



**London Metropolitan Archives (LMA)** is London's regional archive service, collecting, preserving, sharing and celebrating the stories of London and Londoners and also manages Guildhall Library and the Small Business and Business Enterprise Centre (SBREC). LMA is owned and managed by the City of London Corporation and reports to the Culture, Heritage and Libraries Committee.

### Our aims and objectives are...

- To preserve, make accessible and promote our collections, on-site and digitally.
- To support, connect and enable London's cultural and heritage sectors throughout partnerships and contributions to pan-London and sector led programmes.
- To engage with and support the diverse communities we serve promoting equality and inclusion.
- To support the City of London Corporation's **Destination City** programme.

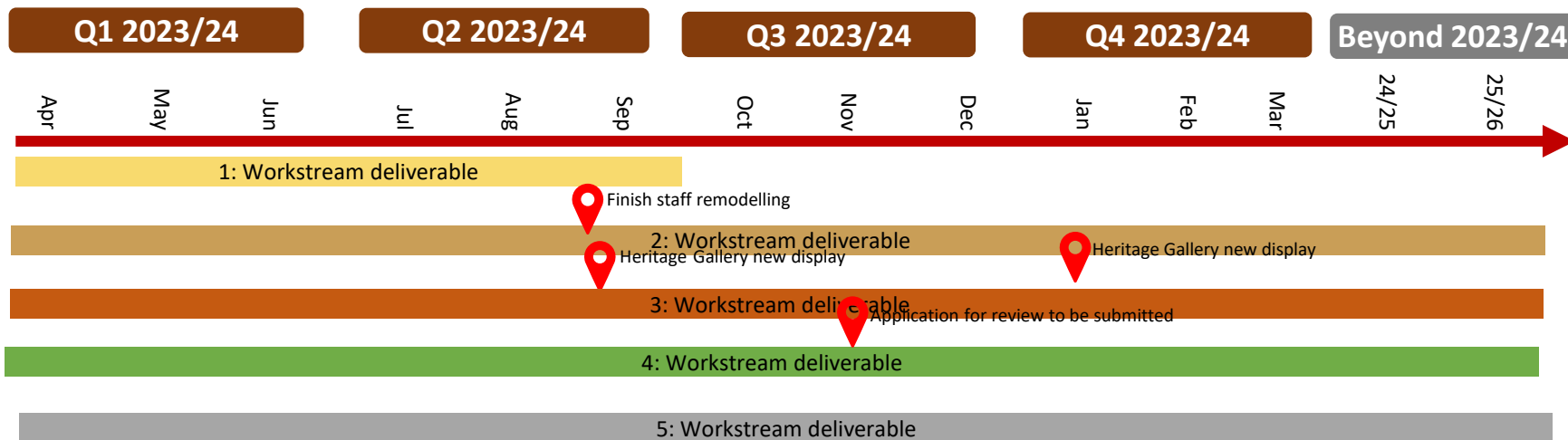
### What's changed since last year...

- A major Audience Development programme was started and its findings will be shared with staff as part of an exercise to refocus and restructure the service in the first half of 2023
- Our major achievements in 2022-23 include creating two successful exhibitions, **Magnificent Maps** and **Green City**
- Local risk energy bills at LMA will put considerable financial strain on budgets. The current figure of £120,000 may quadruple in size during the year which is unsustainable and could result in serious impacts for service delivery. In addition specialist preservation materials have increased in price due to import tariffs following change in EU structure.
- LMA continues to drive value for money; new digital payment systems for income; automation of licensing system for London Picture Archive.
- **Africa Centre, Coram Voices through Time, Positive Histories** projects all made significant progress.

### Our major workstreams this year will be...

- 1: Start to pilot a new public engagement process, making changes to the staff structure and public spaces within LMA to support this.
- 2: Continue to develop LMA's services for the COL, including records management, answering official enquiries and supporting official events (in particular CCOL events for the Coronation), curating and promoting the Heritage Gallery.
- 3: Preparation for review against UK Archive Service Accreditation Standard.
- 4: Respond actively across all relevant programmes to the COL's climate action work and its EDI agendas.
- 5: Continue to develop Guildhall Library and SBREC services for the future within the context of the Guildhall Masterplan.

### Our timeline planner



## Our strategic commitments

### Climate Action Strategy 2020/27

Support the City Corporation’s Net Zero target for City Corporation premises by 2027 and continue to take measures to reduce our environmental impact.

### Digital Skills Strategy 2018/23

Continue to develop delivery, the digitisation of City Corporation collections, digital preservation and staff / stakeholders' skills.

### Destination City programme

To support the development of Culture Mile as a vibrant and welcoming cultural, creative and learning destination for all. To provide outdoor pop-up exhibitions and support the programme.

### Social Mobility Strategy 2018/28

Increase a more diverse engagement with our services through our cultural and heritage programmes, and our education and learning programme

### London Recharged (for SBREC)

Supporting SMEs as City supports businesses of all sizes

## Key Performance Indicators

#	KPI	Current Performance	Direction of Travel/ Target
1	Usage of online research resources hosted by commercial providers 22/23 to date	7,225,385 page views	Reduction in comparison to same period in 21/22
2	Usage of LMA online catalogue 22/23 to date	23,593 visitors	Improvement on same period in 21/22
3	Usage of LMA’s pages on the City of London Corporation’s website 22/23 to date	47,951 visitors	Improvement on same period in 21/22
4	Maintain DEC rating of B for LMA buildings energy efficiency	Level B	Improvement
5	School visits (by child)	2,300	Improvement
6	SBREC support for SMEs as part of support enshrined in London Recharged	Incorporate SMEs into risk register and corporate strategy	Improvement
7	Usage of LMA’s London Picture Archive website 22/23 to date	943,039 page views	Improvement on same period in 21/22
8	Archival documents requested through website 22/23 to date (note that manual requests are not recorded here)	11,721	Improvement on same period in 21/22

## Medium Term Plans under consideration (24/25 and 25/26)

Priority list (Include any known changes you are preparing for, e.g. new legislation, services, projects, automation)	2024/25	2025/26	Funded or Unfunded
Accommodation review prior to lease expiry in 2035			Unfunded
Replacement of LMA chillers for environmental control of collections			Awaiting capital funding
Public spaces review in light of audience research e.g. group study room			Locally funded

## Our People

2022 Staff Engagement score: 56%

Audience Development Programme running through 2022-23 and 2023-24 will proactively engage with staff as a new staff structure is created.

Permanent staff: 56 staff at LMA; 7 at SBREC and 9 at Guildhall Library. Fixed term staff: 11 at LMA. Fixed term staff work on externally funded projects and includes 3 posts for Early Careers Archivists.

No of Apprentices 3 (more planned for 2023)

No of apprenticeships completed 4

## Our plans to progress EDI

LMA's cross team EDI Action Plan is Appendix One

## The Corporate Plan outcomes we have a direct impact on are...

**Outcome 2** People enjoy good health and wellbeing.

**Outcome 3** People have equal opportunities to enrich their lives and reach their full potential.

**Outcome 4** Communities are cohesive and have the facilities they need.

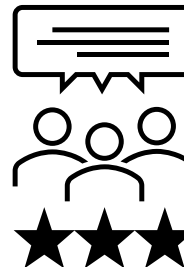
**Outcome 7** We are a global hub for innovation in finance and professional services, commerce and culture.

**Outcome 9** We are digitally and physically well-connected and responsive.

**Outcome 10** We inspire enterprise, excellence, creativity and collaboration

## Our Stakeholders (or Customers) Needs

LMA rated 9.4 out of 10 for overall satisfaction in UK Archives Distance Users Survey 2019 (organised by the Archives and Records Association (UK and Ireland) in conjunction with The Chartered Institute of Public Finance and Accountancy (CIPFA)).



*NB most recent survey due to pandemic, new survey being run in autumn 2022 and new figures will be added here.*

## Key Risks

	Impact			
	Minor	Serious	Major	Extreme
Likely	4	8	16	32
Possible	2	6	12	24
Unlikely	2	4	8	16
Rare	1	2	4	8

## Risk Title

Score

Damage to or loss of the valuable and often unique collections held by LMA and GHM through inadequate intellectual and physical preservation 2

London's footfall reduces (through terrorist, climate, political or economic incident) 2

Conditions for displaying archives in the Heritage Gallery are compromised 4

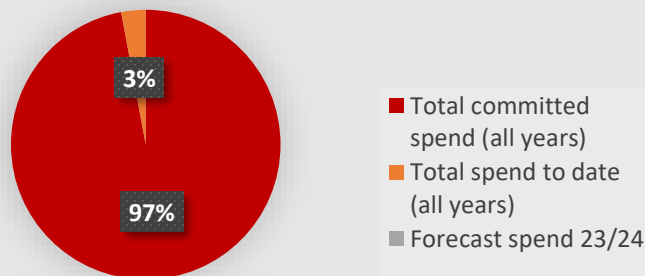
LMA lease: failure to identify and act upon a viable option for LMA accommodation within the required timeframe. 24

## In-flight G2-G6 Projects

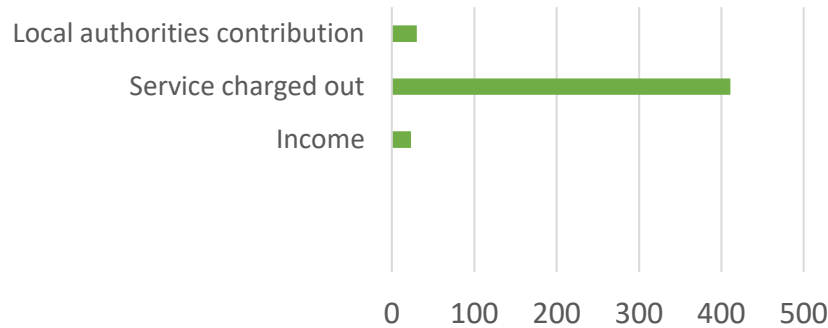
Total number of Projects in flight : 2

Gateway 2	100%
Gateway 3	0%
Gateway 4	0%
Gateway 5	0%
Gateway 6	0%

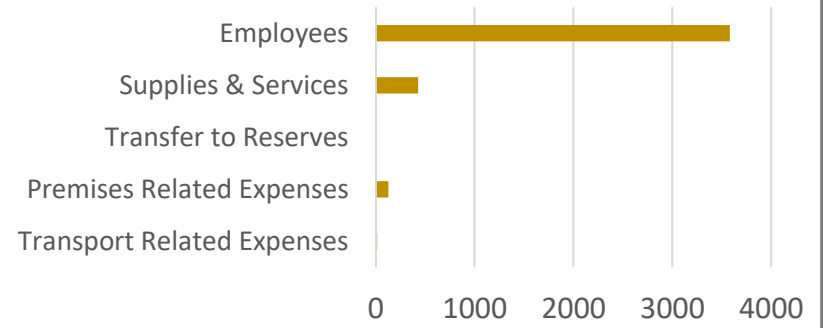
## In flight G2-G6 Projects committed and forecast spend



## Where our external income comes from



## Where our money is spent



## Operational Property requirements

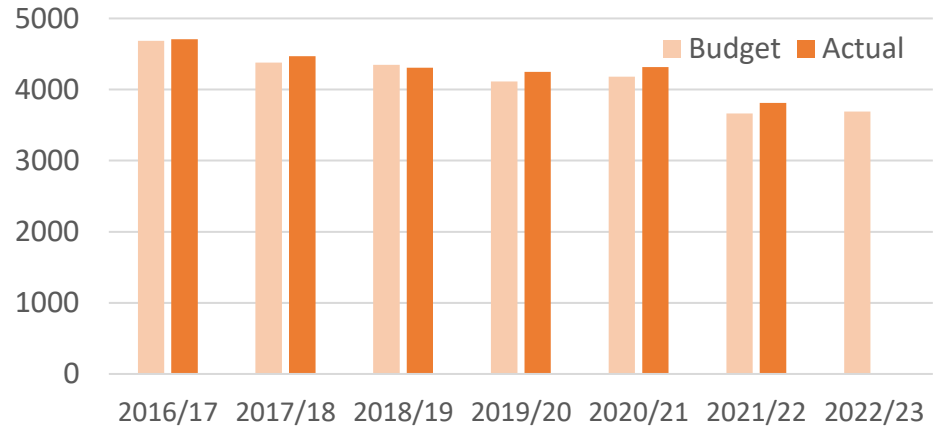
LMA is operating at 98% full capacity with an urgent requirement to consider its future Accommodation as its lease expires in 2035. There are no spare assets.

Guildhall Library and the Small Business Research and Enterprise Centre may become subject to the impacts of the Guildhall Complex Redevelopment.

The LMA runs City Records Management Service, strongrooms in the North Wing would also be affected by Guildhall Complex Redevelopment.

The urgent London Metropolitan Archives Accommodation review needs to be added to the Capital programme in the next 2 years.

## Budget vs Actual



## Our Impacts

**2.9 million**  
catalogued  
archives



**12.7 million**  
Digitised pages  
and images



**2240**  
hours of  
volunteer  
time



**7400**  
departmental  
files transferred



**13 million**  
Digital users



**20% Increase**  
in Enquiries  
answered



**2500** school  
children  
engaged on  
site



**2.2 million**  
views of  
social  
media  
posts

