



fourteeneighteen|research
Services, Fees and Terms

Effective from 9 June 2011

About **fourteeneighteen|research**

Introduction

Fourteeneighteen|research carries out work on behalf of private clients, universities, broadcast media, museums, regimental associations and others who wish to locate, obtain and understand documents from the period of the First World War.

Most of our work concerns research into individual soldiers of the British Army and it is this aspect that is the focus of this “Services, Fees and Terms” document.

Legal

Fourteeneighteen|research is a trading name of Milverton Associates Limited, a company registered in the United Kingdom. Our registered office is at 8 Overell Grove, Leamington Spa, Warwickshire CV32 6HP and our registered number is 4582510. The company has been trading since 2002. Your contract for research work is with Milverton Associates Limited and payment is to the company. This gives you all the legal protection you would expect in dealing with a professional business.

The contents of this document

Our report contains the following information:

1. The research services that we provide;
2. The fee and payment structure for each service;
3. The background to our business;
4. Why it makes sense to work with fourteeneighteen|research.

There are also four Appendices:

- A. Describing the various documents, collections and sources of information that we search.
- B. Caveats with regard to availability of information.
- C. How we reduce our fees in the event of gaps in information.
- D. Terms and conditions

The research services we provide

We offer three levels of research into a soldier's service: DocsOnly; DocsPlus and Comprehensive:

Service	*** Comprehensive	** DocsPlus	* DocsOnly
Best for	Having our report as a gift or keepsake; extracting the full detail of the man's story	As per DocsOnly but with extraction of main points of the man's military career	Confirming existence of records and obtaining copies
Searches (standard to all three services)	<ul style="list-style-type: none"> ✓ Service record (all relevant collections) ✓ Campaign medals record (index and rolls) ✓ National and De Ruvigny's Rolls of Honour ✓ Gallantry, Foreign and Long Service awards ✓ (for officers) Army List and London Gazette ✓ (for men who died) burial or commemoration record ✓ (for men who died) "Soldiers Died in the Great War" ✓ (for men who died, were wounded or taken POW) "Times" and "The Scotsman" press coverage ✓ (for men who were taken POW) debriefing reports ✓ (for men who died, were wounded if date known, were captured if date known, who won a gallantry award or were an officer) Unit war diary 		
Extra searches	1901 and earlier census	-	-
Report on findings	Detailed report on searches and results	Checklist of collections searched and "yes/no" report on findings in each	Checklist of collections searched and "yes/no" report on findings in each
Interpretation of man's service	As comprehensive a narrative of the soldier's story as possible, including history of his units and other useful background information and advice on reading and next steps	Bullet-point summary of key points of the soldier's story: dates if possible, units, battles he took part in	None
Production	Electronic	Electronic	Electronic
Exclusions	Not for Navy, RFC or RAF servicemen	-	-
Service	*** Comprehensive	** DocsPlus	* DocsOnly

The fee and payment structure for each service

Service	*** Comprehensive	** DocsPlus	* DocsOnly
Fee	£99	£59	£35
Note on fee	<p>This fee should be regarded as a maximum: depending on findings and complexity of the soldier's story we can often reduce this (see Appendix C below)</p> <p>Includes electronic delivery of all documents found plus our report</p>	<p>This fee should be regarded as a maximum: depending on findings and complexity of the soldier's story we can often reduce this (see Appendix C below)</p> <p>Includes electronic delivery of all documents found plus our report</p>	<p>Includes electronic delivery of all documents found plus our report. In some unusual cases it is only possible to obtain paper prints. Our fee includes acquisition of the print and postage in sending it to you</p>
Deposit required from clients resident outside UK	£30. Balance to be paid on presentation of invoice once we have completed work	£30	£30
Optional extra costs	We regret that we have now withdrawn the option to have the soldiers documents printed, on the basis that it is often prohibitively costly and often not as legible as it is on screen. We are happy to print our report and post it to you for a fixed £7.		Printed option is not offered for DocsPlus.
Service	*** Comprehensive	** DocsPlus	* DocsOnly

- Payments can be made to us
 - online using PayPal or via our bank *RBS Worldpay* which takes major credit/debit cards;
 - for UK clients only, by cheque;
 - other by arrangement in advance.
- In the event of us not finding any records or where we are unable to make a unique identification (typically where the subjects regiment and number is not known, no service records exist and there is more than one man of the same name in the medals index) there will be a fee of £30. We will produce a shortlist of “possibles” in our report if there are fewer than 15 of them.
- Clients can “upgrade” from DocsOnly or DocsPlus to Comprehensive as a second stage of work if they wish, at any time.

The background to our business

Fourteeneighteen|research is the brainchild of Chris Baker, the author of the Long, Long Trail website, founder of the Great War Forum, former Chairman of the Western Front Association and Honorary Research Fellow at the University of Birmingham School of First World War Studies.

Chris began researching soldiers as a hobby. Through his websites many people began to ask for assistance, either because they found it hard to travel to the various archives, could not find what they sought or more importantly did not understand it when they did. After doing what he could on a part-time basis Chris ended his career in business to concentrate on fourteeneighteen, in April 2008.

Most of the archival work and all of the interpretation work is carried out by Chris himself. He enjoys the assistance of an extensive network of regimental and other military experts in UK and overseas.

Over time Chris and fourteeneighteen|research have examined and reported on the careers of more than 4000 soldiers of the British Army.

Why it makes sense to work with us

With the advent of the internet and more records being digitised, it has never been easier to find information. Even so our clients continue to report difficulties: not all records are online, it is not feasible or economic to travel to archives, and even digitised records can be hard to track down. Using professionals who know their business can help obtain all the documents quickly and thoroughly – and can sometimes track down information that a layman would not even know existed.

But what is becoming clearer is that even when our clients find records, in many cases they can not get to the bottom of what the information tells them. Military records are full of acronyms, jargon, abbreviations, references to obscure units or orders and seem generally designed to baffle! That is where the experience of 4000 projects comes in: we can read them like a book. Better still we have a probably unrivalled grasp of the structures, regulations, units, locations and history of the army and from all those acronyms and jargon extract the man's story to the fullest possible extent.

You can be confident that if records exist we will find them, and that you will obtain the maximum learning about your soldier's military career and life in the terrible days of the 1914-1918 war.

Appendix A

Soldiers and Officers Army Service Records

- A service record consists of a number of different army forms used to record information about a soldier during his military career. The numbers and types of forms in a man's record vary greatly from soldier to soldier, as does the quality and legibility of the information they contain. Service records often also contain private correspondence: for example if a man was enquiring with regard to his medals or if a widow was enquiring about a pension.
- The records were thinned out before going into storage in the 1930s, by disposal of many documents.
- There are seven separate collections of records that we search, depending on circumstances. WO363, WO364 and WO97 have now been digitised:
 - Collection *WO363*, also known as the *Burnt Records*. This is the main collection of army service records to men who left the army between 1914 and 1921 inclusive, including those who died in service. The records were affected by a fire in the building where they stored in 1940: the 20-30% that survived the fire are in this collection, but many are only fragments or have suffered damage.
 - Collection *WO364*, also known as the *Unburnt Records*. It is also often referred to (quite incorrectly) as the *Pension Records*. Some records had been removed from the building that burned and were later found at the Ministry of Pensions. These records are usually a relatively small subset of what would have been the man's record. It is possible to find a record in both WO363 and WO364.
 - Collection *PIN26*. Also found at the Ministry of Pensions, this is a very small but often overlooked collection.
 - Collection *WO97*. This is the main collection of army service records to men who left the army up to 1914. If a man re-enlisted for the war then theoretically his record should not be here but we have found many that are.
 - Collection *WO96*. Similar to WO97 but for men who served in the Militia (which was abolished in 1908).
 - Collection *WO339*. This is the main collection of army service records to men who served as officers of the regular army and who left the army before 1922. The collection is incomplete, with senior officers being notably absent.
 - Collection *WO374*. This is the main collection of army service records to men who served as officers of the Territorial Force and who left the army before 1922.

Campaign Medals Records

All soldiers who left their native shore on active service qualified for one, two or three campaign medals depending on when and where they went. The issuing of medals was recorded in rolls (lists) which give limited (but often vital) information with regard to the man's units, ranks and numbers, and dates.

Long Service, Gallantry and Foreign Medals Records

Gallantry and foreign awards were announced in the London Gazette and "Times". British gallantry awards carried a citation unless they were the Military Medal or issued as part of the King's Birthday or New Year Honours. Foreign awards and decorations were also announced in the London Gazette but invariably without a citation. Unit war diaries often make mention of soldiers being given British or Foreign awards. There are rolls of the issue of Long Service medals but only for those made up to around 1919.

National and De Ruvigny's Rolls of Honour

Two privately produced rolls that carry mini-biographies of soldiers. They were compiled by subscription so even though both list thousands of men the coverage is a very small proportion of them all. The National Roll is notoriously inaccurate in the information it gives.

Officer's promotions and appointments

When an officer was commissioned, promoted, appointed to a job or retired, an announcement of such was made in the London Gazette and the "Times". His status was also published in the monthly and quarterly Army List, which lists men by regiment, rank and seniority.

Burial or commemoration record

The registers of the cemeteries and memorials under the care of the Commonwealth War Graves Commission give vital information with regard to a soldier: listing at least his name, number, rank, regiment, date of death and place of burial or commemoration, in most cases they also give his unit, age, and name and address of next of kin.

"Soldiers Died in the Great War"

A list of men who lost their lives, published in a large number of regimental volumes by HMSO in 1921. "Soldiers Died" also gives vital information with regard to a soldier: listing at least his name, number, rank, regiment and date of death, it also gives some or all of his place of birth, place of residence and place of enlistment. For men who had changed regiments it usually gives details of their previous rank, number and regiment.

National press coverage

We search the “Times” and “The Scotsman” newspaper for mentions of men who died, were wounded, declared missing, declared a prisoner of war or were decorated. Not all men appear (and in particular men who were wounded or missing after 1916 are usually not listed) and not all can be found by electronic searches, but an appearance in the newspapers can be useful for tracing dates.

POW debriefing reports

There are very few records of British POWs in the public domain in the UK. The one reliable but small source is the collection of debriefing interviews and other reports compiled by a committee investigating mistreatment of POWs by German authorities. This is held at the National Archives as collection WO161.

Unit war diary

Each unit on overseas duty was obliged to record its movements and activities. Officers are frequently mentioned by name, men of the “other ranks” rarely so. The diaries are mostly intact but variable in extent and detail. They also took quite different approaches to mentioning individuals, and this could also vary in a given diary over time. Some mention every man wounded, killed or decorated; others none of them; others some of them. The major exception to the generally good existence of the diaries is that of the Labour Corps, where most have not survived.

Appendix B

Caveats with regard to availability of information

- Only about a third of all “other ranks” service records have survived;
- Most officers service records have survived;
- If a man continued to serve to 1921 or later his record will not yet be public;
- The service record is the only type of record (with the exception of the registers of the Commonwealth War Graves Commission) that will give non-military personal or family detail.
- For clients who have ordered our Comprehensive service we will always reduce our fee below the maximum shown where gaps remain in the soldier’s story due to absence of documents or meagre information contained on those that do exist.

Appendix C

How we reduce our fees in the event of gaps in information

- For clients who have ordered our Comprehensive or DocsPlus service we will always reduce our fee below the maximum shown where gaps remain in the soldier's story due to absence of documents or meagre information contained on those that do exist.
- This does not apply to our DocsOnly service.
- There are three types of reporting problem that we reflect in reduced fees:
 - When the man's service record can not be found;
 - In this event (which applies to perhaps two thirds of all searches) we will reconstruct the man's story as far as possible from the details found in other sources.
 - This will trigger an automatic reduction in fee, by a value depending on findings and how complex it is to determine what happened to the man.
 - In the worst case, typically where a man served in one of the large Corps where medal rolls are uninformative, we will effectively treat the project as a DocsOnly service and therefore invoice a fee of £35 rather than £99.
 - In other cases the fee will be somewhere between £49 and £99 depending on how much of the man's story we can reconstruct through analysis and detective work.
 - When the service record is found but is badly damaged, illegible or where documents or important information is missing;
 - We will reconstruct the man's story as far as possible from the service record and details found in other sources.
 - This may trigger an automatic reduction in fee, by a value depending on findings and how complex it is to determine what happened to the man.
 - It is difficult to be precise about the extent to which we can reduce the fee but undertake to do so if justified.
 - When no documents can be found.
 - We will report findings and suggest other searches that you might try.

Appendix D

Detailed terms and conditions

Your contract

fourteeneighteen is a trading name of Milverton Associates Limited. Your contract is with the company and payments are made to the company.

Basic terms

Upon your acceptance of the fees and terms and our emailed acknowledgement of your instructions:

- a. Our quotation as expressed in this “Services, Fees and Terms” document forms the entire agreement between Milverton Associates Limited (referred to throughout as fourteeneighteen) and you (referred to throughout as the Client);
- b. fourteeneighteen will undertake to carry out research work as instructed by the Client;
- c. fourteeneighteen will use reasonable endeavours to perform the research, to find all information required and available and to produce the deliverables in the format agreed;
- d. Completion of a research project can normally be made within 6 weeks of date of order but this cannot be guaranteed due to the open-ended nature of our enquiries. If a specific delivery date is required by the Client we can usually make special arrangements to achieve this but it must be agreed before commencement and will require the submission of a new proposal;
- e. fourteeneighteen will invoice the Client on or soon after the date of sending the documents to the Client;
- f. A fixed charge of £2.25 will be added to our invoice for those clients wishing to pay by credit/debit card or PayPal. The charge is reduced if the total invoice value is less than £50. We regret having to add this charge, which is simply to recover the fee that we are charged by the relevant card companies;
- g. The Client will pay fourteeneighteen within 7 days of the date of invoice;
- h. Fees once paid are not refundable for any reason;
- i. fourteeneighteen retains all intellectual property used or generated in the project;
- j. The Client agrees that fourteeneighteen may use information discovered during the project for use on this website or any other websites belonging to Milverton Associates Limited.

Additional terms applicable to Clients residing or providing an address outside the United Kingdom

We reluctantly require a deposit to be paid to us before we acknowledge your order and commence work. The deposit and how to pay it is defined in an email we shall send to you soon after you have placed your order.

Payment

Our invoice will give full instructions on how to pay for the work performed. Our transactions are in Pounds Sterling.

Cancellation

The performance of our services commences immediately on sending an acknowledgement email to you. You may cancel at any time and without any cost - by email only - up to the point where the confirmation is sent to you. Cancellation thereafter for any cause will incur a fixed fee of £40, which will be invoiced to you by email and is payable on presentation.

Deliverables

Our default method of delivery of documents is by fully electronic means. Copies of original documents will be from electronic scans produced by the National Archives or other service providers or digital photographs of originals. Our report to you and our invoice will be in PDF (Adobe Acrobat) format. In most circumstances these documents are of a size that can be emailed to you or sent otherwise via the internet.

On occasion the nature of the material found is such that production of electronic copies is not possible. We will obtain paper prints and post them to you.

Copyright

Most of the documents we will find for you are Crown Copyright. We will advise you where this is not the case. Electronic versions that we obtain on your behalf from the National Archives, Ancestry, ScotlandsPeople, PRONI or elsewhere are the copyright of the provider. Generally these do not permit you to reproduce them and we advise reading their terms. In obtaining these documents we are acting as your agent or representative and do not take any form of title to the documents. We regret that we are unable to provide copies of documents that are available from the service provider Findmypast.

Our report and all of its contents are our copyright, as are digital photographs that we take of originals. In some cases we will incorporate documents (notably photographs) from our own collection to illustrate your report. This most often applies to cemetery, memorial or battlefield photographs. All of these documents also remain as our copyright but you are given a free licence to reproduce them for any non-commercial purpose.

Fourteeneighteen|research

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Our website is <http://www.fourteeneighteen.co.uk>

To contact us by email please use fourteeneighteen@1914-1918.net

Naturally we would always welcome past clients and offer a discount on our standard terms.

We look forward very much to working with you.

Chris Baker C Eng, MSc, MA, BSc (Hons)
Director of fourteeneighteen|research
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