

# Forward Plan 2017-2020

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Hull History Centre is a partnership between Hull City Council and the University of Hull. The City Council's obligations to the partnership are administered and delivered on its behalf by Hull Culture & Leisure Ltd a wholly owned Hull City Council company. The partners aim to provide a seamless service to stakeholders and the following should therefore be read as applying to both partners unless otherwise stated.

## **1. Introduction**

- 1.1 Hull History Centre was funded by the Heritage Lottery Fund. The main project funding ended in 2013 but the contact between Hull City Council and the Heritage Lottery Fund dated 13 August 2007 lasts for 25 years, and obliges Hull City Council to continue to abide by the Approved Purposes of the grant until 2032.
- 1.2 Hull History Centre is the means by which Hull City Council meets its statutory obligation under the Local Government Act 1972, s 224. Hull City Council has been recognised under the 1958 Public Records Act and Hull History Centre has been approved by The National Archives (TNA) to undertake that function. Approved status is dependent on Hull History Centre achieving accredited status under the current Archives Accreditation Scheme.
- 1.3 The Partnership Agreement of 16 December 2005 between Hull City Council and the University of Hull provides for the governance and financing of Hull History Centre for an initial period of 25 years. Running costs are split 70:30 between Hull City Council and the University of Hull.
- 1.4 Achieving the targets listed below is dependent on maintaining the same level of core funding in the future from the City Council (through Hull Culture and Leisure) and the University. While fundraising for additional activity is a target of this plan, this provides additionality to the service and will not make up for any reductions to core funding.

## **2. Our vision and mission**

### **2.1 Our vision**

*Our vision is to make history available to all, for research, for learning and for leisure, and to inspire interest in the City of Hull, its significant past, present and future.*

## 2.2 Our mission

Our purpose is to:

- *Acquire and permanently preserve archival and other collections within the scope of our acquisitions policy*
- *Provide access to the collections and professional advice on their use*
- *Promote the use of our local history and archival collections to inspire interest in the history of the City of Hull and its people*
- *Promote the use of our nationally and internationally important archival collections to support research and learning for audiences across the world*
- *Engage people in inspiring educational experiences, helping to raise educational aspirations and attainment, foster lifelong learning and develop skills*
- *Raise public understanding of the importance of archives*

## 3. Review of Previous Plans

### 3.1 2007 - 2013

During the period of Heritage Lottery Fund funding (2007-2013) the Hull History Centre worked to the business plan which had formed part of the project application. This included aims and objectives around staffing, access, audience development, exhibitions, collections management, conservation and preservation and IT.

### 3.2 2013 – 2016

Staffing hiatuses and budget reductions on the Hull City Council side of the operation meant that some of the objectives were not achieved. The City Archives and Local Studies Library fell within the remit of the City Heritage Team Business Plan 2013/14-2015/16, which was developed in November 2012.

Hull Culture and Leisure was formed on 1st April 2015 and is responsible for the delivery of Hull City Council's commitment to the History Centre Partnership and its obligations under archives, records and information legislation. The move to Hull Culture and Leisure has overtaken the 2012 Team Business Plan, and the strategic and operational objectives of the Facilities and Services Specification.

Under the terms of the Hull Culture and Leisure Specification of Facilities and Services it is agreed that on behalf of Hull City Council, Hull Culture and Leisure will implement systems and procedures to ensure the adequate management, care, protection and access to records and information in its custody on behalf of the

Council so that the Council complies with all records and access to information legislation including but not limited to the Data Protection Act, Freedom of Information Act, Environmental Information Regulations, Public Records Act and Local Government (Access to Information) Act.

With Heritage Lottery Fund funding Hull History Centre was able to resource an Education Officer responsible for the development and delivery of an education offer to schools. The end of the Heritage Lottery Fund funding did result in the loss of the Hull History Centre's dedicated Education Officer. One of the strategic objectives of this plan is for the Hull History Centre to develop its existing partnership with Heritage Learning which is also part of Culture to deliver a formal learning offer for primary school children.

#### **4. Key Stakeholders**

##### **4.1 Hull City Council**

Hull City Council owns Hull History Centre and meets 70% of the running costs under the terms of the Partnership Agreement.

Hull City Council is a lead partner with the University of Hull in the City Leadership Board. The City Leadership Board has oversight of the review and implementation of the City Plan for Hull. This was launched in June 2013 and has the following priorities:

1. To make Hull the leading UK Energy Port City
2. To improve the offer to visitors
3. To help residents to make their money go further
4. To deliver early support and intervention
5. Safeguard the most vulnerable and provide acute support

In July 2016 Hull City Council launched Hull's Cultural Strategy 2016-26. This focuses on three areas: developing the city, developing the audience and developing the sector.

This Forward Plan has been developed within the context of these city-wide strategies.

##### **4.2 Hull Culture and Leisure**

Hull History Centre forms part of the Culture Section of Hull Culture and Leisure under the management of the Director of Culture Simon Green. The Culture Section also includes museums, galleries, theatres and halls. Hull Culture and Leisure also

delivers on behalf of the City Council libraries, leisure, sports development and parks. It has strategic input to 2017. Hull History Centre delivers the local studies service.

#### 4.3 University of Hull

The University Archives form part of the University Library and the University Archivist reports directly to the University Librarian. Other sections of the Library include Customer Services, Graduate Development Services which includes the Skills Team and the Information Services Group which is responsible for the library catalogue system and the university digital repository. The University Archives contributes to the University's research and teaching programmes.

#### 4.4 The National Archives

The National Archives is responsible for both the regulation and the strategic development of the archives sector. Its regulatory role is now performed through the Archives Accreditation Scheme. In order to retain its appointed and approved status, Hull History Centre must achieve accreditation by the end of 2017. Hull History Centre has a strong reputation in the profession, for example The National Archives has cited our partnership as an instance of best practice. However, we need to sustain this reputation despite diminishing resources and the Centre needs to retain a good working relationship with The National Archives.

#### 4.5 The Heritage Lottery Fund

The Heritage Lottery Fund provided a grant of £7.7M which ensured the success of the project. While the funding for the project ended in December 2013, HLF retains a contractual relationship with the partners to ensure the Approved Purposes continue to be undertaken by them for 25 years from the date of the contract (13 August 2007) ie until 2032.

#### 4.6 Depositors

Both Hull City Archives and Hull University Archives maintain records of depositors as part of their collections management procedures. On-going relationships are maintained with key depositors for example with the Methodist Church, Liberty and with many of the family estates and MPs with regular accruals of material.

In other cases the relationship can be described as reactive rather than proactive.

#### 4.7 Users

Users of Hull History Centre have a range of options to make their views known to management of the Centre. These include Comments Cards, feedback through the Hull History Centre website and if necessary the formal Hull City Council or University

Complaints procedures. Hull History Centre participates in the regular CIPFA PSQG Survey. Where appropriate and feasible customer feedback is acted on.

Hull History Centre does not have a Friends organisation. This situation is subject to regular review.

## 5. Strategic objectives

### 5.1 Public Service

Objective: We will work in partnership to maintain the highest standard of service to the public

Strategic Initiatives	Targets/Milestones	Monitoring/Evaluation
5.1.1 Deliver a high standard of public service to visitors of the Centre and those visiting our website	<p>PSQG satisfaction score</p> <p>Investigate better feedback mechanism for the Hull History Centre website</p> <p>Participation in PSQG survey of visitors to British Archives in 2018 and 2020</p>	<p>PSQG results will highlight aspects for review and consideration</p> <p>Continuous service improvements via comments cards</p>
5.1.2 Deliver the vision of the History Centre Partnership Agreement between the City Council the University and Hull Culture and Leisure	<p>Review vision and mission of Hull History Centre in 2018</p>	<p>History Centre Board has monitoring role</p> <p>University Library annual planning statement features University Archives</p>
5.1.3 Seek additional sources of funding, internally and externally to develop and continuously improve the service	<p>University Archives look to submit application to National Cataloguing Grants scheme in 2018</p> <p>Actively seek funding from major depositors for cataloguing and preservation of records.</p>	<p>Income secured</p> <p>Archivists reports to HC Board</p>

## 5.2 Collections Development

Objective: We will acquire archives and local studies resources which fulfil our joint Acquisition Policy, making material available as soon as possible

Strategic Initiatives	Targets/Milestones	Monitoring/Evaluation
5.2.1 Cataloguing programmes designed to reduce backlog using a thematic approach (City Archives) and on the basis of research potential (University Archives)	Reduction of backlog is a key target and subject to a number of external factors including collections acquired, grants secured and staffing resources available	Annual review of backlog assessed against criteria matrix to determine priorities
5.2.2 Lead on the creation and development of the City of Culture digital archive	Still being defined with 2017 team	University Archives leading on this
5.2.3 Review acquisitions policy to ensure it is responsive and relevant	Review policy in 2018 and 2020	Revisions submitted to History Centre Board for approval
5.2.4 Explore the potential for digitising collections and making them available online including working with commercial partners	City Archivist to review the potential of name rich collections for commercial digitisation in 2018	
5.2.5 Identify how we can make our born-digital archives available to visitors of the Centre and those visiting our website		Develop experience in this aspect and seek feedback from users
5.2.6 Seek additional sources of funding, internally and externally to undertake cataloguing and promotion of the collections	Actively seek to obtain funding from major depositors for their records including regular cycle of applications to National Cataloguing Grants Scheme.	Applications submitted.  Income secured.

### 5.3 Preservation and Conservation

Objective: We will maintain the highest level of collection care and advice

Strategic Initiatives	Targets/Milestones	Monitoring/Evaluation
5.3.1 Maintain a secure environment for the long term preservation of the collections according to national standards	Regular review of building and environmental issues within context of Collections Management framework.	Environment monitored by building management system. Benchmarks for Collections care.
5.3.2 That all conservation work is completed according to standards and best practice	Conservation Register?	Targets agreed and monitored with Conservator.
5.3.3 Maintain a disaster response plan for the service and ensure that it is reviewed annually, or when need arises, and revised where necessary	History Centre Senior Management Team to review disaster plan annually.	Regular training sessions in implementing disaster response plan.
5.3.4 Provide conservation and preservation advice to external parties	Engagement with public at events offering conservation advice.	
5.3.5 Seek additional sources of funding, internally and externally to undertake the conservation of specific items in the collections	Identify conservation priorities. Establish regular cycle of applications for conservation funding.	

#### 5.4 Audience Development and Lifelong Learning

Objective: We will develop and deliver an engaging programme of audience development activities

Strategic Initiatives	Targets/Milestones	Monitoring/Evaluation
5.4.1 Plan and deliver a range of activities which engage current and new audiences	Develop History Makers and Lunchtime Club events  Develop new offers for users of the Centre	Numbers attending the events  Feedback from those attending
5.4.2 Use social media to engage and promote our collections and activities to current and new audiences		Monitor engagement and impact of social media channels
5.4.3 Facilitate a programme of displays in the History Centre arcade from a range of community groups and societies	Develop a programme of displays and engagement for 2017 and beyond.	Quarterly Archivist Report to the History Centre Board.
5.4.4 Promote the use of the History Centre as a venue for external events	Seek to secure additional bookings	Income secured.
5.4.5 Seek additional sources of funding, internally and externally to undertake additional activities	Work in partnership with Hull Culture and Leisure (eg Heritage Learning), Hull City Council (eg Regeneration) and University to develop outreach projects which add value to the core programme.  Identify and work with Community groups to host high quality displays at Hull History Centre.	Development of Hull History Centre programme for 2017 and beyond.

## 5.5 City of Culture 2017

Objective: We will play a significant role in the City of Culture 2017 project and its legacy

Strategic Initiatives	Targets/Milestones	Monitoring/Evaluation
5.5.1 Develop and deliver a programme of activities led by Hull History Centre in partnership with internal and external partners	Charters Exhibition Hull in the Civil War Exhibition Philip Larkin Exhibition Doodles and Drawings Exhibition	Nos attending, feedback received
5.5.2 Lead on the creation and development of the City of Culture digital archive as part of the University's commitment to the City of Culture	University Archives is leading on this	
5.5.3 Seek additional sources of external funding to undertake further activities in support of the City of Culture programme with partners across Hull Culture and Leisure and the University	Work with Libraries on Printed in Hull programme/event and with community groups in receipt of grants through the HLF 'Revealing Hull's Heritage' programme.	No of programmed events/displays. Nos. attending Feedback received.
5.5.4 Contribute to events and programmes produced by the Hull 2017 team and other external parties including the use of the History Centre as a venue	Provide visual material for the in 'Made in Hull' opening event.	No. of events etc contributed to.

## 5.6 Archives Accreditation

Objective: We will secure archives accreditation

Strategic Initiatives	Targets/Milestones	Monitoring/Evaluation
5.6.1 Develop and deliver a plan to submit our application for archives accreditation	Submit November 2016 Expect visit February 2017 Decision March/April 2017 (tbc)	Securing Accredited status  Programme to update policies

## 5.7 Education and Skills Development

Objective: We will help raise educational attainment in Hull and will contribute to skills development and lifelong learning through working with volunteers, work placements and interns.

Strategic Initiatives	Targets/Milestones	Monitoring/Evaluation
5.7.1 Develop a formal learning offer for primary schools by working in partnership with Heritage Learning	Contributed resources and information for the Hull Curriculum learning platform.	Reports from Heritage Learning
5.7.2 Seek additional sources of funding, internally and externally to create led sessions for primary and secondary schools		
5.7.3 The University Archives will work with departments to ensure the collections at the History Centre are used for teaching and learning	Develop new links with academics at School and subject area level.	No sessions, students engaged with is recorded.
5.7.4 Maintain and develop online resources created for and promoted to teachers through the <i>MyLearning</i> website	Contributed resources and information for the Hull Curriculum learning platform and look to add to the <i>MyLearning</i> website.	
5.7.5 Develop, implement and manage a programme for volunteer work across our collections, conservation and audience engagement activities	Volunteers to be involved with each project for which external funding is sought.  Deliver paid training sessions for 2017 volunteers.	No of volunteer hours (captured on a project basis and then aggregated).
5.7.6 Seek additional sources of funding, internally and externally to offer trainee opportunities for skills development around our collections or conservation work	Transforming Archives trainees (until Sept 2017) funded through HLF and secured by The National Archives	

## 5.8 Staff

Objective: We will encourage and facilitate continuing professional development (CPD) for professional and para-professional staff to better enable us to deliver the strategic initiatives of the History Centre.

Strategic Initiatives	Targets/Milestones	Monitoring/Evaluation
5.8.1 We will identify training needs and develop and deliver a programme of training for professional and para-professional staff		Hull Culture and Leisure and University staff have an established appraisal and review mechanism.

## 6. Review

A delivery plan based on this Forward Plan will be reviewed and updated on a quarterly basis.

Last updated: September 2016

To be reviewed September 2019