

Wandsworth Council
Library and Heritage Service
Strategy and Development Plan
for Heritage and Archives

2009-2012

Inspiring an interest in Wandsworth's history to promote a sense of place and belonging to the borough, its villages and communities, and to encourage all residents to gain an understanding of the heritage and contribution of local people from all cultures

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Introduction

A draft Strategy and Development Plan for heritage and archives has been produced by Wandsworth Council's Library and Heritage Service for public consultation to:

1. Confirm Wandsworth Council's commitment to:
 - a) Encouraging residents to develop a sense of place about the area where they live – from a local 'village' perspective and to increase an understanding of the borough of Wandsworth as a whole
 - b) raising awareness of the borough's history, including both longstanding residents and newer communities, and its potential contribution to supporting community cohesion
 - c) raising awareness of the potential of archives to engage those who currently benefit least from archives and heritage: the non-specialist individual, including both older and younger people, community groups and school students.
2. Create an opportunity for consultation with community groups and residents on the plans to substantially widen access to archives and increase their use beyond the number of residents (below 1%) who have used the service over the last few years
3. Support the development of a partnership with the museum company
4. Deliver service improvements with a particular focus on:
 - a) breaking down barriers to access, particularly by children, people without qualifications and by people from Black and Minority Ethnic communities and new communities
 - b) digitisation of archival resources and their publication on the Council's web site
 - c) the care, preservation and cataloguing/documentation of archives
 - d) production of reproductions of frequently used material to reduce handling and risk of damage to fragile/original archives
5. Aid the induction of new staff and their introduction to the wider context for the development of improved archive and heritage services
6. Provide a document to support the wider dissemination of the issues and improvement plans across the Library and Heritage Service
7. Provide supporting evidence for the annual assessment of Wandsworth's archives by the National Archives
8. Clarify the national and regional context for archive services and local responsibilities.

Although a small number of the estimated 700 unique users of the Local History Service (1,600 visits) in 2006/07 have expressed concerns about changes to the service since October 2007, the Council anticipates that they will also support its continuing efforts to widen access to information about local and family history including the underlying vision for this strategy:

Inspiring an interest in Wandsworth's history to promote a sense of place and belonging to the borough, its villages and communities, and to encourage all residents to gain an understanding of the heritage and contribution of local people from other cultures

Following its review by the Environment and Leisure Overview and Scrutiny Committee at its meeting on 2nd September 2008 (Paper No. 08-670), and approval of the process by the Executive at its meeting on 29th September 2008, the strategy and development plan for heritage and archives 2009-2012 was sent to the Wandsworth Historical Society, the Wandsworth, Putney, Battersea, Balham and Clapham Societies, the Town Centre Partnership Boards, Tooting Local History Group, and other Council departments and services. It was also published on the Council's web site (www.wandsworth.gov.uk) to invite feedback from residents and other interested people.

In response to the above consultation exercise replies were received from The National Archive, MLA London, English Heritage (Story of London), Friends of Wandsworth Museum, Wandsworth Historical Society, The Wandsworth Society, The Putney Society and four residents. Copies of the responses have been placed in the Members Room. Five of the respondents completed the survey and the remainder submitted written documents.

The National Archives (TNA) supported all the recommendations, apart from opening the Heritage search room for longer if it meant less time spent on care of the collection. TNA concluded that 'the Strategy gives us a clear understanding of the challenges and future for heritage and archives in Wandsworth.'

Museums, Libraries and Archives (MLA) London submitted a detailed response, including support for the main aims, much of which has been incorporated into the Strategy or Action Plan. In particular, MLA drew attention to the development of a new Cultural Strategy by the Mayor of London and the work of the London Cultural Improvement programme.

English Heritage are currently working at the Heritage Service, in Battersea Library, on the Battersea volume of the Survey of London. This is a survey of all the buildings in London and will list the buildings in the ancient Borough of Battersea. English Heritage have found the Heritage staff 'unfailingly helpful and courteous'. Their main concerns were the same as those of the local societies and residents detailed below.

Many of the local societies and residents did not complete the questionnaire, but sent written submissions. Those who did complete the questionnaire supported the main aims of the Strategy. Many other suggestions have been incorporated into amendments made to the Strategy, but there was concern amongst respondents about care and development of the collection, search room opening hours, encouraging a wider range of customers to use the Heritage Service, a prioritised Action Plan, benchmarking the

Heritage Service, and the use of volunteers and establishing the Wandsworth Local History and Historic Environment Partnership.

It is proposed that the groups involved in the survey and other partners could be brought together to form a Wandsworth Local History and Historic Environment Partnership to encourage further joint working on increasing the community's awareness of the Borough's history and heritage. This proposal would also support English Heritage's interest in the Borough developing an improved profile of its historic environment and to establish better links between conservation and local history as detailed in its contribution to the Regional Commentary of cultural services (see report to Environment and Leisure Overview and Scrutiny Committee on 28 May 2008, Paper No. 08-329). A Local History Partnership could bring local groups and Council services together to raise awareness of the borough's heritage and its historic buildings, to encourage wider use of archives, to reinstate a Wandsworth Heritage Festival in 2009 as held in 2003 and 2005, and to support initiatives such as the green plaque scheme, heritage walks and trails. This forms part of the Action Plan.

Key priorities for heritage and archives 2009-12

The challenge for the archives service is to maintain and improve service standards for current users while at the same time ensuring adequate staff time is committed to reaching new users, providing workshops for non-users, caring for the collections and delivering quality improvements in service delivery and in the care and preservation of archives.

It is proposed that the overall direction for service development and improvements over the next three years focuses on:

- providing opportunities for learning about local heritage and family history by children and adults, particularly non users
- sharing information about Wandsworth's culture and heritage, and that of its newer communities
- supporting citizenship
- strengthening family and community identity

Recommendations - key actions for 2009-2012

1. Use specialist Heritage staff to manage the collection and develop and implement policies for archiving, cataloguing and the acquisition of material
2. Engage community representatives with the strategy and development plan to obtain support for improvements and changes
3. Seek support for the formation of a Wandsworth Local History and Historic Environment Partnership, based on specific terms of reference, to bring local groups and Council services together to maximise opportunities for heritage and archives and to support the green plaque scheme

4. Seek external funding to support additional workshops and activities on the use of archives, particularly aimed at widening participation, and embed adult learning activities into the mainstream work of the Library and Heritage Service
5. Work with people from all communities to increase the use of archives and support the development of personal histories through outreach work by the Heritage Officers, Home Delivery Library Service, African Caribbean and Asian Community Librarians
6. Ensure that reminiscences from older people are recorded and used to support inter-generational learning
7. Encourage volunteers to work with archives and support workshops (by listing volunteer tasks, producing task outlines and actively promoting volunteer opportunities)
8. Improve information on the web site, eg answers to *Frequently Asked Questions*, publication of a local history 'Tip of the Week', details of new additions/accessions, and Heritage presence on Facebook
9. Manage remote enquiries effectively to ensure that no more than 30 minutes is spent on answering initial enquiries and that the response time for the enquirer to receive a reply within 10 working days continues to be achieved
10. Use the resources of the borough-wide Library and Heritage Service to support the implementation of the above key priorities:
 - a) Develop a culture of answering local studies and family history enquiries at every library in the borough rather than giving an immediate referral response
 - b) Embed a performance management culture into the work of the newly appointed heritage officers to ensure the most effective use of staff and volunteer time to achieve this strategy's priorities and actions
 - c) Open the search room to drop-in use on Saturdays 10am-2pm as soon as staffing capacity permits, and review options for increasing access in 2009 and 2010
 - d) Review charges and develop a more proactive approach to the sale of images and publications
11. Improve the bi/annual rating from the self assessment process for local authority archives managed by the National Archives.

Improvement plan

The London Cultural Improvement Programme, the largest regional cultural services improvement programme in England, aims to support improvement in cultural services in the London boroughs. It has received support from Arts Council England London,

MLA London and Sport England London, English Heritage, Government Office for London, London Centre of Excellence, the London Museum's Hub (Renaissance), and London Councils.

The programme aims to build on the findings of the national cultural improvement pilots and prepare the cultural sector for the delivery of the new Local Area Agreements (LAA) and Comprehensive Area Agreements (CAA).

The London Cultural Improvement Programme is supported via Capital Ambition, London's Improvement and Efficiency Partnership, and *A Passion for Excellence*.

A Passion for Excellence: an improvement strategy for culture and sport was jointly published by the Department of Culture, Media and Sport (DCMS) and the Local Government Association (LGA) in March 2008. It set out a framework for improvement in the cultural sector, which is supported by an "improvement toolkit". It also clarified the respective roles and responsibilities in delivering the strategy of all the major stakeholders in the cultural sector, in line with the National Performance Framework and the National Improvement and Efficiency Strategy.

A Passion for Excellence suggests that a combination of factors (user focus, innovation, challenge, benchmarking, workforce skills) and direct actions to enhance efficiency (eg business process improvement, better use of technology) produce success in improving cultural services. Its research has found that the greatest progress has been achieved when those involved in service delivery have taken ownership of the improvement agenda, and that the most successful improvements occur when three inter-dependent processes take place: "monitoring, challenge and support underpinned by leadership".

1. Monitoring

Monitoring requires access to quality, up-to-date, relevant data which enables benchmarking against clearly defined local, regional and national goals, objectives and targets, and the production of evidence to show the impact of cultural services on outcomes and people's lives. Performance measures for heritage and archives over the last three years with targets for 2008/09 are detailed in Appendix 5.

A Passion for Excellence states that the Museums, Libraries and Archives Council (MLA) will continue to develop *Inspiring Learning for All* and its *Generic Learning and Social Outcomes* as resources which help organisations deliver better services and projects which lead to positive local outcomes. These tools will be used to support this strategy and the delivery of future improvements.

Generic Learning Outcomes (GLOs) are a means of capturing and recording the outcomes from participating in learning activities or in any other experience, programme or event. Research has shown that learning outcomes can be assessed and measured against:

- knowledge and understanding
- skills
- attitudes and values
- enjoyment, inspiration and creativity
- activity, behaviour and progression

Generic Social Outcomes build on the GLOs and help to evidence health and well-being outcomes that might not be captured by the GLOs. The GSOs are related to the social outcomes of stronger and safer communities, health and well-being, and strengthening public life.

2. Challenge

A Passion for Excellence defines 'challenge' as being open to both self and external assessment of performance and ways of working, which is the basis of this strategy and development plan.

3. Support

A Passion for Excellence's priorities include improving workforce skills and competencies, strengthening partnership working, performance management, procurement, innovation and the positioning of culture in key cross cutting agendas and local and national outcomes.

4. Leadership

The above three processes require effective political and managerial leadership to achieve effective service delivery, manage change and maintain good governance.

Improvement toolkit

A Passion for Excellence is supported by an "improvement toolkit", which uses a benchmark approach, with 32 criteria and 149 key features, across eight themes that have a direct impact on the quality of services and whether they contribute to the achievement of corporate outcomes. These themes have been absorbed into this document, with equality and fair access to services integrated into each theme.

Supporting policies

The National Archives recommends that archives have the following non-statutory documentation.

Policy area	Type*	Date	Public**	Review date
*Is the policy document corporate, departmental or service-specific				
Access and security policy	Service	2008	yes	2010
Appraisal (of documents) Policy	Service	In process	Will be available	
Audience development policy	Service	In process	Will be available	
Business development policy	Service	2008	Yes	2009
Carbon strategy	Corporate	2005	Yes	2009
Cataloguing standards	Service	In process	Will be available	2009
Collection development policy	Service	2002	Will be available	2009

Strategy and development plan for heritage and archives 2009-2012

Policy area	Type*	Date	Public **	Review date
Digital preservation policy	Service	In process	Will be available	
Disaster control plan	Service	2007	no	2009
Emergency & business continuity plan	Departmental	2008	Yes	2009
Fundraising (income generation strategy)	Service	In process	Will be available	
Learning strategy	Service	In process	Will be available	
Media use of archives policy	Service	In process	Will be available	
Preservation and conservation policy	Service	2003	No	2009
Security policy	Covered by Access policy	2008	yes	
Staff training (Learning & development)	Departmental & service	2008	No	2009
Volunteer policy	Corporate & service	2006	In part	2009

** A public document includes: a formal publication in hard copy or on the Council's website, copies on notice boards, copies available to users of the search room

Section 1

Outline of Wandsworth's characteristics

Wandsworth is the largest inner London borough based on recent population estimates and covers the third largest area. It has a diverse range of communities. 25% of the borough's land is open space, including large areas of heath and common. Residential properties cover 33% of the borough which includes 45 conservation areas.

In 1800 the area had relatively few buildings and was characterised by fields and woods and the natural topography of the three river valleys of the Wandle, Beverley and Falcon Brooks meandering to the River Thames.

The present character of Wandsworth has developed over the past two centuries and it has been a complex process of social, economic and political change. Growth at the end of the 19th century transformed small hamlets into town centres at Balham, Clapham Junction, Putney, Tooting and Wandsworth. More recently the industrial riverside has been undergoing significant change with the emergence of new riverside residential areas. The Council's web pages give brief details of the history of Wandsworth from prehistory to the present day¹. Some incidents and industries in the history of the local area are portrayed in stone reliefs along the High Street elevation of the Town Hall².

The current borough was created in 1965 by joining the borough of Battersea with parts of the previous borough of Wandsworth. The new larger borough of Wandsworth was one of London's more deprived boroughs. Over the last ten years however, it has transformed into a relatively prosperous borough with overall high rates for the formation of small businesses, levels of employment, and the number of highly qualified residents working in highly skilled and well-paid professions.

The borough is a mainly residential area with much of the population travelling to work outside the borough. It includes some very expensive private housing as well as high-rise social housing, particularly in Roehampton and Latchmere wards. Business and economic activity is concentrated in east Battersea and Nine Elms, the Wandle Valley and in the five town centres. Economic inactivity and unemployment is concentrated in Battersea, Roehampton and Tooting. Overall crime levels per head of population are the lowest in inner London³.

83% of residents believe Wandsworth is a place where people from different backgrounds get on well together, 5% higher than the inner London average

73% of residents are satisfied with the Council compared to a London average of 54%.⁴

¹ www.wandsworth.gov.uk/Home/LeisureandTourism/Heritage/StoryofWandsworth

² www.wandsworth.gov.uk/Home/CouncilandGovernment/Mayoralityandregalia/Regalia/townhall.htm

³ Corporate Assessment for Wandsworth, Audit Commission February 2008

⁴ Best Value General Survey of satisfaction late 2006

70% of residents agree that the Council promotes the interest of local people, the highest in England

22% of residents are from Black and minority ethnic communities. There are longstanding African Caribbean (5%), Black African (4%), and South Asian (7%) communities which are now being joined by newer populations from Europe, Africa and Australasia.

At 5%, the Borough's Muslim population is above the national average, and 29% of members of the Muslim faith in the borough live in the Tooting area. At 2.3%, the Hindu population is also double the national average, and 40% of the borough's Hindu population live in Tooting.

In Wandsworth schools, the most frequently spoken languages by children at home, in addition to English, are Urdu, Somali, Arabic, French, Portuguese and Spanish, while Urdu, Somali, Punjabi, Gujerati, Bengali, Tamil, Polish, Chinese, Hindi and French were the most frequent interpretation requests to the Wandsworth Interpretation Service in 2006/07.

While it is an attractive place to live with a generally prosperous community, significant levels of deprivation remain in Latchmere, Queenstown, Roehampton and Tooting wards, which are the focus for targeted work by the Council and its partners⁵. The least deprived wards are Thamesfield, Wandsworth Common and East Putney.

An increase of 6% in the population since 1991 means that the current population estimate is 279,000 and the borough is likely to have a further 6% increase in its population in the next ten years. It has a significantly different age profile compared to the London and national averages. 48% of the population are aged 20-39 compared to a London average of 36%, with correspondingly lower proportions of children and older people.

The relatively young population and the high proportion of privately-rented accommodation is reflected in high levels of mobility, with a pattern of single adults moving into the borough, while families and older people are tending to move out. Against the national trend, the population aged over 64 is falling.

These trends mean that effective marketing and publicity are important to maintain resident awareness and use of public services, particularly of discretionary services such as those provided by the Library and Heritage Service.

Although 50% of the working age population are qualified to Level 4 or above, which is double the national average, 13% of the working age population have no qualifications, which is the same as the national average. In 2006, the annual population survey by the Office of National Statistics found that 30% of residents were not qualified to Level 2.

The Library and Heritage Service supports people without qualifications to improve their Skills for Life, including literacy and numeracy, particularly through the *Building on our*

⁵ Corporate Assessment for Wandsworth, Audit Commission February 2008

skills together (BOOST) project in Roehampton Library, and recent activities have included heritage walks and visits.

Health and deprivation

Annual Public Health Reports have demonstrated, across a range of measures, that the health of people in the more deprived wards is worse than those in the more affluent wards. Overall, life expectancy for women in Wandsworth is close to the national average, with life expectancy for men being below average. There is a seven year difference in life expectancy between people living in more affluent parts of the borough and those living in the less affluent parts of the borough.

Children and young people

There are 52,000 children and young people (0 to 19) living in Wandsworth, who make up over 18% of the total population. In 2006, 85% of Wandsworth resident children and young people attended local schools.

Services for children and young people are a priority in Wandsworth. The Borough wants children and young people to achieve their full potential, enjoy a healthy, safe, stable and happy life, and to be active citizens who take responsibility for their actions and who respect others. The comprehensive Children and Young People's Plan gives details of the levels of need in the borough, with the plans of the Council, schools and partners for improving the quality of life for all children against the five *Every Child Matters* outcomes.

Older People

At 12% (35,000) of the population, Wandsworth has fewer older people than the rest of London (15.5%), with the biggest fall in the last ten years in those aged 60-84.

In 1991, just 3% of those aged 75 or older were from Black and minority ethnic communities whereas, in 2006, it is estimated that this proportion has increased to 13%.

The Wandsworth pensioner population has possibly become more asset-rich, with an increasing population owning their own home, but it is also likely that many are cash poor. The Borough wants older people to realise their potential for physical, social and mental well-being throughout their later years.

Section 2 **Leadership and corporate governance**

Wandsworth Council has benefited from thirty years of stable political and officer leadership. The Audit Commission's review of the five yearly Corporate Assessment of Wandsworth Council in 2007/08 identified that "the leader is a key member of the long-standing Conservative administration and chairs the Local Strategic Partnership". 51 of 60 Council Members represent the Conservative party. It also commented that "this means it has had a very stable administration since 1978 which is reflected in a consistent focus on providing high quality services while charging the lowest council tax in the country"⁶. The inspectors gave the Council the top rating and commented that "Wandsworth is performing strongly. It is a business-like and consistently high-performing council. Its long term focus, which is well-recognised by all stakeholders, is on delivering high quality, top quartile services across the board at low cost. It is very successful at this".

The Audit Commission found that "managerial leadership is very effective and professional" and that the Council "has evolved a delivery-focused work culture, the 'Wandsworth Way', which is pragmatic and can-do and well understood by staff. As a result, staff are very clear about their responsibility to deliver effective and continuously-improving services".⁶

The Council's policy is to minimise the impact of local taxation on residents while maintaining high quality services. It has prioritised innovative ways to maintain low costs through efficient procurement, service effectiveness and high productivity, so that the level of band D Council Tax has been the lowest in England since 2002, while external accreditation of Council services by the Audit Commission has remained at 'four stars' or 'excellent'. The Council continues to scrutinise services through a budget review process to ensure that cost levels are minimised while services are maintained or improved, and charges are levied on an economic basis.

Sustainable Community Strategy

The Wandsworth Local Strategic Partnership (WLSP) brings together a number of agencies such as the Council, health service, police and other public and voluntary sector partners to work together to look at the future of Wandsworth.

During 2008, the WLSP is developing a Sustainable Community Strategy called "Wandsworth 2018". This is a ten-year plan that identifies what will ensure Wandsworth is a place where people are proud to live and work. The long term plans for the borough include:

- Supporting its five town centres - Balham, Clapham Junction, Putney, Tooting and Wandsworth – as the focus for local shopping and leisure.
- Keeping the community spirit that exists in the borough and encouraging active citizenship by promoting volunteering opportunities.

⁶ Corporate Assessment for Wandsworth, Audit Commission February 2008

- Giving young children the best start in life through a comprehensive approach to health, development and fun.
- Supporting the building of new private and public housing and making the best use of what we have already.
- Working for a transport system that is safe and efficient and has proper respect for the environment.
- Making sure our parks and open spaces are protected and improved. Residents have told us these are some of the best things about the borough.

The WLSP's vision for the borough and its communities was set out in the Wandsworth Community Strategy 2003:

'A place which is safer, healthier, more prosperous and sustainable- a good place to live and work now and a better place in the future'.

The Community Strategy translated this vision into six strategic priorities, each of which is further developed into a number of key strategic objectives. The strategic priorities were drawn from extensive consultation with residents and stakeholders and reflect the activities of the statutory agencies as well as business and voluntary and community sector partners, and express the WLSP's commitment to:

- making Wandsworth safer
- improving the local environment
- building a prosperous and vibrant community
- improving education for all
- improving health and social care
- meeting housing needs

The community has been consulted on these priorities with the response that they are still relevant and appropriate. They are underpinned by four principles to show the LSP's commitments to:

- equality of opportunity, and the integration of its principles, strategies and practice into its work and that of its partnership organisations, to foster:
 - a sense of belonging for all communities
 - an appreciation of diversity
 - similar life opportunities for all residents
 - positive relationships between people from different backgrounds
- consultation and involvement
- full access to services and information
- working in partnership with statutory agencies, business, the community and voluntary sector as active partners.

Wandsworth Council - structure and decision-making processes

Since September 2001, Wandsworth Council has been operating leader and cabinet style 'executive arrangements'. Full details of the arrangements are contained in the Council's Constitution, which has been approved and published (www.wandsworth.gov.uk).

Executive arrangements

The full Council of 60 members is responsible for determining the budget and policy framework for the Council, including statutory plans and strategies.

The Executive consists of the Leader (elected by the Council) and eight other Executive or 'Cabinet Members' appointed by the Leader, from the majority political group, and its meetings are held in public. It is responsible for implementing policies and taking decisions, including financial expenditure. Each of the Cabinet Members is responsible for a 'remit' consisting of a group of Council services. The Library and Heritage Service falls within the remit of the Cabinet Member for Environment and Leisure.

Overview and Scrutiny Committees

Eight Overview and Scrutiny Committees (OSC) have been appointed to scrutinise the decisions of the Executive and to assist in the policy development of services. The Library and Heritage Service falls within the remit of the Environment and Leisure Overview and Scrutiny Committee. Under Wandsworth's executive arrangements all matters concerning Council services that are due to go to the Executive for decision will first be considered by the appropriate OSC (on which both political groups are represented).

Each Overview and Scrutiny Committee reviews reports three times per year on progress and developments during the year. Progress is also reviewed at the Directors Board and, for the Library and Heritage Service, by the Director of Leisure and Amenity Services at his monthly meeting with Heads of Services, including the Head of Library and Heritage Service.

The Library and Heritage Service reports in detail on its work, performance and use of resources in the last year in Annual Quality and Performance Reviews (AQPRs) which include future developments supported by SMART action plans. The Environment and Leisure Overview and Scrutiny Committee considers the report each September and all developments are then submitted to the Executive for approval.

Managerially the Council has benefited from a stable departmental structure and Board of Directors. The Leisure and Amenity Services Department has been in existence for over 20 years and now has six service divisions including the Library and Heritage Service.

The Head of the Library and Heritage Service has clearly defined responsibilities and accountabilities, and provides coherent service management in a performance management framework, including a report on progress on key issues and service performance at the monthly meeting of the Director of Leisure and Amenity Services.

The Head of the Library and Heritage Service is a key individual who focuses on the designated areas of responsibility and takes every opportunity to position the service in cross-cutting agendas, to lever in external funding to bring added value and increase service provision, and who works to support, inspire, persuade and motivate others to recognise the contribution of the service to the shared priorities and the LSP's and Council's aims and objectives, in line with the Corporate Business Plan and the service developments highlighted in the AQPRs.

Corporate Business Plan (CBP) 2008

The CBP sets out the Council's objectives and priorities, the medium term financial strategy, performance in the previous year and plans for service improvement in 2009-12. It makes explicit the links between the service improvement and financial planning processes and demonstrates that the Council's objectives and priorities drive both processes.

The aims of Wandsworth Council as specified in the CBP are to:

- Deliver high quality, value for money services
- Improve opportunities for children and young people
- Make Wandsworth an attractive, safe, sustainable and healthy place
- Provide personalised and preventative care and support for adults in need
- Build a prosperous, vibrant and cohesive community, including:
 - Promote equality of opportunity and a strong sense of community cohesion across the Borough
 - Work with key partners to foster neighbourhood renewal in priority areas
 - Make local town centres prosperous and attractive
 - Encourage a viable and prosperous economy, particularly for small enterprises
 - Encourage 'citizenship' including community involvement in planning their services and decision-making
 - Encourage volunteering and promote the benefits for individuals and organisations
 - Work with the voluntary and community sector to help provide better services and information for residents
 - Increase active participation in a diverse range of cultural and leisure activities by all sections of the community
 - Encourage communities to help older people to achieve a good quality of life and a high level of independence
 - Develop capacity for lifelong learning
 - Reduce worklessness

A survey of residents in 2007 confirmed that the corporate strategic objectives still reflected the priorities of residents. These were reviewed to take account of consultation findings and national and local priorities including:

- An increased emphasis on reducing the use of natural resources and preparing for climate change
- Helping older people achieve a good quality of life
- Providing personalised care for adults in need.

Equality

Wandsworth Council achieved level 3 of the Equality Standard in 2006/07. Wandsworth's Corporate Equality Plan is reviewed annually by Departments and reported to the Corporate Resources Overview and Scrutiny Committee with a detailed Improvement Action Plan.

The Corporate Equality Plan 2007-10 outlines how residents were involved in its development and explains how information is used by the Council to monitor its services in terms of equality, and how equality of access is evaluated. The plan was last updated in November 2007 and is available on the Council's web site, with identified actions for 2007/08, 2008/09 and 2009/10, and a report on progress achieved against the targets set for 2006/07.

It contains a Corporate Equality Statement, which states:

"the Council's vision and the vision of the Wandsworth Local Strategic Partnership is to improve the quality of life for everyone living and working in the Borough. The Council is committed to working with its partners, suppliers and the local community to promote equality of opportunity and ensure a strong sense of community cohesion across the Borough".

Wandsworth Council is:

"fully committed to equal opportunities as a provider of services to the Borough's residents and businesses and as an employer. It is the Council's policy that no service user should be treated any less favourably than any other. In particular, the Council will ensure that no service user is discriminated against because of their disability, gender, race/ethnicity and other dimensions of disadvantage and discrimination including age, sexuality and religion or belief".

The Council's corporate objective of delivering high quality, value for money services includes a commitment to promote equality of opportunity in Wandsworth. This is achieved by implementing equality legislation, continually reviewing services, setting three-year equality targets, reviewing and reporting progress against these targets, training staff in diversity issues and taking a prominent leadership role in building community cohesion.

An Equality Impact Assessment was completed for the Library and Heritage Service and reported to the Environment and Leisure Overview and Scrutiny Committee's meeting in September 2006.

In March 2007 the Corporate Resources Overview and Scrutiny Committee and the Executive considered an assessment against the Community Cohesion checklist issued by the Home Office (Paper No. 07-308). The majority of the recommended actions are in place and examples are given of cultural activity supporting the actions. 83% of residents agree with the statement "this local area is a place where people from different backgrounds get on well together".

All Council employees are instructed to ensure that the terms of the Sex Discrimination Act 1975, the Race Relations Act 1976, the Disability Discrimination Act 1995, the Employment Equality (Religion or Belief) Regulations 2003, the Employment Equality (Sexual Orientation) Regulations 2003, the Employment Equality (Age) Regulations 2006 and the Council's Employment Policy are observed, and that no discrimination is permitted on grounds of religion or belief, colour, race, nationality or ethnic or national origins, marital status, sex, sexual orientation, disability or age, noting that the Council's normal retirement age is 65 and its normal age limit for applicants is also 65; and to ensure a positive attitude towards equality of opportunity and the administration of staff policies to that end.

Section 3 **National and regional context for heritage and archives**

Department of Culture, Media and Sport

The Department of Culture, Media and Sport (DCMS) is the government department responsible for the nation's archives. It does not directly fund any public archives, although many of its sponsored institutions contain substantial and valuable archives within them, such as the BBC's audio-visual archive and the holdings of the British Library.

Museums, Libraries and Archives Council

The DCMS funds a non departmental public body, the Museums, Libraries and Archives Council (MLA), to act as a national agency for the development of policy on archives and libraries. The MLA announced in June 2008 that a *Strategy for Archives* has been devised in partnership with The National Archives and will be published for consultation 'soon'.

Archives Task Force

In 2002 the DCMS asked the MLA to set up an Archives Task Force to review the state of the UK's archives. Their report, *Listening to the Past, Speaking to the Future*, was published in 2004, and noted a growing public interest in personal identity and sense of place. It identified an expanding list of priorities for archive services and growing demand that could help to achieve key government targets for social inclusion, learning and citizenship, and articulated a national vision for archives:

- "An archival heritage unlocked and opened to all citizens in a way that engages and empowers them to use archives for personal, community, social and economic benefit"
- "A programme of modernisation, research, advocacy and capacity building will ensure that archives fully support national agendas of education and learning, social cohesion and volunteering."
- "Delivering effective universal access calls for new strategies and techniques to engage those who currently benefit least from archives and heritage: the non-specialist individual, community groups and school students".

Listening to the Past, Speaking to the Future notes that public archives lack a common statutory framework which has resulted in a lack of consistency, particularly in the level of investment by local authorities.

As a result, many collections are not adequately catalogued to make them accessible, many premises are not appropriate for current needs, higher levels of demand cannot be satisfied without additional resources, and weaker services are not well placed to respond to the challenging opportunities set out in the report.

Overall, the report recommends that the key priority for archives should be to deliver effective, universal access, and included recommendations to modernise public sector archives by:

1. creating a digital Gateway to UK Archives to give everyone the opportunity to participate in the archival heritage
2. positioning UK archives as key contributors to local, regional, and national social and economic objectives
3. releasing the potential of archives for teaching and learning and contribute to raising standards in education
4. increasing community participation in archive activities, particularly by hard-to-reach communities
5. encouraging the creation and sustainability of moving image, sound, photographic and digital archives
6. modernising the management of archives and improving workforce development opportunities, including the development and encouragement of volunteers.

The National Archives (TNA) is a government department which brings together the Public Record Office, Historical Manuscripts Commission, the Office of Public Sector Information and Her Majesty's Stationery Office.

Its National Advisory Services offer advice and guidance on the creation, management, care and use of records and archives and related strategic issues.

The quality of care of Wandsworth Council's archives is included in the statutory duties of TNA which include the duty to:

- inspect and approve the standards for public records,
- promote the proper preservation and storage of records
- assist those who wish to use them for study or research purposes.

Standard for Record Repositories

TNA issued a new National Archives Standard for Record Repositories in 2004 to replace the guidance issued separately by the Historical Manuscripts Commission and the Public Record Office. Covering constitution, financial resources, acquisition, access, preservation, storage and electronic records, it includes British Standard 5454, which identifies standards for archival storage and is used to inform the decision of funding and inspecting bodies. Meeting the requirements of the National Archives Standard allows TNA to issue approval of the site as a place of deposit for public records.

The Library and Heritage Service is committed to achieving the Standard for Record Repositories given the constraints of the current premises and notes that TNA welcomes formal acknowledgement of this commitment through the Council's political process, which was included in 2008's annual quality and performance review (AQPR).

In 2006, TNA developed a self-assessment process for local authority archive services in consultation with the MLA, based on the national Standard for Record Repositories.

TNA reported that they have serious concerns about the level of service offered by archive services in London and their ability to meet current national standards and best practice. The 2006 self-assessment results and formal inspections completed by TNA highlighted two major concerns:

- a lack of capacity for borough archive services to provide the full range of services
- a weak connection between archive services and the records and information management agendas of the Council

TNA identified that most borough services tend to have the same shortcomings of:

- poor premises
- insufficient storage space
- disconnection from the information management processes of the authority,
- lack of capacity for active collection development and management
- lack of capacity for educational and outreach work.

TNA suggested that, given the relatively small geographical size of the London boroughs, and the fact that neighbouring boroughs often have a common history, there is an excellent case for collaborative arrangements or for combining services.

TNA also recommended more dialogue with London Metropolitan Archives so that the respective roles of local archives and the regional archive service can be defined and recognised.

As detailed below, Wandsworth participated in the 2007 self assessment process and was awarded no stars. TNA have offered to support archive services in developing improvement plans in identifying the key issues they need to address and best practice in these areas.

TNA will be consulted on the heritage strategy and development plan 2009-2012.

National Council on Archives (NCA) www.ncaonline.org.uk

The NCA aims to

- raise awareness about archives and archive services
- encourage funding to support preservation and acquisition of archives
- provide advice on the allocation of funding
- encourage attainment of minimum standards for archive repositories
- encourage collaborative or regional initiatives to improve archive services.

The NCA leads the annual **Archives Awareness** Campaign supported by funding from the MLA.

The campaign supported the production of 12 folders of local history images and information produced in 2005/06 for Wandsworth's children's librarians to work with children and their families and raise awareness of archives.

Feedback from the staff was that this was a good idea in principle, but the folders need updating and further development to enable library staff to develop sessions for work with groups or school classes.

Some of the objectives of the NCA are delivered through its Public Services Quality Group (PSQG) for archives and local studies interested in best practice and quality issues and the Community Archives Development Group. The PSQG organises the annual Survey of Visitors to UK Archives (see below).

Greater London Authority

The GLA's first cultural strategy document 'Realising the potential of a world city' was produced in 2004. 'Cultural Metropolis' is the current mayor's vision or direction of travel for cultural strategy in the capital. It was open for consultation for ten weeks until the end of January 2009, and comments on the document will be considered by the Mayor prior to drafting the full cultural strategy later in the year.

Museums, Libraries and Archives London

MLA London published an Archives Strategy for 2005-2008 to provide a regional response to the Archives Task Force's report, *Listening to the Past, Speaking to the Future*, and to direct its work until April 2008. The Archives Strategy made recommendations related to collections and creativity, economy and regeneration, learning and skills, communities and diversity, and advocacy and evidence. The key priorities for local authority archives and local studies are:

- to encourage a high level of cross-domain participation and partnership working
- for archives to develop and embed learning programmes for users
- for archives to reflect the diversity of the community in their collections, volunteers, staff;
- for archives to work to the best professional standards including excellent standards of collection care including preservation and cataloguing to allow for innovation such as learning and collection development programmes.

MLA London provides support to the 33 London boroughs which all maintain some form of archive or local studies service, and whose role is to collect, preserve and make accessible materials about the history of the borough and its communities.

The MLA Partnership's Action for Archives programme provides practical support for archives through the regional agencies, including an ambitious programme managed by MLA London.

MLA London recognises that, while there is significant variation in provision between the boroughs, the majority of services are small, with a very limited number of staff and other resources. MLA London's priorities in 2007 were to support the development of local authority archives and studies by:

- Conducting a survey of all Local Authority archive and local studies services to identify key issues and to analyse how MLA London can best support their development as individual services and a sector
- Working to develop a model for London Local Authority services, in partnership with the Association of London Chief Librarians.
- Lobbying senior management to support the ongoing development of their archive and local studies services.

The 2007 survey revealed the following key issues which affect most London local authority archive services:

- Staff are a great asset with a lot of knowledge about their borough's history
- Many staff face challenging circumstances including isolation, the lack of opportunities for advocacy, relationship building and strategic planning
- Many staff cover long opening hours which leaves little or no time for audience development, learning programmes, collections management including preservation, conservation, listing and documentation
- Lack of internal partnership working so that archive and local studies are not routinely involved in library, heritage and cultural activities
- Lack of cross borough co-operation eg on joint cataloguing projects, oral history, learning and outreach programmes
- Little connection between records/information management and archives in boroughs
- Collecting policies are passive rather than proactive and tend to focus on types of records (eg schools, church) rather than on different communities living in the area
- Lack of community engagement due to lack of staff time and skills
- Sub-standard storage with no space for expansion
- Overall, most archive services lack a strategic approach to preservation and conservation and often insufficient budget provision.

MLA London continues to support the capacity of archives to develop strategic conservation and preservation programmes, underpinned by adequate funding by:

- Supporting Preservation Audit Visits as the basis for strategic planning
- Providing specific collection care training events within its workforce development programme, or sign-posting training by other providers

- Supporting the leverage of funding for collection care, through training events and through advocacy to key funding bodies.

Action for Archives

Action for Archives was launched by the MLA in May 2007 to channel resources into a number of focused national schemes, working directly with archive services, and address four key areas of development:

- Fund-raising
- Strategic thinking and influencing
- Learning programmes
- Leadership and workforce development

As part of the Action for Archives programme, MLA London is involved in the following to provide support for the development of local authority archives and local studies services:

- Mentor programme
- Advocacy to senior managers and councillors
- Regional commentaries and cultural service improvement plans
- Development of "single improvement tool" for self assessment of library and heritage services
- Supporting networking and partnerships across and between boroughs and with other partners
- Maintaining its knowledge about the provision in all 33 boroughs
- Developing sustainable learning programmes in archives including:
 - Funded teacher placements to develop learning resources and relationships with schools
 - Grants to develop Early Years learning resources
 - Youth participation programme – residencies and volunteering initiatives
 - Grants for schools outreach resources
 - Young Cultural Creators Schemes
 - Schools participation database
 - Training in evaluation and planning using Inspiring Learning for All
 - Mentor programme to establish fund-raising strategies and relevant skills to implement them
 - Workforce and volunteer development events in collections care, development of learning programmes for children and adults, audience development, community participation
- Funded Preservation Audit Visits (see below for recommendations from a visit in February 2007)
- Practical toolkit for community engagement through the *Revisiting Archive Collections* project, which is being piloted for final publication in late summer 2008
- Developing a policy on community archives related to Black and minority ethnic communities to focus support and lead the mainstream sector to develop equitable partnerships with community-based heritage initiatives.

Information is detailed below on funding received from the MLA's *Their Past, Your Futures* programme.

Regional commentary on cultural services

Wandsworth participated in this process in 2008 through Government Office for London. It included an assessment of the borough's relationships with English Heritage and MLA London. Feedback from these agencies included:

1. English Heritage would welcome being consulted on Wandsworth's Historic Environment Strategy and would like to support an improved profile of the historic environment in planning documents.
2. English Heritage identified that "while some of the Borough's web information about the historic environment is very good (e.g. Heritage Walks), the web site would be enhanced by including profiles of listed buildings and establishing better links between the conservation information in the Environment and Planning section of the web site and the Local History information in the Leisure and Culture section".
3. MLA London will actively seek to offer support to the new Heritage Officer team working in the local history service at Battersea Library, and is keen to work with and support the Council and its Library and Heritage Service to develop its cultural offer related to 2012 and the Cultural Olympiad.

Archives for London (AfL) www.archivesforlondon.org

AfL is a membership organisation offering a single focal point for archive practitioners and users, which acts as an independent voice for the capital's archivists, local studies librarians, conservators, records managers, community archives, users and depositors of archives.

Archives for London (AfL) was formed in 2005 by the amalgamation of the Greater London Archives Network, the London Archives Regional Council and the London Archive Users Forum. It aims to provide greater coherence in the presentation and promotion of the archives agenda to the outside world, and provides information, training and support to its members.

AfL nominates three members to MLA London's Board, which enables it to feed into MLA London's business plans and supports its work within the archives sector and cross-domain initiatives. This means that users and practitioners have an opportunity to influence regional and national policy on archives.

Section 4 **Policy and strategy for the Library and Heritage Service**

Cultural Strategy

Wandsworth's cultural strategy (2002) is currently under review and will be an integral part of the new Sustainable Community Strategy to be produced following consultation in 2008. The proposed vision for 2008-18⁷ is for

everyone to have the opportunity to participate in a variety of cultural activities which will increase their well being, promote community engagement and cohesion through an appreciation of Wandsworth's diversity, and foster a sense of place and belonging within the neighbourhoods and communities of the borough.

The cultural strategy's strategic objectives reflect residents' priorities from the Community Strategy and focus on access to and provision of cultural opportunities:

1. Access to Opportunities

All residents should be aware of local opportunities to participate in cultural activities to broaden their intellectual and creative horizons. Barriers to participation must be identified so that activities can include everyone.

2. Provision of Opportunities

Commercial and public sector organisations, voluntary and community groups all have complementary roles in providing cultural and sporting opportunities and activities.

Voluntary and community groups should be actively supported and fostered and investments and services by commercial organisations should be facilitated and encouraged.

A range of different venues and facilities are needed, related to the differing needs and interests of residents, to provide spaces for cultural activities.

3. Health and Social Care

Participation in cultural activities, including sport and physical activity, plays an important role in improving the health and social well being of all residents, particularly older people, those at risk of social exclusion and those at risk of obesity.

4. Community Safety

Engagement with purposeful cultural and sporting activities supports initiatives to make Wandsworth safer.

⁷ see Paper No. 08-666 reported to Environment and Leisure Overview and Scrutiny Committee on 2 September 2008.

5. Town and Local Centres

Promotion of an individual identity and sense of place in the five town centres and eight local centres of the Borough provides a foundation for future vitality and viability.

Library and Heritage Service

The aims and objectives for the Library and Heritage Service are in line with the Council's and the community's priorities and with the Council's corporate objectives, and are reviewed each year for inclusion in the departmental plan for Leisure and Amenity Services. The Library Service aims to:

inspire people and encourage a sense of place through libraries with books, information, learning, online access and services for every resident in spaces which bring local communities together.

The Library and Heritage Service provides these services through a network of 11 lending libraries and one reference library, to the standards published in the Library and Heritage Service charters⁸, by:

- (a) supporting the literacy development and educational needs of babies, children, and young people;
- (b) supporting new adult learners with Skills for Life needs, including development of the literacy and numeracy skills essential for active participation in employment and society;
- (c) enabling everyone to access books, information, and works of creative imagination, ensuring equality of access by actively taking account of the borough's cultural, linguistic and social diversity;
- (d) supporting and encouraging the development of computer skills, and enabling all ages to make use of online learning resources and access Council services through libraries;
- (e) supporting social cohesion through working with local groups to identify and satisfy the requirements of all sections of the community for information, individual learning and development, cultural, heritage and leisure activities;
- (f) encouraging community engagement by enabling local people to contribute to the development and delivery of services and by providing opportunities for volunteering; and
- (g) developing interest in local and family history by preserving and actively extending access to the history and cultural diversity of Wandsworth.

⁸ Charters published at www.wandsworth.gov.uk/Home/LeisureandTourism/Leisurecharter/default.htm

Strategic priorities for 2008-2010

The following strategic priorities have been approved by the Council's Executive for the Library and Heritage Service in line with local and national priorities for libraries and archives, including adult learning⁹:

- (a) Books: to enhance customer satisfaction and enjoyment of reading and increase book borrowing for information and for mental well-being, with particular encouragement for reading by older people.
- (b) Children: to encourage babies to enjoy books, and children to develop and improve reading, information and study skills, particularly supporting the literacy development of under 4s, with particular emphasis on under-achieving and minority groups.
- (c) Equality: to promote community cohesion through raising awareness of diverse cultures, engaging with new audiences and ensuring library and heritage services are inclusive and accessible by everyone.
- (d) Learning:
 - (i) to support adult learners with basic skills needs to acquire qualifications in literacy, numeracy and English as a Second Language (up to level 2), and improve job-seeking and IT skills.
 - (ii) to support and encourage learning about citizenship, local heritage and family history, and to support formal education at key stages 1 and 2.
- (e) Information: to improve the quality of information, advice and enquiry services in libraries, ensuring local access to Council and Government services through the provision of public access computers in every library.

⁹ see Paper no. 08-670 reported to Environment and Leisure Overview and Scrutiny Committee on 2nd September 2008.

Section 5 **Archives and the Historic Environment**

Definition:

An archive is a place where records that have a permanent or continuing value are:

- selected
- preserved
- made available for use

These records may be generated by individuals, families, businesses and institutions, and include:

- manuscripts
- files
- books
- photographs
- maps
- plans and drawings
- sound and moving images
- digital records

Archives can contribute to sustainable communities by:

- helping people to develop their personal identities and collective memories
- being used as tools to develop community identity, engagement and cohesion through a wider understanding of the history and value of others
- acting as a source of inspiration for new ideas and activities, helping to create growth and new employment

Most visitors¹⁰ (99%) to archives agree that archives

- contribute to society by preserving our heritage and culture
- strengthen family and community identity

Legislative framework for archives

Local authorities are required by the Local Government Act 1972 (section 224) to make "proper arrangements" for any documents that belong to or are in the custody of the Council, which includes a duty to conserve and make official records available for public inspection.

Although the Public Record Act 1958 placed additional responsibilities for safe keeping upon local authorities who act as 'Places of Deposit' for records covered by the Act, Wandsworth has not been appointed as a 'Place of Deposit' by the National Archives¹¹.

The Data Protection Act 1998 and the Freedom of Information Act 2000 have placed requirements on all public bodies relating to access to information in records and archives.

¹⁰ Survey of Visitors to British Archives, National Council on Archives 2006

¹¹ see www.nationalarchives.gov.uk/archives/deposit.htm.

The legislation relating to archives includes statutory requirements and permission for local authorities to choose to deliver additional services.

- (a) Local Government (Records) Act 1962 and Local Government Act 1963 empowered local authorities to promote the use of their records including public access and the provision of finding aids. The Council can also acquire records by gift, purchase and deposit on long term loan.
- (b) Public Libraries and Museums Act 1964 included legislation to permit the collection of archives
- (c) Other categories of records are covered by specific measures, such as
 - Tithe Act 1936 and Tithe Rules 1960 (as amended)
 - Parochial Registers and Records Measure 1978
 - Manorial Documents Rules 1959 (as amended).

All services are provided within the requirements of:

- Health and Safety at Work Act 1974 and Health and Safety at Work Regulations 1992
- Sex Discrimination Act 1975 and 1986
- Copyright, Designs and Patents Act 1988
- Disability Discrimination Act 1995
- Employment Rights Act 1996
- Human Rights Act 1998
- Data Protection Act 1998
- Employment Relations Act 1999
- Freedom of Information Act 2000
- Race Relations (Amendment) Act 2000
- Employment Act 2002
- Employment Equality (Religion or Belief, Sexual Orientation, Sex Discrimination) Regulations 2003
- Disability Discrimination Act 2005
- Equality Act 2006.

Historic environment

As part of its recommendations for the 2008 Regional Commentary on cultural services¹², English Heritage and MLA London proposed that Wandsworth should improve its links between its services related to archives and the borough's historic environment including the new Museum company. The Planning Service will produce a formal strategy for the historic environment.

The Council maintains a list of buildings of architectural and historic interest which is published on the web site¹³. The 38 Grade 1 and Grade 2* buildings in the borough are

¹² Paper No. 08-329 reported to Environment and Leisure Overview and Scrutiny Committee on 28 May 2008

¹³ www.wandsworth.gov.uk/Home/EnvironmentandTransport/PlanningService/Conservation/listedbuildings.htm

listed in Appendix 1, while references to listed buildings in each area's context are shown in bold in Appendix 2.

The Council prepares an annual 'buildings at risk' report for all listed buildings which are in disrepair and vacant¹⁴. This information is included in English Heritage's annual Heritage at Risk report on buildings in London, last published on 8th July 2008.

Conservation areas

A conservation area is an area of special architectural or historic interest. It has been designated by the Council to help preserve and enhance its character and appearance.

There are 45 conservation areas in Wandsworth, including village centres, town centres, residential areas and important open spaces, and they all have 'character statements'. These set out a profile of the area, covering the history and form of development, important buildings and townscape, prevalent building features and materials, the contribution of open spaces and trees, features which detract from the area and opportunities for change.

A Conservation and Design group closely examines development proposals which have to preserve or enhance the character and appearance of the 45 conservation areas. The Wandsworth (Conservation Area) Advisory Committee advises the Council on planning applications and other proposals in conservation areas.

The Council has a five year programme of reviewing appraisals and associated management strategies for all its conservation areas. Archaeology is assessed as part of the appraisals. To date 27 of the 45 conservation areas have been subject to appraisal and public consultations with residents and amenity groups.

Heritage Trail

Heritage walks help residents and visitors to explore the changes that have occurred in Wandsworth's past, including transportation, industry and the recent regeneration of Wandsworth town centre. They would also help support the healthy lifestyle agenda. Although only a few have been published to date, this is an area which could be further developed by the five Town Centre Partnership Boards supported by research and photographs from the Library and Heritage Service.

Green plaques

While English Heritage controls a National Blue Plaque Scheme in which a blue plaque is placed on buildings where an individual of national historical importance lived, Wandsworth Council has further developed this concept of marking places of general interest so that it includes buildings and sites of local historical importance as well as individuals.

The aim is to create a deeper pride in the Borough and local areas and widen residents' knowledge of the area in which they live by the installation of green plaques, which are in gold print with a Wandsworth green background in enamel. Appendix 3 details the

¹⁴see Paper No. 08-699 Planning and Transportation Overview and Scrutiny Committee 10th September 2008

names of residents, buildings and street names which do not currently have blue plaques, and which could be considered for a green plaque.

A Selection Panel with representation by three Councillors, including minority party representation, the Wandsworth Historical Society and a member of the Wandsworth Local Strategic Partnership selected ten personalities and ten historical locations as the priorities for recognition from a list of over 65 proposals¹⁵.

The Library and Heritage Service will provide biographical and historical background information to support each plaque and the publicity around its installation.

Photographic record of Wandsworth

In addition to the photographic collections held by the Library and Heritage Service, other Council services possess photographs and other material related to the local environment. These include *Wandsworth in View* – the best photographs of Wandsworth taken from the annual Wandsworth Photographic Competition - run by the Arts Service from 1986, with 30-40 framed photographs displayed at venues around the borough each year, including libraries. Other services which may have material suitable for the archive collections and digitisation include the Film Office, Parks Service (including biodiversity and ecology) and Planning.

Partnerships related to heritage and archives in Wandsworth

Wandsworth Museum

There are plans for a new museum for Wandsworth operated by an independent Museum Company through the support of funding of £2 million (over five years) from the Hintze Family Charitable Foundation.

The new museum will benefit from the work of the MLA accredited Council-run museum service which was originally set up in 1986 at Putney Library to preserve and actively present the history and cultural diversity of Wandsworth. This new facility will also be supported by the Friends of Wandsworth Museum, a community group set up in 2007 to support the retention of museum services for the borough. Future links with the Council and partnership opportunities are being explored with the Museum Company.

Appendix 4 includes details of the historical collections (10,700 items), which are currently stored to museum standards in the West Hill library building pending a loan agreement with the new museum. Exhibition panels and records of research have also been retained for future use.

De Morgan Foundation

The De Morgan Centre for the study of 19th century art and society (38 West Hill, 1RZ) displays paintings and ceramics by Evelyn and William De Morgan. The centre also holds archives related to their lives and circle.

Queen Mary's Hospital - Roehampton Archive Oral History Project 2008-11

¹⁵ see Paper No. 07-525 Environment and Leisure Overview and Scrutiny Committee 5th June 2007
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This hospital was founded in 1915 as a military auxiliary hospital and is now a community hospital, while continuing its world renowned amputee rehabilitation service.

The National Archives have designated the hospital's archives as being "of national importance".

An oral history project started in spring 2008 targeting 60 patients/staff from 1945-2000. The project will largely be completed by volunteers and is supported by clinicians at Queen Mary's Hospital (QMH), by the History Programme at Roehampton University, and by funding of £40,000 from the Heritage Lottery Fund.

It is planned to display material from QMH's archive and the oral history project at Putney and Roehampton libraries towards the end of 2009, including audio and images, supported by photographs and objects.

Roehampton University

The University's School of Arts includes Historical Research and students can also follow a *Local History* pathway, leading to the award of a postgraduate diploma or an MA in Historical Research (Local History) (see <http://www.roehampton.ac.uk/postgraduate-courses/programmedetails.asp?xml=pg\historicalresearch\index.xml>).

Wandsworth Historical Society

The Wandsworth Historical Society, a registered charity founded in 1953, aims to promote an interest in the history and archaeology of Wandsworth, and encourages new research, which is often printed in its twice-yearly journal, *Wandsworth Historian*. More detailed research has been published in a series of Wandsworth Papers (see www.wandsworthhistory.org.uk).

Section 6

Community engagement and audience development

Community engagement is a term covering many different activities, but overall is about the involvement of local people (in an unpaid volunteer capacity) in decision making about services in their community, including the Library and Heritage Service. It is about 'the community' identifying needs and working in equal partnerships to address these. In areas where 'community engagement' is taking place, more people are actively involved in their neighbourhoods and local people are able to influence decisions about their own neighbourhoods and public services.

Taking part in community engagement and volunteering provides active citizens with an opportunity to learn and to develop their skills while benefiting the wider community and improving the quality of life for their community. Involving people in community activities can help build community cohesion and a sense of belonging.

A key issue for the Council is to increase residents' sense of place, contribute to community cohesion and raise awareness of the borough's history and the potential of archives to engage those who currently benefit least from archives and heritage: the non-specialist individual, community groups and school students.

Widening access

The National Archives (TNA) believes local archive services should use their "facilities to support the social and cultural policy objectives of the authorities they serve, and this should be regarded as a core part of the public task of an archive service"¹⁶. The self assessment process requires information about how heritage and archive services have contributed to the following:

- Safer and stronger communities
- Children and young people enjoying and achieving
- Promotion of adult health and well-being
- Tackling social exclusion and promoting equality
- Supporting the local economy (includes commercial re-use of information, and supporting adult independent learning at all levels)
- Supporting environmental stability (includes reduction in fuel consumption and carbon emissions, historical evidence and images contributed to projects addressing climate change and biodiversity)
- Services to remote users (online access)
- Research related to television programmes, books, newspaper articles, preparation of displays
- Use of archives for evidence eg related to court cases, civil claims, precedents

The following table details local actions commenced or continuing under these headings. TNA assesses these projects on the basis of their interpretation of Wandsworth's commitment, innovation, effectiveness, scale and impact, including statistics and qualitative evidence. This data has not been collected rigorously to date, but it is anticipated that the new heritage officers will support this approach and will use

¹⁶ Assessment of local authority archives 2008

the Generic Learning and Social Outcomes as developed by the MLA (see page 6 above) to demonstrate impact .

	Wandsworth's heritage and archives contributions to:	Statistics
	Safer and stronger communities	
	a) Supporting community identity	
1.	<p>The MLA awarded a maximum grant to Wandsworth Library and Heritage Service under <i>Their Past Your Future 2</i> programme for activities in 2007/08 to encourage younger generations to learn from the experiences of those who lived through the Second World War. <i>How2Remember</i> used visits to local war memorials for an investigation into different approaches to commemoration. This project worked in partnership with two Wandsworth secondary schools, Southfields Community College and St Cecilia's School, predominantly with children and families whose first language is not English. Using local documents and sources and family support, the project sought to encourage young people to think about commemoration and what it means to them, their family and as a group.</p> <p>The work with young people was completed by 31/3/08, while learning resources and a touring exhibition, including murals of glazed tiles produced by the participants of the project, will be displayed during November 2008 for Armistice Day and shown on the overhead display screens in libraries. The murals will be registered as war memorials with the UK National Inventory of War Memorials. The After School Club at Southfields Community College are continuing the project and collecting interviews on 'remembering'.</p>	<p>Funding of £10,000</p> <p>19 workshops with 29 participants</p> <p>2 displays of photographs with 400 visits</p> <p>173 young people aged 12-16, and 36 adults participated</p>
2.	<p>The African Caribbean Community Librarian successfully applied for funding from Wandsworth's Adult and Community Learning to provide reminiscence and oral history sessions older clients from community groups¹⁷.</p> <p>This project included a group visit to the London Metropolitan Archives as well as use of local archives, and resulted in the creation of an exhibition about the lives of Caribbean migrants to Wandsworth, <i>Writing the past: exploration into personal histories</i>, which was displayed for Black History Month 2007 and subsequently was displayed in Wandsworth libraries and local community organisations.</p>	<p>Funding of £1,500</p> <p>Participants-11 Outreach learning events – 10 sessions</p> <p>Exhibition – 1500 visits</p>
3.	<p>Ten 42" LCD overhead screens with supporting software have been installed in libraries to display presentations on the social history of the Borough, its people, places, diversity and the history of its Black and minority ethnic communities. The first display showing early 20th century images started in November 2007.</p> <p>The content for the screen displays is continuing to be developed</p>	<p>Expenditure of £39,000 in 2007/08 to install screens/software and create presentations from archives</p>

¹⁷ eg Tooting Neighbourhood Centre, Peabody Trust

	Wandsworth's heritage and archives contributions to:	Statistics
	and will also display local news, information about the Council, new books and reading opportunities.	10 heritage presentations shown in 2007/08
4.	Introduction of green plaque scheme (see page 30)	Cost around £500 per installation
5.	The Library and Heritage Service supported an application in 2007/08 to <i>Awards for All</i> for funding for workshops for local people from the Angolan and Congolese communities to produce an exhibition detailing their lives. Community groups have been asked to re-submit their application which they are working on.	
6.	The Asian Community Librarian works with Wandsworth community groups ¹⁸ to provide multi-faith cultural activities and events linked to the heritage and history of their communities, including migration stories ¹⁹	9 events 403 in audience
7.	The Asian Community Librarian worked on an exhibition in 2007 with the museum called <i>Asian Role Models</i> which included oral histories by 7 Wandsworth residents and this material will be re-used to support events in Black History Month 2009	Exhibition – 500 visits
8.	Kingston University is seeking funding to work in partnership with older users of the African Caribbean Community Library and record the contribution of nurses who came from the Caribbean to work in the NHS, particularly in the first two decades of the NHS. Outcome of funding bid still awaited	
9.	Display of <i>Bombay Africans</i> , produced by Royal Geographical Society for Black History Month 2007	Exhibition – 2000 visits
10.	MLA London funded citizenship courses for new adult learners delivered at Roehampton Library in 2007/08 which included two history walks, including one to introduce learners to the history of the area.	Funding of £2720 32 adult learners 26 citizenship test passes
11.	<i>Celebrating the Black Presence in Wandsworth</i> , a poster and resources pack for teachers about Black history in Wandsworth, was produced in 2002 with the support of funding from MLA London. The Museum Education Officer delivered teaching sessions in local schools using the resources pack until 2006, and new sessions are being developed for use in 2009 by the Assistant Heritage Officer, the African Caribbean Community Librarian and the Children's Librarian at Battersea Library.	
12.	The Library and Heritage Service supported the Pocklington Trust to apply for a small grant from <i>Get London Reading</i> (Book Trust) to encourage their clients with visual disabilities to listen to talking books and developing their own stories. Event held at Battersea Arts Centre on 1st April 2008 launched by David Blunkett	40 participants

¹⁸ eg Khalsa Centre, South London Tamil Welfare Group, Asian Elders Support Group, Hindu Centre

¹⁹ see www.movinghere.org.uk under Stories, View Projects and select 'Celebrate! Asian religion in Tooting' and 'Wandsworth museum from Bec to Broadway'

	Wandsworth's heritage and archives contributions to:	Statistics
13.	The Home Delivery Library Service visits around 780 residents each year, of whom 10% are Asian and 5% African Caribbean residents. 9 memory boxes were created by a volunteer to lend to residential homes for the development of reminiscence activities with older people, including experiences of the Second World War. Scripts from well-known television programmes, such as Coronation Street, are also used to encourage older people to remember personal and family histories.	30 participants
14.	From October 2007, photographs, paintings and prints of Balham, Battersea, Earlsfield, Putney, Roehampton, Southfields, Tooting and Wandsworth, to show how each 'village' developed and the people associated with that area over the centuries, have been displayed in libraries across the borough supported by a range of small objects in glass museum cases in town centre libraries.	
15.	b) <u>Promoting volunteering</u> The Library and Heritage Service has a volunteer/citizen engagement policy and actively recruited volunteers in 2007/08, particularly as a result of a borough-wide recruitment event in February 2008, with the aim of encouraging 100 hours work by each volunteer, which contributes to the target in the Local Area Agreement. The new heritage officers will support greater input by volunteers in 2009	Archive volunteers – 1 for 50 hours in 2007/08
	Children and young people enjoying and achieving	
16.	<i>How2Remember</i> – see above	173 young people aged 12-16
17.	Displays in children's libraries about local history	6 displays
18.	<i>Celebrating the Black Presence in Wandsworth</i> – see above	
19.	The African Caribbean Community Librarian supported a successful application to Awards for All from the Age Activity Centre in 2003 which resulted in an intergenerational project for pupils from Burntwood Secondary and Ravenstone Primary schools with Black elders. A resource pack was produced, <i>Roots and Shoots</i> , which was distributed to all Wandsworth schools and libraries. This project will be reviewed in 2009 for its potential use with school class visits to archives.	
20.	Plans for 2009 include links with Roehampton University to encourage their local history students to use Wandsworth's archives support their research	
	Promoting adult health and well-being	
21.	Home Delivery Library Service – memory boxes – see above	
22.	Pocklington Trust – see above	
23.	<i>Writing the past: exploration into personal histories</i> – see above	
24.	The African Caribbean Community Librarian works with the Tooting Neighbourhood Centre to support joint activities and events and fund raising for projects.	Weekly activities with group of 10 elders

	Wandsworth's heritage and archives contributions to:	Statistics
	Tackling social exclusion and promoting equality	
25.	Citizenship courses for new adult learners – see above	
26.	Event and displays of archive material for LGBT ²⁰ history month in February each year – presentation in February 2008 and 2009 shown in 10 libraries with images from the borough's archives related to famous gay men who lived in the borough.	
27.	Black History Month activities with archives – see above	
28.	Home Delivery Library Service – memory boxes – see above	
29.	Pocklington Trust – see above	
30.	<i>Writing the past: exploration into personal histories</i> – see above	
	Supporting the local economy - activities to support adult learning	
31.	Citizenship courses for new adult learners – see above	
32.	Black History Month activities with archives – see above	
33.	Promoting volunteers and work experience – see above	
	Supporting environmental stability	
34.	Extension of 'Green Pledge' to staff and residents	
35.	Electricity and gas consumption at Battersea Library, which includes archives, decreased compared to the previous year	31% fall electricity 1% fall gas
36.	Plans for 2009 include use of images of flooding in the early 20th century compared to images from 2007, a map on heritage screens to show areas at risk of flooding, updating the Council's carbon strategy	
	Services to remote users	
37.	Purchase of DScovey Lite to widen online access to archives following Installation of CALM software to document archives	
38.	Plans for 2009 include improvements to heritage web pages as soon as Council's new format is completed, and digital images following digitisation of slides	15,250 visits to web pages in 2007/08
	Use of archives for research	
39.	<i>Who do you think you are</i> - to support John Hurt's programme History of Battersea Labour Party Biography of Edward Thomas (to be published by Faber)	
	Use of archives for evidence	
40.	Archives used to confirm existence of Tooting Library on its present site since 1902 to satisfy legal requirements of the Big Lottery Fund and Land Registry	

Plans for 2009 include:

- (a) Extending awareness about the history of the Borough and its diverse communities
- (b) Local history displays will be incorporated into the new or upgraded library buildings due to open in 2009 in Tooting and Wandsworth Town centres.
- (c) New presentations on the ten 42" LCD overhead screens on the social history of the Borough, its people, places, diversity and the history of its Black and minority ethnic

²⁰ Lesbian, Gay, Bisexual and Trans History Month

communities. The content for the screen displays is continuing to be developed and will also display local news, information about the Council, new books and reading opportunities.

- (d) Local images on slides will be published online following digitisation in August 2008, with digital copies available for purchase online
- (e) Touring exhibitions will visit each library in turn to highlight a particular part of the area's history such as 'House histories', 'Wartime Voices', and 100 years of local government in Battersea and Wandsworth.

Audience Development

As well as improving access for the wider community with a more general interest in family and local history, the changes in 2007 were introduced to allow time for the Heritage Officers to expand opportunities to introduce new audiences across the Borough to the area's history and its resources. This work will build on recent developments such as the family history workshops held in partnership with the African Caribbean and Asian Community Librarians.

The Heritage Officers will work with the African Caribbean and Asian Community Librarians in 2009/10 to increase use of the Heritage Service by residents from these areas. This will support the work completed in 2007 under the *Moving Here* project in partnership with the London Metropolitan Archive and the Tooting Neighbourhood Centre.

Children and young people

Provision for children is a key priority. Use by young people aged 16-24 was 2% above the London average based on the 2006 Visitor Survey. The Heritage Officers will incorporate initiatives to further increase use of the service by children and young people into the action plan for 2009.

Remote users

Further improvements are required to the Heritage Service's web pages, online databases and links.

All libraries (and residents through the Internet) will have access to answers to 'frequently asked questions' about the area's history and a local history 'tip of the week' published on the web site and emailed to anyone who registers an interest in this service.

Online payments for the purchase of images and research will be progressed as soon as possible following the activation of an e-purse for library transactions through DS's viewpoint web site.

Section 7
Partnership working

Wandsworth Council has long-established effective partnerships and maintains them to achieve its strategic objectives. This includes support for the Local Strategic Partnership (see above page 12), and working effectively with the relevant regional agencies – MLA London and English Heritage (see above pages 18-24).

The Council recognises that it brings added value to work with partners in a co-operative and cohesive manner to achieve the long term objectives identified through consultation. A review of partnerships in 2006 identified around 160 formal and informal partnerships and joint working arrangements throughout the Council. The following table gives examples of partnership working by the Library and Heritage Service.

Partner	Added value
MLA London	Funding and support for archives, heritage, museums and skills for life
London Libraries	London-wide initiatives
Wandsworth's Community and Voluntary Sector	Outreach programme by the Library Service to c30 community groups improves understanding of library and information needs of local Black and minority ethnic communities Support through funding eg Awards for All Support for Black History Month and Asian events
Wandsworth Young Children's Partnership	Joint working on literacy development for under 4s
Wandsworth Lifelong Learning Development Group	Strategic partnership of adult community learning providers
Adult and Community Learning	Service Level Agreement for adult learning in libraries
Town Centre Partnership Boards	Support for local cultural activities
Wandsworth Voluntary Sector Development Agency	Support for engagement with volunteers
Wandsworth Access Association	Advice on changes to buildings and layouts
Wandsworth Interpreting Service	Support and translations on request
Wandsworth Schools	Support for children's information literacy and study skills through libraries; increased use of archives
Wandsworth Learning Resources Service	Learning materials for school children on history and archives
New Wandsworth museum	2009 –service is in development. Partnership to be progressed in 2009
Wandsworth Primary Care Trust	Books on prescription and use of libraries to increase people's well-being

Wandsworth LGBT ²¹ Network	Links to minority community
Wandsworth Older People's Forum and Active Days	Partnership and consultation
Wandsworth Historical Society	Partnership, consultation and research activities
Wandsworth Society and other local societies	Consultation
Wandsworth Friends of parks and commons groups	Partnership and consultation
Queen Mary's Hospital - Roehampton Archive Oral History Project 2008-11	Display of oral history exhibitions following the end of the successful lottery-funded project
Roehampton University	Local history studies
Archives for London	Co-ordinates and focuses the London responses to the TNA self assessment
The National Archives	Assessment of archive services and professional advice
London Metropolitan Archives	Access to archives
Individual local historians	In depth knowledge of particular subjects, localities etc

²¹ Lesbian, Gay, Bisexual and Trans Community Network

Section 8 Resource management

Building resources

The local studies and archives search room is located on the first floor of Battersea Library. The library was purpose built in 1890 and is a red brick building of robust construction, which is dry, wind-proof and well maintained. A ground floor Reference Library was added in 1925, which is now listed (Grade 2).

The following table details the building improvements in the last 14 years. Windows all have secondary glazing, blinds or are blocked off by plywood sheeting in storage areas.

Date	Battersea Library developments
1890	Purpose built as a central library for the borough of Battersea on five floors at 265 Lavender Hill, SW11 (Shaftesbury ward)
1925	Reference Library purpose built as a separate but adjacent building at 121 Altenburg Gardens, SW11
1994	Lending Library refurbished including improved access, new lighting, shelving, public toilet facility (£250,000)
1995	Local History Library (archives room) refurbished with new lighting, furniture and layout
2000	Fire alarm installed £63,000
2001	Asbestos removed from building
2003	Heating system replaced inclusive of air cooling and temperature controls for archive storage £420,000
2004	Hearing loop installed
2003-6	Installation of archive shelving and preservation for building history archives (£29,982 from Heritage Lottery Fund for <i>Building History in Wandsworth - The Bigger Picture</i>)
2007	Resources for Local Studies installed in Reference Library as initial enquiry point for local and family history
	Scheduled improvements
2009	Improve storage of archives in line with recommendations from 2007 Preservation Audit Report
	Adjustable chairs for microfiche readers
	Replacements of study chairs and tables
	Roof renewal and repairs £356,000 (planned start date of May 2009)
	Recommended improvements
	Lift to 1st floor for Local Studies search room
	Integrate the management of all services

Capacity

There are 146 cubic metres of documents and containers of archives, books and other material at Battersea Library stored across 12 rooms and across three floors of the Victorian building. In July 2008, there were 19.4 cubic metres of vacant storage, or around 11% of capacity, although not all areas have air cooling to maintain the quality of the collections.

Security

The entrance door to the search room is locked with a key, and other rooms and corridors are locked by either key pad or key locks. The level of security is appropriate to the level of risk.

The building has an intruder alarm which is monitored by Parks Police. There is currently no CCTV. The search room has a panic alarm which rings on the ground floor

Cleaning is provided by the contract which covers the whole Battersea Library building. The Preservation Audit Report in 2007 found the main reading room to be "clean and relatively free from dust", and storage areas to be "fairly clean".

The Heritage Officer is responsible for ensuring storage areas are cleaned regularly to the required standard to ensure storage areas are cleaned regularly including the dusting of boxes and shelves (as required to achieve the highest marks to this question in TNA's self assessment).

Risk assessment:

A risk assessment has been completed on the nature of risks facing archives as identified in the TNA Self Assessment, with the overall risk level detailed in the table below.

Nature of risk	Severity of risk	Likelihood of risk	Overall risk level
(a) Fire and arson	5	1 (controls in place to prevent)	5
(b) River or sea flooding	4	1 (Thames barrier)	4
(c) Vandalism and crime	2	1 (intruder alarm)	2
(d) Subsidence	2	1 (no evidence after 100 years)	2
(e) Explosion or terrorist attack	3	1	3
(f) Wind and storm damage	2	1 (building is well maintained)	2

Safety checks

An annual safety audit and risk assessment is completed, which is supported by quarterly health and safety checks completed by an officer from a different building.

The Health and Safety Code of Practice for the Library and Heritage Service requires building managers, including the Battersea Branch Librarian, to test emergency procedures regularly (fire alarms tested weekly, emergency evacuation tested quarterly).

Financial resources

The Council operates an incremental approach to its revenue budgets so that last year's budget forms the basis for the following three years, adjusted by changes for inflation. Budget reviews are completed annually and any changes are expressed in terms of the net change to the current budget. These changes require Executive approval for a "budget variation" following a review by and recommendation from the Overview and Scrutiny Committee.

Net expenditure is planned from the start of the year to be contained within the revenue budget provision and is monitored monthly by the budget holder (Heritage Officer) and the budget supervisor (Head of Library and Heritage Service). Budget holders are

expected to finance additional spending requirements from savings made elsewhere within their budget provision and to eliminate any overspendings or shortfall in income generation.

A separate budget has been identified for expenditure related to local studies and archives, and includes employee costs, supplies and services, payments to contractors, and departmental support. It excludes premises costs as these are met by the budget provided for the whole of Battersea Library.

The budget figures for the last three years and 2008/09 are shown in the table in Appendix 5, with further details in the notes (numbers 6-10). The income is generated by sales of local history items and by charges.

The charges for 2008 were reviewed and considered by the Environment and Leisure Overview and Scrutiny Committee at its meeting on 28th October 2008.

Research service

A paid research service, to manage remote requests for detailed enquiries, was established for the Local History Service in 1996/97 with an initial income target of £3,000 per annum, which has never been achieved. The intention was for an external researcher to handle detailed enquiries but, as the total income in 2006/07 was only £288, a review of this service was completed during 2007/08.

The review concluded that the model established in 1996 was ineffective and fundamentally flawed because:

1. it relied on amateur local historians to complete the research, which the Council was then not in a position to verify, accredit or retain for future enquiries
2. there was no control over the amount of time taken to complete the research
3. researchers often used the time of contracted staff to assist with enquiries and identify relevant archives
4. the level of income was far less than originally anticipated

It will therefore be recommended to the Council's Executive in November 2008 that the charges for the research service should be withdrawn. Future enquirers will be encouraged to visit Battersea Library to complete research themselves, while remote enquirers will be directed to professional family and local history research services such as the list of independent researchers on the web site of The National Archives (www.nationalarchives.gov.uk/irlist).

Section 9 **Staff and volunteer management**

Performance management

Officers employed by Wandsworth Council work within a comprehensive system of performance management, which is firmly embedded in the Council's culture, and covers performance monitoring against long and medium term objectives, key issues, capital/revenue projects, policy decisions, action/improvement plans, quality/outcome/productivity measures and budgets. A high proportion of staff are also on performance related pay (PRP), related to the key issues for top managers. All staff graded scale 3 and above working for the Library and Heritage Service are eligible for PRP.

The Leisure and Amenity Services department is accredited as an Investor in People – due for renewal in 2009.

Management of volunteers

A mix of recruitment methods will be used to ensure a diversity of volunteers in line with the community's profile. All volunteers will be interviewed and supported in line with the Wandsworth Library and Heritage Service's Citizen Engagement Policy/Volunteer Policy which has been in place since 2003. All adult volunteers receive a Criminal Records Bureau check. Each volunteer receives a Volunteer Task Outline, induction and regular meetings/ training from their supervisor, a certificate of attendance and a reference for future employment.

Wandsworth Council holds an annual volunteer recruitment fair and awards ceremony.

Wandsworth Council - Policies and Codes of Practice

Wandsworth Council has a wide range of written policies, procedures and codes of practice to support the work of its officers. These include, but are not limited to, the following examples, and copies can be supplied to the Big Lottery Fund on request.

- Safeguarding children and vulnerable adults policies
- Code of Practice for the procurement of works, supplies and services
- Financial regulations
- Budget and Policy Framework Procedures and Rules
- Code of Practice for publicity

- Corporate Equality Plan
- Rights of access to information
- Code of Corporate Governance
- Suggestions and Complaints procedures

Employment

- Assault, Threats or Verbal Abuse (revised 2007)
- Code of conduct for employees (Revised June 2007)
- Code of practice for probationary period assessment
- Code of Practice on Staff Sickness

- Employees' Disciplinary code
- Employees' pay and benefits
- Equal Opportunities in Employment Policy
- Grievance procedures
- Guidance notes for performance related pay, appraisal interviews and processes, target setting
- Guide to flexible working arrangements at Wandsworth (Revised May 2007)
- Harassment at Work: Policy and Procedure (Issued October 2006)
- In-service training and development
- Policy and Procedure for Employees on Gifts, Hospitality and Other Benefits
- Provisions for employees with caring responsibilities (Revised June 2007)
- Recruitment and selection (revised July 2007)
- Redundancy and redeployment agreement
- Stress Policy (2007)
- Unsatisfactory performance
- Whistleblowing policy and procedure (Revised June 2007)

Heritage staff

Wandsworth Council approved the appointment of 2 FTE (72 hours) qualified staff designated as Heritage and Assistant Heritage Officers from 1st October 2007. This represented a 2.8% increase in staff resources dedicated to local studies and archives, and followed a 33% increase in 2000/01.

The line manager for the Heritage Officer is the Library Strategy and Performance Manager who reports to the Head of Library and Heritage Service .

Following clear direction from the Council to raise awareness of the borough's history and to engage those who currently benefit least from the use of archives, the Library and Heritage Service is working towards the achievement of closer integration of all the services at Battersea Library, including the Reference Library, to encourage more flexible working and more support for local studies and archives. It is planned to submit proposals on how to achieve this to the January 2009 meeting of the Environment and Leisure Overview and Scrutiny Committee.

Volunteers

Wandsworth Library and Heritage Service has a Volunteer Policy to ensure that volunteers are treated fairly. All volunteers are required to complete an application form, attend a short interview and to provide two referees. If successful, a Criminal Record Bureau check is normally completed. New volunteers were recruited to work with archives and in the search room from the Wandsworth Volunteer Fair in February 2008.

Section 10 **Customer service and visitor survey**

Customer service standards

Customer standards are set in line with the Council's quality initiative, 'Delivering Excellence', which was launched in October 2003, continuing a well established approach to the provision of quality services to customers.

'Delivering Excellence' covers all aspects of service planning and delivery, including surveys to find out

- customer views of services;
- a full procedure for responding to complaints;
- annual improvement plans;
- training aimed at developing basic customer care skills for all staff.

'Delivering Excellence' aims to build on the strengths of the Council's staff and managers and implement quality improvements. It is about:

- a friendly and caring approach to customers
- clear information on services and what the customer can expect from us in terms of standards
- services which are geared in general to what the customer wants - within the framework of government and Council policy,
- clear, efficient and speedy communications with the customer, whether in person, by letter, phone, or by e-mail,
- good access to staff and information
- building the Council's reputation for reliability - by consistently meeting standards.

The 'Delivering Excellence' quality initiative is supported by quality guides on providing customer care, handling complaints, effective telephone behaviour, and working with words, including a guide on the use of email. These guides quote the Corporate standards for personal visitors, responding to letters and emails, telephone answering and complaints, which all staff should aim to achieve.

Promotional literature and complaints procedures are written in plain English, and include a translation panel referring people to the Wandsworth Interpreting Service if they need help with understanding the leaflet. This is in line with Council policy that general leaflets are not translated in full but that assistance and support is given as required.

Service standards

Customers must receive a response or an acknowledgement to emails within 2 working days and to letters within 5 working days

Letters: respond fully within 5 days - or send an acknowledgement which is received within 5 working days if not able to make a full response

Emails: send an acknowledgement within 2 working days if not able to make a full response within 2 days

Letters and emails – send a full response within 10 working days.

Telephone calls – answer within 15 seconds or 5 rings.

Complaints or suggestions

The Council has a formal Suggestions and Complaints procedure, while the Library and Heritage Service provides talkback forms at every service point.

Staff working in local studies and archives refer all feedback, complaints and suggestions to the Library and Heritage Service's admin section. The performance target, which is monitored, is for correspondents to receive an acknowledgement letter within 5 working days if the complaint cannot be answered immediately. Final responses are sent so that the correspondent receives a response within 10 working days.

A quarterly summary of responses to complaints about the Library and Heritage Service will be displayed in the search room.

Survey of Visitors

The table below gives the findings from the 2006 and 2007 Survey of Visitors to UK Archives²². 30 visitors completed the survey in November 2007, which means that the results may be illustrative rather than statistically valid, and reflect the transitional period when both heritage officer posts were vacant.

Search room visitors	Wandsworth		London average
	2006	2007	2006
Female	67%	50%	53%
Aged 15-24	7%	11%	5%
Aged 25-44	18%	25%	17.5%
Aged 45-64	43%	39%	46%
Aged 65-74	32%	21%	24%
Aged 75 or over	0	4%	7%
With a mobility disability	5%	3%	5%
Ethnicity: White	89%	89%	95%
Ethnicity: Mixed	2.2%	0%	2%
Ethnicity: Asian	2.2%	4%	0.6%
Ethnicity: Black	4.3%	4%	1%
Ethnicity: Other	2.2%	4%	1%
First visit	58%	60%	15%
Researching family history	54%	60%	73%

²² Public Services Quality Group of the National Council on Archives

Search room visitors	Wandsworth		London average
	2006	2007	2006
Reasons for using the service:			
Personal leisure	60%	37%	64%
Non leisure personal	16%	23%	9%
Formal education	13%	20%	16%
Work/employment	11%	20%	11%

Based on the survey's responses in 2006 (details not available for 2007), 50% of visitors live within 6 miles of Battersea Library, which leaves at least 50% of visitors coming from outside the borough. The average distance travelled by visitors was 17 miles which is significantly higher than that travelled by visitors to many other local authority archives in London eg the average distance travelled to visit Kingston's archives is 2 miles and to Sutton's is 4.6 miles. This suggests that the Heritage Service was used by small numbers of local residents in 2006.

Based on these findings, it can be estimated that, of the 1,600 visits in person in 2006/7, 58% or 900 were making their first visit and of these perhaps 450 lived in Wandsworth, an average of 9 new customers per week. Around 700 repeat visits were also made, which might represent 350 individuals and of these perhaps 175 lived in the borough. This means that the service at most reached around 625 residents or 0.2% of the borough.

Despite travelling further, 71% (58% in 2007) of visitors stayed for less than two hours at Battersea. The average length of a visit to a London archive, including regional and national centres, was around four hours, but visitors in general tended to visit local authority archives for shorter periods eg 82% stayed for less than two hours at Sutton, 79% at Kingston, 88% at Ealing, 87% at Bexley.

Although around 11% of visitors were people from Black and minority ethnic communities in Wandsworth compared to the London average of 5%, this was around 20% less diverse than the borough's profile and the figure of 89% describing themselves as White is significantly different from the 63% at the Reference Library and the 68% of respondents to the library survey at Battersea who described themselves as White.

Survey respondents assessed what they thought of the "staff, facilities and services at this archive" at the time of their visit in 2006 and 2007. The staff received 100% ratings in both years for helpfulness and friendliness while the changes to the service led to lower satisfaction with opening hours in 2007. However, satisfaction with visitor facilities and physical access was also significantly lower in 2007 despite the fact that no adverse changes had been made since the 2006 survey.

	Wandsworth		London average
	2006	2007	2006
Visitors who rated as very good/good:			
Helpfulness and friendliness of staff	100%	100%	93%
Microform viewing facilities	84%	100%	85%
Copy services	93%	100%	76%
Quality and appropriateness of staff advice	100%	97%	95%
Document delivery	97%	96%	94%
IT facilities	85%	94%	82%

	Wandsworth		London average
	2006	2007	2006
Visitors who rated as very good/good:			
Archive service - overall	100%	93%	93%
Lists, indexes, leaflets, reference books	97%	90%	90%
Advance information	97%	82%	88%
Web site	56%	82%	86%
Visitor facilities	88%	63%	88%
Physical access	85%	57%	94%
Opening hours	76%	57%	88%

Respondents were asked about improvements to the service and, while 64% wanted the opening hours to change (survey completed when access was by appointment only), 24% thought no change was necessary and only one person (4%) thought physical access should be improved even though 9 people had rated access as adequate or poor.

Most important areas for improvements to this archive responses	Wandsworth	
	2006	2007
Opening hours	22%	64%
No change necessary	43%	24%
Advance information	0	20%
Web site	11%	16%
Visitor facilities	8%	12%
Catalogues & guides (including online guides)	3%	12%
Physical access	13%	4%
Unspecified other improvements	13%	0
Copy services	5%	0
IT facilities	5%	0
Microform viewing facilities (replacement reader purchased in 2007)	5%	0
Document delivery	3%	0
Helpfulness of staff	3%	0
Quality of advice provided by staff	0	0

Section 11 **Access to archives and local studies**

Location

Wandsworth Council's Library and Heritage Service includes:

- a Reference Library which provides a local studies and family history initial enquiry service on the ground floor – open Monday-Sunday for 72 hours a week at 121 Altenburg Gardens, SW11 1JQ (see more details below)
- a local studies and archives service in a supervised search room on the first floor which is secure and safe - open for 13.5 hours a week, of which 18% are outside normal office hours, at Battersea Library, 265 Lavender Hill, SW11 1JB (arrangements will be made on request to ensure people with mobility difficulties can have access to specific archives on the ground floor). The search room has:
 - adequate space for consulting documents
 - adequate dedicated space for consulting maps and outsized documents
 - 4 good quality microfilm and microfiche readers (new reader printer purchased in 2006/07)
 - handling equipment to meet conservation requirements
 - 2 public access computers with access to the Internet and printing facilities, including facilities for people with disabilities eg Supernova, large print keyboard, trackball mouse
 - portable equipment to allow listening to sound recordings
 - equipment to assist people with disabilities to use archives
 - A3 scanner
 - Photocopier – located behind the enquiry desk

Opening hours for the local archives and history search room

Tuesday	2pm – 7.30pm
Friday	10am – 5pm
Saturday	10am – 2pm

For specific items, not available in the search room, it is advisable to give advance notice at least 24 hours before visiting to enable archives related to research topics to be collected from storage areas ready for your visit

- 5 town centre libraries in Balham, Battersea, Putney, Tooting and Wandsworth (opening late summer 2009) open for 50-56 hours a week with:
 - permanent display cases containing historical objects from the museum collections at Balham and Putney Libraries
 - permanent heritage displays with information about the area's history
 - circulating displays with information about historical topics related to Wandsworth

- large overhead screens including digitised images from photographs and illustrations to raise awareness of Wandsworth's history and development
- 5 local libraries - Battersea Park, Earlsfield, Northcote, Southfields, Roehampton and York Gardens - open for 45-47 hours a week with
 - permanent heritage displays with information about the area's history at Battersea Park, Earlsfield, Roehampton and Southfields libraries with Northcote and York Gardens libraries to follow later in 2009
 - circulating displays with information about historical topics related to Wandsworth
 - large overhead screens including digitised images from photographs and illustrations to raise awareness of Wandsworth's history and development

The **Reference Library** on the ground floor of Battersea Library has:

- 10 public access computers for access to the Internet and printing facilities which can be booked on site or remotely for sessions of 1.5 hours
- 2 public access computers dedicated for use by family and local history researchers offering easy access to web sites eg
 - *Access to Archives* (A2A) database which contains lists describing archives held locally (www.a2a.org.uk)
 - *Ancestry* (www.ancestrylibrary.com) to support family history research
 - FreeBMD, which is an ongoing project to transcribe the Civil Registration index of births, marriages and deaths for England and Wales, and to provide free Internet access to the transcribed records. It is a part of the FreeUKGEN family, which also includes *FreeCEN* (Census data) and *FreeREG* (Parish Registers).
 - General Register Office (see www.gro.gov.uk)
 - Family Search, described as the largest collection of free family history, family tree and genealogy records in the world www.familysearch.org
 - The National Archives at www.nationalarchives.gov.uk
- 1 public access computer with facilities for people with disabilities eg Supernova, large print keyboard, trackball mouse
- 1 microfilm reader printer
- Books to support the provision of a family and local history enquiry service²³.

This provision allows initial local and family history enquiries in person and by telephone to be answered during the Reference Library's normal opening times of 72 hours over seven days a week, which increases access by more than 100% from the previous arrangements. Reference Library staff have received training to support their local history knowledge and understanding.

²³ approved by the Council's Executive in February 2007 in Paper No. 07-168

The Adult Lending Library and African Caribbean Community Library on the ground floor of Battersea Library also have:

- 10 public access computers with access to the Internet, online databases including Ancestry, and printing facilities, which can be booked on site or remotely for sessions of 1.5 hours
- 1 public access computer with facilities for people with disabilities eg Supernova, large print keyboard, trackball mouse

Collection management

CALM for Archives

Adlib software for archive collection management was used from 2000 for accession and catalogue records, and these records were transferred (March 2009) to *DS CALM for Archives*, a modular system designed to provide a full range of collection management functions including

- Accessions
- Depositors
- Catalogue
- Authority files
- Conservation
- Enquiries
- Loans
- Management information
- Image management
- Transfer of catalogue records to national databases eg A2A

One of the urgent priorities will be to achieve the accurate cataloguing, listing and indexing of the archives onto the CALM database, which will be made searchable through the Internet to widen access to the collection for users and potential users. This work will potentially raise awareness of the range of archival material, create a better informed demand and help to answer enquiries.

DDiscovery Lite

The DDiscovery Lite software will facilitate online searches and raise awareness of available resources. The software will be hosted by DS (now Axiell) (the current provider of the Library Service's management computer software) and is a web system which allows users to cross-search heritage databases at the same time and display the results in a similar format. It meets XHTML and Web Accessibility requirements (level AA) and GIF requirements in the use of interoperability standards including Z39.50, MARC and XML.

Collections policy

The Archives Collection Policy and the Appraisal Policy cover the acquisition, accessions, documentation and appraisal (retention and de-accessioning) of archives. These policies outline the approach taken by the Library and Heritage Service towards the archives in its care, including the professional standards that the service applies.

Archive catalogues online through Access to Archives (A2A).

A2A is the English strand of the UK archives network. The database at www.a2a.org.uk contains descriptions of archives held across England in national, local and specialist repositories and dating from the 700s to the present day. The database includes a list of archives related to Wandsworth (see Appendix 4). A2A is no longer being updated, instead archives are encouraged to send updated links for catalogues to the national Register of Archives (NRA).

Collecting for tomorrow

The collection is relatively rich in archival, postcard and photographic records about the history of Wandsworth. The Heritage Officers will augment this by actively collecting material that reflects life in the borough today to ensure that the history and heritage of the borough is accessible to current and future users. Plans will be featured in the Collection Development Policy.

Documentation

The purpose of documentation is to show how records were created and used, whether they were produced by a person, local authority, estate, business or organisation. This means organising a catalogue entry to show the structure of the body that created the material.

The documentation process includes the maintenance of an acquisition and accession register, sorting and labelling individual items, cataloguing and indexing in accordance with archive standards, keeping records of location and conservation treatment and sending information to the National Register of Archives.

Wandsworth's archives are catalogued to the *General International Standard of Archival Description* (ISAD(G) International Council on Archives, 1994).

A review will be completed in 2009 to determine to what extent the collections have been catalogued to archive standards. All cataloguing completed on Adlib and DS Calm achieve the mandatory elements of ISAD(G).

Finding aids

Manual finding aids to the archive collections (printed and handwritten lists and card indexes) are available to the public in the search room, and list single items of ephemera, journal articles and research files.

Newspaper Index: local newspapers have been indexed using a computer since 2000.

Digitised newspapers

Wandsworth's standing order with the British Library was revised in 2007/08 to focus on the purchase of the *Wandsworth Borough News* and *South London Press* on microfilm, at £746 p.a.

NEWSPLAN is a co-operative programme between public libraries, the British Library, national libraries of Scotland, Wales and Ireland and the newspaper industry for the

microfilming and preservation of local newspapers and for making them accessible to users²⁴

The NEWSPLAN 2000 Project, supported by the Heritage Lottery Fund and the UK Regional Newspaper Industry, preserved unique and fragile collections of local newspapers held in libraries throughout the United Kingdom, from June 2000 to June 2005. 1,325 newspaper titles were preserved onto 30,476 reels of archival-quality microfilm. These were distributed free of charge to public libraries and archives across the UK along with 309 microfilm readers and 156 reader-printers.

Wandsworth received one microfilm reader and one reader-printer free of charge, while 2 microfilm reels were produced of the *Advertiser and Social News* 1901-1902, and one reel of the *Battersea Vanguard* 1907-8.

Much of the microfilming carried out under NEWSPLAN has been done at the British Library Newspaper Library. It is estimated that since the late 1980s over 14,000 reels of microfilm, each corresponding to a bound volume of historic local newspapers, have been filmed by the Newspaper Library on behalf of NEWSPLAN participants, as well as a similar amount of current local newspapers filmed on a standing order basis.

The Council supports the NEWSPLAN Committee for London and the South East, which continues to progress the national NEWSPLAN 2000 Project, by maintaining a website and publishing a database of titles, which provides access to the full, bibliographical records and locations of local newspaper titles, dating from 1717 onwards. The website continues to receive "significant newspaper enquiry use". The Council contributed £250 in 2007/08 towards the costs of the website.

The London Committee has supported a bid to the Heritage Lottery Fund led by the London Metropolitan Archives, with Archives for London, and British Library Newspapers, for an Olympic Games digitisation and website project to create an education resources with archival records and digitised material relating to 2012 and previous Olympic Games. Authorities were asked to agree to make a potential commitment to the match funding for the HLF bid which would not exceed £100 (made in June 2007).

Digitisation

Digitisation of photographs and negatives allows improved access to the Library and Heritage Service's collections while reducing handling of fragile originals. Images are published online, enabling remote access to collections.

Images of Wandsworth are available online on the Moving Here, Thames Pilot, and London Parks project websites, as well as the Council's web site.

170 maps have been digitised to show the impact of World War 2 bombing raids on Wandsworth. A further 400-500 maps require copying and conserving.

²⁴ see <http://gopher.bl.uk/collections/nplan.html>

A catalogue of *Local History Slides* was produced in 1972 with 2,300 entries. These slides are in the process of being digitised and will be published on the web site once the work of adding information has been completed.

Access Policy

The *Access and Security Policy*²⁵ details the arrangements for customer/user services in line with the draft *Standard for Access to Archives, developed by the Public Service Quality Group of the National Council for Archives* and published by TNA. New users are identified and provided with information and assistance to understand the search room's procedures and their responsibilities, and to help their research. Staff assist people to use the finding aids and to access the collections, advising on appropriate use of archives.

²⁵ supporting information available on request

Section 12 **Performance management and assessment**

Performance management framework

Officers employed by Wandsworth Council work within a comprehensive system of performance management, which is firmly embedded in the Council's culture, and covers performance monitoring against long and medium term objectives, key issues, capital/revenue projects, policy decisions, action/improvement plans, quality/outcome/productivity measures and budgets. The Heritage Officers are eligible for performance related pay (PRP), related to the key issues.

Managers use performance indicators to measure operational performance and identify problems early for remedial action. Plans have quarterly updates on progress using key ('top line') indicators. A book of local and national performance indicators and targets is published each year and widely distributed throughout the Council. All 'top line' performance indicators are reported quarterly to Cabinet Members, Directors, and Overview and Scrutiny Committees (3 times a year) in Progress Reports. Each Cabinet Member takes a leading role, with more detailed monitoring arrangements, usually monthly. Directors monitor financial performance weekly, and monthly at the Directors' Board.

The annual report for the Library and Heritage Service demonstrates how corporate priorities have determined the aims and objectives for the service (see above), which are then translated into programmes and initiatives linked to performance targets and SMART action plans.

The Leisure and Amenity Services department, which includes the Library and Heritage Service held Charter Marks for service excellence from 1992 until 2007 when the Council decided to change to a different scheme for accreditation (in progress in 2009).

The Leisure and Amenity Services department is accredited as an Investor in People – due for renewal in 2009.

Performance indicators

The table in Appendix 5 details the performance indicators which cover the information required for reporting to The National Archives for the annual self assessment (see below).

Service accreditation and self assessment

The Library and Heritage Service took part in TNA's 2007 self assessment exercise for local authority archive services (see pages 19-20). The returns were based on activities during 2006/07 and were scored by TNA and reviewed and moderated by a Self Assessment Panel. The table below shows the ratings in five areas and the overall score awarded in 2007. It should be noted that the self assessment covers large archive services as well as very small local authority services and therefore there are several areas for assessment beyond the capacity of Wandsworth's service.

Area	Performance band (0-3) in 2007	Wandsworth score	% distance to achieve 2 stars	London average
Governance	One star	55.5%	-	60.0%
Documentation and collections	One star	40.0%	5%	49.0%
Access and outreach services	No star	34.0%	11%	51.5%
Preservation and conservation	One star	43.0%	2%	50.0%
Buildings, security and environment	One star	52.5%	-	56.5%
Overall score	No star	44.0%	1%	53.5%

The performance bands for the overall score take into account the ranking position of the overall score and the consistency of performance on the five sections. Services must score at least 35% on all areas to achieve one-star performance, and at least 45% on all areas to achieve two-star rating and 55% to achieve three-star.

Despite the overall score being close to the two star score rating, the award of 'no star' was given because the score for 'access and outreach services' was 1% below the minimum required to achieve an overall one star assessment.

To ensure continuous service improvement, the Council therefore aims to achieve a rating of two stars for the assessment of the service in 2007/08 and three stars for the assessment of 2008/09 to be held in the summer of 2009. It is unlikely that the current accommodation at Battersea Library will enable progression to the highest marks.

An appeal was made against the 2007 assessment given that a 'one star' rating was missed by 1% related to access and outreach services but the appeal was not upheld. Feedback included that the panel felt that the evidence was not in place to demonstrate speedy production times, even though this was "probably the reality".

The table below details Wandsworth's score in 2007 against the maximum possible score. Particular areas are highlighted to indicate those where it was possible to make changes for 2008 to satisfy the assessment and without significant additional expenditure.

The 2008 assessment had 110 questions, many with multi-parts, and some areas have changed compared to 2007 so the following table should be seen as indicative of the areas where work is required rather than the final scores.

Scores from self assessment		2007	2008
	Maximum	actual	target
Governance			
Reporting line of archivist	3	1	1
Freedom of archivist to manage service	3	3	3
Trend of staff numbers	5	1	1
Total staff per population	10	1	1
Budget provision	11	New	9
Investors in People	3	3	3
Staff training	8	6	6
Responsibilities for archives	12	New	8
Achievement of targets in previous year	10	2	4
Published business plan for 08/09	5	New	3
Standard for Record Repositories	10	5	5
Policies	20	13	8 (changed approach)
Implementation of policies	6	2	4
Documentation of collections			
Active liaison with major depositors	8	1	2
Documentation of ownership	3	1	2
Capture of information at accessioning	5	2	3
Publication of accessions information	2	0	1
Percentage of holdings unlisted	6	0	0
Cataloguing backlogs growing or shrinking	3	0	0
Constraints on acquisition activity	5	0	1
Prioritisation of cataloguing	5	2	2
Coverage of indexes	15	3	3
Copies of catalogues supplied to NRA	3	0	1
Access			
Identification of staff and managers	5/1	3	1 (changed approach)
Opening hours: duration	10	6	4
Opening outside search room hours	10	4	4
Duties of users made clear	3	1	3
Promotional literature	3	1	2
Distribution of promotional literature	3	0	1
Published service targets	6	3	5
Number of children in school groups	5	2	0
Production times (target time for delivery of records)	6	1	6 (changed approach)
Copying service response times	13	3	10
Enquiry service response times	13	3	11
User satisfaction	7	6	4
Preservation and impact			
Suitable shelving and support	6	1	2
Adequacy of cleaning arrangements	4	2	4
Pest and fungal control	6	2	6
Access to conservation facilities	5	1	1
Recording of conservation undertaken	4	0	1
Use of microforms	5	2	3

Scores from self assessment		2007	2008
	Maximum	actual	target
Storage of digitised images	5	2	2
Preparation for digital future	10	5	6
Buildings, storage and environment			
Risk assessment	12		6
Exposure of location to hazards	12	6	6
Extent of vandalism	5	3	5
Exposure to fire hazards	10	6	6
Exposure to water hazards – requires sensors	9	0	0
Exposure to security hazards – requires CCTV	10	4	4
Searchroom security measures	10	6	6
Environmental monitoring	4	0	1
Environmental conditions: temperature	5	1.5	2
Environmental conditions: humidity control	5	1.5	2
Environmental conditions: humidity variation	5	1.5	2
Environmental conditions: for special media	3	0	1
Accrual space	10	2	2
Adequacy of staff accommodation – requires showers, document reception/treatment area	4	3	3
Access to public transport	12	12	12

Some of the above actual scores are due to the circumstances when the assessment was completed in the summer of 2007. The Local History Archivist's post had been vacant since November 2006, pending a service reorganisation and the remaining staff were subject to the Council's redeployment and redundancy procedures. An external archives consultant was employed to complete the questionnaire. Some improvements have been implemented while remaining actions are detailed in the attached action plan.

Marketing.

Publicity to encourage use of archives and material related to local studies and family history is being reviewed and will be finalised by the new heritage officers in 2009.

Printed leaflets are distributed through Wandsworth's eleven libraries and used in outreach visits.

The Council's magazine, *Brightside*, which is delivered to every household in the borough, will support consultation on this strategy and continue to advertise the work of the Library and Heritage Service.

Information about the Library and Heritage Service is included in the *Welcome to Wandsworth* pack distributed to new residents and on the Council website.

Publishing

Books related to Wandsworth's history were previously published by the Library and Heritage Service. However, it was agreed to cease this activity due to the fact that income from sales could not offset total expenditure in the first financial year, and was unlikely to ever cover the full costs inclusive of staff time.

Green Plaques

Green Plaques are a new initiative which started in 2007/08 - see above (page xx). Heritage Officers will contribute research and arrange displays of relevant material in the local library to coincide with the 'plaque' ceremony.

Marketing developments for 2009

The Heritage Officers will plan workshops and activities related to national and local initiatives to encourage more people to access all parts of the service. These include:

2009	Initiative
January	
February	LGBT History Month
March	World Book Day
April	
May	Wandsworth Arts Festival 9-25 May Adult Learners Week 17-23 May Silver Surfers Day 23 May
June	Wandsworth Heritage Festival
July	
August	Summer Reading Challenge

Learning

A priority for 2009 is to establish and deliver a series of workshops using archives aimed at Key Stages 2 and 3. Each workshop will be supported by information which sets out the aims and expected outcomes.

The Council has recently adopted an Older People's Strategy which includes an emphasis on the active engagement of older people in opportunities for learning such as through introductory sessions to family and local history, and opportunities to collect people's reminiscences and oral history.

The Library and Heritage Service will work through the African Caribbean and Asian Community Librarians, the Home Delivery Library Service, Adult and Community Learning, and potentially the new Wandsworth museum, to provide opportunities for people aged 60+ to encourage them to visit the search room at Battersea and use archives.

Storage, conservation and preservation

A Preservation Audit Report on the Archive, Library and Photographic Collections detailed the storage arrangements for the collections and was based on two visits completed 9 February 2007, funded by MLA London. The Report included a detailed action plan for improvements. The priority recommendations have been achieved although both Heritage Officer posts were vacant October-November 2007 and May-autumn 2008.

Appendix 1

Listed buildings in Wandsworth²⁶

GRADE I ratings are for buildings of exceptional interest in Wandsworth:-

1. Church of St. Mary, Battersea Church Road, SW11.
2. Mount Clare, Minstead Gardens, SW15.
3. Granada Cinema (Gala Bingo), Mitcham Lane, SW17
4. Parkstead (Manresa) House, Roehampton Lane, SW15.
5. Roehampton House, Roehampton Lane, SW15.

GRADE II* ratings are for particularly important buildings of more than special interest:-

- (1) Albert Bridge, Albert Bridge Road, SW11.
- (2) Church of St. Paul, Augustus Road, SW19.
- (3) War Memorial, Battersea Park, SW11.
- (4) Church of St. Mark, Battersea Rise, SW11.
- (5-10) Nos. 1-6 Church Row, SW18.
- (11) Battersea Power Station, Cringle Street, SW8.
- (12) The Bull, at foot of Downshire Field, Alton Estate, SW15.
- (13) Wandsworth House, 170 (formerly 174-6) East Hill, SW18.
- (14) Binley House, Highcliffe Drive, SW15
- (15) Charcot House, Highcliffe Drive, SW15.
- (16) Denmead House, Highcliffe Drive, SW15.
- (17) Dunbridge House, Highcliffe Drive, SW15.
- (18) Winchfield House, Highcliffe Drive, SW15.
- (19) Church of the Ascension, Lavender Hill, SW11.
- (20) Battersea Community Arts Centre, Lavender Hill, SW11.
- (21) Church of All Saints, Lower Common, SW15.
- (22) Temple in grounds of Mount Clare, Minstead Gardens, SW15.
- (23) No. 8 (Dixcote), North Drive, SW16.
- (24) Holy Trinity Church, Ponsonby Road, SW15.
- (25) Church of St. Mary the Virgin, Putney High Street, SW15.
- (26) No.9 Putney Hill, SW15.
- (27) No.11 Putney Hill, SW15.
- (28) St Luke's Church, Ramsden Road, SW11.
- (29) Downshire House, Roehampton Lane, SW15.
- (30) Grove House (Froebel Institute), University of Surrey, Roehampton Lane, SW15.
- (31) Church of St. Anne, St. Ann's Hill, SW18.
- (32) Granada Cinema (Gala Bingo), 58 St. John's Hill, SW11
- (33) Royal Victoria Patriotic Building, Trinity Road, SW11
- (34) Table tomb, entrance to the Old Burial Ground, Upper Richmond Road, SW15.
- (35) No. 30 (Old Battersea House), Vicarage Crescent, SW11.
- (36) No. 44 (Devonshire House), Vicarage Crescent, SW11.
- (37) Church of All Saints, Wandsworth High Street, SW18.
- (38) Ram (Young's Brewery Complex), Wandsworth High Street, SW18

²⁶ This list was revised January 2008 to include all additions, deletions and regradings since the last major re-survey by the then Department of the Environment in April 1983.

Appendix 2

Local history context for listed buildings

Balham and Tooting

Balham and Tooting developed as settlements along the old coach route out of London to the south and west. Development only really burgeoned following the opening of railways in 1863. Balham's parish church, **St. Mary's**, was built in 1808 whilst Tooting's **St. Nicholas** was re-built in 1833 replacing an earlier building that incorporated a Saxon tower. F W Hunt designed **St. Luke's Church** in Ramsden Road built in 1889. **Nos.68-72 Upper Tooting Road** are rare examples of early Georgian development, some of the earliest domestic buildings in the Borough. **Nos. 69-79** and **81-95 Nightingale Lane** are two groups of late 19th century buildings, the former in an exuberant Arts and Craft Style richly decorated in terracotta, the latter a classically inspired group of shop-houses. **Clapham South, Balham, Tooting Bec** and **Tooting Broadway** underground stations, all by Charles Holden, were opened following the extension of the Northern Underground Line in 1926.

Battersea

Battersea district grew from a few hamlets such as Battersea village and settlements along former coach routes. A church at Battersea was referred to in a papal bull in 1157. This church was replaced in 1775 by a new one, incorporating a stained glass window from 1630. Now listed grade I the **Church of St. Mary** forms the focus of the surviving remnants of Battersea Village set around Battersea Square. The bridge of 1772 was replaced by the current **Battersea Bridge** dating from 1890. The nearby **Albert Bridge** by R M. Ordish was opened in 1873. It was the development of the railways after 1840 that transformed the area with the population increasing from 6,600 in 1841 to 169,000 by 1901. **Battersea Power Station** by Sir Giles Gilbert Scott was built in 1932 to supply electricity to London.

Clapham Junction

As the railway companies built their network of lines through the 1840's, 50's and 60's, Clapham Junction became and remains the busiest railway interchange in the country. The **Station Master's House** of around 1840 and **Battersea Park Railway Station** of 1865 were joined by a variety of buildings to serve residents: from the former Battersea Town Hall now **Battersea Arts Centre** (grade II*) of 1892 by E W Mountford and **Battersea Reference Library** by T W A Hayward built in an Arts and Craft Style in 1924; from the Grand Theatre, 1900 by E A Woodrow, to the former Gala Bingo Hall (grade II*) built as the Granada Cinema in 1937; from the Falcon Hotel, a late 19th century public house to Arding & Hobbs Store of 1912 (now Debenhams).

Putney

Putney developed as a crossing point on the river Thames, the bridge of 1729 replacing a ferry, and this was part of an old coaching route frequently used by the Royal Family on their travels to the west of England. The current **Putney Bridge** of 1884 by Sir Joseph Bazalgette, widened in 1933 is well-known for its boat race associations. **St.**

Mary's Church, (grade II*) was re-built in 1836 by Edward Lapidge, although it retains its medieval tower and chapel. Putney expanded rapidly after the opening of the railway to Richmond in 1846 and the underground in 1887 - the **White Lion** public house bears this date. **Nos. 23 and 25 Oakhill Road** were built in the late 19th century in an Arts and Craft Style, by the architect William Young.

Roehampton

Roehampton emerged as a favoured residential suburb of the eighteenth and nineteenth centuries following the opening of Putney Bridge in 1729 and the development of a number of large private estates. **Roehampton House** (grade I) by Thomas Archer was built between 1710-12 and enlarged by Sir Edwin Lutyens in 1910. **Parkstead House** (grade I) built in 1750 for the Second Earl of Bessborough, now forms part of Roehampton University. **Mount Clare** (grade I) built in 1772 for George Clive, cousin of Lord Clive, also forms part of Roehampton University, along with **Grove House** (grade II*), built originally for Sir Joshua Vanneck in 1777. 'Capability' Brown is reputed to have laid out the grounds. **Downshire House** (grade II*) was built in 1770 and occupied by the Marquess of Downshire. Roehampton Village has retained something of its rustic Georgian charm, best exemplified by the **King's Head Inn**, at the foot of Roehampton High Street and the **Montague Arms**, Medfield Street, both 17th century in origin. Dramatic change came to Roehampton when the London County Council built the Dover House Estate of the 1930's and the Alton East and West Estates of the 1950's. At Highcliffe Drive on Alton West, the LCC essentially retained the Georgian landscape and placed within it five ultra modern slab blocks: **Binley, Winchfield, Dunbridge, Charcot and Denmead Houses**, (all grade II*) inspired by Le Corbusier's Unite d'Habitation.

Wandsworth

Wandsworth developed as a crossing point on the River Wandle for horse-drawn coaches to travel between central London and the west of England. **All Saints Church** (grade II*) was begun in 1630. During the 17th and 18th centuries, Huguenots settled in Wandsworth, attracted by its cloth mills on the Wandle, and developed a hat industry for which Wandsworth was once famous. The **Old Burial Ground** contains a number of listed tombs commemorating the Huguenots. **Youngs Brewery** developed in Wandsworth due to the availability of water for brewing. Wandsworth has a selection of fine Georgian buildings, from the town houses at **1-6 Church Row** (grade II*) of 1723 and **70 Wandsworth High Street**, circa 1740, to the early 18th century pair of cottages at **140-142**, and the **Friends' Meeting House** of 1778. The **Town Hall** was opened in 1937 as the administrative offices of Wandsworth Borough Council and built to designs by E A Hunt.

Appendix 3

Green plaque proposals – residents, buildings and street names²⁷

1. Clement Attlee – Prime Minister – born at 18 Portinscale Road, Putney, 1883
2. John Archer – First black councillor on a London council ruling group and black mayor in London – photographic business at 208 Battersea Park Road, actual shop bombed in the war so modern infill. He lived at 55 Brynmaer Road, Battersea.
3. John Brett – Victorian artist – West Hill
4. GK Chesterton – author – lived at 60 Overstrand Mansion, Battersea Park, 1903-10
5. Noel Coward – actor and author – lived at 70 Prince of Wales Mansions, Battersea Park from 1908-12.
6. Dan Leno – music hall star and pantomime dame – lived at Springfield House, Atkins Road, Balham (now in Lambeth). Born into poverty in 1860, he became the highest paid entertainer in the world of his time.
7. Arthur Hughes – artist – lived at 12 Oberstein Road from 1863-5.
8. Laurence Oates – polar explorer – born at 3 Acacia Villas, Upper Richmond Road in 1880 and later lived at 263 (then at No. 309, but now demolished) Upper Richmond Road
9. Stephen Potter – author and critic – born at 15 Thurleigh Road in 1900
10. A.V. Roe - aircraft pioneer. Early experiments with model aircraft and full sized flying machines in the stables of his brother's house at 47 West Hill. Now demolished - site of Longstaff housing estate.
11. Margaret Rutherford – actress – born at 15 Dornton Road, Balham, 1902.
12. Mary Shelley – author – lived at Layton House, 261 Upper Richmond Road around 1840
13. H.G. Wells – author – lived at 28 Haldon Road, Wandsworth, from 1891-3.

The following buildings and street names have been considered for the installation of a green plaque:

1. **Archer House, SW11 (Queenstown):** John Archer was born in Liverpool and moved to 55 Brynmaer Street, Battersea in 1880. He worked as a photographer. In

²⁷ extract from reports to Environment and Leisure Overview and Scrutiny Committee on 2 January 2007 and 5 June 2007 - Paper No. 07-38 and 07-525

1906 he was elected councillor for Latchmere Ward. In 1913, he was elected Mayor of Battersea, the first Black mayor in London.

2. **Ayling & Son, SW15 (Thamesfield)**. The workshop was between Ravigny Gardens on the embankment and built as a result of the popularity of rowing in the 19th century. They manufactured sculls and oars which they supplied for both Oxford and Cambridge rowing teams and local clubs.
3. **Barchard Street, SW18 (Fairfield)**: Local family name. Elizabeth Barchard, who left £200 to be invested for charity, died in 1827. Robert Barchard, Deputy Lieutenant of Surrey, died in 1848.
4. **Bessborough Road, SW15 (Roehampton)**: William, Second Earl of Bessborough, lived at Parkstead House, Roehampton, after 1750.
5. **Bolingbroke Grove, SW11 (Northcote)**: Henry St John, Viscount Bolingbroke (d1751), was Lord of the Manor of Battersea. The manor house, which stood near St Mary's Church, was demolished in 1778.
6. **Brodrick Road, SW17 (Wandsworth Common)**: The Brodrick family acquired the Manor of Dunsford, south Wandsworth, in 1664. Sir Alan Brodrick bought the manor, which passed to the descendents of his brother, Thomas Brodrick, Viscount Midleton.
7. **Burns Road, SW11 (Shaftesbury)**: John Burns (1858-1943), radical politician, was MP for Battersea 1892-1918. He began work at Price's Candle Factory in Battersea when he was 10 years old, was educated in Battersea and later lived on Clapham Common Northside. First working class man to sit in the Cabinet.
8. **Carmalt Road, SW15 (Thamesfield)**: Dr Carmalt had a school in Putney House (demolished 1886 – now 237-251 Upper Richmond Road).
9. **Charlotte Despard Avenue, SW11 (Queenstown)**: Charlotte Despard, novelist and suffragette, was an early member of the Battersea Trades Council. She was also the leader of the Women's Freedom League and prominent in calling for school meals.
10. **Dawnay Road, SW18 (Earlsfield)**: Commemorates Sir Archibald Dawnay, who was mayor of Wandsworth from 1908-18.
11. **Doctor Johnson Avenue, SW17 (Bedford)**: Commemorates Dr Samuel Johnson, the scholar and lexicographer, who frequently stayed at Streatham during the period 1766-82.
12. **Drouets Asylum, Tooting Broadway, SW17 (Graveney)**: Located at Tooting Broadway and housed up to 1,500 poor local children. Conditions were crowded and unhealthy and in January 1849 an outbreak of cholera killed 118 children, resulting in a public outcry.

13. **Du Cane Court, Balham High Road, SW17 (Balham):** Commemorates the Du Cane family who acquired the manor of Balham in 1701.
14. **Elsynge Road, SW18 (Fairfield):** Henry Elsynge was born in Battersea in 1598 and became a noted traveller and writer. His best-known work, based on his researches while Clerk to the House of Commons, is "The Ancient Method and Manner of Holding Parliaments in England". He died in 1654.
15. **Ethelburga Estate, SW11 (St. Mary's Park):** Ethelburga, daughter of King Anna, King of East Angles AD 635 to 654 and sister of Queen Withburga, Queen Sexburga and Queen Ethelreda, trained as a nun in the Nunnery close to today's Ethelburga Estate and later became Abbess of Chertsey and later Abbess of Brie. She is buried with her Royal sisters in Ely Abbey.
16. **Fairfield House, SW17 (Graveney):** The Marks and Spencer building was formerly the site of Fairfield House, built in the early 18th century, which was used as a school for young gentlemen and a workhouse for aged men. It was demolished in 1909 to give way for the Methodist Hall, also since demolished.
17. **Fownes Street, SW11 (Latchmere):** John Fownes established a glove factory in Falcon Road in 1777. The works, grounds and his home (Poplar House) occupied most of this side of the road. The business moved from the site c1840.
18. **Gibbon Walk, SW15 (West Putney):** commemorates the historian, Edward Gibbon, who was brought up in Putney. His father, also Edward Gibbon, bought a house called "Lime Grove" at the bottom of Putney Hill in 1736.
19. **Henty Walk, SW15 (West Putney):** The novelist, GA Henty (1832-1902), who wrote immensely popular adventure stories for boys, lived in Putney.
20. **Hobbes Walk, SW15 (West Putney):** The philosopher and political theorist, Thomas Hobbes, author of "Leviathan" in 1651, lived for a time in Putney as a tutor in the Earl of Devonshire's household. The Dowager Countess of Devonshire had bought Putney Park House in c1650 and the family lived there until c1689.
21. **Lacy Road, SW15 (Thamesfield):** John Lacy, cloth worker of the city of London, had a house nearby by the river Thames, where he entertained Elizabeth I (1558-1603). It was demolished in the early 19th century.
22. **Leader's Gardens, Putney Embankment, SW15 (Thamesfield):** A public park by the river at Putney, named after John Temple Leader (1810-1903), MP for Westminster; connoisseur and author.
23. **Lysons Walk, SW15 (Thamesfield):** The topographer Daniel Lysons (1762-1834), author of the survey 'Environs of London', was Curate of Putney in the 1790s.
24. **Marcilly Road, SW18 (Fairfield):** Marie Claire des Champs de Marcilly became the mistress and then the second wife of Henry St John, Second Viscount Bolingbroke.

25. **Raven, Battersea Square, SW11 (St. Mary's Park):** Located in the centre of Battersea village, was a 17th century hostelry outside which was the village pump, now Battersea Square
26. **Ravenet Street, SW11 (Queenstown):** Commemorates the French engraver who introduced transfer printing (from a copper plate) on porcelain or enamel; he produced some of the best-known pieces from the Battersea Enamel Factory 1750-c1762.
27. **Salvador Place, SW17 (Graveney):** A prominent family of the 18th century in Tooting. Francis Salvador headed the list of contributors to the Poor Rate in 1729, and served as joint Overseer of the Poor in 1738. Joseph Salvador acquired land from the manor in 1752 and served as a vestry member in the 1760s; he also gave money to the parish for charity. There are no records of Salvadors in public life after c1770. In 1787 their house is referred to as an academy for young gentlemen.
28. **Swinburne Road, SW15 (West Putney):** Commemorates the poet Algernon Swinburne (d1909) who lived at 'The Pines', Putney Hill, from 1879.
29. **Sword House, West Hill, SW18 (Fairfield):** This old building was demolished to make way for the Police Station on West Hill. It was named after swords, gathered from the battlefield of Culloden in 1746, which had been mortared into the top of the wall surrounding the house.
30. **Wright Brothers, Queenstown Road, SW11 (Queenstown):** The Wright Brothers' aeroplane factory was under the railway arches in Queenstown Road, and was the site for the construction of the Avis monoplane in 1910.

Appendix 4

Local studies and archive collections

The Library and Heritage Service retains material to keep a record of the historic development of

- Balham,
- Battersea,
- Earlsfield,
- Furzedown,
- Nine Elms,
- Northcote,
- Putney,
- Roehampton,
- Southfields,
- Tooting
- Wandsworth

Summary of holdings

Archives: the records of local government archives and collections of documents deposited by local groups, organisations, institutions, businesses, individuals, families and estates.. The earliest item dates from 1490, with apprenticeship records from 1578 and financial records from 1624.

Library: around 2,600 books and pamphlets, covering all aspects of historical information on the area, including a book collection of various editions, biographies and criticism of Edward Thomas, poet and author. All books and pamphlets on local history are listed on the library computer system, available online (www.wandsworth.gov.uk/libraries) and in every Wandsworth library.

Photographs and illustrations: approximately 15,000 photographs and illustrations from the mid 18th century onwards, including the Jacks Photographic Collection with local photographs 1900-1950 of streets and buildings, some events and group photographs, and special collections, which include Mayfield negatives of local views and Johns glass plate negatives.

Archives

Archives are acquired by donation and by indefinite deposits from a variety of different sources, including transfers from other Council Departments seeking to preserve records to meet their statutory obligations.

The majority of items have been acquired to date through unsolicited donations or deposits. The following items can be consulted by prior arrangement in the search room at Battersea Library:

- the archives of Wandsworth Council and predecessor local authorities including Battersea, Wandsworth, Putney, Tooting, Clapham and Streatham parishes from 1500s-1900, for example:

- Petty Sessions 1786-1869;
 - Wandsworth District Board of Works from 1857;
 - records created by the two Metropolitan Boroughs of Wandsworth and Battersea (1900-1965)
 - Cemetery burial records from 1875;
 - Census records on microforms;
 - Drainage plans 1876-1950s
 - Electoral registers 1898-1900, 1907-2001
- records collected from local businesses and organisations, families and individuals which document the broader history of the borough and complement official record, for example:
 - 10,000 property deeds, from 1490 onwards relating to land in Wandsworth including documents forwarded by the British Records Association.
 - ARP and Civil Defence records from World War II, including recollections of Geoffrey Haines, Putney air-raid warden;
 - Battersea Chess Club 1885-1989;
 - Battersea Cricket Club 1885-1946;
 - Battersea Workhouse records c.1733-95;
 - Morgan Crucible Company - photograph album of the last days
 - Political parties – records, including Battersea Labour Party;
 - Roehampton Garden Society - records 1893-1944;
 - Putney Literary and Debating Society 1922-1983;
 - Streatham Volunteer Association Minutes 1798-1864
 - Tooting Bec Hospital - records of the Friends.
 - West Hill Estate 1752-1838

Other resources include:

- 40 local newspaper titles/ local journals (with weekly/monthly editions from the 18th century) with around 80% on microfilm
- 2,000 maps and plans
- 3,000 slides;
- films including the rare 16mm film of the opening of Wandsworth Town Hall/Municipal Buildings by Queen Mary in 1937
- Electoral registers on microfilm
- Material relevant to African Caribbean, Asian, Gypsy, Irish, Jewish, Polish, Traveller and other communities - such as material relating to London's first Black mayor, John Archer, Mayor of Battersea in 1913, and Shapurji Saklatvala, one of the first Indian MPs who represented Battersea North as a member of the Communist Party 1922-23, 1924-29.
- Letters of Edward Thomas (poet and resident) – 400 letters as originals and on microfilm
- A letter by GA Henty (supported by a collection of 266 books)
- A letter by George Eliot

New items added to Wandsworth's archives since 2000

Allpass, Maria: estate ledger 1939
Battersea Boys Football Club Image of the football team 1904
Battersea Chess Club: minutes and membership records, with ephemera 1885-1989
Battersea Labour Party: minutes
Battersea Grammar School: admissions registers 1904-08 and school publications
Battersea Old Boys Association – album relating to St John's College with photographs and letters 1911-13
Battersea Park: 16mm film of park and funfair in 1960s from John Boon
Battersea Park Commissioners records
Battersea Residents Association: correspondence
Battersea Trades Council (industrial section): minutes
Boots Co Ltd, Putney: prescription books and poison registers c1908-80
British Railways Board: papers related to proposed Battersea Wharf redevelopment scheme 1963-70
Clarke, John: Model boats and papers relating to John Clarke
Earlsfield Reformed Church: minutes, baptism registers, membership and other records
Edward VIII: Souvenir Book 1937
Eileen Lecky Clinic, Putney: committee minutes of clinic and children's homes, photograph albums, records of visitors, 1915-1947
Farmer's Chemist, Putney High Street: prescription books, poison registers, property papers, photographs from early-mid 20th century
Fountain Road schools, Balham and Tooting: roll of service 1914-18
Friends of Tooting Bec Hospital: minutes and scrapbooks 1960-87
Garratt, John - Wandsworth councillor: records including photographs relating to years as Mayor 1988-9 and Deputy Mayor 1984-5
George V and Edward VIII: Souvenir Book 1936
Glengyle Preparatory School, Putney: headmaster's collection of school history, photographs and magazines
HMS Wandle: Information and images of HMS Wandle early 20th century
Holy Trinity Church: Order of Funeral Service for Sir Ronald Ross
Hopkin & Williams Ltd, manufacturing chemists, Wandsworth: records of working costs and analytical tests c1931
Hotham Road School and Adult Education Centre: history and material collected by Hotham Social History group 1909-1990
Lavender Hill: account book of ground rents 1939-46
Limegrove estate, Putney: register of titles to land, plans & war damage claims 1866-1964
Old Grammarians Association, Battersea: records 1906-86
Plans of Watney estate, Southfields, and Wandsworth Park with estimate of cost for laying out the park c1921
Putney Infant Welfare Clinic: minutes and annual reports
E.M Robinson: Second World War letters from across Europe and South Africa
South Battersea Air Raid Precautions: register of part-time wardens, messengers and shelter cleaners for Post V c1944-45
St James Hospital, Wandsworth: site map, plans and elevations
Thames Rowing Club: memorandum and articles of association, trust deed, and leases rel to premises in Putney 1877-1926
H. Trotts of Battersea: Shop Ledgers 1889
Veritas Mantle Company, lamp mantle manufacturers, Wandsworth: company records, photographs of employees and works, plans of lighting design by Henry George Morgan 1920-1950s
Planning records on development of Beaumont Road, Battersea c1960-69

Walter St John School: Photograph of school football team 1938

Wandsworth Council Property Services:

records of Wandsworth properties 1880-1982

orders of apportionment for paving Battersea Streets c1867-1895

plans for landscaping Battersea Peace Pagoda in Battersea Park

cases and opinions for legal cases 1897-1935

Wandsworth Council Free Library: records

Wandsworth Council Parks Department employee records and property rental record

Wandsworth Council Planning Department photographs

Wandsworth School: records

Wellings, Arthur - land and estate agent, Wandsworth: papers 1904-05

West Hill Primary School: 19th century property deeds

Other archives

Locating archives related to the borough of Wandsworth is complex because of administrative changes over centuries affecting both local government and the established church²⁸.

In addition to the records held at Battersea Library as detailed above, archives related to the Wandsworth area are currently held by the British Library, Family Records Centre, Guildhall Library, House of Lords Record Office/Parliamentary Archives, Lambeth Archives, Lambeth Palace Library, London Metropolitan Archives, the National Archives, Surrey History Centre, Wellcome Archive, and Westminster Abbey. Some of the same resources are split between, for example, the London Metropolitan Archives and Battersea Library. Holdings of material on Wandsworth in other archives include:

London Metropolitan Archive

- Most original parish registers for the area
- Records of HM Prison Wandsworth
- Many hospital and school records
- Local wills (except for Putney parish)

Lambeth Palace Archives

- Wills for Deanery of Croydon (including Putney and Roehampton)
- Church plans

Surrey History Centre

- Records of Surrey Quarter Sessions
- Land tax records 1780-1831
- Electoral registers 1832-1885

The National Archives (www.catalogue.nationalarchives.gov.uk)

- Taxation records
- Prerogative Court of Canterbury wills
- Hearth Tax lists of 1660s and 1670s

Wandsworth Council's historical collections

²⁸ Gerhold, D, *Local and Family History Resources for the Borough of Wandsworth* published by Wandsworth Historical Society in 2004.

The Council provided a museum from 1986-2007 to preserve and present the history of the borough. On its closure in 2007, the museum held around 10,700 items related to Wandsworth's political and social history. These items have been preserved and are currently stored (under appropriate conditions to recognised standards) pending their use by the planned new Wandsworth museum, funded by the Hintze Family Charitable Foundation. The table below details the number of records in each type of collection.

Subject	Number of records
Community	1350
Personal	434
Work	859
Clothing	524
Food & Drink	294
Home	572
Transport	48
Leisure	412
Illustrations – prints	212
Oil paintings	52
Paintings – watercolours	394
Photographs and postcards	749
Olney collection of photographs	2727
Edward Ashenden Collection (local artist)	634
Miles de Montmorency/Rachel Tancock: Putney artists-portraits, stained glass	503
Stephen Chaplin - local artist - recorded Wandsworth for Millennium project	106
Townsend and Howson - Putney women stained glass artists	659
Natural History	8
Oral History recordings	167
Total records	10,704

Strategy and development plan for heritage and archives 2008-2011

LIBRARY AND HERITAGE SERVICE - LOCAL STUDIES AND ARCHIVES

Appendix 5

BACKGROUND STATISTICS

	2005/06	2006/07	2007/08	Target 2008/09
BUDGET				
net revenue budget available (Heritage) £,000 (8,9)	110	113	118	133
capital available (Heritage)	0	0	0	0

SERVICE OUTPUT MEASURES				
no. of readers/visits in person to archives (1,2,5,11)	1,610	1,644	1,166	1,700
no. enquiries received by post (1,5)	125	121	95	50
no. enquiries received by email (1,5)	456	500	941	1,000
no. enquiries received by telephone (1,5)	938	800	520	450
no. visits to heritage web pages (1,5)	13,233	17,245	15,250	16,000
no. additions to archives (1)	1,112	n/a	118	500
appearances of exhibitions on heritage in libraries/other sites (1,5)				
no. of displays of printed items and/or objects	16	0	9	12
no. different digital displays on library screens	n/a	n/a	10	15
no. of school class visits to search room (5,11)	2	4	0	20
no. of pupils in school class visits to archives (5,11)	16	34	0	200
no. heritage sessions provided in schools (1,5)	1	n/k	4	5
no. pupils attending sessions in schools (1,5)	n/k	n/k	43	100
no. of young people group visits to archives (1,11)	2	n/k	0	1
no. of adult group visits to use archives (1,11)	1	1	1	2
no. outreach heritage learning events (1,11)	6	6	10	10
attendances at above learning events (excluding pupils in school class visits) (1,5,11)	244	107	110	120

PERFORMANCE MEASURES

	2005/06	2006/07	2007/08	Target 2008/09
BUDGET MEASURES				
% net revenue budget spent (10)	93%	84%	77%	100%
% capital spent	n/a	n/a	n/a	n/a
income received for archives £,000	3	3	2	3
external funding received £,000 (6, 7)	30	0	0	10

PRODUCTIVITY MEASURES				
net cost per visit in person (excluding groups)	£63	£58	£78	£78
visits in person to search room per open hour	1.0	1.0	1.8	2.0
ave. sickness days per permanent FTE	included in Library Service's average			

DEMAND/LEVEL OF SERVICE				
search room opening hours at 31/3 (1)	31	31	12.5	16.5
opening hours for family/local history enquiries (1)	n/a	n/a	72	72
no. unique volunteers in year (1)	2	4	1	6
no. volunteering hours (1)	336	n/k	50	300
cubic metres of archives at 31/3 (1)	n/k	n/k	146.1	146.5
vacant storage (1)	n/k	n/k	19.4	19
reader spaces in search room to use archives (1)	22	22	22	22
no. microform readers for public use (1)	4	5	5	5
no. computers in search room for public use (1)	1	2	2	2
no. public access computers in Battersea Library (5)	20	21	23	23

OUTCOME/QUALITY OF SERVICE				
visits to museums/galleries-Active People Survey N110 (3)			new	25%
no. complaints	see Library Service performance measures			
% telephone calls answered within 15 seconds	n/a	n/a	62%	90%
% customer contacts answered in 10 working days	n/a	n/a	99%	100%
visitors who rated archives services as very good or good overall (4,5)	97%	100%	93%	98%

Manager's Notes

- (1) Required data for annual CIPFA Archive Services Statistics
- (2) Excludes people visiting in groups
- (3) National Indicator
- (4) Annual Survey of Visitors to UK Archives (Public Services Quality Group of the National Council on Archives)
- (5) The National Archives - Assessment of Local Authority Archives
- (6) 2005/06 Heritage Lottery Fund grant for 'House History' project
- (7) 2008/09 Grant from MLA for "Their Past Your Futures" programme activities held in 2007/08 and 2008/09
- (8) Budget increase in 2008/09 due to reallocation of £7k central support costs and £7k capital financing charges
- (9) Revenue budget covers staff, supplies and activities only; it excludes the cost of premises
- (10) Net revenue spend excludes £53,050 for heritage provision, income from LPSA grant of £50,000 and £17,500 for computer facilities (to catalogue archives, link to Library Service and publish on website) included in Library Service expenditure, which means 100% of the heritage's net budget was spent in practice instead of the 77% shown above
- (11) Archivist post vacant Nov. 2006-November 2007, Heritage and Assistant Heritage Officers vacant May 2008-autumn 2008