



Community Services Committee

Thursday, 10 November 2022 at 7.30 pm

**Council Chamber, Runnymede Civic Centre,
Addlestone**

Members of the Committee

Councillors: C Howorth (Chairman), S Walsh (Vice-Chairman), A Balkan, T Burton, D Clarke, V Cunningham, S Dennett, S Jenkins, A King and C Mann

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

- 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 C Pinnock, Democratic Services Section, Law and Governance Business Centre, Runnymede Civic Centre, Station Road, Addlestone (Tel: Direct Line: 01932 425627). (Email: clare.pinnock@runnymede.gov.uk).**
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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

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Part I

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

1. **Notification of Changes to Committee Membership**
2. **Minutes** 4 - 19

To confirm and sign, as a correct record, the Minutes of the meeting of the Committee held on 15 September 2022 (Appendix 'A').
3. **Apologies for Absence**
4. **Declarations of Interest**

Members are invited to declare any disclosable pecuniary interests or other registrable and non-registrable interests in items on the agenda.
5. **Community Safety Annual Report 2021-2022** 20 - 29
6. **Chertsey Museum, the Runnymede Borough Museum and Accreditation Renewal** 30 - 74
7. **Safeguarding Policy Review** 75 - 130
8. **Social Prescribing Update** 131 - 137
9. **Fees and Charges Community Services** 138 - 156
10. **Chertsey Meads Management Liaison Group Minutes** 157 - 162
11. **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 exempt information of the description specified in 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

12. **CCTV Opportunity** 163 - 166

Runnymede Borough Council

Community Services Committee

Thursday, 15 September 2022 at 7.30 pm

Members of the Committee present: Councillors C Howorth (Chairman), A Balkan, T Burton, D Clarke, V Cunningham, S Dennett, S Jenkins, A King, C Mann and J Wilson (In place of S Walsh).

Members of the Committee absent: Councillor S Walsh (Vice-Chairman).

In attendance: Councillor T Gracey.

183 Minutes

The Minutes of the meeting held on 16 June 2022 were confirmed and signed as a correct record.

184 Declarations of Interest

Councillor T Burton declared a non registerable interest in the item on Aviator Park Skate Park, arising from her association with one of the complainants. Councillor Burton left the room for this item.

185 Runnymede Family Support Programme Update

The Committee received for information, a report from Surrey Heath Borough Council's Family Support Programme Manager about the operation of the Family Support Programme delivered across the two boroughs and funded by the County Council.

The Committee was advised that the programme had worked with 78 families across Runnymede in 2021/2022, equating to 273 adults and children, making a total of 636 families since the service first began in 2013. Each of the three family support co-ordinators had a caseload of between 10 and 12 families, reporting to a senior co-ordinator, whose caseload was up to 6 families so they could support the three co-ordinators if needed. There was also an administrator and a manager for the team.

Members reviewed the statistics for outcomes used to measure the successful interventions in all aspects of people's lives, noting the high regard in which the Programme was held both by the supported families and professional partner organisations.

The annual budget from the County Council was £320,928 covering both boroughs and it was hoped this would continue when the funding was next reviewed in March 2023.

The Committee welcomed the news that Officers planned to expand their work to deliver group sessions such as parenting courses, and others specifically for teenagers and youth work from aged 12 years plus.

The Committee thanked Officers for an informative and positive report.

186 Refurbishment of Tennis Courts an Increased Participation Project

The Committee was asked to consider an opportunity to secure funding for a significant investment into the borough's outdoor facilities for tennis via funding from the Lawn Tennis

Association (LTA). It was proposed that the Council would enter into an agreement with them to deliver the project.

Following an inspection by the LTA, the five sites that would benefit were Gogmore Farm Park, Ottershaw Memorial Fields, Victory Park, Chertsey Recreation Ground and Heathervale Recreation Ground. Subject to funding being secured, each would have access gates installed and use the LTA's ClubSpark booking platform. The Council would manage the court bookings in-house and an external tennis provider would deliver coaching at each venue. Members were content with this approach.

The Committee was fully supportive of the initiative which the Council's Leisure Client and Development Officer had actively pursued. He was commended for work undertaken so far to bring this exciting project to realisation. Members agreed this actively met the Council's ambition with regard to the Health and Wellbeing Strategy.

The Committee agreed that improving tennis facilities would benefit people of all ages and abilities as well as having access for disabled people and opportunities for more community use. To that end Officers would work with local Community Groups such as the club at Gogmore Farm Park who regularly used the tennis courts.

Flexibility in service provision and delivery was emphasised within the criteria set by the Lawn Tennis Association with whom the Council would enter into partnership for the project. It was agreed to enquire of the LTA whether there was any flexibility to have other activities similar to tennis such as pickleball, providing the tennis court markings were the permanent ones.

Members noted that Corporate Management Committee's approval would be required for some of the financial aspects of the project. These were to approve a Capital Estimate in the sum of £168,000, to be funded by the grant awarded by the Lawn Tennis Association, and approve the creation of a new earmarked reserve and an annual transfer of any unused court maintenance works associated with the courts.

Members approved the proposed charging structure and budget, which would be flexible enough to encourage participation by low income families and the disabled as well as promoting opportunities for other people with protected characteristics.

Expenditure	Cost per annum
General Maintenance Reserve Contribution	14,400
Gate maintenance & Data contract	3,007
ClubSpark transaction fees	1,812
LTA Venue Registration Fee	660
Marketing Budget	1,000
Contingency Budget	3,221
Tennis Equipment Scheme	3,400
Community Coaching Budget	5,000
Expenditure total	32,500
Income	
Plausible income from Season Pass sales (£36 - 400 sales)	14,400
Plausible income from P&P bookings (£5-3320 sales)	16,600
Coaching profit (minimum)	1,500
Income Total	32,500
Net Cost	Nil

The Committee agreed that a £5 charge for Pay and Play and an annual household charge of £36 was reasonable, with free tennis being offered to households in receipt of universal

credit; other benefits would also be taken into account. The charging structure was necessary so that the sites could be maintained to the required standard.

The legal and equalities implications were noted, including the full Equalities Impact Assessment highlighting the positive outcomes expected for people with protected characteristics.

Members approved that delegated authority be granted to the Chief Executive, in consultation with the Chairman and Vice-Chairman of the Community Services Committee, once full details had been received and considered.

RESOLVED that –

- i) the Council enters into a partnership arrangement with the Lawn Tennis Association (LTA), in order to secure funding for the refurbishment of the Council’s Park tennis courts;**
- ii) Corporate Management Committee be requested to agree a Capital Estimate in the sum of £168,000 for the works to the courts, to be entirely funded from the grant awarded by the LTA;**
- iii) the proposed charging structure be approved and the proposed project budget if funding is successful;**
- iv) Corporate Management Committee be requested to agree to the creation of a new Earmarked Reserve and an annual transfer of any unused court maintenance budget into it to specifically fund the future maintenance works associated with the courts; and**
- v) subject to the proposed terms not requiring the Council to incur any expenditure beyond that approved, this Committee is requested to delegate authority to the Chief Executive, in consultation with the Chairman and Vice-Chairman of Community Services Committee, to enter into an agreement with the Lawn Tennis Association once full details have been received and considered**

187 Safer Runnymede Annual Report

The Committee received for information the annual report on the operation of Safer Runnymede, principally its CCTV. This included detailed information on the team’s accreditation and standards as well as partnership work, particularly with Surrey Police.

Members noted the key role Safer Runnymede played in the Community, with the fixed CCTV accessible cameras as well as redeployable units, located where it was safe to do to respond to particular local issues and incidents. These had increased significantly since Safer Runnymede had started back in 1997, with the total number of incidents in 2021 standing at 7274 for both Runnymede and Spelthorne.

The number of visits from the Police and provision of stills and videos to them had decreased now that Safer Runnymede’s embedded devices were linked to a forensic video portal installed at Police locations.

Officers confirmed that it was not possible to provide more information about incidents recorded on CCTV leading to arrests, as this was held by the Police with no formal process to share such information.

The Committee was pleased to note the positive feedback from partners and wished to

thank all the staff in Safer Runnymede for their contribution to what was such a highly regarded and valued service in the Council.

188 **Cabrera Trust Management Committee AGM and Ordinary Meeting**

The Minutes of the AGM and Ordinary meetings of Cabrera Trust Management Committee held on 14 July were received and noted. Attached at Appendices A and B.

189 **Exclusion of Press and Public**

By resolution of the Committee, the press and public were excluded from the remainder of the meeting during the consideration of the remaining matters under Section 100A (4) of the Local Government Act 1972 on the grounds that the discussion would be likely to involve the disclosure of exempt information of the description specified in paragraphs 1, 3 and 5 of Schedule 12A to Part 1 of the Act.

190 **Virginia Water Football Club Lease**

The Committee's approval was sought to renew the lease to Virginia Water Football Club, incorporated as a Community Interest Company in August 2020, for their use of part of King George V Playing Field. The Field was protected by Fields In Trust, a charity designed to protect parks and green spaces in the UK.

Members recalled the purpose of the King George V Playing Fields status, created as a national memorial to His Late Majesty King George V, who throughout his reign encouraged the development of playing fields to provide children and young people with spaces to learn and develop in an urbanised world. Use by the football club was therefore considered suitable use.

Members were advised of the agreed terms of the lease as set out in the report. These were approved.

Officers confirmed that the lease was separate from the forthcoming application for Rent Grant Aid to be determined by the Corporate Head of Community Services and reviewed annually.

The Committee noted the activities directed towards the areas of women's football and youth development which were to be encouraged.

RESOLVED that –

- i) **the draft terms highlighted in this report which are agreed for the letting the demise currently occupied by Virginia Water Football Club, be approved; and**
- ii) **delegated authority for the overall sign off of the lease ensuring compliance with Section 123 of the Local Government Act 1972 is achieved be given to the Chief Executive and Assistant Chief Executive in consultation with the Chairman and Vice-Chairman of Corporate Management Committee and the Chairman and Vice-Chairman of this Committee and the Corporate Head of Assets & Regeneration**

191 **Eileen Tozer Social Centre Addlestone 2**

The Committee's approval was sought to recommend to Corporate Management Committee one of two options regarding the re-location of some of the services provided at the Eileen Tozer Social Centre to Addlestone Community Association's (ACA) Centre.

The Eileen Tozer Centre was located opposite the Council's Civic Centre and part of the area known as Addlestone 2. Members were aware this was an identified site for redevelopment and enhancement of Addlestone's facilities. It had been closed since the start of the pandemic and Officers felt it a timely moment to consider how best to proceed.

The Committee was given a choice of two service delivery models; either 3 day or 5 day provision and chose the greater level over 5 days per week, initially in Addlestone, but with the option to, if feasible, share the provision between Addlestone and Chertsey, should a suitable location be identified and there being sufficient demand to justify it.

The Committee was keen for the new service to still appeal to the current client base in terms of providing a hot meal and somewhere for active, older people to socialise. The cost of living was also a determining factor to support the more vulnerable members of the community with a service that was well used and well regarded when based at the Eileen Tozer Centre. It was noted that service delivery options including menus and which services could be re-provided were to be finalised with the Community Association.

Members noted the financial, legal and equalities implications as set out in the report, including the need for a full impact assessment, which was currently being prepared.

As part of a broader commitment to supporting the role of ACA within Addlestone, to provide greater resilience and capacity, as well as to support the development of the new service offer, Members agreed to recommend to Corporate Management Committee a grant in the sum reported per annum, for a period of 2 years, to ACA. This would enable them to fund an Administrator/Coordinator post and to have paid staff in their coffee shop to deliver the meal provision.

Members noted that it would not be intended for the Council to continue to provide grant funding beyond the two year period. The intention would be to support ACA in attracting additional bookings and hirers to the Centre, and also to establish their future community coffee shop. This would also generate income to promote the organisation's sustainability.

The Committee recognised that ACA would also have their own set up costs to facilitate the relocation of service provision from Eileen Tozer, therefore, a one off grant in the sum reported was awarded, to be funded by the existing 2022/2023 Community First budget.

The Committee was pleased by the potential to work in partnership with a local voluntary sector partner, with service moving away from Eileen Tozer Centre and into Addlestone Community Centre. It was an opportunity to take a step forward in reopening day centre services locally, in the development of the Addlestone 2 site and in promoting the sustainability of a key local organisation.

A report on use in the interim period and long term of the Eileen Tozer Social Centre would be provided to Corporate Management Committee at a later date once further progress had been made with details, costed proposals and plans. Members were keen for opportunities to develop projects of benefit to the wider community were taken. These would emerge from an assessment of need and feasibility studies.

RESOLVED that –

- i) Members support the discussions with health partners relating to the potential redevelopment of the site identified as Addlestone 2;**
- ii) Corporate Management Committee be recommended to approve the relocation of service provision from Eileen Tozer Centre to Addlestone Community Centre providing:**
 - b) the five days per week service delivery model as set out,**

with a request for a supplementary budget estimate in the sum reported

- iii) **a supplementary budget estimate in the sum reported per annum for 2 years is grant aided to Addlestone Community Association, to support the development of a local community asset; and**
- iv) **in addition to iii), a one-off grant in the sum reported to Addlestone Community Association be approved, in recognition of their set up costs in facilitating the relocation of the Eileen Tozer Centre service, funded by existing budgets.**

192 CCTV Services to Hart and Rushmoor Borough Councils

The Committee's approval was sought for the Council's Safer Runnymede Service to enter into a service delivery contract with Rushmoor and Hart Councils for the provision of CCTV monitoring and maintenance.

Members reviewed progress towards going live with the proposals agreed at the last meeting of the Committee in June 2022. Officers had been working with service suppliers and been assured that these would be in place by October 2022.

The final draft of the contract had been agreed and Members noted the financial and legal implications set out in the report.

The Committee agreed this was a positive step forward and looked forward to further partnering opportunities in due course. Officers were congratulated for their efforts.

RESOLVED that –

entry into a contract with Rushmoor and Hart Councils for the provision of CCTV monitoring and maintenance, be approved

193 CCTV Opportunity

The Committee's approval was sought to sign draft Heads of Terms for a forthcoming CCTV monitoring services contract with another local authority in Surrey.

The Committee recalled Safer Runnymede's ambition to generate income so as to reduce the Council's subsidy of this discretionary service.

Another opportunity to do so had presented itself with an approach from another local authority in Surrey and it was felt beneficial to enter into Heads Of Terms now which could also assist in the future if more potential partners came forward to utilise Safer Runnymede's services.

The financial and legal implications were noted as set out in the report, including the intention to move towards a cost neutral budget.

Members welcomed this new opportunity and looked forward to a progress report in due course.

RESOLVED that –

the continued work by Officers in engaging with the Borough Council mentioned in the report on potential CCTV monitoring services, and signing of Heads of Terms, be approved

194 School Transport Service

Following on from a number of previous reports and decisions regarding the School Transport Service, emerging from the legacy Yellow Bus Service, the Committee, was asked to make a recommendation to full Council about its future.

Members were referred to previous debate and details as to how the full-service model would work and how the three options before them had been arrived at.

Members were advised that after the Council's decision to proceed with a service in 2020, Officers worked on the implementation of an in-house service model, as part of an integrated offer within the Council's Community Transport service. This proved very challenging for a number of operational, financial and logistical reasons. The model reached the point of procurement of vehicles. However, the impact of the pandemic and supply chain issues in relation to build of ordered vehicles, resulted in successive delays to commencement of the service.

Therefore, Officers reviewed the options and viability of the service, bearing in mind the Council's financial position post pandemic, together with the consequence of parents and children making alternative travel arrangements to school, some as a result of changes within homes and communities.

As a result, Full Council in July 2021, approved cancelling the procurement arrangements relating to the leasing of 7 x Community Transport vehicles, and resolved that delivery of any future service be delayed until September 2022, at the earliest, to allow Officers to consider service options and also other opportunities to support children and young people in the borough. For example:

- Provision of play area equipment
- Provision of other recreational equipment
- Access to sport and leisure activities either at a concessionary rate or free at the point of access
- Provision of new/support for existing diversionary activities aimed at children and young people
- Support to voluntary and community organisations in the development of activities and leisure opportunities for children and young people.

The Committee was presented with three options:

1. To discontinue the service and re-allocate some or all of the budget previously agreed to provide a school transport service to Community Services to develop leisure and recreation opportunities for children and young people in the borough in line with the Council's Health and Wellbeing Strategy
2. To provide a reduced targeted school transport service to children and young people as referred by local schools, and allocate any budgetary underspend to deliver some of the priorities in the Health and Wellbeing Strategy.
3. To revert to the original decision and proceed as previously agreed by full Council in September 2020 to provide a full school transport service.

The Committee was advised that no school transport had been provided for two full academic years and with the likely lead in time being a further two years the relevance of the service was questioned. Members generally agreed that those children and families who previously accessed the service appeared to have adapted to there being no service

and like pupils new to secondary schools in Runnymede had made alternative arrangements. This was also the case for children transferring to secondary schools in the 2022/2023 academic year. Nevertheless it was acknowledged that had a service been available, potentially children and families may have chosen to access it.

Some Members were concerned that children most in need of the service and least able to afford other means of transport would be disadvantaged. However, other Members reported receiving no feedback to this effect, noting the assistance available from the County Council in this regard.

In terms of financial viability, some Members recognised that the Council's subsidy per pupil, which could be even higher in the future, was already excessive. The section 106 monies had long since disappeared to fund the original 'yellow bus scheme', leaving a larger shortfall to make up.

The majority of the Committee considered that the subsidy assisted fewer children and young people (250) than using the budget to develop the Council's Health and Wellbeing strategy, which would be of wider community benefit. It was noted that delivering the service was also likely to cost more, primarily fuel, and procuring vehicles. There was also the cost of re-grading the Community Transport drivers to reflect the development of their role and aid recruitment. Therefore provision of the future school transport service was very expensive in the current climate.

A number of Members also considered the detrimental effects on the environment of using diesel vehicles, about which there was currently no choice and in the context of climate change, the benefits of walking and cycling to school, supporting the Active Travel opportunities, for which funding could be available. Other considerations were discussions about the wider Community Transport service across Runnymede and Surrey Heath, the role and feedback of the County Council with whom the Council was currently contracted to provide other bus services. The latter were under review and would be discussed at the Health and Wellbeing Member Working Party in due course. The County Council had also observed no significant demand for public transport at peak school times with the demise of the school transport scheme.

Members were reminded that, when fully up and running, this service was estimated to cost in excess of £250,000 in a full year with plenty of risk surrounding that figure, all of which were set out in previous reports to committee. In addition, there was significant risk to this figure with potential additional lease costs increasing this by £70,000+ before any other inflationary effects were taken into account.

Officers advised that, by the time the new vehicles were estimated to arrive this service would have been off the road for nearly 4 years in which time new parents would have found alternative transportation arrangements and a majority of old users would have left school. If the scheme was to progress as originally agreed, a fresh data collection exercise would be needed to assess the likely take up to ensure that the proposals were still viable. Some Members expressed concern that schools had not been consulted further prior to the report being submitted.

The Committee noted the legal implications set out in the report. Principally, that the Council was under no legal duty to provide a school transport service. The legal liability for such provision rested with the Local Education Authority and was subject to eligibility criteria.

Members noted that Officers would, in due course, provide Corporate Management Committee with a report setting out how to utilise the budgeted sum of £215,000, with a view to improvements in parks and play areas to be discussed by the Health and Wellbeing Member Working Party

The Council's Equalities Group had advised that a Full Impact Assessment would be required, to be considered by full Council.

Members were conscious that in making a recommendation, the Council still had an underlying budget deficit of approximately £2m a year to be addressed.

Recommend to Full Council that:

the previously agreed discretionary school transport service is not to proceed, and that from the budgeted sum of £215,000, as determined by Corporate Management Committee, an agreed sum is allocated to Community Services for the development of leisure and recreation opportunities for children and young people across the borough

A named vote was requested and the voting was as follows:

For: (8) Councillors A Balkan, T Burton, D Clarke, V Cunningham, S Dennett, C Howorth, C Mann, J Wilson.

Against: (2) A King and S Jenkins.

This being the case, and in accordance with Standing Orders, the other options (two and three) 'fell' and did not need to be voted on.

195 **Aviator Skate Park and Wider Skate Park Facilities - Urgent Item Part II**

The Committee recalled that in 2021, a case was brought against the Council by residents, namely, the identification of a statutory noise nuisance in relation to the skateboarding facilities at Aviator Park (formerly the Marconi Sports Field), in Addlestone.

Residents sought closure of the skateboarding facilities because of the noise nuisance, whilst Members had sought for the facilities to remain, based on the wider benefit to residents of all ages. Officers had sought to negotiate with the residents to reach a suitable compromise but this had not been possible to achieve.

Residents had then entered a legal process in relation to a statutory noise nuisance relating to the use of the skate park which reached a conclusion on 7th September 2022, when the judge passed a final verdict. This was in the form of an abatement order, the draft of which was noted by the Committee. This restricted use of and access to the skatepark.

The Committee agreed that to comply with the notice it was not worth keeping the skate park in its current location. Instead the option to improve and re-open the facility at Heathervale Recreation Ground should be taken, subject to identifying how this could be funded.

Officers detailed the costs which would be incurred in removing the skatepark from Aviator Park. One indicative quote sought in November 2021 priced the work required in the sum reported. The works would include removal of both the skate park equipment (ramp) along with the concrete square within the park. Once clear, options for alternative use of the open space at Aviator park could be considered which the residents would find more acceptable. This was a piece of work to be investigated in the medium to long term. However, the Committee agreed that should the Council be unable to fund the replacement or re-provision of skate facilities, it was recommended that works to preserve the skatepark at Aviator Park be undertaken, on the basis that removing further recreational facilities, without alternative would have a further negative impact on residents.

On the basis of there being existing provision at Heathervale that needed replacement, the report completed by Maverick, provided to the Committee in full, and the initial feedback

from Police colleagues, Members considered the opportunity to improve those facilities should be taken. Therefore, it was agreed that approval of a supplementary capital estimate should be requested of Corporate Management Committee, in the sum reported, for the replacement of the skateboarding facilities at Heathervale Park.

Members were advised that the sum requested for the removal of skateboard facilities at Aviator Park was unbudgeted and therefore Corporate Management Committee would need to approve a supplementary revenue estimate. This was accepted and agreed accordingly.

The Committee further noted that there was no budget in the Capital Programme for the replacement of skateboard facilities at Heathervale Park. There was however a budget for play area replacements which could be utilised for this requirement. This would leave a sum as reported, unbudgeted. Therefore Members agreed to this course of action, and that Corporate Management Committee be requested to approve a supplementary Capital estimate. Officers would investigate how to resource the additional sum needed.

An Equality Screening Assessment was being undertaken and referred to the Council's Equalities Group for their comments, prior to consideration by Corporate Management Committee. Officers sought to make Heathervale's facilities accessible for as many users as possible.

The Committee discussed how potential anti-social behaviour could be addressed and instructed Officers to conduct a costed site specific survey with regard to potential provision of CCTV at Heathervale Recreation Ground.

Officers advised that they would look at leisure provision at Heathervale including future play equipment and activities, and other sites in the borough as part of the wider play area review to be considered by the Committee at a later date, via the Health and Wellbeing Member Working Party.

RESOLVED that –

- i) Members recommend to Corporate Management Committee that:

 - a) A supplementary capital estimate in the sum reported be approved for the replacement of skateboard facilities at Heathervale Park subject to Officers confirming financing arrangements; and**
 - b) A design and build contract with an estimated total contract value of no more than the sum reported is procured using the ESPO framework 115 Outdoor Play and Lot 6.1 in-situ concrete BMX/ skate parks;****
- ii) Members recommend to Corporate Management Committee that a supplementary revenue budget in the sum reported be approved for the removal of Aviator Skate Park; and**
- iii) Members recommend to Corporate Management Committee the full closure of Aviator Skate Park on a temporary basis, from October 5th 2022, until such time as the skatepark facilities are removed**

(The meeting ended at 9.45 pm.)

Runnymede Borough Council**Cabrera Trust Management Committee AGM****Thursday, 14 July 2022 at 2.30 pm**

Members of the Committee present: Councillors C Howorth, J Hulley, P Beesley and P Grobien.

Members of the Committee absent: Councillors D Coen, T Ashby and H Lane.

1 Minutes

The minutes of the last AGM held on 2nd September 2021 were confirmed and signed as a correct record.

2 Apologies for absence

Apologies of absence were received from Councillor D Coen, Darren Williams, Mr T Ashby and Mrs H Lane

3 Chairman's opening remarks

Councillor Howorth welcomed members of the public to the 2022 Annual General Meeting of the Cabrera Trust. The Cabrera Trust land was considered an important part of the Virginia Water Community.

Thanks were given to the volunteer group who kept the Trust land at such a high standard. Special thanks were passed to Pam Thomas who had set up and continued to organise the volunteer group.

The purpose of the Annual General Meeting was to inform local residents of how the Trust had managed the land and how its fund had been spent over the past year, together with a formal report on the current state of the Trust's accounts. The meeting would include a discussion forum, during which residents could ask questions of the Trust Members.

The Cabrera Trust was constituted by Deed of Trust, as amended by a scheme made by the Secretary of State for Education and Science, dated 24 March 1972, and was a registered charity. Runnymede Borough Council was the Trustee.

The Trust was responsible for the management of the open space playing area on Cabrera Avenue and approximately 52 acres of land alongside the River Bourne, known as the Riverside Walk. It was also responsible for the administration and use of the Trust funds.

The Trust Deed required that the Riverside Walk was maintained for the exercise, recreation and benefit of the inhabitants of Virginia Water and the neighbourhood, and the open space on Cabrera Avenue was to be used as a public recreation for the benefit of the same area.

The Management Committee had been set up by the Trustee to provide a clear local focus for the management of the Trust land. The Management Committee comprised of the three Virginia Water Councillors, together with two Council Officers, acting in the capacity of Honorary Treasurer and Honorary Secretary. In addition to this, the Committee had four co-opted members: Mr Ashby, Mr Beesley, Mr Grobien and Mrs Lane. The Chairman thanked the co-opted members for all their help and support over the past year.

4 **Annual report**

Honorary Treasurer's Annual Report

The Honorary Treasurer reported that during the last financial year the Trust had seen a loss of £9,574. On 31st March 2022 the investment value in the M&G Charifund was £130,745. On Friday 8th July 2022 the investment value was £112,500. Additionally due to the shares in Charities Official Investment Fund (COIF) now all being sold the Trust was losing dividend income. The average cost of running the Trust land was approximately £9,000 per annum therefore the funds would only last a maximum of 10 years.

It was noted and agreed that this wasn't sustainable, and the Friends group would need to be set up soonest to generate funding. Mr Beesley reported plans were in place to set up the Friends group in Spring 2023. Mr Beesley mentioned he had had a good working relationship with previous Officers and wanted to have a similar link with new Officers going forward. Officers reported that the Council were currently recruiting, so therefore, it was suggested that Councillor Howorth be a contact between Officers and the Volunteer Group/Honorary Wardens in the interim.

5 **Annual inspection of the Trust land**

Officers reported that several points noted during the annual inspection several actions had been completed.

- The Oak Processionary Moth had been treated and the nests removed
- The nettle overgrowth at the entrance to the Trust land had been removed
- The Forest School was hoping to restart in September 2022
- The mound of fallen trees/twigs had been removed from the southern part of the stream
- The hole in the composite boardwalk had been repaired

A boundary inspection would be undertaken in the future.

6 **Discussion forum**

It was reported that some graffiti had recently appeared on the numbered uprights on the Trust land. The Committee was advised that the Council could get this removed by external contractors but there would be a cost. Phillip Grobien was happy to remove this if he was able to in the first instance. Both Phillip Beesley and two members of the volunteer group in attendance said they would help. The Committee was advised the Green Space team had graffiti wipes which they were happy to supply the volunteers with to aid removal. The group would go back to Council Officers to arrange removal if they were not able to remove effectively.

A member of the public reported that she had a tree coming through her fence from the Trust land. This was breaking her fence and leaning onto her neighbour's summer house. Officers would arrange to meet with the resident and look at rectifying, it was noted that this

would most likely need a contractor to undertake this work.

It was agreed that preserving the habitat was paramount and expert advice would be taken to ascertain when intervention was needed along with level of intervention to ensure the natural environment of the land was retained. With regards to cleaning out ditches, the volunteer group were happy to undertake this work when needed.

Encroachment on the Trust land was discussed. As previously agreed, a boundary review would be undertaken. Any property owner who was found to be encroaching on the Trust land, would be given the opportunity to reverse the encroachment in the first instance (this included owners who had placed debris or fly tipped from their property onto the Trust land) if the owner did not rectify then legal action would be taken.

Generally, it was felt that the volunteers had had a good year. Matthew Godfrey (Tree Officer) was thanked for all his excellent help and support. Thanks, were also given the Egham and Staines Conservation Volunteers who had also worked on the Trust land. Generally, it was felt that a lot of progress had been made this year.

Coppicing work needed would be looked at in the Autumn.

Thanks were passed to all volunteers, Officers for all their work relating to the Trust which was an asset for Virginia Water and Runnymede residents in general.

(The meeting ended at 3.08 pm.)

Chairman

Cabrera Trust Management Committee

Thursday, 14 July 2022 at 3.20 pm

Members of the Committee present: Councillors C Howorth (Chairman), J Hulley (Vice-Chairman), P Beesley and P Grobien.

Members of the Committee absent: Councillors D Coen, T Ashby and H Lane.

1 Election of Chairman

Councillor Howorth was elected as Chairman for 2022/23.

2 Election of Vice-Chairman

Councillor Hulley was elected as Vice- Chairman for 2022/23.

3 Minutes

The minutes of the meeting held on 6 January 2022 were signed and confirmed as a correct record.

4 Apologies for Absence

Apologies were received from Councillor D Coen, Mr T Ashby and Mrs H Lane

5 Actions since the last meeting

The Committee discussed that following the resignation of Mr Andrew Saunders, another Honorary Warden was needed. Pam Thomas would speak to the volunteer group to ascertain if anyone in the group would be interested in taking on this role.

It was reported the wildflower work had been well attended. The expert had commented on the diversity of the land and the health of the vegetation.

The Friends Group would be set up in April 2023. Mr Beesley had received documentation regarding setting up the Group from previous Officers but would like to meet with Officers again prior to April 2023 to discuss in more detail. The Group would need a Secretary and Treasurer. They had a volunteer who had already indicated they would be interested in taking on the Treasurer role. A launch meeting would be held next April and the Community Centre who had offered use of the centre F.O.C.

The Committee discussed grant funding and utilising the Council's Bid Officer expertise. Officers advised the Committee that they would be able to seek assistance from the Bid Officer on how to navigate funding and managing forms, but any funding bids would be more successful coming directly from the Friends Group rather than from the Council.

There hadn't been a stall at the Jumble Trial this year, but it was felt this would be particularly beneficial next year when the Friends Group had been set up. It was a fantastic opportunity to promote and obtain funding.

It was generally felt that with the exception of the Trust's finances the Trust was in a good place. With regard to funding the Committee discussed various possible avenues of funding including:-

- Obtaining funding through the Virginia Water Neighbourhood Plan.
- The possibility of obtaining CIL funding from proceeds of development around Virginia Water
- Wentworth Resident's Association be approached regarding short term funding.
- Funding from Surrey County Council from Councillor Hulley's SCC allocation. This funding was, however, only available for a specific project but it was agreed the upcoming coppicing work would be a suitable project for such funding.
- Your Fund Surrey – offered significant funding for high level projects

The Committee was keen to set up plans for management, to make best use of volunteers, Friends Group and funding opportunities. It was therefore agreed that the Management Plan should be revised. As the present Honorary Secretary Darren Williams would be responsible for this and Officers were asked to Darren to look into this and provide the Chairman with an update on progress by the end of September. When complete it was requested that the updated plan was circulated to all Members of the Committee by email.

6 **Dates of future meetings**

The next meeting of the Management Committee is due to be held on Thursday 5 January 2023 at 2.30pm.)Due to the possibility of an increase in Covid cases over the winter period the possibility a MS Teams meeting would be considered nearer the time if necessary)

The Summer meeting of the Cabrera Trust Management Committee and the AGM will be held on Thursday 13 July 2023 at 2.30pm

(The meeting ended at 3.52 pm.)

Chairman

Community Safety Annual Report 2021/2022, (Community Services, Kate Walker)

Synopsis of report:

To present the Annual Report on Community Safety for 2021/2022. This was also reported to the Crime and Disorder Committee in October 2022.

Recommendation(s):

None. This report is for information.

1. Context and background of report

- 1.1 This report provides information for The Community Safety Partnership (CSP) which is the statutory partnership under The Crime and Disorder Act 1998 and The Crime & Disorder Committee of Runnymede Borough Council which has responsibility for the overview and scrutiny of Community Safety matters in the Borough.
- 1.2 In a Two-Tier Authority area such as Surrey, there is a requirement to have a County-level strategy group to add value and coordinate County wide activities on common themes. This role is fulfilled by the Health and Wellbeing Board (HWBB) following a merger with the Community Safety Board (CSB) in March 2020.
- 1.3 As part of the new governance the HWBB are responsible for the development and delivery of a Community Safety Agreement (CSA). The Agreement's aim is to set out how the responsible authorities will work together to identify and address shared priorities in relation to reducing crime and disorder. In December 2020 the Health and Wellbeing Board agreed the partnership vision;

The Community Safety vision for Surrey is to ensure that we;
 - Protect our most vulnerable from exploitation
 - Protect our communities from harm
 - Empower communities to feel safe
- 1.4 The HWBB will develop an implementation plan, looking to work closely with the Community Safety Partnership to support and guide them. The Agreement is not a document to hold the local partnerships to account but reflects their local priorities. It is expected the local Community Safety Partnership's plans will echo the agreement but maintain their localism.
- 1.5 This report documents all aspects of the work performed within Community Safety. Much of what the service deals with must remain confidential as it involves Police operations and actions by other enforcement agencies. However, all partners are working together to address local problems and share information in accordance with the agreed County wide multi-agency information sharing protocol (ISP).
- 1.6 The partnership has four main areas of activity. These include addressing problems caused by identifiable individuals; addressing problems which occur at identified locations, support for ongoing projects and diversionary activities and support for new projects which are likely to benefit community cohesion.

2. Funding

- 2.1 Runnymede Borough Council continued to contribute £2,900 to the Community Safety Partnership for use of Joint Action Group (JAG) priorities, including the data package for one deployable CCTV camera, located within a Public Space Protection Order (PSPO) area, and purchase of additional PSPO signage for both the Addlestone and Englefield Green PSPOs.
- 2.2 The Office of the Police and Crime Commissioner (OPCC) provided funding of £1,500 (alongside £1,000 carried forward from the last financial year) towards items for the Runnymede Junior Citizen event.
- 2.3 The Runnymede Community First Panel within Runnymede Borough Council provided funding of £2,500 towards items for Junior Citizen.
- 2.4 The combined total of £5,000 for Junior Citizen was used to purchase items to make up a goodie bag for each of the children who attended the event rather than a handbook. These items included drawstring bags, badges, stickers, and pencils.
- 2.5 These items were provided alongside agency leaflets and handbooks purchased previously through Child Safety Media. These books remained from last year's cancelled event (due to COVID-19) and surplus books from previous events.

3. Community Safety Partnership

- 3.1 Surrey's shared community safety priorities have been incorporated into the Health and Wellbeing Strategy as follows:
 - Domestic Abuse (Priority One: Helping People Live Healthy Lives)
 - Drug and Alcohol Abuse (Priority One: Helping People Live Healthy Lives)
 - Prevent (Priority Three: Supporting People in Surrey to Fulfil their Potential)
 - Serious Youth Violence (Priority Three: Supporting People in Surrey to Fulfil their Potential)
 - ASB Strategy Group (Priority Three: Supporting People in Surrey to Fulfil their Potential)
 - Tackling High Harm Crime will be delivered by the Serious and Organised Crime Partnership
- 3.2 The Runnymede Community Safety Partnership (CSP) supports these priorities and also set local priorities to ensure that the issues affecting the local area are at the forefront of the partnership's delivery plan. There are three overarching priorities for the Runnymede CSP which are:
 1. To reduce crime and antisocial behaviour by tackling offenders, reduce reoffending and to support vulnerable victims and area.
 2. To protect the most vulnerable individuals from high harm and abuse.
 3. To maintain public confidence by making residents feel safe and secure

4. Prevent

- 4.1 Surrey County Council acts as the strategic lead on Prevent delivery within Surrey although local authorities and their partners must still have due regard to the need to prevent people from being drawn into extremism. Channel Panel meetings are held

monthly, and the Prevent Executive Group (PEG) meetings are held quarterly, with Runnymede having representation at each as required.

- 4.2 The Channel process sits within the Pre-Criminal space prior to any illegal activity taking place so is predominantly a safeguarding mechanism which supports individuals who are vulnerable to radicalisation. The multi-agency panel is arranged and chaired by Surrey County Council with relevant agencies invited to attend on an individual case basis. Therefore, Runnymede Borough Council only has representation at the Channel Panel if it is discussing an individual from the Borough.
- 4.3 During 2021/22 there were 6 Prevent referrals from Runnymede with 4 cases signposted to support services with 2 cases progressing to Channel Panel with support provided.
- 4.4 A refresh of the Council Prevent strategy was commenced with training for Council staff to be arranged at a later date once the strategy has been finalised.

5. Domestic Abuse

- 5.1 The RCSP continued to raise awareness of Domestic Abuse and support services available to victims along with mitigating further risk of harm to victims and families.
- 5.2 Runnymede joined forces with Elmbridge, Spelthorne, and Epsom & Ewell CSPs, as well as the North Surrey Domestic Abuse Service and Surrey Police to provide 2 “Ask Me” webinars, in September 2021 and March 2022.
- 5.3 The Domestic Abuse Outreach service continued to be provided by YourSanctuary who received 584 referrals for the Runnymede area during 2020/21. Due to ongoing COVID-19 measures, the Recovery Toolkit was not able to be run. 230 survivors accessed one-to-one support, 12 survivors attended the Freedom Programme and 31 survivors accessed the Specialist Male Service.
- 5.4 High risk cases are now discussed at the Multi-Agency Risk Assessment Centre (MARAC) meetings on a bi-weekly basis, having increased in frequency from monthly meetings. MARAC is where agencies share information to increase the safety of victims and agree a risk management plan. There were 90 cases discussed for Runnymede residents during 2021/22.
- 5.5 Surrey Police issued 7 Domestic Violence Protection Notices (DVPN) in Runnymede to perpetrators of Domestic Abuse to provide instant protection to victims in the aftermath of a Domestic Abuse incident. 19 Domestic Violence Protection Orders (DVPO) were granted which prohibit the perpetrator from returning to the property and having contact with the victim for up to 28 days. This period allows the victim the opportunity to consider their options and get the support they need.
- 5.6 Domestic Abuse has also been included within the criteria for support under the Surrey Adults Matter (SAM) scheme following the expansion of trauma informed outreach support through Bridge the Gap via the Changing Futures funding.

6. Child Exploitation

- 6.1 Surrey County Council’s Children’s Safeguarding Board is the lead agency for Child Exploitation across the District and Boroughs. The role of the RCSP is to support the weekly Risk Management Meetings (RMMs) by tackling and preventing Child Exploitation.

6.2 In 2021/22, 21 referrals were made to RMM with 19 of which were rated as minimal risk or have since moved away from the area.

6.3 The RCSP is involved with local mapping meeting (which replaced MOLT [Mapping Offenders, Locations and Trends] meetings which were found to lack tangible outcomes). Mapping meetings are designed to look at how the partnership can disrupt exploitation and support children away from perpetrators.

7. **Serious Organised Crime**

7.1 Surrey Police and the RCSP work in partnership to address Serious Organised Crime (SOC) within the Borough. A local SOC profile has been produced by Surrey Police with intelligence provided from agencies. SOC and Organised Crime Groups (OCG) updates are provided to partners at the Joint Action Group (JAG) meetings. This is an opportunity for partners to be briefed on what the Borough profile looks like, what intelligence gaps there are and for them to participate in developing intelligence around these gaps. Whilst there were no OCGs currently based in Runnymede, OCG activity does come into the Borough.

7.2 Surrey Police, together with other forces, supported a national anti-knife crime campaign, Operation Sceptre, in May 2022, which aimed to reduce the number of people carrying a weapon. Whilst knife crime remains low in Surrey, much of what does take place is related to drugs and gang activity - some of which spills over the border from London.

7.3 Numerous activities were undertaken to educate people around the consequences of carrying a knife and to enforce criminal legislation. Some of these activities included:

- Walk around local parks looking in areas for any potential knives or weapons.
- Community engagement with members of the public walking through the parks
- Police visits to previous offenders and persons who may become offenders based on current intelligence to provide education and support.
- Test purchasing completed support of the Police Cadets who were sent into various shops to try to buy knives and see if they were challenged. This was completed across Egham and Addlestone. All shops visited challenged the Cadets, requesting a reason and ID
- Promoting of an amnesty knife bin located in Staines Police Station.
- Youths spoken to about knife crime, and provided leaflets from Fearless, a Charity tackling youth crime.

7.4 County Line drug dealing is also a priority for the force, recognising the harm it causes to communities and violence that follows County Lines. Runnymede SNT work alongside colleagues within our intelligence and proactive teams to identify and disrupt County Lines throughout the year. In 2021/22, 8 County Lines were identified for intelligence gathering via SOC/JAG meetings and a Members workshop on the matter was provided in March.

7.5 Catalyst continued to provide the cuckooing project. Due to limited resources, this service is only available to drug related cuckooing and supports vulnerable residents from drug dealers taking over their homes.

7.6 Catalyst received 9 referrals for the cuckooing project. Of these, 2 were deemed to be victims of cuckooing with 4 engaging with support offered.

8. Domestic Burglary

8.1 Domestic Burglary remained a priority for Surrey Police with Operation Spearhead carried out at a Force and Divisional level to try and reduce Burglaries.

8.2 Locally, Runnymede Beat along with the Council distributed wheelie bin eye stickers around the Chertsey Meads area to assist in deterring burglaries as part of Operation Bluebottle.

8.3 Crime prevention advice on scams, distraction burglaries and general advice for securing homes and outbuildings continue to be provided through regular social media posts and 'In The Know' updates.

8.4 Reassurance visits were conducted to burglary victims and free Design Out Crime Officer visits were offered

9. ANTI-SOCIAL BEHAVIOUR

9.1 In Runnymede there are various avenues available to report antisocial behaviour (ASB). Most reports received by Community Safety are made via the online reporting system accessible on the Council's website. This facility is available to all residents and the reports are forwarded to the relevant departments to be addressed. In most cases, these reports are also automatically shared with Surrey Police.

9.2 The number of reported ASB incidents to Runnymede Borough Council during 2021/22 increased by 12% (n282 reports) with the total number of reported ASB incidents concluding at 2603 compared to 2321 for 2020/21. The top 3 reported types of ASB were fly-tipping, noise, and litter/rubbish (including glass).

9.3 Surrey Police saw a decrease in ASB reports of 37% (n1035 reports) with the total number of reported ASB incidents concluding at 1791 compared to 2826 for 2020/21. This decrease in reports is mostly attributed to COVID-19, as any breach of COVID regulations in the previous year had been recorded under the category of ASB.

9.4 The RCSP supported ASB Awareness Week by undertaking activities throughout the week. Each day a different department within the Council undertook joint patrols with Surrey Police. Participants included Community Safety, Housing, Environmental Health, Parking and Green Space.

9.5 Alongside these patrols, CrimeStoppers sited their Ad Van in the car park of Tesco Addlestone, the Council and Police signed up to the ASB Pledge, an ASB tools and powers workshop was provided for elected Members, and a drop-in session with the Community Safety Coordinator was held.

9.6 The Support Coaching service hosted by Mediation Surrey continued to be provided at no cost to all Surrey residents experiencing ASB and serious difficulties with their neighbours. The service is free of charge for residents due to funding by the Police and Crime Commissioner.

9.7 Across the community safety partnership, enforcement tools from the ASB, Crime and Police Act, and some additional enforcement tools, have been collated with details of all issued included in Appendix 'A.'

10. Community Harm and Risk Management Meeting (CHARMM)

- 10.1 Individuals experiencing or causing harm through antisocial behaviour or crime can be referred to the CHaRMM for multiagency risk management and problem solving to reduce the negative impact.
- 10.1 The meeting is attended by core members across the agencies made up from the Council, Police, Registered Social Landlords, Mental health services, Drug and Alcohol services, Youth services as well as Children's and Adults Social care. Additionally, family support workers, probation, schools, and other support services may be invited to attend on a case-by-case basis. The members consider what actions need to be taken to address the negative behaviours with supportive interventions and progress to enforcement action if necessary. In some cases, due to the high risk of harm, enforcement action will be taken without any supportive interventions being offered, however these are to be considered alongside the enforcement tools.
- 10.2 CHaRMM continues to be managed through Ecins which is a secure information sharing and case management platform which continues to evolve allowing users greater functionality. Ecins can be used to share information and case updates in a secure and timely manner for progression of multiagency cases. Each case has a designated owner who can grant or restrict permissions to ensure that only the appropriate professionals have access to the case.
- 10.3 There were 25 referrals made to CHaRMM in 2021/22 with quarterly updates provided to the RCSP. The Runnymede CHaRMM continued to follow the Countywide CHaRMM framework, which also went under review for a refresh. During 2021/22, Police continued to Chair the meeting with Runnymede Borough Council providing a Co-Chair/Administration function.

11. Joint Action Group (JAG)

- 11.1 Areas experiencing problems or specific crime types causing concern can be referred to the JAG for multiagency risk management and problem solving to reduce the negative impact being experienced by the community.
- 11.2 Activities undertaken by the JAG are reported quarterly to the CSP and the group holds a deployable CCTV unit. This was purchased by the CSP in 2018 to aid tackling ASB and crime. The unit is attached to a streetlamp and records live images, linked into Safer Runnymede. As the unit is not static, it can be redeployed to current hotspot locations. However, there are limitations in where it can be used across the borough due to the requirement of a suitably sized streetlamp for weightbearing.
- 11.2 The re-deployable CCTV unit will only be placed in locations where the JAG members have agreed it is required or would be beneficial and in line with the agreed guidelines of use.
- 11.3 Surrey Towers, a location open to the JAG has a Day of Action (DOA). This was held in the grounds and consisted of representatives from the Council's Housing, Community Safety and Environmental Health teams, Police, SFRS and CrimeStoppers. Following a fatal incident at Heathervale Way, joint reassurance patrols and home visits were conducted to all households by Police and the Council's Housing and Community Safety teams.

- 11.4 The Council's Community Safety Coordinator alongside local Police Officers and PCSOs held a stall at the Addlestone Christmas Market to offer free crime prevention goodies which included sliding door locks, property marking UV pens, personal attack alarms, high visibility and reflective bike stickers as well as pens, wrist bands, Vodafone digital parenting booklets and information on scams.

12. FLY-TIPPING

- 12.1 Environmental ASB continues to be prevalent within the Borough with 66% (n1712) of the reports received by Runnymede Borough Council being linked to issues such as abandoned vehicles, dog fouling, fly-tipping, graffiti, litter, noise, street cleansing, and uncontrolled pets. This was an increase of 37% (n465) on overall environmentally linked reports compared to 1247 reports in 2020/21.
- 12.2 Runnymede Borough Council's Environmental Health Team continues to support the county wide Fly-Tipping Strategy and have an open dialogue with other Boroughs, as often the perpetrators offend across borders.
- 12.3 The Council works alongside Surrey Police and the Environment Agency to tackle large scale deposits of waste on both Council owned and private land as part of investigations into serious waste related offences.
- 12.4 Environmental Health continues to deploy mobile cameras and deterrent signage especially in "hot spot" areas and utilises their powers under statutory nuisances where appropriate.

13. Public Spaces Protection Orders (PSPOS)

- 13.1 There are two Public Spaces Protection Orders (PSPOs) within the Borough which continue to be available for officers to enforce specific prohibitions. During this year, both the Addlestone and Englefield Green PSPOs were renewed for a further 3 years, subject to yearly reviews, with both enforcement areas enlarged following consultation with stakeholders, including the public.
- 13.2 The Addlestone order has 3 prohibitions which relate to groups, riding in a malicious or dangerous manner and wearing of face coverings. In light of COVID, a report linked to face coverings will be reviewed to determine whether the use of the covering was linked to the ASB or not.
- 13.3 The Englefield Green order has 4 prohibitions which relate to groups, ball games, music from vehicles and psychoactive substances.
- 13.4 No breaches were identified for either of the PSPOs in 2021/22. However, they continued to be a valuable tool in dispersing and disrupting offenders from committing acts of antisocial behaviour that impacts on the community at large.

14. Community Trigger

- 14.1 Under the Anti-social Behaviour, Crime and Policing Act 2014 residents can request a review of an ASB case known as the 'Community Trigger' or 'ASB Case Review'.
- 14.2 8 Community Trigger requests were made during 2021/22, with 7 progressing to case reviews, 5 of which formally met the threshold for the Community Trigger review and 2 cases being reviewed informally despite not meeting the threshold.

14.3 ASB Help are a national charity who focus on victims and their rights. ASB Help and Runnymede have established a working relationship with ASB Help providing copies of their 'best practise' guide and advice when required. ASB help continued to be supportive of local Community Triggers offering to act as either independent panel member or chair for review meetings. However, this is no longer a free service and would require payment.

15. **JUNIOR CITIZEN**

15.1 Runnymede Borough Council invited year 6 pupils from schools around the Borough to take part in the annual Junior Citizen event. It was held over a two-week period in November, with each school invited to take part in a half-day session.

15.2 A total of 21 schools attended the event with 903 pupils. These were:

- ACS Egham
- Bishopsgate School
- Darley Dene School
- Holy Family Catholic School
- Hythe Community School
- Lyne School
- Manorcroft School
- New Haw Community School
- Ongar Place School
- Ottershaw C of E School
- Pycroft Grange School
- Sayes Court School
- Stepgates Community School
- St Anne's Catholic School
- St Ann's Health School
- St Cuthbert's Catholic School
- St Jude's C of E School
- St Pauls C of E
- TASIS
- Thorpe C of E School
- Thorpe Lea School

15.3 Additionally, St John's Beaumont, who were unable to attend the event, were provided with 26 goodie bags to distribute to their pupils to ensure the key safety messages were accessible.

15.4 The event was held at Thorpe Park, Chertsey who provided the venue free of charge. Tesco, Addlestone supported the event by providing lunch daily for the volunteers.

15.5 During the event, each agency delivered a 10-15 minute 'set' to the pupils to provide them with valuable life-saving skills. The event was supported by Surrey Police, Surrey Fire and Rescue Service (SFRS), St John Ambulance, UK Power Networks, Network Rail, the Royal National Lifeboat Institution (RNLI), Fearless and Brooklands College students.

15.6 The event was delivered free of charge. As transport was not provided, schools were asked to make their own arrangements to and from the venue.

16. Respect the Water: Water Safety

- 16.1 The annual water safety event (part of the Respect the Water initiative), was held in August at Virginia Water Lake by Surrey Fire and Rescue Service. The event was supported by the Crown Estate, the Council, Police, Royal National Lifeboat Institution (RNLI), Surrey Search and Rescue (SurSAR), Addlestone Canoe Club and Royal Berkshire Fire and Rescue Service.
- 16.2 As part of the event a bankside rescue demonstration was held involving 3 canoeists in distress. During this demonstration, running commentary was provided with 3 types of rescues – throwline, tethered line, and hose inflation. A talk on 'Cold water shock and 'Float to live' was given alongside live casualties demonstrating the float aspect and 'have a go' sessions were provided for the public for the throwlines and water related first aid.

(For information)

Background papers

None stated.

APPENDIX 'A'

	Combined agency Quarterly data (where known)	Total
1. Community Remedy	A) In total, how many Community Resolutions have been issued?	313
2. Community Trigger	A) How many Community Trigger applications received?	8
	B) How many Community Triggers met the threshold?	5
	C) How many review meetings conducted?	7
	D) How many cases resulted in recommendations?	5
	E) How many Community Triggers did not meet the threshold?	3
3. Community Protection Notice	A) How many Community Protection warnings have been issued?	44
	B) How many Community Protection Notices have been issued?	12
	C) How many CPN breaches resulted in a FPN?	0
	D) How many CPN breaches resulted in court action?	17
4. Public Space Protection Order	A) How many PSPO breaches recorded?	0
	B) How many PSPO 1st breach warning letters issued?	0
	C) How many PSPO 2nd breach warning letters issued?	0
	D) How many PSPO breaches resulted in a FPN?	0
	E) How many PSPO breaches resulted in court action?	0
5. Civil injunction	A) How many civil injunctions have been applied for?	6
	B) How many civil injunctions have been granted at court?	6
	C) How many breaches resulted in court action?	6
	D) How many breaches resulted in successful prosecution?	4
6. Criminal Behaviour Order	A) How many criminal behaviour orders have been applied for?	14
	B) How many criminal behaviour orders have been granted at court?	12
	C) How many breaches resulted in court action?	11
	D) How many breaches resulted in successful prosecution?	11
7. Dispersal Power	A) How many Dispersal orders were granted?	0
	B) How many dispersals instructions given?	0
	C) How many arrests made in relation to breach or failure to comply with instruction to leave?	0
8. Closure Power	A) How many closure orders applied for?	5
	B) How many 3-month initial closure orders granted at court?	5
	C) How many closure order extensions granted at court?	5
	D) How many breaches to closure order resulted in court action?	0
	E) How may breaches to closure order resulted in successful prosecution?	0
9. Absolute grounds for possession	A) How many absolute grounds for possession cases applied for?	3
	B) How many absolute grounds for possession cases granted a possession order at court?	0
10. Noise	A) How many noise cases related in the issuing of a noise abatement notice?	5
	B) How many noise abatement notices were adhered to?	5
	C) How many noise abatement notices were not adhered to and resulted in further action?	0
11. Other enforcement options	Interim injunction	1
	court undertaking	1
	Undertaking (directly to Council)	1
12. Other - Parking	How many Penalty Charge Notices (PCNs) were issued?	7527

Chertsey Museum, the Runnymede Borough Museum and Accreditation Renewal (Community Services, Emma Warren)

Synopsis of report:

To give a full overview of Chertsey Museum and its future development, and to present the current policy documents for approval.

Recommendation(s) that:

Members are asked to approve the Chertsey Museum Arts Council England Accreditation which requires the following policies, plans and documents to be approved:

- Appendix 1 – The Forward Plan.
- Appendix 2 – The Collections Development Plan.
- Appendix 3 – The Access Policy.
- Appendix 4 – The Documentation Plan.
- Appendix 5 – The Conservation and Collection Care Policy and Plan.

1. Context and background of report

- 1.1 Chertsey Museum is the Borough Museum for Runnymede and is run by Runnymede Borough Council with support from the Olive Matthews Trust (OMT).
- 1.2 The museum first opened to the public in 1965, and currently cares for approximately 25,000 objects. There are two main elements to its collections: local history items relating to the history of the Borough, and a nationally important costume collection owned by the OMT.
- 1.3 Local history items of note include a collection of archaeological items from the Thames Valley which are 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 stonework from Chertsey Abbey; and a horology collection of regional significance with local makers such as James Douglass and Henry Wale Cartwright.
- 1.4 This report provides members with a background to the museum, an overview of the services provided and a summary of its aspirations for the future

2. Report

Background to the partnership with Olive Matthews Trust

- 2.1 The OMT was founded in 1969 to care for a nationally significant costume collection created by Runnymede resident, the late Olive Matthews of Virginia Water. The costume collection consists of high-quality fashionable English clothing from the 18th century 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.

- 2.2 In recent years, important additions have been made both through donations and purchases. These additions fill gaps and bring the collection up to date. Pieces include a 1897 ball gown by the House of Worth, donated in 2017, and a gold lamé cocktail dress by the ground-breaking couturier Paul Poiret, purchased at auction in 2018. The most modern item is an Alexander McQueen suit from his Spring/Summer 2009 collection, also purchased at auction.
- 2.3 In 1970 OMT entered into a partnership with then Runnymede District Council to run the museum, and the OMT bought the building the museum is now housed in. The agreement between RBC and OMT sets out how the museum is to be run, including staffing requirements, opening hours, and rent on the main museum building and one of the collection stores.
- 2.4 RBC is responsible for the maintenance of the buildings and the day-to-day running of the museum, and the OMT gives an annual grant of £80,000 towards the running costs. On top of this sum the Trust pays for the salary of the Costume Assistant, additional hours for the Keeper of Costume, an annual exhibition, costume related events, and other items relating to the fashion collection.
- 2.5 The OM Collection was described in 1968 by the Victoria and Albert Museum as "of such a high quality that much of it is of national importance". This quality is to be found in the rarity and range of garments, many of them in excellent condition, as well as the number of examples of fine hand workmanship.
- 2.6 This level of excellence has been sustained and extended with further recent acquisitions, and many garments are showcased in regularly changing high-quality exhibitions. The collection holds items that easily rival the importance of equivalent examples in national collections such as the V&A or Bath Fashion Museum. Consequently, enquirers and researchers from across the world regularly access it; discovering the collection through our marketing campaigns and events, publications, online content and word of mouth.
- 2.7 The collection prides itself on its accessibility and is popular with costumiers from film and television as well as academic researchers, whilst groups of students from prestigious London fashion courses often travel to access the collection to support their learning. In addition, the collection also regularly loans key pieces to other institutions to supplement exhibitions. In recent years items have been lent to the V&A, Historic Royal Palaces and the Walker Art Gallery, Liverpool. Further collaborations and opportunities to spread the word about the collection are constantly being sought as we devise new ways to engage our audience with this unique fashion collection.

Accreditation Status

- 2.8 The Museum Accreditation Scheme is the UK industry standard for museums and galleries. It tells everyone involved with a museum that they're doing the right things to help people to 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. The scheme works for museums of all sizes: from the smallest volunteer-run museums to national museums. The aim of the scheme is to:

- Help authorities show that their museums meet their visitors' and users' needs
- Shows museums are being managed and governed properly
- Boost museums' reputations, 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

2.9 As part of the accreditation scheme managed by the Arts Council England (ACE), Chertsey Museum is submitting its tri-annual return. The museum is required to produce several management documents, some of which need to be approved by Members at Committee. These documents are in the Appendices and are:

- Appendix 1 – The Forward Plan details how the Museum service is to be managed and links in with the Council's overarching strategies.
- Appendix 2 – The Collections Development Plan details the current collection and how acquisitions and disposals are managed.
- Appendix 3 – 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.
- Appendix 4 – The Documentation Plan details how the Museum manages object entry, accessioning and cataloguing, location and movement control, object exit and loans in and out.
- Appendix 5 – 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.

Staff Resources

2.10 The Museum currently has 1 F/T curator and 3.1 FTE staff members consisting of the Education Officer, Education Assistant, 3 Museum Assistants, the Keeper of Costume and the Costume Assistant. There is currently a vacancy for a cleaner and a term-time education post. There are a number of vacancies, however it has recently been approved that the museum can recruit a Museum & Galleries Technician apprentice in the near future to support the work of the Curator in researching and creating exhibitions.

Services Offered

- 2.11 Since the OMT funded refurbishment of the museum in 2003, it has significantly expanded its services to the community. We now create at least 5 new exhibitions each year, run the local branch of the Young Archaeologists' Club, offer activities for pre-school children as well as a hugely successful school's programme. The OMT supports a monthly adult sewing group which take inspiration from the costume collection, as well as c. 5 evening craft events each year. During school holidays we run craft activities for 5- to 12-year-olds, and we work with the elderly in the community with free monthly tea & talk events, and in partnership with the Friends of Chertsey Museum run a successful events programme each month. The museum assists researchers, both home and abroad, with family and local history information.
- 2.12 Chertsey Museum runs a hugely successful [education service for primary schools](#) within the Borough and further afield. Schools are able to borrow original artefacts for use in the classroom, book talks and workshops at the museum or in school or borrow a loan box linked to a curriculum area for the duration of their topic. 18 out of 21 mainstream Borough schools have used our services within the last academic year. In addition, private Borough schools have also engaged with the museum services. The museum has a wide reach across the Borough, extending its services to within a 20-mile radius. There are 76 schools signed up to the loan box membership scheme.
- 2.13 This academic year, more schools are opting for the education staff to visit the school rather than the pupils visit the museum itself. They report that this is due to increased cost of living pressures on parents/carers and school budgets. Schools report that travel (cost of coach hire) is the main barrier to visiting.

The Impact of the Pandemic

- 2.14 The pandemic has had a significant impact on Chertsey Museum. During the 2020/21 financial year the museum was only open for a total of 60 days. When the museum was permitted to open it had altered visiting hours to enable staff to work in two teams, thus minimising contact with each other, and giving time to deep clean the museum each week. To this end, with the permission of the OMT and the agreement of the staff, the museum opened all day Thursday to Sunday instead of the usual Tuesday to Friday afternoon and Saturday. Sunday opening proved popular, but is not practical with current staffing and financial considerations. During the various lockdowns the museum continued to provide a service to the community with online talks, exhibitions, Young Archaeologists' Club events and crafts activities. The curator also created a series of audio guides for use around the Borough. From November 2020 through to May 2021 the education officer delivered online sessions for schools. The pandemic and subsequent reticence of many to visit indoor venues, led to a 50% drop in visitors. This is now beginning to increase but has yet to reach pre-pandemic levels. Unfortunately, several museum volunteers decided not to return once the museum was fully re-opened post pandemic, and their roles have been taken up by existing staff where a new recruit has not been found.

Current Performance

- 2.15 Museum user figures – pre pandemic compared with last financial year:

	CUMULATIVE TOTAL FOR YEAR		cumulative % incr./decr
	2021/2022	2019/2020	
Adult visitors	2,136	2,942	-37.7%
Child visitors	591	902	-52.6%
Child events	273	789	-189.0%
Education visits in Museum	884	2,119	-139.7%
Education visits to Schools	6,134	7,490	-22.1%
Adult groups in museum	797	940	-17.9%
Adult groups outside Museum	432	714	-65.3%
Events/Groups	167	770	-361.1%
TOTAL USERS	11,414	16,666	-46.0%

- 2.16 The museum was closed due to the pandemic 19/3/20 to 24/7/20 & 5/11/20 to 19/5/21, although many groups and schools in particular began cancelling visits from February 2020.

Future Plans

- 2.17 The museum's Forward Plan sets out our aims and ambitions for the next three years. As well as maintaining the current service the museum is looking to support the community in new ways.
- 2.18 Funding will be sought to provide additional staff hours to enable the education team to be more proactive in the services it offers outside of the formal school system. Work would include, for example, establishing links with St. Peter's Hospital to support children in long term hospital care, and offer object handling sessions to patients in stroke wards to aid their physical rehabilitation. Our reminiscence service for the elderly will also be revamped following a grant from the Chertsey Combined Charities. Currently we have a series of themed boxes that can be borrowed by care homes in the area containing original objects for their clients to handle, evoking memories, and promoting shared experiences. We are currently upgrading the boxes and recording podcasts for each one to help group organisers feel confident delivering their own reminiscence sessions.
- 2.19 The museum also aspires to expand its work further across the Borough in raising the profile of heritage sites and making historical links for our communities.

3. Policy framework implications

- 3.1 The aforementioned projects support objective 2 of RBC's Health and Wellbeing Strategy by engaging with a wide demographic across the Borough, from young children to elderly residents. In addition, the museum has a significant role as a historical community building.

4. Resource implications/Value for Money (where applicable)

4.1 There are no resource implications at this stage.

5. Legal implications

5.1 There are no legal implications.

6. Equality implications

6.1 The Museum's work has a positive impact on people with protected characteristics, particularly age, with the range of activities offered for people of all ages, and plans to expand into new projects as described in the report will also include disability (work in stroke wards for example) and training for staff on visually impaired visitors and the creation of audio guides. The regular offer of work placements to students is another positive impact on age.

6.2 The Museum has level access throughout and an attractive garden which is accessible for disabled people and wheelchair users. It has a platform lift, installed when the building was refurbished in 2002, which does however need repairs more frequently being now 20 years old and may soon need to be replaced. The building has an adapted toilet with facilities for the disabled and for baby changing, thus another positive impact for the protected characteristic of pregnancy and maternity.

6.3 Seeking renewal of the Accreditation of the museum does not require an Equalities Impact Screening Assessment to be undertaken. Appendix 3 the Museum Access Policy deals with particular equalities issues in more detail which demonstrate the Council's commitment to fulfil its public sector equality duty.

7. Environmental/Sustainability/Biodiversity implications

7.1 There are no environmental/sustainability/biodiversity implications.

8. Other implications (where applicable)

8.1 The adoption of these policies and plans are a condition of the Arts Council England Accreditation Scheme. Should they not be adopted, Chertsey Museum would be ineligible for certain grants, and would be unable to borrow objects from national institutions (which currently happens).

9. Timetable for Implementation

9.1 Accreditation status is likely to be granted and confirmed by February 2023.

10. Conclusions

10.1 Members are asked to approve the Chertsey Museum Arts Council England Accreditation which requires the following policies, plans and documents to be approved:

- Appendix 1 – The Forward Plan

- Appendix 2 – The Collections Development Plan
- Appendix 3 – The Access Policy
- Appendix 4 – The Documentation Plan
- Appendix 5 – The Conservation and Collection Care Policy and Plan.

(To resolve)

Background papers

None stated.

RUNNYMEDE BOROUGH COUNCIL

Community Development Business Centre

CHERTSEY MUSEUM FORWARD PLAN 2022-2025

1 Introduction

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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 Arts Council England, 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 museum is 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 Development Committee of the Council as its governing body.

CM is a joint venture funded by Runnymede Borough Council and the Olive Matthews Trust. There is a 30-year agreement setting out the roles and responsibilities of each which is next due for renewal in 2035. With effect from 1 October 2021, to improve and simplify administration The Olive Matthews Collection, formerly an unincorporated charity, transitioned to a Charitable Incorporated Organisation under the same name with a new registered charity number 1194375.

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 24,400 objects. These are largely held at CM and off-site stores, or on display in the museum.

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 15,000 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 2003.

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
- Diverse programme of 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 storage for collections
- Limited parking for museum visitors
- Outdated digital presence
- Outdated collections database software

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**

- Financial pressures on schools resulting in fewer visits to the museum
- Post pandemic financial uncertainty for the OMT

2 Management

2.1 **Staffing structure**

Chertsey Museum formerly sat in the Community Development business section of Runnymede Borough Council, with the curator reporting to the Corporate Head of Service. However, in October 2021 the department merged with Community Services, and was restructured. This was finalised in September 2022 and the curator now reports to the Deputy Head of Community Services.

2.1.1 The Curator is the senior member of staff 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 and delivery, marketing & publicity and staffing.

2.1.2 The Education Officer post was created in 1992. Over the years the post has changed from part time to full time (incorporating assistant curator responsibilities), to a job share, back to a part time post (currently 4 days per week). In 2018 a new term time education assistant post was created (18 hrs per week, 27 weeks per yr) and in April 2019 a new role of part time education & curatorial assistant (18 hrs per week, 52 weeks per yr) was created. Duties include admin and delivery of our schools' workshops, running the Runnymede branch of the Young Archaeologists Club, running holiday activities and craft events, working with community groups such as Scouts and the elderly, and deputising for the curator in her absence.

After the pandemic in 2020 the two education assistant roles were vacant. However, the Education/Curatorial Assistant role was filled in July 2022.

FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Recruit to vacant term-time education position	2023/4	Subject to return to pre-pandemic demand from schools
Investigate need and funding for community engagement role to separate schools from other community learning roles	2023	Subject to funding the part time post
Recruit new Saturday casuals	2023	Subject to RBC permission

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, research enquiries, shop management 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 (2021/22) stands at 176 memberships, 42 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 Mags Thomas and the Vice Chairman is Victor Spink.

2.2.2 Volunteers

Since the pandemic the number of volunteer hours has reduced. CM has 9 regular volunteers who come in weekly to assist with jobs such as the following:-

- Marketing
- Assisting the Keeper of Costume
- Gardening
- Documentation

- 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 workplace, 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 st 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
Training on visually impaired visitors and creating audio guides for them	Autumn 2022	Grant funding and staff time

2.4 Security

All museum buildings have monitored intruder and fire systems, and 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
Review security measures in Research Room	2023	Cost, ability to alter 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. The cost of this would be comparable to the original start-up costs of £20,000 which CM cannot afford. Funding attempts have been unsuccessful to date

FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Redesign website	2023	Funding will need to be sought. Curatorial time restrictions
Redesign app	2024	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: Store 1 comprising an additional costume store and display materials store, which was purchased by OMT in May 1998; and Store 2, owned by RBC, with two rooms dedicated to storing the Museum’s reserve collection.

With the installation of a platform lift in 2003, and the replacing of steps with a ramp, CM is now fully accessible. However, the lift is now 20 years old and increasingly needs to be repaired.

The long-term security of the site within the public domain is guaranteed by the conditions of the 30-year agreement between OMT and RBC, dating from 1970. This is next up for renewed in 2035.

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	2024	Subject to RBC funding

2.8 **Building – maintenance programme** building maintenance budget of £7,600. 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 2022/23 totals approximately £238,000 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. Post pandemic the OMT have had to limit their spending to core financial commitments until future notice.

2.10 Income generation/fundraising

Income is generated in the following ways:-

- Schools membership scheme (2022 - £30-£50 dependent on size)
- Charges for education sessions (varies depending on session)
- Charges for Curator's talks (2022 - £40-£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	2022	Curatorial time restrictions. Post pandemic grants for digital harder to find

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.

Due to the pandemic the museum was only open for 60 days in the financial year 2020/21 and with subsequent lock-down closures there has been a dramatic but understandable drop in visitors. Since re-opening in May 2021 we have resumed events (from September 2021) and our visitors are slowly returning but are down approximately 32% on pre-pandemic levels (2019/2020).

Visitor Figures 2021/2022

Adult visitors	2130
Child visitors	591
Child events	273
School/kids groups in Museum	884
Adult groups in Museum	432
School groups outside of Museum*	6134
Adult groups outside of Museum	432
Events	167
TOTAL USERS	11,307

2.12 Standards

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

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
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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 £5,000 pa for all exhibitions
Create new visit bags for children to replace backpacks – themed	2023	Cost; time

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 2022, 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. In September 2020, due to the pandemic, both education assistants decided to leave. The posts have been vacant since.

During the pandemic our offering to schools was completely reassessed and revamped, offering teachers greater flexibility with the topics covered within each subject, and with the length of each session. This pick and mix style of session has so far proved popular. New learning objectives have been established, and new internal booking procedures have been created to enable it all to run smoothly.

FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Create local history information packs for schools	2025	Education and Curatorial time; funding for publications
Increase number of local schools using service – target 90% of Runnymede primary schools	2024	Time; marketing budget
Create new Then/Now session for reception yr in line with new National Curriculum topic	2022	Cost of purchasing new items for talk box; storage of new 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.

In 2019 CM started two weekly social media posts called Throwback Thursday and Friday Frocks on Facebook, Twitter and Instagram. Throwback Thursday uses images from our photographic collection, together with information about the history of the image, whereas Friday Frocks focuses on the Olive Matthews Collections. Both threads are extremely popular with over 3,000 people engaging each week. This has increased engagement with non-users in the Borough, and encouraged new visitors to the museum.

FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Loan box revamp – retire less popular boxes, create new topics, repair and replace plastazote	2023	Time
Make the 3d computer model available online	March 2022	Time; need to redevelop website
Extend 3d computer model of Chertsey Abbey to include new elements of the site	January 2023	Funding by The Friends
Update on-line resources for teachers	September 2023	Requires redesign of website to be done
Re-launch Reminiscence service with new themed boxes and online podcasts to help facilities supporting the elderly to offer enrichment to aid wellbeing	November 2023	A grant was obtained to employ a member of staff to create new resources and record podcasts for each topic box
Explore practicalities of having a P/T community engagement post to develop more outreach opportunities with the local hospital, care givers and local groups to promote the museum and offer services to aid the health and wellbeing of the community	December 2024	Subject to successful funding application. Need within the community
Record and promote guided walks across the Borough to increase interest in shared history and improve wellbeing	Summer 2023	Time
Discuss with RBC possibility of launching a borough-wide cultural and heritage strategy, strengthening existing links and establishing new ones and using these to better inform the public as to the heritage offer of Runnymede.	Spring 2024 for Summer 24 launch of heritage map or similar	RBC approval; partnership buy-in
Discuss with RBC possibility of a	Summer 2024	RBC approval; funding

Borough-wide heritage trail using pavement plaques and online info		
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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 four 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

Objective	Timescale	Restrictions/Limitations
Seek out new stock lines	December 2022	Limited budget for artwork. Restricted due to mark-up needed and spending power of visitors
Review/update Shop Policy	October 2023	

Improve online presence	2024	Requires updated website
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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

Objective	Timescale	Restrictions/Limitations
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

Objective	Timescale	Restrictions/Limitations
Increase the attendance to adult craft session through better promotion	On-going	Subject to OMT funding of event
Re-introduce large scale family fun event (Vikings & other exhibition related)	On-going; alternate years	Subject to funding
Continue to support the Friends of Chertsey Museum with monthly events programme	On-going	

3.8 Marketing

Until the pandemic marketing was currently carried out by a volunteer. However, they did not return once lockdown was lifted. The work has been picked up by the Curator but it is dependent on their being time to properly advertise our exhibitions and events. For many years the museum enjoyed excellent coverage in our borough newspapers, but these have now all gone online. 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 July 2022 CM has 2,300 Facebook followers, 1,409 Twitter followers and 1,304 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
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. However, in recent times the lift has been unreliable and may soon need to be replaced.

An induction loop has been installed in the Reception area, and all staff have been trained in guiding for the visually impaired (2022), and the Curator and Keeper of Costume have received training on how to produce audio guides for the visually impaired.

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	On-going	OMT project to redevelop their store planned for 2020 was halted due pandemic.

		Since then it has been put on hold due to finances so alternative funding needs to be sought.
Accessible audio guides for main exhibitions – additional information for general visitors, descriptions for visually impaired, and quizzes for younger visitors	On-going	Time
Residents' Survey – questionnaire about who uses us/who doesn't and what people would like from us	Summer 2023	Time; Cost to run non user survey

4 Collections Management

4.1 Collections Development Policy

CM has had a formal Acquisitions & Disposals Policy since 1992. This was revised in 2020 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 15,000 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. Axiell have announced that they will no longer be supporting Admuse as from 2024.

FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Digitisation of documents archive	On-going	Time; cost of large format equipment
Upgrade to Axiell Collection	By 2024	Cost
Investigate options for making database available live online	By 2025	Cost, time

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. Planning permission was granted and work was due to start in May 2020, however, it was not possible to start the project due to the pandemic. Since then the OMT has put this proposal on hold until the economy is more settled.

FUTURE DEVELOPMENTS

Objective	Timescale	Restrictions/Limitations
Re-boxing of OMT collection	2023	Time; OMT funding; completion of Store 1 redevelopment
Extend Store 1	2025	OMT funding; RBC planning
Explore possibility of extra space at Store 2	2023	RBC permission

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, possible threats to the security of the buildings and the collections can be combated by effective risk management.

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.

5 Appendix A – Current Objectives

	Objective	Timescale	Restrictions/Limitations
2022			
Management/Staff	Recruit to the vacant Ed/Curatorial Assistant position	Summer 2022	Subject to RBC permission
Training	Training on visually impaired visitors and creating audio guides for them	Autumn 2022	Grant funding and staff time
Grants	Grant applications for website redevelopment	2022	Curatorial time restrictions. Post pandemic grant
Education	Create new Then/Now session for reception yr in line with new National Curriculum topic	2022	Cost of purchasing new items for talk box; storage of new resources
Outreach	Make the 3d computer model available online	2022/23	Time; need to redevelop website
Retail	Seek out new stock lines	Dec-22	Limited budget for artwork. Restricted due to mark-up needed and spending power of visitors
2023			
Management/Staff	Recruit to vacant term-time education position	2023/24	Subject to return to pre-pandemic demand from schools
Management/Staff	Investigate need and funding for community engagement role to separate schools from other community learning roles	2023	Unable to fund the part time post
Management/Staff	Recruit new Saturday casuals	2023	Subject to RBC permission
Security	Review security of Research Room	2023	Cost, ability to modify system
Communications	Redesign website	2023	Funding will need to be sought. Curatorial time restrictions
Displays	Create new visit bags for children to replace backpacks – themed	2023	Cost; time
Outreach	Loan box revamp – retire less popular boxes, create new topics, repair and replace plastazote	2023	Time
Outreach	Extend 3d computer model of Chertsey Abbey to include new elements of the site	Jan-23	Funding by The Friends
Outreach	Update on-line resources for teachers	Sep-23	Requires redesign of website to be done
Outreach	Re-launch Reminiscence service with new themed boxes and online podcasts to help facilities supporting the elderly to offer enrichment to aid wellbeing	Nov-23	A grant was obtained to employ a member of staff to create new resources and record podcasts for each topic box
Outreach	Record and promote guided walks across the Borough to increase interest in shared history and improve wellbeing	Summer 2023	Time
Retail	Review/update Shop Policy	Oct-23	
Access	User survey	Sep-23	
Collections/Storage	Re-boxing of OMT collection	2023	Time; OMT funding; completion of 6WS redevelopment
Collections/Storage	Explore possibility of extra space at The Orchard	2023	RBC permission
2024			
Communications	Redesign app	2024	Funding will need to be sought. Curatorial time restrictions
Education	Increase number of local schools using service – target 90% of Runnymede primary schools	2024	Time; marketing budget
Outreach	Explore practicalities of having a P/T community engagement post to develop more outreach opportunities with the local hospital, care givers and local groups to promote the museum and offer services to aid the health and wellbeing of the community	Dec-24	Subject to successful funding application & need within the community
Outreach	Discuss with RBC possibility of launching a borough-wide cultural and heritage strategy, strengthening existing links and establishing new ones and using these to better inform the public as to the heritage offer of Runnymede	Spring 2024	RBC approval; partnership buy-in
Outreach	Discuss with RBC possibility of a Borough-wide heritage trail using pavement plaques and online info	Summer 2024	RBC approval; funding
Retail	Improve online presence	2024	Requires updated website

Collections/Documentation	Upgrade to Axiell Collection	By 2024	Cost
2025			
Building	Internal decoration of The Cedars	2025	Subject to RBC funding
Education	Create local history information packs for schools	2025	Education and Curatorial time; funding for publications
Collections/Documentation	Investigate options for making database available live online	By 2025	Cost, time
Collections/Storage	Extend storage at 6WS	2025	OMT funding; RBC planning
On going			
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 st 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 £5,000 pa for all exhibitions
Exhibitions	Annual Olive Matthews costume exhibition	September	
Exhibitions	4 temporary exhibitions per year	On going	Subject to curatorial time limitations
Exhibitions	Annual Discovery Zone Exhibition	May	
Publications	Create additional online information to support annual exhibition	On-going	Curatorial time to upload info
Publications	New publication to support annual costume exhibition	September	Dependent on funding from OMT; curatorial time
Events	Increase the attendance to adult craft session through better promotion	On-going	Subject to OMT funding of event
Events	Re-introduce large scale family fun event (Vikings & other exhibition related)	On-going; alternate years	Subject to funding
Events	Continue to support the Friends of Chertsey Museum 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	Maintain social media accounts	On-going	Time
Marketing	Train other staff to create SM content	2021	Time
Access	Redevelopment of off-site costume store gives opportunities increase access to store	On-going	OMT project to redevelop their store planned for 2020 was halted due pandemic. Since then it has been put on hold due to finances so alternative funding needs to be sought.
Access	Accessible audio guides for main exhibitions – additional information for general visitors, descriptions for visually impaired, and quizzes for younger visitors	On-going	Time
Collections/ Documentation	Digitisation of documents archive	On-going	Time; cost of large format equipment
Collections/Conservation	Monthly stores checks	On-going	Time
Collections/Conservation	Collate and analyse monthly environmental print-outs	On-going	Time

Collections Development Policy 2022

Name of museum:

Chertsey Museum

Name of governing body:

Runnymede Borough Council

Date on which this policy was approved by governing body:

TBC

Policy review procedure:

The collections development policy will be published and reviewed from time to time, at least once every five years.

Date at which this policy is due for review:

1 September 2025

Arts Council England will be notified of any changes to the collections development policy, and the implications of any such changes for the future of collections.

1. Relationship to other relevant policies/plans of the organisation:

- 1.1 The museum's statement of purpose is:
to collect, safeguard and make accessible artefacts and specimens relating to the history of the Borough of Runnymede, which it holds in trust for society
- 1.2 The governing body will ensure that both acquisition and disposal are carried out openly and with transparency.
- 1.3 By definition, the museum has a long-term purpose and holds collections in trust for the benefit of the public in relation to its stated objectives. The governing body therefore accepts the principle that sound curatorial reasons must be established before consideration is given to any acquisition to the collection, or the disposal of any items in the museum's collection.
- 1.4 Acquisitions outside the current stated policy will only be made in exceptional circumstances.
- 1.5 The museum recognises its responsibility, when acquiring additions to its collections, to ensure that care of collections, documentation arrangements and use of collections will meet the requirements of the Museum Accreditation Standard. This includes using Spectrum primary procedures for collections management.
It will take into account limitations on collecting imposed by such factors as staffing, storage and care of collection arrangements.
- 1.6 The museum will undertake 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.

- 1.7 The museum will not undertake disposal motivated principally by financial reasons.

2 **History of the collections**

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 re-organisation 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 Development 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.

3. **An overview of current collections**

The collections in total consist of approximately 24,400 objects. These are largely held at CM and off-site stores, or on display in The Cedars. Existing collection areas are outlined below:

The Tulk Bequest (60 items)

This collection of clocks, furniture and miscellaneous items were bequeathed by Mr J Tulk in 1962.

The Runnymede Borough Collection (approximately 15,000 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.

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.

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.

4. Themes and priorities for future collecting

Chertsey Museum will continue to acquire, preserve, document and display items relating to the history of the Borough of Runnymede.

5. Themes and priorities for rationalisation and disposal

- 5.1 The museum does not intend to dispose of collections during the period covered by this policy. The collection was reviewed in 2014 and items that did not fit with our collecting policy were rehomed in other museums, or returned to their legal owners in the case of Oliver Trust items. The procedures used meet professional standards, and the process was documented, open and transparent.

6. Legal and ethical framework for acquisition and disposal of items

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

7. Collecting policies of other museums

- 7.1 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.

8. Archival holdings

The museum has a collection of almost 9,000 photographs, documents and printed ephemera and is guided by the Code of Practice on Archives for Museums.

9. Acquisition

- 9.1 The policy for agreeing acquisitions is:
Acquisitions are at the discretion of the curator as long as they fall within the museum's collecting remit of pertaining to the history of the Borough of Runnymede. Items acquired through purchase are agreed by the Head of Community Development and the Head of Finances.
- 9.2 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).
- 9.3 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.

10. Human remains

- 10.1 As the museum holds or intends to acquire human remains from any period, it will follow the procedures in the 'Guidance for the care of human remains in museums' issued by DCMS in 2005.

11. Biological and geological material

- 11.1 The museum will not acquire any biological or geological material.

12. Archaeological material

- 12.1 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.
- 12.2 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).

13. Exceptions

13.1 Any exceptions to the above clauses will only be because the museum is:

- acting as an externally approved repository of last resort for material of local (UK) origin
- acting with the permission of authorities with the requisite jurisdiction in the country of origin

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. The museum will document when these exceptions occur.

14. Spoliation

14.1 The museum will use the statement of principles 'Spoliation 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.

15. The Repatriation and Restitution of objects and human remains

15.1 The museum's governing body, acting on the advice of the museum's professional staff, if any, may take a decision to return human remains (unless covered by the 'Guidance for the care of human remains in museums' issued by DCMS in 2005), objects or specimens to a country or people of origin. The museum will take such decisions on a case by case basis; within its legal position and taking into account all ethical implications and available guidance. This will mean that the procedures described in 16.1-5 will be followed but the remaining procedures are not appropriate.

15.2 The disposal of human remains from museums in England, Northern Ireland and Wales will follow the procedures in the 'Guidance for the care of human remains in museums'.

16. Disposal procedures

16.1 All disposals will be undertaken with reference to the Spectrum primary procedures on disposal.

16.2 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.

16.3 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.

16.4 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.

16.5 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.

- 16.6** 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.
- 16.7** 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.
- 16.8** 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).
- 16.9** 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.
- 16.10** 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.
- 16.11** 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.
- 16.12** 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

- 16.13** The museum will not dispose of items by exchange.

Disposal by destruction

- 16.13** If it is not possible to dispose of an object through transfer or sale, the governing body may decide to destroy it.

Chertsey Museum Access Policy

Approved date:

Review date: 1 August 2025

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 red 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

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. Definitions

2.1 **Documentation** (or Collections Information) is the information the Museum

2.2 **Accessioned** objects are those that have been formally accepted into the permanent collection.

2.3 **Unaccessioned objects** are not considered part of the permanent collection and have not been formally accepted therein. These can be reference material, such as secondary sources/publications, or handling items used by the education department. Handling items are recorded in a separate database and are marked with HC

2.4 **Catalogue** is defined in SPECTRUM1 as: 'The compilation and maintenance of key information, formally identifying and describing objects. It may include the provenance of objects and also collections management documentation, e.g. details of acquisition, conservation, exhibition and loan history.'

3. Review of Current Procedures

3.1 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 into 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.

3.2 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.

3.3 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

3.4 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.

3.5 Chertsey Museum Loan Procedures

3.5.1 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).

3.5.2 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.

4 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

5 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 four 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 2023 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

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 2025

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
Store 2	local history store	Runnymede Borough Council	Runnymede Borough Council
Store 1	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 in to 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 RBCs 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 RBCs 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.

ACTION: Review security requirements for each exhibition and take advice if necessary

Safeguarding Policy Review (Community Services, Jill Moody)

Synopsis of report:

- **Runnymede Borough Council has a legal and moral duty to safeguard children and vulnerable adults and requires a policy to be in place.**
- **The current policy has been updated to reflect best practice guidelines and embed safeguarding within the council process and people.**
- **It is the recommendation of this report that the Council agrees to adopt the new policy, from where Officers will implement the new structure and other actions required.**

Recommendation that:

- i) the new Safeguarding Policy be approved and adopted as proposed; and**
- ii) a Councillor, who is a Member of this Committee, be appointed for an initial 3 year term of office as Safeguarding Champion for the Council.**

1. Context and background of report

- 1.1 Runnymede Borough Council (the Council) has a moral and legal obligation to ensure a duty of care for children and vulnerable adults a life that is free from harm, abuse, and neglect is a basic right of every person.
- 1.2 The objective of safeguarding is to prevent and reduce the risk of harm to children and vulnerable adults from all types of abuse.
- 1.3 The Children Acts 1989 and 2004 (as amended by the Children and Social Work Act 2017) along with the statutory guidance, Working Together to Safeguard Children 2018, provide the legal framework for safeguarding children.
- 1.4 The Care Act 2014 sets out the legal framework for protecting adults with care and support needs who are at risk of abuse or neglect.
- 1.5 Surrey County Council is the lead agency for child protection and the protection of vulnerable adults.
- 1.6 The Surrey Safeguarding Children Partnership (SSCP) and Surrey Safeguarding Adults Board (SSAB) are the statutory organisations central to ensuring that relevant agencies collaborate effectively and promote and ensure the quality of safeguarding across the county.

- 1.7 The Council's safeguarding policy is intended to reflect our duties and processes in relation to safeguarding children and vulnerable adults.
- 1.8 In early 2021, internal and external audits identified recommendations for improvements to the corporate safeguarding policy and management of safeguarding by the Council.
- 1.9 Following the amalgamation of the Community Services and Community Development Business Units in September 2021, the recommendations received were addressed as a priority by Officers.
- 1.10 Work has taken place to draft a new policy and make recommendations to ensure effective safeguarding arrangements are implemented within the Council and that the Council is aware of and compliant with its statutory obligations.

2. Report

- 2.1 A life that is free from harm, abuse, and neglect is a basic right of every person. The objective of safeguarding is to prevent and reduce the risk of harm to adults and children from abuse or other types of exploitation and impairment of development, while supporting individuals to maintain control over their lives and enabling them to make informed decisions without coercion.
- 2.2 Although safeguarding is recognised as a key responsibility of local authorities, safeguarding is everybody's business, with neighbours, citizens, and community members needing to be alert to neglect and abuse and committed to reporting our concerns.
- 2.3 The Runnymede Borough Council Safeguarding Policy sets out how it will meet its obligations to safeguard children and adults at risk. It applies to staff, agency workers, volunteers and contractors employed by the Council. It is also applicable to Councillors undertaking official duties on behalf of the Council.
- 2.4 In early 2021, internal and external audits identified recommendations for improvements to the corporate safeguarding policy and management of safeguarding. Following the amalgamation of the Community Services and Community Development Business Units in September 2021, the need to address the outstanding recommendations received became a priority for Officers.
- 2.5 This created an opportunity to re-focus and undertake a more critical and thorough review of the current Safeguarding policy with the aim of producing an up-to-date policy that reflects best practice guidelines and promotes safeguarding as central to and underpinning all Council activities embracing the highest standards and level of care aimed preventing and reducing the risk of abuse and neglect across the borough. In doing so, other Councils were consulted on their Safeguarding policies.
- 2.6 A project team consisting of the Corporate Head of Community Services; Senior Project Manager (Corporate PMO) and the Health & Wellbeing Manager were appointed to work with our partners regarding the external audits and to review the current Safeguarding policy.

2.7 As a consequence, responses to the external audits have been submitted and a new policy has been drafted with proposed recommendations and updates. It is a key message that Safeguarding is Everybody's Business, and the new policy aims to put this into action by providing a more robust, structured approach to the management of safeguarding and putting safeguarding firmly at the heart of everything we do.

2.8 A summary of the key areas considered/amended are as follows:

Safeguarding staffing structure

2.9 To provide accountability at all levels throughout the Council, by identifying key safeguarding roles and providing training in line with their responsibilities; to ensure processes are followed, staff are supported, there is appropriate representation at safeguarding meetings both internally and externally and sharing best practice with Council colleagues and partner organisations.

Training plan

2.10 To develop a highly trained, vigilant workforce who clearly understand the importance and principles of safeguarding and not only know how to report a concern but feel confident and properly supported by safeguarding leads/managers to do so.

Safeguarding process

2.11 To create a simplified and streamlined process for all safeguarding reports, presented in a user-friendly format. This is intended to be useful to all staff in all scenarios from dealing with an emergency to getting advice about a concern as well as how to report a concern. In combination with the training plan and the safeguarding lead roles, this will help to support those who have a concern but are unsure what to do next.

Record keeping/case management system

2.12 To consolidate all external safeguarding reports across the Council in one place, enabling cross departmental/multi-agency awareness and referrals as well as the sharing of best practice. A central record for all internal safeguarding concerns to be held and managed by HR.

Representation

2.13 To create a Runnymede Borough Council Designated Safeguarding Officers Leads Group so that regular case and policy reviews can be undertaken, and important safeguarding updates rolled out and cascaded to all Officers. It is proposed that this Group will formally review the Safeguarding Policy annually, in line with external audits from the Surrey Safeguarding Children Partnership and Surrey Safeguarding Adults Board. Any significant updates to the Policy would be submitted to this Committee for approval. Nominated Safeguarding Leads will attend and actively participate in the 'Surrey District and Boroughs Safeguarding Forum' and 'District & Borough Lead Members and Officers for Children's Services Quarterly Meetings' to benefit from shared learning, partner updates and to be actively involved in the shaping of Safeguarding policy with partner organisations across Surrey.

- 2.14 The role of the Councillor Safeguarding Champion is that of taking the lead on behalf of elected Members. It is suggested that a 3 year term of office is appropriate given the need to undertake training (on-line) at level 1 and level 2 for the role which is also likely to have a time commitment in representing elected Members at the aforementioned quarterly meetings. Members will be asked to nominate and appoint a Councillor at the meeting of this Committee on 10 November 2022.
- 2.15 Should this policy be approved by Members, the following immediate steps would need to be taken to implement the new structure and internal arrangements for safeguarding:
1. Appointment of Senior Safeguarding Leads
 2. Appointment of a Safeguarding Champion from within each Business Centre
 3. Creation of meeting structures to coordinate safeguarding internally
 4. Creation of centralised storage systems for Safeguarding reports made by the Council and against Officers and Councillors
 5. Implementation of training plan as set out across Business Centres

3. Policy framework implications

- 3.1 The Council's Safeguarding Policy has been reviewed and updates have been proposed in line with internal and external audits and latest best practice guidelines.
- 3.2 The proposals within the policy support the "Organisational Development Strategy" within the forthcoming Health & Wellbeing Strategy. This will focus on Runnymede as a Council and its own development as an employer and as an anchor organisation.

4. Resource implications

- 4.1 No additional costs / resource implications have been identified. Staff roles and responsibilities within the safeguarding structure will run alongside normal duties and underlines the essence of the policy that safeguarding is embedded within the Council and is very much business as usual.
- 4.2 The proposed training plan is based on Surrey County Council provision via Surrey Learning Academy which is provided at no cost to local authorities in Surrey. If in the future training needs identified require funding, this will need to be met either from within service budgets or as part of a corporate training plan.

5. Legal implications

- 5.1 This Safeguarding policy is underpinned by a range of legislation including, but not limited to; The Children Acts 1989 and 2004 (as amended by the Children and Social Work Act 2017), along with the statutory guidance, Working Together to Safeguard Children 2015 2018, provide the legal framework for safeguarding children.
- 5.2 This legislation places an overarching responsibility on Surrey County Council, as the lead authority for children, for safeguarding and promoting the

welfare of all children in their area but makes clear that other agencies also have a role to play.

- 5.3 Section 11 of the Children Act 2004 places a statutory duty on various agencies, including district and borough councils, to make arrangements to ensure that their functions are discharged taking account of the need to safeguard and promote the welfare of children. This includes any services or function they contract out.
- 5.4 This Act led to the establishment of the Surrey Safeguarding Children Partnership and required Surrey County Council to secure the co-operation of partners in setting up arrangements to improve the well-being of children in Surrey.
- 5.5 Working Together to Safeguard Children 2018 replaced the Area Child Protection Committee and sets out how organisations and individuals should work together to achieve this using the key principles: Safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part. The approach must be child-centred: in order to be effective, there needs to be a clear understanding of the needs of the child.
- 5.6 The Care Act 2014 sets out the legal framework for how local authorities and other statutory agencies, including district and borough councils, should protect adults with care and support needs who are at risk of abuse or neglect. It consolidates existing law and puts similar arrangements in place to those safeguarding children. The Act required Surrey County Council, as the lead authority for adults at risk to establish a Safeguarding Adults Board to bring together the key local partners to focus on safeguarding strategy and practice. The Act also places a duty on Surrey County Council to carry out safeguarding enquiries where it is suspected that someone is suffering or at risk of abuse or neglect conducting Safeguarding Adults Reviews (SARs) where there is a cause for concern about a particular case, to learn lessons for the future.
- 5.7 All these initiatives are designed to ensure greater multi-agency collaboration as a means of transforming adult social care.

6. Equality implications

- 6.1 The Council is required to have due regard to its Public Sector Equality Duty before adopting the new Safeguarding Policy.
- 6.2 The Council's Duty is stated under the Equality Act 2010 and is to have regard to the need to:
 - a) eliminate discrimination, harassment or victimisation
 - b) advance equality of opportunity between persons who share a protected characteristic and persons who do not share it
 - c) foster good relations between those who share a relevant characteristic and those who do not
- 6.3 This Policy and Procedure will be implemented in accordance with the principles of the Council's Equality Objectives 2016 - 2020 (currently being

reviewed and updated up to 2026) to maximise positive outcomes for all adults and children, including those with protected characteristics.

- 6.4 An Equalities Impact Assessment screening document has been completed in respect of the proposed policy. It was considered by the Council's Equalities Group and is attached at Appendix 'B.'

7. Environmental/Sustainability/Biodiversity implications

- 7.1 The majority of the courses in the training plan are provided by e-learning or with an online tutor, which reduces the need to travel.

8. Conclusions

- 8.1 The proposed policy will provide Runnymede Borough Council with a method to embed a more structured approach to the management of safeguarding across the Council. In doing so, the policy will demonstrate the Council's commitment to the principle of making Safeguarding Everybody's Business. The Council is working to ensure that it actively promotes safeguarding by raising awareness and understanding of Safeguarding responsibilities across the workforce, and therefore putting care and safety of our residents at the forefront of everything we do.

(To resolve)

Background papers

Safeguarding Policy

Equalities Impact Assessment

Runnymede Borough Council
Safeguarding Policy for Children and
Adults at Risk
November 2022

Foreword

A life that is free from harm, abuse, and neglect is a basic right of every person. The objective of safeguarding is to prevent and reduce the risk of harm to adults and children from abuse or other types of exploitation and impairment of development, while supporting individuals to maintain control over their lives and enabling them to make informed decisions without coercion. Although safeguarding is recognised as a key responsibility of local authorities, safeguarding is still everybody's business, and as neighbours, citizens, and community members we need to be alert to neglect and abuse and be committed to reporting our concerns.

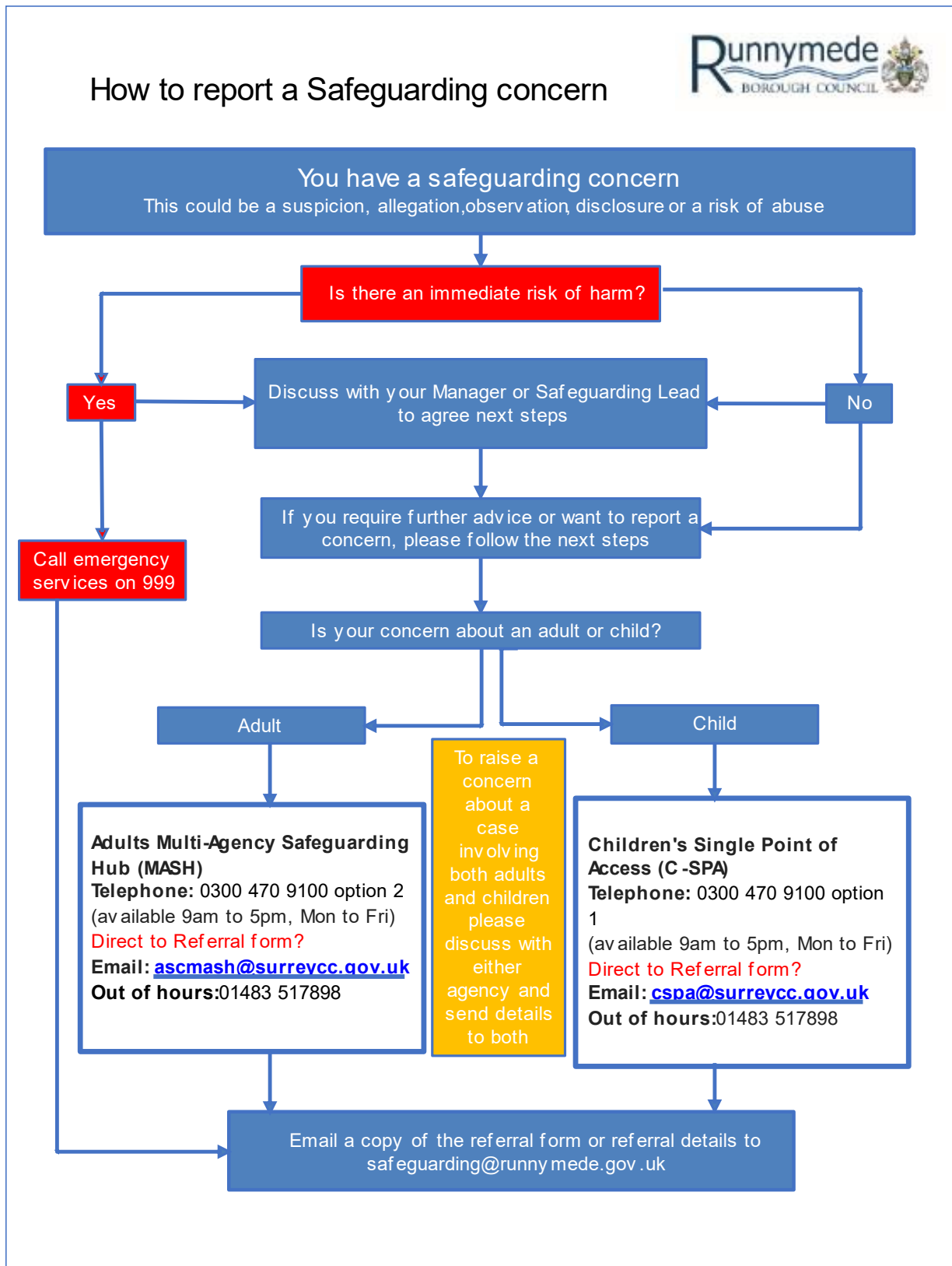
This policy sets out how the Council will meet its obligations to safeguard children and adults at risk. It applies to staff, agency workers, volunteers and contractors employed by the Council. It is also applicable to Councillors undertaking official duties on behalf of the Council. The policy complements and supports the agreed multi-agency procedures set down by the Surrey Safeguarding Children Partnership and Surrey Safeguarding Adults Board. (See Appendix 1: Surrey Safeguarding Partnerships) The policy is governed by a set of key principles and themes, designed to ensure that people who are at risk experience the process in such a way that it is sensitive to individual circumstances, is person-centred and is outcome focused. It is vital for successful safeguarding that the procedures in this policy are understood and applied consistently at an individual, managerial, and organisational level.

The aims of safeguarding are to:

- Prevent harm and reduce the risk of abuse or neglect
- Stop abuse or neglect
- Prevent impairment of development and enable individuals to have the best outcomes
- Safeguard individuals in such a way that supports them in making choices and having control over how they want to live
- Promote an approach that concentrates on improving life for the individual
- Raising public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide accessible information and support to help people understand what constitutes abuse and neglect, and how to respond
- Address what has caused the abuse or neglect.

Safeguarding of children and adults at risk are governed by separate Government legislation and separate Surrey County Council safeguarding boards. Therefore, the policy will consider the safeguarding of children and adults at risk independently, before addressing where there is overlap between the two safeguarding areas.

What to do if you have a safeguarding concern?



Child Sexual Exploitation and Prevent referrals should be made to Surrey Police on **101** unless it is an emergency in which case call **999**. Concerns about **Modern Slavery**, speak to the Council’s Safeguarding leads or contact MASH/Children’s Single Point of Access (C-SPA).

Safeguarding children

Introduction

Runnymede Borough Council has a legal duty to work together with other statutory and voluntary agencies to safeguard and promote the welfare of children. For the purposes of this document children are considered as under 18 years of age.

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

Children need to be loved and valued and be supported by a network of reliable and affectionate relationships. If children are denied this, they are at an increased risk of an impoverished childhood, and at an increased risk of disadvantage and social exclusion in adulthood. Abuse and neglect pose particular problems.

When safeguarding children, Working Together to Safeguard Children (See Appendix 2 Legal framework) requires that the focus should be to promote children's wellbeing and welfare through supporting families. It recommends that safeguarding must address the needs of a child as much as the risk to a child to give children and families positive outcomes.

Runnymede Borough Council's Safeguarding Policy for Children and Adults at Risk has been developed in accordance with relevant guidance regarding:

- A clear safeguarding staff structure, roles, and responsibilities (See Appendix 3: Runnymede Borough Council staff safeguarding structure)
- The safeguarding induction and training programme (Appendix 4: Staff safeguarding training plan)
- Recruitment procedures that will safeguard children and promote welfare – for example: Safer Recruitment practice which includes Disclosure and Barring checks for specified employees and thorough selection procedures
- Communicating to all staff who the designated safeguarding leads are for the Council (See Appendix 3: Runnymede Borough Council staff safeguarding structure).
- The procedures that staff must follow if they believe a child or young person may be at risk (see "What to do if you have a safeguarding concern?", page 3 of this document)

Surrey Safeguarding Children Partnership and Effective Family Resilience

It is a statutory duty under the Children Act 2004 (See Appendix 2: Legal framework) for each lead local authority to have a Safeguarding Board. Government guidance: Working Together to Safeguard Children added further duties.

The **Surrey Safeguarding Children Partnership** is a Surrey-wide Board and is chaired by an independent chair and hosted by Surrey County Council. As part of the governance of that Board, the District and Borough Lead Safeguarding Officers group forms the **District and Borough Forum** which feeds into the partnership, along with other statutory and voluntary agencies.

Effective Family Resilience is the model of practice Surrey expects all those with safeguarding responsibilities to adhere to. The new Effective Support Windscreen sets out how the system will respond to the needs of children and families in Surrey. It is a key component of the [Effective Family Resilience Guidance](#) which provides a consistent approach across all partners, organisations and services across Surrey. **Effective Family Resilience** responds to the requirement of children and families across four levels of need, **Universal, Early Help, Targeted Help, and Specialist**. (See Appendix 5: Surrey Effective Family Resilience and Children's Single Point of Access (C-SPA))

Key principles of safeguarding children

Effective safeguarding arrangements in every local area must be underpinned by two key principles:

- **Safeguarding is everyone's responsibility:** for services to be effective each professional and organisation must play its full part, see below
- **A child-centred approach:** for services to be effective they must be based on a clear understanding of the needs and views of children, see below

Safeguarding is everyone's responsibility

'Safeguarding is everyone's responsibility' is the founding principle of safeguarding children. It asserts that everybody has a role to play in protecting children from harm and keeping them safe. If a person comes into contact with a child whom he or she has concerns about, he or she must take action to safeguard the child. It is unlikely that a single individual's insight into a child's situation will form a complete picture and by raising concerns, however small, and sharing information, it will allow for more informed decision making and decisive action to be taken.

A child centred approach

Effective safeguarding of children can only be achieved by putting children at the centre of the system, and by every individual and agency playing their full part, working together to meet the needs of vulnerable children.

Children have clearly expressed what they want from the safeguarding process:

Attribute	Description
Vigilance	To have adults notice when things are troubling them
Understanding and action	To understand what is happening; to be heard and understood and to have that understanding acted upon
Stability	To be able to develop an on-going stable relationship of trust with those helping them
Respect	To be treated with the expectation that they are competent rather than not.
Information and engagement	To be informed about and involved in procedures, decisions, concerns and plans
Support	To be provided with support in their own right as well as a member of their family
Advocacy	To be provided with advocacy to assist them in putting forward their views

Good practice when working with children

When working with children it is important to follow the good practice outlined below:

- Adults should not behave in a manner which would lead any reasonable person to question their suitability to work with children, or act as a role model.
- Adults must not work on their own with children. If a situation occurs when this arises, due to sickness or an emergency, always inform colleagues or parents/carers to ensure that someone can be present or nearby.
- It is inappropriate to offer lifts to a child or young person. There may be occasions where the child or young person requires transport in an emergency situation or where not to do so may place a child at risk. If circumstances permit, the parent/carer or line manager should be informed before the lift is provided and wherever possible 2 adults should accompany the young person. The event must always be recorded and reported to a senior manager and parents/carers. Students, who are under 18 years of age, and are on a work placement with the Council, should be accompanied by two members of staff when given lifts for outside visits.
- Physical contact is discouraged and should only take place only when it is absolutely necessary and in a safe and open environment i.e. one easily observed by others.
- Always report any accidents/incidents or situations where a child becomes distressed or angry to a senior colleague.
- Photography should not cause a problem providing reasonable steps are taken to follow safe practice guidelines. Photographs must not be taken without permission of the children and their parent if they are under 18. In no circumstances can photographs be published without prior written consent. Photographs of children with

their family, class, or club, are generally a source of pleasure and pride, which can enhance the self-esteem of children. Staff must remain sensitive to any children who appear uncomfortable or feel threatened by photography and must recognise the potential for misinterpretation. Only Council-owned phones, cameras or other recording devices are to be used. Policies should be in place to cover the safe storage of photographs.

- Staff must always be aware of E-safety and maintain professional boundaries when communicating with children and young people. Employees, Members and volunteers should not telephone, text or use social networking sites to communicate with children. The relevant Council's data protection and information governance policies must be observed.
- The good practice described above on working with children must be applied by Council employees when their colleagues and work placement students are under 18 years of age.

What to do if a child or third party makes an allegation

If a child or third party makes an allegation or discloses information which raises concern about significant harm, the initial response should be to listen carefully to what the child or third party says to:

- Clarify the concerns
- Offer reassurance about how the child will be kept safe; and
- Explain that what they say cannot be kept in confidence and will be discussed with one of the Council's safeguarding leads to consider how to manage the concern and if appropriate contact [Surrey Children's Single Point of Access](#) for advice and guidance.

It is the duty of council officers to **listen** to, **record** and **report** allegations or concerns, it is **not** their responsibility to **investigate** the matter.

If the allegation is raised by a child, the child must not be pressured for information, led or cross examined or given false assurances of absolute confidentiality. Such well-intentioned actions could prejudice police investigations, especially in cases of sexual abuse. An interpreter should be used if necessary.

If the child can understand the significance and consequences of making a referral to Surrey Children's Single Point of Access (C-SPA), he or she should be asked his or her view by the referring officer. Although the child's view should be considered, it remains the responsibility of the professional to take whatever action is required to ensure the safety of that child and any other children.

Consent from parents/care givers should generally be sought before referrals are made to the Children's Single Point of Access (C-SPA) unless you have no way of contacting the parent/care giver. There will be some circumstances where this should not be done, for example, if it could:

- Place a child at increased risk of significant harm
- Place an adult at risk of serious harm

- Prejudice the prevention or detection of a serious crime
- Lead to unjustified delay in making enquiries about allegations of Significant Harm

The officer should record in writing whether they have discussed the concern and or referral with the family. They should also record the reasons if they decide not to inform the family of these matters.

If the decision is made to make a referral, the procedure to follow is on page 3.

When to raise a concern

It is important that employees raise their concern with either their line manager or one of the Council's safeguarding leads if it is believed or suspected that:

- A child is suffering or likely to suffer significant harm (see Appendix 6: Children at risk: Indicators of abuse and forms of abuse) or
- A child's health or development may be impaired without the provision of services or
- A child would be likely to benefit from family support services, with the agreement of the person with parental responsibility

If you are making a safeguarding referral and need assistance to explain and describe the child neglect you have observed, you may find it helpful to use the [Neglect Screening Tool](#).

It is not the role of Runnymede Borough Council to decide if a child at risk is being abused or not, but it is our job to pass on any concerns.

The procedure for doing this is set out on page 3 of this document.

Escalation procedure

If you disagree with any decision made by a partner agency in relation to a safeguarding concern you have raised, you should discuss this with your manager or one of the Safeguarding Leads (detailed in Appendix 3).

Following discussion, if appropriate the matter may be escalated using the Surrey Safeguarding Children Partnership [Inter-Agency Escalation Policy and Procedure](#) in order to resolve the issue. The purpose of this policy is to create a transparent process to set out how disagreements should be dealt with between partner agencies with regards to professional practice in relation to a child, young person, or their family.

Allegations against staff, volunteers, or councillors

An investigation by an appropriate body is required if there is an allegation or concern that any person who works with children, in connection with his or her employment or voluntary activity, has:

- Behaved in a way that has harmed a child, or may have harmed a child

- Possibly committed a criminal offence against or related to a child
- Behaved towards a child or children in a way that indicates s/he is unsuitable to work with children

Whilst some behaviours may not constitute a criminal offence, consideration will need to be given as to whether they may indicate unsuitability to work with children. These include concerns relating to inappropriate relationships between members of staff and children such as:

- Having a sexual relationship with a child under 18 in a position of trust in respect of that child, even if consensual
- `Grooming' i.e. meeting a child under 16 with intent to commit a relevant offence
- Other `grooming' behaviour giving rise to concerns of a broader child protection nature - for example: inappropriate text/email messages or images, gifts, socialising etc.
- Possession of indecent photographs/pseudo-photographs of children

What to do if a concern is raised about staff, volunteers and Councillors

Any allegations or concerns about a member of staff or volunteer should be noted and signed (where appropriate) and immediately referred to Human Resources.

Human Resources will then contact Surrey County Council's Local Authority Designated Officer (LADO) within one working day of it coming to their attention. The LADO is responsible for advising on and monitoring such allegations and can be contacted on 0300 123 1650 (option 3) or LADO@surreycc.gov.uk.

If the Council decides to remove an individual (paid worker, unpaid volunteer) from work (or would have, had the person not left first) because the person poses a risk of harm to children, Human Resources, together with the Corporate Head or senior lead for service area, will undertake a risk assessment. If required, Human Resources will make a referral to the Disclosure and Barring Service.

It is an offence to fail to make a referral without good reason to the Disclosure and Barring Service

Should an allegation or concern be raised regarding a councillor, the Chief Executive and Monitoring Officer must be informed.

Safeguarding adults at risk

Introduction

Runnymede Borough Council has a legal duty to work together with other statutory and voluntary agencies to safeguard and promote the welfare of adults at risk and treat them with dignity and respect. At the same time the Council will protect its staff and elected members from the risk of unfounded allegations. We will seek to ensure that any adult at risk receiving services from the Council can access council services in safety without fear of abuse.

This policy is designed to work in conjunction with Surrey Multi-Agency Adult Protection Procedures which are available on Surrey County Council's [website](#)

The Council will seek to implement its policy on the protection of adults at risk by:

- Ensuring that all staff who have regular, direct and unsupervised contact with adults at risk are carefully selected, checked and trained.
- Ensuring that all Council contractors who have regular, direct and unsupervised contact with adult at risks have effective policies and procedures in place
- Ensuring that organisations that apply for grant aid for programmes that include adults at risk (funding or premises) have effective policies and procedures in place
- Informing all organisations as well as the general public information about what they can expect from the council in relation to protecting and safeguarding adults at risk
- Ensuring that there is a clear complaints procedure in place that can be used if there are any concerns
- Sharing information about concerns with appropriate agencies and involving adults at risk and their carers as appropriate

Who is an adult at risk?

The definition of an 'adult at risk' from section 42 of the Care Act 2014 is a person over the age of 18 who:

- (a) has needs for care and support
- (b) is experiencing, or is at risk of, abuse or neglect
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

It is recognised that there will have to be a judgement made to determine whether or not to treat someone as an adult at risk at any specific time.

Key principles of safeguarding adults at risk

The Care Act 2014 (See Appendix 2: Legal framework) introduced six principles of safeguarding which are listed below.

Principle	Description
Empowerment	Presumption of person-led decision making and informed consent
Prevention	Take action before harm occurs
Proportionality	Take the least intrusive response appropriate to the risk presented
Protection	Provide support and representation for those in the greatest need
Partnership	Local solutions through services working with their communities
Accountability	Ensure there is accountability and transparency in safeguarding practices

In view of the above, the following principles have been adopted by all agencies and professionals working together to protect adults at risk.

- All adults at risk have a right to be protected and their decisions respected even if that decision involves risk.
- The prime concern at all stages will be the interests and safety of the adult at risk.
- The aim will be to give a professional service to support and minimise the distress of any adult at risk.
- The importance of professionals working in partnership with the adult at risk and others involved will be recognised throughout the process.
- The responsibility to raise a concern about an adult at risk rests with the person who has the concern.
- All parties involved will be treated sensitively at all stages of an investigation.
- All agencies receiving confidential information in the context of an adult at risk investigation will make decisions about sharing this information in appropriate circumstances.
- Procedures provide a framework to ensure that agencies work together for the protection of the adult at risk. They are not a substitute for professional judgement and sensitivity.
- Adults at risk have the right to have an independent advocate if they wish, at any stage in the process.

Making Safeguarding Personal

[Making Safeguarding Personal \(MSP\)](#) is a shift in culture and practice in response to what we now know about the effectiveness of safeguarding from the perspective of the person being safeguarded.

MSP promotes conversations about how we might respond in safeguarding situations in a way that enhances involvement, choice and control of the individual as well as improving quality of life, wellbeing and safety. This means seeing people as experts in their own lives and working alongside them.

The key focus is on developing a real understanding of what adults at risk wish to achieve and agreeing, negotiating and recording their desired outcomes, working out with them (and their representatives or advocates if they lack capacity) how best those outcomes might be realised and then seeing, at the end, the extent to which desired outcomes have been realised.

The wellbeing principle

The Care Act 2014 introduces a duty to promote wellbeing when carrying out any care and support functions in respect of a person. This is sometimes referred to as The Wellbeing Principle because wellbeing is put at the heart of care and support.

The wellbeing principle applies in all cases where care and support is being carried out, or decisions are made, or safeguarding is exercised. When safeguarding adults it applies equally to adults with care and support needs and their carers.

Promoting wellbeing means actively seeking improvements at every stage in relation to the individual, and where applicable their carer. It is a shift from providing services to the concept of meeting needs. In promoting wellbeing it should be assumed that individuals are best placed to judge their own wellbeing. Their individual views, beliefs, feelings and wishes are paramount and individuals should be empowered to participate as fully as possible.

What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person/ persons or organisation. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or omission to act, or it may occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent.

Any act of abuse, repeated or singular, is a violation of the adult at risk's human and civil rights.

Types of abuse that those working with adults at risk should be aware of are set out at Appendix 7: Adults at risk.

Context

Abuse of adults at risk can occur in any setting or any situation and can be a complex area. Abuse may occur in:

Domestic settings: including the adult at risk's own home, or another person's

Institutional settings: including day care, residential care, nursing homes and hospitals

Public settings: including in the street, any public area or social or work environment

Abuse of adults at risk occurs in all cultures, all religions and at all levels of society.

The abuser may be anyone, including a member of the family, friend, neighbour, partner, carer, stranger, care worker, manager, volunteer, another service user or any other person who comes into contact with the adult at risk.

Good practice when working with adults at risk

To help prevent abuse occurring and false allegations arising, the following basic guidelines will help safeguard both the adult at risk and members of staff.

You must:

- Treat all service users with dignity and respect
- Provide an example of good conduct you wish others to follow
- Challenge unacceptable behaviour - e.g. bullying, and report all allegations/suspicions of abuse
- Be identifiable and always wear a name badge

You must not:

- Have unwarranted contact with an adult at risk
- Make any comments, which may have a sexual connotation.

What to do if an adult at risk or a third party raises a safeguarding concern or makes an allegation

If an adult at risk or a third party makes an allegation or discloses information which raises concern about significant harm, the initial response should be to listen carefully to what the adult or third party says to:

- Clarify the concerns,
- Offer reassurance about how to keep them safe; and
- Explain that what they say cannot be kept in confidence and will be discussed with one of the Council's safeguarding leads to consider how to manage the concern and if appropriate contact Multi Agency Safeguarding Hub (see page 3 of this document).

It is the duty of officers to **listen** to, **record** and **report** allegations or concerns, it is **not** their responsibility to **investigate** the matter.

If the allegation is raised by an adult at risk, they must not be pressured for information, led, or cross examined or given false assurances of absolute confidentiality.

When to raise a concern

It is important that employees raise their concern with either their line manager or one of the Council's safeguarding leads if it is believed or suspected that:

- An adult at risk is suffering or likely to suffer abuse (see Appendix 7: Adults at risk)

It is not the role of Runnymede Borough Council to decide if an adult at risk is being abused or not, but it is our job to pass on any concerns.

The procedures that staff must follow if they believe an adult may be at risk (see "*What to do if you have a safeguarding concern?*", page 3 of this document)

Escalation Process

Should you have concerns about a decision made by a professional please contact one of the Council's Safeguarding Leads to discuss.

Use relevant whistleblowing procedures if you feel that you will not be believed, taken seriously or believe that your manager or lead for safeguarding may be causing the risks of abuse to the adult or child.

The Council's roles and responsibilities in safeguarding children and adults at risk

This policy has considered children and adults at risk independently as they are the subject of different legislation. However, there are areas where safeguarding children and adults at risk overlap, and these are set out below:

The council as an organisation

The Council is committed at senior officer and member level to safeguarding children and adults at risk. The Council recognises its responsibilities under the Care Act 2014, The Children Act 1989 and 2004, and Working Together to Safeguard Children 2015. Safeguarding is a Council priority, and this is clearly demonstrated by:

- Representation at the Surrey Safeguarding Adults Board and the completion of standard returns for this board
- Representation at the Surrey Safeguarding Children Partnership and the completion of Section 11 returns for this board
- Appointment of a Runnymede Borough Council Member as lead for Safeguarding Children and Adults at Risk
- Appointment of Safeguarding Leads across the Council to support frontline officers to manage concerns and/or make a referral if appropriate
- Sign-up to protocols, policies and relevant safeguarding forums

The council as an employer

In its role as an employer the Council incorporates safeguarding measures in its recruitment procedure and provides mandatory safeguarding training for all employees as well as enhanced training dependant on the role. The Council also has a safeguarding responsibility as a licensing authority and for the services it commissions.

Recruitment procedures

Runnymede Borough Council is committed to safer recruitment. New employees who are taking up a position which involves working closely with children or adults at risk (in a voluntary or paid capacity) will be required to acquire an Enhanced DBS Disclosure.

Enhanced DBS Disclosures provide additional detail about unspent and spent convictions, cautions, reprimands, final warnings plus any additional information held by the police.

Training

All employees will be required to undertake mandatory safeguarding training and become familiar with the Safeguarding Policy as part of their induction.

A copy of the council's Safeguarding training plan can be found in Appendix 4

The council as a licensing authority

The Council is a licensing authority for services such as taxi drivers, public events, alcohol and entertainment, charity collections, gambling, animal licensing, boot fairs, Sunday and street trading and other licences such as fireworks.

The Council needs to ensure that all relevant checks are carried out prior to issuing licences and if a safeguarding concern is raised at any time during the process, the Council's safeguarding policy and procedures must be followed, including the notification of other government or national bodies.

Procurement, contracts and grant giving

When the Council commissions services it will require the contracted service provider to have in place an appropriate safeguarding policy and procedure that details their recruitment process, training arrangements, reporting procedure for incidents, regular updates, and risk assessment. The Council will ensure when commissioning services that they are compliant with safeguarding expectations.

When providing grants to organisations and for projects providing services to children or adults at risk, appropriate safeguarding arrangements will need to be demonstrated before that grant will be awarded.

Record keeping and monitoring

Good record-keeping is an essential part of the accountability of organisations to those who use their services. Maintaining proper records is vital to individuals' care and safety. If records are inaccurate, future decisions may be wrong and harm may be caused to the individual.

Where an allegation of abuse is made, all agencies have a responsibility to keep clear and accurate records. It is fundamental to ensure that evidence is protected and to show what action has been taken, what decisions have been made and why.

A guide to making a record

As soon as possible on the same day, a written record should be made of what has been seen, been said and any other concerns. It is important to make sure anyone else who saw or heard anything relating to the concern also makes a written report.

- Record your concerns and how they came to light, any information given by the person, information about any witnesses, the individual's wishes, actions taken, who was present at the time, dates and times of incident(s).
- Record details of the person alleged to have caused harm.
- Do record any concerns about the person's capacity to make any decisions (in relation to adults at risk) and the reasons for the concerns.
- Do record whether the person is aware that the concerns have been reported.
- Do record their perspective.
- Do record any previous concerns about the person.

Runnymede Borough Council has a central point for the recording and monitoring of all Safeguarding concerns raised with, or by the Council, for which a Data Protection Impact Assessment has been completed. All employees are required to provide information to populate the central record and how to do so is included in the process diagram on page 3.

Information sharing

Information sharing is vital to safeguarding and promoting the welfare of children and adults at risk. A key factor in many cases where children and adults have been harmed has been the failure to record information, to share it, to understand the significance of the information shared and to take appropriate action. Often it is only when information from a number of sources has been shared that it becomes clear that a child or adult at risk might be suffering harm.

Officers who have concerns for children, families and adults at risk should discuss with one of the Council's safeguarding leads how to manage the concern and if appropriate share the concern with the Children's Single Point of Access (C-SPA) or the Multi Agency Safeguarding Hub (MASH), see page 3.

All information sharing should be in line with the agreed set of principles about sharing personal or confidential information in the [Surrey Multi-Agency Information Sharing Protocol \(MAISP\)](#). The MAISP has been developed in partnership with Surrey County Council, all the borough and districts as well as the health services and Surrey Police.

Safeguarding reviews

Where serious harm or death has occurred involving a relevant adult or child in the Runnymede area, the council may be asked to participate in and will co-operate fully with all safeguarding reviews.

Equality and diversity

This Policy and Procedure will be implemented in accordance with the principles of the Council's Equality Statement and Objectives 2017-2021 to maximise positive outcomes for all adults and children, including those with protected characteristics.

It may be necessary to consult children or adults safeguarding leads of the relevant Boards in more complex situations. It may be necessary to consult the SSCP or SSAB Procedures

Manual on procedures for specific circumstances where there is a child and or incident presenting special circumstances, for example forced marriage or young carers.

All services will be provided in a manner that respects the rights, dignity, privacy and beliefs of all the individuals concerned and does not discriminate on the basis of race, culture, religion, language, gender, disability, age or sexual orientation.

Adults and children who have been abused need the same care and sensitivity whoever the alleged abuser.

Monitoring, review and risk assessment

Runnymede Borough Councils Safeguarding Leads Committee (officers), chaired by the council's Safeguarding Lead, is responsible for the undertaking of an annual review of this policy and its associated procedures. Following completion of the review, this will then be presented to the council's Corporate Leadership Team for feedback and approval.

Each Business Unit Manager is responsible for risk assessments of their services. This includes assessment of safeguarding risks and ensuring that mitigations that are in place to control those risks such as appropriate training of employees.

Appendix 1

Surrey safeguarding partnerships

In Surrey, the statutory Safeguarding Children Partnership and Surrey Safeguarding Adults Board are responsible for providing local agencies with guidance and holding agencies to account for their actions.

Representation on safeguarding partnerships

The Children Act 1989 and 2004 and Care Act 2014 together with associated statutory guidance sets out which organisations are required to sit on both boards and comprises all relevant statutory and key voluntary agencies.

The 11 Surrey District and Borough Councils have a single representative nominated by the Surrey Chief Executives Group to represent them on each board. Other borough and district council officers may attend the boards or the various subgroups that deal with the operational arrangements and ensure effective practice throughout the County.

Performance and quality assurance

Organisations on the boards are responsible for ensuring that they provide any data that is required by the boards for their respective Performance and Quality Assurance Frameworks. Likewise, they are expected to complete any returns and comply with any audit requirements.

Surrey Safeguarding Children Partnership (SSCP)

The overall role of the SSCP is to coordinate local work to safeguard and promote the welfare of children and to ensure the effectiveness of what the member organisations do individually and together by developing interagency policies and procedures for safeguarding and promoting the welfare of children, including:

- The action to be taken where there are concerns about a child's safety or welfare
- Training of those working with children and/or families or in services affecting the safety and welfare of children
- Investigation of allegations concerning persons working with children

It is very important that local safeguarding arrangements are strongly led and promoted at a local level, specifically by:

- A strong lead from local authority members, and the commitment of chief officers in all agencies, in particular the Director of Children’s Services and Lead Member for Children’s Services at Surrey County Council; and
- Effective local coordination and challenge by the Local Safeguarding Children’s Partnership.

District and Borough Councils have a crucial role to play in the safeguarding of children in their areas. The Surrey Safeguarding Partnership Procedures Manual specifically refers to the duty of housing authorities to share information that is relevant to safeguarding. They should promote the welfare of children and the duties of leisure services departments and leisure contractors to ensure that their leisure facilities safeguard children. All casual and temporary members of staff must be aware of safeguarding children issues and know how to report concerns.

Section 11 of the Children Act 2004 places duties on a range of organisations and individuals to ensure their functions, and any services that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children.

Each Surrey Borough and District Council completes Section 11 audits to be returned to the Surrey Safeguarding Children Partnership by the Lead Safeguarding Officer.

The Surrey Safeguarding Children Partnership has five core objectives to enable it to deliver its responsibilities as set out in Working Together 2015. These are:

1. Optimise the effectiveness of arrangements to safeguard and protect children and young people
2. Ensure clear governance arrangements are in place for safeguarding children and young people
3. Oversee Serious Case Reviews (SCRs), Partnership Reviews and Child Death Overview Panels (CDOP) processes and ensure learning and actions are implemented as a result
4. Ensure a safe workforce and that single-agency and multi-agency training is effective and disseminate good practice
5. Raise awareness of the roles and responsibilities of agency and community roles and responsibilities in relation to safeguarding children and young people

In addition, the Partnership:

- Coordinates what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children in the area
- Ensures the effectiveness of what is done by each such person or body for those purposes

The functions that support these objectives are to:

- Develop policies and procedures – The Partnership’s policies and Procedures can be accessed [here](#)

- Communicate and raise awareness
- Monitor and evaluate the effectiveness of partners individually and collectively
- Participate in the planning of services
- Undertake reviews of all child deaths and serious case reviews and disseminate the learning
- Commissioning and delivery of multi-agency training
- Evaluate of single agency and multi-agency training

Additional priorities

In addition to the delivery of core business the SSCP has identified four targeted priorities on which to focus:

- To monitor and challenge the effectiveness of the new Effective Family Resilience Model and to ensure that the voice of children and young people is heard
- To ensure professionals and the current child protection processes effectively protect those children identified as in need of protection and who are looked after
- To ensure children and young people at risk of Child Exploitation (CE) are protected
- To monitor and challenge the effectiveness and impact of the Domestic Abuse Services in reducing the incidences of Domestic Abuse and protecting children and young people from harm.

Surrey Safeguarding Adults Board (SSAB)

The Surrey Safeguarding Adults Board (SSAB) helps and protects adults in Surrey who have care and support needs and who are experiencing, or are at risk of, abuse or neglect.

Representatives from carers' groups, disability groups and older people's groups are members of the board.

The Partnership ensures the voices of adults at risk, their families and their carers are heard and guarantees there are effective processes in place to prevent and respond to abuse and neglect. The board also raises awareness of the importance of safeguarding through publicity campaigns and has a multi-agency training programme in place to give staff the right skills to safeguard adults.

The SSAB has three core duties:

1. Publish a strategic plan that sets out how it will meet its main objective and what the members will do to achieve this
2. Publish an annual report detailing what the SSAB has done during the year to achieve its main objective and implement its strategic plan
3. Conduct any safeguarding adults reviews in accordance with the Care Act 2014

The functions that support its objectives and duties are to:

- Develop a framework of multi-agency policies, protocols and procedure
- Require member agencies to provide assurance on their safeguarding activities
- Quality assure the safeguarding of member agencies
- Implement a multi-agency competency framework and training programme
- Undertaking Safeguarding Adults Reviews and learning lessons from them
- Learn lessons from other reviews including Domestic Homicide Reviews
- Undertake activities to raise awareness of safeguarding and to support the prevention of abuse and neglect

Appendix 2

Legal framework

This Safeguarding policy is underpinned by a range of legislation including, but not limited to:

The Children Acts 1989 and 2004

The Children Act 1989 and Children Act 2004 (as amended by the Children and Social Work Act 2017) along with the statutory guidance, Working Together to Safeguard Children 2018 provide the current framework for safeguarding children.

This legislation places an overarching responsibility on Surrey County Council, as the lead authority for children, for safeguarding and promoting the welfare of all children in their area but makes clear that other agencies also have a role to play.

Section 11 of the Children Act 2004 places a statutory duty on various agencies, including district and borough councils, to make arrangements to ensure that their functions are discharged taking account of the need to safeguard and promote the welfare of children. This includes any services or function they contract out.

This Act led to the establishment of the Surrey Safeguarding Children Partnership and required Surrey County Council to secure the co-operation of partners in setting up arrangements to improve the well-being of children in Surrey.

Working Together to Safeguard Children 2018

This replaced the Area Child Protection Committee and sets out how organisations and individuals should work together to achieve this using the key principles: Safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part.

The approach must be child-centred: in order to be effective, there needs to be a clear understanding of the needs of the child.

Guidance: [Working together to safeguard children: A guide to inter-agency working to safeguard and promote the welfare of children](#)

The Care Act 2014

The Care Act 2014 sets out the legal framework for how local authorities and other statutory agencies, including district and borough councils, should protect adults with care and support needs who are at risk of abuse or neglect. It consolidates existing law and puts similar arrangements in place to those safeguarding children.

The Act required Surrey County Council, as the lead authority for adults at risk to establish a Safeguarding Adults Board to bring together the key local partners to focus on safeguarding strategy and practice. The Act also places a duty on Surrey County Council to carry out safeguarding enquiries where it is suspected that someone is suffering or at risk of abuse or

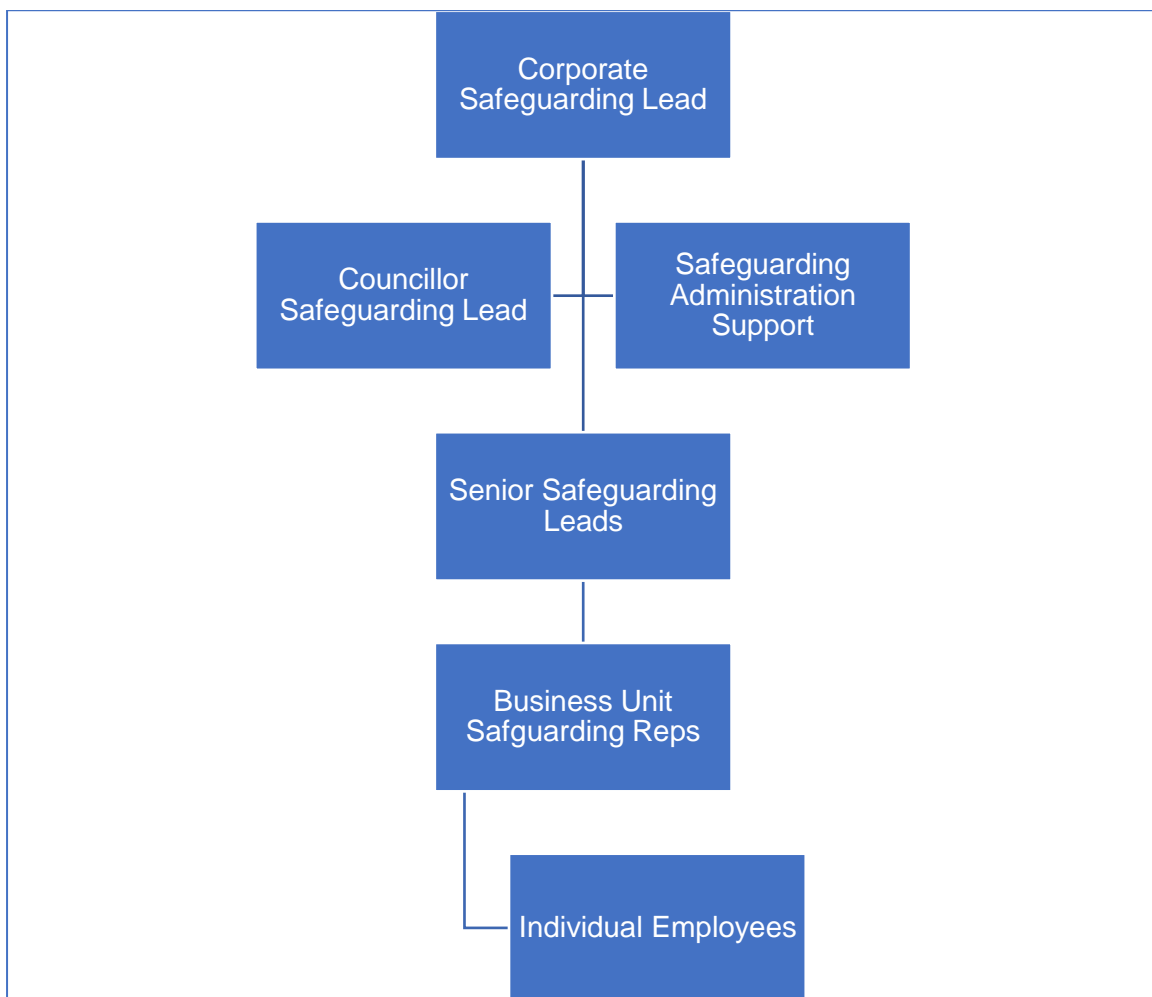
neglect conducting Safeguarding Adults Reviews (SARs) where there is a cause for concern about a particular case, to learn lessons for the future.

All these initiatives are designed to ensure greater multi-agency collaboration as a means of transforming adult social care.

This guidance is updated from time to time; therefore the most up to date guidance will apply in relation to the operation of this policy.

Appendix 3

Runnymede Borough Council staff safeguarding structure



Appendix 4

Staff safeguarding training plan

Introduction

This document sets out the required training to be undertaken across the organisation in relation to Children's and Adults Safeguarding. Safeguarding training is a mandatory requirement of all staff.

Four levels of training required have been identified, dependent on the nature of individual roles, responsibilities, and the nature of the business of the service worked in.

Level 1 – All staff

All staff are required to undertake the following training as a mandatory requirement:

- Safeguarding children and adults - E-learning
- Domestic abuse – E-Learning

New starters are required to complete both e-learning courses as part their initial induction.

Level 2 - Frontline staff and managers working in public facing or engaging roles

Staff within the following business units are required to complete the following training in addition to the Level 1 requirements:

- Community Services (all service areas)
- Customer Services
- Debtors (finance)
- DSO
- Environmental Health
- Housing (all service areas)
- Parks and Open Spaces
- Private Sector Housing

Staff employed within the above areas are required to complete the following additional training:

- Working Together to Safeguard Children - E-learning
- Adult Safeguarding Essentials – E-learning

Level 3 – Business unit leads

Each business unit has nominated a team member who will act as their Safeguarding Champion, and who will attend the internal Safeguarding Leads meetings. These staff, in

addition to the training identified in level 1 and 2 will be required to complete the following training:

- Training on the Multi-agency safeguarding arrangements in Surrey for both children and adults

Level 4 – Senior safeguarding leads

The Council has identified four senior Safeguarding Leads, who will act as a place for support and advice for others within the Council, and who will engage in Surrey safeguarding partnerships.

As senior leads, the four officers concerned will be required to undertake the following training in addition to the training in levels 1, 2 and 3:

- Designated Safeguarding Lead Training

Other training – Human Resources

In addition to the level 1 training requirements, staff within Human Resources are required to undertake the following training, which has a direct impact on the way their services are delivered:

- Managing Allegations Against Staff and Volunteers
- Safer Recruitment

Completion of training

All staff should complete at least the level 1 training requirements within their first month of employment, with other training to be completed at the earliest opportunity thereafter.

Refresher training

Safeguarding refresher training is required to be completed every three years.

Other training

A range of other safeguarding related training courses are available to individuals or teams. Access to other training courses should be requested and agreed with their line manager and/or Corporate Head.

Training is available from a range of providers, however the links below provide access to training courses available via the Surrey safeguarding partnerships for adults and children and Surrey training partnership:

- [Surrey Safeguarding Adults Board \(surreysab.org.uk\)](http://surreysab.org.uk)
- [Surrey Safeguarding Children Partnership \(surreyscp.org.uk\)](http://surreyscp.org.uk)
- [Surrey Learn](#)

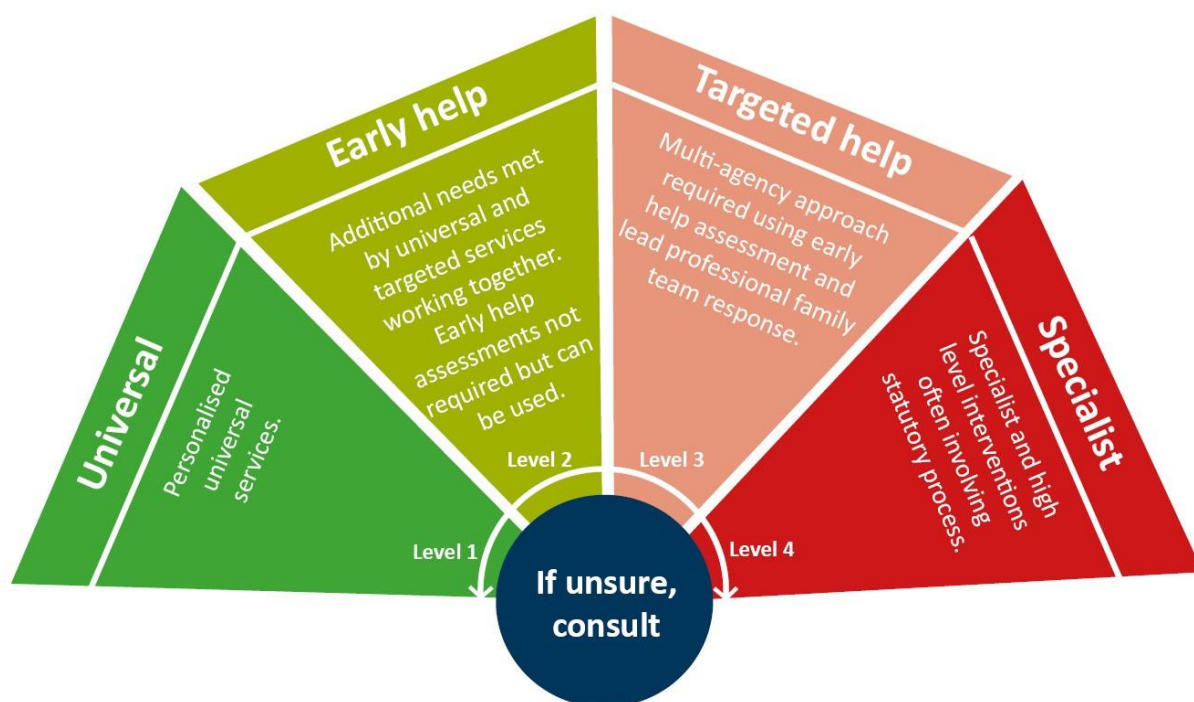
Review of this training Plan

This training plan will be reviewed annually as part of the review of the councils Safeguarding Policy.

Appendix 5

Surrey Effective Family Resilience and Children's Single Point of Access (C-SPA)

The Surrey Effective Support Windscreen



In May 2019 Surrey Safeguarding Board launched the new The Early Help approach

‘**Effective Family Resilience**’ and the Social Work practice model ‘**Family Safeguarding**’. Within this, four levels of need have been identified: **Universal, Early Help, Targeted Help, and Specialist**.

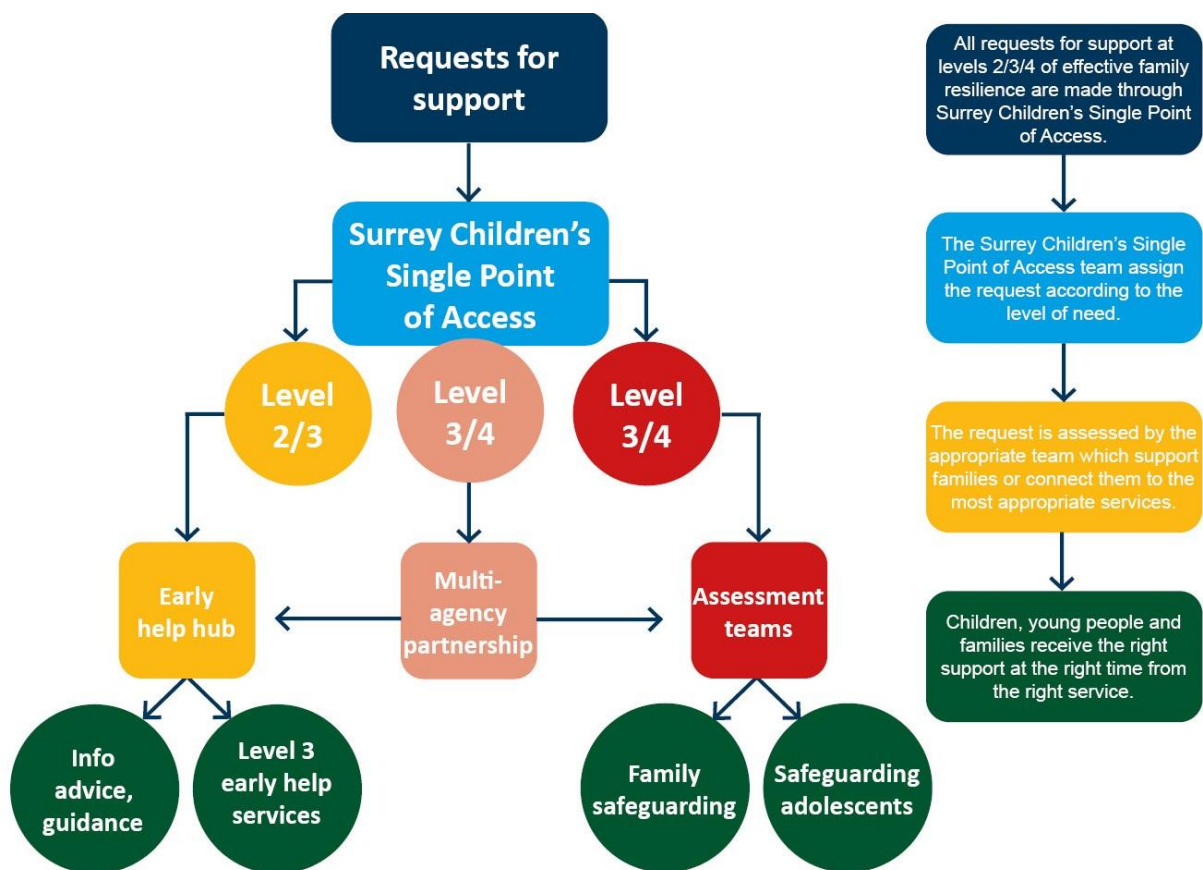
The purpose of this new model is to provide a consistent approach to safeguarding across **all organisations**; including voluntary and charitable organisations who come into contact

with and support children and their families. Focusing on the need to work together in an open way with the child and their family to gain their confidence, identify strengths and needs, to find practical and achievable solutions, and to provide the right amount of information, advice to support the family.

Link to [Effective Family Resilience Guidance](#)

Children's Single Point of Access (C-SPA)

The Children's Single Point of Access is the umbrella term used to describe the front door to Surrey County Council services for children. Parents, carers and practitioners can phone in to access support, information and advice for families and those who work with children in Surrey.



Your contact will be answered by the Children's Request for Support Team. They may be able to answer your query directly, or when a response is required from a specific team, they will send the service request to the appropriate team to respond to you.

Requests for support up to Level 3 of Effective Family Resilience will be directed to the Early Help Hub. Families meeting the threshold for Level 4 of Effective Family Resilience will be sent straight to the Quadrant Assessment Teams (Children's Social Care).

If you are concerned about the safety of a child or young person you contact the Surrey Children's Single Point of Access (C-SPA).

Who to contact?

Telephone:

- 0300 470 9100
- 01483 517898 (out of hours hosted by the Emergency Duty Team)

E-mail: cspa@surreycc.gov.uk

Website: <https://www.surreycc.gov.uk/.../contact-childrens-services>

Appendix 6

Children at risk

Forms of abuse and indicators of abuse

Physical abuse

This is a form of significant harm which may include hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

The following are often regarded as indications of concern;

- An explanation which is inconsistent with an injury
- Several different explanations provided for an injury
- Unexplained delay in seeking treatment
- The parents/carers are uninterested or undisturbed by an accident or injury
- Reluctance to give information or mention previous injuries.

If you notice that a child or young person has injuries such as bruising, bite marks, burns and scalds, or scars and are concerned about the cause, it should be reported using the procedures set out earlier in “What to do if you have a safeguarding concern?”.

Emotional abuse

Emotional abuse is a form of significant harm which involves the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development.

It may involve conveying to children that they are worthless or unloved, inadequate or valued. It may include not giving the child opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It may also feature age or developmentally inappropriate expectations being imposed on children.

These may include interactions that are beyond the child’s developmental capabilities, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another, serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

Staff must also be aware to raise concerns relating to a child witnessing or are a potential victim domestic abuse. In 2013, the Home Office announced changes to the definition of domestic abuse with age range extended down to 16:

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family member regardless of gender or sexuality.

This can encompass, but is not limited to the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

This definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

Sexual abuse

Sexual abuse is a form of significant harm which involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

The activities may involve physical contact, including assault by penetration or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities such as involving children in looking at, or in the production of, sexual activities, encouraging children to behave in a sexually inappropriate ways or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Staff must also be aware of **Child Sexual Exploitation** as an emerging, high priority concern. CSE is defined as:

...involving exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of their performing, and/or another or others performing on them, sexual activities. It can occur through the use of technology without the child's immediate recognition; e.g. being persuaded to post sexual images on the internet/mobile phones without immediate payment or gain. In all cases, those exploiting the child have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement

in exploitative relationships being characterised in the main by the child's limited availability of choice resulting from their social/economic and/or emotional vulnerability.

Sexual exploitation can have a serious long-term impact upon every aspect of a child or young person's life, health and education. It also damages the lives of families and carers and can lead to families breaking up.

It is a multi-agency responsibility of partner agencies to identify those children and young people at risk of exploitation, to protect them and safeguard them from further risk of harm and to prevent children from becoming victims of this form of abuse.

County lines

County Lines refers to urban gangs supplying drugs to suburban areas and market and coastal towns using dedicated mobile phone lines or deal lines. This criminal activity often involves child criminal exploitation (CCE) as gangs use children and vulnerable people to move drugs and money.

New guidance has been developed by the Home Office to support frontline staff

– particularly those who work with children, young people and potentially adults at risk – in identifying potential victims of this type of criminal exploitation. It sets out the signs to look for in potential victims, and what action staff should take so that potential victims get the support and help they need. The document supplements an organisation's existing safeguarding policies.

Any practitioner working with a vulnerable person who they think may be at risk of county lines exploitation should follow their local safeguarding guidance and share this information with local authority social care services.

If you believe a person is in immediate risk of harm, you should contact the police.

Guidance: [Criminal exploitation of children and vulnerable adults: county lines](#)

Neglect

Neglect is a form of significant harm which involves the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate care-givers)
- Ensure access to appropriate medical care or treatment
- It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

If physical, emotional, sexual or neglect significant harm is suspected, or you have any other concerns regarding significant harm, discuss your concern with a safeguarding champion and if appropriate or make a referral immediately using the referral method on Page 3 of this Policy. A piece of information, no matter how small, could mean that a child at risk is identified. Several small pieces of information from different agencies have in the past identified horrific cases of abuse that would not have been identified by one single agency.

If you are making a safeguarding referral and need assistance to explain and describe the child neglect you have observed, you may find it helpful to use the [Neglect Screening Tool](#)

Appendix 7

Adults at risk

Forms of abuse and indicators of abuse

Physical abuse

Physical abuse includes assault, hitting, slapping, pushing, kicking, misuse of medication, being locked in a room, inappropriate sanctions or force-feeding, inappropriate methods of restraint, and unlawfully depriving a person of their liberty.

Possible indicators

- Unexplained or inappropriately explained injuries
- Exhibiting untypical self-harm
- Unexplained cuts or scratches to mouth, lips, gums, eyes or external genitalia
- Unexplained bruising to the face, torso, arms, back, buttocks, thighs, in various stages of healing. Collections of bruises that form regular patterns which correspond to the shape of an object or which appear on several areas of the body
- Unexplained burns on unlikely areas of the body (e.g. soles of the feet, palms of the hands, back), immersion burns (from scalding in hot water/liquid), rope burns, burns from an electrical appliance
- Unexplained or inappropriately explained fractures at various stages of healing to any part of the body
- Medical problems that go unattended
- Sudden and unexplained urinary and/or faecal incontinence. Evidence of over/under-medication
- Flinches at physical contact
- Appears frightened or subdued in the presence of particular people
- Asks not to be hurt
- May repeat what the person causing harm has said (e.g. 'Shut up or I'll hit you')
- Reluctance to undress or uncover parts of the body
- Wears clothes that cover all parts of their body or specific parts of their body
- An adult with capacity not being allowed to go out of a care home when they ask to

- An adult without capacity not being allowed to be discharged at the request of an unpaid carer/family member

Note: The NHS defines capacity as the ability to use and understand information to make a decision, and communicate any decision made. A person lacks capacity if their mind is impaired or disturbed in some way and this means the person is unable to make a decision at that time.

NHS definition: [What is capacity?](#)

Domestic abuse

Domestic abuse includes psychological, physical, sexual, financial, emotional abuse, and so called 'honour' based violence.

In 2013, the Home Office announced changes to the definition of domestic abuse:

"...Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family member regardless of gender or sexuality."

This can encompass, but is not limited to the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim." *

This definition, which is not a legal definition, includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

Many people think that domestic abuse relates to intimate partners, but it is clear that other family members are included and that much safeguarding work that occurs at home is, in fact is connected with domestic abuse. This confirms that domestic abuse approaches can be considered safeguarding responses in appropriate cases.

Family members are defined as: mother, father, son, daughter, brother, sister and grandparents, whether directly related, in-laws or stepfamily.

Forced marriage is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of their parents or a third party in identifying a spouse.

In a situation where there is concern that an adult with care and support needs is being forced into a marriage they do not or cannot consent to, there will be an overlap between action taken under the forced marriage provisions and the adult safeguarding process. In this case action will be co-ordinated with the police and other relevant organisations. The police must always be contacted in such cases as urgent action may need to be taken.

The Anti-social Behaviour, Crime and Policing Act 2014 means it is now a criminal offence to force someone to marry. In addition, the Forced Marriage (Civil Protection) Act 2007 may be used to obtain a Forced Marriage Protection Order as a civil remedy.

Honour-based violence is a crime and referring to the police must always be considered. It has or may have been committed when families feel that dishonour has been brought to them. Women are predominantly (but not exclusively) the victims and the violence is often committed with a degree of collusion from family members and/or the community. Many of these victims will contact the police or other organisations. However, many others are so isolated and controlled that they are unable to seek help.

Safeguarding concerns that may indicate honour-based violence include domestic violence, concerns about forced marriage, enforced house arrest and missing person's reports. If a safeguarding concern is raised, and there is a suspicion that the adult is the victim of honour-based violence, the matter should be referred to the police as they have the necessary expertise to manage the risk.

Female genital mutilation (FGM) involves procedures that intentionally alter or injure female genital organs for non-medical reasons. The procedure has no health benefits for girls and women. The Female Genital Mutilation Act (FGMA) was introduced in 2003 and came into effect in March 2004. The Act makes it illegal to practise FGM in the UK or to take girls who are British nationals or permanent residents of the UK abroad for FGM whether or not it is lawful in another country. It also makes it illegal to aid, abet, counsel or procure the carrying out of FGM abroad.

Sexual abuse

Sexual abuse includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

It includes penetration of any sort, incest and situations where the person causing harm touches the abused person's body (e.g. breasts, buttocks, genital area), exposes his or her genitals (possibly encouraging the abused person to touch them) or coerces the abused person into participating in or looking at pornographic videos or photographs. Denial of a sexual life to consenting adults is also considered abusive practice.

Any sexual relationship that develops where one person is in a position of trust, power or authority in relation to the other (e.g. day centre worker/social worker/residential worker/health worker) may also constitute sexual abuse.

Possible indicators

- Urinary tract infections, vaginal infections or sexually transmitted diseases that are not otherwise explained

- Appears unusually subdued, withdrawn or has poor concentration
- Exhibits significant changes in sexual behaviour or outlook
- Experiences pain, itching or bleeding in the genital/anal area
- Underclothing is torn, stained or bloody
- A child or a woman who lacks the mental capacity to consent to sexual intercourse becomes pregnant

Sexual exploitation

The sexual exploitation of adults with care and support needs involves exploitative situations, contexts and relationships where adults with care and support needs (or a third person or persons) receive ‘something’ (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of performing sexual activities, and/or others performing sexual activities on them.

Sexual exploitation can occur through the use of technology without the person’s immediate recognition. This can include being persuaded to post sexual images or videos on the internet or a mobile phone with no immediate payment or gain or being sent such an image by the person alleged to be causing harm. In all cases those exploiting the individual have power over them by virtue of their age, gender, intellect, physical strength, and/or economic or other resources.

Psychological abuse

Psychological abuse includes ‘emotional abuse’ and takes the form of threats of harm or abandonment, deprivation of contact, humiliation, rejection, blaming, controlling, intimidation, coercion, indifference, harassment, verbal abuse (including shouting or swearing), cyber bullying, isolation or withdrawal from services or support networks.

Psychological abuse is the denial of a person’s human and civil rights including choice and opinion, privacy and dignity and being able to follow one’s own spiritual and cultural beliefs or sexual orientation.

It includes preventing a person from using services that would otherwise support them and enhance their lives. It also includes the intentional and/or unintentional withholding of information (e.g. information not being available in different formats/languages etc).

Possible indicators

- Untypical ambivalence, deference, passivity, resignation
- Appears anxious or withdrawn, especially in the presence of the alleged abuser
- Exhibits low self-esteem
- Untypical changes in behaviour (e.g. continence problems, sleep disturbance)
- Not allowed visitors/phone calls

- Locked in a room/in their home
- Denied access to aids or equipment (e.g. glasses, dentures, hearing aid, crutches etc.)
- Access to personal hygiene and toilet is restricted
- Movement is restricted by use of furniture or other equipment
- Bullying via social networking internet sites and persistent texting

Financial or material abuse

This includes theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Possible indicators

- Lack of heating, clothing or food
- Inability to pay bills/unexplained shortage of money
- Lack of money, especially after collecting benefits
- Inadequately explained withdrawals from accounts
- Unexplained loss/misplacement of financial documents
- The recent addition of authorised signatories on accounts or cards
- Disparity between assets/income and living conditions
- Power of attorney obtained when the adult lacks the capacity to make this decision
- Recent changes of deeds/title of house or will
- Recent acquaintances expressing sudden or disproportionate interest in the person and their money
- Service user not in control of their direct payment or individualised budget • Miss-selling/selling by door-to-door traders/cold calling
- Illegal moneylending.

Modern slavery

Modern Slavery encompasses slavery, human trafficking, forced and compulsory labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

A large number of active organised crime groups are involved in modern slavery. But it is also committed by individual opportunistic perpetrators.

There are many different characteristics that distinguish slavery from other human rights violations – however, only one needs to be present for slavery to exist.

Contemporary slavery takes various forms and affects people of all ages, gender and races. Someone is in slavery if they are:

- Forced to work by mental or physical threat
- Owned or controlled by an 'employer', usually through mental or physical abuse or the threat of abuse
- Dehumanised, treated as a commodity or bought and sold as 'property' physically constrained or has restrictions placed on his/her freedom of movement

Human trafficking involves an act of recruiting, transporting, transferring, harbouring or receiving a person through a use of force, coercion or other means, for the purpose of exploiting that person.

Possible Indicators

Signs of various types of slavery and exploitation are often hidden, making it hard to recognise potential victims. Victims can be any age, gender or ethnicity or nationality.

Although by no means exhaustive, some common signs follow.

Persons may:

- Not be in possession of legal documents (passport, identification and bank account details) and they are being held by someone else
- Have old or serious untreated injuries and they are vague, reluctant or inconsistent in explaining how the injury occurred
- Look malnourished, unkempt, or appears withdrawn
- Have few personal possessions and often wear the same clothes
- What clothes they wear may not be suitable for their work
- Be withdrawn or appear frightened, unable to answer questions directed at them or speak for themselves and/or an accompanying third party speaks for them. If they do speak, they are inconsistent in the information they provide, including basic facts such as the address where they live
- Appear under the control/influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work. Many victims will not be able to speak English
- Exhibit fear of the authorities
- Perceive themselves to be in debt to someone else or in a situation of dependence

Environmental indicators

- **Outside the property:** there are bars covering the windows of the property or they are permanently covered on the inside. Curtains are always drawn. Windows have reflective film or coatings applied to them. The entrance to the property has CCTV cameras installed. The letterbox is sealed to prevent use.
- There are signs the electricity may have been connected from neighbouring properties or directly from power lines.
- **Inside the property:** access to the back rooms of the property is restricted or doors are locked. The property is overcrowded and in poor repair.

Discriminatory abuse

This includes discrimination on the grounds of race, faith or religion, age, disability, gender, sexual orientation and political views, along with racist, sexist, homophobic or ageist comments or jokes, or comments and jokes based on a person's disability or any other form of harassment, slur or similar treatment.

Hate crime can be viewed as a form of discriminatory abuse, although will often involve other types of abuse as well. It also includes not responding to dietary needs and not providing appropriate spiritual support. Excluding a person from activities on the basis they are 'not liked' is also discriminatory abuse.

The government has recently published a four-year plan for tackling hate crime: Action Against Hate. Guidance: [Action against hate: the UK government's plan for tackling hate crime](#)

Antisemitism. With evidence that antisemitism is once again on the rise, The International Holocaust Remembrance Alliance (IHRA) are taking a leading role in combatting it. IHRA experts determined that in order to begin to address the problem of antisemitism, there must be clarity about what antisemitism is and have therefore agreed the following definition.

"Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities".

Possible Indicators

Indicators for discriminatory abuse may not always be obvious and may also be linked to acts of physical abuse and assault, sexual abuse and assault, financial abuse, neglect, psychological abuse and harassment, so all the indicators listed above may apply to discriminatory abuse.

A person may reject his or her own cultural background and/or racial origin or other personal beliefs, sexual practices or lifestyle choices, or make complaints about the service not meeting his or her needs.

Organisational abuse

Organisational abuse is the mistreatment, abuse or neglect of person by a regime or individuals in a setting or service where the person lives or that they use.

Such abuse violates the person's dignity and represents a lack of respect for their human rights. Organisational abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice which affect the whole setting and deny, restrict or curtail the dignity, privacy, choice, independence or fulfilment of the individuals.

It can include neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or where care is provided within a person's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Organisational abuse can occur in any setting providing health or social care. A number of inquiries into care in residential settings have highlighted that organisational abuse is most likely to occur when staff:

- Receive little support from management
- Are inadequately trained
- Are poorly supervised and poorly supported in their work
- Receive inadequate guidance or where there is:
 - Unnecessary or inappropriate rules and regulations
 - Lack of stimulation or the development of individual interests
- Inappropriate staff behaviour, such as the development of factions, misuse of drugs or alcohol, failure to respond to leadership
- Restriction of external contacts or opportunities to socialise

Neglect and acts of omission

These include ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life such as medication, adequate nutrition and heating. Neglect also includes a failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the mental capacity to assess risk for themselves.

Neglect and poor professional practice may take the form of isolated incidents or pervasive ill treatment and gross misconduct. Neglect of this type may happen within a person's own home or in an institution. Repeated instances of poor care may be an indication of more serious problems. Neglect can be intentional or unintentional.

Possible indicators:

- Inadequate heating and/or lighting
- Physical condition/appearance is poor (e.g. ulcers, pressure sores, soiled or wet clothing)
- Malnourished, has sudden or continuous weight loss and/or is dehydrated
- Cannot access appropriate medication or medical care

- Not afforded appropriate privacy or dignity
- Has inconsistent or reluctant contact with health and social services
- Callers/visitors are refused access to the person
- Person is exposed to unacceptable risk

Self-neglect

Self-neglect covers a wide range of behaviour, neglecting to care for one's personal hygiene, health or surroundings including behaviour such as hoarding. Self-neglect is also defined as the inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of the individual and sometimes to his or her community.

Possible indicators:

- Living in very unclean, sometimes verminous, circumstances
- Poor self-care leading to a decline in personal hygiene
- Poor nutrition
- Poor healing/sores
- Poorly maintained clothing
- Long toenails
- Isolation
- Failure to take medication
- Keeping large numbers of pets
- Neglecting household maintenance
- Portraying eccentric behaviour/lifestyles

NOTE: Poor environments and personal hygiene may be due to personal or lifestyle choice or other issues such as insufficient income.

Where does abuse take place?

Abuse can take place anywhere. For example:

- The person's own home, whether living alone, with relatives or others
- Day or residential centres
- Supported housing
- Work settings

- Educational establishments
- Care homes
- Clinics and hospitals
- Prisons
- Other places in the community

Who might abuse?

Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the child or adult with care and support needs. A wide range of people may harm others. These include:

- A spouse/partner
- An adult with care and support needs
- Other family members
- Neighbours
- Friends
- Local residents
- People who deliberately exploit adults they perceive as vulnerable to abuse
- Paid staff or professionals
- Volunteers
- Strangers
- Gangs - small groups of people known to each other

Appendix 8:

Runnymede Borough Council

Designated Safeguarding Leads Committee

Terms of Reference

Purpose/Objectives of Meeting

The RBC Designated Safeguarding Leads Meeting will ensure an 'all age' approach to the protection of children and adults within the Borough.

These meetings will promote a culture of continuous improvement and collective learning through information sharing between the Designated RBC Safeguarding Leads to reduce and prevent the likelihood a person will experience abuse within Runnymede.

RBC will work in partnership with the safeguarding leads at SCC to ensure the organisation has its residents' safety at the forefront of its work, incorporating best practice and is compliant with Government legislation.

Following these meetings, the Designated Safeguarding Leads will be equipped with the skills and information to support and guide staff from across the organisation to ensure safeguarding concerns are reported to and actioned by the appropriate party, and in doing so, keeping the most vulnerable people in the Borough safe from all types of abuse.

Frequency

- Quarterly – Arranged in advance by RBC Head Safeguarding Lead

Method

- Preferably in person at the Civic Offices or via MS Teams

Duration of Meeting

- 60 minutes

Attendees

- RBC Head Safeguarding Lead (Chair)
- Designated RBC Safeguarding Leads (appointed by Corporate Heads of Service)
- SCC Safeguarding Leads (Runnymede Locality)
- RBC Community Safety Officer

It is expected that all regular attendees to these quarterly meetings will have completed up to Level 2 of RBC Safeguarding training, as a minimum.

Agenda Items

- Review of previous meeting's actions
- Legislative changes affecting the safeguarding of adults at risk and children
- Internal safeguarding risks, issues and lesson learned
- Opportunities to enhance and offer peer support across the organisation
- Safeguarding training including completion rates
- Information sharing and discussion of best practice
- Continual review of RBC safeguarding policy and procedures
- Discuss current on-going safeguarding cases – (cases to be anonymised)
- Audit of stored RBC safeguarding information
- Review of information and resources available to promote safeguarding in the organisation to staff and the Borough to residents

Confidentiality

No attendee shall disclose to any person or use for any purpose any confidential information discussed or receive during or relating to the meeting.

Inputs

- Previous Meetings Minutes
- Safeguarding Action Log
- Safeguarding Central Record Spreadsheet

Outputs

- Minutes from Meeting to be shared with attendees and Corporate Heads of Service.
- Action Log
- Communications to Council staff
- Recommendations/Escalations to be taken to CLT for approval

The agenda, minutes, Action Log, and other paper associated with these meeting will be stored on the central Safeguarding X: drive. Permission to access this drive will be granted by the RBC Head Safeguarding Lead and actioned by RBC Digital Services.

Associated HR Sub-Group

On a half-yearly basis, a subgroup of Designated Safeguarding Leads will meet with HR to discuss and action plan for RBC staff-related safeguarding concerns. At these meeting the HR Safeguarding Central Record Spreadsheet.

End of Terms of Reference

For all information contained within this document contact:

Runnymede Borough Council
The Civic Centre
Station Road
Addlestone
Surrey KT15 2AH

Tel 01932 838383

email: community.services@runnymede.gov.uk

www.runnymede.gov.uk

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above contact details.



Search: Runnymede Borough Council

EQUALITY SCREENING

Equality Impact Assessment guidance should be considered when completing this form.

POLICY/FUNCTION/ACTIVITY	LEAD OFFICER
Safeguarding Policy	Jill Moody

A. What is the aim of this policy, function or activity? Why is it needed? What is it hoped to achieve and how will it be ensured it works as intended? Does it affect service users, employees or the wider community?
<p>A life that is free from harm, abuse, and neglect is a basic right of every person. The objective of safeguarding is to prevent and reduce the risk of harm to adults and children from abuse or other types of exploitation and impairment of development, while supporting individuals to maintain control over their lives and enabling them to make informed decisions without coercion.</p> <p>Although safeguarding is recognised as a key responsibility of local authorities, safeguarding is everybody’s business, with neighbours, citizens, and community members needing to be alert to neglect and abuse and be committed to reporting our concerns.</p> <p>Runnymede Borough Council has a moral and legal obligation to ensure a duty of care for children and vulnerable adults.</p> <p>The Children Acts 1989 and 2004 (as amended by the Children and Social Work Act 2017) along with the statutory guidance, Working Together to Safeguard Children 2018, provide the legal framework for safeguarding children.</p> <p>The Care Act 2014 sets out the legal framework for protecting adults with care and support needs who are at risk of abuse or neglect.</p> <p>The Runnymede Borough Council Safeguarding Policy sets out how the Council will meet its obligations to safeguard children and adults at risk. It applies to staff, agency workers, volunteers and contractors employed by the Council. It is also applicable to Councillors undertaking official duties on behalf of the Council.</p> <p>The Safeguarding Policy has recently been updated in line with best practice guidelines and the proposed amendments will be presented to community services committee in November to request approval from members.</p> <p>It is a key message that Safeguarding is Everybody’s Business and the new policy aims to put this into action by providing a more robust, structured approach to the management of safeguarding and putting safeguarding firmly at the heart of everything we do.</p> <p>The key actions proposed to implement and embed the new structure and processes within The Council are as follows: Appointment of Senior Safeguarding Leads Appointment of Safeguarding Champion from within each business unit</p>

Creation of meeting structures to coordinate safeguarding internally
Creation of centralised storage systems for Safeguarding reports made by the Council and against officers and Councillors
Implementation of simplified Safeguarding reporting process
Implementation of training plan as set out across business units

The Policy intends to support those working within the council who have a safeguarding complaint as well supporting officers to raise a concern that they may come across when in contact with service users or other residents during their normal duties. So this policy affects those within the council, service users and the wider community.

B. . Is this policy, function or activity relevant to equality? Does the policy, function or activity relate to an area in which there are known inequalities, or where different groups have different needs or experience? Remember, it may be relevant because there are opportunities to promote equality and greater access, not just potential on the basis of adverse impacts or unlawful discrimination. The Protected Characteristics are; Sex, Age, Disability, Race, Religion and Beliefs, Sexual Orientation, Marriage and Civil Partnership, Gender Reassignment, Pregnancy and Maternity.

The Safeguarding Policy is relevant to equality in terms of the specific groups of people that it aims to protect i.e. children and adults at risk.

Children are defined by their age as any person under 18 years of age.

Adults at risk are defined by the Care Act (2014) as a person 18 years of age or over who:

- Has needs for care and support
- Is experiencing, or is at risk of, abuse or neglect; and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

Therefore, the policy aims to protect those that may be at risk of neglect or abuse due to the protected characteristics of age and/or disability (physical and/or mental). The protected characteristics of race and religion may also be engaged with regard to honour based and abuse based on discrimination.

If the policy, function or activity is considered to be relevant to equality then a full Equality Impact Assessment may need to be carried out. If the policy function or activity does not engage any protected characteristics then you should complete Part C below. Where Protected Characteristics are engaged, but Full Impact Assessment is not required because measures are in place or are proposed to be implemented that would mitigate the impact on those affected or would provide an opportunity to promote equalities please complete Part C.

C. If the policy, function or activity is not considered to be relevant to equality, what are the reasons for this conclusion? Alternatively, if there it is considered that there is an impact on any Protected Characteristics but that measures are in place or are proposed to be implemented please state those measures and how it/they are expected to have the desired result. What evidence has been used to make this decision? A simple statement of 'no relevance' or 'no data' is not sufficient.

The purpose of the Safeguarding Policy is to provide best practice guidelines to prevent the abuse and neglect of those who may be vulnerable due to the protected characteristics of age and disability.

Prior to updating their safeguarding policy, the Council consulted with other local authorities as well as the Surrey Safeguarding Children Partnership and the Surrey Safeguarding Adults Board. The safeguarding policy has been updated with recommendations that aim to ensure that there is a clear structure and processes in place so that the council actively promotes safeguarding as well as for fulfilling its safeguarding obligations. The following measures are proposed to ensure that this happens:

Safeguarding staffing structure – to provide accountability at all levels throughout the council, by identifying key safeguarding roles and providing training in line with their responsibilities; to ensure processes are followed, staff are supported, there is appropriate representation at safeguarding meetings both internally and externally and the sharing of best practice with council colleagues and partner organisations.

Training plan – to develop a highly trained, vigilant workforce who clearly understand the importance and principles of safeguarding and not only know how to report a concern but feel confident and properly supported by safeguarding leads/managers to do so.

Safeguarding process – To create a simplified and streamlined process for all safeguarding reports, presented in a user-friendly format. This is intended to be useful to all staff in all scenarios from dealing with an emergency to getting advice about a concern as well as how to report a concern. In combination with the training plan and the safeguarding lead roles, this will help to support those who have a concern but are unsure what to do next.

Record keeping/case management system - To consolidate all external safeguarding reports across the council in one place, enabling cross departmental/multi-agency awareness and referrals as well as the sharing of best practice. A central record for all internal safeguarding concerns to be held and managed by HR.

Representation – To create a Runnymede Borough Council Designated Safeguarding Leads Committee so that regular case and policy reviews can be undertaken, and important safeguarding updates rolled out and cascaded to all officers. It is proposed that this committee will formally review the Safeguarding Policy annually, in line with external audits from the Surrey Safeguarding Children Partnership and Surrey Safeguarding Adults Board. Nominated Safeguarding Leads will attend and actively participate in the 'Surrey District and Boroughs Safeguarding Forum' and 'District & Borough Lead Members and Officers for Children's Services Quarterly Meetings' to benefit from shared learning, partner updates and to be actively involved in the shaping of Safeguarding policy with partner organisations across Surrey.

This screening assessment will need to be referred to the Equality Group for challenge before sign-off. Please submit this form to Emmanuel Alozie and Clare Pinnock via email.

Date completed: 17/10/2022

Sign-off by senior manager:

Social Prescribing Update (Community Services, Jill Moody)

Synopsis of report:

To provide the Committee with an overview and update of the Social Prescribing Service currently being delivered by Runnymede Borough Council.

Recommendation(s):

None: This report is for information.

1. Context of report

- 1.1 Social Prescribing addresses the non-medical needs that affect a person's health and wellbeing, by connecting them to statutory and community groups and services for support.
- 1.2 Runnymede Borough Council (the Council) has been delivering Social Prescribing to its residents since April 2018.
- 1.3 Initially, the Council secured funding to employ one Social Prescribing Link Worker (SPLW) through the Better Care Fund via the North West Surrey Alliance. Since 2019 funding for two more SPLW became available through the Primary Care Networks (PCNs).
- 1.4 PCNs are groups of GP practices usually covering a population of around 30,000-50,000 people.
- 1.5 As part of the NHS Long Term Plan funding is available to PCNs to deliver Social Prescribing as a key component of the plan to help prevent illness and tackle health inequalities by addressing the wider determinates of health. The PCN funding is currently planned for 5 years until the end of March 2024 for the provision of SPLWs aligned to their GP Practices.
- 1.6 The Corporate Head of Community Services identified Social Prescribing as a project that could be developed as part of the Council's work within the North West Surrey Health Alliance and to demonstrate the Council's ability and commitment to supporting the wider health and social care agenda.
- 1.7 As a result of this project being approved, North West Surrey boroughs are now delivering Social Prescribing on behalf of and in partnership with PCNs.
- 1.8 Although it is not intended that this project generates income for the Council, it is possible that there might be an increase in uptake of other Council services as a result of referrals through Social Prescribing which could lead to a small increase in income through those services. However, the primary purpose is to ensure that individuals receive appropriate support to meet their needs, whether this is through Council, statutory, voluntary and community sector services and to improve residents' health and wellbeing as a result.

1.9 This report intends to provide an update of the Social Prescribing service that is being delivered by the Council.

2. Report

About Social Prescribing – the process

- 2.1 Social Prescribing is a way to address the non-clinical factors that affect a person's health and wellbeing. These factors are known as the wider determinates of health. They include socio-economic, cultural and environmental conditions, such as appropriate housing, social connections, employment and financial stability as well as personal lifestyle factors and they have a profound impact on a person's physical and mental health and wellbeing.
- 2.2 Social Prescribing Link Workers (SPLW) are able to give people greater time and support with their non-medical needs, where a clinician's time might be limited. This enables them to take a holistic approach and explore the factors that might be affecting a person's health wellbeing and to focus on what matters to them.
- 2.3 The Social Prescribing team receive referrals from Health and Social Care professionals, including GP's and Mental Health teams. There isn't a direct route to self-refer into the service but individuals who have previously been referred and discharged from Social Prescribing can refer themselves back at a later date if they need further support. Otherwise, they are advised to seek referral through their GP or other health or social care professional.
- 2.4 The referral form contains details of the referrer and the referred person and the reason for referral. The list below is used on the referral form and will give an indication of the types of reasons that referrals are made to Social Prescribing:
- Benefits / budgeting advice
 - Emotional support (including bereavement, relationships etc.)
 - Family Support
 - Housing options advice
 - Low-level mental health and wellbeing support
 - Opportunities for Social Interaction
 - Physical activity
 - Practical help (cooking / transport / shopping)
 - Remaining independent at home (careline, meals, handyman etc.)
 - Support around a disability / impairment
- 2.5 The referral form is emailed to the team, where it is allocated to an SPLW according to the GP practice where the resident is registered. The BCF funded postholder generally receives referrals via the Homesafe Plus, hospital discharge platform.
- 2.6 Once a referral is received the SPLW will make contact, usually by telephone for an initial discussion. This conversation is usually an introduction to the service and to establish the type and level of support required. Sometimes this will enable them to signpost or refer the person on to the appropriate services straight away, but an assessment will be made as to whether the

patient requires more support and if a face-to-face appointment is more suitable to explore this in more detail.

- 2.7 Sometimes a face-to-face appointment is simply more practical because, for example, the client is hard of hearing or would like a relative to be there, but it is often very helpful to meet in person, especially in more complex cases. Sometimes meeting in person helps an individual feel more comfortable to open up about the issues they are facing and the support they may need. It can also give the SPLW valuable insights into how the person is coping.
- 2.8 Face to face meetings can be arranged at the person's own home or at a community venue. This enables the SPLW to tailor their approach to the resident. For example, they may want to see how a person is managing if they live alone, or to encourage a person to meet at a community a venue to help them gain confidence and enjoy going out. Having such flexibility also helps officers to consider risks identified within the referral forms.
- 2.9 As a result of the discussions held, a person-centred plan will be agreed with the individual. The SPLW may signpost and/or refer the individual to the services or organisations that they have agreed would be beneficial. The SPLW will offer additional support to access these services where required.
- 2.10 An important part of Social Prescribing is to have an extensive and ever-growing knowledge of the support and services that are available in the borough including statutory, council, voluntary and community groups. This also lends itself to knowledge of gaps in service provision which is helpful in planning asset development within the borough.
- 2.11 It is the role of the SPLW to empower individuals to take control of their own health and wellbeing but depending on many factors including the complexity of the case and the service user's confidence, the SPLW may need to offer additional support to help the individual to gain the skills needed to take control of their wellbeing later on in the process.

Social Prescribing Resource

- 2.12 In Runnymede there are currently 3 x full time SPLW, whose roles cover different geographies and patient cohorts.
- 2.13 The table below shows the SPLW, the region they work in, how they are funded, the area of work they are allocated to and the GP practices they cover. The Social Prescribing team is managed by the Runnymede Borough Council, Health and Wellbeing Manager.

SPLW	Region	Funded by	Allocated to	Practices covered
SPLW 1	Runnymede	BCF	HSP	All Runnymede practices
SPLW 2	SASSE2 PCN	SASSE 2 PCN	SASSE 2 PCN	<ul style="list-style-type: none"> • Knowle Green Medical Practice • Fordbridge Medical Centre • Grove Medical Centre • The Orchard Surgery • Packers
SPLW 3	COCO PCN	COCO PCN	COCO PCN	<ul style="list-style-type: none"> • Crouch Oak Family Practice • Chertsey Health Centre

				<ul style="list-style-type: none"> • New Ottershaw Surgery
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- 2.14 Patients registered at the Hythe Medical Centre in Runnymede receive the same service via Spelthorne Borough Council due to the PCN cluster they are within. Referrals are not received for residents of Englefield Green by the GP practice, given their Social Prescribing resources are managed within the Frimley Health footprint. However, where an Englefield Green or Egham Hythe resident is referred as part of a Hospital Discharge plan, the BCF funded post will provide the service directly.

Social Prescribing outcomes

- 2.15 The tables below show the Social Prescribing referrals received for the previous financial year and this year to date.

The total referrals for the last 12 months from October 2021 to September 2022 = 702

Social Prescribing Referrals April 2021 – March 2022		
Q1 (2021)	Apr - Jun	169
Q2 (2021)	Jul - Sep	126
Q3 (2021)	Oct - Dec	135
Q4 (2022)	Jan - Mar	215
TOTAL Q1-Q4 (2021-22)	Apr 21 – Mar 22	645

Social Prescribing Referrals April 2022 – September 2022		
Q1 (2022)	Apr - Jun	197
Q2 (2022)	Jul - Sep	155
TOTAL Q1-Q2 (2022)	Apr 22 - Sep 22	352

- 2.16 As mentioned below in point 2.18 one of the benefits of installing a software package to manage Social Prescribing referrals and caseloads, would be the ability to better record, evaluate and report on outcome measures.
- 2.17 In the meantime please see the following case studies, from Runnymede Social Prescribing service users. Their names have been changed for anonymity.

Social Prescribing case study 1 - Peter

Peter was referred to Social Prescribing by his GP for low-level mental health and wellbeing support. He is a carer for his mother who is fully dependent on him and has dementia. He was struggling financially and emotionally. The Social Prescribing Link Worker (SPLW) was able to help by referring Peter for a carers assessment through Adult Social Care, and for financial support to Citizens Advice. Peter was also awarded some money to help with respite care from the GP carers fund that his SPLW nominated him for. Peter said that the Social Prescribing service provided him a lifeline. When he felt he had hit a brick wall it saved him. Knowing he had someone that cared enough to support him and that he had someone to turn to gave him a new

lease of life. Peter said that Social Prescribing changed his mind set from having to cope alone to knowing he can reach out because there is help available.

Social Prescribing case study 2 – Sam

Sam was struggling with her mental health and wellbeing when she was referred to Social Prescribing. She also suffered from work stress and was on long term sick leave. It was identified that Sam was awaiting a diagnosis for autism so her Social Prescribing Link Worker (SPLW) signposted her to Surrey Recovery College which offers courses on Understanding Autism and the Surrey National Autistic Society's ASSIST service for more tailored 121 support. Over the course of 7 months and 14 appointments, the SPLW supported Sam to engage with mental health support in the community and got her back into artwork and attending a local art group. Sam was encouraged to manage her own wellbeing by using self-help information and resources, which proved to be very successful. She was also referred to the Richmond Fellowship (the local employment support service) and with their support Sam was able to leave her stressful job and move to reduced hours in a different workplace where she feels much more appreciated and settled. Sam sent the following feedback to her SPLW "Thank you for all your support. I'm still receiving support from Richmond Fellowship as I find my feet in the new job....and I am so grateful to both of you."

Next steps

- 2.18 With the growth and success of Social Prescribing comes a requirement to address the need for a case management system software package. The administration associated with the service is time consuming and inefficient for both day-to-day management and effective monitoring and evaluation purposes. There are software packages now available that have been designed specifically for social prescribing services, which have bespoke features and an ability to communicate with the GP systems among other advantages. Work on how this could be procured and paid for remains ongoing within North West Surrey.
- 2.19 Recruitment and retention of social prescribing roles has been a challenge for some time. This is partly because the roles are limited by the funding available to the PCNs and via the Better Care Fund. This has meant recruiting on fixed term contracts and on a pay grade that appears to be out of alignment with other regions and certainly doesn't reflect the complexities of cases that the SPLWs now work with and the value of the service that the SPLWs provide.
- 2.20 A paper will be submitted to the Local Joint Commissioning Group (LJCG) to request consideration for an increase in pay scale for SPLWs to reflect the expectations and value of the role and to level out regional variations.
- 2.21 There is also a need for training and career development opportunities for SPLWs. A consistent approach to accessing accredited training and the associated development opportunities is being sought by North West Surrey boroughs to provide a professional framework that enables SPLWs to progress personally and professionally within their roles.

2.22 The North West Surrey Alliance, has recently, at the request of the boroughs, committed to underwriting the risk of redundancy costs for the SPLW roles. This effectively means we are now able to offer permanent contracts to all existing staff and new recruits. This will potentially improve the quality of the recruitment process as well as providing greater job security for those SPLWs already employed on fixed term contracts.

2.23 There is currently a review being conducted of all Personalised Care roles in North West Surrey. These roles include SPLWs along with others such as with GP Care Coordinators and Wellbeing Hub Advisors. Similarities have been identified between these roles, so the review will seek to clarify and establish how each role effectively works within the system and with each other and to ensure consistency of service delivery and measurement of outcomes for residents.

3. Policy framework implications

3.1 The strategic focus of the forthcoming Health and Wellbeing Strategy is tackling the Wider Determinates of Health which underpins the work of the Social Prescribing service. The theme 'Working in partnership to tackle health inequality: To work with statutory agencies, voluntary, community and faith sector organisations, communities and residents to identify and tackle health inequalities and deprivation' is particularly relevant to this project.

4. Resource implications

4.1 The main resource implication identified is the continued management and support of the SPLW's that are employed by the Council. However, the service has been incorporated within the new Community Services structure and it is felt that there isn't a requirement for intensive line management support as the roles function with a reasonable level of autonomy.

5. Legal implications

5.1 None identified.

6. Equality implications

6.1 The Council is required to have due regard to its Public Sector Equality Duty with regard to delivering Social Prescribing.

6.2 The Council's Duty is stated under the Equality Act 2010 and is to have regard to the need to:

- a) eliminate discrimination, harassment or victimisation
- b) advance equality of opportunity between persons who share a protected characteristic and persons who do not share it
- c) foster good relations between those who share a relevant characteristic and those who do not

6.3 Social Prescribing is implemented in accordance with the principles of the Council's Equality Objectives 2016 - 2020 (currently being reviewed and updated up to 2026) to maximise positive outcomes for all service users, including those with protected characteristics.

- 6.4 An Equality Impact Screening Assessment is currently being prepared, to be considered by the Council's Equalities Group and reported to this Committee.

7. Environmental/Sustainability/Biodiversity implications

- 7.1 It is recognised that as SPLWs are required to travel around the borough to attend appointments with clients and for meetings there will be an environmental impact associated with the use of their car. To mitigate this impact, they are encouraged to base themselves at a community hub building and to use Microsoft Teams and phone calls wherever possible, to reduce travel time. When they have joint visits and meetings with colleagues SPLWs routinely car share and are encouraged to continue to do so.

8. Conclusions

- 8.1 The North West Surrey model for the delivery of Social Prescribing is being successfully delivered to residents throughout the borough and is embedded within the Community Services offering at Runnymede Borough Council.
- 8.2 The service has been well received by both stakeholders and residents demonstrated by the level and quality of referrals and the positive feedback received from those supported by the service.
- 8.3 We hope to secure an increase in pay grade to encourage quality recruitment into these valuable roles and to be able to secure our currently employed and much valued team members. We will continue our work to provide a formalised framework within which to offer SPLWs opportunities for growth and progression.
- 8.4 Officers believe that this project serves as an example to prove the borough's ability and commitment to work with partners to successfully deliver a high quality service that delivers valuable health and wellbeing outcomes for our residents.

(For information)

Background papers

None Stated.

Fees and Charges Community Services (Financial Services, Susan Faure)

Synopsis of report:

To recommend the proposed fees and charges under this Committee's remit for the next financial year, 2023/2024.

Recommendation that:

the proposed fees and charges as set out in Appendix 'A' be approved, to be effective from the dates within the appendix or as soon as practical thereafter.

1. Context of report

- 1.1 The Council's Constitution provides delegated authority to Officers to alter fees, charges and prices without reference to Committee in order to respond to market conditions, new needs, changes in tax rates, and so on. Nonetheless, the annual review of charges still remains an important part of the overall budget setting process and the policy framework for service provision in general.
- 1.2 As part of the budget setting process, Service Managers are requested to review their charges each year. Members have previously agreed that Officers put forward recommended increases based on:
 - Current market conditions
 - Local competition
 - The likely yield of any fee increase
 - On-going savings targets and revenue reduction programmes
- 1.3 Members have accepted that in some service areas it may not be possible to significantly increase fees, and in others it may be necessary to decrease them to stimulate demand. However, in order to counteract the high levels of inflation officers were asked to aim for an average of 8% for discretionary locally set charges where to do so would not be detrimental to the service.

2. Report

- 2.1 The current fees and charges were agreed at the meeting of this Committee in November 2021.
- 2.2 This report reviews current levels of fees and charges, with a view to helping to balance next year's budget and is a key strand of the Council's Medium Term Financial Strategy.
- 2.3 The fees and charges proposed by service managers for next year are set out at Appendix 'A' along with the dates that they will take effect. The appendix includes a Yield column showing the budget for each charges/group of charges, so that Members can estimate the financial implications of any price rises.

3. Resource implications

Community Services

- 3.1 **Careline Charges** - The Careline charge at Runnymede is currently among the most expensive in the county and there is concern that if we increase our charges we may lose customers. In order to remain competitive it is proposed that the charges are not increased this year.
- 3.2 **Chertsey Museum** - The Museum Curator has reviewed the current prices and where possible has built in an increase for the 2022/23 fees and charges. However, where it is felt necessary to stimulate or maintain demand, prices have been frozen. Due to the sheer number of different activities held at the museum, it is impracticable to list each item in this report. The full list of charges is available via the education catalogue on the museum's website. The fees and charges at the museum run in line with the school academic year and will therefore not be introduced until September 2023.
- 3.3 **Community Halls** – It is proposed the fees and charges for 2023/24 are increased by 8%.
- 3.4 **Community Meals charges** – The current charge for centre meals and meals-at-home (provided Monday to Fridays) for two courses is £4.40, and three courses £5.35. It is proposed to increase the two course meals from April 2023 by 20p to £4.60 per meal, which represents a 4.35% increase, and increase the three course meals by 25p to £5.60, which represents a 4.67% increase. It is also proposed that the cost of providing meals at weekends is increased from £5.05 to £5.5.20 for a two course meal (an increase of 2.97%), and a three course meal could be increased from £5.75 to £5.90 (an increase of 2.61%). It is also proposed that afternoon teas are increased from £2.85 to £3.00 (an increase of 5.26%) for the next financial year.
- 3.5 **Community Transport services** – Community transport are proposing to increase the cost of a day centre fare by 20p from £4.00 to £4.20, this represents an increase of 5%. It is also proposed that the cost of the dial a ride service for journeys within one zone be increased by 25p from £3.40 to £3.65 (7.35% increase) and journeys to each subsequent zone be increased from £4.00 to £4.3, which is an increase of 7.5%.
- 3.6 **Other Centre Charges** – It is proposed that fees and charges increase by 8%. Hairdressing salons in all centres increased by 20p to £7.90 per hour. It is proposed that the full day fees for the Chiropodist is increased by £1 from £29.00 to £30.00 an increase of 3.45%
- 3.7 **Safer Runnymede** – It is proposed that Safer Runnymede fees and charges are increased by 8%.

Operational Parks and Open Spaces (Managed by Environmental Services)

- 3.8 **Allotments** - Under the terms of their leases, allotment holders must be informed of any increases in charges twelve months before they take effect. Therefore, charges from April 2023 were set by this Committee in October 2022. It is now proposed that the charges for 2023/2024 be increased by 50p to £21.00 per 25m² (rod) per annum and for those paying by annual direct debit from £17.90 to £18.30. There is a 50% abatement where social prescribing is applicable.
- 3.9 **Cemeteries and Closed Churchyards** – on average it is now proposed to increase fees by 8% and further details can be found in Appendix 'A'.
- 3.10 **Parks and Open Spaces** – Various levels of charge increase and decreases have been set to reflect and stimulate demand. Details of specific charges can be found in Appendix 'A.' There is a new proposed annual fee for team use of the parks for training as opposed to the current hourly rate to encourage greater use. This reflects prices charged by other Surrey district councils.

4. Legal implications

- 4.1 Where the status of a charge is marked as 'statutory' the Council is required under the law to levy a fee. Where the status is given as 'discretionary' the Council may amend the fee charged or choose to make no charge for the service.

5. Equality implications

- 5.1 Where any changes to the structure of any charging regime are proposed which have the potential to have a negative or positive impact on anyone with a protected characteristic as defined by the Equality Act 2010 (as amended), an Equality Impact Assessment will have been completed by the relevant Budget Manager.

6. Environmental/Sustainability/Biodiversity implications

- 6.1 There are no direct implications from the setting of fees and charges. Environmental, Sustainability and Biodiversity implications are reviewed as part of overall service area planning and decision making,

7. Timetable for Implementation

- 7.1 The proposed fees and charges as set out in this report are to be effective from the dates within the appendix or as soon as practical thereafter.

8. Conclusions

- 8.1 High inflation is a cost to the Council as well as to our customers. Setting fees and charges is a fine balance between generating income for the Council to help support and maintain services and ensuring that the service will not be adversely affected by a drop in usage through over-pricing.

(To resolve)

Background papers

None Stated.

Fees and charges

Meals and transport charges

		Charge Status	From April 2021 £	From April 2022 £	From April 2023 £	% Increase		Yield £	VAT treatment
<u>Meals at Home and Day centre</u>									
Monday - Friday	Cost per two course meal	Discretionary	4.40	4.40	4.60	4.55%	}	334,800	Outside scope
	Cost per three course meal	Discretionary	5.30	5.35	5.60	4.67%			Outside scope
Saturday and Sunday	Cost per two course meal	Discretionary	4.95	5.05	5.20	2.97%			Outside scope
	Cost per three course meal	Discretionary	5.60	5.75	5.90	2.61%			Outside scope
	Afternoon Tea	Discretionary	2.80	2.85	3.00	5.26%			Outside scope
<u>Community transport</u>									
	Fare for return transport to day centres (Monday - Friday)	Discretionary	3.80	4.00	4.20	5.00%	}	62,800	Zero Rated
	Journey within one zone (minimum fare)	Discretionary	3.20	3.40	3.65	7.35%			Zero Rated
	Journey to each subsequent zone	Discretionary	2.60	2.70	2.85	5.56%			Zero Rated

Fees and charges

Careline system

		Charge Status	From April 2021 £	From April 2022 £	From April 2023 £	% Increase		Yield £	VAT treatment
	Full weekly charge (price to include a free smoke alarm on take up of contract)	Discretionary	4.90	4.90	4.90	0.00%	}	247,700	Standard
	Full weekly charge (price to include a free smoke alarm on take up of contract) - Registered disabled	Discretionary	4.90	4.90	4.90	0.00%			Zero Rated

Fees and charges

Centre lettings

		Charge Status	From April 2021 £	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment	
<u>Community use per hour - (Eileen Tozer, Manor Farm, Woodham and New Haw)</u>									
Monday to Friday	5pm to 11pm	Discretionary	23.50	23.50	25.50	8.51%	37,800	Exempt	
Saturday	9am to 5pm	Discretionary	30.00	30.00	32.00	6.67%		Exempt	
Saturday	5pm to 11pm	Discretionary	42.50	42.50	45.00	5.88%		Exempt	
<u>Commercial hire/trade shows (per hour)</u>									
Saturdays only	9am to 11pm	Discretionary	48.50	48.50	55.00	13.40%		Exempt	
<u>Catering facilities</u>									
Full use of kitchen		Discretionary	67.00	67.00	70.00	4.48%	Exempt		
Full use of tea bar		Discretionary	N/A	N/A	0.00		Exempt		
Use of public address system		Discretionary	N/A	N/A	0.00		Exempt		
<u>Registered charities</u>									
<p>A 20% reduction is available per booking upon application to the Day Centre Manager. It is proposed that there will be no additional charge for the use of the tea bar or public address system when a booking is taken</p>									

Fees and charges

Centre rental charges

		Charge Status	From April 2021 £	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment
<u>Friends of Scheme</u>								
Annual Fee	(Incl VAT)	Discretionary				tbc		Standard
<u>Hairdressing salons - hourly rates</u>								
Eileen Tozer Day Centre	(Incl VAT)	Discretionary	7.40	7.70	7.90	2.60%	} 8,700	Standard
Manor Farm Day Centre	(Incl VAT)	Discretionary	7.55	7.70	7.90	2.60%		Standard
Woodham and New Haw Day Centre	(Incl VAT)	Discretionary	7.55	7.70	7.90	2.60%		Standard
These rates are based upon the standard of facilities available								
<u>Chiropodist fees (full day)</u>								
		Discretionary	28.00	29.00	30.00	3.45%	1,900	Exempt

Fees and charges

Chertsey Museum

	Charge Status	From Sept 2021 £	From Sept 2022 £	From Sep-23 £	% Increase		Yield £	VAT treatment
<u>School's membership scheme</u>								
<u>Annual membership fee</u>								
Schools with 0 - 150 pupils	Discretionary	30.00	30.00	32.50	8.33%	}	2,600	Outside Scope
Schools with 151 - 250 pupils	Discretionary	40.00	40.00	44.00	10.00%			Outside Scope
Schools with 251+ pupils	Discretionary	50.00	50.00	55.00	10.00%			Outside Scope
<u>Talks held at Museum</u>								
<u>Member schools</u>								
One 1/2 day session	Discretionary	65.00	POA	POA		}		Outside Scope
Two 1/2 day session (same day)	Discretionary	85.00	POA	POA				Outside Scope
<u>All day sessions at the museum (max 32 children)</u>								
<u>Member schools</u>								
see education catalogue on website	Discretionary		POA	POA		}	21,600	Outside Scope
<u>Talks held at schools within 10 miles of Chertsey Museum (approx 90 minutes)</u>								
<u>Member schools</u>								
see education catalogue on website	Discretionary		POA	POA		}		Outside Scope
*non members pay additional £10 booking								

Fees and charges

Chertsey Museum								
	Charge Status	From Sept 2021 £	From Sept 2022 £	From Sept 2023 £	% Increase	Yield £	VAT treatment	
<u>Talks held at Schools within 11-15 miles of Chertsey Museum (approx 90 minutes)</u>								
<u>Member schools</u>								
see education catalogue on website	Discretionary		POA	POA		} Included in other areas	Outside Scope	
<u>Talks held at schools within 16-20 miles of Chertsey Museum (Approx 90 minutes)</u>								
<u>Member schools</u>								
see education catalogue on website	Discretionary		POA	POA		} 500	Outside Scope	
<u>School assemblies (max.30 mins)</u>								
School Assemblies - schools within Runnymede (max. 30 mins)	Discretionary	45.00	50.00	50.00	0.00%		} 1,700	Outside Scope
School Assemblies - schools outside Runnymede (max. 30 mins)	Discretionary	55.00	60.00	60.00	0.00%			Outside Scope
School Assemblies - non member schools (max. 30 mins)	Discretionary	75.00	80.00	80.00	0.00%	Outside Scope		
<u>Talks to groups</u>								
At the Museum outside of opening hours - Borough Community Groups	Discretionary	35.00	40.00	40.00	0.00%	} 500	Outside Scope	
At the Museum outside of opening hours - Non Borough Community Groups	Discretionary	50.00	50.00	55.00	10.00%		Outside Scope	
Talks held outside the Museum - Borough Community Groups	Discretionary	35.00	40.00	45.00	12.50%		Outside Scope	
Talks held outside the Museum - Non Borough Community Groups	Discretionary	55.00	55.00	55.00	0.00%		Outside Scope	
<u>Children's activities at the Museum</u>								
Children's activity session per child - price based on activity	Discretionary		POA	POA		} 1,700	Exempt	
Concessionary activity session per child	Discretionary		POA	POA			Exempt	
<u>Use of photocopier</u>								
A4 Copies (plus VAT)	Discretionary	0.50	0.55	0.55	0.00%	} 0	Standard	
A3 Copies (plus VAT)	Discretionary	0.55	0.60	0.60	0.00%		Standard	
<u>Charge for late return of school loan boxes</u> (plus VAT)	Discretionary	25.00	25.00	25.00	0.00%	0	Standard	
<u>Missing item from loan boxes (per day)</u> (plus VAT)	Discretionary	10.00	10.00	10.00	0.00%	0	Standard	

*non members pay additional £10 booking

Fees and charges

Chertsey Museum

Charge Status	From Sept 2021 £	From Sept 2022 £	From Sept 2023 £	% Increase	Yield £	VAT treatment	
<u>Photographic orders</u>							
101.6mm by 152.4mm (4" by 6")		(plus VAT) Discretionary	3.00	3.50	3.50	0.00%	} 0
127mm by 177.8mm (5" by 7")		(plus VAT) Discretionary	3.50	4.00	4.00	0.00%	
152.4mm by 203.2mm (6" by 8")		(plus VAT) Discretionary	4.00	4.50	4.50	0.00%	
203.2mm by 254mm (8" by 10")		(plus VAT) Discretionary	5.50	6.00	6.00	0.00%	
304.8mm by 457.2mm (12" by 18")		(plus VAT) Discretionary	10.00	10.50	10.50	0.00%	
Handling charge (1 per order)		(plus VAT) Discretionary	2.00	2.00	2.50	25.00%	
Postage charge		(plus VAT) Discretionary	2.00	2.00	2.00	0.00%	Standard

Members of the following groups are entitled to a discount of 10% on certain items in the Museum shop:

- Friends of the Museum
- Members of the Museum Association
- Members of the National Art Collection Fund
- Runnymede Loyalty Card holders

School charges are increased at the start of the academic year in September although increases in material costs are passed on at time of booking

Fees and charges

Allotments

	Charge Status	From April 2021 £	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment
Charge per 25m ² (rod) per annum:							
- Payment by annual direct debit	Discretionary	17.10	17.50	17.90	2.29%		Outside Scope
- Payment by other means	Discretionary	19.60	20.00	20.50	2.50%		Outside Scope
There is a 50% abatement where social prescribing is applicable.							
(Due to statute the fees and charges for allotments are set one year in advance)							
		From April 2023 £	From April 2024 £				
Charge per 25m ² (rod) per annum:							
- Payment by annual direct debit		17.90	18.30	2.23%	} 26,000		Outside Scope
- Payment by other means		20.50	21.00	2.44%			Outside Scope
There is a 50% abatement for all senior citizens over 60 years of age who had an allotment before the 1st April 2019. New allotment holders who take a site on or after the 1st April 2019 will only be entitled to the 50% abatement once they have reached their state pension age.							

Fees and charges

Community Halls

			Charge Status	From April 2021 £	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment	
Chertsey Hall										
Community package Monday to Friday 8.30 to 17:00 hrs										
Main Hall	(per hour)	(plus VAT)	Discretionary	22.26	22.26	24.00	7.82%	}	Standard	
Meeting Room A	(per hour)	(plus VAT)	Discretionary	9.48	9.48	10.20	7.56%		Standard	
Meeting Room C	(per hour)	(plus VAT)	Discretionary	6.06	6.06	6.50	7.29%		Standard	
Meeting Room D	(per hour)	(plus VAT)	Discretionary	7.80	7.80	8.35	7.05%		Standard	
Community package - Monday to Friday 17:00 to 23:00 hrs										
Main Hall	(per hour)	(plus VAT)	Discretionary	29.75	29.75	32.00	7.56%		Standard	
Meeting Room A	(per hour)	(plus VAT)	Discretionary	13.48	13.48	14.55	7.91%		Standard	
Meeting Room C	(per hour)	(plus VAT)	Discretionary	9.15	9.15	9.80	7.10%		Standard	
Meeting Room D	(per hour)	(plus VAT)	Discretionary	11.85	11.85	12.80	8.02%		Standard	
Community package - Weekends 8.30 to 17:00 hrs										
Main Hall	(per hour)	(plus VAT)	Discretionary	30.38	30.38	32.80	7.97%		Standard	
Meeting Room A	(per hour)	(plus VAT)	Discretionary	13.77	13.77	14.80	7.48%		Standard	
Meeting Room C	(per hour)	(plus VAT)	Discretionary	9.56	9.56	10.30	7.74%	Standard		
Meeting Room D	(per hour)	(plus VAT)	Discretionary	12.27	12.27	13.25	7.99%	Standard		
Community Package - weekends 17:00 to 23:00										
Main Hall	(per hour)	(plus VAT)	Discretionary	40.40	40.40	43.50	7.67%	}	Standard	
Meeting Room A	(per hour)	(plus VAT)	Discretionary	18.31	18.31	20.00	9.23%		Standard	
Meeting Room C	(per hour)	(plus VAT)	Discretionary	12.71	12.71	13.65	7.40%		Standard	
Meeting Room D	(per hour)	(plus VAT)	Discretionary	16.32	16.32	17.60	7.87%		Standard	
Business Package										
Main Hall	(per hour)	(plus VAT)	Discretionary	58.33	58.33	63.00	8.00%		67,900	Standard
Meeting Room A	(per hour)	(plus VAT)	Discretionary	25.00	25.00	27.00	8.00%			Standard
Meeting Room C	(per hour)	(plus VAT)	Discretionary	20.83	20.83	22.50	8.02%			Standard
Meeting Room D	(per hour)	(plus VAT)	Discretionary	20.83	20.83	22.50	8.02%			Standard
Business packages includes room hire, projector, screen, flip chart, kitchen for beverages										
Children's Party Packages										
Main Hall (3 hours, 30+ people)		(plus VAT)	Discretionary	125.00	125.00	135.00	8.00%		}	Standard
Main Hall (each additional hour)		(plus VAT)	Discretionary	33.33	33.33	36.00	8.01%	Standard		
Room A (3 hours, 30 people or less)		(plus VAT)	Discretionary	62.50	62.50	67.50	8.00%	Standard		
Room A (each additional hour)		(plus VAT)	Discretionary	25.00	25.00	27.00	8.00%	Standard		
Package includes room hire, kitchen for beverages, PA System, Hirers insurance & Music Licence. If alcohol is required please refer to function package which would apply										
Functions Packages										
Main Hall (6 hours)		(plus VAT)	Discretionary	333.33	333.33	360.00	8.00%	}	Standard	
Main Hall (each additional hour)		(plus VAT)	Discretionary	50.00	50.00	54.00	8.00%		Standard	
Main Hall (less than 6 hours)	(per hour)	(plus VAT)	Discretionary	58.33	58.33	63.00	8.00%		Standard	
Room A (6 hours)		(plus VAT)	Discretionary	133.33	133.33	144.00	8.00%		Standard	
Room A (each additional hour)		(plus VAT)	Discretionary	20.83	20.83	22.50	8.00%		Standard	
Room A (less than 6 hours)	(per hour)	(plus VAT)	Discretionary	25.00	25.00	27.00	8.00%		Standard	
Room C	(per hour)	(plus VAT)	Discretionary	16.67	16.67	18.00	8.00%		Standard	
Room D	(per hour)	(plus VAT)	Discretionary	16.67	16.67	18.00	8.00%		Standard	
Package includes room hire, kitchen for beverages, PA System, Hirers insurance & Music Licence and access to bar provision. Small rooms for functions only available to hire when booking a package										
Use of kitchen										
Up to 100 people		(plus VAT)	Discretionary	41.67	41.67	45.00	8.00%	6,335	Standard	
100+ people		(plus VAT)	Discretionary	83.33	83.33	90.00	8.00%		Standard	

Fees and charges

Community Halls

			Charge Status	From April 2021 £	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment	
The Hythe Centre										
<u>Community package- Monday to Friday 8.30 to 17:00 hrs</u>										
Main Hall	(per hour)	(plus VAT)	Discretionary	22.26	22.26	24.00	7.82%	87,100	Standard	
Small Hall	(per hour)	(plus VAT)	Discretionary	10.60	10.60	11.40	7.55%		Standard	
Room 1	(per hour)	(plus VAT)	Discretionary	6.06	6.06	7.00	15.54%		Standard	
Room 2/ Bar Lounge	(per hour)	(plus VAT)	Discretionary	7.80	7.80	8.35	7.05%		Standard	
<u>Community package - Monday to Friday 17:00 to 23:00 hrs</u>										
Main Hall	(per hour)	(plus VAT)	Discretionary	29.75	29.75	32.00	7.56%		Standard	
Small Hall	(per hour)	(plus VAT)	Discretionary	14.56	14.56	15.71	7.91%		Standard	
Room 1	(per hour)	(plus VAT)	Discretionary	9.15	9.15	9.80	7.10%		Standard	
Room 2/ Bar Lounge	(per hour)	(plus VAT)	Discretionary	11.85	11.85	12.80	8.02%		Standard	
<u>Community use - Weekends 8.30 to 17:00 hrs</u>										
Main Hall	(per hour)	(plus VAT)	Discretionary	30.38	30.38	32.80	7.95%		Standard	
Small Hall	(per hour)	(plus VAT)	Discretionary	14.76	14.76	14.80	0.28%		Standard	
Room 1	(per hour)	(plus VAT)	Discretionary	9.56	9.56	9.80	2.53%	Standard		
Room 2/ Bar Lounge	(per hour)	(plus VAT)	Discretionary	12.27	12.27	12.80	4.35%	Standard		
<u>Community use - Weekends 17.00 to 23:00 hrs</u>										
Main Hall	(per hour)	(plus VAT)	Discretionary	40.40	40.40	43.50	7.67%	Standard		
Small Hall	(per hour)	(plus VAT)	Discretionary	19.63	19.63	21.40	9.04%	Standard		
Room 1	(per hour)	(plus VAT)	Discretionary	12.71	12.71	13.65	7.41%	Standard		
Room 2/ Bar Lounge	(per hour)	(plus VAT)	Discretionary	16.32	16.32	17.60	7.87%	Standard		
<u>Business package</u>										
Main Hall	(per hour)	(plus VAT)	Discretionary	58.33	58.33	63.00	8.00%	Standard		
Small Hall	(per hour)	(plus VAT)	Discretionary	29.17	29.17	31.50	8.00%	Standard		
Room 1	(per hour)	(plus VAT)	Discretionary	20.83	20.83	22.50	8.00%	Standard		
Room 2 /Bar Lounge	(per hour)	(plus VAT)	Discretionary	20.83	20.83	22.50	8.00%	Standard		
Business packages includes room hire, projector, screen, flip chart, kitchen for beverages										
<u>Children's Party Packages</u>										
Main Hall (3 hours, 40+ people)		(plus VAT)	Discretionary	125.00	125.00	135.00	8.00%	Standard		
Main Hall (each additional hour)		(plus VAT)	Discretionary	33.33	33.33	36.00	8.00%	Standard		
Small Halls 1 or 2 (3 hours, 40 people or less)		(plus VAT)	Discretionary	83.33	83.33	90.00	8.00%	Standard		
Small Halls 1 or 2 (each additional hour)		(plus VAT)	Discretionary	29.17	29.17	31.50	8.00%	Standard		
Package includes room hire, kitchen for beverages, PA System, Hirers insurance & Music Licence. If alcohol is required please refer to function package which would apply										
<u>Functions packages</u>										
Main Hall (6 hours package)		(plus VAT)	Discretionary	333.33	333.33	360.00	8.00%	Standard		
Main Hall (each additional hour)	(per hour)	(plus VAT)	Discretionary	50.00	50.00	54.00	8.00%	Standard		
Main Hall Function Rate (less than 6 hrs)										
minimum 2 hours	(per hour)	(plus VAT)	Discretionary	58.33	58.33	63.00	8.00%	Standard		
Small Halls 1 or 2 (6 hour package)		(plus VAT)	Discretionary	166.67	166.67	180.00	8.00%	Standard		
Small Halls 1 or 2 (each additional hour)		(plus VAT)	Discretionary	25.00	25.00	27.00	8.00%	Standard		
Small Halls 1 or 2 (6 hour package)		(plus VAT)	Discretionary	29.17	29.17	31.50	8.00%	Standard		
Room 1	(per hour)	(plus VAT)	Discretionary	16.67	16.67	18.00	8.00%	Standard		
Room 2	(per hour)	(plus VAT)	Discretionary	16.67	16.67	18.00	7.98%	Standard		
Package includes room hire, kitchen for beverages, PA System, Hirers insurance & Music Licence and access to bar provision. Small rooms for functions only available to hire when booking a package										

Fees and charges

Community Halls

			From April 2021 £	From April 2022 £	From April 2023 £	% Increase		Yield £	VAT treatment
Use of kitchen									
Up to 100 people	(plus VAT)	Discretionary	41.67	41.67	45.00	7.99%	}	4,500	Standard
100+ people	(plus VAT)	Discretionary	83.33	83.33	90.00	8.00%			

Fees and charges

Community Halls

Community Halls			Charge Status	From April 2021 £	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment
Equipment Hire									
TV & Video Recorder/ DVD player	(plus VAT)	Discretionary		29.17	29.17	30.00	2.86%	included in other areas	Standard
Screen/presentation projector/TV on movable (per booking)	(plus VAT)	Discretionary		29.17	29.17	30.00	2.86%		Standard
House P.A. system including microphone (per booking)	(plus VAT)	Discretionary		41.67	41.67	43.00	3.20%		Standard
2 way radios (per booking)	(plus VAT)	Discretionary		16.67	16.67	18.00	8.00%		Standard
CD player C/W Ipod dock (per booking)	(plus VAT)	Discretionary		8.33	8.33	9.00	8.00%		Standard
Indoor Bowls carpet and woods (per hour : 2 hours min)	(plus VAT)	Discretionary		5.33	5.33	5.75	7.81%		Standard
Flip chart and pad (per booking)	(plus VAT)	Discretionary		12.50	12.50	12.75	2.00%		Standard
Flip chart stand only (per booking)	(plus VAT)	Discretionary		4.17	4.17	4.20	0.72%		Standard
Electric piano (per booking)	(plus VAT)	Discretionary		8.33	8.33	9.00	8.00%		Standard
Extension leads (per booking)	(plus VAT)	Discretionary		2.50	2.50	2.75	10.00%		Standard
Stage lighting with access (per booking)	(plus VAT)	Discretionary		41.67	41.67	42.50	1.99%	Standard	
Notes for Community Halls									
<ul style="list-style-type: none"> ▪ Hiring's to registered Charities are by law exempt from VAT and therefore no VAT will be added to the above charges ▪ All small rooms only available to hire when booking package ▪ Deposit required for all hires ▪ All Hires minimum of 2 hours except Childrens Parties minimum of 3 hours ▪ Prices are subject to variation from time to time to reflect any amendments approved by the Council. ▪ All above charges for Audio, Visual Aid and Additional Equipment are per booking unless otherwise stated ▪ Hires are charged on an Hourly basis ▪ All times booked must include set up and clear down time ▪ The Head of Community Development has the delegated authority to make reductions and develop marketing packages to promote usage ▪ Cancellations - all cancellations will be subject to an administrative fee of 10% of total cost excluding VAT 									

Fees and charges

Parks and open spaces

	Charge Status	From April 2021 £	From April 2022 £	From April 2023 £	% Increase		Yield £	VAT treatment
Bowls (includes VAT)								
Green fees per person								
Per hour	Discretionary	7.70	7.90	8.10	2.53%	}	13,000	Standard
Per hour (senior citizens/juniors/registered disabled)	Discretionary	4.10	4.20	4.30	2.38%			Standard
Per match	Discretionary	12.80	13.10	13.40	2.29%			Standard
Per match (senior citizens/juniors/registered disabled)	Discretionary	6.50	6.65	6.70	0.75%			Standard
Per season	Discretionary	122.00	125.00	128.00	2.40%			Standard
Per season (senior citizens/juniors/registered disabled)	Discretionary	61.00	62.50	64.00	2.40%			Standard
Football pitches with changing - per match (includes VAT)								
Full size pitches						}	17,000	
Senior clubs	Discretionary	109.00	112.00	113.00	0.89%			Standard
Junior clubs	Discretionary	55.00	56.20	56.50	0.53%			Standard
Small pitches up to 1hour 30 mins	Discretionary	53.00	54.50	55.00	0.92%		Standard	
Football pitches without changing - per match (includes VAT)								
Full size pitches	Discretionary	42.00	43.00	44.00	2.33%	}		Standard
Small pitches up to 1hour 30 mins	Discretionary	35.00	36.00	37.00	2.78%			Standard
Croquet (includes VAT)								
Adults per Person per Hour	Discretionary	5.50	5.70	6.00	5.26%	}	100	Standard
Juniors/Senior Citizens/Registered Disabled per Person per Hour	Discretionary	2.90	3.00	3.00	0.00%			Standard
Chertsey Recreation Ground multi purpose courts (includes VAT)								
Court fees (team games) per hour per court	Discretionary	33.30	34.00	34.50	1.47%	}	15,000	Standard
Court fees (junior games) per hour per court	Discretionary	28.50	29.10	29.50	1.37%			Standard
Floodlighting per hour per court	Discretionary	11.20	11.50	13.00	13.04%			Standard
Cricket (includes VAT)								
Chertsey, Victory Park, Heathervale, Ottershaw and Abbeyfields						}	11,000	
Games commencing Before 5.00 p.m.	Discretionary	111.00	114.00	117.00	2.63%			Standard
Games commencing After 5.00 p.m.	Discretionary	70.00	71.50	73.00	2.10%			Standard
Junior Games	Discretionary	56.00	57.50	58.50	1.74%		Standard	

Fees and charges

Parks and open spaces

	Charge Status	From April 2021 £	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment	
Additional and miscellaneous charges (includes VAT)								
For Football, Hockey and Cricket Clubs, the majority of whose members live outside the Runnymede District								
As above without pavilions	Discretionary	62.00	63.50	70.00	10.24%	} 900	Standard	
Hire of rooms in pavilions - per hour (min 2 hours)	Discretionary	19.80	20.30	22.50	10.84%		Exempt	
Team use of park for training - per hour	Discretionary	26.60	27.20	29.40	8.09%		Standard	
Team use of park for training (junior teams) - per hour	Discretionary	13.30	13.60	14.69	8.00%		Standard	
Team use of park for training - per year (40 mximum)	Discretionary			141.00			Standard	
Events (includes VAT)								
Community and charity events	Discretionary	No charge	0.00	175.00		} 5,400		
Firework displays								
Less then 15 minutes	Discretionary	240.00	250.00	260.00	4.00%		Standard	
More then 15 minutes	Discretionary	POA	POA	POA			Standard	
Fairgrounds								
Operational days	Discretionary	620.00	640.00	800.00	25.00%		Standard	
Non operational days	Discretionary	340.00	350.00	500.00	42.86%		Standard	
Circuses								
Operational days	Discretionary	POA	0.00	1,000.00			Standard	
Non operational days	Discretionary	POA	0.00	500.00			Standard	
Special interest and club events including Silent Cinema								
Operational days	Discretionary	POA	0.00	500.00		Standard		
Non operational days	Discretionary	POA	0.00	250.00		Standard		
POA - fee will depend on scale and type of event. A refundable ground deposit ranging from £50 to £3,000 depending on the scale and type of event will be chargeable for all events								
Homewood Park car park (includes VAT) introduced from December 2014								
(Monday to Saturday)								
No return within 3 hours		Disabled Person	Discretionary	No Charge	No Charge	No Charge	} 700	Standard
		Fee up to 3 hours	Discretionary	No Charge	No Charge	No Charge		Standard
		All Day Fee	Discretionary	2.80	2.90	2.90		0.00%

Fees and charges

Cemeteries

			From April 2021 £	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment
Exclusive Right of Burial								
<u>Standard grave space 2.44m x 1.22m (8' x 4') for coffin burial</u>								
Exclusive burial rights	100 years - for immediate use	Discretionary	1,598.00	1,630.00	1,760.40	8.00%		Outside Scope
	100 years - for future use	Discretionary	2,380.00	2,428.00	2,622.24	8.00%		Outside Scope
Extended burial rights	25 years	Discretionary	250.00	255.00	275.40	8.00%		Outside Scope
<u>"Classic traditional" grave space for coffin burial (to accommodate a brick built vault)</u>								
Exclusive burial rights	100 years - for immediate use	Discretionary	2,742.00	2,797.00	3,020.76	8.00%		Outside Scope
	100 years - for future use	Discretionary	3,957.00	4,036.00	4,358.88	8.00%		Outside Scope
Extended burial rights	25 years	Discretionary	933.00	952.00	1,028.16	8.00%		Outside Scope
<u>Cremated remains grave space 1.22m x 1.22m (4' x 4')</u>								
Exclusive burial rights	100 years - for immediate use	Discretionary	745.00	760.00	820.80	8.00%	110,000	Outside Scope
	100 years - for future use	Discretionary	1,127.00	1,150.00	1,242.00	8.00%		Outside Scope
<u>Cremated remains grave space 0.79m x 0.91m (2.6' x 3')</u>								
Exclusive burial rights	100 years - for immediate use	Discretionary	550.00	561.00	605.88	8.00%		Outside Scope
	100 years - for future use	Discretionary	830.00	847.00	914.76	8.00%		Outside Scope
Extended burial rights	25 years	Discretionary	210.00	215.00	232.20	8.00%		Outside Scope
<u>Vault</u>								
	The right to construct a walled grave or vault	Discretionary	2,250.00	2,295.00	2,478.60	8.00%		Outside Scope
<u>Interment fees (private and public grave)</u>								
Adult coffin		Discretionary	1,237.00	1,262.00	1,362.96	8.00%	101,000	Outside Scope
Casket burial or oversized coffin		Discretionary	1,300.00	1,326.00	1,432.08	8.00%		Outside Scope
Cremated remains		Discretionary	270.00	275.00	297.00	8.00%		Outside Scope
	Muslim section Englefield Green - weekdays (normal hours)	Discretionary	1,237.00	1,262.00	1,362.96	8.00%		Outside Scope
	Muslim section Englefield Green - outside normal hours and weekends	Discretionary	POA	POA				Outside Scope
<u>Memorial fees</u>								
	* Right to place a headstone no higher than 986mm (3' 3")	Discretionary	220.00	225.00	243.00	8.00%	21,000	Outside Scope
	* Right to place a kerb set not to exceed 1982mm x 762mm (6' 6" x 2' 6")	Discretionary	220.00	225.00	243.00	8.00%		Outside Scope
	* Right to place a Book or tablet memorial	Discretionary	165.00	168.00	181.44	8.00%		Outside Scope
	* Right to place memorial on Classic grave space	Discretionary	865.00	885.00	955.80	8.00%		Outside Scope
	Additional inscription	Discretionary	90.00	95.00	112.00	17.89%		Outside Scope
* These fees will be trebled in respect of Non-Runnymede residents								
Burial, Interment and Vault fees will be trebled in respect of non-residents								
Where the deceased is a child under the age of 18, fees will be claimed under the Children's Funeral Fund for England								

Fees and charges

Cemeteries

	Charge Status	From April 2021 £	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment
<u>Genealogy search fees</u>							
Search fees per interment	Discretionary	20.00	21.00	22.68	8.00%	600	Outside Scope
<u>Exhumation</u>							
For supervision only removal of coffin	Discretionary	POA	POA			Not available	Outside Scope
For supervision only removal of cremated remains	Discretionary	POA	POA				Outside Scope
<u>Garden of Remembrance (Aldcliffe)</u>							
Interment	Discretionary	270.00	275.00	297.00	8.00%	Not available	Outside Scope
Provision and installation of plaque by the Council	Discretionary	120.00	123.00	133.00	8.13%		Outside Scope
<u>Administration and other fees</u>							
Registration of transfer of exclusive right of burial (will or probate provided)	Discretionary	92.00	102.00	111.00	8.82%	2,800	Outside Scope
Registration of transfer of exclusive right of burial (No will or probate provided)	Discretionary	102.00	112.00	121.00	8.04%		Outside Scope
Copy of exclusive right of burial	Discretionary	92.00	102.00	111.00	8.82%		Outside Scope
Postponement or cancellation of burial after notice has been given	Discretionary	372.00	380.00	410.40	8.00%		Outside Scope
Charge for chapel (Per hour - minimum charge)	Discretionary	92.00	110.00	125.00	13.64%		Outside Scope
Selection fee - for Cemeteries Registrar to attend	Discretionary	157.00	160.00	172.80	8.00%		Outside Scope
Completion of Exhumation Applications	Discretionary	102.00	104.00	112.32	8.00%		Outside Scope

Fees and charges

Crime and disorder

	Charge Status	From April 2021 £	From April 2022 £	From April 2023 £	% Increase	Yield £	VAT treatment
<u>Safer Runnymede (Includes VAT)</u>							
CCTV System - supply of copy DVDs	Discretionary	146.39	149.32	161.26	8.00%	} 900	Standard
CCTV System - supply of copy photograph	Discretionary	23.75	24.22	26.16	8.01%		Standard
CCTV System - viewing DVD footage (per hour or part thereof)	Discretionary	64.04	65.32	70.55	8.01%		Standard

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Agenda Item 10

Attached at Appendix 'A' are the Minutes of the meeting of the Chertsey Meads Management Liaison Group held on 6 September 2022.

(For information)

Public Document Pack

Runnymede Borough Council

Chertsey Meads Management Liaison Group

Tuesday, 6 September 2022 at 7.30 pm

Members of the Committee present: Councillors D Cotty (Chairman), M Nuti, J Alexander, P Bickford, G Drake, A Goddard, S Hall, J Hearne, N Johnson, C Longman, M Nichols, C Noakes, J O'Gorman, M Ray, T A Stevens and D Turner.

Members of the Committee absent: T Athersuch, V Baldwin, R Deacock, J Denton, K Drury, I Girvan, F Harmer, G James, H Lane, D Mead and B Phillips.

In attendance: Councillors S Saise-Marshall.

1 Election of Chairman

Councillor D Cotty was re-elected as Chairman for the remainder of the Municipal Year 2022/2023.

2 Minutes

The Minutes of the meeting held on 1 March 2022 were confirmed and signed as a correct record.

3 Membership of the Management Liaison Group

Following a successful recruitment drive earlier in the year, new members of the Group were welcomed to the meeting and an updated copy of the Group's Constitution was noted to reflect this accordingly. There were now 15 categories of voting members and 26 people filling those roles, supported by 2 advisory members representing the Council's Green Space team. There was also a waiting list and people the secretary kept in touch with to notify them of events such as the site visit and litter pick.

Since the last meeting, Chris Dulley, Assistant Head of Green Space, had sadly left the Council and Peter Joyce, Interim Head of Green Space, was introduced to the meeting.

4 Update on Actions from the Last Meeting

Mr Joyce provided members with an update on some of the actions since the last meeting.

Moorings – Officers were having on-going discussions with regard to how to address the long standing problem with over stay moorers. It was thought that one of the vessels was being occupied from time to time. When challenged by a member of the Group they had refused to comply with the byelaws which only permitted short stay moorings. In addition, a danger of oil spillage into The Thames was observed. Members considered more robust signage was required.

Mr Joyce confirmed that a site visit would take place in the near future with the new Corporate Head of Environmental Services and the Council's newly appointed Property Lawyer under whom the operational elements of Green Space were likely to sit following a departmental restructure.

SANGs leaflet dispenser – The dispenser had been replaced and replenished. Mr Joyce

asked for a volunteer who could keep it stocked up as it appeared that 2,000 had been distributed.

UK Power Networks (UKPN) – Members noted that progress had been made, a route identified, the necessary wayleave applied for by UKPN and approved by Fields in Trust, and plans in hand for completion of the new cable so that a new and more robust power supply to Dumsey Stump could be achieved which could also facilitate further improvements to car park 2. It had been advised by the Council's Property Lawyer that a botanical survey should be commissioned prior to works commencing.

Bridge Repairs – The metal railings had been removed from the concrete bridge through to the fields leading to Hamm Court and Meadowlands but no further works had taken place.

5 **Security and Anti-Social Behaviour**

The Group discussed recent anti-social behaviour which intensified in the summer months. Examples included BBQs, bonfires, gatherings and overnight camping, as well as fly tipping, vandalism of signage and using car park 2 as a meeting place for people having impromptu raves. All of these contravened the byelaws.

Incidents had been reported to the Police, but their limited resources meant that residents were often in the position of having to challenge these visitors on The Meads which resulted on some occasions in aggressive behaviour towards the residents

The lack of a toilet on site and problems with accessing the one at a nearby local public house which was in theory meant to be available to the public under an historic section 106 agreement did not help matters.

The improvements to car park 2 (resurfacing and a new manual lockable gate) were welcomed and it was suggested that the use of deployable CCTV cameras rather than expensive permanent fixtures linked to Safer Runnymede might assist in identifying the persistent offenders. It was agreed that additional bee bumps along the approach road might deter speeding vehicles, subject to funding being available.

Generally speaking, the Group did not favour additional gates at either location suggested by the Council's Community Safety Officer owing to concerns about displacement and access for emergency vehicles. If the main entrance to The Meads could be maintained in working order members considered this should be sufficient.

Mr Joyce agreed to investigate the installation of a temporary toilet on site as well as more robust signage in the two main beach areas and car parks to cover the forms of anti-social behaviour discussed at the meeting and the dangers of causing fires in the area. He offered to have a site visit with interested members of the Group to see where concerns lay and discuss possible solutions.

6 **Management and Maintenance**

Mr Joyce updated members on various management and maintenance issues:

Height Barrier – the height barrier at the main entrance of The Meads which was thought to be functioning was in fact permanently open. It was thought that this was owing to the heavy traffic flow associated with the Esso pipeline replacement works. [It has since been confirmed that there was an issue with the position of the crane in the boatyard and sightlines for the Safer Runnymede camera which Officers are pursuing.] Ideally, the Group preferred that the barrier was closed, especially overnight, and people wanting access would need to press the button for it to be opened.

SANG projects – the picnic benches had been repainted and tarmacking of unsurfaced

passing places had been completed; with a further area which needed to be done as identified by the Chairman. As agreed in the item on security and anti-social behaviour more robust, permanent signage would be investigated to replace those vandalised during the summer. New finger posts were yet to be installed as was agreement with the County Council regarding the positioning of a new brown attraction sign to The Meads.

Tree Funding – Members reported that approximately half of the newly planted tree screen had been adversely affected by the recent heatwave, being swamped by grass and other damage caused by vandalism. A Group member had sent photos to the Council's DSO Manager. These issues would be followed up with the Council's Tree Officer in Green Space.

Esso Pipeline – Members noted that owing to a number of factors work on replacing the Esso pipeline was behind schedule and the position had not changed since the Group had been sent an email in early August. Reinstatement of the area when the works were complete was unlikely to take place before November 2022. An archaeological report from Esso on some artifacts found during the excavation works was awaited and a site inspection would be required before reinstatement could take place. It was suggested that consideration be given to replacing the sleeper posts with something more reliable and cost efficient. Mr Joyce agreed to look into this and ascertain whether SANGs monies might be available, or from Esso.

Members had positive feedback about the seven different contractors on site who had proactively assisted with some deer which had got trapped in the site enclosure and were also providing a security presence at the weekend.

Neospora – signage to deter dog walkers from allowing the spread of this disease was noted, but no visible improvement was reported.

Retirement of tenant farmer – The Group was sorry to learn of the imminent retirement of the tenant farmer. An alternative contractor had been used to do the annual hay cut.

Issues had arisen with regard to the recent wild fires elsewhere in the South East. Smoke had covered parts of the Meads when the fire at Hankley Common in July had occurred causing concern and distress for residents at The Meads. It was confirmed by the Group that consideration had not been given to natural fire breaks, corridors of wider strips of mown paths to reduce the risk of fire spreading across large areas. Mr Joyce suggested he investigate this further in consultation with local and statutory stakeholders, as any measures would need the necessary approvals.

Other maintenance issues were raised including:

- A request for the Horse margin signs to be more visible to deter riders from straying into the field around Hamm Court
- A request for an inspection and audit of the tree screen
- Inspection of a low hanging willow tree on the cycle path at Brackendene and a fallen tree in Fox Copse near Meadow View
- Trimming of the hedgerow beyond the Boardwalk to the end of Mead Lane and into Dockett Eddy
- A request for signage on the opposite side of the boardwalk was made to alert both pedestrians and traffic to its access point

7 Annual Management Plan

The group discussed aspects of the Annual Management Plan. It was noted that the Reed beds had not been cut in accordance with the plan and paths that were usually cut through the grass had not happened this year.

Mr Joyce advised the group that grounds maintenance was being brought back in house in 2023, and that these issues would be addressed through a work programme. This would have to comply with the Management Plan, in consultation with the Group.

With regard to the reed beds it was suggested by Mr Turner that the services of a reed bed cutter with a horse might be a good way of achieving the agreed every other year cut on either side of Mead Lane, and could also be a tourist attraction. Procurement of work of this nature would need to comply with the Council's relevant Standing Orders.

8 **Events**

Chertsey Show

Another successful Chertsey Show was recorded, despite the challenges of the location and the heatwave. Being further down Mead Lane had meant a longer walk to the show but most people had managed to cope.

Mr Turner raised the issue of being charged £3,000 for refuse clearance which hitherto had not been the Council's practice. It was hoped this would be resolved for the 2023 show.

In terms of activities associated with the Show it was suggested that some or all of the wooden sleeper posts could be replaced by a new hedgerow along Mead Lane and an attraction for visitors if hedge laying and maintenance was part of the Show. Such activity would have to be consulted on with stakeholders such as Surrey Wildlife Trust and Surrey Botanical Society whose representatives were unable to attend the meeting.

Annual Site Visit

Owing to resource issues the site visit in 2022 had been cancelled. It was hoped that a visit could take place in 2023 and ideas included a walk led by Pete Bickford before mid-April or one later in June/July being the deferred visit to be led by Dr Denton. The Group's secretary would send an email to gauge views.

Litter Pick

The next litter picks would take place on Sunday 16 October 2022, meeting at 10am in the second car park and Sunday 16 April 2023, also at 10am but meeting in the first car park.

9 **Any other Business**

The Group wished to formally recognise Benedict Miller, one of the Council's Green Space Officers, for his quick and effective response to incidents on Chertsey Meads including putting signs up in his own time to advise visitors and help protect the Meads from the dangers of bonfires and other anti-social behaviour.

Members were also keen to emphasise the positive aspects of Chertsey Meads which was after all a very special place to live and visit. People could participate in a variety of leisure pursuits such as paddle boarding, boating and similar, in addition to the land based activities.

10 **Dates of Future meetings**

The following dates were noted for the next scheduled meetings of the Liaison Group to take place at the Civic Centre in Addlestone:

Tuesday 28 February at 7.30pm

Tuesday 5 September 2023 at 7.30pm

(The meeting ended at 8.41 pm.)

Chairman

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted