

# CADG: COMMUNITY ARCHIVES IMPACT STUDY

## CASE STUDY NO. 7

### WISEARCHIVE

#### Web project, nationwide, based in Glasgow

<b>Project Summary</b>	<p>WISEArchive is a wide ranging and open archive which encourages online contributions from people aged over 50. Its aims are to save information about peoples working lives before it disappears, validate older people's experiences and use records it gathers for educational purposes. Its subject matter is the working lives of older people from anywhere in the country. It was set up at the beginning of 2005 and has only recently got some funding from the HLF. Work up till now has been progressing reasonably slowly. The material is nearly all on line although there are some physical papers which have been collected along the way (if these increase, the need for proper care is acknowledged). Although the main administration is carried out from Scotland and some from Norfolk, it is nationwide and looking to expand into other European countries</p>
<b>Project Exemplifies</b>	<ul style="list-style-type: none"> <li>• Intergenerational working (not yet come to fruition but planned)</li> <li>• Integrating social aims and heritage aims (helping older people and preserving historical records,)</li> <li>• Nationwide working through the internet</li> <li>• Working in an extensive and strategic way with partners</li> </ul>

### PROFILE

<b>Project Name: WISE Archive</b>	
<b>Subject matter of archive</b>	<p><i>Subject matter relates to</i>  X  <i>Further Details:</i></p> <p>A specific place / area</p> <p><i>Nationwide</i></p> <p>A special interest  x  Older people's working lives</p> <p>Black of minority ethnic communities</p>

	<p>Inclusive of these groups as make up part of British working life over within living memory</p> <p>Faith group</p> <p>Other:</p>
<b>Location</b>	<p>Address: <i>4, Park Quadrant, Glasgow,</i></p> <p>Post Code: <i>G3 6BS</i></p> <p>Geographic area covered: <i>National (board members so far in Norwich, Glasgow and Hertfordshire) All UK in scope, contributions only from selected areas so far</i></p> <p><i>Works with partners including employers in smaller projects, locally based, but potentially anywhere in country. Submissions available to anyone on internet.</i></p> <p>Description of area: Nationwide</p>
<b>Dates</b>	<p>Date project established <i>Jan 2005</i></p> <p>Date project ended (if applicable) <i>Ongoing</i></p>

## 1. ORIGINS

The project did begin from the community: the community of older people. Director of Project (Pauline Weinstein) had been working with older people and had herself lost her elderly mother who had lived most of the 20<sup>th</sup> century. They were aware that we are losing the history of this generation. They had also seen news stories etc about truancy for example and were aware that older people had seen previous attempts to combat modern problems in their working lives, but these were being lost, as few records were kept. Run by a few volunteers but founders have experience in range of relevant areas. The Director, Pauline is a professional educationalist and Counsellor and has worked extensively with management training organisations as well as establishing and working with various projects over the years, including Centreprise Bookshop in London. She is Chair of Future East, is a representative of Better Government for Older People and still works as a redundancy counsellor. Esther Weinstein, Technical Director (and interviewee) has worked in Information Management over the last 6 years and is a member of the Records Management Society UK, the Archive Society UK and Associate member of the CDIA+ Document Imaging and Archive.

The project is collections-based in that it aims to get written and oral histories from groups of people, however also has benefits for community through the telling of the histories. No traditional archive agencies involved. But advise and recording equipment given in kind by BBC Norwich

## 2. AIMS AND OBJECTIVES

Aims are to capture the unique working life histories, validate them through public use and projects. A heritage aim through the material collected, a community and health aim through helping people feel validated, and an educational aim with work with universities and schools.

Also educational purposes and they are hoping that once initial collecting phase of project has progressed further can involve schools and use 3 generations working together to validate and collect histories. It is hoped that data collected will feed into training programme development and inform policy in a variety of government departments via involvement of relevant organisations and individuals as partner.

Aims are not specifically to do with social interaction as originally it was thought that people would submit over the internet, but subsequently have found had to go out and collect stories through interviews, this has sometimes brought people together through events. Social interaction is becoming a greater part of the project work and will continue with new projects being run around the country.

## 3. NATURE OF PREMISES

All work from own homes. Looking to use workers from all over the country to contact older people directly and collect stories but they will all work from home

## 4. NATURE OF COLLECTION

### 4a) Is the collection digital, physical, or a mixture of both?

Collection 99% digital. Any paper archives received will be initially stored at Norfolk Record Office. Hoping to get photos to put alongside stories on the web, these would all be scanned and available on the site.

### 4b) How much material do you have in your archive?

<i>Type of Measure</i>	<i>Quantity - indicate whether feet / metres and if estimate</i>
Cubic feet / metres of material	
Linear feet / metres of material	
Number of drawers in filing cabinet	
Other	All digital. Only 21 submissions so far

#### 4c) Format(s) of material

<i>Format type</i>	<i>Mark X if applies</i>	<i>Format type</i>	<i>Mark X if applies</i>
Paper / parchment manuscripts		Books	
Visual – film / photographs/ pictures etc		Pamphlets	
Visual - photographs	x	Periodicals/Magazines	
Visual- Other		Electronic – e.g. c.d's / web site content / computer records etc.	x
Sound – oral history – planned campaigns; life stories	x	Objects	
Sound – recorded reminiscence sessions	x	Other ( <i>please specify</i> )	

#### 4d) Heritage Value of Collection

Interviewee thinks there is a massive amount of heritage value. Personal histories haven't been recognized until recently, perhaps considered secondary material, but actually they're receiving material on how things were used and the impact of events and working practices on individuals. They are convinced personal accounts can be utilised by historians. One of the aims they are trying to achieve is to make this 'soft history' valued.

It is also of value to the families of the people submitting accounts as they may never hear this again.

The companies that they have been working with, such as Colman's in Norfolk and the big shoe maker (Clarks she thinks), where the workers had been there most of their lives, have business archives but these records add to those and create a richer record. Industrial heritage has shifted so much from mechanisation to digitisation, a very important century and what we don't have is the impact of this on people.

There are lots of oral history projects she says, but many don't have longevity. Very much needs to be joined up at the moment not making an impact (she's interested in Jack Latimer's list as a way to do this)

### 5. PROJECT ACTIVITIES

#### 5a) Range of Activities

<i>Activity</i>	<i>X if applies</i>	<i>Activity</i>	<i>X if applies</i>
Exhibitions / Displays <i>Describe:</i>	x	Community events, e.g. fairs <i>Describe:</i>	X
Workshops / meetings / Public lectures <i>Describe:</i>	x	Publishing, e.g. local history, newsletters <i>Describe:</i>	
Participating in campaigns about		Collecting sessions, e.g. appeals	x

locally important issues <i>Describe:</i>		for photographs / other materials, recording reminiscences, etc. <i>Describe:</i>	
Collecting oral history <i>Describe:</i> Running a community event in Fakenham Norfolk, collecting stories and training in interview techniques. Also one run at Jarrolds store Norwich	X	Theatrical/drama events <i>Describe:</i>	
Outreach in Schools <i>Describe:</i>		Outreach in community centres <i>Describe:</i>	
Outreach in Prisons <i>Describe:</i>		Outreach in Nurseries, Play Groups <i>Describe:</i>	
Outreach in Women's Groups <i>Describe:</i>		Other ( <i>please specify</i> ) <i>Describe:</i>	

### 5b) Key Activities

The activities mainly involve collecting oral histories, encouraging on-line submissions, courting partners (including workplaces who have ex-employee lists), and working on the website.

They have no staff so try to work with other organisations. They are trying to work out a template for working with organisations as partners. So they're working with older people's organisations and oral history groups as well as educational organisations, such as Open University and KCL, to attract people to contribute and can then interview. In the future would like to tie in schools working with older people, which would be mutually beneficial for both, but will have to work through school partners. May have a HE partner to do a larger scale project; they would include data collection for them. Has to work for both partners. But they have quite specific principles, especially regarding anonymity, defamation and liability whoever they work with.

## 6. STRUCTURE, GOVERNANCE AND PARTNERSHIP WORKING

### 6a) Structure of Organisation

<i>Structure</i>	<i>Mark X if applies</i>
Registered charity/ Company limited by guarantee	
Written constitution, not legally registered	x
Informal – no written constitution	
Part of another organisation <i>Please specify:</i>	

## 6b) Management and Governance

They are Not for Profit and do not really want to be a charity because of the paper work, but try to comply with standards as much as possible. Management Committee formed but real first election at the upcoming AGM. They have a director, treasurer etc and volunteers pulled in from there.

## 6c) Partnerships in which the Archive Participates

Several funders were mentioned which they think of as partners, such as the National Lottery, BBC Norfolk. They also have partnerships with organisations like themselves. HMSO for Oldies (HMSO ex employee organisation and website). Also mentions the archive of the Barnes Trust, who collect working papers of famous people and who have just lost funding. They want to be able to link to them. They seem to want to work with as many people as possible and some of these are formal, some not. Idea is to make it sustainable and not just run by one person but having a lot of support. They feel that the only way they can fulfil their ambitious aims for the project is to work through partners.

## 6d) Planning Activities

Does the project have any of the following?

Strategy	x	Business Plan	x	Action Plan	x	Funding Strategy	
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Strategy and action plans etc in development at present.

If not, are its plans / activities set out in the plans of the parent / host or other body?

There is no business plan as such because it has taken off more quickly than they thought. Esther (interviewee) is trained in this and has done planning before but has not had time in this instance. Have put together a sort of action plan for Jarrolds (a big store, who they worked with to get stories of employees). Describes to me the plan to bring people and organisations together as the long term plan, need to stay flexible according to what partners they work with.

She says they have principles for example, must be over 50, Freedom of Info and Data Protection consideration, but it is fairly basic, the detail comes with the partner.

## 7. FUNDING

### 7a) Funding Received

Type of funding	X if applies	Amount received	Period Covered	What Funding Was For
Heritage Lottery Fund		£5000		Collecting activities, website
Big Lottery Fund				
Local Heritage Initiative				
Local Authority				

Government ( <i>please specify</i> )				
Charity / Trust ( <i>please specify</i> )				
Donations				
Subscriptions				
Earned Income, e.g. from sales, from fees, etc.				
Other ( <i>please specify</i> )		£200		from co-op and another organisation in Norfolk
		Help in kind with equipment		From BBC Norfolk
		Help in kind – use of room, advertising		Jarrolds

**7b) Funding Applied For (Wise intends to apply in future for the following)**

<i>Type of funding</i>	<i>X if applies</i>	<i>Amount Sought</i>	<i>When Applied</i>	<i>What Funding Is For</i>
Heritage Lottery Fund	x			
Big Lottery Fund				
Local Heritage Initiative	X			
Local Authority	X			
Government ( <i>please specify</i> )				
Charity / Trust ( <i>please specify</i> )				
Other ( <i>please specify</i> )	EU pots for working with older people			
	Scottish lottery			

**7c) Other Sources of Funding**

Is the project hoping to raise funding (or increased funding) from any of the following sources?

<i>Type of funding</i>	<i>X if applies</i>	<i>Target for Amount Sought</i>	<i>Timescale</i>
Donations			
Subscriptions			
Earned Income, e.g. from sales, from fees, etc			

They intend to get bits from partners and other small grant amounts. All want to use it for is to upgrade the website and then expenses for various projects.

## 8. SUSTAINABILITY

They do have an eye on sustainability and want to get to a point where Technical Director (interviewee) and the Director can step back from it. This is why they want to work with other organisations so much. Won't get a large amount of money, but will set up a template with working with others so that can do more and more of it in the future. Funding is not secure, but there are several sources they can tap into for small amounts, which they feel is all they need. Because main drive comes from a small amount of people, spread out, sustainability could be a problem, in terms of energy levels. They intend to address this with future funding packages that will ensure a paid administrator / project director for a minimum of 3 years who will secure their own funding.

## 9. USERS/ACCESS

### 9a) Accessibility

Accessibility is totally open as everything is on the website. They haven't advertised it much yet, because only a few submissions so far and when new site is up and running will do that. Will do e-mail publicity which is something interviewee knows about. Already have level one access on A2A with TNA which leads to a link and description about them, but want to link in the future to a catalogue that can be searched from A2A's website. Want to have a website interface that changes for each area – so will see news and sponsors for each geographical area and will interest people.

### 9b) Rate of Usage

Visitors in person	<i>Number:</i>	Remote contacts, e.g. website users	<i>Number:</i>
Of which how many are 'members'?	No physical archive to visit	Total number of users?	Don't count, but low numbers at moment

### 9c) Details about the users

It is mostly workers who use it at the moment, but this should go up with more submissions. Found that people who contributed did not necessarily go on-line to see their submission or look at others. Want to investigate putting it in libraries and using printed material to make people aware they can look at it and contribute.

They envisage users to be mostly over 50s, some younger people for educational purposes and researchers

But not reaching them yet, but aware of problem and what have to do

**9d) Have the numbers of users, or the type of people using the archive changed over time?**

Not going long enough

**9e) Numbers of staff, volunteers and members involved in the archive**

<u>Staff (count only staff employed by the archive project)</u>		<u>Number of volunteers (i.e. actively helping the archive at least once a year)</u>	<u>No.</u>	<u>Number of members (paying subscriptions, etc: members who also volunteer should be shown in both columns)</u>	<u>No.</u>
<i>Full time</i>	<i>No:</i>		10		
<i>Part time</i>	<i>No:</i>				

**9f) Details of staff, volunteers and members**

All volunteers at the moment. They are recruited personally or through partnership organisations or people who may have worked in social work before. There is not a large amount to do at the moment, but will soon need transcribers when go into oral history part of it. Interviewee runs the website and will continue to do so

**10. EVALUATION & IMPACT**

**10a) Has any monitoring and evaluation been carried out by the project/organisation?**

None done, too early in project

**10b) Overall Assessment**

Yes, look like going to achieve objectives. Will have to adapt criteria, as they realized that people wouldn't be using the site as they thought – there are a lot less silver surfers out there than they thought – so now will go out and collect and do interviews rather than wait for submissions.  
She told story of a man who had submitted a story and his daughter called to say he had died but he had so enjoyed it and had come back talking about his working life and was so glad to do it. For them it is a chance to visit old memories and have their stories in print. There will be serious evaluation further down the line, but seems to be achieving aims interviewee thinks.

## **ANALYSE THE PROJECT'S IMPACTS AND ACHIEVEMENTS IN TERMS OF:**

### **Citizenship**

Have not had volume of people involved to comment on this. But certainly in Norfolk, which is very rural and isolated, people have been coming in and doing workshops and chatting with each other. And at the work places they have done projects, people have been talking to each other. They hope to be achieving a community of interest and in the future add to the website a forum where people can ask and answer questions and chat and can meet up with people. This would be a long term effect. There are groups of workers from ethnic backgrounds that are not yet seen as part of British history and they would hope to link with these too – possibly breaking down barriers. Using stories of working lives as a way in, regardless of where people came from is a way of keeping the archive open. Want to be inclusive rather than exclusive, that's why they have such an open remit

I would think that if school work comes off, getting younger and older people to talk to each other would help understanding on both sides, and especially to hear about their working lives would show examples of responsibilities older people felt they had and their motivations for working hard, encouraging respect. Older people may become less afraid of younger people by getting to know them.

### **Community Empowerment / Participation / Improving routes to other services**

At the present time the group has been able to network extensively with other appropriate organisations such as BGO and other networks. All of these groups feed into policy decisions and has the potential to impact the wider community.

More records about working lives and especially those from local firms and local government in the past will contribute to knowing more about where the user lives.

### **Improved Community Cohesion / Breaking down boundaries**

Do not applicable at moment. But bringing older and younger groups together should help by breaking down barriers between the interaction of the two.

It would strengthen bonds between those who worked in the firms who contribute to collecting sessions. Make them feel part of a 'work' community. Because the website will eventually feature histories from a variety of people that are open for anyone to read, web users may find commonalities with their own experience among contributors they felt they had nothing in common with. It may contribute to a change of attitudes towards barriers in their own lives.

### **Improved liveability of area / Community Safety**

Not applicable

## **Education & Lifelong Learning: Acquisition by individuals of new skills and experience (and outcomes, e.g. going on to formal training, etc.)**

One of the objects of the outreach projects is to incorporate the teaching of certain skills – interview techniques, interview technology, IT skills. So this will become an impact further down the line (only just received funding)

## **Health & Well Being - Physical, mental and community health**

The project is too new to comment but we could again refer to the story of the man who dies and his daughter's comments above in section 10b – contributing to the mental health of the elderly. However, if original aims are achieved there should be impacts associated with 'validated' reminiscence and being 'listened to' for the older contributors. Also the archive may hold the potential to be used to lobby for elderly people's rights and benefits – again in the future, but possible because of the ambitious aims of the project.

## **What personal benefits do participants say that they have got out of being involved in this project or these activities?**

Some of the comments in the letters of subscribers refer with pride to their working lives and the ability to note it for the future.

## **11. ACHIEVEMENTS, LESSONS & ACTION POINTS**

### **• What the project has done well**

Interviewee's comments on this question: "Presently analysing this area with reference to the Strategy document – I can comment at a later stage."

**ADDRESS, CONTACT DETAILS, REFERENCES AND DOCUMENTS:**

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<b>4 Park Quadrant Glasgow</b>	
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<b>Contact Name: Esther Weinstein</b>	
Contact Address: As above	
Post Code:	
Phone Nos: (office) (mobile)	(home)
Email:	

**Other Informants:**

Name:	Organisation	Phone No:

**References:**

<i>List</i>
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**Documents Attached:**

<i>List</i>
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