



## WORCESTERSHIRE RECORD OFFICE

### POLICY STATEMENT ON ANSWERING ENQUIRIES

The Worcestershire Record Office aims to offer assistance in research, to assist with one-off enquiries and to provide information about our holdings with the aim of encouraging a personal visit.

Information will be provided on:

- Relevant sources held in the Record Office in response to enquiries regarding specific areas of research
- A particular document where the exact date or reference number is known, for example
  - A baptism, marriage or burial on a given date at a specified Church
  - An entry for one individual or address in one directory or electoral register
  - A specific report in one issue of one newspaper

Copies of documents will be provided, for a fee, where the correct reference is known, for example:

- Census print outs where the reference and folio number is known
- Parish register copy where date and parish are known
- A copy of a will if the name of the person and the date are known
- Copies of original documents where the exact reference is known
- One area of one map for a particular date or edition

Requests for copies will only be undertaken if:

- They do not exceed 5 documents or sheets from a document, or 3 printouts from microfilm/fiche
- We are able to provide copies under copyright law
- Copying the document will not damage the original

We aim to answer all enquiries sent by post, email or fax within 7 working days. Telephone enquiries will be answered during the course of the call if possible, but if this is not possible callers will be asked to email/post the enquiry to us.

Enquirers requiring photocopying that exceed the level that the Record Office is able to provide or which require detailed information or research will be sent details of our research service. The fee for this service is currently £19 per hour of research (£35 for corporate clients). This fee does not include photocopying charges, for which the standard rate will be charged.

For information not otherwise available by personal visit, enquiries can also make requests under the Freedom of Information Act 2000 and these will be dealt with in accordance with the Act. For more information, please contact 01905 728544 or [click here](#)