

Take the 109 bus  
and bring a packed lunch

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## Accessibility of Records

Access is allowed to the archives of Barclays PLC and its subsidiaries as a special privilege and, consequently, may be withdrawn at any time.

The sensitive nature of many of the records means that access to certain categories of records will be restricted.

Each individual application for access will be considered on its merits.

Access to the Bank's archives will be subject to:

- (i) a 30-year closed period for all management and administrative records of the Bank as a company.
- (ii) a 50 year closed period for records relating to Corporate customers subject to their approval or that of their recognisable successors. The researcher will be responsible for obtaining this permission.
- (iii) a 100 year closed period for records relating to individual customers, with earlier access subject to the permission of the customer concerned or the directly descended surviving family. Even outside the 100 year period where direct descendants are known to exist, researchers will be encouraged to approach them in all cases to at least inform them of the nature of the project.

Additional restrictions are placed on the release of records which may, in the opinion of the Archivist:

- (i) harm or cause distress to any living person or the immediate family of a dead person.
- (ii) jeopardise the commercial interests or good standing of the Bank.
- (iii) directly indicate the source of information supplied in confidence, the disclosure of which would, or might, constitute a breach of good faith.



# Barclays bank Fortune is from African Slavery

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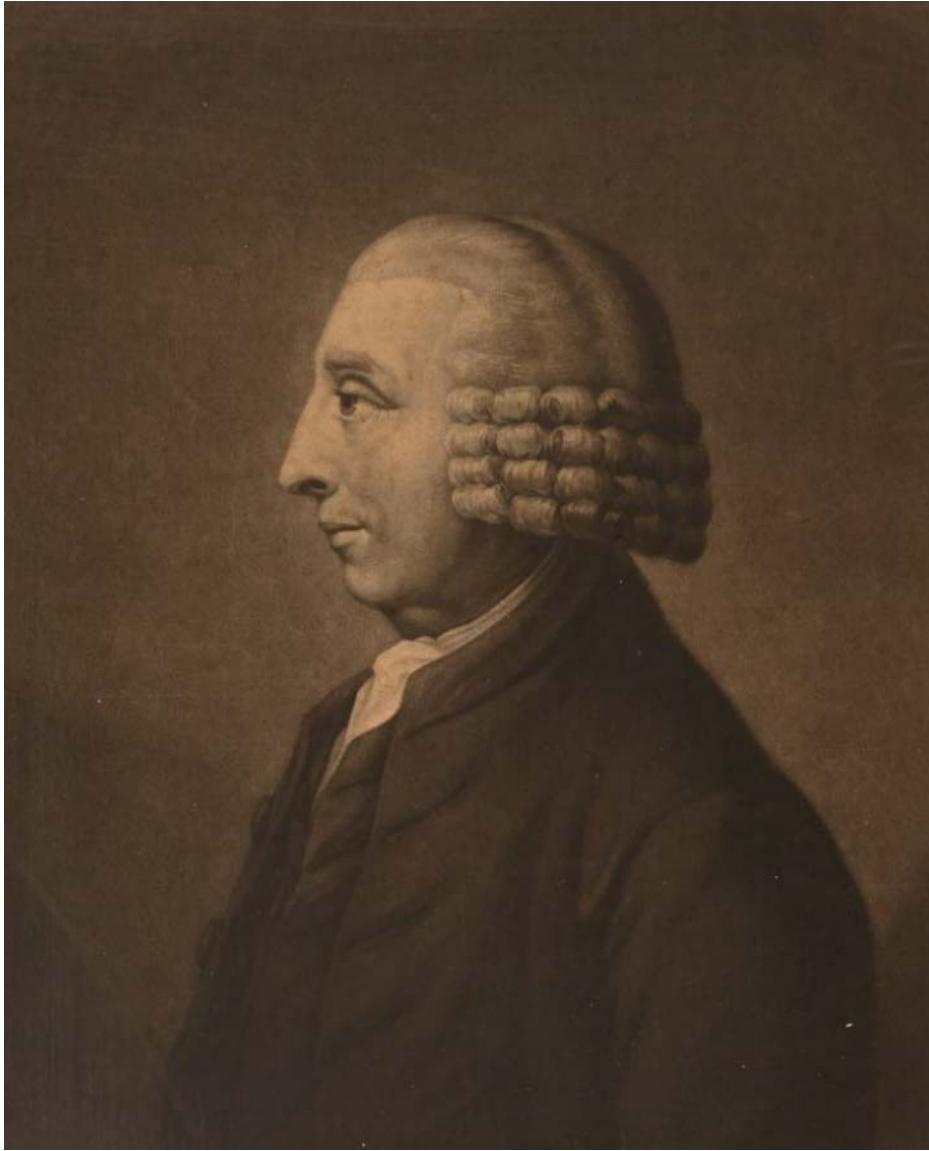
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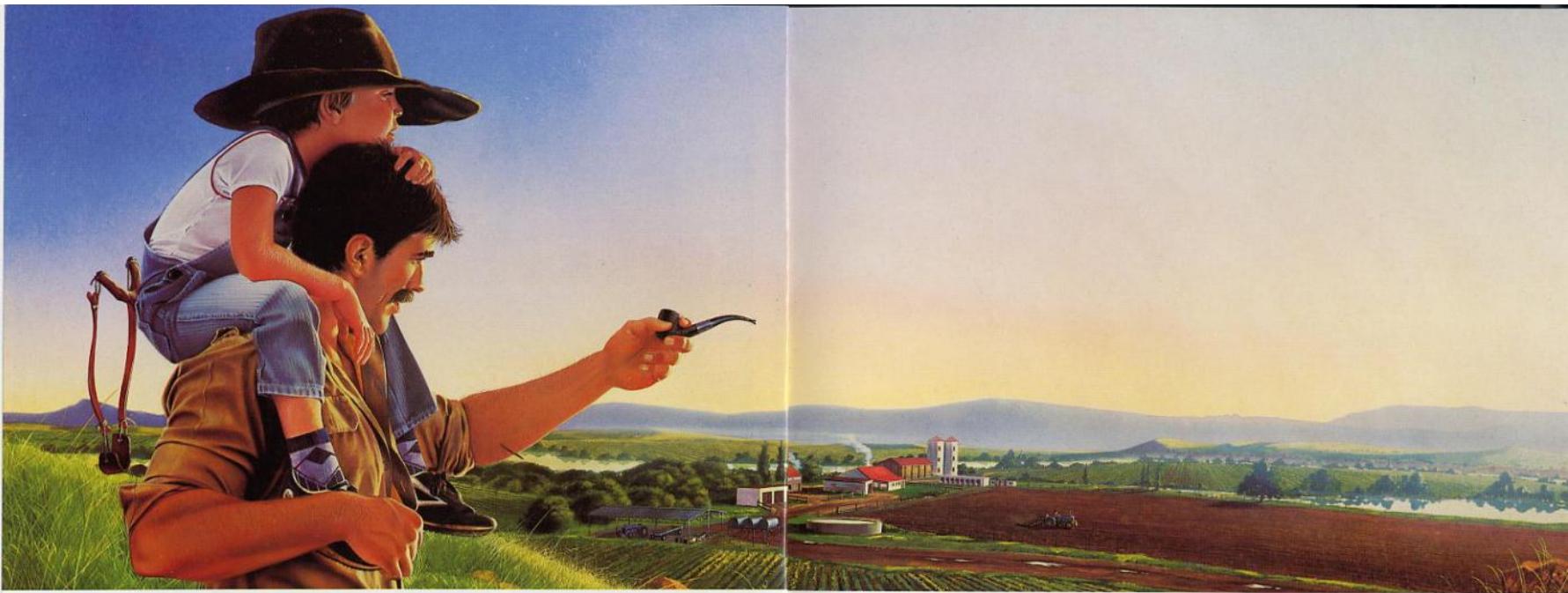


L.	Wednesday	Tuesday	Monday	Date.	Cane Pieces.	Sugar made.	Rum made.	Melasses.	Account of Working Negroes.
					Gallons of Liquor.	Hogheads.	Pots.	Gallons.	
					Hogsheads.	Tierces.	Pots.	Gallons fold.	Field and Works.
									Trade-men.
									Stock-keepers.
									Watchmen and Rate-catchers.
									Small Gang.
									Different Jells.
									In the Hox-house. <del>In the Hox-house.</del>
									Run-away.
									TOTAL.





 BARCLAYS



# When the hat fits, we'll still be here.

Your great-grandfather and his father before him knew us well. For over 7 generations, The Bank has rooted itself deep in the very earth of South Africa.

Currently we have over a billion rand invested in our farmers' future. And with the country's largest platteland branch network and a nationwide team of

agricultural specialists at your service, you can be sure The Bank will stand behind you.

What's more, when the hat fits, we'll do the same for your son. And his children's children.

So call on The Bank. Anytime. And you'll be welcome.



**TheBank**  
BARCLAYS NATIONAL BANK LIMITED • BARCLAYCARD BANK

BARKER MCDORMAC 4610

 **BARCLAYS**

18	Edward Weston	39 <sup>2</sup> Dr
July 5 1849	To Bank	- - - - -
6 500 to Bath Knights Banfford	100	
10 700 to Cooper	92 16	
2 500 to Austin	17 10	
Aug 2 17 10th London	42 6 2	
9 932 to little	20	
10 000 9 500 to Austin	31 2	
10 972 to London	10 136	
7 000 to New Wales	67	
20 17 10th Committee wharf exp to England	10	
26 4 2 10th Taylor 10	50	11 6
30 3 2 10th Cooper	30	
Oct 3 17 10th to Bath Knights Banfford	100	
12 4 10 17 10th 12 Nov to Austin	10	9 65
14 28 10th Austin 10	10	
16 12 8 10th Cooper	10 10	
18 4 10th Austin	25	9 6
Nov 11 17 10th Mr White	50	2 3
Dec 10 17 10th Whitford 10	100	4 4
17 6 4 10th Duty on Indus due from Consols	30	
20 7 10th Plym 10	50	9 2
18 6 6	10	
Jan 6 11 9 10th Knight transf.	75 4 4	
19 7 10 Cattam	23 4 7 6	
8 11 0 8 10 Cooper	5 18	
10 3 8 10th Hudson	29 3	
5 9 6 10th James Austin	42	
10 3 8 10th Baines	73 14	
	10 18	

1855	Dr	Cr
Jan 29	To Dr up from 21 7 18 for 89	- - - - -
Feb 10	6 8 for Dr up from 21 7 18 for 44 bank Dr	363 11 9
	6 8 Dr up from 21 7 18 for 44 bank Dr	14 11 9
	6 8 Dr up from 21 7 18 for 44 bank Dr	55 12 7
	6 8 Dr up from 21 7 18 for 44 bank Dr	32 12 2
	6 8 Dr up from 21 7 18 for 44 bank Dr	400
	6 8 Dr up from 21 7 18 for 44 bank Dr	150
16 7 5 May 10	- - - - -	Dunmow
17 July 1855	This Recd agreed the Teachers allow'd to run the Bank due to me being five hundred forty pounds 8 p	10 16 14 5
		426 6 3
		590 8 2
Feb 10th Austin	- - - - -	
March 10th By Michaelson out 22 12 6 Long and Dux -	11	6 4
Mar 13 1856 By Bill - - - - - Austin 200	11 14	19 8
Mar 17 1856 By Austin first - - - - -	23	5 4
May 10th Dr - - - - -	55	5
May 10th Dr - - - - -	12 4 8	10 6
May 10th Dr - - - - -	75 4	14
May 10th Dr - - - - -	49 3	16 6
May 10th Dr - - - - -	55	17 4
May 10th Dr - - - - -	32	12 2
May 10th Dr - - - - -	100	
May 10th Dr - - - - -	146 10	
May 10th Dr - - - - -	Dunmow 150	
May 10th Dr - - - - -	296 10	
May 10th Dr - - - - -	140	
May 10th Dr - - - - -	55	
May 10th Dr - - - - -	60	7
May 10th Dr - - - - -	11	6 4
Cash Dr - - - - -	1290	3 6

[REDACTED]  
[REDACTED]  
[REDACTED]  
West Midlands  
[REDACTED]

Our Ref. [REDACTED]

Tel [REDACTED]  
Fax [REDACTED]

Your Ref

27<sup>th</sup> October 2014

Barclays Group Archives  
Dallimore Road  
Wythenshaw  
MANCHESTER  
M23 9JA

Dear Sir or Madam,

In 2009 permission was given for Mr and Mrs [REDACTED] to access papers relating to the Earl of [REDACTED] held in your archive. A copy of the original permission letter is enclosed. On 24 October 2014 the [REDACTED] were informed this permission was withdrawn with immediate effect.

Would you please take the necessary steps to ensure no further access is given. I would appreciate confirmation this change has been implemented

Yours Sincerely,

[REDACTED]  
[REDACTED]  
Estate Manager



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BAC Conference 2014: Take the 109 bus and bring a packed lunch

[Slide1]

I'm not sure if it's my overly practical way of thinking, but the first thing that sprang to my mind when asked to consider the challenge of access in a business archive is the very real challenge our users face in finding us.

For a variety of reasons which were relevant 25 years ago, we are located on an industrial estate in Wythenshawe, South Manchester. Despite the fact that we are a 5 minute walk away from a major hospital, the public transport links are poor, and taxi drivers struggle to find us. Many is the anguished phone call we've taken from visitors stranded in a lost taxi, or trying to explain which stop they want to a bus driver. For a number of years, a neighbouring industrial unit was home to the Channel 4 drama, Shameless, which did seem to act as a handy landmark, but if you ever saw the programme, you might appreciate that that's not necessarily the sort of association you want to place in your visitors' minds by highlighting it in your visitor literature.

For some visitors, even getting to Manchester is a stretch. I was contacted recently by a colleague in London who wished to visit the archives to investigate records we hold relevant to a piece of work he was doing. He told me how others in his team had expressed an interest in accompanying him. Until he'd told them the archives were in Manchester. All of a sudden, everyone else had something else they needed to do that day.

And once you've found us, you'd better make sure you've come prepared. If you want your car MOTing, or you need building supplies, or you want to buy jam wholesale, then all of this is possible within a 2 minute walk of our premises. If you want a sandwich – bad luck! The greasy spoon at the end of the road shut earlier this year, and while the Michelin Guide might not be mourning its loss, it has been sadly missed by this archivist at least.

So how do we overcome all of these obstacles?

Where possible, we often end up offering remote access. Modern technology means that we can scan or photograph items, enabling people to access them without having to move from their computer.

This approach, however, is only possible with relatively small enquiries. People wishing to examine more voluminous records will still need to visit in person, and visitor literature plays a

big part in smoothing their path. Our travel directions are detailed and try to cover every eventuality – taxis from the station may be possible for Bank colleagues, but are rarely an option for students. We warn people to bring their lunch with them, and we make sure there is plenty of tea, coffee and biscuits freely available.

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On a personal level, we try to be welcoming, which may sound simplistic but actually represents a significant commitment. Visitors have to book to use the archives and their contact will be a named archivist. If I answered their initial enquiry, it will be me who welcomes them, talks them through our procedures, and ensures they have everything they need during their visit. We don't have an online catalogue, but if people tell us what they're researching, we will carry out searches in advance of their visit, send them lists of records and encourage them to order items in advance so they can be out ready for them. We feel very keenly that if people have made an effort to get to us, the least we can do is ensure that their time with us is not wasted. Once they're at the archives, we will engage in further conversations, and carry out more catalogue searches with them in order to identify more potentially relevant records. As the person supervising the visitor clearly cannot leave them on their own, this requires another colleague to retrieve those records. As there are only 4 people in our team, this means that by this point, 50% of our staff are looking after 1 visitor. In services where there are fewer staff, the hosting of a visitor represents an even bigger commitment.

I'm not pointing this out because I want a pat on the back, but more to draw attention to the challenge of enabling access in an environment that has not been designed for that express purpose. While Barclays support the idea of public access, they do not see it as our primary objective. If we get a request from the Company Secretary for a copy of the board minutes, we are expected to answer that request fairly sharply, so when scheduling a visitor we need to be aware of how that is going to impact on other work. If we, as an archive service, start to fail in the service we provide to the Bank, then questions will soon start to be raised about our usefulness.

But having established that we do want to provide public access, we then need to consider how we define that. These are our access rules

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The thing that I think immediately strikes me about this is that while we set out a series of categories – bank records, corporate customers, personal customers, and it all looks quite

reasonable, we open with a statement which effectively says, if you don't play nice, we're taking our ball home.

Access to the archives of Barclays PLC and its subsidiaries is a special privilege and consequently may be withdrawn at any time.

In reality, in the 10 years I have been Group Archivist, we have had one instance where we have seriously considered denying access to someone, and I will speak about that in a little more detail later.

What is important about this statement is not that it is meant as a threat to users, but that it is a reassurance to Barclays.

Next year, Barclays will be 325 years old. At least two of the banks which went on to become part of Barclays would be even older. For any company to survive that long is a remarkable achievement and Barclays is rightly proud of its history, and there is a genuine desire in the Bank to celebrate that history and share it.

However, in any organisation with such a long history, there will also be elements of which people may not be so proud. Practices which were just a part of life 300 years ago may be frowned upon now. Decisions made 40 years ago which seemed right at the time turned out to be the wrong choice with the benefit of hindsight. And sometimes, as we all now know, people have been downright dishonest.

There are no excuses for the dishonesty and wrongdoing. Efforts have been made to put things right, to learn from mistakes, and the archives have been able to contribute towards those processes. Their risk has effectively been realised.

Possibly the greater risk lies in the grey areas. Those areas where historical context can mean a great deal, where the archives can provide a great deal of evidence but can't always provide a definitive answer. Those areas which are fine when debated within the confines of academia, but which can do immeasurable damage in the hands of the media.

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For a company like Barclays, still operating, still seeking to grow its business, to rebuild trust, to re-establish its reputation, answerable to customers and shareholders, and responsible for 140,000 jobs around the world, headlines like this are not helpful.

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But if we deny access to the archives, we deny access to the other side of the story too. And there is always the danger that by not letting people in, they will automatically assume the worst. The stories will always be there, regardless of whether we allow people in to the Bank's archives or not. At least by allowing access we are demonstrating our transparency, our desire to share our history. We are enabling people to seek out the facts and draw their own conclusions. While the archive is used only internally, there is always the risk that we will be charged with using it for propaganda, for only sharing the good bits. If we truly want to be good corporate citizens, we have to share our archives. They need to be seen as a reliable and objective resource.

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So what conclusions will people draw about South Africa? Our standard closure period is 30 years, and Barclays pulled out of South Africa in 1986, so we are starting to see enquiries from people interested in researching this aspect of our history. Just to add a little spice to the situation, Barclays went back to South Africa in 2005, buying a majority share in a South African bank, Absa. Having continued to operate under the Absa name since then, we are now in the process of rebranding the business as Barclays Africa, taking the Barclays name back to South Africa. The potential for material from the archives, taken out of context to cause damage to this delicate operation must be considered.

At the same time, there is an extent to which a study of Barclays actions in South Africa could be an opportunity to draw a line under a part of our history which I suspect still leaves a bad taste in the mouth for many. This point was made to me by a colleague in the Barclays Brand Team who feels that for some people, the Barclays name will be forever tainted by what happened in South Africa. The archives cannot change that, but they may at least allow us to make a clean breast of events.

Of course, we are not alone in making decisions about access. Where we think there may be reason for concern, we are able to call on colleagues in Media Relations, the Brand Team, and Legal for their advice and opinion. Over the years, we have been able to build up a network of informed and sympathetic contacts who understand archives, and appreciate the contribution

the provision of access to them can make to the Bank's social responsibility and citizenship agendas.

It is our experience that if you can demonstrate the value of the archives to these key decision-makers, they will very likely support you when you need it. Time and time again, we have been able to use the archives to help Legal defend the Bank, to help Brand promote the Bank, and to help Media Relations deal quickly and accurately with a press enquiry. By establishing the archive as a valuable and reliable resource, they are less likely to think of it as a risk in other situations.

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Which brings me to the one occasion when we have to consider denying access to the archives. You may recall from our access rules that one of our conditions for accessing personal customer records was that the user should seek the agreement of any known descendants. Now we do not have every personal customer record for everybody who's ever banked with Barclays, but we do have a couple of good runs of 18<sup>th</sup> and 19<sup>th</sup> century customer ledgers, and they are pretty well used. You can tell a surprising amount about people from their bank accounts. One particular set of accounts has been the subject of research for a number of years by a couple who happen to live fairly locally. This couple were also researching other records relating to the same family but have recently had something of a disagreement with the custodian of those family records. As a result, we have recently received this letter

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I must admit that it places us in something of a quandary. Looking carefully at the precise wording of our access rules, I am tempted to argue that they don't actually have the right to deny access, and I am angry because I strongly suspect we are being used as a tool in an argument that is nothing to do with us. However, while I consider our position, I have asked the couple concerned not to visit for the time being.

Why does this matter? Because even though these particular accounts are 200 years old and the customers are long since dead, we cannot be seen to be treating the matter of customer confidentiality lightly. As guardians of these records, it is not just the Bank's reputation at stake, but that of our customers too.

In recent years, the thrust within archives has been very much in the direction of access. Indeed, this is Explore Your Archive Week, and we have seen some great media coverage

encouraging people to access archives, but it occurs to me that we do have responsibilities to our depositors too.

We need to respect and understand the businesses who's records we care for. We should remember that they are trying to run a business of which the archives are a by-product, and, at the end of the day, the records they are obliged to keep by law are actually fairly limited. Most business archives contain a great deal of amazing material that could perfectly legitimately be thrown away. Businesses have chosen to invest in preserving that material. We need to work with them to share perspectives, and to establish the archives as a major asset. If this means that we prioritise the needs of the business over external users, that we impose strict access rules, or we occasionally seem a little over-sensitive, then these are the steps we will take to reassure our business and in doing so, protect our archive in the long term.

A business should not feel threatened by its archive, it should feel confidence in it and in the people responsible for it.