



**Titel**  
**14.08.2008**

# **Local Community Heritage Store**

**28/06/08**

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**Norfolk County Council**



**European Community  
European Regional  
Development Fund**



**Interreg North Sea Region**

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**PART A - IDENTIFICATION**

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**1 - Name of the case**

Local Community Heritage Store

**2 - Acronym of the case**

CHS

**3 - Case Presentation URL**

<http://epractice.eu/cases/CHS>

**4 - Case Logo**

**5 - Web address of the case**

<http://www.localchs.co.uk>

**6 - Type of initiative**

**7 - Country of the case**

England

**8 - City/region**

East of England

**9 - Start date 01/09/05- End date 31/03/07**

**10 - Date on which the case became operational**

July 2006

**11 - Case Abstract**

Please provide a brief abstract of the case (Max. 300 words)

Cultural content relating to Heritage was identified as a large area of potential demand in relation to over 55's who were otherwise less likely to use the internet. Norfolk County Council successfully bid for funding from

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the department of Communities and Local Government to develop a Local Community Heritage Store where local people could upload archive material – photographs, sound files, documents and film – and share this with others in their local community or across the globs.

Project Managers UKVikllages developed the website and ran a series of five workshops with around 200 local people in the fen area of West Norfolk to make them aware of the system, learn how to use it, and set up local groups to create archives.

The project was successful and won its category in the e-Innovation national project and the Pride of the Region award for the East of England.

## **PART B - DESCRIPTION OF THE CASE**

### **12 - Case domain**

### **13 - Topic**

### **14 - Tags**

Broadband, Creative Industries, e-Content

### **15 - Sector**

Please identify the sector within which your case operates.

Multiple choices are allowed. Hold down the Ctrl key to add choices to your selection or to remove choices from the selection.

### **16 - Policy Context and Legal Framework**

### **17 - Target Users or Group**

General

### **18 - Description of Target Users or Group**

Over 55's.

### **19 - Scope**

### **20 - Status**

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The service is nstill operational.

**21 - Language(s)**

English

**PART C - PROJECT SIZE AND IMPLEMENTATION**

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**22 - Type of initiative**

Creative Content

**23 -**

The project successfully set up groups which have conti nued to populate their archives.

**24 - Description of the way you implement and manage your initiative**

The work was managed PRINCE2 under a county board of stakeholder bodies.

**24a - Technology choice**

The service uses a Lotus Notes platform

**24b - Technology solution**

See above.

**25 - Funding source**

Department of Communties and Local Government

**26 - Implementation**

The total budget was £100k

**27 - Yearly cost**

The service aims to be commercially self sufficient apart from core hosting costs of £5k for 5 years.

**PART D - IMPACT, INNOVATION AND RESULTS**

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**28** - Please provide indications of real or expected impact and benefits; if possible with figures

Five groups were set up involving 30 people who have developed archives with several hundred items ranging from documents and pictures to sound files.

**28b** - Economic effects

There are no direct economic effects.

**29** - Track record of sharing

Coverage is detailed at:

<http://www.localchs.co.uk/chs.nsf/b?open&cache=no&ref=chs.B0DC90E1597A67EA802572020056077C&s=noticeboard&parent=chs.782A0CC6BAD1916980256EE70035E117>

<http://www.localchs.co.uk/chs.nsf/b?open&ref=F2FB93BB1C5B66498025704A0057CAB8&parent=chs.782A0CC6BAD1916980256EE70035E117&s=noticeboard>

**30** - Lessons learnt

The project successfully attracted people from the Age of 55 to 80 to use the internet – many of whom had never used the web or even a computer before.

The key lessons were:

- Older people need a hook of a topic they are interested in to persuade them to use the internet
- Community web sites are best set up via local workshops to establish editorial groups and need support in how to run a group as well as how to use the technology.