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performance
in public services

Survey of Visitors to U.K. Archives 2011



**Archives & Records
Association**
UK & Ireland

Public Services Quality Group
of the Archives and Records
Association (UK & Ireland)

The format for the 2011 report differs from that of the previous years. Within this document you will find:

- The headline results for the most recent survey
- The headline results for the two previous surveys (2007 and 2009) alongside the results for 2011
- A regional report spanning the same time period, i.e. from 2007 to 2011.

A separate report, PSQG - National Report 2011 - Benchmarking Tool.xls, has been produced that includes the results by each record office. Within this report you will also find details such as:

- The number of weeks the survey ran for
- The numbers of issued and completed questionnaires
- The overall response rate to the survey
- The statistical reliability for the survey, more information on this can be found in the technical appendix at the end of this document
- The region within which the Record office falls.

The benchmarking tool will allow you to compare the results for up to twenty-five different record offices including your own. You are completely free to choose those offices against which you decide to compare yourself. However, if it is your intention to publish any of these findings outside of your own department then I would suggest you contact those other offices to ensure they are happy for you to do this. The benchmark tool spreadsheet contains a Read Me section that explains how to use it. However, should you require any assistance then do contact us directed.

As mentioned previously this report shows a comparison of results for the surveys run in 2007, 2009 and 2011. Although we have witnessed a small decline in the numbers involved in each year it is our belief that the results are comparable, as can be seen in the table below:

Survey period:	No. of Record Offices	No. of completed questionnaires
2007	133	11,483
2009	130	11,125
2011	125	11,051

However, in deciding to compare results over this period of time raised a number of issues, as follows:

- The question in the 2007 and 2009 survey 'Q.1 Pre-visit information' was split in two for the 2011 survey, 'Q1 Pre-visit information (telephone)' and 'Q1 Pre-visit information (printed information)'. Rather than combine the results for the 2011 version it has been decided to produce a separate table so that moving forward comparisons can be made. This also applies to the identical option in question 2, which was also split in two in 2011
- The answer options to the primary means of travel question were reorganised in 2011. Consequently we aggregated the results for the 2007 and 2009 surveys as follows: 'rail / tube / tram' was amalgamated with 'bus and coach' to form 'public transport / coach'; and 'air' was amalgamated with 'other'.

We have also introduced a further analysis of the respondents postcode. This additional table is an attempt to provide a geodemographic analysis of each respondent, provided the postcode has been provided in full. Overall 9,697 respondents provided a full postcode, equivalent to 88% of all respondents. A geodemographic description is applied to each output area across England, Scotland and Wales based on responses from the 2001 Census, the source has been accredited as a national statistic. There are a total of 52 categories which can be grouped in 21 larger groups and finally 7 super groups. The analysis provided is based on the seven super groups, a description of which follows:

Blue Collar Communities	Housing in these areas is more likely to be terraced housing, rather than flats, and residents mainly rent from the public sector. There is a high proportion of 5-14 year olds. Residents tend to have fewer educational qualifications than the national average. A high proportion work in manufacturing, retail or construction
City Living	Residents in these urban areas are more likely to live alone. They are more likely to hold higher educational qualifications and are often first generation immigrants to the UK. Housing is often made up of flats, and detached homes are rare, and residents typically rent their homes from the private sector
Constrained by Circumstances	Residents in these less well off areas, typically live in flats and rent from the public sector. They are less likely to have higher qualifications. They rarely live in detached houses or households with more than one car
Countryside	Residents in these rural areas are likely to work from home, and be employed in agriculture or fishing. They often live in detached houses, in households with more than one car. Areas are less densely populated than other parts of the country
Multicultural	Residents in these areas are often non-white, mainly from Asian or Black British backgrounds. Many are first generation immigrants. Housing is mostly rented from the public or private sectors, and is often split into flats. The main means of travelling for residents is by public transport
Prospering Suburbs	Residents in these prosperous areas often live in detached houses, and less frequently in flats or terraced housing. Fewer residents rent their homes, and homes are more likely to have central heating. Households often have access to more than one car
Typical Traits	These are areas of terraced housing, where residents are unlikely to rent from the public sector. There are a range of ethnic backgrounds and types of households. Residents work in a range of industries

Consequently the results within the main body of the report provide a general picture of profile of visitors to UK Archives. This has been done both nationally and regionally, across all three reporting periods. Additionally, we have also looked to see if any difference can be discerned in this profile when comparing results for those who live within the same district as the archive / record office as those who visit from outside of the district:

Super code	Outside district	Within District	Total
Blue Collar Communities	8%	12%	10%
City Living	6%	9%	7%
Constrained by Circumstances	5%	8%	6%
Countryside	20%	19%	20%
Multicultural	6%	6%	6%
Prospering Suburbs	34%	24%	30%
Typical Traits	21%	22%	21%
Total no. of cases	6,106	3,591	9,697

As can be seen in the table above the greatest degree of variation is around those in 'Prospering Suburbs'. Essentially, although in comparison with the other groups living within the same district those from prospering suburbs do form the largest group, this difference is exaggerated for those living outside of the district. However, a caveat applies in that whereas a district covers the entirety of a London, Metropolitan and Unitary Council area it will only cover part of a County Council. This can lead to a situation where a respondent is shown above as outside of the district although they are a resident within the county.

The 2011 survey has also seen the introduction of two new questions specifically for Welsh archives / record offices. One question asked: 'How important do you think Welsh language provision is for the following services', and the other: 'How good do you think Welsh language provision of the following services is at this archive'. Generally, the question in relation to the importance of Welsh language provision had a response rate of approximately 88% relating to this topic. Whereas on average only 53% answered the questions relating to satisfaction with the provision.

The comparison report over the three surveys reveals the following:

- In relation to the following services we can see an increase in those ticking 'Very Good':
 - Web site
 - Physical access to and in the building
 - Visitor facilities
 - Catalogues and guides (including online guides)
 - Document delivery
 - Copy services
 - On site computer facilities
- However, there remains demand for improvement in the following areas:
 - Web site
 - Opening hours
- Compared to both 2007 and 2009 respondents in 2011 are less likely to be 'Eating out locally' as part of their visit
- Increasingly more respondents reported that they are making use of the archive's web site
- Fewer are researching family history than in both previous surveys
- More think that archives 'provide opportunities for learning', 'preserve our heritage and culture', 'support administrative and business activity', and 'support the rights of citizens'
- Archives appear to be receiving less new visitors but have seen an increase in those who have been visiting between five and ten years as well as more than ten years. However there has been no or little discernable change in the age profile of respondents
- The geodemographic profile of visitors has also changed little over the three surveys
- Archive visitors are predominantly 'White' and the majority have no disability or long term limiting illness.

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
Pre-visit information (telephone)	Very Good	60%
	Good	33%
	Adequate	7%
	Poor	1%
	Very Poor	0%
Total no. of cases		7,451
Survey response rate		59%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
Pre-visit information (printed information)	Very Good	45%
	Good	45%
	Adequate	10%
	Poor	1%
	Very Poor	0%
Total no. of cases		6,040
Survey response rate		53%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
Web site	Very Good	37%
	Good	47%
	Adequate	14%
	Poor	2%
	Very Poor	0%
Total no. of cases		7,419
Survey response rate		76%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
Opening hours	Very Good	37%
	Good	46%
	Adequate	14%
	Poor	2%
	Very Poor	0%
Total no. of cases		10,527
Survey response rate		96%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
Physical access to and in the building	Very Good	56%
	Good	37%
	Adequate	6%
	Poor	1%
	Very Poor	0%
Total no. of cases		10,611
Survey response rate		96%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
Visitor facilities	Very Good	48%
	Good	40%
	Adequate	11%
	Poor	1%
	Very Poor	0%
Total no. of cases		10,438
Survey response rate		95%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
Catalogues & guides (including online guides)	Very Good	39%
	Good	47%
	Adequate	13%
	Poor	1%
	Very Poor	0%
Total no. of cases		9,058
Survey response rate		86%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
Document delivery	Very Good	56%
	Good	35%
	Adequate	7%
	Poor	1%
	Very Poor	0%
Total no. of cases		8,244
Survey response rate		75%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
Microfilm and fiche viewing facilities	Very Good	43%
	Good	41%
	Adequate	13%
	Poor	2%
	Very Poor	0%
Total no. of cases		7,798
Survey response rate		65%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
Copy services	Very Good	39%
	Good	42%
	Adequate	16%
	Poor	3%
	Very Poor	1%
Total no. of cases		7,184
Survey response rate		64%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
On site computer facilities	Very Good	49%
	Good	39%
	Adequate	10%
	Poor	2%
	Very Poor	0%
Total no. of cases		7,326
Survey response rate		76%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
Quality and appropriateness of the staff's advice	Very Good	64%
	Good	30%
	Adequate	5%
	Poor	1%
	Very Poor	0%
Total no. of cases		10,241
Survey response rate		91%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
Helpfulness and friendliness of the staff	Very Good	73%
	Good	22%
	Adequate	4%
	Poor	1%
	Very Poor	0%
Total no. of cases		10,635
Survey response rate		95%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		Base
The archive's service overall	Very Good	57%
	Good	39%
	Adequate	4%
	Poor	0%
	Very Poor	0%
Total no. of cases		10,397
Survey response rate		94%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

	Base
No change necessary	44%
Pre-visit information (telephone)	2%
Pre-visit information (printed information)	3%
Web site	15%
Opening hours	18%
Physical access to and in the building	4%
Visitor facilities	9%
Catalogues & guides (including online guides)	15%
Document delivery	7%
Microfilm and fiche viewing facilities	9%
Copy services	9%
On site computer facilities	8%
Quality and appropriateness of advice provided by staff	5%
Helpfulness and friendliness of staff	5%
Total no. of cases	9,352
Survey response rate	85%

SECTION B: ABOUT YOUR VISIT TODAY

Q3 How long have you stayed at this archive today?

	Base
Up to one hour	9%
Between one to two hours	18%
Between two to three hours	22%
Between three to five hours	26%
More than five hours	25%
Total no. of cases	10,735
Survey response rate	98%

SECTION B: ABOUT YOUR VISIT TODAY

Q4 Was your visit to this archive today the main purpose of your visit to the area?

	Base
Yes	89%
No	11%
Total no. of cases	10,842
Survey response rate	98%

SECTION B: ABOUT YOUR VISIT TODAY

Q5 What was your primary means of travel to this archive today?

	Base
Car / motorbike / taxi	49%
Public transport / Coach	43%
Bicycle	1%
Foot	7%
Other	0%
Total no. of cases	10,762
Survey response rate	97%

SECTION B: ABOUT YOUR VISIT TODAY

Q6 In connection with your visit to this archive, are you doing any of the following?

	Base
Paying for overnight accommodation	18%
Eating out locally	42%
Using local shops and services	69%
Visiting other places of interest in the area	22%
Total no. of cases	5,838
Survey response rate	45%

SECTION B: ABOUT YOUR VISIT TODAY

Q7 What was your main purpose in visiting this archive today?

	Base
Personal leisure / recreation	60%
Non-leisure personal or family business	9%
Formal education as student / researcher	17%
Formal education as teacher	1%
Work in connection with employment	13%
Total no. of cases	10,563
Survey response rate	96%

SECTION B: ABOUT YOUR VISIT TODAY

Q8 Have you used this archive's Website?

	Base
Yes	77%
No	23%
Total no. of cases	10,655
Survey response rate	97%

SECTION B: ABOUT YOUR VISIT TODAY

Q9 Are you researching family history?

	Base
Yes	63%
No	37%
Total no. of cases	10,813
Survey response rate	98%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

		Base
Providing opportunities for learning	Strongly agree	69%
	Agree	28%
	Neither agree nor disagree	3%
	Disagree	0%
	Strongly disagree	0%
Total no. of cases		10,764
Survey response rate		97%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

		Base
Preserving our culture and heritage	Strongly agree	83%
	Agree	16%
	Neither agree nor disagree	1%
	Disagree	0%
	Strongly disagree	0%
Total no. of cases		10,787
Survey response rate		98%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

		Base
Strengthening family and community identity	Strongly agree	51%
	Agree	35%
	Neither agree nor disagree	14%
	Disagree	1%
	Strongly disagree	0%
Total no. of cases		10,673
Survey response rate		97%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

		Base
Supporting administrative and business activity	Strongly agree	26%
	Agree	37%
	Neither agree nor disagree	37%
	Disagree	1%
	Strongly disagree	0%
Total no. of cases		10,294
Survey response rate		94%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

		Base
Supporting the rights of citizens	Strongly agree	37%
	Agree	34%
	Neither agree nor disagree	27%
	Disagree	1%
	Strongly disagree	0%
Total no. of cases		10,454
Survey response rate		95%

SECTION D: ABOUT YOURSELF

Q11 How long have you been visiting this archive?

	Base
First visit	20%
Less than a year	14%
1 - 4 years	25%
5 - 10 years	18%
More than 10 years	22%
Total no. of cases	10,848
Survey response rate	99%

SECTION D: ABOUT YOURSELF

Q12 Your age?

		Base
Under 24	15 or under	0%
	16 to 19	1%
	20 to 24	5%
	Age group total	5%
25 to 44	25 to 29	4%
	30 to 34	3%
	35 to 39	3%
	40 to 44	4%
	Age group total	14%
45 to 64	45 to 49	6%
	50 to 54	8%
	55 to 59	11%
	60 to 64	19%
	Age group total	44%
65 to 74	65 to 69	16%
	70 to 74	12%
	Age group total	28%
75 or over	75 to 79	5%
	80 to 84	2%
	85 or over	1%
	Age group total	8%
Total no. of cases		10,317
Survey response rate		95%

SECTION D: ABOUT YOURSELF

Q13 Your postcode?

	Base
5% live within	1.0
25% live within	4.4
Median / 50% live within	13.3
75% live within	33.1
95% live within	180.4
Mean / Average	37.3
no. of cases	9,741
Survey response rate	88%

All distances are in kilometres

SECTION D: ABOUT YOURSELF

Q13 Your postcode?

	Base
Blue Collar Communities	10%
City Living	7%
Constrained by Circumstances	6%
Countryside	20%
Multicultural	6%
Prospering Suburbs	30%
Typical Traits	21%
Total no. of cases	9,697
Survey response rate	88%

SECTION D: ABOUT YOURSELF

Q15 Your gender?

	Base
Female	48%
Male	52%
Total no. of cases	10,720
Survey response rate	97%

SECTION D: ABOUT YOURSELF

Q16 What is your ethnic group?

	Base
Asian	2%
Black	0%
Chinese	0%
White	97%
Mixed	1%
Other	0%
Total no. of cases	10,393
Survey response rate	94%

SECTION D: ABOUT YOURSELF

Q17 Do you have a disability / long term limiting illness or impairment?

	Base
None / not applicable	86%
Mobility - getting around	6%
Hearing (including deafness)	4%
Eyesight (including blindness)	2%
Dexterity - using hands / fingers	2%
Learning difficulty (e.g dyslexia)	1%
Mental health	1%
Other	2%
Total no. of cases	9,892
Survey response rate	90%

SECTION E: WELSH LANGUAGE

Q18 How important do you think Welsh language provision is for the following services:-

		Base
Staff information and advice	Very important	38%
	Quite important	30%
	Neither important nor unimportant	24%
	Quite unimportant	4%
	Very unimportant	4%
Total no. of cases		1,028
Survey response rate		90%

SECTION E: WELSH LANGUAGE

Q18 How important do you think Welsh language provision is for the following services:-

		Base
Printed or recorded materials	Very important	37%
	Quite important	32%
	Neither important nor unimportant	22%
	Quite unimportant	4%
	Very unimportant	5%
Total no. of cases		1,007
Survey response rate		88%

SECTION E: WELSH LANGUAGE

Q18 How important do you think Welsh language provision is for the following services:-

		Base
Computer / Web site / Online data	Very important	36%
	Quite important	31%
	Neither important nor unimportant	24%
	Quite unimportant	5%
	Very unimportant	5%
Total no. of cases		993
Survey response rate		87%

SECTION E: WELSH LANGUAGE

Q18 How important do you think Welsh language provision is for the following services:-

		Base
Special events or activities	Very important	33%
	Quite important	35%
	Neither important nor unimportant	24%
	Quite unimportant	4%
	Very unimportant	4%
Total no. of cases		986
Survey response rate		86%

SECTION E: WELSH LANGUAGE

Q19 How good do you think Welsh language provision of the following services is at this archive:-

		Base
Staff information and advice	Very important	46%
	Quite important	33%
	Neither important nor unimportant	18%
	Quite unimportant	3%
	Very unimportant	0%
Total no. of cases		676
Survey response rate		56%

SECTION E: WELSH LANGUAGE

Q19 How good do you think Welsh language provision of the following services is at this archive:-

		Base
Printed or recorded materials	Very important	38%
	Quite important	40%
	Neither important nor unimportant	20%
	Quite unimportant	2%
	Very unimportant	0%
Total no. of cases		650
Survey response rate		55%

SECTION E: WELSH LANGUAGE

Q19 How good do you think Welsh language provision of the following services is at this archive:-

		Base
Computer / Web site / Online data	Very important	36%
	Quite important	41%
	Neither important nor unimportant	22%
	Quite unimportant	2%
	Very unimportant	0%
Total no. of cases		596
Survey response rate		51%

SECTION E: WELSH LANGUAGE

Q19 How good do you think Welsh language provision of the following services is at this archive:-

		Base
Special events or activities	Very important	35%
	Quite important	40%
	Neither important nor unimportant	22%
	Quite unimportant	2%
	Very unimportant	0%
Total no. of cases		575
Survey response rate		50%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Pre-visit information	Very Good	51%	46%	
	Good	40%	43%	
	Adequate	8%	10%	
	Poor	1%	1%	
	Very Poor	0%	0%	
Total no. of cases		10,078	9,585	
Survey response rate		88%	87%	0%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Pre-visit information (telephone)	Very Good			60%
	Good			33%
	Adequate			7%
	Poor			1%
	Very Poor			0%
Total no. of cases				7,451
Survey response rate		0%	0%	59%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Pre-visit information (printed information)	Very Good			45%
	Good			45%
	Adequate			10%
	Poor			1%
	Very Poor			0%
Total no. of cases				6,040
Survey response rate		0%	0%	53%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Web site	Very Good	32%	35%	37%
	Good	50%	48%	47%
	Adequate	15%	14%	14%
	Poor	2%	2%	2%
	Very Poor	0%	0%	0%
Total no. of cases		7,368	7,488	7,419
Survey response rate		65%	78%	76%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Opening hours	Very Good	38%	38%	37%
	Good	47%	48%	46%
	Adequate	13%	12%	14%
	Poor	2%	2%	2%
	Very Poor	0%	0%	0%
Total no. of cases		11,043	10,594	10,527
Survey response rate		96%	96%	96%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Physical access to and in the building	Very Good	52%	55%	56%
	Good	38%	38%	37%
	Adequate	8%	7%	6%
	Poor	1%	1%	1%
	Very Poor	0%	0%	0%
Total no. of cases		11,117	10,683	10,611
Survey response rate		97%	96%	96%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Visitor facilities	Very Good	39%	45%	48%
	Good	43%	42%	40%
	Adequate	16%	11%	11%
	Poor	2%	1%	1%
	Very Poor	0%	0%	0%
Total no. of cases		10,955	10,531	10,438
Survey response rate		96%	95%	95%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Catalogues & guides (including online guides)	Very Good	38%	37%	39%
	Good	50%	48%	47%
	Adequate	11%	12%	13%
	Poor	1%	3%	1%
	Very Poor	0%	0%	0%
Total no. of cases		9,875	9,492	9,058
Survey response rate		87%	88%	86%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Document delivery	Very Good	54%	49%	56%
	Good	38%	39%	35%
	Adequate	7%	11%	7%
	Poor	1%	2%	1%
	Very Poor	0%	0%	0%
Total no. of cases		9,194	8,708	8,244
Survey response rate		79%	78%	75%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Microfilm and fiche viewing facilities	Very Good	45%	36%	43%
	Good	42%	48%	41%
	Adequate	12%	13%	13%
	Poor	2%	3%	2%
	Very Poor	0%	1%	0%
Total no. of cases		8,918	8,332	7,798
Survey response rate		82%	72%	65%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Copy services	Very Good	37%	37%	39%
	Good	45%	42%	42%
	Adequate	16%	17%	16%
	Poor	3%	4%	3%
	Very Poor	0%	1%	1%
Total no. of cases		8,157	7,738	7,184
Survey response rate		71%	70%	64%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
On site computer facilities	Very Good	38%	48%	49%
	Good	43%	40%	39%
	Adequate	15%	10%	10%
	Poor	3%	2%	2%
	Very Poor	0%	0%	0%
Total no. of cases		7,389	7,379	7,326
Survey response rate		66%	79%	76%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Quality and appropriateness of the staff's advice	Very Good	70%	61%	64%
	Good	27%	31%	30%
	Adequate	3%	7%	5%
	Poor	0%	1%	1%
	Very Poor	0%	0%	0%
Total no. of cases		10,864	10,387	10,241
Survey response rate		94%	92%	91%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
Helpfulness and friendliness of the staff	Very Good	79%	69%	73%
	Good	19%	25%	22%
	Adequate	2%	5%	4%
	Poor	0%	1%	1%
	Very Poor	0%	0%	0%
Total no. of cases		11,193	10,708	10,635
Survey response rate		97%	95%	95%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

		2007	2009	2011
The archive's service overall	Very Good	58%	55%	57%
	Good	38%	40%	39%
	Adequate	4%	5%	4%
	Poor	0%	0%	0%
	Very Poor	0%	0%	0%
Total no. of cases		10,964	10,452	10,397
Survey response rate		96%	94%	94%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

	2007	2009	2011
No change necessary	44%	41%	44%
Pre-visit information	6%	6%	
Pre-visit information (telephone)			2%
Pre-visit information (printed information)			3%
Web site	11%	13%	15%
Opening hours	17%	16%	18%
Physical access to and in the building	6%	4%	4%
Visitor facilities	16%	10%	9%
Catalogues & guides (including online guides)	13%	17%	15%
Document delivery	5%	9%	7%
Microfilm and fiche viewing facilities	13%	10%	9%
Copy services	10%	11%	9%
On site computer facilities	10%	7%	8%
Quality and appropriateness of advice provided by staff	2%	6%	5%
Helpfulness and friendliness of staff	2%	5%	5%
Total no. of cases	9,691	9,344	9,352
Survey response rate	84%	86%	85%

SECTION B: ABOUT YOUR VISIT TODAY

Q3 How long have you stayed at this archive today?

	2007	2009	2011
Up to one hour	12%	8%	9%
Between one to two hours	26%	16%	18%
Between two to three hours	28%	21%	22%
Between three to five hours	21%	27%	26%
More than five hours	12%	28%	25%
Total no. of cases	11,104	10,777	10,735
Survey response rate	96%	97%	98%

SECTION B: ABOUT YOUR VISIT TODAY

Q4 Was your visit to this archive today the main purpose of your visit to the area?

	2007	2009	2011
Yes	85%	91%	89%
No	15%	9%	11%
Total no. of cases	11,177	10,848	10,842
Survey response rate	98%	98%	98%

SECTION B: ABOUT YOUR VISIT TODAY

Q5 What was your primary means of travel to this archive today?

	2007	2009	2011
Car / motorbike / taxi	64%	45%	49%
Public transport / Coach	27%	45%	43%
Bicycle	1%	2%	1%
Foot	8%	8%	7%
Other	0%	1%	0%
Total no. of cases	11,232	10,822	10,762
Survey response rate	98%	98%	97%

SECTION B: ABOUT YOUR VISIT TODAY

Q6 In connection with your visit to this archive, are you doing any of the following?

	2007	2009	2011
Paying for overnight accommodation	9%	30%	18%
Eating out locally	43%	44%	42%
Using local shops and services	71%	65%	69%
Visiting other places of interest in the area	19%	29%	22%
Total no. of cases	5,949	6,275	5,838
Survey response rate	50%	46%	45%

SECTION B: ABOUT YOUR VISIT TODAY

Q7 What was your main purpose in visiting this archive today?

	2007	2009	2011
Personal leisure / recreation	67%	59%	60%
Non-leisure personal or family business	10%	12%	9%
Formal education as student / researcher	13%	16%	17%
Formal education as teacher	1%	1%	1%
Work in connection with employment	10%	12%	13%
Total no. of cases	10,917	10,583	10,563
Survey response rate	95%	96%	96%

SECTION B: ABOUT YOUR VISIT TODAY

Q8 Have you used this archive's Website?

	2007	2009	2011
Yes	59%	76%	77%
No	41%	24%	23%
Total no. of cases	10,975	10,709	10,655
Survey response rate	95%	97%	97%

SECTION B: ABOUT YOUR VISIT TODAY

Q9 Are you researching family history?

	2007	2009	2011
Yes	73%	66%	63%
No	27%	34%	37%
Total no. of cases	11,117	10,882	10,813
Survey response rate	98%	99%	98%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

		2007	2009	2011
Providing opportunities for learning	Strongly agree	63%	62%	69%
	Agree	34%	34%	28%
	Neither agree nor disagree	2%	4%	3%
	Disagree	0%	0%	0%
	Strongly disagree	0%	0%	0%
Total no. of cases		11,049	10,614	10,764
Survey response rate		96%	96%	97%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

		2007	2009	2011
Preserving our culture and heritage	Strongly agree	80%	78%	83%
	Agree	20%	21%	16%
	Neither agree nor disagree	1%	1%	1%
	Disagree	0%	0%	0%
	Strongly disagree	0%	0%	0%
Total no. of cases		11,092	10,642	10,787
Survey response rate		97%	96%	98%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

		2007	2009	2011
Strengthening family and community identity	Strongly agree	51%	47%	51%
	Agree	38%	39%	35%
	Neither agree nor disagree	10%	13%	14%
	Disagree	0%	1%	1%
	Strongly disagree	0%	0%	0%
Total no. of cases		11,027	10,555	10,673
Survey response rate		96%	95%	97%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

		2007	2009	2011
Supporting administrative and business activity	Strongly agree	21%	20%	26%
	Agree	40%	37%	37%
	Neither agree nor disagree	38%	42%	37%
	Disagree	1%	2%	1%
	Strongly disagree	0%	0%	0%
Total no. of cases		10,597	10,165	10,294
Survey response rate		92%	92%	94%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

		2007	2009	2011
Supporting the rights of citizens	Strongly agree	32%	32%	37%
	Agree	38%	37%	34%
	Neither agree nor disagree	29%	29%	27%
	Disagree	1%	1%	1%
	Strongly disagree	0%	0%	0%
Total no. of cases		10,737	10,288	10,454
Survey response rate		93%	93%	95%

SECTION D: ABOUT YOURSELF

Q11 How long have you been visiting this archive?

	2007	2009	2011
First visit	25%	23%	20%
Less than a year	16%	14%	14%
1 - 4 years	26%	26%	25%
5 - 10 years	16%	16%	18%
More than 10 years	18%	21%	22%
Total no. of cases	11,117	10,737	10,848
Survey response rate	97%	97%	99%

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011
Under 24	15 or under	0%	0%	0%
	16 to 19	1%	1%	1%
	20 to 24	4%	3%	5%
	Age group total	5%	3%	5%
25 to 44	25 to 29	2%	4%	4%
	30 to 34	2%	3%	3%
	35 to 39	3%	4%	3%
	40 to 44	5%	5%	4%
	Age group total	13%	16%	14%
45 to 64	45 to 49	7%	5%	6%
	50 to 54	9%	9%	8%
	55 to 59	13%	13%	11%
	60 to 64	20%	19%	19%
	Age group total	49%	46%	44%
65 to 74	65 to 69	16%	17%	16%
	70 to 74	11%	11%	12%
	Age group total	26%	27%	28%
75 or over	75 to 79	5%	5%	5%
	80 to 84	2%	2%	2%
	85 or over	0%	0%	1%
	Age group total	7%	8%	8%
Total no. of cases		10,723	10,268	10,317
Survey response rate		93%	93%	95%

SECTION D: ABOUT YOURSELF

Q13 Your postcode?

	2007	2009	2011
5% live within	1.0	1.0	1.0
25% live within	4.5	4.7	4.4
Median / 50% live within	12.7	15.2	13.4
75% live within	33.7	46.1	33.6
95% live within	184.8	255.1	191.7
Mean / Average	38.2	51.5	40.7
no. of cases	9,949	8,889	9,749
Survey response rate	87%	80%	88%

All distances are in kilometres

SECTION D: ABOUT YOURSELF

Q13 Your postcode?

	2007	2009	2011
Blue Collar Communities	10%	9%	10%
City Living	7%	8%	7%
Constrained by Circumstances	6%	7%	6%
Countryside	20%	19%	20%
Multicultural	6%	7%	6%
Prospering Suburbs	31%	30%	30%
Typical Traits	20%	20%	21%
Total no. of cases	9,698	8,747	9,697
Survey response rate	84%	79%	88%

SECTION D: ABOUT YOURSELF

Q15 Your gender?

	2007	2009	2011
Female	49%	47%	48%
Male	51%	53%	52%
Total no. of cases	11,202	10,727	10,720
Survey response rate	97%	96%	97%

SECTION D: ABOUT YOURSELF

Q16 What is your ethnic group?

	2007	2009	2011
Asian	0%	2%	2%
Black	0%	0%	0%
Chinese	0%	1%	0%
White	98%	96%	97%
Mixed	0%	1%	1%
Other	0%	0%	0%
Total no. of cases	10,860	10,343	10,393
Survey response rate	94%	91%	94%

SECTION D: ABOUT YOURSELF

Q17 Do you have a disability / long term limiting illness or impairment?

	2007	2009	2011
None / not applicable	85%	85%	86%
Mobility - getting around	8%	7%	6%
Hearing (including deafness)	4%	5%	4%
Eyesight (including blindness)	2%	2%	2%
Dexterity - using hands / fingers	2%	2%	2%
Learning difficulty (e.g dyslexia)	1%	1%	1%
Mental health	1%	1%	1%
Other	1%	1%	2%
Total no. of cases	10,004	9,570	9,892
Survey response rate	87%	86%	90%

SECTION E: WELSH LANGUAGE

Q18 How important do you think Welsh language provision is for the following services:-

		2011
Staff information and advice	Very important	38%
	Quite important	30%
	Neither important nor unimportant	24%
	Quite unimportant	4%
	Very unimportant	4%
Total no. of cases		1,028
Survey response rate		90%

SECTION E: WELSH LANGUAGE

Q18 How important do you think Welsh language provision is for the following services:-

		2011
Printed or recorded materials	Very important	37%
	Quite important	32%
	Neither important nor unimportant	22%
	Quite unimportant	4%
	Very unimportant	5%
Total no. of cases		1,007
Survey response rate		88%

SECTION E: WELSH LANGUAGE

Q18 How important do you think Welsh language provision is for the following services:-

		2011
Computer / Web site / Online data	Very important	36%
	Quite important	31%
	Neither important nor unimportant	24%
	Quite unimportant	5%
	Very unimportant	5%
Total no. of cases		993
Survey response rate		87%

SECTION E: WELSH LANGUAGE

Q18 How important do you think Welsh language provision is for the following services:-

		2011
Special events or activities	Very important	33%
	Quite important	35%
	Neither important nor unimportant	24%
	Quite unimportant	4%
	Very unimportant	4%
Total no. of cases		986
Survey response rate		86%

SECTION E: WELSH LANGUAGE

Q19 How good do you think Welsh language provision of the following services is at this archive:-

		2011
Staff information and advice	Very important	46%
	Quite important	33%
	Neither important nor unimportant	18%
	Quite unimportant	3%
	Very unimportant	0%
Total no. of cases		676
Survey response rate		56%

SECTION E: WELSH LANGUAGE

Q19 How good do you think Welsh language provision of the following services is at this archive:-

		2011
Printed or recorded materials	Very important	38%
	Quite important	40%
	Neither important nor unimportant	20%
	Quite unimportant	2%
	Very unimportant	0%
Total no. of cases		650
Survey response rate		55%

SECTION E: WELSH LANGUAGE

Q19 How good do you think Welsh language provision of the following services is at this archive:-

		2011
Computer / Web site / Online data	Very important	36%
	Quite important	41%
	Neither important nor unimportant	22%
	Quite unimportant	2%
	Very unimportant	0%
Total no. of cases		596
Survey response rate		51%

SECTION E: WELSH LANGUAGE

Q19 How good do you think Welsh language provision of the following services is at this archive:-

		2011
Special events or activities	Very important	35%
	Quite important	40%
	Neither important nor unimportant	22%
	Quite unimportant	2%
	Very unimportant	0%
Total no. of cases		575
Survey response rate		50%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information

		2007	2009	2011
South East	Very Good	51%	52%	
	Good	41%	40%	
	Adequate	7%	7%	
	Poor	1%	1%	
	Very Poor	0%	0%	
	Total no. of cases	1,185	1,127	
	Survey response rate	89%	85%	0%
Greater London	Very Good	47%	41%	
	Good	42%	46%	
	Adequate	11%	11%	
	Poor	0%	1%	
	Very Poor	0%		
	Total no. of cases	1,030	1,511	
	Survey response rate	86%	87%	0%
Eastern	Very Good	53%	52%	
	Good	41%	41%	
	Adequate	5%	6%	
	Poor	0%	1%	
	Very Poor			
	Total no. of cases	727	798	
	Survey response rate	86%	85%	0%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information

		2007	2009	2011
East Midlands	Very Good	48%	56%	
	Good	46%	36%	
	Adequate	5%	8%	
	Poor	1%	0%	
	Very Poor	0%		
	Total no. of cases	744	563	
	Survey response rate	88%	85%	0%
North East	Very Good	49%	51%	
	Good	37%	41%	
	Adequate	12%	8%	
	Poor	2%	0%	
	Very Poor	0%		
	Total no. of cases	654	515	
	Survey response rate	88%	85%	0%
North West	Very Good	55%	53%	
	Good	36%	39%	
	Adequate	8%	7%	
	Poor	0%	1%	
	Very Poor	0%	0%	
	Total no. of cases	1,278	1,059	
	Survey response rate	87%	84%	0%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information

		2007	2009	2011
South West	Very Good	49%	56%	
	Good	44%	36%	
	Adequate	7%	7%	
	Poor	1%	1%	
	Very Poor		0%	
	Total no. of cases	883	841	
	Survey response rate	88%	88%	0%
West Midlands	Very Good	52%	52%	
	Good	41%	41%	
	Adequate	6%	6%	
	Poor	1%	1%	
	Very Poor	0%	0%	
	Total no. of cases	1,104	963	
	Survey response rate	89%	88%	0%
Yorkshire and the Humber	Very Good	53%	59%	
	Good	39%	34%	
	Adequate	8%	6%	
	Poor	1%	1%	
	Very Poor	0%		
	Total no. of cases	1,020	687	
	Survey response rate	88%	85%	0%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information

		2007	2009	2011
Wales	Very Good	63%	61%	
	Good	29%	28%	
	Adequate	7%	10%	
	Poor	1%	1%	
	Very Poor	0%		
	Total no. of cases	933	916	
	Survey response rate	86%	88%	0%
Scotland	Very Good	48%	53%	
	Good	44%	36%	
	Adequate	7%	10%	
	Poor	1%	1%	
	Very Poor			
	Total no. of cases	235	330	
	Survey response rate	89%	90%	0%
Northern Ireland	Very Good	36%	45%	
	Good	43%	43%	
	Adequate	18%	13%	
	Poor	3%		
	Very Poor	1%		
	Total no. of cases	216	220	
	Survey response rate	90%	87%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information

		2007	2009	2011	
Channel Islands	Very Good	68%	60%		
	Good	29%	35%		
	Adequate	3%	4%		
	Poor		2%		
	Very Poor				
	Total no. of cases		69	55	
	Survey response rate		95%	90%	0%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information (telephone)

		2007	2009	2011
South East	Very Good			62%
	Good			33%
	Adequate			4%
	Poor			0%
	Very Poor			
	Total no. of cases			793
	Survey response rate	0%	0%	69%
Greater London	Very Good			50%
	Good			38%
	Adequate			11%
	Poor			1%
	Very Poor			0%
	Total no. of cases			853
	Survey response rate	0%	0%	48%
Eastern	Very Good			69%
	Good			28%
	Adequate			2%
	Poor			0%
	Very Poor			0%
	Total no. of cases			814
	Survey response rate	0%	0%	63%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information (telephone)

		2007	2009	2011
East Midlands	Very Good			62%
	Good			33%
	Adequate			4%
	Poor			1%
	Very Poor			
	Total no. of cases			372
	Survey response rate	0%	0%	60%
North East	Very Good			59%
	Good			38%
	Adequate			3%
	Poor			1%
	Very Poor			
	Total no. of cases			416
	Survey response rate	0%	0%	73%
North West	Very Good			68%
	Good			27%
	Adequate			4%
	Poor			0%
	Very Poor			0%
	Total no. of cases			758
	Survey response rate	0%	0%	65%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information (telephone)

		2007	2009	2011
South West	Very Good			61%
	Good			33%
	Adequate			6%
	Poor			0%
	Very Poor			
	Total no. of cases			773
	Survey response rate	0%	0%	62%
West Midlands	Very Good			71%
	Good			26%
	Adequate			3%
	Poor			1%
	Very Poor			
	Total no. of cases			924
	Survey response rate	0%	0%	73%
Yorkshire and the Humber	Very Good			66%
	Good			29%
	Adequate			4%
	Poor			0%
	Very Poor			0%
	Total no. of cases			708
	Survey response rate	0%	0%	74%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information (telephone)

		2007	2009	2011
Wales	Very Good			72%
	Good			24%
	Adequate			3%
	Poor			1%
	Very Poor			
	Total no. of cases			826
	Survey response rate	0%	0%	71%
Scotland	Very Good			76%
	Good			23%
	Adequate			1%
	Poor			
	Very Poor			
	Total no. of cases			171
	Survey response rate	0%	0%	55%
Channel Islands	Very Good			74%
	Good			26%
	Adequate			
	Poor			
	Very Poor			
	Total no. of cases			43
	Survey response rate	0%	0%	75%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information (printed information)

		2007	2009	2011
South East	Very Good			47%
	Good			41%
	Adequate			10%
	Poor			2%
	Very Poor			0%
	Total no. of cases			620
	Survey response rate	0%	0%	55%
Greater London	Very Good			39%
	Good			48%
	Adequate			12%
	Poor			0%
	Very Poor			0%
	Total no. of cases			780
	Survey response rate	0%	0%	50%
Eastern	Very Good			49%
	Good			44%
	Adequate			7%
	Poor			0%
	Very Poor			
	Total no. of cases			636
	Survey response rate	0%	0%	52%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information (printed information)

		2007	2009	2011
East Midlands	Very Good			45%
	Good			47%
	Adequate			8%
	Poor			0%
	Very Poor			
	Total no. of cases			318
	Survey response rate	0%	0%	52%
North East	Very Good			47%
	Good			45%
	Adequate			8%
	Poor			1%
	Very Poor			
	Total no. of cases			341
	Survey response rate	0%	0%	59%
North West	Very Good			51%
	Good			41%
	Adequate			7%
	Poor			1%
	Very Poor			0%
	Total no. of cases			620
	Survey response rate	0%	0%	55%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information (printed information)

		2007	2009	2011
South West	Very Good			43%
	Good			45%
	Adequate			11%
	Poor			1%
	Very Poor			
	Total no. of cases			586
	Survey response rate	0%	0%	49%
West Midlands	Very Good			50%
	Good			43%
	Adequate			6%
	Poor			1%
	Very Poor			
	Total no. of cases			709
	Survey response rate	0%	0%	55%
Yorkshire and the Humber	Very Good			55%
	Good			38%
	Adequate			6%
	Poor			1%
	Very Poor			
	Total no. of cases			554
	Survey response rate	0%	0%	63%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Pre-visit information (printed information)

		2007	2009	2011
Wales	Very Good			59%
	Good			33%
	Adequate			7%
	Poor			1%
	Very Poor			
	Total no. of cases			675
	Survey response rate	0%	0%	59%
Scotland	Very Good			55%
	Good			37%
	Adequate			5%
	Poor			3%
	Very Poor			
	Total no. of cases			158
	Survey response rate	0%	0%	55%
Channel Islands	Very Good			67%
	Good			33%
	Adequate			
	Poor			
	Very Poor			
	Total no. of cases			43
	Survey response rate	0%	0%	75%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Web site

		2007	2009	2011
South East	Very Good	32%	30%	33%
	Good	51%	51%	50%
	Adequate	13%	16%	15%
	Poor	3%	2%	2%
	Very Poor	1%	1%	0%
	Total no. of cases	887	884	768
	Survey response rate	65%	78%	76%
Greater London	Very Good	28%	36%	36%
	Good	52%	47%	48%
	Adequate	18%	14%	15%
	Poor	2%	3%	2%
	Very Poor	0%	0%	0%
	Total no. of cases	770	1,240	1,166
	Survey response rate	65%	78%	76%
Eastern	Very Good	31%	34%	42%
	Good	52%	51%	41%
	Adequate	15%	12%	15%
	Poor	1%	2%	2%
	Very Poor	1%	1%	0%
	Total no. of cases	546	637	816
	Survey response rate	65%	78%	76%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Web site

		2007	2009	2011
East Midlands	Very Good	25%	33%	38%
	Good	57%	48%	46%
	Adequate	16%	16%	16%
	Poor	2%	2%	1%
	Very Poor	0%	0%	0%
	Total no. of cases	539	443	383
	Survey response rate	65%	78%	76%
North East	Very Good	31%	33%	38%
	Good	48%	50%	47%
	Adequate	16%	17%	12%
	Poor	4%	0%	2%
	Very Poor	0%		
	Total no. of cases	489	418	415
	Survey response rate	65%	78%	76%
North West	Very Good	39%	33%	42%
	Good	46%	48%	45%
	Adequate	14%	17%	11%
	Poor	1%	1%	1%
	Very Poor	0%	0%	1%
	Total no. of cases	930	804	712
	Survey response rate	65%	78%	76%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Web site

		2007	2009	2011
South West	Very Good	29%	34%	36%
	Good	53%	51%	47%
	Adequate	16%	13%	15%
	Poor	2%	2%	2%
	Very Poor	0%		
	Total no. of cases	643	656	823
	Survey response rate	65%	78%	76%
West Midlands	Very Good	36%	37%	41%
	Good	51%	48%	46%
	Adequate	13%	12%	11%
	Poor	1%	2%	2%
	Very Poor	0%	0%	0%
	Total no. of cases	815	766	825
	Survey response rate	65%	78%	76%
Yorkshire and the Humber	Very Good	30%	37%	42%
	Good	51%	47%	46%
	Adequate	16%	13%	12%
	Poor	2%	2%	1%
	Very Poor		1%	
	Total no. of cases	656	490	580
	Survey response rate	65%	78%	76%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Web site

		2007	2009	2011
Wales	Very Good	40%	41%	45%
	Good	42%	41%	41%
	Adequate	15%	15%	12%
	Poor	3%	3%	1%
	Very Poor	0%	0%	0%
	Total no. of cases	650	662	726
	Survey response rate	65%	78%	76%
Scotland	Very Good	29%	36%	44%
	Good	52%	46%	40%
	Adequate	12%	15%	11%
	Poor	5%	3%	4%
	Very Poor	1%	0%	1%
	Total no. of cases	203	259	159
	Survey response rate	65%	78%	76%
Northern Ireland	Very Good	27%	41%	
	Good	41%	47%	
	Adequate	25%	11%	
	Poor	6%	1%	
	Very Poor	2%		
	Total no. of cases	181	180	
	Survey response rate	65%	78%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Web site

		2007	2009	2011
Channel Islands	Very Good	46%	39%	39%
	Good	42%	47%	50%
	Adequate	7%	12%	9%
	Poor	5%	2%	2%
	Very Poor			
	Total no. of cases	59	49	46
	Survey response rate	65%	78%	76%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Opening hours

		2007	2009	2011
South East	Very Good	37%	40%	44%
	Good	49%	46%	45%
	Adequate	11%	12%	10%
	Poor	3%	2%	1%
	Very Poor	0%	0%	0%
	Total no. of cases	1,274	1,269	1,063
	Survey response rate	96%	96%	96%
Greater London	Very Good	37%	37%	29%
	Good	47%	50%	48%
	Adequate	13%	11%	19%
	Poor	1%	2%	3%
	Very Poor	0%	0%	1%
	Total no. of cases	1,140	1,654	1,490
	Survey response rate	96%	96%	96%
Eastern	Very Good	50%	43%	52%
	Good	42%	50%	42%
	Adequate	7%	7%	5%
	Poor	1%	0%	0%
	Very Poor		0%	
	Total no. of cases	811	893	1,185
	Survey response rate	96%	96%	96%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Opening hours

		2007	2009	2011
East Midlands	Very Good	35%	43%	45%
	Good	53%	49%	45%
	Adequate	11%	7%	11%
	Poor	1%	1%	
	Very Poor			
	Total no. of cases	813	626	560
	Survey response rate	96%	96%	96%
North East	Very Good	30%	35%	33%
	Good	44%	44%	44%
	Adequate	19%	18%	18%
	Poor	6%	3%	5%
	Very Poor	1%	0%	0%
	Total no. of cases	707	565	568
	Survey response rate	96%	96%	96%
North West	Very Good	43%	43%	45%
	Good	43%	43%	45%
	Adequate	11%	12%	9%
	Poor	2%	2%	1%
	Very Poor	0%	0%	0%
	Total no. of cases	1,422	1,204	1,065
	Survey response rate	96%	96%	96%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Opening hours

		2007	2009	2011
South West	Very Good	38%	38%	40%
	Good	48%	49%	49%
	Adequate	13%	11%	11%
	Poor	0%	1%	0%
	Very Poor	0%		0%
	Total no. of cases	964	922	1,120
	Survey response rate	96%	96%	96%
West Midlands	Very Good	42%	39%	42%
	Good	48%	45%	43%
	Adequate	9%	13%	14%
	Poor	1%	2%	2%
	Very Poor	0%	0%	0%
	Total no. of cases	1,194	1,051	1,171
	Survey response rate	96%	96%	96%
Yorkshire and the Humber	Very Good	34%	46%	46%
	Good	48%	40%	45%
	Adequate	16%	12%	8%
	Poor	2%	2%	1%
	Very Poor	0%	0%	0%
	Total no. of cases	1,119	749	897
	Survey response rate	96%	96%	96%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Opening hours

		2007	2009	2011
Wales	Very Good	42%	40%	49%
	Good	43%	41%	39%
	Adequate	12%	16%	10%
	Poor	2%	3%	1%
	Very Poor	0%	1%	
	Total no. of cases	1,035	1,003	1,073
	Survey response rate	96%	96%	96%
Scotland	Very Good	29%	34%	44%
	Good	45%	47%	42%
	Adequate	21%	15%	13%
	Poor	5%	3%	1%
	Very Poor	0%	0%	
	Total no. of cases	263	358	281
	Survey response rate	96%	96%	96%
Northern Ireland	Very Good	29%	30%	
	Good	44%	43%	
	Adequate	23%	23%	
	Poor	3%	4%	
	Very Poor	1%	1%	
	Total no. of cases	230	240	
	Survey response rate	96%	96%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Opening hours

		2007	2009	2011
Channel Islands	Very Good	11%	8%	13%
	Good	15%	12%	26%
	Adequate	30%	37%	24%
	Poor	31%	42%	24%
	Very Poor	13%	2%	13%
	Total no. of cases	71	60	54
	Survey response rate	96%	96%	96%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Physical access in the building

		2007	2009	2011
South East	Very Good	58%	57%	59%
	Good	35%	34%	33%
	Adequate	6%	7%	6%
	Poor	2%	1%	1%
	Very Poor	0%	0%	0%
	Total no. of cases	1,280	1,269	1,077
	Survey response rate	97%	96%	96%
Greater London	Very Good	39%	55%	52%
	Good	43%	38%	41%
	Adequate	13%	6%	6%
	Poor	3%	0%	1%
	Very Poor	3%	0%	0%
	Total no. of cases	1,148	1,672	1,491
	Survey response rate	97%	96%	96%
Eastern	Very Good	50%	57%	57%
	Good	41%	36%	38%
	Adequate	8%	5%	4%
	Poor	1%	1%	1%
	Very Poor	0%		
	Total no. of cases	812	901	1,192
	Survey response rate	97%	96%	96%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Physical access in the building

		2007	2009	2011
East Midlands	Very Good	59%	62%	61%
	Good	38%	35%	34%
	Adequate	3%	3%	5%
	Poor	0%		0%
	Very Poor	0%		
	Total no. of cases	817	631	567
	Survey response rate	97%	96%	96%
North East	Very Good	44%	44%	48%
	Good	40%	42%	40%
	Adequate	13%	12%	9%
	Poor	2%	1%	2%
	Very Poor	0%	0%	0%
	Total no. of cases	717	579	570
	Survey response rate	97%	96%	96%
North West	Very Good	49%	46%	49%
	Good	39%	41%	41%
	Adequate	10%	11%	10%
	Poor	1%	1%	0%
	Very Poor	0%	0%	
	Total no. of cases	1,438	1,211	1,072
	Survey response rate	97%	96%	96%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Physical access in the building

		2007	2009	2011
South West	Very Good	55%	58%	60%
	Good	38%	35%	35%
	Adequate	7%	6%	5%
	Poor	0%	1%	0%
	Very Poor	0%	0%	0%
	Total no. of cases	964	928	1,128
	Survey response rate	97%	96%	96%
West Midlands	Very Good	60%	55%	61%
	Good	35%	39%	34%
	Adequate	5%	6%	4%
	Poor	0%	1%	0%
	Very Poor		0%	
	Total no. of cases	1,199	1,060	1,179
	Survey response rate	97%	96%	96%
Yorkshire and the Humber	Very Good	52%	62%	68%
	Good	37%	29%	26%
	Adequate	9%	7%	4%
	Poor	2%	2%	1%
	Very Poor	0%	0%	0%
	Total no. of cases	1,128	757	905
	Survey response rate	97%	96%	96%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Physical access in the building

		2007	2009	2011
Wales	Very Good	48%	54%	59%
	Good	37%	35%	31%
	Adequate	11%	10%	8%
	Poor	3%	2%	2%
	Very Poor	1%	0%	0%
	Total no. of cases	1,038	1,008	1,087
	Survey response rate	97%	96%	96%
Scotland	Very Good	35%	46%	74%
	Good	50%	42%	24%
	Adequate	13%	10%	2%
	Poor	3%	1%	0%
	Very Poor		1%	0%
	Total no. of cases	269	367	286
	Survey response rate	97%	96%	96%
Northern Ireland	Very Good	42%	38%	
	Good	46%	43%	
	Adequate	9%	14%	
	Poor	1%	4%	
	Very Poor	2%		
	Total no. of cases	235	240	
	Survey response rate	97%	96%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Physical access in the building

		2007	2009	2011
Channel Islands	Very Good	75%	70%	65%
	Good	19%	27%	30%
	Adequate	4%	2%	5%
	Poor	1%	2%	
	Very Poor			
	Total no. of cases	72	60	57
	Survey response rate	97%	96%	96%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Visitor facilities

		2007	2009	2011
South East	Very Good	42%	41%	44%
	Good	42%	41%	41%
	Adequate	13%	14%	12%
	Poor	3%	3%	2%
	Very Poor	0%	1%	0%
	Total no. of cases	1,270	1,249	1,056
	Survey response rate	96%	95%	95%
Greater London	Very Good	32%	48%	51%
	Good	42%	41%	40%
	Adequate	21%	10%	9%
	Poor	5%	1%	0%
	Very Poor	0%	0%	0%
	Total no. of cases	1,122	1,652	1,470
	Survey response rate	96%	95%	95%
Eastern	Very Good	33%	47%	41%
	Good	45%	38%	43%
	Adequate	19%	13%	14%
	Poor	2%	2%	1%
	Very Poor	0%		0%
	Total no. of cases	808	886	1,181
	Survey response rate	96%	95%	95%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Visitor facilities

		2007	2009	2011
East Midlands	Very Good	34%	40%	41%
	Good	50%	48%	44%
	Adequate	15%	11%	12%
	Poor	1%	1%	2%
	Very Poor	0%		0%
	Total no. of cases	797	622	559
	Survey response rate	96%	95%	95%
North East	Very Good	41%	38%	39%
	Good	44%	47%	45%
	Adequate	14%	13%	12%
	Poor	1%	1%	3%
	Very Poor	0%	0%	0%
	Total no. of cases	699	567	556
	Survey response rate	96%	95%	95%
North West	Very Good	38%	37%	41%
	Good	41%	44%	42%
	Adequate	18%	16%	15%
	Poor	4%	3%	2%
	Very Poor	0%	0%	0%
	Total no. of cases	1,414	1,185	1,047
	Survey response rate	96%	95%	95%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Visitor facilities

		2007	2009	2011
South West	Very Good	45%	45%	47%
	Good	40%	41%	40%
	Adequate	14%	13%	12%
	Poor	1%	1%	1%
	Very Poor	0%	0%	0%
	Total no. of cases	960	929	1,107
	Survey response rate	96%	95%	95%
West Midlands	Very Good	42%	42%	46%
	Good	43%	44%	41%
	Adequate	14%	13%	11%
	Poor	2%	2%	2%
	Very Poor			0%
	Total no. of cases	1,194	1,046	1,167
	Survey response rate	96%	95%	95%
Yorkshire and the Humber	Very Good	39%	51%	58%
	Good	43%	35%	31%
	Adequate	15%	12%	9%
	Poor	3%	3%	2%
	Very Poor	0%	0%	0%
	Total no. of cases	1,110	745	891
	Survey response rate	96%	95%	95%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Visitor facilities

		2007	2009	2011
Wales	Very Good	45%	49%	54%
	Good	37%	37%	31%
	Adequate	15%	11%	13%
	Poor	3%	3%	2%
	Very Poor	0%		0%
	Total no. of cases	1,018	998	1,066
	Survey response rate	96%	95%	95%
Scotland	Very Good	31%	34%	68%
	Good	42%	39%	29%
	Adequate	21%	22%	3%
	Poor	5%	5%	
	Very Poor	1%	0%	0%
	Total no. of cases	260	355	283
	Survey response rate	96%	95%	95%
Northern Ireland	Very Good	36%	28%	
	Good	44%	47%	
	Adequate	17%	23%	
	Poor	2%	3%	
	Very Poor	1%		
	Total no. of cases	234	238	
	Survey response rate	96%	95%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Visitor facilities

		2007	2009	2011
Channel Islands	Very Good	74%	56%	62%
	Good	23%	39%	31%
	Adequate	3%	3%	7%
	Poor		2%	
	Very Poor			
	Total no. of cases	69	59	55
	Survey response rate	96%	95%	95%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Catalogues & guides (including online guides)

		2007	2009	2011
South East	Very Good	36%	37%	43%
	Good	53%	50%	46%
	Adequate	9%	12%	10%
	Poor	2%	1%	1%
	Very Poor		0%	0%
	Total no. of cases	1,139	1,119	922
	Survey response rate	87%	88%	86%
Greater London	Very Good	35%	35%	35%
	Good	52%	48%	47%
	Adequate	12%	13%	16%
	Poor	2%	3%	2%
	Very Poor		0%	
	Total no. of cases	996	1,482	1,313
	Survey response rate	87%	88%	86%
Eastern	Very Good	37%	36%	42%
	Good	51%	53%	49%
	Adequate	11%	11%	8%
	Poor	1%	1%	1%
	Very Poor	0%		0%
	Total no. of cases	722	813	989
	Survey response rate	87%	88%	86%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Catalogues & guides (including online guides)

		2007	2009	2011
East Midlands	Very Good	39%	45%	39%
	Good	49%	46%	47%
	Adequate	11%	9%	13%
	Poor	1%	1%	1%
	Very Poor	0%		
	Total no. of cases	744	578	484
	Survey response rate	87%	88%	86%
North East	Very Good	41%	42%	39%
	Good	45%	49%	49%
	Adequate	12%	7%	10%
	Poor	2%	1%	2%
	Very Poor			
	Total no. of cases	673	534	507
	Survey response rate	87%	88%	86%
North West	Very Good	43%	40%	46%
	Good	46%	47%	46%
	Adequate	9%	12%	7%
	Poor	1%	1%	1%
	Very Poor	0%	0%	
	Total no. of cases	1,266	1,060	924
	Survey response rate	87%	88%	86%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Catalogues & guides (including online guides)

		2007	2009	2011
South West	Very Good	31%	38%	37%
	Good	56%	51%	49%
	Adequate	13%	9%	13%
	Poor	1%	2%	2%
	Very Poor			0%
	Total no. of cases	861	812	946
	Survey response rate	87%	88%	86%
West Midlands	Very Good	41%	37%	46%
	Good	49%	51%	45%
	Adequate	10%	12%	8%
	Poor	1%	1%	1%
	Very Poor	0%	0%	0%
	Total no. of cases	1,060	948	1,018
	Survey response rate	87%	88%	86%
Yorkshire and the Humber	Very Good	37%	47%	46%
	Good	50%	45%	44%
	Adequate	11%	8%	9%
	Poor	2%	0%	0%
	Very Poor			
	Total no. of cases	976	654	742
	Survey response rate	87%	88%	86%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Catalogues & guides (including online guides)

		2007	2009	2011
Wales	Very Good	45%	45%	52%
	Good	43%	43%	39%
	Adequate	10%	11%	9%
	Poor	1%	1%	1%
	Very Poor	0%		0%
	Total no. of cases	913	883	927
	Survey response rate	87%	88%	86%
Scotland	Very Good	29%	40%	49%
	Good	50%	45%	42%
	Adequate	17%	12%	6%
	Poor	4%	3%	2%
	Very Poor		0%	
	Total no. of cases	236	317	233
	Survey response rate	87%	88%	86%
Northern Ireland	Very Good	35%	34%	
	Good	48%	52%	
	Adequate	14%	11%	
	Poor	2%	3%	
	Very Poor	0%		
	Total no. of cases	221	236	
	Survey response rate	87%	88%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Catalogues & guides (including online guides)

		2007	2009	2011
Channel Islands	Very Good	50%	41%	58%
	Good	46%	46%	40%
	Adequate	4%	13%	2%
	Poor			
	Very Poor			
	Total no. of cases	68	56	53
	Survey response rate	87%	88%	86%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Document delivery

		2007	2009	2011
South East	Very Good	57%	59%	62%
	Good	38%	36%	32%
	Adequate	4%	5%	4%
	Poor	0%		1%
	Very Poor	0%	0%	0%
	Total no. of cases	1,030	1,002	822
	Survey response rate	79%	78%	75%
Greater London	Very Good	63%	43%	50%
	Good	32%	41%	38%
	Adequate	4%	14%	10%
	Poor	0%	2%	2%
	Very Poor	0%	0%	
	Total no. of cases	913	1,326	1,147
	Survey response rate	79%	78%	75%
Eastern	Very Good	58%	56%	63%
	Good	36%	37%	32%
	Adequate	5%	7%	5%
	Poor	0%	0%	0%
	Very Poor		0%	
	Total no. of cases	688	722	925
	Survey response rate	79%	78%	75%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Document delivery

		2007	2009	2011
East Midlands	Very Good	45%	58%	55%
	Good	46%	37%	36%
	Adequate	8%	5%	9%
	Poor	1%	1%	0%
	Very Poor		0%	
	Total no. of cases	692	531	418
	Survey response rate	79%	78%	75%
North East	Very Good	50%	60%	59%
	Good	43%	36%	35%
	Adequate	7%	3%	5%
	Poor	1%	0%	1%
	Very Poor			
	Total no. of cases	593	460	419
	Survey response rate	79%	78%	75%
North West	Very Good	58%	56%	60%
	Good	36%	36%	34%
	Adequate	6%	7%	6%
	Poor	0%	1%	0%
	Very Poor		0%	0%
	Total no. of cases	1,156	985	820
	Survey response rate	79%	78%	75%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Document delivery

		2007	2009	2011
South West	Very Good	51%	60%	52%
	Good	39%	33%	38%
	Adequate	8%	7%	9%
	Poor	2%	1%	1%
	Very Poor			0%
	Total no. of cases	804	738	885
	Survey response rate	79%	78%	75%
West Midlands	Very Good	56%	51%	66%
	Good	38%	40%	30%
	Adequate	6%	8%	3%
	Poor	1%	0%	0%
	Very Poor		0%	0%
	Total no. of cases	987	861	914
	Survey response rate	79%	78%	75%
Yorkshire and the Humber	Very Good	55%	64%	64%
	Good	39%	29%	33%
	Adequate	5%	7%	3%
	Poor	1%	0%	0%
	Very Poor			
	Total no. of cases	884	627	693
	Survey response rate	79%	78%	75%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Document delivery

		2007	2009	2011
Wales	Very Good	67%	70%	72%
	Good	29%	27%	24%
	Adequate	4%	3%	3%
	Poor	0%	1%	0%
	Very Poor		0%	0%
	Total no. of cases	918	872	926
	Survey response rate	79%	78%	75%
Scotland	Very Good	69%	60%	78%
	Good	28%	30%	20%
	Adequate	2%	7%	2%
	Poor	1%	2%	
	Very Poor		0%	
	Total no. of cases	247	317	223
	Survey response rate	79%	78%	75%
Northern Ireland	Very Good	34%	38%	
	Good	43%	43%	
	Adequate	20%	13%	
	Poor	3%	6%	
	Very Poor	0%		
	Total no. of cases	215	214	
	Survey response rate	79%	78%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Document delivery

		2007	2009	2011
Channel Islands	Very Good	57%	62%	60%
	Good	39%	32%	35%
	Adequate	4%	6%	6%
	Poor			
	Very Poor			
	Total no. of cases	67	53	52
	Survey response rate	79%	78%	75%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Microfilm and fiche viewing facilities

		2007	2009	2011
South East	Very Good	46%	45%	51%
	Good	43%	42%	38%
	Adequate	10%	12%	10%
	Poor	1%	2%	1%
	Very Poor	1%	0%	0%
	Total no. of cases	1,041	1,009	806
	Survey response rate	82%	72%	65%
Greater London	Very Good	36%	28%	29%
	Good	44%	54%	48%
	Adequate	17%	14%	19%
	Poor	3%	3%	4%
	Very Poor	0%	1%	1%
	Total no. of cases	787	1,114	853
	Survey response rate	82%	72%	65%
Eastern	Very Good	43%	48%	51%
	Good	42%	42%	37%
	Adequate	13%	9%	11%
	Poor	1%	1%	1%
	Very Poor	0%	0%	
	Total no. of cases	674	720	924
	Survey response rate	82%	72%	65%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Microfilm and fiche viewing facilities

		2007	2009	2011
East Midlands	Very Good	43%	47%	51%
	Good	49%	44%	39%
	Adequate	7%	8%	9%
	Poor	1%	1%	1%
	Very Poor			0%
	Total no. of cases	675	545	462
	Survey response rate	82%	72%	65%
North East	Very Good	40%	44%	37%
	Good	41%	39%	40%
	Adequate	16%	13%	18%
	Poor	2%	4%	4%
	Very Poor	0%	0%	1%
	Total no. of cases	597	494	446
	Survey response rate	82%	72%	65%
North West	Very Good	51%	51%	53%
	Good	37%	35%	36%
	Adequate	10%	11%	10%
	Poor	2%	2%	1%
	Very Poor	0%	0%	0%
	Total no. of cases	1,208	1,011	861
	Survey response rate	82%	72%	65%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Microfilm and fiche viewing facilities

		2007	2009	2011
South West	Very Good	46%	41%	46%
	Good	42%	42%	43%
	Adequate	12%	14%	10%
	Poor	0%	2%	2%
	Very Poor	0%	0%	0%
	Total no. of cases	809	754	866
	Survey response rate	82%	72%	65%
West Midlands	Very Good	50%	43%	55%
	Good	41%	44%	34%
	Adequate	8%	12%	10%
	Poor	2%	1%	1%
	Very Poor	0%	0%	
	Total no. of cases	1,049	891	990
	Survey response rate	82%	72%	65%
Yorkshire and the Humber	Very Good	42%	52%	52%
	Good	41%	35%	36%
	Adequate	15%	11%	10%
	Poor	3%	2%	2%
	Very Poor	0%	0%	
	Total no. of cases	904	582	633
	Survey response rate	82%	72%	65%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Microfilm and fiche viewing facilities

		2007	2009	2011
Wales	Very Good	51%	54%	56%
	Good	34%	33%	30%
	Adequate	13%	10%	13%
	Poor	2%	2%	1%
	Very Poor	0%	0%	0%
	Total no. of cases	778	760	775
	Survey response rate	82%	72%	65%
Scotland	Very Good	24%	38%	55%
	Good	55%	45%	35%
	Adequate	18%	13%	10%
	Poor	3%	3%	
	Very Poor			
	Total no. of cases	140	186	140
	Survey response rate	82%	72%	65%
Northern Ireland	Very Good	32%	28%	
	Good	43%	37%	
	Adequate	21%	25%	
	Poor	4%	6%	
	Very Poor		4%	
	Total no. of cases	202	220	
	Survey response rate	82%	72%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Microfilm and fiche viewing facilities

		2007	2009	2011
Channel Islands	Very Good	50%	37%	38%
	Good	39%	54%	55%
	Adequate	11%	9%	7%
	Poor			
	Very Poor			
	Total no. of cases	54	46	42
	Survey response rate	82%	72%	65%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Copy services

		2007	2009	2011
South East	Very Good	37%	38%	42%
	Good	45%	46%	44%
	Adequate	13%	13%	11%
	Poor	4%	3%	2%
	Very Poor	1%	0%	0%
	Total no. of cases	907	896	694
	Survey response rate	71%	70%	64%
Greater London	Very Good	38%	34%	33%
	Good	42%	41%	43%
	Adequate	16%	19%	21%
	Poor	3%	4%	3%
	Very Poor	0%	1%	1%
	Total no. of cases	834	1,194	953
	Survey response rate	71%	70%	64%
Eastern	Very Good	36%	36%	43%
	Good	46%	45%	40%
	Adequate	16%	15%	13%
	Poor	2%	3%	3%
	Very Poor	0%	1%	1%
	Total no. of cases	601	611	798
	Survey response rate	71%	70%	64%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Copy services

		2007	2009	2011
East Midlands	Very Good	28%	38%	38%
	Good	54%	47%	42%
	Adequate	15%	13%	18%
	Poor	3%	2%	2%
	Very Poor	0%	1%	1%
	Total no. of cases	578	470	393
	Survey response rate	71%	70%	64%
North East	Very Good	33%	39%	40%
	Good	43%	43%	40%
	Adequate	18%	15%	16%
	Poor	5%	2%	3%
	Very Poor	1%		1%
	Total no. of cases	543	421	389
	Survey response rate	71%	70%	64%
North West	Very Good	42%	42%	45%
	Good	40%	43%	40%
	Adequate	14%	13%	12%
	Poor	4%	1%	3%
	Very Poor	0%	0%	1%
	Total no. of cases	1,082	900	757
	Survey response rate	71%	70%	64%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Copy services

		2007	2009	2011
South West	Very Good	33%	40%	38%
	Good	50%	43%	45%
	Adequate	17%	16%	15%
	Poor	1%	1%	1%
	Very Poor			0%
	Total no. of cases	701	662	742
	Survey response rate	71%	70%	64%
West Midlands	Very Good	42%	43%	51%
	Good	45%	43%	38%
	Adequate	12%	13%	9%
	Poor	1%	1%	1%
	Very Poor	0%		1%
	Total no. of cases	950	833	839
	Survey response rate	71%	70%	64%
Yorkshire and the Humber	Very Good	39%	52%	46%
	Good	43%	38%	44%
	Adequate	16%	8%	9%
	Poor	2%	2%	1%
	Very Poor	0%		0%
	Total no. of cases	761	539	607
	Survey response rate	71%	70%	64%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Copy services

		2007	2009	2011
Wales	Very Good	53%	57%	61%
	Good	36%	34%	32%
	Adequate	9%	8%	6%
	Poor	2%	1%	1%
	Very Poor	0%	1%	0%
	Total no. of cases	785	732	789
	Survey response rate	71%	70%	64%
Scotland	Very Good	39%	49%	61%
	Good	41%	35%	30%
	Adequate	16%	11%	8%
	Poor	4%	4%	1%
	Very Poor		1%	0%
	Total no. of cases	177	249	178
	Survey response rate	71%	70%	64%
Northern Ireland	Very Good	25%	32%	
	Good	39%	41%	
	Adequate	29%	20%	
	Poor	5%	8%	
	Very Poor	1%		
	Total no. of cases	182	184	
	Survey response rate	71%	70%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Copy services

		2007	2009	2011
Channel Islands	Very Good	46%	38%	44%
	Good	39%	43%	36%
	Adequate	13%	13%	18%
	Poor	2%	4%	2%
	Very Poor		2%	
	Total no. of cases	56	47	45
	Survey response rate	71%	70%	64%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

On site computer facilities

		2007	2009	2011
South East	Very Good	38%	37%	42%
	Good	41%	44%	41%
	Adequate	15%	15%	13%
	Poor	5%	3%	3%
	Very Poor	1%	0%	0%
	Total no. of cases	834	872	699
	Survey response rate	66%	79%	76%
Greater London	Very Good	35%	53%	48%
	Good	43%	38%	40%
	Adequate	16%	8%	10%
	Poor	5%	1%	2%
	Very Poor	1%	0%	
	Total no. of cases	709	1,178	1,157
	Survey response rate	66%	79%	76%
Eastern	Very Good	40%	40%	50%
	Good	44%	46%	36%
	Adequate	13%	11%	13%
	Poor	3%	3%	1%
	Very Poor	0%	0%	0%
	Total no. of cases	537	623	812
	Survey response rate	66%	79%	76%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

On site computer facilities

		2007	2009	2011
East Midlands	Very Good	31%	31%	37%
	Good	52%	52%	40%
	Adequate	15%	13%	19%
	Poor	2%	4%	3%
	Very Poor	0%		0%
	Total no. of cases	501	438	354
	Survey response rate	66%	79%	76%
North East	Very Good	34%	42%	44%
	Good	46%	44%	43%
	Adequate	16%	13%	11%
	Poor	3%	2%	2%
	Very Poor	0%		0%
	Total no. of cases	514	412	400
	Survey response rate	66%	79%	76%
North West	Very Good	38%	39%	48%
	Good	39%	40%	37%
	Adequate	18%	16%	12%
	Poor	4%	5%	3%
	Very Poor	1%	0%	0%
	Total no. of cases	970	797	721
	Survey response rate	66%	79%	76%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

On site computer facilities

		2007	2009	2011
South West	Very Good	39%	38%	46%
	Good	47%	45%	42%
	Adequate	12%	15%	12%
	Poor	1%	2%	1%
	Very Poor	0%	1%	0%
	Total no. of cases	658	601	760
	Survey response rate	66%	79%	76%
West Midlands	Very Good	45%	45%	54%
	Good	43%	42%	39%
	Adequate	10%	12%	6%
	Poor	2%	1%	1%
	Very Poor	0%		0%
	Total no. of cases	911	814	844
	Survey response rate	66%	79%	76%
Yorkshire and the Humber	Very Good	41%	55%	58%
	Good	43%	32%	35%
	Adequate	12%	11%	5%
	Poor	4%	2%	1%
	Very Poor	1%	1%	0%
	Total no. of cases	624	474	566
	Survey response rate	66%	79%	76%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

On site computer facilities

		2007	2009	2011
Wales	Very Good	49%	47%	62%
	Good	30%	36%	29%
	Adequate	16%	12%	7%
	Poor	5%	3%	2%
	Very Poor	0%	1%	1%
	Total no. of cases	684	697	812
	Survey response rate	66%	79%	76%
Scotland	Very Good	43%	44%	56%
	Good	45%	39%	37%
	Adequate	11%	14%	6%
	Poor	1%	2%	1%
	Very Poor	0%	1%	0%
	Total no. of cases	192	229	152
	Survey response rate	66%	79%	76%
Northern Ireland	Very Good	25%	26%	
	Good	45%	58%	
	Adequate	23%	14%	
	Poor	6%	2%	
	Very Poor	1%		
	Total no. of cases	191	194	
	Survey response rate	66%	79%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

On site computer facilities

		2007	2009	2011
Channel Islands	Very Good	58%	38%	47%
	Good	34%	50%	41%
	Adequate	5%	8%	10%
	Poor	3%	4%	2%
	Very Poor			
	Total no. of cases	64	50	49
	Survey response rate	66%	79%	76%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Quality and appropriateness of the staff's advice

		2007	2009	2011
South East	Very Good	70%	71%	71%
	Good	27%	26%	26%
	Adequate	3%	3%	2%
	Poor	0%		0%
	Very Poor			0%
	Total no. of cases	1,247	1,227	1,038
	Survey response rate	94%	92%	91%
Greater London	Very Good	76%	54%	52%
	Good	23%	35%	38%
	Adequate	1%	10%	8%
	Poor	0%	2%	1%
	Very Poor		0%	0%
	Total no. of cases	1,116	1,605	1,401
	Survey response rate	94%	92%	91%
Eastern	Very Good	73%	74%	77%
	Good	25%	23%	21%
	Adequate	2%	3%	2%
	Poor	0%	0%	0%
	Very Poor		0%	0%
	Total no. of cases	800	873	1,161
	Survey response rate	94%	92%	91%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Quality and appropriateness of the staff's advice

		2007	2009	2011
East Midlands	Very Good	68%	73%	71%
	Good	29%	23%	25%
	Adequate	2%	3%	3%
	Poor	0%	0%	0%
	Very Poor		0%	
	Total no. of cases	801	618	545
	Survey response rate	94%	92%	91%
North East	Very Good	65%	71%	68%
	Good	30%	24%	29%
	Adequate	4%	4%	3%
	Poor	0%	0%	0%
	Very Poor	0%		0%
	Total no. of cases	712	559	551
	Survey response rate	94%	92%	91%
North West	Very Good	71%	72%	74%
	Good	26%	25%	23%
	Adequate	3%	3%	3%
	Poor	0%	0%	0%
	Very Poor	0%		0%
	Total no. of cases	1,396	1,188	1,047
	Survey response rate	94%	92%	91%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Quality and appropriateness of the staff's advice

		2007	2009	2011
South West	Very Good	67%	73%	68%
	Good	30%	25%	28%
	Adequate	4%	2%	3%
	Poor		0%	0%
	Very Poor		0%	
	Total no. of cases	952	897	1,066
	Survey response rate	94%	92%	91%
West Midlands	Very Good	71%	68%	78%
	Good	26%	29%	20%
	Adequate	2%	3%	2%
	Poor	0%	0%	0%
	Very Poor			
	Total no. of cases	1,171	1,030	1,150
	Survey response rate	94%	92%	91%
Yorkshire and the Humber	Very Good	69%	75%	75%
	Good	28%	24%	24%
	Adequate	2%	2%	1%
	Poor	0%		0%
	Very Poor			
	Total no. of cases	1,099	732	880
	Survey response rate	94%	92%	91%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Quality and appropriateness of the staff's advice

		2007	2009	2011
Wales	Very Good	79%	78%	82%
	Good	19%	21%	15%
	Adequate	2%	2%	2%
	Poor	0%	0%	0%
	Very Poor			0%
	Total no. of cases	1,018	1,003	1,071
	Survey response rate	94%	92%	91%
Scotland	Very Good	76%	79%	86%
	Good	24%	18%	14%
	Adequate	0%	1%	0%
	Poor		1%	
	Very Poor			
	Total no. of cases	260	358	276
	Survey response rate	94%	92%	91%
Northern Ireland	Very Good	55%	50%	
	Good	35%	37%	
	Adequate	9%	11%	
	Poor	1%	1%	
	Very Poor		2%	
	Total no. of cases	220	238	
	Survey response rate	94%	92%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Quality and appropriateness of the staff's advice

		2007	2009	2011
Channel Islands	Very Good	83%	83%	87%
	Good	14%	15%	11%
	Adequate	3%	2%	2%
	Poor			
	Very Poor			
	Total no. of cases	72	59	55
	Survey response rate	94%	92%	91%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Helpfulness and friendliness of the staff

		2007	2009	2011
South East	Very Good	80%	80%	81%
	Good	19%	18%	16%
	Adequate	1%	2%	2%
	Poor	0%		0%
	Very Poor	0%		0%
	Total no. of cases	1,290	1,277	1,082
	Survey response rate	97%	95%	95%
Greater London	Very Good	84%	62%	62%
	Good	15%	29%	30%
	Adequate	1%	7%	6%
	Poor	0%	1%	2%
	Very Poor		0%	0%
	Total no. of cases	1,158	1,662	1,470
	Survey response rate	97%	95%	95%
Eastern	Very Good	83%	82%	84%
	Good	16%	16%	15%
	Adequate	1%	2%	1%
	Poor	0%		
	Very Poor		0%	0%
	Total no. of cases	821	900	1,202
	Survey response rate	97%	95%	95%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Helpfulness and friendliness of the staff

		2007	2009	2011
East Midlands	Very Good	78%	81%	77%
	Good	21%	17%	20%
	Adequate	1%	2%	3%
	Poor	0%	0%	0%
	Very Poor		0%	0%
	Total no. of cases	818	633	572
	Survey response rate	97%	95%	95%
North East	Very Good	74%	80%	77%
	Good	21%	16%	20%
	Adequate	4%	4%	2%
	Poor	1%	0%	0%
	Very Poor	1%		0%
	Total no. of cases	723	576	570
	Survey response rate	97%	95%	95%
North West	Very Good	80%	78%	80%
	Good	17%	20%	17%
	Adequate	2%	2%	2%
	Poor	0%	0%	0%
	Very Poor	0%		
	Total no. of cases	1,438	1,217	1,079
	Survey response rate	97%	95%	95%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Helpfulness and friendliness of the staff

		2007	2009	2011
South West	Very Good	76%	83%	77%
	Good	21%	15%	19%
	Adequate	2%	1%	3%
	Poor	0%	0%	0%
	Very Poor		0%	
	Total no. of cases	971	926	1,123
	Survey response rate	97%	95%	95%
West Midlands	Very Good	81%	78%	86%
	Good	18%	20%	13%
	Adequate	1%	2%	1%
	Poor	0%	0%	
	Very Poor			0%
	Total no. of cases	1,201	1,063	1,189
	Survey response rate	97%	95%	95%
Yorkshire and the Humber	Very Good	80%	85%	84%
	Good	19%	14%	15%
	Adequate	2%	1%	1%
	Poor	0%		
	Very Poor			
	Total no. of cases	1,139	759	915
	Survey response rate	97%	95%	95%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Helpfulness and friendliness of the staff

		2007	2009	2011
Wales	Very Good	83%	86%	90%
	Good	15%	13%	9%
	Adequate	1%	1%	1%
	Poor	0%	0%	0%
	Very Poor			0%
	Total no. of cases	1,057	1,022	1,093
	Survey response rate	97%	95%	95%
Scotland	Very Good	85%	85%	92%
	Good	14%	14%	7%
	Adequate	1%	1%	1%
	Poor			
	Very Poor			
	Total no. of cases	267	369	285
	Survey response rate	97%	95%	95%
Northern Ireland	Very Good	68%	60%	
	Good	24%	35%	
	Adequate	6%	2%	
	Poor	2%	2%	
	Very Poor		1%	
	Total no. of cases	238	244	
	Survey response rate	97%	95%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

Helpfulness and friendliness of the staff

		2007	2009	2011	
Channel Islands	Very Good	92%	88%	93%	
	Good	7%	8%	7%	
	Adequate	1%	3%		
	Poor				
	Very Poor				
	Total no. of cases		72	60	55
	Survey response rate		97%	95%	95%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

The archive's service overall

		2007	2009	2011
South East	Very Good	58%	58%	63%
	Good	39%	37%	34%
	Adequate	3%	4%	2%
	Poor	0%	0%	0%
	Very Poor			0%
	Total no. of cases	1,267	1,233	1,065
	Survey response rate	96%	94%	94%
Greater London	Very Good	57%	51%	48%
	Good	41%	43%	45%
	Adequate	3%	5%	7%
	Poor	0%	0%	0%
	Very Poor			
	Total no. of cases	1,136	1,632	1,460
	Survey response rate	96%	94%	94%
Eastern	Very Good	59%	65%	65%
	Good	39%	33%	33%
	Adequate	2%	3%	1%
	Poor	0%	0%	0%
	Very Poor		0%	
	Total no. of cases	801	880	1,177
	Survey response rate	96%	94%	94%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

The archive's service overall

		2007	2009	2011
East Midlands	Very Good	57%	60%	58%
	Good	40%	37%	38%
	Adequate	3%	3%	5%
	Poor	0%	0%	
	Very Poor		0%	
	Total no. of cases	806	625	550
	Survey response rate	96%	94%	94%
North East	Very Good	55%	58%	57%
	Good	39%	38%	38%
	Adequate	5%	4%	4%
	Poor	1%	0%	
	Very Poor			0%
	Total no. of cases	713	572	561
	Survey response rate	96%	94%	94%
North West	Very Good	62%	61%	64%
	Good	34%	35%	33%
	Adequate	4%	4%	2%
	Poor	0%	0%	0%
	Very Poor	0%		0%
	Total no. of cases	1,400	1,188	1,047
	Survey response rate	96%	94%	94%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

The archive's service overall

		2007	2009	2011
South West	Very Good	57%	62%	58%
	Good	40%	35%	39%
	Adequate	3%	2%	3%
	Poor		0%	0%
	Very Poor			0%
	Total no. of cases	952	902	1,091
	Survey response rate	96%	94%	94%
West Midlands	Very Good	62%	57%	70%
	Good	36%	38%	28%
	Adequate	2%	4%	2%
	Poor	0%	0%	0%
	Very Poor			
	Total no. of cases	1,180	1,038	1,171
	Survey response rate	96%	94%	94%
Yorkshire and the Humber	Very Good	56%	67%	65%
	Good	39%	31%	33%
	Adequate	4%	2%	3%
	Poor		0%	0%
	Very Poor		0%	
	Total no. of cases	1,109	738	871
	Survey response rate	96%	94%	94%

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

The archive's service overall

		2007	2009	2011
Wales	Very Good	65%	65%	75%
	Good	31%	32%	23%
	Adequate	4%	2%	2%
	Poor	1%	0%	0%
	Very Poor		0%	
	Total no. of cases	1,034	990	1,077
	Survey response rate	96%	94%	94%
Scotland	Very Good	60%	60%	77%
	Good	37%	36%	22%
	Adequate	3%	3%	1%
	Poor		1%	
	Very Poor			
	Total no. of cases	258	361	272
	Survey response rate	96%	94%	94%
Northern Ireland	Very Good	40%	42%	
	Good	45%	45%	
	Adequate	13%	11%	
	Poor	1%	2%	
	Very Poor			
	Total no. of cases	238	234	
	Survey response rate	96%	94%	.

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive?

The archive's service overall

		2007	2009	2011
Channel Islands	Very Good	71%	69%	73%
	Good	26%	29%	24%
	Adequate	3%	2%	4%
	Poor			
	Very Poor			
	Total no. of cases	70	59	55
	Survey response rate	96%	94%	94%

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
South East	No change necessary	47%	48%	54%
	Pre-visit information	4%	6%	
	Pre-visit information (telephone)			1%
	Pre-visit information (printed information)			2%
	Web site	11%	12%	12%
	Opening hours	16%	15%	11%
	Physical access to and in the building	4%	5%	5%
	Visitor facilities	16%	16%	12%
	Catalogues & guides (including online guides)	12%	11%	10%
	Document delivery	2%	3%	3%
	Microfilm and fiche viewing facilities	10%	10%	8%
	Copy services	10%	9%	8%
	On site computer facilities	11%	8%	9%
	Quality and appropriateness of advice provided by staff	2%	2%	2%
	Helpfulness and friendliness of staff	1%	1%	2%
	Total no. of cases	1,111	1,127	939
Survey response rate	84%	84%	84%	

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
Greater London	No change necessary	41%	38%	33%
	Pre-visit information	7%	7%	
	Pre-visit information (telephone)			2%
	Pre-visit information (printed information)			4%
	Web site	12%	14%	19%
	Opening hours	14%	16%	24%
	Physical access to and in the building	12%	4%	3%
	Visitor facilities	19%	7%	6%
	Catalogues & guides (including online guides)	14%	21%	20%
	Document delivery	2%	13%	12%
	Microfilm and fiche viewing facilities	14%	8%	8%
	Copy services	12%	12%	12%
	On site computer facilities	11%	6%	9%
	Quality and appropriateness of advice provided by staff	1%	9%	10%
	Helpfulness and friendliness of staff	1%	7%	8%
	Total no. of cases	1,004	1,479	1,313
Survey response rate	85%	87%	86%	

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
Eastern	No change necessary	46%	51%	53%
	Pre-visit information	5%	3%	
	Pre-visit information (telephone)			1%
	Pre-visit information (printed information)			2%
	Web site	11%	10%	15%
	Opening hours	9%	11%	7%
	Physical access to and in the building	8%	5%	4%
	Visitor facilities	22%	14%	12%
	Catalogues & guides (including online guides)	13%	10%	11%
	Document delivery	2%	4%	3%
	Microfilm and fiche viewing facilities	16%	10%	10%
	Copy services	10%	11%	10%
	On site computer facilities	7%	9%	6%
	Quality and appropriateness of advice provided by staff	1%	2%	1%
	Helpfulness and friendliness of staff	0%	1%	1%
	Total no. of cases	714	786	1,050
Survey response rate	83%	84%	85%	

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
East Midlands	No change necessary	49%	46%	55%
	Pre-visit information	3%	5%	
	Pre-visit information (telephone)			2%
	Pre-visit information (printed information)			1%
	Web site	9%	13%	10%
	Opening hours	11%	9%	9%
	Physical access to and in the building	1%	1%	2%
	Visitor facilities	14%	17%	12%
	Catalogues & guides (including online guides)	12%	14%	12%
	Document delivery	6%	3%	4%
	Microfilm and fiche viewing facilities	7%	9%	9%
	Copy services	10%	12%	10%
	On site computer facilities	7%	10%	8%
	Quality and appropriateness of advice provided by staff	1%	3%	1%
	Helpfulness and friendliness of staff	1%	2%	2%
	Total no. of cases	729	562	508
Survey response rate	87%	83%	83%	

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
North East	No change necessary	35%	38%	38%
	Pre-visit information	8%	4%	
	Pre-visit information (telephone)			1%
	Pre-visit information (printed information)			4%
	Web site	13%	13%	12%
	Opening hours	29%	23%	22%
	Physical access to and in the building	10%	10%	5%
	Visitor facilities	10%	12%	12%
	Catalogues & guides (including online guides)	12%	9%	10%
	Document delivery	3%	2%	3%
	Microfilm and fiche viewing facilities	17%	19%	22%
	Copy services	12%	11%	8%
	On site computer facilities	10%	10%	7%
	Quality and appropriateness of advice provided by staff	2%	3%	1%
	Helpfulness and friendliness of staff	3%	5%	2%
	Total no. of cases	650	500	502
Survey response rate	87%	82%	86%	

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
North West	No change necessary	41%	45%	52%
	Pre-visit information	6%	6%	
	Pre-visit information (telephone)			2%
	Pre-visit information (printed information)			2%
	Web site	10%	11%	10%
	Opening hours	18%	14%	12%
	Physical access to and in the building	9%	6%	6%
	Visitor facilities	19%	15%	14%
	Catalogues & guides (including online guides)	13%	11%	12%
	Document delivery	4%	5%	3%
	Microfilm and fiche viewing facilities	14%	13%	9%
	Copy services	10%	9%	9%
	On site computer facilities	14%	12%	8%
	Quality and appropriateness of advice provided by staff	3%	3%	2%
	Helpfulness and friendliness of staff	3%	3%	3%
	Total no. of cases	1,257	1,059	935
Survey response rate	85%	84%	83%	

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
South West	No change necessary	49%	46%	49%
	Pre-visit information	5%	6%	
	Pre-visit information (telephone)			2%
	Pre-visit information (printed information)			3%
	Web site	12%	12%	11%
	Opening hours	14%	13%	12%
	Physical access to and in the building	5%	5%	3%
	Visitor facilities	11%	16%	10%
	Catalogues & guides (including online guides)	15%	12%	14%
	Document delivery	9%	4%	8%
	Microfilm and fiche viewing facilities	11%	14%	11%
	Copy services	9%	7%	8%
	On site computer facilities	7%	8%	8%
	Quality and appropriateness of advice provided by staff	3%	2%	3%
	Helpfulness and friendliness of staff	3%	1%	3%
	Total no. of cases	815	797	996
Survey response rate	82%	83%	86%	

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
West Midlands	No change necessary	52%	51%	54%
	Pre-visit information	5%	3%	
	Pre-visit information (telephone)			2%
	Pre-visit information (printed information)			2%
	Web site	10%	12%	10%
	Opening hours	14%	18%	17%
	Physical access to and in the building	3%	3%	3%
	Visitor facilities	16%	12%	11%
	Catalogues & guides (including online guides)	11%	9%	10%
	Document delivery	3%	2%	2%
	Microfilm and fiche viewing facilities	12%	11%	10%
	Copy services	7%	8%	6%
	On site computer facilities	10%	9%	7%
	Quality and appropriateness of advice provided by staff	2%	2%	1%
	Helpfulness and friendliness of staff	2%	2%	2%
	Total no. of cases	1,030	927	1,067
Survey response rate	83%	84%	85%	

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
Yorkshire and the Humber	No change necessary	42%	52%	59%
	Pre-visit information	5%	5%	
	Pre-visit information (telephone)			4%
	Pre-visit information (printed information)			5%
	Web site	9%	12%	11%
	Opening hours	19%	18%	15%
	Physical access to and in the building	7%	6%	4%
	Visitor facilities	17%	15%	12%
	Catalogues & guides (including online guides)	13%	10%	10%
	Document delivery	4%	4%	3%
	Microfilm and fiche viewing facilities	16%	13%	10%
	Copy services	9%	5%	4%
	On site computer facilities	9%	6%	5%
	Quality and appropriateness of advice provided by staff	2%	1%	2%
	Helpfulness and friendliness of staff	2%	1%	3%
	Total no. of cases	960	657	795
Survey response rate	82%	82%	84%	

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
Wales	No change necessary	46%	45%	54%
	Pre-visit information	6%	7%	
	Pre-visit information (telephone)			3%
	Pre-visit information (printed information)			4%
	Web site	13%	14%	13%
	Opening hours	16%	23%	16%
	Physical access to and in the building	11%	7%	8%
	Visitor facilities	17%	13%	12%
	Catalogues & guides (including online guides)	12%	13%	9%
	Document delivery	3%	5%	2%
	Microfilm and fiche viewing facilities	10%	9%	9%
	Copy services	7%	7%	4%
	On site computer facilities	11%	10%	9%
	Quality and appropriateness of advice provided by staff	2%	2%	2%
	Helpfulness and friendliness of staff	2%	2%	1%
	Total no. of cases	902	884	968
Survey response rate	83%	84%	84%	

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
Scotland	No change necessary	32%	31%	55%
	Pre-visit information	8%	6%	
	Pre-visit information (telephone)			2%
	Pre-visit information (printed information)			4%
	Web site	19%	15%	17%
	Opening hours	27%	26%	21%
	Physical access to and in the building	7%	8%	3%
	Visitor facilities	25%	21%	3%
	Catalogues & guides (including online guides)	26%	22%	15%
	Document delivery	5%	12%	3%
	Microfilm and fiche viewing facilities	7%	8%	4%
	Copy services	10%	10%	6%
	On site computer facilities	8%	10%	3%
	Quality and appropriateness of advice provided by staff	1%	1%	0%
	Helpfulness and friendliness of staff		1%	1%
	Total no. of cases	234	298	229
Survey response rate	87%	81%	76%	

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
Northern Ireland	No change necessary	28%	31%	
	Pre-visit information	10%	4%	
	Pre-visit information (telephone)			
	Pre-visit information (printed information)			
	Web site	21%	9%	
	Opening hours	20%	22%	
	Physical access to and in the building	8%	8%	
	Visitor facilities	14%	12%	
	Catalogues & guides (including online guides)	19%	16%	
	Document delivery	17%	13%	
	Microfilm and fiche viewing facilities	22%	26%	
	Copy services	17%	16%	
	On site computer facilities	14%	9%	
	Quality and appropriateness of advice provided by staff	8%	7%	
	Helpfulness and friendliness of staff	6%	2%	
	Total no. of cases	213	210	
Survey response rate	88%	83%		

(cont. overleaf)

SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q2 In what areas is it most important for this archive to improve?

		2007	2009	2011
Channel Islands	No change necessary	18%	12%	18%
	Pre-visit information	6%	7%	
	Pre-visit information (telephone)			
	Pre-visit information (printed information)			2%
	Web site	11%	16%	6%
	Opening hours	83%	84%	80%
	Physical access to and in the building	3%	2%	4%
	Visitor facilities	6%	5%	8%
	Catalogues & guides (including online guides)	8%	28%	10%
	Document delivery	6%	5%	6%
	Microfilm and fiche viewing facilities	1%	7%	2%
	Copy services	10%	9%	12%
	On site computer facilities	10%	9%	8%
	Quality and appropriateness of advice provided by staff	1%	7%	4%
	Helpfulness and friendliness of staff	1%	2%	4%
	Total no. of cases	72	58	50
Survey response rate	97%	89%	88%	

SECTION B: ABOUT YOUR VISIT TODAY

Q3 How long have you stayed at this archive today?

		2007	2009	2011
South East	Up to one hour	10%	12%	12%
	Between one to two hours	22%	23%	19%
	Between two to three hours	26%	25%	27%
	Between three to five hours	26%	24%	27%
	More than five hours	17%	16%	16%
	Total no. of cases	1,270	1,294	1,072
	Survey response rate	96%	97%	96%
Greater London	Up to one hour	22%	4%	3%
	Between one to two hours	28%	11%	8%
	Between two to three hours	23%	17%	15%
	Between three to five hours	18%	31%	33%
	More than five hours	9%	37%	41%
	Total no. of cases	1,144	1,693	1,517
	Survey response rate	97%	98%	98%
Eastern	Up to one hour	11%	13%	11%
	Between one to two hours	22%	22%	25%
	Between two to three hours	29%	27%	30%
	Between three to five hours	25%	26%	22%
	More than five hours	13%	14%	13%
	Total no. of cases	809	913	1,220
	Survey response rate	95%	98%	99%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q3 How long have you stayed at this archive today?

		2007	2009	2011
East Midlands	Up to one hour	9%	12%	11%
	Between one to two hours	20%	20%	27%
	Between two to three hours	33%	27%	30%
	Between three to five hours	24%	21%	23%
	More than five hours	14%	20%	9%
	Total no. of cases	815	639	581
	Survey response rate	98%	98%	97%
North East	Up to one hour	8%	10%	10%
	Between one to two hours	30%	26%	22%
	Between two to three hours	29%	28%	28%
	Between three to five hours	23%	24%	25%
	More than five hours	10%	12%	15%
	Total no. of cases	711	587	568
	Survey response rate	96%	97%	97%
North West	Up to one hour	16%	17%	17%
	Between one to two hours	32%	31%	28%
	Between two to three hours	27%	27%	25%
	Between three to five hours	16%	16%	21%
	More than five hours	9%	8%	9%
	Total no. of cases	1,430	1,223	1,085
	Survey response rate	96%	97%	97%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q3 How long have you stayed at this archive today?

		2007	2009	2011
South West	Up to one hour	10%	14%	10%
	Between one to two hours	22%	18%	22%
	Between two to three hours	25%	24%	27%
	Between three to five hours	24%	25%	25%
	More than five hours	18%	20%	16%
	Total no. of cases	969	920	1,130
	Survey response rate	97%	96%	97%
West Midlands	Up to one hour	11%	21%	14%
	Between one to two hours	30%	31%	25%
	Between two to three hours	31%	25%	28%
	Between three to five hours	19%	16%	21%
	More than five hours	9%	8%	13%
	Total no. of cases	1,199	1,067	1,205
	Survey response rate	97%	96%	97%
Yorkshire and the Humber	Up to one hour	13%	15%	24%
	Between one to two hours	27%	30%	38%
	Between two to three hours	28%	23%	23%
	Between three to five hours	20%	21%	10%
	More than five hours	12%	11%	5%
	Total no. of cases	1,139	769	920
	Survey response rate	97%	97%	97%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q3 How long have you stayed at this archive today?

		2007	2009	2011
Wales	Up to one hour	22%	19%	13%
	Between one to two hours	32%	28%	34%
	Between two to three hours	25%	24%	28%
	Between three to five hours	14%	18%	17%
	More than five hours	6%	11%	8%
	Total no. of cases	1,050	1,013	1,095
	Survey response rate	96%	96%	96%
Scotland	Up to one hour	13%	19%	24%
	Between one to two hours	27%	28%	31%
	Between two to three hours	23%	21%	23%
	Between three to five hours	22%	17%	13%
	More than five hours	15%	15%	9%
	Total no. of cases	265	366	285
	Survey response rate	98%	97%	97%
Northern Ireland	Up to one hour	10%	7%	
	Between one to two hours	26%	23%	
	Between two to three hours	31%	28%	
	Between three to five hours	22%	24%	
	More than five hours	10%	18%	
	Total no. of cases	232	234	
	Survey response rate	96%	92%	.

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q3 How long have you stayed at this archive today?

		2007	2009	2011
Channel Islands	Up to one hour	13%	14%	11%
	Between one to two hours	31%	29%	21%
	Between two to three hours	30%	44%	46%
	Between three to five hours	24%	12%	18%
	More than five hours	3%	2%	5%
	Total no. of cases	71	59	57
	Survey response rate	97%	97%	100%

SECTION B: ABOUT YOUR VISIT TODAY

Q4 Was your visit to this archive today the main purpose of your visit to the area?

		2007	2009	2011
South East	Yes	85%	85%	86%
	No	15%	15%	14%
	Total no. of cases	1,293	1,294	1,093
	Survey response rate	98%	98%	98%
Greater London	Yes	87%	95%	96%
	No	13%	5%	4%
	Total no. of cases	1,167	1,712	1,523
	Survey response rate	99%	99%	99%
Eastern	Yes	85%	82%	81%
	No	15%	18%	19%
	Total no. of cases	826	921	1,222
	Survey response rate	98%	98%	99%
East Midlands	Yes	89%	89%	89%
	No	11%	11%	11%
	Total no. of cases	820	643	584
	Survey response rate	98%	98%	98%
North East	Yes	89%	90%	86%
	No	11%	10%	14%
	Total no. of cases	720	585	574
	Survey response rate	97%	96%	99%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q4 Was your visit to this archive today the main purpose of your visit to the area?

		2007	2009	2011
North West	Yes	82%	84%	83%
	No	18%	16%	17%
	Total no. of cases	1,453	1,226	1,092
	Survey response rate	98%	97%	98%
South West	Yes	83%	81%	85%
	No	17%	19%	15%
	Total no. of cases	977	929	1,147
	Survey response rate	98%	97%	98%
West Midlands	Yes	81%	78%	86%
	No	19%	22%	14%
	Total no. of cases	1,208	1,079	1,215
	Survey response rate	98%	97%	98%
Yorkshire and the Humber	Yes	87%	85%	83%
	No	13%	15%	17%
	Total no. of cases	1,151	779	926
	Survey response rate	98%	98%	97%
Wales	Yes	78%	78%	80%
	No	22%	22%	20%
	Total no. of cases	986	1,013	1,123
	Survey response rate	94%	96%	98%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q4 Was your visit to this archive today the main purpose of your visit to the area?

		2007	2009	2011
Scotland	Yes	87%	81%	77%
	No	13%	19%	23%
	Total no. of cases	266	371	287
	Survey response rate	98%	99%	99%
Northern Ireland	Yes	90%	88%	
	No	10%	12%	
	Total no. of cases	239	238	
	Survey response rate	99%	94%	.
Channel Islands	Yes	82%	86%	89%
	No	18%	14%	11%
	Total no. of cases	71	58	56
	Survey response rate	97%	95%	98%

SECTION B: ABOUT YOUR VISIT TODAY

Q5 What was your primary means of travel to this archive today?

		2007	2009	2011
South East	Car / motorbike / taxi	66%	63%	60%
	Public transport / Coach	22%	26%	27%
	Bicycle	1%	1%	1%
	Foot	11%	9%	12%
	Other	0%	0%	0%
	Total no. of cases	1,292	1,285	1,072
	Survey response rate	98%	97%	96%
Greater London	Car / motorbike / taxi	15%	31%	28%
	Public transport / Coach	71%	59%	67%
	Bicycle	2%	2%	1%
	Foot	12%	7%	4%
	Other	0%	1%	0%
	Total no. of cases	1,136	1,656	1,505
	Survey response rate	96%	98%	97%
Eastern	Car / motorbike / taxi	70%	74%	71%
	Public transport / Coach	17%	17%	18%
	Bicycle	3%	2%	1%
	Foot	9%	7%	9%
	Other	0%	0%	0%
	Total no. of cases	834	924	1,228
	Survey response rate	98%	99%	99%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q5 What was your primary means of travel to this archive today?

		2007	2009	2011
East Midlands	Car / motorbike / taxi	74%	72%	71%
	Public transport / Coach	21%	22%	24%
	Bicycle	1%	1%	0%
	Foot	4%	5%	4%
	Other	0%	0%	1%
	Total no. of cases	826	638	582
	Survey response rate	99%	98%	97%
North East	Car / motorbike / taxi	65%	67%	58%
	Public transport / Coach	26%	27%	32%
	Bicycle	0%	0%	0%
	Foot	9%	5%	9%
	Other	1%	0%	0%
	Total no. of cases	715	585	568
	Survey response rate	97%	96%	97%
North West	Car / motorbike / taxi	53%	50%	50%
	Public transport / Coach	37%	38%	39%
	Bicycle	1%	1%	1%
	Foot	9%	9%	10%
	Other	0%	1%	0%
	Total no. of cases	1,445	1,233	1,083
	Survey response rate	97%	98%	97%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q5 What was your primary means of travel to this archive today?

		2007	2009	2011
South West	Car / motorbike / taxi	77%	74%	78%
	Public transport / Coach	16%	17%	15%
	Bicycle	0%	1%	1%
	Foot	7%	8%	6%
	Other	1%	1%	0%
	Total no. of cases	980	936	1,142
	Survey response rate	98%	98%	99%
West Midlands	Car / motorbike / taxi	64%	58%	68%
	Public transport / Coach	26%	22%	23%
	Bicycle	1%	1%	1%
	Foot	8%	17%	8%
	Other	0%	1%	0%
	Total no. of cases	1,215	1,083	1,207
	Survey response rate	98%	98%	97%
Yorkshire and the Humber	Car / motorbike / taxi	60%	61%	57%
	Public transport / Coach	32%	28%	29%
	Bicycle	1%	0%	2%
	Foot	7%	10%	12%
	Other	0%	1%	0%
	Total no. of cases	1,152	776	917
	Survey response rate	98%	98%	97%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q5 What was your primary means of travel to this archive today?

		2007	2009	2011
Wales	Car / motorbike / taxi	71%	75%	81%
	Public transport / Coach	19%	16%	12%
	Bicycle	0%	0%	0%
	Foot	8%	9%	7%
	Other	1%	1%	
	Total no. of cases	1,064	1,042	1,112
	Survey response rate	98%	99%	97%
Scotland	Car / motorbike / taxi	17%	30%	67%
	Public transport / Coach	61%	43%	20%
	Bicycle	1%		1%
	Foot	19%	23%	12%
	Other	2%	4%	
	Total no. of cases	267	369	290
	Survey response rate	98%	97%	99%
Northern Ireland	Car / motorbike / taxi	77%	68%	
	Public transport / Coach	18%	21%	
	Bicycle		1%	
	Foot	3%	8%	
	Other	1%	2%	
	Total no. of cases	235	236	
	Survey response rate	98%	93%	.

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q5 What was your primary means of travel to this archive today?

		2007	2009	2011
Channel Islands	Car / motorbike / taxi	83%	71%	70%
	Public transport / Coach	4%	5%	9%
	Bicycle	4%		
	Foot	7%	20%	21%
	Other	1%	3%	
	Total no. of cases	71	59	56
	Survey response rate	97%	97%	98%

SECTION B: ABOUT YOUR VISIT TODAY

Q6 In connection with your visit to this archive, are you doing any of the following?

		2007	2009	2011
South East	Paying for overnight accommodation	10%	16%	11%
	Eating out locally	44%	44%	43%
	Using local shops and services	72%	67%	66%
	Visiting other places of interest in the area	16%	22%	20%
	Total no. of cases	588	709	528
	Survey response rate	44%	51%	46%
Greater London	Paying for overnight accommodation	12%	38%	29%
	Eating out locally	44%	42%	42%
	Using local shops and services	59%	63%	66%
	Visiting other places of interest in the area	32%	30%	24%
	Total no. of cases	685	917	780
	Survey response rate	59%	39%	36%
Eastern	Paying for overnight accommodation	10%	27%	12%
	Eating out locally	37%	49%	45%
	Using local shops and services	76%	59%	73%
	Visiting other places of interest in the area	16%	34%	21%
	Total no. of cases	425	500	600
	Survey response rate	47%	50%	48%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q6 In connection with your visit to this archive, are you doing any of the following?

		2007	2009	2011
East Midlands	Paying for overnight accommodation	8%	14%	8%
	Eating out locally	47%	44%	45%
	Using local shops and services	74%	74%	68%
	Visiting other places of interest in the area	15%	19%	18%
	Total no. of cases	398	389	291
	Survey response rate	50%	61%	50%
North East	Paying for overnight accommodation	10%	22%	11%
	Eating out locally	44%	53%	51%
	Using local shops and services	65%	65%	60%
	Visiting other places of interest in the area	27%	33%	25%
	Total no. of cases	314	304	277
	Survey response rate	39%	48%	46%
North West	Paying for overnight accommodation	6%	15%	8%
	Eating out locally	36%	39%	41%
	Using local shops and services	75%	74%	72%
	Visiting other places of interest in the area	18%	27%	19%
	Total no. of cases	876	782	675
	Survey response rate	59%	59%	59%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q6 In connection with your visit to this archive, are you doing any of the following?

		2007	2009	2011
South West	Paying for overnight accommodation	15%	29%	20%
	Eating out locally	48%	49%	44%
	Using local shops and services	64%	60%	69%
	Visiting other places of interest in the area	24%	41%	26%
	Total no. of cases	472	505	564
	Survey response rate	44%	53%	46%
West Midlands	Paying for overnight accommodation	5%	9%	12%
	Eating out locally	39%	36%	43%
	Using local shops and services	77%	73%	70%
	Visiting other places of interest in the area	11%	25%	22%
	Total no. of cases	654	599	693
	Survey response rate	57%	58%	56%
Yorkshire and the Humber	Paying for overnight accommodation	8%	17%	7%
	Eating out locally	48%	47%	35%
	Using local shops and services	66%	71%	77%
	Visiting other places of interest in the area	14%	20%	18%
	Total no. of cases	644	478	573
	Survey response rate	56%	62%	62%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q6 In connection with your visit to this archive, are you doing any of the following?

		2007	2009	2011
Wales	Paying for overnight accommodation	11%	30%	14%
	Eating out locally	42%	48%	43%
	Using local shops and services	68%	66%	70%
	Visiting other places of interest in the area	20%	37%	23%
	Total no. of cases	590	660	661
	Survey response rate	52%	60%	55%
Scotland	Paying for overnight accommodation	24%	36%	18%
	Eating out locally	56%	67%	62%
	Using local shops and services	68%	68%	69%
	Visiting other places of interest in the area	36%	32%	32%
	Total no. of cases	177	284	175
	Survey response rate	69%	77%	58%
Northern Ireland	Paying for overnight accommodation	16%	43%	
	Eating out locally	46%	48%	
	Using local shops and services	65%	56%	
	Visiting other places of interest in the area	27%	40%	
	Total no. of cases	106	126	
	Survey response rate	44%	50%	.
Channel Islands	Paying for overnight accommodation	25%	36%	10%
	Eating out locally	55%	55%	38%
	Using local shops and services	60%	73%	86%
	Visiting other places of interest in the area	35%	41%	24%
	Total no. of cases	20	22	21
	Survey response rate	26%	33%	37%

SECTION B: ABOUT YOUR VISIT TODAY

Q7 What was your main purpose in visiting this archive today?

		2007	2009	2011
South East	Personal leisure / recreation	67%	64%	62%
	Non-leisure personal or family business	9%	11%	9%
	Formal education as student / researcher	13%	12%	16%
	Formal education as teacher	1%	1%	1%
	Work in connection with employment	10%	12%	13%
	Total no. of cases	1,267	1,278	1,071
	Survey response rate	96%	96%	96%
Greater London	Personal leisure / recreation	54%	55%	51%
	Non-leisure personal or family business	9%	11%	9%
	Formal education as student / researcher	22%	19%	23%
	Formal education as teacher	1%	1%	2%
	Work in connection with employment	14%	13%	15%
	Total no. of cases	1,122	1,662	1,501
	Survey response rate	94%	97%	98%
Eastern	Personal leisure / recreation	74%	68%	72%
	Non-leisure personal or family business	8%	12%	6%
	Formal education as student / researcher	11%	10%	11%
	Formal education as teacher	0%	1%	0%
	Work in connection with employment	8%	9%	10%
	Total no. of cases	794	896	1,190
	Survey response rate	93%	95%	96%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q7 What was your main purpose in visiting this archive today?

		2007	2009	2011
East Midlands	Personal leisure / recreation	64%	66%	72%
	Non-leisure personal or family business	9%	12%	10%
	Formal education as student / researcher	14%	13%	10%
	Formal education as teacher	0%		1%
	Work in connection with employment	12%	10%	7%
	Total no. of cases	808	639	573
	Survey response rate	97%	98%	95%
North East	Personal leisure / recreation	63%	70%	64%
	Non-leisure personal or family business	8%	10%	7%
	Formal education as student / researcher	19%	11%	17%
	Formal education as teacher	1%	1%	0%
	Work in connection with employment	9%	8%	11%
	Total no. of cases	689	564	550
	Survey response rate	93%	92%	95%
North West	Personal leisure / recreation	69%	67%	70%
	Non-leisure personal or family business	11%	12%	8%
	Formal education as student / researcher	13%	11%	12%
	Formal education as teacher	1%	1%	1%
	Work in connection with employment	6%	9%	9%
	Total no. of cases	1,410	1,192	1,063
	Survey response rate	95%	95%	95%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q7 What was your main purpose in visiting this archive today?

		2007	2009	2011
South West	Personal leisure / recreation	69%	69%	65%
	Non-leisure personal or family business	10%	10%	8%
	Formal education as student / researcher	9%	9%	12%
	Formal education as teacher	1%	1%	0%
	Work in connection with employment	11%	11%	15%
	Total no. of cases	961	916	1,118
	Survey response rate	96%	96%	96%
West Midlands	Personal leisure / recreation	75%	72%	74%
	Non-leisure personal or family business	8%	12%	8%
	Formal education as student / researcher	8%	9%	8%
	Formal education as teacher	1%	0%	0%
	Work in connection with employment	7%	7%	10%
	Total no. of cases	1,161	1,040	1,182
	Survey response rate	94%	94%	95%
Yorkshire and the Humber	Personal leisure / recreation	70%	74%	69%
	Non-leisure personal or family business	12%	11%	9%
	Formal education as student / researcher	11%	7%	14%
	Formal education as teacher	1%	1%	1%
	Work in connection with employment	6%	7%	7%
	Total no. of cases	1,117	752	900
	Survey response rate	96%	94%	95%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q7 What was your main purpose in visiting this archive today?

		2007	2009	2011
Wales	Personal leisure / recreation	63%	57%	66%
	Non-leisure personal or family business	14%	16%	11%
	Formal education as student / researcher	13%	17%	16%
	Formal education as teacher	0%	1%	0%
	Work in connection with employment	9%	9%	7%
	Total no. of cases	1,031	1,004	1,081
	Survey response rate	95%	95%	94%
Scotland	Personal leisure / recreation	37%	36%	57%
	Non-leisure personal or family business	10%	9%	6%
	Formal education as student / researcher	29%	30%	24%
	Formal education as teacher	1%	5%	
	Work in connection with employment	23%	20%	14%
	Total no. of cases	265	359	278
	Survey response rate	98%	95%	95%
Northern Ireland	Personal leisure / recreation	54%	50%	
	Non-leisure personal or family business	13%	26%	
	Formal education as student / researcher	16%	12%	
	Formal education as teacher	3%	1%	
	Work in connection with employment	14%	11%	
	Total no. of cases	228	228	
	Survey response rate	95%	90%	.

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q7 What was your main purpose in visiting this archive today?

		2007	2009	2011
Channel Islands	Personal leisure / recreation	64%	74%	80%
	Non-leisure personal or family business	16%	13%	7%
	Formal education as student / researcher	8%	6%	7%
	Formal education as teacher		2%	
	Work in connection with employment	13%	6%	5%
	Total no. of cases	64	53	56
	Survey response rate	88%	87%	98%

SECTION B: ABOUT YOUR VISIT TODAY

Q8 Have you used this archive's Website?

		2007	2009	2011
South East	Yes	61%	61%	70%
	No	39%	39%	30%
	Total no. of cases	1,261	1,283	1,080
	Survey response rate	95%	97%	97%
Greater London	Yes	58%	86%	90%
	No	42%	14%	10%
	Total no. of cases	1,138	1,686	1,517
	Survey response rate	96%	98%	99%
Eastern	Yes	60%	67%	72%
	No	40%	33%	28%
	Total no. of cases	812	906	1,198
	Survey response rate	96%	97%	97%
East Midlands	Yes	59%	58%	60%
	No	41%	42%	40%
	Total no. of cases	760	622	570
	Survey response rate	91%	96%	95%
North East	Yes	56%	66%	69%
	No	44%	34%	31%
	Total no. of cases	706	580	562
	Survey response rate	96%	95%	96%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q8 Have you used this archive's Website?

		2007	2009	2011
North West	Yes	57%	58%	63%
	No	43%	42%	37%
	Total no. of cases	1,439	1,216	1,072
	Survey response rate	97%	97%	96%
South West	Yes	61%	65%	73%
	No	39%	35%	27%
	Total no. of cases	957	931	1,128
	Survey response rate	97%	98%	97%
West Midlands	Yes	58%	59%	65%
	No	42%	41%	35%
	Total no. of cases	1,171	1,062	1,192
	Survey response rate	95%	95%	95%
Yorkshire and the Humber	Yes	52%	52%	60%
	No	48%	48%	40%
	Total no. of cases	1,124	756	907
	Survey response rate	96%	95%	96%
Wales	Yes	51%	57%	64%
	No	49%	43%	36%
	Total no. of cases	1,044	1,015	1,096
	Survey response rate	96%	96%	96%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q8 Have you used this archive's Website?

		2007	2009	2011
Scotland	Yes	77%	72%	50%
	No	23%	28%	50%
	Total no. of cases	262	359	278
	Survey response rate	98%	96%	97%
Northern Ireland	Yes	68%	71%	
	No	32%	29%	
	Total no. of cases	231	234	
	Survey response rate	96%	92%	.
Channel Islands	Yes	76%	73%	82%
	No	24%	27%	18%
	Total no. of cases	70	59	55
	Survey response rate	96%	97%	96%

SECTION B: ABOUT YOUR VISIT TODAY

Q9 Are you researching family history?

		2007	2009	2011
South East	Yes	73%	68%	65%
	No	27%	32%	35%
	Total no. of cases	1,284	1,304	1,088
	Survey response rate	97%	98%	98%
Greater London	Yes	61%	62%	55%
	No	39%	38%	45%
	Total no. of cases	1,159	1,705	1,524
	Survey response rate	98%	99%	99%
Eastern	Yes	73%	72%	71%
	No	27%	28%	29%
	Total no. of cases	823	921	1,219
	Survey response rate	97%	98%	98%
East Midlands	Yes	67%	68%	74%
	No	33%	32%	26%
	Total no. of cases	827	647	586
	Survey response rate	99%	99%	98%
North East	Yes	72%	81%	68%
	No	28%	19%	32%
	Total no. of cases	721	588	572
	Survey response rate	98%	97%	98%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q9 Are you researching family history?

		2007	2009	2011
North West	Yes	76%	74%	72%
	No	24%	26%	28%
	Total no. of cases	1,457	1,236	1,095
	Survey response rate	98%	98%	98%
South West	Yes	71%	74%	67%
	No	29%	26%	33%
	Total no. of cases	973	943	1,143
	Survey response rate	98%	99%	98%
West Midlands	Yes	77%	67%	75%
	No	23%	33%	25%
	Total no. of cases	1,203	1,079	1,212
	Survey response rate	97%	98%	97%
Yorkshire and the Humber	Yes	79%	76%	67%
	No	21%	24%	33%
	Total no. of cases	1,153	770	919
	Survey response rate	98%	97%	97%
Wales	Yes	70%	68%	69%
	No	30%	32%	31%
	Total no. of cases	948	1,020	1,117
	Survey response rate	91%	97%	98%

(cont. overleaf)

SECTION B: ABOUT YOUR VISIT TODAY

Q9 Are you researching family history?

		2007	2009	2011
Scotland	Yes	43%	44%	54%
	No	57%	56%	46%
	Total no. of cases	261	365	281
	Survey response rate	97%	97%	97%
Northern Ireland	Yes	82%	80%	
	No	18%	20%	
	Total no. of cases	238	244	
	Survey response rate	99%	96%	.
Channel Islands	Yes	84%	85%	74%
	No	16%	15%	26%
	Total no. of cases	70	60	57
	Survey response rate	96%	98%	100%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Providing opportunities for learning

		2007	2009	2011
South East	Strongly agree	63%	64%	69%
	Agree	34%	34%	29%
	Neither agree nor disagree	3%	2%	2%
	Disagree			
	Strongly disagree			
	Total no. of cases	1,272	1,272	1,092
	Survey response rate	96%	96%	98%
Greater London	Strongly agree	70%	61%	69%
	Agree	29%	34%	27%
	Neither agree nor disagree	1%	5%	3%
	Disagree		0%	0%
	Strongly disagree		0%	
	Total no. of cases	1,154	1,652	1,518
	Survey response rate	98%	96%	98%
Eastern	Strongly agree	66%	64%	70%
	Agree	31%	33%	28%
	Neither agree nor disagree	2%	3%	2%
	Disagree	0%		
	Strongly disagree			
	Total no. of cases	815	899	1,216
	Survey response rate	96%	96%	98%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Providing opportunities for learning

		2007	2009	2011
East Midlands	Strongly agree	60%	62%	65%
	Agree	38%	35%	31%
	Neither agree nor disagree	2%	3%	4%
	Disagree			
	Strongly disagree			
	Total no. of cases	811	628	576
	Survey response rate	97%	96%	96%
North East	Strongly agree	63%	67%	66%
	Agree	34%	30%	31%
	Neither agree nor disagree	3%	3%	3%
	Disagree	0%		0%
	Strongly disagree	0%		
	Total no. of cases	702	564	567
	Survey response rate	95%	93%	97%
North West	Strongly agree	66%	65%	69%
	Agree	32%	33%	29%
	Neither agree nor disagree	2%	2%	2%
	Disagree			
	Strongly disagree	0%		
	Total no. of cases	1,433	1,212	1,086
	Survey response rate	96%	96%	97%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Providing opportunities for learning

		2007	2009	2011
South West	Strongly agree	62%	65%	65%
	Agree	36%	34%	32%
	Neither agree nor disagree	2%	2%	3%
	Disagree			
	Strongly disagree			
	Total no. of cases	964	927	1,138
	Survey response rate	97%	97%	98%
West Midlands	Strongly agree	60%	56%	68%
	Agree	37%	40%	28%
	Neither agree nor disagree	3%	4%	3%
	Disagree	0%		
	Strongly disagree		0%	
	Total no. of cases	1,187	1,049	1,197
	Survey response rate	95%	94%	96%
Yorkshire and the Humber	Strongly agree	62%	65%	72%
	Agree	35%	32%	25%
	Neither agree nor disagree	2%	3%	3%
	Disagree		0%	
	Strongly disagree			0%
	Total no. of cases	1,124	750	914
	Survey response rate	96%	93%	96%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Providing opportunities for learning

		2007	2009	2011
Wales	Strongly agree	67%	68%	72%
	Agree	31%	30%	27%
	Neither agree nor disagree	2%	2%	1%
	Disagree		0%	0%
	Strongly disagree			
	Total no. of cases	1,022	1,002	1,118
	Survey response rate	95%	95%	98%
Scotland	Strongly agree	71%	74%	78%
	Agree	27%	25%	21%
	Neither agree nor disagree	2%	1%	0%
	Disagree			
	Strongly disagree			
	Total no. of cases	263	366	287
	Survey response rate	98%	97%	98%
Northern Ireland	Strongly agree	62%	60%	
	Agree	34%	34%	
	Neither agree nor disagree	4%	6%	
	Disagree	0%		
	Strongly disagree			
	Total no. of cases	232	234	
	Survey response rate	96%	92%	.

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Providing opportunities for learning

		2007	2009	2011
Channel Islands	Strongly agree	80%	69%	84%
	Agree	19%	31%	16%
	Neither agree nor disagree	1%		
	Disagree			
	Strongly disagree			
	Total no. of cases	70	59	55
	Survey response rate	96%	97%	96%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Preserving our culture and heritage

		2007	2009	2011
South East	Strongly agree	80%	81%	86%
	Agree	20%	19%	13%
	Neither agree nor disagree	0%	1%	1%
	Disagree			
	Strongly disagree			
	Total no. of cases	1,278	1,274	1,091
	Survey response rate	97%	96%	98%
Greater London	Strongly agree	83%	78%	82%
	Agree	16%	21%	17%
	Neither agree nor disagree	1%	1%	1%
	Disagree		0%	0%
	Strongly disagree	0%		
	Total no. of cases	1,156	1,659	1,515
	Survey response rate	98%	97%	98%
Eastern	Strongly agree	81%	80%	85%
	Agree	18%	20%	14%
	Neither agree nor disagree	1%	1%	1%
	Disagree			
	Strongly disagree			
	Total no. of cases	824	897	1,220
	Survey response rate	98%	96%	99%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Preserving our culture and heritage

		2007	2009	2011
East Midlands	Strongly agree	78%	83%	80%
	Agree	22%	16%	19%
	Neither agree nor disagree	0%	0%	2%
	Disagree			0%
	Strongly disagree			
	Total no. of cases	812	632	581
	Survey response rate	97%	97%	97%
North East	Strongly agree	77%	83%	80%
	Agree	22%	16%	19%
	Neither agree nor disagree	1%	1%	1%
	Disagree			0%
	Strongly disagree	0%		
	Total no. of cases	707	568	567
	Survey response rate	96%	93%	97%
North West	Strongly agree	80%	80%	84%
	Agree	19%	19%	15%
	Neither agree nor disagree	1%	1%	1%
	Disagree			0%
	Strongly disagree			
	Total no. of cases	1,436	1,212	1,086
	Survey response rate	97%	96%	97%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Preserving our culture and heritage

		2007	2009	2011
South West	Strongly agree	80%	80%	81%
	Agree	19%	19%	18%
	Neither agree nor disagree	0%	1%	1%
	Disagree			
	Strongly disagree			
	Total no. of cases	968	930	1,143
	Survey response rate	97%	97%	98%
West Midlands	Strongly agree	77%	69%	81%
	Agree	21%	29%	18%
	Neither agree nor disagree	1%	2%	1%
	Disagree	0%		0%
	Strongly disagree	0%	0%	
	Total no. of cases	1,182	1,049	1,205
	Survey response rate	95%	94%	96%
Yorkshire and the Humber	Strongly agree	78%	81%	83%
	Agree	21%	18%	16%
	Neither agree nor disagree	1%	1%	1%
	Disagree			
	Strongly disagree			0%
	Total no. of cases	1,125	754	917
	Survey response rate	96%	94%	96%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Preserving our culture and heritage

		2007	2009	2011
Wales	Strongly agree	83%	82%	86%
	Agree	17%	17%	14%
	Neither agree nor disagree	1%	1%	0%
	Disagree		0%	0%
	Strongly disagree			
	Total no. of cases	1,039	1,005	1,119
	Survey response rate	96%	95%	98%
Scotland	Strongly agree	88%	88%	86%
	Agree	11%	11%	14%
	Neither agree nor disagree	0%	1%	
	Disagree			
	Strongly disagree			
	Total no. of cases	263	367	288
	Survey response rate	98%	98%	98%
Northern Ireland	Strongly agree	78%	68%	
	Agree	19%	28%	
	Neither agree nor disagree	2%	4%	
	Disagree			
	Strongly disagree			
	Total no. of cases	232	236	
	Survey response rate	96%	93%	.

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Preserving our culture and heritage

		2007	2009	2011
Channel Islands	Strongly agree	90%	81%	95%
	Agree	10%	19%	5%
	Neither agree nor disagree			
	Disagree			
	Strongly disagree			
	Total no. of cases	70	59	55
	Survey response rate	96%	97%	96%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Strengthening family and community identity

		2007	2009	2011
South East	Strongly agree	48%	50%	51%
	Agree	39%	39%	36%
	Neither agree nor disagree	12%	11%	12%
	Disagree	0%	0%	0%
	Strongly disagree		0%	
	Total no. of cases	1,265	1,265	1,080
	Survey response rate	96%	95%	97%
Greater London	Strongly agree	50%	43%	45%
	Agree	35%	39%	35%
	Neither agree nor disagree	15%	16%	19%
	Disagree	1%	2%	1%
	Strongly disagree		0%	
	Total no. of cases	1,152	1,650	1,500
	Survey response rate	98%	96%	98%
Eastern	Strongly agree	50%	49%	56%
	Agree	39%	40%	33%
	Neither agree nor disagree	11%	11%	10%
	Disagree	0%	0%	0%
	Strongly disagree	0%	0%	0%
	Total no. of cases	818	897	1,201
	Survey response rate	97%	96%	97%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Strengthening family and community identity

		2007	2009	2011
East Midlands	Strongly agree	47%	54%	55%
	Agree	42%	36%	35%
	Neither agree nor disagree	11%	10%	10%
	Disagree	0%	0%	0%
	Strongly disagree	0%	0%	
	Total no. of cases	807	625	573
	Survey response rate	96%	95%	96%
North East	Strongly agree	50%	59%	52%
	Agree	42%	34%	36%
	Neither agree nor disagree	7%	7%	12%
	Disagree	0%	0%	1%
	Strongly disagree	0%		
	Total no. of cases	703	565	564
	Survey response rate	95%	93%	97%
North West	Strongly agree	54%	58%	58%
	Agree	39%	34%	32%
	Neither agree nor disagree	7%	8%	10%
	Disagree	0%	0%	0%
	Strongly disagree	0%		0%
	Total no. of cases	1,426	1,197	1,081
	Survey response rate	96%	94%	97%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Strengthening family and community identity

		2007	2009	2011
South West	Strongly agree	48%	50%	53%
	Agree	40%	40%	37%
	Neither agree nor disagree	12%	10%	10%
	Disagree	0%	1%	0%
	Strongly disagree	0%		
	Total no. of cases	965	920	1,129
	Survey response rate	97%	96%	97%
West Midlands	Strongly agree	50%	44%	56%
	Agree	38%	45%	34%
	Neither agree nor disagree	12%	11%	10%
	Disagree	0%	0%	0%
	Strongly disagree		0%	
	Total no. of cases	1,169	1,035	1,187
	Survey response rate	94%	93%	95%
Yorkshire and the Humber	Strongly agree	52%	55%	56%
	Agree	37%	37%	37%
	Neither agree nor disagree	10%	8%	7%
	Disagree	0%		0%
	Strongly disagree	0%		
	Total no. of cases	1,117	747	911
	Survey response rate	95%	93%	95%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Strengthening family and community identity

		2007	2009	2011
Wales	Strongly agree	59%	56%	63%
	Agree	34%	37%	31%
	Neither agree nor disagree	6%	7%	6%
	Disagree	1%	0%	0%
	Strongly disagree		0%	
	Total no. of cases	1,044	1,000	1,108
	Survey response rate	96%	95%	97%
Scotland	Strongly agree	47%	51%	59%
	Agree	38%	34%	32%
	Neither agree nor disagree	14%	14%	9%
	Disagree	1%	1%	0%
	Strongly disagree			
	Total no. of cases	259	365	284
	Survey response rate	96%	97%	97%
Northern Ireland	Strongly agree	59%	49%	
	Agree	33%	37%	
	Neither agree nor disagree	7%	14%	
	Disagree	0%	1%	
	Strongly disagree			
	Total no. of cases	232	230	
	Survey response rate	96%	91%	.

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Strengthening family and community identity

		2007	2009	2011
Channel Islands	Strongly agree	71%	59%	69%
	Agree	27%	32%	31%
	Neither agree nor disagree	1%	8%	
	Disagree			
	Strongly disagree			
	Total no. of cases	70	59	55
	Survey response rate	96%	97%	96%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Supporting administrative and business activity

		2007	2009	2011
South East	Strongly agree	19%	20%	25%
	Agree	37%	39%	37%
	Neither agree nor disagree	42%	40%	36%
	Disagree	1%	1%	1%
	Strongly disagree	0%	0%	0%
	Total no. of cases	1,218	1,234	1,038
	Survey response rate	92%	93%	93%
Greater London	Strongly agree	27%	18%	24%
	Agree	38%	34%	34%
	Neither agree nor disagree	34%	46%	41%
	Disagree	1%	2%	1%
	Strongly disagree		0%	
	Total no. of cases	1,112	1,600	1,454
	Survey response rate	94%	93%	95%
Eastern	Strongly agree	21%	22%	25%
	Agree	36%	37%	38%
	Neither agree nor disagree	43%	41%	36%
	Disagree	0%	1%	0%
	Strongly disagree	0%	0%	0%
	Total no. of cases	791	857	1,155
	Survey response rate	94%	91%	94%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Supporting administrative and business activity

		2007	2009	2011
East Midlands	Strongly agree	20%	26%	25%
	Agree	43%	42%	35%
	Neither agree nor disagree	36%	31%	40%
	Disagree	1%	1%	0%
	Strongly disagree	0%	0%	
	Total no. of cases	785	600	560
	Survey response rate	93%	91%	93%
North East	Strongly agree	20%	23%	24%
	Agree	45%	43%	39%
	Neither agree nor disagree	34%	34%	36%
	Disagree	1%	1%	1%
	Strongly disagree	0%		
	Total no. of cases	682	534	537
	Survey response rate	92%	88%	92%
North West	Strongly agree	23%	26%	30%
	Agree	42%	40%	36%
	Neither agree nor disagree	34%	33%	32%
	Disagree	1%	1%	1%
	Strongly disagree	0%		0%
	Total no. of cases	1,367	1,142	1,035
	Survey response rate	92%	91%	93%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Supporting administrative and business activity

		2007	2009	2011
South West	Strongly agree	16%	21%	25%
	Agree	39%	41%	40%
	Neither agree nor disagree	44%	37%	35%
	Disagree	1%	1%	0%
	Strongly disagree		0%	
	Total no. of cases	919	891	1,096
	Survey response rate	92%	93%	94%
West Midlands	Strongly agree	22%	21%	27%
	Agree	41%	45%	40%
	Neither agree nor disagree	36%	33%	31%
	Disagree	1%	2%	1%
	Strongly disagree			
	Total no. of cases	1,124	1,002	1,150
	Survey response rate	90%	90%	92%
Yorkshire and the Humber	Strongly agree	22%	26%	32%
	Agree	38%	43%	42%
	Neither agree nor disagree	39%	30%	26%
	Disagree	1%	1%	0%
	Strongly disagree			
	Total no. of cases	1,057	715	873
	Survey response rate	91%	88%	90%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Supporting administrative and business activity

		2007	2009	2011
Wales	Strongly agree	28%	30%	33%
	Agree	37%	37%	39%
	Neither agree nor disagree	34%	33%	27%
	Disagree	1%	1%	1%
	Strongly disagree	0%	0%	0%
	Total no. of cases	1,002	951	1,064
	Survey response rate	92%	90%	93%
Scotland	Strongly agree	25%	30%	32%
	Agree	39%	36%	40%
	Neither agree nor disagree	35%	33%	27%
	Disagree	2%	0%	1%
	Strongly disagree			
	Total no. of cases	249	356	279
	Survey response rate	93%	96%	95%
Northern Ireland	Strongly agree	22%	27%	
	Agree	40%	41%	
	Neither agree nor disagree	36%	31%	
	Disagree	1%	1%	
	Strongly disagree	0%		
	Total no. of cases	222	224	
	Survey response rate	92%	88%	.

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Supporting administrative and business activity

		2007	2009	2011
Channel Islands	Strongly agree	22%	15%	36%
	Agree	49%	49%	49%
	Neither agree nor disagree	28%	32%	15%
	Disagree	1%	3%	
	Strongly disagree			
	Total no. of cases	69	59	53
	Survey response rate	95%	97%	93%

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Supporting the rights of citizens

		2007	2009	2011
South East	Strongly agree	28%	30%	36%
	Agree	38%	36%	35%
	Neither agree nor disagree	32%	33%	28%
	Disagree	2%	1%	1%
	Strongly disagree	0%	0%	0%
	Total no. of cases	1,233	1,236	1,052
	Survey response rate	94%	93%	94%
Greater London	Strongly agree	34%	33%	36%
	Agree	35%	36%	34%
	Neither agree nor disagree	30%	29%	29%
	Disagree	1%	1%	1%
	Strongly disagree	0%	1%	0%
	Total no. of cases	1,118	1,623	1,479
	Survey response rate	95%	94%	96%
Eastern	Strongly agree	32%	30%	38%
	Agree	32%	38%	33%
	Neither agree nor disagree	34%	31%	28%
	Disagree	1%	1%	1%
	Strongly disagree	0%	0%	0%
	Total no. of cases	795	877	1,184
	Survey response rate	94%	94%	96%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Supporting the rights of citizens

		2007	2009	2011
East Midlands	Strongly agree	28%	34%	37%
	Agree	40%	36%	35%
	Neither agree nor disagree	31%	29%	27%
	Disagree	1%	1%	1%
	Strongly disagree	0%	0%	
	Total no. of cases	790	610	561
	Survey response rate	94%	93%	93%
North East	Strongly agree	30%	31%	33%
	Agree	41%	37%	35%
	Neither agree nor disagree	27%	32%	31%
	Disagree	2%	0%	1%
	Strongly disagree	0%		
	Total no. of cases	688	540	545
	Survey response rate	93%	89%	93%
North West	Strongly agree	34%	36%	39%
	Agree	38%	36%	33%
	Neither agree nor disagree	27%	27%	26%
	Disagree	1%	1%	1%
	Strongly disagree	0%		0%
	Total no. of cases	1,389	1,159	1,057
	Survey response rate	94%	92%	95%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Supporting the rights of citizens

		2007	2009	2011
South West	Strongly agree	29%	30%	35%
	Agree	39%	37%	36%
	Neither agree nor disagree	30%	32%	28%
	Disagree	2%	2%	1%
	Strongly disagree	0%		0%
	Total no. of cases	935	893	1,108
	Survey response rate	93%	93%	95%
West Midlands	Strongly agree	33%	30%	38%
	Agree	37%	44%	35%
	Neither agree nor disagree	28%	25%	26%
	Disagree	2%	1%	1%
	Strongly disagree	0%	0%	0%
	Total no. of cases	1,145	1,015	1,162
	Survey response rate	92%	91%	93%
Yorkshire and the Humber	Strongly agree	32%	36%	39%
	Agree	37%	33%	38%
	Neither agree nor disagree	29%	30%	23%
	Disagree	1%	0%	0%
	Strongly disagree	0%	0%	
	Total no. of cases	1,071	727	893
	Survey response rate	92%	90%	93%

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Supporting the rights of citizens

		2007	2009	2011
Wales	Strongly agree	39%	38%	44%
	Agree	37%	33%	35%
	Neither agree nor disagree	24%	29%	20%
	Disagree	1%	0%	1%
	Strongly disagree	0%		0%
	Total no. of cases	1,022	967	1,080
	Survey response rate	94%	92%	95%
Scotland	Strongly agree	32%	39%	41%
	Agree	35%	36%	38%
	Neither agree nor disagree	31%	25%	21%
	Disagree	2%	1%	1%
	Strongly disagree	0%		
	Total no. of cases	253	355	279
	Survey response rate	94%	95%	95%
Northern Ireland	Strongly agree	32%	33%	
	Agree	39%	40%	
	Neither agree nor disagree	28%	25%	
	Disagree	1%	2%	
	Strongly disagree			
	Total no. of cases	229	228	
	Survey response rate	95%	90%	.

(cont. overleaf)

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-

Supporting the rights of citizens

		2007	2009	2011	
Channel Islands	Strongly agree	41%	19%	41%	
	Agree	35%	38%	37%	
	Neither agree nor disagree	25%	41%	22%	
	Disagree		2%		
	Strongly disagree				
	Total no. of cases		69	58	54
	Survey response rate		95%	95%	95%

SECTION D: ABOUT YOURSELF

Q11 How long have you been visiting this archive?

		2007	2009	2011
South East	First visit	23%	29%	24%
	Less than a year	15%	12%	15%
	1 - 4 years	26%	22%	21%
	5 - 10 years	17%	16%	18%
	More than 10 years	19%	21%	23%
	Total no. of cases	1,292	1,288	1,091
	Survey response rate	98%	97%	98%
Greater London	First visit	34%	20%	16%
	Less than a year	15%	14%	14%
	1 - 4 years	24%	27%	25%
	5 - 10 years	13%	17%	21%
	More than 10 years	14%	22%	24%
	Total no. of cases	1,157	1,675	1,528
	Survey response rate	98%	98%	99%
Eastern	First visit	20%	31%	16%
	Less than a year	12%	11%	14%
	1 - 4 years	28%	23%	26%
	5 - 10 years	18%	15%	21%
	More than 10 years	22%	20%	24%
	Total no. of cases	828	912	1,229
	Survey response rate	98%	97%	99%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q11 How long have you been visiting this archive?

		2007	2009	2011
East Midlands	First visit	25%	29%	26%
	Less than a year	16%	13%	11%
	1 - 4 years	24%	24%	24%
	5 - 10 years	17%	17%	16%
	More than 10 years	19%	18%	22%
	Total no. of cases	825	645	589
	Survey response rate	99%	99%	99%
North East	First visit	31%	28%	27%
	Less than a year	19%	17%	13%
	1 - 4 years	24%	29%	24%
	5 - 10 years	13%	13%	14%
	More than 10 years	13%	13%	21%
	Total no. of cases	710	580	575
	Survey response rate	96%	95%	98%
North West	First visit	21%	24%	18%
	Less than a year	16%	13%	13%
	1 - 4 years	28%	26%	26%
	5 - 10 years	16%	18%	20%
	More than 10 years	20%	18%	23%
	Total no. of cases	1,452	1,217	1,093
	Survey response rate	98%	96%	98%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q11 How long have you been visiting this archive?

		2007	2009	2011
South West	First visit	25%	34%	24%
	Less than a year	14%	11%	10%
	1 - 4 years	26%	22%	26%
	5 - 10 years	12%	13%	18%
	More than 10 years	22%	20%	22%
	Total no. of cases	978	927	1,143
	Survey response rate	98%	97%	98%
West Midlands	First visit	19%	21%	22%
	Less than a year	18%	15%	12%
	1 - 4 years	31%	33%	27%
	5 - 10 years	18%	17%	19%
	More than 10 years	15%	14%	20%
	Total no. of cases	1,200	1,065	1,211
	Survey response rate	96%	96%	97%
Yorkshire and the Humber	First visit	28%	33%	30%
	Less than a year	17%	14%	21%
	1 - 4 years	26%	24%	31%
	5 - 10 years	13%	10%	7%
	More than 10 years	16%	18%	10%
	Total no. of cases	1,150	763	926
	Survey response rate	98%	95%	98%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q11 How long have you been visiting this archive?

		2007	2009	2011
Wales	First visit	27%	31%	24%
	Less than a year	16%	13%	17%
	1 - 4 years	24%	24%	28%
	5 - 10 years	17%	12%	14%
	More than 10 years	15%	19%	18%
	Total no. of cases	952	1,002	1,122
	Survey response rate	91%	95%	98%
Scotland	First visit	25%	33%	36%
	Less than a year	13%	10%	18%
	1 - 4 years	20%	20%	21%
	5 - 10 years	16%	13%	10%
	More than 10 years	27%	23%	14%
	Total no. of cases	266	372	285
	Survey response rate	99%	99%	97%
Northern Ireland	First visit	33%	33%	
	Less than a year	14%	19%	
	1 - 4 years	24%	23%	
	5 - 10 years	16%	13%	
	More than 10 years	14%	12%	
	Total no. of cases	237	234	
	Survey response rate	98%	92%	.

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q11 How long have you been visiting this archive?

		2007	2009	2011
Channel Islands	First visit	7%	19%	16%
	Less than a year	11%	7%	13%
	1 - 4 years	30%	25%	13%
	5 - 10 years	46%	37%	32%
	More than 10 years	6%	12%	27%
	Total no. of cases	70	57	56
	Survey response rate	96%	93%	98%

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
South East	Under 24	15 or under			
		16 to 19	0%	1%	1%
		20 to 24	5%	2%	4%
		Age group total	1%	0%	0%
	25 to 44	25 to 29	2%	2%	2%
		30 to 34	2%	2%	2%
		35 to 39	2%	2%	2%
		40 to 44	3%	5%	4%
		Age group total	1%	1%	1%
	45 to 64	45 to 49	7%	7%	5%
		50 to 54	8%	9%	8%
		55 to 59	13%	13%	11%
		60 to 64	19%	20%	15%
		Age group total	6%	3%	3%
	65 to 74	65 to 69	18%	17%	17%
		70 to 74	11%	11%	15%
		Age group total	4%	2%	2%
	75 or over	75 to 79	6%	7%	8%
		80 to 84	3%	2%	3%
		85 or over	1%	1%	1%
		Age group total	1%	1%	1%
	Total no. of cases		1,244	1,237	1,041
	Survey response rate		94%	93%	94%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
Greater London	Under 24	15 or under	0%	0%	
		16 to 19	1%	1%	1%
		20 to 24	7%	3%	6%
		Age group total	0%	2%	3%
	25 to 44	25 to 29	5%	5%	7%
		30 to 34	3%	4%	4%
		35 to 39	4%	4%	3%
		40 to 44	5%	5%	4%
		Age group total	1%	11%	8%
	45 to 64	45 to 49	6%	4%	7%
		50 to 54	10%	9%	7%
		55 to 59	12%	13%	11%
		60 to 64	17%	17%	18%
		Age group total	2%	26%	19%
	65 to 74	65 to 69	14%	18%	14%
		70 to 74	10%	10%	11%
		Age group total	1%	16%	11%
	75 or over	75 to 79	3%	5%	5%
		80 to 84	1%	2%	2%
		85 or over	0%	0%	1%
		Age group total	0%	4%	3%
	Total no. of cases		1,125	1,608	1,459
	Survey response rate		96%	93%	96%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
Eastern	Under 24	15 or under			
		16 to 19	0%	0%	0%
		20 to 24	1%	1%	1%
		Age group total	0%	0%	0%
	25 to 44	25 to 29	2%	2%	2%
		30 to 34	2%	1%	1%
		35 to 39	2%	3%	2%
		40 to 44	5%	4%	4%
		Age group total	1%	0%	1%
	45 to 64	45 to 49	8%	7%	6%
		50 to 54	8%	10%	9%
		55 to 59	15%	15%	12%
		60 to 64	21%	22%	22%
		Age group total	4%	3%	4%
	65 to 74	65 to 69	15%	15%	18%
		70 to 74	10%	12%	14%
		Age group total	2%	1%	3%
	75 or over	75 to 79	8%	5%	6%
		80 to 84	2%	2%	2%
		85 or over	1%	0%	0%
		Age group total	1%	0%	1%
	Total no. of cases		788	857	1,152
	Survey response rate		93%	92%	93%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
East Midlands	Under 24	15 or under			
		16 to 19	1%	1%	1%
		20 to 24	5%	1%	5%
		Age group total	1%	0%	0%
	25 to 44	25 to 29	3%	3%	2%
		30 to 34	2%	2%	1%
		35 to 39	4%	2%	2%
		40 to 44	6%	7%	6%
		Age group total	1%	0%	1%
	45 to 64	45 to 49	6%	6%	5%
		50 to 54	8%	10%	7%
		55 to 59	13%	12%	12%
		60 to 64	22%	22%	20%
		Age group total	5%	2%	2%
	65 to 74	65 to 69	13%	16%	17%
		70 to 74	11%	12%	11%
		Age group total	2%	1%	1%
	75 or over	75 to 79	5%	3%	6%
		80 to 84	2%	1%	3%
		85 or over		0%	0%
		Age group total	1%	0%	0%
	Total no. of cases		780	616	565
	Survey response rate		94%	95%	95%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
North East	Under 24	15 or under		0%	
		16 to 19	4%	1%	
		20 to 24	6%	2%	9%
		Age group total	1%	0%	0%
	25 to 44	25 to 29	2%	2%	2%
		30 to 34	3%	1%	3%
		35 to 39	3%	3%	3%
		40 to 44	5%	5%	3%
		Age group total	1%	0%	0%
	45 to 64	45 to 49	6%	6%	3%
		50 to 54	9%	10%	6%
		55 to 59	14%	11%	11%
		60 to 64	20%	25%	24%
		Age group total	3%	1%	1%
	65 to 74	65 to 69	13%	16%	16%
		70 to 74	10%	12%	12%
		Age group total	2%	1%	1%
	75 or over	75 to 79	4%	5%	5%
		80 to 84	1%	2%	1%
		85 or over		1%	1%
		Age group total	0%	0%	0%
	Total no. of cases		676	549	559
	Survey response rate		92%	90%	96%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
North West	Under 24	15 or under		0%	0%
		16 to 19	2%	1%	2%
		20 to 24	3%	3%	3%
		Age group total	1%	0%	0%
	25 to 44	25 to 29	1%	2%	2%
		30 to 34	1%	2%	2%
		35 to 39	2%	3%	2%
		40 to 44	6%	5%	3%
		Age group total	2%	1%	0%
	45 to 64	45 to 49	7%	7%	7%
		50 to 54	8%	9%	9%
		55 to 59	13%	12%	10%
		60 to 64	21%	21%	19%
		Age group total	7%	3%	2%
	65 to 74	65 to 69	15%	15%	18%
		70 to 74	13%	12%	14%
		Age group total	4%	1%	2%
	75 or over	75 to 79	6%	6%	5%
		80 to 84	1%	2%	3%
		85 or over	0%	0%	1%
		Age group total	1%	0%	1%
	Total no. of cases		1,377	1,169	1,044
	Survey response rate		93%	93%	93%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
South West	Under 24	15 or under		0%	
		16 to 19	1%	0%	1%
		20 to 24	2%	1%	4%
		Age group total	0%	0%	0%
	25 to 44	25 to 29	1%	2%	1%
		30 to 34	2%	1%	2%
		35 to 39	2%	2%	2%
		40 to 44	5%	4%	3%
		Age group total	1%	0%	1%
	45 to 64	45 to 49	7%	6%	6%
		50 to 54	9%	9%	8%
		55 to 59	12%	13%	11%
		60 to 64	23%	23%	21%
		Age group total	6%	2%	4%
	65 to 74	65 to 69	18%	19%	22%
		70 to 74	10%	12%	10%
		Age group total	3%	2%	3%
	75 or over	75 to 79	6%	6%	6%
		80 to 84	2%	2%	3%
		85 or over	1%	1%	1%
		Age group total	1%	0%	1%
	Total no. of cases		939	896	1,081
	Survey response rate		94%	94%	93%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
West Midlands	Under 24	15 or under	0%	0%	0%
		16 to 19	1%	2%	1%
		20 to 24	2%	4%	1%
		Age group total	0%	0%	0%
	25 to 44	25 to 29	2%	5%	1%
		30 to 34	2%	5%	2%
		35 to 39	4%	4%	2%
		40 to 44	5%	4%	5%
		Age group total	1%	1%	1%
	45 to 64	45 to 49	6%	6%	6%
		50 to 54	10%	8%	9%
		55 to 59	15%	10%	10%
		60 to 64	19%	21%	20%
		Age group total	6%	2%	3%
	65 to 74	65 to 69	17%	14%	23%
		70 to 74	11%	10%	12%
		Age group total	3%	1%	2%
	75 or over	75 to 79	4%	5%	6%
		80 to 84	2%	1%	2%
		85 or over		0%	0%
		Age group total	1%	0%	1%
	Total no. of cases		1,149	1,008	1,141
	Survey response rate		93%	92%	91%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
Yorkshire and the Humber	Under 24	15 or under			
		16 to 19	0%	1%	0%
		20 to 24	2%	2%	2%
		Age group total	0%	0%	0%
	25 to 44	25 to 29	2%	2%	3%
		30 to 34	2%	1%	3%
		35 to 39	4%	3%	5%
		40 to 44	4%	5%	6%
		Age group total	1%	0%	1%
	45 to 64	45 to 49	6%	6%	6%
		50 to 54	9%	9%	10%
		55 to 59	12%	11%	12%
		60 to 64	23%	22%	20%
		Age group total	4%	1%	3%
	65 to 74	65 to 69	16%	15%	14%
		70 to 74	11%	12%	12%
		Age group total	2%	1%	2%
	75 or over	75 to 79	6%	6%	4%
		80 to 84	2%	3%	2%
		85 or over	1%	2%	1%
		Age group total	1%	0%	0%
	Total no. of cases		1,087	726	878
	Survey response rate		93%	90%	93%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
Wales	Under 24	15 or under		0%	
		16 to 19	1%	0%	1%
		20 to 24	3%	4%	5%
		Age group total	0%	0%	0%
	25 to 44	25 to 29	2%	3%	2%
		30 to 34	3%	1%	2%
		35 to 39	3%	4%	3%
		40 to 44	5%	4%	6%
		Age group total	1%	0%	0%
	45 to 64	45 to 49	7%	8%	5%
		50 to 54	10%	7%	7%
		55 to 59	13%	11%	12%
		60 to 64	18%	19%	20%
		Age group total	2%	1%	1%
	65 to 74	65 to 69	18%	20%	18%
		70 to 74	11%	11%	11%
		Age group total	1%	1%	1%
	75 or over	75 to 79	6%	6%	8%
		80 to 84	1%	2%	2%
		85 or over	1%	1%	1%
		Age group total	0%	0%	0%
	Total no. of cases		1,012	976	1,065
	Survey response rate		94%	93%	94%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
Scotland	Under 24	15 or under			
		16 to 19	0%	1%	
		20 to 24	6%	4%	
		Age group total	0%	0%	
	25 to 44	25 to 29	9%	5%	
		30 to 34	3%	8%	
		35 to 39	3%	4%	
		40 to 44	5%	5%	
		Age group total	0%	0%	
	45 to 64	45 to 49	8%	5%	
		50 to 54	7%	10%	
		55 to 59	12%	9%	
		60 to 64	24%	22%	
		Age group total	0%	0%	
	65 to 74	65 to 69	16%	14%	
		70 to 74	4%	9%	
		Age group total	0%	0%	
	75 or over	75 to 79	2%	4%	
		80 to 84	0%	1%	
		85 or over			
		Age group total	0%	0%	
	Total no. of cases		251	358	276
	Survey response rate		94%	96%	95%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
Northern Ireland	Under 24	15 or under			
		16 to 19	1%		
		20 to 24	5%	4%	
		Age group total	0%	0%	
	25 to 44	25 to 29	3%	9%	
		30 to 34	4%	3%	
		35 to 39	8%	4%	
		40 to 44	6%	6%	
		Age group total	1%	1%	
	45 to 64	45 to 49	7%	6%	
		50 to 54	11%	15%	
		55 to 59	9%	9%	
		60 to 64	20%	22%	
		Age group total	3%	2%	
	65 to 74	65 to 69	13%	10%	
		70 to 74	7%	8%	
		Age group total	1%	1%	
	75 or over	75 to 79	3%	4%	
		80 to 84	1%	1%	
		85 or over			
		Age group total	0%	0%	
	Total no. of cases		229	212	
	Survey response rate		95%	83%	.

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q12 Your age?

		2007	2009	2011	
Channel Islands	Under 24	15 or under			
		16 to 19		2%	
		20 to 24	3%	2%	2%
		Age group total	0%	0%	0%
	25 to 44	25 to 29	3%		4%
		30 to 34	2%	2%	2%
		35 to 39			
		40 to 44	6%		2%
		Age group total	0%	0%	0%
	45 to 64	45 to 49	9%	4%	11%
		50 to 54	11%	14%	9%
		55 to 59	8%	16%	2%
		60 to 64	18%	21%	27%
		Age group total	0%	0%	0%
	65 to 74	65 to 69	11%	13%	14%
		70 to 74	18%	14%	14%
		Age group total	0%	0%	0%
	75 or over	75 to 79	11%	9%	11%
		80 to 84	2%	4%	4%
		85 or over			
		Age group total	0%	0%	0%
	Total no. of cases		66	56	56
	Survey response rate		90%	92%	98%

SECTION D: ABOUT YOURSELF

Q13 Your postcode? (Distance travelled)

		2007	2009	2011
South East	5% live within	.8	1.0	1.0
	25% live within	6.6	7.4	6.9
	Median / 50% live within	17.0	18.4	18.2
	75% live within	39.0	44.7	37.6
	95% live within	143.9	168.0	161.0
	Mean / Average	36.2	41.1	36.8
	no. of cases	1,169	1,122	995
	Survey response rate	88%	84%	89%
Greater London	5% live within	.9	.9	.9
	25% live within	3.3	3.7	4.5
	Median / 50% live within	9.1	12.3	14.8
	75% live within	33.0	49.0	51.3
	95% live within	190.0	231.5	227.8
	Mean / Average	38.3	47.9	47.5
	no. of cases	989	1,265	1,278
	Survey response rate	84%	73%	82%

All distances are in kilometres (cont. overleaf)

SECTION D: ABOUT YOURSELF

Q13 Your postcode? (Distance travelled)

		2007	2009	2011
Eastern	5% live within	1.2	1.2	1.1
	25% live within	5.1	4.9	4.1
	Median / 50% live within	17.5	20.0	15.4
	75% live within	36.6	55.1	29.5
	95% live within	193.4	243.3	163.9
	Mean / Average	41.1	55.5	33.3
	no. of cases	739	759	1,124
	Survey response rate	87%	81%	91%
East Midlands	5% live within	1.4	2.0	1.8
	25% live within	5.8	5.8	5.8
	Median / 50% live within	15.1	15.3	11.9
	75% live within	35.3	35.9	29.1
	95% live within	142.6	166.5	134.3
	Mean / Average	33.6	34.6	30.7
	no. of cases	736	537	536
	Survey response rate	88%	82%	90%

All distances are in kilometres (cont. overleaf)

SECTION D: ABOUT YOURSELF

Q13 Your postcode? (Distance travelled)

		2007	2009	2011
North East	5% live within	1.1	1.4	.8
	25% live within	5.0	6.4	5.1
	Median / 50% live within	11.8	14.9	12.3
	75% live within	24.7	41.7	23.4
	95% live within	207.4	397.8	353.1
	Mean / Average	37.7	68.1	43.7
	no. of cases	623	503	523
	Survey response rate	85%	82%	90%
North West	5% live within	1.1	1.3	1.2
	25% live within	3.5	4.1	3.4
	Median / 50% live within	8.5	11.2	9.6
	75% live within	26.1	35.3	27.6
	95% live within	173.2	273.2	156.6
	Mean / Average	31.2	46.9	30.3
	no. of cases	1,285	982	973
	Survey response rate	86%	78%	87%

All distances are in kilometres (cont. overleaf)

SECTION D: ABOUT YOURSELF

Q13 Your postcode? (Distance travelled)

		2007	2009	2011
South West	5% live within	1.3	1.0	1.1
	25% live within	7.4	6.6	5.3
	Median / 50% live within	21.4	26.5	16.9
	75% live within	47.3	85.2	44.2
	95% live within	211.1	291.6	229.3
	Mean / Average	48.6	70.9	46.0
	no. of cases	890	811	1,035
	Survey response rate	89%	85%	89%
West Midlands	5% live within	1.2	.8	1.2
	25% live within	3.8	3.2	4.4
	Median / 50% live within	9.0	8.9	12.0
	75% live within	24.9	24.5	30.8
	95% live within	87.3	158.4	160.7
	Mean / Average	23.4	29.1	31.0
	no. of cases	1,092	917	1,112
	Survey response rate	88%	83%	89%

All distances are in kilometres (cont. overleaf)

SECTION D: ABOUT YOURSELF

Q13 Your postcode? (Distance travelled)

		2007	2009	2011
Yorkshire and the Humber	5% live within	1.1	1.1	.9
	25% live within	4.3	4.1	3.5
	Median / 50% live within	11.9	11.5	8.8
	75% live within	37.0	32.1	23.9
	95% live within	185.5	250.3	158.6
	Mean / Average	41.7	42.4	28.9
	no. of cases	1,033	672	838
	Survey response rate	88%	85%	89%
Wales	5% live within	.7	.9	.8
	25% live within	5.0	5.4	4.5
	Median / 50% live within	13.6	20.5	13.0
	75% live within	33.4	82.2	32.3
	95% live within	211.0	283.4	183.6
	Mean / Average	47.2	63.7	36.2
	no. of cases	957	884	1,039
	Survey response rate	88%	84%	91%

All distances are in kilometres (cont. overleaf)

SECTION D: ABOUT YOURSELF

Q13 Your postcode? (Distance travelled)

		2007	2009	2011
Scotland	5% live within	.9	.7	.9
	25% live within	3.1	4.5	2.7
	Median / 50% live within	28.2	32.2	16.1
	75% live within	76.9	139.5	53.6
	95% live within	486.7	611.5	344.8
	Mean / Average	85.5	131.2	64.2
	no. of cases	219	295	248
	Survey response rate	81%	78%	85%
Northern Ireland	5% live within	1.7	.5	.
	25% live within	6.8	7.3	.
	Median / 50% live within	16.0	14.9	.
	75% live within	34.1	35.8	.
	95% live within	97.6	59.6	.
	Mean / Average	30.2	22.7	.
	no. of cases	177	106	
	Survey response rate	73%	42%	.
Channel Islands	5% live within	5.4	5.4	1.7
	25% live within	5.4	6.1	3.9
	Median / 50% live within	8.4	8.4	5.6
	75% live within	8.8	8.8	7.1
	95% live within	11.3	13.4	9.1
	Mean / Average	7.8	8.2	5.3
	no. of cases	40	36	40
	Survey response rate	55%	59%	70%

All distances are in kilometres

SECTION D: ABOUT YOURSELF

Q13 Your postcode? (Demographic profile)

		2007	2009	2011
South East	Blue Collar Communities	7%	7%	7%
	City Living	13%	9%	7%
	Constrained by Circumstances	4%	4%	4%
	Countryside	17%	20%	18%
	Multicultural	4%	4%	4%
	Prospering Suburbs	33%	34%	36%
	Typical Traits	24%	22%	24%
	Total no. of cases	1,140	1,124	994
	Survey response rate	88%	85%	89%
Greater London	Blue Collar Communities	3%	4%	4%
	City Living	17%	20%	21%
	Constrained by Circumstances	3%	3%	3%
	Countryside	5%	6%	7%
	Multicultural	32%	32%	27%
	Prospering Suburbs	23%	20%	20%
	Typical Traits	17%	16%	17%
	Total no. of cases	987	1,266	1,275
	Survey response rate	85%	71%	80%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q13 Your postcode? (Demographic profile)

		2007	2009	2011
Eastern	Blue Collar Communities	11%	8%	8%
	City Living	4%	4%	4%
	Constrained by Circumstances	4%	6%	6%
	Countryside	30%	30%	28%
	Multicultural	3%	2%	3%
	Prospering Suburbs	30%	28%	28%
	Typical Traits	19%	21%	23%
	Total no. of cases	739	759	1,124
	Survey response rate	86%	82%	91%
East Midlands	Blue Collar Communities	8%	12%	9%
	City Living	6%	4%	5%
	Constrained by Circumstances	5%	6%	5%
	Countryside	17%	18%	17%
	Multicultural	4%	4%	6%
	Prospering Suburbs	44%	39%	43%
	Typical Traits	16%	18%	15%
	Total no. of cases	737	537	536
	Survey response rate	88%	82%	90%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q13 Your postcode? (Demographic profile)

		2007	2009	2011
North East	Blue Collar Communities	16%	14%	17%
	City Living	8%	8%	8%
	Constrained by Circumstances	12%	12%	13%
	Countryside	14%	11%	11%
	Multicultural	2%	2%	2%
	Prospering Suburbs	32%	34%	35%
	Typical Traits	17%	18%	14%
	Total no. of cases	622	502	523
	Survey response rate	84%	83%	90%
North West	Blue Collar Communities	12%	12%	12%
	City Living	5%	4%	5%
	Constrained by Circumstances	8%	9%	8%
	Countryside	16%	16%	14%
	Multicultural	2%	3%	3%
	Prospering Suburbs	34%	35%	35%
	Typical Traits	22%	22%	23%
	Total no. of cases	1,285	981	974
	Survey response rate	87%	78%	88%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q13 Your postcode? (Demographic profile)

		2007	2009	2011
South West	Blue Collar Communities	8%	8%	7%
	City Living	5%	6%	7%
	Constrained by Circumstances	4%	7%	5%
	Countryside	33%	26%	28%
	Multicultural	1%	1%	1%
	Prospering Suburbs	26%	31%	25%
	Typical Traits	23%	22%	26%
	Total no. of cases	889	812	1,036
	Survey response rate	89%	85%	89%
West Midlands	Blue Collar Communities	11%	12%	11%
	City Living	3%	5%	3%
	Constrained by Circumstances	8%	10%	7%
	Countryside	20%	18%	19%
	Multicultural	5%	6%	4%
	Prospering Suburbs	34%	31%	35%
	Typical Traits	19%	19%	20%
	Total no. of cases	1,091	917	1,110
	Survey response rate	87%	82%	89%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q13 Your postcode? (Demographic profile)

		2007	2009	2011
Yorkshire and the Humber	Blue Collar Communities	15%	13%	16%
	City Living	3%	4%	4%
	Constrained by Circumstances	7%	10%	9%
	Countryside	16%	15%	15%
	Multicultural	2%	2%	2%
	Prospering Suburbs	33%	32%	29%
	Typical Traits	24%	24%	25%
	Total no. of cases	1,032	671	839
	Survey response rate	88%	83%	89%
Wales	Blue Collar Communities	11%	11%	11%
	City Living	5%	6%	4%
	Constrained by Circumstances	6%	5%	5%
	Countryside	33%	32%	33%
	Multicultural	1%	1%	1%
	Prospering Suburbs	26%	24%	26%
	Typical Traits	18%	21%	19%
	Total no. of cases	955	883	1,038
	Survey response rate	88%	84%	91%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q13 Your postcode? (Demographic profile)

		2007	2009	2011
Scotland	Blue Collar Communities	5%	6%	11%
	City Living	24%	17%	10%
	Constrained by Circumstances	9%	9%	9%
	Countryside	17%	29%	27%
	Multicultural	3%	2%	1%
	Prospering Suburbs	26%	26%	31%
	Typical Traits	15%	11%	10%
	Total no. of cases	219	295	248
	Survey response rate	80%	77%	84%

SECTION D: ABOUT YOURSELF

Q15 Your gender?

		2007	2009	2011
South East	Female	52%	53%	50%
	Male	48%	47%	50%
	Total no. of cases	1,296	1,281	1,078
	Survey response rate	98%	96%	97%
Greater London	Female	48%	44%	46%
	Male	52%	56%	54%
	Total no. of cases	1,152	1,667	1,511
	Survey response rate	98%	97%	98%
Eastern	Female	45%	50%	50%
	Male	55%	50%	50%
	Total no. of cases	830	911	1,223
	Survey response rate	98%	97%	99%
East Midlands	Female	48%	52%	50%
	Male	52%	48%	50%
	Total no. of cases	823	637	578
	Survey response rate	98%	98%	97%
North East	Female	50%	58%	56%
	Male	50%	42%	44%
	Total no. of cases	708	577	573
	Survey response rate	96%	95%	98%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q15 Your gender?

		2007	2009	2011
North West	Female	46%	50%	46%
	Male	54%	50%	54%
	Total no. of cases	1,454	1,215	1,076
	Survey response rate	98%	96%	96%
South West	Female	46%	52%	50%
	Male	54%	48%	50%
	Total no. of cases	971	925	1,141
	Survey response rate	97%	97%	98%
West Midlands	Female	51%	44%	50%
	Male	49%	56%	50%
	Total no. of cases	1,200	1,055	1,202
	Survey response rate	97%	96%	96%
Yorkshire and the Humber	Female	51%	55%	53%
	Male	49%	45%	47%
	Total no. of cases	1,147	763	908
	Survey response rate	98%	96%	97%
Wales	Female	46%	48%	51%
	Male	54%	52%	49%
	Total no. of cases	1,058	1,032	1,090
	Survey response rate	98%	98%	95%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q15 Your gender?

		2007	2009	2011
Scotland	Female	44%	47%	44%
	Male	56%	53%	56%
	Total no. of cases	263	370	284
	Survey response rate	98%	98%	97%
Northern Ireland	Female	51%	45%	
	Male	49%	55%	
	Total no. of cases	233	236	
	Survey response rate	97%	93%	.
Channel Islands	Female	58%	72%	59%
	Male	42%	28%	41%
	Total no. of cases	67	58	56
	Survey response rate	92%	95%	98%

SECTION D: ABOUT YOURSELF

Q16 What is your ethnic group?

		2007	2009	2011
South East	Asian	0%	1%	0%
	Black	0%	0%	0%
	Chinese	0%		0%
	White	98%	98%	98%
	Mixed	0%	0%	0%
	Other	0%	1%	0%
	Total no. of cases	1,256	1,243	1,035
	Survey response rate	95%	94%	93%
Greater London	Asian	2%	2%	3%
	Black	3%	1%	1%
	Chinese	0%	1%	0%
	White	92%	95%	95%
	Mixed	2%	1%	1%
	Other	1%	0%	0%
	Total no. of cases	1,114	1,550	1,446
	Survey response rate	94%	90%	93%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q16 What is your ethnic group?

		2007	2009	2011
Eastern	Asian		0%	0%
	Black	0%		0%
	Chinese	0%		0%
	White	99%	99%	97%
	Mixed	0%	0%	1%
	Other	0%	1%	1%
	Total no. of cases	794	878	1,174
	Survey response rate	93%	94%	94%
East Midlands	Asian	0%	1%	1%
	Black	0%	0%	0%
	Chinese	0%		0%
	White	98%	98%	97%
	Mixed	1%	1%	0%
	Other	0%	0%	1%
	Total no. of cases	800	617	566
	Survey response rate	96%	95%	95%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q16 What is your ethnic group?

		2007	2009	2011
North East	Asian	0%	0%	0%
	Black	0%		
	Chinese	0%		0%
	White	99%	99%	99%
	Mixed	1%	1%	1%
	Other		0%	0%
	Total no. of cases	689	557	557
	Survey response rate	94%	92%	95%
North West	Asian	1%	0%	1%
	Black	0%	0%	0%
	Chinese		0%	0%
	White	98%	98%	98%
	Mixed	0%	1%	0%
	Other	1%	1%	0%
	Total no. of cases	1,402	1,174	1,048
	Survey response rate	94%	93%	94%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q16 What is your ethnic group?

		2007	2009	2011
South West	Asian		0%	0%
	Black		0%	
	Chinese	0%		0%
	White	99%	99%	98%
	Mixed	0%	0%	1%
	Other	0%	0%	0%
	Total no. of cases	939	900	1,085
	Survey response rate	94%	94%	93%
West Midlands	Asian	1%	2%	0%
	Black	0%	0%	
	Chinese	0%	0%	
	White	98%	95%	99%
	Mixed	0%	1%	0%
	Other	0%	0%	0%
	Total no. of cases	1,163	1,023	1,165
	Survey response rate	93%	93%	93%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q16 What is your ethnic group?

		2007	2009	2011
Yorkshire and the Humber	Asian	0%	0%	1%
	Black			
	Chinese		0%	
	White	99%	98%	98%
	Mixed	0%	0%	0%
	Other	0%	1%	0%
	Total no. of cases	1,113	746	892
	Survey response rate	95%	94%	94%
Wales	Asian		0%	2%
	Black			0%
	Chinese			0%
	White	99%	99%	96%
	Mixed	0%	0%	1%
	Other	1%	0%	1%
	Total no. of cases	1,034	1,004	1,091
	Survey response rate	96%	95%	95%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q16 What is your ethnic group?

		2007	2009	2011
Scotland	Asian		1%	0%
	Black			
	Chinese	1%	0%	
	White	99%	96%	99%
	Mixed	0%	2%	0%
	Other	1%	1%	0%
	Total no. of cases	259	367	278
	Survey response rate	95%	97%	96%
Northern Ireland	Asian			
	Black		4%	
	Chinese		1%	
	White	100%	92%	
	Mixed		1%	
	Other		3%	
	Total no. of cases	231	226	
	Survey response rate	96%	89%	.
Channel Islands	Asian			
	Black			
	Chinese			
	White	100%	100%	100%
	Mixed			
	Other			
	Total no. of cases	66	58	56
	Survey response rate	90%	95%	98%

SECTION D: ABOUT YOURSELF

Q17 Do you have a disability / long term limiting illness or impairment?

		2007	2009	2011
South East	None / not applicable	86%	86%	86%
	Mobility - getting around	7%	6%	7%
	Hearing (including deafness)	5%	4%	5%
	Eyesight (including blindness)	2%	3%	1%
	Dexterity - using hands / fingers	2%	2%	2%
	Learning difficulty (e.g dyslexia)	1%	1%	1%
	Mental health	0%	1%	1%
	Other	1%	1%	2%
	Total no. of cases	1,162	1,144	986
	Survey response rate	87%	87%	88%
Greater London	None / not applicable	89%	85%	87%
	Mobility - getting around	4%	6%	5%
	Hearing (including deafness)	3%	6%	4%
	Eyesight (including blindness)	2%	2%	2%
	Dexterity - using hands / fingers	1%	2%	1%
	Learning difficulty (e.g dyslexia)	1%	1%	1%
	Mental health	1%	1%	1%
	Other	2%	1%	3%
	Total no. of cases	1,040	1,499	1,397
	Survey response rate	88%	86%	91%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q17 Do you have a disability / long term limiting illness or impairment?

		2007	2009	2011
Eastern	None / not applicable	90%	87%	88%
	Mobility - getting around	6%	7%	6%
	Hearing (including deafness)	3%	5%	3%
	Eyesight (including blindness)	2%	2%	1%
	Dexterity - using hands / fingers	1%	2%	2%
	Learning difficulty (e.g dyslexia)	0%	1%	1%
	Mental health	0%	0%	1%
	Other	1%	2%	1%
	Total no. of cases	737	813	1,108
	Survey response rate	86%	86%	89%
East Midlands	None / not applicable	88%	86%	86%
	Mobility - getting around	6%	6%	6%
	Hearing (including deafness)	2%	4%	5%
	Eyesight (including blindness)	2%	3%	1%
	Dexterity - using hands / fingers	1%	1%	1%
	Learning difficulty (e.g dyslexia)	0%	1%	1%
	Mental health	1%	1%	1%
	Other	1%	1%	1%
	Total no. of cases	745	588	535
	Survey response rate	88%	89%	90%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q17 Do you have a disability / long term limiting illness or impairment?

		2007	2009	2011
North East	None / not applicable	82%	79%	78%
	Mobility - getting around	12%	13%	14%
	Hearing (including deafness)	4%	4%	5%
	Eyesight (including blindness)	3%	3%	2%
	Dexterity - using hands / fingers	2%	5%	1%
	Learning difficulty (e.g dyslexia)	1%	0%	1%
	Mental health	1%	2%	1%
	Other	2%	1%	1%
	Total no. of cases	639	499	513
	Survey response rate	87%	83%	88%
North West	None / not applicable	81%	84%	80%
	Mobility - getting around	12%	10%	9%
	Hearing (including deafness)	5%	4%	6%
	Eyesight (including blindness)	3%	2%	3%
	Dexterity - using hands / fingers	2%	2%	2%
	Learning difficulty (e.g dyslexia)	2%	1%	0%
	Mental health	1%	1%	1%
	Other	2%	2%	1%
	Total no. of cases	1,311	1,091	998
	Survey response rate	89%	86%	90%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q17 Do you have a disability / long term limiting illness or impairment?

		2007	2009	2011
South West	None / not applicable	86%	85%	89%
	Mobility - getting around	7%	7%	5%
	Hearing (including deafness)	4%	6%	5%
	Eyesight (including blindness)	1%	2%	2%
	Dexterity - using hands / fingers	2%	2%	1%
	Learning difficulty (e.g dyslexia)	0%	1%	1%
	Mental health	1%	1%	0%
	Other	2%	1%	1%
	Total no. of cases	870	833	1,048
	Survey response rate	86%	87%	90%
West Midlands	None / not applicable	84%	83%	84%
	Mobility - getting around	8%	7%	7%
	Hearing (including deafness)	6%	5%	5%
	Eyesight (including blindness)	3%	3%	3%
	Dexterity - using hands / fingers	1%	2%	1%
	Learning difficulty (e.g dyslexia)	1%	1%	1%
	Mental health	0%	1%	1%
	Other	1%	3%	2%
	Total no. of cases	1,064	941	1,119
	Survey response rate	85%	86%	90%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q17 Do you have a disability / long term limiting illness or impairment?

		2007	2009	2011
Yorkshire and the Humber	None / not applicable	83%	83%	82%
	Mobility - getting around	9%	9%	10%
	Hearing (including deafness)	5%	5%	4%
	Eyesight (including blindness)	2%	2%	2%
	Dexterity - using hands / fingers	2%	2%	2%
	Learning difficulty (e.g dyslexia)		1%	1%
	Mental health	1%	1%	1%
	Other	1%	3%	2%
	Total no. of cases	1,018	672	852
	Survey response rate	87%	85%	91%
Wales	None / not applicable	83%	83%	83%
	Mobility - getting around	11%	10%	9%
	Hearing (including deafness)	4%	4%	5%
	Eyesight (including blindness)	3%	3%	3%
	Dexterity - using hands / fingers	1%	2%	3%
	Learning difficulty (e.g dyslexia)	1%	1%	1%
	Mental health	1%	1%	1%
	Other	2%	2%	3%
	Total no. of cases	940	924	1,022
	Survey response rate	87%	87%	88%

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q17 Do you have a disability / long term limiting illness or impairment?

		2007	2009	2011
Scotland	None / not applicable	89%	92%	85%
	Mobility - getting around	4%	4%	6%
	Hearing (including deafness)	3%	2%	5%
	Eyesight (including blindness)	3%	1%	2%
	Dexterity - using hands / fingers	1%	1%	1%
	Learning difficulty (e.g dyslexia)	1%	0%	2%
	Mental health	1%	2%	0%
	Other		0%	1%
	Total no. of cases	226	336	262
	Survey response rate	85%	90%	91%
Northern Ireland	None / not applicable	88%	93%	
	Mobility - getting around	7%	4%	
	Hearing (including deafness)	3%	4%	
	Eyesight (including blindness)	1%	1%	
	Dexterity - using hands / fingers	1%	1%	
	Learning difficulty (e.g dyslexia)	1%		
	Mental health			
	Other	2%	1%	
	Total no. of cases	198	194	
	Survey response rate	82%	76%	

(cont. overleaf)

SECTION D: ABOUT YOURSELF

Q17 Do you have a disability / long term limiting illness or impairment?

		2007	2009	2011
Channel Islands	None / not applicable	89%	92%	92%
	Mobility - getting around	2%		2%
	Hearing (including deafness)	6%	6%	4%
	Eyesight (including blindness)	2%	3%	
	Dexterity - using hands / fingers			
	Learning difficulty (e.g dyslexia)	2%		
	Mental health	2%	3%	4%
	Other			2%
	Total no. of cases	54	36	52
	Survey response rate	74%	59%	91%

SECTION E: WELSH LANGUAGE

Q18 How important do you think Welsh language provision is for the following services:-

Staff information and advice

Wales

	2011
Very important	38%
Quite important	30%
Neither important nor unimportant	24%
Quite unimportant	4%
Very unimportant	4%
Total no. of cases	1,028
Survey response rate	90%

Printed or recorded materials

Wales

	2011
Very important	37%
Quite important	32%
Neither important nor unimportant	22%
Quite unimportant	4%
Very unimportant	5%
Total no. of cases	1,007
Survey response rate	88%

SECTION E: WELSH LANGUAGE

Q18 How important do you think Welsh language provision is for the following services:-

Computer / Web site / Online data

Wales

	2011
Very important	36%
Quite important	31%
Neither important nor unimportant	24%
Quite unimportant	5%
Very unimportant	5%
Total no. of cases	993
Survey response rate	87%

Special events or activities

Wales

	2011
Very important	33%
Quite important	35%
Neither important nor unimportant	24%
Quite unimportant	4%
Very unimportant	4%
Total no. of cases	986
Survey response rate	86%

SECTION E: WELSH LANGUAGE

Q19 How good do you think Welsh language provision of the following services is at this archive:-

Staff information and advice

Wales

	2011
Very important	46%
Quite important	33%
Neither important nor unimportant	18%
Quite unimportant	3%
Very unimportant	0%
Total no. of cases	676
Survey response rate	56%

Printed or recorded materials

Wales

	2011
Very important	38%
Quite important	40%
Neither important nor unimportant	20%
Quite unimportant	2%
Very unimportant	0%
Total no. of cases	650
Survey response rate	55%

SECTION E: WELSH LANGUAGE

Q19 How good do you think Welsh language provision of the following services is at this archive:-

Computer / Web site / Online data

Wales

	2011
Very important	36%
Quite important	41%
Neither important nor unimportant	22%
Quite unimportant	2%
Very unimportant	0%
Total no. of cases	596
Survey response rate	51%

Special events or activities

Wales

	2011
Very important	35%
Quite important	40%
Neither important nor unimportant	22%
Quite unimportant	2%
Very unimportant	0%
Total no. of cases	575
Survey response rate	50%

Weighting

The data for the 2011 survey has been weighted, in common with the approach taken in 2007 and 2009. The weighting has no impact on the results for each individual office / archive but does at the regional and national levels. A weighting is applied to take into account the length of the survey, determined by the number of survey weeks, and the relative size of the record office / archive, determined by the number of visits. So, for example, if an archive surveyed 120 people over a four week period then the weighting factor would be 30 ($120 \div 4$); whereas if an archive surveyed 90 people over a one week period then the weighting factor would be 90 ($90 \div 1$). Once the weighting factors have been calculated for each archive we then calculate what the percentage of the total is for that archive, e.g. $65 \div 513 \times 100 = 13\%$:

[Col A]	[Col B]	[Col C]
Archive	Factor	Weighting
A	65	13%
B	30	6%
C	33	6%
D	90	18%
E	45	9%
F	95	19%
G	17	3%
H	38	7%
I	24	5%
J	76	15%
Total	513	

Percentages have been rounded to whole figures

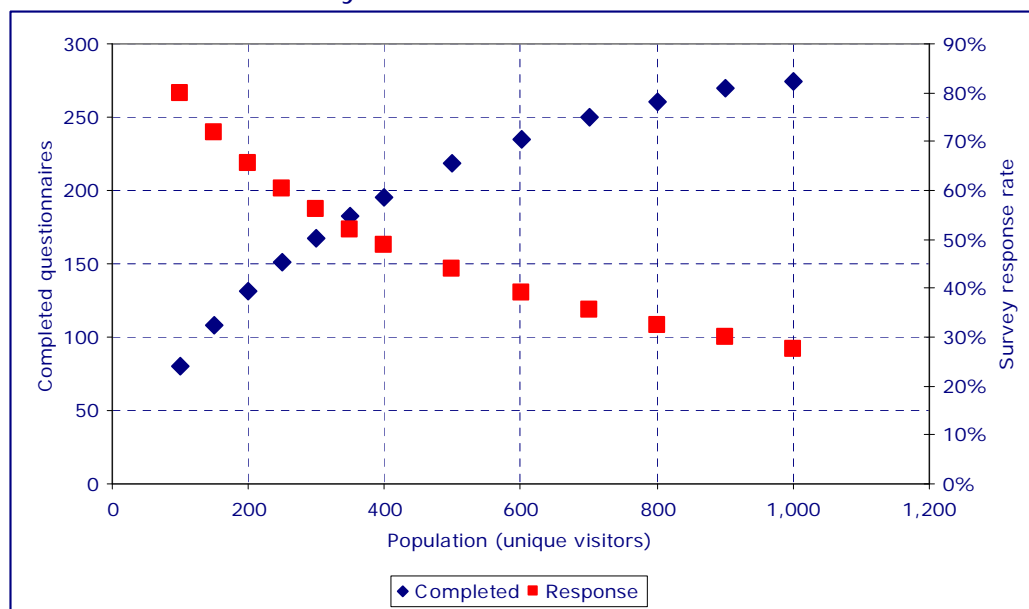
As stated previously, these weightings [Col C] are applied to the results for each archive and will impact solely on the regional and national results.

Error rates

It is possible to provide a statistical validity check for each archive, per region and nationally. Two figures are required to enable us to do this, the first is the number of unique visitors during the survey period; the second is the number of completed questionnaires. A caveat applies where the number of unique visitors falls below thirty, essentially calculating an error rate for surveys of this size can be misleading as it may only require one refused questionnaire to make this measure too high. For example, one archive had eleven unique visitors and ten of those agreed to participate. Even with this high level of response the error rate was $\pm 11.3\%$, which is well outside of the $\pm 5\%$ norm expected. One should therefore view the error rates for such small surveys as inappropriate.

It should also be noted that an error rate is provided to evaluate the overall health of the survey. We can in theory calculate an error rate for every single question but prefer to provide a 'survey response rate'. This will give you a simpler way by which to judge if the results are meaningful.

What does the error rate actually mean? Although we are surveying every single unique visitor during a survey week, or in some cases more than one week, in terms of the archive's service overall this still only represents a sample of those making use of the service. It is also worth noting that the relationship between the number of unique visitors, completed questionnaires and error rates is not linear. This is best demonstrated by use of a chart:



Basically, as the size of the archive grows (population), the survey response rate required decreases. At 1,000 unique visitors we only need a response rate of just under 30% to achieve a $\pm 5\%$ error rate. Whereas for 200 unique visitors we require a response rate of around 66% to achieve the $\pm 5\%$ error rate. Essentially there is not a linear relationship between response rate and error rate, it all depends on the size of the archive.

We also need to factor or allow for a level of confidence. The $\pm 5\%$ error rate informs us to what extent a result may truly vary, for example if 50% of respondents stated that an aspect of service was good and 50% state that it was not then a $\pm 5\%$ error rate tells us that the true result lies somewhere between 45% and 55% for both. But how certain can we be about this? All error rates provided in the national report are calculated at the 95% confidence level, i.e. we can be 95% certain that the true result is within $\pm 5\%$ of the given result. One other factor can affect this, specifically the result itself. For example if 80% of respondents

reported that an aspect of service was good, and conversely 20% said it was not, then the error rate will drop further, in this case down from $\pm 5\%$ to $\pm 3\%$. So, we can be 95% confidence that the true result is actually somewhere between 77% and 83%. This is why we do not provide an error rate for each question, but instead rely on the survey response rate to indicate if the results are reliable.

The Benchmarking Tool, produced as a separate document lists the error rates for all participating archives. For the sake of completeness there follows the error rates by region as well as that nationally:

Region	Unique visitors	Completed questionnaires	Error rate $\pm\%$
East Midlands	700	597	1.5%
Eastern	1,478	1,241	1.1%
London	2,327	1,552	1.4%
North East	688	583	1.6%
North West	1,416	1,116	1.4%
Scotland	313	292	1.5%
South East	1,414	1,115	1.4%
South West	1,480	1,168	1.3%
Wales	1,345	1,144	1.1%
West Midlands	1,648	1,245	1.4%
Yorkshire and the Humber	1,155	941	1.4%
Total	14,025	11,051	0.4%

Only those regions with more than one participating archive have been included above. Typically, at both regional and national levels an error rate of $\pm 3\%$ is required. Clearly this has been achieved by all regions and nationally. However, when reaching any conclusions at a regional level do consider the profile of those taking part, i.e. is it truly representative.



**Archives & Records
Association**
UK & Ireland

Public Services Quality Group of the Archives and Records Association (UK & Ireland)

Survey of Visitors to U.K. Archives 2011

Archives across the U.K. are surveying their visitors in February through to March 2011. The results will be used to analyse and, where possible, improve services.

We promise that:

- The information you give will be treated confidentially and will not identify you in any way
- We will not pass your information to anyone else – it will only be used by the archive service to help make improvements.

You can take part if you are aged at least 16 years.

When completing the questionnaire please mark each box like this .

If you make a mistake then fill the box like this .

Please try and answer every question – your answers really do count!

Staff will be happy to help you if there is anything you do not understand.

Please return to a member of staff or place in the box provided upon leaving.

Thank you for your help!

PLEASE TURN OVER

Organisation:

Property:

Street:

Locality:

Town:

Postcode:

Ref:

Day:

Mon (1)	Tue (2)	Wed (3)	Thu (4)	Fri (5)	Sat (6)	Sun (7)
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Response:

Yes (1)	No (2)
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SECTION A: ABOUT YOUR VISIT EXPERIENCE

Q1 How would you rate the staff, facilities and services you have used at this archive? *(Mark one box in each section where applicable)*

Pre-visit information (telephone)	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Document delivery	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>
Pre-visit information (printed material)	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Microfilm and fiche viewing facilities	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>
Web site	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Copy services	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>
Opening hours	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	On site computer facilities	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>
Physical access in the building	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Quality and appropriateness of the staff's advice	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>
Visitor facilities	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Helpfulness and friendliness of the staff	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>
Catalogues & guides (including online guides)	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	The archive's service overall	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>

Please note that there is space at Q.18 for any comments you may wish to make.

POSTCODE

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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REF

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Q2 In what areas is it most important for this archive to improve?

(Mark in top three areas to be improved)

No change necessary	<input type="checkbox"/>
Pre-visit information (telephone)	<input type="checkbox"/>
Pre-visit information (printed material)	<input type="checkbox"/>
Web site	<input type="checkbox"/>
Opening hours	<input type="checkbox"/>
Physical access to and in the building	<input type="checkbox"/>
Visitor facilities	<input type="checkbox"/>
Catalogues & guides (including online guides)	<input type="checkbox"/>
Document delivery	<input type="checkbox"/>
Microfilm and fiche viewing facilities	<input type="checkbox"/>
Copy services	<input type="checkbox"/>
On site computer facilities	<input type="checkbox"/>
Quality and appropriateness of advice provided by staff	<input type="checkbox"/>
Helpfulness and friendliness of staff	<input type="checkbox"/>

Please use this space to provide any details of improvements you would like to see:

SECTION B: ABOUT YOUR VISIT TODAY

Q3 How long have you stayed at this archive today?

(Mark in one box)

Up to one hour	<input type="checkbox"/>
Between one to two hours	<input type="checkbox"/>
Between two to three hours	<input type="checkbox"/>
Between three to five hours	<input type="checkbox"/>
More than five hours	<input type="checkbox"/>

Q4 Was your visit to this archive today the main purpose of your visit to the area?

(Mark in one box)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Q5 What was your primary means of travel to this archive today?

(Mark in one box)

Car / motorbike / taxi	<input type="checkbox"/>
Public transport	<input type="checkbox"/>
Coach	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>
Foot	<input type="checkbox"/>

Other, please say what:





Q6 In connection with your visit to this archive, are you doing any of the following?
(Mark in all boxes that apply)

Paying for overnight accommodation	<input type="checkbox"/>
Eating out locally	<input type="checkbox"/>
Using local shops and services	<input type="checkbox"/>
Visiting other places of interest in the area	<input type="checkbox"/>

Q7 What was your main purpose in visiting this archive today?
(Mark in one box)

Personal leisure / recreation	<input type="checkbox"/>
Non-leisure personal or family business	<input type="checkbox"/>
Formal education as student / researcher	<input type="checkbox"/>
Formal education as teacher	<input type="checkbox"/>
Work in connection with your employment (both paid & voluntary)	<input type="checkbox"/>

Q8 Have you used this archive's Website?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Q9 Are you researching family history?
(Mark in one box)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-
(Mark one box in each section)

Providing opportunities for learning	Strongly agree	<input type="checkbox"/>
	Agree	<input type="checkbox"/>
	Neither agree nor disagree	<input type="checkbox"/>
	Disagree	<input type="checkbox"/>
	Strongly disagree	<input type="checkbox"/>

Preserving our culture and heritage	Strongly agree	<input type="checkbox"/>
	Agree	<input type="checkbox"/>
	Neither agree nor disagree	<input type="checkbox"/>
	Disagree	<input type="checkbox"/>
	Strongly disagree	<input type="checkbox"/>

Strengthening family and community identity	Strongly agree	<input type="checkbox"/>
	Agree	<input type="checkbox"/>
	Neither agree nor disagree	<input type="checkbox"/>
	Disagree	<input type="checkbox"/>
	Strongly disagree	<input type="checkbox"/>

Supporting administrative and business activity	Strongly agree	<input type="checkbox"/>
	Agree	<input type="checkbox"/>
	Neither agree nor disagree	<input type="checkbox"/>
	Disagree	<input type="checkbox"/>
	Strongly disagree	<input type="checkbox"/>

Supporting the rights of citizens	Strongly agree	<input type="checkbox"/>
	Agree	<input type="checkbox"/>
	Neither agree nor disagree	<input type="checkbox"/>
	Disagree	<input type="checkbox"/>
	Strongly disagree	<input type="checkbox"/>





SECTION D: ABOUT YOURSELF

Q11 How long have you been visiting this archive?
(Mark in one box)

First visit

Less than a year

1 – 4 years

5 – 10 years

More than 10 years

Q12 Your age?

Enter age:

Q13 Your postcode?

e.g. M K 4 2 9 W A

Q14 If you do not live in the UK, what is your country of residence?

e.g. FRANCE

Q15 Your gender?
(Mark in one box)

Female

Male

Q16 What is your ethnic group?
(Mark in one box)

Asian

Black

Chinese

White

Mixed

Other, please say what:

Q17 Do you have a disability / long term limiting illness or impairment with any of the following?
(Mark in all boxes that apply)

None / not applicable

Mobility – getting around

Hearing (including deafness)

Eyesight (including blindness)

Dexterity – using hands / fingers

Learning (e.g. dyslexia)

Mental health

Other, please say what:





Q18 If you would like to make any specific comments about this archive, please do so below:

Empty rectangular box for comments.





THANK YOU FOR YOUR HELP.

**PLEASE EITHER PLACE THIS
QUESTIONNAIRE IN THE BOX PROVIDED
OR, IF YOU PREFER, HAND IT TO A MEMBER
OF STAFF**





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You can take part if you are aged at least 16 years.

When completing the questionnaire please mark each box like this .

If you make a mistake then fill the box like this .

Please try and answer every question – your answers really do count!

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Thank you for your help!

PLEASE TURN OVER

Organisation:

Property:

Street:

Locality:

Town:

Postcode:

Ref:

Mon	Tue	Wed	Thu	Fri	Sat	Sun
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Day: <input type="checkbox"/>			<input type="checkbox"/>			

Response: Yes (1) No (2)





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**SECTION A: ABOUT YOUR VISIT EXPERIENCE**

Q1 How would you rate the staff, facilities and services you have used at this archive? *(Mark one box in each section where applicable)*

Pre-visit information (telephone)	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Document delivery	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>
Pre-visit information (printed material)	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Microfilm and fiche viewing facilities	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>
Web site	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Copy services	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>
Opening hours	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	On site computer facilities	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>
Physical access in the building	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Quality and appropriateness of the staff's advice	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>
Visitor facilities	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Helpfulness and friendliness of the staff	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>
Catalogues & guides (including online guides)	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	The archive's service overall	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Adequate <input type="checkbox"/>	Poor <input type="checkbox"/>	Very poor <input type="checkbox"/>

Please note that there is space at Q.20 for any comments you may wish to make.

POSTCODE

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Q2 In what areas is it most important for this archive to improve?
(Mark in top three areas to be improved)

- No change necessary
- Pre-visit information (telephone)
- Pre-visit information (printed material)
- Web site
- Opening hours
- Physical access to and in the building
- Visitor facilities
- Catalogues & guides (including online guides)
- Document delivery
- Microfilm and fiche viewing facilities
- Copy services
- On site computer facilities
- Quality and appropriateness of advice provided by staff
- Helpfulness and friendliness of staff

Please use this space to provide any details of improvements you would like to see:

SECTION B: ABOUT YOUR VISIT TODAY

Q3 How long have you stayed at this archive today?
(Mark in one box)

- Up to one hour
- Between one to two hours
- Between two to three hours
- Between three to five hours
- More than five hours

Q4 Was your visit to this archive today the main purpose of your visit to the area?
(Mark in one box)

- Yes
- No

Q5 What was your primary means of travel to this archive today?
(Mark in one box)

- Car / motorbike / taxi
- Public transport
- Coach
- Bicycle
- Foot

Other, please say what:





Q6 In connection with your visit to this archive, are you doing any of the following?
(Mark in all boxes that apply)

Paying for overnight accommodation	<input type="checkbox"/>
Eating out locally	<input type="checkbox"/>
Using local shops and services	<input type="checkbox"/>
Visiting other places of interest in the area	<input type="checkbox"/>

Q7 What was your main purpose in visiting this archive today?
(Mark in one box)

Personal leisure / recreation	<input type="checkbox"/>
Non-leisure personal or family business	<input type="checkbox"/>
Formal education as student / researcher	<input type="checkbox"/>
Formal education as teacher	<input type="checkbox"/>
Work in connection with your employment (both paid & voluntary)	<input type="checkbox"/>

Q8 Have you used this archive's Website?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Q9 Are you researching family history?
(Mark in one box)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

SECTION C: VALUING THE ARCHIVE SERVICE

Q10 How far do you agree that archives contribute to society by:-
(Mark one box in each section)

Providing opportunities for learning	Strongly agree	<input type="checkbox"/>
	Agree	<input type="checkbox"/>
	Neither agree nor disagree	<input type="checkbox"/>
	Disagree	<input type="checkbox"/>
	Strongly disagree	<input type="checkbox"/>
Preserving our culture and heritage	Strongly agree	<input type="checkbox"/>
	Agree	<input type="checkbox"/>
	Neither agree nor disagree	<input type="checkbox"/>
	Disagree	<input type="checkbox"/>
	Strongly disagree	<input type="checkbox"/>
Strengthening family and community identity	Strongly agree	<input type="checkbox"/>
	Agree	<input type="checkbox"/>
	Neither agree nor disagree	<input type="checkbox"/>
	Disagree	<input type="checkbox"/>
	Strongly disagree	<input type="checkbox"/>
Supporting administrative and business activity	Strongly agree	<input type="checkbox"/>
	Agree	<input type="checkbox"/>
	Neither agree nor disagree	<input type="checkbox"/>
	Disagree	<input type="checkbox"/>
	Strongly disagree	<input type="checkbox"/>
Supporting the rights of citizens	Strongly agree	<input type="checkbox"/>
	Agree	<input type="checkbox"/>
	Neither agree nor disagree	<input type="checkbox"/>
	Disagree	<input type="checkbox"/>
	Strongly disagree	<input type="checkbox"/>





SECTION D: ABOUT YOURSELF

Q11 How long have you been visiting this archive?
(Mark in one box)

First visit

Less than a year

1 – 4 years

5 – 10 years

More than 10 years

Q12 Your age?

Enter age:

Q13 Your postcode?

e.g. M K 4 2 9 W A

Q14 If you do not live in the UK, what is your country of residence?

e.g. FRANCE

Q15 Your gender?
(Mark in one box)

Female

Male

Q16 What is your ethnic group?
(Mark in one box)

Asian

Black

Chinese

White

Mixed

Other, please say what:

Q17 Do you have a disability / long term limiting illness or impairment with any of the following?
(Mark in all boxes that apply)

None / not applicable

Mobility – getting around

Hearing (including deafness)

Eyesight (including blindness)

Dexterity – using hands / fingers

Learning (e.g. dyslexia)

Mental health

Other, please say what:





SECTION E: WELSH LANGUAGE

Q18 How important do you think Welsh language provision is for the following services: -
(Mark one box in each section)

Staff information and advice	Very important	<input type="checkbox"/>
	Quite important	<input type="checkbox"/>
	Neither important nor unimportant	<input type="checkbox"/>
	Quite unimportant	<input type="checkbox"/>
	Very unimportant	<input type="checkbox"/>

Printed or recorded materials	Very important	<input type="checkbox"/>
	Quite important	<input type="checkbox"/>
	Neither important nor unimportant	<input type="checkbox"/>
	Quite unimportant	<input type="checkbox"/>
	Very unimportant	<input type="checkbox"/>

Computer / Web site / Online data	Very important	<input type="checkbox"/>
	Quite important	<input type="checkbox"/>
	Neither important nor unimportant	<input type="checkbox"/>
	Quite unimportant	<input type="checkbox"/>
	Very unimportant	<input type="checkbox"/>

Special events or activities	Very important	<input type="checkbox"/>
	Quite important	<input type="checkbox"/>
	Neither important nor unimportant	<input type="checkbox"/>
	Quite unimportant	<input type="checkbox"/>
	Very unimportant	<input type="checkbox"/>

Q19 How good do you think Welsh language provision of the following services is at this archive: -
(Mark one box in each section)

Staff information and advice	Very good	<input type="checkbox"/>
	Good	<input type="checkbox"/>
	Adequate	<input type="checkbox"/>
	Poor	<input type="checkbox"/>
	Very poor	<input type="checkbox"/>

Printed or recorded materials	Very good	<input type="checkbox"/>
	Good	<input type="checkbox"/>
	Adequate	<input type="checkbox"/>
	Poor	<input type="checkbox"/>
	Very poor	<input type="checkbox"/>

Computer / Web site / Online data	Very good	<input type="checkbox"/>
	Good	<input type="checkbox"/>
	Adequate	<input type="checkbox"/>
	Poor	<input type="checkbox"/>
	Very poor	<input type="checkbox"/>

Special events or activities	Very good	<input type="checkbox"/>
	Good	<input type="checkbox"/>
	Adequate	<input type="checkbox"/>
	Poor	<input type="checkbox"/>
	Very poor	<input type="checkbox"/>

Q20 If you would like to make any specific comments about this archive, please do so below:





THANK YOU FOR YOUR HELP.

**PLEASE EITHER PLACE THIS
QUESTIONNAIRE IN THE BOX PROVIDED
OR, IF YOU PREFER, HAND IT TO A MEMBER
OF STAFF**





**Archives & Records
Association**
UK & Ireland

Grwp Ansawdd Gwasanaethau Cyhoeddus y Cymdeithas Archifau a Chofnodion (y DU ac Iwerddon)

Arolwg o Ymwelwyr ag Archifau'r D.U. 2011

Mae archifau ar draws y DU yn cynnal arolwg o'u hymwelwyr yn ystod mis Chwefror a mis Mawrth 2011. Bydd y canlyniadau'n cael eu defnyddio i ddadansoddi a hefyd, lle bydd hynny'n bosibl, i wella gwasanaethau.

Rydym ni'n addo:

Y bydd yr wybodaeth a rowch yn cael ei chadw'n gyfrinachol ac na fyddwn yn eich enwi o gwbl

Na fyddwn yn trosglwyddo'r wybodaeth i unrhyw un arall – dim ond y gwasanaeth archifau fydd yn ei defnyddio a hynny er mwyn gwneud gwelliannau.

Gallwch gymryd rhan os ydych yn 16 oed o leiaf.

Pan fyddwch yn llenwi'r holiadur a fydddech cystal â rhoi x ym mhob blwch . Os byddwch chi'n gwneud camgymeriad, llenwch y blwch fel hyn .

Ceisiwch ateb pob cwestiwn – mae eich atebion yn cyfri!

Bydd staff yn barod i'ch helpu os bydd rhywbeth nad ydych yn ei ddeall.

Rhowch yr arolwg i aelod o'r staff neu ei roi yn y blwch pwrpasol wrth adael.

TROWCH DROSODD OS GWELWCH YN DDA

Sefydliad:

Eiddo:

Stryd:

Locality:

Tref:

Côd Post:

Cyfeirnod:

Dydd:

LI (1)	Ma (2)	Me (3)	I (4)	G (5)	Sad (6)	Sul (7)
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Ymateb:

Ie (1)	Na (2)
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GADAWYD Y DUDALEN HON YN WAG AR BWRPAS



**ADRAN A: EICH PROFIAD WRTH YMWELD****C1 Sut byddech chi'n graddio'r staff, yr adnoddau a'r gwasanaethau yn yr archif hon? (Rhowch mewn un blwch ym mhob adran)**

Gwybodaeth o flaen llaw (ffôn)	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Cyflwyno dogfennau	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Gwybodaeth o flaen llaw (deunydd print)	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Cyfleusterau gweld microffilm a fiche	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Gwefan	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Gwasanaeth-au copio	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Oriau agor	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Adnoddau cyfrifiadurol yn yr archif	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Mynedfa y tu mewn i a thu allan yr adeilad	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Safon a priodolrwydd cyngor y staff	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Cyfleusterau ymwelwyr	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Parodrwydd y staff i helpu a chyfeillgarwch	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Catalogau & chyfeirlyfrau (gan gynnwys cyfeirlyfrau arlein)	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Gwasanaeth yr archif yn gyfan gwbl	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Noder fod yna ofod yng nghwestiwn 20 ar gyfer eich sylwadau.

CÔD POST

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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CYFEIRNOD

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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C2 Ym mha feysydd mae hi'n bwysig bod yr archif yma'n gwella?

(Rhowch yn yr holl flychau priodol)

Dim angen newid

Gwybodaeth o flaen llaw (ffôn)

Gwybodaeth o flaen llaw
(deunydd print)

Gwefan

Oriau agor

Mynedfa y tu mewn i a thu allan
yr adeilad

Cyfleusterau ymwelwyr

Catalogau & chyfeirlyfrau (gan
gynnwys cyfeirlyfrau arlein)

Cyflwyno dogfennau

Cyfleusterau gweld
microffilmiau a fiche

Gwasanaethau copïo

Adnoddau cyfrifiadurol yn yr
archif

Safon a pherthnasedd cyngor y
staff

Cymorth a chyfeillgarwch y staff

Defnyddiwch y blwch yma i ddarparu
manylion am unrhyw welliannau hoffech
weld:

ADRAN B: EICH YMWELIAD HEDDIW

C3 Am ba hyd yr arhosoch yn yr archif
hwn heddiw?

(Rhowch mewn un blwch)

Hyd at un awr

Rhwng un awr a dwy

Rhwng dwy awr a thair

Rhwng tair awr a phump

Mwy na phump awr

C4 Ai ymweld â'r archif heddiw oedd
prif bwrpas eich ymweliad â'r ardal?

(Rhowch mewn un blwch)

Ie

Nage

C5 Beth oedd eich prif ffordd o deithio
i'r archif hwn heddiw?

(Rhowch mewn un blwch)

Car / beic modur / tacsï

Trafnidiaeth gyhoeddus

Bws

Beic

Ar droed

Arall, dywedwch beth:





C6 Yng nghyd-destun eich ymweliad â'r archif hon, a fyddwch chi'n gwneud y canlynol?

(Rhowch ym mhob blwch fel y bo'n briodol)

Talu i aros dros nos

Bwyta allan yn lleol

Defnyddio siopau a gwasanaethau lleol

Ymweld â llefydd eraill o ddiddordeb yn yr ardal

C7 Beth oedd prif bwrpas eich ymweliad â'r archif hwn heddiw?

(Rhowch mewn un blwch)

Hamdden / difyrrwch personol

Personol (ond nid hamdden) neu busnes teulu

Addysg ffurfiol fel myfyriwr / ymchwilydd

Addysg ffurfiol fel athro

Gwaith yn ymwneud â'ch swydd (taledig neu wirfoddol)

C8 Ydych chi wedi defnyddio gwefan yr archif yma?

Ie

Nage

C9 Ydych chi'n ymchwilio i hanes teuluol?

(Rhowch mewn un blwch)

Ie

Nage

ADRAN C: GWERTHFAWROGI'R GWASANAETH ARCHIF

C10 I ba raddau y cytunwch fod archifau'n cyfrannu at gymdeithas drwy: -

(Rhowch mewn un blwch ymhob adran)

Cytuno'n gryf

Cytuno

Darparu cyfleoedd dysgu Ddim yn cytuno nac yn anghytuno

Anghytuno

Anghytuno'n gryf

Cytuno'n gryf

Cytuno

Cadw ein diwylliant a'n hetifeddiaeth Ddim yn cytuno nac yn anghytuno

Anghytuno

Anghytuno'n gryf

Cytuno'n gryf

Cytuno

Cryfhau hunaniaeth teulu neu gymuned Ddim yn cytuno nac yn anghytuno

Anghytuno

Anghytuno'n gryf

Cytuno'n gryf

Cytuno

Cefnogi gweithgaredd gweinyddol a busnes Ddim yn cytuno nac yn anghytuno

Anghytuno

Anghytuno'n gryf

Cytuno'n gryf

Cytuno

Cefnogi hawliau dinasyddion Ddim yn cytuno nac yn anghytuno

Anghytuno

Anghytuno'n gryf





ADRAN D: EICH HUNAN

C11 Ers pryd rydych chi wedi bod yn ymweld â'r archif hwn?
(Rhowch mewn un blwch)

Ymweliad cyntaf

Llai na blwyddyn

1 – 4 blynedd

5 – 10 mlynedd

Mwy na 10 mlynedd

C12 Eich oedran?

Nodwch eich oedran:

C13 Eich cod post?

e.e. S Y 2 3 1 J U

C14 Os nad ydych yn byw yn y DU, ym mha wlad mae eich cartref swyddogol?

e.e. FFRAINC

C15 Eich rhyw?

(Rhowch mewn un blwch)

Benyw

Gwryw

C16 Beth yw eich grwp ethnig?

(Rhowch mewn un blwch)

Du

Tseinieaidd

Cefndir cymysg

Gwyn

Asiaidd

Arall, dywedwch beth:

C17 Oes gennych anabledd / salwch cyfyngus hirdymor neu amhariad efo unrhyw un o'r canlynol?

(Rhowch ymhob blwch priodol)

Dim / Ddim yn briodol

Symud – symud o gwmpas

Clywed (gan gynnwys byddardod)

Gweld (gan gynnwys dallineb)

Hylawdeb – defnyddio dwylo / bysedd

Anhawster (e.e. dyslecsia)

Iechyd meddyliol

Arall, dywedwch beth:





ADRAN E: IAITH GYMRAEG

C18 Pa mor bwysig ydych chi'n credu yw darpariaeth yn yr iaith Gymraeg gyda'r gwasanaethau canlynol?

(Rhowch mewn un blwch ym mhob adran)

	Pwysig iawn	<input type="checkbox"/>
	Eithaf pwysig	<input type="checkbox"/>
Gwybodaeth a chyingor staff	Ddim yn bwysig nac yn ddibwys	<input type="checkbox"/>
	Eithaf dibwys	<input type="checkbox"/>
	Dibwys iawn	<input type="checkbox"/>

	Pwysig iawn	<input type="checkbox"/>
	Eithaf pwysig	<input type="checkbox"/>
Deunyddiau argraffiedig neu a recordiwyd	Ddim yn bwysig nac yn ddibwys	<input type="checkbox"/>
	Eithaf dibwys	<input type="checkbox"/>
	Dibwys iawn	<input type="checkbox"/>

	Pwysig iawn	<input type="checkbox"/>
	Eithaf pwysig	<input type="checkbox"/>
Cyfrifiadur / Gwefan / Data ar-lein	Ddim yn bwysig nac yn ddibwys	<input type="checkbox"/>
	Eithaf dibwys	<input type="checkbox"/>
	Dibwys iawn	<input type="checkbox"/>

	Pwysig iawn	<input type="checkbox"/>
	Eithaf pwysig	<input type="checkbox"/>
Digwyddiadau pwysig neu weithgareddau	Ddim yn bwysig nac yn ddibwys	<input type="checkbox"/>
	Eithaf dibwys	<input type="checkbox"/>
	Dibwys iawn	<input type="checkbox"/>

C19 Pa mor dda ydych chi'n credu yw'r ddarpariaeth yn yr iaith Gymraeg o ran y gwasanaethau canlynol yn yr archif hwn?

(Rhowch mewn un blwch ym mhob adran)

	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
Gwybodaeth a chyingor staff	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
Deunyddiau argraffiedig neu a recordiwyd	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
Cyfrifiadur / Gwefan / Data ar-lein	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

	Da iawn	<input type="checkbox"/>
	Da	<input type="checkbox"/>
Digwyddiadau pwysig neu weithgareddau	Digonol	<input type="checkbox"/>
	Gwael	<input type="checkbox"/>
	Gwael iawn	<input type="checkbox"/>

Q20 Os oes gennych chi unrhyw sylwadau penodol am yr archif, rhowch nhw isod:





DIOLCH AM EICH CYMORTH.

**UNAI RHOWCH YR HOLIDAUR YMA YN Y
BLWCH A DDARPERWYD NEU, OS OES WELL
GANDDOCH, RHOWCH YR HOLIDAUR I
AELOD O STAFF**

