

*Public Services Quality Group Of The National Council On Archives
Survey Of Visitors To British Archives 2002 – National Report*

East Midlands

Derbyshire Record Office
Northamptonshire Record Office
Nottinghamshire Archives
University of Nottingham Dept of Manuscripts &
Special Collections

Eastern

Bedfordshire & Luton Archives & Records Service
Bury Record Office
Cambridgeshire County Record Office
Churchill Archives Centre
Essex Record Office - Chelmsford
Essex Record Office - Colchester & NE Essex
Branch
Essex Record Office - Southend Branch
Huntingdon Record Office
Ipswich Record Office
Norfolk Record Office

London

Camden Local Studies & Archives Centre
City of Westminster Archives Centre
Corporation of London Records Office
Croydon Archives Service
Guildhall Library Manuscripts Section
Hackney Archives Department
Hammersmith & Fulham Archives & Local
History Centre
Heritage, Royal Mail
Hillingdon Local Studies & Archives
House of Lords Record Office
Institute of Civil Engineers Archive
Kingston Museum & Heritage
Lambeth Palace Library
London Borough of Lambeth
London Metropolitan Archives
Public Record Office, Kew
School of Oriental & African Studies Library
Southwark Local Studies Library
Sutton Archives & Local Studies
The Royal Society
Wandsworth Local History Service

North East

Berwick upon Tweed Record Office
Durham County Record Office
Durham University Library Archives & Special
Collections
Morpeth Records Centre
Northumberland Record Office
Teesside Archives
Tyne & Wear Archives Service

North West

Bolton Archives & Local Studies
Bury Archives Service
Cheshire & Chester Archives & Local Studies -
Cheshire RO
Cheshire & Chester Archives & Local Studies -
Warrington
Chester History & Heritage
Cumbria Record Office – Barrow
Cumbria Record Office – Carlisle
Cumbria Record Office – Kendal
Cumbria Record Office – Whitehaven
Greater Manchester County Record Office
Lancashire Record Office
Liverpool Record Office
Manchester Archives & Local Studies
North Sefton Local History Unit
South Sefton Local History Unit
Special Collections & Archives
St. Helens Local History & Archives Library
Tameside Archives Service
Wirral Archives Service

South East

BBC Written Archives Centre
Berkshire Record Office
Canterbury Cathedral Archives
Centre for Kentish Studies
Centre of Buckinghamshire Studies
East Kent Archives
East Sussex Record Office
Hampshire Record Office
Isle of Wight Record Office
Oxfordshire Record Office
Southampton Archives
Surrey History Centre
University of Reading Rural History Centre
West Sussex Record Office

South West

Bristol Record Office
Cornwall Record Office
Devon Record Office
Dorset Archives Service
Gloucestershire Record Office
North Devon Record Office
Plymouth & West Devon Record Office
Somerset Record Office
Wiltshire & Swindon Record Office

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West Midlands

Birmingham City Archives
Burton upon Trent Archives
Dudley Archive & Local History Service
Herefordshire Record Office
Lichfield Record Office
Shakespeare Birthplace Trust Records Office
Shropshire Records & Research
Staffordshire Record Office
Stoke on Trent City Archives
Walsall Local History Centre
Wolverhampton Archives & Local Studies
Worcestershire Library & History Centre
Worcestershire Record Office HQ

Yorkshire & Humberside

Barnsley MBC Archives & Local Studies
Borthwick Institute of Historical Research
East Riding of Yorkshire Archives Service
Hull City Archives
National Railway Museum - Jack Simmons
Library Reading Room
North East Lincolnshire Archives
North Yorkshire County Record Office
Rotherham Archives & Local Studies
Sheffield Archives
West Yorkshire Archive Service - Bradford
West Yorkshire Archive Service - Calderdale
West Yorkshire Archive Service - Headquarters
West Yorkshire Archive Service - Kirklees
West Yorkshire Archive Service - Leeds

Wales

Anglesey County Record Office
Caernarfon Record Office
Carmarthenshire Archive Service
County Hall Swansea
Dolgellau Record Office
Flintshire Record Office
Glamorgan Record Office
Gwent Record Office
National Library of Wales
Neath Archives Access Point
Pembrokeshire Record Office
Port Talbot Archives Access Point
University of Wales Bangor Archives Department

Scotland

Aberdeen City Archives - Old Aberdeen House
Aberdeen City Archives - Town House
Ayrshire Archives Centre
Glasgow University Archive Services
National Library of Scotland: Manuscripts Section
Perth & Kinross Council Archive
University of Dundee, Archive Services

Other

Jersey Archive
Public Record Office of Northern Ireland

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Questionnaires completed per region

	Response	
	no. of cases	% of total
East Midlands	<i>547</i>	<i>3.8%</i>
Eastern	<i>1,089</i>	<i>9.9%</i>
London	<i>1,607</i>	<i>23.6%</i>
North East	<i>701</i>	<i>4.2%</i>
North West	<i>1,721</i>	<i>19.1%</i>
South East	<i>1,404</i>	<i>13.6%</i>
South West	<i>1,091</i>	<i>6.3%</i>
West Midlands	<i>1,210</i>	<i>10.3%</i>
Yorkshire & Humberside	<i>1,042</i>	<i>4.7%</i>
Wales	<i>991</i>	<i>2.7%</i>
Scotland	<i>302</i>	<i>.6%</i>
Other	<i>194</i>	<i>1.2%</i>
UK Total	<i>11,899</i>	<i>100.0%</i>

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**Section A: About your visit experience
1. How would you rate:**

	Advance information					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	40.9%	48.7%	9.0%	1.2%	.3%	394
Eastern	46.7%	43.3%	9.6%	.2%	.2%	822
London	38.7%	46.7%	12.7%	1.6%	.4%	1,149
North East	47.8%	42.4%	9.4%	.4%		551
North West	49.8%	40.7%	7.5%	1.6%	.3%	1,278
South East	46.1%	45.0%	8.0%	.9%		1,025
South West	45.6%	43.3%	10.1%	.8%	.1%	822
West Midlands	51.3%	40.8%	7.5%	.4%		891
Yorkshire & Humberside	50.6%	36.2%	11.2%	1.8%	.3%	814
Wales	57.9%	33.7%	7.7%	.5%	.2%	725
Scotland	49.2%	38.0%	10.4%	2.4%		215
Other	43.5%	40.0%	13.8%	2.6%		155
UK Total	46.0%	43.1%	9.6%	1.1%	.2%	8,841

Percentage of responders completing:
Section A: About your visit experience
1. How would you rate: Advance information

East Midlands	70.9%
Eastern	76.1%
London	76.9%
North East	78.3%
North West	76.9%
South East	71.6%
South West	74.6%
West Midlands	73.7%
Yorkshire & Humberside	75.7%
Wales	70.7%
Scotland	72.9%
Other	81.2%
UK Total	75.3%

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**Section A: About your visit experience
1. How would you rate:**

	Web site					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	13.7%	46.7%	24.4%	9.7%	5.4%	169
Eastern	35.3%	49.3%	12.2%	3.0%	.2%	526
London	29.3%	53.3%	12.9%	4.2%	.4%	736
North East	37.3%	45.5%	14.4%	2.9%		284
North West	34.8%	46.6%	14.1%	2.8%	1.7%	622
South East	26.3%	48.4%	23.0%	2.2%	.0%	517
South West	24.8%	54.5%	14.7%	5.1%	.9%	397
West Midlands	34.4%	45.8%	16.5%	2.9%	.4%	476
Yorkshire & Humberside	20.0%	49.4%	19.7%	8.0%	2.8%	303
Wales	35.3%	44.0%	14.6%	4.4%	1.7%	352
Scotland	33.0%	48.7%	18.3%			108
Other	36.0%	49.1%	11.0%	3.9%		113
UK Total	30.7%	49.7%	15.0%	3.7%	.8%	4,603

Percentage of responders completing:
Section A: About your visit experience
1. How would you rate: Web site

East Midlands	29.6%
Eastern	52.6%
London	65.4%
North East	42.3%
North West	38.6%
South East	34.4%
South West	37.6%
West Midlands	42.3%
Yorkshire & Humberside	26.7%
Wales	34.4%
Scotland	42.3%
Other	61.1%
UK Total	45.5%

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**Section A: About your visit experience
1. How would you rate:**

	Opening hours					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	31.6%	54.3%	11.0%	2.9%	.2%	524
Eastern	40.9%	43.9%	12.9%	2.0%	.3%	1,050
London	30.1%	47.3%	19.3%	3.4%		1,517
North East	39.1%	40.3%	16.7%	3.2%	.7%	665
North West	55.3%	36.8%	7.4%	.6%	.0%	1,651
South East	43.1%	44.0%	11.4%	1.1%	.4%	1,348
South West	25.7%	49.6%	20.1%	4.1%	.5%	1,056
West Midlands	39.4%	48.6%	10.4%	1.5%		1,155
Yorkshire & Humberside	23.9%	45.6%	23.7%	6.3%	.6%	984
Wales	38.0%	45.9%	13.3%	2.9%	.0%	931
Scotland	31.0%	42.6%	23.8%	2.6%		266
Other	32.7%	40.3%	21.2%	5.7%		183
UK Total	38.8%	44.5%	14.1%	2.4%	.2%	11,330

Percentage of responders completing:
Section A: About your visit experience
1. How would you rate: Opening hours

East Midlands	96.2%
Eastern	96.6%
London	96.2%
North East	94.1%
North West	96.0%
South East	95.8%
South West	96.2%
West Midlands	95.9%
Yorkshire & Humberside	95.2%
Wales	92.8%
Scotland	91.3%
Other	95.7%
UK Total	95.9%

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**Section A: About your visit experience
1. How would you rate:**

	Physical access to and in the building					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	50.8%	42.9%	5.4%	.6%	.2%	522
Eastern	44.9%	42.1%	11.4%	1.4%	.1%	1,040
London	41.1%	46.3%	11.1%	1.1%	.3%	1,517
North East	33.4%	48.4%	15.7%	2.4%	.1%	649
North West	48.6%	38.5%	10.6%	1.8%	.5%	1,648
South East	53.6%	36.5%	7.7%	1.6%	.6%	1,343
South West	33.7%	43.4%	20.1%	2.7%	.1%	1,049
West Midlands	58.1%	35.6%	4.5%	1.5%	.3%	1,164
Yorkshire & Humberside	36.9%	41.1%	16.6%	4.9%	.4%	996
Wales	49.1%	36.9%	11.7%	1.8%	.6%	943
Scotland	41.3%	39.5%	13.1%	6.1%		277
Other	47.2%	36.3%	12.8%	2.2%	1.5%	184
UK Total	46.1%	41.1%	10.7%	1.8%	.4%	11,332

Percentage of responders completing:
Section A: About your visit experience
1. How would you rate: Physical access to and in the building

East Midlands	95.6%
Eastern	96.1%
London	95.0%
North East	92.1%
North West	96.0%
South East	95.3%
South West	95.9%
West Midlands	96.4%
Yorkshire & Humberside	95.3%
Wales	95.0%
Scotland	94.1%
Other	95.5%
UK Total	95.5%

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**Section A: About your visit experience
1. How would you rate:**

	Visitor facilities					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	31.2%	45.9%	21.1%	1.9%		509
Eastern	35.1%	38.6%	22.6%	3.2%	.5%	1,005
London	35.1%	45.9%	16.1%	2.5%	.4%	1,454
North East	31.9%	45.9%	19.6%	2.4%	.2%	630
North West	37.0%	39.6%	16.6%	5.7%	1.1%	1,532
South East	42.8%	39.1%	14.8%	2.6%	.7%	1,300
South West	25.9%	38.6%	23.8%	10.0%	1.6%	1,013
West Midlands	43.4%	40.5%	13.2%	2.5%	.4%	1,127
Yorkshire & Humberside	28.0%	37.1%	26.3%	7.4%	1.1%	949
Wales	41.9%	36.7%	16.2%	5.2%	.1%	889
Scotland	36.9%	44.5%	17.4%	1.1%		261
Other	48.1%	30.9%	20.3%	.8%		179
UK Total	36.6%	41.2%	17.7%	3.9%	.6%	10,848

Percentage of responders completing:
Section A: About your visit experience
1. How would you rate: Visitor facilities

East Midlands	93.8%
Eastern	93.6%
London	94.2%
North East	90.1%
North West	89.7%
South East	93.2%
South West	92.6%
West Midlands	93.7%
Yorkshire & Humberside	90.6%
Wales	88.3%
Scotland	86.8%
Other	93.3%
UK Total	92.4%

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**Section A: About your visit experience
1. How would you rate:**

	Lists, indexes, leaflets, reference books					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	40.1%	50.1%	8.6%	1.2%		498
Eastern	41.9%	49.1%	8.2%	.9%		1,003
London	40.3%	46.0%	12.7%	1.0%		1,427
North East	54.4%	36.1%	8.9%	.5%	.1%	638
North West	51.8%	39.2%	8.4%	.6%		1,550
South East	45.4%	46.2%	7.5%	.9%		1,239
South West	42.4%	45.2%	11.1%	1.3%	.0%	976
West Midlands	49.7%	41.9%	7.2%	1.1%	.1%	1,076
Yorkshire & Humberside	44.1%	44.0%	10.0%	1.4%	.5%	920
Wales	49.1%	43.3%	7.0%	.6%		877
Scotland	43.2%	43.5%	13.3%			240
Other	51.1%	35.9%	13.1%			172
UK Total	45.5%	44.0%	9.5%	.9%	.0%	10,616

Percentage of responders completing:
Section A: About your visit experience
1. How would you rate: Lists, indexes, leaflets, reference books

East Midlands	91.7%
Eastern	93.3%
London	93.5%
North East	91.5%
North West	90.9%
South East	88.5%
South West	89.0%
West Midlands	88.8%
Yorkshire & Humberside	89.3%
Wales	88.0%
Scotland	83.5%
Other	91.4%
UK Total	91.0%

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**Section A: About your visit experience
1. How would you rate:**

	Document delivery					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	46.4%	45.3%	6.6%	1.7%		444
Eastern	50.5%	40.2%	7.7%	1.0%	.5%	842
London	49.3%	42.8%	7.1%	.8%		1,139
North East	55.7%	35.1%	8.4%	.4%	.3%	451
North West	46.5%	43.0%	8.4%	1.7%	.4%	1,183
South East	51.5%	40.4%	6.6%	1.0%	.5%	968
South West	52.1%	38.0%	8.3%	1.2%	.3%	857
West Midlands	53.4%	38.8%	7.0%	.6%	.2%	803
Yorkshire & Humberside	46.9%	41.7%	10.2%	1.1%	.2%	726
Wales	65.1%	29.7%	4.8%	.3%		752
Scotland	59.7%	32.4%	7.9%			227
Other	47.9%	32.6%	17.0%	.8%	1.6%	159
UK Total	50.2%	40.8%	7.7%	1.1%	.3%	8,551

Percentage of responders completing:
Section A: About your visit experience
1. How would you rate: Document delivery

East Midlands	79.2%
Eastern	75.4%
London	79.2%
North East	62.5%
North West	70.7%
South East	64.8%
South West	79.9%
West Midlands	60.2%
Yorkshire & Humberside	68.7%
Wales	75.9%
Scotland	78.7%
Other	86.2%
UK Total	72.1%

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**Section A: About your visit experience
1. How would you rate:**

	Microfilm and fiche viewing facilities					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	39.9%	47.5%	11.2%	1.4%		452
Eastern	47.0%	39.3%	10.8%	2.6%	.4%	871
London	33.5%	43.6%	20.0%	2.6%	.4%	1,135
North East	35.0%	39.5%	21.1%	3.9%	.6%	552
North West	48.6%	37.4%	10.5%	3.2%	.3%	1,446
South East	50.1%	36.6%	10.4%	2.4%	.5%	1,135
South West	46.1%	40.0%	12.6%	1.1%	.1%	905
West Midlands	53.0%	35.9%	9.3%	1.5%	.3%	1,042
Yorkshire & Humberside	37.2%	38.5%	17.8%	3.6%	2.9%	803
Wales	51.8%	31.5%	13.9%	2.7%	.1%	792
Scotland	20.4%	46.0%	32.4%	1.2%		89
Other	45.9%	34.3%	17.9%	1.9%		135
UK Total	44.1%	39.2%	13.7%	2.5%	.5%	9,357

Percentage of responders completing:
Section A: About your visit experience
1. How would you rate: Microfilm and fiche viewing facilities

East Midlands	85.1%
Eastern	85.0%
London	79.7%
North East	82.8%
North West	86.7%
South East	83.9%
South West	81.2%
West Midlands	87.2%
Yorkshire & Humberside	81.9%
Wales	79.7%
Scotland	33.9%
Other	74.4%
UK Total	83.1%

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**Section A: About your visit experience
1. How would you rate:**

	Copy services					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	25.6%	47.5%	22.4%	4.2%	.3%	376
Eastern	33.8%	43.6%	16.6%	4.0%	2.0%	715
London	22.4%	42.1%	25.5%	8.6%	1.3%	1,093
North East	31.8%	39.7%	22.0%	5.3%	1.2%	459
North West	41.9%	38.6%	14.8%	3.4%	1.2%	1,162
South East	37.7%	41.6%	16.2%	3.5%	1.1%	857
South West	34.2%	40.7%	19.8%	4.3%	.9%	740
West Midlands	41.2%	42.0%	13.4%	2.8%	.6%	827
Yorkshire & Humberside	33.2%	37.7%	19.6%	6.6%	2.9%	605
Wales	49.5%	35.6%	10.8%	3.9%	.2%	693
Scotland	32.3%	49.0%	13.4%	5.3%		158
Other	32.9%	38.3%	21.6%	7.2%		126
UK Total	33.6%	41.2%	18.8%	5.1%	1.2%	7,811

Percentage of responders completing:
Section A: About your visit experience
1. How would you rate: Copy services

East Midlands	69.1%
Eastern	67.8%
London	75.0%
North East	67.6%
North West	68.2%
South East	60.3%
South West	68.3%
West Midlands	66.7%
Yorkshire & Humberside	58.4%
Wales	69.4%
Scotland	60.0%
Other	68.5%
UK Total	68.1%

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**Section A: About your visit experience
1. How would you rate:**

	On site IT facilities					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	13.6%	40.9%	8.9%	16.6%	20.0%	179
Eastern	35.3%	39.4%	18.0%	5.2%	2.1%	477
London	24.2%	49.0%	22.7%	3.4%	.7%	645
North East	21.4%	50.4%	20.4%	5.7%	2.2%	306
North West	41.6%	42.1%	13.0%	2.9%	.4%	802
South East	28.0%	41.1%	21.0%	6.8%	3.1%	501
South West	19.9%	39.5%	25.8%	8.7%	6.1%	392
West Midlands	39.6%	42.8%	13.6%	3.5%	.5%	508
Yorkshire & Humberside	20.8%	30.7%	24.2%	17.8%	6.5%	360
Wales	35.6%	37.6%	18.7%	6.8%	1.3%	414
Scotland	21.5%	45.8%	25.9%	6.8%		115
Other	31.7%	36.8%	17.3%	14.2%		122
UK Total	30.6%	43.4%	18.7%	5.3%	2.0%	4,821

Percentage of responders completing:
Section A: About your visit experience
1. How would you rate: On site IT facilities

East Midlands	30.2%
Eastern	47.1%
London	57.1%
North East	43.7%
North West	49.7%
South East	34.3%
South West	35.0%
West Midlands	46.1%
Yorkshire & Humberside	36.1%
Wales	42.5%
Scotland	50.1%
Other	66.6%
UK Total	46.2%

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**Section A: About your visit experience
1. How would you rate:**

	Quality and appropriateness of the staff's advice					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	68.4%	30.3%	1.3%			517
Eastern	67.5%	29.8%	2.1%	.4%	.2%	1,016
London	49.2%	37.9%	11.3%	1.5%	.1%	1,472
North East	65.9%	29.5%	4.4%	.3%		651
North West	69.3%	27.2%	3.3%	.2%		1,588
South East	64.6%	30.8%	4.0%	.5%	.0%	1,288
South West	64.9%	30.3%	4.3%	.5%		1,031
West Midlands	67.6%	28.0%	4.0%	.3%		1,106
Yorkshire & Humberside	65.7%	27.0%	6.6%	.7%		949
Wales	77.0%	21.1%	1.8%			927
Scotland	74.7%	22.3%	3.0%			276
Other	58.9%	33.3%	7.8%			180
UK Total	63.1%	30.8%	5.4%	.6%	.0%	11,001

Percentage of responders completing:
Section A: About your visit experience

1. How would you rate: Quality and appropriateness of the staff's advice

East Midlands	94.1%
Eastern	93.0%
London	92.0%
North East	92.3%
North West	91.9%
South East	90.2%
South West	94.2%
West Midlands	91.4%
Yorkshire & Humberside	91.6%
Wales	92.6%
Scotland	93.4%
Other	94.0%
UK Total	92.0%

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**Section A: About your visit experience
1. How would you rate:**

	Helpfulness and friendliness of the staff					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	79.4%	19.7%	1.0%			541
Eastern	79.2%	19.3%	1.2%	.1%	.2%	1,075
London	59.1%	33.5%	5.6%	1.3%	.5%	1,579
North East	71.4%	25.3%	2.9%	.2%	.2%	680
North West	76.4%	21.2%	2.2%	.2%		1,693
South East	77.1%	20.6%	1.9%	.2%	.2%	1,379
South West	70.8%	24.8%	3.5%	.5%	.3%	1,082
West Midlands	80.1%	17.6%	2.1%	.2%		1,194
Yorkshire & Humberside	74.3%	21.4%	3.3%	1.0%		1,023
Wales	85.2%	13.4%	1.5%			980
Scotland	83.4%	15.0%	1.6%			296
Other	69.3%	23.9%	6.0%	.7%		191
UK Total	72.7%	23.6%	3.0%	.5%	.2%	11,713

Percentage of responders completing:
Section A: About your visit experience
1. How would you rate: Helpfulness and friendliness of the staff

East Midlands	98.9%
Eastern	98.3%
London	97.8%
North East	96.4%
North West	98.4%
South East	98.1%
South West	98.8%
West Midlands	98.6%
Yorkshire & Humberside	98.0%
Wales	98.7%
Scotland	98.4%
Other	98.3%
UK Total	98.2%

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**Section A: About your visit experience
1. How would you rate:**

	The archive's service overall					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
East Midlands	51.5%	44.6%	3.6%		.2%	525
Eastern	55.1%	41.0%	3.6%	.3%		1,012
London	43.5%	48.7%	6.5%	1.3%		1,500
North East	50.8%	41.0%	7.7%	.5%		656
North West	57.7%	38.3%	3.7%	.3%		1,603
South East	56.7%	39.4%	3.7%	.1%	.2%	1,296
South West	52.3%	40.5%	6.8%	.4%		1,021
West Midlands	59.3%	36.8%	3.6%	.3%		1,126
Yorkshire & Humberside	45.0%	45.0%	8.8%	1.2%		979
Wales	59.4%	36.8%	3.7%			929
Scotland	52.6%	44.3%	3.1%			270
Other	52.0%	38.8%	9.2%			183
UK Total	52.6%	41.8%	5.0%	.5%	.0%	11,100

Percentage of responders completing:
Section A: About your visit experience
1. How would you rate: The archive's service overall

East Midlands	95.6%
Eastern	93.4%
London	92.6%
North East	93.1%
North West	92.5%
South East	92.0%
South West	92.9%
West Midlands	92.2%
Yorkshire & Humberside	93.9%
Wales	93.4%
Scotland	91.6%
Other	94.8%
UK Total	92.8%

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**Section A: About your visit experience
2. In what areas is it most important for this archive to improve?**

	Areas for improvement		
	Advance information	Web site	Opening hours
East Midlands	<i>3.6%</i>	<i>16.3%</i>	<i>13.3%</i>
Eastern	<i>5.2%</i>	<i>7.3%</i>	<i>15.7%</i>
London	<i>6.5%</i>	<i>12.4%</i>	<i>21.5%</i>
North East	<i>5.2%</i>	<i>9.4%</i>	<i>16.7%</i>
North West	<i>8.6%</i>	<i>9.6%</i>	<i>8.8%</i>
South East	<i>5.4%</i>	<i>6.7%</i>	<i>12.8%</i>
South West	<i>5.6%</i>	<i>9.4%</i>	<i>25.0%</i>
West Midlands	<i>5.1%</i>	<i>7.8%</i>	<i>16.3%</i>
Yorkshire & Humberside	<i>5.4%</i>	<i>12.1%</i>	<i>28.4%</i>
Wales	<i>6.4%</i>	<i>11.7%</i>	<i>22.2%</i>
Scotland	<i>10.2%</i>	<i>9.0%</i>	<i>23.4%</i>
Other	<i>7.9%</i>	<i>15.3%</i>	<i>23.3%</i>
UK Total	<i>6.2%</i>	<i>10.0%</i>	<i>17.0%</i>

note: as a multiple response question no "percentage of responders completing" table is provided

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**Section A: About your visit experience
2. In what areas is it most important for this archive to improve?**

	Areas for improvement		
	Physical access to and in the building	Visitor facilities	Lists, indexes, leaflets, reference books
East Midlands	<i>4.0%</i>	<i>16.3%</i>	<i>10.2%</i>
Eastern	<i>6.9%</i>	<i>16.5%</i>	<i>10.2%</i>
London	<i>4.4%</i>	<i>10.4%</i>	<i>14.9%</i>
North East	<i>7.7%</i>	<i>14.1%</i>	<i>9.6%</i>
North West	<i>9.0%</i>	<i>18.6%</i>	<i>12.6%</i>
South East	<i>6.4%</i>	<i>13.0%</i>	<i>8.7%</i>
South West	<i>11.3%</i>	<i>22.4%</i>	<i>11.0%</i>
West Midlands	<i>3.5%</i>	<i>10.1%</i>	<i>9.8%</i>
Yorkshire & Humberside	<i>11.6%</i>	<i>20.2%</i>	<i>11.1%</i>
Wales	<i>7.5%</i>	<i>17.8%</i>	<i>11.8%</i>
Scotland	<i>14.6%</i>	<i>8.0%</i>	<i>13.0%</i>
Other	<i>7.1%</i>	<i>9.9%</i>	<i>9.5%</i>
UK Total	<i>6.7%</i>	<i>14.6%</i>	<i>11.7%</i>

note: as a multiple response question no "percentage of responders completing" table is provided

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**Section A: About your visit experience
2. In what areas is it most important for this archive to improve?**

	Areas for improvement		
	Document delivery	Microfilm and fiche viewing facilities	Copy services
East Midlands	4.8%	17.4%	15.6%
Eastern	4.6%	12.9%	12.3%
London	7.1%	14.8%	27.4%
North East	3.1%	28.4%	18.2%
North West	8.8%	24.2%	12.1%
South East	3.9%	14.0%	11.9%
South West	5.4%	9.6%	13.5%
West Midlands	2.3%	15.0%	11.1%
Yorkshire & Humberside	4.8%	23.2%	14.1%
Wales	3.7%	18.8%	10.1%
Scotland	4.5%	8.4%	13.3%
Other	14.8%	9.9%	17.8%
UK Total	5.8%	17.0%	16.4%

note: as a multiple response question no "percentage of responders completing" table is provided

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**Section A: About your visit experience
2. In what areas is it most important for this archive to improve?**

	Areas for improvement		
	On site IT facilities	Quality and appropriateness of advice provided by staff	Helpfulness and friendliness of staff
East Midlands	<i>16.7%</i>	<i>1.7%</i>	<i>1.7%</i>
Eastern	<i>9.2%</i>	<i>2.0%</i>	<i>2.2%</i>
London	<i>6.0%</i>	<i>7.3%</i>	<i>5.6%</i>
North East	<i>7.9%</i>	<i>2.6%</i>	<i>2.3%</i>
North West	<i>7.6%</i>	<i>3.8%</i>	<i>4.2%</i>
South East	<i>9.1%</i>	<i>2.1%</i>	<i>3.5%</i>
South West	<i>8.6%</i>	<i>3.2%</i>	<i>5.1%</i>
West Midlands	<i>8.7%</i>	<i>2.8%</i>	<i>2.3%</i>
Yorkshire & Humberside	<i>14.5%</i>	<i>4.3%</i>	<i>4.8%</i>
Wales	<i>13.1%</i>	<i>1.1%</i>	<i>2.6%</i>
Scotland	<i>9.5%</i>	<i>1.8%</i>	<i>.9%</i>
Other	<i>10.6%</i>	<i>9.6%</i>	<i>5.5%</i>
UK Total	<i>8.6%</i>	<i>4.0%</i>	<i>3.9%</i>

note: as a multiple response question no "percentage of responders completing" table is provided

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**Section A: About your visit experience
2. In what areas is it most important for this archive to improve?**

	Areas for improvement		no. of respondents
	No change necessary	Other	
East Midlands	<i>30.2%</i>	<i>15.9%</i>	<i>491</i>
Eastern	<i>38.1%</i>	<i>12.4%</i>	<i>913</i>
London	<i>25.3%</i>	<i>16.8%</i>	<i>1,353</i>
North East	<i>29.6%</i>	<i>13.8%</i>	<i>579</i>
North West	<i>33.2%</i>	<i>15.4%</i>	<i>1,375</i>
South East	<i>40.6%</i>	<i>25.2%</i>	<i>1,140</i>
South West	<i>29.1%</i>	<i>15.1%</i>	<i>912</i>
West Midlands	<i>40.9%</i>	<i>14.6%</i>	<i>1,010</i>
Yorkshire & Humberside	<i>30.0%</i>	<i>12.7%</i>	<i>875</i>
Wales	<i>34.4%</i>	<i>14.6%</i>	<i>786</i>
Scotland	<i>33.2%</i>	<i>8.1%</i>	<i>242</i>
Other	<i>33.2%</i>	<i>15.1%</i>	<i>160</i>
UK Total	<i>32.8%</i>	<i>16.4%</i>	<i>9,836</i>

note: as a multiple response question no "percentage of responders completing" table is provided

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**Section B: About your visit today
3. How long have you stayed at this archive today?**

	How long have you stayed at this archive today?		
	Up to half an hour	Up to one hour	Up to two hours
East Midlands	2.1%	4.4%	21.8%
Eastern	4.2%	9.8%	23.1%
London	3.1%	7.4%	15.1%
North East	4.5%	8.7%	21.5%
North West	3.2%	14.3%	36.6%
South East	4.0%	8.5%	22.8%
South West	2.6%	8.8%	21.8%
West Midlands	7.1%	11.3%	27.9%
Yorkshire & Humberside	5.6%	11.4%	29.7%
Wales	5.4%	15.5%	38.1%
Scotland	11.4%	29.4%	25.0%
Other	7.8%	15.9%	29.1%
UK Total	4.1%	10.2%	24.9%

**Section B: About your visit today
3. How long have you stayed at this archive today?**

	How long have you stayed at this archive		no. of cases
	Up to three hours	More than three hours	
East Midlands	23.6%	48.1%	525
Eastern	21.9%	40.8%	1,046
London	13.4%	60.9%	1,541
North East	22.7%	42.6%	606
North West	21.0%	24.9%	1,646
South East	21.6%	43.0%	1,359
South West	21.7%	45.1%	1,054
West Midlands	19.9%	33.8%	1,176
Yorkshire & Humberside	24.0%	29.3%	1,002
Wales	20.7%	20.2%	942
Scotland	11.8%	22.5%	285
Other	25.6%	21.6%	180
UK Total	19.6%	41.3%	11,362

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Percentage of responders completing:

Section B: About your visit today

3. How long have you stayed at this archive today?

East Midlands	95.8%
Eastern	96.3%
London	96.2%
North East	91.1%
North West	96.3%
South East	96.7%
South West	96.1%
West Midlands	97.7%
Yorkshire & Humberside	96.4%
Wales	94.5%
Scotland	94.9%
Other	94.0%
UK Total	96.1%

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Section B: About your visit today

4. Was your visit to this archive today the main purpose of your visit to the area?

	Was your visit to this archive today the main purpose of your visit to the area?		no. of cases
	Yes	No	
East Midlands	89.5%	10.5%	539
Eastern	80.9%	19.1%	1,060
London	89.7%	10.3%	1,573
North East	83.8%	16.2%	622
North West	85.1%	14.9%	1,676
South East	83.9%	16.1%	1,366
South West	85.2%	14.8%	1,065
West Midlands	81.2%	18.8%	1,179
Yorkshire & Humberside	83.0%	17.0%	1,011
Wales	74.9%	25.1%	963
Scotland	72.6%	27.4%	289
Other	88.2%	11.8%	183
UK Total	84.9%	15.1%	11,526

Percentage of responders completing:
Section B: About your visit today
4. Was your visit to this archive today
the main purpose of your visit to the area?

East Midlands	98.5%
Eastern	97.3%
London	97.9%
North East	92.2%
North West	97.2%
South East	96.9%
South West	97.5%
West Midlands	98.1%
Yorkshire & Humberside	97.4%
Wales	96.6%
Scotland	97.1%
Other	95.3%
UK Total	97.2%

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Section B: About your visit today

5. What was your primary means of travel to this archive today?

	What was your primary means of travel to this archive today?			
	Bus / coach	Car / motorbike / taxi	Bicycle	Foot
East Midlands	14.8%	74.2%	1.0%	3.8%
Eastern	6.9%	75.2%	2.3%	9.3%
London	14.5%	30.5%	1.8%	6.7%
North East	20.2%	64.3%		5.8%
North West	26.4%	44.2%	.6%	8.1%
South East	6.0%	77.2%	.3%	7.8%
South West	10.7%	76.3%	.9%	6.0%
West Midlands	16.6%	66.8%	1.4%	10.3%
Yorkshire & Humberside	23.2%	57.5%	.4%	8.0%
Wales	8.2%	84.2%	.1%	6.2%
Scotland	16.2%	44.1%		29.7%
Other	7.5%	78.0%	1.5%	8.4%
UK Total	15.3%	57.0%	1.1%	7.8%

Section B: About your visit today

5. What was your primary means of travel to this archive today?

	What was your primary means		no. of cases
	Rail / tube / tram	Air	
East Midlands	6.2%		536
Eastern	6.1%	.3%	1,064
London	46.4%	.1%	1,559
North East	9.8%		671
North West	20.6%	.1%	1,666
South East	8.6%	.1%	1,358
South West	5.8%	.1%	1,068
West Midlands	5.0%		1,174
Yorkshire & Humberside	10.9%		1,017
Wales	1.2%	.2%	953
Scotland	9.5%	.4%	296
Other	3.7%	1.0%	185
UK Total	18.8%	.1%	11,547

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Percentage of responders completing:
Section B: About your visit today
5. What was the primary means
of travel to this archive today?

East Midlands	98.0%
Eastern	96.9%
London	96.9%
North East	95.2%
North West	96.9%
South East	96.1%
South West	97.7%
West Midlands	97.3%
Yorkshire & Humberside	97.7%
Wales	95.3%
Scotland	98.0%
Other	95.8%
UK Total	96.8%

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**Section B: About your visit today
6. In connection with your visit to this archive today,
are you doing any of the following?**

	Doing any of the following:		
	Paying for overnight accommodation	Eating out locally	Using local shops and services
East Midlands	7.8%	42.4%	73.1%
Eastern	9.6%	47.9%	70.7%
London	23.6%	48.9%	55.1%
North East	14.4%	53.2%	65.0%
North West	5.3%	42.1%	73.6%
South East	5.0%	47.5%	68.6%
South West	14.4%	56.1%	62.9%
West Midlands	7.4%	41.5%	81.4%
Yorkshire & Humberside	6.2%	44.0%	74.1%
Wales	10.7%	46.4%	71.8%
Scotland	14.8%	55.5%	68.1%
Other	27.4%	59.7%	63.7%
UK Total	10.8%	46.3%	69.0%

note: as a multiple response question no "percentage of responders completing" table is provided

**Section B: About your visit today
6. In connection with your visit to this archive today,
are you doing any of the following?**

	Doing any of the	no. of respondents
	Visiting other places of interest in the area	
East Midlands	18.3%	276
Eastern	13.5%	458
London	32.5%	752
North East	23.9%	256
North West	23.4%	894
South East	17.4%	579
South West	16.9%	478
West Midlands	12.7%	567
Yorkshire & Humberside	14.1%	550
Wales	19.4%	485
Scotland	25.7%	156
Other	29.4%	56
UK Total	20.9%	5,507

note: as a multiple response question no "percentage of responders completing" table is provided

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**Section B: About your visit today
7. If you are a visitor to the area,
how long do you intend to stay?**

	If you are a visitor to the area, how long do you intend to stay?			no. of cases
	Today only	Up to one week	More than a week	
East Midlands	80.7%	16.6%	2.8%	133
Eastern	85.0%	12.3%	2.7%	369
London	80.0%	12.6%	7.3%	818
North East	75.3%	23.6%	1.1%	165
North West	84.4%	13.6%	2.0%	507
South East	90.7%	7.7%	1.6%	525
South West	77.1%	19.6%	3.3%	385
West Midlands	82.3%	12.8%	4.9%	411
Yorkshire & Humberside	86.1%	9.8%	4.1%	359
Wales	73.6%	19.1%	7.3%	295
Scotland	57.5%	31.4%	11.1%	80
Other	65.4%	23.3%	11.3%	56
UK Total	82.3%	13.1%	4.6%	4,103

Percentage of responders completing:
Section B: About your visit today
7. If you are a visitor to the area,
how long do you intend to stay?

East Midlands	23.9%
Eastern	33.2%
London	61.2%
North East	25.2%
North West	28.7%
South East	37.9%
South West	34.8%
West Midlands	34.4%
Yorkshire & Humberside	32.0%
Wales	29.3%
Scotland	25.8%
Other	32.1%
UK Total	38.9%

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Section B: About your visit today

8. What was your main purpose in visiting this archive today?

	What was your main purpose in visiting this archive today?		
	Personal leisure / recreation	Non-leisure personal or family business	Formal education as student / researcher
East Midlands	64.5%	10.1%	17.2%
Eastern	66.4%	9.6%	13.5%
London	53.4%	9.2%	21.5%
North East	69.5%	9.3%	13.2%
North West	65.1%	14.6%	14.2%
South East	67.5%	10.9%	11.3%
South West	60.9%	12.3%	13.8%
West Midlands	74.3%	9.1%	9.9%
Yorkshire & Humberside	64.0%	13.5%	13.7%
Wales	63.5%	14.2%	11.7%
Scotland	22.7%	12.6%	47.1%
Other	42.3%	14.6%	22.8%
UK Total	63.0%	11.1%	15.3%

Section B: About your visit today

8. What was your main purpose in visiting this archive today?

	What was your main purpose in visiting		no. of cases
	Formal education as teacher	Work in connection with your employment	
East Midlands	.5%	7.7%	524
Eastern	.8%	9.7%	1,029
London	1.0%	14.8%	1,524
North East	1.1%	7.0%	598
North West	.7%	5.4%	1,613
South East	.6%	9.7%	1,308
South West	.8%	12.2%	1,026
West Midlands	1.1%	5.6%	1,123
Yorkshire & Humberside	.9%	7.8%	964
Wales	1.3%	9.3%	915
Scotland	1.5%	16.2%	283
Other	1.1%	19.2%	166
UK Total	.8%	9.7%	11,073

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Percentage of responders completing:
Section B: About your visit today
8. What was your main purpose
in visiting this archive today?

East Midlands	95.9%
Eastern	94.6%
London	94.7%
North East	88.2%
North West	92.9%
South East	92.7%
South West	94.2%
West Midlands	93.0%
Yorkshire & Humberside	91.5%
Wales	91.4%
Scotland	94.7%
Other	87.6%
UK Total	93.3%

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**Section B: About your visit today
9. With whom will or might you make use of what you have found
during this and any subsequent visit?**

	With whom		
	No-one else (only for my own personal interest)	My family and friends	People in my community, e.g. where I live
East Midlands	<i>11.9%</i>	<i>61.6%</i>	<i>18.9%</i>
Eastern	<i>14.2%</i>	<i>62.5%</i>	<i>15.5%</i>
London	<i>16.1%</i>	<i>51.7%</i>	<i>8.2%</i>
North East	<i>20.4%</i>	<i>64.1%</i>	<i>12.5%</i>
North West	<i>19.8%</i>	<i>66.0%</i>	<i>9.2%</i>
South East	<i>15.7%</i>	<i>61.4%</i>	<i>14.4%</i>
South West	<i>13.8%</i>	<i>57.8%</i>	<i>19.8%</i>
West Midlands	<i>17.7%</i>	<i>69.8%</i>	<i>10.7%</i>
Yorkshire & Humberside	<i>20.3%</i>	<i>56.8%</i>	<i>16.1%</i>
Wales	<i>19.8%</i>	<i>60.8%</i>	<i>17.1%</i>
Scotland	<i>13.2%</i>	<i>23.4%</i>	<i>14.8%</i>
Other	<i>11.8%</i>	<i>50.6%</i>	<i>13.8%</i>
UK Total	<i>16.8%</i>	<i>60.2%</i>	<i>12.3%</i>

note: as a multiple response question no "percentage of responders completing" table is provided

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**Section B: About your visit today
9. With whom will or might you make use of what you have found
during this and any subsequent visit?**

	With whom		no. of respondents
	Colleagues / students, for formal educational purposes	Business, work or professional clients or colleagues	
East Midlands	17.6%	9.1%	529
Eastern	17.0%	11.5%	1,034
London	23.3%	17.0%	1,506
North East	9.2%	9.6%	634
North West	12.8%	7.0%	1,601
South East	13.3%	11.5%	1,324
South West	14.1%	13.5%	1,025
West Midlands	8.9%	6.9%	1,120
Yorkshire & Humberside	12.3%	9.0%	991
Wales	12.6%	9.9%	919
Scotland	53.8%	15.1%	275
Other	19.6%	22.6%	173
UK Total	15.8%	11.4%	11,131

note: as a multiple response question no "percentage of responders completing" table is provided

**Section B: About your visit today
10. By what methods will or might you publicise
what you have found?**

	Methods of publication			
	In a written report, not for publication	In a publication	In a lecture or talk	In an exhibition
East Midlands	75.4%	18.2%	18.7%	5.8%
Eastern	73.0%	24.9%	15.0%	5.1%
London	57.9%	39.9%	24.8%	3.6%
North East	67.5%	21.8%	17.6%	5.6%
North West	74.4%	18.5%	15.4%	4.0%
South East	72.2%	24.0%	15.5%	4.1%
South West	65.9%	28.7%	21.4%	5.2%
West Midlands	72.0%	20.0%	12.5%	3.8%
Yorkshire & Humberside	73.3%	18.4%	15.5%	5.9%
Wales	71.3%	22.8%	18.6%	5.8%
Scotland	56.5%	43.7%	34.2%	7.0%
Other	55.9%	38.5%	27.5%	4.9%
UK Total	68.2%	26.9%	18.5%	4.4%

note: as a multiple response question no "percentage of responders completing" table is provided

Section B: About your visit today
**10. By what methods will or might you publicise
what you have found?**

	Methods of publication		no. of respondents
	In the media	On a website	
East Midlands	2.0%	15.8%	405
Eastern	1.9%	12.4%	754
London	4.5%	10.7%	1,122
North East	2.7%	12.4%	432
North West	2.2%	16.0%	1,013
South East	1.5%	11.4%	950
South West	2.8%	14.4%	761
West Midlands	1.4%	14.7%	747
Yorkshire & Humberside	1.4%	13.3%	662
Wales	2.0%	8.4%	626
Scotland	3.6%	9.0%	206
Other	5.1%	15.1%	109
UK Total	2.6%	12.9%	7,787

note: as a multiple response question no "percentage of responders completing" table is provided

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**Section C: About yourself
11. How long have you been visiting this archive?**

	How long have you been visiting this archive?					no. of cases
	First visit	Less than a year	1 – 4 years	5 – 10 years	More than 10 years	
East Midlands	17.2%	21.6%	27.1%	16.9%	17.2%	539
Eastern	17.5%	17.2%	29.6%	15.3%	20.4%	1,067
London	17.4%	17.5%	29.8%	17.4%	17.9%	1,566
North East	23.2%	15.0%	29.5%	15.4%	16.9%	675
North West	17.3%	19.1%	32.2%	14.0%	17.4%	1,667
South East	18.5%	14.3%	32.4%	16.6%	18.1%	1,373
South West	21.1%	12.2%	27.0%	17.2%	22.4%	1,080
West Midlands	17.5%	23.3%	32.7%	14.6%	11.9%	1,176
Yorkshire & Humberside	22.7%	19.1%	28.9%	16.0%	13.3%	1,015
Wales	21.6%	15.2%	32.0%	16.1%	15.1%	962
Scotland	38.3%	17.8%	23.0%	10.6%	10.3%	297
Other	20.8%	18.0%	29.8%	19.2%	12.1%	184
UK Total	18.5%	17.7%	30.6%	15.9%	17.3%	11,601

Percentage of responders completing:
Section C: About yourself
11.How long have you been visiting this archive?

East Midlands	98.9%
Eastern	97.9%
London	98.0%
North East	95.3%
North West	96.7%
South East	97.8%
South West	98.9%
West Midlands	97.5%
Yorkshire & Humberside	97.3%
Wales	96.8%
Scotland	99.1%
Other	95.5%
UK Total	97.5%

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**Section C: About yourself
12. Your age group**

	Age group				
	Under 16	16 - 24	25 - 34	35 - 44	45 - 54
East Midlands	.3%	7.1%	6.6%	11.0%	21.8%
Eastern	.3%	2.1%	5.3%	9.2%	22.0%
London	.7%	5.5%	10.9%	13.9%	19.3%
North East	1.8%	4.1%	4.0%	10.6%	21.9%
North West	.1%	5.2%	4.5%	10.6%	19.8%
South East	.4%	3.7%	5.1%	8.9%	18.1%
South West	.0%	2.3%	5.9%	9.5%	18.6%
West Midlands	.0%	4.6%	6.6%	12.8%	16.7%
Yorkshire & Humberside	.5%	5.2%	6.1%	9.4%	18.9%
Wales	.5%	3.0%	5.5%	12.5%	20.2%
Scotland		27.0%	13.8%	9.0%	12.2%
Other	.3%	5.6%	14.8%	15.0%	21.3%
UK Total	.4%	4.6%	6.8%	11.2%	19.4%

**Section C: About yourself
12. Your age group**

	Age group			no. of cases
	55 - 64	65 - 74	75+	
East Midlands	31.2%	18.6%	3.4%	508
Eastern	33.8%	23.2%	4.1%	976
London	29.2%	16.7%	3.7%	1,482
North East	32.6%	22.0%	3.0%	640
North West	30.3%	24.2%	5.2%	1,554
South East	31.1%	26.4%	6.3%	1,286
South West	30.4%	26.8%	6.5%	1,018
West Midlands	31.7%	23.1%	4.4%	1,097
Yorkshire & Humberside	33.1%	21.6%	5.2%	935
Wales	32.3%	21.5%	4.6%	891
Scotland	20.3%	13.4%	4.4%	271
Other	24.3%	14.6%	4.2%	174
UK Total	30.8%	22.0%	4.7%	10,832

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Percentage of responders completing:
Section C: About yourself
12. Your age group

East Midlands	92.7%
Eastern	92.1%
London	92.3%
North East	90.7%
North West	90.2%
South East	91.6%
South West	93.5%
West Midlands	91.5%
Yorkshire & Humberside	88.2%
Wales	90.1%
Scotland	92.0%
Other	89.8%
UK Total	91.4%

Section C: About yourself
13. If you live in the UK what is your postcode?
Distance from home to Archive / Record Office

	5% live within	25% live within	Median / 50% live within	75% live within
East Midlands	1.9	5.7	11.7	32.7
Eastern	1.5	5.3	17.1	33.4
London	2.2	10.2	27.5	86.9
North East	1.2	5.3	12.2	21.8
North West	1.7	5.0	9.0	18.4
South East	1.3	9.0	18.2	35.0
South West	1.3	6.5	18.2	42.1
West Midlands	1.0	3.2	11.2	25.8
Yorkshire & Humberside	1.2	4.4	9.6	26.6
Wales	1.1	5.6	13.8	28.4
Scotland	.6	1.9	6.9	29.1
Other	1.4	6.5	15.7	32.8
UK wide	1.5	5.8	14.8	36.6

ALL DISTANCES ARE IN KILOMETRES

Section C: About yourself
13. If you live in the UK what is your postcode?
Distance from home to Archive / Record Office

	95% live within	Mean / Average	no. of cases
East Midlands	175.8	34.4	460
Eastern	140.7	33.4	953
London	251.9	62.4	1,275
North East	159.9	33.1	620
North West	125.5	24.7	1,485
South East	117.0	32.0	1,271
South West	178.6	39.3	973
West Midlands	135.8	26.2	1,050
Yorkshire & Humberside	115.4	28.2	865
Wales	249.4	40.4	860
Scotland	313.7	48.4	250
Other	183.4	37.1	105
UK wide	158.4	37.6	10,167

ALL DISTANCES ARE IN KILOMETRES

Percentage of responders completing:

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Section C: About yourself

13. If you live in the UK what is your postcode?

East Midlands	86.0%
Eastern	88.6%
London	78.2%
North East	85.9%
North West	85.5%
South East	90.3%
South West	88.6%
West Midlands	87.8%
Yorkshire & Humberside	83.6%
Wales	86.5%
Scotland	76.6%
Other	69.4%
UK Total	84.9%

**Section C: About yourself
15. Your gender**

	Your gender		no. of cases
	Male	Female	
East Midlands	52.6%	47.4%	533
Eastern	53.5%	46.5%	1,044
London	56.2%	43.8%	1,544
North East	51.2%	48.8%	655
North West	53.0%	47.0%	1,644
South East	52.8%	47.2%	1,349
South West	55.2%	44.8%	1,063
West Midlands	52.7%	47.3%	1,157
Yorkshire & Humberside	55.7%	44.3%	991
Wales	53.0%	47.0%	935
Scotland	57.7%	42.3%	297
Other	72.2%	27.8%	183
UK Total	54.2%	45.8%	11,395

Percentage of responders completing:
Section C: About yourself
15. Your gender

East Midlands	97.3%
Eastern	96.0%
London	95.9%
North East	91.5%
North West	95.3%
South East	96.4%
South West	97.4%
West Midlands	96.0%
Yorkshire & Humberside	95.3%
Wales	93.8%
Scotland	98.7%
Other	95.3%
UK Total	95.8%

**Section C: About yourself
16. Do you use the Internet?**

	Do you use the Internet?		no. of cases
	Yes	No	
East Midlands	79.4%	20.6%	525
Eastern	78.6%	21.4%	1,043
London	84.6%	15.4%	1,525
North East	73.6%	26.4%	653
North West	68.8%	31.2%	1,615
South East	77.3%	22.7%	1,340
South West	72.9%	27.1%	1,051
West Midlands	76.2%	23.8%	1,148
Yorkshire & Humberside	70.1%	29.9%	988
Wales	70.6%	29.4%	915
Scotland	79.5%	20.5%	295
Other	77.5%	22.5%	181
UK Total	76.6%	23.4%	11,279

Percentage of responders completing:
Section C: About yourself
16. Do you use the Internet?

East Midlands	96.0%
Eastern	95.7%
London	95.5%
North East	91.3%
North West	93.7%
South East	95.6%
South West	96.4%
West Midlands	95.2%
Yorkshire & Humberside	95.2%
Wales	91.6%
Scotland	98.1%
Other	94.3%
UK Total	94.9%

**Section C: About yourself
17. Are you researching family history?**

	Are you researching family history?		no. of cases
	Yes	No	
East Midlands	68.8%	31.2%	529
Eastern	75.3%	24.7%	1,029
London	59.2%	40.8%	1,515
North East	81.7%	18.3%	651
North West	79.4%	20.6%	1,629
South East	74.5%	25.5%	1,340
South West	70.4%	29.6%	1,051
West Midlands	78.1%	21.9%	1,150
Yorkshire & Humberside	75.4%	24.6%	983
Wales	77.5%	22.5%	923
Scotland	26.3%	73.7%	288
Other	64.8%	35.2%	180
UK Total	71.8%	28.2%	11,268

Percentage of responders completing:
Section C: About yourself
17. Are you researching family history?

East Midlands	96.7%
Eastern	94.6%
London	94.2%
North East	91.7%
North West	94.5%
South East	95.9%
South West	96.6%
West Midlands	95.4%
Yorkshire & Humberside	94.5%
Wales	92.6%
Scotland	95.4%
Other	94.0%
UK Total	94.8%

Section C: About yourself

18. Do you consider yourself to have a visual disability

	Do you consider yourself to have a visual disability		no. of cases
	Yes	No	
East Midlands	7.1%	92.9%	527
Eastern	6.5%	93.5%	1,033
London	6.1%	93.9%	1,516
North East	8.9%	91.1%	647
North West	10.4%	89.6%	1,608
South East	7.3%	92.7%	1,335
South West	5.9%	94.1%	1,029
West Midlands	6.8%	93.2%	1,143
Yorkshire & Humberside	7.0%	93.0%	974
Wales	10.5%	89.5%	919
Scotland	4.9%	95.1%	295
Other	3.3%	96.7%	177
UK Total	7.4%	92.6%	11,203

Percentage of responders completing:

Section C: About yourself

18. Do you consider yourself to have a visual disability

East Midlands	96.1%
Eastern	94.8%
London	94.8%
North East	90.9%
North West	92.8%
South East	95.4%
South West	94.2%
West Midlands	94.9%
Yorkshire & Humberside	93.8%
Wales	92.4%
Scotland	97.9%
Other	92.8%
UK Total	94.3%

Section C: About yourself

19. Do you consider yourself to have a hearing disability

	Do you consider yourself to have a hearing disability		no. of cases
	Yes	No	
East Midlands	7.5%	92.5%	530
Eastern	7.5%	92.5%	1,034
London	4.7%	95.3%	1,518
North East	8.8%	91.2%	649
North West	11.4%	88.6%	1,512
South East	8.5%	91.5%	1,275
South West	8.2%	91.8%	722
West Midlands	7.9%	92.1%	1,043
Yorkshire & Humberside	7.7%	92.3%	980
Wales	8.3%	91.7%	923
Scotland	5.9%	94.1%	293
Other	4.0%	96.0%	179
UK Total	7.8%	92.2%	10,658

Percentage of responders completing:

Section C: About yourself

19. Do you consider yourself to have a hearing disability

East Midlands	96.6%
Eastern	94.8%
London	94.2%
North East	91.0%
North West	87.7%
South East	89.8%
South West	63.0%
West Midlands	85.6%
Yorkshire & Humberside	94.2%
Wales	92.7%
Scotland	97.5%
Other	93.3%
UK Total	89.5%

Section C: About yourself

20. Do you consider yourself to have a physical disability

	Do you consider yourself to have a physical disability		no. of cases
	Yes	No	
East Midlands	6.1%	93.9%	528
Eastern	6.4%	93.6%	1,034
London	4.2%	95.8%	1,507
North East	10.9%	89.1%	646
North West	13.0%	87.0%	1,514
South East	5.6%	94.4%	1,273
South West	8.4%	91.6%	722
West Midlands	9.6%	90.4%	1,045
Yorkshire & Humberside	9.0%	91.0%	976
Wales	10.7%	89.3%	915
Scotland	5.2%	94.8%	295
Other	7.7%	92.3%	178
UK Total	7.8%	92.2%	10,633

Percentage of responders completing:

Section C: About yourself

20. Do you consider yourself to have a physical disability

East Midlands	96.2%
Eastern	94.8%
London	92.8%
North East	90.4%
North West	87.8%
South East	89.7%
South West	62.8%
West Midlands	85.7%
Yorkshire & Humberside	93.7%
Wales	91.6%
Scotland	97.9%
Other	93.5%
UK Total	89.1%

Section C: About yourself

21. Do you consider yourself to have a learning disability

	Do you consider yourself to have a learning disability		no. of cases
	Yes	No	
East Midlands	.2%	99.8%	525
Eastern	1.2%	98.8%	1,029
London	.6%	99.4%	1,512
North East	1.2%	98.8%	646
North West	1.1%	98.9%	1,502
South East	1.5%	98.5%	1,266
South West	.7%	99.3%	718
West Midlands	1.1%	98.9%	1,032
Yorkshire & Humberside	1.3%	98.7%	974
Wales	1.2%	98.8%	909
Scotland	1.4%	98.6%	294
Other	1.8%	98.2%	177
UK Total	1.0%	99.0%	10,584

Percentage of responders completing:

Section C: About yourself

21. Do you consider yourself to have a learning disability

East Midlands	95.9%
Eastern	94.4%
London	94.1%
North East	90.4%
North West	87.2%
South East	89.5%
South West	62.5%
West Midlands	84.6%
Yorkshire & Humberside	93.4%
Wales	90.8%
Scotland	98.1%
Other	92.8%
UK Total	89.0%

Section D: About using archives

**22. Would you describe your personal experience of using archives
in any one of the following ways?**

	Personal experience	
	It has been a useful and enjoyable learning experience	It has helped generally to increase my abilities, skills and confidence
East Midlands	<i>85.1%</i>	<i>31.9%</i>
Eastern	<i>85.9%</i>	<i>30.2%</i>
London	<i>84.1%</i>	<i>31.9%</i>
North East	<i>87.7%</i>	<i>30.2%</i>
North West	<i>87.1%</i>	<i>29.1%</i>
South East	<i>88.5%</i>	<i>29.7%</i>
South West	<i>85.7%</i>	<i>29.6%</i>
West Midlands	<i>85.2%</i>	<i>29.5%</i>
Yorkshire & Humberside	<i>85.7%</i>	<i>29.6%</i>
Wales	<i>90.2%</i>	<i>26.0%</i>
Scotland	<i>78.8%</i>	<i>34.8%</i>
Other	<i>81.0%</i>	<i>31.2%</i>
UK Total	<i>86.0%</i>	<i>30.2%</i>

note: as a multiple response question no "percentage of responders completing" table is provided

Section D: About using archives

**22. Would you describe your personal experience of using archives
in any one of the following ways?**

	Personal experience	
	It has helped to stimulate / broaden my understanding of history or culture	It has helped me to develop my job seeking or workplace skills
East Midlands	<i>70.2%</i>	<i>3.0%</i>
Eastern	<i>61.3%</i>	<i>5.7%</i>
London	<i>62.3%</i>	<i>11.0%</i>
North East	<i>56.5%</i>	<i>3.9%</i>
North West	<i>53.6%</i>	<i>3.2%</i>
South East	<i>57.9%</i>	<i>3.6%</i>
South West	<i>59.5%</i>	<i>5.4%</i>
West Midlands	<i>53.5%</i>	<i>5.2%</i>
Yorkshire & Humberside	<i>55.3%</i>	<i>2.1%</i>
Wales	<i>59.7%</i>	<i>5.8%</i>
Scotland	<i>63.0%</i>	<i>6.7%</i>
Other	<i>64.8%</i>	<i>15.9%</i>
UK Total	<i>58.6%</i>	<i>5.9%</i>

note: as a multiple response question no "percentage of responders completing" table is provided

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Section D: About using archives

**22. Would you describe your personal experience of using archives
in any one of the following ways?**

	Personal experience	no. of respondents
	It has helped me to use and develop my IT skills	
East Midlands	<i>6.2%</i>	<i>505</i>
Eastern	<i>8.3%</i>	<i>985</i>
London	<i>9.0%</i>	<i>1,405</i>
North East	<i>9.5%</i>	<i>613</i>
North West	<i>12.0%</i>	<i>1,534</i>
South East	<i>7.9%</i>	<i>1,250</i>
South West	<i>6.6%</i>	<i>1,004</i>
West Midlands	<i>11.8%</i>	<i>1,086</i>
Yorkshire & Humberside	<i>6.3%</i>	<i>916</i>
Wales	<i>7.6%</i>	<i>874</i>
Scotland	<i>5.7%</i>	<i>271</i>
Other	<i>13.4%</i>	<i>169</i>
UK Total	<i>9.3%</i>	<i>10,612</i>

note: as a multiple response question no "percentage of responders completing" table is provided

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**Section E: Equal Opportunities Monitoring
What is your ethnic group - England**

	What is your ethnic group? (England)			
	White - British	White - Irish	White - Other	Mixed - White and Black Caribbean
East Midlands	95.6%		3.9%	
Eastern	96.9%	.5%	2.3%	
London	84.7%	2.4%	8.5%	.0%
North East	94.7%	1.1%	3.9%	
North West	94.7%	1.6%	3.1%	
South East	95.1%	.7%	3.7%	
South West	95.7%	.6%	3.2%	
West Midlands	93.6%	.8%	4.1%	
Yorkshire & Humberside	97.6%	.2%	1.6%	
Wales	61.8%	.9%	37.3%	
Other	98.1%	1.0%	1.0%	
UK Total	92.5%	1.3%	4.6%	.0%

**Section E: Equal Opportunities Monitoring
What is your ethnic group - England**

	What is your ethnic group? (England)		
	Mixed - White and Black African	Mixed - White and Asian	Mixed - Any other Mixed background
East Midlands			
Eastern		.2%	
London	.3%	.1%	.3%
North East		.1%	.1%
North West		.1%	.1%
South East		.1%	.0%
South West			.2%
West Midlands			.5%
Yorkshire & Humberside		.1%	
Wales			
Other			
UK Total	.1%	.1%	.2%

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**Section E: Equal Opportunities Monitoring
What is your ethnic group - England**

	What is your ethnic group? (England)		
	Asian or Asian British - Indian	Asian or Asian British - Pakistani	Asian or Asian British - Bangladeshi
East Midlands			
Eastern			
London	<i>.2%</i>	<i>.0%</i>	<i>.3%</i>
North East		<i>.1%</i>	
North West			<i>.2%</i>
South East			
South West			
West Midlands	<i>.3%</i>	<i>.3%</i>	
Yorkshire & Humberside	<i>.0%</i>		
Wales			
Other			
UK Total	<i>.1%</i>	<i>.0%</i>	<i>.1%</i>

**Section E: Equal Opportunities Monitoring
What is your ethnic group - England**

	What is your ethnic group? (England)		
	Asian or Asian British - Any other Asian background	Black or Black British - Caribbean	Black or Black British - African
East Midlands	<i>.0%</i>		<i>.2%</i>
Eastern	<i>.1%</i>		
London	<i>1.5%</i>	<i>.4%</i>	<i>.2%</i>
North East			
North West	<i>.1%</i>	<i>.0%</i>	<i>.0%</i>
South East	<i>.3%</i>		
South West			
West Midlands	<i>.4%</i>		
Yorkshire & Humberside	<i>.1%</i>	<i>.0%</i>	
Wales			
Other			
UK Total	<i>.5%</i>	<i>.1%</i>	<i>.1%</i>

**Section E: Equal Opportunities Monitoring
What is your ethnic group - England**

	What is your ethnic group? (England)	
	Black or Black British - Any other Black background	Chinese or other ethnic group - Chinese
East Midlands		.0%
Eastern		
London	.0%	.1%
North East		
North West		.1%
South East		.1%
South West		.1%
West Midlands		
Yorkshire & Humberside		.2%
Wales		
Other		
UK Total	.0%	.1%

**Section E: Equal Opportunities Monitoring
What is your ethnic group - England**

	What is your ethnic	no. of cases
	Chinese or other ethnic group - Any other	
East Midlands	.3%	520
Eastern	.1%	975
London	1.0%	1,462
North East		492
North West		1,504
South East	.0%	1,178
South West	.3%	1,028
West Midlands		979
Yorkshire & Humberside	.1%	809
Wales		73
Other		104
UK Total	.3%	9,124

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Percentage of responders completing:
Section E: Equal Opportunities Monitoring
What is your ethnic group - England

East Midlands	94.6%
Eastern	91.9%
London	95.0%
North East	60.4%
North West	91.7%
South East	87.4%
South West	94.2%
West Midlands	79.0%
Yorkshire & Humberside	81.3%
Wales	4.4%
Scotland	.0%
Other	73.4%
UK Total	86.0%

**Section E: Equal Opportunities
Monitoring
What is your ethnic group -
Scotland**

	Scotland
Scottish	74.5%
Other British	14.6%
Irish	2.9%
Any other White	6.4%
Indian	.8%
Chinese	.8%
no. of cases	291

Percentage of responders completing:
Section E: Equal Opportunities Monitoring
What is your ethnic group - Scotland

Scotland 97.1%

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**Section E: Equal Opportunities
Monitoring
What is your ethnic group - Wales**

	Wales
British	<i>31.5%</i>
Irish	<i>.2%</i>
Welsh	<i>65.3%</i>
Any other White	<i>2.3%</i>
White & Black Caribbean	<i>.1%</i>
White & Black African	<i>.0%</i>
Any other	<i>.6%</i>
no. of cases	<i>862</i>

Percentage of responders completing:
Section E: Equal Opportunities Monitoring
What is your ethnic group - Wales

Wales 89.1%

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**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	Advance information (Very Good)	Advance information (Very Good & Good)
East Midlands	54.5%	97.3%
Eastern	58.7%	97.8%
London	59.8%	96.1%
North East	64.5%	93.4%
North West	59.6%	96.2%
South East	56.7%	94.6%
South West	52.6%	93.5%
West Midlands	65.6%	93.6%
Yorkshire & Humberside	62.1%	94.3%
Wales	65.9%	96.1%
Scotland	80.6%	100.0%
Other	**	**
UK Total	59.7%	94.6%

** insufficient data

**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	Web site (Very Good)	Web site (Very Good & Good)
East Midlands	41.8%	90.8%
Eastern	44.2%	90.3%
London	39.1%	88.8%
North East	48.6%	86.1%
North West	46.7%	90.9%
South East	33.8%	83.0%
South West	27.9%	85.2%
West Midlands	52.6%	89.8%
Yorkshire & Humberside	30.9%	80.6%
Wales	44.4%	88.2%
Scotland	50.0%	100.0%
Other	**	**
UK Total	40.0%	86.6%

** insufficient data

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**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	Opening hours (Very Good)	Opening hours (Very Good & Good)
East Midlands	35.1%	95.8%
Eastern	46.5%	90.3%
London	36.5%	84.6%
North East	42.2%	86.4%
North West	51.4%	90.9%
South East	35.3%	87.4%
South West	35.3%	86.7%
West Midlands	44.0%	93.9%
Yorkshire & Humberside	29.8%	81.9%
Wales	51.5%	87.9%
Scotland	40.0%	83.0%
Other	**	**
UK Total	41.6%	87.8%

** insufficient data

**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	Physical access to and in the building (Very Good)	Physical access to and in the building (Very Good & Good)
East Midlands	55.2%	96.6%
Eastern	51.9%	93.3%
London	45.1%	92.1%
North East	38.9%	82.8%
North West	54.4%	92.5%
South East	59.9%	95.8%
South West	47.8%	92.2%
West Midlands	58.0%	98.2%
Yorkshire & Humberside	42.9%	85.7%
Wales	55.5%	92.8%
Scotland	56.4%	100.0%
Other	**	**
UK Total	51.6%	92.6%

** insufficient data

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**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	Visitor facilities (Very Good)	Visitor facilities (Very Good & Good)
East Midlands	33.4%	83.8%
Eastern	42.5%	81.0%
London	38.3%	87.1%
North East	31.8%	80.0%
North West	41.8%	76.7%
South East	46.6%	87.0%
South West	37.1%	81.3%
West Midlands	48.1%	89.0%
Yorkshire & Humberside	35.1%	82.7%
Wales	53.8%	87.0%
Scotland	63.9%	91.7%
Other	**	**
UK Total	42.4%	85.2%

** insufficient data

**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	Lists, indexes, leaflets, reference books (Very Good)	Lists, indexes, leaflets, reference books (Very Good & Good)
East Midlands	52.2%	97.1%
Eastern	54.2%	93.7%
London	50.6%	94.3%
North East	58.6%	92.1%
North West	55.2%	95.9%
South East	49.5%	93.7%
South West	52.3%	95.6%
West Midlands	54.2%	93.9%
Yorkshire & Humberside	50.4%	92.4%
Wales	62.0%	96.1%
Scotland	75.0%	100.0%
Other	**	**
UK Total	53.8%	94.2%

** insufficient data

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**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	Document delivery (Very Good)	Document delivery (Very Good & Good)
East Midlands	56.2%	97.3%
Eastern	74.0%	97.7%
London	75.9%	100.0%
North East	75.0%	100.0%
North West	67.8%	100.0%
South East	79.3%	97.8%
South West	71.2%	96.3%
West Midlands	64.3%	98.1%
Yorkshire & Humberside	73.8%	98.8%
Wales	76.7%	97.8%
Scotland	75.0%	100.0%
Other	**	**
UK Total	71.5%	98.2%

** insufficient data

**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	Microfilm and fiche viewing facilities (Very Good)	Microfilm and fiche viewing facilities (Very Good & Good)
East Midlands	43.3%	90.7%
Eastern	45.6%	90.2%
London	47.8%	87.2%
North East	38.3%	78.7%
North West	55.9%	93.3%
South East	54.8%	90.5%
South West	58.0%	91.3%
West Midlands	54.2%	91.6%
Yorkshire & Humberside	52.1%	89.2%
Wales	68.5%	90.0%
Scotland	29.2%	100.0%
Other	**	**
UK Total	52.9%	90.0%

** insufficient data

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**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	Copy services (Very Good)	Copy services (Very Good & Good)
East Midlands	<i>28.0%</i>	<i>89.1%</i>
Eastern	<i>40.8%</i>	<i>85.9%</i>
London	<i>47.9%</i>	<i>89.8%</i>
North East	<i>34.7%</i>	<i>87.2%</i>
North West	<i>53.5%</i>	<i>92.3%</i>
South East	<i>50.3%</i>	<i>89.0%</i>
South West	<i>47.3%</i>	<i>85.2%</i>
West Midlands	<i>48.2%</i>	<i>91.7%</i>
Yorkshire & Humberside	<i>48.9%</i>	<i>86.3%</i>
Wales	<i>67.4%</i>	<i>93.7%</i>
Scotland	<i>60.0%</i>	<i>100.0%</i>
Other	**	**
UK Total	<i>50.0%</i>	<i>89.8%</i>

**** insufficient data**

**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	On site IT facilities (Very Good)	On site IT facilities (Very Good & Good)
East Midlands	<i>24.1%</i>	<i>88.5%</i>
Eastern	<i>39.6%</i>	<i>79.6%</i>
London	<i>43.8%</i>	<i>87.6%</i>
North East	<i>29.4%</i>	<i>76.0%</i>
North West	<i>50.0%</i>	<i>91.2%</i>
South East	<i>40.2%</i>	<i>81.7%</i>
South West	<i>24.6%</i>	<i>74.3%</i>
West Midlands	<i>46.6%</i>	<i>90.2%</i>
Yorkshire & Humberside	<i>30.8%</i>	<i>63.7%</i>
Wales	<i>58.4%</i>	<i>85.5%</i>
Scotland	<i>45.3%</i>	<i>87.5%</i>
Other	**	**
UK Total	<i>41.2%</i>	<i>84.6%</i>

**** insufficient data**

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**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	Quality and appropriateness of the staff's advice (Very Good)	Quality and appropriateness of the staff's advice (Very Good & Good)
East Midlands	80.3%	100.0%
Eastern	74.6%	98.6%
London	78.8%	100.0%
North East	88.5%	100.0%
North West	80.8%	100.0%
South East	76.2%	100.0%
South West	75.1%	98.1%
West Midlands	72.7%	98.4%
Yorkshire & Humberside	80.3%	100.0%
Wales	88.7%	100.0%
Scotland	100.0%	100.0%
Other	**	**
UK Total	80.1%	100.0%

** insufficient data

**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	Helpfulness and friendliness of the staff (Very Good)	Helpfulness and friendliness of the staff (Very Good & Good)
East Midlands	88.3%	100.0%
Eastern	84.5%	100.0%
London	87.9%	100.0%
North East	96.6%	100.0%
North West	87.0%	100.0%
South East	91.5%	100.0%
South West	83.1%	99.5%
West Midlands	81.9%	100.0%
Yorkshire & Humberside	85.1%	100.0%
Wales	93.3%	100.0%
Scotland	100.0%	100.0%
Other	**	**
UK Total	87.5%	100.0%

** insufficient data

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**1. How would you rate the staff, facilities and services at this archive?
- Upper Quartile Benchmarks**

	The archive's service overall (Very Good)	The archive's service overall (Very Good & Good)
East Midlands	<i>62.0%</i>	<i>98.9%</i>
Eastern	<i>62.8%</i>	<i>97.8%</i>
London	<i>67.9%</i>	<i>100.0%</i>
North East	<i>69.0%</i>	<i>98.3%</i>
North West	<i>65.9%</i>	<i>97.4%</i>
South East	<i>63.4%</i>	<i>100.0%</i>
South West	<i>62.5%</i>	<i>98.1%</i>
West Midlands	<i>64.2%</i>	<i>98.5%</i>
Yorkshire & Humberside	<i>61.7%</i>	<i>95.4%</i>
Wales	<i>72.0%</i>	<i>100.0%</i>
Scotland	<i>84.6%</i>	<i>100.0%</i>
Other	**	**
UK Total	<i>64.8%</i>	<i>98.6%</i>

**** insufficient data**

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CROSSTABULATION						
Rating staff, facilities and services BY disabled visitors						
	<i>Very Good</i>	<i>Good</i>	<i>Adequate</i>	<i>Poor</i>	<i>Very Poor</i>	<i>cases</i>
<i>Advance information</i>	<i>49.5%</i>	<i>38.6%</i>	<i>10.5%</i>	<i>1.2%</i>	<i>0.2%</i>	<i>1,613</i>
<i>Web site</i>	<i>28.7%</i>	<i>49.3%</i>	<i>15.1%</i>	<i>5.8%</i>	<i>1.1%</i>	<i>731</i>
<i>Opening hours</i>	<i>43.3%</i>	<i>42.2%</i>	<i>11.8%</i>	<i>2.2%</i>	<i>0.5%</i>	<i>2,012</i>
<i>Physical access to and in the building</i>	<i>47.7%</i>	<i>38.0%</i>	<i>11.5%</i>	<i>2.2%</i>	<i>0.6%</i>	<i>2,033</i>
<i>Visitor facilities</i>	<i>38.8%</i>	<i>40.4%</i>	<i>16.6%</i>	<i>3.7%</i>	<i>0.5%</i>	<i>1,895</i>
<i>Lists, indexes, leaflets, reference books</i>	<i>47.9%</i>	<i>41.5%</i>	<i>9.1%</i>	<i>1.5%</i>	<i>0.1%</i>	<i>1,896</i>
<i>Document delivery</i>	<i>49.4%</i>	<i>40.5%</i>	<i>8.3%</i>	<i>1.1%</i>	<i>0.7%</i>	<i>1,533</i>
<i>Microfilm and fiche viewing facilities</i>	<i>47.5%</i>	<i>36.6%</i>	<i>11.7%</i>	<i>3.1%</i>	<i>1.1%</i>	<i>1,741</i>
<i>Copy services</i>	<i>38.7%</i>	<i>40.1%</i>	<i>15.8%</i>	<i>3.9%</i>	<i>1.5%</i>	<i>1,454</i>
<i>On site IT facilities</i>	<i>34.4%</i>	<i>42.0%</i>	<i>15.3%</i>	<i>6.1%</i>	<i>2.3%</i>	<i>824</i>
<i>Quality and appropriateness of the staff's advice</i>	<i>67.7%</i>	<i>25.9%</i>	<i>5.2%</i>	<i>1.1%</i>	<i>0.1%</i>	<i>1,968</i>
<i>Helpfulness and friendliness of the staff</i>	<i>76.8%</i>	<i>19.1%</i>	<i>3.7%</i>	<i>0.2%</i>	<i>0.2%</i>	<i>2,085</i>
<i>The archive's service overall</i>	<i>56.2%</i>	<i>36.9%</i>	<i>6.0%</i>	<i>0.7%</i>	<i>0.1%</i>	<i>1,963</i>

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CROSSTABULATION	
Areas for improvement BY disabled visitors	
<i>Advance information</i>	<i>7.4%</i>
<i>Web site</i>	<i>10.7%</i>
<i>Opening hours</i>	<i>16.8%</i>
<i>Physical access to and in the building</i>	<i>9.9%</i>
<i>Visitor facilities</i>	<i>16.4%</i>
<i>Lists, indexes, leaflets, reference books</i>	<i>14.3%</i>
<i>Document delivery</i>	<i>5.8%</i>
<i>Microfilm and fiche viewing facilities</i>	<i>21.3%</i>
<i>Copy services</i>	<i>15.5%</i>
<i>On site IT facilities</i>	<i>8.9%</i>
<i>Quality and appropriateness of advice provided by staff</i>	<i>6.6%</i>
<i>Helpfulness and friendliness of staff</i>	<i>4.4%</i>
<i>No change necessary</i>	<i>31.1%</i>
<i>Other</i>	<i>19.4%</i>
<i>no. of respondents</i>	<i>1,793</i>