



The Chartered Institute of
Public Finance & Accountancy

CIPFA Research

Distance Enquiry Services Survey 2015

A survey of distance users of enquiry services of archives in England, Scotland and Wales

Headline Report



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Executive Summary

- The survey ran from Monday 7th September until Sunday 29th November 2015. 55 record offices participated in the survey, up from 49 in 2013, and the survey received 2,357 responses¹, also an increase from 2,221 in 2013;
- 19% of respondents lived outside of the UK;
- As with 2013, around half (47%) of all respondents said they lived too far away to visit the archive;
- The main reason for contacting the record office was for family history research, but this has decreased from 58% in 2013 to 51% in 2015;
- Satisfaction ratings were also very similar to 2013's survey, with 95% of respondents satisfied with the record office overall;
- 46% of respondents were aged 65 and over;
- As with 2013, a higher proportion of visitors have a disability / condition compared to the visitors' survey.

¹ Please note that as with the 2013 survey, we have considered a "response" as someone that has answered up to question 7 or beyond.

Introduction

This is the third distance user survey since its inception in 2012. While the first survey was run using Adobe forms, the 2013 and 2015 surveys were conducted using the IBM online survey platform. The main advantages of this process are that technical issues and survey administration are reduced; for example, distributing survey invitations has become less resource intensive, while an increased use of survey logic allows participants to skip inapplicable questions.

The same question set as 2013 was used for this survey to provide consistency. Questions related to:

- How the respondent found out about the distance enquiry service;
- The main reason for contacting the record office;
- Reasons for using an electronic method;
- Reviews of different aspects of the record office service, including quality of content, clarity and promptness of response, charges for goods or service, the website and availability of bilingual information (Wales only);
- How long respondents have been contacting the record office remotely;
- Demographic questions, including age, gender and region.

The survey ran from Monday 7th September until Sunday 29th November 2015. This window was extended compared to the last survey to increase flexibility as to when the survey could take place, and to allow enough time for record offices to achieve higher response rates.

55 record offices participated in the survey, up from 49 in 2013, and the survey received **2,357 responses**, also an increase from 2,221 in 2013.

Method

In technical terms the survey is best described as being of a cross-sectional design, taking place at a particular point in time. The audience for the survey is any individual who receives a service from / has an enquiry answered by an archive during the survey window.

Where an individual makes more than one enquiry during the survey window then they were repeatedly canvassed.

For the most part these invitations to participate were issued by email with a link to the survey embedded within. In some cases the response from the archives was in writing and they were sent a paper form to complete and return. On receipt of the completed form archive staff would then submit the response online.

The survey was designed and then hosted to run as a single survey, all responses were held in a single database. Each archive was given a unique link so that the system could see on whose behalf the respondent was answering. This was reinforced by the system including the name of the archive at appropriate times. Should an archive issue a broken link, such that their unique identifier was missing, then the respondent was informed to re-contact the archive that sent them the link. This unique identifier also enabled the software to guide the respondent through pertinent options. For example, respondents to Welsh archives were asked:

- Whether they wished to respond in English or Welsh
- An extra question related to the availability of bilingual information.

Further 'routing' was used dependent upon the respondent's answer to which continent / region they lived in and then which country. Such that only those who were residents of Channel Islands, Guernsey, Isle of Man, Jersey, Sark, or the United Kingdom of Great Britain and Northern Ireland were asked questions related to their postcode, ethnic group, disabilities / conditions, and employment status.

A number of questions were constructed to display randomly, with the exception of the 'other' option. In this way each of the options within a question had the opportunity of being listed first. For example "How did you find out about our distance enquiry service?" This helped ensure that there was no potential bias in the answers provided.

General

Time to answer (hrs:mins:secs)		
	2015	2013
Mean / Average	0:06:06	00:06:25
Minimum	0:01:16	00:00:26
Maximum	8:28:23	05:51:17
Percentile 25	0:03:09	00:03:09
Median / Percentile 50	0:04:16	00:04:25
Percentile 75	0:06:04	00:06:23
Percentile 95	0:13:28	00:13:40
No. of cases	2,357	2,221

		Count	
		2015	2013
Country	England	2,011	1,532
	Wales	269	578
	Scotland	77	72
Type	Local	2,076	1,622
	National	135	507
	University	146	92

This year, the average time taken to complete the survey was 19 seconds quicker than 2013. The guidance provided to respondents suggests that the survey should take no more than 5-10 minutes to complete, and the majority of participants completed the survey within this timeframe.

There were fewer participants that chose to complete the survey in Welsh in 2015 compared with 2013; this coincides with a drop in the number of participants responding to a survey from a Welsh record office.

Chosen language				
	Column N %		Count	
	2015	2013	2015	2013
English	99%	97%	2,337	2,155
Welsh	1%	3%	20	66

How did you find out about our distance enquiry service?

	Column N %		Count	
	2015	2013	2015	2013
The archive's website	57%	62%	1,336	1,342
Other	17%	16%	409	349
A library / museum	11%	8%	263	179
Word of mouth, including friends or family	8%	8%	199	167
Through the course of my employment	5%	5%	125	89
A family history society	5%	6%	122	132
Through the course of my education / training	4%	5%	92	110
A magazine / newspaper / other publication	2%	1%	42	28
Through a social media site	2%	1%	40	29
Leaflets / posters	1%	1%	17	21
Total	100%	100%	2,351	2,170
Base / Survey response rate	100%	98%	2,357	2,221

As with 2013, more than half of respondents found out about the distance enquiry service via the archive's website. However, in 2015 a slightly higher proportion / number found out through a library / museum.

What was your main reason for contacting the record office at this time?

	Column N %		Count	
	2015	2013	2015	2013
Family history research	51%	58%	1,191	1,251
Other	13%	10%	294	212
Work in connection with your employment	12%	9%	279	204
Formal education as student / researcher	11%	10%	251	210
Personal leisure / recreation	10%	9%	246	203
Non-leisure personal or family business	3%	3%	75	70
Formal education as a teacher	1%	1%	14	19
Total	100%	100%	2,350	2,169
Base / Survey response rate	100%	98%	2,357	2,221

By far the most common reason for contacting the office was for family history research, although this has decreased by 7% from 2013. However, Work in connection with your employment featured more frequently in 2015 than 2013.

What were your main reasons for using email, letter or other electronic method, e.g. via the web, to contact the Record Office rather than making a personal visit?

	Column N %		Count	
	2015	2013	2015	2013
Live too far away to visit	47%	51%	1,095	1,107
See if archive has relevant information	37%	37%	860	805
Email / phone / letter / other electronic method more convenient	31%	32%	740	695
In advance of a personal visit	23%	20%	538	428
Used the archive's website but needed further help or advice	16%	17%	376	378
Saves on travel costs	13%	15%	317	330
Need advice on services available	12%	11%	288	249
Don't have time to visit	7%	7%	159	148
Cannot visit during your opening hours	5%	5%	115	112
Follow-up to personal visit	4%	4%	105	97
Other	3%	3%	76	70
Total	100%	100%	2,352	2,177
Base / Survey response rate	100%	98%	2,357	2,221

The main reasons for contacting the record office remotely were similar in 2015 to 2013; the participant lived too far away to visit; they were enquiring about whether they could find relevant information; and it was more convenient than a physical visit.

How good do you think the following aspects of the distance enquiry service are at the Record Office?

	Very good		Good		Adequate		Poor		Very poor		Total	
	2015	2013	2015	2013	2015	2013	2015	2013	2015	2013	2015	2013
Overall	76%	75%	19%	19%	3%	4%	1%	1%	0%	1%	2,285	2,111
Quality of content	71%	70%	23%	23%	4%	5%	1%	2%	0%	1%	2,268	2,091
Clarity of response	79%	78%	16%	17%	3%	3%	1%	1%	0%	1%	2,286	2,094
Promptness of response	75%	73%	18%	20%	5%	6%	1%	1%	1%	1%	2,292	2,104
Charges for goods or services	55%	54%	26%	27%	16%	15%	2%	2%	1%	1%	1,864	1,674
Ease of navigation to our website	46%	46%	38%	37%	14%	14%	2%	2%	0%	1%	2,161	1,995
Our website	45%	47%	40%	38%	13%	13%	2%	2%	0%	0%	2,137	1,984
Availability of bilingual information	58%	62%	30%	27%	12%	10%	0%	0%	0%	1%	233	458

Availability of bilingual information only applies to Welsh archives

	Very good / good	
	2015	2013
Overall	95%	94%
Quality of content	94%	93%
Clarity of response	95%	95%
Promptness of response	93%	93%
Charges for goods or services	81%	81%
Ease of navigation to our website	84%	83%
Our website	85%	85%
Availability of bilingual information	88%	89%

For how long have you been contacting the Record Office by email, letter or other electronic method, e.g. via the web?

	Column N %		Count	
	2015	2013	2015	2013
This was the first time	68%	65%	1,685	1,419
For less than a year	10%	10%	237	221
One to four years	13%	13%	333	285
Five to ten years	5%	7%	140	157
More than ten years	4%	4%	101	92
Total	100%	100%	2,352	2,174
Base / Survey response rate	100%	98%	2,357	2,221

In 2015, slightly more respondents said they were contacting the record office for the first time (68% compared with 65% in 2013).

Your Gender

	Column N %		Count	
	2015	2013	2015	2013
Male	53%	52%	1,254	1,113
Female	47%	48%	1,101	1,045
Total	100%	100%	2,355	2,158
Base / Survey response rate	100%	97%	2,357	2,221

The respondents' gender profile was almost identical in 2015 and 2013, albeit with a slightly higher percentage of males responding than females. However, the profile is somewhat different to the 2014 visitors' survey, which was 49% male and 51% female.

Your age, at your last birthday

	Column N %		Count	
	2015	2013	2015	2013
16 to 24	3%	3%	74	66
25 to 34	6%	6%	153	125
35 to 44	7%	6%	170	129
45 to 54	13%	15%	302	304
55 to 64	25%	28%	581	578
65 to 74	33%	32%	767	661
75 to 84	11%	10%	257	201
85 or over	2%	1%	52	21
Total	100%	100%	2,356	2,085
Base / Survey response rate	100%	94%	2,357	2,221

The age profile of respondents were similar, albeit there was a slightly older profile in 2015 (46% were aged 65 or over in 2015 compared to 43% in 2013). Interestingly, and despite the different gender profile, the age profile is similar to the 2014 visitors' survey (please see below).

	Column N %	
	2015	2014 visitors
Under 25	3%	4%
25 to 44	14%	13%
45 to 64	38%	38%
65 to 74	33%	33%
75 or over	13%	12%
Base	2,357	6,024

Your age, at your last birthday BY gender

	Male				Female			
	Column N %		Count		Column N %		Count	
	2015	2013	2015	2013	2015	2013	2015	2013
16 to 24	2%	3%	30	27	4%	4%	44	39
25 to 34	5%	5%	62	54	8%	7%	91	70
35 to 44	6%	5%	78	50	8%	8%	92	77
45 to 54	12%	13%	147	141	14%	16%	153	162
55 to 64	23%	25%	286	272	27%	30%	295	303
65 to 74	35%	35%	435	375	30%	29%	332	285
75 to 84	14%	13%	171	139	8%	6%	85	62
85 or over	4%	2%	45	19	1%	0%	6	2
Total	100%	100%	1,254	1,077	100%	100%	1,100	1,000
Base / survey response rate	100%	97%	1,254	1,113	100%	96%	1,101	1,045

There was a slightly older age profile of males in 2015 compared to 2013, with the average age for males being 61.1 compared to 59.1 in 2013. However this is reversed for females, with the average age being 52.4; down from 55.4 in 2013.

Please tell us which continent / region you live in

	Column N %		Count	
	2015	2013	2015	2013
Europe	86%	84%	2,015	1,805
Americas	7%	8%	173	162
Oceania	6%	7%	129	158
Asia	1%	1%	13	19
Africa	0%	0%	9	9
Total	100%	100%	2,339	2,153
Base / Survey response rate	99%	97%	2,357	2,221

A slightly higher percentage of respondents lived in Europe in 2015 compared to 2013.

Please tell us which continent / region you live in: Africa

2015

	Column N %	Count	%
South Africa	78%	7	
Saint Helena	11%	1	
Kenya	11%	1	
Total	100%	9	
Base / Survey response rate		9	100%

2013

	Column N %	Count	%
South Africa	63%	5	
Tunisia	13%	1	
Sierra Leone	13%	1	
Egypt	13%	1	
Total	100%	8	100%
Base / Survey response rate		9	89%

As with 2013, the most frequent users of distance services that were from Africa lived in South Africa, albeit that a very small proportion of users lived in this continent.

Please tell us which continent / region you live in? Americas

2015

	Column N %	Count	%
United States of America	66%	114	
Canada	30%	52	
Brazil	1%	2	
Venezuela (Bolivarian Republic of)	1%	1	
United States Virgin Islands	1%	1	
Panama	1%	1	
Jamaica	1%	1	
Total	100%	172	
Base / Survey response rate		173	99%

2013

	Column N %	Count	%
United States of America	58%	91	
Canada	39%	62	
United States Virgin Islands	1%	1	
Trinidad and Tobago	1%	1	
Colombia	1%	1	
Argentina	1%	1	
Total	100%	158	
Base / Survey response rate		158	100%

As with 2013, the most frequent American region by some distance was the United States of America, followed by Canada.

Please tell us which continent / region you live in? Asia

2015

2013

	Column N %	Count	%
Japan	25%	3	
United Arab Emirates	17%	2	
Turkey	8%	1	
Thailand	8%	1	
Saudi Arabia	8%	1	
Lebanon	8%	1	
Israel	8%	1	
Indonesia	8%	1	
China	8%	1	
Total	100%	12	
Base / Survey response rate		13	92%

	Column N %	Count	%
India	26%	5	
Thailand	11%	2	
Malaysia	11%	2	
China, Hong Kong Special Administrative Region	11%	2	
China	11%	2	
Bangladesh	11%	2	
Turkey	5%	1	
Japan	5%	1	
Iran (Islamic Republic of)	5%	1	
Afghanistan	5%	1	
Total	100%	19	
Base / Survey response rate		19	100%

Again, numbers were small in terms of distance users from Asia. However, the location of these users varied considerably between 2013 and 2015.

Please tell us which continent / region you live in? Europe

2015

2013

	Column N %	Count	%
United Kingdom ²	95%	1,897	
France	1%	19	
Ireland	1%	16	
Germany	1%	16	
Spain	1%	11	
Netherlands	0%	4	
Switzerland	0%	4	
Russian Federation	0%	4	
Norway	0%	4	
Greece	0%	4	
Belgium	0%	4	
Italy	0%	3	
Denmark	0%	3	
Sweden	0%	2	
Portugal	0%	2	
Luxembourg	0%	2	
Jersey	0%	2	
Finland	0%	2	
Romania	0%	1	
Poland	0%	1	
Isle of Man	0%	1	
Hungary	0%	1	
Gibraltar	0%	1	
Albania	0%	1	
Total	100%	2,005	
Base / Survey response rate		2,015	100%

	Column N %	Count	%
United Kingdom	94%	1,691	
Ireland	1%	25	
France	1%	22	
Spain	1%	12	
Germany	0%	8	
Sweden	0%	5	
Netherlands	0%	5	
Switzerland	0%	3	
Russian Federation	0%	3	
Italy	0%	3	
Belgium	0%	3	
Poland	0%	2	
Norway	0%	2	
Greece	0%	3	
Slovakia	0%	1	
Romania	0%	1	
Portugal	0%	1	
Denmark	0%	1	
Total	100%	1,790	
Base / Survey response rate		1,805	99%

As with 2013, the majority of respondents were making an enquiry from the United Kingdom. Both years have the same top five locations.

² of Great Britain and Northern Ireland

Please tell us which continent / region you live in? Oceania

2015

	Column N %	Count	%
Australia	78%	101	
New Zealand	22%	28	
Total	100%	129	
Base / Survey response rate		129	100%

2013

	Column N %	Count	%
Australia	86%	138	
New Zealand	14%	22	
Kiribati	1%	1	
Total	100%	161	
Base / Survey response rate		162	99%

As with 2013, Australia and New Zealand was the most frequent location of distance users from Oceania.

What is your ethnic group?

	Column N %		Count	
	2015	2013	2015	2013
White	97%	98%	1,812	1,603
Other	1%	1%	25	18
Mixed	0%	1%	9	13
Asian	0%	0%	9	3
Black	0%	0%	7	2
Total	100%	100%	1,862	1,639
Base / Survey response rate	98%	97%	1,902	1,692

Only asked if European and resident in one of: Channel Islands, Guernsey, Isle of Man, Jersey, Sark, or United Kingdom of Great Britain and Northern Ireland

The ethnic group percentages were almost identical in 2015 as it was in 2013, with the majority of participants stating that they were White. The ethnic group percentages for the 2014 visitors' survey were: White 97%; Mixed 1%; Other 1%; Asian 1%; and Black 0%.

Please indicate if you consider yourself to have any of the following disabilities / conditions:

	Column N %		Count		2014 Visitors'
	2015	2013	2015	2013	
None / not applicable	79%	81%	1,499	1,299	83%
Mobility	8%	9%	151	141	9%
Hearing	6%	6%	112	99	6%
Mental health problem	3%	4%	48	60	1%
Other	2%	2%	37	34	2%
Dexterity	2%	2%	34	26	1%
Eyesight	1%	1%	25	22	2%
Learning disability	1%	1%	20	16	1%
Total	100%	100%	1,824	1,605	6,206
Base / Survey response rate	96%	95%	1,902	1,692	

Only asked if European and resident in one of: Channel Islands, Guernsey, Isle of Man, Jersey, Sark, or United Kingdom of Great Britain and Northern Ireland

In 2015, a slightly lower percentage of respondents said they had no disabilities or conditions than in 2013.

Are you currently:

	Column N %		Count		Census 2011
	2015	2013	2015	2013	
Retired (whether receiving a pension or not)?	52%	52%	959	854	14%
Employed or self-employed, full or part-time?	38%	36%	708	589	62%
A student?	5%	5%	90	84	6%
Other	1%	2%	26	39	2%
Looking after the home or family?	1%	2%	24	25	4%
Unemployed?	1%	1%	22	22	4%
Long-term sick or disabled?	1%	1%	19	19	4%
On a government sponsored training scheme?	0%	0%	1	1	3%
Total	100%	100%	1,849	1,692	
Base / Survey response rate	97%	97%	1,902	97%	

Only asked if European and resident in one of: Channel Islands, Guernsey, Isle of Man, Jersey, Sark, or United Kingdom of Great Britain and Northern Ireland

A slightly higher percentage of respondents said that they were employed in 2015 than in 2013. The percentage of retired respondents was identical (52%). The profile differs significantly from the 2011 profile of residents in England and Wales.

If you are happy for your email address to be attributed to / connected with your replies to the Record Office AND / OR you require a response from them, then please do indicate this below by selecting 'yes' for each option as appropriate.

Attributed to / connected with

	Column N %		Count	
	2015	2013	2015	2013
No	51%	48%	1,187	1,049
Yes	49%	52%	1,133	1,145
Total	100%	100%	2,320	2,221
Base / Survey response rate	98%	99%	2,357	2,221

Response required

	Column N %		Count	
	2015	2013	2015	2013
No	95%	94%	2,194	2,057
Yes	5%	6%	126	137
Total	100%	100%	2,320	2,194
Base / Survey response rate	98%	99%	2,356	2,221

Are there any improvements or changes you would like to see made to the service?

Several of the comments from respondents related to improvements to the website:

- Access to more online information / resources / materials such as documents and images;
- Improving the online catalogue eg clarity and content;
- User friendliness of the website eg searching for materials.

In some cases, respondents wanted record offices to increase their opening hours.

Appendices

The survey



0%

You recently contacted by letter, email or other electronic method, e.g. via the web, to draw on our distance enquiry services. Your feedback and views will help improve our services to customers. Do note that:

- This survey is being conducted by CIPFA Research on behalf of
- This survey is conducted in accordance with the Market Research Society (MRS) Code of Conduct
- This survey should take you no more than 5 to 10 minutes to complete
- We, CIPFA Research, guarantee that your anonymity will be preserved unless you explicitly provide your consent for your details to be revealed or for your comments to be passed on.

To proceed please click **Next** below, thank you

Next





0%

How did you find out about our distance enquiry service?

Please select all that apply

- A family history society
- Through the course of my education / training
- Leaflets / posters
- The archive's website
- Through the course of my employment
- Through a social media site, e.g. Twitter, Facebook
- A library / museum
- A magazine / newspaper / other publication
- Word of mouth, including friends or family
- Other

Next



0%

What were your main reasons for using email, letter or other electronic method, e.g. via the web, to contact rather than making a personal visit?

Please select all that apply

- See if archive has relevant information
- Used the archive's website but needed further help or advice
- In advance of a personal visit
- Email / phone / letter / other electronic method more convenient
- Live too far away to visit
- Saves on travel costs
- Don't have time to visit
- Cannot visit during your opening hours
- Follow-up to personal visit
- Need advice on services available
- Other

Next



0%

How good do you think the following aspects of the distance enquiry service are at ?

Please select one option per row

	Very good	Good	Adequate	Poor	Very poor
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promptness of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Charges for goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of navigation to our website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of bilingual information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next



0%

For how long have you been contacting by email, letter or other electronic method, e.g. via the web?

Please select one option

- This was the first time
- For less than a year
- One to four years
- Five to ten years
- More than ten years

Next

0%

Your gender

Please select one option

- Male
- Female

Next

0%

Your age, at your last birthday:

Next

0%

Please tell us which continent / region you live in?

Please select one option

- Africa
- Americas
- Asia
- Europe
- Oceania

Next

0%

Which one of the following African countries do you live in?

Please select one option ...

0%

Which one of the following American (North or South) countries do you live in?

Please select one option ...

0%

Which one of the following Asian countries do you live in?

Please select one option ...

0%

Which one of the following European countries do you live in?

Please select one option ...

0%

Which one of the following Oceanian countries do you live in?

Please select one option ...

Next

0%

What is your home postcode?

Next



0%

What is your ethnic group?

Please select one option

- Asian
- Black
- Mixed
- White
- Other

Next



0%

Please indicate if you consider yourself to have any of the following disabilities / conditions:

Please select all that apply

- None / not applicable**
- Mobility, e.g. walking short distances or climbing stairs
- Hearing, e.g. deafness or partial hearing
- Eyesight, e.g. blindness or partial sight
- Dexterity, e.g. lifting and carrying objects
- Learning disability, e.g. dyslexia
- Mental health problem, e.g. depression
- Other

Next



0%

Are you currently:

Please select one option

- Employed or self-employed, full or part-time?
- On a government sponsored training scheme?
- Unemployed?
- A student?
- Retired (whether receiving a pension or not)?
- Looking after the home or family?
- Long-term sick or disabled?
- Other

Next



0%

Are there any changes or improvements you would like to see made to the service at ?

Next



0%

Are you happy for your email address to be attributed to / connected with your replies to ?

Yes No

Do you require a response?

Yes No

Next



0%

{INS_ERR}

Please provide your email address in the box below:

So we can check we've got your email address recorded correctly, please enter your email address again:

Next



0%

If you wish to submit your responses please click **Next** below:

Next



Participating Archives

Repository	Type	Country	Region	Completed responses
Archives and Special Collections, Bangor University	University	Wales	Wales	11
Barking and Dagenham Archives and Local Studies Centre	Local	England	London	18
Bath Record Office	Local	England	South West	8
Bedfordshire and Luton Archives	Local	England	South East	50
Berkshire Record Office	Local	England	South East	43
Bexley Local Studies and Archive Centre	Local	England	London	32
Borthwick Institute for Archives	University	England	Yorkshire and the Humber	6
Bromley Local Studies and Archive	Local	England	London	30
Caernarfon Record Office – Gwynedd Archives Service	Local	Wales	Wales	3
Cambridgeshire Archives	Local	England	East	76
Centre for Buckinghamshire Studies	Local	England	South East	60
Ceredigion Archives	Local	Wales	Wales	15
Cheshire Archives and Local Studies	Local	England	North West	100
Conwy Archive Service	Local	Wales	Wales	12
Derbyshire Record Office	Local	England	Midlands	29
Flintshire Record Office	Local	Wales	Wales	29
Glamorgan Archives	Local	Wales	Wales	52
Gwent Archives	Local	Wales	Wales	50
Hackney Archives	Local	England	London	46
Hampshire Archives and Local Studies	Local	England	South	27
Highland Archive Service	Local	Scotland	Scotland	25

Repository	Type	Country	Region	Completed responses
Jersey Archive	Local	England	South	21
Kent History and Library Centre	Local	England	South East	243
Lancashire Archives	Local	England	North West	100
London Metropolitan Archives	Local	England	London	127
Meirionnydd Record Office – Gwynedd Archives Service	Local	Wales	Wales	3
National Library of Scotland, Manuscript and Archive Collections	National	Scotland	Scotland	53
National Library of Wales	National	Wales	Wales	35
North Yorkshire County Record Office	Local	England	Yorkshire and the Humber	57
Northumberland Archives	Local	England	North East	11
Oldham Local Studies and Archives	Local	England	North West	26
Parliamentary Archives	National	England	London	50
Pembrokeshire Archives and Local Studies	Local	Wales	Wales	24
Plymouth and West Devon Record Office	Local	England	South West	34
RAF Museum Archive and Library	Local	England	London	37
Richard Burton Archives, Swansea University	University	Wales	Wales	25
Rotherham Archives and Local Studies	Local	England	Yorkshire and the Humber	40
Royal Holloway, University of London Archives Service	Local	England	London	2
Sheffield Archives	Local	England	Yorkshire and the Humber	72
Shropshire Archives	Local	England	West Midlands	41
Special Collections and Archives, Cardiff University	University	Wales	Wales	10
Surrey History Centre	Local	England	South East	100
Sutton Local Studies and Archives Service	Local	England	London	23
The Keep	Local	England	South East	75
the University of Leeds Special Collections	University	England	Yorkshire and the Humber	46
Tower Hamlets Local History Library and Archives	Local	England	London	50

Repository	Type	Country	Region	Completed responses
University of Nottingham: Manuscripts and Special Collections	University	England	Midlands	50
West Yorkshire Archive Service, Bradford	Local	England	Yorkshire and the Humber	50
West Yorkshire Archive Service, Calderdale	Local	England	Yorkshire and the Humber	30
West Yorkshire Archive Service, Kirklees	Local	England	Yorkshire and the Humber	6
West Yorkshire Archive Service, Leeds	Local	England	Yorkshire and the Humber	74
West Yorkshire Archive Service, Wakefield	Local	England	Yorkshire and the Humber	94
Wolverhampton Archives and Local Studies	Local	England	Midlands	27
Worcestershire Archive and Archaeology Service	Local	England	Midlands	70
Wrexham Archives and Local Studies	Local	Wales	Wales	9

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