

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](http://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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