

The Voice of Warwickshire Panel

Survey 16: Warwickshire County Record Office

Author: Strategic Research Team

Business Intelligence Service, Warwickshire County Council

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Executive summary

Voice of Warwickshire panel members were asked about their views on Warwickshire County Record Office. The results will help Warwickshire County Record Office better serve and represent communities both now and in the future. Warwickshire County Record Office preserves historical records about Warwickshire, including photographs, maps, letters, council records and local archives spanning more than 900 years.

The survey was conducted online via the Citizen Space platform, Ask Warwickshire (www.warwickshire.gov.uk/ask), from 21 April 2026 until 10 May 2026. Panel members received an email invitation with a link to the survey, along with three reminder emails while the survey was open.

Respondents

There were 508 responses to the survey, giving a response rate of 50.4%. All responses were completed online. The place of residence of panel members responding to the survey is broadly similar to the distribution of residents aged 18 and over in Warwickshire. Age groups 18–49 were underrepresented, whereas those aged 60–75+ were overrepresented.

Warwickshire County Record Office – our mission

How important are the following aspects of Warwickshire County Record Office for Warwickshire communities?

The figures below show the total proportion and number of respondents who selected the aspect as either very important or important.

- Preserving archives for future generations - 91.5% (n=465)
- Making archives accessible to all communities - 89.8% (n=456)
- Collecting archives about Warwickshire - 88.0% (n=451)
- Activities that help people learn about local history - 80.9% (n=411)
- Opportunities for community involvement - 66.9% (n=340)
- Providing a community hub - 58.1% (n=295)

Awareness of Warwickshire County Record Office

Before today, had you heard of Warwickshire County Record Office?

508 respondents answered this question.

- 65.9% (n=335) said “yes”
- 34.1% (n=173) said “no”

Visiting Warwickshire County Record Office

Have you visited Warwickshire County Record Office?

This question was asked to the 335 respondents who were aware of Warwickshire County Record Office.

- 39.7% (n=133) said No – I have not visited but I know where it is
- 32.2% (n=108) said No – I have not visited and do not know where it is
- 28.1% (n=94) said Yes – I have visited

Users who have visited Warwickshire County Record Office

How easy or difficult were the following when you visited?

This question was asked to the 94 visitors to Warwickshire County Record Office. The numbers below combine those who found the following very easy or easy.

- Finding information on opening times – 91.5% (n=86)
- Accessing the entrance to the building - 87.2% (n=82) respondents
- Signage outside the building – 77.7% (n=73) respondents
- Understanding where to go once you have arrived – 77.7% (n=73)
- Finding the building – 74.4% (n=70)
- Parking availability – 58.5% (n=55)
- Public transport availability – 47.9% (n=45)

Do you have any comments on how physical access to Warwickshire County Record Office could be made easier?

Thirty comments were received, the themed responses included improved signage (n=8), improved footpath or road (n=6) and improved parking (n=5).

Use of service

Have you used a service provided by Warwickshire County Record Office?

This question was asked to the 335 respondents who were aware of Warwickshire County Record Office.

- 30.4% (n=102) said they had used a service
- 69.6% (n=233) said they had not used a service

Awareness and usage among service users

Which of the following do you use currently or would use in the future?

The 102 respondents who advised they had used a service were asked which services they had used or may use in the future. The following figures show which services respondents said they had used.

- Consulting archives / undertaking research (e.g. for leisure, educational, professional, or legal purposes) – 66.7% (n=68)
- Warwickshire County Record Office library resources (hard-copy books, indexes and archive catalogues relating to local history/archives) - 51.5% (n=52)
- Online archive catalogues, databases, and digitised archives - 34% (n=34)
- Research support via enquiries or published guides - 28% (n=28)
- Talks, workshops, or events (available via Heritage and Culture Eventbrite) - 26.7% (n=27)
- Free access to family and local history portals such as Ancestry and British Newspaper Archive (available at Warwickshire County Record Office during open hours) - 25.7% (n=26)
- Copying service (produce copies of records, offer image licensing and reproduction) - 22% (n=22)
- Self-service visitor tearoom and second-hand book shop (available at Warwickshire County Record Office during open hours) - 15.8% (n=16)

The following figures show which services respondents were not aware of but would be keen to use in the future

- Self-service visitor tearoom and second-hand book shop (available at Warwickshire County Record Office during open hours) – 45.1% (n=46)
- Talks, workshops, or events (available via Heritage and Culture Eventbrite) – 35.3% (n=36)
- Free access to family and local history portals such as Ancestry and British Newspaper Archive (available at Warwickshire County Record Office during open hours) – 31.4% (n=32)
- Copying service (produce copies of records, offer image licensing and reproduction) - 27.5% (n=28)
- Research support via enquiries or published guides – 27.5% (n=28)
- Online archive catalogues, databases, and digitised archives – 26.5% (n=27)
- Warwickshire County Record Office library resources (hard-copy books, indexes and archive catalogues relating to local history/archives) – 6.9% (n=7)
- Consulting archives / undertaking research (e.g. for leisure, educational, professional, or legal purposes) – 5.9% (n=6)

Have any of the following made it difficult for you when using services provided by Warwickshire County Record Office?

Respondents who had used a service at Warwickshire County Record Office were shown a list of potential barriers and asked if any had made access difficult. A total of 102 respondents who advised they were service users, were asked this question, 66 responded.

- 33.3% (n=22) selected "I prefer to access records online"
- 22.7% (n=15) selected "I'm not sure what the service offers"
- 19.7% (n=13) selected "travel or transport is a barrier"
- 18.2% (n=12) selected "location is difficult to get to"
- 16.7% (n=11) selected "I'm not confident using archives or historical records"
- 16.7% (n=11) selected "information about the service is hard to find"
- 15.2% (n=10) selected "cost is a barrier"
- 15.2% (n=10) selected "opening times don't work for me"
- 12.1% (n=8) selected "online information is hard to find or use"
- 9.1% (n=6) selected "I find the process difficult or confusing"
- 4.5% (n=3) selected "digital or online barriers"
- 3% (n=2) selected "resources or facilities weren't suitable"
- 3% (n=2) selected "staff support hasn't met my needs"
- 1.5% (n=1) selected "I don't have access to the digital tools I need"

Awareness and usage among non-service users

How interested might you be in using the following services in the future?

Four hundred and six respondents who hadn't used a service provided by Warwickshire County Record Office were asked this question. The figures below show those that advised they were either very interested or interested to use the service in the future.

- Free access to family and local history portals such as Ancestry and British Newspaper Archive (available at Warwickshire County Record Office during open hours) - 74.9% (n=304)
- Online archive catalogues, databases, and digitised archives - 71.7% (n=291)
- Record Office library resources (hard-copy books, indexes and archive catalogues relating to local history/archives) - 55.9% (n=227)
- Self-service visitor tearoom and second hand book shop (available at Record Office during open hours) - 61.1% (n=248)
- Talks, workshops, or events (available via Heritage and Culture Eventbrite) - 60.6% (n=246)
- Consulting archives / undertaking research (e.g. for leisure, educational, professional, or legal purposes) - 59.1% (n=240)
- Research support via enquiries or published guides - 51.5% (n=209)
- Copying service (produce copies of records, offer image licensing and reproduction) - 50.5% (n=205)

Are there any barriers – now or in the future – that might affect whether you use Warwickshire County Record Office?

Three hundred and seventy six respondents answered this question. They were provided with a list of potential barriers and could select all applicable options.

- 49.2% (n=185) selected "I have not had a reason to visit yet"
- 39.1% (n=147) selected "I didn't know about the service"
- 34.8% (n=131) selected "I'm not sure what the service offers"
- 20.7% (n=78) selected "Location is difficult to get to"
- 20.2% (n=76) selected "travel or transport is a barrier"
- 17.8% (n=67) selected "I'm not confident using archives"
- 16.2% (n=61) selected "information about the service is hard to find"
- 14.1% (n=53) selected "cost is a barrier"
- 9% (n=34) selected "opening times don't work for me"
- 4.8% (n=18) selected "other"
- 3.5% (n=13) selected "physical accessibility is a barrier"
- 2.9% (n=11) selected "digital/ online barriers"
- 2.9% (n=11) selected "I find the process difficult or confusing"
- 2.7% (n=10) selected "I'm not interested in the service"
- 1.1% (n=4) selected "communication or language barriers"

Comments received about other barriers

Forty one comments were received. The most common theme with 9 responses was "unable to get to office due to its location"

Potential interest in the future of Warwickshire County Record Office

What kinds of activities, events or features would you find appealing at Warwickshire County Record Office?

Four hundred and seventy five respondents answered this question. They were given a choice of options and asked to select all that applied.

- 69.3% (n=329) selected "exhibition or gallery space to share stories from Warwickshire's archives"
- 57.7% (n=274) selected "public access to the surviving 16th century mansion wing on record office site"
- 48.6% (n=231) selected "virtual search room – online research appointments"
- 47.4% (n=225) selected "nature and heritage trails within Priory Park"
- 43.2% (n=205) selected "informal study spaces for public use"
- 39.4% (n=187) selected "paths and routes to improve access to the record office within Priory Park"
- 26.9% (n=128) selected "landscaped access link between the record office and Priory Park"
- 26.1% (n=124) selected "opportunities for volunteering onsite or online"
- 3.8% (n=18) selected "other"

Comments received about other activities, events or features

The most common theme was “more items available digitally” (11 comments), followed by “suggestions for events” (8 comments) and “access for all of Warwickshire” (8 comments).

If you were interested in receiving updates about Warwickshire County Record Office, how would you like to receive them?

Four hundred and seventy five respondents answered this question. They were given a choice of options and asked to select all that applied.

- 79.8% (n=379) selected “email updates and newsletters”
- 34.3% (n=163) selected “Warwickshire County Council website”
- 27.2% (n=129) selected “social media”
- 14.5% (n=69) selected “printed leaflets or posters in local venues”
- 12.6% (n=60) selected “would not be interested in receiving updates”
- 7.2% (n=34) selected “via community groups”
- 6.1% (n=29) selected “letter”
- 5.7% (n=27) selected “text message alert”
- 0.8% (n=4) selected “other”

Final comment

Is there anything else you would like to tell us about Warwickshire County Record Office and the services provided?

One hundred and fifty respondents left a comment. The biggest theme was “positive views on the value of the service” (32 comments). Respondents frequently described Warwickshire County Record Office as an important, valuable, and essential public service that should be protected for future generations. The next most common theme was “increasing awareness and publicity” (26 comments), showing that many people felt the service is not widely known or well promoted. There was also positive feedback on the service itself (22 comments), with respondents praising staff helpfulness, the quality of support and the value of the resources available.

Background

The Voice of Warwickshire panel (VoW) gives residents aged 18 and over in Warwickshire an opportunity to share their views on services provided in Warwickshire. This report summarises the results of the 16th survey sent to Voice of Warwickshire panel members. The survey was intended to gather information on panel members' awareness and views on Warwickshire County Record Office and its services.

Method

An online survey was hosted on the Citizen Space 'Ask Warwickshire' site via a private link only available to panel members.

All members of the panel were asked how they would prefer to complete surveys when they initially signed up to join the panel. The majority (>99%) of panel members opted to complete online surveys with three members advising they would prefer to complete telephone surveys. The remaining panel members were sent an email invitation with a link to the online survey.

Three reminder emails were sent to those who had not completed the survey during the live period. In total, an email with a link to the survey was distributed to 1,007 members of the Voice of Warwickshire panel.

The survey ran from 21 April 2026 until 10 May 2026.

Open-text responses were reviewed and grouped into themes by the Strategic Research Team.

[Appendix 1](#) provides the survey questions.

Results

There were 508 responses to the survey; a response rate of 50.4%. All responses were completed online.

Respondent Profile

Figure 1 and Table 1 show the borough or district within Warwickshire where responding panel members live. The place of residence of panel members responding to the survey is broadly similar to the distribution of residents aged 18 and over in Warwickshire.

Figure 1: District/borough of residence of respondents

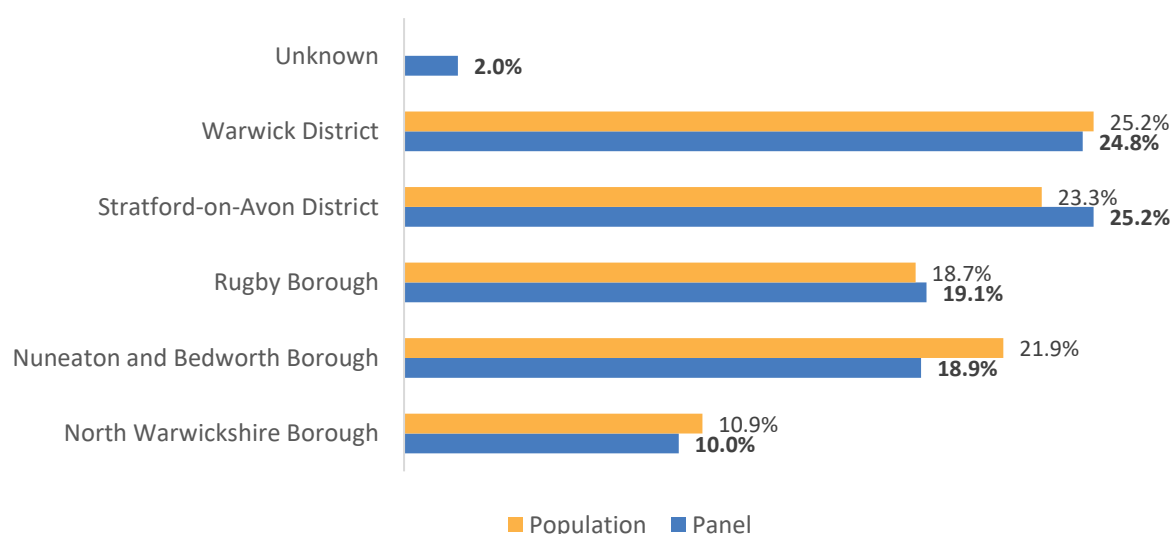


Table 1: Place of residence of respondents compared with panel membership and the Warwickshire population.

District	Number of respondents	% respondents	% total VoW panel *	% total Warwickshire**
North Warwickshire Borough	51	10%	9.9%	10.9%
Nuneaton & Bedworth Borough	96	18.9%	18.6%	21.9%
Rugby Borough	97	19.1%	19.8%	18.7%
Stratford-on-Avon District	128	25.2%	23.0%	23.3%
Warwick District	126	24.8%	28.7%	25.2%
Unknown	10	2%	-	-

*This is the current composition of the Voice of Warwickshire panel (May 2026)

**This is the composition of the Warwickshire population aged 18 and over based on mid-2024 population estimates

Table 2 shows the characteristics of panel members responding to the survey and compares this to the characteristics of the Voice of Warwickshire panel and Warwickshire population (aged 18 and over) where available.

Table 2: Characteristics of respondents to survey (508 respondents)

Gender Identity	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Female	246	48.4%	52.6%	51.2%
Male	226	44.5%	42.3%	48.8%
Non-binary	4	0.8%	0.9%	-
Prefer not to say	8	1.6%	2.2%	-
Prefer to self-describe	14	2.8%	2%	-
Not known	10	2.0%	-	-

Age in years	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
18-24	6	1.2%	1%	9.3%
25-39	40	7.9%	11.9%	23.9%
40-49	44	8.7%	14.1%	15.7%
50-59	107	21.1%	23.4%	17.9%
60-64	78	15.4%	13.7%	7.5%
65-74	140	27.6%	23.3%	13.3%
75+	77	15.2%	10.9%	12.4%
Prefer not to say	6	1.2%	1.7%	-
Not known	10	2.0%	-	-

Sexual Orientation	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Asexual	18	3.5%	3.2%	-
Bi/bisexual	19	3.7%	3.5%	1.1%
Heterosexual/straight	269	77.8%	79%	90.9%
Gay Man	7	1.4%	1.8%	1.2%
Gay woman/lesbian	4	0.8%	0.8%	1.2%
Pansexual	2	0.4%	0.8%	-
Other	-	-	0.2%	0.3%
Prefer not to say	50	9.8%	9.7%	-
Not known	10	2%	1.1%	6.5%

Long standing illness or disability	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Yes	102	20.1%	21.6%	16.8%
No	381	75%	74.8%	83.2%
Prefer not to say	15	3%	3.7%	-
Not known	10	2%	-	-

Ethnicity	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Arab	-	-	0.1%	0.1%
Asian or Asian British - Bangladeshi	-	-	0.1%	0.1%
Asian or Asian British - Indian	6	1.2%	2.4%	4.1%
Asian or Asian British - Pakistani	2	0.4%	0.4%	0.5%
Black or Black British - African	3	0.6%	0.7%	0.8%
Black or Black British - Caribbean	1	0.2%	0.4%	0.4%
Chinese	1	0.2%	0.6%	0.5%
Gypsy, Romani, or Traveller	2	0.4%	0.5%	0.2%
Mixed - Asian and White	1	0.2%	0.8%	0.8%
Mixed – Black African and White	1	0.2%	0.2%	0.1%
Mixed - Black Caribbean and White	1	0.2%	0.4%	0.5%
Other Asian background	-	-	0.4%	1.0%
Other Black background	-	-	0.2%	0.2%
Other Mixed background	1	0.2%	0.8%	0.5%
Other White background	17	3.3%	5.1%	5.9%
Prefer not to say	12	2.4%	2.9%	-
Prefer to self-describe	8	1.6%	1%	-
White British	433	85.2%	81.7%	82.1%
White Irish	7	1.4%	1.4%	0.9%
Not known	10	2.0%	-	-

Religion	Panel respondents	% of panel respondents	% total of VoW panel	% total of Warwickshire*
Buddhist	3	0.6%	0.8%	0.4%
Christian	247	48.6%	48.3%	50.4%
Hinduism	1	0.2%	0.8%	1.8%
Islam	2	0.4%	1.4%	1.5%
Judaism	3	0.6%	0.7%	0.1%
Sikhism	1	0.2%	0.6%	2.1%
Spiritual	8	1.6%	1.2%	-
Other religion or belief	10	2%	2.1%	0.5%
No religion	184	36.2%	35.3%	37.6%
Prefer not to say	34	6.7%	7.5%	-
Not known	10	2.0%	1.4%	6.6%

* Based on ONS (Office for National Statistics) 2024 mid-population estimates and 2021 Census data

Employee at Warwickshire County Council	Panel respondents	% of panel respondents	% total of VoW panel
Yes	17	3.3%	4.9%
No	481	94.7%	95.1%
Unknown	10	2.0%	-

Elected member	Panel respondents	% of panel respondents	% total of VoW panel
Yes	19	3.7%	2.9%
No	479	94.3%	97%
Unknown	10	2.0%	-

How important are the following aspects of Warwickshire County Record Office for Warwickshire communities?

The first question of the survey provided respondents with six aspects of Warwickshire County Record Office and asked how important each of these are for Warwickshire communities. A definition of archives was provided: *a collection of historical records relating to a place, organisation, or family.*

The aspects were:

- Preserving archives for future generations
- Ensuring archives are accessible to all communities
- Collecting archives about Warwickshire
- Providing activities that help people learn about local history
- Providing opportunities for community involvement
- Providing a community hub

Overall, respondents placed greatest importance on Warwickshire County Record Office’s core archival role. Preserving archives for future generations was rated important or very important by 91.5% of respondents (n=465), followed closely by ensuring archives are accessible to all communities at 89.8% (n=456) and collecting archives about Warwickshire at 88.0% (n=451). There was also strong support for activities that help people learn about local history, which 80.9% (n=411) rated as important or very important. Support was slightly lower for providing opportunities for community involvement at 66.9% (n=340) and for providing a community hub at 58.1% (n=295). Responses are shown in Figure 2 and Table 3.

Figure 2: Total percentage responses for “How important are the following aspects of Warwickshire County Record Office for Warwickshire communities?”

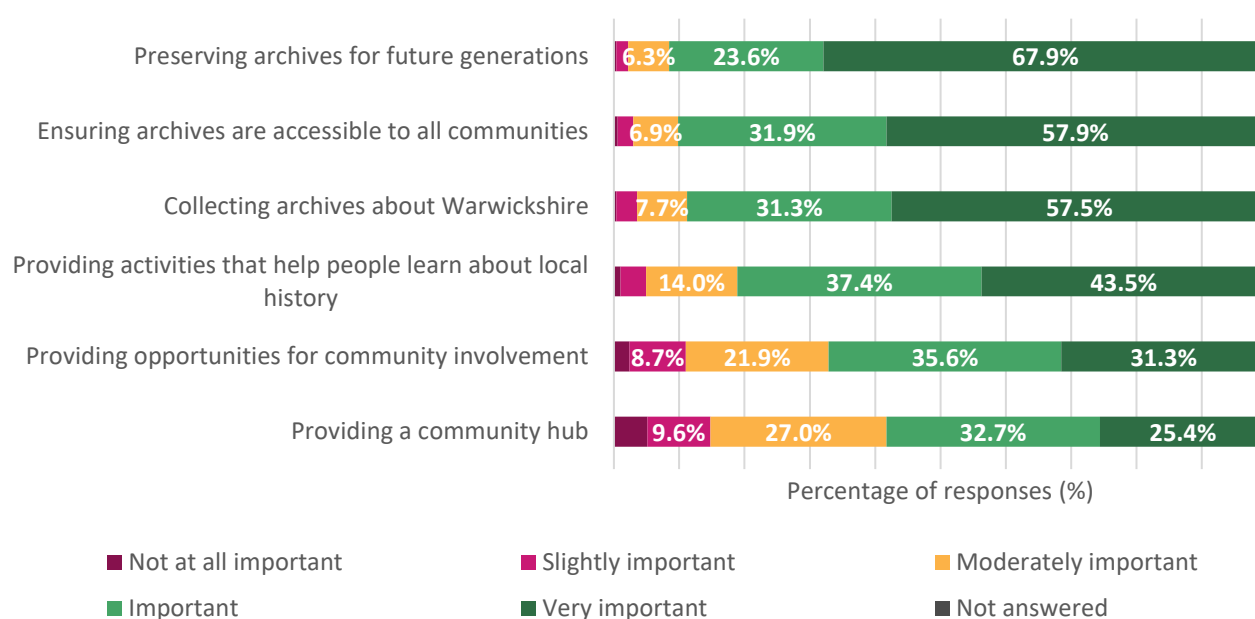


Table 3: Total number and percentage of responses for “How important are the following aspects of Warwickshire County Record Office for Warwickshire communities?”

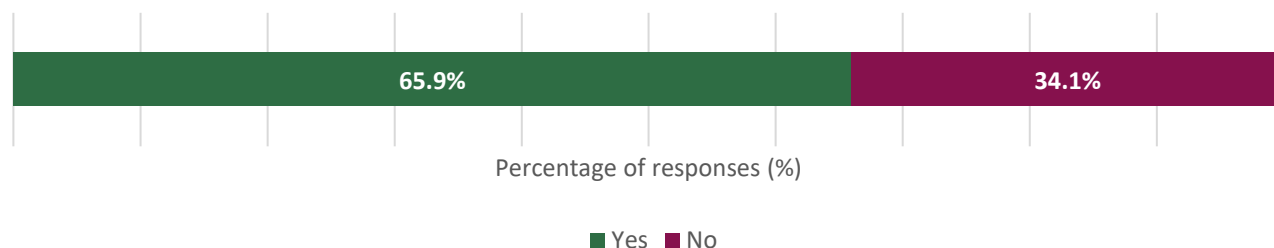
Theme	Not at all important	Slightly important	Moderately important	Important	Very important	Not answered
Preserving archives for future generations	2	9	32	120	345	-
	0.4%	1.8%	6.3%	23.6%	67.9%	-
Ensuring archives are accessible to all communities	3	12	35	162	294	2
	0.6%	2.4%	6.9%	31.9%	57.9%	0.4%
Collecting archives about Warwickshire	2	16	39	159	292	-
	0.4%	3.1%	7.7%	31.3%	57.5%	-
Providing activities that help people learn about local history	5	20	71	190	221	1
	1%	3.9%	14%	37.4%	43.5%	0.2%
Providing opportunities for community involvement	12	44	111	181	159	1
	2.4%	8.7%	21.9%	35.6%	31.1%	0.2%
Providing a community hub	26	49	137	166	129	1
	5.1%	9.6%	27%	32.7%	25.4%	0.2%

Awareness of Warwickshire County Record Office

Before today, had you heard of Warwickshire County Record Office?

The next section of the survey asked if respondents had heard of Warwickshire County Record Office. All respondents answered this question, 65.9% (n=335) said yes, while 34.1% (n=173) said they had not, as shown in figure 3.

Figure 3: Total percentage of responses for “Before today, had you heard of Warwickshire County Record Office?”



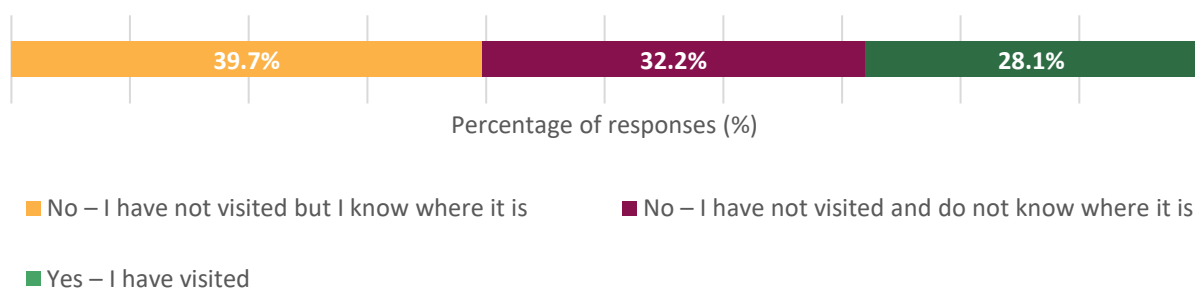
Visiting Warwickshire County Record Office

Have you visited Warwickshire County Record Office?

A total of 335 respondents were asked if they had visited Warwickshire County Record Office. Respondents were asked if they had visited the office. This was only asked to the respondents who advised they were aware of Warwickshire County Record Office:

- 39.7% (n=133) said No – I have not visited but I know where it is
- 32.2% (n=108) said No – I have not visited and do not know where it is
- 28.1% (n=94) said Yes – I have visited

Figure 4: Total percentage responses to “Have you visited Warwickshire County Record Office?”



Users who have visited Warwickshire County Record Office

Respondents who advised they had visited the Warwickshire County Record Office were asked “How easy or difficult did you find the following when you visited” and were provided with seven aspects of their visit. Ninety-four respondents were asked this question; not all respondents answered all the questions. Figure 5 and Table 4 show respondents who selected ‘Very easy’ or ‘Easy’.

- Finding information on opening times – 91.5% (n=86)
- Accessing the entrance to the building - 87.2% (n=82)
- Signage outside the building – 77.7% (n=73)
- Understanding where to go once you have arrived – 77.7% (n=73)
- Finding the building – 74.4% (n=70)
- Parking availability – 58.5% (n=55)
- Public transport availability – 47.9% (n=45)

Figure 5: Total number of responses to “How easy or difficult were the following when you visited?”

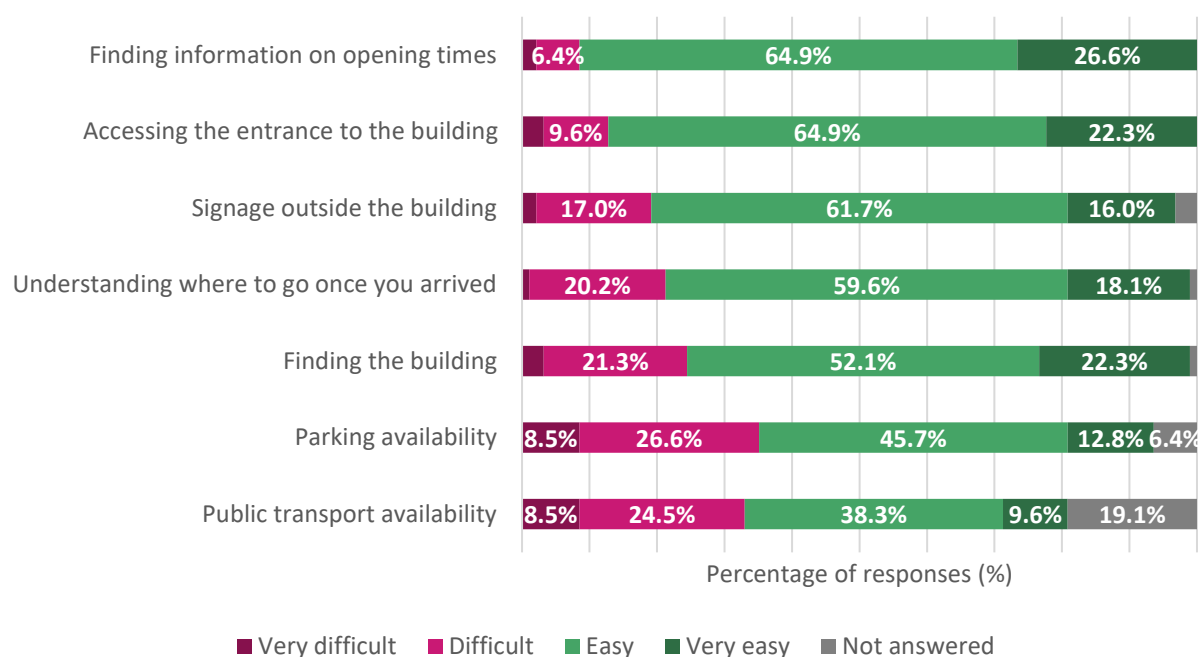


Table 4: Total percentage and number of responses to “How easy or difficult were the following when you visited?”

Theme	Very difficult	Difficult	Easy	Very easy	Not answered
Finding information on opening times	2.1%	6.4%	64.9%	9.6%	-
	2	6	61	25	-
Public transport availability	8.5%	24.5%	45.7%	9.6%	19.1%
	8	23	36	9	18
Parking availability	8.5%	26.6%	45.7%	12.8%	6.4%
	8	25	43	12	6
Finding the building	3.2%	21.3%	52.1%	22.3%	1.1%
	3	20	49	21	1
Signage outside the building	2.1%	17%	61.7%	16%	3.2%
	2	16	58	15	3
Accessing the entrance to the building	3.2%	9.6%	64.9%	22.3%	-
	3	9	61	21	-
Understanding where to go once you have arrived	1.1%	20.2%	59.6%	18.1%	1.1%
	1	19	56	17	1

Respondents were provided with an open text box to add any other comments they had on physical access to the office. Thirty comments were received and themed as shown in Table 5.

Table 5: Themed responses to “Do you have any comments on how physical access to Warwickshire County Record Office could be made easier?”

Theme	Number of respondents	Responses
Improved signage <i>Comments mainly focused on the need for clearer, more visible signage to help people find the Record Office more easily.</i>	8	<i>“More notices”</i> <i>“It is several years since I visited but at that time signage could have been clearer and more obvious”</i> <i>“Make it more colourful or put a more eye catching sign”</i> <i>“Better signage at foot of driveway as the entrance is far from obvious”</i> <i>“Better signage from Cape Road”</i> <i>“Maybe better signage near the old police station facing the main road would assist”</i> <i>“Signage to office could be better - maybe historic figures pointing to the door”</i> <i>“Even though I walk home through the park every other day and pass the sign, it was not completely clear where it was located. they could cut back the bushes and some how add large signage maybe even a big metal sign like an archway as you enter the drive way. There is a sign at the start but it isn't that clear as its quite a walk up”</i>
Improved footpath/ road <i>Comments highlighted difficulties with the approach to the site, including the road layout, footpath and first impressions of the entrance.</i>	6	<i>“There could be a nicer footpath, free of conflict with motor vehicles, across Priory Park from its gateway at the very top of Priory Road.”</i> <i>“You see cars pull in to what looks like hidden woodland and when I first visited by foot I was checking for cars and also accessing what looked like a private drive way.”</i> <i>“The first time I visited it was a little confusing going down the single track road off Cape Rd but I found it OK”</i> <i>“It is sometime since I visited - 25 years ! At the time, the path to the Records Office was uneven in places.”</i>

		<i>"a dedicated "Footway" marked on the roadway"</i> <i>"Access too narrow for two cars"</i>
Improved parking <i>Comments showed that parking remains an important practical issue for some visitors.</i>	5	<i>"More affordable parking"</i> <i>"Easier parking"</i> <i>"Only issue is parking"</i> <i>"More parking space could be provided"</i> <i>"It is a long time since I visited, so things may have changed. Then parking was the biggest issue, as the site is a distance from any town car parks. It is the main reason I have not returned to visit again."</i>
Improved public transport <i>Comments suggested that limited and difficult public transport can make access harder, especially from some parts of Warwickshire.</i>	4	<i>"My one and only visit was complicated by my choosing to take the bus"</i> <i>"Travelling via public transport from North Warwickshire to South Warwickshire has never seemed particularly easy given we're in the same county. Usually involves a lot of changes and walking."</i> <i>"More and better bus services"</i> <i>"Although I've answered Difficult for public transport access, I've never tried it because access to anywhere in Warwick or Leamington, or indeed anywhere else in Warwickshire via public transport is difficult. We need to remember Warwickshire is not London and there is no way we're ever going to have easily available and fast public transport from the countryside."</i>
Improved disabled access <i>Comments highlighted the importance of making sure the site is accessible for disabled visitors.</i>	3	<i>"It needs to be available to disabled people too if needed"</i> <i>"My visit was pre Covid so things might have changed. I'm a wheelchair user so access could be better."</i> <i>"A ramp"</i> <i>"Wider doors"</i>

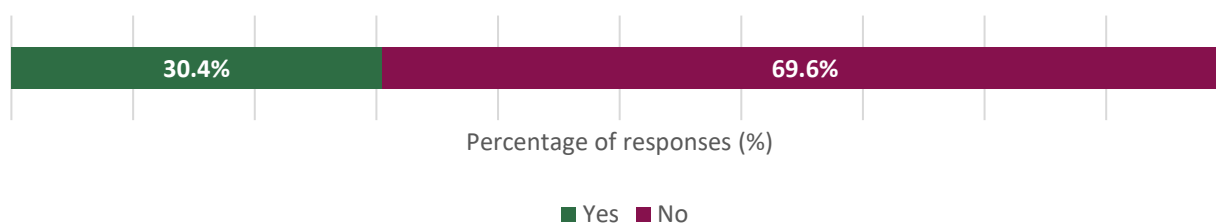
Themes mentioned by one person were, seems a bit overcomplicated, cut back bushes, access is good, and it is hidden.

Use of service

Have you used a service provided by Warwickshire County Record Office?

This question was asked to the 335 respondents who were aware of Warwickshire County Record Office. Of these, 30.4% (n=102) said they had used a service, while 69.6% (n=233) said they had not.

Figure 6: Total percentage responses to “Have you used a service provided by Warwickshire County Record Office?”



Awareness and usage among service users

Which of the following do you use currently or would use in the future?

All 102 respondents who advised they had used a service were asked this question, not all respondents answered all the questions.

The most used service was consulting archives/undertaking research, used by 66.7% of respondents (n=68), followed by Warwickshire County Record Office library resources at 51.5% (n=52). The least used service was the self-service visitor tearoom and second-hand book shop, used by 15.8% (n=16).

Figure 7,8 and table 6 below highlight both current use of services and potential future interest among respondents who have used Warwickshire County Record Office services.

Figure 7: Total percentage responses to “Which of the following do you use currently or would use in the future?”

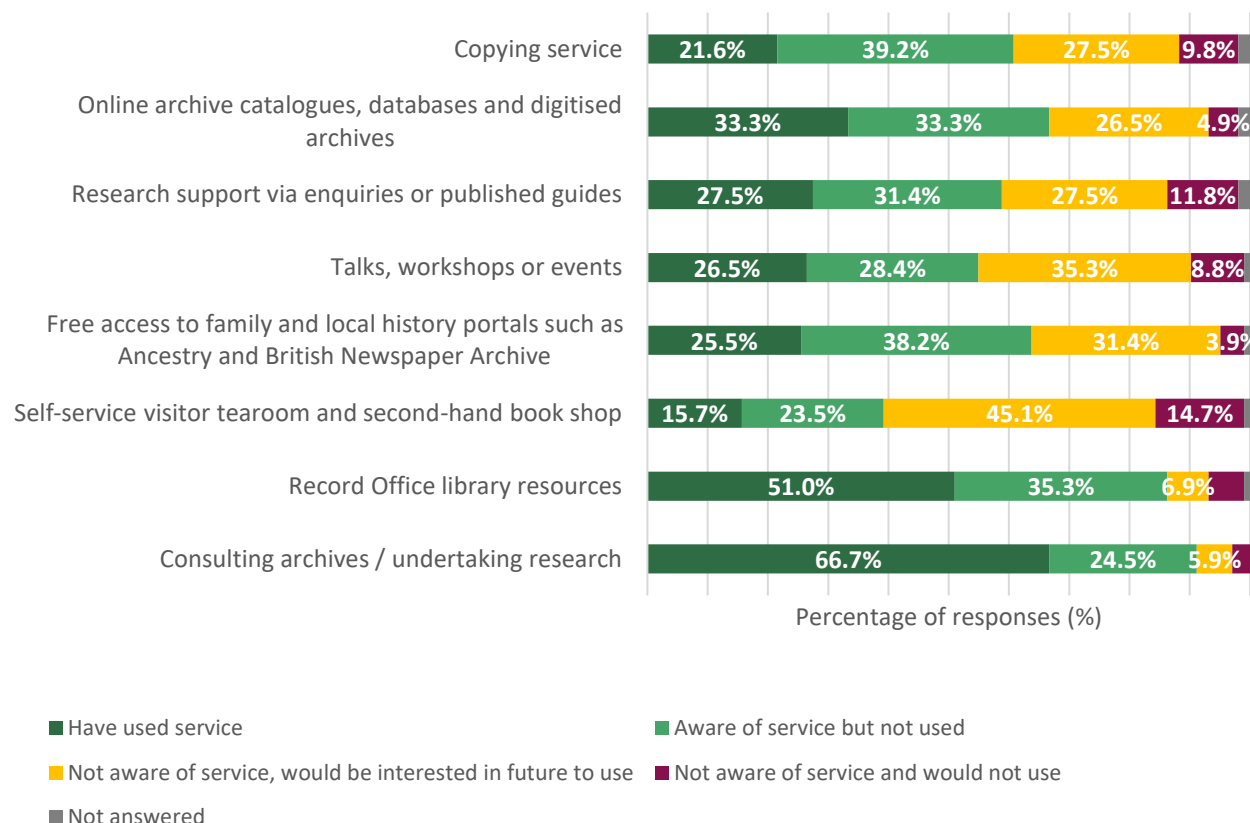


Table 6: Total percentage and number of responses to “Which of the following do you use currently or would use in the future?”

Theme	Have used service	Aware of service but not used	Not aware of service, would be interested in future to use	Not aware of service and would not use	Not answered
Consulting archives / undertaking research	66.7%	24.5%	5.9%	2.9%	--
	68	25	6	3	-
Record Office library resources	51%	35.3%	6.9%	5.9%	1%
	52	36	7	6	1
Self-service visitor tearoom and second-hand book shop	15.7%	23.5%	45.1%	14.7%	1%
	16	24	46	15	1
Free access to family and local history portals such as Ancestry and British Newspaper Archive	25.5%	38.2%	31.4%	3.9%	1%
	26	39	32	4	1
Talks, workshops, or events	26.5%	28.4%	35.3%	8.8%	1%
	27	29	36	9	1
Research support via enquiries or published guides	27.5%	31.4%	27.5%	11.8%	2%
	28	32	28	12	2
Online archive catalogues, databases, and digitised archives	33.3%	33.3%	26.5%	4.9%	2%
	34	34	27	5	2
Copying service	21.6%	39.2%	27.5%	9.8%	2%
	22	40	28	10	2

The following figures show which services respondents were not aware of but would be keen to use in the future:

- Self-service visitor tearoom and second-hand book shop (available at Warwickshire County Record Office during open hours) – 45.1% (n=46)
- Talks, workshops, or events (available via Heritage and Culture Eventbrite) – 35.3% (n=36)
- Free access to family and local history portals such as Ancestry and British Newspaper Archive (available at Warwickshire County Record Office during open hours) – 31.4% (n=32)
- Copying service (produce copies of records, offer image licensing and reproduction) - 27.5% (n=28)
- Research support via enquiries or published guides – 27.5% (n=28)
- Online archive catalogues, databases, and digitised archives – 26.5% (n=27)
- Warwickshire County Record Office library resources (hard-copy books, indexes and archive catalogues relating to local history/archives) – 6.9% (n=7)
- Consulting archives / undertaking research (e.g. for leisure, educational, professional, or legal purposes) – 5.9% (n=6)

Figure 8: percentage responses showing services respondents were not aware of but would be interested to use in the future

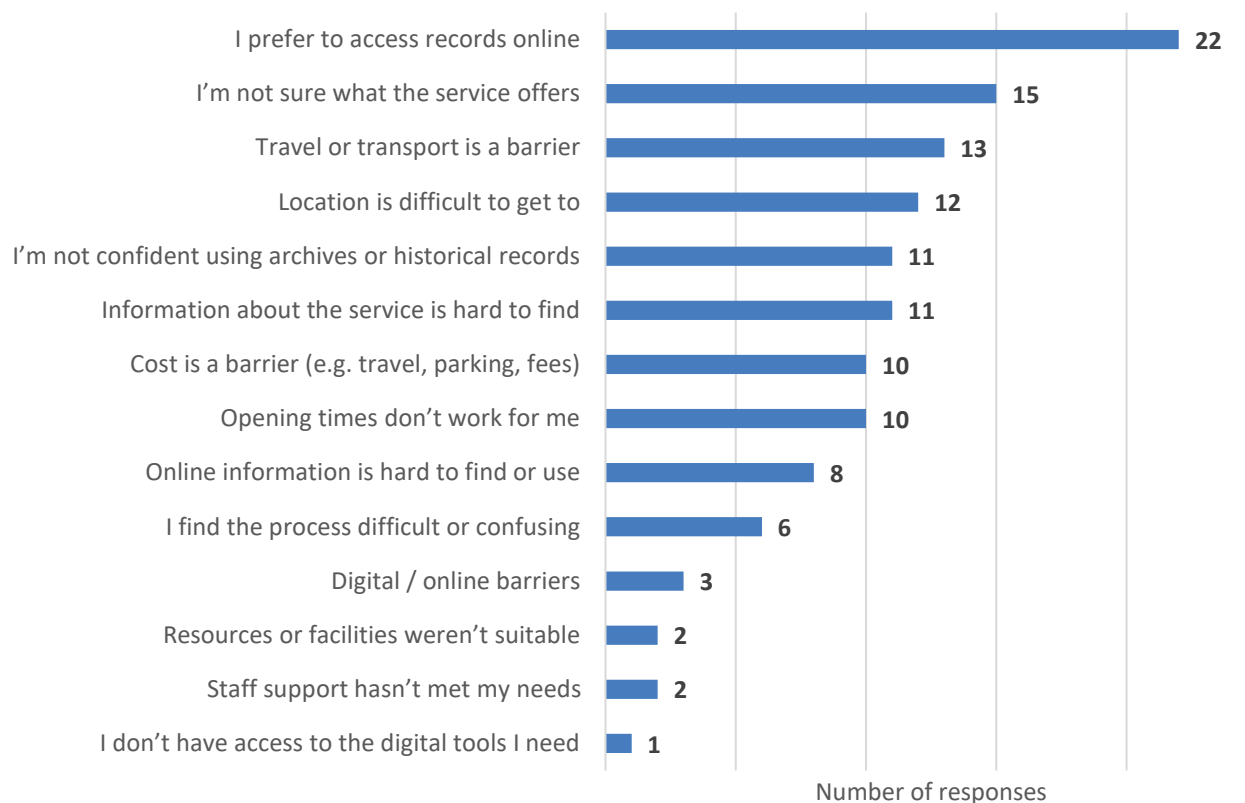


Barriers experienced by service users

Respondents who had used a service at Warwickshire County Record Office were shown a list of potential barriers and asked if any had made access difficult. A total of 102 respondents who advised they were service users, were asked this question, 66 responded. The responses are shown in figure 9. An open-text box was also provided for respondents to explain their answers or add any other barriers they had experienced. These comments are summarised in Table 7. Responses were as follows and illustrated in Figure 9.

- 33.3% (n=22) respondents selected "I prefer to access records online"
- 22.7% (n=15) respondents selected "I'm not sure what the service offers"
- 19.7% (n=13) respondents selected "travel or transport is a barrier"
- 18.2% (n=12) respondents selected "location is difficult to get to"
- 16.7% (n=11) respondents selected "I'm not confident using archives or historical records"
- 16.7% (n=11) respondents selected "information about the service is hard to find"
- 15.2% (n=10) respondents selected "cost is a barrier"
- 15.2% (n=10) respondents selected "opening times don't work for me"
- 12.1% (n=8) respondents selected "online information is hard to find or use"
- 9.1% (n=6) respondents selected "I find the process difficult or confusing"
- 4.5% (n=3) respondents selected "digital or online barriers"
- 3% (n=2) respondents selected "resources or facilities weren't suitable"
- 3% (n=2) respondents selected "staff support hasn't met my needs"
- 1.5% (n=1) respondents selected "I don't have access to the digital tools I need"

Figure 9: Total number of responses to “Have any of the following made it difficult for you when using services provided by Warwickshire County Record Office?”



In the final question of this section for service users, respondents were provided with an open text box to further explain their responses if they wished to do so and add any other barriers experienced. Twenty six comments were received and are themed and shown in Table 7 below.

Table 7: Themed open text responses to “Have any of the following made it difficult for you when using services provided by Warwickshire County Record Office?”

Theme	Number of respondents	Responses
Unable to get to office <i>Comments focused on distance, travel difficulties and poor public transport as barriers to visiting the Record Office.</i>	4	<i>“Living in rural North Warwickshire, does make transport a problem especially as public transport is so poor in rural areas. Hence, I prefer to access archives online wherever possible”</i> <i>“Have used ,will use , but need to in the right frame of mind. No direct bus service.”</i> <i>“It is some 50 miles round trip from my home so not exactly around the corner.”</i> <i>“Just would like to go further, but being in Warwick means it’s not accessible for an evening session really and means taking a day off work or sorting childcare for a big trip, so I don’t engage with it as much as I would like to.”</i>

Guidance needed <i>Comments showed that some respondents would welcome clearer guidance on what is available and how to use the service.</i>	4	<i>"A really simple guide of what kind of documents are available here and also places like Atherstone Library would be great. Would like to go further on my house history but not sure what is available where."</i> <i>"I find the card indexes unhelpful. It's difficult to know where to look for a particular topic and the key words aren't always intuitive/self-explanatory"</i> <i>"Understanding what is available and finding items is difficult."</i> <i>"Visited many years ago so I guess things have changed. I'd be interested in seeing what is available and what level of access there is for free for online records research."</i>
No barriers <i>Some respondents said they had not experienced any difficulties using the service.</i>	3	<i>"I have never had any difficulties at Warwickshire County Record Office in any of the above over the last forty or so years"</i> <i>"Have not found any difficulties using the resources."</i> <i>"I have used it and got what I needed"</i>
Great resource <i>Comments in this theme were positive and described the Record Office as a valuable and helpful resource.</i>	3	<i>"It is a great Resource for all as and when they need it, thank you"</i> <i>"The Record Office is a valuable resource but thankfully much is now available online. However, the advice and guidance of the staff who are experienced researchers is welcome."</i> <i>"All very good"</i>
Longer opening hours <i>Comments suggested that longer or more flexible opening hours would make the service easier to use.</i>	3	<i>"Your opening hours are very restrictive for people who work full time during the week, not everyone who is doing family history research is retired!"</i> <i>"I wish you opened on Sundays & one late night during the week."</i> <i>"The times of opening are short and if travelling a long distance not much can be achieved in a day."</i>
Feels restrictive <i>Some comments described the service environment as intimidating or difficult to navigate for less experienced users.</i>	2	<i>"Reception is welcoming; however, the record office room is quite austere + archivist desk can feel like you are being 'a bother.' Feels like a don't do this, don't do that place"</i> <i>"It is scary to go when you are unsure about asking your question and it is a bit intimidating. The reception area is welcoming, but once in the</i>

		<i>reading room it is awkward to know what to do or how to behave and I can see this putting a lot of people off."</i>
No time personally <i>Comments showed that personal time constraints, rather than the service itself, were the main barrier for some respondents.</i>	2	<i>"The only barrier is my own time"</i> <i>"My own time availability is the barrier - not what the office offer"</i>
Cost	1	<i>"I would have liked to have taken photos of material but I think the photography permit cost is a little steep"</i>
Car park	1	<i>"An awkward corner of a car park which wasn't easy to locate, I seem to remember."</i>
Improved signage	1	<i>"I feel there needs to be more signage ON THE STREET to show people & vehicles where to go & turn off from Cape Road."</i>
Unwelcoming staff	1	<i>"I found in the past that staff were not always welcoming. (When I first took out a Readers Ticket, I felt I was being cross- examined) Staff are not always helpful in assisting with research - they seem to assume you know what you are doing"</i>

Awareness and usage among non-service users

How interested might you be in using the following services in the future?

Among 406 respondents who had not used Warwickshire County Record Office services (this included respondents who were both aware of the Record Office and those who were unaware of the Record Office), the strongest future interest was free access to family and local history portals and online archive catalogues.

The figures below show respondents who said they were either very interested or interested in using each service in the future. Full responses are shown in Figure 10 and Table 8.

- Free access to family and local history portals such as Ancestry and British Newspaper Archive (available at Warwickshire County Record Office during open hours) - 74.9% (n=304)
- Online archive catalogues, databases, and digitised archives - 71.7% (n=291)
- Record Office library resources (hard-copy books, indexes and archive catalogues relating to local history/archives) - 55.9% (n=227)
- Self-service visitor tearoom and second hand book shop (available at Record Office during open hours) - 61.1% (n=248)
- Talks, workshops, or events (available via Heritage and Culture Eventbrite) - 60.6% (n=246)
- Consulting archives / undertaking research (e.g. for leisure, educational, professional, or legal purposes) - 59.1% (n=240)
- Research support via enquiries or published guides - 51.5% (n=209)
- Copying service (produce copies of records, offer image licensing and reproduction) - 50.5% (n=205)

Figure 10: Total percentage responses to “How interested might you be in using the following services in the future?”

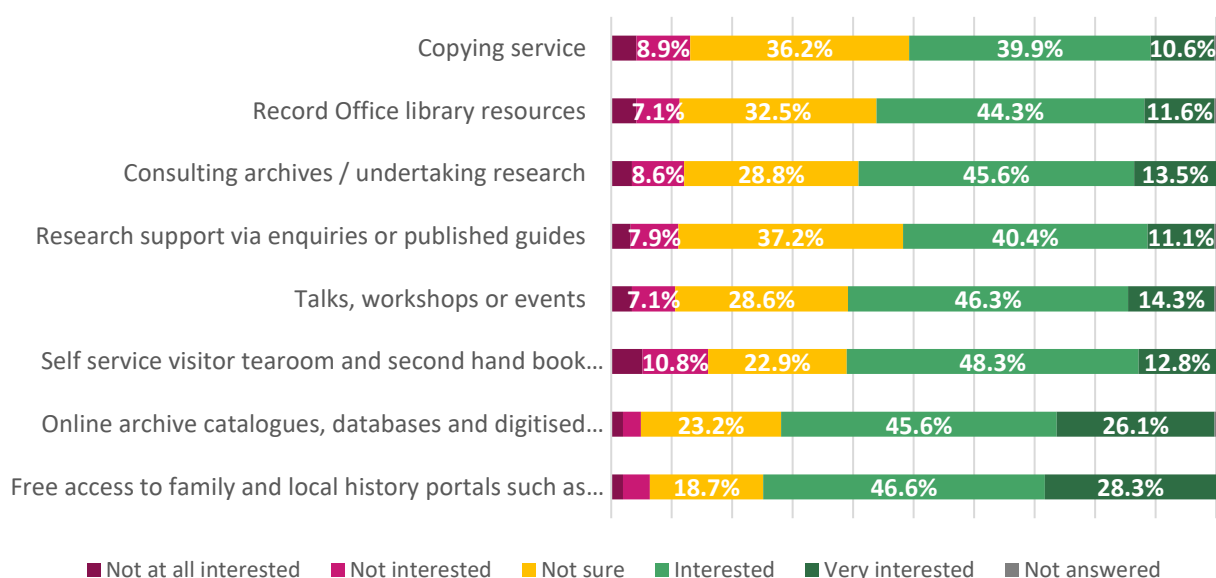


Table 8: Total number of responses to “How interested might you be in using the following services in the future?”

Theme	Not at all interested	Not interested	Not sure	Interested	Very interested	Not answered
Consulting archives / undertaking research	3.4%	8.6%	28.8%	45.6%	13.5%	-
	14	35	117	185	55	-
Record Office library resources	4.2%	7.1%	32.5%	44.3%	11.6%	0.2%
	17	29	132	180	47	
Self-service visitor tearoom and second-hand book shop	5.2%	10.8%	22.9%	48.3%	12.8%	-
	21	44	93	196	52	-
Free access to family and local history portals such as Ancestry and British Newspaper Archive	2%	4.4%	18.7%	46.6%	28.3%	-
	8	18	76	189	115	
Talks, workshops, or events	3.4%	7.1%	28.6%	46.3%	14.3%	0.2%
	14	29	116	188	58	1
Research support via enquiries or published guides	3.2%	7.9%	37.2%	40.4%	11.1%	0.2%
	13	32	151	164	45	1
Online archive catalogues, databases, and digitised archives	2%	3%	23.3%	45.6%	26.1%	0.2%
	8	12	94	185	106	1
Copying service	4.2%	8.9%	36.2%	39.9%	10.6%	0.2%
	17	36	147	162	43	1

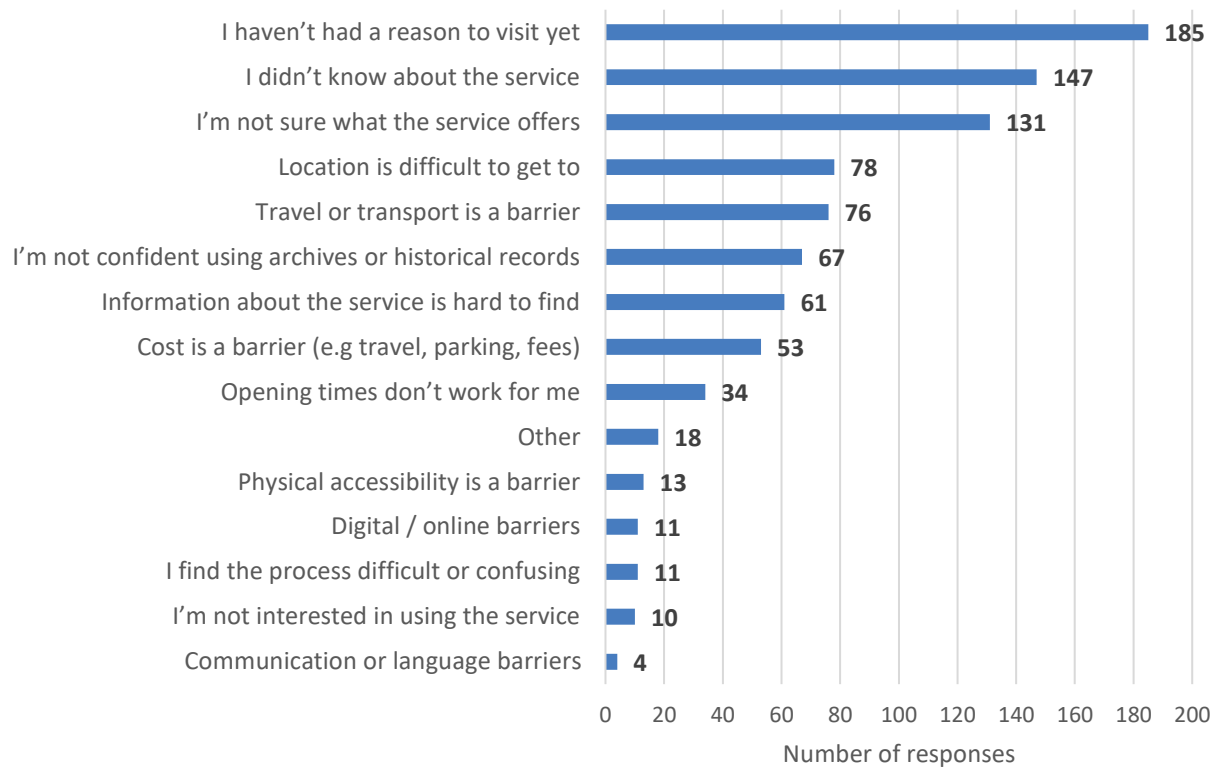
Are there any barriers – now or in the future – that might affect whether you use Warwickshire County Record Office?

The 406 respondents who had not used the service were asked if there were any barriers that prevented them from accessing any of the services, now or in the future. Three hundred and seventy six respondents answered this question. Respondents received a list of potential barriers and were instructed to select all that applied, with an additional space provided for comments. Responses are summarised below and in Figure 11.

- 49.2% (n=185) selected “I have not had a reason to visit yet”
- 39.1% (n=147) selected “I didn’t know about the service”
- 34.8% (n=131) selected “I’m not sure what the service offers”
- 20.7% (n=78) selected “Location is difficult to get to”
- 20.2% (n=76) selected “travel or transport is a barrier”
- 17.8% (n=67) selected “I’m not confident using archives”
- 16.2% (n=61) selected “information about the service is hard to find”
- 14.1% (n=53) selected “cost is a barrier”
- 9% (n=34) selected “opening times don’t work for me”
- 4.8% (n=18) selected “other”
- 3.5% (n=13) selected “physical accessibility is a barrier”
- 2.9% (n=11) selected “digital/ online barriers”

- 2.9% (n=11) selected "I find the process difficult or confusing"
- 2.7% (n=10) selected "I'm not interested in the service"
- 1.1% (n=4) selected "communication or language barriers"

Figure 11: Total number of responses to "Are there any barriers – now or in the future – that might affect whether you use Warwickshire County Record Office?"



Respondents were given an open text box if they wished to add other comments. A total 41 responses were received. These were themed and are summarised in Table 9. Overall, the comments suggest that the biggest barriers for non-users are practical access issues rather than a lack of interest. The most common theme was difficulty getting to Warwickshire County Record Office because of its location, particularly for people living in North Warwickshire, Rugby, or rural areas, and for those affected by poor public transport, disability, or travel costs. Many respondents also said they would be more likely to use the service if more information and records were available online, with several calling for greater digitisation and easier remote access. Other comments highlighted the need to improve accessibility, raise awareness of where Warwickshire County Record Office is located, provide clearer guidance on what the service offers, and consider practical improvements such as better parking and more flexible opening hours.

Table 9: “Other” themed responses to “Are there any barriers – now or in the future – that might affect whether you use Warwickshire County Record Office?”

Theme	Number of respondents	Responses
Online access preferred <i>Comments highlighted a preference for accessing records and services online rather than visiting in person.</i>	11	<i>“Just focus on what you do already, moving to digital access and transcriptions”</i> <i>“Online access would be preferable”</i> <i>“Online access to archives similar to eBooks via library”</i> <i>“Online access to information would be extremely beneficial”</i> <i>“Needs to be all online”</i> <i>“I would more likely look at the stories from the archives online rather than attending an exhibition or gallery space”</i> <i>“It would be extremely useful if all records / information were available to access online, with the ability to download any documents / information available”</i> <i>“An online register of what is available there”</i> <i>“I would be interested in better online presence, as”</i> <i>“Online retrieval is highly desirable!”</i> <i>“Digitise”</i>
Unable to get to office due to its location <i>Comments showed that distance, poor transport links and the Record Office’s location make access difficult for some residents.</i>	9	<i>“It’s a long trip out to get to the Office from north of the county and public transport links are woefully lacking”</i> <i>“Travelling , to those who live in North Warwickshire, North Warwickshire I feel always feels left out”</i> <i>“Mainly distance and lack of mobility and age would be my problem”</i> <i>“It’s in Warwick, therefore no public transport available from North Warwickshire”</i> <i>“I live in Rugby therefore travel is not easy”</i> <i>“Warwickshire geography makes using the Record Office extremely difficult. Online is very different from physical research and because the</i>

		office is situated at south of county North Warwickshire residents are discriminated against in terms of access. I feel a second office should be founded specifically for North Warwickshire to make access equal. I'm severely disabled, don't drive and can't manage the complicated journey to Warwick. Why should we always be the ones who have to pay out large sums to gain access? Any crossover of information between north and south would ensure equality for all researchers in terms of travel and costs." "Warwick not the easiest town to navigate if you are not local." "Physically turning up isn't really an option because of distance and cost. So, talks etc are pretty much a no go as well!" "I would be interested in 'travelling' shows: some information displayed very locally for a short time e.g. in the Church"
Online resource <i>Comments highlighted a strong preference for more records and services to be available online.</i>	6	"Will any of the archive be made available on-line?" "I am more likely to use the records if they are online" "Would love to access online" "Digital access would be great" "Online hubs are most desirable" "Would be extremely useful if all records / information were available to access online, with the ability to download any documents / information available"
Review and improve access <i>Comments suggested that accessibility and ease of access should be reviewed and improved for a wider range of users.</i>	5	"I visit my local museum for day events and hope to attend lectures but because of my disabilities and lack of my own transport I would have difficulty in physically accessing the County Record Office" "I am a wheelchair user, but don't know if your building is accessible for me" "As someone becoming less mobile, I know nothing about access to/within the building and find parking opportunities in Warwick generally unhelpful" "Accessibility is most important"

		<i>"The entrance to Priory Park from Priory Road is not at all inviting which is why I have never wanted to venture into the park. Looking at the internet, it actually looks a beautiful place once inside"</i>
Do not know where it is <i>Comments showed that some people would need clearer information about where the Record Office is located before visiting.</i>	4	<i>"I have no idea where it is"</i> <i>"Impossible to answer these questions as I have no idea where the facility is based!"</i> <i>" don't know where it is or hours so can't answer questions above."</i> <i>"Not sure where it is."</i> <i>"I don't know the location"</i> <i>"I'm not sure where the archive is located"</i>
Guidance needed <i>Comments suggested that clearer guidance on what is available and how to use the service would help potential users.</i>	3	<i>"I feel I ought to use the archive for local history insights but I'm not sure what I'd learn or use that knowledge for at the moment"</i> <i>"I have interests in early Warwickshire, e.g. 15th century and beyond having successfully researched my roots back to Birmingham circa 1500. I would love to learn more about the Tudors and there way of life and living thru online presentations etc. I have sought advice from TNA and AGRA regarding my early research but been advised that I have been lucky to get that far, but I am keen to go further now I have got that far back."</i> <i>"If I understood how I could access digital records I would probably have a look."</i>
No time personally <i>Comments indicated that personal time constraints were a barrier for some respondents.</i>	3	<i>"As I work full time, I am unlikely to visit the office in person"</i> <i>"I have small children and do not have the time for this"</i> <i>"As a working mum I am time poor! Spare time is for family/relaxing/exercise/being outdoors"</i>
Improve car parking <i>Comments suggested that better parking arrangements would make visiting easier for some people.</i>	3	<i>"Warwick is a challenging place to park. The records office car park is very small and once staff are parked, I imagine it would be a challenge to find a space. If the car park is full there would potentially be a long walk for visitors. Sainsbury's car park is free for 2 hours but involves a steep climb for anyone with mobility challenges not severe enough to qualify for a blue badge."</i>

		<i>"I do not possess a contactless card for parking payments; it will have to be cash only parking machine"</i> <i>"Free car parking for easy access to the building for visits might help with all ages. EV charging and lockable bike racks would grow visitors."</i>
Unsure of service <i>Comments showed that some respondents were unsure what the Record Office offers or how it could help them.</i>	2	<i>"For everyone in the county who has never heard of this service and therefore got by without it, it seems like an expensive service which benefits few people. All of the information is probably available online. History is important of course but this service is not made public or accessible for the whole of Warwickshire"</i> <i>"To date I've not needed to use this sort of archive and I'm not sure if a reason for me to need this information will occur"</i>
Require additional support to access service <i>Comments suggested that some people would need extra support or adjustments to use the service more easily.</i>	2	<i>"Have Learning Difficulties, Autism & Dyslexia"</i> <i>"Autistic/neurodivergent related barriers. E.g. communication and literal thinking can make navigating, via the internet, to the information I want confusing"</i>
Repeat events	2	<i>"Wanted to join the recent history of plagues etc session but it was sold out."</i> <i>"Can it and others that are sold out be repeated please"</i>
Longer opening hours	1	<i>"My issue on timings not the service"</i>

Potential interest in the future of Warwickshire County Record Office

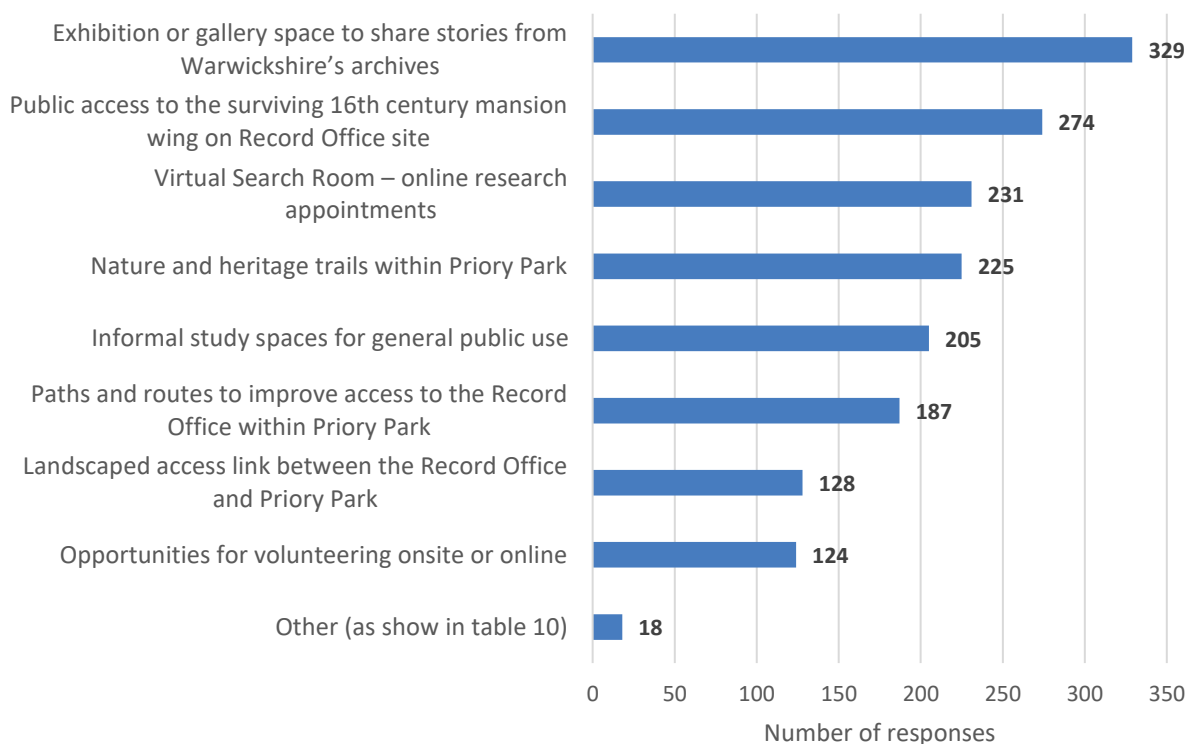
What kinds of activities, events or features would you find appealing at Warwickshire County Record Office?

All respondents were shown a number of activities, events and features and asked to select those that they would find appealing. Four hundred and seventy five respondents answered this question. Responses are shown below and in Figure 12.

- 69.3% (n=329) selected "exhibition or gallery space to share stories from Warwickshire's archives"
- 57.7% (n=274) selected "public access to the surviving 16th century mansion wing on record office site"
- 48.6% (n=231) selected "virtual search room – online research appointments"
- 47.4% (n=225) selected "nature and heritage trails within Priory Park"
- 43.2% (n=205) selected "informal study spaces for public use"
- 39.4% (n=187) selected "paths and routes to improve access to the record office within Priory Park"

- 26.9% (n=128) selected “landscaped access link between the record office and Priory Park”
- 26.1% (n=124) selected “opportunities for volunteering onsite or online”
- 3.8% (n=18) selected “other” as shown in Table 10

Figure 12: Total number of responses to “What kinds of activities, events or features would you find appealing at Warwickshire County Record Office?”



An open text box was provided to add other suggestions and further comments; 61 comments were provided. These have been themed and are shown in Table 10. The most common theme was “more items available digitally” (11 comments), followed by “suggestions for events” (8 comments) and “access for all of Warwickshire” (8 comments).

Table 10: themed “other” responses to “What kinds of activities, events or features would you find appealing at Warwickshire County Record Office?”

Theme	Number of respondents	Responses
More items available digitally <i>Comments highlighted a strong preference for more records and resources to be made available online.</i>	11	<i>“Just focus on what you do already, moving to digital access and transcriptions”</i> <i>“Online access would be preferable”</i> <i>“Online access to archives similar to eBooks via library”</i> <i>“Online access to information would be extremely beneficial”</i> <i>“Needs to be all online”</i>

		<i>"I would more likely look at the stories from the archives online rather than attending an exhibition or gallery space"</i> <i>"It would be extremely useful if all records / information were available to access online, with the ability to download any documents / information available"</i> <i>"An online register of what is available there"</i> <i>"I would be interested in better online presence, as"</i> <i>"Online retrieval is highly desirable!"</i> <i>"Digitise"</i>
Event suggestions <i>Comments suggested interest in additional events and activities that could help people engage with the service.</i>	8	<i>"Inviting current living celebrities who have contributed in Warwickshire to give talks about their life experiences. Similar to the Lichfield book festival, check out their website"</i> <i>"Dressing up in historical costumes for kids as per the market hall museum"</i> <i>"Do a before and after picture - quite often associated with 2nd world war imagery. E.g. a picture of how the old Warwick Crown Court used to look, with an image overlayed, or next to, showing what it looks like today in comparison"</i> <i>"It would be wonderful to contact Alex Harvey of RiVR to show 3D imaging of the tunnels beneath Warwick"</i> <i>"Possibly adopt 'getting to know your records office' events, showing what is collected, stored, available, to create greater community awareness including possibly touring show events at local libraries with items of local interest"</i> <i>"Local history events"</i> <i>"Do you do open days or themed events? Maybe following a building through time like that tv show that David Olusoga does. Or a day in the life of one of your staff?"</i> <i>"Use empty shops to promote the record office in their windows (there's enough of them) you could offer a visitor pass via the castle and have</i>

		<i>a historian available to talk through the old records - would be amazing 🤖</i>
Access for all of Warwickshire <i>Comments reflected a desire for the service to feel more accessible and relevant to residents across the whole county.</i>	8	<i>"Everything is always in the south of the county. Too far for many people to travel to. You have to consider the expense of petrol and car parking."</i> <i>"Living in North Warwickshire, continually travelling to Warwick is not possible"</i> <i>"At my age, getting to Warwick - a city I'm not familiar with - is a barrier"</i> <i>"you're too far away for us"</i> <i>"I'm a rural resident; online access would encourage me to use this service"</i> <i>"Biggest drawback to my engaging in many events is that I live in a village about 8-10 miles from the towns so I have to drive to go anywhere. As parking is a nightmare, and expensive, I don't go to Leamington or Warwick unless I really have to. I know I miss out on things but it's just too much hassle"</i> <i>"I assume that the records office will stay in Warwick (i.e. no chance of relocation to North Warwickshire)."</i> <i>"Too far for me to access. I am my family historian, but the location of the Record Office is a barrier. I'm not personally interested in any events or features for this reason"</i>
Improve awareness <i>Comments suggested that better promotion would help more people know about the service and what it offers.</i>	6	<i>"Where is Priory Park???"</i> <i>"I don't even know where Priory Park is"</i> <i>"To be honest despite living in Warwickshire for 30+ years I'd be hard pushed to tell people where Priory Park is. It sounds lovely but I'm not sure I've ever been"</i> <i>"Local history is interesting but only when you know about it if that makes sense? Eg going to Leamington Pump Rooms gave me access to the book about Leamington Elephants which then made sense of the bench that used to be in the courtyard at the top of The Priors (long gone). Also, the statue in Walnut Walk. I did a history walk many years ago in Leamington and it was really good"</i> <i>"The County Records Office sounds such an interesting place to visit but it is very 'tucked</i>

		away.' My husband and I have never visited despite my husband having lived in Warwick Better advertising of what is on offer would help drive up visitor numbers" "I don't know where it is"
Joint working Comments suggested opportunities for partnership working with other organisations or groups.	4	"Collaborative exhibitions with other local archives, including Coventry" "What is your oldest archive/object? Is it to do with the history of the castle? I wonder if you could do a joint exhibition with the castle" "Having activities events in other parts of Warwickshire that the record office could attend" "Some of these potential activities link well with those offered by county libraries - there seems to be scope for linking these valuable services and working together"
Guidance on service needed Comments showed that some respondents would welcome clearer information about how the service works and what is available.	3	"I feel the value comes when you know what you are searching for. Having watched "Who Do You Think You Are" I understand the value of records but I don't know how to get from my details to tracing family and history. it feels like I need to know what I want before I come but I don't know where to start and what to ask. Unlike Wokingham district where I lived before, Warwickshire has much less online so I can't practice at home and I don't want to waste people's time" "Courses in how to research local and family history" "Making research easier for the public e.g. instruction / talks on how to use the facilities"
Interest for future use Comments indicated that some respondents were not current users but could be interested in future use.	3	"I would be very interested in the history of the area I was born in" "History in the development of the town" "Our Warwickshire' website has had many contributions from me regarding correct positioning of historic locations. This I would like to expand upon by helping in correct placing outside of my interests"
Improve physical access Comments highlighted the need to make the site easier to reach and use in person.	3	"Level paths to the Record Office itself, with disabled facilities within the building. Self-service catering is not always easy with some of my disabilities as I can generally walk with a stick but cannot do this carrying a drink or a tray"

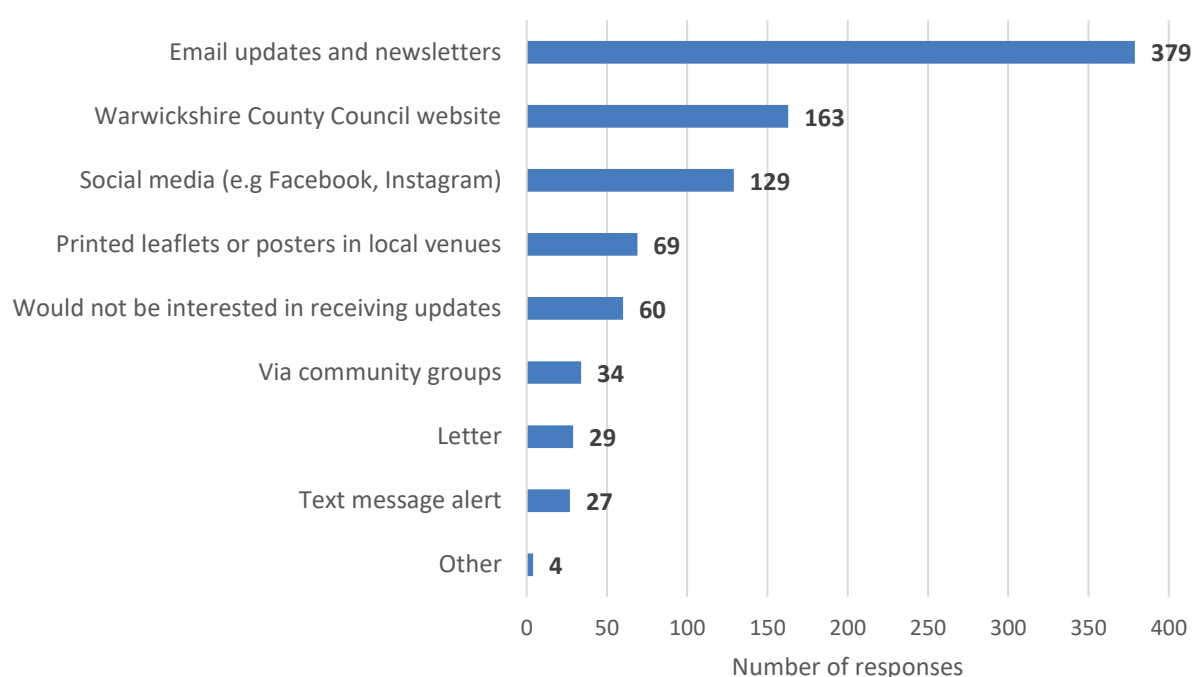
		<i>"One day a week could be dedicated to help for disabled people, especially those of us with sight problems, manual dexterity etc. Perhaps volunteers could be available to provide that help, even one to one"</i> <i>"Offer easy access"</i>
Expand services outside of Warwick <i>Comments suggested interest in providing access or activity in other parts of Warwickshire, not only Warwick.</i>	2	<i>"Having parts of the archives available at differing locations would be excellent."</i> <i>"The CRO actually coming out to the residents in the far flung parts of the county"</i>
Personally find it difficult to access <i>Comments showed that some respondents face personal barriers that make using the service more difficult.</i>	2	<i>"I'm sure these activities and events are excellent and I wouldn't want to see any of them cut but I am 87 so don't get around so much as I used to"</i> <i>"Only reason I am not interested in this service is the distance away and my lack of mobility. I'm sure it would be of interest to many others"</i>
No interest is using service <i>Comments in this theme indicated that the service does not currently appeal to some respondents.</i>	2	<i>"None - truthfully, I am not interested in the records office"</i> <i>"These all sound great, but unsure if it would make me visit"</i>
Budget for service used elsewhere <i>Comments suggested that some respondents would prefer funding to be directed to other priorities.</i>	2	<i>"Scrap it and use the space and money for something that benefits all"</i> <i>"Too costly"</i>
Interest in surviving 16th century mansion <i>Comments showed particular interest in access to the historic mansion building and its heritage value.</i>	2	<i>"Public access to the surviving mansion wing but possibly at limited times or with a guide"</i> <i>"The 16th century mansion wing sounds really interesting"</i>
Public transport availability	1	<i>"Public transport access to the site as close as possible"</i>
Ensure physical availability	1	<i>"Available personally for those who are not technical"</i>
Interested in all activities	1	<i>"All of these would be an improvement and maybe help to remove the elitist atmosphere surrounding the whole process of research, as if it is only an academic pastime"</i>
Review opening times	1	<i>"The timing of events isn't always suitable for me. It would be really helpful if the same event was available more than once (e.g. repeated on a different day of the week or time of day"</i>
Involve schools	1	<i>"Activities for local schools free to access"</i>

If you were interested in receiving updates about Warwickshire County Record Office, how would you like to receive them?

The next question in this section asked if respondents wished to, how they would like to receive updates from the service. Respondents were asked to select all options that applied with 498 respondents answering this question. Responses are shown below and in Figure 13.

- 79.8% (n=379) said “email updates and newsletters”
- 34.3% (n=163) said “Warwickshire County Council website”
- 27.2% (n=129) said “social media”
- 14.5% (n=69) said “printed leaflets or posters in local venues”
- 12.6% (n=60) said “would not be interested in receiving updates”
- 7.2% (n=34) said “via community groups”
- 6.1% (n=29) said “letter”
- 5.7% (n=27) said “text message alert”
- 0.8% (n=4) said “other” as shown in Table 11

Figure 13: Total number of responses to “If you were interested in receiving updates about Warwickshire County Record Office, how would you like to receive them?”



Seven respondents comments were provided in the open text box about how people would prefer to receive updates about the service. These are summarised in Table 11.

Table 11: Themed responses to “other” comments about “If you were interested in receiving updates about Warwickshire County Record Office, how would you like to receive them?”

Theme	Number of respondents	Responses
Newsletters	2	<i>“There's a great newsletter "Village News" that goes out to 3,000 households in north Warwickshire. It's a great way of reaching out/publicising your services”</i> <i>“Village magazine or free advertiser magazines that get delivered to the villages are main source of information, apart from Facebook.”</i>
Printed leaflets/ posters	2	<i>“Printed leaflets and posters would only be useful if there were in venues close to where I live, so if they were only in Warwick that wouldn't be so useful”</i> <i>“Printed leaflets or posters would be nice but I have no confidence that these would be distributed beyond Leamington and Stratford!”</i>
Websites	2	<i>“The current Facebook facility is good but can't show the full listings of documentation that is available. Warwickshire County Council website is trying to be all things to all people and just doesn't work. I suggest the records office be given its own site”</i> <i>“Local Council websites”</i>
Letters	1	<i>“Updated details could be sent alongside Council tax information, negating extra postage costs”</i>

Final comment

Is there anything else you would like to tell us about Warwickshire County Record Office and the services provided?

The final question of the survey was an open text box asking respondents if they had any other thoughts they would like to share about the Warwickshire County Record Office. One hundred and fifty respondents left a comment. Responses have been themed and are summarised in Table 12.

The comments were largely positive; the biggest theme was **positive views on the value of the service** (32 comments). Respondents frequently described Warwickshire County Record Office as an important, valuable, and essential public service that should be protected for future generations. The next most common theme was **increasing awareness and publicity** (26 comments), showing that many people felt the service is not widely known or well promoted.

Table 12: All themed responses to “Is there anything else you would like to tell us about Warwickshire County Record Office and the services provided?”

Theme	Number of respondents	Responses
Positive views on the value of the service <i>Comments described the Record Office as an important and valued service that should be protected.</i>	32	<i>“The county record office is a precious resource and one which should be standing up and shouting about all its services and the gems of information it holds”</i> <i>“As a public service the Record office should continue to thrive and serve the Warwickshire community”</i> <i>“Keeping Record is Very Important”</i> <i>“Along with public libraries, it is vital to ensure preservation of archives and local history. If we don't look after our history and culture, we have a very bleak future.”</i> <i>“The records office is an important local resource. It is important that it is not limited in what it can be due to a lack of capacity”</i> <i>I” think it's a "good thing" to preserve our history, even though I have not had occasion to use the Record Office myself. People I respect have done so and value it”</i> <i>“The County Record Service is very important”</i> <i>“Keep going”</i> <i>“I hope the good work those in the records office do is protected”</i> <i>“This is an essential service to make us understand our place in the world”</i> <i>“It is a useful service that should be completely transparent and easily accessible to all”</i> <i>“It is extremely important that historic archives and records are preserved and available for research etc use.”</i> <i>“Whatever may happen under local government reform it is important that the Warwickshire CRO is maintained (funded, staffed, accommodated) for current and future generations in perpetuity”</i>

		<i>"Heritage is very important as we preserve in principle our quintessential English villages but also assist them develop sensitively in the modern world."</i> <i>"Links to the past are important for all societies even when they don't fully recognise it"" should be protected and remain accessible for all. Local History research shouldn't be charged for."</i> <i>"As a former secretary to a Parochial Church Council, I appreciate the value of the Record Office holding minutes of church meetings, Registers of Baptisms, Marriages, Funerals and Services. It's important these are held for research purposes."</i> <i>"This is a vital service. Well done for reaching out and looking forward. Keep up the good work!"</i> <i>"With such a rich history. It is an invaluable service for now and the future. But it has been under played for a long time."</i> <i>"Keep up the good work of this essential service."</i> <i>"A vital service for preserving our history for ours and future generations"</i> <i>"It's an important service that needs to be supported by the county council, not just as an educational and recreational resource that can improve the quality of life of those in the region and surrounding but as a source of transparency and neutral justice."</i> <i>"Would be a shame to lose these services"</i> <i>"The Warwickshire County Record Office provides an essential service by preserving over 900 years of history that would otherwise be lost to time. It is not just a warehouse for old paper; it's a living laboratory for discovery that fosters a deep sense of community and continuity."</i> <i>"Whilst I've never been to or used the Records Office services, I do not underestimate the importance of archive records of all types. However, these records need to be accessible to the whole population, either digitally or in person"</i>
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		<i>"Someone needs to provide this service and I can only think that WCC or WC/SDC should be trusted to do it !"</i> <i>"It is important that Warwickshire maintains a record of all that has taken place and will do in the future"</i> <i>"The Record Office is an important asset for Warwickshire. I would encourage continued investment in digital access and community outreach so that its collections remain relevant and accessible to a wide range of users, including especially for residents in rural areas with limited access to transport"</i> <i>"All county record offices are important and should be properly resourced"</i> <i>"I do not use this service it is a good service for people who use it"</i> <i>"Records need to be kept for future generations"</i> <i>"Despite me not being personally interested in these records or using them, preserving history is crucial for society"</i>
Increase awareness and publicity <i>Comments suggested that more promotion would help raise awareness of the service and its benefits.</i>	26	<i>"Didn't know it existed"</i> <i>"I have seen the record office by Priory Park however I assumed this was where you register births and deaths. I think they need to publicise more on social media to let people know what they are about."</i> <i>"More could be done to promote this as people increasingly want to learn about family history, about their local area via local libraries, social media, etc"</i> <i>"It's an amazing place . little known - j should take access from the old bowling green front of Priory Park and encourage tourists and local schools"</i> <i>"As an historian - indeed, as a Fellow of the Royal Historical Society, archives are of value. But in order for them to be of use, one has to know what is in them. For them to be valuable, what is in them needs to be worthy of note. Not sure where Warks archive sits in this picture...good luck!"</i>

		<i>"I think the records office has rather a low profile in the general public domain. Better publicity about it and what it can provide would be a help"</i> <i>"Such a useful resource that it should be made more visible to the public!"</i> <i>"Advertise/give information about what opportunities/events/ resources are offered"</i> <i>"Better communication about what the record office does, where it is located and how to access the materials available."</i> <i>"it's not publicised enough"</i> <i>"More awareness / publicity is required about public access and use of archives"</i> <i>"Making sure that the services are publicised to let the public know what is available, I only know about this, as I used to live locally"</i> <i>"Good survey....I love local history...but it has to be put in front of me for me to take it/look at it further! As a retiree....I am always looking for interesting things to do...learn about....and I therefore feel that this service could really be developed to attract people like me....who just need gentle 'teasers' to really get our interests going!!"</i> <i>"Did not know where it was and have not visited. May look it up if in the area. "</i> <i>"The facility needs to be brought into public focus more"</i> <i>"Pleased to see you are attempting to raise the profile and availability of record office resources"</i> <i>"I think people would be interested to find out more about the conservation work you do"</i> <i>"I don't think member of the public is aware of the County Record Office"</i> <i>"Sounds like a resource that is relatively unknown but with significant and important potential."</i>
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		<i>"It seems like it's been badly done, not publicised and not available to the whole county unless you live nearby"</i> <i>"It should be promoted more. I thought the records office was for registering Births, Deaths, and Marriages. I had no idea it held archive information about the county or that I could access it"</i> <i>"Think the majority of people have no idea this exists, I have only heard of it because I once knew someone who worked there."</i> <i>"I think more people would be interested if they knew about the information they could get from the Warwickshire County Record Office. Perhaps more advertising could be done to promote it."</i> <i>"I have no idea what it is"</i> <i>"I know very little about it or the services it offers"</i> <i>"I think the location needs to be more prominent - I have now gathered it is in Priory Park but have absolutely no idea where that might be."</i>
Positive feedback on service <i>Comments reflected positive experiences of the service, including helpful staff and useful resources.</i>	22	<i>"I have visited the County Records Office in 2015, while researching historical records. The information gathered was amazing. I am very supportive of this Office and would be happy to help with anything I can."</i> <i>"Found staff very pleasant and helpful"</i> <i>"This is an essential service and needs to be protected."</i> <i>"I have recently enjoyed the opportunity to hear one of your volunteers who gave an excellent illustrated talk on "Tithe Maps" to the Coventry Family History Society. I should like to know more about maps local to where I live, and I understand that these are now available on line, Warwickshire being one of only 8 counties that have achieved this. I was very pleased to know that 4 of these counties may be helpful to my own family history research."</i>

		<i>"I have found it very helpful and useful in research. But unfortunately, almost a hidden gem"</i> <i>"The record office have been very encouraging for me as the coordinator of the Thurlaston (Warwickshire) when assessing the quality of our archives and offering advice."</i> <i>"Really pleased that it is an available service"</i> <i>"I have been a regular visitor to Warwickshire County Record Office since the late 1970s. It is an excellent asset and all the staff have been unfailingly helpful and encouraging in my work."</i> <i>"I visit many local record offices in my work, and Warwickshire County Record Office is easily one of the best."</i> <i>"Services are excellent, help is available should you need it. Easy access to records and archives Staff have always been very helpful when I have used the records office"</i> <i>"Its excellent"</i> <i>"I Have visited Warwickshire County Record Office in the Past and I Was very Pleased with the Services provided. I Found the way I was Welcomed and looked after during the Time I Was there really Nice and would tell Anybody who is interested in Going there to give it A try especially if you are interested in the History of Warwickshire"</i> <i>"Great resource, excellent support staff."</i> <i>"I think it's a wonderful facility"</i> <i>"Loved the photos of local people, places and artefacts that were gathered a few years ago"</i> <i>"When I have used it the staff / volunteers were absolutely brilliant and found information none of my family had yet discovered. They always go above and beyond and go out of their way to help. I was ever so impressed with their dedication and expertise in locating the information we were looking for"</i> <i>"The staff are always helpful. and very knowledgeable. The service is invaluable to somebody researching local history, especially if</i>
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		<i>they are not sure how to go about finding what they need to consult"</i> <i>"It's a great facility to have"</i> <i>"I know this to be a brilliant resource"</i> <i>"Please continue tours of historical value"</i> <i>"I corresponded with the service via email I found them most helpful, if a bit under resourced."</i> <i>"My experience of this service has been brilliant"</i>
Outreach beyond Warwick <i>Comments suggested that outreach beyond Warwick could help make the service feel more relevant across the county.</i>	13	<i>"We have a registry office and library in Rugby why can't our local archives be kept here? Warwick is too far to go"</i> <i>"Distance main barrier due to fuel crisis"</i> <i>"Had no idea this place existed and would probably never use it, especially as it would involve travelling to Warwick"</i> <i>"I am fascinated by Warwickshire history and heritage and really enjoy the open day events at Nuneaton Museum but cannot access materials available in Warwick"</i> <i>"The location is a distance from North Warwickshire and other archive resources would be good around the county to encourage more personal research. However, as stated previously, much is available online from National Archives"</i> <i>"Could it be a mobile service to communities? Aid availability in all areas"</i> <i>"Extremely useful facility. In my opinion underutilised due to its location."</i> <i>"I think it is inaccessible to people outside Warwick, especially people using public transport from other areas."</i> <i>"Travel is an issue to residents who do not live in South Warwickshire, it seems South Warwickshire benefits first"</i> <i>"How about moving relevant information around the county, Coleshill is very disconnected from the rest of the county"</i>

		<i>"It is the COUNTY record office but there is no attempt to engage with communities outside Warwick. They need to start to do proper outreach and events in the parts of the county that are further away from the centre. There is no evidence of commitment to serve the whole of the county - unfortunately."</i> <i>"Could an outreach team be able to visit libraries in, say the north of the County, like Nuneaton with maps etc of our area?"</i> <i>"Could exhibitions and events travel beyond Warwick? Maybe use libraries or community spaces across Warwickshire to promote the service or share photos/artefacts about local history. All of this survey seemed about the park and venue where the archives are housed and it seems a shame not to think broader than that and get out of Warwick to benefit all of Warwickshire, maybe particularly North Warwickshire!"</i>
Gained awareness of service <i>Comments showed that some respondents were not current users and had learnt more about the service through the survey</i>	12	<i>"I've learnt more about the Record Office in this survey than I've ever known!"</i> <i>"I understand how county records are important and what they are used for - although I had never heard of it before today"</i> <i>"Thank you for making me aware of the service"</i> <i>"I didn't know about this service and I'm glad I do now"</i> <i>"I am interested to find out more now I am more aware of the service"</i> <i>"To date I have not had a reason to use these services but I might do in the future."</i> <i>"Absorbing and made me want to make a visit."</i> <i>"I had no idea that the public can access records this way"</i> <i>"I honestly didn't consider it as a service to members of the public, assume just for council staff; so, I would be interested in the access given to the public"</i> <i>"I was not aware of all the services available now, particularly the online ones."</i>

		<i>"I was completely oblivious of this office and its services; however, I am sure it is vitally important to those conducting research"</i> <i>"The first I knew of Warwickshire County Record Office was this survey"</i>
Suggestions for future activities <i>Comments included ideas for activities and events that could broaden interest in the service.</i>	9	<i>"Can you provide speakers to explain what you do for local groups e.g. Probus?"</i> <i>"Run more family history courses"</i> <i>"Probably a good public interface to the wider county is via the library service, which even in its much cut back state has more points of presence around the county. Maybe have records officers do monthly "archives surgeries" around the county libraries to help/encourage people with records office access?"</i> <i>"A difficult job to advertise everything, but a programme of highlighting the big wins would be good."</i> <i>"Are schools aware of this valuable resource?"</i> <i>"Could a similar service of digital copying be available from Warwickshire Archives too?"</i> <i>"I think local schools could make even more of a great use, maybe contacting them(history and Geography departments). And inviting students in to have talks about local history, culture and place making"</i> <i>"I think more use of exhibition of Warwickshire archives in other spaces around the county is needed. As a "look at what you can find if you pay us a visit in our office"."</i> <i>"It would be good to see some information in the local libraries about the records office"</i>
Interested in future use <i>Comments indicated potential future interest if awareness, access or relevance increased.</i>	7	<i>"I am in the process of researching my family history. Although more recent close family originated from East Anglia and London, I have recently found relatives in Warwickshire so, I will be using the service."</i> <i>"Great initiative. I will be looking forward to learning more about it in the future and also getting involved"</i> <i>"I have not had the opportunity or time to make use of the service for some time. Perhaps I should."</i>

		<i>"Were the opportunity to arise where I needed information, I considered the Records Office would be in a position to provide I would make every effort to obtain the required information in a safe environment and a complete database"</i> <i>"It's a really useful tool that I didn't realise was available. Will look into it as don't know whether the same services are online or only if you visit the centre"</i> <i>"I've become more aware of this office recently thanks to social media. Lots of interesting things but sadly not had time to visit"</i> <i>"We have an interest in old maps and use the National Library of Scotland resource regularly to gain an understanding of how the area has developed and local history"</i>
Need for clearer information and guidance <i>Comments suggested that clearer information about what the service offers and how to use it would be helpful.</i>	6	<i>"I would appreciate the presence of someone to help with using the catering services and hope that the building is signposted clearly for disabled access and facilities"</i> <i>"Intro to available records and resources."</i> <i>"A bit daunting to use"</i> <i>"Not everyone know what it hold and what is relevant to them"</i> <i>"I would love to use it more and understand more clearly specifically what I could access there regarding history of my house, road and families that lived here"</i> <i>"Could do with a mentoring service when researching the archives, so you can say what you're trying to achieve and someone is allocate for a period of time (half an hour might be enough) to help you achieve your objective"</i>
Improve digital access <i>Comments highlighted a desire for more online access to records, information and services.</i>	6	<i>"Get involved in anything other than research which could be done online"</i> <i>"I also couldn't find a search box so that I could locate your on-line digitised Tithe Maps. Perhaps a search box would be helpful for new users"</i> <i>"It would be useful if all the archives were available online"</i>

		<i>"It would be extremely useful if all records / information were available to access online, with the ability to download any documents / information available."</i> <i>"Warwickshire's Past Unlocked' is not an easy site to get information from, it sends us around in loops."</i> <i>"I pile like the County Records office database of insects to draw a live feed from IRecord, rather than holding its records separately. I would find the Information more valuable if it went so many years behind in entering information."</i>
Review opening times <i>Comments suggested that more flexible opening times could improve access for some users.</i>	4	<i>"For those with further to travel it would be good to have greater flexibility in access times"</i> <i>"Extend your opening hours"</i> <i>"Shame it isn't open on more days and for longer hours (as per the website)"</i> <i>"Opening hours are very restricted, especially if you work full time. So could they be increased"</i>
Improve experience for users <i>Comments suggested that some aspects of the user experience could be reviewed and improved.</i>	4	<i>"Other archives (e.g. Shakespeare Trust; National Archive) have a more positive, relaxed feel"</i> <i>"Staff to have a more helpful attitude"</i> <i>"Not being able to take in a small bag or pencil case is ridiculous. I have to carry in pens, paper, spectacles, tissues, hand sanitiser in my hands and leave my empty bag in a locker. This isn't security, it's insanity and sexist. Most women's clothing doesn't have pockets"</i> <i>"Is there indexing from Warwickshire County Record Office that would help me to source my area of interest"</i>
Review funding <i>Comments raised questions about how the service is funded and whether resources are being used effectively.</i>	2	<i>"Services provided are important but funding should not come from taxpayers. External funding from sources such as national lottery, grants from organisations such as Historic England, open days to raise funds etc."</i> <i>"Preserving historical records important but many of the other suggested activities are already provided successfully by other parts of the council and by charities and community groups so I don't think money should be wasted on this. Nor on so called accessibility other than for disabled people."</i>

Access barriers <i>Comments highlighted practical barriers that can make the service harder for some people to use.</i>	2	<i>"Please ensure that accessibility is thought through"</i> <i>"Sadly, it is inaccessible to me."</i>
Difficult to find <i>Comments suggested that the service and its location are still not easy for everyone to find.</i>	2	<i>"Having never visited the Record Office, I have found a map of its location, but it wasn't easy to find"</i> <i>"It is tucked away with very little on street signage so I feel sure many locals do not know it exists; therefore tourists/visitors are also unlikely to know about this rich resource we have. After all we are the County Town which very often gets overlooked for much larger Leamington Spa"</i>
Encourage council staff to use services	1	<i>"I think encourage more WCC staff to attend and for free. This will add more awareness to the office to also then encourage friends and family to visit. I saw an event listed about 2 years ago internally but the open morning was on a Saturday along with the public. It was free and as I am very local, I could attend and walk up to it. I had a tour of the office and looked at some old records. It was very interesting but to get more people doing this I think staff tours could take place. There are some staff who are interesting in looking into their heritage too from diverse backgrounds this is usually encouraged. But I think it's a paid session whereas I think they can work with different Networks to showcase what is in the history books locally and potentially what is relatable"</i>
Unsure on purpose of service	1	<i>"Not sure the purpose behind it. It's not same as the land registry so struggling to see the purpose for this service as a homeowner"</i>
Reduce costs to users of service	1	<i>"Is there any possibility that WCC could reduce the cost of the Record Office permits for those who have a limited income?"</i>
Funding is important	1	<i>"Too much money is spent on send/migrant issue/translation all to the detriment of culture and history which is being overlooked, overwritten, and influenced by the far left"</i>
Encourage public contributions	1	<i>"It would be good if the office could encourage contributions by engaging local people in helping to preserve and collect local reminiscences and memorabilia / artefacts and local voices. Apologies if they already do this! I think living in North Warwickshire does mean the office feels a bit remote."</i>

Appendix 1 – Copy of Voice of Warwickshire Survey

Copy of survey (the text and space available to comment was much larger on the survey but for the purpose of this report has been reduced):

Voice of Warwickshire – Warwickshire County Record Office

Overview

About Warwickshire County Record Office

Warwickshire County Record Office looks after the county's historical records - sources for over 900 years of regional history. These include maps, deeds, diaries, letters, ledgers, photographs, and many other records that capture the work, life, and experiences of people in Warwickshire.

The role of the service is to collect, preserve and make this material accessible.

Warwickshire County Record Office is a public service for everyone.

We are located in central Warwick tucked away in the corner of Priory Park, a historic parkland.

Why your views matters

We would like more residents to know about the service, feel welcome, and see its value - whether for learning, leisure, research, or community activities.

You don't need to have visited the Record Office or know much about it to take part.

We would like insight from Voice of Warwickshire members to understand:

- **Awareness and perceptions** of Warwickshire County Record Office
- **How individuals and communities value** archives
- **Attitudes toward preserving county memory** for future generations
- **Barriers** that may prevent people from engaging with Warwickshire County Record Office
- **Interest in future activities and opportunities**

Your feedback will help shape long-term thinking about access, participation, and the future development of Warwickshire County Record Office.

Warwickshire County Record Office - our mission

In this section, you'll be asked how important each statement is to you. This will help us understand your views on local archives and access to them.

Definition of archives: *a collection of historical records relating to a place, organisation, or family*

	Not at all important	Slightly important	Moderately important	Important	Very important
Collecting archives about Warwickshire					
Preserving archives for future generations					
Ensuring archives are accessible to all communities					
Providing activities that help people learn about local history					
Providing a community hub					

Providing opportunities for community involvement					
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Awareness of Warwickshire County Record Office

In this section we are keen to understand your current awareness of Warwickshire County Record Office. This question is marked as required to ensure the survey follows the correct path based on your responses.

Before today, had you heard of Warwickshire County Record Office?

- ☐ Yes
☐ No

Visiting Warwickshire County Record Office

You have advised you are aware of Warwickshire County Record Office. We would like to understand if you have visited the office.

This question is marked as required to ensure the survey follows the correct path based on your responses.

Have you visited Warwickshire County Record Office?

- ☐ Yes – I have visited
☐ No – I have not visited but I know where it is
☐ No – I have not visited and do not know where it is

Users who have visited Warwickshire County Record Office

In this section, we'd like to understand your experience of visiting Warwickshire County Record Office.

How easy or difficult did you find the following when you visited?

	Very difficult	Difficult	Easy	Very easy
Finding information on opening times				
Public transport availability				
Parking availability				
Finding the building				
Signage outside the building				
Accessing the entrance to the building				
Understanding where to go once you arrived				

Do you have any comments on how physical access to Warwickshire County Record Office could be made easier?

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Use of service

Warwickshire County Record Office offers a range of services, some of which are delivered away from the main office. Examples include online resources; remote enquiries service and talks held at the Record Office and across the County.

We'd like to know if you have used any of these services.

This question is marked as required to ensure the survey follows the correct path based on your responses.

Have you used a service provided by Warwickshire County Record Office?

- ☐ Yes
☐ No

Awareness and usage among service users

The questions in this section are for people who have advised they have used a service provided by Warwickshire County Record Office. We'd like to know which services you've used and whether you experienced any difficulties accessing them.

Which of the following do you use currently or would use in the future?

	Have used service	Aware of service but not used	Not aware of service, would be interested in future to use	Not aware of service and would not use
Consulting archives / undertaking research (e.g. for leisure, educational, professional, or legal purposes)				
Record Office library resources (hard-copy books, indexes and archive catalogues relating to local history/archives)				
Self-service visitor tearoom and second-hand book shop (available at Record Office during open hours)				
Free access to family and local history portals such as Ancestry and British Newspaper Archive (available at Record Office during open hours)				
Talks, workshops, or events (available via Heritage and Culture Eventbrite)				
Research support via enquiries or published guides				
Online archive catalogues, databases, and digitised archives				
Copying service (produce copies of records, offer image licensing and reproduction)				

Have any of the following made it difficult for you when using services provided by Warwickshire County Record Office? (Please select all that apply if none apply leave blank)

- ☐ I'm not sure what the service offers
☐ Information about the service is hard to find
☐ Opening times don't work for me
☐ Location is difficult to get to
☐ Travel or transport is a barrier
☐ Cost is a barrier (e.g. travel, parking, fees)
☐ I'm not confident using archives or historical records
☐ I find the process difficult or confusing
☐ Digital / online barriers
☐ I prefer to access records online
☐ Online information is hard to find or use
☐ I don't have access to the digital tools I need
☐ Staff support hasn't met my needs

- ☐ Resources or facilities weren't suitable
- ☐ Physical accessibility is a barrier
- ☐ Sensory or cognitive accessibility is a barrier
- ☐ Communication or language barriers
- ☐ Other

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Awareness and usage among non-service users

In this section, we'd like to hear about any services or activities you might be interested in using in the future. We'd also like to understand if there's anything that might prevent you from using them.

	Not at all interested	Not interested	Not sure	Interested	Very interested
Consulting archives / undertaking research (e.g. for leisure, educational, professional, or legal purposes)					
Record Office library resources (hard-copy books, indexes and archive catalogues relating to local history/archives)					
Self-service visitor tearoom and second hand book shop (available at Record Office during open hours)					
Free access to family and local history portals such as Ancestry and British Newspaper Archive (available at Record Office during open hours)					
Talks, workshops, or events (available via Heritage and Culture Eventbrite)					
Research support via enquiries or published guides					
Online archive catalogues, databases, and digitised archives					
Copying service (produce copies of records, offer image licensing and reproduction)					

Are there any barriers—now or in the future—that might affect whether you use Warwickshire County Record Office? (Please select all that apply if none apply leave blank)

- ☐ I didn't know about the service
- ☐ I'm not sure what the service offers
- ☐ Information about the service is hard to find
- ☐ Opening times don't work for me
- ☐ Location is difficult to get to
- ☐ Travel or transport is a barrier
- ☐ Cost is a barrier (e.g. travel, parking, fees)
- ☐ I'm not confident using archives or historical records
- ☐ I find the process difficult or confusing
- ☐ Digital / online barriers
- ☐ I'm not interested in using the service
- ☐ I haven't had a reason to visit yet
- ☐ Physical accessibility is a barrier
- ☐ Communication or language barriers
- ☐ Other

Potential interest in the future of Warwickshire County Record Office

Before the final section, we'd like to hear your views on how we can help more people discover Warwickshire County Record Office, including its services and the historic building on its site.

What kinds of activities, events or features would you find appealing at Warwickshire County Record Office? (Please select all that apply if none apply leave blank)

- ☐ Exhibition or gallery space to share stories from Warwickshire's archives
- ☐ Public access to the surviving 16th century mansion wing on Record Office site
- ☐ Informal study spaces for general public use
- ☐ Landscaped access link between the Record Office and Priory Park
- ☐ Paths and routes to improve access to the Record Office within Priory Park
- ☐ Nature and heritage trails within Priory Park
- ☐ Opportunities for volunteering onsite or online
- ☐ Virtual Search Room – online research appointments
- ☐ Other (please use the space below)

If you were interested in receiving updates about Warwickshire County Record Office, how would you like to receive them? (Please select all that apply)

- ☐ Would not be interested in receiving updates
- ☐ Social media (e.g. Facebook, Instagram)
- ☐ Email updates and newsletters
- ☐ Warwickshire County Council website
- ☐ Printed leaflets or posters in local venues
- ☐ Via community groups
- ☐ Letter
- ☐ Text message alert
- ☐ Other

Final comment

This is the final question of the survey. Thank you for your responses so far.

Is there anything else you'd like to tell us about Warwickshire County Record Office and the services provided?

Thank you for taking the time to share your thoughts with us.

When survey results are available we will email you and the report will be uploaded to Voice of Warwickshire webpage.

If you would like further information on Warwickshire County Councils Record Office please visit the webpage.