

Notice of Meeting

Resident Experience Board



Date & time
Thursday, 13
October 2016 at
10.00 am

Place
Surrey History Centre,
130 Goldsworth Road,
Woking, Surrey,
GU21 6ND

Contact
Dominic Mackie or
Sharmina Ullah
Room 122, County Hall
Tel 020 8213 2814 or 020
8213 2838
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or
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Chief Executive
David McNulty



We're on Twitter:
@SCCdemocracy

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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Dominic Mackie or Sharmina Ullah on 020 8213 2814 or 020 8213 2838.

Elected Members

Mr Colin Kemp (Chairman), Rachael I. Lake (Vice-Chairman), Mr Mike Bennison, Mr Robert Evans, Mrs Yvonna Lay, Mrs Jan Mason, Mr John Orrick, Ms Barbara Thomson, Mr Karan Persand (Epsom West), Mr Alan Young, Mr Ramon Gray (Weybridge) and Ms Denise Turner-Stewart

Ex-officio Members:

Mrs Sally Ann B Marks (Chairman of the County Council), Mr Nick Skellett CBE (Vice-Chairman of the County Council)

TERMS OF REFERENCE

The Committee is responsible for the following areas:

Community Safety	Adult and Community Learning
Crime and Disorder Reduction	Cultural Services
Relations with the Police	Sport
Fire and Rescue Service	Voluntary Sector Relations
Localism	Heritage
Major Cultural and Community Events	Citizenship
Arts	Registration Services
Customer Services	Trading Standards and Environmental Health
Library Services	Legacy and Tourism

AGENDA

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2 MINUTES OF THE PREVIOUS MEETING:

The minutes from the previous meeting will be tabled at the next meeting on Tuesday 22 November 2016.

3 DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter

- (i) Any disclosable pecuniary interests and / or
- (ii) Other interests arising under the Code of Conduct in respect of any item(s) of business being considered at this meeting

NOTES:

- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest
- As well as an interest of the Member, this includes any interest, of which the Member is aware, that relates to the Member's spouse or civil partner (or any person with whom the Member is living as a spouse or civil partner)
- Members with a significant personal interest may participate in the discussion and vote on that matter unless that interest could be reasonably regarded as prejudicial.

4 QUESTIONS AND PETITIONS

To receive any questions or petitions.

Notes:

1. The deadline for Member's questions is 12.00pm four working days before the meeting (Friday 7 October 2016).
2. The deadline for public questions is seven days before the meeting (Thursday 6 October 2016).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

5 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SCRUTINY BOARD

There are no responses to report.

6 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME (Pages 1 - 24)

The Board is asked to monitor progress on the implementation of recommendations from previous meetings, and to review its Forward Work Programme.

7 SURREY COUNTY COUNCIL'S HERITAGE SERVICES AND THE DEVELOPMENT OF A FUTURE STRATEGY (Pages 25 - 38)

Purpose of the report: Policy Development and Review

The Residents' Experience Board has requested a report on what Surrey Heritage currently provides for residents. Budget pressures and the changing pattern of public use will require a new strategy to be formed for the provision of Heritage Services in Surrey and this paper forms the basis for a discussion.

8 DATE OF NEXT MEETING

The next meeting of the Board will be held on Tuesday 22 November 2016 in Conference Room 1, County Hall, Kingston upon Thames.

David McNulty
Chief Executive

Published: Tuesday, 4 October 2016

MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE

Those attending for the purpose of reporting on the meeting may use social media or mobile devices in silent mode to send electronic messages about the progress of the public parts of the meeting. To support this, County Hall has wifi available for visitors – please ask at reception for details.

Anyone is permitted to film, record or take photographs at council meetings with the Chairman's consent. Please liaise with the council officer listed in the agenda prior to the start of the meeting so that the Chairman can grant permission and those attending the meeting can be made aware of any filming taking place.

Use of mobile devices, including for the purpose of recording or filming a meeting, is subject to no interruptions, distractions or interference being caused to the PA or Induction Loop systems, or any general disturbance to proceedings. The Chairman may ask for mobile devices to be switched off in these circumstances.

It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions and interference with PA and Induction Loop systems.

Thank you for your co-operation

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**Resident Experience Board
13 October 2016**

Recommendation Tracker & Forward Work Programme

1. The Board is asked to review its Recommendation Tracker and provide comment as necessary. (Responses are provided as Annexes where appropriate)
2. The Forward Work Programme is attached for the Board's reference.

Report contact:

Dominic Mackie, Scrutiny Officer, Democratic Services

Contact details: dominic.mackie@surreycc.gov.uk 020 8213 2814

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**RESIDENT EXPERIENCE BOARD 2015/16
ACTIONS AND RECOMMENDATIONS TRACKER – 13 OCTOBER 2016**

The recommendations tracker allows Board Members to monitor responses, actions and outcomes against their recommendations or requests for further action. The tracker is updated following each Board. Once an action has been achieved and reported to the Board it will be removed from the tracker.

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/ Member/Cabinet Member
19 November 2015	Performance And Finance Sub-Group Verbal Update	REB 24/2015	The Board is satisfied with the progress made by Surrey Fire and Rescue Service on the actions in the Management Action Plan, and recommends that Internal Audit conducts a follow-up review in the summer of 2016.	Outstanding Update: the follow-up audit is still outstanding	October 2016	Ian Thomson Russell Pearson Sue Lewry-Jones Richard Walsh
17 March 2016	Surrey County Council's Library Service And The Development Of A Future Strategy	REB 6/2016	That the library service makes working with social care, health and other public sector partners a key focus for developing this vision	Outstanding Update: An update will be provided at the next Board meeting - 27/10/16	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton Richard Walsh
17 March 2016	Surrey County Council's Library Service And The Development Of A Future Strategy	REB 7/2016	That the library service explore opportunities for partnership with local business and community resources	Outstanding Update: An update will be provided at the next Board meeting - 27/10/16	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton Richard Walsh
17 March 2016	Surrey County Council's Library Service And The Development Of A Future Strategy	REB 8/2016	The Board requests an update concerning the various options considered for creating additional revenue and projected income from this activity in six months time.	Outstanding Update: An update will be provided at the next Board meeting - 27/10/16	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton Richard Walsh
30 June 2016	Scrutiny Plan For Surrey Fire And Rescue Service 2016 - 2017 [Item 10]	REB 21/2016	That Surrey Fire and Rescue Service present budget monitoring against the Medium Term Financial Plan and service performance information to the Performance and Finance Sub Group.	Outstanding Update: SFRS Officers are scheduled to attend the REB Performance & Finance Sub-Group on 13 October 2016.	October 2016	Russell Pearson Sally Wilson Victoria Keihl Resident Experience Board Performance and Finance-Sub Group Richard Walsh

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/ Member/Cabinet Member
20 July 2016	The Impact On Surrey's County Coroner Relating To Deprivation Of Liberty Safeguards [Item 8]	REB 22/2016	That the Chairman writes to the Chief Coroner, the DoH and the Law Commission to lobby for <ul style="list-style-type: none"> a timetable in terms of the publication of the Law Commissions proposed changes, and when they are likely to be implemented. Additional funding to support the Coroner Service with the increased pressure from DoLS applications 	Achieved Update: Letters were sent on Friday 30 September.	October 2016	Giles Adey Yvonne Rees Richard Walsh
20 July 2016	The Impact On Surrey's County Coroner Relating To Deprivation Of Liberty Safeguards [Item 8]	REB 23/2016	The Board requests clarification of the bereavement services and support for families.	Outstanding	November 2016	Giles Adey Yvonne Rees Richard Walsh
20 July 2016	The Impact On Surrey's County Coroner Relating To Deprivation Of Liberty Safeguards [Item 8]	REB 24/2016	The Board requests clarification on opportunities for the voluntary sector to support the Surrey Coroner Service.	Outstanding	November 2016	Giles Adey Yvonne Rees Richard Walsh
20 July 2016	Performance And Finance Sub-Group Verbal Update [Item 11]	REB 26/2016	The Board requests that IMT officers provide Cultural Services with an update on the MARS system.	Outstanding	October 2016	Peter Milton IMT Richard Walsh
20 July 2016	Performance And Finance Sub-Group Verbal Update [Item 11]	REB 27/2016	The Board requests that IMT officers set a launch date for Weybridge so that the ceremonies team can be integrated in Leatherhead	Outstanding	October 2016	Peter Milton IMT Richard Walsh
20 July 2016	Performance And Finance Sub-Group Verbal Update [Item 11]	REB 28/2016	The Board requests that IMT officers provide Cultural Services with an update as to when improvements will be made to ORBIT	Outstanding	October 2016	Peter Milton IMT Richard Walsh

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/ Member/Cabinet Member
20 July 2016	Performance And Finance Sub-Group Verbal Update [Item 11]	REB 29/2016	The Board requests that Cultural Services and IMT Officers to investigate commercial opportunities of the online registration and ceremonies booking system (ORBIT and MARS).	Outstanding	October 2016	Peter Milton IMT Richard Walsh
20 July 2016	Performance And Finance Sub-Group Verbal Update [Item 11]	REB 30/2016	The Board requests that Cultural Services explore further alternative and sustainable income streams or service models for Surrey Arts and Adult Learning.	Outstanding Update: Following a review of Community Learning and Skills' Annual Report, the Education and Skills Board will be receiving a report on Adult Learning's strategic planning in Spring 2017.	October 2016	Peter Milton Paul Hoffman Richard Walsh/Linda Kemeny
20 July 2016 Page 5	Performance And Finance Sub-Group Verbal Update [Item 11]	REB 31/2016	In view of the potential savings in staff time and the opportunity for income generation, the Board recommends that the two relevant Cabinet Members work together to help support Cultural Services and IMT Officers achieve the recommendations outlined.	Outstanding	October 2016	Peter Milton IMT Richard Walsh Denise Le Gal
22 September 2016	Surrey Community Safety Board [Item 7]	REB 32/2016	The Board requests for a list of Surrey PCSO powers to be circulated to all Members	Achieved Update: Circulated on 04/10/2016 and Annex A of this report.	October 2016	Jane Last Gordon Falconer Louise Gibbins Richard Walsh
22 September 2016	Surrey Community Safety Board [Item 7]	REB 33/2016	The Board requests for the Community Safety Board to encourage Community Safety Partnerships to better promote their work to Local and County Members	Outstanding	November 2016	Jane Last Gordon Falconer Louise Gibbins Richard Walsh

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/ Member/Cabinet Member
22 September 2016	Surrey Community Safety Board [Item 7]	REB 34/2016	For Local/Joint Committees to invite local Police and Community Safety Partnership Officers to present on new policing models and local community safety partnership plans in Surrey	Outstanding	November 2016	Jane Last Gordon Falconer Louise Gibbins Richard Walsh
22 September 2016	Tackling Anti-Social Behaviour in Surrey [Item 8]	REB 35/2016	For Community Safety Partnerships and the Community Safety Board to keep the victims of Anti-Social Behaviour the focus of their work in tackling Anti-Social Behaviour in Surrey.	Outstanding	November 2016	Jane Last Gordon Falconer Louise Gibbins Richard Walsh
22 September 2016	Tackling Anti-Social Behaviour in Surrey [Item 8]	REB 36/2016	The Board requests for a list of Borough tools and powers introduced by the Anti-Social Behaviour Crime and Policing Act 2014	Achieved Update: Circulated on 04/10/2016 and Annex B of this report.	October 2016	Jane Last Gordon Falconer Louise Gibbins Richard Walsh
22 September 2016	Tackling Anti-Social Behaviour in Surrey [Item 8]	REB 37/2016	The Board requests for a link to the Surrey Community Safety website to be shared to all Members	Achieved Update: Circulated on 04/10/2016 and available here: http://www.surreycommunitysafety.org.uk/	October 2016	Jane Last Gordon Falconer Louise Gibbins Richard Walsh
22 September 2016	Tackling Anti-Social Behaviour in Surrey [Item 8]	REB 38/2016	The Board requests for Surrey Matters to publicise the work of the Community Safety Team to help provide residents with information on how to tackle Anti-Social Behaviour.	Outstanding	November 2016	Jane Last Gordon Falconer Louise Gibbins Richard Walsh

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline/Progress Check	Responsible Officer/ Member/Cabinet Member
22 September 2016	Update on the Voluntary, Community and Faith Sector (VCFS) Infrastructure in Surrey and the Volunteering Project [Item 9]	REB 39/2016	The Board requests an end of project report on the Driving up Volunteering Project.	Outstanding	July 2017	Saba Hussain Rachel Crossley Richard Walsh
22 September 2016	Update on the Voluntary, Community and Faith Sector (VCFS) Infrastructure in Surrey and the Volunteering Project [Item 9]	REB 40/2016	The Board requests for officers to provide promotional materials to all Members and,	Outstanding	November 2016	Saba Hussain Rachel Crossley Richard Walsh
22 September 2016	Update on the Voluntary, Community and Faith Sector (VCFS) Infrastructure in Surrey and the Volunteering Project [Item 9]	REB 41/2016	The Board recommends all Members to share information with local residents through all appropriate channels available	Outstanding	November 2016	Saba Hussain Rachel Crossley Richard Walsh

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SURREY POLICE

Policing In Your Neighbourhood: PCSO Designated Powers

Designation:

All Surrey Police Community Support Officers (PCSOs) are designated by the Chief Constable to exercise the following powers under Part 1 of Schedule 4 of the Police Reform Act 2002 as amended. These powers may only be exercised when on duty and when wearing the prescribed uniform within the Surrey Police force area.

Police Community Support Officer Uniform:

The Chief Constable of Surrey Police has approved the following uniform for Surrey Police Community Support Officers:

- A cap or bowler hat with Royal blue band and Surrey Police badge/crest
- A mid blue uniform shirt or white formal uniform shirt
- A black tie (when worn with formal shirt)
- Mid blue epaulettes marked 'Police Community Support Officer'
- High visibility jacket or vest with the words 'Police Community Support Officer' on the blue reflective panels on the back and on the front left breast
- Black national police uniform fleece and words 'Police Community Support Officer' on the blue reflective panels on the back and on the front left breast
- Surrey Police black uniform cargo trousers or black uniform officer trousers (when worn with formal shirt).
-

Surrey Police approved / issued cycle helmets must be worn when cycling, but must be replaced with a cap or bowler hat when patrolling on foot and performing designated functions.

PCSOs are reminded that only authorised Surrey Police issued uniform is to be worn and all staff must comply with the Surrey Police Dress Code.

Duties:

- Tackling local issues with communities by undertaking problem solving activity and using appropriate designated police powers.
- Deterring nuisance and anti-social behaviour using designated police powers when appropriate.

Power	Surrey	Standard / Discretionary
To issue fixed penalty notices for cycling on a footpath: power of a constable in uniform to give a person a fixed penalty notice under section 54 of the Road Traffic Offenders Act 1988 (fixed penalty notices) in respect of an offence under section 72 of the Highway Act 1835 (riding on a footway) committed by cycling.	✓	Standard
To issue fixed penalty notices for littering: power of an authorised officer of a litter authority to give a notice under section 88 of the Environmental Protection Act 1990 (fixed penalty notices in respect of litter).	✓	Standard
Power to issue fixed penalty notices in respect of offences under dog control orders: power of an authorised officer of a primary or secondary authority, within the meaning of section 59 of the Clean Neighbourhoods and Environment Act 2005, to give a notice under that section (fixed penalty notices in respect of offences under dog control orders).	✓	Standard
To require name and address: power to require the name and address of a person whom a PCSO has reason to believe has committed a relevant offence or a relevant licensing offence. (Relevant offences are defined under subparagraph 2(6) of Schedule 4 of the Police Reform Act 2002 and include relevant fixed penalty offences under paragraph 1 of Schedule 4, an offence under section 32(2) of the Anti-social Behaviour Act 2003 (failure to follow an instruction to disperse) and an offence which appears to have caused injury, alarm or distress to another person or loss of or damage to another person's property. A relevant licensing offence is defined as a specified offence under the Licensing Act 2003). Paragraph 1A enables chief constables to designate the power to require name and address without also designating the power of detention.	✓	Standard
To require name and address for antisocial behaviour: power of a constable in uniform, under section 50 of the Police Reform Act 2002, to require a person whom he or she has reason to believe has been acting, or to be acting, in an antisocial manner to give his or her name and address. Subparagraph 3(2) of Schedule 4 provides the PCSO with the power to detain (under subparagraphs 2(3) to (5) of Schedule 4). However, by virtue of paragraph 2(8) of Schedule 4 the power to detain 'has no effect unless a PCSO has been designated with the power of detention under paragraph 2 of Schedule 4'.	✓	Standard
To require name and address for road traffic offences: enables PCSOs to be designated with the power to require the name and address of a driver or pedestrian who fails to follow the directions of a community support officer or police officer under sections 35 or 37 of the Road Traffic Act 1988.	✓	Standard

<p>To require persons drinking in designated places to surrender alcohol: requires a person whom a PCSO reasonably believes is, or has been, consuming alcohol in a designated public place or intends to do so, to not consume that alcohol and to surrender any alcohol or container for alcohol. Power to dispose of alcohol surrendered.</p>	<input checked="" type="checkbox"/>	Standard
<p>To require persons aged under 18 to surrender alcohol: requires a person whom a PCSO reasonably suspects is aged under 18, or is or has been supplying alcohol to a person aged under 18, to surrender any alcohol in their possession and to give their name and address. Power to require such a person to surrender sealed containers of alcohol if the PCSO has reason to believe that the person is or has been consuming or intends to consume alcohol. Power to dispose of alcohol surrendered.</p>	<input checked="" type="checkbox"/>	Standard
<p>To seize tobacco from a person aged under 16 and to dispose of that tobacco.</p>	<input checked="" type="checkbox"/>	Standard
<p>To seize drugs and require name and address for possession of drugs: enables PCSOs to be designated with a power to seize concealed drugs or drugs found when searching for alcohol, tobacco or other items if the PCSO reasonably believes the person is in unlawful possession of them. The PCSO must retain the drugs until a constable gives them further instructions. If a PCSO finds drugs in a person's possession or has reason to believe that a person is in possession of drugs and reasonably believes such possession is unlawful, the PCSO may require that person's name and address.</p>	<input checked="" type="checkbox"/>	Standard
<p>Power to enter and search any premises for the purposes of saving life and limb or preventing serious damage to property.</p>	<input checked="" type="checkbox"/>	Standard
<p>To seize vehicles used to cause alarm: power to stop and seize a vehicle which a PCSO has reason to believe is being used in a manner which contravenes sections 3 or 34 of the Road Traffic Act 1988 (careless and inconsiderate driving and prohibition of off-road driving) and is causing alarm, distress or annoyance under section 59 of the Police Reform Act 2002.</p>	<input checked="" type="checkbox"/>	Standard
<p>To remove abandoned vehicles under regulations made under section 99 of the Road Traffic Regulation Act 1984. A PCSO designated under this paragraph has the power to order the removal of a vehicle under regulation 3 of the Removal and Disposal of Vehicles Regulations 1986. This relates to vehicles that have broken down or been permitted to remain at rest on a road: (a) in a position, condition or situation causing obstruction or danger to persons using the road, or (b) in contravention of a prohibition contained in Schedule 1 of the regulations.</p>	<input checked="" type="checkbox"/>	Standard

To stop cycles: powers of a constable in uniform to stop a cycle under section 163(2) of the Road Traffic Act 1988 when a PCSO has reason to believe that a person has committed the offence of riding on a footpath.	<input checked="" type="checkbox"/>	Standard
To control traffic for purposes other than escorting a load of exceptional dimensions: powers to direct traffic (for purposes other than escorting loads of exceptional dimensions) based on the powers constables have under sections 35 and 37 of the Road Traffic Act 1988. It also gives PCSOs the power to direct traffic for the purposes of conducting a traffic survey. PCSOs designated under this paragraph must also be designated with powers under paragraph 3A of Schedule 4 to the Police Reform Act.	<input checked="" type="checkbox"/>	Standard
To carry out road checks: power to carry out a road check which has been authorised by a superintendent (or a police officer of higher rank) and power to stop vehicles for the purposes of carrying out a road check.	<input checked="" type="checkbox"/>	Standard
To place signs: enables PCSOs to be designated with the power of a constable under section 67 of the Road Traffic Regulation Act 1984 to place and maintain traffic signs.	<input checked="" type="checkbox"/>	Standard
To enforce cordoned areas: under section 36 of the Terrorism Act 2000.	<input checked="" type="checkbox"/>	Standard
To stop and search in authorised areas: powers under the Terrorism Act 2000 in authorised areas to stop and search vehicles and pedestrians when in the company and under the supervision of a constable.	<input checked="" type="checkbox"/>	Standard
To photograph persons away from a police station: enables PCSOs to be designated with the power to photograph a person who has been arrested, detained or given a fixed penalty notice away from the police station.	<input checked="" type="checkbox"/>	Standard
To issue penalty notices in respect of offences of disorder: power of a constable in uniform to give a penalty notice under Chapter 1 of Part 1 of the Criminal Justice and Police Act 2001 (fixed penalty notices in respect of offences of disorder).	<input checked="" type="checkbox"/>	Discretionary
To issue fixed penalty notices for truancy: power of a constable to give a penalty notice under section 444A of the Education Act 1996 (penalty notice in respect of failure to secure regular attendance at school of registered pupil).	<input checked="" type="checkbox"/>	Discretionary
To issue fixed penalty notices for excluded pupil found in a public place: power of a constable to give a penalty notice under section 105 of the Education and Inspections Act 2006 (penalty notice in respect of presence of excluded pupil in public place).	<input checked="" type="checkbox"/>	Discretionary

<p>To issue fixed penalty notices for graffiti and fly-posting: power of an authorised officer of a local authority to give a notice under section 43(1) of the Anti-social Behaviour Act 2003 (penalty notices in respect of graffiti or fly-posting).</p>	<input checked="" type="checkbox"/>	Discretionary
<p>To enforce certain licensing offences: the Serious Organised Crime and Police Act 2005 establishes a set of relevant licensing offences. These offences are sale of alcohol to a person who is drunk, obtaining alcohol for a person who is drunk, sale of alcohol to children, purchase of alcohol by or on behalf of children, consumption of alcohol by children and sending a child to obtain alcohol. Where these offences apply specifically to clubs, they are not relevant licensing offences. PCSOs may require name and address but may not detain for those relevant licensing offences that are most likely to be committed by licence holders.</p>	<input checked="" type="checkbox"/>	Discretionary
<p>To disperse groups and remove persons under 16 to their place of residence: where a designation applies this paragraph to a person, that person has within the relevant police area the powers conferred on a constable by section 35 of the Antisocial Behaviour, Crime and Policing Act 2014.</p>	<input checked="" type="checkbox"/>	Discretionary
<p>To remove truants to designated premises etc.: enables a PCSO to be designated with the power of a constable under section 16(3) of (3ZA) of the Crime and Disorder Act 1998 to remove a truant or excluded pupil found in a specified area (as specified in a direction under section 16(2) of the 1998 Act) to designated premises or (in the case of a truant) to the school from which the truant is absent.</p>	<input checked="" type="checkbox"/>	Discretionary
<p>To search for alcohol and tobacco: where a person has failed to comply with a requirement under paragraph 5 or 6 or has failed to allow a PCSO to seize tobacco under paragraph 7 of Schedule 4 to the Police Reform Act 2002 and a PCSO reasonably believes that the person is in possession of alcohol or tobacco, a PCSO may search them for it and dispose of anything found. It is an offence to fail to consent to be searched and PCSOs can require name and address for this offence. As specified in paragraph 3(10) of Schedule 8 to the Serious Organised Crime and Police Act 2005, a PCSO may only detain a person for failure to give an adequate name and address if he or she has been designated with powers under paragraph 2 of Schedule 4 to the Police Reform Act.</p>	<input checked="" type="checkbox"/>	Discretionary
<p>Limited power to enter licensed premises: enables PCSOs to be designated with a power to enter licensed premises under section 180 of the Licensing Act 2003 for the purposes of investigating relevant licensing offences. They may not enter clubs and must enter all premises with a constable unless the premises are licensed for the sale of alcohol off the premises.</p>	<input checked="" type="checkbox"/>	Discretionary
<p>To stop vehicles for testing: powers of a constable in uniform to stop vehicles for the purposes of testing under section 67 of the Road Traffic Act 1988.</p>	<input checked="" type="checkbox"/>	Discretionary

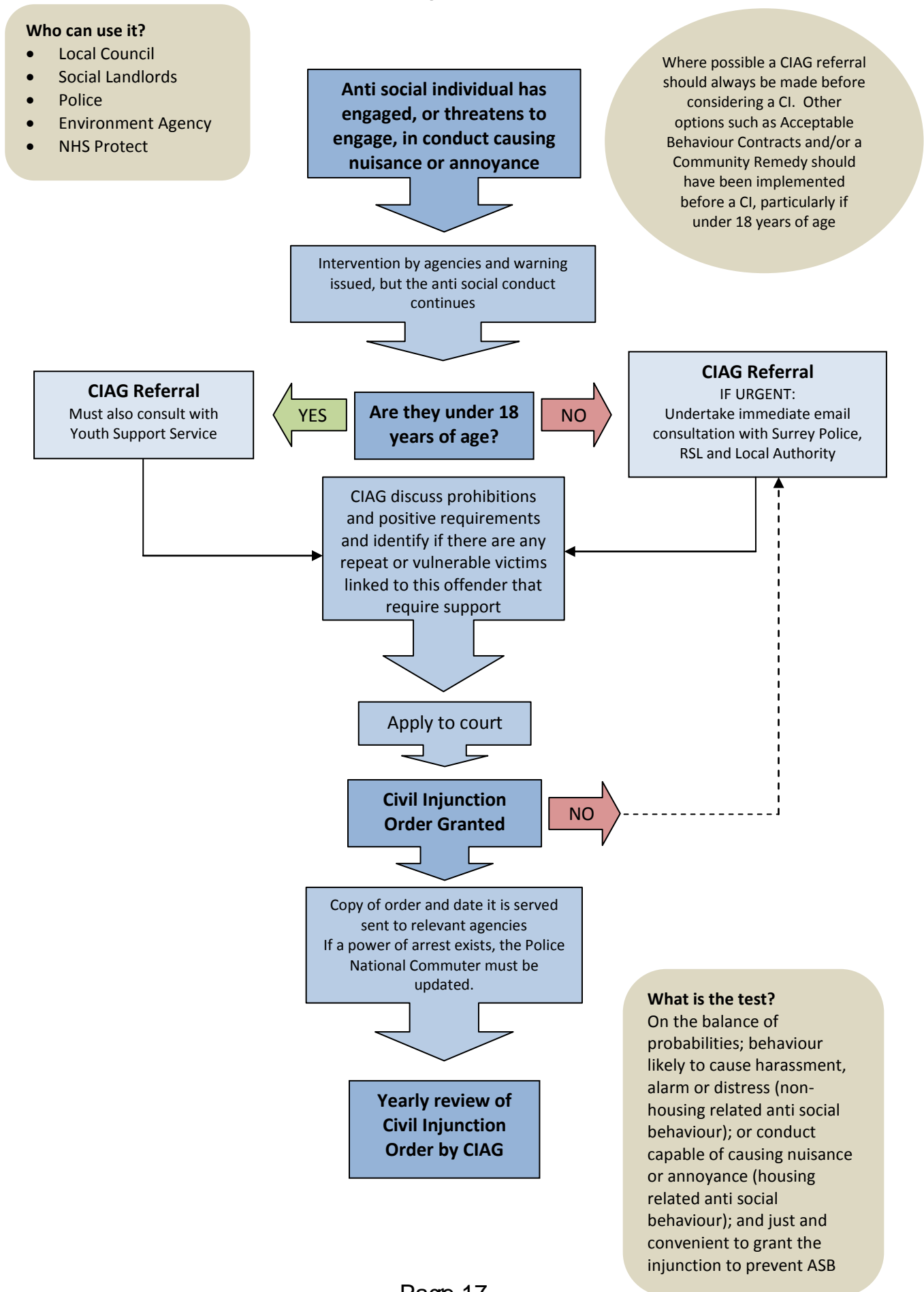
Power to direct traffic for the purposes of escorting abnormal loads.	<input checked="" type="checkbox"/>	Discretionary
Power to serve closure notice for licensed premises persistently selling to children.	<input checked="" type="checkbox"/>	Discretionary
To issue a fixed penalty notice to a cyclist for failing to comply with a traffic direction: gives PCSOs the power of a constable to issue a fixed penalty notice the rider of a cycle under section 35 of the Road Traffic Act 1988, failing to comply with traffic directions.	<input checked="" type="checkbox"/>	Discretionary
To issue a fixed penalty notice for parking in a restricted area outside schools: enables PCSOs to issue a fixed penalty notice for contravention of a prohibition or restriction that relates to stopping, waiting or parking at or near a school entrance under section 5(1) or 8(1) of the Road Traffic Regulation Act 1984. Paragraph 3 of the Anti-social Behaviour, Crime and Policing Act 2014 requires a chief officer to consult the local authority prior to designation of this power.	<input checked="" type="checkbox"/>	Discretionary
To issue a fixed penalty notice for failing to stop for a police constable: gives PCSOs the power to issue a fixed penalty notice under section 163 of the Road Traffic Act 1988 for the offence of failing to stop a vehicle or cycle when required to do so by a constable or traffic officer.	<input checked="" type="checkbox"/>	Discretionary
To issue a fixed penalty notice for driving the wrong way down a one-way street: gives the power of a constable to issue a fixed penalty notice under section 5(1) or 8(1) of the Road Traffic Regulation Act 1984 for contravention of a prohibition or restriction that relates to one-way traffic on a road.	<input checked="" type="checkbox"/>	Discretionary
To issue a fixed penalty notice for causing unnecessary noise: under section 42 of the Road Traffic Act 1988, PCSOs will have the power of a constable to issue a fixed penalty notice for the offence of failing to comply with a construction or use requirement about the use on a road of a motor vehicle that causes excessive noise.	<input checked="" type="checkbox"/>	Discretionary
Power to seize and retain: PCSOs will, when lawfully on a premises, have the same power as a constable under section 19 of the 1984 Act (general powers of seizure) to seize things. They will also have the power to impose a requirement by virtue of subsection 4 in relation to information accessible from the premises and subsection 6 (protection for legally privileged material from seizure). Section 21(1) and (2) (record of seizure), sections 21 (3) to (8) and 22 (access, copying and retention) of the 1984 Act have effect.	<input checked="" type="checkbox"/>	Discretionary
To confirm the identity of a charity collector: PCSOs will have the power of a constable under section 6 of the House to House Collections Act 1939 to require name, address and signature, and under section 4 to produce their certificate of authority.	<input checked="" type="checkbox"/>	Discretionary

To stop cycles: the standard power to stop a cycle is extended to those listed in paragraph 1(2B)(a) to (e), (f) (i) or (g).	☑	Discretionary
To disperse persons from a specified area: enables a PCSO (once authorised by a police inspector) to require a person committing or likely to commit antisocial behaviour, crime or disorder to leave an area for up to 48 hours. A PCSO may also confiscate any item that could be used to commit antisocial behaviour, crime or disorder. A person under 16 can be taken home or to a place of safety. A direction cannot be given to someone under 10 years old.	☑	Discretionary
To issue a community protection notice (CPN): following the issue of a written warning, a PCSO can issue a CPN against any person aged 16 or over, business or organisation committing antisocial behaviour which spoils the community's quality of life.	☑	Discretionary
To issue a fixed penalty notice for failure to comply with a community protection notice: section 53 of the Anti-social Behaviour, Crime and Policing Act 2014 gives designated PCSOs power to issue a fixed penalty notice for breach of the terms of a community protection notice, provided that the conduct has taken place in the relevant police area.	☑	Discretionary
To require a person not to consume alcohol and/or to surrender alcohol where a Public Spaces Protection Order (PSPO) is in place: designated PCSOs have the power to require a person reasonably believed to have been consuming alcohol in breach of a PSPO: 1. Not to consume alcohol or anything reasonably believed to be alcohol. 2. To surrender any alcohol or alcohol container.	☑	Discretionary
To issue a fixed penalty notice for failure to comply with a Public Spaces Protection Order: following the implementation of a PSPO by the local authority, a designated PCSO can issue a fixed penalty notice to an individual who fails to comply with a PSPO. Under this power, PCSOs can also issue a fixed penalty notice for failure to comply with a request to cease drinking or surrender alcohol or an alcohol container.	☑	Discretionary

LIST OF PENALTY NOTICES FOR DISORDER THAT CAN BE DESIGNATED BY CHIEF OFFICERS under paragraph 1(2)(a) of Schedule 4 to the Police Reform Act 2002 (see Annex B)

Offences for which PCSOs may issue penalty notices for disorder under Chapter 1 Part 1 of the Criminal Justice and Police Act 2001	Surrey	Standard / Discretionary
Sale of alcohol to a person under 18	✓	Discretionary
Purchase of alcohol for a person under 18	✓	Discretionary
Delivery of alcohol to a person under 18 or allowing such delivery	✓	Discretionary
Wasting police time, giving false report	✓	Discretionary
Using public electronic communications network in order to cause annoyance, inconvenience or needless anxiety	✓	Discretionary
Knowingly giving false alarm to a person acting on behalf of a fire and rescue authority	✓	Discretionary
Causing harassment, alarm or distress	✓	Discretionary
Throwing fireworks	✓	Discretionary
Consumption of alcohol by a person under 18 or allowing such consumption	✓	Discretionary
Buying or attempting to buy alcohol by an under 18	✓	Discretionary
Sells or attempts to sell alcohol to a person who is drunk	✓	Discretionary

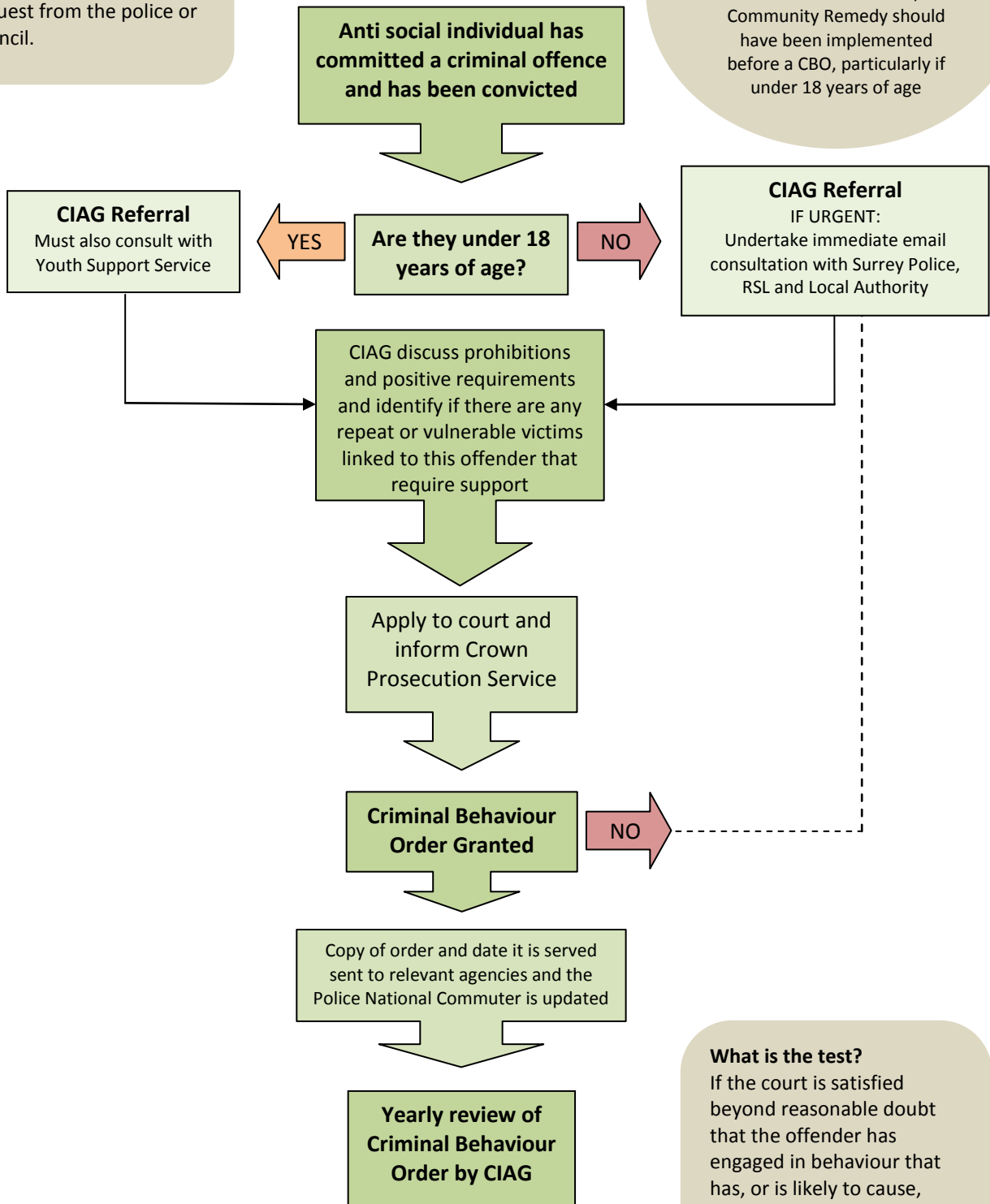
Civil Injunction



Criminal Behaviour Order

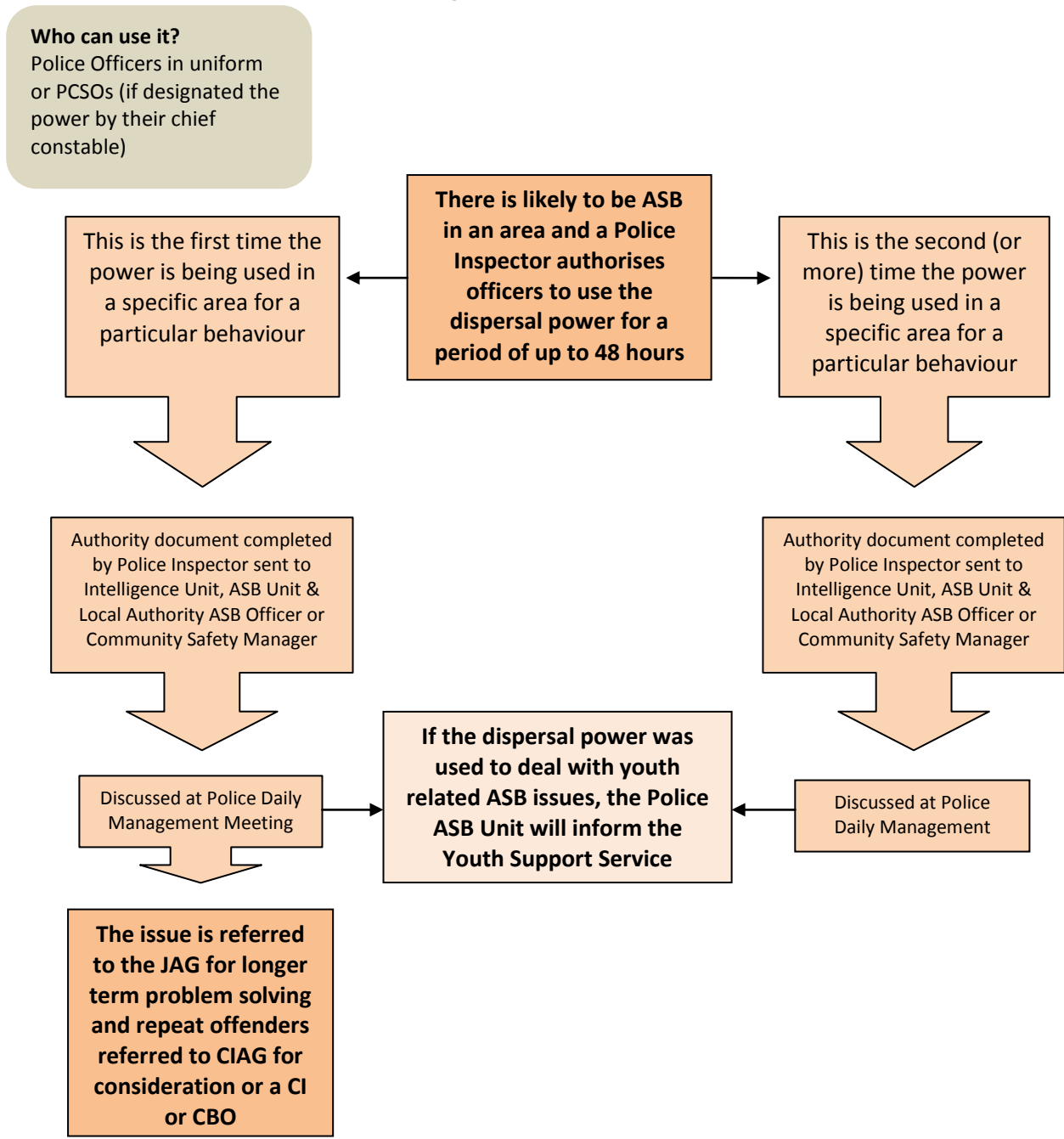
Who can use it?
The Crown Prosecution Service either at its own initiative or following a request from the police or council.

Where possible a CIAG referral should always be made before considering a CBO. Other options such as Acceptable Behaviour Contracts and/or a Community Remedy should have been implemented before a CBO, particularly if under 18 years of age



What is the test?
If the court is satisfied beyond reasonable doubt that the offender has engaged in behaviour that has, or is likely to cause, harassment, alarm or distress to any person; and the court considers that making the order will help prevent the offender from engaging in such behaviour

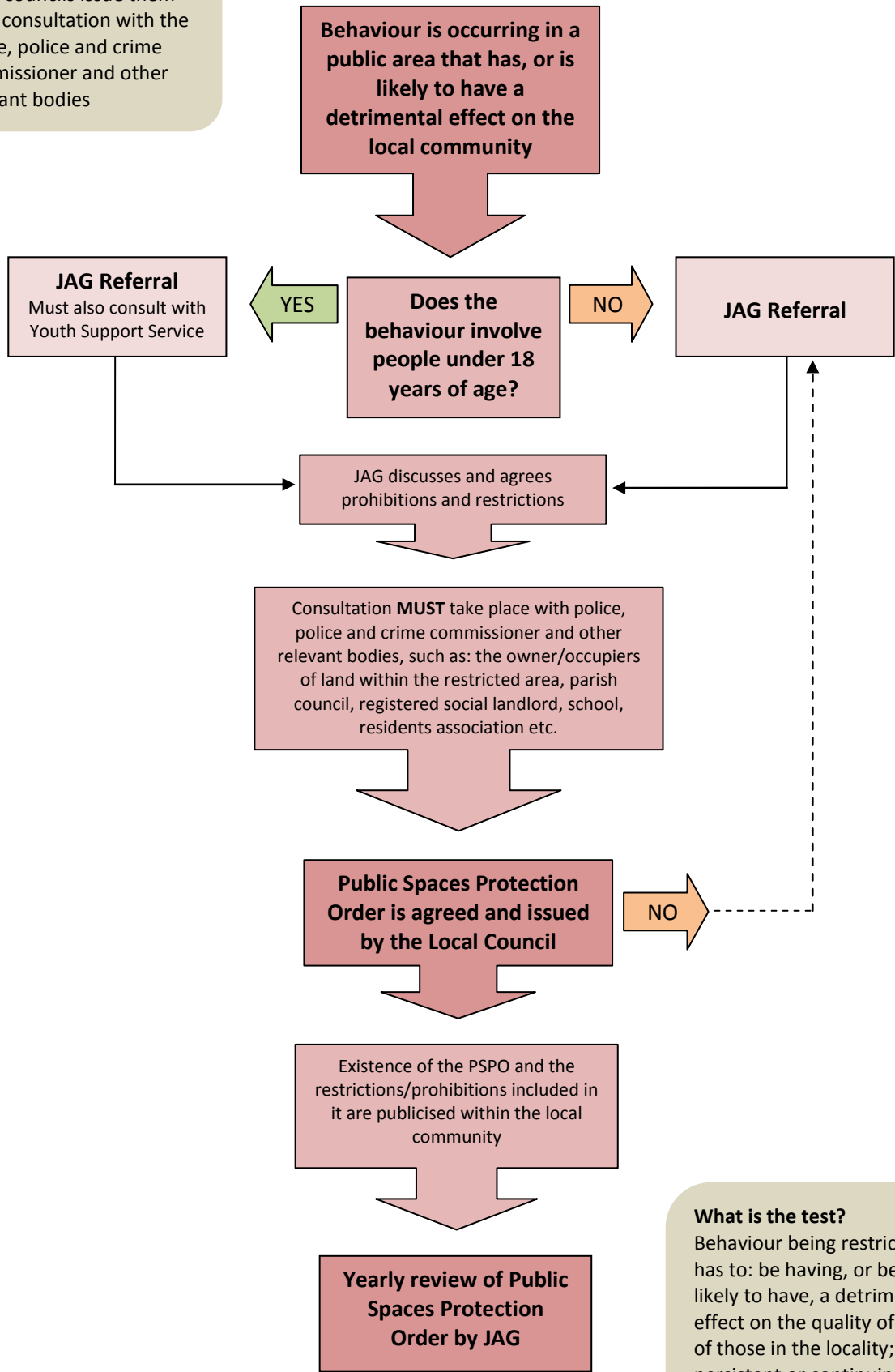
Dispersal Power



What is the test?
Contributing or likely to contribute to members of the public in the locality being harassed, alarmed or distressed (or the occurrence of crime and disorder); and direction necessary to remove or reduce the likelihood of the anti social behaviour, crime or disorder

Public Spaces Protection Order

Who can use it?
 Local councils issue them after consultation with the police, police and crime commissioner and other relevant bodies



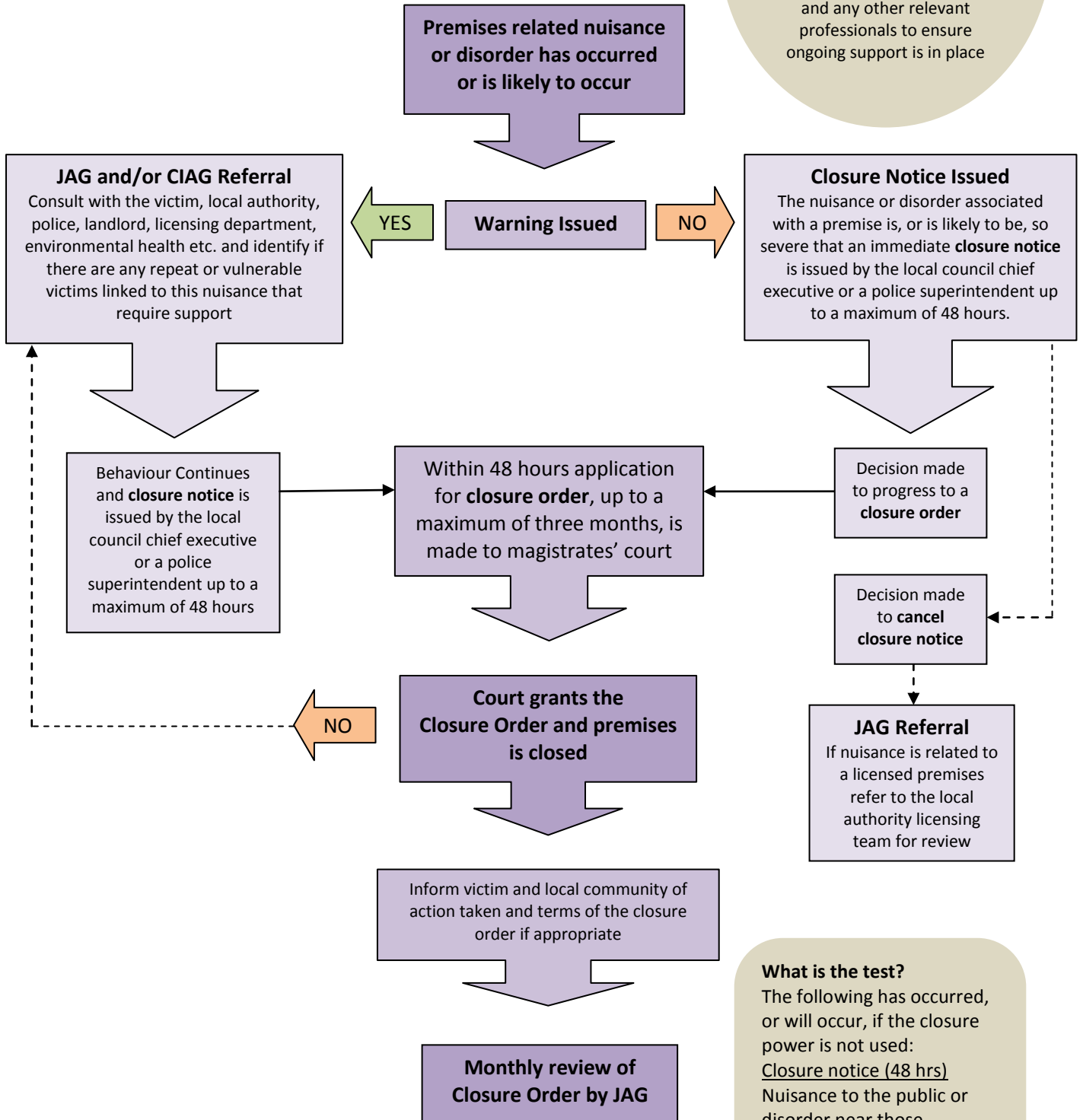
What is the test?
 Behaviour being restricted has to: be having, or be likely to have, a detrimental effect on the quality of life of those in the locality; be persistent or continuing in nature; and be unreasonable

Closure Power

Who can use it?

- Local Council
- Police

Before an application for a **closure order** is made you must consider whether the legal occupier or any members of the household are vulnerable. If yes, consultation must take place with adult social care, health and any other relevant professionals to ensure ongoing support is in place



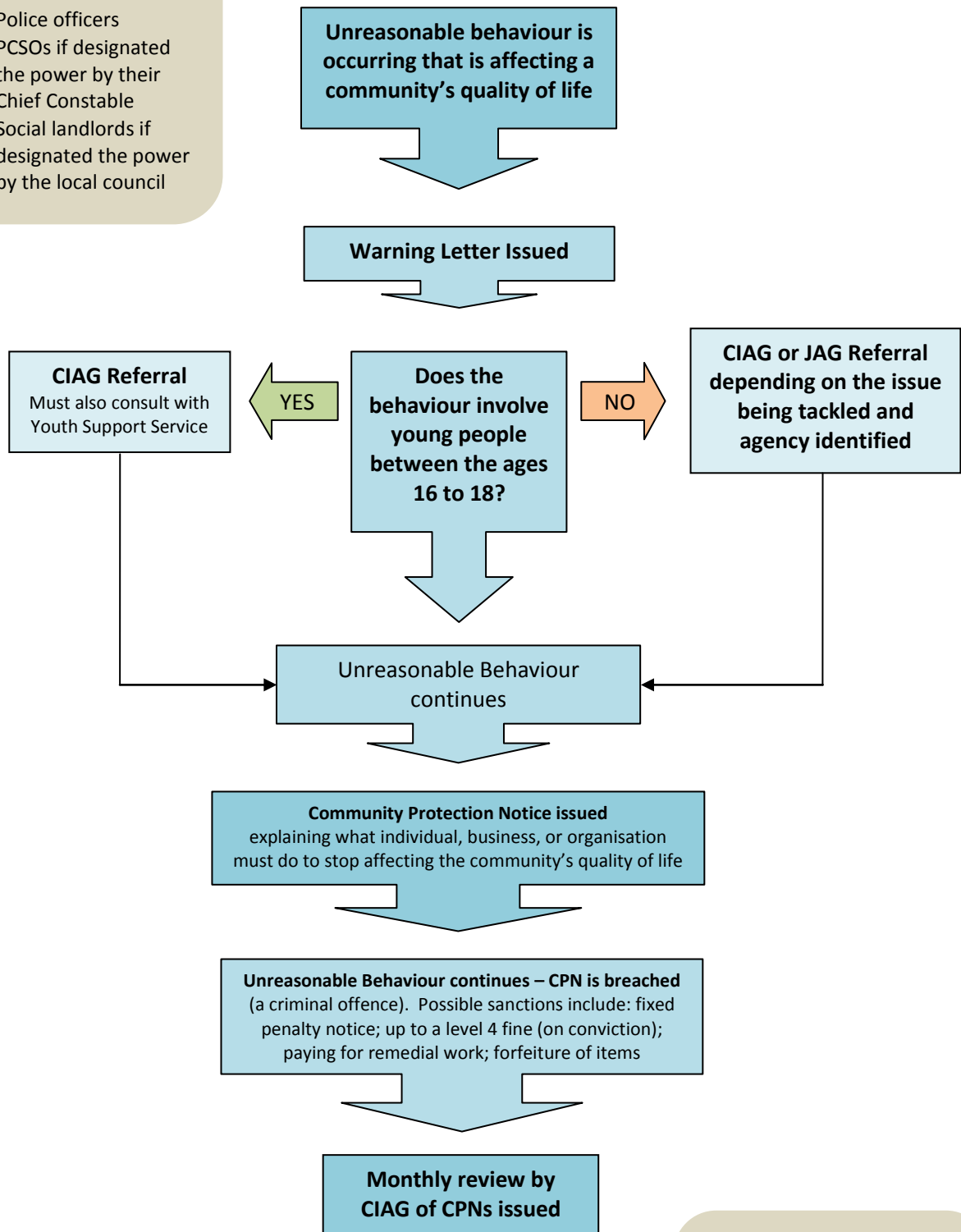
What is the test?

The following has occurred, or will occur, if the closure power is not used:
Closure notice (48 hrs)
 Nuisance to the public or disorder near those premises
Closure order (3-6months)
 Disorderly, offensive or criminal behaviour; serious nuisance to the public; or disorder near the premises

Community Protection Notice

Who can use it?

- Local council officers
- Police officers
- PCSOs if designated the power by their Chief Constable
- Social landlords if designated the power by the local council



What is the test?

Behaviour has to: have a detrimental effect on the quality of life of those in the locality; be of a persistent or continuing nature; and be unreasonable e.g. graffiti, rubbish, noise

Resident Experience Board Forward Work Programme 2016/17

22 November 2016
Conference Room 1

- Flooding & Community Engagement
- SFRS - Review of Automatic Fire Alarm Policy
- SFRS - Review of Immediate Emergency Care Response Pilot Scheme
- Update from Libraries Task Group

2 February 2017
Ashcombe

- SFRS - Fire and Road Traffic Collision Prevention
- SFRS - Training Strategy
- *Reforms to the Death Certification Process & Introduction of the Medical Examiner - TBC*

7 June 2017
Ashcombe

- *Business Meeting*

6 July 2017
Ashcombe

- SFRS - End of Year Performance Review
- SFRS - Public Safety Plan - Action Plan Update & Progress Check
- Driving Up Volunteering Project - End of Project Report
- *Special Educational Needs and Disabilities Programme - Customer Service Excellence - TBC*

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Resident Experience Board, Thursday 13 October 2016
Heritage Services and the Development of a Future Strategy

Key points:

- Surrey Heritage provides a high quality, award winning service which has evolved to meet SCC priorities and changing public expectations. It delivers the following:-
- Commercial archaeological services and a programme of community archaeology projects;
- County archive service and local studies library;
- Education and Outreach services to extend the diversity of people engaged in heritage;
- Supports museums in partnership with the districts and boroughs.
- **Wellbeing** - Work on mental health seen as a model of good practice and featured as a case study in the LGA/National Archive Report on “Transforming Local Archive Services”.
- Hold extremely personal and sensitive records of organisations across the county. Staff work closely with Social Services, Children’s and health services on care and adoption case files.
- Nationally significant historic records relating to the treatment of mental health and learning disabilities within the county that are widely used by family members and researchers.
- **Economic prosperity** - Commercial archaeology work generates over £400,000 annually and assists the process of new construction developments in the county.
- Has already delivered substantial savings by carrying through Public Value Review recommendations and a full staff restructure in 2014, reducing its staffing budget by over £220,000 to provide more efficient, cost effective services.
- Major projects:- “Learning on My Doorstep” to improve working between schools and local museums, funded by a £133,700 grant from Arts Council England. “Surrey in the Great War: A County Remembers”, supported by a grant of £468,000 from the Heritage Lottery Fund.
- Has a net budget of £0.99m. This includes income of £0.6m.
- **Resident Experience** - the number of volunteer hours contributed by residents in the 2015-16 Financial Year was 16,646 – an increase of 4,587 hours on the previous year.
- In the CIPFA National Survey of Visitors to UK Archives, 97% of users rated Surrey Heritage as Very Good or Good. On average 80 compliments are received per month.
- Has a very strong digital offer to residents through a dedicated website www.exploringsurreyspast.org.uk created with the support of the Heritage Lottery Fund.
- Developing relationships and gathering material documenting the histories of such groups as Surrey’s LGBT communities, Gypsy and Traveller communities.
- Over 20 million local records are now available online and receive over 5.3 million hits per annum. (NB - this represents less than 1% of the archive holdings).
- Surrey History Centre was specifically designed for archival preservation and public access. The strong rooms have over 6 miles of shelving.
- The building was opened to the public by HRH The Prince of Wales in 1999. Its construction was supported by a Heritage Lottery Fund award of £2.74 million.
- Records date from the 12th century to the present day, and include internationally important collections such as that of the More Molyneux family of Loseley Park.

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Resident Experience Board
Thursday 13 October 2016

Surrey County Council's Heritage Services and the Development of a Future Strategy

Purpose of the report: Policy Development and Review

The Residents' Experience Board has requested a report on what Surrey Heritage currently provides for residents. Budget pressures and the changing pattern of public use will require a new strategy to be formed for the provision of Heritage Services in Surrey and this paper forms the basis for a discussion.

1.0 Introduction:

- 1.0 Surrey Heritage currently provides a high quality service which has evolved to meet Surrey County Council priorities and changing public expectations.
- 1.1 This paper provides an opportunity to look at what the service currently provides and how and to discuss with the Residents' Experience Board and members of the public what the future priorities and direction of the service should be in the face of increasing financial pressures.
- 1.2 Surrey Heritage has already delivered substantial savings by carrying through Public Value Review recommendations and a full staff restructure in 2014. However, the reductions in funding to the County Council in the next five years may result in a reduced management team and a need for a clear vision of the future priorities of the service.
- 1.3 The task facing the service is to achieve an affordable strategy that meets the requirements of official Archive Accreditation and maintains public engagement. This paper outlines the challenges and options for that discussion.

2.0 What Surrey Heritage currently provides for Surrey Residents

- 2.1 Surrey Heritage provides a high quality integrated service for the people of Surrey with an interest in Surrey's past. The work is delivered through a number of strategic teams aligned with key professional areas and a number of operational cross-Heritage teams.

- 2.2 The teams deliver commercial archaeological services and a programme of community archaeology projects; run the county archive service and local studies library; develop and deliver learning services; support and deliver outreach to extend the diversity of people engaged in heritage; support Surrey museums and voluntary sector delivery of heritage services in partnership with the districts and boroughs.
- 2.3 The service actively identifies and preserves Surrey's vulnerable physical and documentary heritage and promotes engagement in heritage to the people of Surrey and more widely, through a wide range of pioneering outreach activities – including an extensive volunteering programme and work to support new and potential entrants to heritage work. The discovery and preservation of born-digital heritage, and use of digital pathways to support participation in, enjoyment of, and learning from heritage is becoming increasingly important. The service seeks to generate significant income through some of these activities.

3.0 Archaeology

- 3.1 The Surrey County Archaeological Unit (SCAU) carries out out fieldwork projects of every type and size. Many of these are organised in response to a condition imposed as part of a grant of planning permission. This work can include:

Watching Briefs - Examination of ground disturbance in the course of development and recording of any archaeology that might be revealed.

Evaluations - Designed to test the archaeological potential of an area, most often by the excavation of trial trenches.

Excavation - Carried out to make a full record of important archaeological sites.

Building Recording - Creating a permanent record of historic features of a building, especially where they will be destroyed or altered, or are revealed, during redevelopment.

- 3.2 The unit has the skills and facilities to provide a full post-excavation service. This includes a purpose-built finds processing centre with secure museum standard storage facilities. The team has expertise in the identification, assessment, and preparation of reports on almost all categories of artefact.
- 3.3 The SCAU team also includes a Community Archaeologist, whose work aims to increase interest and involvement in the archaeological heritage and historic environment of Surrey, by providing opportunities for residents to participate in activities and events. These include volunteering to assist the Surrey County Archaeological Unit in its work, taking part in workshop sessions using actual artefacts and community archaeology projects.
- 3.4 The largest Community Archaeology project of recent years has been the 8 year project at the site of Henry VIII's Woking Palace. The project depended on volunteer involvement and 278 volunteers days were carried out in the 2015 season alone, on exploring and excavated the site. With additional days on the processing of finds and help to create a permanent exhibition about Woking Palace at the Lightbox Gallery and Museum.

- 3.5 The Community Archaeologist also creates loan boxes for schools and interest groups based on Prehistoric, Roman and Tudor periods using real artefacts from our commercial fieldwork projects.
- 3.6 Our volunteers and members of the wider community are keen to take part in our archaeological projects and we have lots of terrific feedback

'I thoroughly enjoyed it – it was great to be an archaeologist for a day and was fascinating to learn about the site from the display boards, the volunteer guides and professional archaeologists' [Woking Palace Project]

'Huge site with plenty of potential for further work – ideal for non/less experienced people to learn the skills. Good day mix of hard graft and careful work in a really good atmosphere with people of mixed experience “up for it” [Witley Camp Project]

4.0 Stewardship and Preservation

- 4.1 Surrey History Centre collects and preserves for the purpose of research records deemed to be of permanent historic value created by Surrey County Council, district, borough and parish councils and their predecessors, local courts, hospitals and health authorities, state schools and colleges and other public bodies as well as records deposited or donated by private organisations and individuals.
- 4.2 The records date from the 12th century to the present day, and include internationally important collections such as that of the More Molyneux family of Loseley Park - one of the richest surviving archive sources for Tudor and Stuart Surrey - and the archive of the famous piano makers, John Broadwood and Sons
- 4.3 The Centre holds an extraordinarily rich collection of records relating to the treatment of mental health and learning disabilities within the county. These and other records can be extremely personal and sensitive and the staff work closely with colleagues in Social Services and Children's Services and with local health authorities with regard to access to information contained in such records relating to care, adoptions etc.
- 4.4 Visitors to the Centre have free, supervised access to original records or copies of records in the searchroom. Staff are on hand to assist users in their enquiries free of charge, although charges are made if members of the public request that research is carried out on their behalf, or wish to make or order copies of the records.
- 4.5 The collections grow as a result of new deposits. These are presented to the Centre as an outright gift (the preferred option) or deposited on indefinite loan, in which case ownership remains with the depositor. Papers containing information of a sensitive nature can be closed to public access for a period agreed with the depositor. Collections relating to all Surrey's many communities and areas of special interest are actively sought to ensure that the archive represents the population of the county.
- 4.6 Documents and books which are deposited are catalogued by a professional archivist or librarian, inspected by a qualified conservator (and repaired if necessary) before being stored in a secure, environmentally controlled strongroom. The catalogues are published online and the documents themselves made available to users in the public searchroom.

5.0 Public Service and Engagement

- 5.1 All of the teams that comprise Surrey Heritage are involved in public engagement to some extent, but the Public Service and Engagement team have the main responsibility for dealing with users either on site or at events and activities around the county.
- 5.2 Within the Surrey History Centre itself, residents encounter the front of house team and the Heritage Assistants who respond to enquiries in the search room. These members of staff also deal with the numerous email and Freedom of Information enquiries that arrive on a daily basis, often in conjunction with Archivists and Modern Record Officers in the Stewardship and Preservation team.
- 5.3 Assisting residents to find the information that they seek and answering queries requires a great depth of local knowledge and excellent customer care skills. The feedback from users of the service is extremely positive and gratifying, with on average 80 compliments per month – see examples in section 8.5.
- 5.4 The team provides a range of educational activities to encourage a wider section of the community to access the service. These include very popular family drop in sessions during school holiday periods, linked to either current exhibitions or themed displays from our collections.
- 5.5 A wide range of teaching resources are produced, drawing on the archive holdings and tailored to the requirements of the National Curriculum. These are available as physical packs or downloadable from the website Exploring Surrey's Past. This provision is increasing in scope and relevance as the result of a ground-breaking museum education project called "Learning on My Doorstep" – see section 7.2
- 5.6 Although Surrey County Council does not directly run any museums, Surrey Heritage provides a lead in museum development and support via the post of Museum Engagement Officer, which is jointly funded by District and Borough Councils. The Surrey Museums Partnership represents all of the 43 museums in the county, and enables cost effective training, marketing and advice to be available to all. The partnership is the delivery body for Learning on My Doorstep.
- 5.7 Surrey Heritage actively seeks to work with communities who do not traditionally engage with heritage organisations. Developing relationships and gathering material documenting the histories of such groups as Surrey's LGBT communities, Gypsy and Traveller communities, the Polish exiles and refugees that arrived in Surrey during WWII and the Indian soldiers who were buried in Woking in WWI are an important part of the work of Surrey Heritage.
- 5.8 In recent years an increasing focus has been work relating to the Health and Wellbeing agenda. Surrey Heritage's work with Woking Mind and other groups supporting mental health has been praised as a model of good practice. This award-winning work was featured as a case study in the Local Government Association/National Archive Publication "Transforming Local Archive Services" April 2015.
- 5.9 Outreach and events are an important area of work to ensure that the service reaches all parts of the county. These range from talks and workshops to

training sessions and showcase events relating to particular themes or projects. The annual Heritage Showcase involves representatives of all aspects of Heritage setting up in a community venue as a “one stop shop” for local residents to learn more about what is available to them and how they can become involved in their local history.

6.0 The Digital Offer

- 6.1 Surrey Heritage has a very strong digital offer to residents through a dedicated website www.exploringsurreypast.org.uk/ which enables users to discover the county’s history and search the extensive catalogue of records held at the Surrey History Centre and elsewhere in the county in a variety of ways – people, places, times, themes and collections. The website was created with the support of the Heritage Lottery Fund and is an invaluable tool for anyone interested in the recorded history of the county.
- 6.2 The service has also worked in partnership with commercial providers to enable online access to indexed digital images of original Surrey records. Over 20 million local records are now available on Ancestry.com, Find My Past.com and the Genealogist. They receive over 5.3 million hits per annum and this generates some income for the service. Although these are subscription based websites, Surrey residents are able to access the records online free of charge at the Surrey History Centre and at any Surrey library.
- 6.3 The WWI Centenary project also has a dedicated website www.surreyinthegreatwar.org.uk created with the support of the Heritage Lottery Fund.
- 6.4 A number of public terminals are available in the Surrey History Centre and are well used by the public to carry out their research. They provide access to the catalogues, Exploring Surrey’s Past, and other useful resources such as War Memorials online.

7.0 Major Projects

- 7.1 Staff across all of the teams within Surrey Heritage engage in major projects based around themes or significant dates or anniversaries e.g. the 800th Anniversary of Magna Carta. Two significant projects are currently underway:-
- 7.2 “Learning on My Doorstep” is an innovative scheme to improve joint working between schools and their local museums, funded by a grant of £133,700 from Arts Council England and with the active engagement of the Surrey Museums Partnership. Within the project, teaching staff and museum curators will develop learning resources relevant to the National Curriculum and their area. Lessons learnt and approaches taken as a result of this work will be incorporated into Teacher Training and Inset days for current and new staff.
- 7.3 This is the second phase of a project that had previously been funded by Arts Council England, and the award demonstrates the confidence that national funders have in the quality and value of the work of Surrey Heritage.
- 7.4 The centenary of WWI is being recognised by the largest project that Surrey Heritage is currently undertaking. “Surrey in the Great War: A County Remembers” will continue throughout the course of the commemoration

period (2014-2018), supported by a grant of £468,000 from the Heritage Lottery Fund.

- 7.5 The project is driving and co-ordinating new community-based research into the histories of individuals, communities, and organisations during the war years and focussing on engaging and inspiring people not currently actively involved in heritage to participate in and experience the thrill of exploring and understanding the past.
- 7.6 Through this ambitious project people of all ages and backgrounds across the entire county are coming together with the common aim of creating a global, accessible and enduring resource which will tell Surrey's story during the Great War. The project team are working across Surrey to collect information about the impact of the war on the county. In addition, they are holding research surgeries, roadshows and project showcase days, as well as hosting information stands at external events.
- 7.7 The lasting legacy will be the project website - www.surreyinthegreatwar.org.uk - recording the lives and service of all the men and women whose names are on war memorials in Surrey. It will not only be a comprehensive 21st century digital memorial but also a resource to enable people to explore, discover and understand the impact of the war on their local area and community.
- 7.8 "Surrey in the Great War: A County Remembers" has already engaged and trained over 140 dedicated volunteers, created over 5,200 people records and gathered over 200 stories contributed by local residents. More than 17,500 WWI Surrey newspaper articles have been indexed to enable more in depth research. Descendants of Surrey servicemen have met for the first time due to connections made via the project.

8.0 How does the service respond to SCC priorities?

- 8.1 Surrey's Corporate Strategy, "Confident in Surrey's future" 2015-2020 maps out three strategic goals – Wellbeing, Economic Prosperity and Resident Experience. Surrey Heritage is part of Cultural Services whose business plan priorities for 2015-16 include:

Exploring, protecting and improving access to Surrey's heritage and the county's archives and records, including publishing over 20 million records online and achieving over 5 million views of those records

The key actions include:

Increase volunteering by 5%, and involve local people in shaping and developing services, supporting them to live well.

Continue to develop digital technology for the efficient delivery of our services and improved customer contact, and introduce processes that improve user experience.

- 8.2 Achievements against these priorities this year include:

Increasing volunteering

Building on the successful track record of volunteering with Surrey Heritage over a number of years, levels are increasing via engagement in major

projects including Woking Palace and “Surrey in the Great War: A County Remembers”. The number of volunteer hours contributed in the 2015-16 Financial Year was 16,646 – an increase of 4,587 hours on the previous year. Volunteers are supported with a programme of training and mentoring, and gatherings occur twice a year to celebrate the achievements of the participants and to encourage socialising and making new friends.

Developing Digital Technology

Digitisation programmes have been undertaken in partnership with commercial providers where possible – Ancestry, Find My Past – as the resources of these organisations in digitisation, marketing and online capacity far outstrips those available in house. In the 2015-16 Financial Year the records were viewed 5,380,103 times.

The service has developed newsletters that regularly inform residents on a mailing list and is developing cross promotion of activities with the other cultural services to increase awareness.

8.3 Wellbeing

Surrey Heritage has responded to Wellbeing, with a wide range of activities involving a range of partners in Health Services, Social Care and Public Health.

Our active engagement with volunteering contributes to the wellbeing agenda by encouraging inter-generational work, providing stimulating tasks and lifelong learning, by the acquisition of new skills, and by combating isolation and encouraging friendships. Heritage volunteers are highly valued and respected, contributing to their sense of self-worth and esteem.

An increasing focus in recent years has been targeted work with groups such as Woking Mind, Dementia support groups and the Alzheimer’s Society. Using relevant archive materials in sessions to encourage discussion and reminiscence is of immense value to the participants. Demand outstrips the resources to supply enough of these activities. As has previously been mentioned, the service’s work in this area has been featured as a case study in the Local Government Association/National Archive Publication “Transforming Local Archive Services” April 2015.

The service has worked closely with the award winning Freewheelers Theatre and Media Group, which brings together disabled and non-disabled artists, on a number of projects including “The History of Disability in Surrey”. In 2013 the group created a collection of short films with funding from the Heritage Lottery Fund. They explored, researched and filmed stories focused on the experiences of people with disabilities in Surrey asylums over a hundred years ago. Material in the archives fed directly into a series of dramatic monologues that are now available on a DVD.

In 2015 Freewheelers were commissioned by The Queen Elizabeth Foundation, in celebration of their 80th birthday, and funded once again by the Heritage Lottery Fund, to create a new schools production called “The Big Laboratory Bang” that toured schools in the region, entertaining and inspiring children in years 5 and 6. Based around themes of science and innovation, and using archives to research “the history of good ideas”.

8.4 Economic prosperity

Commercial archaeology work generates over £400,000 towards the cost of the service annually and assists the process of new construction developments in the county.

The service has an excellent track record in supporting Apprenticeships, and there are currently three positions in place, working in Education and Outreach, Archaeology and as part of the “Surrey in the Great War: A County Remembers” project – the latter post funded by the Heritage Lottery Fund.

Surrey Heritage works closely with Visit Surrey to promote cultural tourism and ancestral tourism, supporting the visitor economy. The Surrey Museums Partnership promotes visits to the 43 museums in the county and organises an annual museum trail to encourage museum goers to explore.

Surrey Heritage has reduced its staffing budget by over £220,000 since the 2014-15 Financial Year and in general has a structure that is “fit for purpose” (although there are some single positions in which succession planning is not possible). This contributes to the goal of Surrey County Council to provide efficient, cost effective services.

8.5 Resident Experience

Surrey Heritage tries to make its services as accessible and simple to use as possible. In the most recent CIPFA National Survey of Visitors to UK Archives (2014), 97% visitors to Surrey History Centre rated the service provided by public services staff and the quality of the advice they offered as Very Good or Good. In the most recent CIPFA Survey of Distant Users (i.e., people who use our enquiry service, 98% of those who completed the survey rated the quality of our response as Very Good or Good.

The exceptional standard of customer care in the service are demonstrated by the numerous compliments and feedback received. On average 80 compliments are received per month. Some recent feedback from users:-

I am reeling at the magnificence of your reply !
THANK YOU !

It is considerably more than I had thoughts of receiving and thank you indeed.

And a man who provides Grid References.....Terrific.

This is simply wonderful, and I can now take my visitor from New Zealand to the very spot.

She would join with me in raising a cheer to you for this help.

Her father was born in that house in 1906 you see, and he went out to New Zealand in the 1920s so they have never known where it was.

Thanks again for ALL your amazing help! You have helped me immeasurably, and going the “extra mile for me” – doing all the “extra” things you’ve done for me: Like pointing me in the direction of the National Archives, and The Wellcome Trust --- Really has meant the world to me, much more than you know.

I am just writing to say thank you for the thorough and efficient research that was conducted on my behalf re my great uncle, long term patient in Royal Earlswood Hospital.

The information which I received today was extraordinarily detailed – compelling, yet sad and sobering.

You and your team have been the most amazing support to the work we do with adopted adults [It has been great] knowing that we had such an efficient and knowledgeable resource to call on.

8.6 As the custodian of SCC’s own historic archives the service acts as the Council’s corporate memory, giving it a vital role to play in upholding democratic accountability and legal compliance.

9.0 Staffing

- 9.1 The service at present has 48 full time equivalent staff with 50 people in post. In 2014-15 the service carried out a staffing review to deliver around £140,000 in staff savings and more importantly to redesign staffing and make it fit for purpose.

10.0 The Surrey History Centre

- 10.1 Surrey History Centre was specifically designed to provide the best possible conditions for archival preservation and public access, and also to be a focus for promoting awareness and understanding of Surrey's history.
- 10.2 The building replaced the Surrey Record Office, the Guildford Muniment Room and the Surrey Local Studies Library. Surrey County Council provided the site and allocated £3.75 million to the project, that was supported by a successful Heritage Lottery Fund application for £2.74 million. The building was opened to the public by HRH The Prince of Wales in 1999.
- 10.3 The survival of historic documents is dependent upon the environmental conditions in which they are kept. If the air is too dry they can become brittle and ink can separate parchment. If conditions are too damp and warm there can be mould growth which can permanently damage or completely destroy documents. In addition there are risks from gaseous pollutants in the atmosphere, infestation by rodents and insects, fire and water. Security must also be maintained.
- 10.4 The Surrey History Centre repository employs a very heavy weight structure which is insulated on the outside. This provides a 'ballast' against outdoor conditions, and reduces reliance upon the air conditioning system. The strong rooms have four-hour fire protection and an argonite (inert gas) fire suppression system. The building incorporates a ventilated sunshade to protect the roof of the repository.
- 10.5 The search room – or "Heather D Hawker Room" to give it its official title - is fitted with glass fronted bookcases giving access to books, journals and pamphlets on all aspects of the history of Surrey. The main series of Ordnance Survey maps are also kept in this room. Archives and other rare and valuable material can be ordered from the strong rooms. There is seating and table space for 24 researchers, including large tables for the consultation of maps, public access computers, scanners and copiers. Because the room faces north, researchers can enjoy good natural light without the glare and heat of direct sunlight. There are microform readers for another 30 researchers, and these are positioned on the side of the room furthest from the windows.
- 10.6 The Centre has a large conference room which can be divided into two using an acoustic screen. It is fully equipped with the latest audio-visual technology for showing videos and computer generated resources. It is used for a variety of public activities – lectures, meetings, educational workshops and training sessions. External hires provide some income from this space, however it is on Surrey County Council's room booking system and is heavily used by other departments and teams for internal meetings which limits the revenue that can be generated.

- 10.7 The foyer and conference room spaces have the potential to be used for external hires in the evenings and on Sundays. However the current systems require the whole building to be open and staffed as it isn't possible to isolate the public areas. Property Services would require a detailed business case for this to be developed before the relevant investment could be committed.
- 10.8 Despite its relatively recent construction as a state of the art facility, the Surrey History Centre was conceived in the "pre-digital" age before residents could access information online. In line with all archive services in the United Kingdom, the number of physical users of the search room facilities has declined steadily over recent years, while online access to the holdings has rapidly increased. Group visits, by local HLF funded groups, mental health and learning disability groups have also increased.
- 10.9 All of the public areas of the building are compliant with the requirements of the Equalities Act and benefit from free onsite parking and good public transport links.

11. The Challenges

11.1 Surrey Heritage forms part of Cultural Services with a net budget of £0.99m. This includes income of £0.6m raised by the service largely from commercial archaeology work. The expenditure is predominantly on staffing, with smaller sums for equipment and resources mainly linked to income generation. It does not include the budgets for expenditure incurred as part of corporate and centralised services such as premises costs, Information Technology and support services.

11.2 In 2014-15 Surrey Heritage made savings of just over £140,000 in staffing through a full service restructure. Further staff reductions have been made in 2015-16 (£64,000) and 2016-17 (£15,000) to achieve the budget reductions required in the Medium Term Financial Plan (MTFP).

11.3 Cabinet has recently considered service proposals for further budget reductions required to meet the projected MTFP by 2020/21 and these will impact upon Heritage Services.

11.4 The key challenge for Heritage during this period is to continue to provide and develop services for a very wide clientele with diminishing resources. In particular:-

meeting the increasing demand for online access to our records and information;

demonstrating the wider benefits of engagement with heritage e.g. improved wellbeing and social cohesion;

ensuring that our collections represent the heritage of all sections of the wider community;

and increasing access.

We must balance the wants and needs of existing service users at the same time as adapting our services to respond to demographic and social change. This will require us to work more closely with partners both local and regional, to make the most of our facilities and resources.

12.0 Legislative Background, Statutory and Discretionary Activities

- 12.1 Taken as a whole the range of activities within Heritage Services are discretionary and fall within the “General Power of Competence” forming part of the Localism Act 2011. However, the operation of the County Archive has a statutory framework governed by the provisions of the Local Government (Records) Act, 1962 and the Local Government Act, 1972 which oblige the County Council to make proper arrangements for the records created by the authority, and empower the Council to acquire records created by other bodies and 'do all such things as appear to it necessary or expedient for enabling adequate use to be made of records under its control'.
- 12.2 In addition Surrey History Centre is appointed as a place of deposit, under section 4(1) of the Public Records Act, 1958, for certain defined categories of public records of local interest (such as those of hospitals and local courts) and is approved by the Master of the Rolls under The Manorial Documents Rules of 1959 and the Tithe (Copies of Apportionment) Rules of 1960 as a place of deposit for the custody of manorial and tithe documents. It has been officially appointed as a diocesan record office by the Bishops of Guildford and Southwark to hold historic records of parishes within the dioceses under the Parochial Registers and Records Measure, 1978 (amended 1992).
- 12.3 Regulated public access to the records of public bodies in the custody of the History Centre, including the records of the County Council itself, is obligatory under the provisions of the Freedom of Information Act (2000).
- 12.4 In 2013 The National Archives introduced a new Accreditation Scheme for archive services, replacing the previous star-rating regime, in which Surrey Heritage was rated as a 4 Star Service. An application for accreditation of the service under the new Accreditation Scheme is in preparation with a deadline for submission of December 2016. A requirement of this scheme is that a forward plan or strategy has to be in place.

13.0 Heritage Strategy

- 13.1 A draft Heritage Strategy has been in preparation for some time. However adoption of any new document would require sign-off at Cabinet member level. The approach of Cabinet is to align all services to the Corporate Plan, which precludes full Cabinet consideration of an individual service strategy.
- 13.2 The key themes of the draft strategy are Discovering, Preserving and Celebrating Surrey’s Heritage:-

Theme 1 – Discovering

- Discover, identify the significance of, and record the heritage assets of the County
- Identify and protect vulnerable or threatened heritage. This includes born-digital records, buildings, archaeological sites (including landscapes, parks and gardens), conservation projects, oral history and community archives
- Enable others to appreciate and discover their heritage

- Engage with marginalised and minority communities to enhance their understanding and appreciation of, and involvement with, heritage
- Support marginalised and minority communities in developing knowledge of their own heritage
- Ensure that all parts of the County Council have a proper understanding of the heritage assets in their possession

Theme 2 – Preserving

- Ensure that the future of Surrey's built, archaeological and landscape heritage is secured and that its protection is built into all parts of the planning process
- Ensure that the challenge of the long term preservation of born-digital records and other modern media is met
- Enable others, including museums, to participate in the preservation of the county's heritage

Theme 3 – Celebrating

- Promote public awareness and appreciation of Surrey's heritage via a programme of events to showcase Surrey Heritage and promote the full range of its services and activities to the wider community and partners.
- Tell and enable others to tell the stories of Surrey
- Develop and promote an extended range of means for interpretation, understanding and engagement in Surrey's heritage
- Engage new audiences for Surrey's heritage

14.0 Recommendations:

1. Members of the Board are asked to note the current position of Surrey Heritage.
2. Members of the Board advise Surrey Heritage on how they wish the service to move forward following their discussions with users.
3. Members of the Board advise on the themes and content of a future strategy for Surrey Heritage, based on the key services and outcomes that Surrey Heritage should deliver to residents in the next 5 years.

Next steps.

1. Finalise a new Heritage Strategy for approval by the Cabinet Member for Cultural Services.

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