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**Surrey County Council SMR Project**

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Prepared By The Market Research Group (MRG), Bournemouth University,  
On Behalf Of  
Surrey County Council

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## Background to Audience Research for An Audience Development Plan and Access Plan for Surrey County Council Sites and Monuments Record (SMR) – a project supported by the Heritage Lottery Fund

The following report is based on research undertaken by The Market Research Group, from 9<sup>th</sup> August 2004 until 22<sup>nd</sup> March 2005. All the work contained in this report was supported by the Heritage Lottery Fund.

The project came into being because money raised by the National Lottery aims to improve the quality of life by:-

- Protecting and improving the heritage of buildings, objects and the environment, whether man-made or natural, which have been important in creating the character and identity of the United Kingdom;
- Helping people to appreciate and enjoy their heritage; and
- Allowing them to pass it on to future generations.

To this end Surrey County Council invited the Market Research Group to undertake the research into a programme of Audience Research for an Audience Development and Access plan for developing and promoting the County Sites and Monuments Record (SMR).

The SMR is a record of all archaeological sites and finds within the administrative county of Surrey. It is the most comprehensive computerised index to Surrey's heritage. The 5,600 records span the full range of human history from the Palaeolithic to the 20th century and include Neolithic and Bronze Age barrows, Iron Age hill forts, Roman villas, medieval settlements, field systems, industrial sites. The SMR consists of a database, geographical information system (GIS) and an archive of paper and map-based information including OS maps, site specific files, publications and excavation reports. The SMR can answer a wide variety of enquiries using in-built searching facilities and information mapped on the GIS. This enables enquirers to find out information about archaeological sites, artefacts and historic landscapes throughout Surrey.

The SMR database is fully indexed and a wide variety of enquiries can be answered using in-built searching facilities. All of the SMR information is mapped on the GIS but there is no live link between the two software packages.

## Executive Summary

The following summary has been drawn from the detailed audience research findings which can be found in section 4, 5 and 6 of the report. The research was carried out in four stages:

- Survey of existing SMR users – **First stage**
- Survey of new or potential users - **Second Stage**
- Survey of Surrey County Council staff – **Third Stage**
- Focus Groups (new/potential users) - **Fourth stage**

The main points of the research are highlighted under each of the project's objectives. The full list of objectives can be found in section 2 – Project aims and objectives.

There is a quantitative comments guide in *Appendix 10.20* which shows how percentage results displayed in the frequency and percentage tables of sections 4, 5 & 6 are converted into fractions or word statements. This is to improve and standardise the language used to describe the research findings.

The executive summary draws upon the results from all four stages of the audience research project. These results are used to draw up The Audience Development Plan and The Access Plan which are set out in full in sections 8 and 9 of the report.

Two questionnaires were designed with the express purpose of meeting the project objectives. These questionnaires can be found in *Appendix 10.1 & 10.2*. Two focus groups were also run to expand upon topics touched on in the questionnaire, as well as to obtain a greater perspective on the needs of potential users of the SMR in the future. The topic guides for the focus groups can be found in *Appendix 10.16 and 10.17*

Each paragraph or point is referenced to the original question number from the two different questionnaires sent out. For the purposes of identification the questionnaire surveying current SMR users is AQ and the questionnaire surveying new or potential SMR users is BQ.

**Objective 1.1.1: To provide the Surrey SMR with a sound understanding of its existing users, their background and their reasons for contacting the SMR, so it can identify who is using the service and who is not**

This objective was pursued via the *first stage* of the audience research, the SMR user survey (AQ).

The MRG survey found that the majority (a fifth) of those current SMR users found out about the SMR through schools or college, this is due however to the high percentage of Students accessing the SMR (AQ1). Many others heard via word of mouth and local societies also publicised the SMR.

The vast majority had not experienced any difficulty in finding out about the SMR. Those who had experienced problems did not know which department of the County Council to address their enquiry to and Surrey County Council staff in general lacked familiarity with the Conservation group or the SMR to direct enquiries correctly (AQ2).

Analysis of post code data shows that 60% of SMR users are from the Surrey area - Guildford, Redhill, Sutton, Twickenham, Croydon and Kingston upon Thames, with the remaining 40% making enquiries from all over the UK including Northern Ireland excluding Scotland (AQ35).

The majority of SMR users are male, aged between 45 and 54 (AQ34 & Q33)

The majority of respondents had completed full time education (AQ36), with over three quarters having completed qualifications up to at least degree level (AQ38).

There was only 1% ethnic representation in the user survey; nearly all respondents were white (AQ39).

There was a wide variety of requests for information from the SMR, ranging from simple requests for data on various sites and maps of specific local areas, to larger requests for all SMR records and other data relating to wider research topics (AQ16). The most frequent requests were for printouts of data, and for photocopies of articles and maps and reports. The full list of requested information is in *Appendix 10.3*.

The largest audience or group of people accessing the SMR was that of amateur archaeologists or historians, amounting to a third of all respondents. Students were the next largest group of respondents, at just over a fifth, followed by Professional archaeologist/historian respondents, at fifth (AQ20). This indicates that the SMR is probably attracting retired or semi retired individuals with amateur interests who are spending increasing amounts of their leisure time researching history, archaeology, landscape and their local environments. In the past the SMR has been very much thought of as a government, or professionals only, facility rather than as one providing access to all. This was born out by

conversations held in the non user focus group during which people expressed surprise at the levels of information available to the general public.

Of those responding to the survey, just over three quarters had made amateur or private enquiries, supporting the theory that individuals (often retirees) with more time on their hands are getting involved in family history research or amateur archaeological research etc. There was a smaller response from commercial enquiries than would have been expected, and the number does not reflect previous commercial use of the SMR. This may well be due in part to the commercial pressures of time and money, with businesses judging it to be unnecessary to respond to the survey (AQ8).

There were a high proportion of first time users of the SMR, with well over half of respondents having used the SMR only once. (AQ4). A cross tabulation of frequency of visit within two years, by expectation of information received (AQ4xAQ19), shows that 40% of those who had only used the SMR once found the information they received a lot better than or better than expected. This would indicate that this high percentage of first time users is because they have as yet had no need to return to the SMR for further information, rather than dissatisfaction with their initial use putting them off returning. Another cross tabulation showing frequency of visit by adequacy of information received (AQ4xAQ14) shows that 92% of first time users received information that answered their enquiry adequately. This again is a very positive response.

**Objective 1.1.2: To examine possible groups of new users identifying why they are not using the SMR and how they could be encouraged to do so**

This objective was pursued via by all four stages of the research.

The following list is compiled from the responses to AQ40 – Name any appropriate clubs or societies you are affiliated with that might find SMR records useful. Its diversity indicates that a very wide range of groups may benefit from using the SMR in the future.

- Avalon Archaeology
- Bagshot Arch Centre, Surrey Arch Soc.
- Berkshire Archaeological Society
- Archaeological Research Group
- Council For British Archaeology
- County Societies, University Societies, Special Interest Groups
- Croydon Nat History Science Soc. And Surrey Arch Soc.
- Croydon Natural History And Scientific Society
- Ecclesiological Society
- Egham By Runnymede Historical Society
- English Heritage, National Trust
- Epsom And Ewell History And Archaeology Society
- Garden History Society
- Hampshire Field Club
- History Of Thursley Society
- IFA
- Institute Of Field Archaeologists,
- Institute Of Historic Building Conservation
- National Trust
- Renegade Archaeology
- RICS
- Society Of Antiquaries
- Society Of Museum Archaeologists
- SPAB
- Spelthorne Arch. Field Group, Spelthorne Young Archaeology Club Spars
- Staines Museum
- Surrey Archaeological Society
- Sussex Archaeological Society
- Surrey History Centre
- U3A
- Unisearch
- University Of London
- Weald & Downland Metal Detecting Club
- West Kent Metal Detecting Club
- Wetland Archaeology Research Project

The above list goes along way to helping identify those groups that may want to make use of the SMR. Previous research carried out by the MRG has identified other groups that lacked any knowledge of SMRs, but which desired to use them. These comprise: Parish Councils, Architects, Builders, Schools, Amenity groups, and Ethnic organisations, particularly those connected with social integration and education.

The following list includes examples of potential user groups that were invited to attend an SMR non user focus group session:-

- Architects, Builders and Land developers/Real Estate
- Ramblers' organisations
- Teachers, Lecturers, and other education providers
- Amateur/Professional Historians and Amateur Archaeologists
- IT experts
- Organisations involved in land management - voluntary and commercial
- Libraries
- Parish Councillors and Secretaries and Parishioners
- Organisations involved in supporting Ethnic minorities through social, economic and environmental means.
- Landowners, both private and commercial

Some of the groups attending the non user focus group were not using the SMR because they were not aware of its existence. Some (including parish council members) thought that SMR data was only available for professionals or for use within the County Council only.

Both focus groups identified that in some instances people or groups had not been using the SMR because they had not heard of it; in others, because they could not see the relevance of its content to their everyday lives or interests.

There were suggestions from the non user focus groups that those who did not know about the SMR and particularly ethnic minorities in the county, would need a specific link or example of its relevance to themselves before they would consider using it.

The non user focus groups were genuinely impressed with the presentation given by Emily Brants of Conservation group about the content of the Surrey SMR. It was clear that focus group attendees on the whole had no idea of the work undertaken by the group or the research and information that they held on the SMR, whether electronically or in hard copy form.

One particular individual in the SMR user focus group identified a potential valuable link between the SMR and the Ramblers Association Website, with the aim of providing information on historical or archaeological aspects of the landscape for predetermined walks. This would enhance walker's visual enjoyment of the passing landscape, and provide them with some understanding of its historical development and structure. In the past this type of information has been provided to organisations leading guided walks such as the Council's

Countryside Management Service, but it would also be of interest to a much wider variety of local voluntary groups.

Another suggestion made in both the focus groups was concerned with the tourist aspects or tourism use of the SMR. It was suggested that the Tourist Information Centres in the region be made aware of the SMR, so they could make visitors aware of it. Those seeking holidays or trips of a specific nature (i.e. researching family history), or those interested in the heritage and history of the area, could find specific local information in the SMR that they might not have access to via normal channels.

Results from the second and third stages of the research, the survey of potential users and Surrey staff, show that just over half respondents knew of the Conservation Group (BQ1). This indicates that there are still rather a large population of Surrey that have no idea that the County Council's Conservation Group exists.

Two thirds of those responding to BQ2 had no idea what the SMR was.

The majority of respondents (just under three quarters) had not heard of the SMR (BQ3).

Those respondents answering BQ4 who had heard about the SMR knew about it via the Council Offices and word of mouth, and this indicates that other avenues of advertising may need to be explored to promote the SMR. This is especially relevant given that it is likely that some residents of Surrey have little contact with their County Council, and it would not be their first port of call to find out such information.

Of those in the survey who had heard of the SMR (BQ5), less than a fifth had used it.

Around half of those responding to BQ6 would like to know more about the SMR and just over a third were unsure, giving a "Maybe" response.

Over a third said they would use the SMR in the future (BQ7). If the "Maybe" option is included this raises the percentage of potential users to almost all respondents.

A full list of suggestions as to why people thought they would use the SMR (BQ6) in future are in the *Appendix 10.5*. Amateur local research was high on the list.

BQ18 shows that over 80% of respondents have access to the Internet at home. This is higher than national figures (Ofcom 2004). This indicates that lack of information technology use or knowledge is not the reason that the vast majority of people in Surrey are not using the SMR.

In BQ19, just under half respondents had Broadband access at home. Again this is higher than national figures (Ofcom 2004), and it also shows that access to computers and information technology is not a significant reason for not using the SMR; other factors must be considered.

The majority of people responding to the non user survey were spread evenly across the county, though there were more women respondents than men. The predominant age group was 45-54 years old but all age groups were well represented.

To summarise, the findings indicate

- The vast majority of respondents have no idea that the Conservation Group and the SMR exist
- Many other avenues of advertising may need to be explored to promote the SMR
- Access to computers and IT is not one of the major reasons for not using the SMR
- The SMR is used by many people and different groups throughout the county
- While proportionately more women responded to the survey than men, the overall figures indicate that the SMR is used by all age groups



### **Objective 1.1.3: To identify what information existing users would like to access**

This objective was pursued via the *first stage* of the audience research, the SMR user survey (AQ). But is also covered in the non user survey too (BQ). The two focus groups also had relevant comments made that relate to the future design of the SMR and Exploring Surrey's Past websites

Respondents to the SMR user survey were asked what aspects of other SMRs and SMRs they had used they would like Surrey to provide (AQ12). The following are the responses and comments relating to this question:-

- 18-month backlog (average in south) is ok but any longer poses problems.
- Aerial photo transcriptions, GIS format inclusion of documentary & listed building info, up to date and accurate info.
- Computerised databases.
- Direct Internet access. Photographs.
- Faster response.
- GIS data.
- Hampshire is more friendly & their website is easier to use.
- Hampshire cross-linked with Environment & Buildings.
- Include listed building data in SMR.
- Incorporating listed building info (as in Hampshire AHBR) would be useful, as would supplying search data as spreadsheet or database, rather than as a word document (e.g. Wiltshire).
- It felt like it was an area for that purpose, it was easier to find information - but that may have been the topic I was studying. It would be good if the SMR was located at the Surrey History Centre - it would all be in one place and not split up.
- It would be helpful if all could provide pictorial evidence within citations e.g. Tumuli, which can otherwise be difficult to locate.
- More space to handle maps and aerial photographs.
- Most are of the Exegesis format long reports plus maps
- No Surrey is one of the better ones - easy to access and useful GIS information.
- No Surrey was fine, although a printout with the find spot locations, and digital information would be very useful.
- No, but I think the SMR should be online.
- On line access.
- On line availability.
- Online SMR.
- Results of Searches in Digital format.
- Resources on computer.
- Surrey is the best I have been to.
- Yes all for Berkshire.
- Links to Aerial photos sources for particular sites
- Better quality and more accurate maps where applicable and more accurate info.

- Retain air photo coverage old and recent as part of SMR.
- Surrey is better.
- I didn't know the full range of services - my enquiry was very specific.
- Detailed printouts for a specific period (this may now be available).

It is obvious from the list above that on-line access to SMR information is a commonly requested improvement. People would then be able to get as detailed or as basic a level of information that they require.

Respondents were also asked how important they thought it for the SMR to provide Exhibitions, Displays, Interactive displays, Events, Lecture Series or any other services (AQ31). The provision of Lecture Series by the SMR was the most highly rated service; this being rated very important or important by over half of respondents. Exhibitions and Events were also highly rated by under half of respondents.

Other suggestions as to services that could be provided by the SMR were:-

- Central point on advice regarding PPG16 and research
- Depends on what you want to get out of this, what is your own motivation? All these are useful.
- Educational packs for teachers
- I am only likely to use the SMR in a commercial capacity
- Isolated Lectures as requested from the public
- Means of explaining how a computerised SMR works - how to access it electronically
- Partial overlaps with neighbouring counties e.g.10km
- Talks to groups, inc children/young people
- The SMR needs to be more "out there" in the school curriculum.
- These would promote the use of SMR to schools etc.
- Very important for SMR's to collect & maintain historical & archaeology records.

It is important to note that the above list infers that there is a need for more information about the SMR and its content to be promoted to all types of possible users, especially schools.

In AQ6 respondents were asked to rate certain aspects of the SMR service. These were: helpfulness of staff, range of information in the SMR, accessibility of the SMR, waiting times for receiving the information, standard of equipment, accessibility of equipment, booking availability and space to work. Of these, the helpfulness of the staff was the highest rated, with all respondents (99%) rating it very good or good.

Waiting times for the SMR was also highly rated by the vast majority of respondents and range of information also well rated. All other aspects of the SMR were not as highly rated, principally because very few respondents to the survey had actual knowledge of the physical aspects of the SMR offices.

Responses to AQ25 showed that the majority of respondents were aware that the Surrey SMR contains historic OS maps, aerial photography, photos of buildings and published sources of local information. Half to two thirds said that this information would have been or was useful to their enquiry. However, only half of the respondents knew about the PPG 15 & 16 reports held by the SMR, and were therefore not conversant with the important role commercial contract archaeology has to play in the county. Historic photos of buildings proved to be not so useful to respondents.

A fifth of respondents to AQ13 received their information within 2-4 days, while just over a tenth did not receive their information for 2 weeks or longer. These results have undoubtedly been affected by the low number of commercial responses to the survey; since such enquiries normally have priority treatment and are dealt with as soon as possible due to their commercial nature, local planning issues, and contract deadlines.

On the positive side just over a third of respondents had their enquiry dealt with immediately.

The vast majority of respondents felt the information they received from the SMR answered their enquiry adequately (AQ14).

The vast majority of respondents to AQ17 also felt that the information they received was in a suitable format.

Those few respondents, who were not happy, felt the information was a little confusing, or the layout could have been better. Full answers to the question can be found in section 4.17-18 (AQ18).

Two thirds of respondents for AQ19 felt the information they had received was what they had expected; the proportion, however, of those who received information that was "a lot better" or "better" than they had expected was over a third.

Over half of respondents to AQ28 said they would like to pass information back to the Conservation Group for inclusion in the SMR via E-mail, and directly via the internet.

All four stages of the research indicate that an actual SMR office is very necessary for those who want a more personal service provided by the SMR staff. At the moment both physical space and SMR staff time is very limited at County Hall and this needs to be looked at.

Cartographic map layering was discussed in both focus groups and this proved fascinating for all concerned. It was generally agreed that this would be a very useful facility if it was to become widely available.

**Objective 1.1.4: To assess how people would like to access information – be this through the Internet, via travelling road-shows, static displays, at the SMR offices or by other means**

This objective is covered by all four stages of the research

In AQ21 ratings for “most preferred” and “preferred” means of access to the SMR were combined. The majority of respondents preferred access to the SMR via the Internet. However, half of users would like to obtain SMR information via e-mail. The least popular forms of access to the SMR were via leaflets/publications and access via record offices.

Under a fifth of respondents to AQ22, have children or work with children. These respondents were then asked to rate different methods by which children would like to access SMR information. When ratings for “most preferred” and “preferred” were combined, it was clear that children (AQ23) would “most prefer” access to the SMR via the Internet (100%), but just over half of child users were likely to “prefer” access to archaeological information and advice via its staff.

Well over three quarters of all SMR users responding to AQ32 have access to the internet at home. This is higher than the national figure. Only 4% have no access to the Internet at all.

Just under half of respondents to AQ5 had sort information via a visit to the SMR offices.

The top three facilities that the majority of respondents to AQ24 would like to see provided at an SMR office are:-

- Desk space
- Photocopy facilities
- Staff to help with research

Two thirds of the respondents to AQ10 had used other SMRs throughout the UK and Ireland.

Respondents who had used these other services were asked if there were any aspects of these other SMRs that they would like to see adopted by the Surrey SMR. The vast majority said on-line access to information and databases would be desirable, as well as printouts of colour maps. Many thought Surrey provided one of the better SMR services in the UK (AQ12).

Those responding to the non user survey were asked what they would like to see in an on-line heritage resource, in addition to the basic SMR information. Three quarters of those responding to BQ11 said they would like to see “Ready made” searches e.g. information on Castles in Surrey, Roman Villas, etc. Info on sites open to public and local knowledge and oral history were also popular, with nearly three quarters of respondents wishing to see these included on an on-line heritage resource.

Question BQ13 asked non users if they would be interested in other SMR outreach activities. Over half said they would be interested in leaflets about specific periods, monuments etc. Teacher's resource packs and travelling exhibitions were also popular.

To summarise, there is overwhelming evidence from all four stages of the research carried out that all age groups and user group types would most prefer accessing the SMR by on-line means, but that there is also a need for the SMR to be in a physical location where people can go and look at the information themselves, and if they wish, be able to seek advice and help from the staff of the Conservation Group.

**Objective 1.1.5: To consider the question of charging for access to information or of providing copying facilities**

Of those who made non commercial enquiries, only a quarter would be prepared to pay for future information (AQ29).

£5.00 was a popular fee suggested by respondents although a few respondents would be prepared to pay up to £30 (AQ30).

The majority (two thirds) of those commercial respondents who had used other SMR services said that the price scales were about the same as other SMRs (AQ9).

In AQ24 one of the options given for facilities that the SMR should provide is Photocopy facilities. 90% of all respondents said this is a service or facility that should be provided at the SMR offices.

The general opinion gained from the focus groups was that SMR information should be free for all general public enquiries and charged for commercial or professional enquiries (as is currently the case). If an individual member of the general public needed help in researching specific information then a charge could be made for the SMR staff time and photocopy costs if appropriate.

**Objective 1.1.6: To research the demand for participation in events, fieldwork or research organised and run by the staff of the SMR.**

AQ31 asked respondents to rate how important it was for the SMR to provide other events and services. When the ratings “Very important” and “Important” were combined, over half respondents felt it was important for the SMR to provide a Lecture series. Just under half of respondents felt that exhibitions and events should be provided. Interactive displays were considered the least important services by respondents.

Other information relevant to this objective can be found in *Appendix 10.18 & 10.19* where the full transcripts from the non user focus groups are set out. Some suggestions were made in the focus groups that the future SMR website should also provide information about activities, events and ongoing archaeological projects round the county.

Teachers at the non user focus groups said it was difficult these days to get groups of students/pupils out into the field due to Health and Safety rules and other regulations. There are also difficulties in obtaining insurance for field trips, and getting enough staff to supervise these trips. It was suggested that SMR staff could make a greater effort to visit schools and talk about specific archaeological sites nearby the schools or the students’ homes. This could encourage an interest in history, landscape, geology, environment and archaeology in the pupils, and they might visit these locations later in their own time or for a day out with their families.

Another teacher in the non user focus group said that schools were very keen for their children to become involved in local projects. It would be good to be able to go and visit sites and have archaeological staff present to explain what had happened at a particular site. One teacher said that years 5, 6, 7 and 8 loved filling out the sort of questionnaires you get at National Trust and other heritage properties. If the SMR could do something like that then the children would take it to their parents and grandparents, etc. to find out the answers and get other information. The children enjoyed then being able to present their findings at school in class.

In the non user survey a quarter of responses to BQ13, about other SMR outreach activities, said they would be interested in Workshops run by SMR staff on how to use a SMR Website.

**Objective 1.1.7: To research the feasibility of creating multiple nodes for the SMR in museums or libraries or other suitable local venues.**

Tourist Information Centres were contacted to attend the non user focus group, but unfortunately no one was able to attend. However, they expressed considerable interest in the SMR, and they wish to be given more information in the future.

Libraries and museums expressed interest in working together to promote the SMR as well as to provide information that could be placed on the SMR.



**Objective 1.1.8: Examine possible links with the national curriculum, local schools and colleges and voluntary groups by contacting representatives of these groups**

This objective was mostly covered in the two focus groups. Specific groups contacted for the non user survey were; schools, parish councils, museums, amenity groups, architects, builders, and ethnic organisations.

The findings were as follows:-

Once the content of the SMR was explained and its relevance identified to all of the above interest groups, many said that they would use the SMR in the future, this was particularly so with the schools and parish councils.

As a result of the focus groups with non users it was noted that on-line access to the SMR would be a very valuable research tool to those individuals and students researching historic landscapes and settlement, and land management projects. On-line access to the SMR might also benefit the Conservation Group in the longer term, by reducing the time and resources spent responding to telephone or e-mail requests from students working on similar projects.

There were no representatives from ethnic organisation attending at either of the focus group meetings and therefore no targeted discussion of the specific areas in which the SMR might be of interest to particular ethnic groups. However other attendees were able to identify several groups who have settled in the county, such as Muslims, and suggested aspects of the SMR which might be relevant to them.

The focus groups for non users had Teachers and Head Teachers present, and it became clear that certain age groups could make good use of the information on the SMR, provided it was set out in clear themes. It was suggested that pupils would find it easier to go in to the information via time lines or periods e.g. Tudor, Saxon or Roman times.

Certain older age groups may not readily use such SMR information due to the national curriculum leading them towards the study of world history. However, there is always the possibility of linking world history back to local history.

Primary school pupils would be very keen to use the information on the SMR to do research on their local villages and towns; however, it was noted that entry to and use of the SMR must be tailored to their particular age group and therefore to their study level.

Ghost stories linked with specific sites, paths and other locations provided interesting discussion. Teachers felt this was an inspired way to spark pupils' interest in their local history.

One teacher suggested the SMR could run a local quiz and the children could do this as part of their homework.

Concerns were expressed that if the SMR site wasn't publicised to Surrey's

schools, it would just 'sit there' and not get used at all.

Another suggestion from the non user focus group was that children could learn about the history of their area and its industries, by looking at topics such as place names, or roads since names of buildings or streets often indicate jobs or former industries specific to an area. The SMR might plot the changes in names of streets and buildings and thereby show the evolution of such industries. The industrial revolution is part of the national curriculum and it would help pupils if the SMR could provide a local aspect to this area of study.

The discussions at the non user focus groups held with teachers and other non SMR users confirmed that there were clear uses for SMR information within the national curriculum, and the main issue was the need to develop this information into a suitable format for use by teachers. Curriculum-related information is widely available on the Internet and while further work would be required to identify suitable areas of SMR information for development for educational use, this input is desirable. Further contact will be needed with education professionals in order to develop these resources.

**Objective 1.1.9: Examine routes to new partnerships with external organisations and departments (e.g. libraries, museums, archives, English Heritage (EH) education department) and research reciprocal gateways to information.**

The non user focus group contained a representative from one local museum. The suggestion was made that the SMR could link with the Museum to do reciprocal promotion. The Museum has data and information that it can't promote but desperately wants to publicise so it is willing to hand this information over to the Conservation Group to add it to the SMR or Exploring Surrey Past website.

Another focus group representative who was very active with his Parish Council explained how they had been collating collections of photographs of people, places, buildings and events every 5 years or so to show snap shops in time. These were all burnt onto a CD and sold and proved very popular. It was suggested that maybe the SMR could link with all Parishes to either access this information or even promote it.

It was also suggested in the focus group that Tourist Information Centres should be made aware of the SMR, so they could help to pass on unique historical information to visitors planning a trip or holiday in Surrey that included the Heritage and history of the county.

The Conservation Group should perhaps explore the establishment of links with those higher education establishments in the county and in the surrounding area that run archaeology or related subject degree courses.

The discussion at the focus groups which had landscape historians, land management specialists, or ecology professionals attending emphasised the important role the SMR has to play with modern countryside management practice, to the benefit of the historic environment and local communities. The SMR should promote its information and services to organisations such as, for example, the Farming and Wildlife Advisory Group (FWAG), Surrey Groundwork Trust, and the National Farmers Union (NFU).

The Conservation Group should also explore the potential for links from the SMR database to other regional and national archaeological and historical websites and databases, and the potential for collaborative projects. The University of the Third Age was mentioned several times as a group that would be very likely to want to use the SMR.

**Objective 1.1.10: Develop detailed recommendations for developing audience numbers and variety.**

This is covered in the Section 8.0 – The Audience Development Plan.

**Objective 1.1.11: Produce a list of recommendations for the Access Plan.**

Recommendations are covered in Section 9.0 - The Access Plan.

## **1: Background**

### **1.1: The Market Research Group (MRG)**

MRG aims to be a key and cost effective resource for the provision and interpretation of market intelligence for all its clients. The group offers expertise, experience and advice in the field of market research, tailored to suit the needs of its individual clients. MRG has specialised in consultation of this sort, and has numerous projects to its name.

Through its work with major heritage organisations in the United Kingdom The Market Research Group has now established an unprecedented level of expertise and data in this area. Specific areas of research conducted over many years include:

- Visitor Surveys
- Attraction surveys
- Audience Research
- Focus Groups
- Telephone Surveys
- On-line, Website surveys
- Feasibility and property audits
- Service enhancement research
- Market Segmentation
- Mystery Shopping
- Research into the leisure and heritage market

The data collected in this area enables us to provide valuable benchmarking and effective key performance indicators plus trend analysis in the heritage market place within the wider context in which it operates. We work in close partnership with our clients, getting results yet also adapting to their needs and wants.

### **1.2: Surrey County Council**

Surrey County Council, have invited the Market Research Group, based at Bournemouth University, to express interest through the tender process to undertake a programme of existing and potential audience research of their Sites and Monuments Records.

The Surrey County Council Sites and Monuments Record is a computerised and paper based archive containing information on all known archaeological features and Scheduled Monuments within the county, based within County Hall, Kingston-upon-Thames. Currently the record is being expanded to include information on historical parks, Listed Buildings and other relevant datasets. Current users of the SMR are predominantly professional and research enquirers. The 'general public' makes little use of the archive (during 2003 only 6.56% of enquiries were for general interest)

## 2: Research Aims & Objectives

The aims and objectives of the research are those described within the 'Brief for Existing and Potential Audience Research supplied by Surrey County Council.

The United Kingdom has one of the most diverse and comprehensive site and monument records available for study and research. In recent years there has been a divergence of improved access to archives across organisational boundaries. Such initiatives as the English Heritage, National Trust, and National Monuments Record Centre common access agreements have helped to meet the growing demand from a variety of interest groups in mainstream education, specialist clubs and societies and individuals pursuing their own specific interests.

The challenge presented to custodians of archive collections is to identify clearly the types of user, their needs for data and access. This process has been helped by the ongoing developments in information technology but the requirements of the final audience are paramount in formulating policy and operational priorities.

As the SMR is a public archive and judging by the ongoing popularity of history and heritage in the public sector, it is unfortunate that the SMR is rarely consulted by any member of the general public outside of formal education. Surrey County Council has assumed that this is because of lack of public knowledge of the SMRs existence and/or its lack of accessibility (due to location and the presentation of the archive). No audience research has previously been undertaken; however a record is kept of 'user' types, which has provided the above information.

The objective of this research is to identify a means of getting the SMR heritage information out to a much wider audience than at present. This will be through remote internet access to the information within the SMR and a series of events to publicise the archives' content and existence. The research results should allow Surrey County Council to demonstrate the need to develop the record into a resource the general public would enjoy and benefit from using, and in a format accessible to all.

This research will be used to inform proposals for the development of the SMR and as the basis for submitting a bid to the HLF to fund this development.

Specifically it is intended to identify:-

- Why (non-professionals) users and potential users do and do not use the SMR and how we could encourage them to use it more/at all.
- Types of users (based on existing statistics) and potential user groups
- Types of information they are/would be interested in obtaining from the SMR.

- How they would like to access the information contained within the SMR (e.g. bespoke or 'ready made' searches, format of individual records, general monument and period information pages, importance of images etc.)
- What they would like to see included in the on-line resource (e.g. interactive games, GIS, multi map and site opening time links, etc)

These questions are converted into the following objectives:-

2.2.1: Provide Surrey Sites and Monuments Record (SMR) with a sound understanding of its existing users, their background and the reasons for contacting the SMR so it can identify who is using the service and who is not.

2.2.2: Examine possible groups of new users identifying why they are not using the SMR and how they could be encouraged to do so.

2.2.3: Identify what information new and existing users would like to access

2.2.4: Assess how people would like to access information – be this through the Internet, via travelling road-shows, static displays, at the SMR offices or by other means.

2.2.5: Consider the question of charging for access to information or of providing copying facilities.

2.2.6: Research the demand for participation in events, fieldwork or research organised and run by the staff of the SMR.

2.2.7: Research the feasibility of creating multiple nodes for the SMR in museums or libraries or other suitable local venues.

2.2.8: Examine routes to new partnerships with external organisations and departments (e.g. libraries, museums, archives, English Heritage (EH) education department and research reciprocal gateways to information

2.2.9: Develop detailed recommendations for developing audience numbers and variety including an action plan.

2.2.10: Examine the current access to the SMR and identify problems with physical access to County Hall and to HER within it.

2.2.11: Identify any physical, sensory, intellectual and cultural barriers that may exist for any of the range of enquiries to the SMR identified in 2.2.

2.2.12: Produce an Access Plan with recommendations detailing how the SMR can respond to the outcome of the audience research

2.2.13: Consider the impact of legislation such as the Data Protection Act (1998), and the Freedom of Information Act (2000), which becomes law on 1<sup>st</sup> January 2005, on any of policies to be adopted by the access plan.



## **3: Outline Methodology**

It was proposed to conduct a programme of research using both qualitative research and quantitative research. The former provides background and depth to some of the issues raised, specifically information needs, modes of access. Quantitative research provides robust data regarding such issues as profiles of existing users, potential new users, user needs and other issues.

The results ensuing from the research will inform proposals for the development of the SMR and as a basis for submitting a bid to the HLF to fund this development.

### **3.1: Outline Methodology**

#### **3.1.1: Audience Research - Existing SMR Users**

Analysis of Site and Monument Record Enquiries Database - A database was compiled from a log that had been kept since 1997 of all enquiries to the Surrey CC SMR. These enquiries were a mixture of commercial/professional requests as well as those with a personal interest or amateur research background.

The database consisted of 357 entries. 214 were surveyed via a paper questionnaire designed by MRG with the co-operation of Emily Brants the SMR Officer. (*Appendix 10.1*) and 143 were surveyed via an e-mail with a link to an on-line version of the same questionnaire hosted by the MRG website.

Of the original database 32% were professional and commercial enquiries, 18% were educational enquiries, 22% were general enquiries and 28% were research enquiries.

There was a 33% success rate for the response to the postal survey and 17% to the on-line version sent by e-mail. The total number of responses was 94, giving an overall response rate of 26%. This was a disappointing response, but not entirely surprising due to the age of some of the entries on the database. People in professional capacity move on to new roles and private individuals are highly likely to move home within an 8-year period.

The survey was conducted from Tuesday 17<sup>th</sup> August 2004 until Wednesday 8<sup>th</sup> September 2004, allowing 3 weeks for respondents to complete the questionnaire.

Once the data had been collected, all responses were assigned a code number for ease of computer data processing. Frequency tabulations and cross-tabulations were then produced to fulfil the information. A statistical programme called SNAP was used for the questionnaire design and data entry and then the data was exported into SPSS, another statistical programme for full analysis.

The findings from the analysis can be found in Chapter 4 – The Research Findings.

### 3.1.2: Audience Research – Potential Users and Surrey CC staff survey

There was a noticeable lack of ethnic representation in the first stage of the audience research and so in the second stage of the research a database containing 37 separate organisations with ethnic representation or related functions was constructed to address this issue. All these organisations were sent copies of the new or potential user group questionnaire, and only .3% responded to the survey. Unfortunately no representatives from the ethnic organisations were available to participate in the subsequent focus group sessions.

Eight other small databases were set up in order to survey other new or potential user groups. The parish database contained names of 101 representatives of local parish councils, and 30% of these responded to the postal survey. The architects' database contained 59 company names, and 19% responded. The builders' database also contained 59 company names, and only 8% responded. The Library database contained 73 entries, of which 32% responded, there were 85 names as contacts for district and borough council members and of these 33% responded. 120 Amenity groups were contacted and 22% of these replied. There were 81 Heritage organisations that were sent a questionnaire and 49% of these responded and finally 557 schools within the Surrey County were sent a questionnaire and 22% of those responded. The overall response rate was therefore 27%.

A separate survey was carried out, using the same questionnaire, within Surrey County Council itself to establish if staff was aware of the Conservation Group and of the SMR. The intention here was to assess the need to promote the SMR from within, in the future. The on-line link to this survey was advertised via the internal staff intranet. The link was available to all those who had access to the intranet.....????.....staff. Of these 601 responded.

This research used both qualitative and quantitative techniques. The former technique provides background and in-depth information relating to some of the issues raised, specifically in relation to why and how people thought they would use the SMR. Quantitative research provides basic demographic data, and the results that ensue from both forms of the research will inform the preparation of the audience development and access plans, and will ensure the inclusion of measurable outcomes and methods of implementation.

### **3.1.3: Audience Research – Surrey County Council Focus Groups**

A series of topics were established for discussion by the two focus groups (see *Appendix 10.16*). A small presentation about the SMR was shown to both groups of attendees beforehand to give them some idea of what the SMR already contained, and of what it intended to provide to users in the future. It also illustrated various ways in which refined data searches can be carried out, and how its data can be used within GIS mapping systems. Full results of these interviews can be found in *Appendix 10.18*. The MRG consulted with Conservation Group staff before the focus groups took place to ensure appropriate technical questions were asked.

Those volunteering to take part in the focus groups fell into the following user groups:-

- Heritage Organisations
- Amenity Groups
- Secondary and Primary School Teachers
- Amateur and Professional Historians
- Amateur and Professional Archaeologists
- Librarians and Archivists
- District/Borough/Parish Councillors and Secretaries
- Museums - Curators
- Family History Society members
- Landscape Historians

## 4: Findings - SMR users results

### 4.1 How did you find out about us?

Table 1: How did you find out about us? (Q1)			
Base: All respondents (94)	Frequency (f)	Percentage (%)	Valid (%)
(1) Council Office	12	12.1	12.1
(2) Museum	2	2.0	2.0
(3) Surrey History Centre	3	3.0	3.0
(4) Surrey County Council Website	12	12.1	12.1
(5) Internet website	2	2.0	2.0
(6) Local Society	12	12.1	12.1
(7) Local press or media	1	1.0	1.0
(8) Word of Mouth	16	16.2	16.2
(9) College or School	20	20.2	20.2
(10) Other	19	19.2	19.2
Total (Valid: Multi Code)	99	100.0	100.0
(0) Missing Values	0	0.0	N/A
Total (Base)	99	100.0	N/A

Table 1 shows that the highest percentage of respondents found out about the Surrey SMR through College or school, however this is due to the high percentage of Students (23%) accessing the SMR. Word of mouth was also a significant source of information, and local societies also publicised the service.

### 4.2: Was it easy to find out about our site?

Table 2: Was it easy to find out about our site? (Q2)			
Base: All respondents (94)	Frequency (f)	Base (%)	Valid (%)
(1) Yes	85	90.4	91.4
(2) No	8	8.5	8.6
Total (Valid: Single-Code)	93	98.9	100.0
(0) Missing Values	1	1.1	N/A
Total (Base)	94	100.0	N/A

The vast majority of respondents had no difficulty in finding the site, the 9% who did have difficulties, mention this in Q3 below.

### **4.3: What were the reasons for the difficulties?**

As can be seen from the following bullet points, nearly all difficulties in locating the SMR are as a direct result of Surrey C.C. staffs' lack of familiarity with the Conservation group and its staff.

- I found out through studies, if I hadn't been studying I'm not sure how I'd have known it existed
- It wasn't easy to pin point a departmental postal address.
- Initially no advertised contact numbers available.
- Convolutated links to the site via the council website. Not hugely clear instructions once on the site
- Few people even within the Surrey C.C. knew anything about the department
- Lack of communication between reception at county Hall (Kingston-upon-Thames) and the County Archaeology department.
- Couldn't find phone number, then system was down & had to get someone else to e-mail.
- Reception didn't know who the SMR Officer was.

### **4.4: How many times have you used our service in the last 2 years?**

<b>Table 4: How many times have you used our service? (Q4)</b>			
<b>Base: All respondents (94)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) Once</b>	50	53.2	<b>53.8</b>
<b>(2) 2 - 5</b>	31	33.0	<b>33.3</b>
<b>(3) 6 - 10</b>	6	6.4	<b>6.5</b>
<b>(4) More than 10 times</b>	6	6.4	<b>6.5</b>
<b>Total (Valid: Single Code)</b>	<b>93</b>	<b>98.9</b>	<b>100.0</b>
<b>(0) Missing Values</b>	1	1.1	N/A
<b>Total (Base)</b>	<b>94</b>	<b>100.0</b>	<b>N/A</b>

There was a larger response to the survey from students, amateur and interested members of the public, than from professional and commercial enquirers. Even though the original survey sample had a larger proportion (33%) of professional/commercial enquiries, it is likely that the latter responded poorly because of the nature of their work i.e. too busy to respond to the survey. This explains why there are a significant number of respondents (54%) that have used the service only once before.

## 4.5: How did you access the information?

Base: All respondents (94)	Frequency (f)	Percentage (%)	Valid (%)
(1) Visit to SMR office	30	31.9	48.4
(2) Postal request	24	25.5	38.7
(3) E-mail request	25	26.6	40.3
(4) Phone request	25	26.6	40.3
(5) Other	2	2.1	3.2
Total (Valid: Multi Code)	62	66.0	100.0
(0) Missing Values	32	34.0	N/A
Total (Base)	94	100.0	N/A

32% of respondents visited the SMR offices at County Hall, with an even proportion of enquiries by post, e-mail and phone (26%).

## 4.6: How would you rate the SMR on the following?

All responses rating each service or aspect of the SMR for “Very good” and “Good” were combined for ease of displaying all results in one table.

Base: All respondents (94)	Frequency (f)	Percentage (%)	Valid (%)
(1) Helpfulness of staff	91	99.0	99.0
(2) Range of Info	72	83.0	83.0
(3) Accessibility of SMR	65	75.0	75.0
(4) Waiting times for info.	76	86.0	86.0
(5) Standard of resources	63	73.0	73.0
(6) Accessibility of resources	50	67.0	67.0
(7) Booking availability	37	69.0	69.0
(9) Space to work	28	51.0	51.0
Total (Valid: Multi-Code)	100	100.0	100.0
Total (Base)	100	100.0	N/A

“Helpfulness of staff” is the highest rated aspect of the SMR with 99% of respondents rating it either “Very good” or “Good”. Space to work is the lowest rated aspect of the SMR at 51%. As 48% of respondents physically visited the offices to perform research, “Space to Work” is an important issue for them. It is important therefore to take note that it is not highly rated.

#### **4.7: Comments regarding your recent use of the SMR?**

The following bullet points are all comments made by respondents to Question 7. They are categorised under Positive (**P**), Neutral (**Neu.**) or Negative (**Neg.**) responses. 32% were positive comments, 50% were negative and 18% were neutral.

- A number of recent discoveries are not entered. (**Neg.**)
- Numerous attempts to phone the SMR have been met with out of office messages, with no indication of when someone would be in - sometimes days later. (**Neg.**)
- Information out of date by at least 4 years. Provision of information in GIS format not available. (**Neg.**)
- The extensive backlog gives the Environment Agency problems but the staff were most helpful. (**Neg.**)
- Information very useful. (**P.**)
- I use the SMR from my desk as I work for SCAU. This is access that most people don't have - I don't need to actually visit the SMR so questions relating to space are irrelevant to me. (**Neu.**)
- Much of my use is for my A level students and their coursework. (**Neu.**)
- If the SMR and the SMR for Greater London were both on GIS and compatible, then it would be appropriate for there to be an exchange of data within a prescribed buffer zone between neighbouring system areas to enable archaeology advisers to operate efficiently. (**Neu.**)
- It would be helpful if it were completely up to date with the information held on the database. (**Neg.**)
- I was sent information by post in response to an e-mail enquiry. Hence I can't assess some of the items above. (**Neu.**)
- Excellent response rate from Emily Brants. (**P.**)
- Excellent service. (**P.**)
- I only used the service once but was impressed with the useful and speedy response I received. (**P.**)
- I was left to my own devices, which for me is fine, though I felt like I was invading a working space. It would have been good to have more sign posting around the information available and if the entries were on computer rather than postcards. (**Neg.**)
- The staff I spoke to on the phone for information were extremely helpful and polite. (**P.**)
- Database wasn't fully functional when I used it and only 1 terminal was available. (**Neg.**)
- Only used it once it was a 1st class service. (**P.**)
- It is a good service. (**P.**)
- Excellent service. (**P.**)
- GIS maps supplied had limited information & no grid lines. SMR officer had limited knowledge of the sites & surveys. But this is due to her short time in post. (**Neg.**)
- A more welcome attitude to the amateur researcher, we may not pay money but we are as important. (**Neg.**)

- Rather worried about the quantity of "backlog" info & reports that was not entered into the database. **(Neg.)**
- SMR info in relation to my request exactly the same as NMR info. **(Neg.)**
- The SMR was about 5 years out of date. **(Neg.)**
- What I got from the SMR was very good - but turned out to be not competent and some info. was not very accurate when checked out. **(Neg.)**
- More visual info- as to what is held on record without having to keep pestering busy staff **(Neg.)**
- Used in preparation for Neolithic project with UAC they will be using info this autumn. **(Neu.)**
- Staff very patient & helpful. **(P.)**

#### **4.8: Was your enquiry of a commercial nature?**

<b>Table 8: Was your enquiry of a commercial nature? (Q8)</b>			
<b>Base: All respondents (94)</b>	<b>Frequency (f)</b>	<b>Base (%)</b>	<b>Valid (%)</b>
<b>(1) Yes</b>	22	23.4	<b>23.9</b>
<b>(2) No</b>	70	74.5	<b>76.1</b>
<b>Total (Valid: Single-Code)</b>	<b>92</b>	<b>97.9</b>	<b>100.0</b>
<b>(0) Missing Values</b>	2	2.1	N/A
<b>Total (Base)</b>	<b>94</b>	<b>100.0</b>	<b>N/A</b>

It can be seen from Table 8 that only 24% of respondents had made a commercial enquiry.

#### **4.9: How do our scale of charge compare with other SMR offices?**

<b>Table 9: How do our scales of charges compare with other SMR offices? (Q9)</b>			
<b>Base: All "Yes" @ Q8 (22)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) Less expensive</b>	0	0.0	<b>0.0</b>
<b>(2) About the same</b>	14	63.6	<b>63.6</b>
<b>(3) Excessive</b>	0	0.0	<b>0.0</b>
<b>(4) Don't know</b>	8	36.4	<b>36.4</b>
<b>Total (Valid: Single Code)</b>	<b>22</b>	<b>100.0</b>	<b>100.0</b>
<b>(0) Missing Values</b>	0	0.0	N/A
<b>Total (Base)</b>	<b>22</b>	<b>100.0</b>	<b>N/A</b>

Of those commercial enquiries, 64% rated the costs of the Surrey SMR as about the same as other SMRs.



## 4.10: Have you used other SMRs

66% of respondents had used other SMRs.

Table 10: Have you used any other SMRs (10)			
Base: All respondents (94)	Frequency (f)	Base (%)	Valid (%)
(1) Yes	61	64.9	66.3
(2) No	31	33.0	33.7
Total (Valid: Single-Code)	92	97.9	100.0
(0) Missing Values	2	2.1	N/A
Total (Base)	94	100.0	N/A

## 4.11: What other SMRs have you used?

- 1 Bangor
- 1 Cheshire
- 1 Chichester
- 1 Clwyd Powy
- 1 Countrywide
- 1 County Counties of Norfolk
- 1 Cumbria
- 1 E Yorkshire
- 1 EH for London
- 1 In many areas too many to list
- 1 Lancashire
- 1 Lincolnshire
- 1 Maidstone
- 1 Many
- 1 Most counties in Southern England
- 1 Most county SMRs
- 1 N Yorkshire
- 1 NMR Swindon
- 1 NMR, London
- 1 Norfolk
- 1 Nottinghamshire
- 1 Numerous, most often Greater London,
- 1 Reading
- 1 S Yorkshire
- 1 SE England
- 1 Southampton
- 1 Stornway
- 1 Surrey
- 1 Wales ( south & north)
- 1 Western Isles
- 1 Widely
- 10 Wiltshire
- 17 Hampshire
- 2 Bristol
- 2 Cambridge
- 2 Derbyshire
- 2 E Sussex
- 2 East & West Sussex
- 2 Gwent,
- 2 Leicestershire
- 2 Nation-wide
- 2 Shropshire
- 2 Staffordshire
- 2 Swindon
- 2 Winchester
- 2Worcestershire
- 3 Bedfordshire
- 3 Devon
- 3 Gloucester,
- 3 Merseyside
- 3 Northamptonshire
- 3 Sussex
- 4 Essex
- 4 Isle of Wight
- 4 London
- 4 Oxfordshire
- 4 Somerset
- 5 Buckinghamshire
- 6 Greater London
- 6 Hertfordshire

- 8 Dorset
- 9 Berkshire
- 9 Kent
- 9 West Sussex
- Across the 15 counties in the Thames Valley within which we operate
- All
- All of them!
- All over Britain
- All over SE England
- All over the country
- All over the country

#### **4.12: Were there any aspects of these other SMRs that you would like Surrey to provide?**

The following are all suggestions that respondents would like to see in the Surrey SMR: -

Internet access and digital information is important to many respondents.

- 18-month backlog (average in south) is ok but any longer poses problems.
- Aerial photo transcriptions, GIS format inclusion of documentary & listed building info, up to date and accurate info.
- Computerised databases.
- Direct Internet access. Photographs.
- Faster response.
- GIS data.
- Hampshire is friendlier & their website is easier to use.
- Hampshire cross-linked with Environment & Buildings.
- Include listed building data in SMR.
- Incorporating listed building info (as in Hampshire AHBR) would be useful, as would supplying search data as spreadsheet or database, rather than as a word document (e.g. Wiltshire).
- It felt like it was an area for that purpose, it was easier to find information - but that may have been the topic I was studying. It would be good if the SMR was located at the Surrey History Centre - it would all be in one place and not split up.
- It would be helpful if all could provide pictorial evidence within citations e.g. Tumuli, which can otherwise be difficult to locate.
- More space to handle maps and aerial photographs.
- Most are of the Exegesis format long reports plus maps
- No.
- No.
- No Surrey is one of the better ones - easy to access and useful GIS information.
- No Surrey was fine, although a printout with the find spot locations, and digital information would be very useful.
- No, but I think the SMR should be online.
- On line access.
- On line availability.
- Online SMR.
- Results of Searches in Digital format.

- Resources on computer.
- Surrey is the best I have been to.
- Yes all for Berkshire.
- Links to Aerial photos sources for particular sites
- Better quality and more accurate maps where applicable and more accurate info.
- Retain air photo coverage old and recent as part of SMR.
- Surrey is better.
- I didn't know the full range of services - my enquiry was very specific.
- Detailed printouts for a specific period (this may now be available).

#### **4.13: How long was it before we dealt with your request?**

<b>Table 13: How long was it before we dealt with your most recent enquiry? (Q13)</b>			
<b>Base: All respondents (94)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) Immediately</b>	30	34.5	<b>31.9</b>
<b>(2) 2 - 4 days</b>	22	25.3	<b>23.4</b>
<b>(3) 1 week</b>	22	25.3	<b>23.4</b>
<b>(4) 2 weeks</b>	8	9.2	<b>8.5</b>
<b>(5) More than 2 weeks</b>	5	5.7	<b>5.3</b>
<b>Total (Valid: Single Code)</b>	<b>87</b>	<b>92.6</b>	<b>93.5</b>
<b>(0) Missing Values</b>	7	7.4	N/A
<b>Total (Base)</b>	<b>94</b>	<b>100.0</b>	<b>N/A</b>

32% had their enquiry dealt with "immediately"; collectively this means that 79% of enquiries had received their information within a week.

#### **4.14-15: Did the information we sent you answer your enquiry adequately?**

<b>Table 14: Did the information we sent answer your enquiry adequately? (Q14)</b>			
<b>Base: All respondents (94)</b>	<b>Frequency (f)</b>	<b>Base (%)</b>	<b>Valid (%)</b>
<b>(1) Yes</b>	83	88.3	<b>94.3</b>
<b>(2) No</b>	5	5.3	<b>5.7</b>
<b>Total (Valid: Single-Code)</b>	<b>88</b>	<b>93.6</b>	<b>100.0</b>
<b>(0) Missing Values</b>	6	6.4	N/A
<b>Total (Base)</b>	<b>94</b>	<b>100.0</b>	<b>N/A</b>

94% were happy that the information sent answered their enquiry. Of the 6% who were not happy, only 5 comments were made: -

- Known data not on SMR.
- Information gaps in the SMR.
- One site report (excavation) could not be located.
- I went to SMR centre I collected the information myself.
- It was so far behind and mostly on card record only.

#### **4.16: What format of information did you receive?**

The vast majority received printouts, photocopies and reports. The full list can be found in *Appendix 10.3*.

#### **4.17-18: Was the information in a format helpful to you?**

<b>Table 17: Was the information we sent in a format that was helpful to you? (Q17)</b>			
<b>Base: All respondents (94)</b>	<b>Frequency (f)</b>	<b>Base (%)</b>	<b>Valid (%)</b>
<b>(1) Yes</b>	81	86.2	<b>94.2</b>
<b>(2) No</b>	5	5.3	<b>5.8</b>
<b>Total (Valid: Single-Code)</b>	<b>86</b>	<b>91.5</b>	<b>100.0</b>
<b>(0) Missing Values</b>	8	8.5	N/A
<b>Total (Base)</b>	<b>94</b>	<b>100.0</b>	<b>N/A</b>

Table 17 shows that 94% received the information in a helpful format. Of 6% who did not comments stated as to why this was the case are below: -

- Still have to plot each individual record on our mapping system.
- Required much sorting, amending, input to GIS
- We were given source information at your offices it was fine
- Yes but - if there are a lot of entries, it can be hard to the data use as a word document - a spreadsheet or database would be easier.
- Although understandable the layout could have been better.

#### **4.19: Was the information you received...?**

<b>Table 19: Was the information you received....? (Q19)</b>			
<b>Base: All respondents (94)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) A lot better than expected</b>	6	6.4	<b>6.8</b>
<b>(2) Better than expected</b>	22	23.4	<b>25.0</b>
<b>(3) As expected</b>	56	59.6	<b>63.6</b>
<b>(4) Worse than expected</b>	4	4.3	<b>4.5</b>
<b>(5) Far worse than expected</b>	0	0.0	<b>0.0</b>
<b>Total (Valid: Single Code)</b>	<b>88</b>	<b>93.6</b>	<b>100.0</b>
<b>(0) Missing Values</b>	6	6.4	N/A
<b>Total (Base)</b>	<b>94</b>	<b>100.0</b>	<b>N/A</b>

Table 19 shows that the majority (64%) received information that was as expected. 25% received information that was better than expected.

## 4.20: In what capacity, were you accessing the SMR?

Table 20: In what capacity were you accessing the SMR? (Q19)			
Base: All respondents (94)	Frequency (f)	Percentage (%)	Valid (%)
(1) Teacher/Lecturer	3	3.2	3.2
(2) Amateur archaeologist/historian	28	29.8	30.1
(3) Professional archaeologist/historian	19	20.2	20.4
(4) Commercial archaeologist/historian	10	10.6	10.8
(5) Land/Building Developer	1	1.1	1.1
(6) Journalist	1	1.1	1.1
(7) Scientist/Environmentalist	2	2.1	2.2
(8) Civil Servant	1	1.1	1.1
(9) School Pupil	0	0.0	0.0
(10) Student	21	22.3	22.6
(11) Interested member of public	2	2.1	2.2
(12) Other	5	5.3	5.4
Total (Valid: Single Code)	93	98.9	100.0
(0) Missing Values	1	1.1	N/A
Total (Base)	94	100.0	N/A

Table 20 shows that “amateur archaeologists and historians” were the largest individual group of respondents at 30%, followed by students at 23%, however there was an insignificant percentage of “interested member of public”, Journalists, School pupils, Scientists and Land/Building agents/developers.

“Commercial and professional” enquiries combined, accounted for 31% of enquiries.

## 4.21: What would be your preferred method of access to the SMR?

Table 21: Which would be your preferred method of access to the SMR? (Q21)			
Base: All respondents (94)	Frequency (f)	Percentage (%)	Valid (%)
(1) Access via Internet	70	74.0	74.0
(2) SMR info. sent by mail	41	44.0	44.0
(3) Info. sent by e-mail	48	51.0	51.0
(4) SMR research centre	38	40.0	40.0
(5) Access via record office etc.	22	23.0	23.0
(6) Access to Archaeology advise	44	47.0	47.0
(7) Leaflets/publications	37	22.0	22.0
(9) Other	1	2.0	2.0
Total (Valid: Multi-Code)	94	100.0	100.0
(0) Missing Values	0	0.0	N/A
Total (Base)	94	100.0	N/A

It can be seen from Table 21 that access to the SMR via the Internet is the most popular method (74%). Information sent by e-mail is also relevant at 51%.

## 4.22: Do you have or work with children?

Table 22: Do you have children or work with children? (Q22)			
Base: All respondents (94)	Frequency (f)	Base (%)	Valid (%)
(1) Yes	16	17.0	17.4
(2) No	76	80.9	82.6
Total (Valid: Single-Code)	92	97.9	100.0
(0) Missing Values	2	2.1	N/A
Total (Base)	94	100.0	N/A

The vast majority of those using the SMR do not have or do not work with children.

## 4.23: What would children's' preferred method of access be?

Table 23: Which would be children's' preferred method of access to the SMR? (Q23)			
Base: All "Yes" @ Q22 (16)	Frequency (f)	Percentage (%)	Valid (%)
(1) Access via Internet	13	81.3	81.3
(2) SMR info. sent by mail	4	25.0	25.0
(3) Info. sent by e-mail	6	37.5	37.5
(4) SMR research centre	7	43.8	43.8
(5) Access via record office etc.	6	37.5	37.5
(6) Access to Archaeology advise	9	56.3	56.3
(7) Leaflets/publications	5	31.3	31.3
(9) Other	1	6.3	6.3
Total (Valid: Multi-Code)	16	100.0	100.0
(0) Missing Values	0	0.0	N/A
Total (Base)	16	100.0	N/A

Table 23 shows that Internet access to the SMR would also be the preferred method by children, slightly higher at 81%. It is also of note that 56% would like access to Archaeological advice.

#### **4.24: What facilities would you like to see provided at the SMR offices?**

Base: All respondents (94)	Frequency (f)	Percentage (%)	Valid (%)
(1) Computers	62	66.0	69.7
(2) Internet	38	40.4	42.7
(3) Microfilm machine	34	36.2	38.2
(4) Microfiche machine	40	42.6	44.9
(5) CD Rom	38	40.4	42.7
(6) Reference books/leaflets	68	72.3	76.4
(7) Photocopy facilities	80	85.1	89.9
(8) E-mail	21	22.3	23.6
(9) Desk space to work	85	90.4	95.5
(10) Staff to help research	75	79.8	84.3
(11) Other	10	10.6	11.2
Total (Valid: Multi-Code)	89	94.7	100.0
(0) Missing Values	5	5.3	N/A
Total (Base)	94	100.0	N/A

Unsurprisingly 96% of those wishing to visit the SMR would like to see “desk space to work”. Photocopy facilities are also very important at 90%, followed by “staff to help research” at 84%. Reference books and leaflets are also considered important by 76% of respondents.

#### **4.25: Are you aware that we hold the following material?**

	PPG 16		OS maps		Aerial photos		Photos of buildings		Published sources of local information	
	f	Valid %	f	Valid %	f	Valid %	f	Valid %	f	Valid %
Base: All respondents (94)										
(1) Yes	61	67.0	80	87.9	74	81.3	62	69.7	84	91.3
(2) No	30	33.0	11	12.1	17	18.7	27	30.3	8	8.7
Total (Valid: Rating)	91	100.0	91	100.0	91	100.0	89	100.0	92	100.0
(0) Missing Values	3	N/A	3	N/A	3	N/A	5	N/A	2	N/A
Total (Base)	94	N/A	94	N/A	94	N/A	94	N/A	94	N/A

PPG 16 reports were the least known about material held by the SMR (33%) with respondents also not being very well aware of the photos of buildings in the SMR (30%).

#### 4.26: Which of the following material would have been useful to you?

Table 26: Which of the following would have been useful to you? (Q26)			
Base: All respondents (94)	Frequency (f)	Percentage (%)	Valid (%)
(1) PPG 16 reports	49	52.1	52.1
(2) Historic OS maps	69	73.4	73.4
(3) Aerial photographs	70	74.5	74.5
(4) Historic photos of buildings	37	39.4	39.4
(5) Published sources of local info	70	74.5	74.5
Total (Valid: Multi-Code)	94	100.0	100.0
(0) Missing Values	0	0.0	N/A
Total (Base)	94	100.0	N/A

Table 26 shows that there is very even interest in Historic OS Maps, Aerial photographs and published sources of local information.

#### 4.27: Would you in future like to be able to feed information directly into the SMR?

Table 27: Would you in future like to be able to feed information directly into the SMR? (Q27)			
Base: All respondents (94)	Frequency (f)	Base (%)	Valid (%)
(1) Yes	49	52.1	55.7
(2) No	39	41.5	44.3
Total (Valid: Single-Code)	88	93.6	100.0
(0) Missing Values	6	6.4	N/A
Total (Base)	94	100.0	N/A

56% of respondents would like to be able to feed information directly into the SMR.

#### 4.28: By which method would you prefer to pass on the information?

Table 28: Which methods would you prefer to pass on info? (Q28)			
Base: All "Yes2 @ Q27 (49)	Frequency (f)	Percentage (%)	Valid (%)
(1) E-mail	26	53.1	53.1
(2) On-line form (Internet)	26	53.1	53.1
(3) By post	17	34.7	34.7
(4) By phone	5	10.2	10.2
(5) Other	1	2.0	2.0
Total (Valid: Single Code)	49	100.0	100.0
(0) Missing Values	0	0.0	N/A
Total (Base)	49	100.0	N/A



E-mail and input via an online form through the Internet are both the preferred methods.

#### **4.29: Would you be prepared to pay for access to the information held on the SMR?**

Base: All respondents (94)	Frequency (f)	Base (%)	Valid (%)
(1) Yes	44	46.8	50.0
(2) No	44	46.8	50.0
Total (Valid: Single-Code)	88	93.6	100.0
(0) Missing Values	6	6.4	N/A
Total (Base)	94	100.0	N/A

There is a 50/50 result for paying to access to the SMR. Commercial and professional enquiries are used to paying. If a cross-tabulation is produced showing how the different interest groups feel about paying you can see from Table 29a

Cross-Tabulation	Total (94)		Missing (2)		Commercial (22)		Non Commercial (70)	
	f	Valid %	f	Valid %	f	Valid %	f	Valid %
Base: All respondents Q8XQ29 (94)								
(1) Yes	44	51.2	0	0.0	17	81.0	27	41.5
(2) No	44	48.8	0	0.0	4	19.0	38	58.5
Total (Valid: Rating)	86	100.0	0	0.0	21	100.0	65	100.0
(0) Missing Values (Inc. 'DK')	8	N/A	2	N/A	1	N/A	5	N/A
Total (Base)	94	N/A	2	N/A	22	N/A	70	N/A

59% of non-commercial enquirers would not be prepared to pay for access to information contained within the SMR.

## 4.30: How much would you be prepared to pay?

<b>Table 30a: How much would you be prepared to pay (Q30)</b>			
<b>Base: All "Yes" @ Q29xNo @ Q8 (44)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
(1) £1.00	4	9.1	21.1
(2) £2.00	1	2.3	5.3
(3) £3.00	1	2.3	5.3
(4) £5.00	8	18.2	42.1
(5) £10.00	2	4.5	10.5
(6) £20.00	0	0.0	0.0
(7) £25.00	0	0.0	0.0
(8) £30.00	1	2.3	5.3
(9) £35.00	1	2.3	5.3
(10) £50.00	1	2.3	5.3
(11) 75.00	0	0.0	0.0
<b>Total (Valid: Single Code)</b>	<b>19</b>	<b>43.2</b>	<b>100.0</b>
(0) Missing Values	25	56.8	N/A
<b>Total (Base)</b>	<b>44</b>	<b>100.0</b>	<b>N/A</b>

Table 30a shows all non-commercial responses and the amounts of money they would be willing to pay. £5.00 is the most frequently suggested amount.

Table 30b shows how much commercial enquirers would be prepared to pay; £10.00 is the most frequent suggestion, closely followed by £20.00.

<b>Table 30b: How much would you be prepared to pay (Q30)</b>			
<b>Base: All "Yes" @ Q29xYes atQ8 (44)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
(1) £1.00	0	0.0	0.0
(2) £2.00	0	0.0	0.0
(3) £3.00	0	0.0	0.0
(4) £5.00	0	0.0	0.0
(5) £10.00	3	6.8	33.3
(6) £20.00	2	4.5	22.2
(7) £25.00	1	2.3	11.1
(8) £30.00	1	2.3	11.1
(9) £35.00	0	0.0	0.0
(10) £50.00	1	2.3	11.1
(11) 75.00	1	2.3	11.1
<b>Total (Valid: Single Code)</b>	<b>9</b>	<b>20.5</b>	<b>100.0</b>
(0) Missing Values	35	79.5	N/A
<b>Total (Base)</b>	<b>44</b>	<b>100.0</b>	<b>N/A</b>

#### **4.31: How important is it for the SMR to offer the following?**

<b>Table 31: How Important is it for the SMR to offer the following? (Q31)</b>			
<b>Base: All respondents (94)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) Exhibitions</b>	40	42.6	<b>42.6</b>
<b>(2) Displays</b>	34	36.2	<b>36.2</b>
<b>(3) Interactive displays</b>	28	29.8	<b>29.8</b>
<b>(4) Events</b>	39	41.5	<b>41.5</b>
<b>(5) Lecture Series</b>	49	52.1	<b>52.1</b>
<b>(6) Other</b>	9	9.6	<b>9.6</b>
<b>Total (Valid: Multi-Code)</b>	<b>94</b>	<b>100.0</b>	<b>100.0</b>
<b>(0) Missing Values</b>	0	0.0	N/A
<b>Total (Base)</b>	<b>94</b>	<b>100.0</b>	<b>N/A</b>

For the purposes of Table 31 all “Very important” and “Important” ratings were combined for ease of representing the data in one table. It can be seen that Lecture series are considered the most important aspect that the SMR should offer, followed by Exhibitions.

#### **4.32: Do you have access to the Internet?**

<b>Table 32: Do you have access to the internet? (Q32)</b>			
<b>Base: All respondents (94)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) At home</b>	75	79.8	<b>79.8</b>
<b>(2) At work</b>	52	55.3	<b>55.3</b>
<b>(3) At school/college/university</b>	18	19.1	<b>19.1</b>
<b>(4) At the library</b>	23	24.5	<b>24.5</b>
<b>(3) At an Internet Cafe</b>	5	5.3	<b>5.3</b>
<b>(4) No Access</b>	4	4.3	<b>4.3</b>
<b>Total (Valid: Multi-Code)</b>	<b>94</b>	<b>100.0</b>	<b>100.0</b>
<b>(0) Missing Values</b>	0	0.0	N/A
<b>Total (Base)</b>	<b>94</b>	<b>100.0</b>	<b>N/A</b>

80% of respondents have access to the Internet at home and 55% have access at work.

### 4.33: Age?

Table 33 (Demographic): Respondent Age (Q33)			
Base: All respondents (94)	Frequency (f)	Total (%)	Valid (%)
(1) 18-24	4	4.3	4.3
(2) 25-34	18	19.1	19.6
(3) 35-44	15	16.0	16.3
(4) 45-54	27	28.7	29.3
(5) 55-64	14	14.9	15.2
(6) 65-74	10	10.6	10.9
(7) 75+	4	4.3	4.3
Total (Valid)	92	97.9	100.0
(0) Missing Values	2	2.1	N/A
Total (Base)	94	100.0	N/A

Table 33 shows that the age 45-54 is the most frequent group, followed by 25-34yr olds.

### 4.34: Gender?

Table 34: Gender? (Q34)			
Base: All respondents (94)	Frequency (f)	Base (%)	Valid (%)
(1) Male	49	52.1	53.3
(2) Female	43	45.7	46.7
Total (Valid: Single-Code)	92	97.9	100.0
(0) Missing Values	2	2.1	N/A
Total (Base)	94	100.0	N/A

Table 34 shows that there are more males than females using the SMR.

### 4.35: Postcode?

The majority of enquiries are from the Guildford and Kingston upon Thames postal areas.

Count	Postal Area	%
1	Birmingham	1%
1	Bradford	1%
1	Brighton	1%
2	Bristol	2%
1	Belfast	1%
1	Chester	1%
5	Croydon	5%
2	East Central London	2%
2	Exeter	2%
28	Guildford	30%
13	Kingston	14%
2	Leicester	2%
1	Milton Keynes	1%
2	North London	2%
1	Norwich	1%
2	Oxford	2%
1	Plymouth	1%
1	Portsmouth	1%
6	Reading	6%
3	Redhill	3%
1	South East London	1%
4	Sutton	4%
3	Southampton	3%
1	Salisbury	1%
1	Stoke on Trent	1%
2	South West London	2%
1	Tunbridge Wells	1%
4	Twickenham	4%
1	Watford	1%

### 4.36: Have you completed full time education?

Table 36: Have you completed full time education? (36)			
Base: All respondents (62)	Frequency (f)	Base (%)	Valid (%)
(1) Yes	84	89.4	90.3
(2) No	9	9.6	9.7
Total (Valid: Single-Code)	93	98.9	100.0
(0) Missing Values	1	1.1	N/A
Total (Base)	94	100.0	N/A

Table 36 shows that 90% of respondents have completed full time education.

### 4.37: What type of educational establishment are you studying at?

Table 37: Type of educational establishment you are studying at? (Q37)			
Base: All "No" @ Q36 (9)	Frequency (f)	Percentage (%)	Valid (%)
(1) School	0	0.0	0.0
(2) College/6th Form college	1	11.1	11.1
(3) University	5	55.6	55.6
(4) Adult Learning Centre	1	11.1	11.1
(5) Post graduate	2	22.2	22.2
(6) Other	0	0.0	0.0
Total (Valid: Single Code)	9	100.0	100.0
(0) Missing Values	0	0.0	N/A
Total (Base)	9	100.0	N/A

Of those who have not completed full time education the majority are studying at University.

### 4.38: What is the highest level of education you have achieved?

Table 38: Highest level of educational qualification achieved? (Q38)			
Base: All "No" @ Q36 (9)	Frequency (f)	Percentage (%)	Valid (%)
(1) No qualifications	1	1.1	1.1
(2) School certificate	1	1.1	1.1
(3) GCSE or equivalent	3	3.2	3.2
(4) AS/A level or equivalent	8	8.5	8.6
(5) BTEC/GNVQs	0	0.0	0.0
(6) HND/Diploma	7	7.4	7.5
(7) First degree (BA/BSc)	39	41.5	41.9
(8) Masters degree	21	22.3	22.6
(9) PhD or equivalent	12	12.8	12.9
(10) Other	1	1.1	1.1
Total (Valid: Single Code)	93	98.9	100.0
(0) Missing Values	1	1.1	N/A
Total (Base)	94	100.0	N/A

Of those that have completed full time education, 42% have a degree and 23% have a masters degree.

### **4.39: Ethnicity**

Base: All Respondents (94)	Frequency (f)	Total (%)	Valid (%)
(1) White British	47	50.0	50.0
(2) White English	35	37.2	37.2
(3) White Irish	2	2.1	2.1
(4) White Scottish	1	1.1	1.1
(5) White Welsh	4	4.3	4.3
(6) White Other	3	3.2	3.2
(7) Chinese Welsh	1	1.1	1.1
(8) Any other mixed background	1	1.1	1.1
Total (Valid)	94	100.0	100.0
(0) Missing Values	0	0.0	N/A
Total (Base)	94	100.0	N/A

There is exceptionally low ethnic representation in the sample. Only one respondent was anything other than White.

### **4.40: Clubs and societies**

The following are clubs and societies put forward by respondents.

- Avalon Archaeology
- Bagshot Arch Centre, Surrey Arch Soc.
- Berkshire Archaeological Society
- Archaeological Research Group
- Council For British Archaeology
- County Societies, University Societies, Special Interest Groups
- Croydon Nat History Science Soc. And Surrey Arch Soc.
- Croydon Natural History And Scientific Society
- Ecclesiological Society
- Egham By Runnymede Historical Society
- English Heritage, National Trust
- Epsom And Ewell History And Archaeology Society
- Garden History Society
- Hampshire Field Club
- History Of Thursley Society
- IFA
- Institute Of Field Archaeologists,
- Institute Of Historic Building Conservation
- National Trust
- Renegade Archaeology
- RICS
- Society Of Antiquaries
- Society Of Museum Archaeologists
- SPAB
- Spelthorne Arch. Field Group, Spelthorne Young Archaeology Club Spars
- Staines Museum
- Surrey Archaeological Society
- Sussex Archaeological Society
- Surrey History Centre

- U3A
- Unisearch
- University Of London
- Weald & Downland Metal Detecting Club
- West Kent Metal Detecting Club
- Wetland Archaeology Research Project

#### **4.41: Long term illness or health problems**

Table 38: Do you have any long term illness, or health problems? (Q41)			
Base: All respondents (94)	Frequency (f)	Base (%)	Valid (%)
(1) Yes	3	3.2	3.4
(2) No	85	90.4	95.5
(3) Don't know	1	1.1	1.1
Total (Valid: Single-Code)	89	94.7	100.0
(0) Missing Values	5	5.3	N/A
Total (Base)	94	100.0	N/A

Table 41 shows that only a very small percentage of respondents suffer an illness or health problems that affect their ability to access information from the SMR.

#### **4.42: How does your illness limit your access?**

The following points are reasons for not being able to access the SMR due to health problems.

- I don't use computers due to an eye problem.
- Difficulty in walking, insulin dependent, diabetes.
- I have RSI so Internet access is painful.

#### **4.43: Occupation**

- Academic Researcher (University)
- Accountant
- Administrator
- Adult Education Tutor & 6th Form College Teacher
- Archaeological Consultant
- Archaeological Consultant
- Archaeological Education Officer
- Archaeological Project Manager
- 6 Archaeologist
- Archaeology Advisor, Greater London Archaeology Advisory Service, London Region, English Heritage
- 2 Archaeology Consultant
- 2 Bank Manager
- Bio-diversity & Heritage Manager, Thames Water
- Business Development Manager
- Care Assistant
- 2 Cartographer
- Civil Engineer Project Administrator In Pakistan



- 4 Civil Servant
- Commercial Manager
- Company Director
- Computer Consultant
- Day Centre Officer
- Doctor
- Electrical Engineer
- Electrical Service Engineer
- Electronics Engineer
- Farmer
- 2 Finance Director
- Florist
- Former Teacher Now Researcher
- Government Official
- Head Teacher
- Historic Landscape Consultant
- IT Specialist
- Land Agent
- Landscape Archaeologist & Farmer
- Landscape Consultant
- Landscape Historian
- 2 Lecturer
- Local Government Officer
- Manager
- Managing Director
- Museum Curator
- Museum Manager
- Osteopath
- PhD Student
- Police Officer
- Post Office Manager
- Primary Teacher
- Principal Archaeologist
- Printing Industry
- Procurement Manager Of New Products & Resources Body Shop International
- Project Management Engineer
- Psychiatrist
- Radio Producer
- 2 Research Scientist
- Retired - Specialist Electrician
- RGN
- Sales Manager
- Self Employed Translator
- 2 Senior Archaeologist
- Senior Environmental Assessment Officer (Archaeology)
- Service Engineer
- Social Worker
- Stock Controller
- Structural Engineer
- TV Researcher
- Workshop Supervisor

#### **4.43: Any other comments?**

All the following comments have again been labelled as either Positive (**P**) Neutral (**Neu.**) or Negative (**Neg.**) comments.

60% are positive, and 20% each are neutral or negative comments.

- To be of value the SMR must be up to date. It is not (**Neg.**)
- I have had trouble getting in touch with the SMR in recent weeks, as the staff are either on leave or on training courses. Little or no information is available to inform me of this. It is only through other contacts in the archaeology section in Surrey County Council that I have found this out. Having said that, the staff when they are there do provide a sterling service. (**Neg. & P**)
- Remote access would be very useful, as would the elimination of the information backlog (**Neu.**)

- The SMR is a wonderful resource, which needs grant aid to make it more accessible to the public. The current SMR Officer is very helpful and does a fantastic job, but ideally the SMR needs another member of staff to help her with her work. It would also be of benefit if the SMR were more integrated with the traditional archive and libraries services in the County. Library and archive staff in the county should be made more aware of and make greater use of the SMR and encourage their users to use the SMR. This would be more easily achieved if the SMR were online. Further more I think users of the Portable Antiquities Scheme should also be encouraged to log their finds with the SMR and the government should finally make SMRs statutory. **(P)**
- Surrey SMR is very cramped. Need a much better GIS. Collection of aerial photographs is in need of urgent conservation. **(Neg.)**
- I only use the SMR for a site-specific search for a desktop assessment, so did not make use of the site based resources. The information I received was useful and the service only slightly delayed due to Christmas holidays. The staff were very helpful and also suggested other sources of information, especially with regard to listed building data, which was not currently included in the SMR **(P.)**
- Combined with Surrey History Centre it's a wonderful resource to have, it would be more beneficial to have it under one roof from users point of view, it would be ideal to have all the entries computerised. Part of the fun is searching yourself and I would be prepared to pay for that but it would have to be a sensible scale of pricing, since the cost could easily mount. **(P.)**
- Very important to have access (via computer) to SMRs - by subscription if necessary. Equally access via the larger libraries in the County and especially the Surrey History Centre. **(P.)**
- I used the SMR when researching my undergraduate dissertation some years ago. Although the information was useful it was not easily accessible at the time, but it was in the process of being upgraded. I have not had the need to access this resource for some time, but I assume the accessibility has improved. I recently re trained as a teacher & would recommend the SMR to colleagues & pupils for research purposes. Maybe you could allow some school visits to see how useful & interesting local history & archaeology is. **(P.)**
- I would find it very helpful to be able to access the SMR at a distance via the internet **(P)**
- The Surrey SMR has steadily improved with more organisation & computerisation. I have found the staff to be consistently helpful, friendly and knowledgeable with regard to their area. I hope my comments along with others aid in greater efficiency and access. **(P.)**
- I very much appreciated the help provided for my enquiry. **(P.)**
- Good SMR Very friendly & helpful staff. Well Done. **(P.)**
- I work on a part time basis for an archaeology department of a local university. **(Neu.)**
- Surrey has had several SMR officers while I have worked in the county over the last 17 years. Due to short-term contracts (nature of the position) I think it is important for the SMR officer to be familiar with the database, this comes with experience, so officers should be encouraged to stay. There is a terrific backlog of work, which still needs in putting onto the SMR - efforts & resources should be directed to catching up with it all. **(Neu.)**

- I have the highest regard for the Surrey SMR in terms of its response, professionalism and approachability. **(P.)**
- The SMR system is fine but the quality of information is questionable. The SMR shows duplication of entries inconsistencies, lack of standardisation in descriptions and needs better overall management. **(Neg.)**
- Although very good, the SMR are under-funded & therefore under staffed and under-resourced. I would like the SMRs to be more than just a library; it needs to be more engaged in the community. Perhaps it could run short research courses research projects. Really engage the local communities and people. Get the local people engaged and there by pass on knowledge and understanding to ordinary people who live with the sites and perform the "warden" roles. **(Neu.)**
- My contact with SMR was slight but entirely satisfactory. **(P.)**
- SMRs should be like libraries - repositories of information that can be used for a variety of research purposes, in the past they have been the preserves of planners and professionals. I think that there is a lot of important local information that could be fed into SMRs and those local groups & individuals could make a lot more use of them. I would suggest an SMR liaison officer whose job is to promote use of the SMR to local groups and encourage feedback and input of data. They would collect information from private individuals & groups, which is then available via website to anyone interested. SMRs would greatly enhanced by putting in local knowledge and records and better access to their database would stimulate more & better local research. **(Neu.)**
- Surrey SMR & History Centre is one of the most organised, best working areas, out of all the SMRS I have been to. **(P.)**
- Regarding Q27 I consider this question ambiguous. Do you mean would I personally like to enter data directly? If this is what you mean I feel it would lead to mistaken entries unless separately checked. A designated officer should enter all information. Q28 All reports should include a properly designed form for SMR data capture. **(Neg.)**
- All of the info sought from various SMRs was for use in researching an almost complete book about chalk streams and water meadows. I can only highly commend all the SMRs contacted. Staff were always very helpful and in most cases info was supplied free of charge and postage paid. All in all an excellent service especially Surrey. **(P.)**
- I was very impressed at the amount of info available & the fact that it was free. **(P.)**
- Sorry to take so long I found some questions hard to answer objectively glad to hear improvements are a foot. **(P.)**

## 5: Findings – Identified potential users groups survey (non users)

The following chapter sets out the results from the postal/e-mail survey sent to the different potential new user groups. The different groups surveyed and the percentage responses are presented in the table below.

<b>Table 0: Type of Non user (Q0)</b>			
<b>Base: All respondents (300)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
(1) Libraries	23	7.7	8.0
(2) District or Borough Council	28	9.3	9.7
(3) Parish Clerks	30	10.0	10.4
(4) Architects	11	3.7	3.8
(5) Builders	5	1.7	1.7
(6) Amenity groups	26	8.7	9.0
(7) Heritage groups	40	13.3	13.8
(8) Schools	125	41.7	43.3
(9) Ethnic Organisations	1	0.3	0.3
<b>Total (Valid: Single Code)</b>	<b>289</b>	<b>96.3</b>	<b>100.0</b>
(0) Missing Values	11	3.7	N/A
<b>Total (Base)</b>	<b>300</b>	<b>100.0</b>	<b>N/A</b>

### 5.1: Did you know that the County Council had a Conservation Group?

<b>Table 1: Did you know that the County Council had a Conservation Group? (Q1)</b>			
<b>Base: All respondents (300)</b>	<b>Frequency (f)</b>	<b>Total (%)</b>	<b>Valid (%)</b>
(1) Yes	173	57.7	58.4
(2) No	123	41.0	41.6
<b>Total (Valid)</b>	<b>296</b>	<b>98.7</b>	<b>100.0</b>
(0) Missing Values	4	1.3	N/A
<b>Total (Base)</b>	<b>300</b>	<b>100.0</b>	<b>N/A</b>

58% of all those surveyed did know about the Surrey Conservation Group.

## 5.2: Do you know what an SMR is?

Table 2: Do you know what an SMR is? (Q2)			
Base: All respondents (300)	Frequency (f)	Total (%)	Valid (%)
(1) Yes	129	43.0	43.7
(2) No	166	55.3	56.3
Total (Valid)	295	98.3	100.0
(0) Missing Values	5	1.7	N/A
Total (Base)	300	100.0	N/A

56% of those surveyed did not know what an SMR was.

## 5.3: Have you heard of the Surrey County Council SMR?

Table 3: Have you heard of the Surrey County Council SMR (Q3)			
Base: All respondents (300)	Frequency (f)	Total (%)	Valid (%)
(1) Yes	83	27.7	28.7
(2) No	206	68.7	71.3
Total (Valid)	289	96.3	100.0
(0) Missing Values	11	3.7	N/A
Total (Base)	300	100.0	N/A

71% had not heard of the Surrey SMR.

## 5.4: Where did you hear about it?

Table 4: Where did you hear about it? (Q4)			
Base: Yes at Q3 (83)	Frequency (f)	Percentage (%)	Valid (%)
(1) Councils Offices	15	18.1	18.8
(2) Museum	9	10.8	11.3
(3) Surrey History Centre	12	14.5	15.0
(4) Surrey CC Website	8	9.6	10.0
(5) Internet Websites	0	0.0	0.0
(6) Local Society	9	10.8	11.3
(7) Local press or media	4	4.8	5.0
(8) Word of mouth	18	21.7	22.5
(9) College or School	3	3.6	3.8
(10) Other	20	24.1	25.0
Total (Valid: Multi-Code)	80	96.4	100.0
(0) Missing Values	3	3.6	N/A
Total (Base)	83	100.0	N/A

25% of respondents stated that they had found out about the SMR via “Other” means. The following list is a selection of information sources suggested.

- General knowledge
- Your enclosed leaflet.
- Surrey archaeology society
- Contact with surrey cc.
- Notification with this survey.
- Surrey heritage conference '04.
- Surrey archaeological society
- CBA
- Away days
- Surrey archaeological society
- Have a museum background
- Part of training.
- SCC talks in Guildford.
- Working knowledge
- The leaflet received with this
- Part of professional training
- Membership of Surrey Arch. Soc.
- Netcome meeting - heads and his
- Colleagues in English Heritage
- Information sent from Guildford

### **5.5: Have you used the Surrey SMR service?**

<b>Table 5: Have you used the Surrey SMR service? (Q5)</b>			
<b>Base: All respondents (300)</b>	<b>Frequency (f)</b>	<b>Total (%)</b>	<b>Valid (%)</b>
<b>(1) Yes</b>	16	5.3	<b>19.5</b>
<b>(2) No</b>	66	22.0	<b>80.5</b>
<b>Total (Valid)</b>	<b>82</b>	<b>27.3</b>	<b>100.0</b>
<b>(0) Missing Values</b>	218	72.7	N/A
<b>Total (Base)</b>	<b>300</b>	<b>100.0</b>	<b>N/A</b>

Only 20% of those surveyed had used the service before.

## **5.6: Would you like to find out more about the information contained within the SMR?**

<b>Table 6: Would you like to find out more about the SMR? (6)</b>			
<b>Base: All respondents (300)</b>	<b>Frequency (f)</b>	<b>Base (%)</b>	<b>Valid (%)</b>
<b>(1) Yes</b>	153	51.0	<b>82.3</b>
<b>(2) No</b>	33	11.0	<b>17.7</b>
<b>Total (Valid: Single-Code)</b>	<b>186</b>	<b>62.0</b>	<b>100.0</b>
<b>(3) Maybe</b>	93	31.0	N/A
<b>(0) Missing Values</b>	21	7.0	N/A
<b>Total (Base)</b>	<b>300</b>	<b>100.0</b>	<b>N/A</b>

51% of all those surveyed would like to know more about the SMR. This increases to 82% when the “Maybe” option is added in.

## **5.7: Would you use the SMR in future?**

<b>Table 7: Would you use the SMR in the future? (7)</b>			
<b>Base: All respondents (300)</b>	<b>Frequency (f)</b>	<b>Base (%)</b>	<b>Valid (%)</b>
<b>(1) Yes</b>	113	37.7	<b>91.1</b>
<b>(2) No</b>	11	3.7	<b>8.9</b>
<b>Total (Valid: Single-Code)</b>	<b>124</b>	<b>41.3</b>	<b>100.0</b>
<b>(3) Maybe</b>	162	54.0	N/A
<b>(0) Missing Values</b>	14	4.7	N/A
<b>Total (Base)</b>	<b>300</b>	<b>100.0</b>	<b>N/A</b>

38% said they would use the SMR in future. If the “Maybe” option is included, this rises to 91%.

## **5.8: What purpose would you use the information in the SMR for?**

The full list of suggested uses can be found in 10.4. These suggestions were grouped into 4 main categories. Those who thought they would use it for history research, those using it for education, those using it for personal interest studies and those using it professionally for planning, land development/building and architecture.

<b>Table 8: Suggested uses for SMR information (Q8)</b>			
<b>Base: All respondents (300)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) History Research</b>	63	22.9	<b>30.1</b>
<b>(2) Educational needs</b>	85	30.9	<b>40.7</b>
<b>(3) Personal interest enquiries</b>	41	14.9	<b>19.6</b>
<b>(4) Planning, land, buildings, architecture</b>	20	7.3	<b>9.6</b>
<b>Total (Valid: Single Code)</b>	<b>209</b>	<b>76.0</b>	<b>100.0</b>
<b>(0) Missing Values</b>	66	24.0	N/A
<b>Total (Base)</b>	<b>275</b>	<b>91.7</b>	<b>N/A</b>

## **5.9: Why wouldn't you use the SMR in the future?**

These are the only suggested reasons as to why respondents would not use the SMR.

- I would not use it although I would refer it to others.
- I am not involved in activities which would necessitate my using SMR.
- Can't think of a reason for using it
- Current workload and other SCC initiatives occupying staff time.
- Consultant archaeologists are usually employed on any of my projects which may have archaeological interest. I would not have time to deal with these matters.
- All info comes to me through work, no need for an individual contact.
- No need. Row research is carried out by my colleague offices at county hall.
- Member services are not involved direct management of sites and monuments. However, useful to know about existence.
- Because Richmond archaeological society does not actively work in surrey.
- Our group is now winding down since Alice hour forest is no longer under threat.
- I teach at an infant school and our curriculum does not extend to the topics listed

## **5.10: Would you be interested in on-line access to the SMR?**

<b>Table 10: Would you be interested in on-line access to the SMR? (Q10)</b>			
<b>Base: All respondents (300)</b>	<b>Frequency (f)</b>	<b>Total (%)</b>	<b>Valid (%)</b>
<b>(1) Yes</b>	250	83.3	<b>87.1</b>
<b>(2) No</b>	37	12.3	<b>12.9</b>
<b>Total (Valid)</b>	<b>287</b>	<b>95.7</b>	<b>100.0</b>
<b>(0) Missing Values</b>	13	4.3	N/A
<b>Total (Base)</b>	<b>300</b>	<b>100.0</b>	<b>N/A</b>

87% of respondents would be interested in on-line access to the SMR.



## **5.11: What would you like to see on an on-line heritage resource?**

<b>Table 11: What would you like to see included in an on-line heritage resource? (Q11)</b>			
<b>Base: Yes at Q10 (250)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) Bespoke searches</b>	160	64.0	<b>65.8</b>
<b>(2) Ready made searches</b>	184	73.6	<b>75.7</b>
<b>(3) Explanations of monuments</b>	163	65.2	<b>67.1</b>
<b>(4) Explanations of historic periods</b>	128	51.2	<b>52.7</b>
<b>(5) Explanations of Archaeological techniques</b>	107	42.8	<b>44.0</b>
<b>(6) In-depth info/essays on Surrey topics</b>	140	56.0	<b>57.6</b>
<b>(7) Info on sites open to public</b>	175	70.0	<b>72.0</b>
<b>(8) Interactive games (educational)</b>	111	44.4	<b>45.7</b>
<b>(9) Other interactive games</b>	42	16.8	<b>17.3</b>
<b>(10) GIS maps to search from</b>	135	54.0	<b>55.6</b>
<b>(11) GIS maps showing overlays</b>	118	47.2	<b>48.6</b>
<b>(12) Relevant photographs</b>	164	65.6	<b>67.5</b>
<b>(13) Ability to search archives</b>	141	56.4	<b>58.0</b>
<b>(14) Local knowledge &amp; oral history stories</b>	170	68.0	<b>70.0</b>
<b>Total (Valid: Multi-Code)</b>	<b>243</b>	<b>97.2</b>	<b>100.0</b>
<b>(0) Missing Values</b>	7	2.8	N/A
<b>Total (Base)</b>	<b>250</b>	<b>100.0</b>	<b>N/A</b>

76% of respondents would like to see “ready made searches” available on the on-line version of the SMR.

## **5.12: Reasons for not wanting on-line access to the SMR.**

The following is a list of reasons why respondents would not wish to use the SMR on-line:-

- Not my field of interest.
- I have no computer, so I would not be able to access information. However, it would be useful service for those who do not use computers.
- I probably would not use as it would be very rare that I would need to.
- I am computer illiterate, colleagues in the society, however have better skills & facilities available, and may be able to cope on line
- I do have internet access and prefer work with paper copies
- We rely on our records and consultations with surrey county council.
- I neither have nor wish to have internet access.
- I do not have personal facilities to do this; I can use local library or society's on-line equipment if needed.
- Not computer literate not connected to internet.
- No access
- Our group believes there are more important things SCC should concentrate and spend tax payer’s money on.
- Not on e-mail

- Same as Q9
- No computer access, cost and security.
- We can give details in booklet if we receive an enquiry
- No access
- Don't use a computer.
- Am fearful of running up bills and getting a virus
- In the context of our school, 4-7 year olds, probably, realistically would not use it
- Info. Appears too detailed for younger pupils - General info on more well known sites already available
- I cannot see a need for using this at work via the internet
- Have access at lane
- Same reason as Q9

### **5.13: SMR outreach activities**

<b>Table 13: Would you be interested in other SMR outreach activities? (Q13)</b>			
<b>Base: All respondents (300)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) Travelling exhibitions of SMR info</b>	146	59.6	<b>48.7</b>
<b>(2) Workshops on how to use the SMR website</b>	75	30.6	<b>25.0</b>
<b>(3) Leaflets about specific periods, monuments.</b>	153	62.4	<b>51.0</b>
<b>(4) Teachers resource packs linking SMR info</b>	147	60.0	<b>49.0</b>
<b>(5) Info &amp; interpretation boards at historic areas</b>	124	50.6	<b>41.3</b>
<b>(6) Contributing info to the SMR</b>	80	32.7	<b>26.7</b>
<b>Total (Valid: Multi-Code)</b>	<b>245</b>	100.0	<b>81.7</b>
<b>(0) Missing Values</b>	55	22.4	N/A
<b>Total (Base)</b>	<b>300</b>	122.4	<b>N/A</b>

Leaflets about specific periods, monuments and boroughs in Surrey, was the most popular SMR outreach activity at 51%.

## 5.14: How can the SMR be made more appealing?

Here all comments were grouped together into 5 main categories for ease of interpretation. Advertising the SMR through schools via leaflets and pamphlets (32%) and increasing the publicity through different types of media (31%) are the top two ways that respondents feel the appeal of the SMR can be improved.

The full list of verbatim comments can be found in *Appendix 10.6*.

Table 14: How can we make the SMR more appealing? (Q14)			
Base: All respondents (300)	Frequency (f)	Percentage (%)	Valid (%)
(1) Increase publicity via newspaper, radio and TV	34	11.3	30.6
(2) Hold talks events and workshops	13	4.3	11.7
(3) Advertise through schools, libraries via leaflets/pamphlets	35	11.7	31.5
(4) Keep it visual and easy to use/convenient	10	3.3	9.0
(5) Other	19	6.3	17.1
Total (Valid: Single-Code)	111	37.0	100.0
(0) Missing Values	189	63.0	N/A
Total (Base)	300	100.0	N/A

## 5.15: Ethnicity?

Table 15: Ethnicity (Q15)			
Base: All respondents (300)	Frequency (f)	Percentage (%)	Valid (%)
(1) White British	176	58.7	63.5
(2) White English	83	27.7	30.0
(3) White Irish	2	0.7	0.7
(4) White Scottish	4	1.3	1.4
(5) White Welsh	5	1.7	1.8
(6) White Other	3	1.0	1.1
(7) Indian	1	0.3	0.4
(8) Pakistani	1	0.3	0.4
(9) Chinese British	1	0.3	0.4
(10) Other Ethnic group	1	0.3	0.4
Total (Valid: Single Code)	277	92.3	100.0
(0) Missing Values	23	7.7	N/A
Total (Base)	300	100.0	N/A

There was very little ethnic representation in this survey. Many ethnic organisations were contacted but failed to respond to the survey, suggesting that they are very unaware of any relevance of the SMR information to their own particular interests.

Further promotion needs to be targeted directly at these organisations to promote how the SMR may be of interest to them.

## 5.16: Illness or disability?

Table 16: Do you have any long term sickness? (Q16)			
Base: All respondents (300)	Frequency (f)	Base (%)	Valid (%)
(1) Yes	10	3.3	6.6
(2) No	142	47.3	93.4
<b>Total (Valid: Single-Code)</b>	<b>152</b>	<b>50.7</b>	<b>100.0</b>
(3) Don't know	5	1.7	N/A
(0) Missing Values	143	47.7	N/A
<b>Total (Base)</b>	<b>300</b>	<b>100.0</b>	<b>N/A</b>

93% of all respondents do not have long term sickness or disability.

## 5.17: How does this limit your access to the SMR?

There were only 3 comments as to why disability or long term sickness limited access to the SMR and these were:-

- No serious problems
- Difficult for me to travel sometimes.
- Very limited IT skills

## 5.18: Do you have access to the Internet at home?

Table 18: Do you have access to the internet at home? (Q18)			
Base: All respondents (300)	Frequency (f)	Total (%)	Valid (%)
(1) Yes	233	77.7	82.0
(2) No	51	17.0	18.0
<b>Total (Valid)</b>	<b>284</b>	<b>94.7</b>	<b>100.0</b>
(0) Missing Values	16	5.3	N/A
<b>Total (Base)</b>	<b>300</b>	<b>100.0</b>	<b>N/A</b>

82% of all respondents have access to the internet at home.

## 5.19: Do you have Broad band at home?

Table 19: Do you have Broadband at home? (Q19)			
Base: All respondents (300)	Frequency (f)	Total (%)	Valid (%)
(1) Yes	106	35.3	46.1
(2) No	124	41.3	53.9
<b>Total (Valid)</b>	<b>230</b>	<b>76.7</b>	<b>100.0</b>
(0) Missing Values	70	23.3	N/A
<b>Total (Base)</b>	<b>300</b>	<b>100.0</b>	<b>N/A</b>

46% do have Broad band at home.

## 5.20: Age categories

Base: All respondents (300)	Frequency (f)	Percentage (%)	Valid (%)
(1) Under 18 yrs	3	1.0	1.1
(2) 18 - 24 yrs	5	1.7	1.8
(3) 25 - 34 yrs	26	8.7	9.3
(4) 35 - 44 yrs	43	14.3	15.3
(5) 45 - 54 yrs	95	31.7	33.8
(6) 55 - 64 yrs	60	20.0	21.4
(7) 65 - 74 yrs	40	13.3	14.2
(8) 75 +	9	3.0	3.2
<b>Total (Valid: Single Code)</b>	<b>281</b>	<b>93.7</b>	<b>100.0</b>
(0) Missing Values	19	6.3	N/A
<b>Total (Base)</b>	<b>300</b>	<b>100.0</b>	<b>N/A</b>

The greatest number of respondents fell into the 45-54 yr old category at 34%.

## 5.21: Gender

Base: All respondents (300)	Frequency (f)	Total (%)	Valid (%)
(1) Male	106	35.3	37.9
(2) Female	174	58.0	62.1
<b>Total (Valid)</b>	<b>280</b>	<b>93.3</b>	<b>100.0</b>
(0) Missing Values	20	6.7	N/A
<b>Total (Base)</b>	<b>300</b>	<b>100.0</b>	<b>N/A</b>

The vast majority (62%) of respondents were women.

## 5.22: Postcodes

The following list shows the frequency (number) of postal code areas within Surrey from which respondents have responded.

1 Brighton	1 Lightwater	4 Esher
4 Croyden	7 Guildford	3 Cobham
5 Caterham	16 Woking	4 Walton on Thames
2 Coulsden	1 Virginia Water	2 Weybridge
1 Kenley	1 Hindhead	1 West Byfleet
12 Guildford	3 Haslemere	6 Addlestone
5 Farnham	16 Guildford	4 Chertsey
1 Aldershot	13 Cranleigh	13 Epsom
2 Farnborough	19 Godalming	5 Tadworth
6 Camberley	7 Farnham	19 Leatherhead

5 Kingston upon Thames	1 East Grinstead	1 South West London
4 Thames Ditton	7 Reigate	1 Ashford
5 West Mosely	1 Betchworth	3 Sunbury on Thames
2 Chessington	14 Dorking	2 Shepperton
1 Esher	3 Lingfield	7 Staines
11 Redhill	3 Oxted	2 Egham
1 Horsham	3 Godstone	2 Twickenham
	4 Sutton	1 West London

## **5.23: Occupation Groupings**

Base: All respondents (300)	Frequency (f)	Percentage (%)	Valid (%)
(1) A	49	16.3	17.4
(2) B	48	16.0	17.1
(4) C1	59	19.7	21.0
(5) C2	0	0.0	0.0
(5) D	3	1.0	1.1
(6) E	0	0.0	0.0
Total (Valid: Single Code)	159	53.0	56.6
(0) Missing Values	141	47.0	N/A
Total (Base)	300	100.0	N/A

The occupational groupings are skewed in the favour of group C1, due to the hire proportion of parish clerks and primary school teachers that were surveyed. Nationally the proportions are normally:-

- Group A - 3% of the population
- Group B - 20% of the population
- Group C1 - 28% of the population
- Group C2 - 21% of the population
- Group D - 18% of the population
- Group E - 10% of the population

## **5.24: Any other comments**

The full list of comments can be found in *Appendix 10.7*.

Generally there very positive comments from all respondents, especially those connected with schools. It is clear from the many comments made that the resource will be well used and supported once it is fully accessible.

## 6: Findings – Surrey CC Staff survey (non users)

The following chapter sets out the results from the separate on-line survey that was sent to all Surrey County Council staff that had access to the Surrey County Council Intranet.

### 6.1: Did you know that the County Council has a Conservation Group?

Table 1: Did you know that the County Council had a Conservation Group? (Q1)			
Base: All respondents (601)	Frequency (f)	Total (%)	Valid (%)
(1) Yes	341	56.7	57.2
(2) No	255	42.4	42.8
Total (Valid)	596	99.2	100.0
(0) Missing Values	5	0.8	N/A
Total (Base)	601	100.0	N/A

57% of all staff surveyed did know about the Conservation group.

### 6.2: Do you know what an SMR is?

Table 2: Do you know what an SMR is? (Q2)			
Base: All respondents (601)	Frequency (f)	Total (%)	Valid (%)
(1) Yes	200	33.3	34.0
(2) No	389	64.7	66.0
Total (Valid)	589	98.0	100.0
(0) Missing Values	12	2.0	N/A
Total (Base)	601	100.0	N/A

66% of Surrey staff did not know what an SMR was.

### 6.3: Have you heard of the Surrey County Council SMR?

Table 3: Have you heard of the Surrey County Council SMR (Q3)			
Base: All respondents (601)	Frequency (f)	Total (%)	Valid (%)
(1) Yes	154	25.6	26.5
(2) No	428	71.2	73.5
Total (Valid)	582	96.8	100.0
(0) Missing Values	19	3.2	N/A
Total (Base)	601	100.0	N/A

74% of Surrey CC staff had not heard of the Surrey CC SMR.

## 6.4: Where did you hear about it?

Table 4: Where did you hear about it? (Q4)			
Base: Yes at Q3 (154)	Frequency (f)	Percentage (%)	Valid (%)
(1) Councils Offices	40	26.0	50.0
(2) Museum	5	3.2	6.3
(3) Surrey History Centre	13	8.4	16.3
(4) Surrey CC Website	63	40.9	78.8
(5) Internet Websites	2	1.3	2.5
(6) Local Society	3	1.9	3.8
(7) Local press or media	6	3.9	7.5
(8) Word of mouth	28	18.2	35.0
(9) College or School	6	3.9	7.5
(10) Other	18	11.7	22.5
Total (Valid: Multi-Code)	80	51.9	100.0
(0) Missing Values	74	48.1	N/A
Total (Base)	154	100.0	N/A

Of those who had heard of the Surrey SMR, 50% had heard about it via the Council offices.

## 6.5: Have you used the Surrey SMR service?

Table 5: Have you used the Surrey SMR service? (Q5)			
Base: Yes @ Q3 (154)	Frequency (f)	Total (%)	Valid (%)
(1) Yes	19	12.3	12.6
(2) No	132	85.7	87.4
Total (Valid)	151	98.1	100.0
(0) Missing Values	3	1.9	N/A
Total (Base)	154	100.0	N/A

Of those who had heard of the SMR, only 13% had used the service before.

## 6.6: Would you like to find out more about the information contained within the SMR?

Table 6: Would you like to find out more about the SMR? (6)			
Base: No @ Q3 (428)	Frequency (f)	Base (%)	Valid (%)
(1) Yes	190	44.4	65.7
(2) No	99	23.1	34.3
Total (Valid: Single-Code)	289	67.5	100.0
(3) Maybe	275	64.3	N/A
(0) Missing Values	139	32.5	N/A
Total (Base)	428	100.0	N/A



66% of those surveyed would like to find out or “maybe” would like to find out more about the SMR.

### **6.7: Would you use the SMR in future?**

<b>Table 7: Would you use the SMR in the future? (7)</b>			
<b>Base: All respondents (601)</b>	<b>Frequency (f)</b>	<b>Base (%)</b>	<b>Valid (%)</b>
<b>(1) Yes</b>	128	21.3	<b>68.1</b>
<b>(2) No</b>	60	10.0	<b>31.9</b>
<b>Total (Valid: Single-Code)</b>	<b>188</b>	<b>31.3</b>	<b>100.0</b>
<b>(3) Maybe</b>	385	64.1	N/A
<b>(0) Missing Values</b>	28	4.7	N/A
<b>Total (Base)</b>	<b>601</b>	<b>100.0</b>	<b>N/A</b>

68% of staff would or maybe would use the SMR in the future.

### **6.8: What purpose would you use the information contained within the SMR for?**

<b>Table 8: For what purpose would you use the SMR in future? (Q8)</b>			
<b>Base: Yes and Maybe @ Q7 (513)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) Education</b>	54	10.5	<b>23.3</b>
<b>(2) Recreation</b>	55	10.7	<b>23.7</b>
<b>(3) Planning permission</b>	50	9.7	<b>21.6</b>
<b>(4) General knowledge for work</b>	33	6.4	<b>14.2</b>
<b>(5) Personal interest</b>	40	7.8	<b>17.2</b>
<b>Total (Valid: Single-Code)</b>	<b>232</b>	<b>45.2</b>	<b>100.0</b>
<b>(0) Missing Values</b>	281	54.8	N/A
<b>Total (Base)</b>	<b>513</b>	<b>85.4</b>	<b>N/A</b>

Recreational and educational purposes are the top two potential uses of the SMR by Surrey CC staff.

## **6.9: Reasons for not using the SMR in the future.**

<b>Table 9: Reasons for not using the SMR in the future? (Q9)</b>			
<b>Base: No @ Q7 (60)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) Not relevant/necessary</b>	33	55.0	<b>55.0</b>
<b>(2) Too busy</b>	14	23.3	<b>23.3</b>
<b>(3) Not interested</b>	44	73.3	<b>73.3</b>
<b>(4) Unaware of SMR</b>	1	1.7	<b>1.7</b>
<b>(5) Do not live in Surrey</b>	10	16.7	<b>16.7</b>
<b>(6) Other</b>	11	18.3	<b>18.3</b>
<b>Total (Valid: Single-Code)</b>	<b>60</b>	100.0	<b>100.0</b>
<b>(0) Missing Values</b>	0	0.0	N/A
<b>Total (Base)</b>	<b>60</b>	100.0	<b>N/A</b>

55% of those staff who would not use the SMR in the future stated the reason was because it was not relevant or necessary to them.

## **6.10: Would you be interested in on-line access to the SMR?**

<b>Table 10: Would you be interested in on-line access to the SMR? (Q10)</b>			
<b>Base: All respondents (601)</b>	<b>Frequency (f)</b>	<b>Total (%)</b>	<b>Valid (%)</b>
<b>(1) Yes</b>	449	74.7	<b>78.1</b>
<b>(2) No</b>	126	21.0	<b>21.9</b>
<b>Total (Valid)</b>	<b>575</b>	<b>95.7</b>	<b>100.0</b>
<b>(0) Missing Values</b>	26	4.3	N/A
<b>Total (Base)</b>	<b>601</b>	<b>100.0</b>	<b>N/A</b>

78% of staff surveyed would be interested in on-line access to the SMR.

## 6.11: What would you like to see in an on-line heritage resource?

<b>Table 11: What would you like to see included in an on-line heritage resource? (Q11)</b>			
<b>Base: Yes at Q10 (449)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
(1) Bespoke searches	333	74.2	74.2
(2) Ready made searches	342	76.2	76.2
(3) Explanations of monuments	361	80.4	80.4
(4) Explanations of historic periods	300	66.8	66.8
(5) Explanations of Archaeological techniques	228	50.8	50.8
(6) In-depth info/essays on Surrey topics	279	62.1	62.1
(7) Info on sites open to public	317	70.6	70.6
(8) Interactive games (educational)	130	29.0	29.0
(9) Other interactive games	43	9.6	9.6
(10) GIS maps to search from	321	71.5	71.5
(11) GIS maps showing overlays	270	60.1	60.1
(12) Relevant photographs	363	80.8	80.8
(13) Ability to search archives	250	55.7	55.7
(14) Local knowledge & oral history stories	303	67.5	67.5
<b>Total (Valid: Multi-Code)</b>	<b>449</b>	<b>100.0</b>	<b>100.0</b>
(0) Missing Values	0	0.0	N/A
<b>Total (Base)</b>	<b>449</b>	<b>100.0</b>	<b>N/A</b>

Relevant photographs and explanations of monuments are the most popular choices of what is preferred in an on-line heritage resource.

## 6.12: Reasons for not wanting on-line access to the SMR

<b>Table 12: Reasons for not being interested in on-line access to the SMR? (Q12)</b>			
<b>Base: No @ Q10 (126)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
(1) Not relevant/necessary to my work	18	14.3	20.7
(2) Not interested	29	23.0	33.3
(3) Unsure of what SMR is	3	2.4	3.4
(4) Not enough time	13	10.3	14.9
(5) Live outside Surrey	2	1.6	2.3
(6) Unreliable internet	5	4.0	5.7
(7) Other	17	13.5	19.5
<b>Total (Valid: Single-Code)</b>	<b>87</b>	<b>69.0</b>	<b>100.0</b>
(0) Missing Values	39	31.0	N/A
<b>Total (Base)</b>	<b>126</b>	<b>100.0</b>	<b>N/A</b>

33% of staff just are “not interested” in accessing the SMR on-line.

## **6.13: What outreach activities would you be interested in?**

<b>Table 13: Would you be interested in other SMR outreach activities? (Q13)</b>			
<b>Base: All respondents (601)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) Travelling exhibitions of SMR info</b>	195	50.3	<b>32.4</b>
<b>(2) Workshops on how to use the SMR website</b>	75	19.3	<b>12.5</b>
<b>(3) Leaflets about specific periods, monuments.</b>	290	74.7	<b>48.3</b>
<b>(4) Teachers resource packs linking SMR info</b>	71	18.3	<b>11.8</b>
<b>(5) Info &amp; interpretation boards at historic areas</b>	214	55.2	<b>35.6</b>
<b>(6) Contributing info to the SMR</b>	135	34.8	<b>22.5</b>
<b>Total (Valid: Multi-Code)</b>	<b>388</b>	100.0	<b>64.6</b>
<b>(0) Missing Values</b>	213	54.9	N/A
<b>Total (Base)</b>	<b>601</b>	154.9	N/A

Leaflets about specific periods, monuments etc. are considered the most interesting SMR outreach activities by Surrey CC staff.

## **6.14: How can we make the Surrey SMR more appealing?**

<b>Table 14: How can we make the SMR more appealing? (Q14)</b>			
<b>Base: All respondents (601)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) Better awareness/advertising of SMR</b>	109	18.1	<b>50.5</b>
<b>(2) Link it with Education</b>	15	2.5	<b>6.9</b>
<b>(3) Better access for those without expertise</b>	24	4.0	<b>11.1</b>
<b>(4) Widen the basis of people using SMR</b>	30	5.0	<b>13.9</b>
<b>(5) Aim it at different groups via specific topics</b>	9	1.5	<b>4.2</b>
<b>(6) Don't know</b>	23	3.8	<b>10.6</b>
<b>(7) Provide more information about SMR</b>	6	1.0	<b>2.8</b>
<b>Total (Valid: Single-Code)</b>	<b>216</b>	35.9	<b>100.0</b>
<b>(0) Missing Values</b>	385	64.1	N/A
<b>Total (Base)</b>	<b>601</b>	100.0	N/A

Over 50% of staff think that by advertising the SMR and raising awareness this will make the SMR more appealing.

## **6.15: Ethnicity**

<b>Table 15: Ethnicity (Q15)</b>			
<b>Base: All respondents (601)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) White British</b>	361	60.1	<b>61.5</b>
<b>(2) White English</b>	148	24.6	<b>25.2</b>
<b>(3) White Irish</b>	7	1.2	<b>1.2</b>
<b>(4) White Scottish</b>	21	3.5	<b>3.6</b>
<b>(5) White Welsh</b>	7	1.2	<b>1.2</b>
<b>(6) Traveller</b>	1	0.2	<b>0.2</b>
<b>(7) White other</b>	12	2.0	<b>2.0</b>
<b>(8) Asian</b>	1	0.2	<b>0.2</b>
<b>(9) Asian British</b>	3	0.5	<b>0.5</b>
<b>(10) Indian</b>	1	0.2	<b>0.2</b>
<b>(11) Any other Asian background</b>	2	0.3	<b>0.3</b>
<b>(12) Black</b>	1	0.2	<b>0.2</b>
<b>(13) Caribbean</b>	1	0.2	<b>0.2</b>
<b>(14) African</b>	1	0.2	<b>0.2</b>
<b>(15) Chinese</b>	1	0.2	<b>0.2</b>
<b>(16) Mixed White &amp; Black Caribbean</b>	2	0.3	<b>0.3</b>
<b>(17) Mixed White and Black African</b>	1	0.2	<b>0.2</b>
<b>(18) Mixed White &amp; Asian</b>	2	0.3	<b>0.3</b>
<b>(19) Any other Mixed background</b>	6	1.0	<b>1.0</b>
<b>(20) Other Ethnic group</b>	8	1.3	<b>1.4</b>
<b>Total (Valid: Single Code)</b>	<b>587</b>	<b>97.7</b>	<b>100.0</b>
<b>(0) Missing Values</b>	14	2.3	N/A
<b>Total (Base)</b>	<b>601</b>	<b>200.3</b>	<b>N/A</b>

There is a greater diversity of ethnic groups that have responded to the Surrey County Council staff survey. This mirrors more closely the actual ethnic diversity of Surrey residents that was not identified in the previous two surveys.

## **6.16: Do you have long term sickness or disability?**

<b>Table 16: Do you have any long term sickness? (Q16)</b>			
<b>Base: All respondents (601)</b>	<b>Frequency (f)</b>	<b>Base (%)</b>	<b>Valid (%)</b>
<b>(1) Yes</b>	8	1.3	<b>1.4</b>
<b>(2) No</b>	575	95.7	<b>98.6</b>
<b>Total (Valid: Single-Code)</b>	<b>583</b>	<b>97.0</b>	<b>100.0</b>
<b>(3) Don't know</b>	3	0.5	N/A
<b>(0) Missing Values</b>	15	2.5	N/A
<b>Total (Base)</b>	<b>601</b>	<b>100.0</b>	<b>N/A</b>

Only 1% of those surveyed had long term sickness or a disability.

## **6.17: How does your disability or long term sickness limit your access?**

There were very few comments made here, just that disabled parking and lifts should be provided to improve access for the disabled.

## **6.18: Do you have access to the Internet at home?**

<b>Table 18: Do you have access to the internet at home? (Q18)</b>			
<b>Base: All respondents (601)</b>	<b>Frequency (f)</b>	<b>Total (%)</b>	<b>Valid (%)</b>
<b>(1) Yes</b>	492	81.9	<b>84.4</b>
<b>(2) No</b>	91	15.1	<b>15.6</b>
<b>Total (Valid)</b>	<b>583</b>	<b>97.0</b>	<b>100.0</b>
<b>(0) Missing Values</b>	18	3.0	N/A
<b>Total (Base)</b>	<b>601</b>	<b>100.0</b>	<b>N/A</b>

84% of all staff surveyed have access to the Internet at home.

## **6.19: Do you have Broad band?**

<b>Table 19: Do you have Broadband at home? (Q19)</b>			
<b>Base: All respondents (601)</b>	<b>Frequency (f)</b>	<b>Total (%)</b>	<b>Valid (%)</b>
<b>(1) Yes</b>	248	41.3	<b>45.8</b>
<b>(2) No</b>	294	48.9	<b>54.2</b>
<b>Total (Valid)</b>	<b>542</b>	<b>90.2</b>	<b>100.0</b>
<b>(0) Missing Values</b>	59	9.8	N/A
<b>Total (Base)</b>	<b>601</b>	<b>100.0</b>	<b>N/A</b>

46% of Surrey CC staff surveyed have Broadband.

## **6.20: Age Category**

<b>Table 20: Age category (Q20)</b>			
<b>Base: All respondents (601)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) Under 18 yrs</b>	0	0.0	<b>0.0</b>
<b>(2) 18 - 24 yrs</b>	28	4.7	<b>4.8</b>
<b>(3) 25 - 34 yrs</b>	103	17.1	<b>17.5</b>
<b>(4) 35 - 44 yrs</b>	141	23.5	<b>24.0</b>
<b>(5) 45 - 54 yrs</b>	188	31.3	<b>32.0</b>
<b>(6) 55 - 64 yrs</b>	122	20.3	<b>20.8</b>
<b>(7) 65 - 74 yrs</b>	4	0.7	<b>0.7</b>
<b>(8) 75 +</b>	1	0.2	<b>0.2</b>
<b>Total (Valid: Single Code)</b>	<b>587</b>	<b>97.7</b>	<b>100.0</b>
<b>(0) Missing Values</b>	14	2.3	N/A
<b>Total (Base)</b>	<b>601</b>	<b>100.0</b>	<b>N/A</b>

45 – 54 yr olds is the most widespread age group surveyed amongst Surrey CC staff.

## 6.21: Gender

Base: All respondents (601)	Frequency (f)	Total (%)	Valid (%)
(1) Male	188	31.3	32.7
(2) Female	387	64.4	67.3
Total (Valid)	575	95.7	100.0
(0) Missing Values	26	4.3	N/A
Total (Base)	601	100.0	N/A

## 6.22: Postcodes

The following list shows the frequency (number) of postcodes in the different Surrey postal areas.

1 Bath	64 Kingston on	3 Carshalton
1 Brighton	Thames	5 Banstead
1 Chelmsford	4 Tadworth	4 South West
4 Croydon	7 Ashted	London
3 Whyteleafe	21	4 Tunbridge
3 Caterham	Leatherhead	Wells
6 Coulsden	4 Worcester	17
3 Kenley	Park	Twickenham
64 Guildford	10 Surbiton	1 Feltham
61 Woking	3 Thames	3 Ashford
6 Aldershot	Ditton	3 Sunbury on
3 Farnborough	10 East	Thames
6 Camberley	Mosley	4 Shepperton
1 Lightwater	6 Chessington	8 Staines
2 Bagshot	1 Milton	1 Staines
10 Haslemere	Keynes	2 Egham
2 Cranleigh	1 North West	1 Uxbridge
12 Godalming	London	1 West
3 Farnham	1 Portsmouth	London
3 Esher	30 Redhill	
4 Cobham	2 Crawley	
9 Walton on	4 Horsham	
Thames	25 Reigate	
6 Weybridge	17 Dorking	
2 West Byfleet	4 Horley	
17 Addlestone	3 Horley	
7 Chertsey	1 Windsor	
20 Epsom	2 SM1	
	5 Sutton	

## **6.23: Occupation Groupings**

<b>Table 23: Occupation Groupings (Q23)</b>			
<b>Base: All respondents (601)</b>	<b>Frequency (f)</b>	<b>Percentage (%)</b>	<b>Valid (%)</b>
<b>(1) A</b>	65	10.8	<b>18.0</b>
<b>(2) B</b>	165	27.5	<b>45.6</b>
<b>(4) C1</b>	112	18.6	<b>30.9</b>
<b>(5) C2</b>	14	2.3	<b>3.9</b>
<b>(5) D</b>	4	0.7	<b>1.1</b>
<b>(6) E</b>	2	0.3	<b>0.6</b>
<b>Total (Valid: Single Code)</b>	<b>362</b>	60.2	<b>100.0</b>
<b>(0) Missing Values</b>	239	39.8	N/A
<b>Total (Base)</b>	<b>601</b>	100.0	<b>N/A</b>

The above table shows the mix of occupation groupings amongst those Surrey staff that completed the survey. This does not represent the true mix of occupation groups within the Region nor of those Nationally.

## **6.24: Any other comments**

The full list of comments can be found in *Appendix 10.15*. Generally all comments were very positive with many thinking that on-line access to SMR a great idea but that it needed to be better promoted.



## 7: Findings – Focus Group Results

### 7.1: Identified potential user focus group results

The following points are the main issues or ideas raised during the two focus groups that were run with attendees from schools, museums, amenity groups and heritage groups or organisations as potential users of the SMR.

- There is a suspicion of the geology from Internet sites as to how good it is and its worth. There is a concern that people use geological maps don't understand that they are very general and will lead to false assumptions about a site that could only really be determined by a site visit.
- The Surrey history centre was flagged up as a good example of a user-friendly site.
- The UK data archives however, were sited as an example of a poor site that led to confusion in navigation through the site.
- A general desire for the homepage to be well constructed with a lot of thought being put into navigation through links to and from the home page possibly being tailored for different levels of use i.e. professional, different levels of education or general interest.
- It was also thought that the site would need a general browsing function as well as a specific search facility, however it was thought that the search should not be too precise taking the user into a level of detailed information that may be unsuitable to them.
- A suggestion was made that GIS could be used in a web site to highlight indications of what is thought to be in an area that might not have sufficient evidence to be entered into the SMR.
- There was a concern that Web sites can be frustrating appearing to withhold detailed information about a particular site because the sites creators are afraid people will not visit the site.
- Cornucopia was referred to as a site that had been upgraded and does provide detailed information <http://www.cornucopia.org.uk/>
- It was thought that one of the problems with sites was the sheer quantity of information and the amount of careful thought and planning required organising it.
- Education was perceived to be major aspect in the use of a web site for all levels of the National curriculum not just for research and higher education purposes.
- An Idea for the Web site to benefit is the ability for local people to look at the data from the SMR and contribute to it if they have local knowledge that is not already contained in the SMR.
- Another concern was whether or not access to information to sites was free as it was thought that it was cheaper to go to the British Library by train to gain access to information than it was to use some sites.
- Another way for people to contribute to a site is to have involvement

with schools in some fashion.

- There are concerns with the data used in some GIS sites as they include modern Geographical data but older data is missing i.e. Ancient monument boundaries.
- If this data is included however it would help reduce information being exchanged that is already known just not displayed, questions were raised about how insight can be obtained as to what information is already on record.
- There were some concerns as to how boundaries would be displayed and whether information would cut off at the county boundary edge, as some sites might cross into another county. There was also a desire for changes in historical boundaries to be reflected in the mapping element of the site so that changes in historical boundaries could be reflected.
- People found that publicly available aerial photographs were very useful and provided a good quantity of information. A question was raised as to whether the photographs could be bought in or requested from another source. The council was stated to be working on digitising studies but it would require a lot of resources.
- A question was put forward as to whether all the information should be in one site or should it act as a hub allowing links to other individual sites which individuals could contribute to.
- An individual made a comment that Multi map was a very effective and free internet application for using maps
- A question was put forward as to whether it was worth creating a link to the Ordinance Survey or if it was possible to acquire all their data.
- It was recognised that a web site could open up information to people who would not otherwise been able to or known how to access it, for example records that are stored in library archives. Linked to this however was a concern that the funding to provide this service was resulting in a diminished level of funding for the protection of the primary data.
- Another issue with access to the information was the question of security as maps could potentially highlight potential targets like fuel pipelines to Gatwick airport.
- The idea of using games for educational purposes was broached while it was agreed that they could be useful as an interactive tool for children, they could sometimes be more about fun and have very little educational value. It was pointed out that most schools in the county had access to technology with some having interactive whiteboards for classes.
- The issue of who would be the most prolific users of the site was raised as to whether it would be educational, commercial or personal users; the general consensus was that it would be most likely to be personal users.
- The issue of who was using the web site raised the issue of ownership of the data and copyright. There were concerns about what would be feasible to download from the site and whether or not the information could be used for commercial uses. A possible

solution suggested to prevent commercial uses of maps was to water mark them with a logo.

- A split-level of access was suggested where general access was free but more detailed information might require a membership fee or a charge.
- There was a question regarding the entering of information into the site if members of the public could contribute as to whether or not it could be reliable, or should the site be restricted to information that is from highly reliable and proven sources. The danger being that if incorrect information is entered it will gain validity by the nature of the site itself.
- A good example of a history site mentioned was the BBC history site which was user friendly and accessible to both adults and children, being able to educate children primarily but as a side effect the adults as well a “ground up” approach to education. It was also pointed out that children are more accessible to using children and can be a mechanism to bring their parents to use a technology that might not have otherwise.
- There were numerous suggestions for links to other sites for all interested groups and organisations including volunteering organisations it was recognised at this point however that it would require an awful lot of links to be in the site.
- One interested user group that was highlighted was tourism with the potential to show tourists attractions they might not ordinarily find or get information on.
- A suggested potential source for funding the site was the heritage lottery fund
- It was pointed out that the ability to layer maps from different periods on top of each other was useful in education and for personal use.
- The ability to be able to gain access to and use “grey literature” which is information like dissertations or reports that is shelved in institutions and not used was highlighted as a potential use of the site.
- From an education perspective there was a desire for children to be able to access the site and be able to find out about their local area, with special emphasis on language to make it child friendly.
- A possible mechanism for education discussed was the use of a chat room but concerns were raised about people with unsavoury attitudes or obsessive personalities might use the room for their own purposes.
- Returning to the point of funding it was suggested that the information on the site is free but more detailed information could be requested at a charge for the amount of time required to obtain and process that information.
- The online information could it was suggested be a synopsis of the more detailed information stored elsewhere.
- A concern was however there was fine balance between how much money to charge and how much it would cost to maintain the site.
- The other main concern with charging everybody to use the site was

that no-body would use it defeating its purpose.

- The issue to charge and how much was assumed likely to be influenced if not determined by central government or the heritage lottery fund.
- A useful function suggested for the site was a question and answer facility to allow local people to enter comments and obtain answers about their local area.
- Another function for the site that could potentially be useful would be a bulletin board for local institutions to flag up what projects they are working on and when they are occurring. Essentially a “what’s on” board for archaeology and history in the county. There were some doubts however as to whether the institutions would be willing to do this as they may feel that some of the information should only be privy to those who pay membership fees to them. This may also extend to the information owned by the institutions only being made available to paying members of the particular body concerned.
- Good if somebody collated what CC SMRs had what type of info. so that there is no repetition

## **7.2: Exploring Surrey's Past, focus group results**

'Exploring Surrey's Past' was previously been known as 'Shazam!' and "SurreyScape" and "the SMR on-line", and is intended to be a portal through to other historic and local groups websites to bring the exploration of Surrey's past together in one place.

The main hub of the focus group was to explore what resources the Exploring Surrey Past (ESP) project should include in more detail and how organisations other than the SMR can be involved and encouraged to take part and contribute to the resource.

The following bullet points highlight the main findings of the focus group:-

- The focus group audience was not that impressed with the selection of other on-line SMR websites shown to them
- There was a general agreement that simple navigation of the sites was very important and most of those sites viewed seemed very complex and confusing
- Text on many sites did not have the option to be enlarged and this was considered essential as many of the potential future audiences of the ESP website may be retirees and older generations with failing sight.
- Homepages and front pages of the sites were too fussy and confusing, although some were attractively bright and colourful, thumbnails were considered a useful tool
- The SMR needs to be clearly identified within the ESP website
- Another frustration with the existing websites was their inability to print off text or images in their entirety. This would be important for the ESP website and it should say whether the document is created as a landscape or portrait document
- The Homepage would need to be designed in such a way as to allow access for the different user groups and the different levels of information they may need
- Drop down menus which you could scroll down were considered a good thing on a website for identifying the contents and a means to navigating into the sight
- The ESP website should be installed with a Google style search facility that could be easily operated by people with all levels of IT knowledge
- "Pdf" files that can be downloaded and printed off was thought essential

- The site should be able to record where you have been within the site i.e. highlight options that you have already looked at so you know what you have already looked at
- The site could also develop a memory for individuals to take them straight back to the place in the website where they searched last time. Also to update them on information that has been recently added to the site so that individuals don't have to read back through text they have already read
- There needs to be a balance between how much choice you give people in accessing the data and how easy it is to access that data
- The site needs to have a mixture of maps, text, images and photos to meet the needs of the varying audiences
- Lots of links are need to be included to allow access to more data which also helps promote the site
- The links need to be a portal to access the information in the databases of those different websites rather than going to the actual website
- The site should have one bibliography and a thesaurus of terms
- The site can promote other organisations and small museums. Museums who have little space to display all their collections can send digital files of their artefacts and items that can be shown on the ESP site and then a location map will show researchers where certain objects may be located i.e. a map link to museum address
- Concerns over time to be taken in turning the SMR and the ESP fully on-line, are there enough resources to do this well? Need to do it bit by bit warning people when to expect each new addition to the website
- The standard of information needs to be of high quality and the data as accurate as possible displaying caveats or disclaimers saying information correct at time of up load etc.
- When building the ESP website maybe all the different elements of the County Council and other heritage organisations contributing information to the site can be responsible for writing up their relevant pages to share the burden of the work and the time it takes
- Obvious natural links would be to family history websites and museums and English Heritage and National Trust
- Concerns by focus group audience over authenticity of new data or information contributed onto the website by the general public. Information about authors should be displayed on the website so that

viewers of this data can decide themselves whether the data is of reliable origin or not

- General agreement that the focus group audience did have information they would be willing to donate to the new ESP site and both them and the future ESP website audiences would only benefit from such a service
- It was suggested that the future ESP website audiences would not need physically training to help them use the site but an on line demonstration on how to make the best of the site should be designed or help sheets could be printed off. Actual manual training was considered too costly and a drain on SMR and Council resources
- It was considered that any information requests directed at the ESP or other history related websites generated more data which in turn could be accessed by more people if it was donated by the original owners and placed on the website
- It was agreed by most of the focus group audience that the website should contain a variety of information, different people liked different information formats i.e. text, images, maps, photos and this must all be accessed easily by the different user groups
- The website should have an on-line feedback page or questionnaire to monitor visitors comments opinions or views on the site, this would help amend any problems with the site and improve it
- A glossary of terms would be a good idea
- On-line registration was suggested as a way of monitoring who was visiting the site and what information was being accessed the most.
- There should be a “What’s on” page to the site promoting what interesting things are going on within the region i.e. exhibitions at Museums etc.
- Maps are considered to be very important by most of the audience and map layering techniques fascinated most of them. But would Surrey be able to afford to put this kind of technology on either the ESP website or the SMR, also there were concerns about copyright issues.
- There should be the opportunity in the future to build up huge databases of images that people can order colour images with the ability for the site to grow
- The ESP site could benefit other organisations websites by allowing digital downloads of chapters of books etc.
- Over seas Family History researchers can link to local SMRs for more local or specific data i.e. being able to see a picture of the actual street where their relation lived or maybe even a picture of the house

- So the ESP site must have a multiple entry system for researchers
- Promotion of the future site is essential and the general agreement was that physically going to talk to people at other events e.g. Agricultural shows was an excellent way of generating interest and awareness. It is necessary to show the relevance of the information contained within the site to individuals
- Talking to different interest groups in the evenings was also considered time well spent.



## 8: Audience Development Plan

This section shows how the Audience Development Plan is to be structured. It sets out the objectives that must be achieved in order to establish a successful audience development plan. It draws upon all stages of the audience research.

### 8.1: Potential audiences and priority audiences

All potential audiences and priority audiences to be targeted were identified through all stages of audience research. These are:-

- Architects, Builders and Land developer/Real Estate
- Ramblers and other specialist interest groups
- Educators within primary, secondary, further and higher institutes
- Amateur Historians and Amateur Archaeologists
- Professionals working within land based enterprise or conservation
- Libraries and Archives
- Parish Councillors and Secretaries and Parishioners
- Ethnic minority groups
- Land owners - commercial, private and leisure
- Children and young adults
- Retirees

### 8.2: SMR objectives for the audience development plan

- Inform and educate other Surrey County Council staff about the Conservation Group and the Sites and Monuments Record with a view to promoting the service from within.
- Design different promotional leaflets or information sheets that will show the different user groups how the SMR can be relevant to their needs.
- Translate leaflets and information into languages where appropriate.
- Give talks to other organisations and institutes to encourage interest in the SMR. This should include talks to the ethnic minority organisations where a relevant interest link needs to be established.
- Contact the Rambler Association with a view to linking information from the SMR to their web site.
- Contact History and Geography Teachers in local education institutes with a view to passing on literature about the SMR.
- Consider holding a series of talks and demonstrations at schools and colleges during class time about the SMRs content and how to use it.
- Design an on-line feedback questionnaire for the SMR to monitor the use made of it by different user groups.
- Establish a mission statement that can be used in promotional material.
- Organise a mail shot of this promotional material to all potential new user groups.

- Place a series of adverts within parish magazines in order to reach one of the larger potential audiences in the county, of retired people, and those with time to spend on research into local history or archaeology.
- Maintain the quality of service of the SMR by establishing means of revenue generation, which can in turn help to maintain the SMR. These might include charging visitors to the SMR for assisting them with research, and charging for photocopying and printing.
- Obtain permission to place hyper links for the SMR on like minded or similar websites for example the Council for British Archaeology, Rescue, English Heritage, the Ramblers Association, and other conservation, archives and family history websites etc.
- The National Trust (NT) has one of the largest Historic Environment Records in the U.K. When it becomes available on-line it would be desirable to have a hyperlink on their website.
- It may be appropriate to run travel shows and mobile SMR workshops in conjunction with the local museums and libraries, and local English Heritage and NT properties, to help promote access to heritage information.

### **8.3: Audience development plan**

This section of the report uses the findings of the audience research. The research is placed under the following headings that are taken directly from page 6 of the HLF booklet – Audience Development Plans.

#### **8.3.1: Description of the heritage site, collection or item (the Surrey SMR).**

The SMR is a record of all archaeological sites and finds within the administrative county of Surrey. It is the most comprehensive computerised index to Surrey's heritage. The 5,600 records span the full range of human history from the Palaeolithic to the 20th century and include Neolithic and Bronze Age barrows, Iron Age hill forts, Roman villas, medieval settlements, field systems, industrial sites. The SMR consists of a database, geographical information system (GIS) and an archive of paper and map-based information including OS maps, site specific files, publications and excavation reports. The SMR can answer a wide variety of enquiries using in-built searching facilities and information mapped on the GIS. This enables enquirers to find out information about archaeological sites, artefacts and historic landscapes throughout Surrey.

The SMR database is fully indexed and a wide variety of enquiries can be answered using in-built searching facilities. All of the SMR information is mapped on the GIS and there is a live link between the two software packages.

This combination enables SMR staff to effectively complement text-based searching on the SMR with geographical searches on the GIS and enquirers are able to find out information about archaeological sites and artefacts, buildings and historic landscapes throughout Surrey.

### **8.3.2: Aims of the heritage site, collection or item (the Surrey SMR).**

The United Kingdom benefits from local government and other organisations' maintenance of some of the all-inclusive and comprehensive site and monument records available for study and research anywhere in the world.

In recent years there has been a divergence of improved access to archives across organisational boundaries and this divergence of standards and access arrangements has led to the formulation and implementation of benchmarks for the management and content of SMRs, at a national level. In addition, initiatives such as the English Heritage National Monuments Record Centre and National Trust's common access agreements have helped to meet the growing demand for historic environment data from a variety of interest groups in mainstream education, specialist clubs and societies, and from individuals pursuing their own specific interests.

The challenge presented to custodians of archive collections is to identify clearly the types of user, their needs for data and their means of access to it. This process of identification has been helped by ongoing developments in information technology, but the requirements of the final audience are paramount in formulating policy and operational priorities.

To this end Surrey County Council wish to develop and promote their County Sites and Monuments Record. The project "Exploring Surreys Past" project offers the Surrey SMR, the opportunity to develop its role as the primary source of heritage information for the county. The project aims to increase public access to, awareness of and contact with the SMR by broadening physical and remote access to the information it holds.

Physical access to SMR information will be increased through the provision of a better dedicated workspace for SMR enquiries at the SMR office in County Hall, Surrey. Archaeological information will also be taken out into the Surrey community using moveable displays, stalls at non-archaeological events and joining in new co-operative ventures with local groups, museums and other institutions.

Remote access to information will be provided via a searchable, on line version of the SMR. This will enable a wide variety of consultees to access archaeological information and will be supported by a wide range of high quality colour, thematic leaflets and display material. Leaflets will be made available at a wide variety of public locations but all of the material will also be available to view and download on a re-designed Exploring Surrey's Past website.

Through this project, and following on from it, it is hoped that the SMR will develop into a multi-functional resource that it has long had the potential to be.

### **8.3.3: Evidence of the consultation carried out (by the Surrey SMR).**

The current audience research was carried out by the MRG. There was no previous research on the SMR undertaken by Surrey County Council.

#### **8.3.4: Analysis of current audiences (of the Surrey SMR).**

The audience research carried out by the MRG has identified that there are a variety of audience types currently using the SMR. A full list of user types can be found in Table 7.1.19.

MRG's research identified that no school children were using the SMR, and very few teachers.

#### **8.3.5: Analysis of the barriers to involvement.**

Current research has identified that the main barriers to involvement are lack of knowledge of the very existence of the SMR, a lack of knowledge of its full content and potential for research, and a lack of perception of its relevance to all or any new user groups.

This is particularly evident in the lack of enquires to the SMR from a wide range of interest groups, including ethnic minority groups resident in Surrey. In this instance, the research has identified that the lack of enquiry is due to the fact that this potential user group has not been informed of the relevance of the SMR to their culture or their areas of interest.

All these factors act as barriers and will need to be addressed. A full analysis of barriers to access to the SMR and its offices can be found in the Access Plan.

#### **8.3.6: Assessment of the potential for audience development.**

There is huge potential for increasing audience numbers for the SMR. The two main ways of achieving this are by promoting its existence and by publicising what it contains. This promotion of the service has a dual role in practice, because by informing wider audiences of the SMR's content, one also improves its chances of enabling audiences to recognise or identify the SMR's relevance to their own interests, views or cultural identity. The findings of the research into potential new users (detailed in Section 5 & 6) support the premise that residents of Surrey would wish to find out more about the SMR, and indeed would possibly use it in the future.

The whole of Surrey is likely to have Broadband available by 2005. This will increase the audience potential for access to the on-line aspects of the SMR, provided it is designed and marketed correctly.

The increased exposure to the subjects of archaeology, history and family history research on TV and in the media may well automatically increase the use of the SMR by the general public. However, to achieve maximum use by the public they must be made aware of the SMR's existence and encouraged to access its information. In particular, the perception that the SMR can only be used by professionals must be corrected.

#### **8.3.7: Objectives for audience development with priority audiences and measurable targets.**

The potential for gaining new audiences for the SMR has been established by the research carried out by the MRG. The following points are objectives which would combine to fulfil this potential.

- Inform and educate Surrey County Council staff about the Conservation Group and the SMR with a view to promoting the service from within.
- Design different promotional leaflets or information sheets that will show the different user groups how the SMR can be relevant to their needs.
- Translate leaflets and information into other languages where appropriate.
- Hold talks at other organisations and institutes to encourage interest in the SMR. These should include talks to ethnic organisations where a relevant interest link needs to be established.
- Contact the local archaeological and historical societies, and countryside groups such as the Ramblers Association, with a view to linking information from the SMR to their web sites.
- Contact History and Geography Teachers in local education institutes with a view to passing on literature about the SMR and informing them of its content.
- Create information packs designed to specifically target the different user groups i.e. Teacher study aid packs and leaflets translated into different languages for the ethnic minorities in the county.
- Consider holding a series of talks, workshops and demonstrations at schools and colleges during class time about the SMRs content and how to use it.
- Contact the Country Land Owners and Business Association (CLBA) with a view to reassuring them as to the integrity of the SMR and protecting any sensitive data.
- Design an on-line feedback questionnaire for the SMR to monitor the different user groups accessing its information.
- Design an access page on the new SMR website that allows all users to register before they access the SMR. This will allow for the monitoring of user types as well as the type of information they are accessing.

### **8.3.8: Action Plan to achieve the objectives for each target audience.**

The following section is an action plan for each of the targeted audiences that were identified through the audience research.

#### Architects, builders and land developer/real estate

This is an audience that is already using the SMR but which would benefit significantly if its information were to become available on-line. On-line access to the SMR needs to be designed with their needs in mind. Further discussion with such agencies will benefit both parties when it comes to information provision and information retrieval.

A system for paying which allows such agencies unfettered access to all the information they need must be set up. Different payment options that have already been suggested are the setting up of internet accounts into which you pay monthly for unlimited access or a "pay as you go" system, with log in codes or membership numbers.

#### Educators within primary, secondary, further and higher institutes

The SMR must link into the national curriculum. The most obvious educational subjects are Geography and History but the teaching of other social and science based subjects would also benefit from the information that could be provided by the SMR.

Again, promotional material must be designed to highlight areas where the SMR can really benefit each subject and must be suited to use by teachers and lecturers as well as by children and young adults.

#### Amateur historians and amateur archaeologists

Many of these interest groups are already aware of the information within the SMR, but on-line access as well as a greater access to the staff who maintain the SMR, would benefit them enormously. They would also benefit from open forums and talks held by the SMR to further educate them in new or relevant subject areas.

Ideally these amateur groups would pass new information on to the SMR, and perhaps a volunteer system could be set up to help co-ordinate this data transfer.

#### Professionals working within land based enterprise or conservation

Landscape management and countryside volunteer agencies would benefit from having access to the SMR so that they can build up a picture of how land use has evolved in their area of interest. They need to be contacted and taught how to use the information within the SMR to enhance their Project Management and to help enthuse locals within the area who might then become more involved with local projects.

#### Libraries and Other Archives

Access to the SMR on-line at Libraries would greatly reduce any physical barriers to individuals' access to the SMR. Public Libraries and Archives have to have disability access and they also provide free access to computers. Their staff could help promote the SMR and educate people as to what can be found within it.

#### Parish councillors and secretaries

This group includes a mixture of potential user groups, educators, retirees, land owners and local residents, etc. Participants are heavily involved in the dynamics of parish life and routine, and promoting the SMR to this group would have a far reaching affect. In this context, the fact should be emphasised that the SMR can be used to better inform development and other land use and landscape change, as well as to conserve the historic environment.

#### Ethnic minority groups

The survey results indicated that there was no use of the SMR by any ethnic minority user. Steps must be taken to inform and promote the SMR to such groups by first ascertaining their views and feelings about heritage and culture, and then by establishing and developing relevant links between their views and interests and the content of the SMR. Visits by SMR staff and leaflets translated into relevant languages could highlight these links and publicise the SMR, but the latter would have to be widely distributed if a significant audience is to be developed. The links, once established can be enhanced through community education as well as through the national curriculum. If second and third generation children can integrate more freely with the culture of their adoptive county by studying subjects that include local information within the SMR, then this information may flow back up through the generations.

#### Land owners - commercial, private and leisure

Promotion of the SMR to these groups could provide revenue for the SMR. Leaflets could promote the ability of The Surrey SMR to provide information on the historic environment and to print off annotated maps detailing archaeological sites, aerial photographs, historic field boundaries and other archaeological and historic land use data, etc. These would be of particularly helpful to farmers drawing up their farm plans for DEFRA's Countryside Stewardship Schemes.

Landowners could also be encouraged to use information from the SMR to conserve and protect known archaeological sites, or to help develop areas of land for other uses that might benefit archaeological sites of more local interest, or which might benefit the local community.

#### Children and young adults

See the comments in the section above, which look at educators. Also study packs or on-line demonstrations should be designed and produced to help all users navigate their way around the SMR.

Retirees

See comments covering parish members above.



## Others

Make direct contact with all those individuals, organisations and agencies that did not respond to previous surveys, and educate them on the relevance of the SMR to their particular field of interest.

## 9: Access Plan

This section shows how the Access plan is to be structured. It sets out the objectives that must be achieved in order to establish a successful access plan. It draws upon all the stages of the audience research.

The following headings are related to page 4 of the HLF booklet – What is an Access Plan? The full Access plan is under section 9.4.

### 9.1: Summary of barriers to audience access

Users and non users of the Surreys Sites and Monuments Record currently suffer barriers to access under all of the following headings:-

Organisational	There is very little promotional material advertising the Conservation Group and many people still believe that data held by County Councils is for internal use only
Physical	The Conservation Group is located within County Hall on the fourth floor. There is limited space for visitors. There are no disabled toilet facilities although there are lifts that provide access to all floors
Sensory	There is no sign-posting to the SMR within the building. There is very little promotional material for the SMR.
Intellectual	Data held within the SMR is largely of a technical nature and frequently needs to be explained to laymen
Social & Cultural	Lack of knowledge of the service and its relevance to all users, particularly those within ethnic minorities, given the lack of promotional leaflets translated into appropriate languages
Financial	There are not so many financial barriers. Private, non-commercial enquiries are free, other than charges for photocopying costs

### 9.2: Priorities for increasing audience access

There is a huge potential for increasing SMR audiences. The following bullet points identify the priorities for increasing audience numbers.

- Educate Surrey CC's internal staff members to promote the service from within.
- Establish contact and links with tourism partners, especially Tourist Information Centres, to promote the use of the SMR to inform visitors of historical and archaeological aspects of the areas they are interested in. This would promote the SMR as a research tool that can add value to holidays and visitors could research aspects of the areas they are interested in.
- If the SMR is to remain in County Hall more space is needed to house its archive, and to improve physical access to its records, maps and photographs.
- Produce leaflets and other promotional material to advertise the SMR and its

content.

- Leaflets should be produced and translated into relevant languages to reduce social and cultural barriers.
- Leaflets must be tailored to different user groups to highlight the relevance of the SMR information to them specifically
- There is a high level of service currently provided to existing users of the SMR. This service level needs to be maintained, and the reputation of the SMR will thereby grow by word of mouth.
- If possible staff need to be more available to help people with research or give advice when the SMR office facilities are improved.
- Design a simple search facility on the SMR website to allow easy and quick access to all information contained within the SMR. This needs to be designed to cope with complicated enquiries as well as simple ones.
- This ability to search the SMR should cross reference within a multifunction search facility, i.e. people should be able to locate monuments, objects, buildings, maps, photographs and information, via a specific named location, a specific period or date or specific name, and easily obtain all relevant information.
- The improved facilities housing the SMR must have good lighting, disabled access and adequate space, computers, photocopying and printing facilities, plotters and a reference section.
- Links must be established at an early stage with other like minded or relevant websites e.g., the National Trust, family history, national and local archaeology sites and other SMRs.
- The SMR needs to be better promoted to the potentially large retiree audience. They have the time and interest to use the SMR extensively.

### **9.3: Action plan for improving access.**

- Locate improved facilities to house the physical aspects of the SMR archive and appropriate research equipment, including computers, plotters, printers and photocopy machines.
- Write a mission statement for promotional material and widely distribute.
- Design a suitable search facility within the SMR for on-line access.
- Maintain high standards of material within the SMR and check the provenance and accuracy of new data.
- Maximise promotion of the SMR by linking in with all available on-line archives and websites of like minded interest groups.
- Make staff more available to answer queries in the SMR offices and to assist in searches carried out both on-line and in person.
- Identify all possible interest groups and design advertising material to promote all aspects and services provided by the SMR and its staff.
- Make the SMR secure from those who may abuse sensitive data, and reassure landowners affected by the freedom of access to such data.
- Monitor information going into the SMR for libel, or inappropriate references.
- Monitor feedback from all user groups via on-line survey, e-mail survey, or a postal survey using an enquiry form sent to those who still request SMR information remotely rather than by computer.

## **9.4: Access plan**

The HLF will support “research and planning work to improve the physical and intellectual enjoyment of heritage data, such as an access plan.”

This section draws upon the audience research findings of the report and is related to the original objectives for the Access Plan, detailed in the original briefing document.

The Access Plan is structured following the recommendations and suggestions on pages 4 & 5 of the HLF document - Developing an Access Plan. They are as follows:-

### **9.4.1: Organisation policies, practices and procedures relating to access.**

Surrey County Council has no formal policy on access, although it complies at corporate level with relevant Acts such as the Disability Discrimination Act (1998) and the Freedom of Information Act (2000). The latter became law (on the 1<sup>st</sup> January 2005), and Surrey County Council has already made arrangements to ensure full compliance with the Act.

Although the many members of the general public have discovered the Surrey SMR, improvements could be made to ease the process by which potential new users can locate the service. Some new users had difficulty in finding out which County Council departments are likely to hold heritage data.

It was evident from comments made by respondents to the surveys that other staff at Surrey County Council, including its Call Centre staff, need to be better informed about the SMR and its location. This applies to its departmental and physical location, and will also apply to any on-line location, and any other improved facilities it may gain, such as the possible “drop in” centre suggested by some respondents.

There is a lack of understanding apparent in survey responses as to what type of service Surrey SMR provides in terms of speed of response and the nature and depth of information provided. This is evident in the low response rate received regarding questions asking users to rate the scale of charges compared to other SMRs they had used. Better advertising of the SMR services is needed.

Commercial respondents are prepared and accustomed to paying for SMR staff time spent providing SMR information to them. Non-commercial users are much more reluctant to pay for such a service, though if they were made aware of the high quality of data they could receive, they might possibly be more prepared to pay in future. But generally it was considered that charging the general public would act as a strong disincentive to use of the SMR.

#### **9.4.2: Legislation and statutory requirements relating to access including Disability Discrimination Act or building regulations.**

To consider the impact of legislation such as the Data Protection Act (1998), and the Freedom of Information Act (2000), which became effective on 1<sup>st</sup> January 2005, on any of policies to be adopted by the access plan.

The Conservation Group and the SMR comply with all legislation enforced within the County Council, including the Data Protection Act. The SMR records user names and other details, but must ensure that such information is not passed on to third parties without their consent, and, on request, it must inform individuals what personal information about them is held by SMR.

Under the Freedom of Information Act 2000, individuals are given a general right of access to all types of recorded information held by public authorities. From January 2005 any person who makes a request to a public authority for information must be informed whether the public authority holds that information and, subject to exemptions, be supplied with that information.

In order to help everyone gain access to the information they require, the Freedom of Information Act requires all public authorities to adopt and maintain a publication scheme. Surrey County Council has submitted its Publication Scheme annually for approval by the Information Commissioner and its current Scheme is published on its website <http://www.surreycc.gov>. This sets out the classes of information that it publishes or intends to publish, how the information is made available, and whether it is available free of charge or upon payment. The SMR and the nature of its archive is detailed within the Scheme.

Surrey County Council and County Hall complies with the Disability Discrimination Act at a corporate level. At the Unit level, the SMR offices would be unlikely to comply if assessed as an individual entity. It is therefore recommended that any dedicated room or improved facilities provided for the SMR should comply fully with this Act.

The results of the research showed that access to the SMR affected by Disability was very low. However if access to a bespoke SMR research area was made available then it is likely that more visitors who did suffer from mobility, visual or other sensory disabilities would have a greater opportunity to use this service.

#### **9.4.3: Description of the heritage site including maps, plans and photographs.**

Surrey County Council's Conservation Group, and therefore the SMR, are services provided within the County Council and are not a heritage site.

The SMR is the most comprehensive computerised index to Surrey heritage. The 5,600 records span the full range of human history from the Palaeolithic to the 20th century and include Neolithic and Bronze Age barrows, Iron Age hill forts, Roman villas, medieval settlements, field systems, industrial sites. The SMR consists of a database, geographical information system (GIS) and an archive of paper and map-based information including OS maps, site specific

files, publications and excavation reports. The SMR can answer a wide variety of enquiries using in-built searching facilities and information mapped on the GIS. This enables enquirers to find out information about archaeological sites, artefacts and historic landscapes throughout Surrey.

The SMR database is fully indexed and a wide variety of enquiries can be answered using in-built searching facilities. All of the SMR information is mapped on the GIS and there is a live link between the two software packages.

This combination enables SMR staff to effectively complement text-based searching on the SMR with geographical searches on the GIS and enquirers are able to find out information about archaeological sites and artefacts, buildings and historic landscapes throughout Surrey.

Access to the Surrey's County Council offices is covered in section 4.4.5. More information on its location, including map and contact details etc. are to be found on the County Council's website at:- <http://www.surreycc.gov>

#### **9.4.4: Description of current access arrangements and possible improvements.**

A description of the buildings and the current access is discussed in the next section, 4.4.5.

The Surrey SMR has already established a helpful service, supplying information via its staff, but due to the lack of response to the survey questions rating the physical aspects and facilities within the SMR offices, further research is needed to investigate how many non-users would prefer to use the SMR offices rather than continue accessing information remotely.

Waiting times for receiving information requested from the SMR may need to be reviewed, as some respondents to the SMR user survey were waiting two weeks or more for their information. However, these waiting times rarely relate to commercial requests (except by agreement with the individual company) as these are commonly dealt within a 2-4 working day response time. This rapid response is necessary since any delay in the provision of information may contribute to delays in fieldwork and thereby hold up the local planning process.

There is a definite desire for SMR data to be available on line. Some other SMRs in England provide direct access to their databases, and commercial audiences in particular would benefit from this type of access, both in the speed of access to the information and by the time saved travelling to visit the SMR.

Access to the SMR would be improved significantly if a computer terminal could be provided at libraries and museums throughout the county.

The SMR would benefit significantly if the area currently housing the SMR could be increased in size. This is borne out by the research findings discussed in section 4, where respondents to the survey were asked what other facilities they would like the Surrey SMR to provide and currently there is not the space to do this .i.e. to provide more desk space.

Interestingly, a significantly high percentage of respondents thought that a Lecture Series could be offered by the SMR as an additional service. This finding was borne out in subsequent research, and some focus group respondents involved with amateur historical or archaeological societies suggested they would benefit from staff of the SMR attending their evening meetings, or running sessions where people could seek advice or information on finds. These could be run in the format of an Antiques Road show.

Surrey has a high percentage of Internet users including many who already have access to Broadband. BT expect Broadband to be available to all those who want it by the end of 2005, thereby increasing the potential SMR audience still further. The current figures are higher than the national average and this may in part be due to the relatively prosperous and urban nature of the county, as well as, in its more rural areas, to a wish by some residents to lessen any feeling of remoteness by improving their IT access and skills.

Many local education centres and colleges offer very good free courses in computer skills and use of the Internet. Older age groups are also taking up these courses to keep apace with children and grandchildren, for both communication purposes as well as educational purposes.

The majority of those interviewed were already aware of simple map technology like Multi-Map, Mappy and Get Mapping etc for route planning for journeys or to locate an area. If information in the SMR could be located using similar search methods, i.e., by "postcode" or "area name" it would be a familiar search technique, and people would find it easy to search an on line SMR.

#### **9.4.5: Description and analysis of the current barriers to access.**

The following section describes the extent of current access to the Surrey Sites and Monuments Record under the headings identified in the "HLF Access Plan - helping your application, Barriers to access".

*Examine the current access to the SMR and identify problems with physical access to County Hall and the SMR within it.*

*Identify any physical, sensory, intellectual and cultural barriers that may exist for any of the range of enquiries to the SMR identified in the research.*

Appendix 10.21 shows the location of County Hall where the SMR is located.

#### Organisational barriers

Surrey SMR is located within the Conservation Group, Planning and Countryside department of Surrey County Council on the fourth floor of County Hall in Kingston upon Thames.

Visitors have to sign in as a visitor to the County Council at Main Reception from where they are collected by the SMR Officer and taken to the SMR office.

Within the office facilities are limited and although visitors can book an appointment to visit and view supporting information (such as maps and reports) access is generally by post or e-mail.

Visitor facilities are limited to one computer terminal and although staff are available to demonstrate how the record works and for assistance when needed, the visitor is left alone to collate their own information most of the time.

Frontline staff at County Hall Main Reception and the County Helpline are unable to respond to enquiries, and may know who to pass the enquiry to (i.e. the SMR Officer in the Conservation Group). Problems have occurred in the past with enquirers being referred to the Surrey History Service (based 22 km away in Woking); despite the SMR contact details being displayed on the organisational intranet.

Opening hours are dependant on staff being available to answer enquiries and generally this time will be restricted to between 10am and 4pm. Office space is limited and usually only one visitor at a time can be accommodated.

Some information is not available for visitors to extract for themselves. Files are available, but weeding of sensitive (planning related) material by staff is required first.

Much of the information is technical in nature and would need some level of explanation by the SMR Officer or other Archaeological Staff.

### Physical barriers

Access to the SMR office is only possible by one flight of stairs; no lift access exists to the fourth floor.

County Hall is an old building with all the access problems that can bring. Disabled visitors are advised to call the security team before their visit to ensure their visit runs as smoothly as possible. An Induction Loop is available in the Council Chamber. There is lift access to three floors and Lift A has tactile buttons and signage, buttons at an accessible level and voice information at each floor. There are accessible toilets.

Main reception is on the ground floor and access is through the main entrance of County Hall through two double doors. Lifts are available up to the third floor, where access is subsequently limited to one flight of stairs. No toilets are available on the fourth floor, male and female toilets are available on the third floor, but the nearest disabled access toilet is on the second floor. The Conservation Group has a fire exit.

Specifically access to the SMR office involves coming through Main Reception, up three floors in a lift, along a corridor and up a flight of stairs. Total journey of 250m.

Should disabled access to the SMR be required, the computer database could be set up on a terminal on a lower floor. However, the related archives are only accessible by stairs.

### Sensory barriers

As stated, SMR information often needs explaining and interpreting for use by non-archaeologists.



The Conservation Group is not sign-posted within or without County Hall. There is currently no publicity material or leaflets that interpret the data the SMR holds.

### Intellectual barriers

See sensory barriers. Interpretation is highly specialised, presented in a single format (SMR reports in word (RTF) format).

### Social and cultural barriers

All of the barriers on Page 8 of the HLF access plans document apply; this is born out by the current research.

### Financial barriers

The Surrey County Council building is outside the current administrative boundary of Surrey, being within the Greater London Borough of Kingston upon Thames. Access by residents of Surrey is by road (Kingston traffic is notoriously bad) and free parking is not available (Visitor Passes for the car park are limited and dependant on prior notification that a pass is required). The nearest public car park is a multi-storey in the road adjacent to County Hall. Train journeys from the majority of towns in Surrey requires a change at Clapham Junction, and bus routes are limited (see attached leaflet "Getting to County Hall").

Surrey County Council County Hall is far from other Surrey heritage facilities (the Surrey History Centre is in Woking).

There is no charge for visiting the SMR office or charge to members of the public for reports sent by post/e-mail. The County Council levies a universal scale of charges for photocopying and printing for visitors.

Commercial enquiries which are not conducted by a personal visit to the SMR are charges at £32.90 for staff time; a fee in line with that charged by other SMRs. Tea, coffee and water are free.

### Disability Discrimination Act

Surrey County Council and County Hall complies with the Act at a corporate level. At the unit level, the SMR office would be unlikely to comply if assessed as an individual entity.

Access to SMR facilities specifically is an issue that needs to be addressed as part of the main Heritage Grant application.

The current research indicated very few complaints or concerns about access to the Surrey SMR offices affected by disability.

#### **9.4.6: Consultation with a wide range of relevant individuals and interest groups.**

This was carried out via the different stages of the audience research including the user survey, the non user survey, the Surrey CC staff survey and focus group consultation, and its findings provided information about the current service provided by the SMR, and about ways to promote the service and its potential by a wider audience.

Overall the Surrey SMR is an excellent and well used service. It already has a significant audience, but this may well increase if more promotion and advertising of the SMR occurs and a greater accessibility is encouraged.

There was however a low response in the survey from the established regular users of the SMR. This group will need to be further researched as these users, many of them professional and commercial users, will have valuable views on what kinds of information or products that Surrey SMR could provide in the future, and about how this information can be presented. This can be achieved by designing an on-line survey form once the SMR is accessible on line.

There was also a very small representation of children, either directly in the research, or related to respondents. However interviews with lecturers and other education providers strongly indicated that greater links between educational establishments and education providers can and should be developed in the future.

The fact that well over half of those surveyed “maybe” want to find out more about the SMR, indicates the need to promote the service. If people were more aware of what information they can have access to, they may be more predisposed to use the SMR.

If different groups can be educated or advised as to how the SMR is relevant to them, then they may recognise more opportunities when they might use it. Unfortunately no representative of any ethnic organisation was available to attend the focus groups but previous research in this field has identified the need to show such organisations what is in the SMR, to demonstrate how it may help them, and to emphasize that there is free access to the information.

Better connections need to be made between the SMR, and the National Curriculum in Schools, as well to courses run by Higher Education and Further Education establishments, since the SMR would be hugely beneficial to students as well as to teachers and lecturers as a teaching/educational tool. Students at Further Educational establishments do not have the same financial assistance as those at Higher Educational ones, and so free access to a GIS system through the Surrey SMR would have increased importance.

Libraries and museums can play a greater role in promoting the SMR and in allowing the public to access the SMR through computers etc. in their public areas. These are ideal locations for the SMR for those who still prefer to use traditional methods of research, but who may well learn to use them in tandem with carrying out Internet searches on line.

It was very evident from both focus groups that the vast majority of individuals are happy using computers and the Internet to do research, as it is instant and readily accessible to the vast majority at home. This finding related to all age groups including the more mature individuals.

Land developers and architects etc. mostly use "Pro Map" for their Land/Site research. Previous research suggests that it is not 100% accurate for measuring building dimensions and exact locations of buildings. However most find its navigation and search methods easy to use, so Surrey's on line SMR could use a similar set up.

When showed how multi layering of aerial photographs and archaeological and other data, on to OS maps worked many focus group attendees were fascinated. Most had not been aware previously that this sort of technology was available at all, or could be available to non commercial users of the SMR. Most saw it as a great way to do research, and a very visual technique for displaying information or doing presentations etc.

Many parish groups were already researching local history (often as part of Millennium Books or modern day Doomsday books) and saw great advantages in being able to pass on local/unique history and stories to the SMR. It could become a great resource for anybody wanting to write a book on local events or history.

Leisure pursuits whether they be physical or cerebral are increasing in popularity, particularly with retirees. Programmes such as "Time Team" and "Who do you think you are?", and the increasing number of documentary programmes on local issues, history, and heritage are inspiring people to learn more and become interested in a wider number of issues and topics, which before may often have been only studied by professionals.

#### **9.4.7: Priorities for improving access**

The two most striking points to come out of the Audience Research are that there is a very large audience in Surrey who wish to be able to access the heritage data in the SMR maintained by Surrey County Council. The second point is that very few people even know the SMR exists, know what it is, or know what it contains.

The County Council Offices are the main or first port of call for many people wanting to find out about heritage information held by the Council. Therefore it is necessary for all staff to be able to direct enquiries quickly and efficiently.

Respondents are very keen to have physical access to the heritage data held by the SMR and if better facilities were provided, a strong case can be argued that more and better use of the SMR's physical offices would be made. Photocopy facilities, proper desk space to work in, and staff available to help users' research are all valued facilities.

The majority of regular users of the SMR were aware of much of the data and

information held within it, but they did not always know just how extensive this data could be. These materials would also have even greater relevance and use if people who have not as yet used the SMR are made aware of them. This was borne out by the research into, where many who had little or no knowledge of the SMR wanted to find out more about it, and said they were likely to use the service in the future.

Generally respondents to the survey were pleasantly surprised by the nature of the information they received. This high quality of service will add to the promotion of the SMR by word of mouth, so continued vigilance in sending out quality information is important.

Of the 70% of respondents who had not heard of the SMR 90 % said they would like to use the service in the future. The research has potentially increased the SMR audience merely by informing new or potential users of its existence.

As the Internet is available in well over 80% of the homes of survey respondents, and in 60% of work places it is not surprising that a third of requests for SMR information are now made by e-mail. Over a third also make requests by phone. However postal and fax request procedures are still essential as many respondents, including some commercial users, still prefer more traditional or formal mechanisms of enquiry, and others may not wish to embrace the Internet.

There is a strong case for designing proforma tables which SMR users can use to feed local knowledge back to the SMR, and over half of its users would be keen to do this. This response reflects the wealth of local knowledge that exists that should be recorded by the SMR while it is still available, and the information in itself provides a SMR product that could be enormous use to younger generations and school children. The range of heritage data held in the SMR would constantly increase, and links could be more easily drawn between it and other related areas such as industrial, economic and social data.

The staff of the Conservation Group are a valuable resource, and SMR users would like better access to their knowledge and advice. Perhaps a timetable can be set up to allow greater access to the staff by the general public, through talks given to individual heritage clubs and societies, and also to schools and colleges. This service would benefit school children studying courses such as History and Geography, and help them to make better use of the wide range of other social, industrial and environmental data they have to study.

It would be beneficial if a series of links or reciprocal links could be set up with all other relevant historical, leisure, industrial, social, environmental, or archival websites to help promote the SMR and to add to the wealth of research material available on the Internet.

Very few respondents had any difficulty accessing the SMR as a result of any disability. However disabled access is a significant factor in the design of any improvements to or expansion of the SMR offices in future. Lighting and seating arrangements are also important.

#### **9.4.8: Strategy for putting access improvements in place.**

It is quite amazing that many staff within the County Council itself are not aware of the important service it provides. 43% of Surrey CC staff did not know there was a Conservation Group and 74% had not heard of the Surrey SMR. County Council staff could be trained in promoting their services better, and promoting the SMR effectively should be one of the first actions to be implemented in a strategy for improving access to the SMR, both physically and remotely.

#### **9.4.9: Financial and human resources needed to put the access plan into practice.**

Until the location and nature of any improved SMR facilities is decided it is not possible to suggest any accurate financial costs. However, it is likely that one extra full time member of staff would be needed to run any enhanced SMR facilities, and to provide lectures, outreach and other new services.

The Market Research Group has identified from its research that improved office facilities, or a drop in type centre, would benefit both existing and new SMR users. Within these facilities there is a need to provide access to a full range of equipment including computers, printers, plotters, photocopiers, CD Rom and the Internet, with staff on hand to assist with information searches and queries. Charges for printing and photocopying documents, maps and photographs should be set at rates that can help to maintain and support the facility.

Time and money will need to put aside to provide teaching materials for schools, these would be themed packs or themed information appropriate to the different years of study for children. This could be provided on CD as well as hard copy.

#### **9.4.10: Putting the access plan into practice**

A promotional or advertising plan needs to be implemented as a major part of the access plan.

New promotional material must be designed to highlight the SMR and its potential uses to existing and potential users.

The nature and location of the improved SMR facilities need to be confirmed.

Some attending the focus groups identified a need for the Surrey SMR to provide better access to hard copies of database records, and to background archive held within the SMR (reports, maps, plans, photographs, etc.), in addition to providing efficient on line access. Again, an expanded office or drop in centre might provide for the needs of those wanting to look at the database, and at reports and other SMR archive, and would be a positive step. Any charges levied for facilities such as photocopying could be used as a small source of revenue to help maintain the SMR.

#### **9.4.11: Monitoring and evaluation arrangements.**

Monitoring can cover many elements of the SMR, including, for example, the use of an on-line SMR site for genuine research, and the protection of such a site from abuse by those who wish to make a financial gain.

Among several other concerns that need to be addressed are the accuracy of the content of the SMR database, and the speed and regularity of updates made to it. Should the SMR charge both commercial agencies and companies and non commercial individuals for access to its on-line databases then the need to provide up to date and accurate information in them is arguably even greater. Time and money must be spent to ensure that sufficient staff are employed to maintain the SMR to a high standard.

Other concerns expressed were the possible increase in trespassing as a direct result of improved access to sensitive data relating to what may be private land. Landowners may also have concerns about trespass on, and damage to their land through increased metal detection activity, if precise locations of unique archaeological artefacts are made public.

Once the SMR has become accessible via the Internet, it will be appropriate to monitor the range of users and to design appropriate levels of registration based on the level of information required. In addition, on line feedback questionnaires should be designed that would pop up immediately after someone has visited the SMR website. The information gained will indicate who is using the site and for what reasons, pinpoint new users, and track whether overall use of the site is growing. These mechanisms will allow the SMR both to protect the site from abuse, and to monitor levels of use of the SMR.

#### **9.4.12: Where the organisation is now**

The research undertaken by the Market Research Group indicates heightened interest from the general public in the SMR.

The Surrey SMR is an excellent and well used service, with an already significant audience. The Conservation Group now needs to move forward and promote and develop the SMR to allow broadened and full access to its service, both physically and remotely.

## 10: Appendix

### 10.1: Surrey SMR user questionnaire



## Surrey Sites and Monuments Records Research

Our records show that you have used the Surrey Sites and Monuments Record (SMR) between 1997 and 2004. We are currently undertaking a project supported by the Heritage Lottery Fund to examine the SMR's users and develop the services that it offers. The Market Research Group have developed this questionnaire to help us do this and we would be very grateful if you could answer the following questions. The results will help us to improve the way we deal with enquiries and also help us decide on how we might develop our services in the future.

**Q1 How did you find out about us?**

*Council office* .....

*Museum* .....

*Surrey History Centre*.....

*Surrey County Council website* .....

*Internet website (please state which)* .....

*Local society (please give details)*.....

*Local press or media*.....

*Word of mouth* .....

*College or School*.....

*\*Other (please give details)* .....

*\*Internet website*

*\*Local society*

*\*Other*

**Q2 Was it easy to find out about our Sites and Monuments Records service (SMR)?**

*Yes*.....

*No* .....

**Q3 If "No" what were the reasons for the difficulties?**

**Q4 How many times have you used our service in the last 2 years?**

*Once* .....

*2-5*.....

*6-10*.....

*More than 10 times* .....

**Q5 Thinking about the last time you used the SMR how did you access the information?**

*Visit to SMR office*.....

*Postal request* .....

*E-mail request* .....

*Phone request*.....

*\*Other (please specify)*.....

*\*Other*

**Q6 Thinking about your most recent use of the SMR, how would you rate it on the following? (please tick once against each option if applicable)**

	<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Poor</i>	<i>Very poor</i>
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of info. in the SMR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility of SMR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting times for info.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility of resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booking availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q7** Are there any other comments you would like to make regarding your most recent use of the SMR?

**Q8** Was your enquiry of a commercial nature?

Yes .....   
No .....

**Q9** If yours was a commercial enquiry, how do our scale of charges compare with other SMR offices?

For the standard service (responses USUALLY within two weeks)

Less expensive	About the same	Excessive	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q10** Have you ever used any other SMR's?

Yes .....   
No .....

**Q11** If "Yes", where?

**Q12** Were there any aspects of these other SMR's that you would like Surrey to provide?

**Q13** How long was it before we dealt with your most recent enquiry?

Immediately.....   
2-4 days .....   
1 week .....   
2 weeks.....   
More than 2 weeks.....

**Q14** Did the information we sent answer your enquiry adequately?

Yes .....   
No .....

**Q15** If "No", please can you give a reason for this?

**Q16** What format of information did you obtain in response to your last enquiry? (e.g printouts, photocopied articles etc.)

**Q17** Was the information we sent in a format that was helpful to you?

Yes .....   
No .....

**Q18** If "No", please can you give a reason for this?

**Q19** Was the information you received (please tick only one):

A lot better than expected (please specify) .....   
Better than expected .....   
As expected .....   
Worse than expected .....   
Far worse than expected (please specify).....

If you ticked "A lot better than expected" or "Far worse than expected", please can you give a reason for this?



**Q20 In what capacity were you accessing information from the SMR? As a..... (please tick the most appropriate)**

Teacher/Lecturer .....	<input type="checkbox"/>	Scientist/Environmentalist.....	<input type="checkbox"/>
Amateur archaeologist/historian .....	<input type="checkbox"/>	Civil Servant .....	<input type="checkbox"/>
Professional archaeologist/historian .....	<input type="checkbox"/>	School Pupil.....	<input type="checkbox"/>
Commercial archaeologist/historian.....	<input type="checkbox"/>	Student .....	<input type="checkbox"/>
Land/Building Developer.....	<input type="checkbox"/>	Interested member of public .....	<input type="checkbox"/>
Journalist .....	<input type="checkbox"/>	Other (please specify below) .....	<input type="checkbox"/>

please specify

**Q21 If all of the following were available which would be YOUR preferred method of access to the SMR**

	Most preferred	Preferred	OK	Least preferred	Not preferred
Access to the SMR through the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMR information sent by mail to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information sent to you by e-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An SMR research centre where you could research your own enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to the SMR from another establishment (eg county record office or library)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to archaeological advice from our staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leaflets / publications on the local archaeology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other

**Q22 Do you have children or do you work with children who may access the SMR?**

Yes.....

No.....

**Q23 If all of the following were available which would be a CHILD'S preferred method of access to the SMR (please tick once against each option)**

	Most preferred	Preferred	OK	Least preferred	Not preferred
Access to the SMR through the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMR information sent by mail to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information sent to you by e-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An SMR research centre where you could research your own enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to the SMR from another establishment (eg county record office or library)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to archaeological advice from our staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leaflets/publications on the local archaeology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other

**Q24** If you were to visit the SMR offices what facilities would you like to see provided there? (please tick all that apply)

Computers .....	<input type="checkbox"/>
Internet.....	<input type="checkbox"/>
Microfilm machine.....	<input type="checkbox"/>
Microfiche machine.....	<input type="checkbox"/>
CD Rom.....	<input type="checkbox"/>
Reference books/leaflets.....	<input type="checkbox"/>
Photocopy facilities.....	<input type="checkbox"/>
E-mail.....	<input type="checkbox"/>
Desk space to work.....	<input type="checkbox"/>
Staff to help research.....	<input type="checkbox"/>
Other (please specify).....	<input type="checkbox"/>
Other	<div style="border: 1px solid black; width: 100px; height: 20px;"></div>

**Q25** Are you aware that we hold the following material?

	Yes	No
PPG 16 generated reports (grey literature)	<input type="checkbox"/>	<input type="checkbox"/>
Historic OS maps	<input type="checkbox"/>	<input type="checkbox"/>
Aerial Photographs	<input type="checkbox"/>	<input type="checkbox"/>
Historic photos of buildings	<input type="checkbox"/>	<input type="checkbox"/>
Published sources of local information	<input type="checkbox"/>	<input type="checkbox"/>

**Q26** Which of the following would have been useful for you? (please tick all that apply)

PPG 16 reports (grey material) .....	<input type="checkbox"/>
Historic OS maps.....	<input type="checkbox"/>
Aerial photographs.....	<input type="checkbox"/>
Historic photos of buildings.....	<input type="checkbox"/>
Published sources of local information.....	<input type="checkbox"/>

**Q27** Would you in future like to be able to feed information directly into the SMR?

Yes.....	<input type="checkbox"/>
No.....	<input type="checkbox"/>

**Q28** If "Yes", by which of the following methods would you prefer to pass on the information to us?

E-mail.....	<input type="checkbox"/>
On-line form (internet).....	<input type="checkbox"/>
By post.....	<input type="checkbox"/>
By phone.....	<input type="checkbox"/>
Other (please specify).....	<input type="checkbox"/>
Other	<div style="border: 1px solid black; width: 100px; height: 20px;"></div>

**Q29** Would you be prepared to pay for access to the information we hold on our SMR in the future?

Yes.....	<input type="checkbox"/>
No.....	<input type="checkbox"/>

**Q30** If "Yes", how much would you be prepared to pay for each request?

£

**Q31** How important do you think it is for the SMR to offer any of the following?

	Very important	Important	Neither	Unimportant	Very unimportant
Exhibitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Displays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interactive displays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lecture Series	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<div style="border: 1px solid black; width: 250px; height: 20px;"></div>				

**Q32 Do you have access to the Internet? (please tick all that apply)**

- At home.....
- At work.....
- At school/College/University .....
- At the library .....
- At an Internet Cafe.....
- No Access.....

**Q33 May we ask which age category you fall into?**

- Under 18yrs .....
- 18-24yrs .....
- 25-34yrs .....
- 35-44yrs .....
- 45-54yrs .....
- 55-64yrs .....
- 65-74yrs .....
- 75+yrs .....

**Q34 May we ask your gender?**

- Male .....
- Female .....

**Q35 What is your postcode?**

**Q36 Have you completed your full-time education?**

- Yes.....
- No .....

**Q37 At what type of educational establishment are you currently studying? (please name the establishment)**

- School (please name) .....
- \*College/6th form college (please name) .....
- University (please name) .....
- Adult Learning Centre/Centre for life long learning (please name) .....
- Post graduate (please name) .....
- \*Other (please specify).....

\*Name of College

\*Name of University

\*Name of Adult Centre

\*Other

**Q38 What is the highest level of educational qualification you have achieved? (If overseas qualification please specify which below)**

- No qualifications.....
- School certificate.....
- GCSE or equivalent .....
- AS/A level or equivalent.....
- BTEC/GNVQ's .....
- HND/Diploma .....
- First degree (BA/BSc) or equivalent.....
- Masters degree (MA/MSc) .....
- PhD or equivalent .....
- \*Other (please write below).....

\*please specify

**Q39 To which of these ethnic groups do you consider you belong?**

White British .....	<input type="checkbox"/>	Black Scottish .....	<input type="checkbox"/>
White English .....	<input type="checkbox"/>	Black Welsh .....	<input type="checkbox"/>
White Irish .....	<input type="checkbox"/>	Caribbean .....	<input type="checkbox"/>
White Scottish .....	<input type="checkbox"/>	African .....	<input type="checkbox"/>
White Welsh .....	<input type="checkbox"/>	Any other Black background (please specify) .....	<input type="checkbox"/>
Traveller (inc Gypsy, Roma and Irish traveller) .....	<input type="checkbox"/>	Chinese .....	<input type="checkbox"/>
White other (please specify) .....	<input type="checkbox"/>	Chinese British .....	<input type="checkbox"/>
Asian .....	<input type="checkbox"/>	Chinese English .....	<input type="checkbox"/>
Asian British .....	<input type="checkbox"/>	Chinese Irish .....	<input type="checkbox"/>
Asian English .....	<input type="checkbox"/>	Chinese Scottish .....	<input type="checkbox"/>
Asian Irish .....	<input type="checkbox"/>	Chinese Welsh .....	<input type="checkbox"/>
Asian Scottish .....	<input type="checkbox"/>	Any other Chinese background (please specify) .....	<input type="checkbox"/>
Asian Welsh .....	<input type="checkbox"/>	Mixed White and Black Caribbean .....	<input type="checkbox"/>
Bangladesh .....	<input type="checkbox"/>	Mixed White and Black African .....	<input type="checkbox"/>
Indian .....	<input type="checkbox"/>	Mixed White and Asian .....	<input type="checkbox"/>
Pakistani .....	<input type="checkbox"/>	Any other Mixed background (please specify) .....	<input type="checkbox"/>
Any other Asian background (please specify) .....	<input type="checkbox"/>	*Other Ethnic Group (please specify) .....	<input type="checkbox"/>
Black .....	<input type="checkbox"/>		
Black British .....	<input type="checkbox"/>		
Black English .....	<input type="checkbox"/>		
Black Irish .....	<input type="checkbox"/>		
*White "other"		<input type="text"/>	
*Asian "other"		<input type="text"/>	
*Black "other"		<input type="text"/>	
*Chinese "other"		<input type="text"/>	
*Mixed "other"		<input type="text"/>	
**Other" Ethnic group		<input type="text"/>	

**Q40 Please name any appropriate clubs or societies you are affiliated with that might find our records useful.**

**Q41 Do you have any long-term illness, health problems or disability, including problems which are due to old age that affect your ability to access information from the SMR?**

Yes .....

No .....

Don't know .....

**Q42 If "Yes", please state how this limits your access?**

**Q43 Please state the occupation or job title of the main wage earner or head of your Household. If they have "retired" or are not working for any reason please specify their last main job.**

**Q44 Please include any other comments you may have below**

Thank You Very Much For Your Help

## 10.2: Surrey SMR non user questionnaire.



### Surrey County Council Sites and Monuments Record questionnaire

We are currently undertaking a project supported by the Heritage Lottery Fund to improve the service offered by the Surrey Sites and Monuments Record (SMR) Please see SMR Leaflet attached. As part of the HLF-funded project we are contacting a sample of existing and potential future users. We are trying to find out if people are aware of our service and who potential new users might be. The Market Research Group have developed this questionnaire to help us do this and we would be very grateful if you could answer the following questions.

#### Finding out about us

- Q1 Did you know that the County Council has a Conservation Group?**  
Yes.....  No .....
- Q2 Do you know what an SMR is?**  
Yes.....  No .....

If "No", please read the attached SMR leaflet

- Q3 Have you heard of the Surrey County Council SMR?**  
Yes .....  Go to Q4 No .....  Go to Q6
- Q4 If "Yes", where did you hear about it?**
- |  |  |
|--|--|
| Council Offices..... <input type="checkbox"/>                          | Local Society * (please give details) ..... <input type="checkbox"/> |
| Museum ..... <input type="checkbox"/>                                  | Local press or media ..... <input type="checkbox"/>                  |
| Surrey County Records Office ..... <input type="checkbox"/>            | Word of mouth ..... <input type="checkbox"/>                         |
| Surrey CC Website ..... <input type="checkbox"/>                       | College or School ..... <input type="checkbox"/>                     |
| Internet Website * (please state which) ..... <input type="checkbox"/> | Other* (please give details) ..... <input type="checkbox"/>          |
- Other
- 

- Q5 Have you used the Surrey SMR service?**  
Yes .....  Go to 7 No .....  Go to Q6
- Q6 Would you like to find out more about the information contained within the SMR?**  
Yes .....  Go to Q7 Maybe .....  Go to Q7  
No .....  Go to Q9

**Q7** Would you use the SMR in future?

Yes

Go to Q8

No

Go to Q9

Maybe

Go to Q8

**Q8** For what purpose do you think you would use the information contained within the SMR?

-----  
-----

**Q9** If "No" please can you give some reason for this?

-----  
-----

**Q10** Would you be interested in on-line access to the SMR?

Yes.....  Go to Q11

No.....  Go to Q12

**Q11** If "Yes", what would you like to see included in an on-line heritage resource, in addition to the basic SMR information? Please tick all that apply.

- |  |                          |   |                          |
|--|--------------------------|---|--------------------------|
| Bespoke searches (e.g. chose from drop-down lists of categories) .....   | <input type="checkbox"/> | Information on sites open to the public.....  | <input type="checkbox"/> |
| "Ready made" searches (e.g. castles in Surrey, Roman Villas etc.).....   | <input type="checkbox"/> | Interactive games with educational contexts.....  | <input type="checkbox"/> |
| Explanations of monument types (e.g. barrows, hillforts, etc.).....  | <input type="checkbox"/> | Other interactive games.....  | <input type="checkbox"/> |
| Explanations of historic periods (e.g. Mesolithic, Iron age, etc) .....  | <input type="checkbox"/> | GIS maps to search from.....  | <input type="checkbox"/> |
| Explanations of archaeological techniques (e.g. fieldwork, finds recording, etc.).....   | <input type="checkbox"/> | GIS maps showing overlays by category (e.g. period or monument type) .....  | <input type="checkbox"/> |
| In-depth information/essays on specific Surrey related topics and sites (e.g. Stone Age Surrey, History of Brooklands racetrack, individual boroughs, etc.)..... | <input type="checkbox"/> | Relevant photographs.....   | <input type="checkbox"/> |
|  |                          | Ability to search related archives from the website (e.g. museum objects, art, natural history and geological specimens)..... | <input type="checkbox"/> |
|  |                          | Local knowledge and oral history stories.....   | <input type="checkbox"/> |
|  |                          |   | <input type="checkbox"/> |

**Q12** If "No", please could you give some reason for this?

-----  
-----

**Q13** Would you be interested in other SMR outreach activities? (Please tick all that apply)

- |   |                          |  |                          |
|---|--------------------------|--|--------------------------|
| Travelling exhibitions of SMR information (e.g. in libraries, museums, town centres and other community locations)..... | <input type="checkbox"/> | Teachers' resource packs linking SMR information to Key Stage curriculum areas...                                  | <input type="checkbox"/> |
| Workshops on how to use the website (in libraries etc.) .....   | <input type="checkbox"/> | Information and interpretation boards at areas of historic and archaeological significance throughout Surrey ..... | <input type="checkbox"/> |
| Leaflets about specific periods, monuments and boroughs in Surrey.....  | <input type="checkbox"/> | Contributing information to the SMR e.g. photos family history, local knowledge.....                               | <input type="checkbox"/> |

**Q14** How else could we make the Surrey SMR appealing to the general public and increase public knowledge of the SMR?

-----  
-----

**Some information about yourself**

**Q15** To which of these ethnic groups do you consider you belong?

White British .....	<input type="checkbox"/>	Black English .....	<input type="checkbox"/>
White English .....	<input type="checkbox"/>	Black Irish .....	<input type="checkbox"/>
White Irish .....	<input type="checkbox"/>	Black Scottish .....	<input type="checkbox"/>
White Scottish .....	<input type="checkbox"/>	Black Welsh .....	<input type="checkbox"/>
White Welsh .....	<input type="checkbox"/>	Caribbean .....	<input type="checkbox"/>
Traveller (inc Gypsy, Roma and Irish traveller) .....	<input type="checkbox"/>	African .....	<input type="checkbox"/>
White other (please specify) .....	<input type="checkbox"/>	Any other Black background (please specify) .....	<input type="checkbox"/>
Asian .....	<input type="checkbox"/>	Chinese .....	<input type="checkbox"/>
Asian British .....	<input type="checkbox"/>	Chinese British .....	<input type="checkbox"/>
Asian English .....	<input type="checkbox"/>	Chinese English .....	<input type="checkbox"/>
Asian Irish .....	<input type="checkbox"/>	Chinese Irish .....	<input type="checkbox"/>
Asian Scottish .....	<input type="checkbox"/>	Chinese Scottish .....	<input type="checkbox"/>
Asian Welsh .....	<input type="checkbox"/>	Chinese Welsh .....	<input type="checkbox"/>
Bangladesh .....	<input type="checkbox"/>	Any other Chinese background (please specify) .....	<input type="checkbox"/>
Indian .....	<input type="checkbox"/>	Mixed White and Black Caribbean .....	<input type="checkbox"/>
Pakistani .....	<input type="checkbox"/>	Mixed White and Black African .....	<input type="checkbox"/>
Any other Asian background (please specify) .....	<input type="checkbox"/>	Mixed White and Asian .....	<input type="checkbox"/>
Black .....	<input type="checkbox"/>	Any other Mixed background (please specify) .....	<input type="checkbox"/>
Black British .....	<input type="checkbox"/>	*Other Ethnic Group (please specify) .....	<input type="checkbox"/>

\*White "other"

\*Asian "other"

\*Black "other"

\*Chinese "other"

\*Mixed "other"

\*\*Other Ethnic group

**Q16** Do you have access to the Internet at home?

Yes.....  No.....

**Q17** Do you have Broad band at home?

Yes.....  No.....

**Q18** May we ask which age category you fall into?

Under 18yrs .....	<input type="checkbox"/>	45-54yrs .....	<input type="checkbox"/>
18-24yrs .....	<input type="checkbox"/>	55-64yrs .....	<input type="checkbox"/>
25-34yrs .....	<input type="checkbox"/>	65-74yrs .....	<input type="checkbox"/>
35-44yrs .....	<input type="checkbox"/>	75+yrs .....	<input type="checkbox"/>

**Q19** May we ask your gender?

Male .....  Female .....

**Q20** What is the first part your postcode?

Postcode

**Q21** Please state your occupation or job title.

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**Q22** Please include any other comments you may have below

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## Thank You Very Much For Your Help

If you are interested in being contacted for taking part in a focus group about the Surrey SMR and how it maybe useful to you or your family and friends in the future, then please complete your contact details below.

Name .....

Address .....

.....

.....

Telephone .....

E-mail address .....

.....

 Your details will be held securely by The Market Research Group (MRG) at Bournemouth University for the purposes of contacting you with information about future surveys or focus groups for the Surrey SMR and will not be made available to any third party. MRG will be the Data Controller. Should you wish your details to be removed from the database this will be done immediately on request (please contact Nicky Johnston 01202 503887 or [njohnston@bournemouth.ac.uk](mailto:njohnston@bournemouth.ac.uk)).



### **10.3: Type of information received.**

- Electronic info
- All
- Articles, reports, printouts
- Digital, via email.
- Email of printouts and some GIS maps showing find locations
- Emailed list for sites in Spelthorne Borough
- Emailed printout
- Emailed printout and maps
- GIS
- Hard copy
- I use the SMR database myself to access the information I want. Before I used the SMR here myself I asked the SMR officer to do a printout for me for educational purposes and she sent it very quickly.
- I worked through the cards on my own
- Information abstracted from SMR computer database
- Leaflet
- Letter
- List of Windmills sites and printout
- My own notes & photocopies
- Newspaper articles
- Notes taken from index cards, maps & site reports as not all on database
- Paper: map extract and print-out
- Photocopied articles, maps
- Photocopied article and printout
- Photocopied articles & printouts
- Photocopied articles, survey maps and photos.
- Photocopied info & notes
- Photocopies and photos
- Photocopies and printouts
- Photocopies of maps & printed information
- Photocopy and hard copy to read
- Photocopy of article
- Print out email
- Printouts & photocopies
- Printouts and Aerial Photo Prints
- Printouts and Photocopies
- Printouts and photocopy articles
- Printouts of individual SMR records/entries
- Printouts of long reports plus GIS map - I then followed up Bibliography references in the files
- Printouts photocopies of maps and aerial photos
- Printouts reports maps
- Printouts, copies of maps
- Printouts, photocopied articles, digital images
- Prints of Maps, photocopies of articles and other info
- Various files of reports/ articles/books
- Verbal
- Word file sent by e-mail
- Written reply on proforma sent with request

## **10.4: SMR User Postcodes**

1 B5	3 GU21	1 KT17	1 RH1
1 BD24	1 GU22	2 KT20	1 RH4
1 BN7	1 GU25	2 KT22	1 RH6
1 BS1	1 GU26	1 KT4	1 SE1
1 BS6	1 GU28	1 KT8	1 SM2
1 BT7	1 GU3	1 LE17	3 SM7
1 CH44	1 GU4	1 LE65	1 SO14
1 CR0	2 GU46	1 MK41	1 SO50
1 CR2	1 GU5	2 N1	1 SO51
2 CR3	2 GU6	1 NR32	1 SP4
1 CR8	2 GU7	1 OX1	1 ST17
2 EC1	2 GU8	1 OX33	1 SW19
2 EX16	2 GU9	1 PL8	1 SW1E
2 GU1	1 KT8	1 PO4	1 TN27
2 GU12	1 KT1	3 RG1	2 TW15
2 GU14	1 KT12	1 RG21	1 TW18
1 GU16	1 KT13	1 RG22	1 TW2
1 GU2	2 KT15	1 RG7	1 WD18

## **10.5: Suggested purposes for using the information contained within the SMR (non users)**

- In course of work -dealing with information enquiries & local community
- For exhibition.
- Tracing the history of written parish as the encapsulated villages.
- Local history.
- Planning advice.
- Archaeological answering, research.
- The acquire knowledge of the history of particular sites within the parish.
- Personal research or to inform others at Horley local research.
- Personal interest.
- Local history, educational planning.
- Any local request into local sites.
- Site research, local history info for publication.
- To get ideas for lecturers and visits for my local history society.
- Commenting on listed building consent applications.
- I work on the history of the landscape on two levels; Nuffield parish. Surrey, Kent on the divisions between the king's wood and the Cearl's Wood.
- When giving talks to children about history sites in their area, i.e. Mole Valley.
- To find out particular items of information about where I live Headley.
- For clerk enquiries.
- For personal interest.
- If current project involved an archaeological site.
- Looking up Elmbridge stuff online.

- Educational purposes.
- Advertise at libraries.
- Professional to ensure that my workplace. Personal to find out about sites of interest to my family.
- Enquiry purposes.
- In response to planning applications local history.
- OS maps, excavation reports, site specific files on the database and (GIS).
- I am a contributor to the SMR.
- Effective local and website information.
- Personal interest.
- To find out more about a place I am visiting.
- In relevance to archaeological properties of all types.
- Possibility excavation work released to civil engineers.
- We are a 'face to face' service for the Farnham area regarding tourism services.
- Support local history studies in and around Newdigate.
- For public information
- With local history society colleagues, or personally, to research, in conjunction with other methods, the history of the local area own and surrounding parishes also in view of q13 family history research
- Education interest for visiting general knowledge of where we live and its history
- Information needed by Parish Council
- Education & evaluation
- Researching local history, and responding to enquiries from the public
- Unsure, however as a borough councillor I presume there would be a relevant use
- Very occasionally ( once in every few years) in connection with Guildford Society activities
- As a village society we are interested in the history of Mayford mentioned in the Domesday book
- Village history & knowledge planning
- Local Queries and information relating to planning applications
- To check whether there is a monument on a particular site
- Researching West Surrey sites
- Checking threat to local buildings in the area and possible walks organised by Woby History Society to interesting places
- Planning
- To make people better informed of the work of SMR.
- Tracing local history on development of Horley area.
- Information for our society - Staines town society.
- Researching sites for architectural projects
- Research history of Wimbledon.
- Research and conservation - especially with reference to mines, quarries, lime works, civil engineering structures etc.
- Informing developers, local residents interested in history and colleagues in development control.

- Burials
- Research and understanding about sites.
- Historical research
- To appose planning applications and gather more information about the area.
- As a source of research into aspects of local areas affected by development, agriculture and conservation needs.
- Local and county historical facts.
- To ascertain whether planning / development proposals, land implications for the history / archaeology of Hambledon.
- Writing of site management plans or if carrying out work that could damage archaeological remains.
- To answer customers enquiries
- Interest and a possible visit.
- It would flag potential problems with the planning dept.
- Planning applications, background info.
- Property and site histories.
- Writing on local history
- Use of sites that could have caused items to be contaminated.
- When organising a visit to a place of interest in surrey for members of the national trust west surrey centre.
- If became relevant to my job.
- To find out interesting info about places I pass in walks and cycle rides in surrey, also possible quizzes I organise.
- To advise committee members and villagers.
- Professional architectural practice - using data in relation to development sites.
- School projects
- Developing policies for our local development framework, providing info about local monuments.
- Possible enquires, interest of our members.
- Initial site appraisal / analysis.
- Reference to entries in the SMR.
- To assist with the conservation management of the Banstead commons. We maintain several heritage sites.
- Checking local sites, campaigning for proper funding for Spelthorne museum.
- Checking development sites for archaeological remains, recreational use.
- Local council office - useful info for customers / areas where they can obtain info from.
- Answering some local history enquiries.
- Research for restoration
- Archaeological / historical research, personal and Ottershaw society records.
- To help customers with access to this information.
- Historical research
- In relation to planning applications and listed building application involving historic areas, sites.

- Enquiry by public
  - History of the area so that I have the knowledge.
  - To help us with our service to the public at the surrey history centre.
  - To obtain more detailed info on the history of the Horley area of surrey.
  - When considering planning application.
  - As I work on an info desk I would be able to point people to this info.  
Since receiving this I have passed details on to a member of the public.
  - Unknown at the moment
  - To supply info to customers.
  - To check on archaeological sites.
  - Local information
  - Background information
  - Documentary evidence
  - Research
  - General interest/information
  - To assist members of the parish council with information which may be relevant to them
  - Future development
  - Local history research
  - Information for the Guildford town guides. Information for friends of Guildford museum Newelett local history.
  - Historical information about the St. Catherine's area of Guildford; possible interest elsewhere.
  - Collating information applicable to countryside sites within my care.
  - To improve information and fund displays in Wanborough Great Barn relevant to local area history.
  - Research prior to 'local history month' (Annually in may). Use of SMR 6 months prior to above to locate relevant materials.
  - Personal interest and to visit the sites. Possibly to get involved in preservation or investigation.
  - Reference.
  - AM leader of Fetcham U3A local history group.
  - Local history of this area.
  - Informing decisions to be made by Parish council. Passing/disseminating information to school age children.
- 
- Help local school or groups to know more about their local
  - Research history topics, particularly useful for learning about how we find out about the past. Looking for clues, looking for artefacts.
  - To find areas of interest near to the school where I work
  - Developing creative approaches to the curriculum
  - Useful for school visits
  - To enhance history lessons
  - Finding out more about local area
  - History/geography - humanities work. Our Guilford local study
  - To support history curriculum at Key stage 1
  - To determine relevant information to my job
  - To help children research a topic

- Personal interest. Research school visits
- Possible educational use although this is likely to be limited in an infant school
- Curriculum support
- School visits linked to the curriculum
- Researching local area with children
- Supporting local history in schools
- To check sites close to the Wey and Arum canal for information and to ensure they are protected during restoration (of the canal)
- History/geog studies relevant to us
- Enhancing the history teaching programme across the school
- As Hon Sec to the Clipstead Village Preservation Society information relating to our area of great importance
- I am chairman of the Chobham Museum and would be interested in any information relating to Cobham and the immediate area surrounding it.
- Resources for use within the history curriculum
- To support the curriculum within the school
- For research purposes
- Pupil/staff research
- For work on our study of Epsom
- Inform lesson planning/out of school learning
- Linked to the history projects for ks2
- Recording archaeological finds
- School support
- Geographical land we survey, settlement sites and general knowledge of surrounding area. Historical reference of local area
- In connection with building designed by Sir Edwin Lytens or his contemporaries
- Work/sites linked to History/geography topics and local area in ks1 and ks2
- Local site study
- Supporting the taught curriculum
- Sharing info with children about local history
- To identify anything (finds etc) local to school. Also to identify sites near my home
- Teaching resource. Own interest
- Local area studies - geography and history curriculum
- Research purposes
- At work
- Educational purposes - local history/geography study units.
- In the teaching of local history at ks1/2
- To see what archaeological finds there are related to our topics and make others aware so they can be built in the lessons
- To find places to visit, resources for use in school
- Looking for information to plan a school trip
- Local History Studies
- Obtaining information on historical Surrey sites
- Research and teaching

- I would need to look at it carefully and assess suitability for KSI and Foundation stage
- Personal interest - Curriculum link as a teacher at school
- Educational
- Local History Study Unit - Your 3 project
- To look for information about local historic monument etc.
- For our school pupils - aged 5-16 - Historical interest subjects
- Possibly to visit certain places, or to mention then to my students (Teach History)
- Access for education / curriculum
- To find out local history finds
- Supporting children's learning
- Research places for children to visit on school trips.
- To support Secondary History Learning
- Possible research tool for local history investigations.
- Historical research, geographical artistic
- Teaching of history topics within our history / Geography / English (+ others) curriculum
- Teaching History
- For resources, sites to visit, advice.
- Student local area in history + geography - Understanding how history is constructed.
- Primary School Education
- Research
- On our school we are using the International Primary Curriculum (IPC). In form Units we can use the information contained within the SMR.
- To plan lessons for children with Special Educational Needs
- Use a Teaching history as a guide to where we could go + visit.
- Information for history projects, educational visits
- Personal interest - Helping children with studies
- School outing / education
- School use
- In KSI, demonstrate use of artefacts / sites as evidence base
- Improving local knowledge possibly and a publication of local history
- To get information on local sites - access to professionals
- Personal interest - Support child's research at secondary school
- Research and background information about course work locations and local history and geography
- Possible links to curriculum topics - opportunities for children to visit sites
- Research
- To gain information
- To inform pupils about the history of their county
- For research the history or to local area
- Possible visits or research with students
- To support school curriculum
- Supporting curriculum studies for primary age children
- Researching school site - personal research
- History

- Work with children - topics
- History / geography studies of local area with 8-11 year olds in school.  
Self for personal local interest
- Local information to support local history / geography topics in school
- For humanities based topics
- I'm not sure at present
- Studying the local area is a KS2 history unit
- Local History studies, study units on Saxons, Romans, Tudors, Victorians.
- To add a local history element to teach the History association
- Enhance teacher knowledge, children's learning
- Teaching history
- For use with children looking at primary sources
- To deal with what is a public access
- As an Area Community with a Bronze Age Barrow we feel we should know and communicate this information to our Members.
- Useful for school visits
- For local history study in primary school
- Develop field work to study local history
- As I don't know what information it contains I don't know how I could use it.
- Historic use of sites for contaminated local properties
- Comparison with data available in the Hampshire SMR in border zone and similar country side
- Research on school projects or personal use for interest
- Supporting a particular project - permitting individual research - not possible to say for which particular topics.
- History / geography
- To find out about sites
- Part of a local study within the school curriculum key stage 3
- To support the teaching of Roman and Local history topics.
- To find out which local historical sites / buildings are recorded.
- To bring history alive in the classroom
- Unsure until a matter arises
- For topic work in school
- History / Geog curriculum
- History and geography teaching (7-16 yr. Old)
- Studying local history at key stage 2
- Any local site would be of interest - to take a small group of 6-8 yr. Old to see or artefacts found.
- Would like to broaden the school visits by including more useful sites.
- To investigate local sites in order to possibly build into KS3 curriculum.
- For Ramblers group
- General Studies - background work in English History & just because it's extremely interesting
- Historical Research into my area
- Connected with school topics & history & geography
- When Parish Council considers planning applications
- Personal Interest in history & archaeology



- Teaching & Learning
- History topic work

### **10.6: Suggestions for making the SMR more appealing to the General Public (non users).**

- Greater publicity in local newspaper and radio and television coverage.
- Make your presence known to the BBC history. Channel four digs, 'Time Team'.
- Publicise it.
- Local talks, would welcome speakers at our Horley Local history society meetings.
- Open day events, 'Time team' types of events.
- Give it a more appealing name. 'Record' boring. Why not just 'Surrey's archaeological sites and monuments'. ADVERTISE.
- Information in local newspaper and on local radio.
- Not sure, sorry.
- See the above.
- Stop using acronyms, chose a shorter title that means something, then advertise through schools and libraries.
- Press releases, more leaflets in libraries.
- Links from other websites publicity local newspapers.
- Adverts in local newspapers and leaflets posted through doors and businesses website.
- Hypertext links via county and borough web sites.
- How about running workshops in libraries. We use our computers to do basic computing sessions and we have seven local history centres in libraries.
- Making the SMR convenient and physically accessible, with informed advice available, is absolutely fundamental.
- Use local press (e.g. 'drinking aeration') to publicise the SMR.
- See your options on Q13 particularly travelling exhibitions I would happily have one here.
- Newsletter items sent to Parish Newsletter editors, Working days in Parish specific to their archaeological sites
- Info to schools & libraries
- Maybe a talk to our society members
- Visits to schools CD ROMs to schools on Surrey History
- More publicity e.g. leaflets in local council offices & libraries
- More publicity - i.e. displays in libraries etc with dedicated terminal not just the little leaflet
- Time and increased publicity.
- Come and talk to our society.
- Article in local press / other media.
- Explain why it is interesting; relate it to places and people; make it easy to access.

- I think that there will be wide appeal in any case. The SMR needs to be publicised well, and the public made aware of how they can contribute to it.
- SCC produces 'environment' and other papers and booklets. These could publicise the service, as could leaflets in libraries and public offices.
- Plaque system for surrey landmarks and historical objects.
- Heritage days.
- Attractive articles in the press, index etc.
- Ease of use
- Leaflet in local library
- Competitions to visit them / certain categories e.g. by points for particular item at a site.
- Advise in local papers.
- A lecture under "social studies" age group 14-18 years in private and state schools.
- Keep it up to date.
- Publicity since I can't imagine that generally there is any awareness.
- Make the website work! At present it goes to a job centre site!!
- Lectures such as the one being given at Ottershaw society in 2005.
- Promote through advertising. Inform schools and colleges of its existence.
- Have copies of leaflet in libraries, museums, council offices and at any archaeological sites if appropriate, also tourist info offices.
- Easy access initially with quick reference to the area you wish to explore, listed in local area.
- Publishing in local papers, articles on your work and specific examples.
- More advertising
- Talks to local history societies. Access through local history centres
- Find a more user friendly title and reduce the use of abbreviations
- Bring it all to life!!
- Small displays of your photos etc. In museums and libraries.
- Increased exposure, advertisement in Guildford.
- Base it at Woking records centre.
- Covered in Q. 13 More and attractive information in Libraries and history with libraries.
- Formulate a 'history trail' of similar sites or and a 'time trail' starting with borrows, through castles.
- More publicity, correct web address would help.
- Raise its profile; say a display at Bookham village day. Have a list of speakers who cover SMR plus a specific topic.
- We have a new History Centre in Baristead Library what about displays, etc. Does anyone give talks about your work?
- Let the people know it exists
- Posters and/or leaflets sent out via school children would inform a large number of families.
- School visits
- Make it more child friendly

- Advertise in local papers, linked articles in local papers  
Needs to be very visual
  - School workshops
  - Display in public libraries
  - Sounds great already - and as pupils use information they will pass this onto parents.
  - Make it free to schools, make it relevant to the age groups both in content/accessibility
  - School visits, local radio advertising. Surrey county show. Link with NT website?!
  - Better publicity - bring it to the public's attention - higher profile through local publications etc
  - Paper information displayed/available in shops/supermarkets on local historical places/finds etc
  - Make it as easy as possible to use
  - Greater advertising e.g. Would be very happy to put up posters at school
  - In Surrey publications - newspapers (county) ones. High profile information in libraries. History coordinators in Surrey schools
  - Easy to use resource- public ally accessible. Child orientated
  - Articles in the local press. Posters in libraries and send out to schools. Workshops for children's and involvement in activities.
  - Interactivity
  - Keep it very simple and easily accessible
  - Road shows in weekly visited public places
  - Sign boards and leaflets referring one to websites
  - Fun information / briefing sessions for teachers
  - Attractive and easy to use web site - Colourful posters distributed to schools for display in relevant depts. and libraries.
  - Leave leaflets in schools, libraries etc.
  - Permanent displays in libraries
  - Mail shot homes
  - Continue to highlight who you are, what you do and what is on offer / open to the public.
- It seems that you already have a clear idea of the possibilities and public need.
- Make it child friendly - not too much reading interactive, colourful.
- Articles in newspapers
- Exhibition at library / council offices / schools
- Displays in a public area e.g. supermarket foyers
- Word of mouth / displays in the library / double page spread in local paper
- Make schools aware - leaflets available - travelling exhibitions would be good ( supermarket, sports centres and good place)
- Localising knowledge to the area specific
- Articles in local newspapers
- Via Tourist Information and Surrey CC Website
- Local press - especially free publications. Libraries - posters. Free easy internet access. The Eagle radio station 96.4 - interviews, adverts

- A leaflet telling us clearly the benefits, using pictures so that we know it is there and how to access it
- Displays in public areas - i.e. supermarket with info on local finds.
- Via Local Newsletters i.e. in boroughs I e.g. Spelt homes Local Residents associations, Local free paper.
- Posters
- Make it an obviously useful what i.e. why should someone working with 5/6 years olds benefit?
- Advertise through schools
- Publicize
- The system has to be user friendly to the researcher and contributor
- Maybe info at local sites - box hill etc
- Visit schools
- More advertising within school local PHSS
- Web access. Promote use of grid reference with 5 km radius search to find records for the area.
- Flyers for one off events
- Advertise the website
- Get it on local TV and Radio tour schools, shopping centres
- Publicise in local press, libraries, environment news
- Lovelane Bridges project requires interpretation panels
- Publicity in public libraries and live demonstrations

### **10.7: Any other comments (non users)**

- Q. 15-21 not applicable to a parish council. Thank you for giving the council the opportunity to comment.
- Use every opportunity for free advertisement, schools, articles in local newspapers.
- I discussed the surrey SMR with David Bird in 2000 as I remember; it was not easily accessible at the time. I had a site I wished to register.
- We would advertise at Esher library, 01372 465036.
- I am a SCC colleague so why am I being sent this survey? Also I am disappointed that a library is not an option as many people use us as a source of obtaining information.
- I am chairman of the Newdigate society and my responses reflect that.
- As indicated the foregoing are my personal replies, these may change if I improve my computer skills, or if other members of the group who are on-line are interested. I note that the SCC leaflet refers to contact by post and phone but I am not clear whether any appointment arranged is needed to see documents etc on to access info via website terminals at county hall. Once I go on line all q11 options would be good
- Don't spend too many resources on things other than your core subject
- Great idea - the more info residents have the more an area will be valued and cared for
- Chairman of Horley local history society, I have answered questions on behalf of the society and myself!

- I may well be able to add significantly to the SMR especially for 'industrial' sites.
- Some archaeological education.
- This was answered from my personal point of view. I would have answered some questions differently if wearing my 'chairman's hat' (e.g. Q.11).
- Currently chairman of the Haslemere society.
- I am co-ordinating a group of volunteers of the surrey archaeological society who monitor publicly accessible "ancient monuments" to assist English Heritage. My info is mostly from English Heritage.
- We have increasing pressures on our time and would employ specialists when necessary, as for any other disciplines such as acoustical, structural, mechanical etc.
- Make landowners / managers more aware of SMR especially where present on land.
- Not a well thought out questionnaire for organisations.
- Need to get this wonderful resource joined up with other datasets in order to allow worldwide access.
- Chairman of Meath green protection society of Harley.
- Spelthorne museum is currently closed. Please address future correspondence to :-
- Why wasn't I sent this questionnaire in my capacity as a surrey county councillor? I was asked to complete this on behalf of the Woldingham parish councillor - of which I am also a mentor.
- I have answered this in my capacity as head teacher. We have email and broadband in school
- We are really only interested in Chobham and the surrounding area
- This sounds brilliant and fantastic resource for schools.
- With schools having greater access to interactive resources, it would seem obvious for the surrey SMR to be developed further along the route
- Wasn't aware of SMR, but after undertaking this feel it could be a very valuable resource in school
- We are always looking for ways to show children that history does not happen only in other places. It is all around them. The SMR could help us in this.
- This looks a good resource that would be interesting for our children
- Local history + visits are a brilliant way to bring history to life for pupils with special educational needs especially as many cannot read.
- This will be a fabulous resource for school children by showing theirs how their county is as it is.
- This seems to be a very interesting resource of valuable content for schools
- Also interested as a member of the public who likes to visit the unusual heritage sites - small and large. I like to promote a "hands-on" environmental interest in the young.
- As part of our local history study it would be wonderful to be able to identify local homes and the families which lived in them .egg. A small Victorian terrace nr our school and a former Victorian manor house. We could then create topic boxes with the information - role play the family.

- It's all well, good for public to be informed, given access to info? - sites too, but protection of local area is very important.
- Interested in industrial past
- Thank you for the letter and leaflet. I was very interested especially as I have recently moved to the area
- This would be really useful to use
- This will be great if more widely available
- This sounds like a really exciting project.

### **10.8: "Other" where did you hear about it? (Surrey CC staff non users)**

- I am in the Conservation Group
- Service is in my directorate
- Through this questionnaire
- Work with SCC archaeology group
- Other interests outside work
- Consultation letter to SAF
- (indirectly from SAS, Guildford)
- I work with local history
- I am a Surrey employee
- S-Net
- I work for the SCC Arch Unit
- Colleague
- Colleague
- S-net
- Through work colleague at SCC
- Planning Consultants - Broadway
- Colleague working on database
- Through work
- This questionnaire
- Various publications
- Sy A S
- Sy A S
- From an SCC highway project
- In course of work
- District Council
- At work
- The Godalming Trust
- Library
- Member of staff
- Impact3 coach working with team

### **10.9: For what purpose do you think you would use the information? (Surrey CC staff non users)**

- Teacher research and lesson content
- To find out about interesting sites in the Surrey countryside. Making walks with children more interesting!
- For future visits and to improve my knowledge
- Research
- Personal interest
- Don't know
- Don't know
- Interest
- To audit the service

- Researching information for university
- Just personal interest
- Personal interest
- When I research ownership and restrictions on land required for SCC proposed highway schemes, it could be a useful resource to check. I have previously used the book "Antiquities and Conservation Areas"
- Local history interest
- Find out what local monuments/sites there are in my area.
- Research arising from a possible project that my secondary school-age daughter might have to do, or might be interested in doing. Research that I might want to do connected with a hobby interest
- Possibly in relation to property enquiries from the general public
- To help support colleagues involved in archaeological research, especially relating to potential Areas of Special Historic Landscape Value.
- Learning more about the area, taking trips with/without friends to visit these places of interest.
- Learning more about the area, taking trips with/without friends to visit these places of interest.
- Establishing the levels of resources justified for SCC to undertake the SMR function
- Looking at local history and the area in which I live
- To see if it affected use or disposal of SCC property.
- Assessment of the potential of a particular area to accommodate new housing development. SMR provides important information about potential constraints
- To help identify sites that SCC have a maintenance responsibility for.
- Estates purposes
- For information on sites
- I don't know
- Identifying sites sensitive to traffic.
- To improve my personal knowledge, and as background information as a member of Surrey County Councils Planning Committee, Tandridge Planning Committee and membership of National Trust, a supporter of
- Learn more about Surrey
- In connection with planning applications?
- Minerals and waste sites investigation
- To give Callers to the Contact Centre the information they ask for
- School projects for my children, or further study of a subject encountered at school or on TV etc
- Personal interest
- General interest. Research before going for a walk.
- To find out historical info
- Context
- Looking up monuments in my area or any digs that are going on in Surrey
- Interest only
- Researching Surrey history
- Perhaps if I knew more about the work I would do
- Planning a visit

- Personal interest only
- For my own knowledge
- Planning purposes
- General interest
- When producing viability studies for proposed county building projects
- Info about museums etc
- Leisure?
- Personal interest
- Don't know unless I knew more about it in the first place
- Comparative distribution of sites, existence of sites in a particular search area
- As part of the assessment of local risk for Surrey Fire and Rescue Service. It will allow us to understand where sites of importance are located and we can then work to ensure they are not adversely
- General interest on a building in Surrey
- Possibly to take children to a site for a school project
- If I do not know what an SMR is how can I comment.
- Personal interest
- To know more about the county
- Interest
- For interest and local knowledge
- General interest - planning breaks
- I need to know a bit more about what the site offers before I could define a use.
- Don't really know unless it arises
- Interesting places to visit - educational
- May be for school projects for children or for personal visits to sites
- When advising on planning/highways issues possibly
- Historical information.
- Not sure
- Historical interest
- Background information
- Recreation - find out what's out there
- May be useful when organising voluntary activities e.g. scouting, PTA etc
- Personal Interest
- To gain knowledge of the area I live in, transmit it to my children and hopefully visit some of it.
- Not sure at the moment
- For personal interest
- For research.
- 1. Professionally, related to SCC highway works. 2. Personal interest.
- Historic building information
- Basic tourist info. Re sites and monuments
- When considering the suitability of sites as operating centre for heavy goods vehicles
- General interest in the history of Surrey
- Researching old buildings, particularly domestic.
- Personal interest



- Weekend tourism
- To visit sites possibly
- To visit sites of interest to me
- Personal interest
- Visits, pleasure
- If visiting a site- to get more information about the history.
- Idea's for days out, educational purposes. General interest
- To see if there is anything of interest close to any of our construction sites or near where I live for my own personal interest
- For my own
- Historical interest
- To pursue my interest in British History
- Personal interest
- General interest/info about the area I live in
- Own research
- Local history research
- Personal Interest as a Surrey resident Professional interest as I manage a day service for people with a learning disability and access to the SMR may provide a learning opportunity for our service
- Local interest
- Family interest in local history
- Recreational and personal interest. Education use in local school.
- To contribute to the cultural profile of Surrey i.e. for strategies such as Cult strategy and Community plan
- To get information about sites of interest in surrey
- Personal and business
- For Family History research
- General historical interest and information about local sites and buildings.
- To carry out archaeological assessments and research
- To find locations of important archaeological sites with reference to rights of way maintenance
- Field work with Guide and Scout troops I'm involved with locally
- Local Knowledge and information
- Historical research, both professional and personal
- Possible interest in local history. Might have relevance to wife's genealogy study.
- Researching local area and what artefacts have been found in it
- General interest and there have been/may be occasions when SMR would be consulted when working on construction sites
- Research and local interest
- If the say, monument, site was part of a walking area I may be interested in finding out about it
- Interest in local history, vernacular architecture and family history
- To find places of interest to visit
- Not entirely sure, until I am clear on the service provided by the SMR. I am interested in family history and am always looking for more sources of information. Need to let me know what the SMR do

- Looking at what is happening to other services we use review and work in progress
- In the course of my employment by Surrey- None But- Contents would be of General Interest when familiarising myself in the area in which I work (I live outside Surrey)
- Personal study and interest
- To find out about local sites I could visit
- Personal and work related issues
- Historical interests/backgrounds
- May refer to the information if I was given a project relating to this (I am a project manager)
- Should I get involved in the site selection process for the Surrey Minerals & Waste Local plans?
- If I had any interest in any archaeological sites
- Assisting with enquiries received from public at SHC
- Unsure at present
- General interest, unlikely to need to use in current post
- It is something that I am interested in
- I would need to see it first!
- Personal interest
- Location of named sites in connection with daily work responsibilities
- General interest in history
- Children's homework
- To support planning applications.
- Interest in local area
- Researching the area in which I live
- To look up information on a site or a monument that I may be interested in - as long as it is easily accessible!
- General interest/education
- Work and/or personal
- Trips and educational visits
- My concern would be the future of the Oast House - Staines ACL building
- When searching for information
- Family History/moving house/visiting new areas
- Personal interest and curiosity
- Would like to know what is 'out there' and to record archaeological features if I find them on site visits to woodlands
- Personal interest
- Don't know
- General interest
- Private Study / research / general interest in such things
- To be aware of what should be referred to SMR and when.
- If I was interested in visiting somewhere.
- Interesting sites to visit walking/cycling routes
- Social Interest, Day trips
- I don't know what SMR is?
- Professional or personal interest
- Local interest

- Tourism and personal interest
- Historical interest and family history.
- Possible visits to Historical sites.
- Research
- Supporting young people to become involved in a project for the Duke of Edinburgh's Award
- Personal interest
- Personal interest
- To appreciate more the county in which I live
- Local history research, general interest
- General interest
- To find out about places of interest to visit, heritage, and just to see what it was all about really.
- To visit sites open to the public and to gather information which may interest me
- To find interesting places to visit. To tie in with the school projects of my children.
- To learn more about the history of the borough I live in.
- Without knowing what an SMR is, how on earth can I say?
- Interest in vernacular buildings
- General Interest, to find out which sites I can visit as a member of the public
- Information regarding past environmental activity etc in the area e.g. geological changes, fossils
- Places of interest to visit
- Finding out about local area
- Future highway improvement scheme (important to know what is in the area) and general interest.
- In relation to my work
- Homework for kids
- Personal and profession usage
- General interest and possible visits
- Find out information about the area where I live
- For personal interest and to learn more about Surrey.
- Not for business purposes - more out of interest
- Possibly for research for children's homework
- Initial assessment of archaeological heritage as part of project planning
- Answering information enquiries from members of the public
- Visits, days out
- Work within the youth club for projects with the young people. E.g. History projects
- To find out about historical sights/history
- Sometimes I'm curious about the history of a place, building or landscape, if it appeals to me.
- Historical research
- I have a disabled mother who comes to stay and enjoys going out to these types of places. Need to have disabled access though.
- To locate places of historic interest

- General interest unless there is conflict between a monument site and the highway?
- Out of curiosity because of an interest in history, archaeology and historic houses/buildings.
- To visit
- Just for general interest.
- Knowledge of local heritage sites
- Choosing sites of interest to visit
- General interest/ education
- To find out more about the area in which I grew up.
- It is a guide to all known archaeological sites and finds within the current administrative county of Surrey.
- Possible research for children's homework
- To take the family on an excursion
- To find out more about my local area, for myself and my children and service users
- Personal Interest plus from a work point of view possibly information on sites that could be affected by road works
- Checking for work purposes
- Interest
- To develop a greater understanding of historic site in surrey
- To support people with learning disabilities get more involved with their history and their community
- Personal interest
- Not sure
- No idea at the moment, but I don't rule anything out.
- Local History
- To find places to visit
- To find out the history of where we live, have an interest in history.
- Personal knowledge. I have a general interest in historical sites
- For general knowledge and interest
- Gathering of information for risk assessment - for work. Gathering historical information - for my children
- To visit some of these places
- For interest in the local area
- One of my interests is Local History
- I work for the Library Service and the information might well be useful in answering enquiries from the public.
- As a point of interest
- Exploring new places of interest
- Ideas for places to visit on days out
- Personal use for visits rather than work
- Environmental impact studies into SCC's highway improvement schemes
- Answering queries at work
- To establish whether there is anything I need to take into account when planning works
- The SMR leaflet was not attached so I haven't read it and therefore cannot answer the questions fully.

- To answer our users queries
- Voluntary work
- Could be of interest to help readers or schools with local history
- Researching stuff for role playing games.
- I'm not going to use it
- Work
- Interested in local history, and very interested in prehistory
- General interest
- Finding out about local history, ideas for interesting days out.
- Sightseeing, personal knowledge, personal history, etc.
- Unknown as yet
- Research for Members (Councillors)
- Historical information on surrey bridges
- For interest - more information about the environment in which we live
- Personal interest
- Information of local interest
- Children's homework
- Unsure
- To get information about Epsom and Ewell's area
- Information about local area, to relate historical and archaeological information to other sources e.g. ecological
- Personal Interest, for a day out.
- Children's school projects, general interest - particularly for my child
- General interest / curiosity
- To help answer enquiries we get in the libraries which do not require being forwarded to the Surrey History Centre
- Megalithic monuments
- Personal interest
- For historical information regarding population and buildings.
- History departments in schools to inform work on local areas. To inform people of any sites of interest in an area that developers wish to change - to inform debate on planning applications.
- History departments in schools to inform work on local areas. To inform people of any sites of interest in an area that developers wish to change - to inform debate on planning applications.
- Searching information
- Not sure at present
- Not sure at present
- To find out about local history, places to visit
- Curiosity
- Leisure - trips out during free time.
- My own interest
- Group and personal interest
- To find out what was happening in the County
- To understand the size of the Heritage issues in Surrey and from a management perspective how we can work together to ensure their long term future
- For general interest.

- Finding out what historical sites are close to where I live.
- Casual interest
- Perhaps to pursue a new hobby
- General interest
- To find out what sites are being protected within Surrey.
- To look up local knowledge on sites.
- Not sure at this point in time
- To identify potential sites to geophysically investigate
- General interest
- Helping with homework
- Surrey CC Countryside Estate
- General interest on what's going on in the area.
- Crossword question or to get an answer to a query
- To investigate monuments/sites adjacent to highway works.
- For educational purposes for my son, to learn more about the environment I live in, to find places of interest locally for my family to visit.
- Area research, general/personal interest
- Visiting places of interest info, project work with children.
- To see if anything of interest in an area plan visiting.
- To aid members of the public to get best use from the site
- Leisure purposes. Finding out about buildings and sites in my local area for personal interest.
- To locate information for planning applications to establish whether they are EIA development. Also for other environmental information.
- Personal interest
- I love archaeological sites and always look for interesting things while I'm out walking. I'm drawn to rusty implements and anything else that looks old and used. I will definitely record anything
- To include sites as part of a walk with children/dog
- Have no idea
- General interest and some participation
- As a library service, I would be able to pass public on to the service
- Personal interest
- To find out about local places of interest
- Just general information for personal interest.
- Personal interest. Assisting library computer users to find information.
- What is SMR?
- To provide additional information fro running guided walks or developing heritage projects
- Checking details before carrying out Rights of Way repair works
- Personal information and general interest
- To find any historical places of interest/ landmarks in Surrey, for personal interest or research.
- Helping children with school projects.
- Visits for pleasure
- Organising visits
- Professional - when assessing the impact of planning applications.
- For taking the children to visit interesting sites for educational purposes

- I work on Downlands Project we deal with Ancient Monuments as part of our job i.e. Surrey Iron Railway, Tumuli etc.
- General interest - bit of a walker and an explorer and like to plan trips and walks around sites of interest if I can
- Finding information about sites of interest
- Children's Homework!
- I would be interested in finding out information about historical houses, parks and gardens and whether they are open to the public
- As a visitor
- No idea
- General interest
- I am interested in old monuments
- Checking details when working on Highway schemes. These often involve land take and could be near monuments
- To help grand-children with homework and for my own general interest
- Location of sites/monuments if heading to that area. Possibly head to those sites if of interest.
- For finding interesting places to visit for the weekend, or in my job, to identify whether such sites are in proximity to planned works.
- Interest only at this point - not useful for my current job
- Archaeological Research + General Interest
- Don't know
- Not sure
- For own personal interest.
- What is on Banstead Common near where I live
- Recreation and leisure interest
- Maybe if a family member wanted to know about the history of Surrey (particularly my father-in-law who is very interested), I may look up information on your site.
- Maybe if a family member wanted to know about the history of Surrey (particularly my father-in-law who is very interested), I may look up information on your site.
- To help with constraints mapping for planning applications
- Personal interest I am also a qualified Tour Guide
- General interest prior or post visit
- Personal interest
- I have an interest in local history/heritage
- Links to school development projects
- None that I am currently aware of
- To find out what artefacts have been found in local quarries or gravel extraction areas
- General interest for me, but would also pass on information to someone who I know who works as a teacher and has specific interest in archaeology and education
- To find out about the area around potential bridge sites. Some of the bridges I work on are Scheduled Ancient Monuments.
- Historical Interest for where I live and surrounding areas
- Personal interest

- Improving knowledge of local area Researching what exists in other areas
- I was born and lived in Surrey all my life. I do not feel I have much idea about the history of the county although in my very limited leisure time I would maybe like to learn more.
- Would like some more information as I am interested in local history and heritage.
- Information
- A greater understanding of the work undertaken by Surrey County Council
- Looking at sites of monuments
- Visiting sites of interest
- To help with daughter's homework
- Research questions by general public/homework topics
- As part of my job as Librarian in Library Information Services Local History Strand.
- Work related queries and general interest for myself also
- Sounds interesting
- To inform Library customers who may require it.
- Family tree and local research
- For salvage ops in case of fire /disaster
- Personal historic interest
- To check whether planning application proposals affect designated sites etc and information about such designations

#### **10.10: Reasons for not wanting to use the SMR (Surrey CC staff non users)**

- As Above
- As I don't live in Surrey and this isn't relevant to work I wouldn't have the incentive to find the time to pursue this.
- At present I do not find this of interest and do not need it in my current role within SCC
- Cannot see any reason, at this time, why I would need to, but now I know it exists, if I do have a need to in the future, I know where it is and how to find out information about it.
- Can't see why I would have a need to access other than curiosity in local history. Would like access to be easier
- Can't think of a reason why I would need to access the information
- Can't think of a reason why I would need to access the information
- Currently no idea why I would want to use this - doesn't seem to relate to my work and in leisure time I like to steer clear of computers as much as possible since I am stuck in front of one 36+ hours a week
- Do not feel it is a service I would use
- Does not appear relevant to my job
- Doesn't directly relate to my work
- Don't require the information



- Don't live in Surrey, not likely to use SMR in course of work
- Has no relevance to my job role.
- Have no interest
- History / archaeology not one of my main interests
- I am a futurist and abhor history
- I am not particularly interested in Archaeology
- I am still unsure how this info would be useful to me personally.
- I am very interested in history and historic buildings but I don't live within the Surrey boundaries and I don't drive. So it's not that I'm not interested - it's just an access problem. If I could
- I cannot see any benefit to me, although I work in Surrey I do not live here
- I cannot see it would be relevant to me, but I am glad to be aware of SMR in case I have an interest in the future
- I do not believe I have any use for this information.
- I don't live in surrey
- I don't live in the area and I don't spend any leisure time here
- I don't live in the area, I only work here and don't have any time spare when working
- I don't see this as being of much interest to me - convince me otherwise!
- I don't think it will be anything that I would want to use
- I have enough information thank you
- I have never before heard of the project. Neither could I find the attached leaflet to read
- I have no need at present. When I did hear about it I was doing research for my BSc dissertation
- I have no use for it in my employment-although from a leisure/free time perspective it would be useful to know where surrey sites and monuments are for days out.
- I have other interests.
- I live in Hampshire
- I live in London and at the weekends in the New Forest. Do not spend time in Surrey other than work.
- I think its rubbish
- I wouldn't probably use it because those I rely on for expert input into consultations on planning applications would do so
- If it becomes of interest I'll access it
- I'm not interested in archaeology. It has no bearing either on my home life or my work.
- Information overload
- It has no impact on me
- It is not an area of personal interest
- It is not an area that I have great interest in
- Its not a subject I am interested in
- I've already forgotten what SMR stands for - 3 letter acronyms are a turn off for anyone not directly related. If you want to raise the profile of and interest in this group, try something a little simpler
- I've currently got too many other things that I am having to do, and so I don't have time.

- Just doesn't seem a relevant service for me at the moment.
- Lack of time available to me
- Life is too short
- Maybe wouldn't as have two small children and therefore time constraints.
- My role in SCC relates mainly to traffic management and more specifically to Policy / Guidance. I would access information via SCC's Historic Buildings Advisor.
- No current need
- No interest
- No interest in archaeology
- No interest in it
- No interest in subject
- No interest, although I do have an interest in archaeology.
- No particular interest
- No particular relevance or interest
- No real interest in this area
- No reason
- No relevance to my work or personal interests.
- No time
- No time at this present time
- Not interested
- Not interested in historical monuments, etc
- Not interested in sites and monuments
- Not interested in the subject
- Not interested, looks dull
- Not needed in my work
- Not of any particular interest at present
- Not of interest
- Not of interest to me.
- Not of personal interest to me
- Not really an interest of mine and not enough time to do everything I am interested in let alone new things!
- Not really interested.
- Not really my interest
- Not related to my personal or professional interests or responsibilities
- Not related to my work
- Not sure it is relevant
- Not sure that it would be of further interest - but I know where it is!
- Nothing to do with my job
- Sorry little time
- Sounds bureaucratic and jargonistic
- The subject is not one of my main interests
- There seems no real relevance to my work.
- This is a strange question - why wouldn't I use something???? Because I don't perceive there to be a personal value in using it.
- To busy with other activities
- Too busy

- Too busy at the moment and feeling overloaded with information about Surrey has, don't have etc.
- Unknown
- We are an early years home visiting and family support service. The information may be useful to staff if interested in this type of information but I would expect them to research the website themselves
- Whilst aware - not necessarily relevant to my day job or personal interests
- Whilst I think the SMR is valuable and worthwhile, I currently have no use for it.
- Would not need to access information for work and would only do so for my own personal interest if and when I needed to.

### **10.11: Reasons for not using the SMR in the future (Surrey CC Staff non users)**

- Again I do not know what SMR is.
- Again nothing to do with my job
- As above
- As above - not much relevance
- As q9
- At present I have no interest.
- Busy with other activities
- Busy workload, could take the paper home and read at leisure
- Do not use internet very much
- Don't have internet access at home
- Don't need it.
- Don't require the information so don't need on line access to it.
- Doubt that I would use it
- Due to the amount of work that I am involved in
- Getting information from the web is not the best way for me to find out what I want.
- Getting information from the web is not the best way for me to find out what I want.
- Has no relevance to my job role. Information required, if any, would be available elsewhere.
- Have no interest
- Have not got time
- I am going on maternity leave soon!
- I am not particularly interested in archaeology
- I am not particularly interested in old sites; however, I do not dismiss their interest and importance. My mum for example is very interested in archaeology and old places and would value SMR.
- I can access the knowledge from the internet
- I do not have enough interest in this to pursue it in this area.
- I do not need specific data
- I do not think I would use it.
- I do not use the internet at home and I do not have time to browse during the working day.

- I don't live in the area
- I don't see this as being of much interest to me - convince me otherwise!
- I don't think I would need to use the online access
- I doubt that I would have recourse to it
- I have other interests
- I live in Hampshire
- I really wouldn't use it. Its not something I would search out information on but I would read about certain sites through local interpretive media if I came across them
- I'm not interested enough to actively go online.
- Information overload
- Irrelevant to my work!!!
- It is possible that if I was looking for something specific I might be interested - but at the moment can't think of anything
- Its not a subject I am interested in
- Its rubbish
- Lack of time
- Little time
- My server is quite unreliable so I prefer to have hard copies of any information
- No because I don't think it is appropriate to do this within works time.
- No current need
- No interest
- No interest in it
- No internet access
- No particular interest
- No time
- Not applicable to our service.
- Not aware of use
- Not interested
- Not interested in sites and monuments!
- Not interested. No time available.
- Not needed in my work
- Not of interest to me.
- Not of interest.
- Not of specific interest to me at present
- Not really interested
- Not really work related
- Not related to work
- Open/free access to this information to the public could be damaging to archaeological sites
- Regretfully lack of time! It might be something I would dip in & out of at my leisure
- Same as above
- See above
- See previous comment about not being able to read the leaflet
- See q9
- Still no interest. Would not access this kind of service.

- Until a few months' ago - I used to chair the Surrey access forum - an umbrella organisation for disabled groups throughout surrey. My main concern would be access to 'open' sites for the disabled
- Very little time for hobbies, (I'll keep the ones I do find time for,) that'll be for retirement or people who only work part time
- We don't get asked about it too much
- Why have you sent me this questionnaire!

### **10.12: How else can we make the Surrey SMR more appealing? (Surrey CC staff non users)**

- Link to the walks and events stuff on the website - where relevant. Child friendly interface - simple types of activities relating sites to the way people lived in the past.
- Leaflets in libraries- e.g. Kingston
- Make more approachable the process to enable members of the public to find out things
- Be more visible.
- Information to local committees
- Make it accessible in places other than the council offices.
- Raise people's awareness of its existence.
- Advertise in libraries, shopping malls, local papers
- Make it educational, include interesting historical events such as battles, local historical famous people etc. Clear non-technical web pages. Aerial photographs of monuments.
- This is very difficult in an age where everyone in the marketplace is shouting about their wares. An obvious start is to link details of your work to internet sites about the major places and address
- The title SMR is not "user friendly" to the man in the street, find a new one that resonates more with real people's attitudes/needs. Then popularise the issues covered by the work and better understanding
- Not sure about more appealing, but pieces in local paper, radio information and possibly stands in shopping centres as well as link from websites could raise awareness
- Making it user friendly and clear to read plus lots of good pictures
- Please use the full version of SMR initially, to enlighten
- Get articles in the local district/borough magazines giving web site addresses and access to this questionnaire
- Link to advertised walks in surrey. Linked to further/higher education studies i.e. Or courses
- Advertise it at the history centre, records office and in libraries. Get school teachers involved in encouraging children to use it for research.
- I think the more information available on the site the better as a general resource not only for surrey
- I think this would be valuable to children in the area and advertising via schools and web sites could be effective. Maybe a competition either through schools or web sites to answer questions on SMR

- Raise awareness of the work
- Publicity and also as I have friends who can't see that well in large print when on the computer system. Also perhaps a talking tape service for blind people.
- Why should we? The SMR is an important and serious index of archaeological work and sites in surrey. It is not meant to be some kind of cheesy marketing or money-making opportunity for the council to
- Include leaflets/information in libraries, county council and local council buildings, local publications etc
- Open days on sites, museums etc
- Increase awareness
- By selecting a careful programme of education and interpretation mediums.
- Articles in local newspaper
- More info in local papers as it is only by chance that you come by it
- Publicity!!
- Link to family tree information and be able to search on specific areas or addresses to see if there is any information about them, e.g. Local landmarks etc.
- Circulate info to national [and local] archaeology societies, libraries and information outlets.
- Perhaps promote specific activities which may be of interest to the voluntary or education sector for example
- As before - you need to be explicit about what the group is and what it provides.
- Publicity
- Not sure
- How about a regular feature in local paper which invites response - like the surrey ad does with old photos.
- More publicity so more people know what's available
- A dedicated website
- Signage on roadways to attract people's attention to historical features
- Increase the use of local press & radio stations
- Send leaflets, use articles in magazines and local papers
- Advertise in local places and libraries etc
- Leaflets in libraries, advert in local papers
- Not sure
- Put something on the website , visit or send stuff out to schools
- Features in local press. Possibly link in with current interest in genealogy to raise interest
- You need to let them know about it first and be imaginative in approach. Try linking to programmes such as "time team". It is quite a specialist interest and I am not entirely clear what your objectives are
- Could be physically accessible if held in a building routinely open to public (i.e. not an office in county hall). Dedicated PCs for it in museums, quick online access through library PCs.
- Accessible formats including the use of makaton symbols for people with learning disabilities with limited reading skills
- Publicise it on our web site and intranet.

- Publicity, opening sites not usually open during the heritage weekends
- Publicity, opening sites not usually open during the heritage weekends
- Advertising its existence in the ways outlined above. Informative articles in local papers. Items in stop press (surrey's daily intranet site)
- Article in the surrey mirror
- Hands on projects and specific information relating to locale
- As well as mobile exhibitions there should be interactive workshops, where visitors can use the service to e.g. Find out about there local area, school, church etc (plus family connections. I also t
- Tap into current interest in genealogy
- "Good", "lively" internet site publicise with local interest groups and using local newspapers, local radio etc. I believe there is a genuine local interest in all things historical.
- Probably all very obvious.... Newspaper articles - "did you know?" unusual things to be found in the record, how SMR can help you, etc, etc. Publicity via appropriate societies' newsletters, talks t
- Advertising in local publications e.g. newspapers
- Leaflet with a topic delivered with free local paper
- Link up with rights of way to produce guided walks that cover some of the public sites
- Web page linked to family history - very popular
- Info in tourist offices
- Providing information in public libraries, publicising SCC work, articles in local press.
- Increased publicity - public awareness campaign in local press and on local radio/television
- Local papers libraries
- More publicity about the surrey SMR and its functions
- I just feel surrey has so much history which local people are so interested in, including myself. I have always lived in Reigate and feel so lucky to have so much local history at my doorstep.
- Do you hold any activities on national archaeology day (NAD)?
- Publicise it better
- Make leaflets available in libraries
- More advertising.
- By putting signs at sites and monuments to lead people to where they can find further information
- Good links on surrey website
- Advertise in the local press
- Leaflets
- Advertise it in local publications and places used by the public e.g. Libraries, adult education establishments.
- Change the name.
- Publicity in schools, libraries and the magazine that goes to surrey council tax payers.
- Posters in libraries, schools, leisure centres, post offices, supermarkets, doctors surgeries etc

- Don't know what SMR do, and have never seen any info about them, so can't really suggest ways to become more appealing. They would need to advertise services/sights and have an awareness campaign, via
- CGI
- By not using acronyms and making people aware
- Themed walks relating to SMR information .walk the history...Alan Titchmarsh style. Relationship between environment (landscape and wildlife) and man's historic use of it. Sell SMR merchandise at
- Links to leisure time activities with transport to sites. Theme days i.e. give examples of how people use to live in the Iron Age at sites where Iron Age material is found.
- Make information about yourselves more visually appealing
- A launch at some sort of function where the general public get together. Leisure centre, council offices, etc.
- I am a member of West Surrey family history society, and I have never heard of SMR - do you ever give talks to the generally well-attended meetings of the WSFHS? - probably they would need to be told
- Include in borough newsletters - the one that goes out with council tax calculations. Have a tourist leaflet available at other tourist attractions
- Posters and flyers at local events and schools and at adult education centres
- Stories in local newspapers
- Organise a course for young people and get them involved locally
- More use of eye catching information boards in public areas
- By conducting workshops in the libraries or leaflets circulated through residents doors to enlighten or inform them and heighten their knowledge
- Make them aware it exists leaflets etc
- Exhibitions to schools.
- Tie in with time team.
- Surrey needs a more integrated "heritage" structure -- the demographic profile of surrey would suggest a lot of latent interest but this is not exploited or as well coordinated as it is in some other counties
- Increase public awareness of the SMR, make it more interactive where people can get involved e.g. Volunteering in updating of records, make it easier to find out where you can become involved and publicise it
- Posters in public places, articles in local press
- Correct spelling on literature would be a start - that's not how to spell appealing!
- Have high profile "open days" at sites - don't just put something in the local papers, have paid advertising on radio and in bus stops etc
- Have a special open day at specific sites and publicise in local paper
- Don't know. No interest.
- Local radio and press ads
- What sort of links do you have with the surrey history centre? Maybe a bit of cross promotion would increase public awareness for both services. Also promotion in local papers. Well produced leaflets
- By including the ideas in q11 (most of which I have not ticked! Exciting introductory leaflets for schools colleges etc.



- Consider a more self-explanatory/punchy title - SMR sounds too institutional
- It needs to be advertised - radio or newspaper may help?
- More publicity as I would think that not many people know what it is or what it is there for.
- I believe appealing only has one 'l'
- Ensure that the sites open to the public are of a high quality (e.g. Guildford castle is excellent)
- Visit schools and community day services
- Displays?
- Guided visits, touch exhibits, period dress, anything very visual that people can get engaged with
- No idea
- Link in the "who do you think you are" TV series
- Leaflets, encouraging people to get involved.
- ?
- Advertisements in local papers. And at a decent size too. If you take out an advert, go for a half page or full page and do the project justice.
- Have a weekly section within (e.g.) Surrey advertiser
- Articles in surrey newspapers
- Making people aware that the service is available
- Think like a private company, (you've paid huge bucks for this data - now you have to sweat the assets to recover it and make a profit),change your initials to an informative catchy name
- Through the SCC website, articles in local (free) papers
- Use of local papers to publicise
- Bite sized snippets of info in local papers/magazines?
- Unable to comment, see previous comments
- Promote in libraries
- Put porn into it
- Have stories in local paper about people using SMR with any interesting outcomes
- Not sure
- Local paper business article, free sheet info link to GIS, link to English Heritage members.
- All of the above!
- Through links with schools
- Easy links across websites
- Increase knowledge of it's existence and what is provided
- Links with website like the modern antiquarian
- It seems that tracing your family tree is now a popular pass time, maybe the site should be linked to some of the family tree tracing sites
- Stop using jargon like SMR - provide a catchy name that will tell people what and who you are in a way that they will remember it. The services offered are brilliant but the name is not particularly
- A more catchy name!

- More publicity, needs to be made exciting and possibly local to particular areas, maybe via district and borough websites and publications and in libraries
- Information in local newspapers
- Through educational routes, affinity groups such as museums, heritage groups, obviously libraries
- Community locations could adopt a site or activity and follow the progress or development, with interactive projects related to them.
- Publicise local history more as this is the only real interest that I can relate too.
- Tie in to the leisure industry in surrey as people are always looking for something to do that is interesting and local, i.e. surrey advertiser, local papers etc
- Through poster campaigns and local radio. Also adverts in the free newspapers, i.e. review and informer
- Visit schools
- Children's event for the whole family to join in.
- Use a name, instead of an acronym
- The conservation group could make SMR more appealing by taking a proactive interest in local heritage - local people would notice and this may generate interest. This would also help to increase publicity
- I can only say that I look in libraries, public offices and other places that I visit (such as stately homes, landscape gardens etc) and pick up leaflets or read posters to find out what else there is
- Advertise or submit articles to local papers
- Offering workshops in libraries to publicise
- Advertise yourself more.
- Making it more available and aware of what is on there.
- Website links
- Feature on the SCC website/ more publicity in local media
- Stop using abbreviated titles etc. Inform public that information is actually available e.g. locale papers
- Posters
- I have no idea.
- Better use of advertising the service such as local press etc
- Regular articles on places/monuments of interest in local press
- Overlays on SCC external website GIS mapping
- By mention in some of surrey county council's publications e.g. surrey matters etc
- Possibly make it more visual aesthetically pleasing.
- Make information available through the media. E.g. Local newspapers, local television.
- Not sure
- Have some way of identifying sites on the ground (worked well with the blue plaques on buildings in London) so that people are more aware of what's around them.
- Help them to understand why it would be enjoyable

- What a shame I'd never head of this before?! Awareness of this resource seems to be the issue - together with helping people understand what they might gain from it. Launch it with something that
- Visual and accessible information
- Unsure
- By ensuring that any online facility is accessible, simple to use and kept up to date.
- Links such as the one you sent me via lotus notes. Information on s-net.
- Get a famous person to back it up and have a big splash in free local newspapers
- Make the first page on the website the site menu not a general introduction. I dislike having to hunt for what I want. I think it should be obvious on the first page. Ask an 8 year old child if they
- I do not know
- Lots of pictures/photos
- I feel schools and libraries are the places where this type of service should be promoted
- Don't know
- Leaflet drop??
- Place articles in local papers.
- Current projects - field activities?
- Publicity articles and features in local press and radio, easy to access information on the web and brochures that are in main public locations e.g. Bus stops, rail stations, car parks, high streets
- Maybe put an article in the local paper or on the radio.
- Maybe put an article in the local paper or on the radio.
- Articles in the local newspaper
- News board, publications in accessible places. The beginning of this questionnaire (q2) refers to a leaflet attached that I cannot seem to find - so that's not a good start.
- Advertising campaign
- On-line access
- More exposure - perhaps press articles, also could you link in with surrey's environment newsletter, or even produce a separate one? Do you produce education packs for surrey schools
- Talks at schools would be useful. Also, linking your historic knowledge with our engineering works would be of value to the public. I am frequently asked for historic information about the bridges I
- Advertise in library
- Advertising inclusion in heritage week, showing sites of interest and viewing details. Including information in local information centres.
- A website with regular stop press articles to remind people
- Easily accessed website/colourful simplicity/good marketing
- By publicising in community oriented places such as doctors/dentists/supermarkets/banks etc
- Interesting high profile articles in local papers.
- Keep it simple and inclusive

- It seems so vast it can be off-putting, as not sure how one will find the desired info. Simple information about how to search and what is available would be useful.
- Make its existence more available to people
- Easy to use on-line information possibly with a small charge or membership fee.

### **10.13: How does your disability or long term illness limit your access to the SMR? (Surrey CC staff non users)**

- It doesn't
- All sites should be accessible for all disabled people
- Arthritis in both hips
- I care for my husband who is a wheelchair bound double amputee.
- Helpful if there is disabled parking and no stairs.

### **10.14: Occupations (Surrey CC staff non users)**

(Transportation) engineer	Admin officer local govt.	learning centre administrator	Assistant library manager
A&CC services PLD, team manager	Admin officer Surrey CC	Advisory officer	Assistant library manager
- Mallow crescent	Admin. Officer	Analyst programmer	Assistant library manager
Accommodation development officer	Administration	Area director adults & community care	Assistant library manager
Accountant	Administration officer	Archaeological projects officer	Assistant library manager
Accountant	Administration support officer	Archaeologist	Assistant library manager
Accountant	Administrator	Architect	Assistant local education officer also - part time youth worker
Accountant	Administrator	Archivist	Assistant operations manager in social care team
Admin	Administrator	Area co-ordinator for SWMP team education other than at school	Assistant operations manager for adults and community care. But also
Admin assistant	Administrator	Assessments officer	
/mother	Administrator	Assistant team manager	
Admin asst	Administrator	Assistant case officer	
Admin officer	Administrator for surrey county arts	Assistant engineer	
Admin officer	Administrator, surrey county arts		
Admin officer	Administrator		
Admin officer	Adult & community		
Admin officer			

chair of PTA and also help to I Assistant support officer Assistant team manager Assistant transportation development control planner Asst team manager working with adults with a learning disability Asst transportation dc planner ASW ASW ATM Audit performance manager Auditor Auditor Behaviour support teacher Behaviour support teacher (multi professional team) Benefits & charging advisor, adults & community care Benefits advisor Benefits and charging advisor Building historian Bursar	Business consultant Business consultant Business development Business development Business development manager Business supervisor Business support manager Capital strategy manager, school planning Capital strategy manager, school planning Care manager Care manager Care manager Care manager Care manager Care manager Care manager assistant Care managers assistant Care manager Care manager Case officer Case officer special education needs Cataloguing support officer Centre manager	Centre manager Centre manager for ACL centre Change manager Chartered civil engineer Chartered town planner Children's information officer Children's information officer Children's information officer, surrey children's service CICT Civil engineer Civil engineer Civil engineer Civil servant Class teacher Clerical Clerical Clerical officer Committee manager Committee officer Communicatio n officer Communicatio ns Communicatio ns manager Communicatio ns officer Community support services co- ordinator in mental health, adults and	community care Community support worker Community support worker Community support worker Community support worker mental health Community support worker social care team Community team manager Computer analyst Computer engineer Computer programmer Computer programmer Consultant Consultant, learning and development, adults and community care, SCC Consultant, learning and development, adults and community care, SCC Contract manager Contracts assistant Contracts manager Contracts manager, adults & community care contracts team
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Corporate policy officer	Employment support officer	Fire officer - arson task force manager	Highways engineer
Council officer	Engineer	Fire officer - station manager	Highways engineer
Countryside management officer	Engineer	Fire officer - surrey fire and rescue service	Hr consultant
Countryside management officer	Environmental assessment officer	Fire service watch manager	Hr consultant
County councillor	Estates technician	Fire-fighter	Hr officer
Customer care manager	Estates technician	Fireman	Hr officer, surrey county council
Customer relations manager	Estates technician	Geophysicist	Hr team administrator
Day service officer	Estates technician	GIS officer	I work for SCC but have a keen interest in history.
Day service officer	Executive assistant	Graphic designer	This is why I would use the service in the FUT
Delivery officer	Facilities co-ordinator	Group manager, traffic & road safety	ICT programme manager
Delivery officer	Finance	Head of culture SCC (have given work postcode above as would probably access from work)	ICT project manager
Deputy Manager residential care	Finance	Health advisor	Information assistant
Deputy registrar	Finance officer	Heritage strategy co-ordinator, surrey county council	Information assistant - surrey libraries
Development office - mid surrey - for adults with learning disabilities	Finance officer	Highway engineer	Information officer
Divisional rights of way officer	Finance officer	Highway engineer	Information officer - surrey county council
Draughtsman	Finance support	Highway engineer	Internal business consultant
Duke of Edinburgh's award adviser	Finance systems manager	Highway engineer	Internal business consultant
communication and development	Fire & rescue service manager	Highway engineer	Internal business consultant
Early learning assistant	Fire and rescue service	Highway pavement engineer	Interpreter
Early learning assistant/eycs	Fire officer	Highway steward	ISSP project worker - yot
Educational psychologist	Fire officer	Highway steward	It business support

It business support	Learning support officer, surrey libraries	Local government employee!	Local government officer
It consultant	Leaving care personal adviser (social services)	Local government officer	Local government officer
It consultant	Legal administrative officer	Local government officer	Local government officer
It manager	Legal secretary	Local government officer	Local government officer
It professional	Legal secretary	Local government officer	Local government officer
It project manager	Legal secretary	Local government officer	Local government officer
It project manager	Legal secretary	Local government officer	Local government officer
It project manager	LGO	Local government officer	Local government officer
It project manager	Librarian	Local government officer	Local government officer
It project manager	Librarian	Local government officer	Local government officer
It project manager	Librarian	Local government officer	Local government officer
It project manager	Library assistant	Local government officer	Local government officer
It project manager	Library assistant	Local government officer	Local government officer
It project manager	Library assistant	Local government officer	Local government officer
It project manager	Library manager	Local government officer	Local government officer
It project manager	Library manager	Local government officer	Local government officer
It project manager	Library manager	Local government officer	Local government officer
It project manager	Library manager	Local government officer	Local government officer
It project manager	Library manager	Local government officer	Local government officer
It support	Library manager	Local government officer	Local government officer
Laboratory assistant	Library service development manager	Local government officer	Local government officer
Lawyer	Licensing officer	Local government officer	Local government officer
Lawyer	Line manager	Local government officer	Local government officer
Lawyer	-	Local government officer	Local government officer
Lawyer	administrative officer	Local government officer	Local government officer
Learning & development manager	Local studies librarian	Local government officer	Local govt worker
Learning and development consultant (foster care)	Local authority employee Local Gov.	Local government officer	Local govt office -ICT manager

Local govt officer	Occupational therapist	Passenger transport	(involved in development control for minerals and waste developments and
Legal information assistant	Occupational therapy assistant	Payroll administration - deputy team manager	Procurement
Maintenance services manager	Occupational therapy assistant	Pension officer	Procurement development officer
Manager - SCC	Office manager	Pension's officer	Professional head
Manager at surrey county council	Office manager/pa	Pensions officer	Programme manager
Manager in children's services	Office transition consultant	Performance and information manager	Project assistant
Manager inclusion and attainment team.	Office worker	Personal assistant	Project manager
Manager of team of 6 staff	OT	Personal assistant	Project manager
Market research team leader	Ota	Personal assistant	Project manager
Mental health worker	Outreach support assistant	Personal assistant	Project manager
Mobility manager	Pa	Personal assistant	Project manager / social worker
Municipal engineer	Pa	Personal assistant	Project manager of a countryside project
Not prepared to say.	Parent support worker	Personal assistant	Promoting independence assistant - social services
Occupational therapist	Partnership and planning officer	Personal assistant, SCC	Quality systems manager
Occupational therapist	Partnership planning officer	Planner	R.S.W
Occupational therapist	Partnership support manager, libraries	Planning officer	Receptionist
Occupational therapist	Partnership support manager, libraries	Policy & development manager	Referral & information officer
Occupational therapist	lifelong learning team	Principal engineer - SCC	Registration support officer
Occupational therapist	Partnership support manager, libraries	transportation service	Registrar
Occupational therapist	lifelong learning team	Principal engineer, SCC	Registrar
Occupational therapist	Partnership support manager, libraries	Principal engineer, SCC	
Occupational therapist	lifelong learning team	Principal planner	
Occupational therapist	lifelong learning team	Principal planning officer	



Registrar	Road safety	service	Social
Registrar of	officer	(Woking).	services-
births and	Road safety	Senior finance	advisory
deaths	officer	officer in the	officer
Registrar of	SCC executive	transportation	Social work
marriages	director for	group,	manager
Registration	sustainable	sustainable	Social worker
support officer	development	development	Social worker
Registration	SCC road	service, Surrey	Social worker
support officer	safety	County	Social worker
Researcher	engineer	Senior GIS	Social worker
Research	SCC	developer	Social worker
officer	SD/transportati	Senior hr	Social worker
Researcher	on, materials	consultant,	Social worker
Researcher	engineer	customer &	Social worker
Residential	SCO/CO	staff relations,	Social worker
social worker	administrator	SCC	Social worker
Resource	SCO/CO	Senior library	Social worker
assistant	administrator	information	Social worker
Resource	Secretarial	assistant	Social worker
manager	assistant	Senior library	also a tour
Resources	Secretarial	manager	guide
assistant	assistant	Senior local	Social worker -
within library	Secretary	government	sessional
service	Secretary/boo	officer	Solicitor
Resources	k-keeper	Senior	Solicitor
manager	Sen case	manager	Solicitor
Resources	officer		Solicitor
manager	Senior bridge	Senior	Solicitor
Resources	engineer	manager	Soon to be
manager	Senior care	(information)	management
Rights of way	manager/socia	Senior	trainee (start
assistant	l worker	occupational	Jan)
Rights of way	Senior	therapist	Special
officer	community	Senior OT	educational
Rights of way	care lawyer	Senior payroll	needs case
officer	Senior	officer	officer
Rights of way	customer	Senior	Station officer
officer	service	planning	fire and rescue
Rights of way	development	officer	Station officer
officer	consultant	Senior traffic	fire and rescue
Rights of way	(research and	engineer	Station officer
officer	consultation)	Secretarial	surrey fire &
Rights of way	Senior	Sign language	rescue
officer, SCC	engineer	interpreter	Student social
Rights of way	Senior	SNR engineer	worker
officer, surrey	engineer, SCC	Social	Sub officer fire
county council	local	inclusion team	and rescue
Road safety	transportation	librarian	Superintenden
assistant			t registrar

Superintendent registrar	Team manager	Transportation planning officer, SCC
Support officer	children's assessment team	Transportation survey manager
Support services officer	Technical admin officer	(surrey c.c.)
Support services officer - SCC	Technical manager - local government	TSO
Surrey county council sponsored undergraduate engineer	Technical officer	TSO
Surrey county councillor/Tandridge district councillor	Technical officer	University tutor part time
Surrey history service education officer	Technical services librarian	museum education part time
Teacher	Temp	Web content editor for www.surreycafis.org.uk
Teacher	Temp	Web officer
Teacher	Tourism marketing	Woodlands officer
Team administrator	Town planner	Youth arts coordinator
Team administrator	Town planner	surrey yds
Team administrator.	Trading standards officer	Youth arts coordinator
Team assistant	Trading standards officer	surrey yds
Team leader for home-based care	Trading standards officer (animal health)	Youth justice officer
Team leader	Traffic systems engineer	Youth worker
Team leader	Transport officer	Youth worker
Team librarian	Transport officer	Youth worker
Team manager	Transport officer	Youth worker
Team manager - Colebrook day service	Transport education finance	Youth worker
Team manager - social care	Transport planner	

### **10.15: Any other comments (Surrey CC staff non users)**

- A few years ago a local historian, and groups of actors, did a series of plays in villages around Woking, and finished with the complete set, by way of play lets all around Woking Town Centre - it was extremely informative and good fun
- Absolutely appalled with myself that as an information professional who provides information in /on Surrey, I had never heard of this resource!
- Alan Brown, Chairman of The Godalming Trust, is aware of much local knowledge and photographs in the possession of members, if you are interested in accessing these please email me.
- Change the name - terrible acronym sounds like a tilting train?! Good to be short and snappy - but I'll never remember it. how about a competition within the county to dream up a re-launch customer focused name?
- Countryside Project Officer
- Desperately looking for more information about the institutions for the 'mentally handicapped' in Surrey (biggest concentration in Europe). Would love the opportunity and support to make an oral history with the people who actually lived there before it's too late. - Hospitals such as The Manor, Long Grove, West Park, St Ebbas, Queen Elizabeth's, Horton, Nethern etc. We are about to develop a project base on the Bourne Hall site in Ewell - very keen to think about the previous history of the site in a very visual / practical way. When I told our service users we would have archaeologists on site when the car park was being dug, people immediately talked about Time Team!
- Didn't like the "instruction" that was under question one "If "No", please read the attached SMR leaflet" - this does not sound friendly, you are asking for help here!
- Good initiative to survey opinion like this. Hope you get a good response
- Good luck with the survey. I'd be interested in hearing the outcome.
- Hope to pursue my interest in history when I retire or scale down my hours from full-time to part-time.
- I am interested as a resident within surrey to the vast heritage we are the current custodians. Also my organisation is interested in working together to maintain and protect the above, using whatever means appropriate and our abilities or your own
- I believe the heritage building is due to be built on Victoria Way Woking. I recall that an artist's impression was that it looked like a box. This should be redesigned to fit into the area and invite people into the building. If I have that wrong ignore this comment. The heritage weekend was really informative.
- I can see this is a very interesting topic but I do not have the time at present to pursue it.
- I have a degree in Environmental Geosciences BSc (Hons) and would personally like to become involved in the local projects of volunteering

and updating data. I would be grateful if you could let me know of any projects or further information in the area I could help on.

- I have never used the SMR because I have never got round to booking a time at Kingston but I would love to use it, can it be networked to other sites?
- I have responded as though I would use the site occasionally for work
- I look forward to hearing from you shortly.
- I look forward to hearing from you, and I am very interested in local history, local environments and factors of local interest.
- I said earlier I wasn't interested but having read the list of online options probably would be if I knew more about the topic! Maybe going into schools would enthuse children who would then drag their parents to sites in Surrey and educate the rest of us!
- I think I would have assumed SMR to be part of Surrey history Centre in Woking, not in County Hall.
- I think it is essential to have this information available on line - a lot more people would be able to access it and to browse through for general interest where they have no specific requirement
- I think it would be excellent to link it to projects children are doing at school - games on the website always go down well.
- I think that contacting people directly either by post or e-mail is a good way of canvassing the opinion of local people but also of letting them know that these services are available.
- I think the section do good work and interesting work. Good luck with the project.
- I think this is a very worthwhile project, but you must contact people who would not normally have an interest, but may want to know e.g. the history of their employers, school, buildings, even pubs or a sports team
- I think your ideas are very good, especially the on-line info areas. Good for the public and schools. Good to spread the word in libraries and tourist offices for those who do not go on-line much
- I was put off History at school as it was taught from books. Learning via the internet and in a more proactive and interactive way is far more interesting, enjoyable and appealing.
- I would have liked to be able to maximise this screen but didn't get the option
- I would like to be able to get a walking, biking, car ride route, with a map & info, between interesting sites - selecting from menus my parameters like where (general area), distance, transport means, types of site interest, and let the auto-route feature work it out. And/or follow historical routes.
- I'm really glad that I now know about this service.
- It would be helpful if information was dated
- Keep up the good work
- Never heard of it before - get yourself on the S-net more!
- No Comments
- None
- Not very good if you don't know, what SMR is. We do not have an SMR leaflet.

- Online information would be of most interest to me
- Photographs are very useful in conveying information, particularly to children at schools. Pathe News is now available on line and I found some interesting information about a village I am working in from the clips. This included information, from 1951, about Roman archaeological digs in the area and film footage of two bridges before restoration in the 1960's.
- Please explain what ethnicity or disability has to do with this survey.
- Postcode given is home. Work is GU21. Would like work access link through SCC S-Net service. Could be source as well as user of info in work capacity.
- Sounds interesting
- Surrey has a wealth of Historic sites, not all of which are actively promoted.
- Teacher
- The SMR leaflet was not attached so I have no idea what it is about and unsure if I would be interested or not in accessing the website.
- There are so many questionnaires, I only spend time on ones I'm very interested in
- This appears to be a valuable service and should be publicised more.
- this could be of use to students at the university doing local studies or history and archaeology based studies.
- This information would be a useful online resource for the District Councils as well - how about a layer on the Surrey Intranet Map Service
- This screen can't be maximised, it makes it difficult for the respondent
- Whilst SMR is not particularly interesting for me, I can see it is really worthwhile and would be interesting to a lot of people.

## **10.16: Surrey History Centre SMR non users focus group topic guide.**

- **What other Cartographic Technology have you used?**  
Eg."Multi map, Street guides, Get Mappy" Ordnance survey Maps.
- **How comfortable are you with surfing the NET and using different search engines?**  
On- line searches as opposed to search in a library or a counties record office.  
  
Digital imagery as opposed to hard copy of maps  
  
Are you aware of the speeds of your computers and what type of internet provision do you have?
- **Cartographic Layering, are you aware of this technology?**
- **Would you be interested in using this technology if it was available through the Surrey SMR**  
Were you aware that Surrey had tithe maps, OS maps, aerial photographs etc?
- **What other uses can you think of that this facility could be used for?**
- **Would you think this technology is likely to be used more for commercial use or for personal interests/studies or amateur interest groups?**
- **How would you like to use this technology?**  
Personal Use  
Commercial/Business Uses Parish Surveys/Planning  
Equipment at Surrey to print out big maps etc.
- **Would you like to be able to feed back information into the HER?**  
Red-lining/scribbling on the screen  
What format would you then like the information in?
- **How do you think these facilities should be paid for?**  
Private/personal non commercial use and Commercial Use  
Levels of service
- **Other Services provided from Surrey SMR**  
Lecture series, excavations, things found, leaflets that provide history along walks etc.

## **10.17: Surrey History Centre SMR Exploring Surrey Past focus group topic guide.**

### About the Site and its Users

1. Show existing on-line SMR screens and ask which are most/least appealing, which are easier to use and understand. Make print-outs of pivotal screens to hand out. Get participants to rank them in order. Also show how sites work on line.
2. Would your users expect your data to be on Exploring Surrey's Past? Would you want your data to be there?
3. What do you want your current / potential users to do with Exploring Surrey's Past?
4. What potential barriers can you see for your users? How could we address those?
5. What support would your users need - direct training by you? Direct training by someone else? Web based training? Leaflets? Other means?
6. Would you want your users to give you information through the website? What format would you like that information in? Should we encourage people to submit oral history and sources, such as photographs, which can then be used on the site and added to the SMR resource?
7. What information should each Exploring Surrey's Past record contain, e.g. period, sources and other obvious categories, but what about links to relevant other websites? NB do we need links from records to special events as well (or just include as an option).
8. How important are maps? What other Cartographic Technology have you used? Cartographic Layering, are you aware of this technology? Would you be interested in using this technology if it was available through Exploring Surrey's Past? Were you aware that Surrey had tithe maps, OS maps, aerial photographs etc?
9. What sort of other resources should we put on-line? How detailed and in-depth should this be (see other SMRs examples NY state and BBC websites for map-based games, essays, PDF versions of 'grey literature' which is held in the SMR (possibly a nominal charge for downloading articles, as per electronic journals).
10. What benefits for your organization do you see in Exploring Surrey's Past?
11. How do you envisage you would submit information to Exploring Surrey's Past?

### Outreach and promotion

12. How can the SMR and other heritage organizations reach out to Surrey communities more and become more widely used
13. What sort of subjects should we focus on? E.g. archaeology by borough, specific types of monument (e.g. castles, Norman

- churches), important historical personalities from Surrey, local history, subjects with more relevance to local groups/communities?
14. Do you have any projects/ work which you would like to link into the resource (e.g. as web page links or within the 'Exploring Surrey's Past' website).
  15. The SMR record is currently a 'skeleton' resource (that is, it holds an index is where more information can be found about a site, rather than holding that information itself). Would your group be interested/willing to supply information for leaflets and exhibition displays?

#### Project Development

16. What kind of heritage-related questions do you currently answer? How often?
17. Have you had HLF funding in the past that produced images or information which could be part of Exploring Surrey's Past?
18. Are you planning any projects, which will produce information or images that could be part of Exploring Surrey's Past? Will you be looking for HLF funding for those projects?
19. What evidence do you have of user needs? Of current web usage?
20. How important is Exploring Surrey's Past, compared to other heritage initiatives within your organization / wider world?



## **10.18: Transcription of non user focus group**

### *Surrey Transcriptions Focus*

<i>Comment Number</i>	<i>Person</i>	<i>Topic</i>	<i>Comment</i>
1148 with the internet, so it is no good me saying	1	1	Well, all I was going to say was that I am not really ofay anything about it.....well I have
1149	1	1	one but I have to learn more
1150 geological background, I always get a little bit	2	1	Well, no, I was going to, because I have a training Suspicious, I mean you did mention
1151	2	1	geology, how good is it?
1152 information are the ones that have been copied	3	1	basically, the only records that contain the geological Straight across from the OS
1153 we are not sure if the ...	3	1	cards. We haven't been updating them regularly because
1154 very sort of misunderstood, by people who like to	2	1	The trouble is, any specialist will tell you this, geology is use geological maps, they
1155 understand exactly how a geological map is	2	1	think that they have got the answer to everything, but don't made, and it is a very broad
1156 that is exactly what is under the grass at that	2	1	brush, there is no guarantee that you know, 200 meters, point, so you know, there is
1157 has a lot of this available on its website, I	2	1	masses of stuff, doubtless the British Geological Survey suppose, I don't us it, but to get a
1158 monument, you need to go to that site	2	1	really reliable grasp of what is happening underneath your
1159 there has been an excavation, then obviously they	3	1	Yeah, I mean on the database, I think it is a case of, if would know what kind of, you

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1160	3	1	know, if it was sandy soil, acidic ....
1161	2	1	Well, no, it's not that simple, because you get thin superficial deposits of all sorts of stuff in the wrong place...
1162	3	1	Yeah, I think what it is, its more to do with how it would of effected what remains were actually in that layer, I think that is how we record it
1163	3	1	record it
1164	2	1	Oh yeah, the archaeological content
1165	3	1	Yes, more than the actual geology that's, you know
1166	4	1	In very simple terms on websites, I mean, the one here, the Surrey history centre, is very user friendly, very easy to get round, but
1167	4	1	yesterday I was using the UK data archives one and you can go round in circles on that, I know you have got to get in through
1168	4	1	Athena but even so you still seem to ... you can find yourself back where you started very easily and not actually opened what you,
1169	4	1	the document that you want to open, you know, so they do vary terribly.
1170	5	1	I think the homepage, I think you have got to start with the homepage, and deciding really what sort of links, however you want to
1171	5	1	present them, you want people to go into. Because my background, of course, is education, I would be thinking of ways of the
1172	5	1	National Curriculum, which children can access not just for research purposes by higher education students, of course graduates
1173	5	1	and so forth, and I think the simplicity, the websites from my experience that work best are when they are simple to use, whether
1174	5	1	they have, like the one, you know that you showed us, the PowerPoint show one, with sort of boxes, or windows or whatever you

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1175	5	1	want to call them, there is a list of links, and the easy sort into the site that you want
of linking that links from the homepage, going			
1176	5	1	to go and coming out again ..... And a general search, monument or geographical site
where you can put whatever the name of the			
1177	5	1	and see what comes up
1178	4	1	Yes, I mean, yes, you have got to be able to do a specific information about, a location
search, something that you have got a bit of			
1179	4	1	or a type of monument, but then you also want to be able think
to browse, you need a browse facility as well, I			
1180	7	1	I think that if you are talking about things like schools it homepage, from the homepage
helps to have it in layers going back from the			
1181	7	1	you go into rooms that are quite big and quite general that make your way further
tell you what things are and the idea is that you			
1182	7	1	down the corridors till you get to some of the very technical researchers, historians or post
information, which only, you know,			
1183	7	1	graduates are going to want. I think the danger with the too good so it takes the
search on some of these is they make the search			
1184	7	1	user immediately to information that they can't understand, and gives a negative impression of the site.
1185	2	1	You are almost needing, you get the preliminary on, but you also need to
information, do you want to go further? Press, then you go			
1186	2	1	to do, certainly you may do an ironage topic, but you may to what goes on from
want to do the linear topic for a particular site as			
1187	2	1	Mesolithic, Neolithic onwards, 2 directions, you must have attraction here would be able
both directions available and possibly the			
1188	2	1	to generate overlays for a limited area, you know, the data GIS, but it comes up with
is there, you don't need to have it on the main			

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1189	2	1	for the sophisticated ones some indication of what is thought to be there, but not positive on it, there is this sort of grey area where
1190	2	1	things are observed, they are not good enough yet for the main SMR, but you need to know there has been an observed when you
1191	2	1	are looking, you know, that was the hump in the road at Birtham, you know, you drive that at night and you see it
1192	7	1	deduced from the fact that the hedge goes wobbly, There are all sorts of things like deer parks which are but aren't necessarily
1193	7	1	constituted as ....
1194	2	1	Well, it is link the kink in the country boundary on Caesar's camp, which is a deer park
1195	7	1	yes
1196	2	1	it shouldn't be in Surrey, because that is inside Cromwell 100
1197	7	1	That gives us extra funding, if we keep it from the next county
1198	2	1	published after a due gap But that was excavated in the 80's I think and was
1199	8	1	computer buff, but I found the sites extremely In a negative sense, I am afraid I am again not a very good frustrating because, say for
1200	8	1	specific thing, I get the feeling that the Ashmoleum instance I want to visit the Ashmoleum and look at some doesn't want me to know
1201	8	1	that I wont go there and therefore, I find it terribly too much about the contents of the Ashmoleum for fear frustrating. I may get a
1202	8	1	but then when I want to home in on something, superficial view of the rooms and what might be in them, they become extremely
1203	8	1	don't have any specialist knowledge coy, now it may be my lack of prowess of using it because I

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			necessarily and its more a man
1204	8	1	in the street wanting to access that particular source, so I am afraid this is the sort of thing that helps me, those you see, these are
1205	8	1	the things I go to because I mean, there is a peg, then, alright, I may have to exasperate somebody in that particular section of a
1206	8	1	museum to tease out what I want to know, but that is stone, I am told that it is stoneage by my children
1207	7	1	Has anyone had a look at cornucopia? There is a museum website, which used to be duff and then they upgraded it but that is the
1208	7	1	nearest to something that tells you what is in the atomallia, I think they must have bridged them or something as that is quite
1209	7	1	detailed in what is in there
1210	8	1	right
1211	7	1	Part of the problem is the sheer quantity of what needs to get on isn't it? And really, somebody organising it needs to think carefully
1212	7	1	about how much do you need as a preliminary thing, yes, just to picture the shape and the size is possibly enough for a lot of
1213	7	1	people because you do actually have to look at the thing or know whether there are finely detailed pictures of the cutting edge and
1214	7	1	things like that, if its been done, so there are many layers, trying to get to what is the most....
1215	2	1	My perception is that there is a lot of good stuff available on the web, quite a lot of it you can't access unless you pay for it, you
1216	2	1	might as well fork out the train fare or whatever and go up the British library anyway and lots of stuff, most stuff is not on the web
1217	2	1	so sometimes there is no alternative than actually going and looking at the primary sources

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1218	7	1	It's almost as if you want an index of what is in your primary source, rather than you know, I few type pictures and then an index
1219	8	1	Can you have a search facility within a website? Would this have one?
1220	8	2	I think from a Parish point of view, may main interest is landscape, obviously, this is very relevant, I did ask David Burgh some 2 or
1221	8	2	3 years ago how do I look at the SMR and he said well I suppose you would have to come to my office, and I got the impression
1222	8	2	that he was not very keen for me to go there, but obviously it has changed a bit now but I mean, I know at the moment a site and I
1223	8	2	am not sure if it is on the redbull or not and if it is I would like to see what's there because it is possible that I might be able to add
1224	8	2	to the stuff that you have got from local knowledge.
1225	7	2	I think, I mean I am coming from (cannot understand what is said) , so I am sort of going to end up putting things in as well as taking
1226	7	2	them out, but from both points of view, the interest seems to be in, sort of structured local archaeology, structured landscape
1227	7	2	archaeology searches so that you can pull out hill forts and you can pull out status and you can pull out roman villas, I think looking
1228	7	2	at the selection that we have got here, something that is quite important that isn't there at the moment is photos. One of the nicer
1229	7	2	sites I saw in that respect was and quite searchable was when they did images of England, and they put in all the listed, well you
1230	7	2	know there were people wondering round taking photos of them still, but they put in all the listed buildings in the country, or will do
1231	7	2	and they dropped the picture in, and they drop in the text from the old green backs which you used to have to go and photocopy at

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1232	7	2	great expense, and it is a very readable text, so I think people can get in fairly
what I would like to see here is something where			
1233	7	2	quickly to lists of sites and then move to descriptions too much technical
without feeling that they are being bludgeoned with			
1234	7	2	detail, but also being bludgeoned by too much structure, of structure from what were
because I think some of these are inheriting a lot			
1235	7	2	originally reports like the one that we saw up there, which just sit down and read.
hasn't been reduced to something that you can			
1236	2	2	Are listed buildings (can't understand)
1237	3	2	No they are no at the moment, there was a project with it hasn't come to fruition
English heritage to provide SMRs with the data but			
1238	3	2	but we are hoping to put them on in the near future.
1239	5	2	Again, coming back to my background, I am looking at it to children, I would say at the
be used for educational purposes, for school			
1240	5	2	moment, I have covered all ages, right now, I am key stage way through the curriculum
2 to key stage 3, so really looking all the right			
1241	5	2	key stage 1 up to A level work really, and on that you would this from schools, and may
probably need to have some involvement in			
1242	5	2	be that could be set up as a project with all the local with the curriculum side
schools and teachers in helping to create those links			
1243	5	2	of the schools
1244	2	2	Checking ancient monument boundaries, are they...the various aspects of Reigate
reason I ask is that I have been concerned with			
1245	2	2	in recent years, and Tennant hall was most anxious to find ancient monument
show this wonderful GIS system and I said 'can you			
1246	2	2	boundaries?' and they said 'bound to, we have got drains, and bus stops and all sorts of things', but they
and bus stops and all sorts of things', but they			

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			are not there and some
1247	2	2	local authorities do not know where ancient monument boundaries are which is appalling. I am particularly interested in this because
1248	2	2	during the last year I have actually been more or less responsible for (can't understand) in the county, and I think what local
1249	2	2	Heritage is exactly where the boundaries, well how do authorities have not bothered to find out from English they determine planning
1250	2	2	they will admit, a lot of their own data is very applications if they don't know where the thing starts. As poor, but they are improving
1251	2	2	certainly like to see Sheffield entry boundaries put in. with the monuments protection programmes would My main interest as I have
1252	2	2	what I can put in than what can I get out because said from the outset I think is I am here more in terms of I am generating and
1253	2	2	this county, how can I find out what you have turfing up vast amounts of information on specific sites in already got? Because I
1254	2	2	already know. don't want to sit down and send you loads of stuff that you
1255	1	2	like this, just focusing on, loosely the user Well, I am not sure what I would be looking for from a site groups I am representing,
1256	1	2	who are studying local history, I would probably local history society, and post grads at Kingston University be looking more at
1257	1	2	does a list of architectural listed buildings, and I architectural information and of course, my own borough don't know whether that's
1258	1	2	that nearly everybody else is going further back included here in your terms of reference or not, but I think than these 2 groups



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1259	1	2	would be, probably only go back to about 17th century, at the moment, given the study periods and most of the researchers within
1260	1	2	the history society would probably be confined to those periods but if we were to do something like one of the local village studies
1261	1	2	we would then be looking for much deeper and much further back information
1262	6	2	I think that my comments would be rather proprial really because I am on a society, Camberley society, Camberley is going through
1263	6	2	quite an upheaval, there's a lot of people that are terribly disinterested in history in Camberley, who rite it off as a red brick army
1264	6	2	outpost and so I am very, very keen to be able to research the local history and things like the obelisk at Camberley have been, and
1265	6	2	I have to say after the society has chased the borough council quite ruthlessly we now have some actual markers on the site and
1266	6	2	some importance given to the site which it didn't have before, so we felt logically the park obelisk should be called obelisk park but
1267	6	2	the councillors at full committee decided to call it Camberley park, so these are the sorts of things, and any information I can get out
1268	6	2	of sources like this, which adds weight to what I am trying to push forward is more than welcome, so I am really looking for provision
1269	6	2	rather than anything else
1270	9	2	We have a slightly more specialise interest since we are next door neighbours to Camberley, and we have quite an interest in the
1271	9	2	heath land features which are cross boarder, the pottery industry to which the major collection, most of the stuff coming out of
1272	9	2	Hampshire is in Guilford, and we have this strong

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connection, and we are interested in all that has gone on.			Trying to find the right
1273 are cross boarder features and yes, we would	9	2	bits and pieces, so roman roads we are interested in, these like, obviously, a marjory
1274 there, what level of interest, has stuff been found,	9	2	index given against the other things that are said to be and you know, we will
1275 notes in SAS Wiltshire, this line coming up over	9	2	find that the alignments are not what we quite expected as the hogs back
1276 one is actually a different road, because it is	9	2	(Can't understand) but why we can't get that there, but that heading towards the highway
1277 because it does cross at York town there is a	9	2	and it's split, and that is more complicated than you think southern branch that is on
1278 interested in the boarder pottery industry,	9	2	the main line. So we are fascinated by this mixture, we are covering some of the major
1279 that quite often these have quite a lot of	9	2	producing areas and we know from the listed buildings stuff archaeological evidence around
1280 when everything was stripped out, a lot of the sites	9	2	them, unless they were extensively restored in the 20s were stripped, one I did
1281 landscaping around it, so archaeological information was	9	2	investigate recently, that has suffered from major not very forward in that,
1282 are very incredibly interested in grey zone,	9	2	but one, information would like to know for researching, we things reported but not
1283	9	2	confirmed. But this is the more advanced stage
1284 one to pursue, I mean, this thing presumably just	2	2	I think the boarder line boundary one is a rather important cuts off when you get to
1285 no longer in the county but chunks of my	2	2	Hampshire it stops, I'm essentially from Croydon, which is interest are straddled by

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1286	2	2	Croydon, Surrey and Kent.
1287	9	2	I think this is the important this to have a boarder zone where we....a buffer zone, where by arrangement you can borrow the stuff
1288	9	2	from neighbours, and it would say, for further information see Hants web X
1289	2	2	The frustration I have, the way the Ordnance Survey first gives 25-60 sheets, parish by parish and you have just got white paper all
1290	2	2	around the edge
1291	4	2	I feel very inadequate because I have no background in this at all, I am a Parish councillor, and I am interested from our parish
1292	4	2	point of view. I am just an interested bystander, I would like to have records, parish records, so that we could perhaps publish it
1293	4	2	for members of our parish, so that they would know where to look to find out about their own particular back yard.
1294	7	2	Can I ask what happens about administrative boundaries? Talking about sites, we have mentioned that thing about having a little
1295	7	2	boundary round it but, administrative boundaries and roads and footpaths and things full of significance, how will they appear?
1296	3	2	You mean actually within the record?
1297	7	2	yes, or on your GIS thing
1298	3	2	That is something that we need to look into further, like I said everything at the moment is just points and it is pretty helpless if you
1299	3	2	are looking for a road, or where a road goes through. We are looking, that is one thing that we would like to build into the well
1300	3	2	artists work and depending on the online resource, we would be showing these things as they are actually laying on the ground as

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1301	3	2	you would see them in an aerial photo, for example if it was a pot mark, or remains of a building, we would like to start recording areas
1302	3	2	but it is one of these things that we need to think about in more detail, it would take a lot of work
1303	2	2	On the question of boundaries, I would say we would like to see where the boundaries have been every time they have been meddled
1304	2	2	with
1305	7	2	Exactly, yes
1306	2	2	There was a major meddling in 1933, where you lost bits and you gained bits. And for interpreting historical records, they are quite
1307	2	2	tiresome to chase all these things down but you have to do it to make sense of what you are reading
1308	9	2	Continuing from Paul's point, one of the things that should be on it is the earliest 6 inch plans with their parish boundaries, because
1309	9	2	these are quite often the originals and they can be banked and ditched and the hundred boundaries can be banked and ditched,
1310	9	2	knowing from working in Hampshire it is assumed that this is Winchester territory, the same that you apply (cant understand) is
1311	9	2	banked and ditched boundaries, so (cant understand) 100 is a banked and ditched boundary, senior parishes are banked and
1312	9	2	ditched, but not very much of the survives in urban areas, but rurally they do show, and if you are lucky with a charter you can trace
1313	9	2	them, a good Saxon charter, it is very traceable. If you find the right starting point, if you don't
1314	8	2	We have a particular problem, because the northern half of the parish is being systematically quarried for various minerals and
1315	8	2	restored in a sort of way but you can not today see very

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much of what was there before, whether Aerial			photographs exist for before
1316	8	2	the quarry I don't know
1317	9	2	Possibly a lot from the 1960s
1318 well. If you are looking for facilities that are an	7	2	Ariel photographs you see is a whole other ball game as overlay for early ordnance
1319 could be brought in or would you have to dig that	7	2	survey. Is there any resource of Aerial photographs that from somewhere else?
1320 studies that we have had but it does take quite a lot	3	2	I know that the council has been working on digitising of resources
1321 aeroplane?	7	2	Are they blanket coverage or are they one man is his
1322 the thing is when it comes to plotting them onto	3	2	They are blanket coverage more or less, but you have to, one of these geographic
1323 and it is actually quite a lot of work involved,	3	2	systems they have to be rectified so that they actually fit, but it is certainly something
1324	3	2	that there is a demand for it, it could possibly you know..
1325 quite useful	9	2	The multi map thing which is free on your computer, I find
1326 photographs on the web, when you start playing with them,	9	3	We certainly find that the publicly available Aerial in contrast, produce a
1327 the web, or maps and that, you want them to	9	3	lot of information, yes, what you want if you are putting it on be the highest quality so
1328 it is just feeding it through the Xerox machine	9	3	that people can play with them and get their copies, even if with the contrast tweaked
1329	9	3	up multiple times, this tells you a lot, this is the roman road

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hunt, it is quite relevant for earth works and all			sorts of things
1330 example, and my impression has been that the	2	3	I have seen copies taken from the web of various maps for original, I mean, they have
1331 got the data from around the edge which is vital,	2	3	either, the originals have been cropped and you have not or they have just left it
1332 well you need to know that if it wasn't published	2	3	off the website, you know, surveyed from 1865 to 1867, until 1874, so that's, I think
1333 maps, essential bit of information are missing.	2	3	that's a problem with some of the maps you get, the historic It is a pretty old map
1334	2	3	but they need to be most depth
1335 a way they have too much on them, so it would	8	4	One of the problems with ordnance survey maps is that in be nice if you could
1336	8	4	take stuff away often, as well as add it on
1337 contours only, initially, it is very good for landscape	2	4	If you do searches don't you don't you get water and
1338 off the Aldershot, Surrey borders, they contain	9	4	Yes, it is also a case of other maps, like the military maps information that is still
1339 ordinary OS map, and when you get to the modern	9	4	very much (can't understand) but will not appear on the ones, nothing is there
1340	9	4	because it is done from Aerial photographs
1341	1	4	Yes please
1342 whether it is a good idea to start trying to	8	4	One question about this though, because this is so good, incorporate it all into one
1343 for having some things on the website we are	8	4	website or whether you should be looking at producing this talking about here but

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1344	8	4	allowing other ones to create themselves in better detail later on. (providing links?) Yes, because we have already talked about
1345	8	4	the listed buildings, where you can either put the listed buildings in, but it sounded as if you would have to do that from scratch, or
1346	8	4	you can simply say here is a link to a site that has pretty much done it for you
1347	3	4	Yes, that is quite a good point actually, because one of the things that we started to think about the project was, well what can we
1348	3	4	incorporate into the database, and things like the listed buildings came up and then, as we go along, we think, well is it worth doing
1349	3	4	that or is it worth linking to it, or do we ask them if we can have all their data, or do we archive
1350	8	4	Also, I think different archives are going to structure their information differently, even if you have got a data template, isn't it true
1351	8	4	the structure behind what you have got here is still a very much local authority one?
1352	3	4	I have been working very hard to improve it, yes
1353	8	4	But whereas people like the mills archive are really based around mills and (can't understand), they don't really, if I remember that
1354	8	4	they are thinking of (can't understand) and rivers rather than counties, so that you reach Aerial photos, are based on the earth's surface
1355	8	4	rather than you know, administrative boundaries
1356	3	4	Yes, I mean, when it comes to things like that it can be, I mean, I am not a very technically minded person, but I know that you can
1357	3	4	get round it by tagging things in specific ways so that they can all be drawn together, which is pretty much how that website works
1358	3	4	so it is possible

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1359	8	4	But if other people are already doing there sites anyway.
1360	7	4	Sorry, do I understand that this is currently available?
1361	8	4	I doesn't exist for Surrey then?
1362	1	4	how much, sorry this is possibly a naive question, but how much involvement is there with the national monument record? (none at the moment) I just wondered as a few year ago I went down on a day course down to Swindon, down there,
1363	1	4	and just, you know, they were showing, not this, not as sophisticated as this, but photographs, and I just
1364	1	4	wondered
1365	1	4	wondered
1366	2	4	I am terribly concerned that vast swathes of cash are rushing into electronic manufacture of records and this type of clever sort of
1367	2	4	stuff but the primary source of material in the libraries is at yesterday and I understand
1368	2	4	that it is at risk of being shut down and sold off. Because I think the imperial college demand an economic rental or something for
1369	2	4	the third floor of their building
1370	5	4	This is a way increases the use enormously, because they are children, people who would never set a foot in those offices
1371	2	4	I am not arguing with the use, I am just saying I am very concerned about the safety of the primary materials
1372	2	4	The money for the preservation of that primary material is getting increasingly difficult to find. There are people, I am certain, that at
1373	2	4	time either microfilm things or they stick it on the web and then they dump the original



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1374 (can't understand) return, when you see the	6	4	Yes, a very beautiful nasty is the microfiche version of the size of the original print you
1375 very much happen on the microfiche, I do happen	6	4	realise that and handled it, you realise that accidents can to be able to get hold of
1376 them (can't understand) for England and Wales	6	4	generate, photocopies of the 1816 printing, but if you want
1377 whether they are clever enough to do it I don't know,	6	5	Developers looking for blank territory, minimising risk, but of course a blank
1378	6	5	territory is also the area they will want to know
1379	2	5	There are jolly good reasons why it is blank
1380	1	5	yes
1381 although I don't think that it is on the website, the	2	5	I have put an awful lot of data into the public domain, DOE a few years ago did a
1382 amazed how many mines, underground work,	2	5	nation wide survey of mining and stability, and you may be there are just in Surrey,
1383 exception of the outer Hebrides that doesn't	2	5	there is no county in the British isles, I think maybe with the have at least one mine.
1384	7	5	No, they have got a mine
1385 time, so one has popped up since. That is all	2	5	Have they? Well, this is what the DOE report said at the published and a wildly
1386 mean, or hard up to fork out and buy the south	2	5	expensive read, Surrey county council said they were too eastern volumes, too
1387 infringing their copyright to copy the stuff off to	2	5	much for £50 quid, I said that I have got one and I am not you
1388 developers element, because you do get incidences,	8	5	(talked about bombs)But that comes back to the where we have had to produce

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1389	8	5	evidence that it had a big crack going down the wall not because it was on (can't understand) clay but because a bomb hit it
1390	6	5	The other sort of substances building close to the boundaries or on a ditch. It is probably worth have list of buried pipelines on it and
1391	6	5	colour them, there, yes, Aerial photographs
1392	2	5	Advertising information like that is potentially a security risk, you know, you are letting people know exactly the right places to you
1393	2	5	know, a network of fuel pipelines connected to Gatwick airport
1394	8	5	Yes, as they are so old, that is now almost historic in their own right, it is over 50 years old
1395	7	5	If you are talking about pipelines, there is one in Epsom that you could blow up, the old Pluto one
1396	8	5	yes, but that is something that should be listed, which could well be on it
1397	7	5	Another element with this sort of thing, you know, there is a difference between providing research information where if there is an
1398	7	5	error in it, it doesn't matter particularly because researchers will send you a polite note saying 'it wasn't there, it was in the next
1399	7	5	field', but if people are actually going to make sort of, security or money conscious decisions here, you know...
1400	6	5	Well, it is almost a warning that you should look for buried features in this territory
1401	7	5	I think that you have got to say, you know, this information is being provided to you, but you have to confirm
1402	6	5	You see, a major 17th century house could well have a big drainage problem, quite a small Jacobean house has a culvert into which
1403	6	5	you can insert ones head and shoulder, and that is quite a

depth, it is about 6 foot

	1404	8	5	There are a lot of wells
	1405	6	5	And some of them are actually storage chambers, rather than a well, because you can have one of these elaborate water supplies
the drain	1406	6	5	from the roof, feeding in, the surplus then goes off down
	1407	2	5	There is a massive database of wells well (can't understand) by the British geological survey, clearly there are thousands and thousands
heard of	1408	2	5	of little one cottage dwellers that no one will ever have
deep ones	1409	6	5	Yes, the sort of surface well and then there are the really
What are we talking about?	1410	5	6	(games) For educational value or entertainment value?
Quite a lot of places have started putting a	1411	7	6	I mean, have you seen any in museums or whatever? computer box with games in
	1412	1	6	Yes, BBCi have got some sites a bit like that
up states and things, it works on a similar	1413	3	6	Yes, the one with the recent election results and it bought
	1414	1	6	Well, it depends how much money it has got
friendly	1415	9	6	This looks like an example of a website that is not user
host to a Chinese chap from china and he said	1416	8	6	The Chinese government website is quite user friendly...a that it is worth looking at
and it is actually very clear, the site is user	1417	8	6	and I did but you end up, because it goes through the town friendly. It ends in chinagov

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1418	8	6	something. You can wonder into it through google
1419	6	6	Not as we are looking at it at the moment
1420	5	6	No I can't say that it's...
1421	8	6	Parish...because you can then go into the various histories of it and....
1422	7	6	I can't help wondering if it is the sort of thing which it is easy to get wrong, because, the last one of these I was looking at, I was in
1423	7	6	Norwich, and they have got a very electronic, they have got museums and things as well but they have got a kind of visitor centre
1424	7	6	and there new library, and it was one of those ones, you know, you had a lad on a skateboard who you directed to go off and find
1425	7	6	things, and you know, you could spend about 10 mins, in fact, I spent longer than the kids, trying to get him to go places and in the
1426	7	6	end you had gathered very little information but you could see that they had had a good time designing it, you know, that was all, it
1427	7	6	was like the designers knew how to produce nice graphics and searches and everything but the actual historical content that was
1428	7	6	coming up was very little
1429	5	6	I was going to say that I can't think that it is a priority in phase one where you are still developing it. I think that no people go to look
1430	5	6	at the site just because there is a game, I think, and also, as far as those interactive games are concerned, I think that it is a
1431	5	6	separate development, we are looking at maybe independent learning, which is something else, of greater value because just
1432	5	6	finding it, you know, looking for it or can I find that particular place, there is really little educational value in it and probably enormous

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1433	5	6	expense to set it up, so I think
1434 timber framed house, make sense, because	7	6	Some subjects lends itself to games, I mean build you own you have to actually think
1435 places themselves, finding things at a place are...	7	6	that makes you think about all the little things, yes, but
1436 interactive learning	5	6	Maybe a link to a BBC site that already deals with
1437 equal to taking the kids there and standing there	6	6	And as a retired teacher I would say that there is nothing beside it and explaining
1438 screens	6	6	it all, you know, it is far better than all this stuff on the
1439 just a couple of weeks ago, and they have	9	6	I can give you one hopeful ray on that, I was in Cirencester, just re-opened their museum
1440 on walls instead of having them on floors and	9	6	after 3 years major facelift in which they have put mosaics things like that, and though
1441 I thought was really dumbing down on a lot of	9	6	I would take difference about the interactive material which things, there were, while we
1442 much, I don't know how they are organising it, but	9	6	were there, at least 6 schools pass through, so it is very there were school parties
1443 and the whole thing was working very, very well	9	6	coming through and quite co-ordinated and kept together,
1444 now is accessible to most class rooms in	5	6	I think at the same time we must not forget that technology Surrey schools, because
1445 interactive whiteboards in every class room, it's just,	5	6	they are interactive whiteboards, some schools have I think, publicising what
1446 developing it, I think is the key issue here.	5	6	you have got and involving the schools in the partnership in Because teachers are not

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1447	5	6	aware, I mean I don't happen to be a geography, no a history teacher, but I can see that there is proof that they could link in with
1448	5	6	whatever they do, to something that is local. And then they could take the kids and visit the site, I mean, you could have enormous
1449	5	6	educational value in it....I think that involving the schools and the teachers in the projects, so they're aware of it will be a success
1450	6	6	Something I got publicity about was the adopt a monument scheme, have you ever come across that? You find a lonely stone in a
1451	6	6	field or something and you pursued a school to adopt it and then they do, they do class room work about it, and go round and scrub
1452	6	6	the lichen off it or whatever
1453	2	6	Well, the lichen are a very important resource in itself
1454	6	6	I digress, I am probably thinking of tomb stones, but what, English heritage run the scheme, and the thing about this is that you
1455	6	6	could, that is something that you could put in on here, at a small expense, and then you could actually say, does your school want
1456	6	6	to adopt? It doesn't have to be archaeological, it could be an SMR or a medieval structure or something as long as it is some kind
1457	6	6	of a listing
1458	5	6	I still think that the best way of gaining publicity, involving schools, is the old fashioned competition. Organising competitions, either
1459	5	6	from a making contributions as to how it can be used and they come up with the ideas
1460	6	6	But if you did that say once a year, sort of sending your Christmas card with a monument on it, you could advertise that couldn't

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1461	6	6	you?
1462 it, anything.....but what we are doing today	5	6	Whatever, what you would like to see, how you would use and discussing it, you
1463 at the schools and the kids would probably be	5	6	could set a few competitions aimed at different age groups, best to tell you what they
1464	5	6	want as far as the educational content is concerned
1465 Commercial will use it, I suppose you can try a stinger if	8	7	I think that it is personal more than commercial. you can, but most people
1466	8	7	will go into it personally.
1467 potential revenue?	7	7	Are you asking the question from the point of view for
1468 invariably downloadable aren't they? Can you	9	7	I think that one of the problems with these sites is they are prevent anyone down
1469	9	7	loading from them? (whole thing?) The screen?
1470 on, because it would be put on in a different format	3	7	No, I mean, the thing is with the SMR data would be put to what it's held in the
1471 descriptions and photos as long as there is no	3	7	office we wouldn't mind so much people downloading copyright associated with the
1472 watermark them, so that you can print them but	3	7	photo. When it comes to maps, a lot of the existing sites you get a crest, or what
1473	3	7	ever, of the county council
1474 Not thinking of commercial as in publishing it, but	9	7	does that prevent someone making commercial use of it? if they were looking at
1475 the you know, like the property developers and	9	7	information, unless the watermark happens to sit on top of these type of people who

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1476	9	7	have got stacks of money, probably not keen to spend it if they can get it for free
1477	3	7	I think that most of these sites do have a disclaimer on them, and say that this information isn't suitable for planning purposes, you
1478	3	7	know, please contact us on so and so, and the way the data is presented I think you probably could download a lot but if you
1479	3	7	were a consultant doing a report your client wouldn't be very happy with the information that you would get from this kind of site, I
1480	3	7	don't think it would satisfy council planners, but other than that, I am sure that there are ways that things can be built in, but that
1481	3	7	would be something that the company developing the resource would have information on
1482	8	7	Only a very tricky company would have the flat screen, and a well maintained large field camera sitting at it, but whether they are
1483	8	7	up to it
1484	3	7	I think it would be cheaper and quicker for them to come to us
1485	8	7	Yes, it would be cheaper and quicker because they haven't got to keep the expert skill in there, it is more likely that the ammeter
1486	8	7	would do this
1487	5	7	You could build in different levels of accessibility, for example, from my experience of using various educational sites you can
1488	5	7	download or access so much information, but when you want particular, lets say curricular, lesson plans or maybe bits of work on
1489	5	7	particular literary works you need to pay a membership fee, and I think that could be a way of looking at it, you allow the general



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1490	5	7	public, whoever they are the general access, but up to a certain level, and then more specific information
1491	7	7	It's frustrating though, I think that sites where you half pay and you half don't can sometimes be more annoying than sites where you pay, but you are talking about disclaimers, and sort of, purposes or for legal
1492	7	7	you can't trust anything for sort of practical purposes even, with birth certificates, is it not that you can pay to get the certified
1493	7	7	get the information as it were, but you have to pay to get the certified copy? Is that worth doing? In the sense that you can stick it up saying this is a map of Surrey and actually put a couple of bombs
1494	7	7	in at random, and say if you want to genuine actionable field land and there is no
1495	7	7	statement from an officer saying, this is green archaeology on it that we know about then you will have to pay for it.
1496	7	7	archaeology on it that we know about then you will have to pay for it.
1497	1	7	Like the 1901 census, where you can get a bit of information, but if you are actually looking for a hard copy then you have got to pay
1498	1	7	for it
1499	7	7	if a company is going to pay for planning application and potentially going to have to pay to have it queried, is probably going to be
1500	7	7	quite happy to pay to have a certificate
1501	6	7	As a provision, as far as it is known at the moment.
1502	7	7	Yes, you know, if you find a roman villa, phone us up and tell us
1503	2	8	Yes, but on paper, or on a disk, not via some..
1504	6	8	Probably, will be feeding back, cross reference, things that have already been fed in, boundary work, which is boarder work and the

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1505	6	8	research on the roman roads even if it is in Hampshire, it is related to what crosses the boarder into Surrey	so you know these are
1506	6	8	in but whether he has actually incorporated it	cross boarder material, and I think this is actually being fed yet. You know, it is this
1507	6	8	are quite important, because for Farnborough	sort of mixture there and thinking of the maps, sales maps they are all little pockets
1508	6	8	attached to that site which may be of use when you	scattered around Frimley (cant understand) which are are working on that side
1509	6	8	that one needs of the boarder zone.	of the railway, so this goes back to the cross reference bit
1510	6	8	they would be quite happy I think to, for you to go	Well, those maps are in the Hampshire record office and and have copies of it, I
1511	6	8	information that is quite important to us,	know that we have copies of it and it is really pre the 1860s because you do get caught
1512	6	8	the other thing that should be on the list is (cant	with un-built railways and things like that, Because that is understand) is just that,
1513	6	8	between SMR and that but you never know quite	part of the archive material, which I know it sort of falls how much engineering
1514	6	8		work has been going on.
1515	8	8		Is it is site if it never happened?
1516	6	8	do something and then nothing happens	Well, in some cases nothing happened, some cases they
1517	2	8		And the plans themselves are never the less useful
1518	6	8		yes the plans themselves
1519	2	8		Even if the railway never happened

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1520	6	8	It is, your only large scale detailed maps for the area, ought to be quite a good map
admittedly this is primary 19th century, so that			
1521	6	8	and worth looking at
1522	2	8	As you have gathered, a lot of my information (cant understand) , I think one of the useful functions I do
1523	2	8	is tracking down all sorts of very useful, and interesting local information, from the sort of sources that people don't think about, I am thinking of mineral stats
1524	2	8	for (cant understand) from 1858 and very little is known and I have quite strong links with the railway history, I am always feeding
1525	2	8	them bits of stuff about railways, found in the geological literature, and 19th century geological literature of which there are tones
1526	2	8	of it, it is full of amazing material.
1527	8	8	And also it is a source that I think should be looked at more carefully, is some of the first references to some of the potential
1528	8	8	archaeological finds which may have been missed if they hadn't been
1529	2	8	it is very blurred between archaeology and geology
1530	8	8	it is like, and where was roman Guilford? Is it under, no, is out.
1531	7	8	There are 2 sorts of new reference, I mean there is new stuff that is found tomorrow, somebody comes in with a coin or whatever and
1532	7	8	says you know, and there is new old information
1533	9	8	Yes, because some things such as deeds, things like that get into those
1534	2	8	All of those that exist are pretty bad as they are done in a rush to meet the deadline, some are appalling, full of errors

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1535	7	8	What is the issue then about the quality of information? a note in, you are as
Because at the end of the day if somebody sends			
1536	7	8	good as the person who has sent it
1537	9	8	I think history and archaeology, I think people are going to when you come to giving
have a good idea that something was found but			
1538	9	8	the right period or whatever
1539	7	8	What about putting in changes to the existing information? in for which there is a site
Well, you have got lots of sites with references			
1540	7	8	history isn't there? Sort of, it was reported, and then found it is dead but I can`
someone toddled along in 1960 and said the bloke who			
1541	7	8	still see the earth work, and then there is usually a note then. There is a sort of,
from 1980 saying haven't had any changes since			
1542	7	8	almost like history of entry on a lot of these sites
1543	3	8	Yes, that is one thing, we have actually updated the you could actually put it
database to include the recorder information so that			
1544	3	8	in chronologically and see what was happening in update it, and provide
1920/1930, but yeah, we are always looking for people to			
1545	3	8	information, it is something that we ask for. For example, but we say, if you find
researcher ask us for specific type information,			
1546	3	8	anything then please tell us
1547	7	8	Are your updates tagged onto the end of the story, rubbish?
including an update that says reference 1 is actually			
1548	3	8	yes
1549	7	8	yes, so that you read your way down the whole thing, profitably do, if this is going
because a lot of what local societies could I think			

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1550	7	8	to be sort of flagged up, is go back over, you know the existing, you know, it is alright for me as I have got a small area, but I look
1551	7	8	at it, and I think, oh that is so and so and so and so, and I know what happened to it, or indeed in some cases, you know that site
1552	7	8	is not accurately described, I can feed in a bit more
1553	8	8	Yes, there is a strong case for encouraging local scientists to do the cross check on that as we have done a certain amount for
1554	8	8	the Hampshire one, over certain areas
1555	7	8	Also, I think in the highest belief that the local societies like doing historical work for free
1556	8	8	Coming back to talking about oral histories and so on, you presumably have a boundary position against this institution here that
1557	8	8	collects that sort of material, there is no point in duplicating the whole thing
1558	4	8	this might be a point of interest, I know that some SMRs have started thinking about creating records for kind of folk history and
1559	4	8	ghost stories and you know, goodness knows what, you know, as a way of expanding into local history
1560	7	8	I think we have always regarded it as a sub function of the planning department, multiple occupancies
1561	6	8	My perception of history teaching is that there is much more emphasis now on the process than on the content, assessing the
1562	6	8	value of primary and secondary resources and that sort of thing, that is the key thing, the content is the irrelevant local... and the
1563	6	8	trouble I think with this is once it is up there, it is like, I read it in a book so it must be true, and I think we are one step back from

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1564	6	8	weighing up, and even children, a school trip that I have been invited on consider what is the worth of that piece of evidence, what's
1565	6	8	the worth of that piece of evidence and who wrote or said that and why did they write or say it.
1566	7	8	So in a way, the more that you put in, even if you start putting ghosts in, it gives them something to weigh up, I mean they can either
1567	7	8	say it is nonsense or it isn't
1568	9	8	I would rather have this thing on gold standard, we know that what is in there is pretty reliable
1569	7	8	But then you have so much in already, he said diplomatically, which is based on what somebody said to (cant understand)
1570	1	9	You could have very short teachings to show you how to actually access it, I am quite happy to try and do it but you could just do
1571	1	9	one thing wrong and be terribly frustrated, if somebody could just sit there and tell you exactly what to do
1572	6	9	I think that as far as dissemination is concerned, certainly, and perhaps we are a minority on computing, I think that if you were to
1573	6	9	produce things say, on video or DVD which could be borrowed from a library, like a library book, so we could, you know, we would
1574	6	9	have a browser and a list of things like forts in Surrey, or windmills, or whatever, now, we might not be grabbed by that but if we see
1575	6	9	that we can feed it into a piece of equipment and sit like this, and alright, we might be brain dead while we are watching it, but at
1576	6	9	least it is giving us some idea of another dimension. I think that that level could be very useful
1577	8	9	I saw a thing which came out of somewhere is Sussex about the Shoreham airport, how you could use, I don't know where it was the

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1578	8	9	sites and monuments records or just local library thing, how you can find out about Shoreham airport and it went through the kind
1579	8	9	of technique used, I found that quite interesting. It told you all of the documents that could be found in the depository I think it was
1580	8	9	probably the records office, and I think in external sources as well, not simply the library that was publishing it. But it was a case
1581	8	9	history of one particular thing, which in a way, as it was so concentrated made you realise what could be done
1582	5	9	I have been on the sort of educational front, but I also see this as a big area links to a big drive in education now and that's for more
1583	5	9	able students and then link with some schools run by Warwick university where the academy for (cant understand) education is
1584	5	9	based, then you have got MACE, another organisation for gifted children in education and local initiatives like Kingston explorers
1585	5	9	which runs various Saturday clubs. So there are already things happening and then there are the bigger school initiatives and schools
1586	5	9	have had answers to money for developing those initiatives, but it is just what do you do and where do you go? And there is always
1587	5	9	lack of place because nobody knows (cant understand)
1588	5	9	Yes, but it is linking the 2, the schools don't know that this exists and how they could get involved (cant understand)
1589	7	9	(cant understand) If you can find an opener, like the young archaeologists, Guilford, you know would take over a whole field
1590	7	9	and be around doing roman things, you get more of a target audience then, because you can interact, it is worth turning up as then
1591	7	9	you can tell them. Because I don't know if something like that would work well unless somebody was there, sort of guiding

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1592	7	9	people through and saying, oh look, what are you interested in? Which could be any of a hundred things, we can find it for you.
1593	5	9	I think it would promote for example local history week, we have a reading week, a something else week, why not have a local
1594	5	9	history week? Where schools can get involved and find out what is available?
1595	1	9	We have it in May
1596	7	9	We have it in May, and then there is something up in the guildhall, and that, they will take Surrey, and anyway, there is so much
1597	7	9	Surrey, London overlap anyway
1598	1	9	We have, I will try and express what it is, at the guildhall, I think it must be in November, and it is a coming together of a lot, of
1599	1	9	fairly high powered actually, a lot of them, local history societies, it is a local history fair, I think that is what it calls itself and it
1600	1	9	is a day long thing (promote?) They do, they do, and they have all their publications and so then you could have a stall there
1601	7	9	And it is very multi disciplinary,
1602	8	9	Before we go, could you tell us to what degree we can access the thing at the moment?
1603	3	9	Well, you are welcome to book an appointment with me to come in and view the SMR, or you can actually give me a phone call
1604	3	9	or drop me an email and ask for some information, and I can send it in the post, or if you have got access to email I can email it
1605	3	9	across to you
1606	8	9	But nothing exists on the web at the moment?
1607	3	9	No nothing, I have got some web pages on the county



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council website, and you can download and enquiry			form and our guidelines
1608 other than...but no there is no actual	3	9	for users, which gives all the usual information for anything information on the web
1609	8	9	And you office is county hall?
1610 other counties did, county atlas' that are very good	6	9	Sussex and Kent, Kent recently published, and several and they map everything
1611 could quite easily put it online	6	9	but that's on paper, presumably (cant understand) they
1612 menu on the left apply only to the sites and	9	9	So this is a sub page in the county council? And does the monuments record?
1613 the nail on the head	1	1	User friendly is all important thing, it really is, that's hitting
1614 the BBC websites, the education, the learning	2	1	Thinking from a child's perspective now, in primary schools, one, that is very
1615	2	1	accessible for adults and children
1616	3	1	Yes BBC history
1617	1	1	Yes, they have improved a lot over the last few months
1618	3	1	They have,
1619 one, it was pretty ropy to start with, but within a	1	1	Haven't they? When they started the people at war, that few weeks they had
1620	1	1	worked it up to a very useful site
1621	2	1	Yes
1622	1	1	We are getting there, yes

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1623	2	1	I always find good advice on that is that if the children can use it, from say 10 upwards, then they can teach the adults, and they are
1624	2	1	the best teachers at that
1625	1	1	Yes
1626	2	2	Historical period, would probably be where we would most want to start looking at it from a primary school perspective
1627	1	2	Yes, yes
1628	2	2	And personally that is probably where I would want to look at it as well
1629	1	2	Yes, we did a thing for our local schools, starting about 1602, but getting them to visualise that things were like, so yes, we virtually
1630	1	2	a timeline basis seemed to work
1631	5	2	Well I have both been local historian, one always starts with the place, obviously beyond that you have got your inter-subjects and
1632	5	2	periods and all sorts of things, I mean I wear several hats, and many of these hats ask for various things to do, I mean, I have been
1633	5	2	database, the best I know is Surrey, catalogue of here, I think that it is user friendly at a certain level, but not to be touched by the
1634	5	2	unwary. And you do have to have quite a good shot at it to get the best out of it, but it is all there is you know where to look, but I
1635	5	2	think all there if you know where to look is not quite good enough. But you know, sorry, it is marvellous to have so much on. I have
1636	5	2	been playing with the DOB one too, because I have wrote them 2 small articles I get free use and I have been tapping away. Literally

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1637	5	2	Oxford Dictionary National Biography you know, is on a huge scale but because you can search on any word you like you can get
1638	5	2	800 references for Woking, most of them are people that have died there actually, but you know, it is marvellous to find all these
1639	5	2	things like that without too much effort
1640	6	2	Well, you have got 4 items there and it depends on the question that you are asking as to which you would start with, so you have
1641	6	2	got to have all approaches, because you can't predict a question...well they are good examples, yes, but you, I mean, I can't see
1642	6	2	that there is any one of those that would satisfy any group of people
1643	2	2	I always find that bottom up, working in a primary environment, it is those children that are so ultra confident, children at school now
1644	2	2	are so ultra confident with all the software and hardware that we are using, and if you get them interested they inspire the older
1645	2	2	generation, which is their parents, and they can teach their teachers a thing or two as well, and it comes from the bottom up then,
1646	2	2	and they then get their grandparents involved and it gradually spreads out from the younger elements, so as long as they can access
1647	2	2	sites, they are likely to use them
1648	6	2	If you are doing family history then you need family names
1649	2	2	Yes, all sorts of different links, you know, the first way in is through their curriculum at school, and once they are in there are many
1650	2	2	ways in which they can branch off for personal interest
1651	3	3	Buildings, historic buildings

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1652	1	3	Yes, but when does a building become historic, because I mean, locally we are loosing a lot of very fine Victorian, Edwardian houses
1653	1	3	due to redevelopment, ok our local councillors have been fairly proactive now in creating conservation areas, they do have more
1654	1	3	control on the development and the re-development of those areas, trying to maintain good specimens of these things and I think
1655	1	3	that our history society is (cant understand) so you could go, say right up, to.....
1656	3	3	I think that it should contain at least every listed building
1657	4	3	You already have this listed buildings
1658	3	3	But with pictures and descriptions
1659	4	3	Yes, well that is coming online now with pictures but they are looking for volunteers to take the photographs, that is an ongoing
1660	4	3	project, that I think English Heritage are doing it, and there is not an awful lot on line of that at the moment
1661	3	3	But I said, Surrey archaeology society did a list of historic buildings, the last time that it was updated was 1972, which is quite a
1662	3	3	long time ago, it would include all listed buildings but it would also include other buildings that might be thought to be interesting
1663	3	3	and there is a plan that they gradually want to update it, they were going to do it on a Parish basis, I don't know if anybody knows
1664	3	3	the late Peter Grey? He was co-ordinating it, but then unfortunately he died and the project tended to fizzle out at that point
1665	5	3	I am cataloguing peter Grey's papers, Surrey archaeology society, they are not quite as messy as some I have done, some leave

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1666	5	3	a lot to be desired, he did an awful lot of research, and of course there are things like (Something) building research group and
1667	5	3	Wielding (?) buildings research group but they really keep their records rather to themselves on the grounds of privacy because
1668	5	3	you can't have thousands of people browsing, but listed ones, listed and locally listed houses, Woking has issued a very good
1669	5	3	catalogue of these, and this is the sort of thing that could be put online
1670	2	3	You want to be able to link between those places don't you?
1671	5	3	yes
1672	2	3	To put in a search on the internet
1673	5	3	yes
1674	2	3	through this and you want to be able to link into things that already exist in other areas, there is certainly an awful lot of link ups
1675	5	3	Because most authorities have done it, I mean, they have had to. I know there is, (cant understand) the county has just appointed
1676	5	3	a woodland officer as well now, she has been in the post about 2 weeks, I saw her last week, and that is another area, the
1677	5	3	landscape, the Surrey archaeological society do a lot about landscapes and that could be fed in as well
1678	3	3	What about organisations that are interested in both subjects and areas that you have got, you know, if you are looking at a local
1679	3	3	area, it will tell you the name of your local history society, if you want to look on (cant understand) Barrows, then you know you
1680	3	3	can get in touch with Surrey archaeological society, or

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other interested groups call it, but particularly ones in			the voluntary sector
1681 county council sometimes does tend to	3	3	rather than ones that are county council ones, because the sometimes rather forget about
1682	3	3	things
1683 interested in historical aspects, I have just spent,	2	4	Tourists, as well, a lot of people who are tourists are also in the summer holidays
1684 at all sorts of sites in Scotland, so that we saw	2	4	3 weeks in Scotland, and my husband and I were looking beyond what the tourists
1685 same reason	2	4	see, so there will be people coming to Surrey for that very
1686 from tourists because we are so near Gatwick,	1	4	We tend to get quite a few enquiries at the history centre people over night think
1687 we are there go 'oh, what have you got, the	1	4	I have a few hours to spare, I'll pop in the library and when history of this place, is there
1688 borough and the town council have organised	1	4	a walk we can do?' or something like that...Fortunately, the things like that, so that's
1689 in the oldest thing we have got, well we have	1	4	like. rather than just have no idea what the history was like, got a bible that is 25 years
1690 it	1	4	older than our church, sort of thing, you know, that is about
1691	2	4	People doing adult education courses
1692	6	4	Well, family history, people are doing
1693 always keen to keep an eye on the developments	5	4	Communities societies and residence associations are
1694	2	4	Certainly in the Woking area, there would be quite a lot of

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interest in, for example, the Muslim burial ground,				the fact that we have
1695	2	4	got the first mosque, purpose built in this country and so quite a high number of	
on, and because the mosque was here, we have				
1696	2	4	Muslim people living in Woking long established and so over to look at the	
there is quite a big interest, people do come from all				
1697	2	4	Heritage, they have someone run off the information site	
already, and that could certainly be included in your				
1698	5	4	Woking galleries have taken this very much on board and lottery money, speaking	
work with the museum, and of course we need				
1699	5	4	of we, I mean, I volunteer there as well, obviously one indeed, one more is 28%	
emhaphsis this for the grants and so forth and				
1700	5	4	more in (cant understand)	
1701	2	4	We have also got Brookwood which has quite a large Muslim burial area, so there is quite a lot around here	
1702	6	4	Well, Brookwood is a lot more than just Muslim	
1703	2	4	It is, yes, but there is a very large, there is a very large section of Muslim	
1704	1	5	That is fascinating, I have been doing that the hard way, getting thing and layering them on top of each other	
1705	1	5	I tell you one thing that we found, digressing very slightly, that was absolutely appalling was that aero films have no idea what they	
1706	1	5	have got in their archives at all, it was absolutely amazing, I mean, they were the firm at one time. But they...they need to be	
1707	1	5	chivvied up, I mean, they know that they have got stuff, but they don't know where the heck it is, or it's cataloguing or something	

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1708	1	5	like that
1709		5	yes, yes, very much so (comment by all to usefulness)
1710	2	5	As an interested person and as a primary teacher definitely
1711	1	5	We are using that for planning operations in the future, we
have recorded all the field names that we can			lay or hands on, so that
1712	1	5	when the 2500 houses get built in the future, you can have
names on the roads that actually mean			something
1713	8	5	I think that children as well, to actually see something
change rather than have to read it is so much more...			
1714	1	5	yes, kids are fascinated with that
1715	6	5	I think that what you are saying is very good but my
question would be, to what extent are you keeping in			step with the National
1716	6	5	Monuments and their revision of their operation and they
are doing the same as you			
1717	4	5	yes, we have only just found out about that actually,
interesting, we do share data with them and obviously			being part of English
1718	4	5	Heritage they are very well aware that the sites and
monuments records are doing this, so I think it is going			to have to be a case of
1719	4	5	getting together with them and finding out exactly what they
plan to do			
1720	5	6	Well, you can't neglect one or the other
1721	1	6	I think they compliment each other really, because
sometimes there is a big advantage in actually being			able to have the like, some
1722	1	6	of the stuff we do we are fortunate that we have got 25 inch
maps of 1870, 1896, 1913 and 1935. Now			



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			some areas don't have that
1723	1	6	advantage but actually to just spread those out for the kids
or even lay them all on-top of each other, you			know, it's a god send, but
1724	1	6	also, this has it's place as well.
1725	5	6	I had a very nice Christmas present last year of this map
thing, Ordnance Survey map things where you			can do the various layers
1726	9	6	There is also something I have just seen called vision of
Britain, done by the university of Portsmouth,			which, I have only looked at
1727	9	6	it this morning so I
1728	6	6	As fresh as that
1729	9	6	yes, I mean it has documentation, it got (cant understand)
on one side but it is mainly geography, maps			and photographs and things
1730	9	6	but it, I mean, everybody is doing similar things, one would
hope that everyone is going to benefit from the			sharing, you know
1731	5	6	A lot of those mapping things are done at the Queen Mary
College, I think that Jerry Moss who is from the			archaeological society
1732	5	6	is always talking about his work there so, so that is another
area			
1733	6	6	I forgot one thing when you were on question 3, which is
you know you say by parish or timeline or			whatever, that what about your
1734	6	6	post code?
1735	2	6	yes, when you come across a website that has got a post
code and you are researching, you are very glad			that it is there
1736	9	6	It does connect with the thing that I said I saw this morning,
you can do it by post code			

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1737	6	6	Yes map references
1738 ordnance survey references?	3	6	I was going to say, you already had one did you for
1739 to how much you might have	3	7	Probably also aware of what you call grey literature, but as
1740	1	7	Well I didn't know that was what it is called
1741 and in society cupboards, yes, not necessarily	5	7	They are the things which are living in council cupboards published
1742 the public realm	4	7	Yes, it is not necessarily published but it is theoretically in
1743 coming to us for information for OU courses or	1	7	Yes, the thing that we try and do is, when we get students what have you, we say
1744 can put it up on the shelf, and we also get them	1	7	well, when you have finished let us have a copy so that we to send a copy to the
1745	1	7	history centre as well
1746 1747 knew that there was access to all other sorts of	3 2	7 7	Yes, I do try and get all the dissertations and sorts of things You know, I have used what is here for school trips, but I bits and pieces but I
1748 pupils. We did some local research on some	2	7	have never needed to go into that much depth for primary local buildings in Byfleet and
1749 us to documentation asking for more	2	7	we were using the census and everything else, and that led documents about for example the
1750 that had been there over 3 censuses, so that	2	7	Plough, the pub, so that was funny, but we found a family helped us to find out more
1751	2	7	about that particular establishment
1752	7	7	I mean, what would be useful, it might be outside the scope

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of what you are doing, is abstracts of what is				being published on local
1753 newsletter or magazine or all sorts of things and you	7	7	7	history, because...there might be an article in a local don't always know what
1754 dated things in dentists or doctors surgeries don't	7	7	7	is coming out now. You often find these things in back you? And think, I wish I
1755	7	7	7	had know that was coming up I could have used it
1756	7	8	8	What about promoting events?
1757 exhibitions. St Mary's school are currently looking at	2	8	8	Especially if they are obviously local history based this area and would be
1758 things	2	8	8	interested in hearing from anyone, with all sorts of different
1759 envisage seeing that set up initially, initially my	2	8	8	I think that is something that could come later, I wouldn't feeling is, I teach the
1760 what I want to see is the resource set up where	2	8	8	upper primary, and I co-ordinate for the whole school, but they can easily find out
1761 local area, about buildings and people	2	8	8	what is in Surrey, what has been found in Surrey, their
1762 used	8	8	8	I think that language is really important, the words that are
1763	2	8	8	Yes, the way it is worded so that it is child friendly
1764 was in red, some of the things were in red, so they	8	8	8	I really like the way, I don't know which one it was but it could click on them
1765	8	8	8	and get the information and I thought that was really good
1766 mean, a game could come later if you became	2	8	8	I think that is much more valuable than having a game, I

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			better off, and then go into
1767	2	8	more depth. There is plenty as it were, to play with and but it would be nice to
interact with, it doesn't have to be of local history,			
1768	2	8	come later, when their interest is already captured
1769	1	8	We could have things like, what, is it called a chat room not only has done things
now, for more serious things, again, Jerry Moss			
1770	1	6	about maps but also is collecting a bibliography together, exchanges of information on
but is also quite prominent in one of these			
1771	1	6	the web as well, which, could be a point where people
could start sort of punting queries around			
1772	2	6	That would be part of that link up ideas as well wouldn't it
1773	1	6	Of course, you always have to be careful of nutters and obsessive but...
obsessive but...			
1774	4	6	Yes, we were thinking of this kind of thing for perhaps for, that tie into the curriculum
things like roman villas, or hill forts or things			
1775	3	7	For me it would be personal and further education
1776	1	7	Probably, for most people round the table it would be in departments looking at, if their
that field but obviously it would have planning			
1777	1	7	local records were not particularly up to date, like ours got 40 years backlog
goes back only up to date to about 1960, so we have			
1778	1	7	to get through and we are having a little debate at the uncovered a bit of old
moment with our council because we have just done,			
1779	1	7	footpath paved in a very unusual material and we are trying broken up by heavy lorries
to get it protected before any more of it gets			

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1780	1	7	driving over it.
1781 lots, but using it commercially might cost as much	5	7	property developers, you know, they should be charged as you get in
1782 access or both, I mean, there's a , we were,	6	7	I think the thing is going to be, is this going to be a free Surrey has just coughed up I
1783 digital archive and a 2 centre use of that is	6	7	don't know how many thousands of pounds to get the times £5000 a year, so it
1784 individual, go to places that can afford it, and they are	6	7	immediately puts that out of the use of the ordinary wondering if they can
1785	6	7	they can afford that
1786 all and the rest, to view more you would have to	2	7	You could have a certain amount of it online, accessible to pay. That is the way that
1787 surface that the general public wants and the	2	7	I would see it so that the surface, all the information on the schools want for example
1788 deeper then they would have to pay to get this	2	7	would be accessible but then if groups wanted to delve information
1789 charging?	6	7	I mean, what would you use the money for if you were
1790	3	7	Maintaining it
1791 she likes... well that is the whole point isn't it? The	6	7	Yes, but of she can access everything, she can do what creative part is putting
1792 is one of the things that I would be suggesting,	6	7	on more information and making it more available and that that this ought to be
1793 as I understand it obliged to send in	6	7	something that does accumulate, because, you are actually information about archaeological

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1794	6	7	finds etc, and they are doing a great deal to try and get this underway and you know forwarded and it is a legal requirement. So
1795	6	7	how are you going to charge people for either for it or to make them do it?
1796	6	7	So what if you are writing a book? You wouldn't be able to tell then.
1797	7	7	The thing is if you go into a library then it is all free and the information is all there, so this is no more than a library online, so why
1798	7	7	shouldn't this all be free as well?
1799	4	7	This is the thing, if people look something up and want more information they are still welcome to come to the office and look at the
1800	4	7	journals or the files, or our database, which will obviously be a little more in depth than what we have got online so...
1801	5	7	If it is copyright then you obviously have a legal obligation to do something like that but on the other hand knowledge should be
1802	5	7	free and even with regard to commercial things I can't quite see that you would make much money on this sort of thing
1803	4	7	Yes, it is a charge for, I suppose, the provision of data rather than the knowledge itself, it is the actual facilitating providing it. That
1804	4	7	is at the moment, we charge the commercial firms the time that it takes us to find the information, it is not the actual information
1805	4	7	as such, we legally can't charge for that under things like the freedom of information act, so you know, it is to do with the man
1806	4	7	power behind it, but I don't know
1807	7	7	But it wouldn't all be online would it? As you say, all the grey literature and everything else would still be all there, online would only

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1808	7	7	be the synopsis of what maybe in that tone or whatever
1809	5	7	It is going to be a fine balancing act isn't it. Between both sort of, how much income you need to generate to actually maintain
1810	5	7	on one hand, so you hope that you get some of the commercial firms wanting information, charge them a fee, which you then have
1811	5	7	got to judge, well is that fair and reasonable or do I screw them for as much as I can get or do we just make a nominal fee, and
1812	5	7	some of that is going to be up to our friends up in the high echelons on management of this place and the county council and
1813	5	7	central government probably
1814	7	7	And if everybody had to pay for this it wouldn't be used
1815	2	7	What about, I mean I am thinking out loud as well, records centres, I mean I am sure, I don't know if they do it here, I haven't looked
1816	2	7	at the website in enough detail, but I am sure that a lot of record centres charge an hourly fee for just providing, you know copies
1817	2	7	of documents and...
1818	1	7	Yes, if they do the work, they charge, but if you come over and say, 'I want to look at', things like that, then they will make things
1819	1	7	available for you, but no, if they do the work then they charge you
1820	5	7	If you go out county, sort of you don't have to pay anywhere, I mean, I sort of paid a small rate to use Devon record office but I
1821	5	7	don't think that they charge here if you come from Devon
1822	1	7	No, not if you are coming in person, but it is only if you

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want copies of things, if you actually want				someone to do some digging
1823	1	7		for you then you pay for it
1824	3	7		If people can do their own research online then they will not
be using the staff time so that is freeing up				staff time to do the keeping
1825	3	7		it all up date and that, you know, you can perhaps manage
on the same budget as you are getting already				
1826	5	7		The Heritage lottery fund probably has a view on how
much, if any is charged on anything they gave				money to as well
1827	6	7		Yes, I think that the problem comes if you are trying to
download something from a site, you know, oh,				that is a nice picture there
1828	6	7		can I download that, and that is where you sometimes have
a problem				
1829		8		(feeding info in) yes (many answered)
1830	2	8		Especially seeing that up there, the children sending their
work in, that kind of thing is lovely. We send				some of our work to the
1831	2	8		national trust at the moment, because we have (cant
understand), and they just love sending it to them and				we send work out and
1832	2	8		the children just love that, so we can link to Surrey and also
Mr Joe public can enjoy seeing what the				children produce very often
1833	3	8		Individual people's research, or research interests
1834	1	8		Yes, I mean, the thing is developers and farmers and
people like your local archaeological groups,				everyone keeps turning things up
1835	1	8		I mean, this thing, this is what a mediaeval footpath paved
in a very unusual stone, which is only, there is				only a very thin band of



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1836	1	8	this stone runs through Surrey and it is called paladin limestone, (cant understand). It is only about a yard wide, this seam that
1837	1	8	appears in the county but it was used to create, to pave 3 paths, one of which is now covered in 4 inches of crushed limestone
1838	1	8	to protect it, I quote, and we only realised that this was the same stuff earlier this year. So we are talking to the local conservation
1839	1	8	officer, but he says, the work is on private property and we haven't any money and they wont do anything, it will disappear
1840	7	8	Used as a question and answer section, like they have in all the magazines, letting anybody know, I mean, we have a railway
1841	7	8	magazine and there are always people asking, do you know where this place is, or does anybody know about that particular
1842	7	8	accident that took place on this day, and people could ask, because there is so much local information passed down, by word of
1843	7	8	facility would be lovely mouth as it were within history, so a question and answer
1844	3	8	You could have a magazine section as it were, so you could include that, but it could also mention events. But it could be something
1845	3	8	where the information is on there for a period of time after which it comes off, otherwise it would just sort of
1846	1	8	clog it up
1847	3	8	clog it up, particularly with enthusiastic ammeters that want to send in reams and reams of stuff, so you know, if you had stuff that
1848	3	8	was on there for a certain period of time and then it came off. I mean, if someone asked a question it would either get answered or
1849	3	8	it wouldn't, but it wouldn't sit there forever

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1850	6	8	I mean like this weekend, we will get a whole lot of questions, in the south east, BBC southern county radio have got a whole
1851	6	8	lot of history events, that you know, are coming out of the who do you think you are thing that the BBC was plugging all over the
1852	6	8	country
1853	5	8	I mean there is the great heritage open day, local history month which all have their programmes, but of course, several of the
1854	5	8	councils already produce things, the county council and quite a lot of the district councils, but Surrey archaeological society
1855	5	8	also produce a bulletin of what they have discovered and what is going on, on the archaeology, local history front. Some societies
1856	5	8	of course, may be less willing to put there stuff on because they feel they are really for members. I mean, certainly, Surrey
1857	5	8	archaeological society has a feeling that it has its members that pay the subs and hence the library is not accessible unless you
1858	5	8	join or pay after on or two visits, and there are things in there that are putting their library catalogue on, well it is big enough to put
1859	5	8	on the web, so all these things can link in, either with direct links or perhaps with links you can put into the system
1860	2	8	And for our young beginners, the knowledge that these places exist, is just, the information, did you know that there is a Surrey
1861	5	8	archaeology society? We have already got children who go on from us wanting to be archaeologists once they have done the
1862	5	8	Egyptians, very, very able children who probably one day will become something like that. And those children will want to know,
1863	5	8	going up through secondary, there will be a lot of children that, oh wow, it is just the getting to know, their parents might not know,

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1864	5	8	the teachers may not be aware, but they can find it for themselves because they access these sites
1865	1	8	And pick it up again when you retire
1866	5	8	I mean seriously though, there are quite a lot of people that just dig up their garden, there are the detectorists that have been, little
1867	5	8	let in from the cold nowadays if they behave responsibly and they are being taken into the main stream as long as they tell you
1868	5	8	where they have dug things, how deep it was and that they are not going to sell it to the nearest dealer. But they are another group
1869	5	8	of people who perhaps should be taken on board as well. Because they will certainly use it
1870	7	9	We have got a (cant understand) heritage society and they have got all the boards and things that we require for our local studies,
1871	7	9	when we do local studies, so there would maybe a lot of repetition if it was too much like that, I think that an awful lot of links need
1872	7	9	to be made to find out what they have already got so that things are not repeated among the rest of
1873	8	9	Yes, I know that Richmond museum, because I am Richmond, I mean, we can go there and there is a box with lots of historical
1874	8	9	things and archives that we can just used for a certain amount of time
1875	7	9	We have found that we deal with Shirtsea, we deal with Elmbridge, with the galleries and we deal with local heritage and none of them
1876	7	9	seem to actually really know what the other's got or what they other one is doing so there is repetition and then there are gaps, so
1877	7	9	it would be nice if somebody collated who had what and filled in the gaps only rather than repeating everything
1878	7	9	yes definitely, and staff meetings in some schools where

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nobody left that they were ready to teach the			staff how to use it. Yes, a
1879 something, the teachers will find out how the pupils	7	9	launch as it were. If you teach the teachers how to use can use it. But in
1880 students and sixth form level	7	9	secondary level I would see maybe teaching direct to the
1881 the school, and I think you need, a lot more for	8	9	I think that from early children, I mean I teach all through younger children, who are
1882 it would need to be more child friendly in how it	8	9	really enthusiastic and excited about history, so you know, appears to them because
1883	8	9	that, it is all visual at that age
1884 in my class room so they can go and access	8	9	I am pretty luck in that I have got an electronic white board anything integrative so that
1885 use it probably	8	9	we can do it as a group if we want, so that is how I would
1886 want them to be able to be enlarged, to full size so	7	9	You would want pictures that are on the site, you would
1887 like that, which would just make it easier for them,	8	9	Maybe even a character guiding them around, something and a bit more familiar
1888	8	9	that they could go to every time
1889 key stage 2 where it branches into different	7	9	I think curriculum level, Tudors, Victorians... and that is our parts but, the local area,
1890 buildings in where ever, I mean, where the	7	9	things found near our school, that would be another one, or school is. It would be the
1891 'my gran lives next door to that place' and that	7	9	places that 'oh I go there' or 'oh, that is next to the shop' or is where the little ones
1892	7	9	interest comes from, what's around them

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1893	1	9	Yes, but that is provided that they leave enough room on the curriculum to actually do it
1894	1	9	I mean, we started to do a thing with local schools and in the end there just wasn't time in the curriculum for them to develop these
1895	1	9	things, because what we wanted to do was the sort of timeline, really, but then it could have branched out into transport, dress, food
1896	1	9	what have you and there just wasn't time
1897	2	10	If I was looking at a map I would want to know where the old roads and paths were, the main used ones, so for example if there was
1898	2	10	a roman road going through a village, that is no longer there I would want to see that marked on
1899	1	10	Things live drove roads, and things like that
1900	2	10	Yes, we have got a stream running through our village that is covered in, we have got a picture of it, a slide of it, and when
1901	2	10	you walk down with the children, you say, you do realise that the stream runs through a pipe now, right where we are and that is
1902	2	10	why that road opposite it called stream close. And because we also do rivers, we then walk down and see where it flows into the
1903	2	10	river
1904	1	10	Yes, those things, and old tree lines too, which an awful lot of those and still standing as boundaries
1905	3	10	Things like former village schools that have been converted into houses, that wont be marked on a modern ordnance survey map
1906	3	10	and shops that are no longer shops
1907	5	10	And linked up with say postcards, photographs, postcard pictures of things which aren't just single building, they can be the most

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1908	5	10	boring postcard, but they are all valuable now
1909 has got 1500 postcards of hawley, some of them	1	10	We are very lucky, we have one of our society members are special events like
1910 know, my great granddad, he's the one holding	1	10	Queen Victoria's jubilee things like that, the band, that you the banner, you know
1911 coming out of people's lofts	1	10	something like that, we are still getting these, they are still
1912 their collection available	3	10	Collectors do vary enormously about how much they will let
1913	1	10	Yes, we are lucky that he is on our side, sort of thing
1914 that field	5	11	It is an interesting thought actually, broadening it to cover
1915 they certainly need to be acknowledged on the	2	11	There has been so many old history projects recently, that site and you know, told
1916 start with, it would maybe be something that I	2	11	if you can resource them. As I say, being, setting it up to would like to see added
1917	2	11	on later
1918 if you have one, you know, there are 5 new oral	3	11	It could be something that could go in the magazine section history accounts from
1919 and what eras they cover perhaps, well they have	3	11	such and such a place, available at Woking galleries now got to cover a living era
1920 Surrey archaeology society has been doing the	5	11	Well, a lot of them are dead by now. Another thing, the millennium project which is
1921 produced for Hampshire, and is about to produce for	5	11	now know as the village surveys, which have been Yule and somebody else

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1922	5	11	has done Wimbledon, quite a lot of other ways, land use and existing building, 1851 back, and they are going rather slowly mind
1923	5	11	but they will happen one day, well none of use are getting any younger
1924	6	11	Well, you have covered a pretty broad canvass there haven't you?
1925	3	11	Industrial archaeology generally, to see what sites there are
1926	6	11	I have got a question, to what extent are you juggling this stuff to put it into formats that are not necessarily historically true? In
1927	6	11	other words, I mean this business about maps, you can put in all the 25 inch maps that area available and you have got them
1928	6	11	through a period of 150 years so when you say we need to highlight school etc, they are on the maps, are you saying that these
1929	6	11	ought to be highlighted? Or basically
1930	6	11	I mean, the thing is, primary school children are at a disadvantage to us, because we can answer our questions, to what extent
1931	6	11	they would need to have the information adjusted to make it understandable to them I don't know
1932	2	11	Well, your average year 5 can read an average website
1933	6	11	I am talking about a map
1934	2	11	A map, well it depends how well they have been taught in their school.
1935	6	11	I mean, map reading does take a while to get a grip of

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1936	2	11	Yes, but it does start in year 1
1937 the exercise	6	11	oh yes, I mean asking them to look for things, that is part of
1938 map as well as I can, by the time they are year 6	2	11	Yes, I mean we have got children who can understand a and I am pretty good on
1939 ordinator.	2	11	that as I am the history as well as the geography co-
1940	3	11	What age would a year 6 child be?
1941 got about 20% of your children who can	2	11	11, transfer to secondary, I mean, I would say, you have completely follow an ordnance
1942	2	11	survey map, on average, would you agree?
1943	8	11	I would say, yes, 20% definitely
1944 maps, we have got the maps of the village that	2	11	Probably more, but that is being safe, but certainly with the are black and white, the
1945 because we didn't have a laminator big enough, so	2	11	old ones, they are several years, which I traced out, that it could lay a laminate
1946	2	11	over the top
1947 archival sleeves which we put on them or(cant	1	11	Er, no, I tell you what you can do, we have got these understand) because they
1948 the stuff and they are quite safe inside	1	11	afford so much protection, you can really man handle all
1949 ones we already do a lot of this looking at the	2	11	Between what the school owns and the Barclay heritage maps, through a period of
1950 needs children can understand those, with some	2	11	time and they do very well with those, even the special guidance



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1951	2	11	(bombs) I wouldn't show that to my primary children, there is at least one in each class that would go and set them off!
1952	1	11	Sometimes it gets very difficult if you have got an area that is covered in all sorts of things like that, it gets very difficult to read
1953	1	11	because there is just, you get an overload of information so one has to be a little bit selective, perhaps one needs to, in some areas
1954	1	11	actually decide right the only way of doing that is literally take that out, blow it up and treat it as another area, rather than using the
1955	1	11	one map and zooming in, you have to pull that piece out and zoom it out even further, just to get the information out of it because
1956	1	11	I can see that one is getting a bit cluttered up isn't it?
1957	5	11	It has got 5 layers on it at once though
1958	2	11	Yes, but I have forgotten
1959	6	11	If it's Glastonbury, it is probably a cult site, king Arthur was here
1960	2	11	I remember seeing the star and asking the same question, but it has gone
1961	6	12	What does this bit about merchandising mean?
1962	3	12	What would the CDROMS be of?
1963	4	12	Well, that is another thing, I suppose what ever resources, I don't know you could have....
1964	5	12	You could have CDROMS of your area, with maps and photographs and things
1965	1	12	Yes, I mean if you were to do one of Surrey, it would sort of be a compilation of all of these sorts of things

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1966	5	12	Well, you could have a CDROM of the Romans
1967 that any teachers you wanted on your panel	2	13	I have got a problem with that if it was in term time, I think from small schools would
1968 probably get someone to cover. Today, I sent my	2	13	have that problem because from secondary they can class to the 4 corners of the
1969 quite happy as they don't do it very often	2	13	school, 3 to each class room, with their work and they are but....you would have had a
1970 problem, because the budget is so poor in Surrey at	2	13	lot more here if it was a twilight meeting. But that is a the moment, very poor
1971 you get the supply, you split your class or you	2	13	for schools, and supply teachers, it is kind of, you know, don't go

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## 10.19: Transcription of Exploring Surrey's Past focus group

### *Exploring Surrey's Past Focus Group Transcription*

<i>Comment number</i>	<i>Person</i>	<i>Topic Number</i>	<i>Comment</i>
23	4	1	I have a question, if you don't mind? Is all this material interdisciplinary in the sense that; would it give the members of the public access to an SMR and archive?
24	4	1	That chess release that's coming out, does that supplement their website?
25	2	1	The navigation is quite an important aspect of it, so looking at these.....
26	2	1	Quite a number of them have very hasty text and if a lot of the users are going to be sort of tired folk, which is likely to be, is there that possibility that they can enlarge the text? Depending on how its designed, there are facilities you can use, to
27	2	1	enlarge the text, by simply clicking on the right control. It doesn't always work, and so creating PDF documents, which you can zoom in and out, and people have got that option.
28	3	1	Roman Cheshire- they try to make it visual and colourful. And they are putting text over the top in very small typeface. The text is meant to who you are marketing, because everything they give to you is given to you in a very short format. It's the basic
29	3	1	information. Cause you cant fit more onto the screen. So someone going to look for information is going to always come across this little snippet, and they don't lead you anywhere else.
30	2	1	Got to do with thumbnail images- you open up into a larger area.
31	3	1	I think if a school child is looking for information on Augustus, they will type that and they will literally find a paragraph, that might be enough, it might not be relative at all. They might not have been asked to find it but they will print it out anyway
32	3	1	ay.
33	2	1	This is just a graphic designers little project, but its not, all it says to me is that its an opening page, sort of graphic, to get you into the stuff. Its not meant to be used directly, its rubbish on here.
34	3	1	But if you then clicked on it?
35	2	1	<a href="http://www.cheshire.co.uk/archeology/rcp">www.cheshire.co.uk/archeology/rcp</a> , try that.

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36	2	1	I would suggest a google search on revealing Cheshire's past. That might do it. With quotes, I don't know if its case sensitive, apostrophe s might do it.
37	5	1	Good, did you pick that up from the front page?
38	2	1	Ye- well that's the title.
39	5	1	This is presumably one of the fact sheets.
40	3	1	But there is a data base.
41	5	1	That talks about the SMR, doesn't it?
42	4	1	I have a feeling this might be in one of the pdf systems.
43	5	1	Go back again- it doesn't go back
44	1	1	So you got to open a new window and go all the way back.
45	5	1	This is frustrating hey- it doesn't encourage the user hey.
46	2	1	Go down to the bottom, it has fact sheets.
47	3	1	The fact sheets probably just give you a list of things.
48	5	1	As you said earlier, it just gives snippets of information.
49	4	1	Its not totally clear where you are.
50	4	1	You get the same set of huge buttons on the left and you not too sure where you are, or where you've been.
51	5	1	Or how to get to where you want to go.
52	5	1	Its colourful
53	4	1	If you've got your SMR, which is part of a bigger organisation, you need to make sure there is a clear distinction between any link buttons, back to the home page.
54	2	1	The other thing that is very irritating is when you print out the web page, half of it is missing, they haven't designed it properly to print out.

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55	4	1	That's a very good point- I come across that time and time again and you have to pencil in bits.
56	4	1	People don't realize that the screen is that shape and we might want to print out more.
57	4	1	If you have to have it in landscape format then it should say so.
58	2	1	One of the things about this roman surrey whatever, is whether its going to be a separate division from the database, or whether the 2 of them are meant to interlink to each other?
59	2	1	A lot of these read that they have put together a data base and if you are a database freak go and have a look at our database, even the nice pages we have made for kids. If we can structure it.
60	4	1	If can move from back sheets to here are our samples of.. Records from our data base.
61	5	1	Well what you want for a lot of this stuff is well I'm feeling lucky- you know you don't want everything you just click on some things.
62	5	1	Which will do for the kids
63	4	1	If you are looking for something more specific then you want to go a different way.
64	4	1	I think we have to bear in mind, there are all sorts of potential users, who want quite different things. From primary school pupils to PHD. People who are writing books, just people who want to find out about there local area. There's many more as well.
65	3	1	There's also how much you put one, there's one here called South East, and this suggests this is covering the whole of the SE.
66	3	1	<a href="http://www.sopse.co.uk">www.sopse.co.uk</a>
67	3	1	This is telling a story, at the bottom, it says Greenam, Hampshire, Hunting Palmers, Slow and Thames Park.
68	3	1	So there's an awful lot not there, that title say SE, they pull those 5 together so they obviously had to spend ages together, it hasn't got Kent, or Sussex.
69	5	1	The title gives you the wrong idea doesn't it.
70	2	1	Search goes from biscuits to boats!
71	3	1	Quite a lot from Sauce to sea.

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72	3	1	And if each of those is illustrated nicely, they obviously have quite a lot on that site.
73	4	1	Navigational maps are much more intuitive-they have been less fancy
74	5	1	There's a balance that needs to be achieved between how much choice you give people and how easy it is to get the information you want. It's a very difficult balance to achieve.
75	3	1	Like the house anybody looking for information will just get a little snippet at the top that they will already know.
76	2	1	They should have a URL for the actual website details.
77	4	1	Its easy to follow the sequence of steps
78	1	1	One of the advantages, as you can see is that you have a complete sequence there, which is better than a drop down menu.
79	1	1	Its better so you don't have to spell anything.
80	5	1	As you say if someone didn't know how to spell something.
81	4	1	Because there is quite a long list there, we have to put it in small text.
82	4	1	The other way is to have a menu that you can scroll down.
83	4	1	with decent sized text.
84	5	1	It's the balance- this way you don't have to go onto another screen you are on the same screen, but the text is very small.
85	5	1	If you go onto another screen then you have to go back to this one- which most people will find easy, but some people will get lost.
86	1	1	And this scrolling thing you wont have to go to another screen?
87	1	1	No when you click on, it will open by itself on the side, and you can scroll down the list and refresh.
88	3	1	That sounds good. It refreshes all the time.
89	2	1	You can end up with something like that if you put the Surrey museum.

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90	5	1	It probably takes longer to set up, but its probably more user friendly.
91	5	1	Even Norfolk- which district do you address it to?? You can do it without the complicated mapping.
92	4	1	I think the other thing is from a map point of view, I don't think we can make any assumptions, of the knowledge of the users. We get people from all over the world.
93	5	1	Sometimes there are people who prefer the sort of graphical style, and people prefer text based things.
94	4	2	I'm a colleague of Emily and don't actually have an internet knowledge and the SMR and how it works unfortunately. I wish I did- maybe I could make some suggestions. It's a database and its fairly big- there are some questions about confidentiality, and
95	4	2	kind of thing.
96	2	2	The English heritage site had problems- too much specific information.
97	4	2	You can get neurotic about it
98	4	2	2 things- data and links, with e.g. archives to museums to do with something relevant. Like to actual things on the
99	4	2	ground like 2 buildings. I know that sounds very basic but the links are key
100	4	2	I don't think it can be a full description- that will take up to much space.
101	1	2	The more links you have, the more regularly you need to examine them.
102	3	2	Users from where I work here, they worldwide and use our catalogues to search from information, and so many people say its great and another will say but I expect to see the whole document.
103	5	2	The capacity wont allow people to do that
104	3	2	We would like to put more visual information in, postcards, illustrations, the ability to click into an image
105	3	2	To be able to say this is where it is and have a map showing you where
106	3	2	Its very important because people have there own visual map.
107	5	2	The bold text can be used, key places

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108	2	2	www.dc.org.uk
109	4	2	One of the things- there are a huge number of things, and one of the things we would struggle with is downloading on a regular basis.
110	4	2	So if something like this is going to link- it has to meet with the standards. Providing those standards tie in- will be able to pull in data from matching ones.
111	4	2	1 of the things I am involved with specifically- mainly focuses on demolished bits of buildings in London- but it brushes into the fringes of Surrey- and the other county's around.
112	1	2	What would happen then is that Surrey site would link to English heritage site- its gonna portal link.
113	2	2	When it sends you somewhere, its not going to hyperlink you back with other things
114	4	2	There is a way data can be displayed in a exploring Surrey past feel to it.
115	4	2	Its actually only the data you have extracted and not the website.
116	2	2	If you and try and put into a window- you actually encourage people to open a new window every time.
117	1	2	If you are navigating down branches of trees and then have to go all the way back up.
118	4	2	There's a balance here-educational issue- click on Romans, says lots of bits. Click on a villa- certain things found- click on including brochures- then you click and it takes you back.
119	3	2	If you are in one set of data, then you can do that.
120	4	2	If you are being linked then that's a different way and you got to be more careful.
121	4	2	One thing the SMR doesn't have is a single bibliography- every time it tries to refer it has to repeat it all over.
122	4	2	The sensible thing to do is to have hyperlinks to bibliography which also saves editing. That only works within one database though.
123	4	2	A core- Surrey state- edited with a thesaurus of terms- with some sort of data control.
124	2	2	When u then get into a component like the SMR- then you will have an in depth



bibliography.

125	4	2	The SMR will be core
126	4	2	The museum one will be independent, you will be linking to on-line museum catalogues- they will need to be up dated separately
127	5	2	People will always be at different stages, especially smaller museums.
128	4	2	When I go to a site, I want to know where are the funds, and the paper records.
129	4	2	Having a link to show you where the museum is will save from having to do a Google search just to find out where the museum is.
130	4	2	I also think that it's a good thing to have this led by the SMR, the SMR is, lets put it this way- if you are geographically bent, and you like to and know how to read maps. But we must realise there are people who cant read maps and are almost frightened
131	4	2	of reading maps. How do we cater for them.
132	1	2	Her file contains a schedule of officer times, in 6 months we will be employing virtually no people we will have the whole thing on line.
133	4	2	Be realistic about how long this is going to take.
134	1	2	If you do GIS And actually have a map of Surrey- and click.
135	1	2	You are going to have to restructured because the SMR is all based on grid refs.
136	5	2	Very technical
137	1	2	And if you start replacing things by GIS that's not mechanical that actually has to be done by somebody. And that will consume more time.
138	1	2	If you can structure it In a way that you can put the whole thing on-line first. With an apologetic note.
139	1	2	The other advantage of that is the people who contact you from overseas and expect an instant reply with colour pictures, people have to realize what we are collectively capable of giving them at this point. So there are gonna have to be some disclaimers.
140	2	2	They must understand that its just starting.

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141	4	2	The only way you can raise the actual standard is by filing it out to local people, who have the time and the interest.
142	3	2	Its an interactive thing
143	3	2	We want input from people who have responded to the site.
144	2	2	You are responsible for certain areas and people will over see that and make sure it is done
145	2	2	At least you have some guidelines. Its shared responsibility and not a burden on one person.
146	1	2	Each department should be responsible for their pages and they can make sure its correct and up to date.
147	1	2	They responsible for the copyright.
148	4	2	The nature of specialist interests, there must be a pill box bof out there.
149	2	2	It will be great to say here's a section- do what you want.
150	4	2	There are a lot of local history societies active in Surrey and I think that we could build up links with them. They have local knowledge, interest and know their local patch better than anyone else.
151	4	2	If we can tap into that gradually
152	2	2	They have their own website- we can link to that.
153	2	2	We can actually hand over the digital files to load onto the site itself, rather than another link.
154	4	4	The Cheshire things
155	4	4	The information might be too trivial for certain users.
156	5	4	Or too detailed
157	5	4	Having too much on 1 page
158	5	4	Text too small

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159	1	4	To have a search function modelled on google
160	2	4	Danger is getting the google scholar type approach
161	5	4	General question- what about standards for people who copy data- think there is a question of reliability and consistency eg when I was a kid and used an encyclopedia- it was there and you know its right. But how do you test the authenticity of a website.
162	5	4	And the qualifications of the person inputting the information.
163	1	5	We have volunteers on 2 Saturdays a month and a Tuesday session and it will be in that we will go into the website and show people how to use it.
164	1	5	Apart from making people aware- as far as the training goes there's nothing like getting into it and actually taking a real enquiry. Start here and see.
165	4	5	1 thing- a little flash that shows you the mouse going around and actually doing a demonstration use of a bit of the site, and that might help for some bits.
166	3	5	Gradually everyone is getting more sophisticated.
167	1	5	You don't want to budget a lot for training- that's tied into however gets access to website
168	5	5	Wherever you are you don't have to have someone over your shoulder looking out for you.
169	4	5	There are of course more complicated ways of looking for things.
170	1	5	Can have downloadable sort of help sheets- with categories of users. You can get this fact sheet and you go there to get there.
171	2	5	There's a user who wants something and one who wants everything and a negative result, and they will need a thing that will say you must do this, this and this.
172	5	5	Some of these issues can actually be addressed by links from the PGS website that actually have these flood risk areas and geological hazards, those are the people responsible for that data.
173	2	6	We would want feedback
174	4	7	Does this vary with the type of information that we are looking for?
175	4	7	We have mentioned various types of information, we have mentioned detailed information, we have mentioned general information, certainly links to developing information that will expand their knowledge on that subject.

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176	2	7	A glossary of terms in geology, and I have started to put text links in so you can go off to other sites to explore those terms more fully.
177	1	7	You can make your own glossary
178	4	7	You cant just import a glossary-classic Essex. If you have your own glossary then you jump from the site to the glossary, then the glossary takes you to all other sites of that nature, or searches, want to do as much hyperlinking as possible and as little
179	4	7	of go back and find the drop down menu that gets you villas.
180	2	7	That does mean you have to keep exploring and make sure those links work
181	4	7	There is a project in English Heritage that put them on line thesaurus, so they can be linked to other sites. I cant say whether they have been given any funding.
182	1	7	The thing is to take it and get permission to edit it, you know so you don't think you are giving something irrelevant.
183	1	7	I think its going to be primarily about the SMR, its going to be about Surrey with links to the museums in which you can find other things.
184	2	7	Well that's the sort of thing 24 hour museums have that for, so if you have a special event, plonk it on that website and will be found.
185	2	7	I think people are going to go to this looking for information about Surrey as was, and sort of looking what to do next January. They will be searching for something different.
186	1	7	There is a problem with overloading- you look for somewhere to go and you are sort of flooded with information, and this is before we started putting in 5000 postcards a week.
187	3	7	You have really got to keep things up to date then.
188	3	8	I know that you can layer maps- I don't know how though
189	1	8	Dunno how expensive it is and who does it?
190	4	8	Fairly new and all the copyright issues.
191	2	8	Scale we choose as well is important
192	1	8	Is this a case about doing it in little patches again?
193	4	8	You mentioned historic landscape and that sort of idea, that's being done there,

but that is in fact a layering technique.

194	3	8	Its more useful having it sort of right and left screen than overlaying, because that can get very confusing.
195	4	8	I agree with you- if you where to overlay that aerial photograph map with this, it would disappear hey
196	3	8	Find it very confusing
197	5	8	I think thats got huge potential, but the cost implications and time as well.
198	2	8	But what you would be doing then you would be adding the aerials, the estate maps and the tide maps to the existing Surrey district
199	5	8	Yes maps are important- can we actually do this and combine this with the click on this and you will get the sites of this place and this parish?
200	4	8	If the grid references are in there. There's a site called Magic- mostly environmental data, but also some English heritage- Parks and Gardens, Battlefields.
201	1	8	So we need an icon that says sorry this is point data and we will revise it, but we are giving to you how we can now.
202	4	8	That doesn't mean that if you have managed to figure a way of distinguishing that you can upload quite a lot, and work towards making it better.
203	1	8	It's a modelling thing- you start off kind of Hazy and get better every time instead of waiting before its perfect to put it up.
204	2	8	If we got the surrey area tiled-according to the survey- click on the tile and it would actually bring up in a separate window thumbnails of all the pictures that are
205	2	8	Available, for that area, and you click on that.
206	4	8	So instead of having a map on one side of the screen and an area photograph on the other, we would have 2 maps
207	2	8	We would probably have to put it separate screens for the separate images.
208	4	8	How does that actually work
209	2	8	So once you have clicked on one square(tile), then all the images in that area have coordinates attached to the key, and anything that falls

between those coordinates would be drawn down in the search.

210	1	9	There is this issue of different quality images- you got thumbnails and sufficient quality for intermediate quality for screen viewing, but would we want to provide links to pay per view for high quality that people might want to use for publications.
211	1	9	That is a whole different ball game, and it can be very resource intensive, you've got to have huge server capacity to host all high resolution images
212	1	9	We would have to charge for the occasional use
213	4	9	Maybe yes at some point we might want to do this, so lets in the design of it see if we have got the space and can fit it in later not now.
214	3	9	They have a system in Hampshire that links you straight to an order form and you can just email it with your credit card number- you are sent a good quality print in 10 days.
215	2	9	We got a village history series-which are quite substantial books, 13 in a series, 10 have been published, the idea of having digital chapters of those available to download is something we could flag as a possibility
216	4	9	Would the material have to be scanned in though?
217	2	9	Yes and there are all these copyright issues, with images and stuff, you have to go and approach all the contributors etc. That was never provided for this case anyway.
218	1	10	Promote our activities when we launch, encourage uses of the other resources
219	3	10	Its just opening it up, putting things out that that haven't been available
220	1	10	Yes, promoting the publications of the society and enhancing the sales etc
221	4	10	I just wonder if it could help people from overseas doing search on family history, or local history searches. Might be able to use this to get a bit more information.
222	4	10	It might link up with a group or museum.
223	3	10	I can do an enquiry from a guy today who has all the census information cause its available on line and they can pay for it.
224	3	10	Can then link to a museum.
225	5	10	It gives people so much more flexibility, 20 years ago they had to actually come here for information, buy a local map, go to the local record office and you would actually physically have to be here.

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226	1	11	In Regards to our project we created a number of disks with high resolution, about 4 different resolutions, they all ready to put in. That is just the images attached to them is a separate data base on a spreadsheet with the metadata that goes with them
227	1	11	descriptive information, that would need to be somehow linked in.
228	4	11	How about museums?
229	2	11	I think the sticky point here is how many pictures are you going to take?? Again it's a difference between the ESP site per say and such links that it may make.
230	2	11	Even if you do every listed building in the county, its going to be a lot of images, it's the images that are going to be the tricky thing.
231	2	11	You might be able to save some of your problems by trying to link as much as possible, especially if you have the map.
232	2	11	That's just buildings, volunteers where going to photograph all of Surreys listed buildings plus any other buildings they thought where of historical interest.
233	4	11	I think there might be the possibility that if we use data base links that if we have a list of buildings and they use the same ID numbers as the English heritage ones, it could then pull up from the English Heritage site, without actually having to store
234	4	11	a copy of that photograph.
235	1	12	Well a lot of these communities have their own communication media, like Parish magazines and things like that.
236	1	12	Will make sure that a press release will go to these publishers so they can put essential information in them
237	3	12	We will get more response by going out to the communities, however much advertising you do, leafleting you do, by actually contacting the local groups who aren't coming here and explain to them who we are, they will be so pleased.
238	4	12	That's a really good point.
239	2	12	One thing we are thinking about doing is recruiting people- a lot of this is going to require people.
240	2	12	We have a gazebo at a fair at all major fairs in the area, that's a very good showcase, interacting with the general public.
241	4	12	Family history is going to be a way a lot of people come into this.

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242	3	12	We had a huge response just by going to the Surrey show.
243	5	12	In Birmingham one of the things they do is they have a history bus which has photocopies of things from the archives etc.
244	5	13	If we talking about family history stuff then they are often looking for location-wide range.
245	1	13	Street names need to be as higher profile as parishes.
246	2	13	It would be interesting to know that the County Council web site, has access to various kinds of maps, county wide, including a street atlas, which I think is kept fairly well up to date.
247	2	13	Just looking at images, we having thousands of themes and just looking in them there are all kinds of things, there are baring gaps that we would like to full. One thing we would like to do is to contact people through this website, who have material in a
248	2	13	private collection who would be keen to donate it or lend it.
249	4	13	I think place names and street names are kind of like scheduling documents, and those are the things people are going to search for.
250	5	13	That's the structure.
251	4	13	When it comes to subject matter, word search will have to do, because you are not going to be able to standardize that.
252	5	13	One of the things you can do thinking about the 24 hour museum, you have got your basic site, and may want to have some trails that pull out various things.
253	1	13	Pulling out extra and unpredictable things.
254	2	14	We have got this project material that is the can- and it was always our intention to add to that, there must be some sort of way we can increase our knowledge of an area- like a photograph.
255	2	14	If we had responsibility for that area, we would be able to progressively add those new images, and standards, and virtually build it up, instead of having to do it as a project we can do it bit by bit.
256	4	14	And you wouldn't have a deadline.
257	4	14	Like this website I am using at the moment, you can just add material as you acquire it.
258	2	15	Yes



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259	4	15	Absolutely!
260 groups?	1	15	Do you have anybody who actually would spare the time to give evening talks to
261 evenings?	1	15	Your officer will then sort of employ? As well as building a site they will talk in
262	2	16	Where was such and such a house where my grandfather was born?
263	4	16	Especially the houses that are no longer there.
264	3	16	We get all sorts! About 5000 a year
265	5	16	Are most of them through website? Or coming through door?
266	3	16	That's a large amount email and 50% door. That is growing.
267	2	16	One thing I find- a lot of these are set up in a 2 way dialogue.
268	4	16	Very exciting but implications.
269	4	16	By responding to enquiries, hopefully will bring more.
270	1	16	Queries will generate more information.
271	4	16	From your record of enquiries over the past year or so, we should be able to get a good idea the sort of things we want to try and find for people? Is this a conflict of interests?
272	2	16	Would it be said that you actually need to have X number of enquiries for this place. I know we have got that in regard to our history centres, they are saying these history centres can only be viable if we get X number of enquiries a year. Its quite low.
273	1	16	By being online, Is there some way of feeding back that these enquires were logged.
274	4	16	It would be quite useful, if once it moves out from just being SMR, to be able to say that there where so many visits to certain sites.
275	1	16	We need something more sophisticated than just the number of hits.
276	2	16	It can say this goes thus far, but you have got to come and visit us so we can provide you with actual information.

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277	1	16	All requests for information ought to be recorded, because that's the information you need at the end of every year.
278	3	16	But you could have feedback questionnaires.
279	1	16	You actually have to register, so we can measure what types of people are visiting.
280	5	16	If you want to do that you have to make the registration form as simple and painless as possible.
281	4	16	It can be daunting for people.
282	1	16	If you can explain why you want this information- to make a better service in future.
283	5	16	If it can be linked to personalise the site for you- so when you go back it opens on the page you want it to, and not have to search again. Then people say registering was actually useful to me and only to the organisation.
284	3	16	Like Amazon, you don't register, but when you return it says last time you where looking at these, now we have these you might like- subtle ways of picking you up.
285	4	16	When you are dealing with family history you find out a bit and then you go somewhere else and then maybe come back to the site you where 1st on, with the same subject, you just want to go a little deeper, and it turns out at the same page.
286	4	16	An archive access website, has the facility to say show me anything that has been added since I was last here, and its sets a certain date, and that is useful.
287	1	17	Yes
288	4	19	Are we talking about- the people who don't know what the term heritage means, and the people we are trying to interest gradually are those the kind of people? Potential users?
289	1	19	We spoke a bit early on talking about the 5000 visitors to this centre and that is solid evidence.
290	4	19	If you where to study that information in detail, only 1% of those people may be looking for a certain area where we might be thinking of spending a lot of money, should we be providing for that when there is actually a need in another area?
291	1	19	A lot of our enquiries are to do with families! Is that going to be similar, is it going to be family related enquiries?
292	3	19	It broadens out, it used to be an interest in family trees and names, and now its more social and context. They like to see photos of the local areas and sort of say, well Granny went there.

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293	4	20	Its not a major thing- they can gain more from us than we can from them?
294	2	20	In a way, your already doing that, and museums aren't putting things on line, but this will act like a stimulus.
295	2	20	Its not just about putting things together and linking for a specific area or site, its also encouraging local museums etc to build up information and input info to websites to improve them.
296	1	20	They say they have got a website, but when you get onto it its terrible- this is like a stimulus to make things happen.
297	2	20	Back to visitor numbers- should the main focus be to encourage people, give them a taster to get them to come in?
298	2	20	Is putting things on line doing us a dis-service? For people running smaller museums. People need the visitor numbers and provide activities.
299	2	20	We have got the 24 hour museum-which is the one stop kind of shop- to find out basic information. That's one end of the spectrum. How much further are we going?
300	4	20	That's effectively what museums have basically got. They are going to put up what they have got and you will be tailored yourself to the nature of that. The documentation isn't going to take place at different levels.
301	4	20	I think that marketing museum visits and marketing museum information are two separate things, I don't know if one actually detracts from the other.
302	5	20	And sometimes if you can actually do some of your information providing over the web, it means you can then be a bit more flexible. Give yourself more space to do more interactive work.
303	1	20	I went to a museum that digitised all there labels and put them on a computer in front of the case. They then stopped doing it later on cause they realised it didn't work.
304	5	20	If you have got a small museum space then you try to shove as many of the new objects in as you can. Then you find if you want to run an event or have a school party then you haven't got the space.
305	4	20	Its an interesting balance. You might have things you have never displayed and you would love to display. if you were able to photograph some existing exhibits, put them away for a year, and bring out some other things out that you have never had on
306	4	20	display. In other words it might give small museums in particular more flexibility. The decision might be a tricky one what to put away and what to keep out, but at least you have got that option.
307	4	20	I think it's a 3 way thing, its not just the benefits of being on line, and the benefits of having stuff that people can see when they visit, its also the benefits of documentation of what the museum is doing. Its good for a museum to be able to know what

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308	4	20	its got.
309	4	20	Museums have got an abundance of stuff- a better education place because you can make more links.
310	5	20	The two support each other- in the sense that, you have the collections which might divide into 2 categories- 1- the few things that you can display and the other things that you would like to list and describe. Then put this on a site so people can have
311	5	20	access through the internet. If someone has a specialist interest in an area, they can at least find out what the museum has got and get some very basic information about it.
312	2		One thing we can link to here which is not workable in a museum case- you will always have something that will belong to a person in a place which will be of interest.
313	2		There are people interested in something's that others are not so we cant make a case of it, but at least it will be posted for those people.

## **10.20: Guide to Percentage Comments**

### Minority

0-4%	None/No, almost none/no, very few, a very small proportion
5-9%	Few, under a tenth, a small proportion
10-14%	A tenth, relatively few, under a fifth
20-24%	Just under a fifth, nearly a fifth, around a fifth
25-29%	A quarter, around a quarter, just under a quarter
30-34%	A third, around a third, just under/over a third
35-39%	Over a third
40-44%	Under half
45-49%	Just under half, around half

### Majority, most

55-59%	Over half
60-64%	Just under two thirds
65-69%	Two thirds, around two thirds, just under/over two thirds
70-74%	Nearly three quarters, just under three quarters
75-79%	Three quarters, just over three quarters
80-84%	Over three quarters, a large proportion
85-89%	The majority, a very large proportion
90-94%	The vast majority, a very large proportion
95-100%	Nearly/almost all, all

## 10.21: Location of Surrey County Council SMR



# How to get to County Hall

### Access Information

If you have a mobility problem call 020 8541 9085 for advice and assistance.

- The Council Chamber has an induction loop.
- There is lift access to all floors. Lift A, near the main entrance, has tactile buttons and signage, buttons at an accessible level and voice information at each floor.
- Wheelchair accessible toilets are on the first and ground floors.
- A canteen is located at the south side of County Hall and is open from 8.30am to 2pm. Vending machines available in the canteen after 2pm.

### By Car

Kingston Town Centre has an extensive one-way system which is marked on the map overleaf. The map shows the major roads around County Hall and access from motorways. Please note that traffic is heavy throughout Kingston at peak times.

### Parking

Visitors may use the Bittoms Car Park if they obtain a day pass from County Hall security located at the Penrhyn Road entrance of County Hall. Visitors with mobility problems can park at the front of County Hall.

There are several car parks within walking distance. Street parking is sometimes available.

Surrey County Council is a member of the National TravelWise Association, a partnership of local authorities and other organisations working together to promote sustainable transport.

We encourage visitors and staff to use alternatives to the car. County Hall has secure cycle parking and is accessible by public transport.

### By Train

It is easiest to reach County Hall from **Surbiton** Station. It is a one mile walk on a fairly level surface to County Hall. Buses run from Waitrose in Claremont Road, opposite the station entrance. The services are: **71, 281, 406, 465, 418, K2, and K3.**

To reach County Hall from **Kingston** station, you can take the **281 or 71** bus from Cromwell Road Bus Station (next to Kingston Station). County Hall is a three-quarters of a mile walk through the town centre on a fairly level surface.

### By Bus

- 515 from Guildford
- 465 from Dorking and Leatherhead
- 726 from Croydon, Bromley and Heathrow
- 216/218 from Staines
- 471 from Woking
- 406/418 from Epsom

Only the **406, 418 and 465** stop outside County Hall, the others stop in Kingston town centre.

For information on other London Bus Services, call 020 7222 1234. For services in Surrey, call Surrey Traveline on 0870 6082 608.



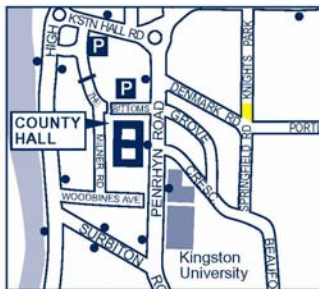
**Penrhyn Road  
Kingston upon Thames  
Surrey KT1 2DN**

This information is available in other formats and languages.  
Telephone: **08456 009 009**  
Fax: **020 8541 9004**  
Minicom: **020 8541 8914**  
Email: **contact\_centre@surreycc.gov.uk**

## County Hall

Penrhyn Road, Kingston upon Thames  
Surrey KT1 2DN  
Telephone 08456 009 009

Please note there is no access to the Bittoms Car Park or County Hall from Woodbines Avenue or Milner Road.



Access to Kingston from A3

