

# Community Services Committee

**Thursday 12 March 2020 at 7.30pm**

**Council Chamber  
Runnymede Civic Centre, Addlestone**

## Members of the Committee

Councillors N King (Chairman), I Chaudhri (Vice-Chairman), M Adams, T Burton, D Clarke, S Dennett, M Harnden, A Neathey, J Olorenshaw and S Walsh.

In accordance with Standing Order 29.1, any Member of the Council may attend the meeting of this Committee, but may speak only with the permission of the Chairman of the Committee, if they are not a member of this Committee.

## AGENDA

### Notes:

- 1) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- 2) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Miss Clare Pinnock, Democratic Services, Law and Governance Business Centre, Civic Centre, Station Road, Addlestone (Tel. Direct Line: 01932 425627). (Email: [clare.pinnock@runnymede.gov.uk](mailto:clare.pinnock@runnymede.gov.uk)).**
- 3) Agendas and Minutes are available on a subscription basis. For details, please ring Mr B A Fleckney on 01932 425620. Agendas and Minutes for all the Council's Committees may also be viewed on [www.runnymede.gov.uk](http://www.runnymede.gov.uk).

4) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.

5) **Filming, Audio-Recording, Photography, Tweeting and Blogging of Meetings**

Members of the public are permitted to film, audio record, take photographs or make use of social media (tweet/blog) at Council and Committee meetings provided that this does not disturb the business of the meeting. If you wish to film a particular meeting, please liaise with the Council Officer listed on the front of the Agenda prior to the start of the meeting so that the Chairman is aware and those attending the meeting can be made aware of any filming taking place.

Filming should be limited to the formal meeting area and not extend to those in the public seating area. The Chairman will make the final decision on all matters of dispute in regard to the use of social media, audio-recording, photography and filming in the Committee meeting.

## **LIST OF MATTERS FOR CONSIDERATION**

### **PART I**

#### **Matters in respect of which reports have been made available for public inspection**

	<u>Page</u>
1. FIRE PRECAUTIONS	4
2. PRESENTATION – RUNNYMEDE FOODBANK	4
3. NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP	4
4. MINUTES	4
5. APOLOGIES FOR ABSENCE	4
6. DECLARATIONS OF INTEREST	4
7. CHERTSEY MUSEUM ACCREDITATION	4
8. SAFER RUNNYMEDE ANNUAL REPORT	53
9. COMMUNITY DEVELOPMENT PERFORMANCE INDICATORS – QUARTER 3 2019/2020	65
10. COMMUNITY SERVICES PERFORMANCE INDICATORS – QUARTER 3 2019/2020	67
11. HALLS REVIEW UPDATE	70
12. UK RESETTLEMENT SCHEME UPDATE	73
13. CABRERA TRUST MANAGEMENT COMMITTEE – MINUTES	75
14. EXCLUSION OF PRESS AND PUBLIC	80

### **PART II**

#### **Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection**

a) <u>Exempt Information</u>	
15. SIMPLEMARSH FARM	81
b) <u>Confidential Information</u> (No reports to be considered under this heading)	

**1. FIRE PRECAUTIONS**

The Chairman or a nominated Member of the Committee will read the Fire Precautions which set out the procedures to be followed in the event of fire or other emergency.

**2. PRESENTATION – RUNNYMEDE FOODBANK**

There will be a presentation by Helen Hallet from Runnymede Foodbank.

**3. NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP**

**4. MINUTES**

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 9 January 2020, previously circulated by email in February 2020 to all Members of the Council.

Please note that paragraph 436 has been amended to confirm the new lease to the Dementia Centre is 10 years, as agreed at the meeting.

**5. APOLOGIES FOR ABSENCE**

**6. DECLARATIONS OF INTEREST**

If Members have an interest in an item please record the interest on the form circulated with this Agenda and hand it to the Legal Representative or Democratic Services Officer at the start of the meeting. A supply of the form will also be available from the Democratic Services Officer at meetings.

Members are advised to contact the Council's Legal Section prior to the meeting if they wish to seek advice on a potential interest.

Members are reminded that a non pecuniary interest includes their appointment by the Council as the Council's representative to an outside body and that this should be declared. Membership of an outside body in their private capacity as a director, trustee, committee member or in another position of influence thereon should be regarded as a disclosable pecuniary interest, as should an appointment to an outside body by the Council as a trustee.

Members who have previously declared interests which are recorded in the Minutes to be considered at this meeting need not repeat the declaration when attending the meeting. Members need take no further action unless the item in which they have an interest becomes the subject of debate, in which event the Member must leave the room if the interest is a disclosable pecuniary interest or if the interest could reasonably be regarded as so significant as to prejudice the Member's judgement of the public interest.

**7. CHERTSEY MUSEUM ACCREDITATION (COMMUNITY DEVELOPMENT, CHRIS HUNT)**

**Synopsis of report:**

**Chertsey Museum needs to re-apply for its 3 year accreditation and requests approval of a number of documents to be provided as part of the process.**

**Recommendation(s):**

**that the following associated documents required to renew Chertsey Museum's accreditation, as attached at Appendices 'A', 'B', 'C', 'D' and 'E', be approved:**

- **Access Policy**
- **Conservation and Collection Care Policy and Plan**
- **Collections Development Policy**
- **Documentation Plan**
- **Forward Plan**

**1. Context of Report**

- 1.1 Chertsey Museum is required to renew its accreditation every three years. This also necessitates a review and update of all the museum's policy documents.
- 1.2 The Accreditation scheme is managed by the Arts Council. The aim is to:
- help authorities show that their museums meet their visitor and user needs
  - show museums are being managed and governed properly
  - boost museums' reputation, win funding and give confidence to donors and other supporters
  - help museums manage their collections fairly, ethically and legally
  - give museums a set of minimum requirements they have to meet, which include accountability and performance management/monitoring progress
  - open up opportunities for museums, including funding opportunities and new partnerships
  - help museums audit their collections and assess risks to them

**2. Report**

- 2.1 As part of the Museum Accreditation scheme, museums are required to produce a number of management documents, namely, the Access Policy, Conservation and Collection Care Policy and Plan, Collections Development Policy and Documentation Plan. Copies of these documents are attached at Appendices 'A' to 'E'.
- 2.2 The Access Policy shows how the Museum ensures all people and sectors of the community have a fundamental right to engage with, use and enjoy the collections and services it provides.
- 2.3 The Conservation and Collection Care Policy and Plan has been developed to ensure the preservation of the collections and buildings in the care of the Museum, preventative and remedial conservation of the collections and the safe use of and access to collections, within the limits of the museum's resources.
- 2.4 The Collections Development Plan details the current collection and how acquisitions and disposals are managed.
- 2.5 The Documentation Plan details how the Museum manages object entry, accessioning and cataloguing, location and movement control, object exit and loans in and out.
- 2.6 The Forward Plan details how the Museum service is to be managed and links with the Council's overarching strategies.

2.7 In addition to the policies and plans detailed, the Museum will also need to update the current agreement with the Oliver Trust for whom we look after approximately 1,200 items. This update agreement will be developed with our Legal services team.

### **3. Policy framework implications**

3.1 Chertsey Museum directly supports a wide range of local people through its education programme, on going activities and events and being the main point of contact for local history in the borough.

### **4. Resource implications**

4.1 None identified.

### **5. Legal implications**

5.1 The Museum Accreditation scheme is the UK industry standard for museums and galleries. There is no legal requirement to sign up to the scheme, but it tells everyone involved with a museum that they are doing the right things to help people engage with collections and protect them for the future. The Museum Accreditation scheme does this by making sure museums manage their collections properly, engage with visitors and are governed appropriately.

### **6. Equality implications**

6.1 The Chertsey Museum service has positive implications for all sectors of the community; for example, engaging the protected characteristics of age with the education programme and activities aimed at the young and older persons alike. Recent exhibitions include 'Fashion and Freedom' and on-line exhibitions such as 'Votes for Women' and 'Women of Runnymede', thus engaging the protected characteristic of gender.

6.2 Chertsey Museum has a separate Access Policy (Appendix 'A') which addresses all aspects of accessibility for people with one or more of the protected characteristics.

### **7. Environmental/Sustainability/Biodiversity implications**

7.1 The Museum closely monitors the physical conditions in the building to preserve the integrity of permanent and temporary exhibits.

7.2 The Conservation and Collection Care Policy and Plan (Appendix 'B') and the Collections Development Policy (Appendix 'C') reflect the Museum's commitment to environmental monitoring and control, conservation and amongst other things the ethical and responsible acquisition and disposal of relevant materials.

**(To resolve)**

### **Background papers**

None stated.

## Chertsey Museum Access Policy

Chertsey Museum (CM) is committed to, and believes that all people and sectors of the community have a fundamental right to engage with, use and enjoy the collections and services it provides. We recognise that there are many barriers to access at all levels but are committed to making all aspects of our activities as fully accessible as our resources allow, including access to buildings, collections, events, exhibitions, learning and to our staff and volunteers as well as visitors.

CM is committed to increasing public access to collection and information associated with those collections, to increase knowledge and understanding of the items the Service holds and cultural heritage of the Borough of Runnymede. We will ensure sustainable access to collections and that any competing demands of access and long term care of collection items will be managed in accordance with the outcomes of a collection care risk assessment. We will provide welcoming staff and learning opportunities for different audiences, different levels of ability and tailor our programmes to meet the needs of specific groups. We will promote all our activities and collections using accessible means of communication.

CM will adhere to all national and international statutes of law, including specifically in relation to access, but not exclusively the Equality Act 2010, Freedom of Information Act 2000, Data Protection Act 1998 and the Disability Discrimination Act 2005.

This policy is consistent with Runnymede Borough Council's Equality Policy (2012), which "recognises the importance of ensuring equality of opportunity and rights amongst all residents within its Borough, and within wider society. The Council is conscious that individuals and groups can experience a range of barriers which may prevent them from enjoying the same quality of life as others. The Council's vision is to bridge any gaps there may be between its communities and to enhance the quality of life of its residents by ensuring that its services are accessible by all, regardless of age, disability, gender, race, religion, belief, sexual orientation or any other characteristic that is protected under law."

We will follow national standards, ethical codes and best practice guidelines including, but not exclusively, for the design of buildings, customer service, cultural collections management and good practice in commissioning accessible websites.

We define access as something that is made possible when physical, cultural, social, sensory, intellectual, financial, emotional and attitudinal barriers are removed or reduced.

To eliminate and reduce barriers and ensure equality of access we will consider the following aspects of accessibility to our services and collections:

- Physical: enabling people with physical disabilities, the elderly and those caring for young people to reach and appreciate every part of the service and its collections
- Sensory: to build into all aspects of the services activities a wide range of different sensory experiences
- Intellectual: we acknowledge that people have different learning styles and we will reflect learning styles by adopting clear interpretive guidance
- Cultural: we acknowledge and recognise cultural differences and seek to represent varied cultural experiences and issues through our programmes and exhibitions
- Emotional / Attitudinal: to ensure that all visitors feel welcomed and valued

- Financial: we will aim to minimise financial barriers to the use of sites and the collections and wherever possible

### How Chertsey Museum will deliver the policy

We will ensure delivery of our approach in a number of ways including but not limited to:

- Active participation in Runnymede Borough Council's Equality Objectives
- Adopting best practice guidance for interpretation including exhibition texts and interactives
- Consideration of varied audience needs and learning styles in programme planning including formal learning at sites as well as across the service
- Consideration of access issues/barriers throughout Chertsey Museum
- We will consult regularly with our audiences and non-users to ensure the broadest possible access to our facilities, services and collections.
- We will ensure that contractor, consultants and outside agencies working for, or with CM adopt and observe our access policies

### Access Plan

Physical	Maintain building, in particular lift, to ensure flat access throughout	On-going
	Ensure gallery floors are kept clear of trip hazards	On-going
	To maintain access to collections and history for those who cannot physically visit through the website, external talks and reminiscence sessions	On-going
Sensory	Where possible include items to touch & smell in exhibitions to increase sensory experience of visitors	On-going
Intellectual	Ensure that primary text is written in a clear style avoiding jargon	On-going
	Supply layers of information for visitors wishing to discover more	On-going
Cultural	Ensure that exhibitions and events reflect the cultural heritage and experiences of the Borough of Runnymede	On-going
Emotional/Attitudinal	Review and update social story on museum website for visitors with autism	Annually



	Train all education staff on ASD awareness	For all new staff with regular refreshers for all staff
	Train all staff on customer care including autism, dementia, visual and physical impairment	For all new staff with regular refreshers for all staff
Financial	To maintain free access to museum displays and exhibitions	On-going
	To maintain discounted access to children's activities for those in receipt of certain benefits as outlined in	On-going
	To ensure that educational sessions for schools does not disadvantage lower income areas	Annual review of education fees and charges

## Conservation and Collections Care

**Name of museum:** Chertsey Museum

**Name of governing body:** Runnymede Borough Council

**Date on which this policy was approved by governing body:**

**Date at which this policy is due for review:** January 2022

### Statement of purpose

This policy has been written in accordance with the museum's Statement of Purpose and the Collections Development Policy. All staff (paid and volunteer) have read and agreed to abide by the policy. The Collections Care and Conservation Plan sets out the way the policy will be put into action and should be read in conjunction with the Forward Plan, the Emergency Plan, the Building Plan and any other plans affecting the collections and the museum buildings.

**The purpose of the Collections Care and Conservation Policy is to set a framework for:**

- The preservation of the collections and buildings in the care of the museum,
- Preventative and remedial conservation of the collections
- The safe use of and access to collections, within the limits of the museum's resources

### Context

The museum aims to improve the care and conditions of all its collection in accordance with Benchmarks in Collections Care, Signposts or other approved standards within the limits of its resources.

The safety and preservation of the collection will be considered from the outset of any plans to alter the displays or storage, to modify the buildings or to allow access to any part of the collections.

### People

The care of the collections is the responsibility of everyone who works in or visits the museum.

Any concerns regarding the collections should be reported in writing to the Curator or Keeper of Costume.

The museum trains all staff and volunteers who handle the collections in the course of their work. No untrained personnel are allowed to handle items from the accessioned collection.

Researchers or other visitors working with the collections will be briefed on how to handle the items they are working on and will be supervised at all times.

The museum has access to conservation advice from Surrey Heritage, for local history items, and from freelance conservator Poppy Singer for the costume collection.

Any problems or concerns relating to the care of the collection are referred by the Curator to Surrey Heritage, Poppy Singer or another appropriately qualified conservator.

The museum will check the suitability of conservators chosen to work or advise on the collections. A professionally accredited conservator or a conservator listed on the

Conservation Register will normally be chosen.

No item in the collections will be modified or altered until advice has been obtained from a suitably qualified conservator.

Only suitably trained and qualified conservators will carry out remedial treatment on objects.

The museum will keep detailed records of all treatments carried out on objects, including the name and contact details of the person or company.

### **The Buildings and environment**

The museum recognises that the maintenance of its buildings is fundamental to the preservation of both the building and collection and endeavours to keep the buildings in a suitable condition. The museum's collection is stored and displayed in the following buildings. The body responsible for the upkeep of the buildings is listed.

Building	Used for	Owner	Upkeep carried out by
The Cedars	Main museum and stores	Olive Matthews Trust	Runnymede Borough Council
Orchard Stores	local history store	Runnymede Borough Council	Runnymede Borough Council
6 Windsor Street	Costume & furniture store	Olive Matthews Trust	OMT/RBC

Runnymede Borough Council has a Buildings Plan for the upkeep of all buildings which are its responsibility, and carries out an annual inspection of all buildings which are not its responsibility and notifies the body responsible about any remedial or maintenance work required.

The museum and main storage areas have data loggers in place to record the temperature and humidity in them, and light levels in the galleries is carefully monitored. When necessary, de-humidifiers are deployed to assist in the Fashion Gallery.

The museum and stores are regularly cleaned to ensure that they remain unattractive to vermin and all in-coming objects are quarantined and inspected before being taken into the collections.

Plants and flowers are not permitted in the museum, and soft furnishings have been chosen so as to not attract pests.

### **Building Maintenance**

As part of the agreement with the Olive Matthews Collection Trust Runnymede Borough Council is obliged to undertake all building maintenance including interior and exterior decoration. As a result, there is an annual maintenance budget of c.£29,000 for remedial and planned works, and a 5 year plan as agreed by RBC's Building Services Dept.

Faults are reported to Building Services as they occur with procedures in place for all staff to follow, and work is checked on completion by RBC's Clerk of Works.

**Action:** All staff report faults as they occur and ensure prompt response when

required

Agreed annual programme of works with RBC Building Services Dept.

### **Housekeeping**

Public areas of the museum are cleaned 3 times per week, including galleries and display areas. Stores are regularly cleaned, and pest traps are inspected monthly. Special attention is given to the storage area of the costume collection which is particularly vulnerable to infestations. Conservation grade materials are used for all exhibition and storage containers, and galleries are off-gassed after repainting prior to installing objects.

**ACTION:** Weekly cleaning of galleries and offices  
Monthly inspection of stores

### **Environment Monitoring**

Both stores and galleries are monitored with data loggers providing accurate temperature and relative humidity readings which are reviewed monthly by the curator. The Meaco system will be regularly calibrated and maintained to ensure accuracy.

Light sensitive items, such as textiles and watercolours, will not be displayed for extended periods of time, and will be regularly monitored whilst out.

Visitors are not permitted to use flash photography and light levels and RH levels are set for each exhibition.

**ACTION:** Monthly review of environmental levels  
Annual calibration of monitoring system

### **Environmental Control**

Environmental control is limited due to the nature of the buildings; however, the following steps have been taken:

- All windows are covered with shutters or blinds which block harmful UV
- De-humidifiers have been installed in galleries where needed
- Fibre optic lights have been installed in the majority of display cases, and LED room lights eliminate heat and UV damage
- Permanent displays are cleaned by the curators on an annual basis to remove contaminants such as dust whilst the objects themselves are inspected monthly for deterioration

**ACTION:** Maintain annual deep clean of galleries

## **Exhibitions and Loans**

Each new display or exhibition is checked to ensure that it complies with environmental conditions and objects are only loaned to museums who can match our standards as a minimum.

All materials used in exhibition are inert and proper handling procedures are carried out when the curators are moving objects.

**ACTION:** Monthly review of environmental levels  
Annual calibration of monitoring system  
Update loan policy with specific requirements for each loan  
Check security measures within galleries regularly/daily

## **Remedial Conservation**

As CM does not have a trained conservator on the team expert advice is sought from outside the organisation when required. The Olive Matthews Collection Trust employs a freelance conservator for each exhibition to ensure the individual items are fit for display, however, this is not financially possible for the local history collections which is conserved when needed using the small annual conservation budget available.

**ACTION:** Continue annual conservation programme funded by OMT  
Seek advice from Surrey Museum conservator when issues are raised by annual audit process

## **Emergency planning and response**

As stated in the museum's Emergency Plan, in the event of an emergency objects will be removed to a place of safety if leaving them in situ would cause more damage. Specialist advice would always be sought to undertake any work required as a result.

**ACTION:** Test emergency response times with regular fire/emergency drills  
Maintain alarm systems with weekly, monthly and quarterly checks by staff and maintenance company

## **Security**

As stated in the Emergency Plan, CM has been inspected by a security advisor and met with government indemnity standards in 2006 with no changes to buildings or procedures since then. CM works closely with the local police who advise on matters of security when necessary.

The building and stores are alarmed and monitored 24/7 and all galleries have monitored CCTV. Keys are kept in locked cabinets, and security checks are made daily to ensure all keys are accounted for, that all windows and doors are locked, and that no cases/exhibits have been tampered with.

**ACTION:** Review security requirements for each exhibition and take professional advice when necessary  
Maintain regular staff briefings on security procedures  
Quarterly maintenance check of CCTV system by monitoring company

# Collections Development Policy

**Name of museum:** Chertsey Museum

**Name of governing body:** Runnymede Borough Council

**Date on which this policy was approved by governing body:**

**Date at which this policy is due for review:** January 2022

## 1. Museum's statement of purpose

Chertsey Museum exists to enable residents and visitors to the Borough to explore its collections for inspiration, learning and enjoyment. As an institution it collects, safeguards and makes accessible artefacts and specimens, which it holds in trust for society.

## 2. An overview of current collections

The collections in total consist of approximately 25,000 objects. These are largely held at CM and off-site stores, or on display in The Cedars.

Existing collection areas are outlined below.

### 1.3.1 **The Tulk Bequest** (60 items)

This collection of clocks, furniture and miscellaneous items were bequeathed by Mr J Tulk in 1962. This collection was recently reviewed in 1997 during the closure of the Old Town Hall store.

### 1.3.2 **The Runnymede Borough Collection** (approximately 14,700 items)

This collection consists mostly of material evidence related to the history of the Borough of Runnymede and environs. It includes; a horology collection of regional significance with local makers such as James Douglass and Henry Wale Cartwright represented; topographical paintings, prints and works on paper in addition to portraits of local civic and historic figures associated with the Borough, by artists including Robert Gallon, William Daniell and Joseph Farrington; archaeology from the Thames Valley of national significance, such as a Viking sword by the German maker Ulfberht and a Bronze Age socketed axe complete with wooden handle, the only one of its kind in Europe; medieval tiles and stone work from Chertsey Abbey; a geology collection of prehistoric animal bones and antlers from the Thames Valley; social history, including material relating to the Chertsey foundries, and documents and maps relating to the local area; and a collection of ancient Greek pottery.

### 1.3.3 **The Olive Matthews Collection of Costume & accessories & Decorative Arts**

(Approximately 8,300 items)

This collection is on long term loan from the Olive Matthews Trust who oversees its care and administration. The core of the collection is a group of costumes and accessories, ceramics, silver, furniture and clocks originally belonging to the late Miss Olive Matthews of Virginia Water. The costume collection consists of high quality fashionable English clothing from the period

1700 to the present, with one important item from the 17th century, an embroidered gentleman's cap dating from between 1600 and 1610. Much of the material was acquired by Miss Matthews from the Old Caledonian Market in North London before 1939 and more rarely at auction sales. OMT's remit allows it to seek significant additions to supplement the existing collection. This long-term loan collection was renewed for another 30 years in 2002.

#### 1.3.4 **The Oliver Collection** (approximately 1,200 items)

This collection is on long term loan from the Oliver Trust, set up in 1985 to oversee the care and administration of the collection of Sydney Oliver of Egham, an antiques dealer, valuer and local historian. The collection consists of paintings and prints, photographs, ephemera, clocks and social history objects, many of local significance but also including non-local material. A 10 year loan agreement for this collection was originally entered into by RBC and OT in 1986. The loan was reviewed in December 1996. The collection is currently under review, in consultation with OT, as part of the process of rationalisation.

### **3. Themes and priorities for future collecting**

Items will be only be collected that related to the history of the Borough of Runnymede and environs.

### **4. Themes and priorities for rationalisation and disposal**

Chertsey Museum undertook a full collections audit in 2013 and rationalised the collection, ensuring items outside the scope of our collecting policy were given to relevant museum. Chertsey Museum operated on a strong presumption against disposal and by adhering to the policy further rationalisation or disposal is not anticipated.

### **5. Information on the legal and ethical framework for acquisition and disposal**

The museum recognises its responsibility to work within the parameters of the Museum Association Code of Ethics when considering acquisition and disposal.

### **6. Collecting policies of other museums**

The museum will take account of the collecting policies of other museums and other organisations collecting in the same or related areas or subject fields. It will consult with these organisations where conflicts of interest may arise or to define areas of specialism, in order to avoid unnecessary duplication and waste of resources.

### **Specific reference is made to the following museum(s):**

*Elmbridge Museum*  
*Egham Museum*

### **7. Management of archives**

As the museum holds / intends to acquire archives, including photographs and printed ephemera, its governing body will be guided by the Code of Practice on Archives for Museums and Galleries in the United Kingdom.

## 8. Acquisitions

- a. The museum will exercise due diligence and make every effort not to acquire, whether by purchase, gift, bequest or exchange, any object or specimen unless the governing body or responsible officer is satisfied that the museum can acquire a valid title to the item in question.
- b. In particular, the museum will not acquire any object or specimen unless it is satisfied that the object or specimen has not been acquired in, or exported from, its country of origin (or any intermediate country in which it may have been legally owned) in violation of that country's laws. (For the purposes of this paragraph 'country of origin' includes the United Kingdom).
- c. In accordance with the provisions of the UNESCO 1970 Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property, which the UK ratified with effect from November 1 2002, and the Dealing in Cultural Objects (Offences) Act 2003, the museum will reject any items that have been illicitly traded. The governing body will be guided by the national guidance on the responsible acquisition of cultural property issued by the Department for Culture, Media and Sport in 2005.
- d. The museum will not acquire archaeological antiquities (including excavated ceramics) in any case where the governing body or responsible officer has any suspicion that the circumstances of their recovery involved a failure to follow the appropriate legal procedures.
- e. In England, Wales and Northern Ireland the procedures include reporting finds to the landowner or occupier of the land and to the proper authorities in the case of possible treasure as defined by the Treasure Act 1996.
- e. Any exceptions to the above clauses 9a, 9b, 9c, or 9e will only be because the museum is:
  - acting as an externally approved repository of last resort for material of local (UK) origin
  - acquiring an item of minor importance that lacks secure ownership history but in the best judgement of experts in the field concerned has not been illicitly traded
  - acting with the permission of authorities with the requisite jurisdiction in the country of origin
  - in possession of reliable documentary evidence that the item was exported from its country of origin before 1970



In these cases the museum will be open and transparent in the way it makes decisions and will act only with the express consent of an appropriate outside authority.

- f. If the museum holds or intends to acquire human remains under 100 years old, it will obtain the necessary licence under the Human Tissue Act 2004.
- g. The museum does not hold or intend to acquire any human remains.

## **9. Human remains**

The museum does not have nor intends to collect human remains.

## **10. Biological and geological material**

So far as biological and geological material is concerned, the museum will not acquire by any direct or indirect means any specimen that has been collected, sold or otherwise transferred in contravention of any national or international wildlife protection or natural history conservation law or treaty of the United Kingdom or any other country, except with the express consent of an appropriate outside authority.

## **11. Archaeological material**

The museum will not acquire archaeological material (including excavated ceramics) in any case where the governing body or responsible officer has any suspicion that the circumstances of their recovery involved a failure to follow the appropriate legal procedures.

In England, Wales and Northern Ireland the procedures include reporting finds to the landowner or occupier of the land and to the proper authorities in the case of possible treasure (i.e. the Coroner for Treasure) as set out in the Treasure Act 1996 (as amended by the Coroners & Justice Act 2009).

## **12. Exceptions**

Acquisitions outside the current stated policy will only be made in very exceptional circumstances, and then only after proper consideration by the governing body of the museum itself, having regard to the interests of other museums.

## **13. Spoilation**

The museum will use the statement of principles 'Spoilation of Works of Art during the Nazi, Holocaust and World War II period', issued for non-national museums in 1999 by the Museums and Galleries Commission.

## **14. Disposal procedures**

- a. All disposals will be undertaken with reference to the Spectrum primary procedures on disposal.
- b. The governing body will confirm that it is legally free to dispose of an item. Agreements on disposal made with donors will also be taken into account.
- c. When disposal of a museum object is being considered, the museum will establish if it was acquired with the aid of an external funding organisation. In such cases, any conditions attached to the original grant will be followed. This may include repayment of the original grant and a proportion of the proceeds if the item is disposed of by sale.
- d. When disposal is motivated by curatorial reasons the procedures outlined below will be followed and the method of disposal may be by gift, sale, exchange or as a last resort – destruction.
- e. The decision to dispose of material from the collections will be taken by the governing body only after full consideration of the reasons for disposal. Other factors including public benefit, the implications for the museum's collections and collections held by museums and other organisations collecting the same material or in related fields will be considered. Expert advice will be obtained and the views of stakeholders such as donors, researchers, local and source communities and others served by the museum will also be sought.
- f. A decision to dispose of a specimen or object, whether by gift, exchange, sale or destruction (in the case of an item too badly damaged or deteriorated to be of any use for the purposes of the collections or for reasons of health and safety), will be the responsibility of the governing body of the museum acting on the advice of professional curatorial staff, if any, and not of the curator or manager of the collection acting alone.
- g. Once a decision to dispose of material in the collection has been taken, priority will be given to retaining it within the public domain. It will therefore be offered in the first instance, by gift or sale, directly to other Accredited Museums likely to be interested in its acquisition.
- h. If the material is not acquired by any Accredited museum to which it was offered as a gift or for sale, then the museum community at large will be advised of the intention to dispose of the material normally through a notice on the MA's Find an Object web listing service, an announcement in the Museums Association's Museums Journal or in other specialist publications and websites (if appropriate).
- i. The announcement relating to gift or sale will indicate the number and nature of specimens or objects involved, and the basis on which the material will be transferred to another institution. Preference will

be given to expressions of interest from other Accredited Museums. A period of at least two months will be allowed for an interest in acquiring the material to be expressed. At the end of this period, if no expressions of interest have been received, the museum may consider disposing of the material to other interested individuals and organisations giving priority to organisations in the public domain.

- j. Any monies received by the museum governing body from the disposal of items will be applied solely and directly for the benefit of the collections. This normally means the purchase of further acquisitions. In exceptional cases, improvements relating to the care of collections in order to meet or exceed Accreditation requirements relating to the risk of damage to and deterioration of the collections may be justifiable. Any monies received in compensation for the damage, loss or destruction of items will be applied in the same way. Advice on those cases where the monies are intended to be used for the care of collections will be sought from the Arts Council England.
- k. The proceeds of a sale will be allocated so it can be demonstrated that they are spent in a manner compatible with the requirements of the Accreditation standard. Money must be restricted to the long-term sustainability, use and development of the collection.
- l. Full records will be kept of all decisions on disposals and the items involved and proper arrangements made for the preservation and/or transfer, as appropriate, of the documentation relating to the items concerned, including photographic records where practicable in accordance with Spectrum procedure on deaccession and disposal.

### **Disposal by exchange**

- m. The nature of disposal by exchange means that the museum will not necessarily be in a position to exchange the material with another Accredited museum. The governing body will therefore ensure that issues relating to accountability and impartiality are carefully considered to avoid undue influence on its decision-making process.
  - In cases where the governing body wishes for sound curatorial reasons to exchange material directly with Accredited or non-Accredited museums, with other organisations or with individuals, the procedures in paragraphs 16.1-5 will apply.
  - If the exchange is proposed to be made with a specific Accredited museum, other Accredited museums which collect in the same or related areas will be directly notified of the proposal and their comments will be requested.

- If the exchange is proposed with a non-Accredited museum, with another type of organisation or with an individual, the museum will place a notice on the MA's Find an Object web listing service, or make an announcement in the Museums Association's Museums Journal or in other specialist publications and websites (if appropriate).
- Both the notification and announcement must provide information on the number and nature of the specimens or objects involved both in the museum's collection and those intended to be acquired in exchange. A period of at least two months must be allowed for comments to be received. At the end of this period, the governing body must consider the comments before a final decision on the exchange is made.

### **Disposal by destruction**

- n. If it is not possible to dispose of an object through transfer or sale, the governing body may decide to destroy it.
- o. It is acceptable to destroy material of low intrinsic significance (duplicate mass-produced articles or common specimens which lack significant provenance) where no alternative method of disposal can be found.
- p. Destruction is also an acceptable method of disposal in cases where an object is in extremely poor condition, has high associated health and safety risks or is part of an approved destructive testing request identified in an organisation's research policy.
- q. Where necessary, specialist advice will be sought to establish the appropriate method of destruction. Health and safety risk assessments will be carried out by trained staff where required.
- r. The destruction of objects should be witnessed by an appropriate member of the museum workforce.
- s. In circumstances where this is not possible, e.g. the destruction of controlled substances, a police certificate should be obtained and kept in the relevant object history file.

## Documentation Policy

### 1. Introduction

This Documentation Plan has been prepared by Chertsey Museum as part of the Museum's application for Accreditation. Procedures cover the following areas:

- Object entry
- Accessioning and Cataloguing
- Location and movement control
- Object exit
- Loans in and out

Currently Chertsey Museum has a small documentation backlog due to a recent donation of 100s of documents dating back to the 1830s from a local estate agent.

### 2. Review of Current Procedures

#### 2.1 Chertsey Museum Entry Procedures

All objects, whatever their reason for entry, have a Collections Trust Entry Form completed for them. The triplicate form specifies the reason for entry and any agreed return date, with one copy staying in the master file, one copy going to the depositor and one copy remaining with the object at all times or until they are accessioned in to the collection. Museum reception staff are regularly trained in the procedures and on the limitations of the museum's collecting policy to ensure that objects that cannot be accessioned are not left by their owners.

Objects are then locked in the Research Room for the curator to action, and all objects on loan to the museum are covered by the museum's insurance in case of loss or damage.

The Entry Form also contains a section for items which are being donated to the museum regarding transfer of title, and all staff are aware of the need to highlight this section and ensure that the donor signs to say they understand that the object will cease to be their property.

#### 2.2 Chertsey Museum Accessioning and Cataloguing procedures

Once an object has been accepted into the collection by the curator it can be accessioned. This is undertaken by a member of museum staff and a volunteer who is supervised at all times.

The following steps are undertaken as part of the accessioning procedure:

- Completion of an accessioning checklist which sets out the various steps and dates when they are completed
- Object record card completed with full details of object in accordance with Spectrum (see attached)
- Object files are created for any additional information, accompanying letters, photographs and are stored in the curator's office
- Object entered into an Accessions Register using archival ink and given unique number (*CHYMS.year.3 digit object number.2 digit part number*)
- Object marked with unique number using archive ink and standard MDA techniques

- Object photographed/scanned
- Details from record card entered on ADMUSE collections database and image(s) attached to record
- Admuse recorded checked by separate member of staff for accuracy
- Object put away in store/location
- Record card stored off site

Whilst the Accessions Register is kept in the museum office, copies are kept at off site locations.

### **2.3 Chertsey Museum Location and movement control**

Chertsey Museum has the following procedures in place when objects are moved from their permanent location

- Object movement cards are left in the permanent location as specified on Admuse stating the object number, reason for removal and date of removal. If a return date is known i.e. the end of an exhibition, that is also added
- The current location on Admuse is updated to reflect objects that have been relocated to be displayed in exhibitions or on loan to other institutions or removed from the premises for conservation purposes
- Object movement cards are destroyed when the object is returned and the current location is updated to reflect the normal location

### **2.4 Chertsey Museum Object Exit**

All objects, whatever their reason for exit, have a Collections Trust Exit Form completed for them. The triplicate form specifies the reason for exit and any agreed return date, with one copy staying in the master file, one copy going to the depositor and one copy remaining with the object at all times or until they are returned.

Exit forms are completed for all accessioned objects as well as all schools loan boxes, resource packs and reminiscence boxes and packs.

### **2.5 Chertsey Museum Loan Procedures**

#### **2.5.1 Loans In**

All objects on loan to Chertsey Museum are accompanied by an Entry Form whilst loan agreements from the lending institution are filed in the loans in section of the curator's filing cabinet.

Objects will only be taken on loan for specific exhibitions and not for general display with the acceptance of items taken in as part of either the Olive Matthews Collection Trust or the SA Oliver Charitable Settlement (see Collecting Policy).

#### **2.5.2 Loans Out**

Requests to borrow collection items will be actioned on a case by case basis with the borrowing institution agreeing to comply with the museum's loans policy (see attached). All items exiting the museum will be accompanied by an Exit Form, condition report and record shots showing any existing damage/marks.

## **3 Accessibility**

Chertsey Museum has an advertise policy of allowing access to all collections when requested. Members of the public need to notify the museum in advance so that off-

site items can be retrieved. Exceptions to this are made if items impact on the museum's and/or RBC's legal obligations e.g. GDPR

#### **4 Security**

The museum has 2 off-site stores which have monitored alarm systems, as does the main museum building. Members of the public are not permitted in the stores unaccompanied and are to be supervised at all times. Whilst members of the public are in the Research Room the collections must not be left unattended in any circumstances.

#### **5 Chertsey Museum Action Plan**

Since 2003 a concerted effort has been made to eliminate an accessioning backlog of more than 20 years. This was finally cleared in 2010 and now Chertsey Museum aims to accession all items within three months of entry.

In 2013 work started to review the catalogue descriptions for the museum's photographic collection. Each photograph was researched to expand on available information. This project was completed in 2017 and since then a similar project has been undertaken for the documents collection. This is expected to be completed by 2021 when attention will be turned to other areas of the collection to ensure our catalogue is as detailed as possible.

## ACCESSIONING CHECKLIST – Local History

Entry form No.	
Date Object enters Museum	
Catalogue card completed	
Accession number allocated (add here)	
Details entered in Accession Register	
Accession number marked on object	
Permanent location found	
Entry form signed & item signed off in Day Book	
File created and supporting ephemera and copies of entry form etc. included	
Item scanned/photographed	
Item put away in permanent location	
Paperwork passed to Curator	
Thank you letter sent	
Catalogue details added to Admuse	
Item ticked in Accession register to show it is on the database	
Process completed	

### NOTES



# **RUNNYMEDE BOROUGH COUNCIL**

Community Development Business Centre

## **CHERTSEY MUSEUM FORWARD PLAN 2019-2022**

### **1 Introduction**

- 1.1 Background
- 1.2 History of Chertsey Museum
- 1.3 Museum Collections
- 1.4 Mission Statement
- 1.5 Current Situation (SWOT analysis of Museum Service)

### **2 Management**

- 2.1 Staffing structure
- 2.2 Friends & Volunteers
- 2.3 Training
- 2.4 Security
- 1.5 Communications systems
- 1.6 Buildings – space allocation
- 1.7 Building – condition
- 1.8 Building – maintenance programme
- 1.9 Finances
- 1.10 Income generation/fundraising
- 1.10 Performance indicators/measurement
- 1.12 Standards

### **3 User Services**

- 3.1 Displays
- 3.2 Education services
- 3.3 Outreach/extension services
- 3.4 Temporary exhibitions
- 3.5 Retail services
- 3.6 Publications
- 3.7 Events programme
- 3.8 Marketing
- 3.9 User facilities

### **4 Collections Management**

- 4.1 Acquisitions & Disposal Policy
- 4.2 Documentation
- 4.3 Storage
- 4.4 Conservation
- 4.5 Collections security

# 1 Introduction

## 1.1 Background

Chertsey Museum (CM) is currently seeking to reappraise and develop both the management of the collections in its care and its public service delivery in a rapidly changing climate for British museums and galleries.

The **Forward Plan** for CM has been written to coincide with the Accreditation Scheme, run by the Arts Council, which sets nationally agreed standards for museums in the UK. The scheme supports museums in identifying opportunities for further improvement and development.

## 1.2 History of Chertsey Museum

Chertsey Museum first opened to the public in 1965 as a voluntary run museum located on the first floor of the Old Town Hall in London Street. The original collections consisted of Chertsey Abbey floor tiles, Cypriot, Mycenaean and South Italian Greek pottery, furniture, local watercolours and photographs and some ethnographic material, all of which belonged to the Chertsey Urban District Council, plus material bequeathed by Mr. J. Tulk. This consisted of pottery, clocks and furniture. In addition to these collections, much material was donated by local individuals when it became known that a museum was being formed. Some of this material was of a non-local nature.

In 1969 the first professional Curator was appointed, and CM was offered the Olive Matthews collection of costume and accessories on long-term loan. However, the existing building was inadequate both in terms of storage and display of such a substantial collection. In 1970 the Trustees of the Olive Matthews Trust (OMT) purchased the present Museum building, The Cedars in Windsor Street, a grade 2 listed Regency Town House with an attractive rear garden. In 1972 OMT entered into an agreement with the Chertsey Urban District Council, allowing the display of both the Council's and the OMT collections. The new Museum opened to the public in the same year.

As a result of local government reorganisation in 1974, the Chertsey Urban District Council and the Egham Urban District Council were amalgamated forming Runnymede Borough Council (RBC). RBC operates CM under the powers of the Public Libraries and Museums Act, 1964. Today, CM is managed as part of the Community Development Business Centre with the Community Services Committee of the Council as its governing body.

CM has built up a strong core of local public support, including the press and some local businesses. The Friends of Chertsey Museum was launched in 1994 to help raise the profile of CM locally, to help generate funds and to promote and support CM's activities.

In May 2002 the museum relocated to temporary premises whilst The Cedars underwent a major refurbishment project, with the building of a new multi-purpose extension and the installation of a platform lift. For the first time Chertsey Museum has flat access throughout. The Museum re-opened at The Cedars in July 2003.

### **1.3 Museum Collections**

The collections in total consist of approximately 24,200 objects. These are largely held at CM and off-site stores, or on display in The Cedars.

Existing collection areas are outlined below.

#### **1.3.1 The Tulk Bequest (60 items)**

This collection of clocks, furniture and miscellaneous items were bequeathed by Mr J Tulk in 1962. This collection was recently reviewed in 1997 during the closure of the Old Town Hall store.

#### **1.3.2 The Runnymede Borough Collection (approximately 14,700 items)**

This collection consists mostly of material evidence related to the history of the Borough of Runnymede and environs. It includes; a horology collection of regional significance with local makers such as James Douglass and Henry Wale Cartwright represented; topographical paintings, prints and works on paper in addition to portraits of local civic and historic figures associated with the Borough, by artists including Robert Gallon, William Daniell and Joseph Farrington; archaeology from the Thames Valley of national significance, such as a Viking sword by the German maker Ulfberht and a Bronze Age socketed axe complete with wooden handle, the only one of its kind in Europe; medieval tiles and stone work from Chertsey Abbey; a geology collection of prehistoric animal bones and antlers from the Thames Valley; social history, including material relating to the Chertsey foundries, and documents and maps relating to the local area; and a collection of ancient Greek pottery.

#### **1.3.3 The Olive Matthews Collection of Costume & accessories & Decorative Arts (approximately 8,300 items)**

This collection is on long term loan from the Olive Matthews Trust who oversees its care and administration. The core of the collection is a group of costumes and accessories, ceramics, silver, furniture and clocks originally belonging to the late Miss Olive Matthews of Virginia Water. The costume collection consists of high quality fashionable English clothing from the period 1700 to the present, with one important item from the 17th century, an embroidered gentleman's cap dating from between 1600 and 1610. Much of the material was acquired by Miss Matthews from the Old Caledonian Market in North London before 1939 and more rarely at auction sales. OMT's remit allows it to seek significant additions to supplement the existing collection. This long-term loan collection was renewed for another 30 years in 2002.

#### **1.3.4 The Oliver Collection (approximately 1,200 items)**

This collection is on long term loan from the Oliver Trust, set up in 1985 to oversee the care and administration of the collection of Sydney Oliver of Egham, an antiques dealer, valuer and local historian. The collection consists of paintings and prints, photographs, ephemera, clocks and social history objects, many of local significance but also including non-local material. A 10-year loan agreement for this collection was originally entered into by RBC and OT in 1986. The loan was reviewed in 1994 and as a result was extended for a further 10 years to run from December 1996. The collection is currently under review, in consultation with OT, as part of the process of rationalisation.

## **1.4 Mission Statement**

**Chertsey Museum exists to enable residents and visitors to the Borough to explore its collections for inspiration, learning and enjoyment. As an institution it collects, safeguards and makes accessible artefacts and specimens, which it holds in trust for society.**

### **1.4.1** In order to do this CM aims to:

- Acquire, preserve, document, research and exhibit material evidence as well as associated information about the history of the Borough of Runnymede, and, in accordance with the terms agreed with the Olive Matthews Trustees, the history of British fashion.
- Comply with the codes of practice and guidelines laid down by the Museums, Libraries and Archives Council (MLA) and the Museums Association as required by our accreditation.
- Follow clearly stated collecting and disposal policies agreed with the appropriate governing bodies, and to operate the collections formed for the purposes of research, education and enjoyment.
- Maintain high professional standards in the management of the Museum both as an employer and as a provider of public services.
- Identify and provide museum services which meet the needs of the residents of the Borough of Runnymede.
- Carry out the Council policies for the Museum.

### **1.4.2** Through its temporary exhibition programme Chertsey Museum provides:

- displays from the permanent collections;
- displays on local history highlighting topical themes;
- a forum for contemporary artists working locally;
- a base for various education/community-based museum and visual arts projects;
- an opportunity to display touring exhibitions of regional and national significance where appropriate, thus bringing work of a wider significance to local audiences.

## **1.5 Current Situation (SWOT analysis of Museum Service)**

### **1.5.1 STRENGTHS**

- Good links with the local community especially through the Education team's work with local schools
- Good image and reputation in the community
- Constant increase in interest
- Programme of temporary exhibitions ensuring different aspects of the collections can be displayed
- Increase in attendance for children's holiday activities, events and exhibitions
- Well established museum service
- Nationally significant costume collection
- Professional, motivated staff and a good band of core volunteers
- Partnerships with the Olive Mathews Trust and Oliver Trust
- Partnerships with the local history groups and other community organisations

## **1.5.2 WEAKNESSES**

- Limited resources- staff time, funding and equipment
- Limited space to display collections
- Limited storage for collections
- Limited parking for museum visitors

## **1.5.3 OPPORTUNITIES**

- Chances to expand outreach service with interest in under 5s nurseries
- Chances to re-launch reminiscence service
- Chances to expand online resources
- Chance to upgrade costume store and create an education space
- Applications for funding

## **1.5.4 THREATS**

- Increased demand resulting from successes quickly expends available resources
- Changes in National Curriculum
- Council restructuring and funding changes

## **2 Management**

### **2.1 Staffing structure**

Operational management of CM is overseen by the Corporate Head of Community Development, reporting to the Council's Chief Executive.

2.1.1 The Curator is the senior officer responsible for operational management of CM, collections care and implementation of service development. Specific areas of responsibility include: collections management (conservation, security, storage, documentation, acquisitions & disposals), permanent collection displays, exhibitions policy and implementation, education policy and implementation, budget expenditure & control, events programming, marketing & publicity and staffing.

2.1.2 The Education Officer post was created in 1992, made possible through funding support from OMT. Funding has been incorporated in to the main Museum agreement and as such is guaranteed for the next thirty years. In 2009 the post was increased from 18 hours each week to 30 hours. Duties include; talks at schools, sessions at the Museum, children's holiday activities, and promoting the education service. In November 2009 the post was combined with the Assistant Curator role which had been vacant since July that year, and in January 2013 the post became a job share (23 hrs & 14 hrs per week). In 2018 a new term time education assistant post was created (18 hrs per week, 27 weeks per yr) to meet the demand from school which was previously met by using casual members of staff, and in April 2019 one half of the Education Officer job share left. This gave us the opportunity to increase the remaining role from 3 days per week to 4, and to use the remaining budget to employ a part time education & curatorial assistant (18 hrs per week, 52 weeks per yr).

2.1.3 The Keeper of Costume has specific responsibility for the OMT Costume and Decorative Art collections, and the post is part funded by OMT. This post had previously been combined with the Assistant Curator post, but in April 2009 those responsibilities were removed, and the post became part time at 20 hours per week. In 2017 the Olive Matthews Trust began funding a costume assistant post for 6 hours per week

2.1.4 Three part-time Museum Assistants carry out front-of house duties. Responsibilities include; Museum security & invigilation, routine maintenance of the Museum and garden, reception and shop duties, administering the school loan service and assisting with exhibition mounting, and supporting children’s activities and education sessions.

## 2.2 Friends & Volunteers

### 2.2.1 Friends

The Friends of Chertsey Museum (Registered Charity No. 1075200) was founded in 1998 and “exists to foster interest in Chertsey Museum and to support the Curator with practical help”.

Members currently (2019/20) stands at 58 individual memberships, 74 family memberships, 43 honorary & life Friends (mainly current and former staff and volunteers) and 3 Business Friends.

Members enjoy special viewings of new exhibitions, social events, "behind the scenes" visits and other events at the Museum, often with a discount on booking costs. The Friends also organise entertainment at the Museum for Black Cherry Fair, the town event that takes place on the second Saturday of July each year, and holds fundraising events to support the museum.

The Committee of 10 meets up to 5 times per year to plan events and liaise with the Museum. Currently the Chairman is Heather Graham (although her 3 years in office ends in October 2020) and the Vice Chairman is Victor Spink.

### 2.2.2 Volunteers

CM has 10 regular volunteers who come in weekly to assist with jobs such as the following:-

- Marketing
- Assisting the Keeper of Costume
- Gardening
- Documentation
- Research enquiries
- Children’s activities/Young Archaeologist’s Club
- General clerical assistance

As well as these CM regularly offers work placement to students, whether they be at GCSE level wanting to discover more about being in the work place, or University students wishing to gain experience working with the collections.

## FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Increase interest in helping with Friends events	On going	Problem with finding people willing/able to dedicate the time
Plan series of events with The Friends to attract new members	On going	Needs Committee assistance

### 2.3 Training

A sustained programme of staff training in line with overall objectives for CM is an imperative to maintain the quality both of collections care and public service delivery.

All staff will be supported in their training requirements, within budgetary restrictions, and encouraged to undergo training to develop their skills within CM's overall objectives and their own career aspirations. CM will work in liaison with RBC Personnel and Training staff to ensure that objectives are in line with those of the Authority as a whole.

#### FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Renew 1 <sup>st</sup> Aid training for all staff	On going	
Update of Staff Handbook first issued in July 2003	Updated annually	Curatorial time restrictions with other major projects

### 2.4 Security

The site has a 24 hour theft detection system in operation, CCTV coverage linked through to Safer Runnymede, and the threat of theft or malicious damage to the building is greatly lessened by the overt presence of at least two members of staff during opening hours.

All museum stores have monitored intruder alarm systems and all building have monitored fire alarm systems.

The Curator and Assistant Curator head a list of members of staff on the call-out list in case of an emergency

#### FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Install new CCTV in Research Room to protect archives	2020	Cost, ability to add new camera to system

### 2.5 Communications systems

Since the refurbishment of CM in 2002/3 all staff now have access to a PC and to Runnymede Borough Council's Intranet and email system as well as the museum's centralised electronic diary. A new telephone system was installed in May 2013.

The CM website was redesigned in 2013/4 and the £18,000 costs were born by The Friends who obtained grant funding for the project. Included in new site is an online collections catalogue, online booking system for school loan boxes and online exhibitions.

In June 2013 the CM app was launched. This free to download smartphone app was made possible through an HLF All Our Stories Grant of £8,000 which the Friends obtained. The app will feature different "themes" allowing users to access our photographic collection in situ. The app was launched with the theme Shops & Shopping and used 80 photos from the collection of Guildford Street and Windsor Street in Chertsey on a Google map with short histories of the premises and buildings.

However, in 2018 the web/app contractor announced they no longer supported their in-house content management system and would no longer create additional content for the current website and app. Instead they suggested redesigning both using Wordpress. However, the cost of this would be comparable to the original start-up costs of £20,000 which CM cannot afford.

## FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Redesign website	2020	Funding will need to be sought. Curatorial time restrictions
Redesign app	2020	Funding will need to be sought. Curatorial time restrictions

### 2.6 Buildings – space allocation

CM comprises five main display galleries, a Local History Research Room, corridor and staircase displays, an education space, an on-site costume store and archaeology/ceramics store and curatorial offices.

CM has two off-site storage facilities: part of 6 Windsor Street comprising an additional costume store and display materials store, which was purchased by OMT in May 1998; and part of the Orchard Day Centre, owned by RBC, with two rooms dedicated to storing the Museum's reserve collection. Both are located in central Chertsey.

With the installation of a platform lift in 2003, and the replacing of steps with a ramp, CM is now fully accessible.

The long-term security of the site within the public domain is guaranteed by the conditions of the Thirty-five year agreement between OMT and RBC, dating from 1970. This was renewed for a further 30 years in 2003.

### 2.7 Building – condition

The building was completely refurbished in 2002/03 when new wiring was installed, and the rooms redecorated. Since that time the interior has been totally repainted (last time 2015) and the exterior repainted twice (last time 2017).

The main areas where displays are regularly changed but are not repainted each time the exhibition is altered. RBC used to pay for repainting every 3 years, however, the funding for that has been withdrawn.

## FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Internal decoration of The Cedars	2020	Subject to RBC funding

**2.8 Building – maintenance programme** building maintenance budget of £29,000. This covers planned as well as reactive maintenance needs. The planned maintenance needs are assessed annually so that any work required can be scheduled.



## 2.9 Finances

CM has an annual revenue budget which for 2020/21 totals approximately £227,000 gross expenditure. Budget headings require revision from time to time in order for resources to be directed more specifically to ongoing expenditure commitments and this is implemented prior to each new financial year.

The revenue budget is off-set against income from shop sales, exhibition sales, donations, and talks fees and maximised where possible through grant aid and sponsorship. OMT and the Oliver Trust (OT), responsible for the two major loan collections at CM, each contribute to the Museum's revenue budget annually. The current contracts state that the OMT contributes £70,000 annually, and the OT contributes £1,000 per year.

In addition to the contribution listed above, OMT also funds the conservation of items from the costume collection, one-off events and a regular adult craft session.

## 2.10 Income generation/fundraising

Income is generated in the following ways:-

- Schools membership scheme (2019/20 - £20-£40 dependent on size)
- Charges for education sessions (varies depending on session)
- Charges for Curator's talks (2019/20 - £30-£55 dependent on time and location)
- Children's activities (2019/20 - £5.00 per child; £4.50 concessions)
- Sale of items from the shop
- Sale of photographic reprints
- Donations
- Friends of Chertsey Museum
- Grant applications

Specific fundraising initiatives are established when required, for example to purchase items for the collection or fund a new exhibition/display.

## FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Grant applications for website redevelopment	2020	Curatorial time restrictions

## 2.11 Performance indicators/measurement

Monthly statistics are collected relating to visitor numbers, enquiries, accessioning targets, and income generated. These are compared year on year to ensure that an annual improvement is achieved wherever possible. However, with no increase in budgets, staff time or space CM is now at capacity. Despite that, there was a 16% increase in users during 2018/19 compared with the previous financial year, largely due to our *For Your Tomorrows* First World War centenary project.

### Visitor Figures 2018/2019

Adult visitors	2,576
Child visitors	838
Child events	849
School/kids groups in Museum	1,910
Adult groups in Museum	232
School groups outside of Museum*	9,529

Adult groups outside of Museum	700
Events	1,167
TOTAL USERS	17,801

## 2.12 Standards

CM is an Accredited Museum and as such follows standards and guidelines as set by the Arts Council.

## 3 User Services

### 3.1 Displays

CM has 5 gallery display areas:- the Olive Matthews Fashion Gallery, the Olive Matthews Accessories Gallery, the Local History Gallery or Runnymede Room, the Temporary Exhibition Gallery and the Discovery Zone. In addition to that the corridors and landings are used to display clocks and paintings.

- The Olive Matthews Galleries are more permanent displays. The Fashion Gallery exhibition changes annually, normally in September, and the theme chosen by the Keeper of Costume, who's responsibility it is to mount the exhibition. The gallery was refurbished in 2007 to increase the display area and improve conditions for the objects. This was funded by the OMT. The Accessories Gallery objects are removed from time to time to take in to account their collections management and conservation needs. The items are replaced with similar objects so that the overall look of the gallery remains the same.
- The Runnymede Room displays a permanent exhibition on the history of the whole Borough. This gallery was opened in May 2006 and was made possible by £50,000 from RBC and match funding from the Heritage Lottery Fund *Your Heritage* grant scheme.
- Between 4 and 5 temporary exhibitions are displayed each year, with themes reflecting the history of the local area, or staged by local community groups.

## FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Annual Olive Matthews costume exhibition	On-going	Subject to OMT funding
Up to 5 temporary exhibitions per year	On going	Curatorial time; limited budget of £3,000 pa for all exhibitions

### 3.2 Education services

CM has a lively and extremely successful education programme which serves a wide range of schools, colleges and other educational/community bodies within Surrey. A successful Schools Membership Scheme is run generating funds to enable the service to develop and cover the costs of implementing the service. A formal Education Policy, updated in May 2016, sets out targets for the next 3 years; the key objectives of which are set out below.

In April 2019 the post of Education Officer ceased to be a job-share, and additional Education Assistants were employed to ensure demand for school sessions could be met.

## FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Produce regular holiday activities which are promoted well	On-going	Subject to interest
Survey users about holiday activities and alter format if necessary	Summer 2022	-
Update talks/sessions in line with the new national curriculum/school needs	On-going	Time; uncertainly from teachers as to what is required
Plan and host programme of sessions for home educated children	On-going	Time
Expand service to include nursery school sessions	Summer 2021	Time; cost of additional resources

### 3.3 Outreach/extension services

CM has a very popular outreach service which is supported by all the schools in the Borough as well as many from further a field. The Schools Membership Scheme allows members access to our reserve collection and resources which they can use at school. A set of 22 loan boxes is currently available covering subjects ranging from the Romans, Second World War and the seaside. The boxes are all based on National Curriculum requirements and come with extensive teacher's notes. These boxes are also used by community groups and organisations.

Museum staff are frequently asked to attend community group meetings to give talks and take objects along for handling.

In 2018/19 The Friends of Chertsey Museum and a local business funded the creation of a 3d computer model of Chertsey Abbey. This has been extremely well received by those who saw it as part of our abbey exhibition, however, it is not currently available publicly. Due to the popularity of the topic it would be sensible to make this more widely available. The model and exhibition gave us a chance to work with Royal Holloway College to develop resources for secondary schools through their Citizen 800 project.

## FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Make the 3d computer model available online	March 2020	Time; need to redevelop website
Extend 3d computer model of Chertsey Abbey to include new elements of the site	September 2020	Funding by The Friends
Develop online resources with RHUL Citizen 800 project	December 2020	Citizen 800 project schedule
Investigate possibility of working with British Association for Local History to create online resources	April 2021	Time; BALH priorities
Update on-line resources for teachers	September 2021	Requires redesign of website to be done
Re-launch Reminiscence service	September 2022	Need to train casuals to deliver sessions; needs to maintain contact with care home staff which are transient

### 3.4 Temporary exhibitions

CM runs a temporary exhibition programme. The number of temporary exhibitions staged each year varies with subject matter and other museum commitments, but there are at least three per year

#### 3.4.1 Exhibitions Policy

CM is committed to providing an exhibition programme in line with its Mission Statement, as follows:

Through its temporary exhibition programme Chertsey Museum provides:

- displays from the permanent collections. These will remain an integral part of the exhibition programme, based on themes and with increased links between the special events and education programme offered at CM;
- displays on local history highlighting topical themes. Emphasis will be on themed exhibitions not possible within the permanent displays, which incorporate material from the permanent collections and loan material;
- an opportunity to display touring exhibitions of regional and national significance where appropriate, thus bringing work of a wider significance to local audiences.

## FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Annual Olive Matthews costume exhibition	September	
4 temporary exhibitions per year	On going	Subject to curatorial time limitations
Annual Discovery Zone Exhibition	May	

### 3.5 Retail services

CM has a small shop located in the Reception area. Display space is limited and the addition of new display stands is not possible without compromising fire safety.

There is a basic stock control system which monitors sales and stocktaking takes places annually.

In 2016 a SEWS Museums Development grant was received to attend their Effective Retail in Small Museums training day, and to then work with consultant Alison Guilfoyle to maximise the potential of the shop. As a result a number of changes were made to the way items were displayed as well as the type of items available. This has meant there were larger than usual costs as a number of new lines were introduced.

### **FUTURE DEVELOPMENTS**

<b>Objective</b>	<b>Timescale</b>	<b>Restrictions/Limitations</b>
Seek out new stock lines	On-going	
Review/update Shop Policy	October 2022	

### **3.6 Publications**

In 2011 CM published its first fashion publication since 1976 with “Fashion in Focus” by Grace Evans. The OMT are keen for each costume exhibition to have a catalogue printed however, this is time consuming. The Keeper of Costume instead creates additional online content for each exhibition.

### **FUTURE DEVELOPMENTS**

<b>Objective</b>	<b>Timescale</b>	<b>Restrictions/Limitations</b>
Create additional online information to support annual exhibition	On-going	Curatorial time to upload info
New publication to support annual costume exhibition	September	Dependent on funding from OMT; curatorial time

### **3.7 Events programme**

CM has always offered a wide range of special events, including demonstrations, re-enactments, lectures, and children’s’ holiday activities. These programmes have met with varying success.

Since the refurbishment of CM in 2003 there has been a monthly events programme run through The Friends. Recent events have included historical re-enactments, walks and trips to other museums and exhibitions. These events, linked to the temporary exhibition programme, have proved to be very successful and have assisted with the continuing increase in visitor numbers.

Special events are also programmed to coincide with external events (such as Black Cherry Fair) and National initiatives (such as Museums at Night & National Archaeology week)

CM also runs a popular Young Archaeology Club, has activities every Tuesday and Thursday of school holidays, a monthly drop-in craft session for families, a monthly adult craft activity and regular adult craft and wine evenings.

### **FUTURE DEVELOPMENTS**

<b>Objective</b>	<b>Timescale</b>	<b>Restrictions/Limitations</b>
Increase the attendance to adult craft session through better promotion	On-going	Subject to OMT funding of event
Continue with annual family fun event	May alternate	Subject to funding

(Vikings & other exhibition related)	years	
Continue with monthly events programme	On-going	

### 3.8 Marketing

Marketing is currently carried out by a volunteer who is responsible the enormous support received by the local press. More work needs to be done on liaising with RBC more effectively so that opportunities for joint marketing with the Community Development Department are used. The museum does not have a marketing budget and relies on social media and its website to promote events.

Since 2016 CM has concentrated on increasing followers on social media using campaigns such as “photo of the day”, “throwback Thursday” and “Friday frocks”. As of December 2019 CM has 1,282 Facebook followers, 723 Twitter followers and 532 Instagram followers. Whilst creating content for social media, and responding to comments it generates, is extremely time consuming there has been a noticeable increase in people attending events as a result.

## FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Publishing events leaflet	On-going	
Distribute newsletter 3 times p.a.	On-going	
Maintain media contact list	On-going	
Add online exhibitions to website	On-going	Time
Add new themes to Museum App	On-going	Time; requires redesign of website/app
Maintain social media accounts	On-going	Time
Train other staff to create SM content	2021	Time

### 3.9 User facilities

#### 3.9.1 Opening Hours

CM is open to the public at the following times:

Tuesday to Friday	12.30 - 4.30pm
Saturdays	11am - 4pm
Sundays & Mondays	Closed

The local history Research Room is open to members of the public on Wednesdays and Thursdays from 12.30 – 4.15 p.m. and on Saturdays from 11 a.m. to 3.45 p.m. It is available at other times if booked in advance. Copies of research material and photographs can be ordered from the Research Room.

#### 3.9.2 Access

With the installation of the platform lift and the removal of internal steps, CM become totally accessible in 2003. At the same time an adapted toilet was fitted with disabled and baby-changing facilities.

An induction loop has been installed in the Reception area, and DDA compliant signage has been positioned around the museum.

Access to the Museum stores is limited due to physical restrictions and security implications, however, researchers and members of the public are able to request an object be brought from the store to the Museum for them to view.

## FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Redevelopment of off-site costume store gives opportunities increase access to store	2022	OMT project to redevelop their store subject to planning permission and funding

## 4 Collections Management

### 4.1 Collections Development Policy

CM has had a formal Acquisitions & Disposals Policy since 1992. This was revised in 2014 in line with ACE guidelines and became the Collections Development Policy.

Collections management resources, in particular storage and preventative/remedial conservation resources, have become increasingly stretched in recent years. As a result of this, the revised Policy takes particular account of the principles of responsible collecting within budgetary restrictions.

Informal collecting policies within museums and galleries result in mismanagement of resources. For this reason, it is essential that the Policy is adhered to.

#### 4.1.2 Oliver Collection Acquisitions & Disposals Policy

The S.A. Oliver collection is vested in a trust which is empowered by its deeds to add to its collection. However, the Museum is under no obligation to accept for care or display any additions to the material on loan, but it does do so if the additional material meets the local collection's own guidelines for collecting. As the Runnymede Borough Council and S.A. Oliver collections both comprise material of local significance, care has to be taken that their interests do not conflict, and curator make sure, as far as they can, that the public collection has priority when collecting is done from outside sources.

OT may acquire additional items for their collection, but must do so with prior consultation with the Museum Curator and RBC, as approval is needed to enable items to be accepted into CM's care. Future purchases planned to be added to the existing loan agreement must meet the RBC collecting and loan policies.

As part of the current RBC collection review and audit, items belonging to OT, which do not fall within the RBC collecting policy, have be highlighted to OT as suggestions for possible disposal from their collection.

#### 4.1.3 Olive Matthews Collection Acquisitions & Disposals Policy

The Olive Matthews Collection began as a nucleus of material collected by Miss Olive Matthews (1887-1979) up to 1969. Her collection concentrated mainly on fashionable dress of the period from 1750 to 1830, but for certain accessories, extending into the Victorian period. Since 1971 the collection has continued to grow under the jurisdiction of museum curators, eventually including items of fashion up

to the present day. In addition to costume, the collection also includes silver, ceramics, needlework tools, children's toys, printed material, pictures and furniture that belonged to Miss Matthews. The collection is housed and displayed at Chertsey Museum.

The OMT Acquisitions & Disposal Policy was last updated in October 2018 and will be renewed in 2023.

## 4.2 Documentation

There are approximately 14,700 items in the Runnymede Collection. Of these, approximately 95% have been accessioned to basic cataloguing standards (comprising maker, title, date, size, medium, accession number and location) and entered on to the ADMUSE computerised database (introduced in 1996).

The Olive Matthews collection of approximately 8,300 items, and the Oliver Collection of approximately 1,500 items. All of these objects have been entered on Admuse.

CM Documentation Plan sets out procedures for documentation in accordance with Spectrum standards. All existing items in the museum's collections have been accessioned to basic cataloguing standards (comprising maker, title, date, size, medium, accession number and location) and entered on to the ADMUSE computerised database. Of these approximately 70% have been photographed and the images attached to their Admuse record. In 2016 CM embarked on a programme of reviewing all photograph records for local history items and including any additional information that may be known but not already included e.g. more accurate dating of photographs, more specific descriptions of street scenes to include property numbers etc.

Accessions Registers are duplicated and the archive copy kept off site, and Collection Trust Entry and Exit forms are in operation, recording all material which enters or exits CM for identification, loan or potential acquisition.

Admuse was last updated in April 2014 to enable the development of an online collections database using the collections data. There are currently 16,500 object records on Admuse that have images attached following a concerted effort to photograph/scan collections using volunteers. Currently only large format documents, maps and photos are not scanned/photographed as equipment to do this is not available.

## FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Digitisation of documents archive	On-going	Time; cost of large format equipment

## 4.3 Storage

At present the reserve collections are stored on three sites. Environmental conditions within the stores are difficult to control but are closely monitored, and the three off-site stores are based in buildings with multiple users.

The OMT have long-term plans to convert the flat at 6WS into additional storage for the costume collection. However, this is subject to planning permission as it is a



listed building, in a conservation area, and RBC Planning Policy is heavily against the removal of residential provisions.

#### **FUTURE DEVELOPMENTS**

<b>Objective</b>	<b>Timescale</b>	<b>Restrictions/Limitations</b>
Re-boxing of OMT collection	End 2021	Time; OMT funding; completion of 6WS redevelopment
Extend storage at 6WS	2021	OMT funding; RBC planning
Increase storage capacity in Research Room	2020	Budget

#### 4.4 Conservation

One of the primary purposes for any museum is to ensure that its collections are available for future generations. To achieve this involves caring for collections, a process known as conservation. There are two types of conservation: remedial conservation, where specialist conservators stabilise and repair items which have suffered damage or neglect; and preventative conservation, which involves measures to reduce or prevent decay from occurring in the first place. The latter is the more desirable and efficient process.

#### FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Monthly stores checks	On-going	Time
Collate and analyse monthly environmental print-outs	On-going	Time

#### 4.5 Collections Security

Although not a high-risk category site, CM is located in a residential area and its off-site stores have shared use of their buildings. Possible threats to the security of the buildings and the collections can be combated by effective risk management.

The CM site is inspected regularly by the RBC Insurance Officer, accompanied by a representative of RBC's insurance company where appropriate. However, the local history collection has never been professionally valued for insurance purposes. There is an on-going programme of valuation for the OMT objects, funded by the Trust.

The building, much of the structure of which is over 200 years old, is maintained by RBC's Building Services department. Any maintenance or structural problems can therefore be quickly referred to a source of expert advice.

An Emergency Plan is in place, and the recommendations have been implemented and the plan was followed by staff training.

##### 4.5.1 Fire

The sites have 24 hour fire detection systems which are monitored by Safer Runnymede. The system is tested with fire drills on a monthly basis by the Health & Safety Representative, reporting to the Curator.

The premises are inspected regularly by the Fire Officer in liaison with the RBC Engineer.

##### 4.5.2 Vandalism

The sites has a 24 hour theft detection system in operation, which are monitored by Safer Runnymede, and the threat of theft or malicious damage to the building is greatly lessened by the overt presence of at least two members of staff during opening hours. Staff require in-house additional training on invigilation procedures.

CM has a strict key handling procedure and access to the collection stores is restricted to authorised staff. Window shutters and steel grilles protect the main entrance/exit routes when the building is locked at night. Wall mounted work is

secured with mirror plates, using security screws where appropriate, and showcases are lockable and access restricted to authorised staff.

#### 4.5.3 Flood

CM is located approximately 1 mile from the River Thames. The cellar has flooded in the past as the water table has risen, potential further flooding of this nature is possible and staff need to remain aware of the risk. Items which could be potentially damaged are not stored in the cellar.

A part of the refurbishment work in 2003 a pump was installed in the cellar to reduce this risk.

#### 4.5.4 Other Risks

The possibility of terrorist attack, however small, cannot be overlooked by museums and galleries and this is outlined and addressed in the Disaster Plan.

### **5 Appendix A – Outcomes of previous Forward Plan**

### **6 Appendix B – Current Objectives**

## Appendix A - Outcomes of 2016-2019 Forward Plan

On Going	Objective	Timescale	Outcome
Communications	Update online resources	On going	This was put on hold in 2017 as website needs to be migrated to new content management system. It is still planned but will need significant funding
Communications	Add “themes” to CM app	On going	3 new themes have been added however, the app is no longer functioning. It is hoped that when funds become available for the website this will also be addressed
Communications	Develop app to be gallery guide	On going	Gallery guide was created in 2016 however, it works on the app which is no longer functioning. It is hoped that when funds become available for the website this will also be addressed
Displays	Annual Olive Matthews costume exhibition	On-going	A new costume exhibition has been curated each year and an additional temporary exhibition about embroidery was curated in 2018
Displays	Up to 5 temporary exhibitions per year	On going	4/5 exhibitions each year incl. highly successful Liquid History exhibition (2018) and Chertsey Abbey exhibition (2019)
Education	Produce regular holiday activities which are promoted well	On-going	After a slight dip in attendance the numbers attending have increased to 850 per year (18/19)
Education	Update talks/sessions in line with the new national curriculum/school needs	On-going	Sessions are updated regularly and new sessions on prehistory were introduced with the new curriculum

Events	Increase the attendance to adult craft session through better promotion	On-going	Increased interest in evening craft and regular group attending in afternoon
Events	Continue with monthly events programme	On-going	At least one event a month throughout the year. Incr attendence due to social media
Events	Publishing events leaflet	On-going	This has not been done due to cost of printing and increased use of social media
Friends & Volunteers	Increase interest in helping with Friends events	On going	Black Cherry Fair has more volunteers however, with The Friends running a stall on the field as well as teas/coffees in the museum we are still stretched
Friends & Volunteers	Plan series of events with The Friends to attract new members	On going	At least one event a month throughout the year. Incr attendence due to social media
Marketing	Distribute newsletter 3 times p.a.	On-going	Irregular intervals due to other commitments
Marketing	Maintain media contact list	On-going	With the loss of many local media outlets the list is considerably reduced. Checked annually in line with GDPR
Outreach	Create additional online information to support annual exhibition	On-going	New content created each September to support the latest costume exhibition
Outreach	Add online exhibitions to website	On-going	Text of old exhibitions added to website each time
Outreach	Add new themes to Museum App	On-going	4 themes added however, Android version of app has stopped working and developers are unable to address the problem
Shop	Seek out new stock lines	On-going	New lines specific to temporary exhibitions created as appropriate including range of items for Chertsey Abbey exhibition
Training	Renew 1 <sup>st</sup> Aid training for all staff	On going	All staff are 1st aid trained annually

Training	Update of Staff Handbook first issued in July 2003	Updated annually	Updated each year
----------	--	------------------	-------------------

2016	Objective	Timescale	Outcome
Displays	Install new PC interactive in Costume Gallery	September	Gallery version of website installed in Costume Gallery so visitors can access additional information and search online collections database
Education	New publication to support annual costume exhibition	September	It was decided instead of a publication a leaflet would be created to offered free to every visitor. This leaflet, shaped like a corset in keeping with the theme, was very popular had had to be reprinted
Events	Continue with annual family fun event (Vikings & other exhibition related)	May alternate years	Event not held due to funding
Marketing	Photo of the Day campaign on Facebook	2016	Very successful campaign which raised profile on Facebook and produced a photo album which has been accessioned

2017	Objective	Timescale	Outcome
Education	Survey users about holiday activities and alter format if necessary	Summer 2017	This was conducted but no clear outcome. Responses were mostly complimentary of the service but not offering areas of improvement
Marketing	Devise Twitter campaign to increase followers	2017	Increase in followers to 684
Outreach	New publication to support annual costume exhibition	September	Votes for Women booklet produced
Security	Upgrade CCTV system	2017	New digital system installed
Storage	Explore storage possibilities at The Orchard	2017	Additional room given which has been kitted out with shelving

<b>2018</b>	<b>Objective</b>	<b>Timescale</b>	<b>Outcome</b>
Displays	Plan exhibition/events to mark 100 <sup>th</sup> anniversary of the end of WW1	Jan-18	Extremely successful programme of events to mark the occasion, including an exhibition
Displays	Plan exhibition/events to link with RBC river festival	Apr-18	Film commissioned and exhibition and talks on theme delivered. River festival by RBC was scaled back due to lack of funding
Events	Continue with annual family fun event (Vikings & other exhibition related)	May alternate years	WW1 re-enactment day in September held in Victory Park funded by HLF grant
Events	Events to mark the end of WW1	2018	Worked with local schools to produce paper plate poppies with names of 848 Borough Fallen on them, and to create 848 tealight holders which were placed in Victory Park on the evening of 10/11 after a short service of remembrance
Marketing	Devise Instagram campaign to increase followers	2018	Introduction of Friday Frocks seen followers increase to 481
Outreach	New publication to support annual costume exhibition	September	Series of postcards produced instead
Security	Look to install additional CCTV camera in Temp Exh Gallery	Oct-18	360 camera installed in temporary exhibition gallery
Shop	Review/update Shop Policy	Oct-18	Done and new lines of stock added as well as till upgraded
Storage	Re-boxing of OMT collection	end 2018	This has been put on hold in light of OMT plans to totally redevelop their store. Aim to start project in summer 2020

Storage

Extend storage at 6WS

2018

Instead of just converting the flat into additional storage OMT are planning an ambitious refurb of the entire building to increase and improve storage and add education space



## Appendix B - Current Objects of 2019-2022 Forward Plan

On Going	Objective	Timescale	Restrictions/Limitations
Friends/Volunteers	Increase interest in helping with Friends events	On going	Problem with finding people willing/able to dedicate the time
Friends/Volunteers	Plan series of events with The Friends to attract new members	On going	Needs Committee assistance
Training	Renew 1 <sup>st</sup> Aid training for all staff	On going	
Training	Update of Staff Handbook first issued in July 2003	Updated annually	Curatorial time restrictions with other major projects
Displays	Annual Olive Matthews costume exhibition	On-going	Subject to OMT funding
Displays	Up to 5 temporary exhibitions per year	On going	Curatorial time; limited budget of £3,000 pa for all exhibitions
Education	Produce regular holiday activities which are promoted well	On-going	Subject to interest
Education	Update talks/sessions in line with the new national curriculum/school needs	On-going	Time; uncertainly from teachers as to what is required
Education	Plan and host programme of sessions for home educated children	On-going	Time
Exhibitions	4 temporary exhibitions per year	On going	Subject to curatorial time limitations
Shop	Seek out new stock lines	On-going	
Publications	Create additional online information to support annual exhibition	On-going	Curatorial time to upload info
Events	Increase the attendance to adult craft session through better promotion	On-going	Subject to OMT funding of event

Events	Continue with monthly events programme	On-going	
Marketing	Publishing events leaflet	On-going	
Marketing	Distribute newsletter 3 times p.a.	On-going	
Marketing	Maintain media contact list	On-going	
Marketing	Add online exhibitions to website	On-going	Time
Marketing	Add new themes to Museum App	On-going	Time; requires redesign of website/app
Marketing	Maintain social media accounts	On-going	Time
Documentation	Digitisation of documents archive	On-going	Time; cost of large format equipment
Conservation	Monthly stores checks	On-going	Time
Conservation	Collate and analyse monthly environmental print-outs	On-going	Time

2020	Objective	Timescale	Restrictions/Limitations
Security	Install new CCTV in Research Room to protect archives Upgrade CCTV system	2020	Cost, ability to add new camera to system
Communications	Redesign website	2020	Funding will need to be sought. Curatorial time restrictions
Communications	Redesign app	2020	Funding will need to be sought. Curatorial time restrictions
Building Maintenance	Internal decoration of The Cedars	2020	Subject to RBC funding
Income Generation	Grant applications for website redevelopment	2020	Curatorial time restrictions
Outreach	Make the 3d computer model available online	March 2020	Time; need to redevelop website
Outreach	Extend 3d computer model of Chertsey Abbey to include new elements of the site	September 2020	Funding by The Friends

Publications	New publication to support annual costume exhibition	September 2020	Dependent on funding from OMT; curatorial time
Outreach	Develop online resources with RHUL Citizen 800 project	December 202	Citizen 800 project schedule
Events	Continue with annual family fun event (Vikings & other exhibition related)	May alternate years	Subject to funding
Storage	Increase storage capacity in Research Room	2020	Budget

2021	Objective	Timescale	Restrictions/Limitations
Education	Expand service to include nursery school sessions	Summer 2021	Time; cost of additional resources
Outreach	Investigate possibility of working with British Association for Local History to create online resources	April 2021	Time; BALH priorities
Outreach	Update on-line resources for teachers	September	Requires redesign of website to be done
Exhibitions	Annual Olive Matthews costume exhibition	September	
Exhibitions	Annual Discovery Zone Exhibition	May	
Publications	New publication to support annual costume exhibition	September 2021	Dependent on funding from OMT; curatorial time
Marketing	Train other staff to create SM content	2021	Time
Storage	Re-boxing of OMT collection	End 2021	Time; OMT funding; completion of 6WS redevelopment
Storage	Extend storage at 6WS	2021	OMT funding; RBC planning

2022	Objective	Timescale	Restrictions/Limitations
------	-----------	-----------	--------------------------

Education	Survey users about holiday activities and alter format if necessary	Summer 2022	-
Outreach	Re-launch Reminiscence service	September 2022	Need to train casuals to deliver sessions; needs to maintain contact with care home staff which are transient
Exhibitions	Annual Olive Matthews costume exhibition	September 2022	
Exhibitions	Annual Discovery Zone Exhibition	May 2022	
Shop	Review/update Shop Policy	October 2022	
Publications	New publication to support annual costume exhibition	September 2022	Dependent on funding from OMT; curatorial time
Events	Continue with annual family fun event (Vikings & other exhibition related)	May alternate years	Subject to funding
Access	Redevelopment of off-site costume store gives opportunities increase access to store	2022	OMT project to redevelop their store subject to planning permission and funding

**8. SAFER RUNNYMEDE ANNUAL REPORT (COMMUNITY DEVELOPMENT, LES BYGRAVE)**

**Synopsis of report:**

**Safer Runnymede produces an annual report on the CCTV operations provided by the control centre in the Civic Offices. The report comes to this Committee and the Crime and Disorder Committee for information.**

**Recommendation(s):**

**None. This report is for information.**

**1. Context of report**

1.1 The annual Safer Runnymede CCTV report is produced in compliance with the principles of the Home Office Surveillance Camera Code of Practice, June 2013.

**2. Report**

2.1 The full report is attached at Appendix 'F', detailing the current operation of the service and third party organisations for whom we currently provide CCTV monitoring.

2.2 The report also details the number of incidents recorded in the last year compared to the two previous years and the evidence produced for use predominantly by the Police.

2.3 There are a number of development opportunities that have been progressed over the last year including the workstation at Staines Police Station and the increased use of redeployable cameras both inside and outside the borough.

**3. Policy framework implications**

3.1 The provision of CCTV links in with the Council's aims to take opportunities for improving the safety of our residents and visitors and to continue supporting and improving the quality of lives of our vulnerable/deprived individuals. CCTV can also be used when reviewing and enhancing our enforcement work, to manage planning breaches and fly tipping and help deal with other environmental crimes robustly and proactively.

**4. Resource implications**

4.1 None identified.

**5. Legal implications**

5.1 The provision of CCTV will only be utilised with the consent and support of our local communities to assist in the fight against crime, while ensuring that individual civil liberties are not infringed. Our CCTV system is operating in accordance with:

- The Data Protection Act 2018
- General Data Protection Regulation (GDPR) 2018
- The European Directive 95/46/EC

- The Human Rights Act 1998
- The Regulatory and Investigatory Powers Act 2000
- The Protection of Freedoms Act 2012

5.2 In addition to statutory requirements, the Council continually assesses compliance with the following advisory Codes of Practice:

- Data Protection Code for Surveillance Cameras 2014 – Information Commissioner’s Office (ICO)
- Surveillance Camera Code of Practice Level 2 – The Surveillance Camera Commissioner

5.3 The system design and operation are based on current guidelines provided by the Home Office, the Police Scientific Development Branch and advice from the National Police Chiefs Council (NPCC).

5.4 The CCTV scheme is registered with the Office of the Information Commissioner, in compliance with the Data Protection Act 2018, and with the Home Office in respect of the Police radio system.

**(For information)**

**Background papers**

None stated.

# **Safer Runnymede**

## **CCTV ANNUAL REPORT 2019**

Les Bygrave  
Safer Runnymede Manager

CCTV Annual Report 2019 Draft A

### Document History

Version Issue	Stage	Reason for change	Date
Draft A	Consultation with Corporate/Departmental Head	For comment	
Draft B	Amendments/clarifications	Feedback from consultation	
Draft C	Final Revisions	Comments from Cllr King	
1.0	Publication	Published to Corporate Website	

### Consultation

Name	Title	Organisation	Date
Chris Hunt	Head of Community Development	Runnymede Borough Council	06/02/2020

### Document Approval

Name	Title	Organisation	Date
Cllr Nigel King	Chair - Community Services Committee	Runnymede Borough Council	



## **Contents**

[Introduction](#)

[CCTV policy, principles and objectives](#)

[CCTV Operations](#)

[CCTV Development Opportunities](#)

[Complaints](#)

[Directed Surveillance \(The Regulatory and Investigatory Powers Act 2000\)](#)

[Freedom of Information](#)

[Subject Access Requests](#)

[Further information](#)

## **INTRODUCTION**

This report is published in compliance with the principles of the Home Office Surveillance Camera Code of Practice – June 2013.

Closed circuit television (CCTV) continues to be a powerful tool when used to combat crime and anti-social behaviour, particularly when integrated with other crime reduction methods such as retail 'radio-link' systems and close working partnerships with colleagues from Surrey Police.

Runnymede Borough Council, Safer Runnymede, Surrey Police, Ashford and St. Peter's NHS Trust, Thorpe Park and other local business organisations remain of the view that where CCTV is either in place, or will subsequently be introduced, there is a tangible benefit to those local communities and businesses and a reduction of incidents of crime and public disorder.

The CCTV system also assists in monitoring road safety and improves community confidence thereby creating a safer environment for residents, traders and visitors.

This report documents all aspects of the CCTV work performed within Safer Runnymede by the operators in the Safer Runnymede Care and Control Centre. This complies with the agreed Code of Practice which applies to the operation of public space CCTV and provides an outline of activity for partners.

Much of what the unit deals with has to remain confidential as it involves police operations and actions by other enforcement agencies. This report is, as a result, limited in the detail that can be given about individual cases, many of which are yet to come to court. It also excludes information which could lead to the identification of individuals. All partners continue to work together to address local problems and share information in accordance with the agreed countywide multi agency information sharing protocol.

It is recognised that gaining and keeping public support for CCTV is vital. We understand the need for a comprehensive and effective Code of Practice defining the systems operational parameters. This Code of Practice is published on our website:

<https://www.runnymede.gov.uk/CCTV>

Therefore, we will only utilise CCTV with the consent and support of our local communities to assist in the fight against crime, whilst ensuring that individual civil liberties are not infringed. Our CCTV system is operating in accordance with:

- The Data Protection Act 2018
- General Data Protection Regulation (GDPR) 2018
- The European Directive 95/46/EC
- The Human Rights Act 1998
- The Regulatory and Investigatory Powers Act 2000
- The Protection of Freedoms Act 2012

In addition to statutory requirements the Council continually assesses compliance with the following advisory Codes of Practice.

- Data Protection Code for Surveillance Cameras 2014 – Information Commissioner’s Office (ICO)
- Surveillance Camera Code of Practice Level 2 – The Surveillance Camera Commissioner

The system design and operation are based on current guidelines provided by the Home Office, the Police Scientific Development Branch and advice from the National Police Chiefs Council (NPCC).

The CCTV scheme is registered with the Office of the Information Commissioner, in compliance with the Data Protection Act 2018, and with the Home Office in respect of the Police radio system.

All partners are totally committed to complying with these Codes in relation to the deployment and operation of CCTV.

## **CCTV POLICY PRINCIPLES AND OBJECTIVES**

The prime purpose of the system is to reduce both the real and perceived level of crime.

The system is used:

- To improve confidence in the rule of law
- To provide security coverage for the Council’s own premises
- To assist in the apprehension and prosecution of offenders in relation to crime and public disorder
- To assist in the protection of vulnerable persons or victims of crime
- To provide security cover and monitoring for town centre events
- To gather evidence by a fair and accountable method
- To create a safer community, improving the quality of life for all
- To enhance the economic climate, creating a greater opportunity for prosperity

CCTV Annual Report 2019 Draft A

- In preventing or alleviating serious interruptions to traffic flow
- In preventing or alleviating problems of an anti-social nature in the community

All Borough Council CCTV Cameras are overt, and their presence is clearly indicated by signs covering the CCTV area. The signs conform to the requirements of the Home Office CCTV Code of Practice.

CCTV footage and recorded information will only be used by the Borough Council, Police and other statutory law enforcement agencies for the conduct of their duties.

### **CCTV OPERATIONS**

Safer Runnymede Control Room is now eleven years old. Our systems continue to operate to the high standards envisaged in its original specification, with ongoing technical upgrades incorporated into the running costs. The system remains state-of-the-art.

The digital storage of 31 days enables incidents to be immediately reviewed. We are also able to archive footage and burn data to evidential disks for Police and Council Officers as required. This system flexibility provides an outstanding service to partners. The quality of picture display, camera operation and picture retrieval are essential and used to its fullest extent.

We operate in compliance with the National Strategy for Public Space CCTV and are accredited to the Surveillance Camera Commissioner Code of Practice with our Level 2 accreditation in place until August 2023.

We continue to work hand in hand with the Police. Our dual system of both Council and Police fibre cabling gives us access to both Council and Police networks/phones and radios. The Operators are all vetted to use the Police incident handling system (ICAD) which has increased the number of incidents which the operators have been able to assist with. Police management have visited our control room and continue to be satisfied in the security and operation of the room.

We operate as before, with dedicated operators monitoring the cameras in our Borough 24/7 and similarly provide CCTV operators to monitor the cameras in Spelthorne.

Two Supervisors assist the Safer Runnymede Manager in the undertaking of all operational obligations as well as the training of new staff, operational cover when required and the day to day monitoring of the operation.

The current total number of accessible cameras accessed stands at well over 400 with additional cameras added throughout the year where a pressing need is established.

Live images are fed in real-time direct to Surrey Police Headquarters at Mount Browne, Guildford and locally direct to the Police Station at Addlestone.

Our operations team also support CCTV partnerships with local partners such as Thorpe Park and at St. Peter's and Ashford NHS Trust Hospitals during out-of-office

CCTV Annual Report 2019 Draft A

hours. Monitoring for our partners from a single CCTV environment has continued to prove to be of considerable operational advantage to colleagues at Surrey Police. For example, incidents starting in one area are often resolved by observations in another, across the CCTV network. This wide area network of cameras is unique in the County and is of great benefit to local people, businesses and Surrey Police.

In 1998, the first full year of operation, operators recorded 784 incidents where cameras were used. By contrast, recent figures are as follows:

	<b>Jan-Dec 2017</b>	<b>Jan-Dec 2018</b>	<b>Jan-Dec 2019</b>
<b>CCTV Incidents by Borough</b>			
Runnymede	4241	4102	4058
Spelthorne	2905	3029	2541
CCTV incident totals	<b>7146</b>	<b>7131</b>	<b>6599</b>
<b>Evidence produced</b>			
DVD	392	287	284
Video Still	156	172	159
Video Reviews (SR staff)	319*	190*	198*
Visits from Police (Surrey/Met/British Transport Police)	875	1042	1189
<b>Complaints</b>	None	One	None
<b>Subject access requests</b>	One	Four	One
<b>Freedom of Information Requests</b>	Eight	Six	Five
<b>Privacy Impact Assessments</b>	Four	Five	Three
*These video searches are conducted on behalf of Police by authorised Safer Runnymede personnel.			

The number of arrests recorded where CCTV has provided vital evidence since the Centre opened has now reached well over 3,500.

That said, this total number is likely to be somewhat conservative as the number of arrests where cameras play an instrumental part is difficult to establish - many more arrests follow review of recordings by Police Officers after the event.

It is unfortunate that neither the Criminal Justice System or the Crown Prosecution Service provide detailed analysis of CCTV attributable arrests and it is, therefore, extremely difficult to add any quantitative data in this regard.

During 2019 we provided Police with evidence recorded on DVD in 284 cases (287 in 2018) and a further 159 (172 in 2018) still photographs were given for identification purposes.

It should also be remembered that not only does CCTV enable the detection of offenders who would otherwise escape justice but also leads to an increase of guilty pleas at Court. This often saves witnesses from the trauma of giving evidence and the Police and Criminal Justice system considerable saving in time and resources.

Regardless of security clearance, all visitors are required to sign into the Control Centre; approximately 95% of these visitors are Police staff wishing to view CCTV footage or acquaint themselves with the system.

During 2019 we received some 1189 visits from our Police colleagues. Many of these visits led to the positive identification of offenders and a number of subsequent arrests.

Beyond our efforts to assist Police colleagues, the CCTV system and our Code of Practice also permits use of the cameras for a number of different purposes. The variety has been great but has always been conducted within the Code and for the benefit of local people.

There have been many searches for missing people of all ages from the very young to the elderly or sick. It is often difficult to place a tangible result on these events but as well as possibly preventing a tragedy and reducing emotional stress for the relatives; there are also considerable known savings to Police and other Emergency Services resources.

The system is also used by a number of Sections within the Council in the performance of their duties. It helps (by identifying) Town Centre Management problems such as rubbish, graffiti or broken street furniture and in consequence these issues are dealt with often before reports are received from the public. We also help other agencies, including Customs and Excise and Health and Social Care. The cameras provide evidence of many road traffic collisions and footage and stills are used in the investigations as to the cause.

Partners at the Network Management Information Centre (NMIC - Surrey County Council Highways) are also able to receive images of Public Space CCTV cameras via fibre links. These are generally used to assist in Traffic Management or Major Incident planning.

## **CCTV DEVELOPMENT OPPORTUNITIES**

### **Staines-upon-Thames Police Station**

During 2019 we identified an opportunity to develop our operational relationship with Surrey Police. After considerable legal consultation and then subsequently, a formal Data Sharing Agreement, we were able to provide Police with a Safer Runnymede system workstation, located in a secure environment at Staines Police Station (August 2019)

This Bosch Video Management System workstation is made available to Surrey Police Officers based at Staines to use as a forensic tool for the investigation of crime.

Police now have the opportunity to interrogate the video evidence system locally, thereby reducing the need to deploy Officers to the Civic Offices at Addlestone for CCTV review.

Colleagues at Surrey Police has spoken effusively regarding the numerous benefits they have already identified as a consequence of this offer and Runnymede hopes this modular arrangement may be utilised elsewhere across Surrey, either at Police Stations or at Council Offices where staff co-locate.

### **Redeployable CCTV**

Safer Runnymede has now deployed three RD units across the Borough and leased a further unit to partners at Spelthorne Borough Council.

These cameras are designed to offer partners a direct link to the Safer Runnymede CCTV control room, seeking to assist them where they are engaged in efforts to prevent and detect crime.

The Redeployable cameras do not rely on traditional CCTV transmission, instead they use the telecoms network to send CCTV images to Safer Runnymede. The restrictions to deployment therefore are limited to power supply and the suitable street furniture to fix assets to.

Surrey County Council licence Runnymede to use Street Lighting Columns where appropriate and their partners Skanska provide the required power supply at each location.

Once these are in place, our CCTV engineers bracket the column and fix the CCTV asset to the bracket. The bracket/power supply remains in place once the issue has been resolved and the RD unit removed, allowing for reinstatement if the need arises.

During the year these assets contributed directly toward the reduction of Anti-Social Behaviour, County-Lines drug dealing and supported house closures (Drugs related).

## **DIRECTED SURVEILLANCE (THE REGULATORY AND INVESTIGATORY POWERS ACT 2000)**

Use of the CCTV system under the Regulation of Investigatory Powers Act 2000 is recorded and during the year the legislation was used on five occasions. The necessary authorisations were all provided by Surrey Police and authorised by a Police Superintendent.

During this period the CCTV Control Practices was audited by the Surveillance Commissioner's Office on our RIPA usage and protocols.

No issues were raised, and the audit report suggested Runnymede was a fine example of best practice.

The system continues to be maintained to the highest possible standards with the criteria always that the pictures must be of evidential quality.

## **COMPLAINTS**

The CCTV system is operated strictly in accordance with an agreed and published Code of Practice. This complies with the requirements of the Information Commissioner. This requires complaints about misuse of cameras or invasion of privacy to be investigated and reported.

There were no CCTV related complaints received in 2019.

## **FREEDOM OF INFORMATION REQUESTS**

The Freedom of Information Act 2000 provides public access to information held by public authorities.

It does this in two ways:

Public authorities are obliged to publish certain information about their activities; and members of the public are entitled to request information from public authorities.

The Act covers any recorded information that is held by a public authority in England, Wales and Northern Ireland, and by UK-wide public authorities based in Scotland. Information held by Scottish public authorities is covered by Scotland's own Freedom of Information (Scotland) Act 2002.

Public authorities include government departments, local authorities, the NHS, state schools and police forces. However, the Act does not necessarily cover every organisation that receives public money. For example, it does not cover some charities that receive grants and certain private sector organisations that perform public functions.

Recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings.

CCTV Annual Report 2019 Draft A



The Act does not give people access to their own personal data (information about themselves) such as their health records or credit reference file. If a member of the public wants to see information that a public authority holds about them, they should make a data protection subject access request.

We had five requests in 2019.

### **SUBJECT ACCESS REQUESTS**

A subject access request (SAR) is simply a written request made by or on behalf of an individual for the information which he or she is entitled to ask for under section 7 of the Data Protection Act 1998 (DPA). The request does not have to be in any particular form.

There was one request in 2019.

### **PRIVACY IMPACT ASSESSMENTS (PIA)**

A privacy impact assessment (PIA) is a tool for identifying and assessing privacy risks throughout the development life cycle of a program or system.

A PIA should identify: Whether the information being collected complies with privacy-related legal and regulatory compliance requirements.

We conducted three PIAs during the period.

### **FURTHER INFORMATION**

For further information relating to the Council's CCTV systems please contact the report's author: -

Les Bygrave  
Safer Runnymede manager  
Civic Centre  
Station Road  
Addlestone  
Surrey  
KT15 2AH

[les.bygrave@runnymede.gov.uk](mailto:les.bygrave@runnymede.gov.uk)

Tel 01932 425070



**9. COMMUNITY DEVELOPMENT PERFORMANCE INDICATORS – QUARTER 3, 2019/2020 (COMMUNITY DEVELOPMENT – CHRIS HUNT)**

**Synopsis of report:**

**To advise Members of the performance in Quarter 3 of the Corporate KPI's for Community Development for 2019/2020.**

**Recommendation(s):**

**None. This report is for information.**

**1. Context of Report**

1.1 The purpose of this report is to provide Members with the 2019/2020 Key Performance/Activity results for the services within Community Development which are under the remit of this Committee. These include Community First, Community Development, Community Safety, the Green Space team, Safer Runnymede and residual Leisure Services such as Community Halls and Chertsey Museum.

1.2 As part of the Performance Management Framework, quarterly performance reports are made to Corporate Management Committee on:-

- Financial Performance
- Corporate KPI Performance
- Projects Performance

**2. Report**

2.1 Within the Community Development Business Centre Plan, the following indicators are being monitored in 2019/2020 and the actuals are also included where figures are collected quarterly.

<b>Performance Indicator</b>	<b>Actual Q1</b>	<b>Actual Q2</b>	<b>Actual Q3</b>	<b>Annual Target</b>	<b>% Achievement of Target set</b>	<b>% growth reduction against annual target</b>
Numbers of young people attending Surrey Youth Games Training	245			300	81.66	-18.34
Number of formal complaints related to the Business Centre	1 (2)	0	0	-		

Number of compliments related to the Business Centre	2	2	7	-		
Number of decisions investigated by the ombudsman requiring a remedy by the Council	0	0	0	-		
Percentage of Careline calls answered within 60 seconds	99.91%	99.86%	99.94%	99.8%		
Numbers attending the Sportability Festival				150 (in quarter 4)		
Number of FACs applications	8	7	2	8 (17)*	212	+112
Users of Chertsey Museum	4522	3014	4549	15,400 (12,085)*	78.5	-21.5
Schools using Chertsey Museum		56	70	80	87.5	-12.5
Numbers attending Junior Citizen			932	800	116.5	+16.5
Numbers attending Living Well Week		418		700	59.7	-41.3

\*figures in brackets are totals to date

- 2.2 In quarter 3, Junior Citizen took place with 932 attending. This was 16.5% more than the estimated numbers due to additional schools attending. As in previous years, very positive feedback from schools was received about the event and venue.
- 2.3 Chertsey Museum is continuing to attract significant usage, which as reported previously in the first two quarters was attributable to the Abbey exhibition. Numbers in the third quarter have been maintained.
- 2.4 This item presents the opportunity for Members of the Committee to ask any questions relevant to the remit of this Committee. However, to ensure that Officers are able to give a full response, Members are requested to give advance written notice of any questions to the Chairman and/or relevant departmental Corporate Head no less than 48 hours prior to the meeting.

- 2.5 Members are also asked to note that this report should be distinguished from committee specific reports and is a standard report submitted to all the service committees. The aim is to improve awareness of corporate performance and should be read in conjunction with this Committee's Business Centre Plan.

**(For information)**

**Background Papers**

None stated.

**10. COMMUNITY SERVICES KEY PERFORMANCE INDICATORS – QUARTER 3 2019/2020 (COMMUNITY SERVICES, DARREN WILLIAMS)**

**Synopsis of report:**

**To provide Members with an update on the performance of the Community Services Business Centre, against the Key Performance Indicators set out in the 2019/2020 Business Centre Plan.**

**Recommendation(s):**

**None. This report is for information.**

**1. Context of report**

- 1.1 As part of the performance monitoring process linked to the Community Services Business Centre Plan, a report on the performance of Community Services as a quarterly review against the Key Performance Indicators (KPI) set at the start of the year is required to be presented to this Committee.

**2. Report**

- 2.1 This report gives an overview of levels of performance across the Community Services Business Centre against the Key Performance Indicators set out in the Business Centre Plan for 2019/2020.
- 2.2 The report and KPI's collected provide an idea of the breadth of activity currently being undertaken, with corporate KPI's and other service specific KPI's being presented jointly.
- 2.3 The table below provides an overview of the performance in quarter 3 of 2019/2020 against the targets set for Community Services this year.

**Table 1: 2019/2020 Quarter 3 Key Performance Indicators:**

**Key- % Achievement of Target**

Red: -10%+ of Quarter Target  
Amber: Up to -10% of Quarter Target  
Green: Met or exceeded target

**Key- % Growth/Reduction Against Q2 Actual**

Red: -10% or more against Q2 Actual  
Amber: Up to -10% against Q2 Actual  
Green: Match or exceed Q2 Actual

Performance Area	Actual Q1	Actual Q2	Target Q3	Actual Q3	% Achievement of Target Set	% Growth/Reduction Against Q2 Actual
Number of Meals at Home items served	9239	9,941	9,700	10,205	105%	3%
Number of meals served in Social Centres	8613	9,046	9,000	8,589	95%	-5%
Number of users signed up to Social Centre reward scheme	602	636	680	645	95%	1%
Number of individual hires at Social Centres	119	118	100	107	107%	-9%
Number of Homesafe Plus Referrals (Total for North West Surrey)	200	209	115	317	275%	52%
Number of Homesafe Plus referrals to RBC services	51	44	28	71	253%	61%
Number of Social Prescribing referrals received	61	65	80	77	96%	18%
Number of Community Transport journeys completed	12,385	12,617	13,000	11,536	89%	-9%
Number of referrals to Handyperson service	185	161	185	168	91%	4%
Number of Community Alarm & Telecare Users	1,489	1,471	1,500	1,462	97%	-1%
Number of formal complaints related to the Business Centre	1	0	-	0		
Number of Compliments related to the	2	2	-	1		

Business Centre						
Number of decisions investigated by the ombudsman requiring a remedy by the Council	0	0	0	-		

- 2.4 Once again, the Key Performance Indicators demonstrate the consistency in service delivery across Community Services. Whilst in some cases achievement against target is actually highlighted as red or amber, and actual numbers are lower than the previous quarter, the impact of Christmas and reduction in service provision leaves no concerns for the longer term at present. For example, in October to December, the average number of Handyperson referrals per month was 56, but has immediately risen to 69 in January 2020.
- 2.5 Meals at Home has continued its upward trend in terms of numbers of deliveries, and the immediate target for the service will be to maintain the 10,000 meal product level that it achieved in Quarter 3.
- 2.6 The Social Centres continue to perform well, with the successful Christmas events adding to the workload of the teams at each centre, but who once again rose to the challenge of delivering successful and well received Christmas events across all sites. Number of meals has a slight reduction, but with centres closed for three working days over Christmas, the inevitable reduction in uptake over Christmas week due to residents having made alternative arrangements with family etc. and Woodham & New Haw Centre closed for the Elections, the reduction against the previous quarter is justifiable.
- 2.7 Transport figures are low against the target. However, a number of cancellations etc. around Christmas are beyond the control of the service. Equally, with centres closed or having reduced attendance over Christmas, there is the inevitable knock on effect to transport in respect of numbers travelling. That is not to say the reduction doesn't give slight concern, but with the range of opportunities currently being considered, there is confidence in the capacity within the service being utilised in the future.
- 2.8 The Community Alarm user numbers remain consistent, against a backdrop of a steady rate of referrals but the inevitable removal of service from those who for one reason or another no longer require it. The winter period is often when more services are cancelled. Therefore, with this known trend in mind, to be continuing to deliver at a consistent level demonstrates the hard work being put in by the team.
- 2.9 Social Prescribing continues to grow, with the introduction of a new post to support the COCO Primary Care Network (covering Chertsey, Ottershaw and Crouch Oak practices) now in place. Referrals are increasing from these practices as a result and with a second post soon to start supporting SASSE 2 Primary Care Network (including Packers and Grove GP practices) it is expected that this service will continue to grow.
- 2.10 The standout performer in Quarter 3 has been the growth in the Homesafe Plus service, this covers Runnymede specific referrals and the total referrals across North West Surrey. Officers consider that the hard work of partner boroughs and

each service area in delivering Homesafe Plus is now starting to be recognised by health partners and there is more of an understanding of the way in which the service can help facilitate hospital discharge.

- 2.11 As evidence of this, through the work led by the Corporate Head of Community Services on behalf of the Integrated Health and Social Care Partnership, there is real support from across the Health and Social Care system for the further development of Homesafe Plus, to include new services etc. and also to roll out across the system more widely than the hospitals in which it is based at present. This could result in a development role for the service funded by health to grow the service and imbed it within health and social care pathways, as well as dedicated borough resource within the hospitals. Depending on the outcome of this work a future report will be brought to this Committee.

**(For information)**

#### **Background Papers**

None.

### **11. COMMUNITY HALLS UPDATE (COMMUNITY DEVELOPMENT, CHRIS HUNT)**

#### **Synopsis of report:**

**A Halls review was undertaken and reported to this Committee in March 2019. Over the last 12 months the recommendations of the review have been implemented and this report provides an overview of the progress that has been made to date and some of the work that will continue into the new financial year.**

#### **Recommendation(s):**

**None. This report is for information.**

#### **1. Context of report**

- 1.1 In March 2019 a report was considered by this Committee following a review of the Council's Community Halls; Chertsey Hall and the Hythe Centre. The report included several recommendations for a 12-month pilot aimed at increasing usage and income generated by the halls.
- 1.2 The recommendations included the introduction of new package prices for business use, parties and functions. Some additional charges that were costed separately were included in the package price including public liability insurance and some equipment.
- 1.3 Other recommendations included changes to the payment, cancellation and deposit terms and to undertake a procurement exercise for a new bar provider and additional funding to help promote and market the halls.
- 1.4 Additional revenue to be generated by the proposal was £25,000 per year.
- 1.5 Community Halls are a valuable community asset which provide space for a range of regular groups and organisations. The charges for these groups had not been varied as part of the review. The emphasis has been on making the halls more appealing to private hirers and functions.

## 2. Report

- 2.1 Community Hall bookings are managed by Customer Services using a system called Artifax. As part of the review it was recommended that the Artifax package was updated at a cost of £4,800. This work has been completed and the upgraded system went live in November 2019, which was later than anticipated but the new booking packages were on offer from August 2019.
- 2.2 The new Artifax system is now available to staff at the halls, as a read only option, which allows them to check the bookings calendar for the halls and interrogate a booking if required, for example confirm the number of people attending, table set ups, equipment required etc.
- 2.3 One of the new proposals under the review that has caused concern for some community hirers has been the change in the payment process. All hires need to be paid for two months in advance of the hire date which has not been an issue for one-off hirers as they have expected to pay in advance and are following the new procedure.
- 2.4 For all community hirers invoices are being sent out for payment two months in advance, as per the new procedure; so for example, March bookings would need to be paid for in January. We are aware that some community organisations struggle with cash flow, therefore, any invoice will not be chased until three weeks after the due date and contact will also be made with the hirer if required.
- 2.5 The halls have always been marketed as being available for both private and regular hire, but the review identified that this could be improved on and a sum of £1,000 was allocated. Since March, a new 360 degree walk through image sequence has been made available on the web site for people who may not be aware of the hall facilities. New flyers have also been produced and distributed around the borough.
- 2.6 There are ongoing discussions with the Communications team about other marketing initiatives that can be developed over the next 12 months including;
- Organic and paid for social media advertising
  - Distribution of any updated flyers and posters
  - Outreach to relevant organisations
  - Maintenance/update of web pages
  - Development of case studies and endorsements
- 2.7 One of the things the review identified was that both halls needed some physical improvements. The Hythe Centre has recently been redecorated, making a significant difference to its appearance and Chertsey Hall has had a new boiler system installed and is also due a redecoration in the near future.
- 2.8 The procurement exercise for a new concessionary contractor to supply and run the bars for events is underway with several local bars and clubs being contacted to gauge the level of interest before the formal exercise commences.
- 2.9 One of the main aims of the review was to look at how additional income could be generated within the halls with very tough income targets set for the full year. The following table shows the actual hall hire income for 2018/2019, budget and probables for 2019/2020 and the budget for 2020/2021.

Actual 2018/2019	Budget 2019/2020	Probable 2019/2020	Budget 2020/2021
£114,000	£137,000	£151,000	£164,000

The income figures do not include rental income from the surgery at the Hythe Centre of £15,000 per annum and income from the generation of electricity at the Hythe Centre of £1,800 per annum.

- 2.10 The current position is that the income in this year is estimated to be £37,000 more than the previous financial year. This is a very positive position with the next challenge being to increase income year on year.
- 2.11 Over the next 6-9 months the option of giving potential hirers access to the bookings calendar will continue to be investigated with the aim being for on-line booking to be made available for some if not all hirers. This is linked to the upgrade of the Council's website which is currently being developed and will form the next stage of the halls review.
- 2.12 When the review was carried out last year there was feedback from regular users about the type of activities that they would like to see provided at the halls which is being investigated. One positive initiative has been the re-introduction of the annual Christmas event at the Hythe Centre. This took place in November and included a tabletop sale, activities for children etc. and was attended by 300 people from the local area. The event was well received and helped to raise awareness of the hall.

### **3. Policy framework implications**

- 3.1 The review supported the following objectives of the Corporate Business Plan:
- Continue to support the improvement of local leisure activities
  - Continue to develop our community facilities where resources permit
  - Continue developing our website for communicating and transacting with residents, businesses and other stakeholders.
  - Continue developing our customer services
  - Continue developing our systems and processes to assist our channel shift strategy
  - Continue seeking efficiency and increased effectiveness opportunities

### **4. Resource implications**

- 4.1 Income from the halls has increased year on year which has been very positive, maintaining this growth is the next challenge and increasing the number of one-off hires. Officers are concerned that some regular hirers may discontinue use of the halls which would impact on the level of income generated. In many cases the loss of a hirer can't be prevented although we do attempt to support community groups as much as possible.

### **5. Legal implications**

- 5.1 There are no legal implications identified.

### **6. Equality implications**

- 6.1 No additional equalities implications have been identified since the report to this Committee in March 2019.

### **7. Environmental/Sustainability/Biodiversity implications**

- 7.1 There are no implications identified.



(For information)

**Background papers**

Report to Community Services March 2019

**12. UK RESETTLEMENT SCHEME (COMMUNITY DEVELOPMENT, CHRIS HUNT)**

**Synopsis of report:**

**The current Vulnerable Persons Resettlement Scheme which the Council signed up to in 2016 is due to finish in March 2020. The Government plans to continue to run the renamed UK Resettlement Scheme for 2020/2021 and are asking for pledges from Councils on the number of refugees they are willing to resettle.**

**Recommendation(s) that:**

**the scheme continues to be supported with a pledge to take on two families in 2020/2021, if suitable properties are available.**

**1. Context of report**

- 1.1 In January 2016, the Council agreed to take part in the Vulnerable Persons Resettlement Scheme, taking families from Syria, affected by the war in their Country.
- 1.2 At the time it was proposed to take 20,000 Syrian refugees over a five-year period 2015 – 2020. All Councils in the Country were asked to participate and provide details of the number of families that they might be able to take. In Runnymede it was agreed that up to 10 families would be taken over the five years, although we did enter the scheme later than some Councils.
- 1.3 As at December 2019, the Council had taken four families, using Council properties to house the families as and when suitable accommodation became available.
- 1.4 The scheme has been fully funded by the Government which has enabled the Council to recruit to a co-ordinator post to support the families when they arrive and settle in the UK by for example helping to register for schools, GPs and providing English Language lessons.

**2. Report**

- 2.1 In September 2019 the Home Office wrote to all Councils asking them if they would continue to participate in the renamed UK Resettlement Scheme for refugees. There was subsequently a meeting held with the Head of Partnerships for the area, who leads on the migration programme, and the Chief Executive to discuss Runnymede's continued involvement in the scheme.
- 2.2 The Chief Executive was supportive of the Council continuing to take part in the scheme and we have been asked to confirm that this is still the case. As the original scheme is due to finish in March 2020 the Government has confirmed that funding will be extended into the 2020/2021 financial year on the same basis with the aim of resettling 5,000 refugees. Each Council has been asked to give a pledge on how many refugees they would be willing to resettle.

- 2.3 Runnymede has to date, taken four families, a total of 11 adults and 11 children. The Council has faced challenges in balancing the demand and supply of accommodation for all homeless households but where possible, suitable and appropriate housing has been identified for the families. The ability to take more families is therefore reliant on Council properties becoming available and the capacity of the coordinator. As families become more accustomed to living in the UK their reliance on the coordinator reduces but they still require ongoing support. Based on these limitations it is suggested that the Council pledges to take two families, up to 10 individuals in 2020/21. If there are the properties and capacity to take more families then this will be considered during the year.
- 2.4 The families that have been provided housing in Runnymede have generally settled in very well. The adults are all developing their written and verbal skills through the English as a second language training some of which is accessed at home and others are attending Strode's College. One adult has now found employment and one is doing voluntary work. All the adults are in contact with the Family Support programme employment advisor to support them in getting future employment.
- 2.5 Currently there are children at a range of schools including infant, primary and secondary and one child is at college. In addition, there are 3 children who are too young currently to access education, two of which were born in the UK.
- 2.6 One of the issues with the older children sitting exams is that they are being held back to allow them to catch up. Despite this, one has now successfully got into college and some of the other children are all sitting exams as they should be including GCSEs. Two of the children are due to sit their year 6 SATs exams in May and have been predicted pass grades for all areas.
- 2.7 The Muslim Society from Englefield Green is providing some support with three volunteers active in helping the families access appointments, translation etc. The group has also helped in obtaining furniture as and when needed for new properties.
- 2.8 Royal Holloway University (RHUL) have put together a 'conversation group' which the coordinator has helped to set up. The adults in the family attend twice a week and it is run by some of the students at RHUL where they practice English through informal conversation.
- 2.9 In early February one of the adult refugees sadly passed away due to ongoing health problems. This has been a traumatic experience for the family, but they have been well supported by the coordinator, the Muslim Society and the burial was arranged through the Council's cemetery service.

### 3. **Policy framework implications**

- 3.1 The Council aims to support the vulnerable members of society and the Syrian Refugees are being assisted with their relocation.

### 4. **Resource implications**

- 4.1 There are no resource implications as the scheme is fully funded by the Government's resettlement programme.

### 5. **Legal implications**

- 5.1 There are none identified.

### 6. **Equality Implications**

6.1 The UK Resettlement Scheme is heavily vetted and families with the most urgent needs are provided with the opportunity to resettle in this country. The criteria looks at a number of factors that include the health of all the family members and need for medical attention, likelihood of persecution if they were to stay in Syria and the needs and ages of the children. From an equalities perspective the scheme is positive as it ensures the most vulnerable are given the opportunity to take advantage of resettlement in the UK.

**(To resolve)**

**Background papers**

Letter from the Home Office September 2019

**13. CABRERA TRUST MANAGEMENT COMMITTEE – MINUTES 9 JANUARY 2020 (LAW AND GOVERNANCE, CAROL HOLEHOUSE)**

Attached at Appendix 'G' are the Minutes of the meeting of the Management Committee held on 9 January 2020.

**(For information)**

**Background Papers**

None.

Runnymede Borough CouncilCABRERA TRUST MANAGEMENT COMMITTEE9 January 2020 at 2.30pm

Members of the

Committee present: Councillors P Sohi (Chairman) and C Howorth  
Mr C Hunt (Honorary Secretary)

The following attended in an advisory capacity;

Mr P French, Corporate Head of Financial Services on behalf of Mr P McKenzie, Mr P Winfield, Head of Greenspace, Honorary Wardens: Mrs Lane and Mr Midwinter

**ACTION**1. MINUTES

The Minutes of the meeting of the Committee held on 18 July 2019 were confirmed and signed as a correct record.

2. APOLOGIES FOR ABSENCE

Apologies were received from Councillor J Hulley, Mr P McKenzie (Honorary Treasurer), Mr T Ashby and Mr A Saunders

3. VOLUNTEERS AND ESTABLISHMENT OF A FRIENDS GROUP

The Committee was advised that since the AGM in July 2019 there had been three further volunteer work parties, totalling 48 volunteer hours, where invasive species – Himalayan Balsam and Skunk Cabbage were tackled. In September, the Trust organised a bat walk at the Riverside Walk for volunteers as a small thank you for their efforts and support in the first year. The walk was led by the Surrey Bat Group and was well attended. The lead volunteers had recently arranged a bird walk on 2<sup>nd</sup> May 2020.

At the AGM in July 2019 it was agreed that the possibility of setting up a Friends group should be explored. An initial meeting was held in November, where the benefits and limitations of such a group was discussed and Officers explained the processes involved. An initial public meeting to inform residents of the proposal and an opportunity to become involved would be held on the evening of 3<sup>rd</sup> April at the Virginia Water, Community Centre. Leaflets would be distributed to inform residents of the meeting. Additionally, it was suggested an item in the Connection magazine could also be beneficial. Officers would start the meeting by explaining the history of the Trust land and how it differed from other open spaces regarding management of the site.

Peter  
Winfield/Carol  
Holehouse

The meeting would be followed by the legal process of setting up a constitution for the group. Once agreed practical issues, such as opening a bank account, securing public liability insurance and producing health and safety documentation would follow.

**ACTION**

4. **BYELAWS**

Following discussion at the AGM regarding the byelaws that applied to the Trust's land and which activities were prohibited, the Committee received a copy of the relevant byelaws for information.

Officers would ensure a copy of the byelaws were publicised on the information boards on the Trust land. Once the Friends group was set up it was hoped they would have their own webpage and the byelaws could be included.

Peter Winfield

5. **HONORARY WARDEN**

The Committee was advised that an expression of interest had been received from Mr Beesley for the role of Honorary Warden.

As agreed at the AGM, all the Trust's volunteers were invited to submit an expression of interest in the role by 8 November 2019. One such expression was received by the closing date, from Mr Phillip Beesley who had indicated his willingness to take on the role at the AGM in July. Officers considered that Mr Beesley would make an excellent Honorary Warden and the Committee was asked to approve his appointment to the role.

The Committee was fully supportive of the appointment of Mr Beesley as Honorary Warden. Officers would write to Mr Beesley to confirm his appointment.

Peter Winfield/Carol Holehouse

**RESOLVED that –**

**Mr Phillip Beesley be appointed onto the Cabrera Trust Management Committee as Honorary Warden**

6. **FOREST SCHOOL**

Members of the Committee were asked to review the current arrangements with the Forest School.

The use of Riverside Walk for Forest School activities was first discussed in January 2015. The Committee supported use of the site and agreed that no charge would be made initially but reserved the right to charge in the future. Mighty Adventurers Forest School have held an agreement for the use of the Riverside Walk since April 2015 and it was now an appropriate time for the Committee to review that agreement and

consider whether a charge should now be introduced.

The Committee considered that the Forest School activities benefitted many young people and gave them valuable interest in nature and the Riverside Walk. There were no additional costs to the Council for the Forest School to use the site and Members felt it was a good use of the Trust land. It was noted that the Forest School always left the site in very good order and often undertook litter picking in other areas of the site. Members of the Committee agreed that no charge should be made at this time, but the agreement would be reviewed again in five years.

The Committee reviewed the agreement with regards to permitted and restricted activities for the Forest School. It was noted that permission had been given to the Forest School to light fires using a firepit, but the agreement currently detailed this as a restricted activity. Officers would update the agreement accordingly.

Peter Winfield

Officers were asked to ascertain from Vicki Balaam, if the Forest School was promoted to all local Schools in the Virginia Water area.

Peter Winfield

**RESOLVED that –**

**The Forest School continue to be permitted to use the Trust land for no charge.**

7. DRAFT ANNUAL ESTIMATES FOR 2020/21

The Committee was asked to approve the probable budget for 2019/20 and the draft estimates for 2020/21.

Mr P French on behalf of the Honorary Treasurer reported that the day to day running costs of the site remained relatively static year on year with the biggest cost relating to supervision of the site by Council staff which had reduced for the second year running.

The Trust's main income source was from investments held with the Charities Official Investment Fund (COIF) and the M&G Charifund. Due to the need to withdraw money from these funds each year to cover the running costs of the Trust, there would be a time when this income source would be completely diminished. At the Trust's AGM in July 2019 the Honorary Treasurer had advised that it would therefore be necessary for grant funding to be applied for to cover both the revenue and capital costs over the coming years. Additionally, options for income generation should be explored. It was estimated that an additional £10,000 would be required to be drawn down from the Trust's investment holdings in 2020/21 to offset the net cost of running and managing the site.

It was noted that when the Friends group had been set up, they would

explore fundraising opportunities including; sponsorship, possible stall at Carnival Capers, along with other fundraising initiatives.

**RESOLVED that –**

**The probable budget for 2019/20 and draft estimates for 2020/21 be approved**

8. ANY OTHER BUSINESS

It was suggested that leaflets for the 3<sup>rd</sup> April meeting could be sent to Vicki Balaam for distribution to the parents of children who attended the Forest School.

Peter Winfield

9. DATES FOR MEETINGS IN 2020/2021

The AGM and the July meeting of the Cabrera Trust Management Committee was scheduled to be held in the Committee Room at the Civic Centre on **Thursday 16 July 2020 at 2.30pm.**

The January 2021 meeting was scheduled to be held on **Thursday 7 January 2021 at 2.30pm**

Chairman

(The meeting ended at 3.01 pm)

**14. EXCLUSION OF PRESS AND PUBLIC**

**OFFICERS' RECOMMENDATION that -**

**the press and public be excluded from the meeting during discussion of the following report under Section 100A(4) of the Local Government Act 1972 on the grounds that the report in question would be likely to involve disclosure of exempt information of the description specified in the relevant paragraph 3 of Part 1 of Schedule 12A of the Act.**

**(To resolve)**

**PART II**

**Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection**

- |            |   |             |
|------------|---|-------------|
| a)         | <u>Exempt Information</u>   | <b>Para</b> |
| <b>15.</b> | <b>SIMPLEMARSH FARM</b>   | <b>3</b>    |
| b)         | <u>Confidential Information</u><br>(No reports to be considered under this heading) |             |