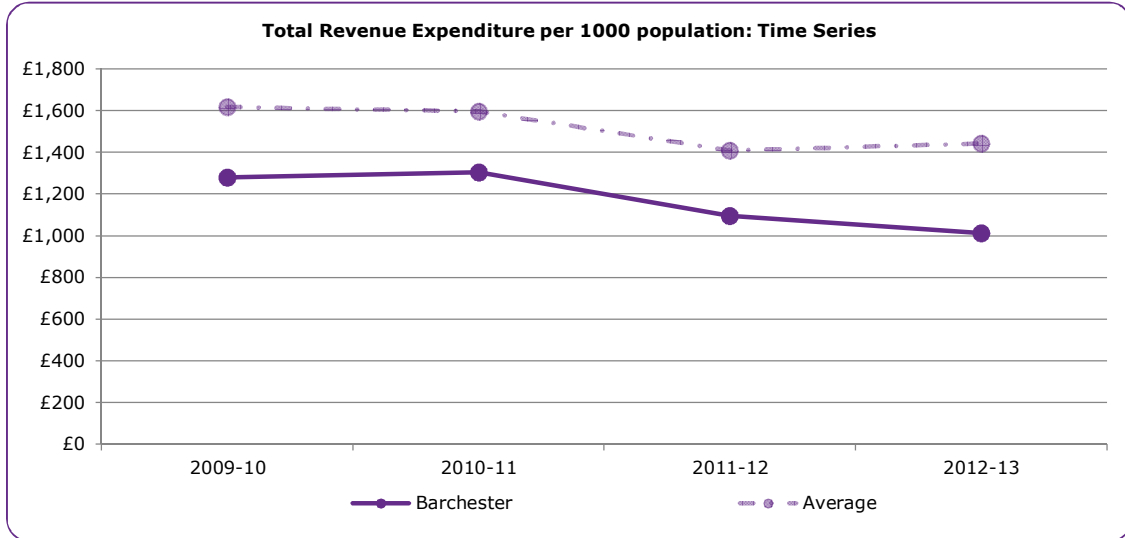
Revenue Expenditure Continued

2012-2013 Actuals	As a % of Total Revenue Expenditure	Avg % of Total Revenue Expenditure
Salaries and Wages	49.28%	57.20%
Training Expenses	0.03%	0.09%
Total Employee Expenditure	49.31%	57.29%
Premises	21.86%	10.86%
Transport	0.33%	0.37%
Purchase of Documents	0.00%	0.29%
Conservation Material	1.75%	1.31%
Other Supplies	8.20%	4.88%
Total Supplies and Services	9.95%	6.48%
Office Accommodation	0.05%	3.63%
Other support Service Costs	5.18%	12.00%
Total Support Services	5.23%	15.63%
Computer Charges	0.41%	1.48%
Capital Charges	12.90%	7.89%
Total Revenue Expenditure	100.00%	100.00%

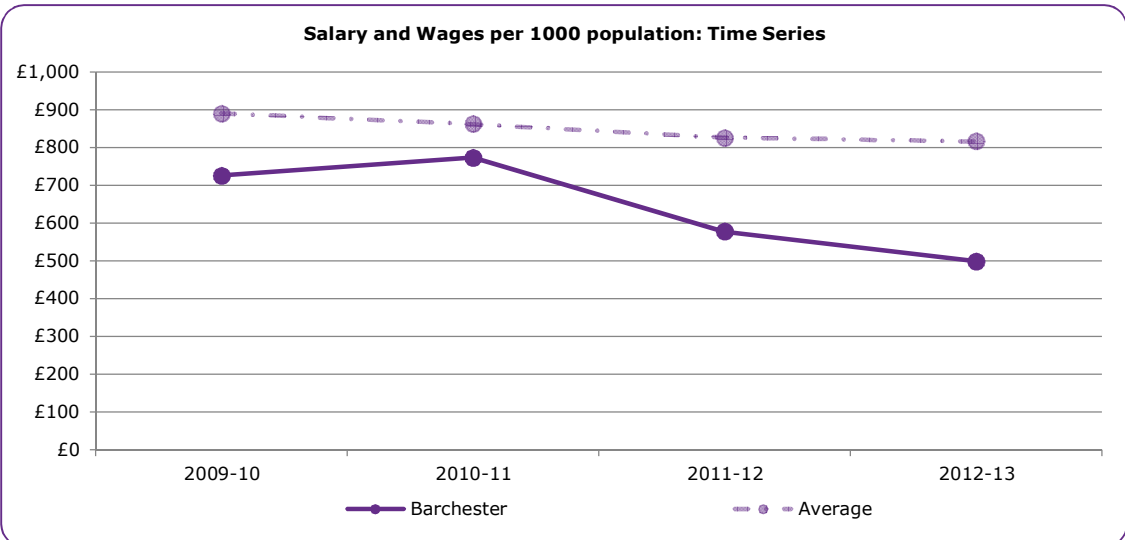


Revenue Expenditure Time Series

Revenue Expenditure	£	£ per 1000 pop	% change on previous year	Avg £ per 1000 pop	% change on previous year
2009-10	908,310	1,279		1,618	
2010-11	933,288	1,305	2%	1,597	-1%
2011-12	816,333	1,095	-16%	1,410	-12%
2012-13	754,283	1,012	-8%	1,443	2%
4 Year Change	(154,027)	(267)	-21%	(175)	-11%



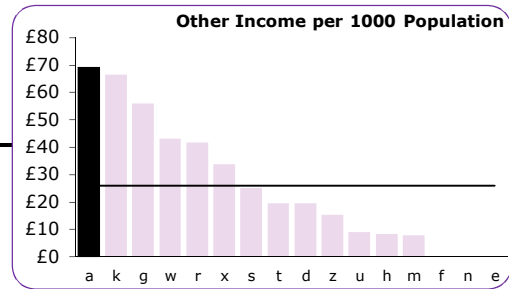
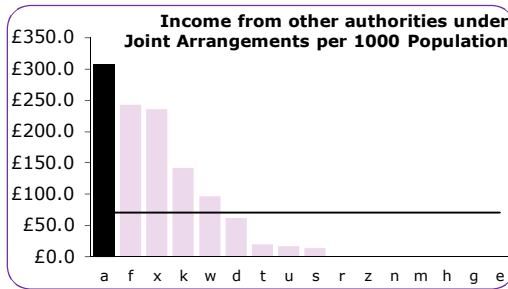
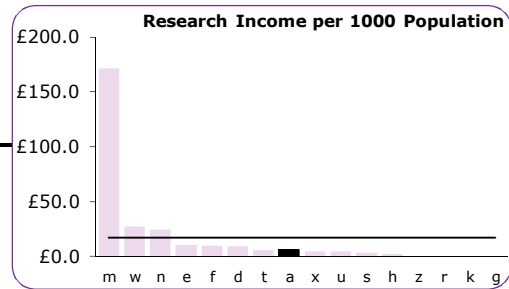
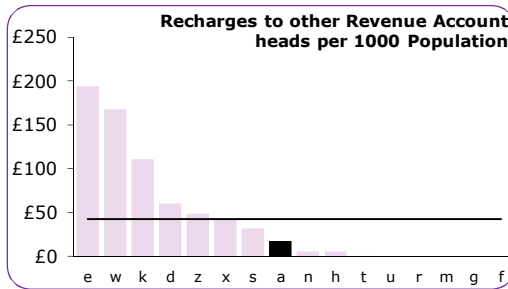
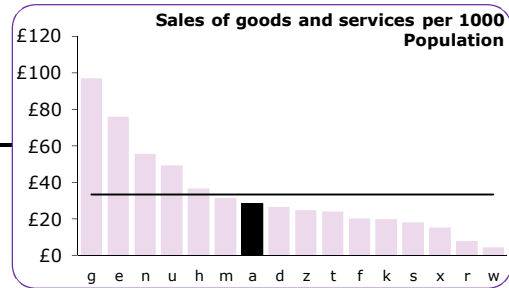
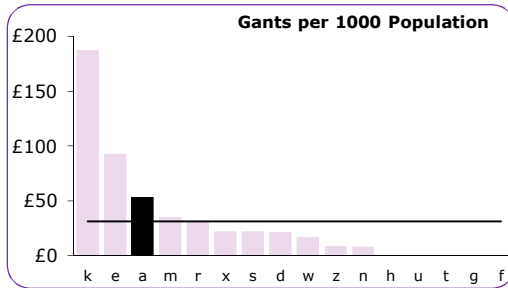
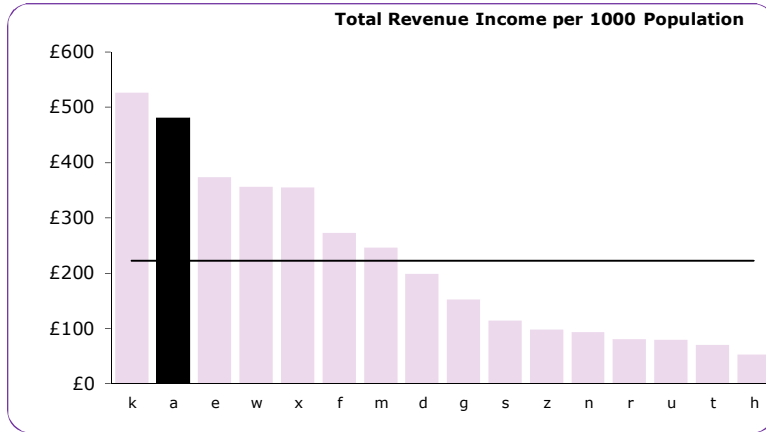
Salary and Wages	£	£ per 1000 pop	% change on previous year	Avg £ per 1000 pop	% change on previous year
2009-10	515,196	726		890	
2010-11	552,785	773	7%	862	-3%
2011-12	430,416	577	-25%	826	-4%
2012-13	371,741	499	-14%	816	-1%
4 Year Change	(143,455)	(227)	-31%	(74)	-8%



Training	£	£ per 1000 pop	% change on previous year	Avg £ per 1000 pop	% change on previous year
2009-10	713	1.00		3.46	
2010-11	1,956	2.74	172%	1.90	-45%
2011-12	633	0.85	-69%	1.35	-29%
2012-13	220	0.30	-65%	1.18	-13%
4 Year Change	(493)	(0.71)	-71%	(2.28)	-66%

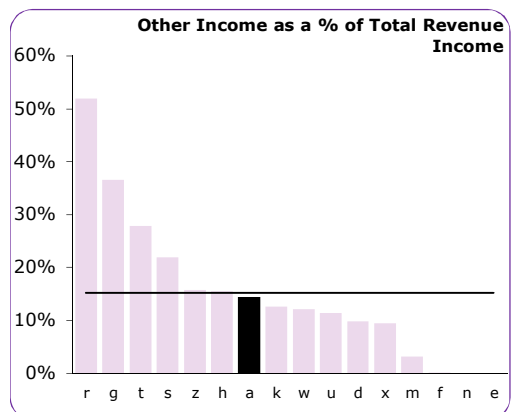
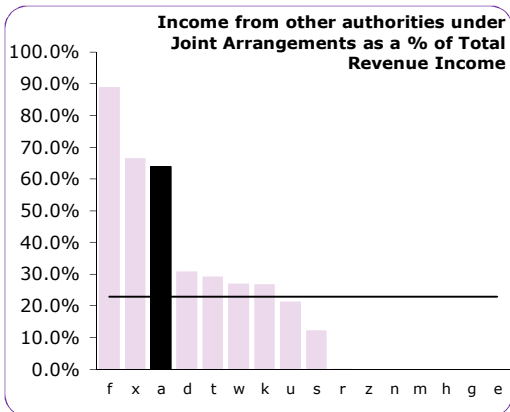
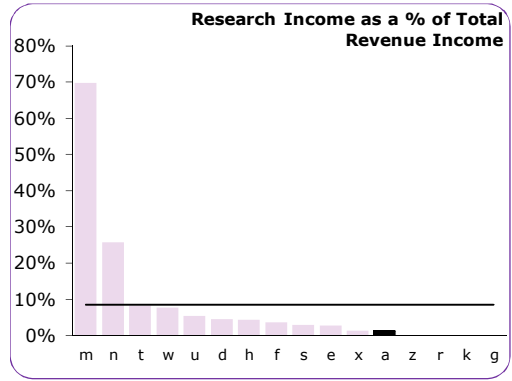
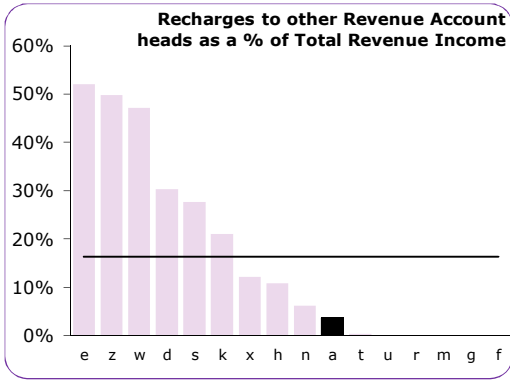
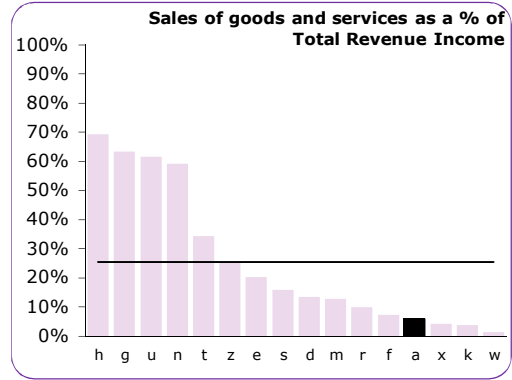
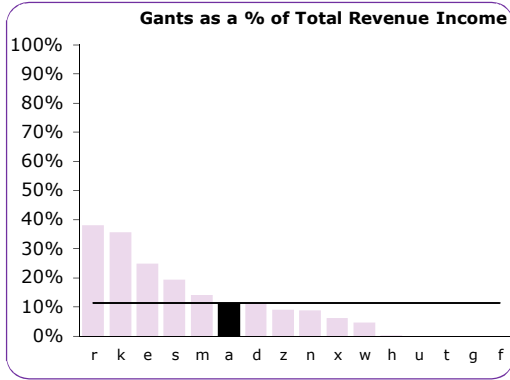
Revenue Income

2012-2013 Actuals	£	£ per 1000 population	Avg £ per 1000 population
Grants	39,362	53	31.18
Sales of Goods and Services	21,296	28.57	33.57
Recharges to other Revenue Account heads	12,650	16.97	42.85
Research Income	4,292	6	17.40
Income from Other Authorities under Joint Arrangements	229,100	307.35	71.16
Other Income	51,548	69.15	25.98
Total Revenue Income	358,248	480.61	222.14



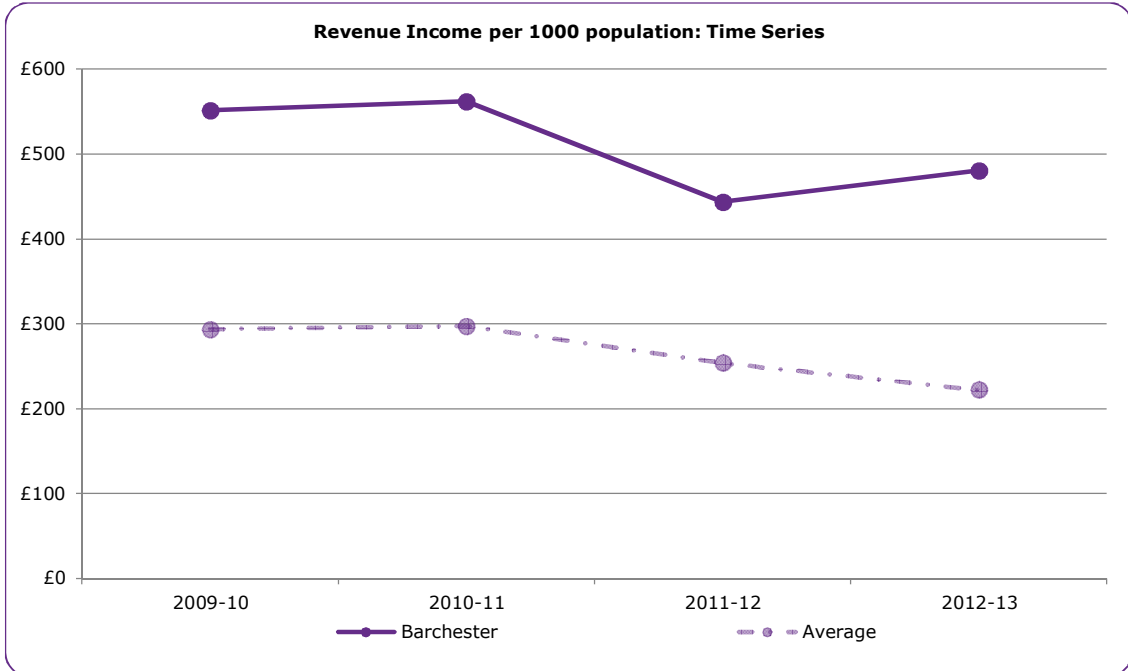
Revenue Income Continued

2012-2013 Actuals	As a % of Total Revenue Income	Avg % of Total Revenue Income
Grants	11%	11%
Sales of Goods and Services	6%	26%
Recharges to other Revenue Account heads	4%	16%
Research Income	1%	9%
Income from Other Authorities under Joint Arrangements	64%	23%
Other Income	14%	15%
Total Revenue Income	100%	100%



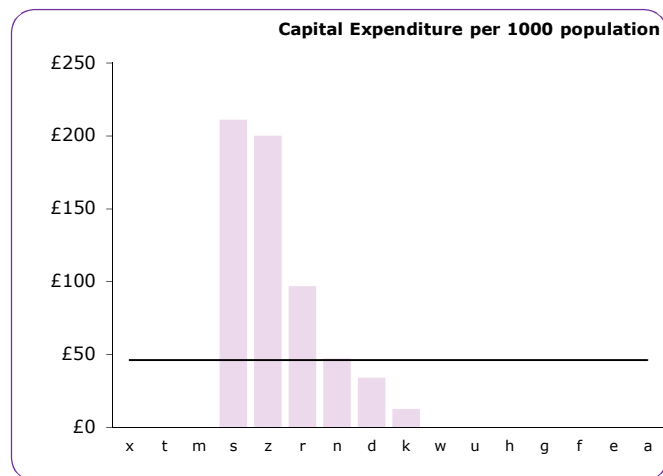
Revenue Income Time Series

Revenue Income	£	£ per 1000 pop	% change on previous year	Avg £ per 1000 pop	% change on previous year
2009-10	391,584	551.45		293.62	
2010-11	401,902	562.10	2%	297.53	1%
2011-12	330,592	443.51	-21%	253.87	-15%
2012-13	358,248	480.61	8%	222.14	-12%
4 Year Change	(33,336)	(70.84)	-13%	(71.49)	-24%



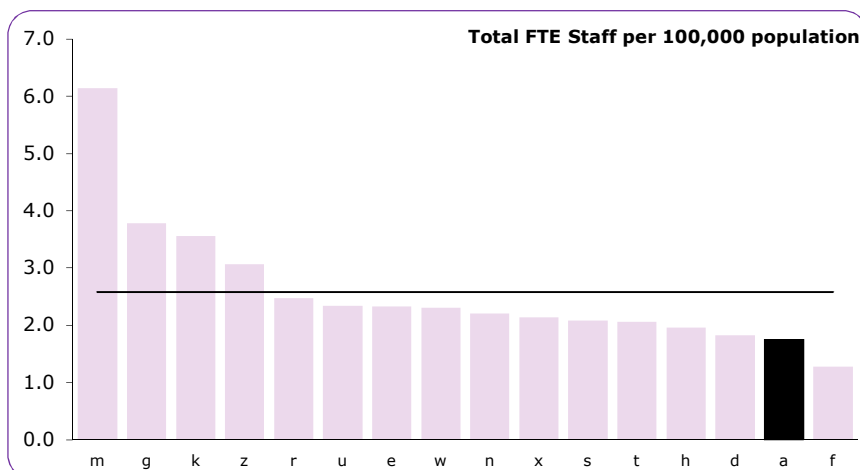
Capital Expenditure

2012-2013 Actuals	£	£ per 1000 population	Avg £ per 1000 population
Capital Expenditure	-	0.00	46.35

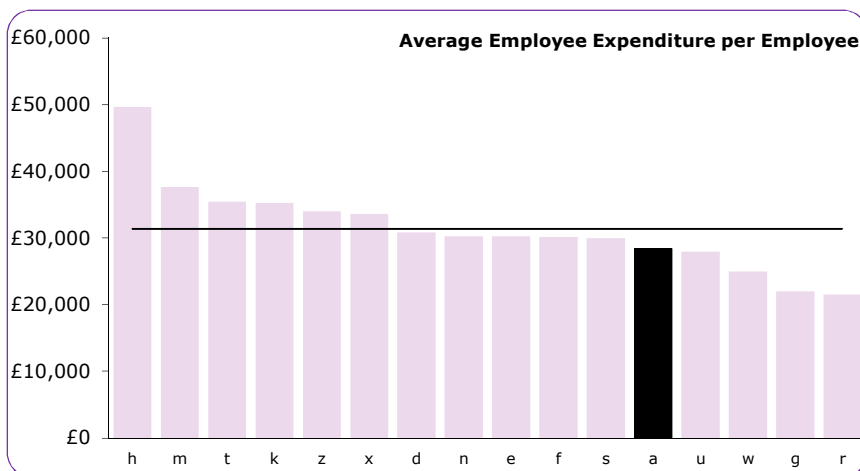


SECTION B: STAFFING INDICATORS

This section examines staffing, staff cost indicators and the use of volunteers. We use population and FTE staff to get an understanding of staff numbers and costs for authorities of different size.



The number of staff per 1000 of the population and the level of expenditure per employee give an overview as to the level of service being provided to the local area.



Number and Type of Staff Page 19

Professional Staff Pag 20

Support Staff Page 21

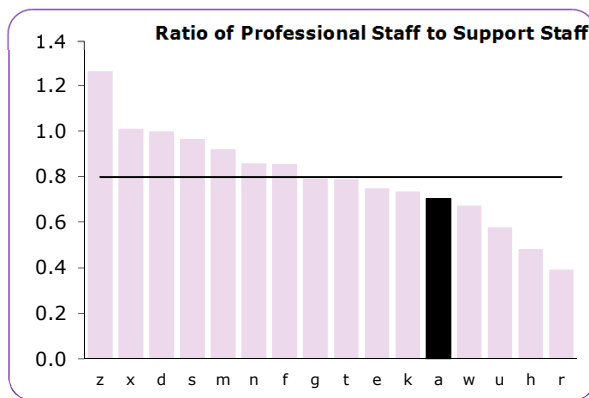
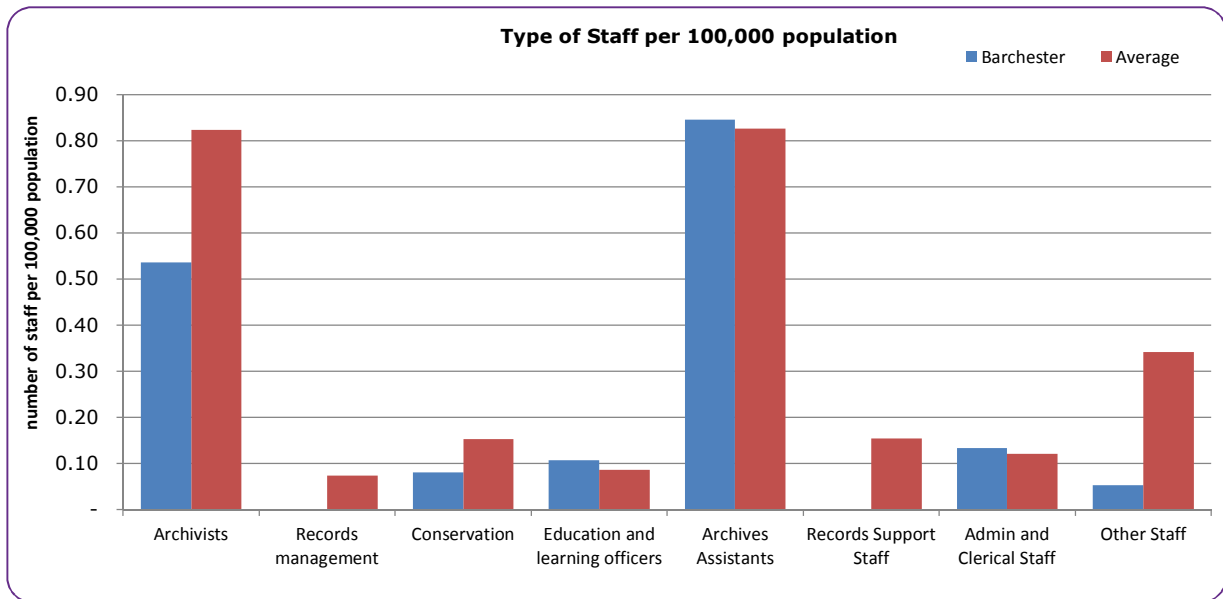
Staff Time Series Page 22

Volunteers Page 24

Staff Cost Indicators Page 26

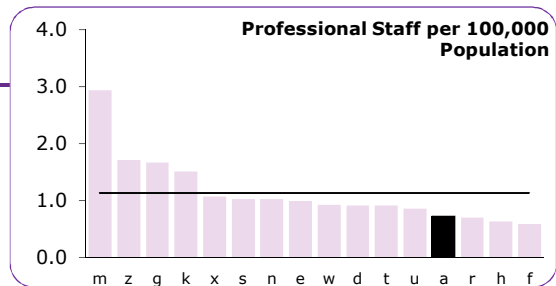
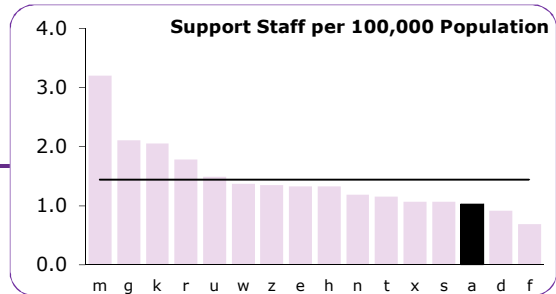
Number and Type of Staff in Post

2012-2013 Actuals	Number FTE	No. per 100,000 population	% to total FTE	Avg No. per 100,000 population	Avg % to total FTE
Archivists	4.0	0.54	31%	0.82	32%
Records management	-	-	0%	0.07	3%
Conservation	0.6	0.08	5%	0.15	6%
Education and learning officers	0.8	0.11	6%	0.09	3%
Professional Staff	5.4	0.72	41%	1.14	44%
Archives Assistants	6.3	0.85	48%	0.83	33%
Records Support Staff	-	-	0%	0.15	6%
Admin and Clerical Staff	1.0	0.13	8%	0.12	5%
Other Staff	0.4	0.05	3%	0.34	12%
Support Staff	7.7	1.03	59%	1.44	56%
Total Staff	13.1	1.76		2.58	

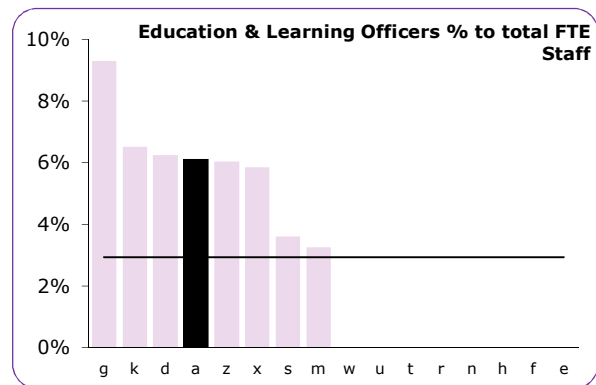
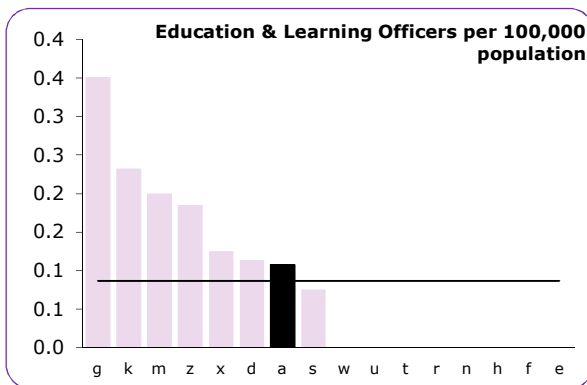
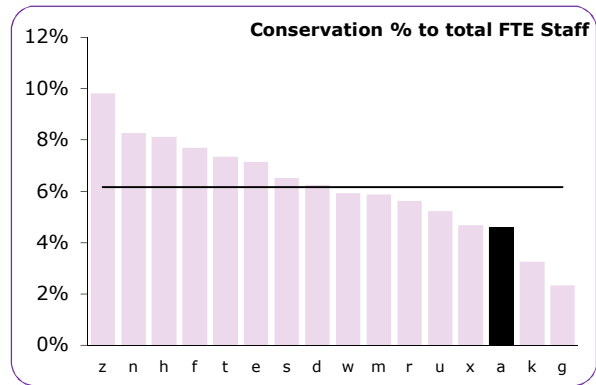
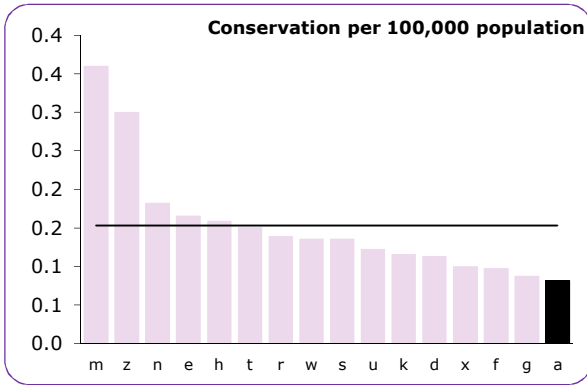
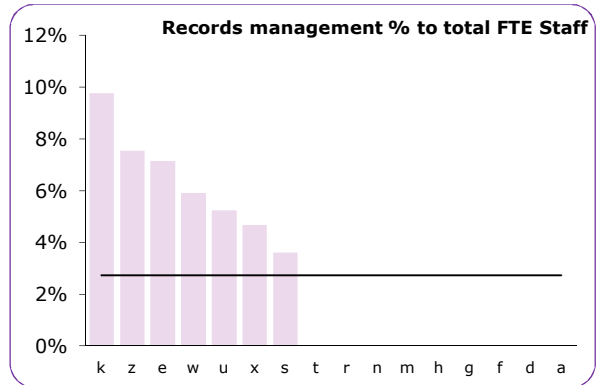
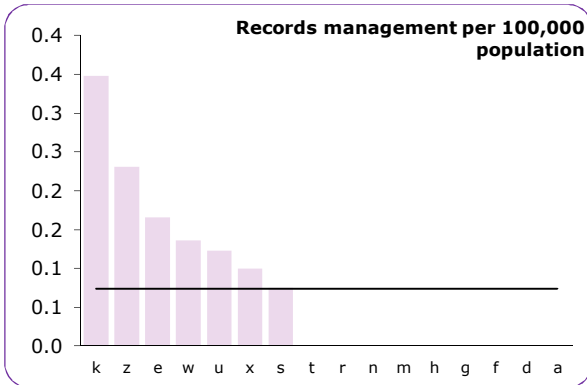
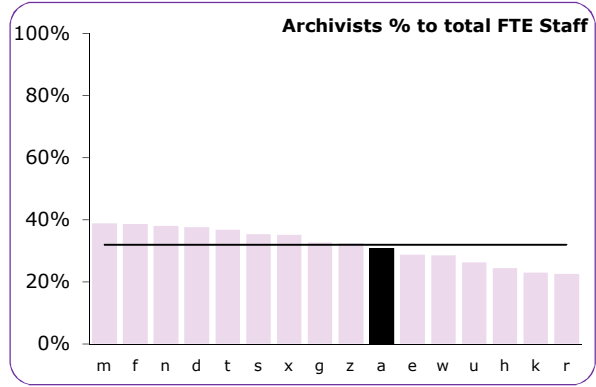
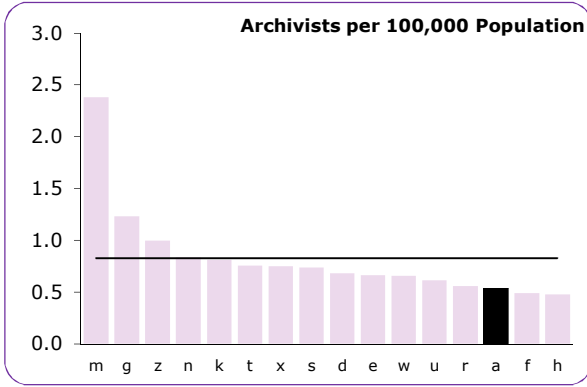


Barchester 0.70 Avg 0.80

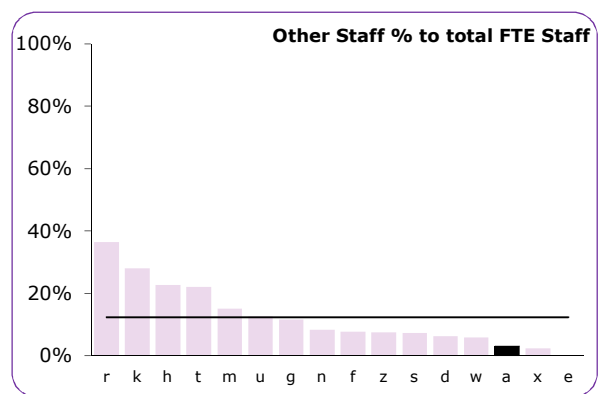
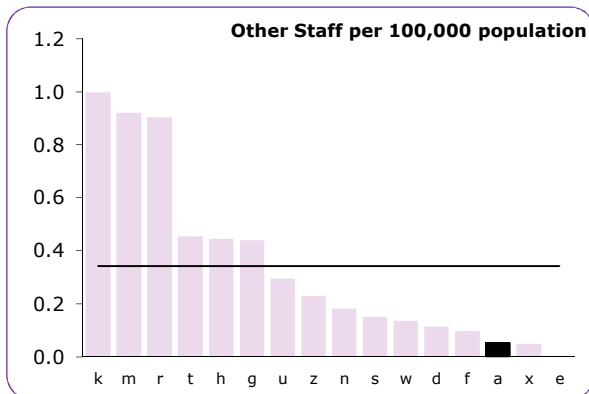
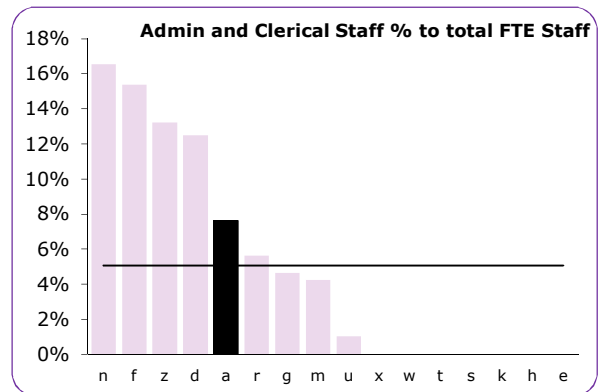
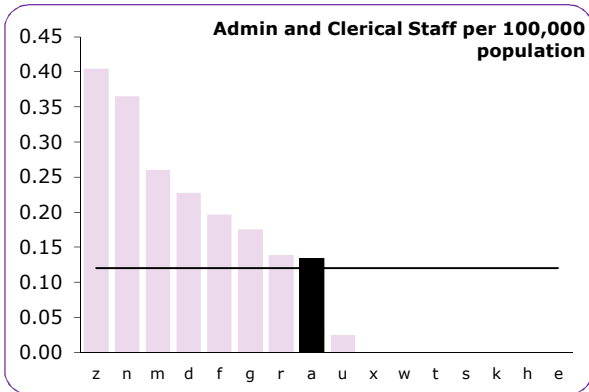
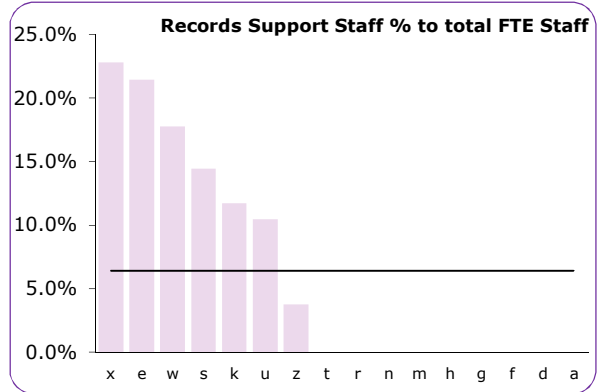
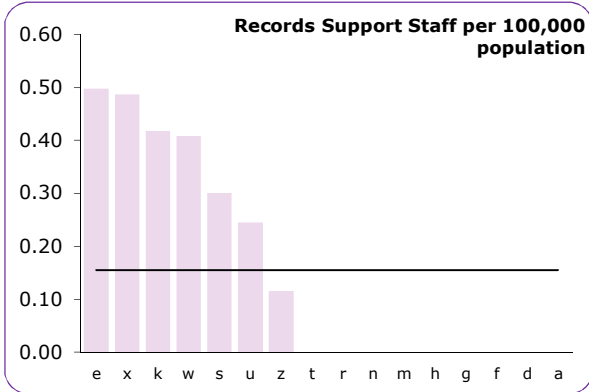
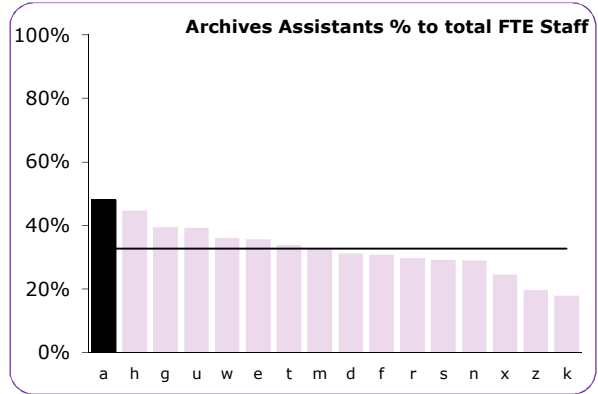
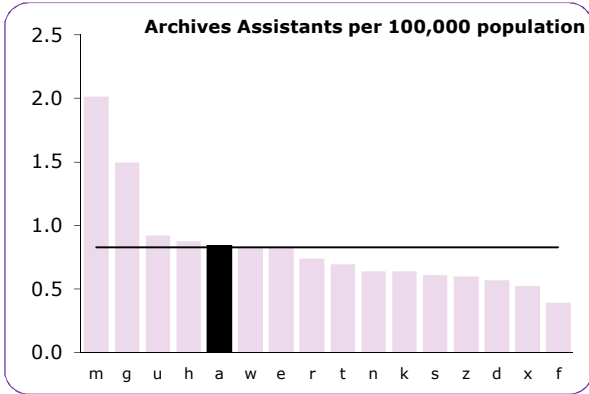
Barchester has a lower proportion of professional staff to support staff.



Professional Staff per 100,000 population

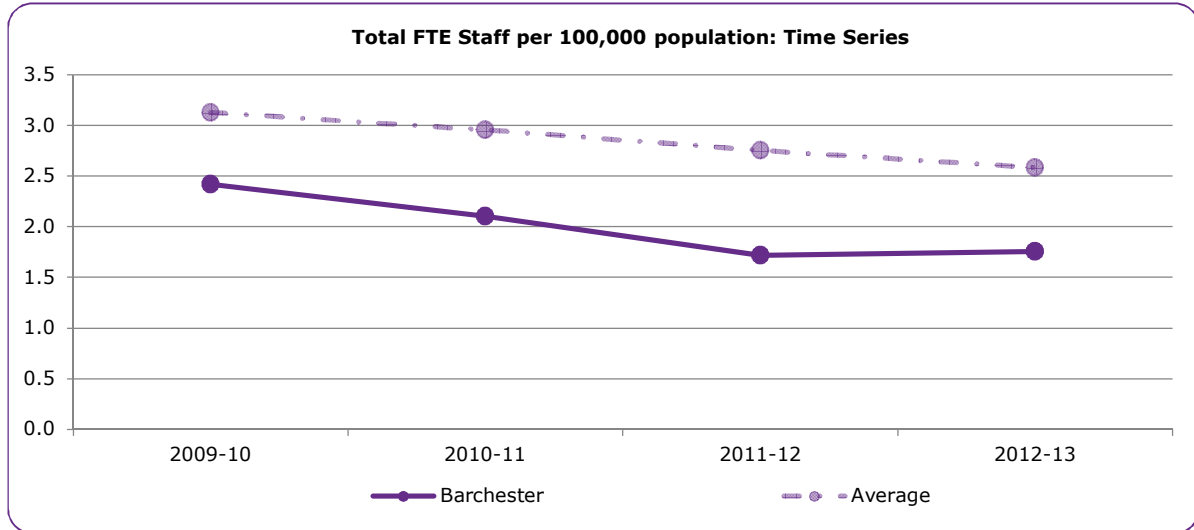


Support Staff per 100,000 population

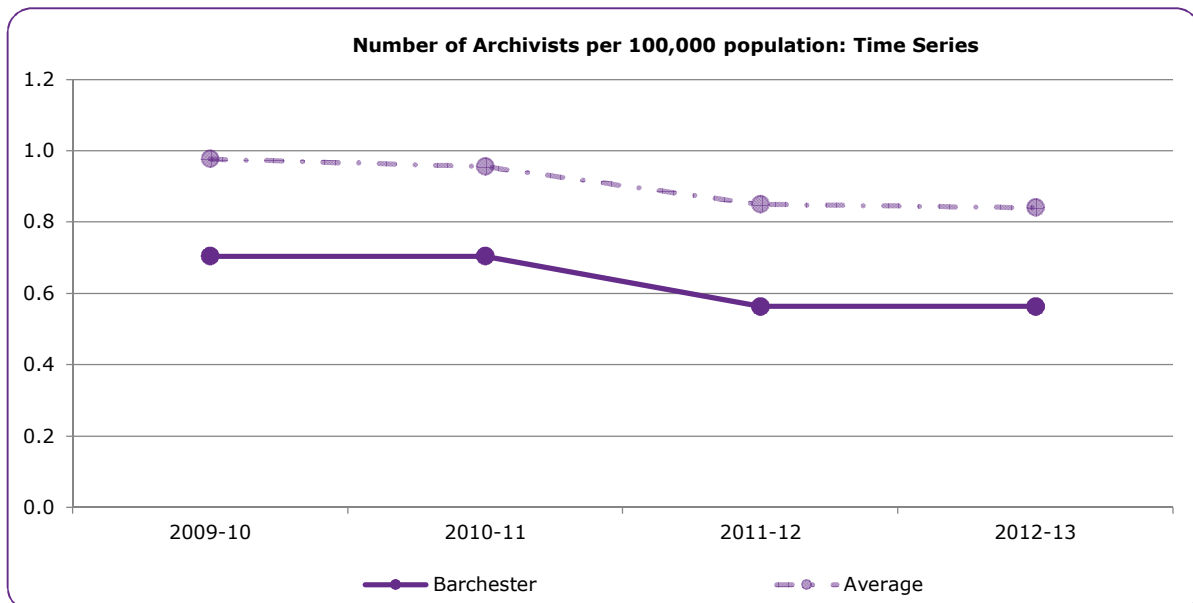


Staff Time Series

Total FTE Staff	Number	No. per 100,000 pop	% change on previous year	Avg No. per 100,000 population	% change on previous year
2009-10	17.2	2.42		3.13	
2010-11	15.0	2.10	-13%	2.95	-5%
2011-12	12.8	1.72	-18%	2.75	-7%
2012-13	13.1	1.76	2%	2.58	-6%
4 Year Change	(4.1)	(0.66)	-27%	-0.55	-17%



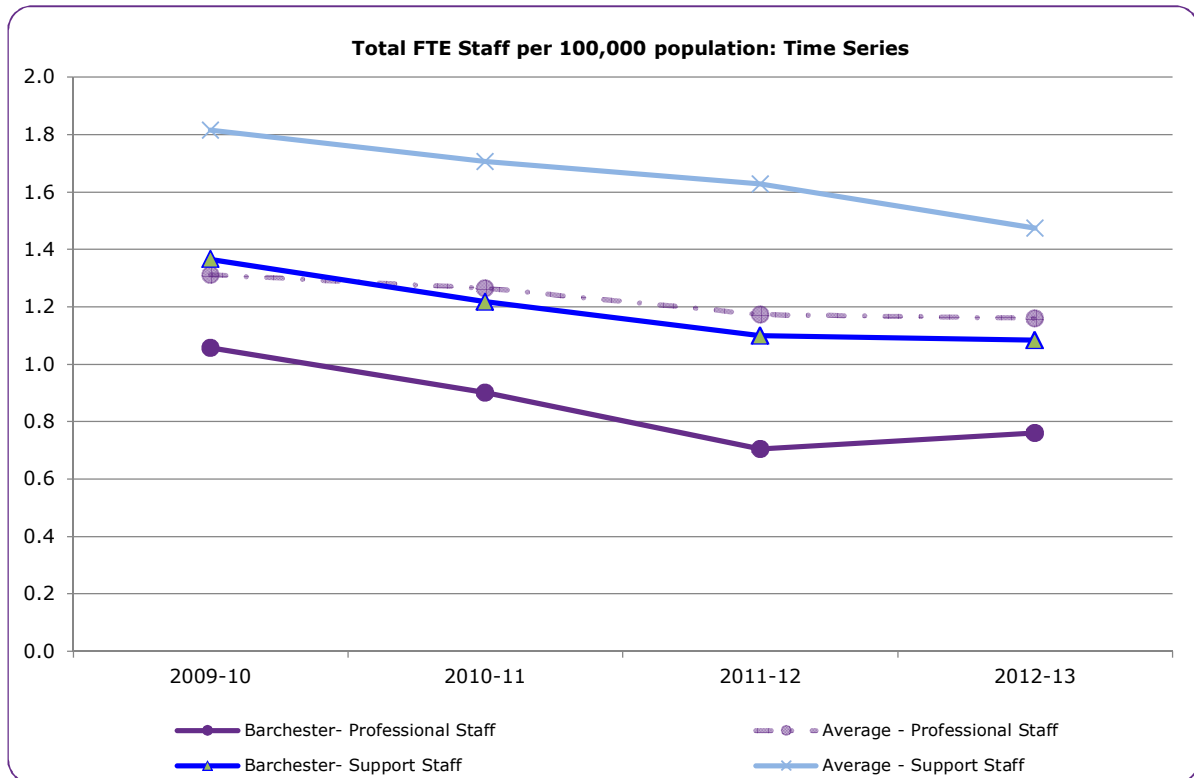
FTE Archivists	Number	No. per 100,000 pop	% change on previous year	Avg No. per 100,000 population	% change on previous year
2009-10	5.0	0.70		0.98	
2010-11	5.0	0.70	0%	0.96	-2%
2011-12	4.0	0.56	-20%	0.85	-11%
2012-13	4.0	0.56	0%	0.84	-1%
4 Year Change	(1.0)	-0.14	-20%	(0.14)	-14%



Staff Time Series Continued

FTE Professional Staff	Number	No. per 100,000 pop	% change on previous year	Avg No. per 100,000 population	% change on previous year
2009-10	7.5	1.06		1.31	
2010-11	6.4	0.90	-15%	1.26	-4%
2011-12	5.0	0.70	-22%	1.17	-7%
2012-13	5.4	0.76	8%	1.16	-1%
4 Year Change	(2.1)	-0.30	-28%	(0.15)	-12%

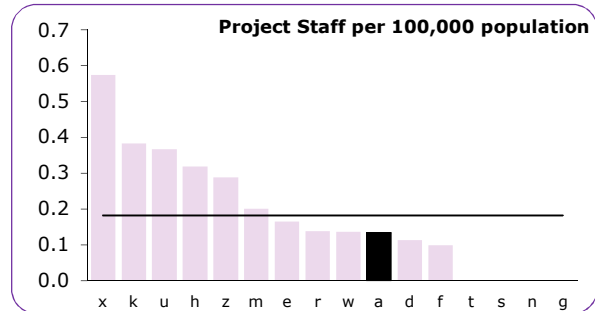
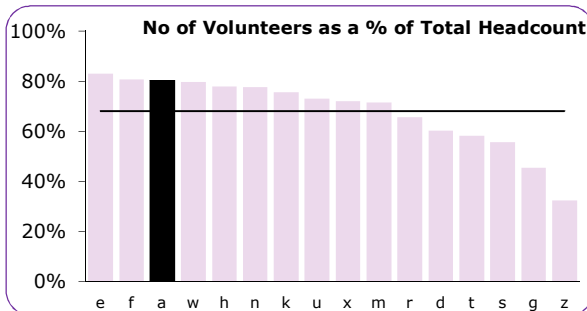
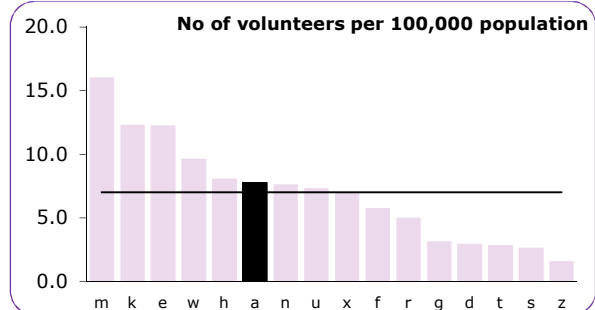
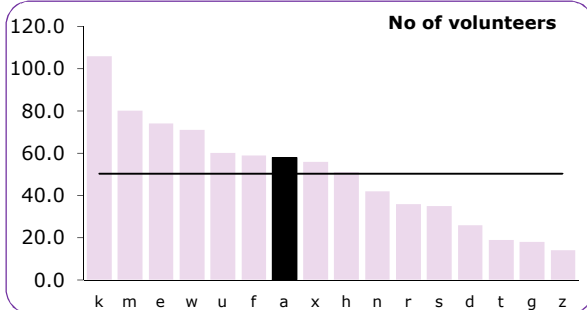
FTE Support Staff	Number	No. per 100,000 pop	% change on previous year	Avg No. per 100,000 population	% change on previous year
2009-10	9.7	1.37		1.81	
2010-11	8.6	1.22	-11%	1.71	-6%
2011-12	7.8	1.10	-10%	1.63	-5%
2012-13	7.7	1.08	-1%	1.47	-9%
4 Year Change	(2.0)	(0.28)	-21%	(0.34)	-19%



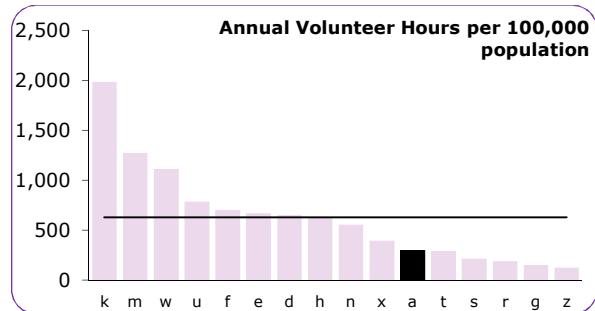
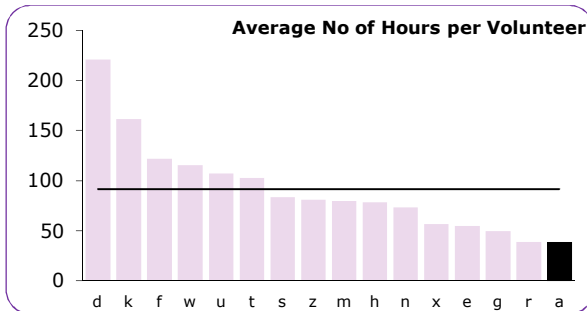
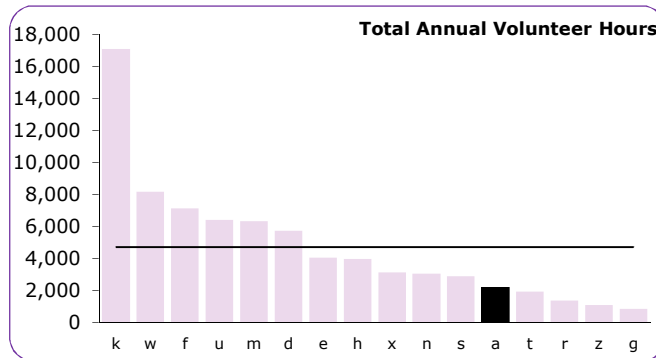
Volunteers and Project Staff

2012-2013 Actuals	Number FTE	No. per 100,000 population	% to Total Headcount*	Avg No. per 100,000 population	Avg % to total FTE
Volunteers	58.0	7.78	80%	7.02	68%
Project Staff	1.0	0.13	1%	0.18	2%

*Total headcount refers to total FTE staff plus total number of volunteers plus total number of project staff

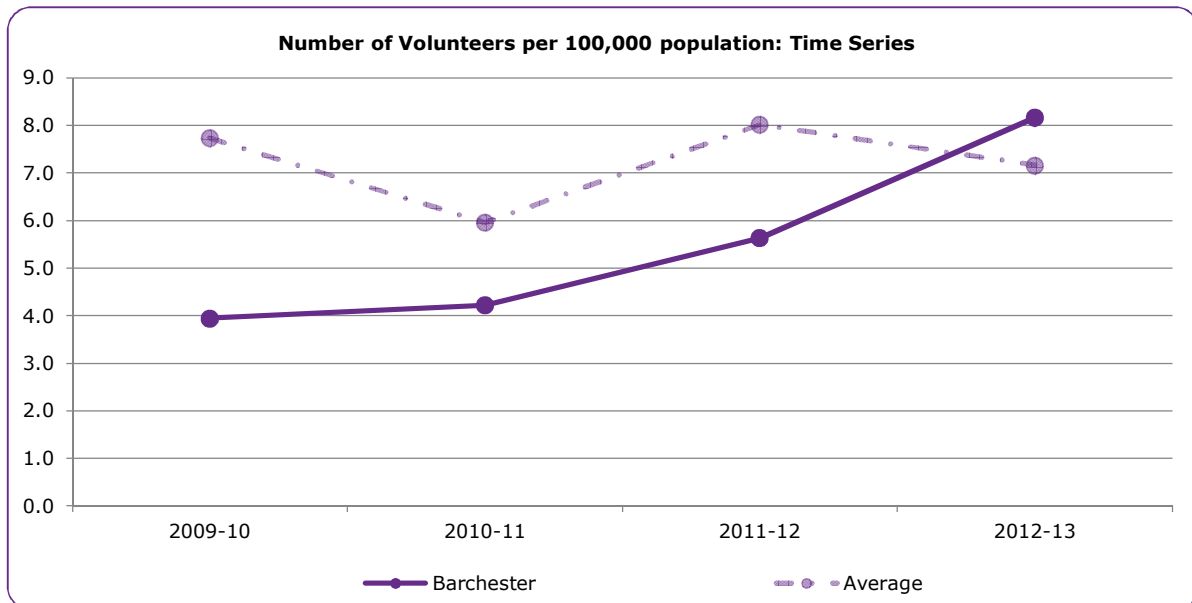
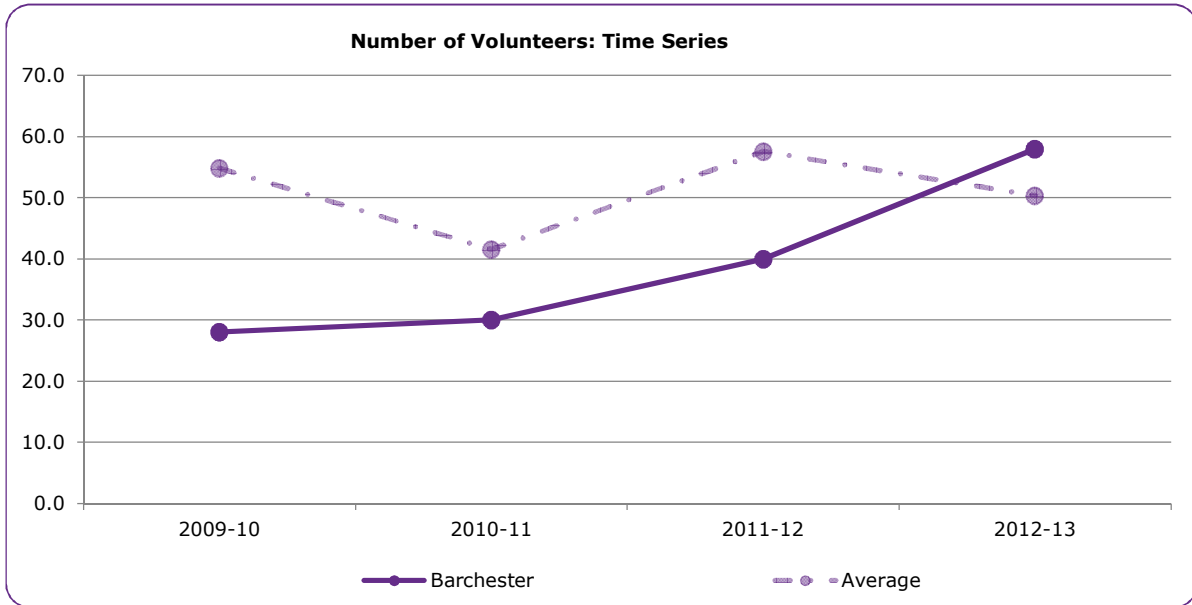


2012-2013 Actuals	Number of Hours	Avg No of Hours	No. of Hours per 100,000 population	Avg No. per 100,000 population
Annual Volunteer Hours	2,220	4,736	297.79	629.79
Avg No of Hours per Volunteer	38.3	91.3		



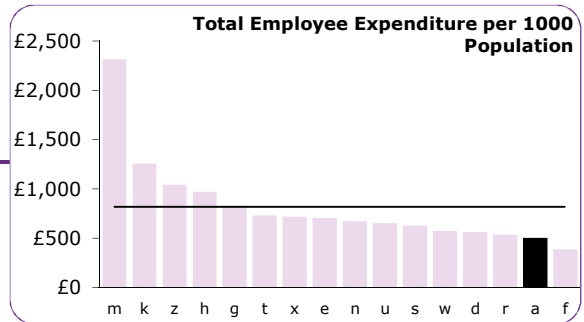
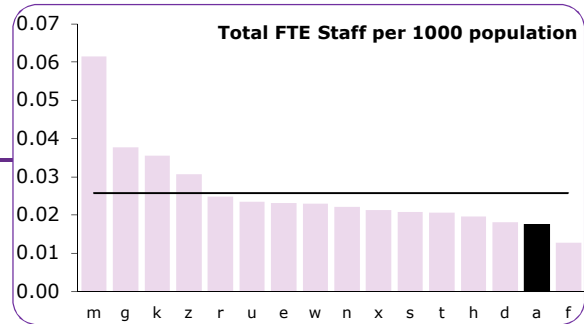
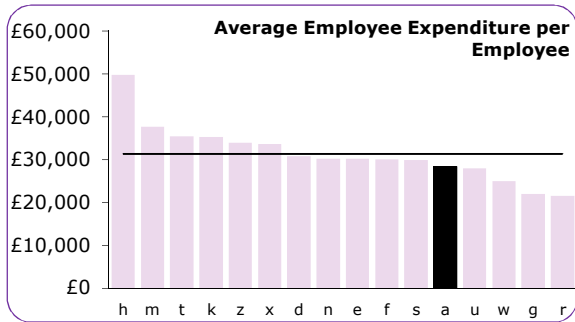
Volunteers Time Series

No of Volunteers	Number	No. per 100,000 pop	% change on previous year	Avg Number	Avg No. per 100,000 population	% change on previous year
2009-10	28.0	3.9		54.8	7.7	
2010-11	30.0	4.2	7%	41.5	6.0	-23%
2011-12	40.0	5.6	33%	57.6	8.0	35%
2012-13	58.0	8.2	45%	50.3	7.2	-11%
4 Year Change	30.0	4.2	107%	(4.5)	-0.6	-7%



Staff Cost Indicators - Employee Expenditure

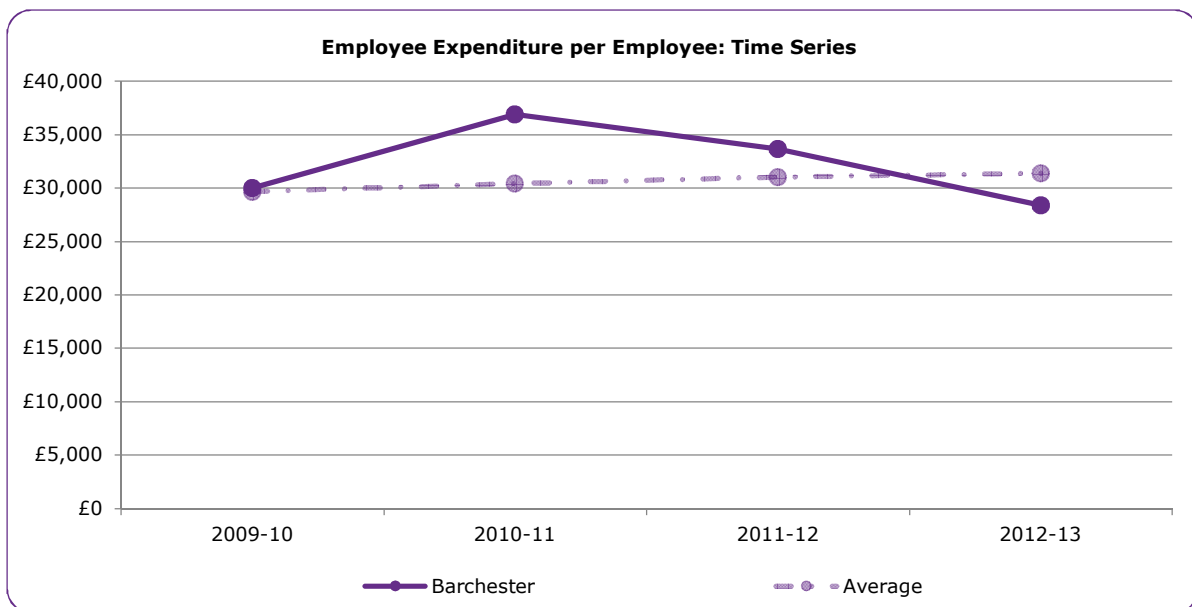
2012-2013 Actuals	Number	Avg	per 1000 population	Avg per 1000 population
Total FTE Staff	13	19	0.02	0.03
Total Employee Expenditure (£)	371,961	593,817	499	817
Employee Expenditure per Employee (£)	28,394	31,392	39.99	44.65



Employee Expenditure Time Series

Employee Expenditure per Employee	% change on £ previous year	% change on £ Avg previous year
2009-10	29,994.7	29,638.3
2010-11	36,884.4	30,435.1
2011-12	33,675.7	31,029.4
2012-13	28,394.0	31,392.4
4 Year Change	(1,600.8)	1,754.1

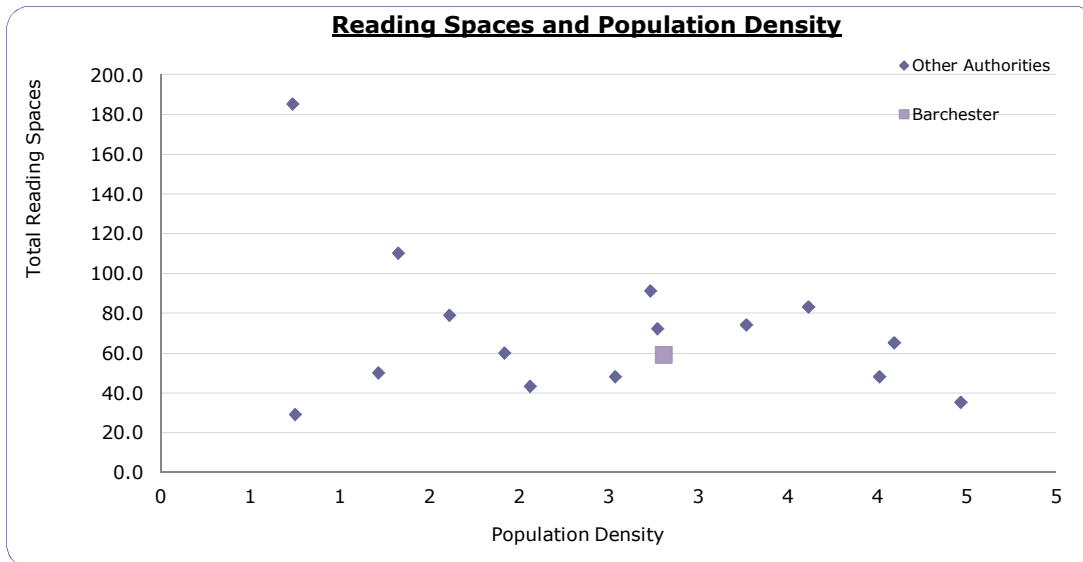
Variance to Avg	Index to Avg
356	1.01
6,449	1.21
2,646	1.09
-2,998	0.90



SECTION C: AVAILABILITY OF RESOURCES TO PUBLIC

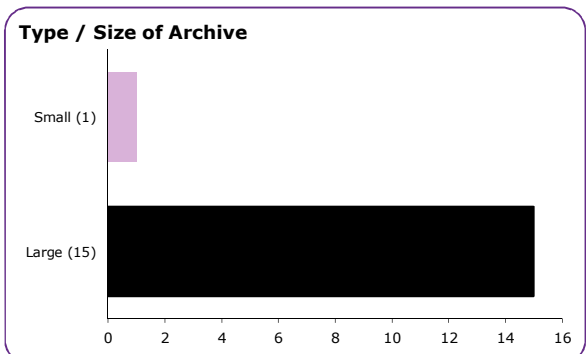
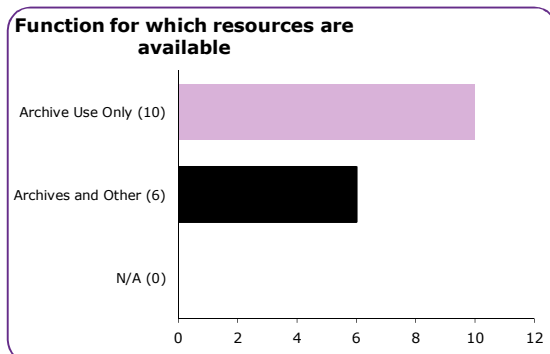
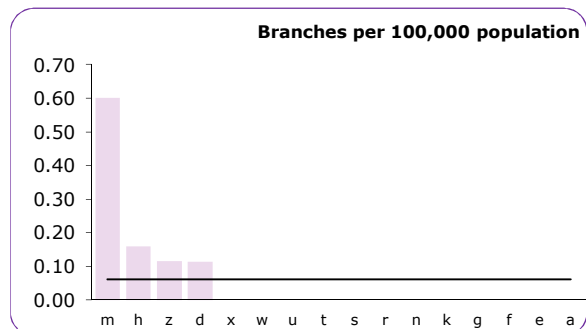
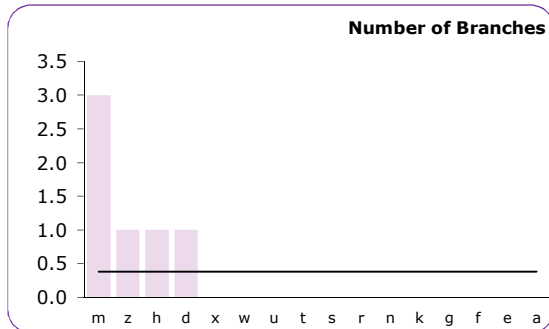
This section examines the accessibility and availability of archive resources to the public. This includes factors such as population density, number of branches, reading spaces, opening hours and the availability of computers.

	Number	Average	Median	per 100,000 population	Average	Median
Population Density	2.8	2.5	2.6			
Reader Spaces	59.0	70.7	62.5	7.9	10.0	7.9



As population density increases we expect reading spaces to increase for archives who service large populations. We would also expect the number of branches to increase the more rural an area.

	Number	Average	per 100,000 population	Average
Number of Branches	0.0	0.4	0.00	0.06



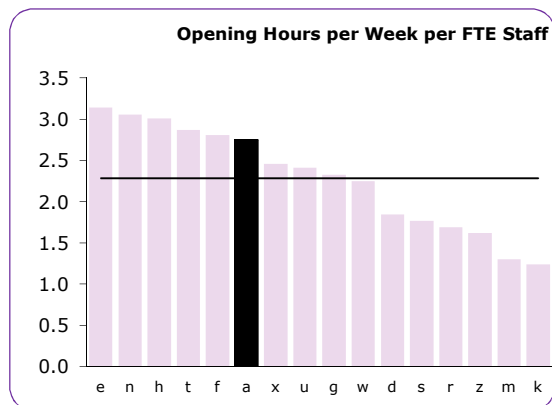
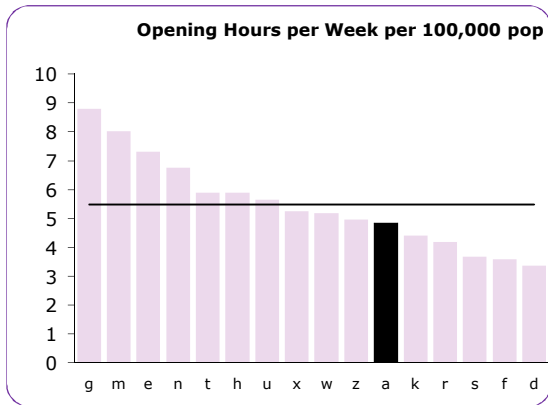
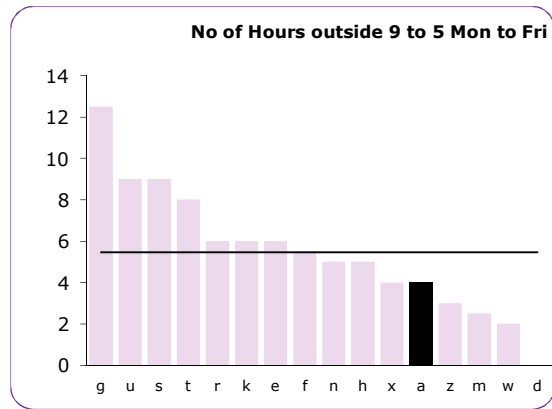
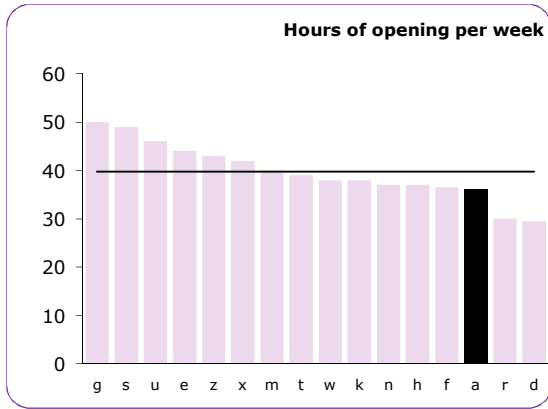
Opening Hours **Page 28**

Reader Spaces & Computer Availability **Page 29**

Online Finding Aids & Digital Surrogates **Page 30**

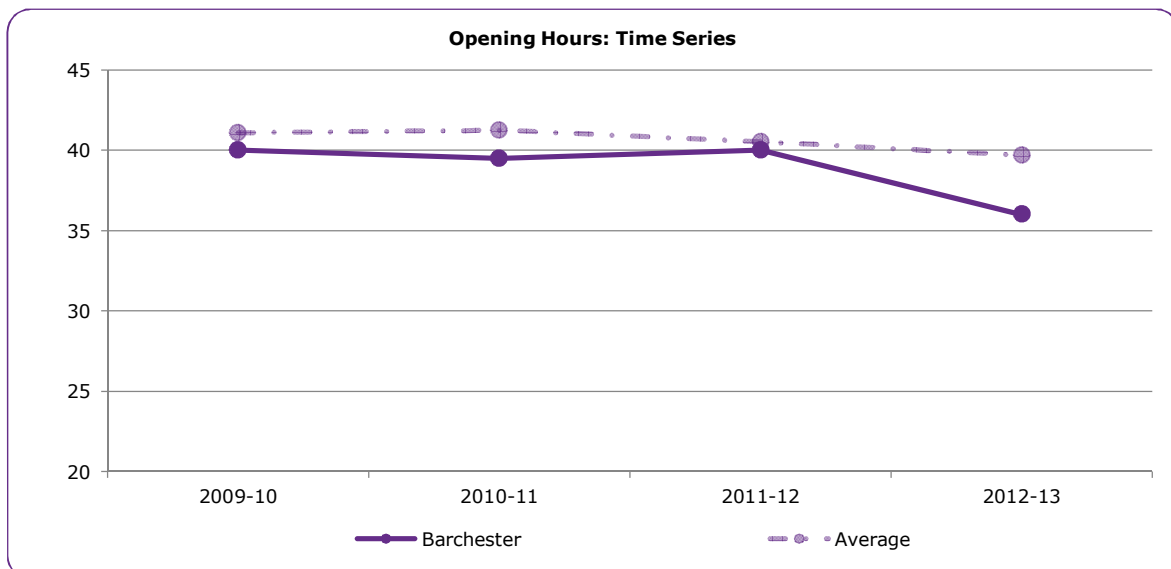
Opening Hours

2012-2013 Actuals	Number of Hours	Avg Number of Hours
Opening Hours per Week	36	40
No of Hours outside 9 to 5 Mon to Fri	4	5
Opening Hours per Week per FTE Staff	2.75	2.28
Opening Hours per Week per 100,000 pop	4.83	5.48



Opening Hours - Time Series

Opening Hours	No of Hours	% change on previous year	Avg £ per head	% change on previous year
2009-10	40		41	
2010-11	40	-1%	41	0%
2011-12	40	1%	41	-2%
2012-13	36	-10%	40	-2%
4 Year Change	(4)	-10%	(1)	-3%

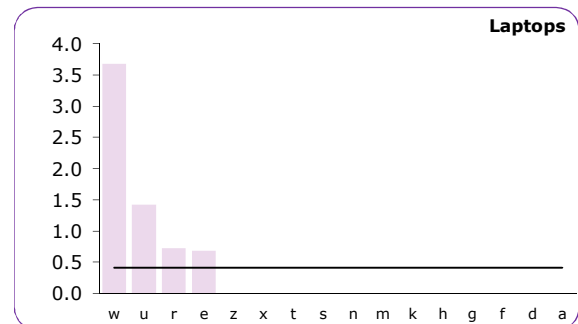
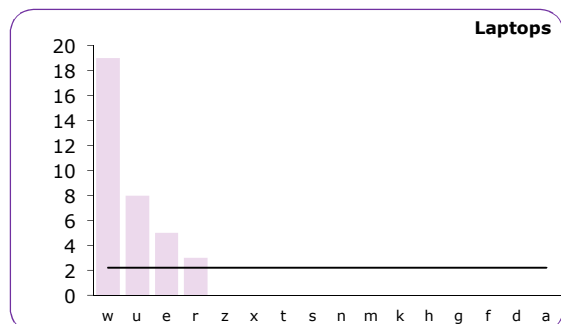
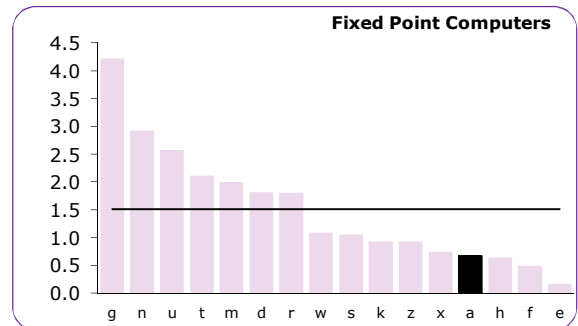
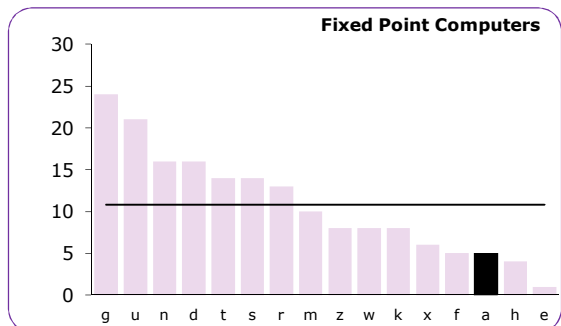
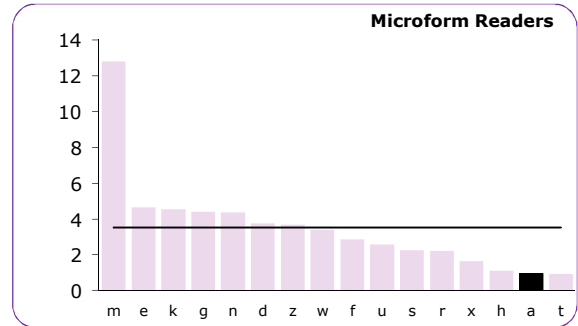
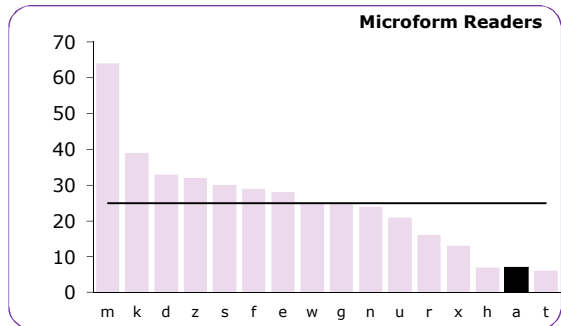
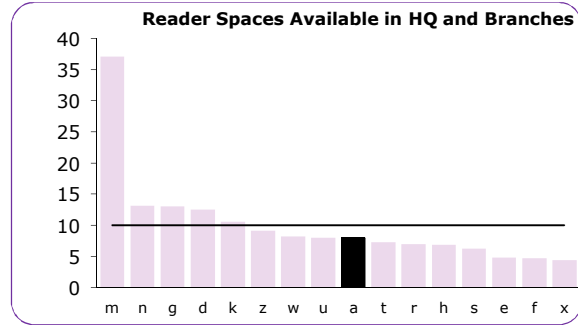
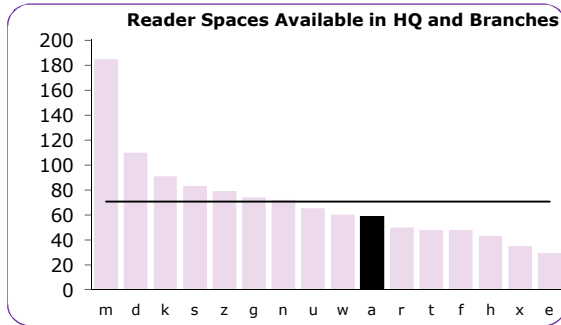


Reader Spaces and Computer Availability

2012-2013 Actuals	Number	per 100,000 population	Avg Number	Avg per 100,000 population
Reader Spaces Available in HQ and Branches	59	7.9	71	10.0
Microform Readers	7	0.9	25	3.5
Fixed Point Computers	5	0.7	11	1.5
Laptops	0	0.0	2	0.4

Graphs on this side show the actual number

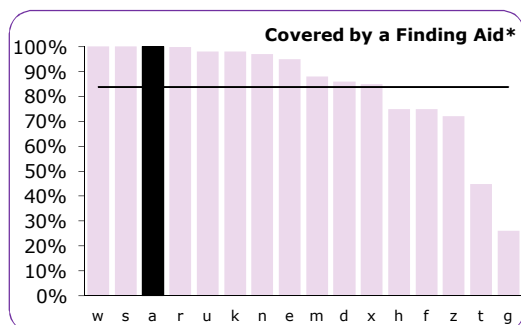
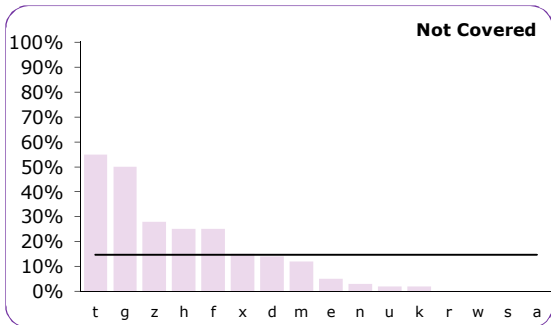
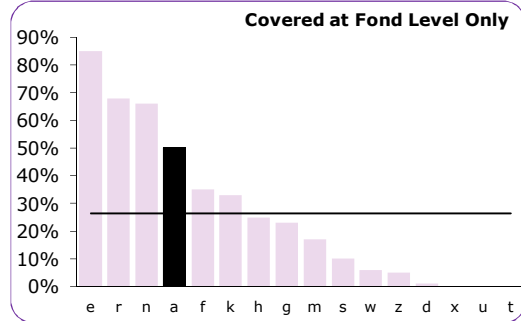
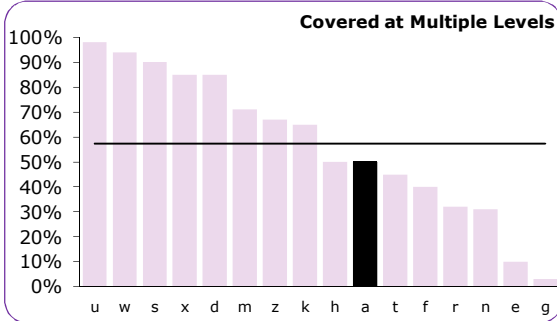
Graphs on this side show per 100,000 population



Archive Holdings Covered by Online Finding Aids

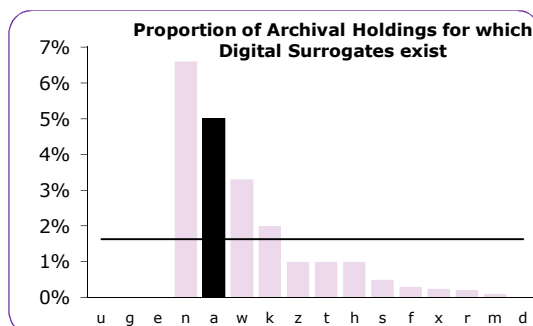
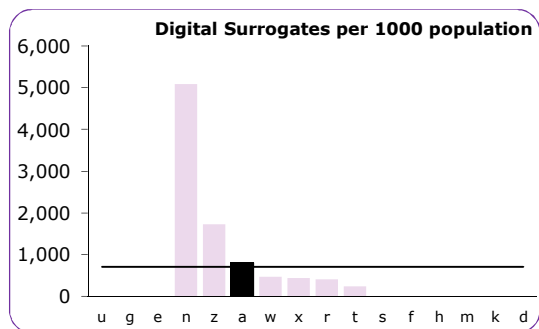
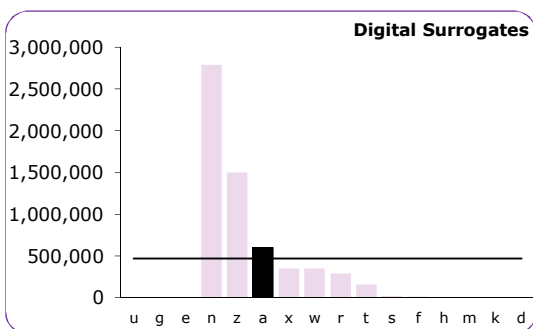
2012-2013 Actuals	% of Archival Holdings	Avg %
Covered at Multiple Levels	50.0%	57.3%
Covered at Fond Level Only	50.0%	26.5%
Not Covered	0.0%	14.8%
Covered by a Finding Aid*	100.0%	83.7%

*covered by multiple levels plus fond level only



Number of Digital Surrogates and Proportion of Archival Holdings for which they exist

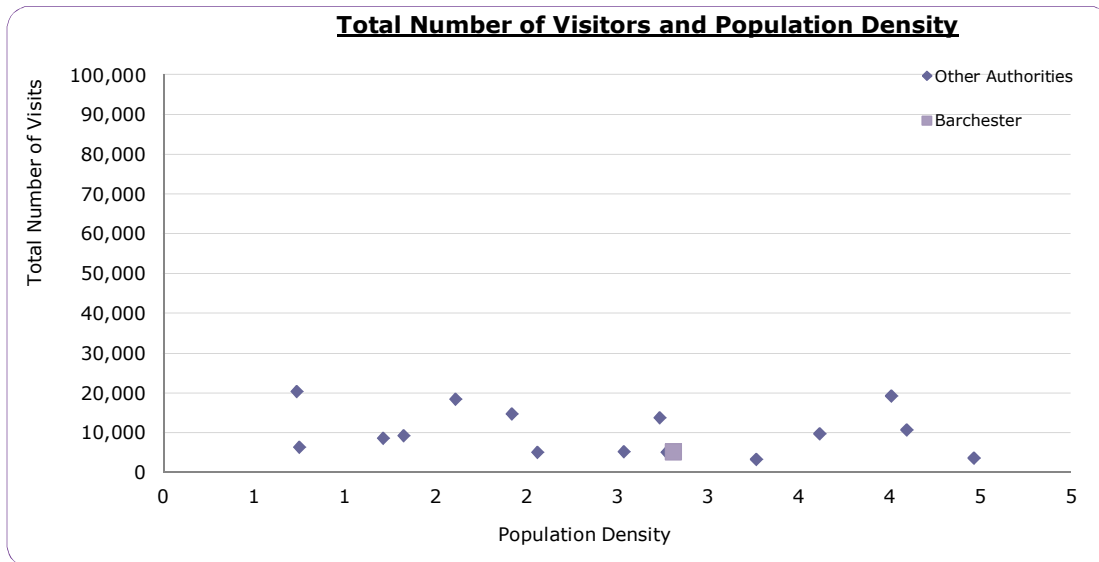
2012-2013 Actuals	Number	Avg Number
Digital Surrogates	600,000	467,271
Digital Surrogates per 1000 population	805	709
Proportion of Archival Holdings for which Digital Surrogates exist	5.0%	1.6%



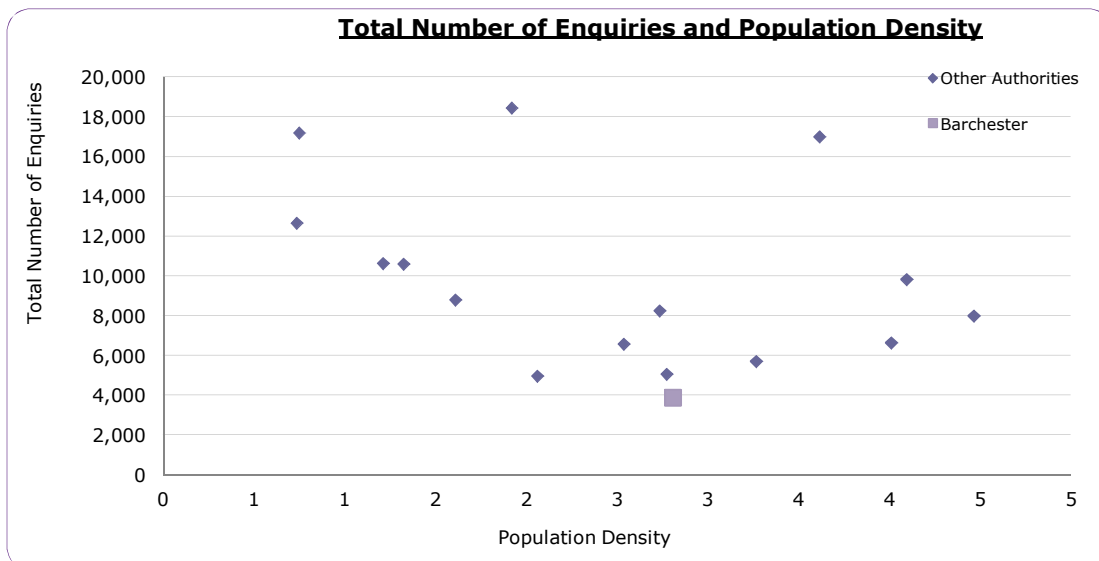
SECTION D: USE OF RESOURCES BY THE PUBLIC

This section examines how the public use archive services, how often an archive is visited and what events are carried out. Factors such as number of visits, items produced, events and website usage will be looked at in this section.

	Number	Average	Median	per 100,000 population	Average	Median
Population Density	2.8	2.5	2.6			
Number of visits	5,202	9,867	8,891	697.9	1,324.2	1,051.1



As population density increases we expect the number of visits to increase. We would also expect the large archives with high population density to have a greater number of enquiries.



Number of Visitors & Items Produced **Page 32**

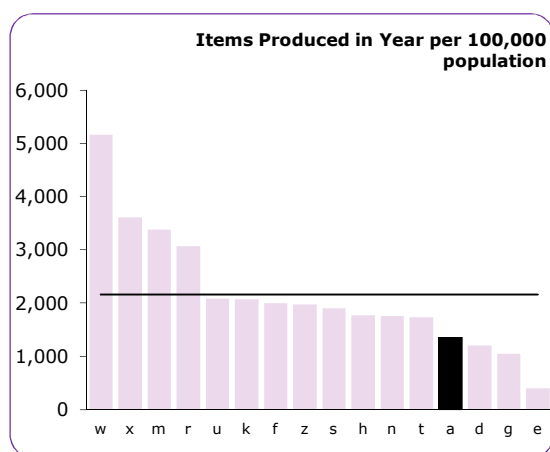
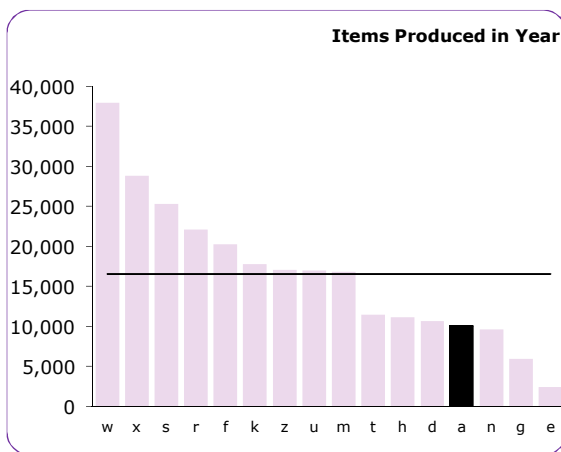
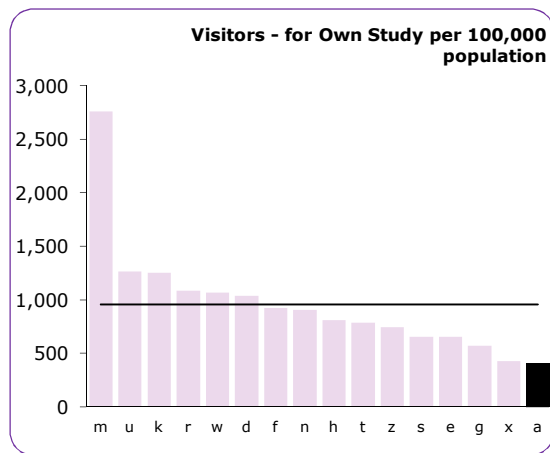
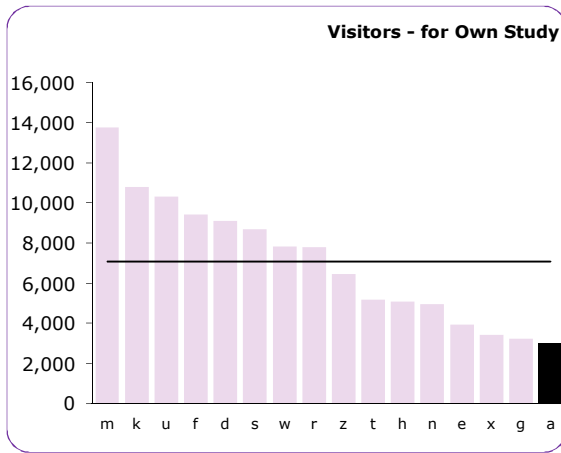
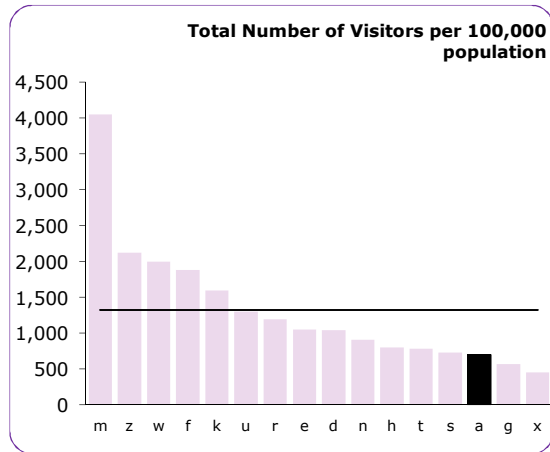
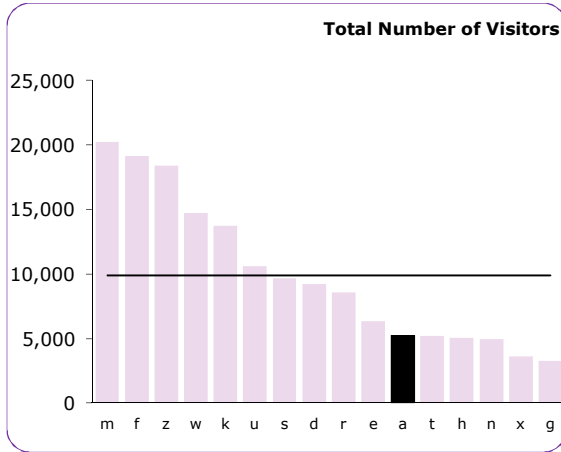
Exhibitions and Learning Events **Page 34**

Enquiries **Page 37**

Social Media **Page 38**

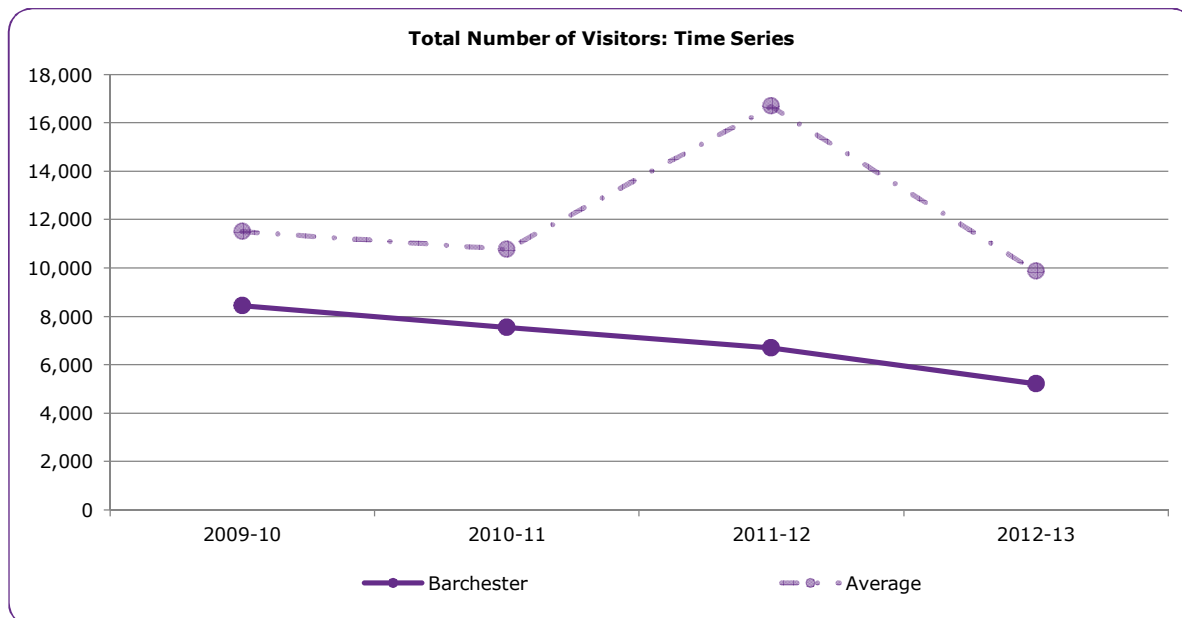
Number and Type of Visitors & Items Produced in the Year

2012-2013 Actuals	Number	Average	per 100,000 population	Average
Total Number of Visitors	5,202	9,867	698	1,324
Visitors - for Own Study	3,000	7,060	402	958
Items Produced in Year	10,085	16,533	1,353	2,157



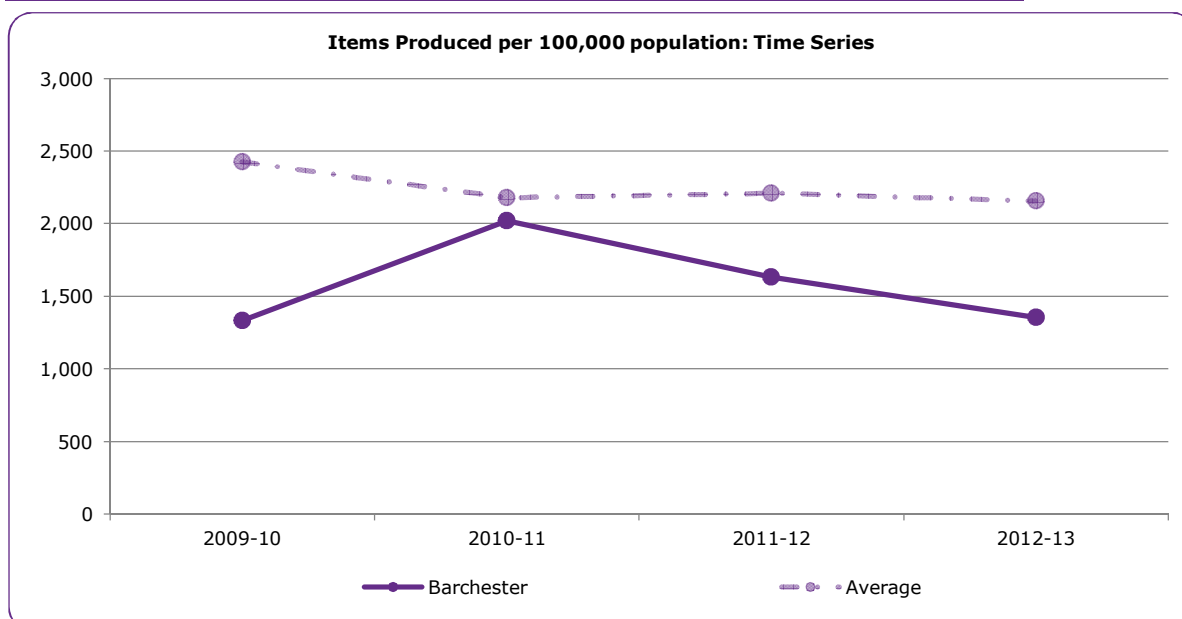
Number of Visitors - Time Series

Number of Visitors	Number	% change on previous year	Avg	% change on previous year
2009-10	8,431		11,501	
2010-11	7,548	-10%	10,765	-6%
2011-12	6,683	-11%	16,681	55%
2012-13	5,202	-22%	9,867	-41%
4 Year Change	(3,229)	-38%	(1,634)	-14%



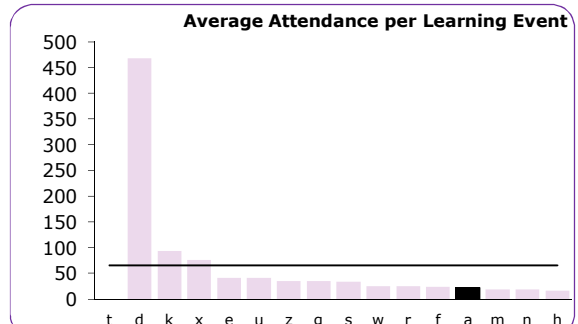
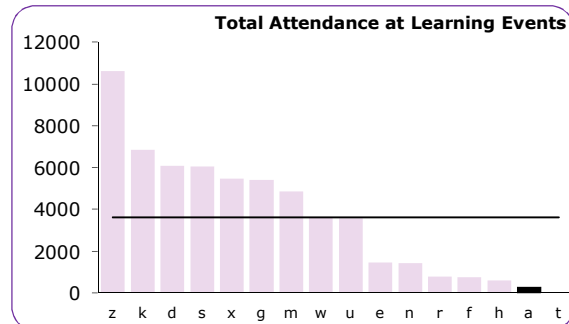
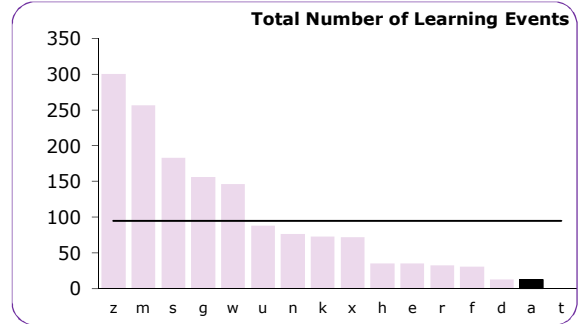
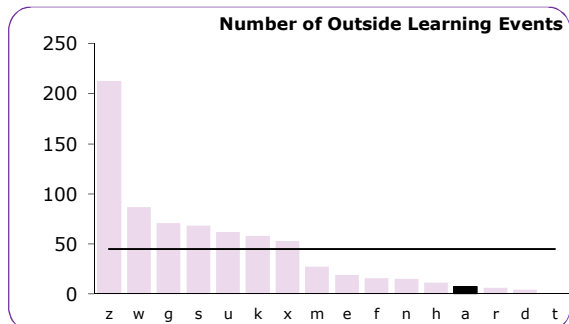
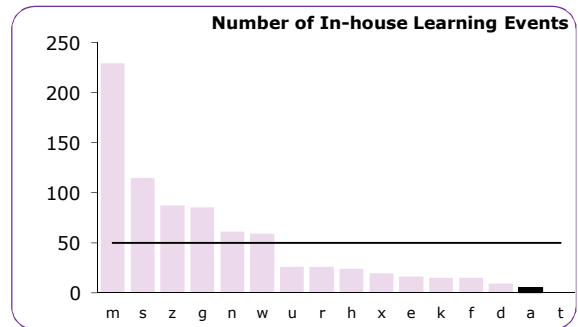
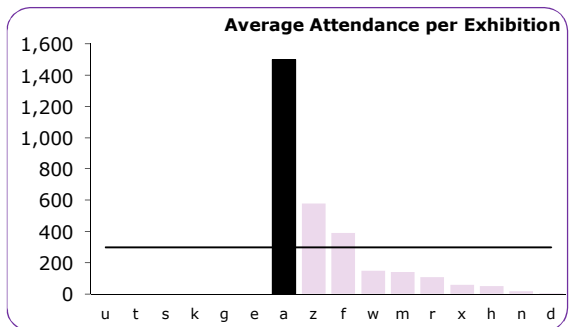
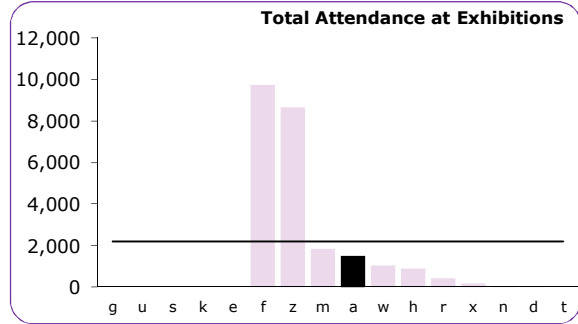
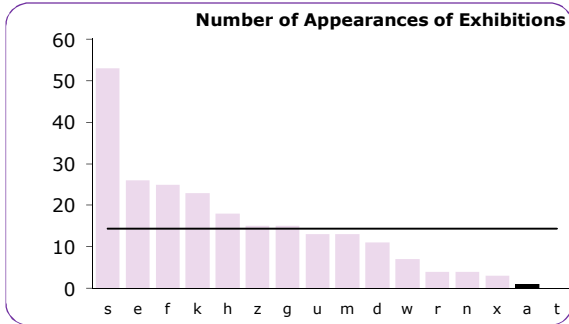
Items produced per 100,000 population - Time Series

Number of Visitors	Number per 100,000 population	% change on previous year	Avg	% change on previous year
2009-10	1,329		2,425	
2010-11	2,020	52%	2,177	-10%
2011-12	1,633	-19%	2,209	1%
2012-13	1,353	-17%	2,157	-2%
4 Year Change	24	2%	(268)	-11%



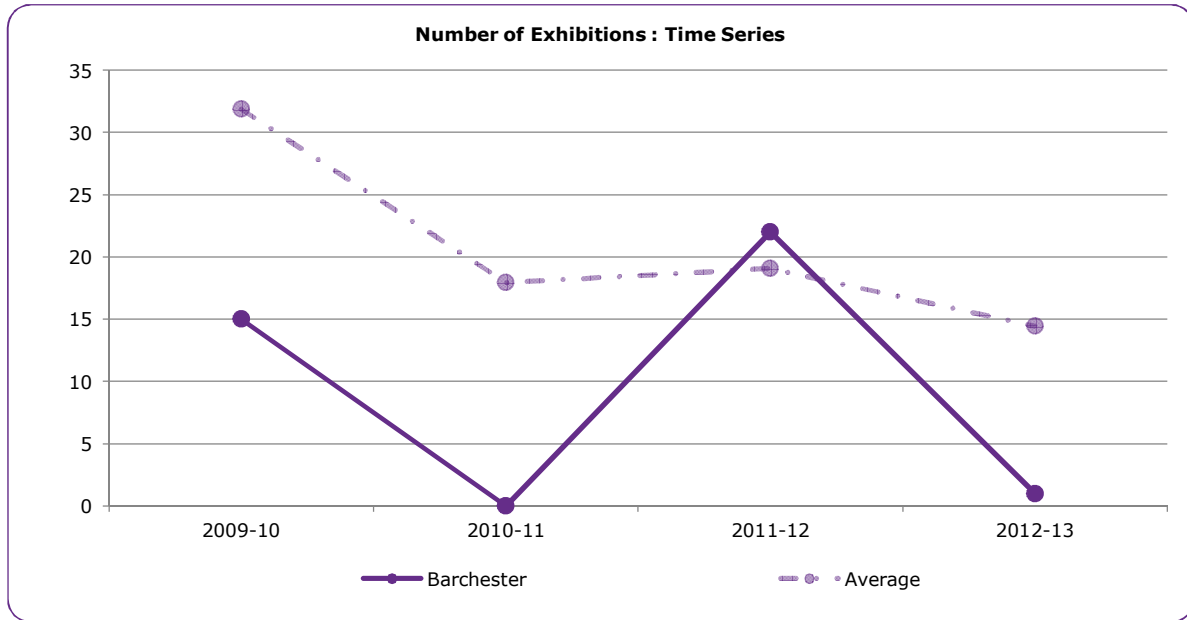
Exhibitions & Learning Events

2012-2013 Actuals	Number	per 100,000 population	Avg Number	Avg per 100,000 population
Number of Appearances of Exhibitions	1	0.1	14	2
Total Attendance at Exhibitions	1,500	201.2	2,210	264
Average Attendance per Exhibition	1,500		299	
Number of In-house Learning Events	5	0.7	49	7
Number of Outside Learning Events	7	0.9	45	5.7
Total Number of Learning Events	12	1.6	94	13.2
Total Attendance at Learning Events	267	35.8	3,608	469.5
Average Attendance per Learning Event	22		65	

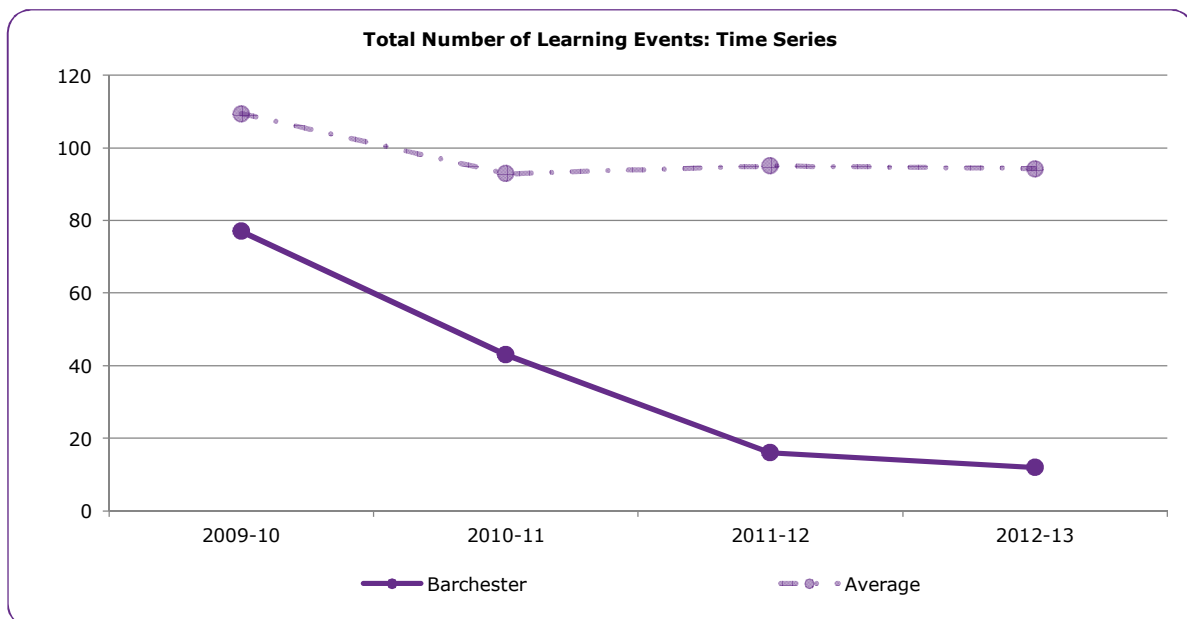


Exhibitions & Learning Events - Time Series

Number of Exhibitions	Number	% change on previous year	Avg	% change on previous year
2009-10	15		32	
2010-11	-	-100%	18	-44%
2011-12	22	na	19	6%
2012-13	1	-95%	14	-24%
4 Year Change	(14)	-93%	(17)	-55%

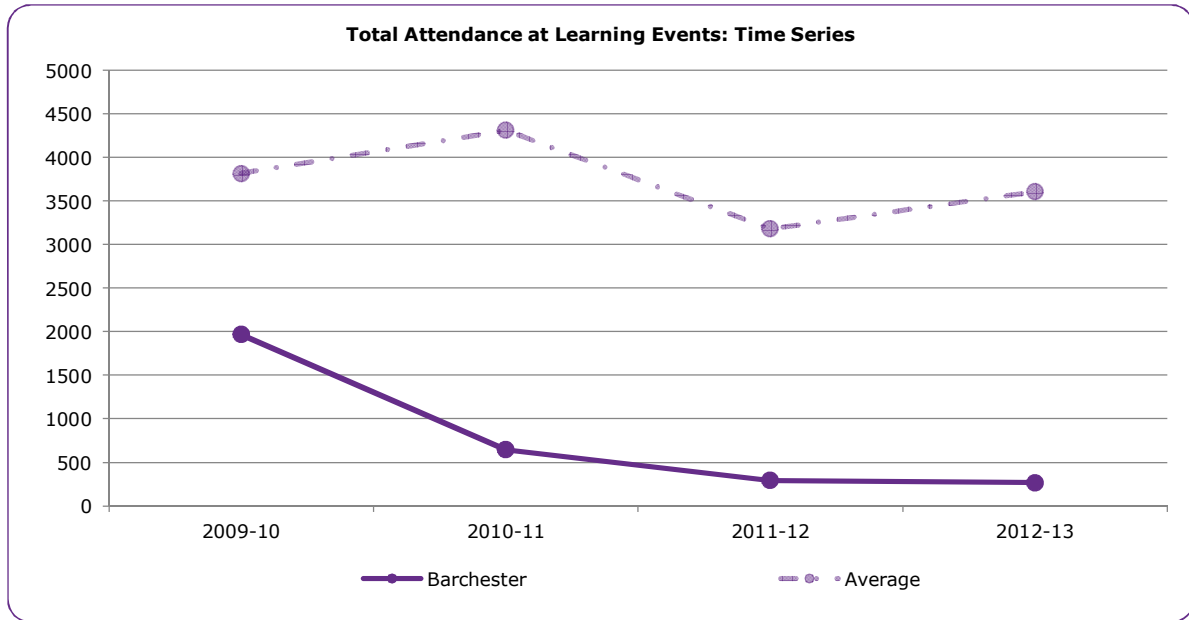


Total Number of Learning Events	Number	% change on previous year	Avg	% change on previous year
2009-10	77		109	
2010-11	43	-44%	93	-15%
2011-12	16	-63%	95	2%
2012-13	12	-25%	94	-1%
4 Year Change	(65)	-84%	(15)	-14%

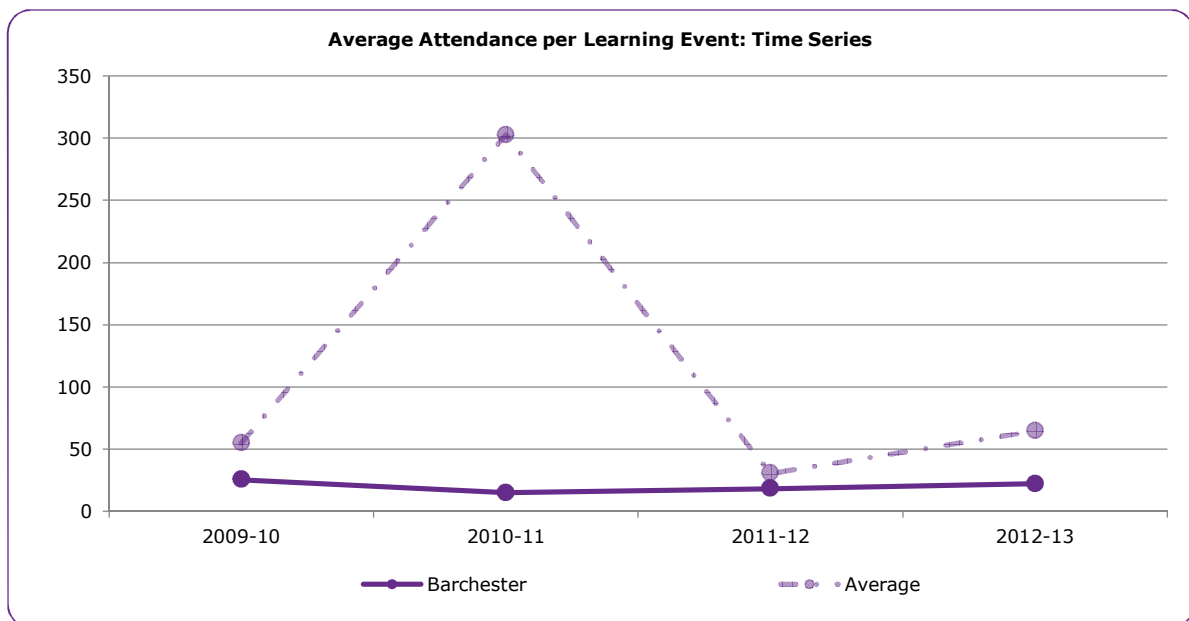


Exhibitions & Learning Events - Time Series Continued

Attendance at Learning Events	Number	% change on previous year	Avg	% change on previous year
2009-10	1,968		3,814	
2010-11	643	-67%	4,312	13%
2011-12	294	-54%	3,179	-26%
2012-13	267	-9%	3,608	14%
4 Year Change	(1,701)	-86%	(206)	-5%

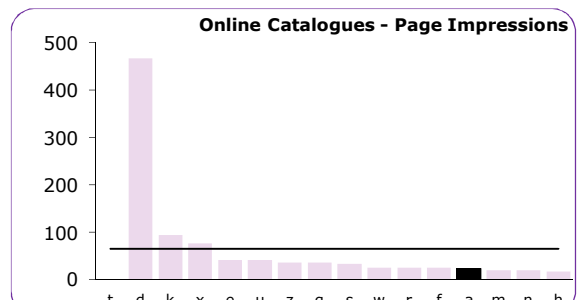
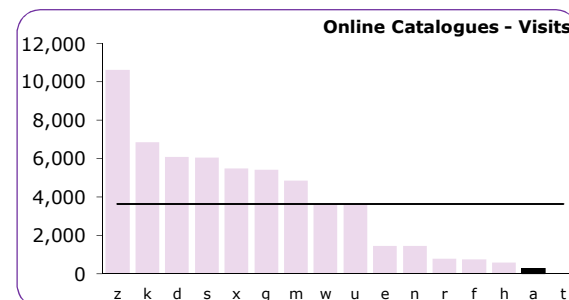
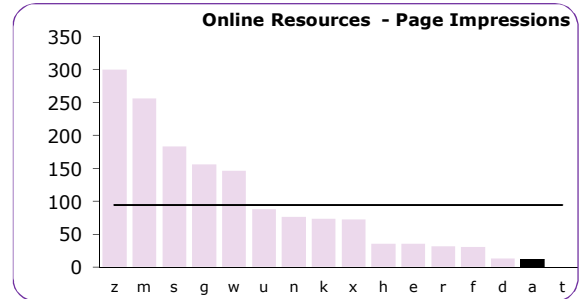
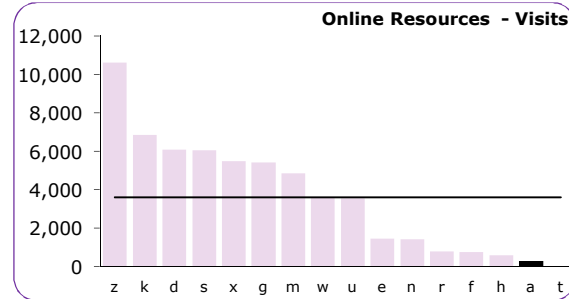
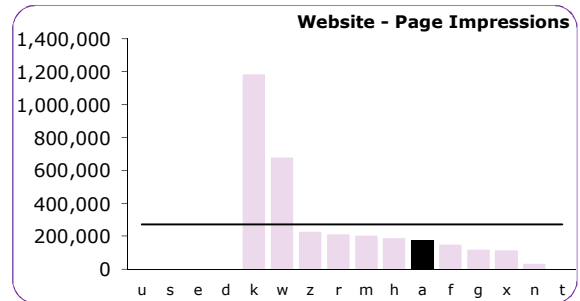
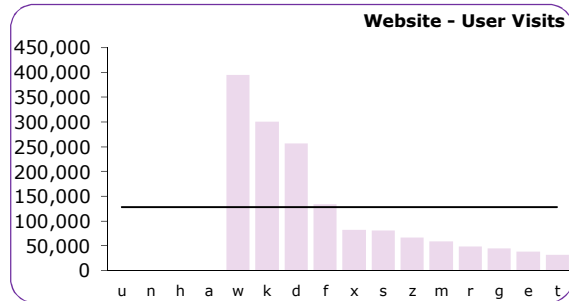
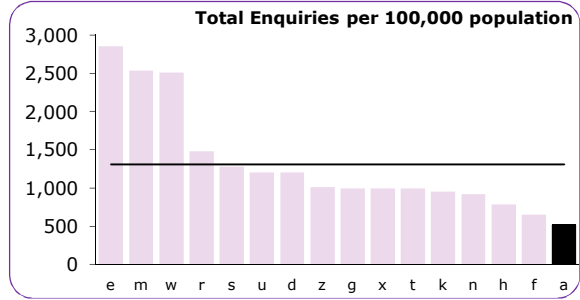
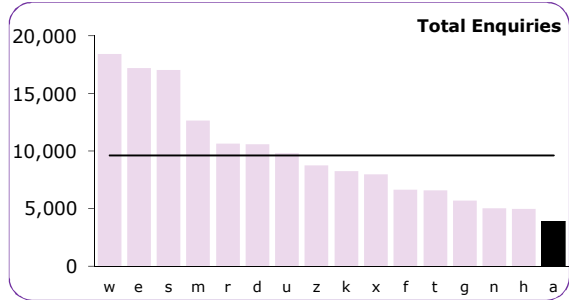
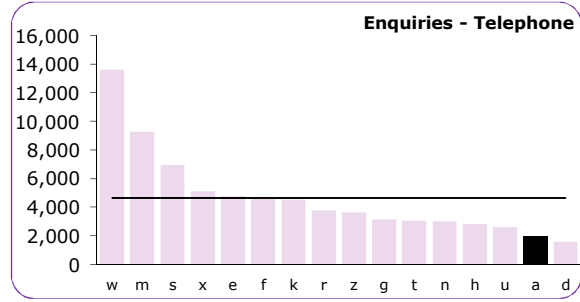
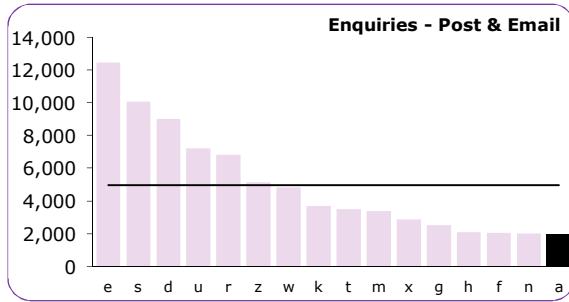


Average Attendance per Learning Event	Number	% change on previous year	Avg	% change on previous year
2009-10	26		55	
2010-11	15	-41%	303	451%
2011-12	18	23%	31	-90%
2012-13	22	21%	65	111%
4 Year Change	(3)	-13%	10	18%

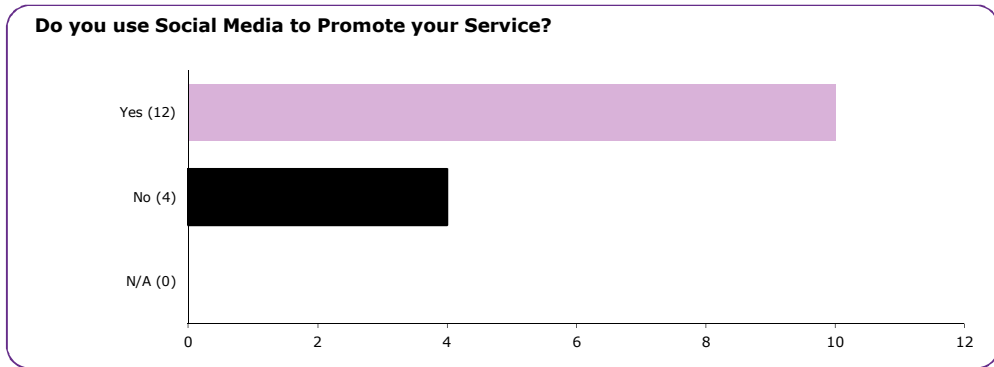


Enquiries and Online Resources

2012-2013 Actuals	Number	per 100,000 population	Avg Number	Avg per 100,000 population
Enquiries - Post & Email	1,940	260	4,971	658
Enquiries - Telephone	1,913	257	4,647	647
Total Enquiries	3,853	517	9,618	1,305
Website - Page Impressions	174,000	23,343	273,254	36,237
Website - User Visits	..	na	128,173	16,051
Online Resources - Page Impressions	2,370,000	317,950	446,441	68,809
Online Resources - Visits	..	na	5,054	496
Online Catalogues - Page Impressions	66,000	8,854	741,743	102,617
Online Catalogues - Visits	..	na	97,553	13,426



Social Media

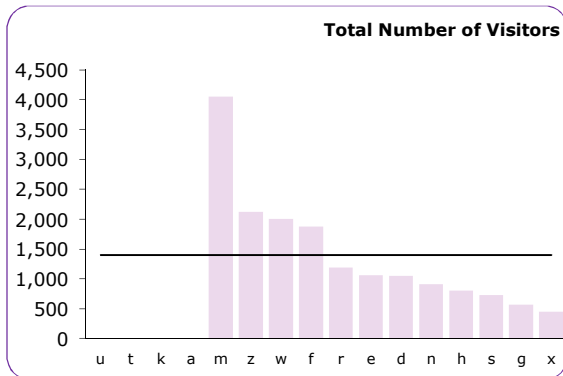


2012-2013 Actuals per 100,000 population	Average who use Social Media*	Average who <u>do not</u> use Social Media*	Index of those who use Social Media to those who do not
Total Number of Visitors	1,401	1,093	1.28
Website Visits - Page Impressions	30,429	53,660	0.57
Total Enquiries	1,434	917	1.56

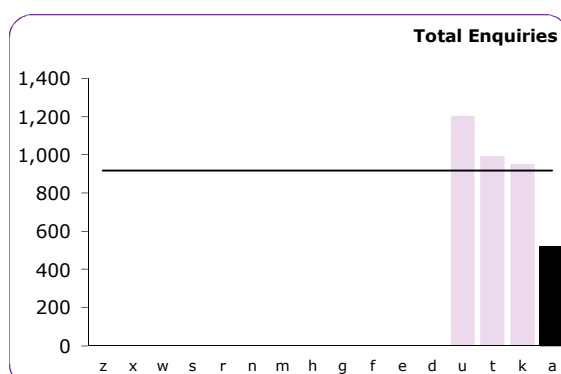
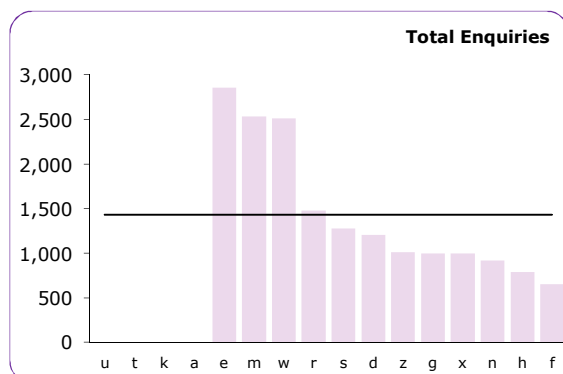
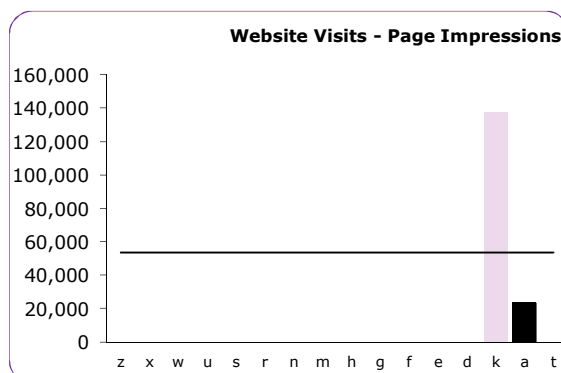
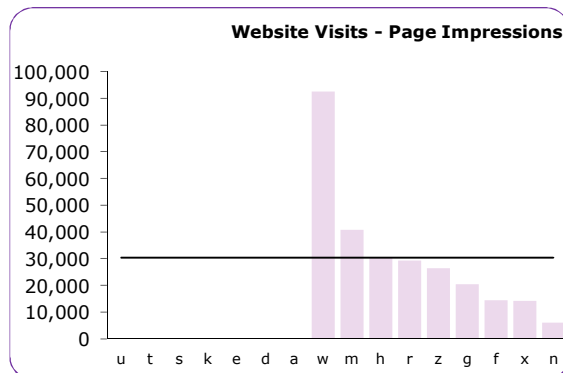
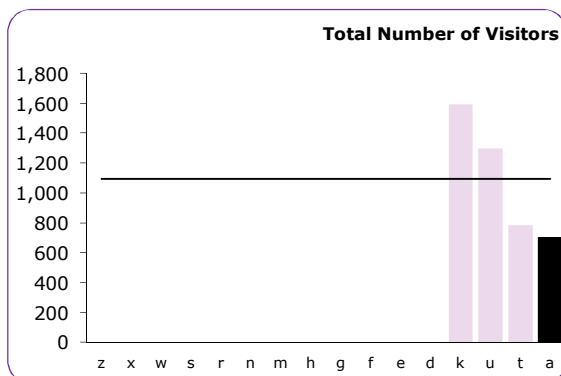
*The data suggests that Social Media does not affect the number of visitors to an archive service or to the number of enquiries. There is a significant increase in the number of website visits for those authorities using Social Media. However we cannot confirm that this is due to participating in Social Media.

- All graphs per 100,000 population

Authorities who use Social Media



Authorities who do not use Social Media

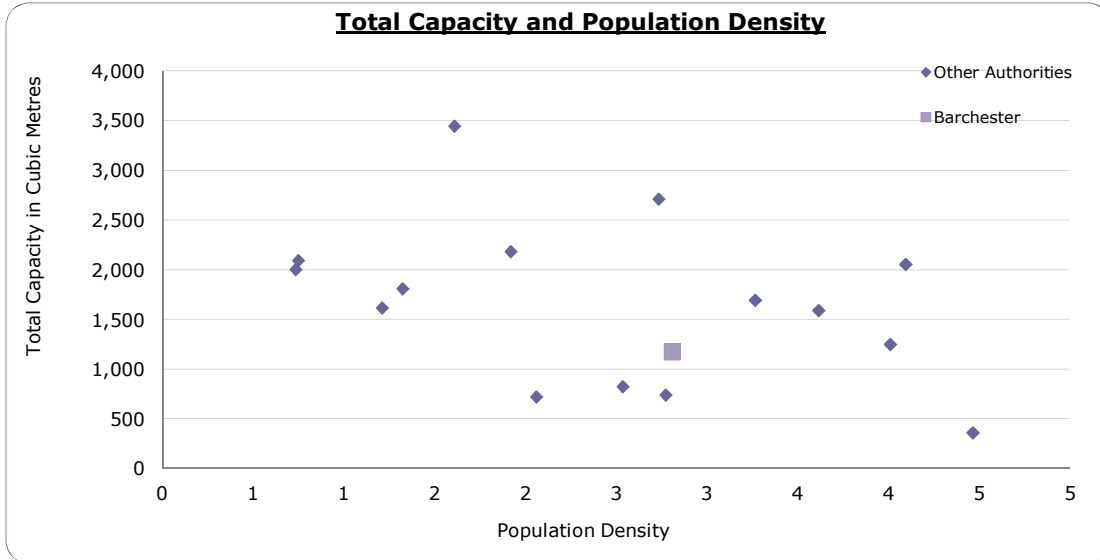


SECTION E: HOLDING AND STORAGE CAPACITY

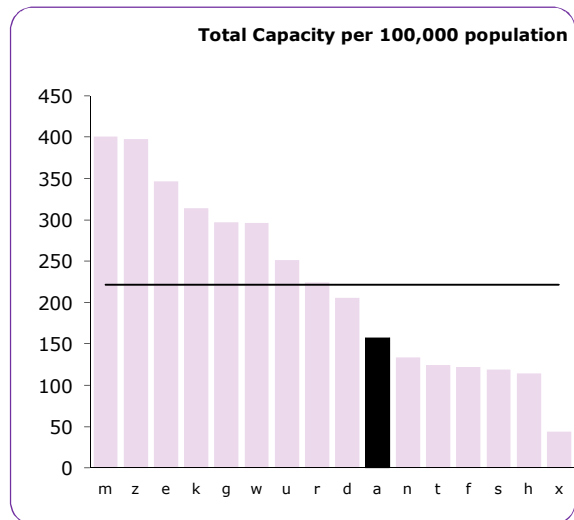
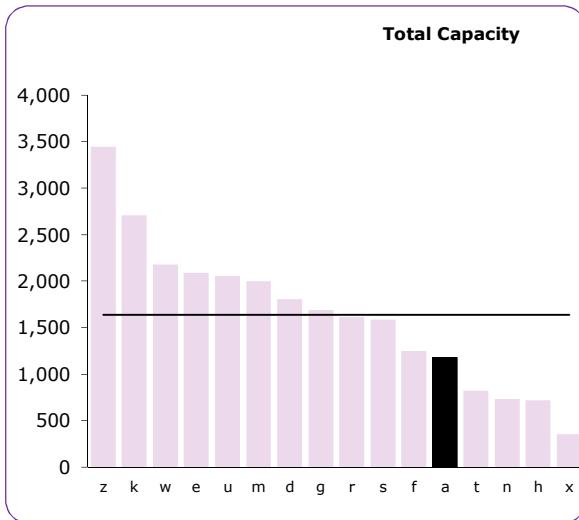
This section examines how the public use archive services, how often an archive is visited and what events are carried out. Factors such as number of visits, items produced, events and website usage will be looked at in this section.

2012-2013 Actuals	Number	Average	Median	per 100,000 population	Average	Median
Population Density	2.8	2.5	2.6			
Total Capacity CM*	1,175	1,638	1,652	157.6	221.8	215.1

*CM = Cubic Metres



As population density increases we expect the capacity of the archive to increase to hold more records and service more people. We also expect large cities such as London to have central archives with a large capacity.



2012-2013 Actuals	Cubic Metres	Average
Total Capacity	1,175	1,638

per 100,000 population	Average	Min	Max	Median
158	222	44.0	401	215.1

Headquarters and Branch Archival Holdings Page 40

Total Holdings, Vacant Storage & Total Capacity Page 41

Shelf Space in Out Stores Page 43

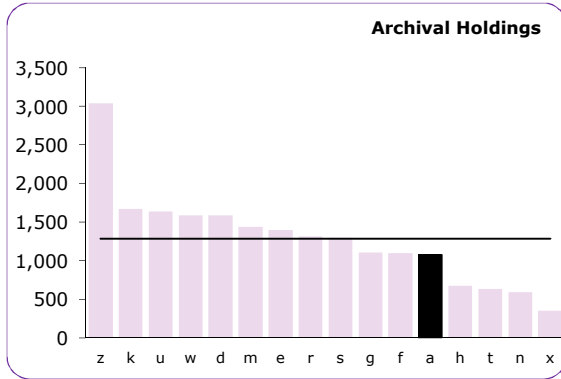
Born Digital Page 44

Headquarters and Branch Archival Holdings

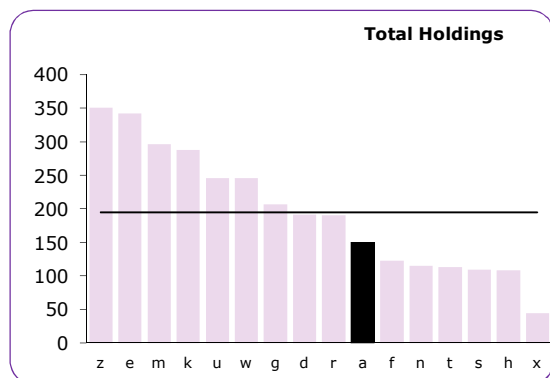
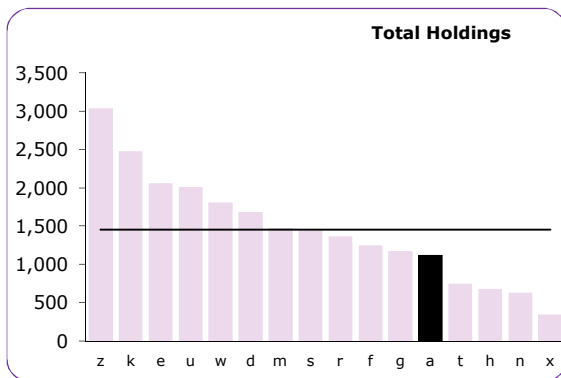
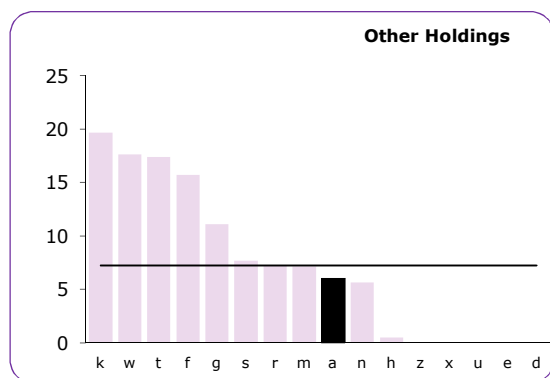
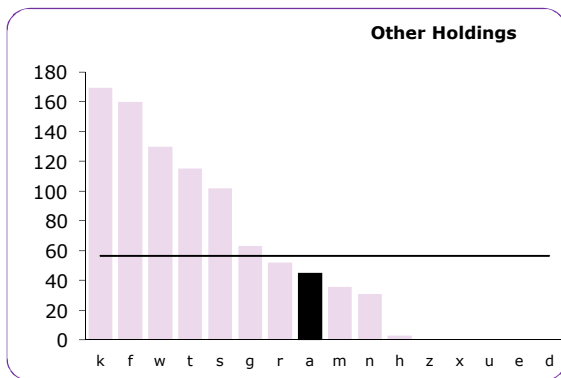
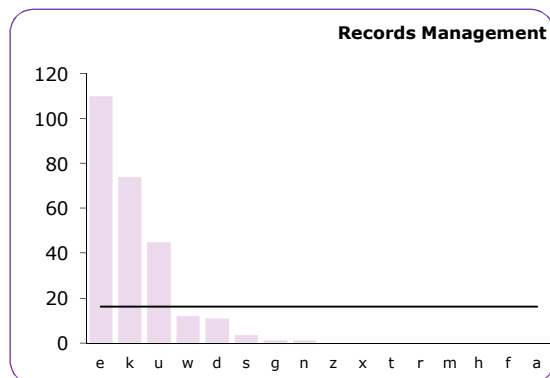
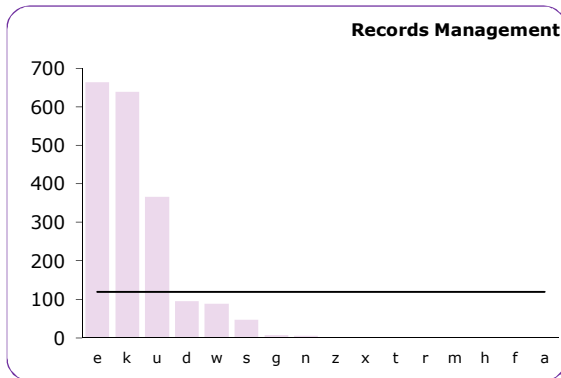
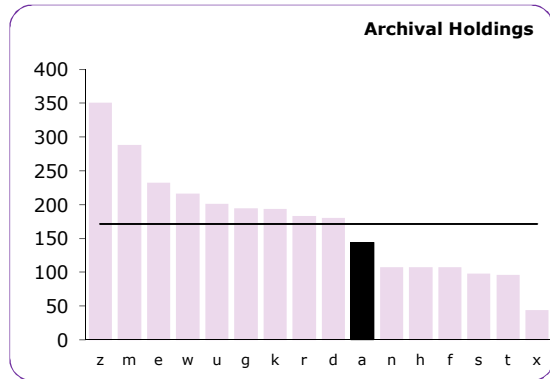
2012-2013 Actuals	Number	Average
Archival Holdings	1,075	1,281
Records Management	0	119
Other Holdings	45	57
Total Holdings	1,120	1,457

per 100,000 population	Average	Min	Max	Median
144	172	44.0	351	181.7
0	16	0.0	110	0.5
6	7	0.0	20	6.6
150	195	44.0	351	190.8

Graphs on this side show the actual number

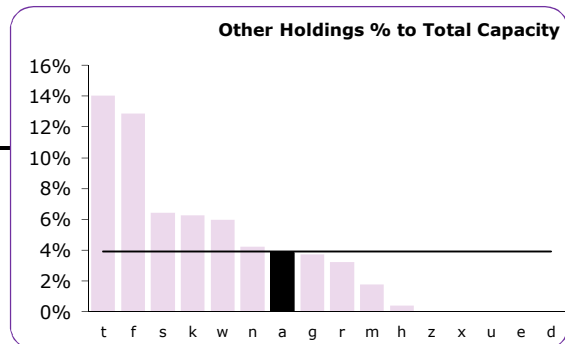
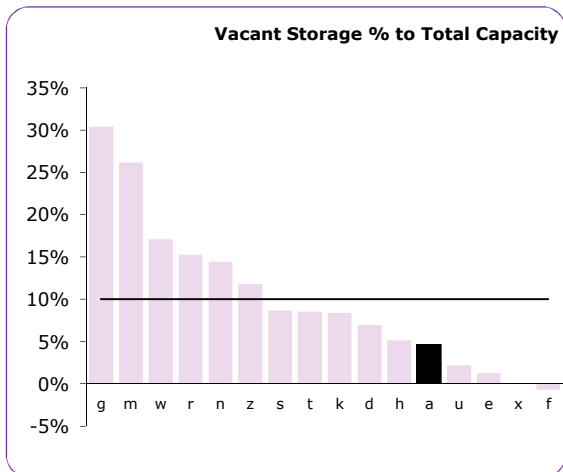
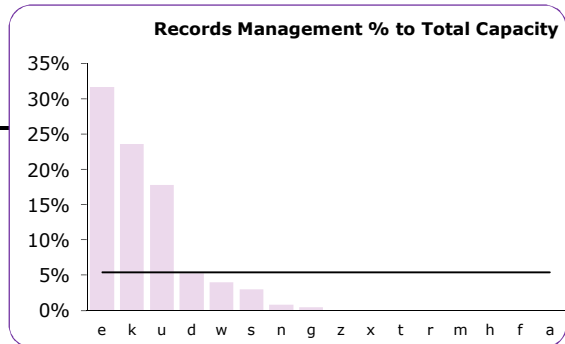
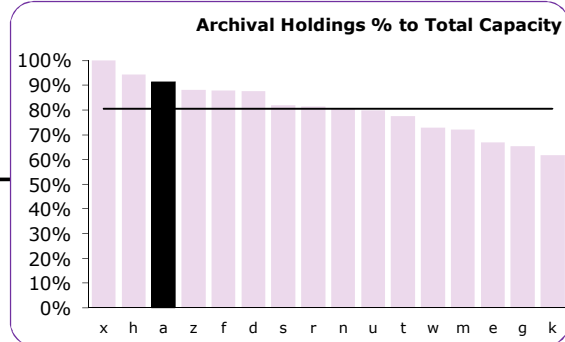
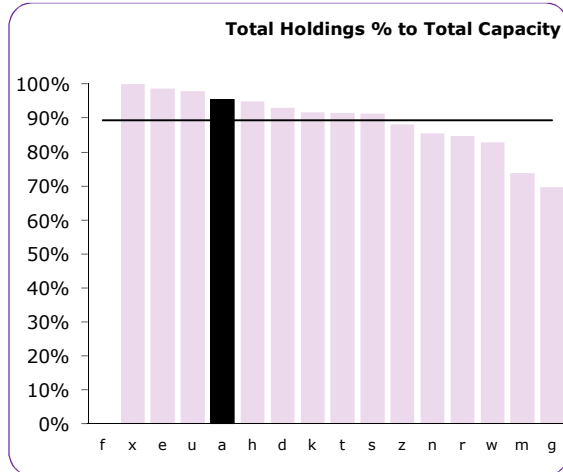


Graphs on this side show per 100,000 population



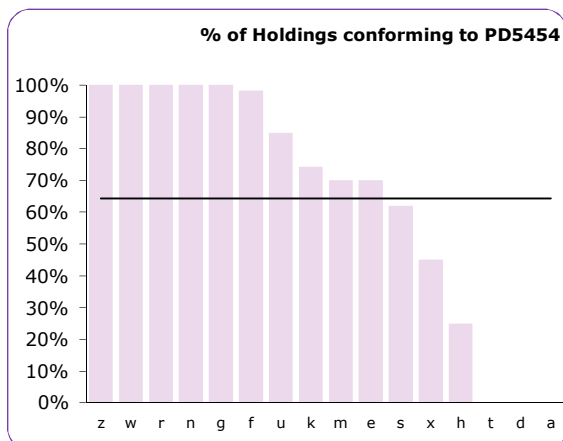
Total Holdings, Vacant Storage and Total Capacity

2012-2013 Actuals	Cubic Metres	Average	% to Total Capacity	Average
Archival Holdings	1,075	1,281	91%	81%
Records Management	0	119	0%	5%
Other Holdings	45	57	4%	4%
Total Holdings	1,120	1,457	95%	89%
Vacant Storage	55	180	5%	10%
Total Capacity	1,175	1,638		



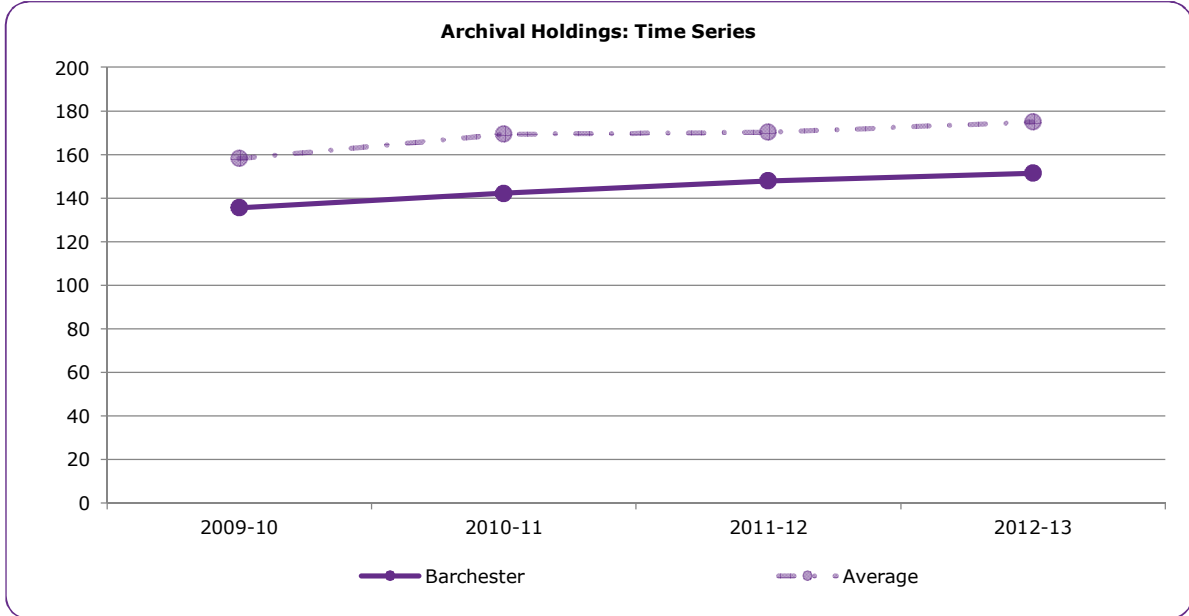
*Vacant Storage can be negative. This indicates that all orthodox shelving is full showing the quantity of materials stored on floors, gangways & etc.

Percentage of Holdings (including Branches, HQ and Out-Stores) stored in conditions that conform to PD5454



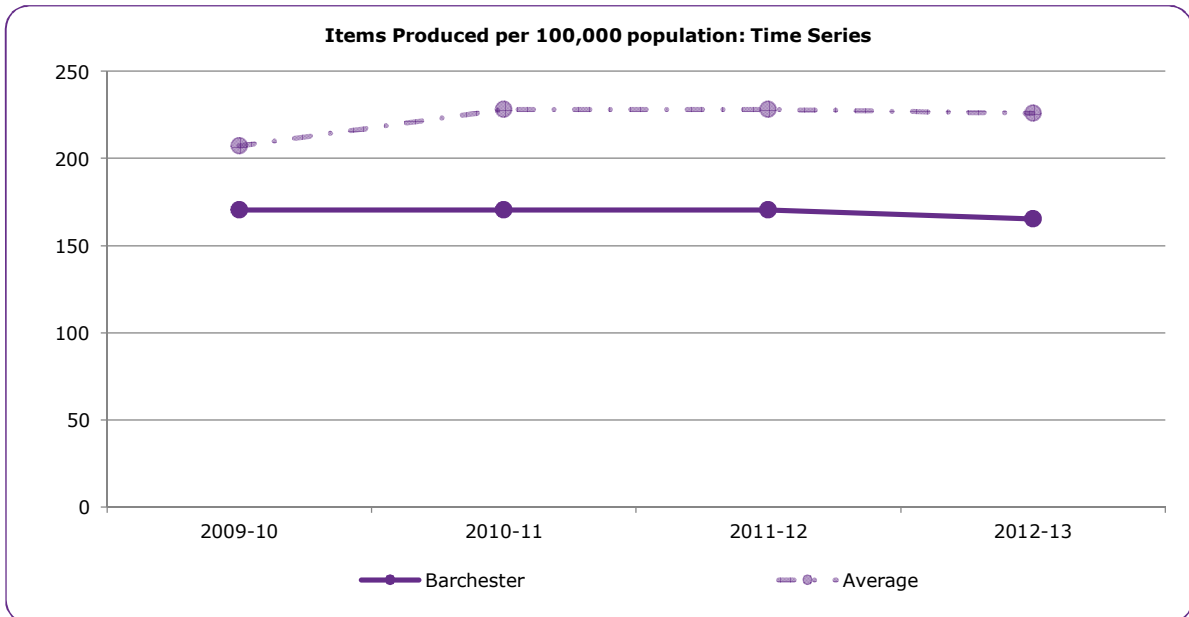
Archival Holdings Time Series

Archival Holdings	Cubic Metres per 100,000 population	% change on previous year	Avg	% change on previous year
2009-10	136		158	
2010-11	142	5%	169	7%
2011-12	148	4%	170	1%
2012-13	151	2%	175	3%
4 Year Change	16	12%	17	11%



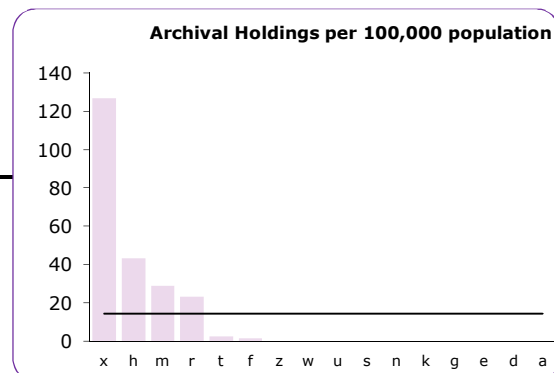
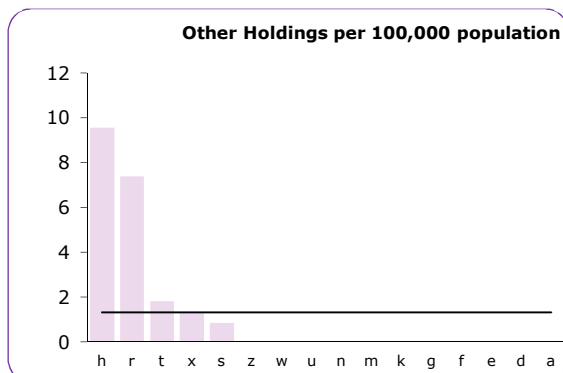
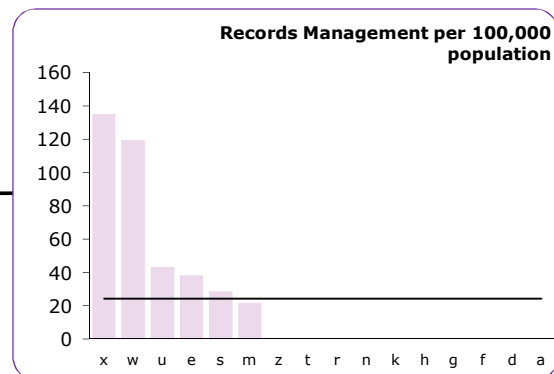
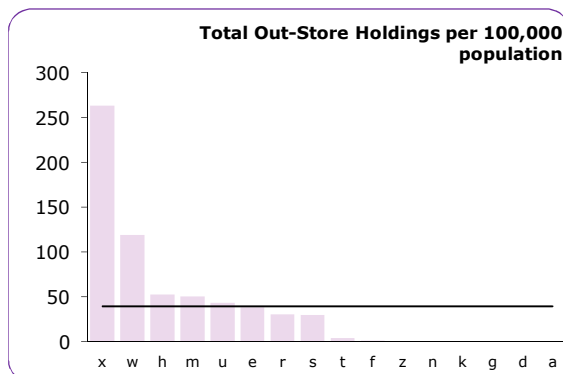
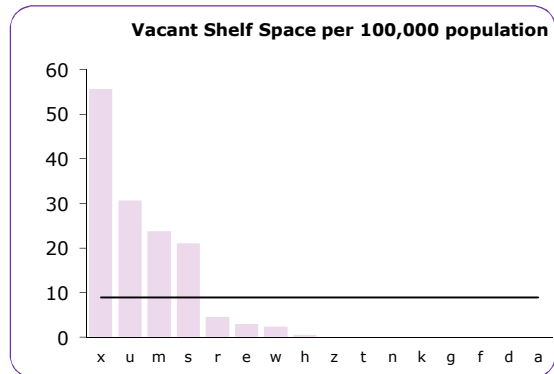
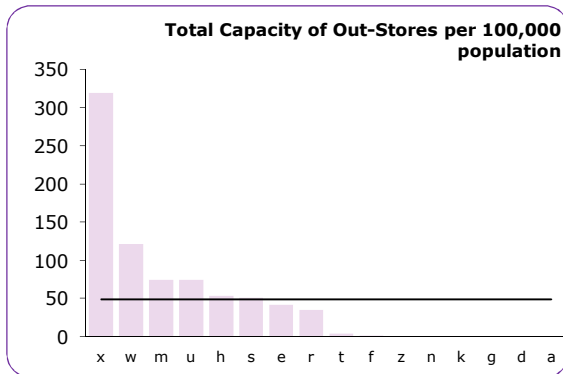
Total Capacity Time Series

Total Capacity	Cubic Metres per 100,000 population	% change on previous year	Avg	% change on previous year
2009-10	170		207	
2010-11	171	0%	228	10%
2011-12	171	0%	228	0%
2012-13	165	-3%	226	-1%
4 Year Change	(5)	-3%	19	9%



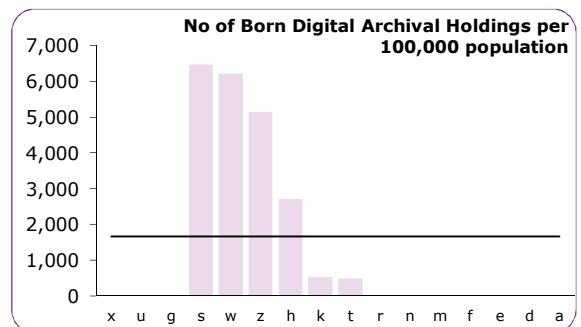
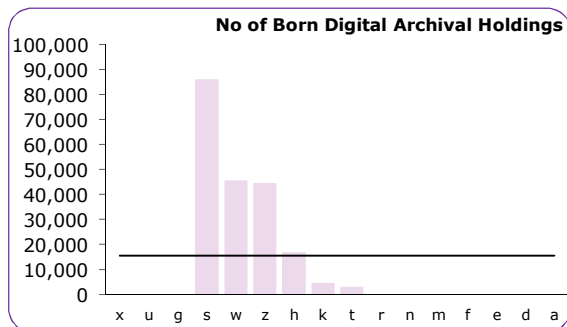
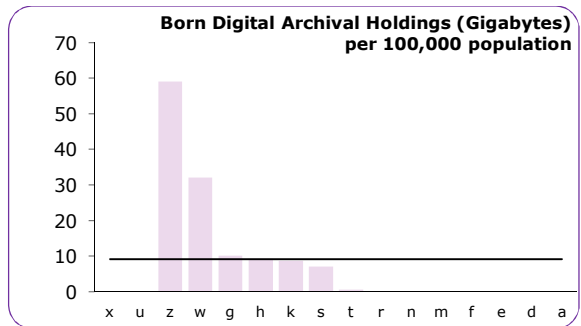
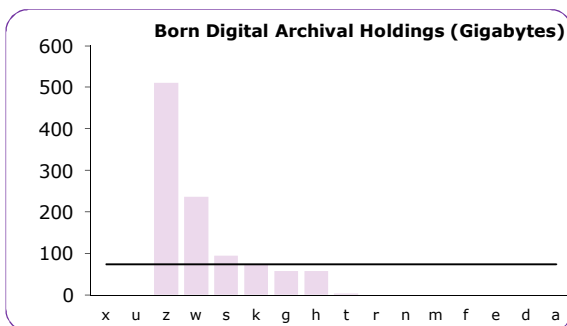
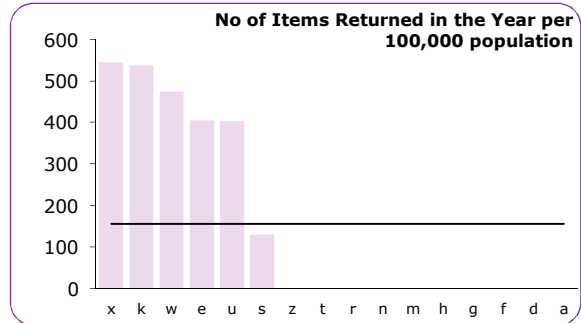
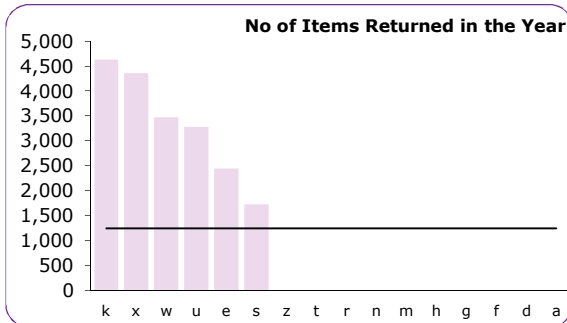
Shelf Space in Out-Stores

2012-2013 Actuals	Cubic Metres	Avg	per 100,000 population	Avg Number
Archival Holdings	-	101	0.0	14.4
Records Management	-	190	0.0	24.2
Other Holdings	-	9	0.0	1.3
Total Out-Store Holdings	-	300	0.0	39.6
Vacant Shelf Space	0	73	0.0	44.8
Total Capacity of Out-Stores	0	373	0.0	48.4



Records Management & Born Digital

2012-2013 Actuals	Number	Avg Number	per 100,000 population	Avg
No of Items Returned in the Year	-	1,244	0	156
Born Digital Archival Holdings (Gigabytes)	-	74	0	9
No of Born Digital Archival Holdings	-	15,450	0	1,656



APPENDIX 1 - COMPARATIVE BAR CHARTS

Comparative bar charts

This type of chart is the backbone of our report. It enables us to display the data for the entire group efficiently, displays clearly to readers where their authority sits compared to the group and provides key information about the range of values being compared.

While we hope these charts will be intuitive to many readers, some readers will benefit from a little more information. In this appendix we clarify how these charts work and present techniques for getting the most out of the them.

Example 1: Anatomy of a comparative bar chart

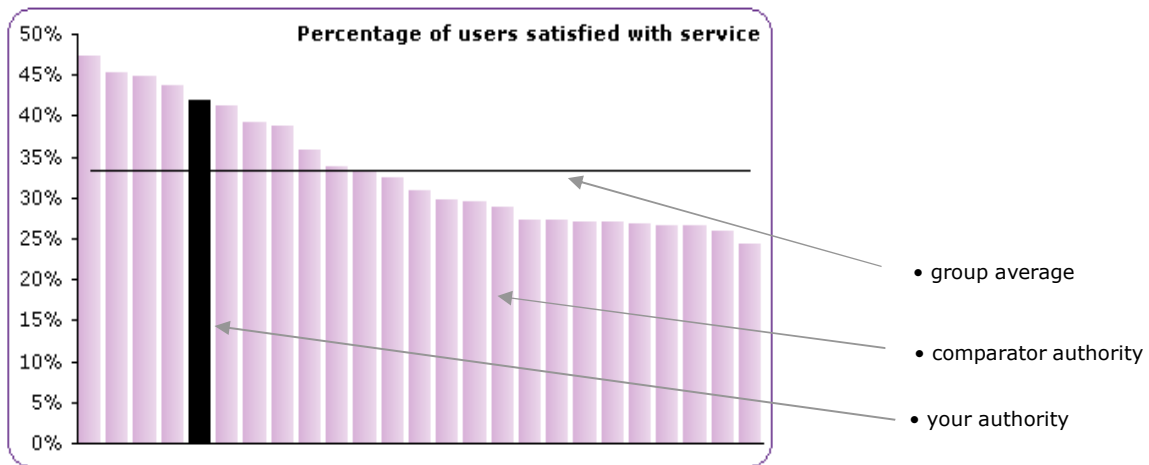
This chart displays fictional user satisfaction data for 25 authorities. Each bar represents an individual authority and the bar for the reader's authority highlights in black.

The values for the authorities are displayed in order starting at the highest value at the left of the chart and dropping to the lowest at the right of the chart.

In this example, the black bar highlights on the left of the chart, showing that the authority is performing strongly (has a high value) for this indicator when compared to the other 24 authorities.

The horizontal black line is the average value for the group. In this example it can literally 'be seen' that the authorities user satisfaction is clearly above average as the black bar is taller than the height of the average line.

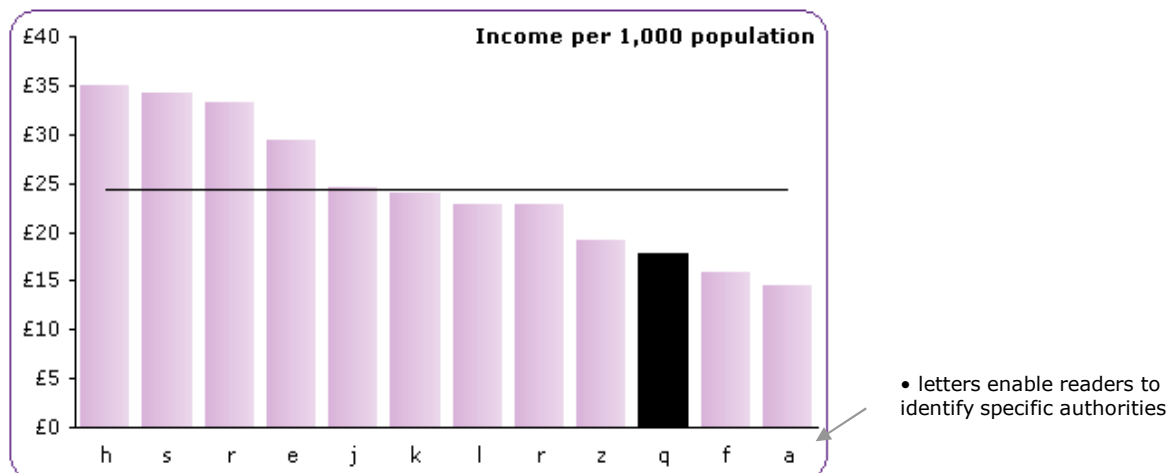
The y-axis shows the scale and enables readers to judge the values of individual authorities and the average. While readers naturally cannot read exact values off the chart, your authority's own value and the group average will be displayed near the chart, often with the associated raw data.



Example 2: Comparative bar charts for reports with small numbers of authorities

This example displays fictional income data for 12 authorities.

Authorities can request copies of this report using any grouping of authorities that they wish (e.g. small regional groupings, nearest neighbours or family groupings, core cities up to the whole of Britain).



Example 3: Zero values and unavailable data

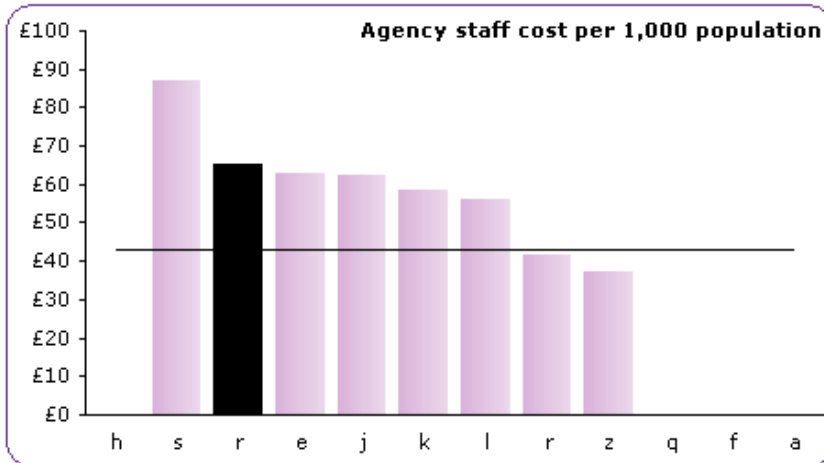
Zero values: In some cases the value for any authority might be zero, in this case the value 'displays' as a bar of zero height (i.e. no bar) on the right of the distribution (which follows the pattern of lowest values to the right of the chart).

Unavailable data: In other cases there may not be data available, either because the data were not supplied, or because the data supplied have been rejected. These are displayed by missing bars on the left of the chart.

Averages: Zero values are included in the average as they are genuine values for authorities. The average however excludes unavailable data.

This chart shows fictional agency staff costs for 12 authorities. The four missing bars can potentially cause confusion, however it will quickly become second nature to readers.

In this chart, authorities q, f and a have no spend on agency staff, i.e. they have not used agency staff and therefore their values are genuinely zero. However the use by authority h is unknown and has been excluded from the analysis (represented by the gap on the left of the chart). The chart average is based on only 11 authorities as authority h is

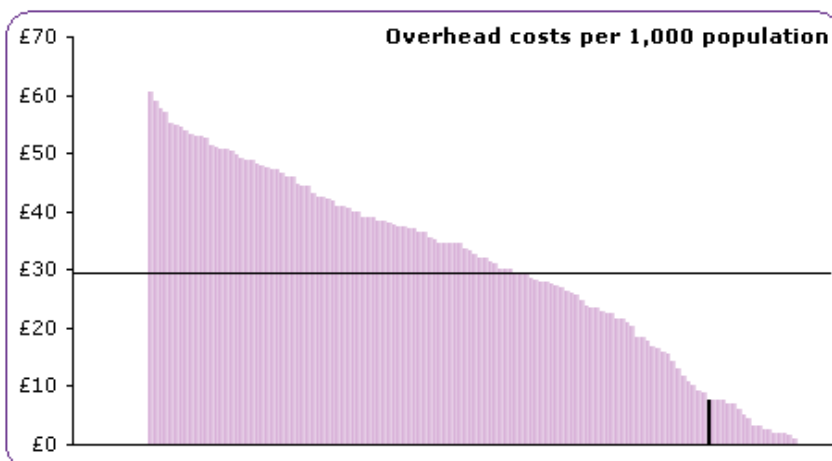


Example 4: Comparisons with large numbers of authorities

When a large number of authorities are displayed the individual bars get so small that they start to merge. The value for your authority should still be clearly visible as the black bar. While individual bars cannot be seen, this does not detract from the readers ability to compare their value to the group, or learn about overall range of values.

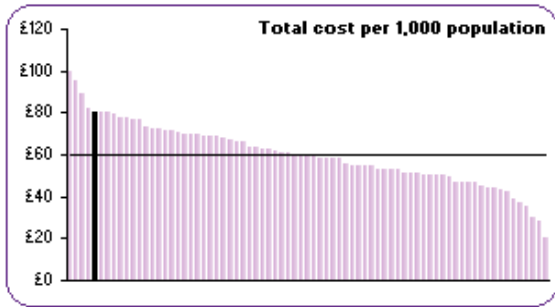
This chart shows fictional overhead costs for 150 authorities. By looking at the shape of the graph and position of the black bar and average line the following information can be observed.

- The black bar authority has a very low figure, being less than a third of the group average.
- Data were not available for around 10% of the authorities (gap on left of the chart).
- 5% of the authorities report either zero or miniscule costs (gap on right of the chart).
- There is great variation in these costs, as the distribution slopes smoothly from left to right showing that there is no 'typical' value for this cost.



Examples 5-8: Example distributions and help in interpreting them

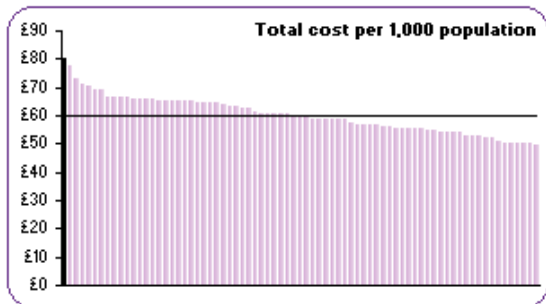
The distributions of values shown on the charts can vary greatly. Here we show some examples to help readers understand how the distributions can vary. In each case we will keep the black bar authority's value the same and the group average the same, however the shape of the graph and distribution of the groups values are varied to give quite different pictures of the example authority's costs.



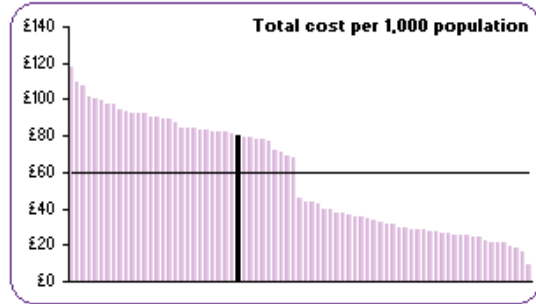
- This chart shows a very common distribution (which a statistician would appropriately call the 'normal' distribution).
- While there is a wide range of values (20-100) the majority of authorities are in a much tighter range (about half are between 50 and 70).
- In this particular case the highlighted authority has one of the highest costs.



- This chart shows a straight sloping distribution.
- There is no consistency between authorities and no such thing as a typical value.
- In this particular case the highlighted authority is above average, but not significantly so.



- This chart shows little variation between authorities.
- In this particular case the highlighted authority is clearly the most expensive per 1,000 population.



- This distribution is quite rare, the chart clearly displays two distinct groupings of authorities.
- In this case interpreting the highlighted authorities value is difficult and it is important to investigate the reasons behind this variation.

Quartiles

We finish this introduction with a quick note about quartiles. Quartiles are a popular simple way to examine distributions of cost or performance data.

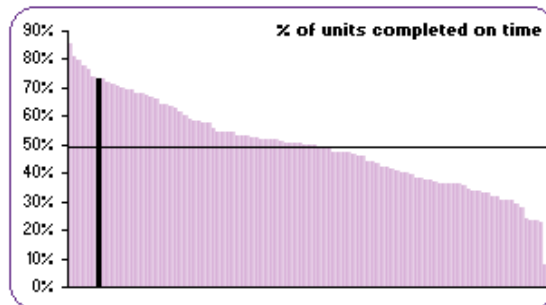
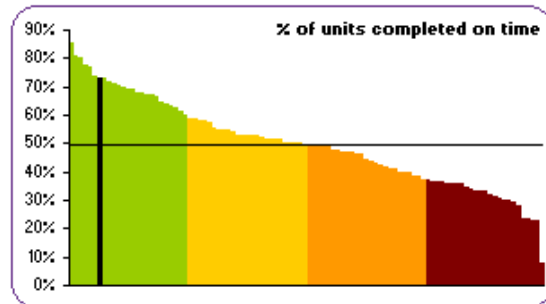
Quartiles are produced by splitting the distribution into four quarters, as presented on the right.

Mathematically the word quartile refers to the boundaries between the quarters (called the lower quartile, median and upper quartile).

In business & management the word quartile is more often used to refer to the quarters themselves. "Top quartile" is used to describe the best quarter (e.g. highest performance) while "bottom quartile" refers to the worse (e.g. high cost or low performance).

It is common approach to view "being in the top quartile" as a benchmark to be achieved, and "being in the bottom quartile" as a sign of problems.

We do not show quartiles in this report, as this approach can be viewed as simplistic, and it does not fit in with the purpose of the report, which is to inform rather than judge. The reader should however compare the top and bottom charts and note how easy it is to quarter the distribution with the mind's eye.



APPENDIX 2 - CONTACT US

We hope you have found the profile interesting and informative.

This is the first year of the profile and we aim for this to be a user-led product that improves year-on-year.

Please help us improve the next round by contacting us with your thoughts and suggestions!
statistics@cipfa.org

We will also be happy to answer any queries you have regarding the profiles.

For details of our other products please follow the links below:

Income Generation Profile: <http://www.cipfa.org/services/research-and-statistics/comparative-profiles>

CIPFAStats homepage: <http://www.cipfa.org/services/research-and-statistics>