





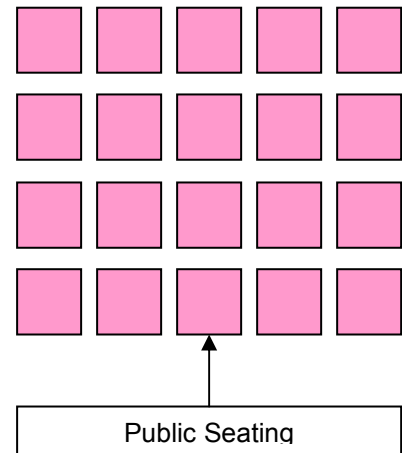
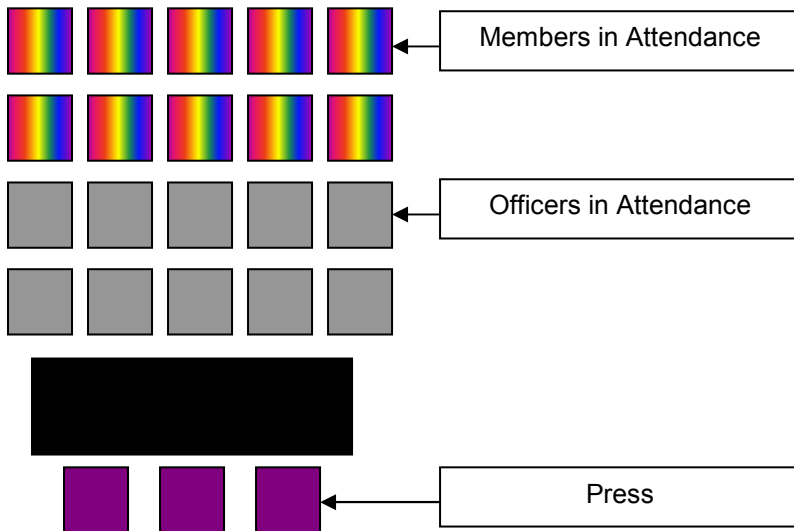
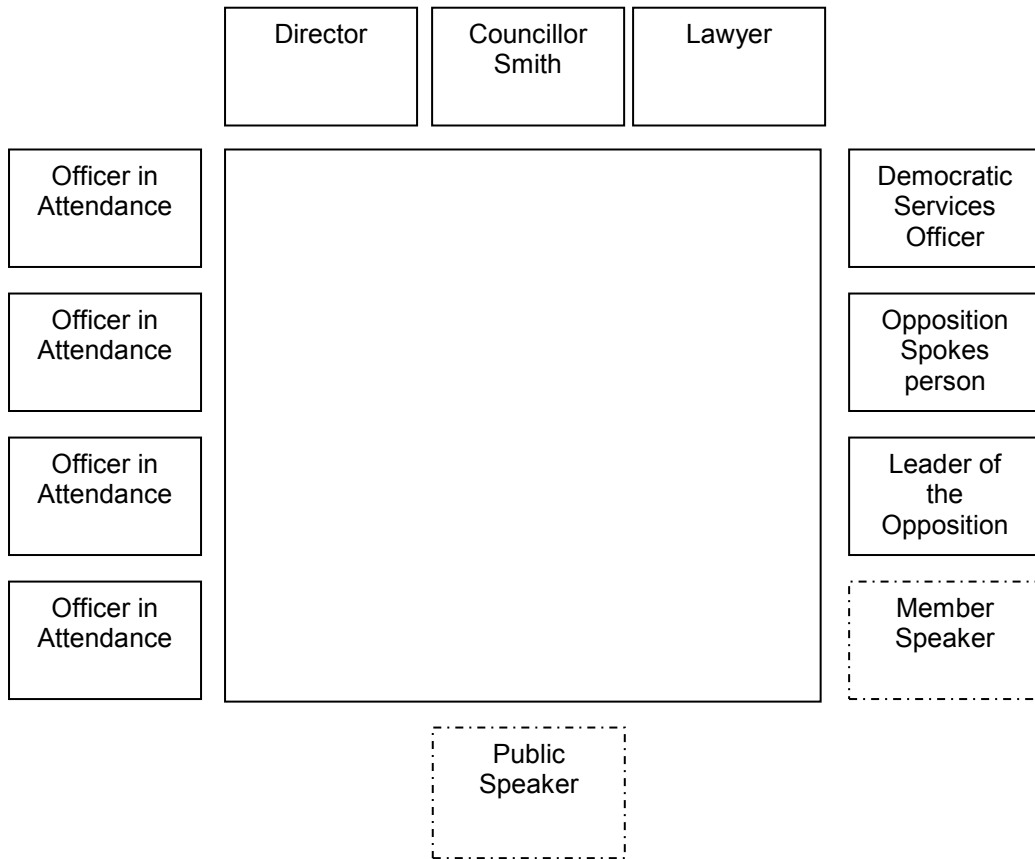
Brighton & Hove
City Council

Cabinet Member Meeting

Title:	Culture, Recreation & Tourism Cabinet Member Meeting
Date:	10 February 2009
Time:	4.00pm
Venue	Committee Room 3, Hove Town Hall
Members:	Councillor: Smith (Cabinet Member)
Contact:	Caroline De Marco Democratic Services Officer 01273 291063 caroline.demarco@brighton-hove.gov.uk

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Democratic Services: Meeting Layout



AGENDA

70. PROCEDURAL BUSINESS

- (a) Declarations of Interest by all Members present of any personal interests in matters on the agenda, the nature of any interest and whether the Members regard the interest as prejudicial under the terms of the Code of Conduct.
- (b) Exclusion of Press and Public - To consider whether, in view of the nature of the business to be transacted, or the nature of the proceedings, the press and public should be excluded from the meeting when any of the following items are under consideration.

NOTE: Any item appearing in Part 2 of the Agenda states in its heading either that it is confidential or the category under which the information disclosed in the report is exempt from disclosure and therefore not available to the public.

A list and description of the categories of exempt information is available for public inspection at Brighton and Hove Town Halls.

71. MINUTES OF THE PREVIOUS MEETINGS

1 - 12

Minutes of the Meetings held on (a) 9 December 2008 and (b) 20 January 2009 (copies attached).

72. CABINET MEMBER'S COMMUNICATIONS

73. ITEMS RESERVED FOR DISCUSSION

- (a) Items reserved by the Cabinet Member
- (b) Items reserved by the Opposition Spokesperson
- (c) Items reserved by Members, with the agreement of the Cabinet Member.

NOTE: Public Questions, Written Questions from Councillors, Petitions, Deputations, Letters from Councillors and Notices of Motion will be reserved automatically.

74. PETITIONS

13 - 14

Report of the Director of Strategy & Governance (copy attached).

CULTURE, RECREATION & TOURISM CABINET MEMBER MEETING

Ward Affected: All Wards

75. PUBLIC QUESTIONS

(The closing date for receipt of public questions is 12 noon on 3 February 2009)

No public questions received by date of publication.

76. DEPUTATIONS

(The closing date for receipt of deputations is 12 noon on 3 February 2009)

No deputations received by date of publication.

77. LETTERS FROM COUNCILLORS

No letters have been received.

78. WRITTEN QUESTIONS FROM COUNCILLORS

15 - 16

Foredown Tower – Written question from Councillor Davis (copy attached).

79. NOTICES OF MOTIONS

No Notices of Motion have been received by date of publication.

80. REQUEST FOR RETURN OF HUMAN REMAINS TO AUSTRALIA

17 - 30

Report of Director of Cultural Services (copy attached).

Contact Officer: Janita Bagshawe

Tel: 29-2840

Ward Affected: All Wards

81. PROPOSAL TO INTRODUCE A "GREETER SCHEME" TO THE CITY

31 - 36

Report of Director of Cultural Services (copy attached).

Contact Officer: Liz Brand

Tel: 01273291614

Ward Affected: All Wards

CULTURE, RECREATION & TOURISM CABINET MEMBER MEETING

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

The closing date for receipt of public questions and deputations for the next meeting is 12 noon on the fifth working day before the meeting.

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Caroline De Marco, (01273 291063, email caroline.demarco@brighton-hove.gov.uk) or email democratic.services@brighton-hove.gov.uk

Date of Publication - Monday, 2 February 2009

CULTURE RECREATION & TOURISM CABINET MEMBER MEETING

Agenda Item 71 (a)

Brighton & Hove City Council

BRIGHTON & HOVE CITY COUNCIL

CULTURE, RECREATION & TOURISM CABINET MEMBER MEETING

4.00pm 9 DECEMBER 2008

COMMITTEE ROOM 1, HOVE TOWN HALL

MINUTES

Present: Councillor Smith (Cabinet Member)

Also in attendance: Councillor Davis (Opposition Spokesperson)

PART ONE

44. PROCEDURAL BUSINESS

44a Declarations of Interests

44.1 There were none

44b Exclusion of Press and Public

44.2 In accordance with section 100A of the Local Government Act 1972 (the Act), the Cabinet Member for Culture, Recreation and Tourism considered whether the press and public should be excluded from the meeting during an item of business on the grounds that it was likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press or public were present during that item, there would be disclosure to them of confidential information (as defined in section 100A(3) of the Act) or exempt information (as defined in section 100(I) of the Act).

44.3 **RESOLVED** - That the press and public be not excluded from the meeting.

45. MINUTES OF THE PREVIOUS MEETING

45.1 **RESOLVED** - That the minutes of the Culture, Recreation and Tourism Cabinet Member Meeting held on 28 October 2008 be agreed and signed by the Cabinet Member subject to the following amendments.

“43.3 Councillor Davis expressed some concern about the chronology and consultation process. The consultation period was not long enough if the report was to go to Cabinet in December. The Head of Libraries stressed that a great deal of consultation had already taken place. She explained that the plan would not be written in stone. The intention was to continually reflect the views of the local community and interest groups.

43.4 Councillor Davis stated that if the consultation period could be extended she would like to request that the report be presented to the Council meeting on 29 January 2009, rather than the meeting on 4th December 2008. She would like to see a review of increasing library hours and more information about the provision of new books. Councillor Randall agreed that the plan was a good piece of work but shared concerns about the consultation period, book stocks and opening hours.

43.5 The Head of Libraries and Information Services agreed to include comments from groups who were being consulted.”

43.6 Resolution (2) to read “That the Libraries Plan 2009-2011 be forwarded to the January 2009 Council meeting rather than the meeting to be held on 4 December 2008.

46. CABINET MEMBER'S COMMUNICATIONS

Royal Pavilion & Museums Work Sharing with Sierra Leone

46.1 The Cabinet Member reported that the Royal Pavilion and Museums was a key partner in an exciting new three-year initiative which had attracted nearly £500,000 of funding from the Arts & Humanities Research Council. Led by Dr Paul Basu, Reader in Material Culture and Museum Studies at University College London, and involving staff and collections from the Royal Pavilion & Museums, the British Museum and Glasgow Museums, the project aimed to seek new ways of sharing collections-based knowledge with partners and communities in Sierra Leone.

GMB Conference – Brighton Centre

46.2 The Cabinet Member was pleased to welcome the GMB back to the Brighton Centre, on a two year basis, in 2011 and 2012. This would bring an economic benefit to the city of £5 million. The conference last came to the city in 2007 and the GMB were very pleased to be returning after a 4 year absence. A large number of delegates attended the conference and they made use of the many varying Hotels, B&B's and Guesthouses the city has available.

46.3 GMB was a campaigning trade union focused on protecting GMB members in their workplaces and growing the number of GMB members in order to strengthen the Union's power

Future Conferences

46.4 The Cabinet Member reported that although there was an economic downturn, the City was still attracting a fair share of conferences. This included the National Housing

Federation Conference 2009. The Cabinet Member praised the good work of the Conference Team. On a recent visit to the House of Lords the Cabinet Member had met 50 prospective conference organisers who had all said their delegated loved coming to Brighton & Hove.

Eurocities

46.5 The Cabinet Member reported that he had attended the Annual General Meeting of Eurocities at The Hague. The opening speech had been made by the Prime Minister of Holland and there were representatives from large cities such as Berlin and Barcelona. They had been pleased to welcome the Cabinet Member and the Head of Arts, International & Voluntary Sector Teams. All the delegated were familiar with Brighton & Hove and were pleased to be involved in joint ventures. Involvement with Eurocities was a great opportunity for the City to obtain more funding and new partners for joint ventures.

47. ITEMS RESERVED FOR DISCUSSION

47.1 **RESOLVED** – All items were reserved for discussion.

48. PETITIONS

48.1 There were none.

49. PUBLIC QUESTIONS

49.1 There were none.

50. DEPUTATIONS

50.1 There were none.

51. LETTERS FROM COUNCILLORS

51.1 There were none.

52. WRITTEN QUESTIONS FROM COUNCILLORS

52.1 There were none.

53. NOTICES OF MOTIONS

53.1 There were none.

54. REVIEW OF FEES AND CHARGES 2009/10 - VENUES

54.1 The Cabinet Member considered a report of the Director of Cultural Services which set out the proposed Fees and Charges for 2009/2010 for the Brighton Centre and Hove Town Hall (for copy see minute book).

- 54.2 Councillor Davis questioned the wisdom of increasing fees by 4% at this time in order to raise £10,000. The Assistant Director, Major Projects and Venues replied to explain that Hove Town Hall had a strong market. Fees and charges were only a small percentage of the income package of the Brighton Centre. He thought the increase was sustainable.
- 54.3 The Cabinet Member raised the issue of the Skyline Restaurant being opened to the public. As this was an integral part of the building, it was not feasible for it to be a separate public restaurant. The Assistant Director, Major Projects and Venues accepted that the Skyline Restaurant would be popular but if it was opened to the public it would impact on the main hall. The Council had stopped marketing the restaurant about 18 years ago as it had never had a passing trade.
- 54.4 **RESOLVED** - (1) That the Fees & Charges as shown in Appendices A and B be approved in order that they can be incorporated into the 2009/10 Revenue Budget and Venues Business Plan.

55. FEES AND CHARGES (ROYAL PAVILION & MUSEUMS)

- 55.1 The Cabinet Member considered a report of the Director of Cultural Services which set out the proposed changes to fees and charges for commercial hire and admission charges to assist with business planning. Under the Corporate Fees and Charges Policy, officers were required to carry out an annual review in line with policy (for copy see minute book). The report suggested introducing a recommended donations policy for the non-charging venues within the Royal Pavilion & Museums.
- 55.2 An amended appendix B had been circulated which showed VAT alterations. Proposals included a 10% discount to groups and the reduction of group size for discounts from 10 to 15. A new child group rate was also proposed.
- 55.3 Councillor Davis asked for an explanation of paragraph 3.1.1 which referred to Value for Money monitoring of the commercial hire income target. The Head of Museums and Royal Pavilion explained that there had not been proactive marketing of the commercial hire income in the past. As a result a Sales Manager had been recently appointed to ensure a proactive approach was taken.
- 55.4 Councillor Davis asked for further explanation of paragraph 3.2.4 concerning the introduction of a child group rate. She asked if this discount included language school groups. She was informed that most of the language school groups would fall into the child category.
- 55.5 The Cabinet Member drew attention to the equalities paragraph at 5.3 of the report and emphasised that 60% of funding for the service came from income generation.
- 55.6 (1) That the increases for charges for commercial hire of the Royal Pavilion & Museum venues be approved as set out in Appendix A.
- (2) That minor changes to pricing structure for group rates be approved as set out in Appendix B, version 2.

(3) That the introduction of a recommended level of voluntary donations in the Museums be approved.

56. LIBRARIES FEES AND CHARGES

- 56.1 The Cabinet Member considered a report of the Director of Cultural Services which reviewed the impact of the Libraries fees and charges introduced last year, and recommended the fees and charges for 2009-10 (for copy see minute book). Under the Corporate Fees and Charges Policy, officers were required to carry out an annual review in line with the policy.
- 56.2 There were only two changes to the Libraries fees and charges proposed for 2009-2010. (1) to introduce a new category of membership for people with learning disabilities that would enable them to access most services free of charge, and (2) to confirm that charges for Baby Boogie have been withdrawn, subject to a full review of the service to take place next year.
- 56.3 The Head of Libraries and Information Services drew attention to an Addendum circulated before the meeting, concerning the reduction in the rate of VAT. This had had a minimum effect on the library service.
- 56.4 Councillor Davis asked for confirmation that Baby Boogie was not in jeopardy. The Head of Libraries & Information Services confirmed that it was not in jeopardy but was a very successful service. The Department were seeking to achieve additional funding for Baby Boogie.
- 56.5 **RESOLVED** - (1) That the Libraries Fees and Charges proposals for 2009-10 be agreed.

57. APPLICATION FOR MEMBERSHIP OF EUROCITIES

- 57.1 The Cabinet Member considered a report of the Director of Cultural Services which asked for approval to apply to join the EUROCITIES network as a full member from 2009 (for copy see minute book). Within the European & International Strategy for Brighton & Hove City Council 2007-2013, one of the four strategic priorities was "networking and forging European & International partnerships. EUROCITIES was the main network in Europe aimed at cities of 250,000 populations and above.
- 57.2 The Head of Arts, International & Voluntary Sector Teams explained that Brighton & Hove had been a member of Eurotowns but it was now more relevant and useful for the city to network with EUROCITIES. Other members of EUROCITIES were listed at paragraph 3.5. She had recently attended the AGM of EUROCITIES with the Cabinet Member and had met with other EUROCITY members.
- 57.3 The Cabinet Member considered the membership of EUROCITIES to be a marvellous move for the city which would enable links to be made with major cities.
- 57.4 **RESOLVED** - (1) That the proposal to join EUROCITIES be approved.

The meeting concluded at 4.35pm

Signed

Chair

Dated this

day of

CULTURE RECREATION & TOURISM CABINET MEMBER MEETING

Agenda Item 71 (b)

Brighton & Hove City Council

BRIGHTON & HOVE CITY COUNCIL

CULTURE, RECREATION & TOURISM CABINET MEMBER MEETING

3.00pm 20 JANUARY 2009

COMMITTEE ROOM 3, HOVE TOWN HALL

MINUTES

Present: Councillor Smith (Cabinet Member)

Also in attendance: Councillor Davis (Opposition Spokesperson)

PART ONE

58. PROCEDURAL BUSINESS

58a Declarations of Interests

58.1 Councillor Davis declared a personal but not prejudicial interest in items 67 and 68 as she was a member of the Board of Trustees of the Brighton Carnival (Take Part Festival of Sport – Item 67 and Brighton Carnival – Item 68).

58b Exclusion of Press and Public

58.2 In accordance with section 100A of the Local Government Act 1972 (the Act), the Cabinet Member for Culture, Recreation and Tourism considered whether the press and public should be excluded from the meeting during an item of business on the grounds that it was likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press or public were present during that item, there would be disclosure to them of confidential information (as defined in section 100A(3) of the Act) or exempt information (as defined in section 100(I) of the Act).

58.3 **RESOLVED** - That the press and public be not excluded from the meeting.

59. CABINET MEMBER'S COMMUNICATIONS**Active for Life Directory 2009**

59.1 The Cabinet Member reported that the latest Active for Life Directory 2009 was now available in venues throughout Brighton & Hove. The directory detailed sport and leisure activities in Brighton & Hove and was directly compiled by the Sports Development Team in conjunction with Brighton & Hove City NHS Teaching Primary Care Trust. The launch of the directory will be on Saturday 31 January 2009, when there will be various activities. The Cabinet Member stated that he would like as many councillors as possible to take part in the event.

60. ITEMS RESERVED FOR DISCUSSION

60.1 **RESOLVED** – All items were reserved for discussion.

61. PETITIONS

61.1 There were none.

62. PUBLIC QUESTIONS

62.1 There were none.

63. DEPUTATIONS

63.1 There were none.

64. LETTERS FROM COUNCILLORS

64.1 There were none.

65. WRITTEN QUESTIONS FROM COUNCILLORS

65.1 There were none.

66. NOTICES OF MOTIONS

66.1 There were none.

67. EVENTS PROGRAMME IN PARKS AND OPEN SPACES 2009

67.1 The Cabinet Member considered a report of the Director of Environment which set out the proposed programme of special events for Parks and Open Spaces in 2009, and sought landlord's consent for these events (for copy see minute book).

67.2 The Cabinet Member stressed that the Events Programme in Parks & Open Spaces was very important to the vibrancy of the city for both residents and visitors. The programme would provide a wide, diverse range of opportunities for all to enjoy from carnivals and cabaret to festivals and funfairs. Events would have a significant

economic benefit by attracting tourists and generating expenditure into the local economy. The attractiveness of the City's gardens and open spaces was also very important to residents and tourists. A balance of use of the various areas was needed.

- 67.3 The Cabinet Member drew attention to paragraph 3.2.1 of the report, which indicated that the Old Steine site would not be used for events in 2009. Having discussed this matter with colleagues and officers, he now proposed that the Parlure Speigaltent was permitted on the Old Steine from Friday 1 May to Monday 25 May (times Sunday to Wednesday 12.00-00.30 and Thursday to Saturday 12.00-02.00). Key to this decision was the assurance that had been received from the Festival Fringe that an appropriate reinstatement agreement would be entered into with the promoter.
- 67.4 The Head of Sport and Leisure drew attention to the strong links across sport and leisure in the programme of events. This would increase physical activity in the City. A great deal of behind the scene work was carried out and he paid tribute to the work of the Events Team..
- 67.5 The Head of Arts, International & Voluntary Sector Teams drew attention to the Festivals Clusters Development as detailed in paragraphs 3.2.3 to 3.2.6 in the report. A significant strand of work would be around looking at outdoor sites in the City.
- 67.6 The Head of Sport and Leisure reported that the Queen's Park ward councillors had commented upon the improvement in noise control and reduced disturbance to local residents from events in Valley Gardens last year.
- 67.7 Councillor Davis stated that she thought the right decision had been made in relation to the application from the Parlure Speigaltent to use the Old Steine Gardens.
- 67.8 In answer to a question put by Councillor Davis, the Head of Arts, International & Voluntary Sector Teams confirmed that there would be a sustainability element to the audit of outdoor sites in the City. The Director of Environment reported that there would be a separate piece of work relating to sustainability which would be submitted to a Scrutiny Board and to the Culture, Recreation and Tourism CMM..
- 67.9 **RESOLVED** – Having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendations.
- (1) That consent be granted for the events listed in Appendix 1, and to an application from the Parlure Speigaltent to use the Old Steine gardens on Friday 1 May to Monday 25 May 2009.
 - (2) That officers be authorised to enter into formal agreements with event organisers to determine conditions, fees and levels of support as appropriate.
 - (3) That the Director of Environment be authorised, after consultation with the Cabinet Member, to make any alterations to the events programme as necessary.

68. SPECIAL EVENTS - MADEIRA DRIVE CLOSURES 2009

- 68.1 The Cabinet Member considered a report of the Director of Environment which set out the proposed programme of special events on Madeira Drive in 2009 and sought approval of the associated road closures (for copy see minute book).
- 68.2 The Cabinet Member stressed that Madeira Drive was a very important venue for special events with many longstanding events such as the Speed Trials and Veteran Car Run being part of the city's heritage. The events formed an important part of the Event's Programme of the city for the enjoyment of visitors and residents and the wider economic benefit of the city. The special events were an important element of the long-term regeneration of Madeira Drive with Madeira Drive being the key events venue for the city.
- 68.3 The Head of Sport and Leisure reported that there had been feedback from consultation from the Queen's Park ward councillors. There had been concern about the loss of public amenities (i.e closure of the beach). However, this only happened during the National Speed Trials and the Big Beach Boutique due to health and safety requirements.
- 68.4 The Queen's Park ward councillors had also re-iterated the request for the scale of charges for events on Madeira Drive to reflect carbon emissions produced and a levy on event tickets to be imposed for a Madeira Drive regeneration fund. The Director of Environment advised such requests were a change of policy beyond the scope of this report. In addition, the same councillors also asked for strategies to be in place to encourage attendees to explore the local area. The Head of Sport and Leisure advised that the marketing for such events often featured the wider area to encourage attendance.
- 68.5 Councillor Davis asked about the White Air Extreme Sports Festival 2009. The Head of Sport and Leisure replied Cabinet had granted approval for this event on 18 December 2008.
- 68.6 **RESOLVED** – Having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendations.
- (1) That consent be granted for the 2009 programme for special events on Madeira Drive and the associated road closures as listed in Appendix 1.
 - (2) That officers be authorised to enter into formal agreements with event organisers to determine conditions, fees and levels of support as appropriate.
 - (3) That the Director of Environment be authorised, after consultation with the Cabinet Member, to make any alterations to the events programme as necessary.

69. FEES AND CHARGES: BEACH CHALETS, BEACH HUTS, FISHING LOCKERS AND BOAT LICENCES, OUTDOOR EVENTS AND VOLK'S RAILWAY

- 69.1 The Cabinet Member considered a report of the Director of Environment which set out the proposed increase of the annual rent levied by the council for beach chalets at

Ovingdean, Saltdean, Madeira Drive and Hove Seafront. The report also set out the proposed rent increase in relation to the annual ground rent for beach huts along Hove seafront and for fishing lockers and boat licenses on both Brighton and Hove beaches (for copy see minute book).

69.2 The Cabinet Member reported that fees and charges provided an important source of income which was required to meet the income targets set as part of the overall budget for sport and leisure. Therefore it was necessary to review and implement changes to the fees and charges annually to ensure that realistic charges are being made.

69.3 The Development Manager - Sport & Leisure Projects reported that the figures quoted in paragraph 3.3 should have been based on the new VAT rate of 15% rather than the old rate of 17.5%. This would be amended.

69.4 **RESOLVED** – Having considered the information and the reasons set out in the report, the Cabinet Member accepted the following recommendations.

(1) That the fees and charges be agreed as set out in the report and as detailed in Appendix 1 to the report.

The meeting concluded at 3.22am

Signed

Chair

Dated this

day of

CULTURE, RECREATION AND TOURISM CABINET MEMBER MEETING

Agenda Item 74

Brighton & Hove City Council

Subject: Petitions
Date of Meeting: 10 February 2009
Report of: Director of Strategy & Governance
Contact Officer: Name: **Caroline De Marco** Tel: **29-1063**
E-mail: caroline.demarco@brighton-hove.gov.uk
Key Decision: No
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

1.1 To receive the following petition presented at Council on 4 December 2008, Council on 29 January 2009 and any petitions presented directly to the Culture Recreation and Tourism Cabinet Member Meeting.

74(i) To receive the following petition presented at Council on 4 December by Councillor Elgood and signed by 50 people:

“We the undersigned call on Brighton & Hove City Council to open Hove Library on Sundays.”

74(ii) To receive the following petition presented at Council on 29 January by Councillor Davis and signed by 50 people:

“We the undersigned residents of Goldsmid Ward call upon the Council to open Hove’s Carnegie Library on a Monday and to increase the book stock.”

74(iii) To receive the following petition presented at Council on 29 January by Councillor Hamilton and signed by 72 people:

“We urge the Council to increase the opening hours and book stock of Portslade and Hangleton libraries forthwith.”

74(iv) To receive the following petition presented at Council on 29 January by Councillor Carden and signed by 56 people:

“We, Portslade residents wish to state that the branch libraries are a vital part of life and should contain more books and that there should be no cuts to the mobile library service.”

74(v) To receive the following petition presented at Council on 29 January by Councillor Turton and signed by 85 people:

“We, the undersigned urge the Council to increase the stock and opening hours of White hawk and Rottingdean Libraries as they are an increasingly valuable resource in these times.”

- 74(vi) To receive the following petition presented at Council on 29 January by Councillor Bennett and signed by 49 people:

“We, the undersigned Stanford residents ask the Council to open Hove Library on a Monday and increase the library provision in our area.”

- 74(vii) To receive the following petition presented at Council on 29 January by Councillor Wells and signed by 88 people:

“As residents of Woodingdean, we call upon the Council to honour our part in the city’s life by opening our library for longer and increasing its stock before much more of the twenty-first century has slipped by.”

- 74(viii) To receive the following petition presented at Council on 29 January by Councillor Allen and signed by 51 people:

“We request the Council to give a full and frank explanation of the prolonged breakdown of all the computers in the library service and to spend the compensation money on more books.”

- 74(ix) To receive the following petition presented at Council on 29 January by Councillor Randall on behalf of Councillor Taylor and signed by 92 people:

“We call upon the Council to make a significant and elegant increase to the shelving in the Jubilee Library so that it looks more like a library.”

2. RECOMMENDATIONS

- 2.1 That the petitions presented at the two Council meetings as detailed above be noted and any subsequent action resulting from the nature of each petition be determined.

**CULTURE RECREATION
& TOURISM CABINET
MEMBER MEETING**

Agenda Item 78

Brighton & Hove City Council

Culture Recreation and Tourism Cabinet Member Meeting - 10 February
2009

Written Question from Councillor Melanie Davis

“Could the Cabinet Member update me on the Foredown Tower in relation to; negotiations with the Sea Cadets for use and upkeep of the building, the application for Heritage Lottery funding and plans for the centenary celebrations this year.”

Cabinet Member Meeting Culture, Recreation & Tourism

Agenda Item 80

Brighton & Hove City Council

Subject:	Request for return of human remains to Australia		
Date of Meeting:	10 February 2009		
Report of:	Director of Cultural Services		
Contact Officer:	Name:	Janita Bagshawe	Tel: (29) 2840
	E-mail:	janita.bagshawe@brighton-hove.gov.uk	
Key Decision:	No	Forward Plan No.	
Wards Affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 To make a final response to the request for the return of five items of/incorporating Indigenous¹ Australian remains held in the Royal Pavilion & Museums' (RP&M) collections, received from the Office of Indigenous Policy Co-ordination (OIPC) in the Department of Immigration and Multicultural and Indigenous Affairs of the Australian Government, 30 June 2005. In September 2008 the Cabinet agreed to the return of four items from RP&M Natural Sciences collection. This paper concerns the final object in the OIPC's request which forms part of RP&M World Art collection.
- 1.2 This request follows three reports to the Culture and Tourism Sub-Committee and one to a Culture Cabinet Member Meeting concerning human remains:
- March 30th 2006: To brief Members on the *Guidance for the Care of Human Remains in Museums* published by the Department for Culture, Media and Sport (DCMS), October 2005.
 - June 14th 2006: To update Members on the development of the *Policy for the care and treatment of human remains* by Brighton & Hove City Council Museums' Service, following recommendations in the DCMS *Guidance*.
 - November 15th 2006: To agree Brighton & Hove City Council Museums' Service's *Policy on the Care and Treatment of Human Remains*.
 - September 16th 2008: To agree to the return of four Indigenous Australian remains (two skulls and two femora (thigh bones) -

¹ Indigenous Australians are descendants of the first known human inhabitants of the Australian continent and its nearby islands. This includes both the Torres Strait Islanders and the Aboriginal People.

BC101447, BC101046, BC101696 and BC101697) from RP&M's Natural Sciences collection.

2. RECOMMENDATIONS:

To agree to the retention of a water vessel made from a human cranium (WA501838 / R2778/491) within RP&M World Art collection.

- 2.2 To agree that RP&M officers make contact with representatives of the Ngarrindjeri community at the earliest opportunity and initiate a dialogue about the future curation of the object.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The Executive Program Officer for the Office of Indigenous Policy Co-ordination (OIPC) visited the UK in April 2005 to assess the scale and whereabouts of holdings of Indigenous Australian remains in UK museums.
- 3.2 The visit was followed by a formal request to RP&M for the return of five pieces on 30 June 2005 made by the Associate Secretary of the OIPC.
- 3.3 RP&M was advised by senior museum colleagues in the UK that it should await the soon-to-be-published DCMS *Guidance* before responding to the request. Following publication, it was clear that RP&M needed to prepare and publish its own policy on the care and treatment of human remains. This policy was to include the criteria by which any present or future claim for return of human remains would be assessed, and the framework within which such assessments would be made. This *Policy* was agreed by the Culture & Tourism sub-Committee in November 2006.
- 3.4 Subsequent to establishing the *Policy*, immediate work was undertaken by RP&M staff to begin to fully meet the policy's objectives. This has included time-consuming tasks such as completing an audit of all human remains in RP&M collections.
- 3.5 Twelve months on from establishing the *Policy*, RP&M were in a position to begin to address the OIPC request. Throughout the period since June 2005 RP&M has been in contact with the Australian High Commission, which has a member of staff to oversee activity relating to the OIPC's requests to a number of UK museums. The Australian High Commission has understood and been sympathetic to the reasons for the delay in responding to the OIPC request.
- 3.5.1 Research on the four natural sciences specimens, which included biometric analysis, was completed in 2008. Following DCMS *Guidance* RP&M staff gathered evidence regarding the four specimens before conducting a synthesis and analysis of this information. Based on the findings of these, a request made to the Culture Cabinet Member that the specimens be repatriated was accepted.

3.5.2 The same processes of evidence gathering, synthesis and analysis have been undertaken for the final object in the OIPC's request, a water carrier made of a human cranium.

3.6 According to the *Policy* (which follows the DCMS *Guidance* in this regard), RP&M has gathered evidence relating to the water carrier. In summary (see also section 7 below):

- The water carrier has been identified as the product of a specific community (the Ngarrindjeri) and place (the Coorong Peninsula in South Australia). This clear provenance awards the object significant scientific, educational and historical value.
- The water carrier is of great importance and rarity; only one example of such a vessel is known of in an Australian museum collection and just a handful of examples exist in European collections.
- The water carrier is made from modified human remains (worked on and with the addition of gum, shell and a carrying handle).
- Water carriers were made from the skulls of deceased people once the appropriate funerary rites had been completed. We have found no evidence to suggest such vessels were intended for burial.
- The piece was donated in 1925 by FW Lucas. Although RP&M does not know how and from whom he acquired the water carrier, contemporary written reports record that water carriers of this kind could be traded for European goods.
- We are aware of only two cases where a UK museum has returned modified human remains, which were not intended for burial. If RP&M returned this piece it would be in danger of setting a precedent impacting on other museums. Major collections such as the British Museum and University of Oxford Museums will only consider the return of modified human remains where it can be established that they were intended for burial.

3.7 Following the undertaking of this detailed criteria for assessing the claim for return, it is recommended that RP&M continue its custodianship of the water vessel.

4 CONSULTATION

4.1 Detailed information – and extensive references from contemporary written reports – were provided by a museum specialist in Indigenous Australian history and cultural heritage. Specialists in UK museums were also consulted during the research process.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 The Collections Service in the Royal Pavilion & Museums division has a budget of £558K in 2008/2009.

The only cost implication of the recommendation is the continued storage of the water vessel, which would be found within the existing provision for collections storage in the Collections Service. Caring for and researching the object forms a normal part of the duties of the Keeper of World Art.

If the decision to retain the vessel were challenged and new information provided that meant the most appropriate course of action would be to repatriate the water vessel then all costs associated with this would be borne by the Australian government. Any time spent by the Keeper of World Art on facilitating the process would form a normal part of her duties.

Accountant consulted: Anne Silley, Head of Financial Services (Adult Social Care & Housing, Culture, Strategy & Governance), 30 December 2008

Legal Implications:

- 5.2 The recommendation of this report accords with RP&M *Acquisitions and Disposals Policy* (2005) which states that the decisions whether to return or retain human remains, objects or specimens to a country or people of origin should be taken on “a case by case basis, within its legal position and taking into account all ethical implications”.

Lawyer consulted: Bob Bruce, Principal Solicitor, 5 January 2009

Equalities Implications:

- 5.3 Equalities Impact Assessment completed. Actions identified include further research on possible impact of recommended decision on Indigenous source community.

Equalities officer consulted: Maureen Pasmore, 8 January 2009

Sustainability Implications:

- 5.4 There are none.

Crime & Disorder Implications:

- 5.5 There are none.

Risk & Opportunity Management Implications:

- 5.6 Risk & Opportunity Register completed. Possible risk that the decision may prompt adverse publicity from representatives of local BME communities and/or members of the Ngarrindjeri source community. RP&M to issue a statement making transparent the processes involved in making the recommendation and the terms on which it was made (also the fact that some remains - see 3.5.1 - will be returned), to be disseminated via the RP&M website. Also, RP&M will take a proactive approach to managing relations with the source community (see 6.1).

Corporate / Citywide Implications

- 5.7 There are none.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 While RP&M recommends retention of the water carrier within its collections it acknowledges the particular interests of the Ngarrindjeri community in this object. Following planned further research into existing models of knowledge-sharing with source community members, RP&M intends to begin a dialogue with community representatives about the future curation of the object.

7. REASONS FOR REPORT RECOMMENDATIONS

Concerning the water vessel made from a human cranium (WA501838 / R2778/491):

- RP&M has followed the government's guidance on responding to requests for the return of human remains from museum collections (DCMS *Guidance*) in arriving at its recommendation.
- The water carrier has been identified as the product of a specific community (the Ngarrindjeri) and place (the Coorong Peninsula in South Australia). This clear provenance awards the object significant scientific, educational and historical value.
- The water carrier is of great importance and rarity; only one example of such a vessel is known of in an Australian museum collection and just a handful of examples exist in European collections.
- The water carrier is made from modified human remains (worked on and with the addition of gum, shell and a carrying handle).
- Water carriers were made from the skulls of deceased people once the appropriate funerary rites had been completed. They were used by friends and relatives of the deceased. We have found no evidence to suggest such vessels were intended for burial.
- The piece was donated in 1925 by FW Lucas. Although RP&M does not know how and from whom he acquired the water carrier, contem-

porary written reports record that water carriers of this kind could be traded for European goods.

- If RP&M returned this piece it would be in danger of setting a precedent impacting on other museums. Major collections such as the British Museum and University of Oxford Museums will only consider the return of modified human remains where it can be established that they were intended for burial.
- Following the undertaking of this detailed criteria for assessing the claim for return; it is recommended that RP&M continue its custodianship of the water vessel.

SUPPORTING DOCUMENTATION

Appendices

1. Equalities Impact Assessment
2. Risk & Opportunity Register Form

Documents In Members' Rooms

None

Background Documents

1. *Guidance for the Care of Human Remains in Museums* (DCMS, 2005)
2. *Policy for the care and treatment of human remains* (Brighton & Hove City Council Museums' Service, 2006)

Appendix 1

Equalities Impact Assessment

Aim of Policy / Scope of Service: Recommendation to retain water carrier made from human cranium				
Different Groups included in scope	Potential Impact on this group	Existing data/information inc. relevant legislation	Data/Information required	Potential actions to minimise negative impact and maximise positive impacts
BME communities in Brighton & Hove	Groups see retention of water carrier by RP&M as inappropriate	Process and recommendation informed by all relevant legislation including DCMS <i>Guidance for the Care of Human Remains in Museums</i> and BHCC's <i>Policy for the care and treatment of human remains</i> .		Statement issued via RP&M website making transparent the processes involved in making the recommendation and the terms on which it was made.
Indigenous communities in Australia, particularly the Ngarrindjeri source community		Australian research on the perspectives of Indigenous communities on objects incorporating Indigenous human remains held in museum collections.	See Agreed Actions	Community leaders of the Ngarrindjeri formally approached to explore possibility of co-curating and/or knowledge sharing in regards of the vessel. RP&M to take transparent and proactive approach.

What consultation has been used or undertaken?	Date	Methods Used	Findings
In terms of researching the history and cultural significance of the vessel, RP&M consulted Philip Jones, a senior curator at the South Australia Museum and specialist in Indigenous Australian history and cultural heritage.		Infrequent correspondence by email over the period 2006 – 2008.	Detailed in the evidence gathering document prepared the Keeper of World Art.

Agreed Actions	Timescale	Lead Officer	Review date
<p>To investigate what information exists on –</p> <ul style="list-style-type: none"> • the perspectives of Indigenous communities on objects incorporating Indigenous human remains held in overseas museum collections, especially in the case of decisions not to repatriate • possible models for co-curating (with representatives of the Indigenous source community) objects of significance held in overseas museum collections 	Feb – April 2009	Helen Mears Keeper of World Art RP&M	30 June 2009 – any further recommendations / planned activities will be incorporated into the EIA for RP&M services (submitted in June 2008, due for review in June 2009)
<p>Also to –</p> <ul style="list-style-type: none"> • draft a statement making transparent the processes involved in making the recommendation and the terms on which it was made (also the fact that some remains will be returned). To be issued 	Feb – June 2009	Helen Mears Keeper of World Art RP&M	30 June 2009

<p>via the RP&M website</p> <ul style="list-style-type: none"> • make a proactive approach to members of the Ngarrindjeri community regarding the possibility of co-curating the object / knowledge sharing 			
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Lead Equality Impact Assessment Officer:

Date:

Departmental Management Team

Date:

Assistant Director:

Date:

Corporate Equalities and Inclusion Team

Date:

(NB: Actions must now be transferred to service or business plans)

Corporate/Department/Team Project:

Site

Service Objective/Process:

Description:
opportunities

This Risk Register will identify both sides of risks 1) downside risks which threaten success and 2) upside risk

Date of Assessment:

Review Date:

Compiled by:

NO.	IDENTIFIED RISK OR OPPORTUNITY	CURRENT CONTROLS	EFFECTIVENESS OF CONTROLS – score A IU*	ASSESSMENT OF RISK SCORE			FURTHER CONTROLS REQUIRED and/or additional action to improve controls	RESOURCES REQUIRED TO IMPLEMENT ADDITIONAL CONTROLS	ASSESSMENT OF RESIDUAL RISK with control measures implemented			Responsible Officer	Timescale/ Review Frequency
				Likelihood (L)	Impact (I)	Risk Factor			Likelihood (L)	Impact (I)	Risk Factor		
1	Local communities express concern about decision to retain vessel	None	U	2	2	4	Issue statement making transparent the processes involved in making the recommendation and the terms on which it was made (also the fact that some remains will be returned), via RP&M website	Small amount of staff time	2	1	2	Helen Meers (Keeper of World Art)	30 June 2009

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* Key to Effectiveness of Controls
A = Adequate I = Inadequate U = Unknown

Corporate/Department/Team Project:

Site

Service Objective/Process:

Description:

This Risk Register will identify both sides of risks 1) downside risks which threaten success and 2) upside risk opportunities

Date of Assessment:

Review Date:

Compiled by:

NO.	IDENTIFIED RISK OR OPPORTUNITY	CURRENT CONTROLS	EFFECTIVENESS OF CONTROLS – score A I U*	ASSESSMENT OF RISK SCORE			FURTHER CONTROLS REQUIRED and/or additional action to improve controls	RESOURCES REQUIRED TO IMPLEMENT ADDITIONAL CONTROLS	ASSESSMENT OF RESIDUAL RISK with control measures implemented			Responsible Officer	Timescale/ Review Frequency
				Likelihood (L)	Impact (I)	Risk Factor			Likelihood (L)	Impact (I)	Risk Factor		
2	Ngarrindjeri source community campaigns for the object's repatriation	None	U	3	3	9	Conduct research into impact of such decisions on source communities and possible models for co-curating / knowledge-sharing Make proactive and transparent approach to community representatives about the future curation of the object	Staff time (Keeper of World Art)	2	2	4	Helen Mears (Keeper of World Art)	30 June 2009

* Key to Effectiveness of Controls

A = Adequate

I = Inadequate

U = Unknown

Corporate/Department/Team Project:

Site

Service Objective/Process:

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Review Date:

Compiled by:

NO.	IDENTIFIED RISK OR OPPORTUNITY	CURRENT CONTROLS	EFFECTIVENESS OF CONTROLS – score A I U*	ASSESSMENT OF RISK SCORE			FURTHER CONTROLS REQUIRED and/or additional action to improve controls	RESOURCES REQUIRED TO IMPLEMENT ADDITIONAL CONTROLS	ASSESSMENT OF RESIDUAL RISK with control measures implemented			Responsible Officer	Timescale/ Review Frequency
				Likelihood (L)	Impact (I)	Risk Factor			Likelihood (L)	Impact (I)	Risk Factor		
3	Possibly as part of the above (#2), new information about the object is provided making the most appropriate course of action its repatriation	Process of evidence gathering / synthesis & analysis repeated and revised report presented to Cabinet	A	3	2	6	No further controls required	Staff time (Keeper of World Art) All costs involved in repatriating the object would be borne by the Australian government				Helen Mears (Keeper of World Art)	N/A

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* Key to Effectiveness of Controls
A = Adequate I = Inadequate U = Unknown

CULTURE RECREATION & TOURISM CABINET MEMBER MEETING

Agenda Item 81

Brighton & Hove City Council

Subject:	Proposal to introduce a 'Greeter Scheme' to the city		
Date of Meeting:	February 10th 2009		
Report of:	Director of Cultural Services		
Contact Officer:	Name:	Liz Brand	Tel: 29-2602
	E-mail:	Liz.brand@brighton-hove.gov.uk	
Key Decision:	No		
Wards Affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 The 2008 Tourism Strategy makes a specific recommendation for the implementation of a Greeter scheme. Specifically it would improve visitor experience, improve visitor welcome, engage local people in the benefit of tourism and increase take up of local public transport.
- 1.2 Introducing the scheme to the City supports the objective 'Protecting the environment while growing the economy' from the City Council corporate plan as detailed in the Corporate Plan.

2. RECOMMENDATIONS

- 2.1 To instruct the Destination Manger to undertake detailed research on implementing a 'Greeter Scheme' within the city, and present the detailed options to a Cabinet Member Meeting during summer 2009.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 A 'Greeter Scheme' is a voluntary scheme which welcomes visitors to the city in a unique way, by recruiting local residents who are passionate and knowledgeable about the city to volunteer and conduct free tours.
- 3.2 Cities with a similar scheme include New York City, New York; Chicago, Illinois; Fairbanks, Alaska; Toronto, Canada; Melbourne, Australia; Houston, Texas Buenos Aires, Argentina, Paris France, The Hague and Thanet, Kent. They form part of the Global Greeter Network who abide by a code of conduct. Founded in 1992 in New York City as the first "welcome visitor" program of its kind in the United States, the idea grew

from friendly exchanges its founder had with people she met on her own vacation travels around the world.

- 3.3 'The Big Apple Greeter' has welcomed more than 75,000 visitors from all 50 states and 124 countries, with visits conducted in 22 languages. A December 2004 survey conducted by New York University Tisch Centre for Hospitality, Tourism and Sports Management found that 97% of survey respondents said that their Greeter experience made their trips to New York City much more successful and enjoyable.
- 3.4 The scheme will involve recruiting enthusiastic, friendly, and city knowledgeable residents to volunteer their time and expertise to welcome visitors by way of a walking tour, in groups of 6 or less.
- 3.5 Visitors would access details of the scheme on www.visitbrighton.com, and book the 'Greet' before they arrive in the city. Tours would be 2-4 hours and would start at a convenient meeting point to the 'Greet'. We will use the Visitor Information Centre for all 'Greet's' in the centre of the city, which will also make visitors more aware of the service the centre provides.
- 3.6 The 'Greeters' would prepare the tour and areas to explore based upon the interests of the visitor or areas of the city they are knowledgeable and passionate about. This service is in no way is designed to replace the 'Blue Badge Tours' provided by qualified and experienced guides, but enhance the welcome in the city by knowledgeable and friendly ambassadors. We will actively seek to encourage the visitors to use the blue badge tours to access their detailed expertise on the city.
- 3.7 There are many advantages of this scheme for visitors as well as for the city. An example is schemes such as these promote use of public transport by visitors, spread the spending power of visitors into local neighbourhoods and allow residents to show their pride for the place in which they live.
- 3.8 Prior to launch, and as part of the marketing campaign we would look to utilise our press contacts to get as much publicity for the scheme as possible, with coverage in local and national press as well as specialist tourism publications.
- 3.9 We will be looking to secure funding for the launch of the scheme from a variety of sources including regional tourist boards, European funding and any other appropriate funding streams.

4. CONSULTATION

- 4.1 We are in discussions with other 'Greeter Schemes' across the world, having experienced both Thanet Greeters in Kent and Chicago Greeters, USA and have met with the relevant Authority's / Organisations responsible for setting them up in an effort to gain information about introducing the scheme to Brighton & Hove.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

There are no direct financial implications from the report itself. It is however anticipated that there will be a financial assessment of the major options when they are reported to Cabinet in due course. In particular more information is required concerning set-up and running costs and expected levels of external funding

Finance Officer Consulted: Peter Francis Date: 17/12/08

5.1 Legal Implications:

There are no immediate legal implications arising from this report.

Lawyer Consulted: Bob Bruce Date: 23/12/08

5.2 Equalities Implications:

We would look to work with 'Greeters' and visitors from a diverse range regardless of disability, sexuality, age, beliefs, religion, and will actively work with the Disabled Federation with regard to volunteers, and to promote the scheme to disabled visitors.

5.3 Sustainability Implications:

The scheme would encourage visitors to discover and explore parts of the city which they otherwise may not have access to, this will always be on foot (or using public transport) and will benefit the local businesses in these areas.

5.4 Crime & Disorder Implications:

There are none.

5.5 Risk & Opportunity Management Implications:

There are none.

5.6 Corporate / Citywide Implications:

Protect the environment whilst growing the economy.
By setting up a 'Greeter Scheme', in line with the 2008 Refreshed Strategy for the Visitor Economy, and joining the Global Greeter Network, this will open up a new marketing channel for VisitBrighton and encourage more visitors to visit the city. This will bring together visitors and residents in a dynamic way and fosters understanding from both sides. Brighton & Hove will be the only city in the UK to have the scheme, reinforcing the city as a unique and cultural destination.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

6.1 There are none.

7. REASONS FOR REPORT RECOMMENDATIONS

7.1 In order to continue to develop the 'destination brand' for Brighton and Hove, the implementation of the 'Greeter Scheme' will provide a framework for progressing the 2008 Refreshed Strategy for the Visitor Economy, whilst working closely with key city priorities.

SUPPORTING DOCUMENTATION

Appendices:

Below are screen shots from the website of the 'Big Apple Greeter' explaining how the scheme works, how it was set up, how to access the scheme as a visitor and how to volunteer.

The screenshot shows a Windows Internet Explorer browser window displaying the website for 'Big Apple Greeter - New York City'. The browser's address bar shows the URL 'http://www.bigapplegreeter.org/'. The website features a navigation menu with links for 'Home', 'Contact us', 'Site Map', 'Meet a New Yorker', and 'Make a Donation'. The main content area is divided into several sections:

- Left sidebar (teal background):** Contains a list of frequently asked questions: 'What is Big Apple Greeter?', 'How can I spend time with a New Yorker?', 'What is the Access Program?', 'How do I become a volunteer?', 'How can I support Big Apple Greeter?', and 'Resources'. At the bottom of this sidebar is an 'AltaVista Babel Fish' translation tool with various language flags.
- Center (yellow background):** Features a photograph of a New York City street. Below the photo, the text reads: 'See New York through the eyes of a New Yorker! A volunteer Greeter will show you a favorite neighborhood, answer your questions and demonstrate how easy it is to use public transportation. And it's FREE, too.' At the bottom of this section is the 'global greeter network' logo.
- Right (yellow background):** Titled 'Friendly-Welcoming-Unique MAKE NEW YORK YOUR OWN!'. It includes a testimonial: 'The winter morning we met our Greeter was cold and chilly. We went into HIS neighborhoods with him. That was so exciting. Now New York reminds us of the warmhearted program of Big Apple Greeter.' Below the testimonial is a photo of Naoki and Aika from Japan. At the bottom of this section is a list of links: 'Greeter for a Day', 'Hall of Fame', 'Make a Donation', 'Neighborhood Profiles & Walking Itineraries', and 'Visitors Request Form'.

The browser's taskbar at the bottom shows the 'Internet' icon.

ABOUT BIG APPLE GREETER - Windows Internet Explorer provided by Brighton and Hove City Council

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail abc

Address http://www.bigapplegreeter.org/01-big_apple/00-what_is.html Go Links >>

Home | Contact us | Site Map | Meet a New Yorker | Make a Donation



Big Apple Greeter

New York City

What is Big Apple Greeter?

About Big Apple Greeter

Our newsletter

Special events

In the press

Contact us

Site map

How can I spend time with a New Yorker?

What is the Access Program?

How do I become a volunteer?

How can I support Big Apple Greeter?

Resources

About Big Apple Greeter

Founded in 1992 as the first "welcome visitor" program of its kind in the United States, the idea grew from friendly exchanges Founder Lynn Brooks had with people she met on her own vacation travels around the world. Lynn realized that New York City suffered from an image problem: almost everyone she spoke to wanted to visit New York City, but thought the city was too dangerous, expensive and overwhelming. Lynn wanted the world to know New York City as she did: a great big small town with diverse neighborhoods, mom-and-pop stores, fun places to dine, and friendly residents who go out of their way to help an out-of-towner feel welcome.



Today, there are about 300 volunteer Greeters who bring visitors to neighborhoods in New York City, and 30 volunteers who work in **Big Apple Greeter's** office in every aspect of the program, from answering visitors' questions and matching visitors with Greeters, to computer tech support and special events. Since its start in 1992, Big Apple Greeter has welcomed more than 75,000 visitors from all 50 states and 124 countries, with visits conducted in 22 languages. A December 2004 [survey](#) conducted by New York University Tisch Center for Hospitality, Tourism and Sports Management found that 97% of survey respondents said that their Greeter experience made their trips to New York City much more successful.

Big Apple Greeter -- Meet A New Yorker - Windows Internet Explorer provided by Brighton and Hove City Council

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Back Forward Stop Home Search Favorites Refresh Print Mail abc

Address http://www.bigapplegreeter.org/02-how_spend/00-how_spend.html Go Links >>

Home | Contact us | Site Map | Meet a New Yorker | Make a Donation



Big Apple Greeter

New York City

What is Big Apple Greeter?

How can I spend time with a New Yorker?

Meet a New Yorker

Visit Request Form

Visitor FAQ

What to expect

Know before you go

What is the Access Program?

How do I become a volunteer?

How can I support Big Apple Greeter?

Resources

Meet a New Yorker

Big Apple Greeter is a non-profit organization that matches visitors with friendly and enthusiastic New Yorkers who are happy to share the city they love. A wonderful experience for families, friends and individuals traveling solo, Greeters help travelers feel welcome and get more from their stay in the Big Apple.



Big Apple Greeter's services are offered **FREE OF CHARGE**, and there is a **NO TIPPING POLICY**.

The New Yorkers who serve as Greeters are all volunteers, come from varied backgrounds and can welcome visitors in 22 languages. The office staff, also mostly volunteers, matches Greeters to visitors according to language, neighborhoods requested, and interests, when possible.

Big Apple Greeter welcomes all visitors without regard to race, color, creed, gender, age, sexual orientation, marital status or disability.

■ **Submit your request to meet a Greeter by filling in the [Visit Request Form](#).**

Photo: Marcus Reidenberg


BAG- How do I become a volunteer - Windows Internet Explorer provided by Brighton and Hove City Council

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites RSS Mail Print W abc

Address http://www.bigapplegreeter.org/04-become_volunteer/00-become_volunteer.html Go Links >>

Home | Contact us | Site Map | Meet a New Yorker | Make a Donation



Big Apple Greeter
New York City

What is Big Apple Greeter?

How can I spend time with a New Yorker?

What is the Access Program?

How do I become a volunteer?

Become a volunteer

Volunteers with disabilities

Volunteer FAQ

Job descriptions

Volunteer applications

How can I support Big Apple Greeter?

Resources


Become a volunteer

Do you love New York City? Then why not help visitors love it too?

If you love New York City, enjoy meeting people from around the world and would like to share with visitors a New Yorker's New York, **Big Apple Greeter** has just the volunteer opportunity for you!

Many first-time and even repeat visitors to our city are intimidated by its size. Big Apple Greeter volunteers welcome visitors to all five boroughs and show them that "the big city" really *can* have small town charm.

- Visitors request specific neighborhoods they'd like to see, or leave the neighborhood up to the Greeter.
- A Greeter takes a visitor on an informal, unscripted walk through neighborhoods the Greeter knows well.
- Greeters share personal stories and favorite spots.
- We encourage visitors to experience diverse neighborhoods in all 5 boroughs.
- Your knowledge of any ethnic areas and off the beaten track neighborhoods is a plus.



"I love to show off New York City! Being a Greeter means I get to meet people from all around the world and share my love for this great city".

Mathew

http://www.bigapplegreeter.org/04-become_volunteer/04-job_description.html Internet

Documents In Members' Rooms

1.

Background Documents

1.