

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/](http://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](http://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 800<sup>th</sup> 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](http://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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