

# Distance Enquiry Services Survey 2021

Headline Report

## Contents

|                                                                                                                                                                                                                                                  |    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| Executive Summary .....                                                                                                                                                                                                                          | 3  |
| Introduction .....                                                                                                                                                                                                                               | 4  |
| Method .....                                                                                                                                                                                                                                     | 5  |
| General.....                                                                                                                                                                                                                                     | 6  |
| Survey responses.....                                                                                                                                                                                                                            | 6  |
| Time to answer .....                                                                                                                                                                                                                             | 6  |
| Chosen language.....                                                                                                                                                                                                                             | 7  |
| Survey Results .....                                                                                                                                                                                                                             | 8  |
| What were your main reasons for using email or other electronic method, e.g. via the web, to contact the Record Office rather than making a personal visit? .....                                                                                | 8  |
| Would you have visited the service in person if Coronavirus were not a concern / a restricting factor? .....                                                                                                                                     | 9  |
| How did you find out about our distance enquiry service? .....                                                                                                                                                                                   | 10 |
| What was your main research purpose in contacting the record office at this time? .....                                                                                                                                                          | 11 |
| What form of distance enquiry / remote service were you contacting the archive for at this time? .....                                                                                                                                           | 12 |
| How good do you think the following aspects of the distance enquiry service are at the Record Office? .....                                                                                                                                      | 13 |
| What other online archive resources have you accessed recently?.....                                                                                                                                                                             | 18 |
| For how long have you been contacting the Record Office .....                                                                                                                                                                                    | 19 |
| If this is your first contact with the Record Office was your contact prompted by the current Coronavirus situation?.....                                                                                                                        | 19 |
| Your Gender .....                                                                                                                                                                                                                                | 20 |
| Your age, at your last birthday .....                                                                                                                                                                                                            | 21 |
| Your age, at your last birthday BY gender.....                                                                                                                                                                                                   | 22 |
| Please tell us which continent/region you live in.....                                                                                                                                                                                           | 24 |
| What is your country of birth? .....                                                                                                                                                                                                             | 29 |
| What is your ethnic group? .....                                                                                                                                                                                                                 | 30 |
| Please indicate if you consider yourself to have any of the following disabilities/conditions:.....                                                                                                                                              | 33 |
| Are you currently:.....                                                                                                                                                                                                                          | 34 |
| 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 ..... | 35 |
| Appendices.....                                                                                                                                                                                                                                  | 36 |
| Online Survey .....                                                                                                                                                                                                                              | 36 |
| Participating Archives .....                                                                                                                                                                                                                     | 47 |
| Statistical Validity .....                                                                                                                                                                                                                       | 49 |

## Executive Summary

Some selected highlights from this year's survey follow. Further details can be found in either the [general](#) or survey [results](#) section of this report

- In 2021 we had a record breaking 2,613 responses to the survey, that's some 11% greater than our previous maximum of 2,357 back in 2015
- The consequence of extending the length of the survey is reflected in the average time to complete which is up from 8.5 minutes in 2019 to 10 minutes in 2021
- Some 27% of respondents shared that they were unable to visit due to Coronavirus restrictions imposed by the archive. Interestingly less than one in five (17%) stated 'no' in response to the question 'Would you have visited the service in person if Coronavirus were not a concern / a restricting factor'
- Satisfaction ratings generally remain high with much larger proportions ticking 'very good' rather than any other option in respect of overall satisfaction as well as that for 'quality of content', 'clarity of response', 'promptness of response', and 'availability of bilingual information'. Whilst for things like 'charges for goods or services', 'social media', 'ease of navigation to our website', and 'our website' the difference in scores between 'very good' and 'good' was not quite so pronounced
- Since 2013 we have noted a steady increase in the percentage of respondents aged 65 or more, up from 43% in 2013 to 53% in 2021. Given the increase in the average age for both females and males, whilst this makes perfect sense it may be concerning that archives are serving an ever increasing ageing population, rather than engaging a younger audience
- We have noted that since 2013 the proportion of respondents to this survey from outside of the UK has remained at or around 22%, i.e. one in every five. Furthermore, amongst those residing in the UK and of British or Irish nationality, somewhere between 97% and 98% classified their ethnicity as white
- Users of the distance enquiries service are, in comparison with UK statistics, far less likely to have a disability or condition
- In comparison with the other statistics we find that whilst those that are retired make up 3% of the population, amongst distance enquirers they constitute over half of all respondents (54%).

## Introduction

This is the sixth in the series of Distance Enquiries Services Surveys since the original version was launched in 2012. Whilst that original version made use of Adobe technologies, specifically Adobe (fillable) forms all subsequent surveys have run online.

The 2021 survey, although primarily based on the question set used since 2013, asked an additional number of questions specifically around the theme of the pandemic, COVID-19. Further changes included revisions to some of the question options, the re-ordering of the questions, and providing respondents with a more localised / definitive method by which to record their ethnicity.

We also changed the timing of the survey; whereas in previous years the survey window ran from September through to the end of November, in 2021 the survey began on 19 April and ended on 25 July.

This year some 58 archives participated in the survey; although more originally anticipated doing so local resource issues meant this wasn't realistic for them. Nonetheless, some 10,590 invitations were issued from which 2,613 responses were received, equivalent to a 25% response rate and, from a statistical perspective, an error rate of  $\pm 1.7\%$ .

This error rate provides an indication of the possible reliability of any of the questions featured and gives an indication of when a difference in results is meaningful. Essentially if the difference between any two responses is less than say 2% then in all likelihood that difference is not meaningful as it falls within the bounds of our error rate. However, differences that are greater than 2% can be judged to be meaningful.

Some further points to note regarding this report:

- Percentages have been rounded to whole figures, this may mean that although a total will state 100% summing the individual results will total more than this
- References to survey responses, for example female to the gender question, will be shown in *italics*
- Some tables will display both the 'Total' and the 'Survey response rate (Base)'. The 'Total' is the total of all the answer options displayed above and will confirm the number of people (count) who answered that question. Whereas the survey response rate confirms what percentage of all relevant respondents answered the question and what the base number is. Note, the base may vary according to whether all survey respondents had the opportunity to answer that question or where only a subset answered that question
- In some tables you will see reference to 'cases' or 'count'. Both relate to the number of individuals who ticked an option or answered a question.

## Method

This survey is best described as being of a cross-sectional design, i.e. taking place at a particular point in time. The audience for the survey is any individual who received a remote service/had an enquiry answered by an archive during the survey window. Furthermore, if an individual makes more than one enquiry during the survey window then they were repeatedly canvassed.

The invitations to participate were issued by email with a link to the survey embedded within.

Each archive was allocated 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 relating to the availability of bilingual information.

We also made use of a variety of features that ensured respondents only saw extra demographic questions if they resided in a list of specified countries, e.g. the United Kingdom of Great Britain and Northern Ireland and also if they were born within a specified set of countries, e.g. Wales. Furthermore, respondents were only asked to provide their email address in the event that they were happy to be identified along with their responses or if they required a response. No cookies were deployed as part of the survey.

## General

| Survey responses |            | Cases |       |       |       |       |
|------------------|------------|-------|-------|-------|-------|-------|
|                  |            | 2021  | 2019  | 2017  | 2015  | 2013  |
| Country          | England    | 2,181 | 1,548 | 1,486 | 2,011 | 1,532 |
|                  | Wales      | 348   | 337   | 351   | 269   | 578   |
|                  | Scotland   | 40    | 134   | 165   | 77    | 72    |
|                  | Other      | 44    | 18    | 0     | 0     | 39    |
| Type             | Local      | 2,216 | 1,592 | 1,724 | 2,076 | 1,622 |
|                  | National   | 135   | 277   | 190   | 135   | 507   |
|                  | Special    | 43    | 26    |       |       |       |
|                  | University | 219   | 142   | 88    | 146   | 92    |
| <b>Totals</b>    |            | 2,613 | 2,037 | 2,002 | 2,357 | 2,221 |

Despite, or as a result of the pandemic (COVID-19) a record number of archives and their clients participated in this year's survey. In total some 2,613 archive clients provided feedback about their experience, more so than in any other period going back as far as 2013. Whilst responses from clients of archives in England and clients of local archives dominate, some 432 came from archives outside of England and 397 from archives classified as other than Local Authority.

| Time to answer       | hrs:mins:secs |          |          |          |          |
|----------------------|---------------|----------|----------|----------|----------|
|                      | 2021          | 2019     | 2017     | 2015     | 2013     |
| Mean/Average         | 00:10:03      | 00:08:34 | 00:06:01 | 00:06:06 | 00:06:25 |
| Minimum              | 00:01:33      | 00:01:06 | 00:00:37 | 00:01:16 | 00:00:26 |
| Maximum              | 07:07:42      | 06:15:42 | 07:25:00 | 08:28:23 | 05:51:17 |
| Percentile 25        | 00:04:01      | 00:03:09 | 00:03:05 | 00:03:09 | 00:03:09 |
| Median/Percentile 50 | 00:05:42      | 00:04:21 | 00:04:14 | 00:04:16 | 00:04:25 |
| Percentile 75        | 00:08:49      | 00:06:59 | 00:06:01 | 00:06:04 | 00:06:23 |
| Percentile 95        | 00:18:28      | 00:14:32 | 00:13:21 | 00:13:28 | 00:13:40 |
| No. of cases         | 2,613         | 2,037    | 2,002    | 2,357    | 2,221    |

Quite possibly as a consequence of a longer survey than in previous years, the average time to answer has now increased to just over 10 minutes. Although one person did manage to complete the survey in just a little over 1.5 minutes. Interestingly, some 95% of all survey respondents (Percentile 95) completed the survey in less than 19 minutes.

| Chosen language | Column % (Count) |             |             |             |             |
|-----------------|------------------|-------------|-------------|-------------|-------------|
|                 | 2021             | 2019        | 2017        | 2015        | 2013        |
| English         | 99% (2,576)      | 99% (2,021) | 99% (1,978) | 99% (2,337) | 97% (2,155) |
| Welsh           | 1% (37)          | 1% (16)     | 1% (24)     | 1% (20)     | 3% (66)     |

Clients of Welsh archives are offered the opportunity to respond in Welsh or English. This year some 37 elected to reply in Welsh, this equates to 1% of all responses, as indicated in the table above, and 11% of clients of Welsh archives. This is an increase on all previous years with the exception of 2013 when it was also 11%.

## Survey Results

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

|                                                             | Column % (Count) |              |              |              |              |
|-------------------------------------------------------------|------------------|--------------|--------------|--------------|--------------|
|                                                             | 2021             | 2019         | 2017         | 2015         | 2013         |
| Live too far away to visit                                  | 41% (1,061)      | 48% (956)    | 45% (904)    | 47% (1,095)  | 51% (1,107)  |
| See if archive has relevant information                     | 39% (1,019)      | 37% (731)    | 34% (678)    | 37% (860)    | 37% (805)    |
| Email / other electronic method more convenient             | 35% (917)        | 33% (665)    | 30% (603)    | 31% (740)    | 32% (695)    |
| Unable to visit due to Coronavirus restrictions             | 27% (699)        |              |              |              |              |
| In advance of a personal visit                              | 18% (466)        | 22% (442)    | 19% (379)    | 23% (538)    | 20% (428)    |
| Used the archives website but needed further help or advice | 21% (557)        | 23% (450)    | 17% (345)    | 16% (376)    | 17% (378)    |
| Saved on travel costs                                       | 13% (331)        | 15% (292)    | 12% (241)    | 13% (317)    | 15% (330)    |
| Need advice on services available                           | 13% (347)        | 13% (257)    | 11% (210)    | 12% (288)    | 11% (249)    |
| Don't have time to visit                                    | 5% (136)         | 7% (135)     | 6% (121)     | 7% (159)     | 7% (148)     |
| Cannot visit during your opening hours                      | 5% (133)         | 5% (109)     | 5% (106)     | 5% (115)     | 5% (112)     |
| Follow-up to personal visit                                 | 3% (80)          | 4% (82)      | 5% (97)      | 4% (105)     | 4% (97)      |
| Other                                                       | 9% (231)         | 4% (86)      | 3% (68)      | 3% (76)      | 3% (70)      |
| Total                                                       | 100% (2,610)     | 100% (1,994) | 100% (1,992) | 100% (2,352) | 100% (2,177) |
| Survey response rate (Base)                                 | 100% (2,613)     | 98% (2,037)  | 100% (2,002) | 100% (2,357) | 98% (2,221)  |

Clearly, for some 27% of archive clients the pandemic kept them away. This has had consequences for a number of the other reasons why they avail themselves of a distance enquiry service including:

- a reduction in those claiming that they *live too far away to visit*
- that contact by *email / other electronic method more convenient* and to *see if archive has relevant information* have both increased in popularity
- whereas, compared to 2019, smaller proportions are doing so *in advance of a personal visit* (obviously) and they *used the archives website but needed further help or advice*.



**Would you have visited the service in person if Coronavirus were not a concern / a restricting factor?**

|                             | Column % (Count) |      |      |      |      |
|-----------------------------|------------------|------|------|------|------|
|                             | 2021             | 2019 | 2017 | 2015 | 2013 |
| Yes                         | 41% (285)        |      |      |      |      |
| Maybe                       | 41% (287)        |      |      |      |      |
| No                          | 17% (121)        |      |      |      |      |
| Total                       | 100% (693)       |      |      |      |      |
| Survey response rate (Base) | 99% (699)        |      |      |      |      |

This is a new question for 2021 and only asked of those who had ticked *unable to visit due to Coronavirus restrictions* at the previous question.

It is interesting to note that equivalent proportions ticked *yes* and *maybe* (41%) whilst only 17% selected *no*. Furthermore, we find that *females* are generally more inclined to tick *no* (21%) compared to *males* (14%). Whilst those aged *65 or over* have a greater propensity to say *no* (20%) than those aged *under 65* (14%).

## How did you find out about our distance enquiry service?

|                                                | Column % (Count) |              |              |              |              |
|------------------------------------------------|------------------|--------------|--------------|--------------|--------------|
|                                                | 2021             | 2019         | 2017         | 2015         | 2013         |
| The archive's website                          | 74% (1,902)      | 60% (1,212)  | 58% (1,152)  | 57% (1,336)  | 62% (1,342)  |
| Through a social media site                    | 3% (80)          | 2% (46)      | 1% (22)      | 2% (40)      | 1% (29)      |
| Through an online event hosted by this archive | 2% (41)          |              |              |              |              |
| Other                                          | 25% (650)        | 18% (366)    | 19% (374)    | 17% (409)    | 16% (349)    |
| A library/museum                               |                  | 8% (158)     | 10% (201)    | 11% (263)    | 8% (179)     |
| Word of mouth, including friends or family     |                  | 7% (150)     | 7% (140)     | 8% (199)     | 8% (167)     |
| Through the course of my employment            |                  | 6% (114)     | 6% (110)     | 5% (125)     | 5% (89)      |
| A family history society                       |                  | 6% (121)     | 5% (92)      | 5% (122)     | 6% (132)     |
| Through the course of my education/training    |                  | 4% (89)      | 4% (88)      | 4% (92)      | 5% (110)     |
| A magazine/newspaper/other publication         |                  | 1% (27)      | 2% (48)      | 2% (42)      | 1% (28)      |
| Leaflets/posters                               |                  | 1% (11)      | 1% (15)      | 1% (17)      | 1% (21)      |
| Total                                          | 100% (2,573)     | 100% (2,028) | 100% (1,991) | 100% (2,351) | 100% (2,170) |
| Survey response rate (Base)                    | 99% (2,613)      | 100% (2,037) | 99% (2,002)  | 100% (2,357) | 98% (2,221)  |

This question has been amended compared to previous years. A decision was made to not offer response options, e.g. *word of mouth, including friends or family*, where the proportions or percentage selecting this option was less than 10%. Interestingly this has meant that:

- in 2021 a greater proportion, compared to previously, selected/ticked *the archives website* (74%) and *other* (25%)
- of the one retained option, given the heightened interest in things social media, *through a social media site* receive a slightly increase percentage compared to previously (3%)
- a newly inserted option, *through an online event hosted by this archive*, scored just 2%.

In advance of the 2023 survey an investigation into what constituted these other responses will need to be undertaken to see if any new classifications emerge.

## What was your main research purpose in contacting the record office at this time?

|                                         | Column % (Count) |              |              |              |              |
|-----------------------------------------|------------------|--------------|--------------|--------------|--------------|
|                                         | 2021             | 2019         | 2017         | 2015         | 2013         |
| Family history research                 | 47% (1,200)      | 48% (961)    | 52% (1,025)  | 51% (1,191)  | 58% (1,251)  |
| Other                                   | 19% (499)        | 14% (275)    | 13% (257)    | 13% (294)    | 10% (212)    |
| Work in connection with your employment | 10% (260)        | 13% (260)    | 11% (211)    | 12% (279)    | 9% (204)     |
| Formal education as student/researcher  | 10% (261)        | 11% (220)    | 10% (207)    | 11% (251)    | 10% (210)    |
| Personal leisure/recreation             | 9% (242)         | 11% (212)    | 10% (202)    | 10% (246)    | 9% (203)     |
| Non-leisure personal or family business | 3% (85)          | 4% (76)      | 3% (67)      | 3% (75)      | 3% (70)      |
| Formal education as a teacher           | 1% (15)          | 1% (13)      | 1% (13)      | 1% (14)      | 1% (19)      |
| Total                                   | 100% (2,562)     | 100% (2,017) | 100% (1,982) | 100% (2,350) | 100% (2,169) |
| Survey response rate (Base)             | 98% (2,613)      | 99% (2,037)  | 99% (2,002)  | 100% (2,357) | 98% (2,221)  |

As in previous surveys it remains the case that around half of all archive clients are undertaking *family history research*. In fact, for the majority of all other answer options, e.g. *work in connection with your employment*, the results have remained broadly the same.

The only significant change has been those stating that they had *other* reasons for contacting the archive, which in 2021 accounts for almost one in five of all enquiries.

**What form of distance enquiry / remote service were you contacting the archive for at this time?**

|                                                       | Column % (Count) |      |      |      |      |
|-------------------------------------------------------|------------------|------|------|------|------|
|                                                       | 2021             | 2019 | 2017 | 2015 | 2013 |
| Specific enquiry about your area of research interest | 59% (1,504)      |      |      |      |      |
| General enquiry about resources held                  | 16% (413)        |      |      |      |      |
| Accessing copying services                            | 13% (342)        |      |      |      |      |
| Telephone consultation on research area               | 1% (30)          |      |      |      |      |
| Online face-to-face consultation on research area     | 0% (12)          |      |      |      |      |
| None of the above                                     | 9% (233)         |      |      |      |      |
| Total                                                 | 100% (2,534)     |      |      |      |      |
| Survey response rate (Base)                           | 97% (2,534)      |      |      |      |      |

A new question in 2021 which shows that whilst over half of all respondents were contacting the archive about a *specific enquiry about your area of research interest* (59%) some 16% were doing so with regard to a *general enquiry about the resources held* and 13% in respect of *accessing copying services*.

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

| Overall                     | Column % (Count) |              |              |              |              |
|-----------------------------|------------------|--------------|--------------|--------------|--------------|
|                             | 2021             | 2019         | 2017         | 2015         | 2013         |
| Very good                   | 80% (1,955)      | 79% (1,492)  | 77% (1,482)  | 76% (1,737)  | 75% (1,583)  |
| Good                        | 16% (385)        | 17% (319)    | 18% (357)    | 19% (434)    | 19% (401)    |
| Adequate                    | 3% (76)          | 3% (48)      | 3% (67)      | 3% (69)      | 4% (84)      |
| Poor                        | 1% (25)          | 1% (16)      | 1% (15)      | 1% (23)      | 1% (21)      |
| Very poor                   | 1% (16)          | 1% (13)      | 1% (10)      | 0% (0)       | 1% (21)      |
| Total                       | 100% (2,457)     | 100% (1,888) | 100% (1,931) | 100% (2,285) | 100% (2,111) |
| Survey response rate (Base) | 94% (2,613)      | 93% (2,037)  | 96% (2,002)  | 97% (2,357)  | 95% (2,221)  |

Broadly, since 2013, the *overall* satisfaction figure has increased over time with the result for *very good* increasing from 75% (in 2013) to 80% (in 2021). This change has mostly come about due to a reduction in those ticking *good*, which should be viewed positively. As an aside the proportions ticking *adequate*, *poor* or *very poor* has remained constant over time.

| Quality of content          | Column % (Count) |              |              |              |              |
|-----------------------------|------------------|--------------|--------------|--------------|--------------|
|                             | 2021             | 2019         | 2017         | 2015         | 2013         |
| Very good                   | 74% (1,738)      | 72% (1,376)  | 73% (1,386)  | 71% (1,610)  | 70% (1,464)  |
| Good                        | 20% (468)        | 22% (415)    | 22% (411)    | 23% (522)    | 23% (481)    |
| Adequate                    | 4% (89)          | 4% (80)      | 4% (78)      | 4% (91)      | 5% (105)     |
| Poor                        | 1% (24)          | 1% (13)      | 1% (20)      | 1% (23)      | 2% (42)      |
| Very poor                   | 1% (16)          | 1% (13)      | 1% (12)      | 0% (0)       | 1% (21)      |
| Total                       | 100% (2,335)     | 100% (1,900) | 100% (1,907) | 100% (2,268) | 100% (2,091) |
| Survey response rate (Base) | 89% (2,613)      | 93% (2,037)  | 95% (2,002)  | 96% (2,357)  | 94% (2,221)  |

As with *overall* satisfaction, the *quality of content* has also improved over time with an increasing percentage of people selecting *very good*, up from 70% in 2013 to 74% in 2021. However, those selecting either *adequate*, *poor* or *very poor* has stayed the same. Interestingly, the proportion answering this question (*survey response rate*) has reduced over time, in 2013 some 94% of all respondents answered this question whilst in 2021 only 89% did so.

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

| Clarity of response         | Column % (Count) |              |              |              |              |
|-----------------------------|------------------|--------------|--------------|--------------|--------------|
|                             | 2021             | 2019         | 2017         | 2015         | 2013         |
| Very good                   | 83% (2,044)      | 80% (1,531)  | 81% (1,560)  | 79% (1,806)  | 78% (1,633)  |
| Good                        | 13% (312)        | 16% (296)    | 15% (299)    | 16% (366)    | 17% (356)    |
| Adequate                    | 3% (69)          | 3% (49)      | 3% (51)      | 3% (69)      | 3% (63)      |
| Poor                        | 1% (21)          | 1% (14)      | 1% (13)      | 1% (23)      | 1% (21)      |
| Very poor                   | 1% (14)          | 1% (15)      | 1% (11)      | 0% (0)       | 1% (21)      |
| Total                       | 100% (2,460)     | 100% (1,905) | 100% (1,934) | 100% (2,286) | 100% (2,094) |
| Survey response rate (Base) | 94% (2,613)      | 94% (2,037)  | 97% (2,002)  | 97% (2,357)  | 94% (2,221)  |

Survey respondents' views regarding the *clarity of response* has similarly seen an improvement in responses over time. Again this is a consequence of those preferring to tick *very good* rather than *good*, as results for all other responses has remained constant.

| Promptness of response      | Column % (Count) |              |              |              |              |
|-----------------------------|------------------|--------------|--------------|--------------|--------------|
|                             | 2021             | 2019         | 2017         | 2015         | 2013         |
| Very good                   | 81% (1,995)      | 77% (1,482)  | 75% (1,459)  | 75% (1,719)  | 73% (1,536)  |
| Good                        | 14% (344)        | 16% (314)    | 19% (368)    | 18% (413)    | 20% (421)    |
| Adequate                    | 4% (90)          | 5% (88)      | 5% (92)      | 5% (115)     | 6% (126)     |
| Poor                        | 1% (18)          | 1% (18)      | 1% (20)      | 1% (23)      | 1% (21)      |
| Very poor                   | 1% (15)          | 1% (923)     | 1% (13)      | 1% (23)      | 1% (21)      |
| Total                       | 100% (2,462)     | 100% (1,925) | 100% (1,952) | 100% (2,292) | 100% (2,104) |
| Survey response rate (Base) | 94% (2,613)      | 95% (2,037)  | 98% (2,002)  | 97% (2,357)  | 95% (2,221)  |

Opinions regarding the *promptness of response* have also improved since 2013 quite significantly. In this case this is due to a decrease in those ticking *good* and *adequate*, as results for *poor* and *very poor* have both remained at 1%.

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

| Charges for goods or services | Column % (Count) |              |              |              |              |
|-------------------------------|------------------|--------------|--------------|--------------|--------------|
|                               | 2021             | 2019         | 2017         | 2015         | 2013         |
| Very good                     | 61% (809)        | 56% (869)    | 57% (892)    | 55% (1,025)  | 54% (904)    |
| Good                          | 22% (296)        | 24% (372)    | 25% (390)    | 26% (485)    | 27% (452)    |
| Adequate                      | 13% (171)        | 16% (246)    | 15% (237)    | 16% (298)    | 15% (251)    |
| Poor                          | 2% (30)          | 3% (41)      | 2% (24)      | 2% (37)      | 2% (33)      |
| Very poor                     | 2% (23)          | 1% (19)      | 1% (14)      | 1% (19)      | 1% (17)      |
| Total                         | 100% (1,329)     | 100% (1,547) | 100% (1,557) | 100% (1,864) | 100% (1,674) |
| Survey response rate (Base)   | 51% (2,613)      | 76% (2,037)  | 78% (2,002)  | 79% (2,357)  | 75% (2,221)  |

Respondent's opinions of the *charges for goods or services* are clearly improving over time with increasing proportions ticking *very good*, albeit not at the same level as other aspects. This improvement is as a consequence of fewer respondents ticking either *good* or *adequate*, although those selecting either *poor* or *very poor* has remained pretty constant over time.

| Social media                | Column % (Count) |      |      |      |      |
|-----------------------------|------------------|------|------|------|------|
|                             | 2021             | 2019 | 2017 | 2015 | 2013 |
| Very good                   | 62% (411)        |      |      |      |      |
| Good                        | 26% (171)        |      |      |      |      |
| Adequate                    | 11% (71)         |      |      |      |      |
| Poor                        | 1% (5)           |      |      |      |      |
| Very poor                   | 1% (8)           |      |      |      |      |
| Total                       | 100% (666)       |      |      |      |      |
| Survey response rate (Base) | 25% (2,613)      |      |      |      |      |

This is a new question introduced in 2021, hence the lack of comparability. It is especially worth noting that only a quarter (25%) of all survey respondents answered this question. Although, perhaps unsurprisingly, this question was slightly more likely to be answered by those aged under 65 (33%) compared to those aged over 65 (20%).

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

| Ease of navigation to our website | Column % (Count) |              |              |              |              |
|-----------------------------------|------------------|--------------|--------------|--------------|--------------|
|                                   | 2021             | 2019         | 2017         | 2015         | 2013         |
| Very good                         | 49% (1,042)      | 50% (913)    | 48% (871)    | 46% (994)    | 46% (918)    |
| Good                              | 35% (743)        | 34% (611)    | 37% (669)    | 38% (821)    | 37% (738)    |
| Adequate                          | 13% (268)        | 13% (237)    | 13% (229)    | 14% (303)    | 14% (279)    |
| Poor                              | 2% (50)          | 2% (33)      | 2% (43)      | 2% (43)      | 2% (40)      |
| Very poor                         | 1% (19)          | 1% (15)      | 1% (14)      | 0% (0)       | 1% (20)      |
| Total                             | 100% (2,122)     | 100% (1,809) | 100% (1,826) | 100% (2,161) | 100% (1,995) |
| Survey response rate (Base)       | 81% (2,613)      | 89% (2,037)  | 91% (2,002)  | 92% (2,357)  | 90% (2,221)  |

Respondent's opinions of the *ease of navigation to our website* have remained pretty much consistent over time with approximately half considering this aspect of service being *very good* and slightly over one in three rating it *good*. Clearly, compared to other aspects of the services offered there is room for improvement.

| Our website                 | Column % (Count) |              |              |              |              |
|-----------------------------|------------------|--------------|--------------|--------------|--------------|
|                             | 2021             | 2019         | 2017         | 2015         | 2013         |
| Very good                   | 49% (1,048)      | 48% (876)    | 47% (846)    | 45% (962)    | 47% (932)    |
| Good                        | 36% (765)        | 36% (649)    | 39% (702)    | 40% (855)    | 38% (754)    |
| Adequate                    | 12% (266)        | 13% (237)    | 12% (214)    | 13% (278)    | 13% (258)    |
| Poor                        | 3% (54)          | 2% (33)      | 2% (34)      | 2% (43)      | 2% (40)      |
| Very poor                   | 1% (17)          | 1% (12)      | 1% (15)      | 0% (0)       | 0% (0)       |
| Total                       | 100% (2,150)     | 100% (1,807) | 100% (1,811) | 100% (2,137) | 100% (1,984) |
| Survey response rate (Base) | 82% (2,613)      | 89% (2,037)  | 90% (2,002)  | 91% (2,357)  | 89% (2,221)  |

Views about *our website* remain broadly in line with the views expressed about the *ease of navigation to our website*. With around half rating them as *very good* and just over a third rating them *good*. Consequently, as with *ease of navigation*, there is room for improvement.



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

| Availability of bilingual information<br>(only asked of respondents to Welsh archives ) | Column % (Count) |            |            |            |            |
|-----------------------------------------------------------------------------------------|------------------|------------|------------|------------|------------|
|                                                                                         | 2021             | 2019       | 2017       | 2015       | 2013       |
| Very good                                                                               | 74% (157)        | 68% (182)  | 65% (193)  | 58% (135)  | 62% (284)  |
| Good                                                                                    | 23% (48)         | 25% (66)   | 28% (84)   | 30% (70)   | 27% (124)  |
| Adequate                                                                                | 4% (8)           | 7% (20)    | 6% (17)    | 12% (28)   | 10% (46)   |
| Poor                                                                                    | 0% (0)           | 0% (0)     | 0% (0)     | 0% (0)     | 0% (0)     |
| Very poor                                                                               | 0% (0)           | 0% (0)     | 0% (1)     | 0% (0)     | 1% (5)     |
| Total                                                                                   | 100% (213)       | 100% (268) | 100% (295) | 100% (233) | 100% (458) |
| Survey response rate (Base)                                                             | 61% (348)        | 80% (337)  | 84% (351)  | 87% (269)  | 79% (578)  |

Two points are evident here; there has been a significant improvement for Welsh archives in satisfaction with the *availability of bilingual information* but there has been a downward trend in the percentage of respondents answering this specific question from approximately 80% between 2013 and 2019 to just 61% in 2021.

## What other online archive resources have you accessed recently?

|                                                     | Column % (Count) |      |      |      |      |
|-----------------------------------------------------|------------------|------|------|------|------|
|                                                     | 2021             | 2019 | 2017 | 2015 | 2013 |
| Other archives' websites                            | 53% (1,343)      |      |      |      |      |
| This archive's website                              | 39% (988)        |      |      |      |      |
| Commercial online family history services           | 36% (914)        |      |      |      |      |
| Other archives' social media                        | 8% (199)         |      |      |      |      |
| This archive's social media                         | 4% (106)         |      |      |      |      |
| Specific Coronavirus related projects and resources | 1% (33)          |      |      |      |      |
| Other, please state:                                | 7% (175)         |      |      |      |      |
| None of the above                                   | 23% (573)        |      |      |      |      |
| Total                                               | 100% (2,517)     |      |      |      |      |
| Survey response rate (Base)                         | 96% (2,517)      |      |      |      |      |

A new question for 2021. Clearly distance users are keen to explore as many other resources as possible, i.e. not only the distance enquiry service of this archive but also the archive's website.

Despite this we still find that around a quarter of respondents don't use any other resources (*none of the above*, 23%).

## For how long have you been contacting the Record Office

|                             | Column % (Count) |              |              |              |              |
|-----------------------------|------------------|--------------|--------------|--------------|--------------|
|                             | 2021             | 2019         | 2017         | 2015         | 2013         |
| This was the first time     | 69% (1,719)      | 68% (1,331)  | 68% (1,350)  | 68% (1,685)  | 65% (1,419)  |
| For less than a year        | 1% (29)          | 8% (157)     | 9% (170)     | 10% (237)    | 10% (221)    |
| One to four years           | 11% (282)        | 13% (249)    | 12% (238)    | 13% (333)    | 13% (285)    |
| Five to ten years           | 9% (218)         | 6% (118)     | 7% (140)     | 5% (140)     | 7% (157)     |
| More than ten years         | 10% (253)        | 5% (99)      | 5% (91)      | 4% (101)     | 4% (92)      |
| Total                       | 100% (2,501)     | 100% (1,954) | 100% (1,989) | 100% (2,352) | 100% (2,174) |
| Survey response rate (Base) | 96% (2,613)      | 96% (2,037)  | 99% (2,002)  | 100% (2,357) | 98% (2,221)  |

Whilst the majority of survey respondents were *first time* users, just over two-thirds, we note that there has been a significant shift in the proportions who have been distance users *for less than a year* and a marked increase in those using the service for a longer term. Specifically the percentages using the service for both *five to ten years* and *more than ten years* have grown.

We can only speculate as to why that might be and whether the pandemic has contributed toward this change in trends.

## If this is your first contact with the Record Office was your contact prompted by the current Coronavirus situation?

|                             | Column % (Count) |      |      |      |      |
|-----------------------------|------------------|------|------|------|------|
|                             | 2021             | 2019 | 2017 | 2015 | 2013 |
| Yes                         | 17% (288)        |      |      |      |      |
| No                          | 79% (1,357)      |      |      |      |      |
| Unsure/Don't know           | 4% (64)          |      |      |      |      |
| Total                       | 100% (1,709)     |      |      |      |      |
| Survey response rate (Base) | 99% (1,719)      |      |      |      |      |

For those contacting the record office for the *first time*, the main reason for doing so was clearly not as a consequence of the pandemic (*No* 79%).

## Your Gender

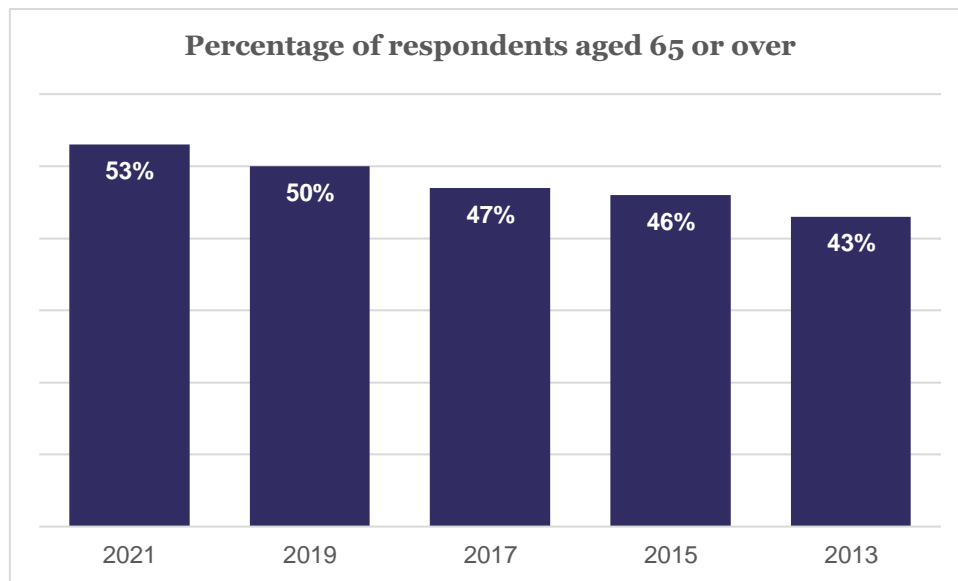
|                             | Column % (Count) |              |              |              |              |
|-----------------------------|------------------|--------------|--------------|--------------|--------------|
|                             | 2021             | 2019         | 2017         | 2015         | 2013         |
| Male                        | 52% (1,259)      | 53% (1,034)  | 49% (973)    | 53% (1,254)  | 52% (1,113)  |
| Female                      | 48% (1,176)      | 47% (904)    | 51% (1,002)  | 47% (1,101)  | 48% (1,045)  |
| Prefer to self-describe     | 0% (5)           |              |              |              |              |
| Total                       | 100% (2,440)     | 100% (1,938) | 100% (1,975) | 100% (2,355) | 100% (2,158) |
| Survey response rate (Base) | 93% (2,613)      | 95% (2,037)  | 99% (2,002)  | 100% (2,357) | 97% (2,221)  |

As with the majority of previous surveys it remains the case that a slightly higher proportion of respondents are *male* (52%) rather than *female* (48%). The only time the proportions were any different was back in 2017.

## Your age, at your last birthday

|                             | Column % (Count) |              |              |              |              |
|-----------------------------|------------------|--------------|--------------|--------------|--------------|
|                             | 2021             | 2019         | 2017         | 2015         | 2013         |
| 16 to 24                    | 1% (33)          | 2% (44)      | 3% (54)      | 3% (74)      | 3% (66)      |
| 25 to 34                    | 5% (106)         | 5% (89)      | 6% (113)     | 6% (153)     | 6% (125)     |
| 35 to 44                    | 7% (149)         | 6% (118)     | 7% (127)     | 7% (170)     | 6% (129)     |
| 45 to 54                    | 11% (236)        | 12% (224)    | 12% (228)    | 13% (302)    | 15% (304)    |
| 55 to 64                    | 23% (522)        | 24% (429)    | 25% (476)    | 25% (581)    | 28% (578)    |
| 65 to 74                    | 35% (782)        | 34% (616)    | 33% (619)    | 33% (767)    | 32% (661)    |
| 75 to 84                    | 16% (349)        | 14% (255)    | 12% (231)    | 11% (257)    | 10% (201)    |
| 85 or over                  | 2% (53)          | 2% (43)      | 2% (33)      | 2% (52)      | 1% (21)      |
| Total                       | 100% (2,230)     | 100% (1,818) | 100% (1,881) | 100% (2,356) | 100% (2,085) |
| Survey response rate (Base) | 85% (2,613)      | 89% (2,037)  | 94% (2,002)  | 100% (2,357) | 94% (2,221)  |

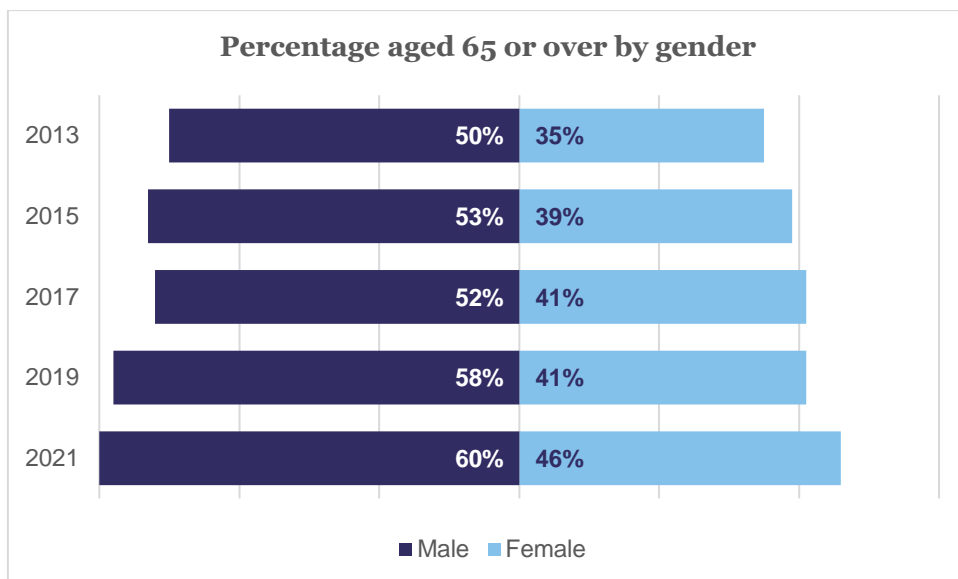
In 2021 over half (53%) of all respondents were aged 65 or over. This has slowly increased over time, as can be seen in the chart below:



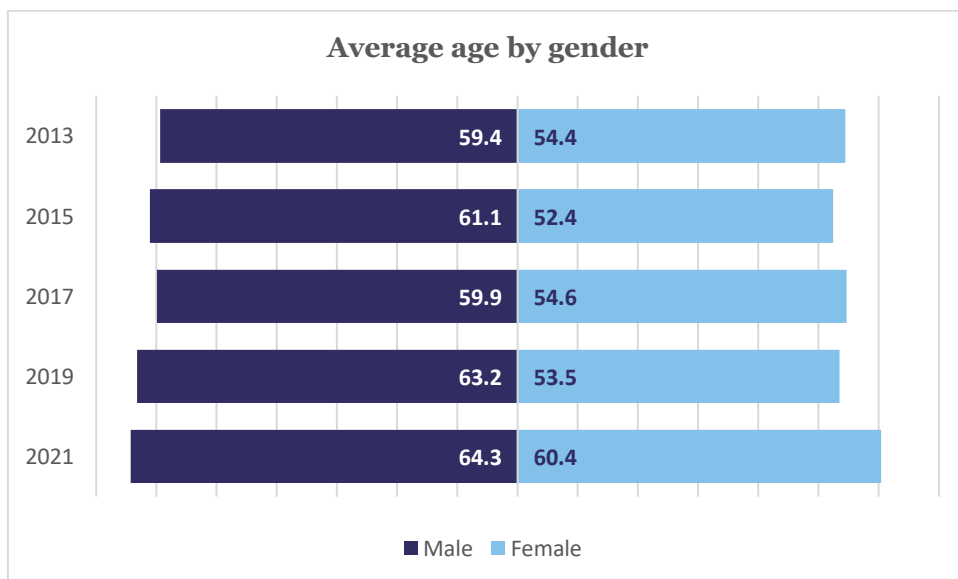
## Your age, at your last birthday BY gender

| Male                        | Column % (Count) |             |             |              |              |
|-----------------------------|------------------|-------------|-------------|--------------|--------------|
|                             | 2021             | 2019        | 2017        | 2015         | 2013         |
| 16 to 24                    | 1% (14)          | 2% (21)     | 2% (23)     | 2% (30)      | 3% (27)      |
| 25 to 34                    | 4% (44)          | 2% (21)     | 5% (50)     | 5% (62)      | 5% (54)      |
| 35 to 44                    | 5% (64)          | 5% (46)     | 7% (63)     | 6% (78)      | 5% (50)      |
| 45 to 54                    | 10% (114)        | 10% (100)   | 10% (95)    | 12% (147)    | 13% (141)    |
| 55 to 64                    | 20% (237)        | 23% (226)   | 23% (219)   | 23% (286)    | 25% (272)    |
| 65 to 74                    | 37% (437)        | 37% (370)   | 35% (331)   | 35% (435)    | 35% (375)    |
| 75 to 84                    | 19% (228)        | 18% (177)   | 15% (143)   | 14% (171)    | 13% (139)    |
| 85 or over                  | 3% (34)          | 3% (28)     | 2% (19)     | 4% (45)      | 2% (19)      |
| Total                       | 100% (1,172)     | 100% (989)  | 100% (943)  | 100% (1,254) | 100% (1,077) |
| Survey response rate (Base) | 93% (1,259)      | 96% (1,034) | 97% (973)   | 100% (1,254) | 97% (1,113)  |
| Average age                 | 64.3             | 63.2        | 59.9        | 61.1         | 59.4         |
| Over 65 (%)                 | 60%              | 58%         | 52%         | 53%          | 50%          |
| Female                      | Column % (Count) |             |             |              |              |
|                             | 2021             | 2019        | 2017        | 2015         | 2013         |
| 16 to 24                    | 2% (19)          | 3% (23)     | 3% (31)     | 4% (44)      | 4% (39)      |
| 25 to 34                    | 6% (61)          | 8% (68)     | 7% (63)     | 8% (91)      | 7% (70)      |
| 35 to 44                    | 8% (84)          | 9% (72)     | 7% (64)     | 8% (92)      | 8% (77)      |
| 45 to 54                    | 12% (122)        | 15% (124)   | 14% (133)   | 14% (153)    | 16% (162)    |
| 55 to 64                    | 27% (284)        | 24% (202)   | 27% (255)   | 27% (295)    | 30% (303)    |
| 65 to 74                    | 33% (344)        | 30% (246)   | 30% (284)   | 30% (332)    | 29% (285)    |
| 75 to 84                    | 11% (120)        | 9% (78)     | 9% (88)     | 8% (85)      | 6% (62)      |
| 85 or over                  | 2% (19)          | 2% (15)     | 2% (14)     | 1% (6)       | 0% (2)       |
| Total                       | 100% (1,053)     | 100% (828)  | 100% (932)  | 100% (1,100) | 100% (1,000) |
| Survey response rate (Base) | 90% (1,176)      | 92% (904)   | 93% (1,002) | 100% (1,101) | 96% (1,045)  |
| Average age                 | 60.4             | 53.5        | 54.6        | 52.4         | 54.4         |
| Over 65 (%)                 | 46%              | 41%         | 41%         | 39%          | 35%          |

Both the tables above and the charts below illustrate the fact that the proportions of respondents aged 65 or over has, for both genders, increased over time – in 2021 this was especially so for *females*.



This increase can also be seen in the average age of respondents, i.e. for *females* the average age has increased by 6 years since 2013 whereas for *males* it has increased by 5 years over the same period.



## Please tell us which continent/region you live in

|                             | Column % (Count) |              |              |              |              |
|-----------------------------|------------------|--------------|--------------|--------------|--------------|
|                             | 2021             | 2019         | 2017         | 2015         | 2013         |
| Africa                      | 0% (7)           | 0% (7)       | 0% (2)       | 0% (9)       | 0% (9)       |
| Americas                    | 7% (170)         | 9% (164)     | 8% (159)     | 7% (173)     | 7% (158)     |
| Asia                        | 1% (13)          | 1% (15)      | 1% (140)     | 1% (129)     | 1% (19)      |
| Europe                      | 87% (2,134)      | 85% (1,633)  | 84% (1,646)  | 86% (2,015)  | 84% (1,805)  |
| Oceania                     | 5% (122)         | 5% (103)     | 7% (140)     | 6% (129)     | 8% (162)     |
| Total                       | 100% (2,446)     | 100% (1,922) | 100% (2,087) | 100% (2,455) | 100% (2,153) |
| Survey response rate (Base) | 94% (2,613)      | 94% (2,037)  | 98% (2,002)  | 99% (2,357)  | 97% (2,221)  |

Despite the changes in participating archives over time the proportions for each region (continent) have remained pretty constant. Interestingly, of the 2,134 responses received, in 2021, from those living in *Europe* we find that 2,062 (97%) live in either *Guernsey, Ireland, Isle of Man, Jersey, or the United Kingdom* – equivalent to 79% of all respondents.

| Africa                      | Column % (Count) |          |          |          |          |
|-----------------------------|------------------|----------|----------|----------|----------|
|                             | 2021             | 2019     | 2017     | 2015     | 2013     |
| Benin                       | 14% (1)          |          |          |          |          |
| Eritrea                     | 14% (1)          |          |          |          |          |
| Egypt                       |                  |          |          |          | 13% (1)  |
| Kenya                       |                  |          |          | 11% (1)  |          |
| Morocco                     |                  | 17% (1)  |          |          |          |
| Nigeria                     |                  | 33% (2)  |          |          |          |
| Saint Helena                |                  |          |          | 11% (1)  |          |
| Sierra Leone                |                  |          |          |          | 13% (1)  |
| South Africa                | 71% (5)          | 50% (3)  | 100% (2) | 78% (7)  | 63% (5)  |
| Tunisia                     |                  |          |          |          | 13% (1)  |
| Total                       | 100% (7)         | 100% (6) | 100% (2) | 100% (9) | 100% (8) |
| Survey response rate (Base) | 100% (7)         | 86% (7)  | 100% (2) | 100% (9) | 89% (9)  |

It is interesting to note that respondents from *South Africa* have constantly featured in these reports.



| Americas                           | Column % (Count) |            |            |            |            |
|------------------------------------|------------------|------------|------------|------------|------------|
|                                    | 2021             | 2019       | 2017       | 2015       | 2013       |
| Argentina                          |                  |            |            |            | 1% (1)     |
| Bahamas                            | 1% (2)           |            |            |            |            |
| Bermuda                            | 1% (1)           |            |            |            |            |
| Brazil                             |                  | 2% (3)     | 1% (1)     | 1% (2)     |            |
| Canada                             | 33% (56)         | 34% (55)   | 37% (58)   | 30% (52)   | 39% (62)   |
| Colombia                           |                  |            |            |            | 1% (1)     |
| Jamaica                            |                  |            |            | 1% (1)     |            |
| Panama                             |                  |            |            | 1% (1)     |            |
| Trinidad and Tobago                |                  | 1% (1)     |            |            | 1% (1)     |
| United States of America           | 65% (111)        | 64% (104)  | 63% (99)   | 66% (114)  | 58% (91)   |
| United States Virgin Islands       |                  |            |            | 1% (1)     | 1% (1)     |
| Venezuela (Bolivarian Republic of) |                  |            |            | 1% (1)     |            |
| Total                              | 100% (170)       | 100% (163) | 100% (158) | 100% (172) | 100% (158) |
| Survey response rate (Base)        | 100% (170)       | 99% (164)  | 99% (159)  | 99% (173)  | 100% (158) |

Respondents from both *Canada* and the *United States of America* have constantly featured in these feedback surveys.

| Asia                        | Column % (Count) |           |           |           |           |
|-----------------------------|------------------|-----------|-----------|-----------|-----------|
|                             | 2021             | 2019      | 2017      | 2015      | 2013      |
| Afghanistan                 | 15% (2)          |           |           |           | 5% (1)    |
| Bangladesh                  |                  | 7% (1)    | 10% (1)   |           | 11% (2)   |
| China                       |                  |           | 20% (2)   | 8% (1)    | 11% (2)   |
| China, Hong Kong (SAR)      | 15% (2)          |           |           |           | 11% (2)   |
| India                       | 15% (2)          |           |           |           | 26% (5)   |
| Indonesia                   |                  |           | 10% (1)   | 8% (1)    |           |
| Iran (Islamic Republic of)  |                  |           |           |           | 5% (1)    |
| Israel                      |                  | 13% (2)   | 20% (2)   | 8% (1)    |           |
| Japan                       | 23% (3)          | 40% (6)   | 30% (3)   | 25% (3)   | 5% (1)    |
| Kuwait                      | 8% (1)           |           |           |           |           |
| Lebanon                     |                  |           |           | 8% (1)    |           |
| Malaysia                    |                  | 7% (1)    |           |           | 11% (2)   |
| Qatar                       |                  | 13% (2)   | 10% (1)   |           |           |
| Saudi Arabia                |                  |           |           | 8% (1)    |           |
| Singapore                   |                  | 13% (2)   |           |           |           |
| Taiwan, Province of China   | 8% (1)           |           |           |           |           |
| Thailand                    | 15% (2)          | 7% (1)    |           | 8% (1)    | 11% (2)   |
| Turkey                      |                  |           |           | 8% (1)    | 5% (1)    |
| United Arab Emirates        |                  |           |           | 17% (2)   |           |
| Total                       | 100% (13)        | 100% (15) | 100% (10) | 100% (12) | 100% (19) |
| Survey response rate (Base) | 100% (13)        | 100% (15) | 100% (10) | 92% (13)  | 100% (19) |

Distance enquiries from *Japan* have frequently featured in our survey, as have enquirers from *Thailand*.

| Europe                      | Column % (Count) |              |              |              |              |
|-----------------------------|------------------|--------------|--------------|--------------|--------------|
|                             | 2021             | 2019         | 2017         | 2015         | 2013         |
| Åland Islands               |                  | 0% (1)       |              |              |              |
| Albania                     |                  |              |              |              |              |
| Andorra                     | 0% (1)           |              |              |              |              |
| Austria                     | 0% (1)           | 0% (5)       | 0% (3)       |              |              |
| Belgium                     | 0% (3)           | 0% (4)       | 0% (1)       | 0% (4)       | 0% (3)       |
| Channel Islands             |                  | 0% (1)       | 0% (2)       |              |              |
| Czech Republic              | 0% (1)           |              | 0% (1)       |              |              |
| Denmark                     |                  | 0% (1)       |              | 0% (3)       | 0% (1)       |
| Finland                     |                  |              | 0% (1)       | 0% (2)       |              |
| France                      | 1% (21)          | 1% (18)      | 1% (10)      | 1% (19)      | 1% (22)      |
| Germany                     | 0% (7)           | 1% (11)      | 0% (7)       | 1% (16)      | 0% (8)       |
| Gibraltar                   |                  |              |              | 0% (1)       |              |
| Greece                      |                  | 0% (1)       |              | 0% (4)       | 0% (3)       |
| Guernsey                    | 0% (1)           |              |              |              |              |
| Hungary                     |                  |              |              | 0% (1)       |              |
| Ireland                     | 1% (12)          | 1% (10)      | 1% (14)      | 1% (16)      | 1% (25)      |
| Isle of Man                 | 0% (1)           | 0% (1)       |              |              |              |
| Italy                       | 0% (7)           | 0% (4)       | 0% (5)       | 0% (3)       | 0% (3)       |
| Jersey                      | 0% (5)           | 0% (5)       | 0% (4)       | 0% (2)       |              |
| Luxembourg                  | 0% (1)           |              |              | 0% (2)       |              |
| Malta                       | 0% (2)           | 0% (1)       | 0% (1)       |              |              |
| Netherlands                 | 0% (9)           | 0% (8)       | 0% (5)       | 0% (4)       | 0% (5)       |
| Norway                      | 0% (2)           | 0% (3)       |              | 0% (4)       |              |
| Poland                      | 0% (1)           | 0% (2)       |              | 0% (1)       | 0% (2)       |
| Portugal                    | 0% (2)           |              | 0% (2)       | 0% (2)       | 0% (1)       |
| Romania                     |                  |              |              | 0% (1)       | 0% (1)       |
| Russian Federation          |                  |              | 0% (2)       | 0% (4)       | 0% (3)       |
| Slovakia                    | 0% (1)           |              |              |              | 0% (1)       |
| Spain                       | 0% (9)           | 0% (8)       | 0% (2)       | 1% (11)      | 1% (12)      |
| Sweden                      | 0% (1)           | 0% (5)       | 0% (5)       | 0% (2)       | 0% (5)       |
| Switzerland                 | 0% (3)           | 0% (3)       | 0% (2)       | 0% (4)       | 0% (3)       |
| United Kingdom              | 96% (2,043)      | 94% (1,524)  | 96% (1,563)  | 95% (1,897)  | 94% (1,691)  |
| Total                       | 100% (2,134)     | 100% (1,616) | 100% (1,630) | 100% (2,005) | 100% (1,790) |
| Survey response rate (Base) | 100% (2,134)     | 99% (1,633)  | 99% (1,646)  | 100% (2,015) | 99% (1,805)  |

Outside of the *United Kingdom* this report has frequently featured respondents from: *Belgium, France, Germany, Ireland, Italy, Netherlands, Spain, Sweden, and Switzerland.*

| Oceania                     | Column % (Count) |            |            |            |            |
|-----------------------------|------------------|------------|------------|------------|------------|
|                             | 2021             | 2019       | 2017       | 2015       | 2013       |
| American Samoa              |                  | 1% (1)     |            |            |            |
| Australia                   | 78% (95)         | 77% (78)   | 85% (119)  | 78% (101)  | 86% (138)  |
| Kiribati                    |                  |            |            |            | 1% (1)     |
| New Zealand                 | 22% (27)         | 22% (22)   | 14% (20)   | 22% (28)   | 14% (22)   |
| Norfolk Island              |                  |            | 1% (1)     |            |            |
| Total                       | 100% (122)       | 100% (101) | 100% (140) | 100% (129) | 100% (161) |
| Survey response rate (Base) | 100% (122)       | 98% (103)  | 100% (140) | 100% (129) | 99% (162)  |

Whilst distance enquirers in *Oceania* mainly reside in *Australia* a significant proportion of survey respondents, around 1 in 5, come from *New Zealand*.

## What is your country of birth?

|                             | Column % (Count) |      |      |      |      |
|-----------------------------|------------------|------|------|------|------|
|                             | 2021             | 2019 | 2017 | 2015 | 2013 |
| England                     | 85% (1,604)      |      |      |      |      |
| Northern Ireland            | 0% (9)           |      |      |      |      |
| Republic of Ireland         | 1% (20)          |      |      |      |      |
| Scotland                    | 3% (60)          |      |      |      |      |
| Wales                       | 11% (204)        |      |      |      |      |
| Total                       | 100% (1,897)     |      |      |      |      |
| Survey response rate (Base) | 92% (2,062)      |      |      |      |      |

*This question is only asked of those living in: Guernsey, Ireland, Isle of Man, Jersey, or the United Kingdom.*

New question for 2021, so that we can then ask the appropriate set of ethnicity questions relevant to the respondent's country of birth.

## What is your ethnic group?

| United Kingdom of Great Britain and Northern Ireland & Ireland | Column % (Count) |              |              |              |              |
|----------------------------------------------------------------|------------------|--------------|--------------|--------------|--------------|
|                                                                | 2021             | 2019         | 2017         | 2015         | 2013         |
| Asian                                                          | 0% (4)           | 1% (10)      | 0% (6)       | 0% (9)       | 0% (3)       |
| Black                                                          | 0% (9)           | 0% (5)       | 0% (3)       | 0% (7)       | 0% (2)       |
| Mixed                                                          | 1% (14)          | 1% (10)      | 1% (10)      | 0% (9)       | 1% (13)      |
| White                                                          | 98% (1,814)      | 97% (1,439)  | 97% (1,455)  | 97% (1,812)  | 98% (1,603)  |
| Other                                                          | 0% (8)           | 1% (21)      | 1% (22)      | 1% (25)      | 1% (18)      |
| Total                                                          | 100% (1,849)     | 100% (1,485) | 100% (1,496) | 100% (1,862) | 100% (1,639) |
| Survey response rate (Base)                                    | 97% (1,897)      | 97% (1,533)  | 95% (1,569)  | 98% (1,902)  | 97% (1,692)  |

The above table represents the aggregation of ethnic groups so that we can provide a breakdown over time. Clearly the proportion of distance service users who identify as *white* has remained constant over time, i.e. between 97% and 98%.

| England                     | Column % (Count) |      |      |      |      |
|-----------------------------|------------------|------|------|------|------|
|                             | 2021             | 2019 | 2017 | 2015 | 2013 |
| White                       | 98% (1,532)      |      |      |      |      |
| Mixed                       | 1% (13)          |      |      |      |      |
| Black                       | 1% (8)           |      |      |      |      |
| Asian                       | 0% (4)           |      |      |      |      |
| Other                       | 0% (6)           |      |      |      |      |
| Total                       | 100% (1,563)     |      |      |      |      |
| Survey response rate (Base) | 97% (1,604)      |      |      |      |      |

| Scotland                    | Column % (Count) |      |      |      |      |
|-----------------------------|------------------|------|------|------|------|
|                             | 2021             | 2019 | 2017 | 2015 | 2013 |
| White                       | 100% (58)        |      |      |      |      |
| Asian                       | 0% (0)           |      |      |      |      |
| Black                       | 0% (0)           |      |      |      |      |
| Mixed                       | 0% (0)           |      |      |      |      |
| Other                       | 0% (0)           |      |      |      |      |
| Total                       | 100% (58)        |      |      |      |      |
| Survey response rate (Base) | 97% (60)         |      |      |      |      |

| Wales                       | Column % (Count) |      |      |      |      |
|-----------------------------|------------------|------|------|------|------|
|                             | 2021             | 2019 | 2017 | 2015 | 2013 |
| White                       | 98% (196)        |      |      |      |      |
| Black                       | 1% (1)           |      |      |      |      |
| Mixed                       | 1% (1)           |      |      |      |      |
| Asian                       | 0% (0)           |      |      |      |      |
| Other                       | 1% (1)           |      |      |      |      |
| Total                       | 100% (199)       |      |      |      |      |
| Survey response rate (Base) | 98% (204)        |      |      |      |      |

| Northern Ireland            | Column % (Count) |      |      |      |      |
|-----------------------------|------------------|------|------|------|------|
|                             | 2021             | 2019 | 2017 | 2015 | 2013 |
| White                       | 100% (9)         |      |      |      |      |
| Asian                       | 0% (0)           |      |      |      |      |
| Black                       | 0% (0)           |      |      |      |      |
| Mixed                       | 0% (0)           |      |      |      |      |
| Other                       | 0% (0)           |      |      |      |      |
| Total                       | 100% (9)         |      |      |      |      |
| Survey response rate (Base) | 100% (9)         |      |      |      |      |

| Republic of Ireland         | Column % (Count) |      |      |      |      |
|-----------------------------|------------------|------|------|------|------|
|                             | 2021             | 2019 | 2017 | 2015 | 2013 |
| White                       | 95% (19)         |      |      |      |      |
| Asian                       | 0% (0)           |      |      |      |      |
| Black                       | 0% (0)           |      |      |      |      |
| Mixed                       | 0% (0)           |      |      |      |      |
| Other                       | 5% (1)           |      |      |      |      |
| Total                       | 100% (20)        |      |      |      |      |
| Survey response rate (Base) | 100% (20)        |      |      |      |      |



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

|                             | Column % (Count) |              |              |              |              |
|-----------------------------|------------------|--------------|--------------|--------------|--------------|
|                             | 2021             | 2019         | 2017         | 2015         | 2013         |
| Dexterity                   | 3% (51)          | 1% (16)      | 2% (33)      | 2% (34)      | 2% (26)      |
| Eyesight                    | 2% (31)          | 2% (25)      | 1% (21)      | 1% (25)      | 1% (22)      |
| Hearing                     | 7% (133)         | 6% (89)      | 6% (89)      | 6% (112)     | 6% (99)      |
| Learning disability         | 2% (34)          | 2% (24)      | 1% (17)      | 1% (20)      | 1% (16)      |
| Mental health problem       | 4% (74)          | 4% (51)      | 4% (62)      | 3% (48)      | 4% (60)      |
| Mobility                    | 8% (165)         | 8% (116)     | 8% (123)     | 8% (151)     | 9% (141)     |
| Other                       | 3% (62)          | 3% (43)      | 3% (46)      | 2% (37)      | 2% (34)      |
| None/not applicable         | 80% (1,560)      | 81% (1,171)  | 79% (1,159)  | 79% (1,499)  | 81% (1,299)  |
| Total                       | 100% (1,947)     | 100% (1,446) | 100% (1,460) | 100% (1,824) | 100% (1,605) |
| Survey response rate (Base) | 94% (2,062)      | 94% (1,533)  | 93% (1,569)  | 96% (1,902)  | 95% (1,692)  |

It appears to remain the case that approximately 4 in every 5 respondents to this survey do not consider themselves to have any disabilities or conditions. Of those who do state that they have one or more conditions these are most likely to be related to their *mobility* (8% to 9%) or *hearing* (6% to 7%).

Interestingly the Family Resource Survey (FRS) results<sup>1</sup>, for the financial year 2019/20, reports that some 19% of working age adults have a disability, whilst for those aged 65 and above the prevalence increased to 46%. Overall, i.e. all people, the figure was at 22%. By comparison we find that of those making use of distance services only 16% of those of working aged reported that they had one or more disabilities and for those aged 65 or over the figure was 24%, i.e. far lower than in the general population. However, overall the figures for both the FRS (22%) and our distance enquiries' survey (20%) are remarkably similar.

<sup>1</sup> <https://www.gov.uk/government/statistics/family-resources-survey-financial-year-2019-to-2020/family-resources-survey-financial-year-2019-to-2020#disability-1>

## Are you currently:

|                                               | Column % (Count) |              |              |              |              | Labour market statistics summary data tables (Apr-Jun '21) |
|-----------------------------------------------|------------------|--------------|--------------|--------------|--------------|------------------------------------------------------------|
|                                               | 2021             | 2019         | 2017         | 2015         | 2013         |                                                            |
| A student?                                    | 5% (93)          | 3% (50)      | 5% (78)      | 5% (90)      | 5% (84)      | 6% (2.5m)                                                  |
| Employed or self-employed, full or part-time? | 35% (701)        | 37% (540)    | 38% (574)    | 38% (708)    | 36% (589)    | 56% (23.9m)                                                |
| Long-term sick or disabled?                   | 1% (21)          | 1% (14)      | 1% (19)      | 1% (19)      | 1% (19)      | 5% (2.1m)                                                  |
| Looking after the home or family?             | 1% (28)          | 1% (21)      | 2% (32)      | 1% (24)      | 2% (25)      | 4% (1.6m)                                                  |
| On a government sponsored training scheme?    | 0% (0)           | 0% (1)       | 0% (1)       | 0% (1)       | 0% (1)       | 0% (0.03m)                                                 |
| Retired (whether receiving a pension or not)? | 54% (1,084)      | 55% (802)    | 49% (741)    | 52% (959)    | 52% (854)    | 3% (1.2m)                                                  |
| Unemployed?                                   | 1% (19)          | 1% (11)      | 2% (27)      | 1% (22)      | 1% (22)      | 4% (1.6m)                                                  |
| Temporarily away from work / furloughed? **   | 1% (15)          |              |              |              |              | 20% (8.3m)                                                 |
| Other                                         | 2% (39)          | 2% (31)      | 2% (34)      | 1% (26)      | 2% (39)      | 3% (1.3m)                                                  |
| Total                                         | 100% (2,000)     | 100% (1,470) | 100% (1,506) | 100% (1,849) | 100% (1,692) | 42,603,000                                                 |
| Survey response rate (Base)                   | 97% (2,062)      | 96% (1,533)  | 96% (1,569)  | 97% (1,902)  | 100% (1,692) |                                                            |

\*\* Coronavirus Job Retention Scheme (CJRS) Statistics [Average Apr - Jun '21]. Figure deducted from Employed or Self-Employed, Full or Part-Time.

It has remained the case that since 2013 approximately half or more of all survey respondents are *retired (whether receiving a pension or not)*. Furthermore, the proportion who stated that they were *employed or self-employed, full or part-time* has also remained similar over time ranging between 35% and 38%.

In comparison with other published statistics there are significant differences for the following categories: *employed or self-employed, full or part-time; retired (whether receiving a pension or not); long-term sick or disabled; looking after the home or family; and unemployed.*

**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 %     |              |              |              |              |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|
|                             | 2021         | 2019         | 2017         | 2015         | 2013         |
| No                          | 53% (1,318)  | 55% (1,043)  | 50% (975)    | 51% (1,187)  | 48% (1,049)  |
| Yes                         | 47% (1,154)  | 45% (865)    | 50% (985)    | 49% (1,133)  | 52% (1,145)  |
| Total                       | 100% (2,472) | 100% (1,908) | 100% (1,960) | 100% (2,320) | 100% (2,194) |
| Survey response rate (Base) | 95% (2,613)  | 94% (2,037)  | 98% (2,002)  | 98% (2,357)  | 99% (2,221)  |

**Response required**

|                             | Column %     |              |              |              |              |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|
|                             | 2021         | 2019         | 2017         | 2015         | 2013         |
| No                          | 96% (2,375)  | 96% (1,831)  | 95% (1,859)  | 95% (2,194)  | 94% (2,057)  |
| Yes                         | 4% (97)      | 4% (77)      | 5% (101)     | 5% (126)     | 6% (137)     |
| Total                       | 100% (2,472) | 100% (1,908) | 100% (1,960) | 100% (2,320) | 100% (2,194) |
| Survey response rate (Base) | 95% (2,613)  | 94% (2,037)  | 98% (2,002)  | 98% (2,356)  | 99% (2,221)  |

Since 2013 we have found that approximately 49% of all survey respondents are happy to have their contact details (email address) associated with their response. However, only a minority (approximately 5%) have ever required a response.

# Appendices

## Online Survey

The questions are shown in the order they are asked, although not all respondents will necessarily see all questions, where this is the case this will be indicated. *Note: Gwent Archives has been used as the default choice for displaying the survey.*

Question below is only shown to clients of Welsh archives:



**Would you prefer to complete this survey in English or Welsh?**

*Please select one option*

**Fyddai'n well gennych gwblhau'r arolwg hwn yn Cymraeg neu Saesneg?**

*Dewiswch un opsiwn*

- English / Saesneg
- Welsh / Cymraeg

Next



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

- This survey is being conducted by CIPFA Research on behalf of Gwent Archives
- 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

Back Next



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

*Please select all that apply*

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



**How did you find out about our distance enquiry service?**

*Please select all that apply*

- The archive's website
- Through an online event hosted by this archive
- Through a social media site, e.g. Twitter, Facebook
- Other, please state:



**What was your main research purpose in contacting Gwent Archives at this time?**

*Please select one option*

- Formal education as student / researcher
- Personal leisure / recreation
- Work in connection with your employment
- Formal education as a teacher
- Non-leisure personal or family business
- Family history research
- Other, please state:



**What form of distance enquiry / remote service were you contacting Gwent Archives for at this time?**

*Please select one option*

- Specific enquiry about your area of research interest
- Telephone consultation on research area
- Online face-to-face consultation on research area
- General enquiry about resources held
- Accessing copying services
- None of the above

The question regarding 'availability of bilingual services', is only displayed for the clients of Welsh archives:



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

*Please select one option per row*

|                                    | Very good             | Good                  | Adequate              | Poor                  | Very poor             | Not applicable        |
|------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Overall                            | <input type="radio"/> | <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"/> | <input type="radio"/> |
| Clarity of response                | <input type="radio"/> | <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"/> | <input type="radio"/> |
| Charges for goods or services      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Social media                       | <input type="radio"/> | <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"/> | <input type="radio"/> |
| Our website                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Availability of bilingual services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



**What other online archive resources have you accessed recently?**

*Please select all that apply*

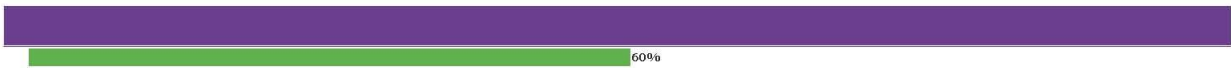
- Other archives' social media
- Other archives' websites
- This archive's social media
- Specific Coronavirus related projects and resources
- Commercial online family history services
- This archive's website
- Other, please state:
- None of the above



**For how long have you been contacting Gwent Archives?**

*Please select one option*

- This was the first time
- For how long (years) have you been using this service, please state:



**Your gender**

*Please select one option*

- Male
- Female
- Prefer to self-describe
- Prefer not to say

**Your age, at your last birthday:**

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

*Please select one option*



The questions displayed below will only be seen by those who had selected either: *Guernsey, Ireland (Republic of), Isle of Man, Jersey, and the United Kingdom of Great Britain & Northern Ireland*:



**What is your home postcode?**

**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, please state:

**Are you currently:**

*Please select one option*

- Retired, whether receiving a pension or not?
- Studying?
- Looking after the home or family?
- Long-term sick or disabled?
- Employed or self-employed, full or part-time?
- Temporarily away from work / furloughed?
- Unemployed / Actively looking for any kind of paid work?
- Other, please state:


 

**What is your country of birth?**

*Please select one option*

- England
- Northern Ireland
- Republic of Ireland
- Scotland
- Wales
- None of the above

Question displayed if respondent selected *England* in previous question:



**What is your ethnic group?**

Please select one option

- A. White
  - English, Welsh, Scottish, Northern Irish or British
  - Irish
  - Gypsy or Irish Traveller
  - Any other White background
- B. Mixed or Multiple Ethnic groups
  - White and Black Caribbean
  - White and Black African
  - White and Asian
  - Any other Mixed or Multiple background
- C. Asian or Asian British
  - Indian
  - Pakistani
  - Bangladeshi
  - Chinese
  - Any other Asian background
- D. Black, Black British, Caribbean or African
  - Caribbean
  - African background
  - Any other Black, Black British or Caribbean background
- E. Other ethnic group
  - Arab
  - Any other ethnic group

Question displayed if respondent selected *Northern Ireland* in previous question:



**What is your ethnic group?**

Please select one option

- White
- Chinese
- Irish Traveller
- Roma
- Indian
- Filipino
- Black African
- Black Other
- Mixed ethnic group
- Any other ethnic group

Question displayed if respondent selected *Republic of Ireland* in previous question:



**What is your ethnic or cultural background?**

Please select one option

- A. White
  - Irish
  - Irish Traveller
  - Any other White background
- B. Black or Black Irish
  - African
  - Any other Black background
- C. Asian or Asian Irish
  - Chinese
  - Any other Asian background
- D. Other including mixed background
  - Any other or mixed background

Question displayed if respondent selected *Scotland* in previous question:



**What is your ethnic group?**

Please select one option

- A. White
  - Scottish
  - Other British
  - Irish
  - Polish
  - Gypsy / Traveller
  - Roma
  - Showman / Showwoman
  - Other white ethnic group
- B. Mixed or multiple ethnic groups
  - Any mixed or multiple ethnic groups
- C. Asian, Scottish Asian or British Asian
  - Pakistani, Scottish Pakistani or British Pakistani
  - Indian, Scottish Indian or British Indian
  - Bangladeshi, Scottish Bangladeshi or British Bangladeshi
  - Chinese, Scottish Chinese or British Chinese
  - Other Asian, Scottish Asian or British Asian group
- D. African, Scottish African or British African
  - Any African, Scottish African or British African group
- E. Caribbean or Black
  - Any Caribbean or Black group
- F. Other ethnic group
  - Arab, Scottish Arab or British Arab
  - Any other ethnic group

Question displayed if respondent selected *Wales* in previous question:



**What is your ethnic group?**

*Please select one option*

- A. White
  - Welsh, English, Scottish, Northern Irish or British
  - Irish
  - Gypsy or Irish Traveller
  - Roma
  - Any other White background
- B. Mixed or Multiple Ethnic groups
  - White and Black Caribbean
  - White and Black African
  - White and Asian
  - Any other Mixed or Multiple background
- C. Asian or Asian British
  - Indian
  - Pakistani
  - Bangladeshi
  - Chinese
  - Any other Asian background
- D. Black, Black British, Caribbean or African
  - Caribbean
  - African background
  - Any other Black, Black British or Caribbean background
- E. Other ethnic group
  - Arab
  - Any other ethnic group



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

*Please write in:*

Remaining ... 4000



**Are you happy for your email address to be attributed to / connected with your replies to Gwent Archives?** *Please select one option*

Yes  No

**Do you require a response?** *Please select one option*

Yes  No

Question displayed if respondent selected yes to either of the previous questions:



**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:**



If you wish to ensure we, Gwent Archives, receive your responses in full please click **Submit** below:



Archives & Records  
Association  
UK & Ireland

Thank you!

For taking the time to complete this survey and providing us with your feedback, it is greatly appreciated.

Diolch!

Am gymryd yr amser i gwblhau'r arolwg yma a chyflwyno eich adborth, rydym yn ei gwerthfawrogi'n fawr

## Participating Archives

| Archive:                                                                 | Region:         | Type:      |
|--------------------------------------------------------------------------|-----------------|------------|
| Anglesey Archives                                                        | Wales           | Local      |
| Archives and Cornish Studies                                             | England         | Local      |
| Bangor University Archives & Special Collections                         | Wales           | University |
| Bath Record Office: Archives and Local Studies                           | England         | Local      |
| Berkshire Record Office                                                  | England         | Local      |
| Buckinghamshire Archives                                                 | England         | Local      |
| Caernarfon Record Office                                                 | Wales           | Local      |
| Cambridgeshire Archives Service                                          | England         | Local      |
| Cardiff University Special Collections and Archives                      | Wales           | University |
| Carmarthenshire Archives                                                 | Wales           | Local      |
| Ceredigion Archives                                                      | Wales           | Local      |
| Churchill Archives Centre                                                | England         | University |
| Conwy Archive Service                                                    | Wales           | Local      |
| Derbyshire Record Office                                                 | England         | Local      |
| Dorset History Centre                                                    | England         | Local      |
| Durham County Record Office                                              | England         | Local      |
| Explore York Archives                                                    | England         | Local      |
| Glamorgan Archives                                                       | Wales           | Local      |
| Gwent Archives                                                           | Wales           | Local      |
| Hackney Archives                                                         | England         | Local      |
| Hampshire Archives and Local Studies                                     | England         | Local      |
| Herefordshire Archive Service                                            | England         | Local      |
| Historic Environment Scotland Archives                                   | Scotland        | National   |
| Jersey Archive                                                           | Channel Islands | National   |
| Kent History and Library Centre                                          | England         | Local      |
| Kingston History Centre                                                  | England         | Local      |
| Lancashire Archives                                                      | England         | Local      |
| London Borough of Richmond Upon Thames Local Studies Library and Archive | England         | Local      |
| London Metropolitan Archives                                             | England         | Local      |

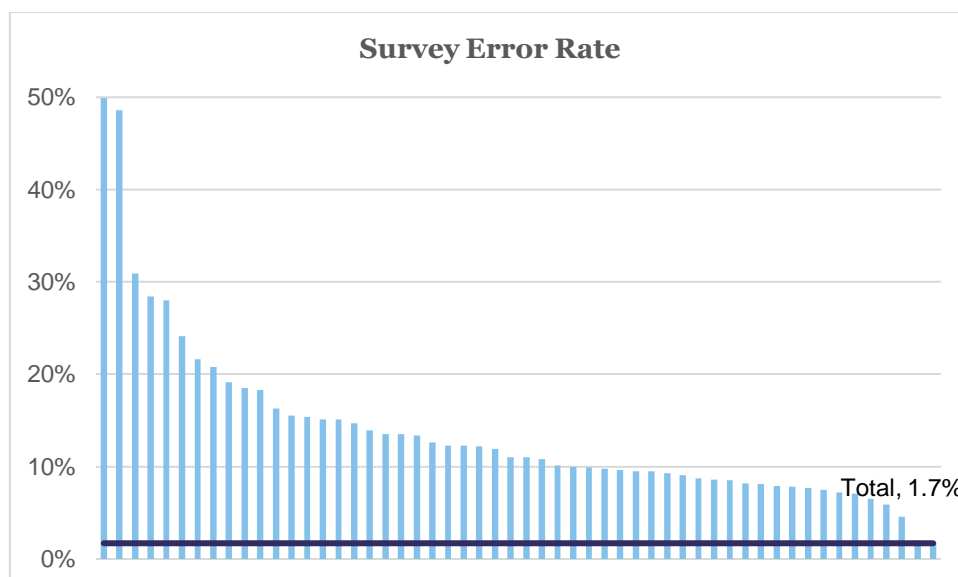
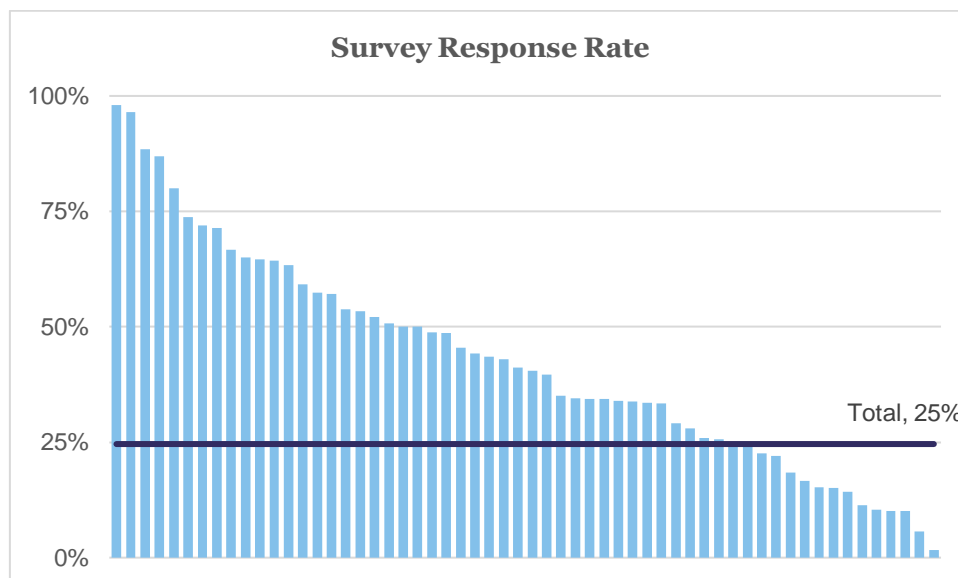
| Archive:                                                                    | Region: | Type:      |
|-----------------------------------------------------------------------------|---------|------------|
| Manuscripts & Special Collections, University of Nottingham                 | England | University |
| Medway Archives Centre                                                      | England | Local      |
| Meirionnydd Record Office, Dolgellau                                        | Wales   | Local      |
| National Archives, Ireland                                                  | Ireland | National   |
| Newham Archives and Local Studies                                           | England | Local      |
| North East Wales Archives                                                   | Wales   | Local      |
| Nottinghamshire Archives                                                    | England | Local      |
| Oldham Local Studies and Archives                                           | England | Local      |
| Oxfordshire History Centre                                                  | England | Local      |
| Parliamentary Archives                                                      | England | National   |
| Richard Burton Archives                                                     | Wales   | University |
| Rotherham Archives and Local Studies                                        | England | Local      |
| Royal College of Nursing Library and Archive Service                        | England | Special    |
| Sheffield City Archives                                                     | England | Local      |
| Shropshire Archives                                                         | England | Local      |
| Staffordshire Record Office                                                 | England | Local      |
| Stoke on Trent City Archives                                                | England | Local      |
| Surrey History Centre                                                       | England | Local      |
| The Box, Plymouth                                                           | England | Local      |
| The Keep                                                                    | England | University |
| The Paul Mellon Centre For Studies In British Art                           | England | Special    |
| Tower Hamlets Local History Library and Archives                            | England | Local      |
| Tyne & Wear Archives                                                        | England | Local      |
| University of Reading, Special Collections and Museum of English Rural Life | England | University |
| Wandsworth Heritage Service                                                 | England | Local      |
| Warwickshire County Record Office                                           | England | Local      |
| West Glamorgan Archive Service                                              | Wales   | Local      |
| West Sussex Record Office                                                   | England | Local      |
| Worcestershire Archive and Archaeology Service                              | England | Local      |



## Statistical Validity

For this year's survey the 58 participating archives issued in total some **10,590** invitations to their clients of which 2,613 agreed to respond. This equates to a response rate of approximately 25% which in comparison with the archives visitor survey is low (over 80% participated). However, for an online survey this can be deemed acceptable. We can say this simply because of the numbers who have responded, i.e. the 2,613, as this level of response means that at the headline level this survey has an error rate of just **±1.7%** [please refer to the introduction for an explanation regarding the significance of this number].

The picture changes when we evaluate results by individual archive. Here the variation in response rate is quite extreme ranging from as low as just 2% to as high as 98%. Whilst that for the error ranges from a minimum of **±1.7%** to a maximum of **±49.9%**. This does mean that for a number of archives reliance on the results as being statistically meaningful will be challenging, if not impossible. However, there's no reason not to suggest that they aren't indicative, especially if considered alongside other comments or feedback. And interestingly well over 1,000 respondents did provide further comments or feedback to this survey. However, we do note that some 24 archives achieved an error rate within **±10.0%** which we would deem as acceptable and of these a handful were within **±5.0%** which is excellent.





77 Mansell Street, London E1 8AN  
+44 (0)20 7543 5600

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