

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our reference: MGLA170122-1721

Date: 09 February 2022

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 15 January 2022. Your request has been considered under the Freedom of Information Act 2000.

You requested:

Some time during 2019 the Mayor Of London's Office gave a grant of £30,000 to a project called "Memoirs Through Murals".

The grant application was submitted by a company called "Things Made Public" and was for the installation of 11 murals in Collier Row Romford.

Full details of the project can be found on the Spacehive system at Memoirs Through Murals (spacehive.com)

Memoirs Through Murals

We want to install a vibrant collection of street art murals throughout Collier Row high street, celebrating the...

I would be grateful if you could supply me under the freedom of information act the following information by return email. If it is not possible to provide the information by return email, then could you please provide it in a printed / written format to the address below

- 1. The exact date the grant application from Things Made Public was submitted to the Mayors office*
- 2. The exact date that the grant application was approved by the Mayors office*
- 3. A copy of the original grant application form and any supporting paperwork submitted by Things Made Public*

Our response to your request is as follows:

1. The exact date the grant application from Things Made Public was submitted to the Mayors office was 29th of April 2019.

GREATER LONDON AUTHORITY

2. The exact date that the grant application was approved by the Mayors office was 9th July 2019.
3. A copy of the original grant application form and any supporting paperwork submitted by Things Made Public

██████████
Please find attached the information we hold within the scope of your request. Please note that breakdown of costs and bank account details and employee names have been redacted from the attached information and are exempt from disclosure under s.31(a) Law enforcement, s.40 Personal Information, and s.43(2) commercial interests.

Section 43(2) provides that information can be withheld from release if its release would, or would be likely to, prejudice the commercial interests of any person. A commercial interest relates to a person's ability to participate competitively in a commercial activity and in this instance, the information withheld from disclosure would be likely to impact subcontracting opportunities, negotiations or give other unfair advantage to competitors.

Section 31(1) (a) of the Act provides that information that would make anyone, more vulnerable to crime (in this instance bank account details) can be withheld from disclosure.

The names of members of staff are exempt from disclosure under s.40 (Personal information) of the Freedom of Information Act. This information identifies specific employees and as such constitutes as personal data which is defined by Article 4(1) of the General Data Protection Regulation (GDPR) to mean any information relating to an identified or identifiable living individual. It is considered that disclosure of this information would contravene the first data protection principle under Article 5(1) of GDPR which states that Personal data must be processed lawfully, fairly and in a transparent manner in relation to the data subject.

Both Section 31 (1)(a) and 43(2) constitute as qualified exemptions from our duty to disclose information under the FOIA and consideration has to be given as to whether the public interest favouring disclosure of the information covered by this exemption outweighs the public interest considerations favouring maintaining the exemption and withholding the information.

In this instance, the GLA recognises the legitimate public interest in the transparency of grant funding to the private sector. In balancing the public interest in disclosure, we consider the greater good or benefit to the community if the information is released or not. The 'right to know' must be balanced against the need to enable effective government and serve the best interests of the public. In this case, it is felt that the public interest would not be met by revealing information which would be detrimental to the way in which Things made Public negotiates on other contracts and procurement activity. The information could be used by competitors to bid against the company in future tendering opportunities

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA170122-1721.

Yours sincerely

██████████
Information Governance Officer

GREATER**LONDON**AUTHORITY

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

[REDACTED]

[REDACTED]

[REDACTED]

MAYOR OF LONDON

Memoirs Through Murals

📍 Romford,



Project Idea

We want to install a vibrant collection of street art murals throughout Collier Row high street, celebrating the memories and stories of our community and capturing the changing face of the town.



£54,615

Target

£54,822

Raised

60

Backers

* All figures as of 26/01/2022

About

Memories are our most treasured possessions; our own personal tapestries, filled with bygone moments, times held dear and extraordinary tales. Unfortunately, they rarely see the light of day, preserved in our minds and rarely shared for the fear of being viewed as silly or boring.

Memoirs through Murals aims to change that.

Working with local schools, children will be encouraged to capture stories about the history of their town in both writing and drawing from their older counterparts; whether it's a beloved granddad, the lady next door or the lollipop man, enabling all involved to learn, grow and understand Collier Row in a new way.

Using these local stories as inspiration we will work with a selection of local and national street artists to create bespoke murals alongside a complimentary booklet and art trail, celebrating the history and stories of Collier Row through the eyes of our residents.

1.

The project

What we'll deliver:

- We will engage 5 local schools and over 300 school children to uncover the stories and history of Collier Row
- Work with 9 local businesses and landlords to install selected artworks on their buildings
- Work with street artists and the community to produce multiple large scale street art murals
- We will animate over 2000sq ft of dead space in Collier Row
- Produce and distribute 10,000 story books through the town containing all of the stories and memories collected.
- Produce a film showcasing the process of the project including installation, storytelling and launch
- Host a launch party to celebrate our community and their stories
- Create a website showcasing the murals and the story of 'Memoirs through Murals'

Why it's a great idea:

In 2015 we started our mission, producing 12 street art murals that now proudly brighten up Romford town centre. An overwhelming response from our community fuelled us to take this even further and extend the canvas into Collier Row.

'Memoirs through Murals' is driven by the memories of local people and the history of Collier Row. It will engage the local community in arts and culture and enable our residents to share their memories through intergenerational story telling; fostering a new sense of pride and understanding in the younger generations, whilst also tackling loneliness in the elderly community.

Murals will change the perception of Collier Row for both residents and visitors; driving footfall and dwell time within the area, encouraging economic growth, whilst creating an innovative way finding system unique to the town.

'Memoirs through Murals' aims to capture the changing face of the town; celebrating our past whilst helping us to build a bright future, together.

Steps To Get It Done:

- Work with landlords to obtain all required sign off - Already in process
- Obtain letters of support from schools - Already in process
- Prepare all educational materials - September 2019
- Launch school education programme - October 2019
- Judge school submissions, selecting winning stories - December 2019
- Commission artists - December 2019 - end of January 2020
- Artists to prepare designs of stories - February 2020
- Final sign off of artist designs - March 2020
- Install murals - May 2020
- Design and print art trail book - May - June 20
- Distribution of art trail books - June 2020
- Deliver launch party - June 2020

[See the project page](#)

2. Pitch

Expected impact

This step is optional but describing the impact your project will have locally can help you attract pledges. For example, if you're creating a garden it might attract wildlife or provide somewhere new for kids to play, if you're starting a street market it could help the local economy, and if you're painting a mural it might become a cultural attraction that draws visitors to the area.

Q: Explain how you think your project will support arts, culture & heritage

A: Murals through Memoirs supports arts, culture and heritage in numerous ways. These include:

- (1) Celebrating the history and heritage of Collier Row through the eyes of the residents using story telling.
- (2) Supporting local schools and local children to use their skills (both writing and drawing) to bring the the stories of Collier Row to life in the murals.
- (3) Murals are accessible to the entire community breaking down the barriers associated with more traditional platforms of art such the 'white cube' gallery, ensuring that local audiences who don't otherwise have access to culture, are able to embrace it as soon as they step out of their homes.
- (4) Helping to develop amongst the community a greater understanding of how Art and Culture can shape an urban environment.
- (5) Working with the urban landscape to highlight architectural landmarks in the town.
- (6) Encouraging intergenerational discussion and interaction to promote the history and future of Collier Row.

Q: Explain how you think your project will boost the economy

A: Like many high streets in the UK, Collier Row is struggling in the light of increased online shopping and shop closures. The murals would boost the economy in many ways, including:

(1) An exciting art trail, creating from the new murals will drive footfall into the heart of Collier Row, increasing commercial opportunities for local businesses.

(2) Businesses involved will benefit from direct promotion through the website, film and accompanying storybook.

(3) Businesses involved will benefit from an improved shop frontage.

(4) The murals will animate the high street, improving dwell time in the town centre by creating a more vibrant public realm environment.

(5) The murals will create a unique way finding system around Collier Row, helping visitors navigate the town.

(6) Improved gateways to the town will create a more welcoming atmosphere for residents and visitors alike.

Custom questions

Q: Verify that the bank account associated with this campaign is the collective bank account for your organisation.

A: [statement-march-2019.pdf](#)

Q: Please upload any design drawings or feasibility studies or business plans that support your project

A: [collier-row-street-art-strategy-compressed.pdf](#)

Q: How did you hear about Crowdfund London?

A: Other - we have campaigned before.

Q: Have you ever run a crowdfunding campaign before?

A: Yes

Q: Have you ever backed a crowdfunding campaign before?

A: Yes

Q: Has your group / organisation ever received public funds before? If so, how much and what for?

A: Yes

GLA Crowdfund London

GLA High Street Fund

GLA Good Growth Fund

Q: Tell us about the local challenge or opportunity that you are responding to.

A: Collier Row, like many high streets is suffering in the current climate. Shops and banks are closing, resulting in a tired and desolate looking thoroughfare. The residents and businesses are working tirelessly to preserve their pocket of Havering, pulling together to create the Collier Row business forum and working together on community initiatives. However a recent survey indicated that residents are starting to feel apathetic towards their high street and are desperate for it to return to the vibrant hub it once was.

Havering as a borough has very low engagement with culture in comparison to its fellow London counterparts, we believe that by combining the art of storytelling with intergenerational activity and a creative education programme, we can not only ignite a passion for culture amongst the residents but also revel in the heritage and history of the town. This in turn will foster a sense of pride amongst the community, whilst also encouraging footfall and dwell time uplifting the area and encouraging economic growth not to mention creating innovative ways of finding unique to Collier Row.

This project is set to animate over 2000sq ft of dead space in the town, breathing new life into the grey and tired landscape, whilst sprinkling some much-needed TLC onto a much loved high street.

Q: Please provide the postcode of the location of your project?

A: RM5 3NL

Q: Are there any possible conflicts of interest which the Mayor Of London's team need to be aware of? Examples of possible conflicts are outlined in the guidance below (failure to disclose this information could result in your pledge being withdrawn):

A: N/A

Q: Please provide the name, date of birth and personal address for the lead project manager for this project. By providing this information you are consenting to a credit check and fraud check being made. Given the potential size of the pledge associated with this programme the Mayor of London needs to conduct an Identity check and address verification for the lead applicant and the organisation.

A: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Q: Tell us a about your team, skills and experience

A: Founded in 2012, Things Made Public is a Community Interest Company based in London. Things Made Public use arts and culture to regenerate communities, diversify the High Street offer and stimulate economic development.

Our team is passionate, driven and immersed in the local community. Having been born and bred in Havering we care deeply about the high streets we played in as children and work tirelessly to create change and encourage cultural engagement within the borough.

Whether we are converting a disused, run down nightclub into a fully functioning business hub, installing bold, large-scale murals throughout a town or transforming vacant units into cultural festivals, we continuously deliver creative, dynamic work that strives to better not only the town in which we work, but also the lives of the people living in it.

We have previously executed projects of a similar vein to 'Memoirs Through Murals' and to date have installed over 12 murals in Romford town centre. We are well versed in all aspects of street art, have worked with a broad network of street artists both locally and internationally, have an in-depth understanding of the permissions and legal side to the project and have also led on numerous educational projects within the borough and beyond.

Q: Tell us a bit about your community group

A: Things Made Public operates as a CIC. Our team is compiled of a diverse range of local people, with backgrounds in a plethora of careers including PR & Marketing, Graphic Design, Education, Event Planning, Project Management and Performance. We currently have three core members of staff, six directors and a large network of local freelancers who make our projects possible.

Our team is both diverse and eclectic and made up of a range of people from a whole host of backgrounds. However, we also continue to champion local talent and employ and work with local residents whenever possible.

Q: Tell us a bit about the wider community you represent and how your project meets their needs.

A: As previously mentioned, we predominantly work in a borough with low engagement levels with art and culture. We believe art is for everyone and endeavour to remove all barriers from cultural activities. By installing art murals that depict the memories and heritage of the residents we in turn transform high streets into open air art galleries, potentially the first step in encouraging residents to venture into art galleries. We also run a number of cultural festivals in the borough, which provide a platform for local performers alongside touring performers from further afield, these are either free or with very minimal ticket charges, to ensure that they are inclusive to the community. The community in Havering is diversifying at a rapid rate and we feel it is imperative that this is represented in the cultural activity provided in the borough. We have partnered with a number of community groups to execute a range of activity that includes Bollywood evenings and Reggae jams through to Polish celebrations and LGBT events. This has had an incredibly positive impact on the borough leading to the first Romford Pride in 2018 as well as seeing the national chains in the borough mirroring such activities.

We work tirelessly to represent the members of the community who do not have a voice and rather than 'translate' these ideas, we provide the tools and platforms for people to run with their ideas and create their own cultural activity in the borough.

In terms of Memoirs through Murals, we have not only undertaken an in-depth survey to learn from our previous mural projects, which we can provide if required, we have also undertaken a number of stakeholder and community sessions within Collier Row, to get to the crux of the feelings towards this project. Alongside this we ran a survey to the wider community which has led us to taking this course of action. Please see further evidence of this in the street art strategy provided. This was undertaken in late 2018 and gives an understanding of the research and work invested into this project.

Q: Please upload evidence from the landowner confirming support for your project

Q: Please upload evidence from the council confirming support for your project

A: [crowdfund-london-letter-scanned.pdf](#)

Q: Please upload any official permissions that you have secured

Q: Please upload evidence of Public and Employer's Liability Insurance

Q: Is your Spacehive project and campaign part of a much larger project cost?

A: No

Q: Please upload evidence of support from your partner organisation

Q: Can you cash flow your project and claim any pledge from the Mayor upon completion of milestones?

A: We would need to look into this in more detail. In most instances fine, although would have to check in regards to the larger amounts.

Project delivery manager

The person/organisation that creates a Spacehive page for their idea is the Project Creator (PC). The person/organisation that takes legal responsibility for receiving the funds and actually delivering the project is called the Project Delivery Manager (PDM). The PC and PDM can be the same entity, however sometimes a separate PDM comes on board to help deliver a project. In this tab, the PDM must add at least one, but ideally two, payment accounts, the options being PayPal and GoCardless, which you can learn more about [here](#)

Q: Who is the Project Delivery Manager ?

A: Made Public



Q: How do you want to receive money?

A: Via GoCardless: YES

Via Paypal: NO

Permissions

Council permissions

Q: What's the name of your local council?

A: London Borough of Havering

Q: Does your project need permission from the council?

A: My project doesn't need permission from the council

Q: Please explain why you have chosen this answer and give any extra background information.

A:

Landowner permission

Q: Who owns the land that your project will be delivered on?

A: Multiple stakeholders.

Q: Does your project need permission from the landowner?

A: My project needs permission but I don't have it yet

Q: Please explain why you have chosen this answer and give any extra background information.

A:

Maintenance arrangements

Q: If you have any maintenance arrangements with either the council, the landowner, or perhaps a group of volunteers please tell us what they are:

A: When installing murals we ensure that the correct paint is used for the surface of the wall. This ensures that the murals remain fresh and pristine for years to come. This dramatically minimises the maintenance required.

Q: Please provide evidence of your organisation's legal status

A: [romford-contemporary-arts-programme-certificate-of-incorporation.pdf](#)

Q: Please can we see your financial records?

A: [cce-20032019.pdf](#)

A: [cce-12042018.pdf](#)

A: [bank-account.pdf](#)

Q: Please can we see your governance documents?

A: [romford-contemporary-arts-programme-articles-of-association-compressed.pdf](#)

Q: Please can we see your Ethical Policy?

A: [standards-of-conduct-made-public.doc](#)

A: [h-s-policy-made-public.docx](#)

A: [environmental-policy-made-public.docx](#)

A: [malpractice-policy-made-public.docx](#)

Q: Please can we see your equal opportunities policy?

A: [diversity-and-equality-policy-made-public.docx](#)

Q: Please can we see your Safeguarding policy?

A: [safeguarding-adults-policy-made-public.pdf](#)

A: [safeguarding-young-people-made-public.pdf](#)

Q: Please can we see your Board composition rights?

A: [things-made-public-cic-officers-free-information-from-companies-house.pdf](#)

Q: Please provide Public Space Permission

A: I can't provide this

➤ As the chosen mural sites are on privately leased/owned land, not in a heritage area, do not constitute advertising and are not created with any material other than paint we do not require any permission from the local council in order to proceed. We are currently liaising with business/land owners and have verbal agreement on 8 out of 9 sites.

Our Public Liability Insurance is in the process of being renewed and we can provide when necessary.

Q: Will you be working with any contractors?

A: NO

Costs

Item	Cost	Evidence/quotes
Project Management		
Artist Workshops		
Design Fees		
PR & Marketing		
Murals (including artist fees, paint, access, licenses, insurance and permissions)		Link
Marketing Materials (10k booklets, website, film, photography, launch party)		Link

In Kind

Item	Cost	Donor
Project Management		Church of Good Shepherd
PR & Marketing		Things Made Public
Workshop Space		Various schools

Crowdfunding goal:

£46,615

Made up of:

- Costs: [REDACTED]
- Spacehive fee: [REDACTED]
- Transaction fees: [REDACTED]
- VAT [REDACTED]

And:

- [REDACTED] of items contributed in kind

Making the total project value:

[REDACTED]

Summary of charges for the period
01 MAR 2019 to 31 MAR 2019
Metro Bank Community Account Statement

BIC: MYMBGB2L IBAN: GB89MYMB23058026490197



One Southampton Row
London WC1B 5HA
T: 0345 08 08 500
metrobankonline.co.uk

THINGS MADE PUBLIC CIC
THE RETAILERY 80-84 MARKET PLACE
ROMFORD
RM1 3ER

Metro Bank Community Account

Sort code

Statement date

Overdraft limit

The total charge for this account during this period is £0.00

How your total charge has been calculated:

Monthly maintenance fee:

Online banking fee, if applicable:

Transaction charges:

Cash charges:

Instant overdraft charges:

Interest charged:

Post Office Change Giving Charges:

Post Office Setup Fee:

FX Platform Monthly Fee

Total charges:

Transaction charges summary

Transaction charges

BACS Payment Received

Card Purchase

Direct Debit

Outward Faster Payment

Sub Total

Less Free Transaction

Total transactions Charge

Volume

Price (£)

Charge (£)

Statement number	16
Metro Bank Community Account number	██████████
Sort code	██████



Cash charges	Amount (£)	% Charge	Charge (£)
Sub Total			
Less Free Allowance			
Total Cash transaction Charge			

This document sets out the charges and interest that have accrued on your account within the above period. There are 5 types of charge:

1. 'Monthly maintenance fee' - please see the Community Account Important Information Summary for information on the monthly fee.
2. 'Transaction charges' - these are incurred when you make certain types of transaction - please see Community Account Important Information Summary for further details.
3. 'Cash charges' – incurred when you bank or withdraw cash - please see Community Account Important Information Summary for further details.
4. 'Instant Overdraft Charges' - these are incurred as follows:
 - When a transaction creates or increases an instant overdraft - debit interest at 25% EAR* is charged and we may make a 'paid item charge'; and
 - When we refuse to allow a transaction because it would have created or increased an instant overdraft - 'unpaid item charges' may be charged.

5. 'Agreed Overdraft Charges' - these are incurred when you use your agreed overdraft facility - debit interest (as set out in your agreed overdraft facility letter) is charged. Please see Community Bank Account Important Information Summary for any additional charges applicable to your account. Should you require information about the calculation of debit interest (if any) deducted from your account and detailed in this statement please contact us.

Should you have any queries regarding your statement or any transaction on your statement, we love to hear from you. Please call us on 0345 08 08 500 (or +44 20 3402 8312 outside the UK), or visit one of our stores.

Calls to 0345 numbers will be charged at your local rate. Calls may be recorded for training or quality monitoring purposes.

*EAR stands for Effective Annual Rate and illustrates what the interest rate on the overdraft would be if interest was charged and added to the amount owed once each year. It does not take into account fees and charges.

Metro Bank Community Account Statement

BIC: MYMBGB2L IBAN: GB89MYMB23058026490197



One Southampton Row
London WC1B 5HA
T: 0345 08 08 500
metrobankonline.co.uk

THINGS MADE PUBLIC CIC
THE RETAILERY 80-84 MARKET PLACE
ROMFORD
RM1 3ER

ACCOUNT NAME: THINGS MADE PUBLIC CIC

Your account summary

From: 01 MAR 2019	To: 31 MAR 2019	Account number	
Opening balance		Sort code	
Total money in		Statement number	16
Total money out		Overdraft limit	
End balance			

Your transactions

Date	Transaction	Money out (£)	Money in (£)	Balance (£)

Statement number	16
Metro Bank Community Account number	██████
Sort code	██████



Your transactions

Date	Transaction	Money out (£)	Money in (£)	Balance (£)
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[Redacted transaction details]				
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Statement number	16
Metro Bank Community Account number	██████████
Sort code	██████



Your deposit is classed as eligible for the Financial Services Compensation Scheme (FSCS) unless your account falls within the excluded deposits list in the FSCS Exclusions Sheet, which can be downloaded from our website:
<https://www.metrobankonline.co.uk/about-us/legal-information/>

Important Information about compensation arrangements.

Deposits held with us are covered by the Financial Services Compensation Scheme (FSCS), subject to eligibility criteria. We will provide you with an information sheet and exclusions list every year.

For further information about the compensation provided by the FSCS, refer to the FSCS website at www.FSCS.org.uk

We love to hear from you - if you have any queries regarding your statement or any transaction on your statement, please call us on 0345 08 08 500 (or +44 20 3402 8312 outside the UK), or visit your local store.

Calls to 0345 numbers will be charged at your local rate. Calls may be recorded for training or quality monitoring purposes.

Listening to you

If you have a problem with your agreement, please try to resolve it with us in the first instance. If you are not happy with the way in which we handled your complaint or the result, you may be able to complain to the Financial Ombudsman Service. If you do not take up your problem with us first you will not be entitled to complain to the Ombudsman. We can provide details of how to contact the Ombudsman.

STREET ART STRATEGY

Collier Row

THINGS
**MADE
PUBLIC**

CONTENTS

- 01. Overview
- 02. Location Context
- 03. Site Context
- 04. Timeline
- 05. Next Steps



01

OVERVIEW



EXECUTIVE SUMMARY

Things Made Public CIC have been commissioned by The Church of the Good Shepherd to explore and analyse Collier Row with a view to installing an exciting and vibrant collection of street art murals throughout the high street and beyond. Our aim is to install artworks that not only brighten up the town, but also actively engage with local residents, whilst encouraging ownership and fostering a sense of pride.

Based on the northern outskirts of Romford, Collier Row is minor district town centre that was built in the 1930's. It boasts a strong sense of community, but has recently suffered with the closing of key services on the high street and a wave of anti social behaviour, causing upset and disengagement with some local residents and businesses.

Our findings shows that the Collier Row community has changed rather dramatically over the past seven years, with a shift in demographic towards under 20's and families. However,

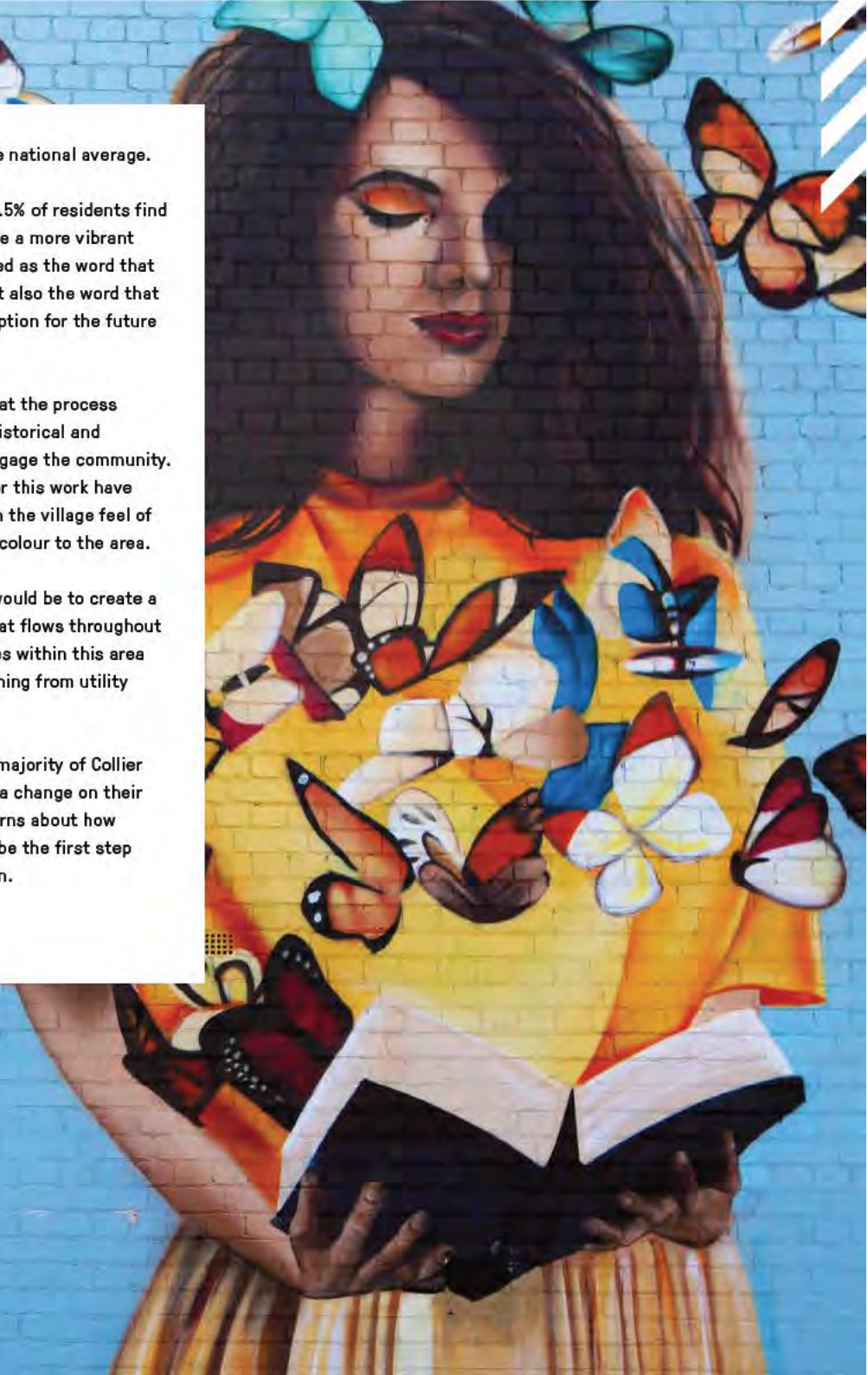
the population as a whole is still older than the national average.

Whilst our perception survey indicates that 83.5% of residents find Collier Row uninspiring with 30% wishing to see a more vibrant Collier Row in the future, 'community' was voted as the word that not only best describes the town currently, but also the word that residents believe is the most important description for the future of Collier Row.

With this in mind, we feel it is key to ensure that the process of installation includes an intergenerational, historical and personal ethos throughout, in order to fully engage the community. We suggest that the artist(s) commissioned for this work have a traditional yet inspiring style that works with the village feel of Collier Row, whilst bringing a tasteful burst of colour to the area.

In terms of mural sites, our recommendation would be to create a natural path from the gateways of the town that flows throughout the high street. There are a range of prime sites within this area which vary in size and cost and include everything from utility boxes to end of terrace walls.

Throughout our research it was clear that the majority of Collier Row residents and businesses are keen to see a change on their high street and whilst there are obvious concerns about how this would be executed, it would undoubtedly be the first step in bringing back the buzz to a much-loved town.



KEY AIMS AND OBJECTIVES

“Murals change the perception of a town for both residents and visitors, driving footfall and dwell time within the area”

From our findings it was clear that whilst there is a strong sense of pride and community in Collier Row, people are also feeling rather despondent due to the recent shop closures and anti social behaviour on the high street. We aim to facilitate and install a series of murals throughout the town, which will reignite passion and ownership amongst the residents of Collier Row, whilst simultaneously brightening up the high street in a celebration of the town and contributing to the economic growth of the high street.

Murals change the perception of a town for both residents and visitors, driving footfall and dwell time within the area. We want to celebrate Collier Row and put it on the map as THE place to live and play, encouraging new businesses to the high street units and inspiring people to visit and enjoy the town with a new lease of life.

We aim to inspire and encourage the community to engage with art and culture through a programme of curated workshops and events, which will foster a sense of pride and a connection to the murals ensuring they become a much loved addition to the town.

AIM	OBJECTIVE
01. To uplift the area and encourage economic growth	01. Commission renowned street artists to create bespoke art pieces that bring a renewed vibrancy to Collier Row
02. To engage the local community in arts and culture	02. Work with a range of local community groups and schools to deliver an innovative and educational programme that brings people together
03. To foster a sense of pride and ownership within the area	03. Regularly consult with the community, giving them the opportunity to shape and inspire the murals that are installed
04. To encourage footfall and dwell time	04. Focus on lifting tired areas with considered, well executed murals that encourage visitors to the area
05. To create innovative way finding, unique to Collier Row	05. Ensure that placement of the murals is at the forefront, building a creative art trail throughout the town

02

LOCATION CONTEXT



COLLIER ROW SUMMARY

Collier Row is a suburban development north of Romford and one of four minor district town centres within the London Borough of Havering.

It remained a rural village, surrounded by fields of clover and hay, until the opening of Eastern Avenue in 1925 and a large housing estate was built during the 1930s as part of the inter-war London housing expansion. Whilst the area isn't directly connected to London Underground or National Rail networks, it is served by several London bus routes and is a mere 8 minutes drive from Romford overground station and a 15 minute drive from Hainault underground station.

Remains of Roman settlement have been uncovered in the area, however historically Collier Row is best known for the Colliers (charcoal burners) who lived in their own 'row' or hamlet during the 15th & 16th Century, giving the area its name.

According to the 2011 census the population of Collier Row is older than the national average, however, Experian recently released data showing that the largest age group in Collier Row is aged 20 and under, at 26.8%. Further to this, a recent survey undertaken by

London Borough of Havering unveiled that out of the 600 participants surveyed 59% were aged between 18-45 and 41% aged 46+. This signifies that the demographics have changed over the past seven years and that the population is shifting towards young people and families.

The 2011 census indicated that 73.7% of the Collier Row population either own or have a mortgaged home, which is over 10% higher than the national average. In comparison only 9.9% rent in the area, suggesting that the majority of Collier Row residents intend to put down 'roots' in the area and invest time into their town.

In terms of employment, the 2011 census indicates that only 3.1% of the Collier Row population is on Jobseekers Allowance, which is lower than the national average. Whilst the majority of the population (35.89%) are considered to be in the C1 bracket and working in administrative and professional services.

The high street is predominantly made up of independent businesses (67%) and is used mostly for leisure and food shopping. There are several F&B outlets including both eat-in and takeaway options and the town is well served by both an Aldi and Tesco's supermarket. Unfortunately like many district towns Collier Row has suffered recently from bank and post office closures, which has brought the number of vacant units up to 6 the high street.

Community is key to the stakeholders in Collier Row and was mentioned throughout our research, this is further supported by the success of the Collier Row Carnival, Christmas Light Switch on and the ever-growing popularity of the Collier Row Business Forum.

PERCEPTION & ASPIRATION SURVEY

The 'Future of Collier Row' Survey was created distributed by Things Made Public CIC, Collier Row Business Network Forum, Collier Row Community Group and Collier Row Conservatives to provide an insight into what the community feels about culture in Collier Row.

72.64% of the people that participated in the survey lived in Collier Row, which highlights how invested the community are in what happens in the area. Contrary to the 2011 census stating that the population of Collier Row as a whole is older than the national average, the majority of participants were aged 30-39, further supporting our findings that the Collier Row population has changed in the past 7 years.

A whopping **63.37%** were neither proud or ashamed of Collier Row,

which indicates a degree of apathy towards the area, with **34.65%** labelling the town dull.

The highest ranking options on 'pick THREE words that best describe how you would like to see Collier Row in the future' were 'vibrant' (**30%**) 'community' (**37%**) 'safe' (**34%**) with the clear winner being 'with a lot of choice' (**52%**) This indicates that the community is ready for change and wants to see Collier Row animated. It also shows that the current offer in terms of shops and amenities is not quite hitting the mark.

85.35% did not find Collier Row an inspiring place, which is quite a revelation considering the fantastic community events that take place in the area of which people seem very proud. Having researched the area there are some incredibly inspiring people both past and present that have lived in Collier Row, so it is a shame that this isn't recognised by the community. Interestingly **54.08%** of participants wanted to see more theatre in Collier Row and **50.76 %** indicated they wanted an events space, which once again shows a desire for cultural activity and change.

Although not covered in the perception survey, meetings with stakeholders and the community have highlighted a great passion and enthusiasm for the potential mural project, with traditional yet colourful styles preferred.

PERCEPTION & ASPIRATION SURVEY

Q1: DO YOU LIVE OR WORK IN COLLIER ROW?

ANSWER CHOICES	RESPONSES
Live	72.64%
Work	1.99%
Both	13.43%
Neither	11.94%

Q2: IN THE LAST 12 MONTHS,
HOW MANY TIMES DID YOU VISIT COLLIER ROW?

ANSWER CHOICES	RESPONSES
None	0.50%
1 time	0.50%
2	2.01%
3	2.01%
4	2.01%
5 to 9	8.04%
10 or more times	84.92%

PERCEPTION & ASPIRATION SURVEY

Q3: WHAT IS YOUR AGE?

ANSWER CHOICES	RESPONSES
17 or younger	0.00%
18-20	0.50%
21-29	10.40%
30-39	32.67%
40-49	24.26%
50-59	17.33%
60 or older	14.85%

Q4: WHAT IS YOUR GENDER?

ANSWER CHOICES	RESPONSES
Female	82.59%
Male	16.92%
Other	0.50%

Q5: ON A SCALE OF 1 TO 5, HOW PROUD ARE YOU OF COLLIER ROW?

EXTREMELY ASHAMED	ASHAMED	NEITHER	PROUD	EXTEMELY PROUD
2.97%	12.38%	63.37%	17.82%	3.47%

PERCEPTION & ASPIRATION SURVEY

Q6: PLEASE PICK THREE WORDS THAT BEST DESCRIBE COLLIER ROW NOW

ANSWER CHOICES	RESPONSES
Vibrant	0.99%
Exciting	0.50%
Boring	25.25%
Dull	34.65%
Dirty	12.87%
Clean	10.89%
Community	34.65%
Isolated	6.93%
Cultured	1.49%
Uncultured	9.41%
Busy	7.92%
Quiet	11.39%
Positive	3.47%

ANSWER CHOICES	RESPONSES
Negative	9.90%
Young	1.49%
Old	16.34%
Innovative	0.50%
Traditional	12.87%
Colourful	3.47%
Grey	7.92%
Green	9.41%
Safe	11.88%
Unsafe	5.94%
Diverse	4.46%
A lot of choice	2.97%
Not a lot of choice	57.92%

PERCEPTION & ASPIRATION SURVEY

Q7: PLEASE PICK THREE WORDS THAT BEST DESCRIBE HOW YOU WOULD LIKE TO SEE COLLIER ROW IN THE FUTURE

ANSWER CHOICES	RESPONSES
Vibrant	30.00%
Exciting	25.50%
Boring	0.50%
Dull	0.50%
Dirty	0.50%
Clean	24.50%
Community	37.00%
Isolated	0.00%
Cultured	11.50%
Uncultured	0.50%
Busy	16.00%
Quiet	5.00%
Positive	25.00%

ANSWER CHOICES	RESPONSES
Negative	0.00%
Young	2.00%
Old	1.50%
Innovative	11.00%
Traditional	12.00%
Colourful	11.50%
Grey	0.00%
Green	9.00%
Safe	34.00%
Unsafe	0.50%
Diverse	9.00%
A lot of choice	52.00%
Not a lot of choice	1.50%

PERCEPTION & ASPIRATION SURVEY

Q8: IS COLLIER ROW AN INSPIRATIONAL PLACE?

ANSWER CHOICES	RESPONSES
Yes	14.65%
No	85.35%

Q9: WHAT OPPORTUNITIES ARE CURRENTLY AVAILABLE TO YOU IN COLLIER ROW?

ANSWER CHOICES	NONE AT ALL	NOT A LOT	SOME	QUITE A LOT	PLENTY
Job opportunities	32.98%	45.55%	18.85%	2.09%	0.52%
Opportunity to start a business	25.13%	33.69%	32.09%	8.02%	1.07%
Places to eat	1.01%	7.54%	23.12%	26.13%	42.21%
Places to drink	3.52%	35.68%	30.65%	9.05%	21.11%
Places to shop	7.96%	56.22%	23.38%	7.46%	4.98%
Community events/activities e.g. family fun day	5.50%	38.50%	45.50%	8.00%	2.50%

Continued on the next slide

PERCEPTION & ASPIRATION SURVEY

Q9: WHAT OPPORTUNITIES ARE CURRENTLY AVAILABLE TO YOU IN COLLIER ROW? (CONTINUED)

ANSWER CHOICES	NONE AT ALL	NOT A LOT	SOME	QUITE A LOT	PLENTY
Cultural events/activities e.g. street theatre	46.19%	44.16%	8.63%	1.02%	0.00%
Extra curricular education	27.32%	44.33%	25.77%	2.58%	0.00%
Green spaces	7.07%	21.72%	44.44%	19.19%	7.58%
Job opportunities	32.98%	45.55%	18.85%	2.09%	0.52%
Opportunity to start a business	25.13%	33.69%	32.09%	8.02%	1.07%
Places to eat	1.01%	7.54%	23.12%	26.13%	42.21%
Places to drink	3.52%	35.68%	30.65%	9.05%	21.11%
Places to shop	7.96%	56.22%	23.38%	7.46%	4.98%
Community events/activities e.g. family fun day	5.50%	38.50%	45.50%	8.00%	2.50%
Cultural events/activities e.g. street theatre	46.19%	44.16%	8.63%	1.02%	0.00%
Extra curricular education	27.32%	44.33%	25.77%	2.58%	0.00%
Green spaces	7.07%	21.72%	44.44%	19.19%	7.58%

PERCEPTION & ASPIRATION SURVEY

Q10: HOW IMPORTANT IS IT THAT THESE OPPORTUNITIES ARE AVAILABLE TO YOU IN COLLIER ROW?

ANSWER CHOICES	IRRELEVANT	NOT IMPORTANT	MODERATE	IMPORTANT	VITAL
Job opportunities	24.00%	8.00%	17.00%	37.50%	13.50%
Opportunity to start a business	30.65%	16.08%	24.12%	18.59%	10.55%
Places to eat	6.03%	14.07%	31.66%	36.68%	11.56%
Places to drink	8.54%	18.09%	32.66%	30.65%	10.05%
Places to shop	0.50%	2.50%	11.00%	56.00%	30.00%
Community events/activities e.g. family fun day	2.00%	4.00%	23.00%	52.50%	18.50%
Cultural events/activities e.g. street theatre	5.08%	6.60%	32.99%	40.61%	14.72%
Extra curricular education	5.03%	11.06%	30.15%	40.20%	13.57%
Green spaces	1.01%	0.51%	12.12%	44.95%	41.41%

PERCEPTION & ASPIRATION SURVEY

Q11: WHAT WOULD YOU LIKE TO SEE IN COLLIER ROW?

ANSWER CHOICES	IRRELEVANT	NOT IMPORTANT	MODERATE	IMPORTANT	VITAL
Take aways	44.44%	31.82%	22.22%	1.01%	0.51%
Restaurants (medium range)	11.17%	18.27%	38.58%	26.40%	5.58%
Restaurants (high range)	11.68%	13.20%	35.53%	36.04%	3.55%
Cafes	10.10%	27.78%	53.03%	8.59%	0.51%
Coffee shops	7.07%	16.67%	61.62%	12.12%	2.53%
Bars	6.60%	13.71%	37.56%	36.04%	6.09%
Pubs	6.09%	10.15%	59.90%	19.80%	4.06%
Women's clothes shops	1.01%	0.00%	12.56%	62.81%	23.62%
Men's clothes shops	1.54%	0.51%	14.87%	64.62%	18.46%
Convenience shops	8.00%	24.00%	49.50%	16.00%	2.50%
Food shops	4.59%	13.27%	55.61%	22.96%	3.57%
Independent shops	2.49%	1.99%	17.91%	47.76%	29.85%
National shops	3.98%	11.94%	34.83%	37.81%	11.44%

Continued on the next slide

PERCEPTION & ASPIRATION SURVEY

Q11: WHAT WOULD YOU LIKE TO SEE IN COLLIER ROW? (CONTINUED)

ANSWER CHOICES	IRRELEVANT	NOT IMPORTANT	MODERATE	IMPORTANT	VITAL
Service shops e.g. hairdressers	2.50%	14.00%	68.00%	13.50%	2.00%
Office spaces (small)	6.63%	13.27%	59.18%	17.35%	3.57%
Office spaces (medium)	8.25%	19.07%	56.19%	13.92%	2.58%
Office spaces (large)	11.40%	23.32%	53.37%	10.88%	1.04%
Co-working spaces	6.74%	12.95%	47.67%	27.46%	5.18%
Creative workspaces/studios	3.05%	4.57%	41.12%	43.15%	8.12%
Community centre	1.51%	0.50%	45.23%	41.21%	11.56%
Theatre	4.59%	3.57%	21.94%	54.08%	15.82%
Gallery	6.63%	6.63%	36.22%	39.29%	11.22%
Events venue	3.55%	3.05%	24.37%	50.76%	18.27%

SWOT ANALYSIS

STRENGTHS

- 01. Changes in population indicate that Collier Row is now home to a number of young families, however there is still an older population present, indicating a broad age range of people in the area.
- 02. Existing provision and activity indicates strong community links and groups within the town.
- 03. Collier Row is served by a number of bus routes indicating good transport links.
- 04. Collier Row appears to be a place in which people put down roots which links to residents investing into the town.

OPPORTUNITIES

- 01. Due to the great transport links, the murals installed could become a draw for visitors, stimulating economic growth.
- 02. There are ample opportunities to work with schools and community groups, instilling a sense of pride in the work installed and also giving a sense of purpose and understanding of the town.
- 03. The community outreach linked to the murals can celebrate the demographic of the area, educating and uniting the community whilst giving new residents a sense of ownership.
- 04. Opportunity to deliver positive work to counterbalance recent issues in Collier Row.
- 05. Opportunity to breathe life into the vacant units and revive the high street in a relatively quick, high impact way.

WEAKNESSES

- 01. There have been a number of closures on the high street, which has led to vacant units.
- 02. Due to recent violent crime in the area the perception and safety of Collier Row is currently in question.
- 03. Whilst served by good bus routes Collier Row isn't directly connected to London Underground or National Rail networks.

THREATS

- 01. Current residents can easily travel out of town for cultural activity; murals alone may not be enough to stimulate visitor travel into town.
- 02. The current perception and safety concerns within Collier Row are very fresh in people's minds, which can cause community to feel unsettled.
- 03. Potential to hit kick back on the murals from the small number of residents that are sceptical of the scheme.

POTENTIAL CONCEPTS

01. MEMORIES

Like so many towns, Collier Row has a unique and vibrant past, changing beyond recognition over the years. The history of the town and its people is something to be both recognised and celebrated for future generations to come, and who better to do so than the current residents of Collier Row?

There is nothing like a sense of nostalgia and personal memories to bond people to a place and to each other. Usually what someone loves about a place is rooted in personal experience. Whether it be your favourite sweet shop you visited after school as a child, or the first house you bought as a family, your town often plays host to the best moments of your life. Similarly, defining moments in national history such as WWII can leave scars on a town, long after the physical damage is repaired.

We propose to work with the current residents of Collier Row, both old and young, to capture the changing face of the town; celebrating the past and building a future together.

Working with local schools, we will inspire young children to collect the stories of Collier Row from their older counterparts. Whether it's a beloved granddad, the lady next door or the lollipop man, we will work with local children to capture stories about the history of their town in both writing and drawing from the people around them; enabling all involved to learn, grow and understand Collier Row in a new way.

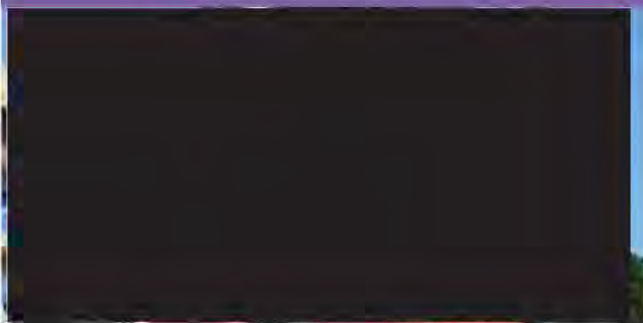
Using these local stories as inspiration we will work with a selection of local and national artists to create bespoke murals, celebrating the history of Collier Row through the eyes of its residents. Alongside the murals we will create a storybook showcasing all the stories we have collected locally, which will form part of an art trail around the town.

Intergenerational activity such as this will not only foster pride in the younger generations, but will also aim to tackle loneliness in the local elderly community.



POTENTIAL CONCEPTS

02. COMMUNITY PRIDE



There is absolutely no doubt that the residents of Collier Row hold community in their hearts. It was mentioned by every stakeholder we met with and was also echoed in the perception survey that was distributed.

We believe this should be celebrated, with the community at the core of the decision-making. Through a series of platforms, local residents would be able to nominate the people who make them proud of their town. This could be a local teacher, a shop owner, someone that runs a group/ event or simply a person that always has a smile on their face.

Working with a photorealist street artist the chosen 'faces' would be decided via anonymous voting and would be immortalised on key sites throughout the town. This could potentially run in cycles, adding to the murals as the years go by...

03. HISTORY



Whilst the history of Collier Row is a little hard to unearth due to its relative 'newness' there are some incredible historical references from the area that if represented in the correct way could pave the way for educational community programmes as well as innovative murals.

For example, Reverend Joseph Pemberton began his ministry in 1880 moving to The Chapel of Ascension in 1886. In total he worked in Collier Row for 43 years but he was also a renowned rose enthusiast and very respected in rose growing circles, acting as one of the international judges at a show held in Paris each year.

Using this as inspiration the murals, could take on a floral theme, bringing colour to the town but with a distinct nod to this fantastic piece of history. This could be extended into 'living wall' murals where flowers make up the design, whilst also be a great incentive to teach children from the local schools about gardening and agriculture.

RECOMMENDATIONS

SUMMARY

BUILDINGS

ARTISTS

COMMUNITY ENGAGEMENT

KEY RECOMMENDATIONS

Like many district towns, Collier Row is undoubtedly a tad worn and uninspiring, however there are plethora of buildings and walls that would work fantastically as potential sites. We have chosen a mixture of meanwhile and long-term options, with size of site variations in order to meet budget and need. We would recommend tackling buildings that are situated at the gateways of the town, which will instantaneously make Collier Row more appealing to visitors. The locations also very much create a trail around the town leading to potential 'art trail' initiatives to draw visitors as well as providing innovative way finding for the existing users.

Our research has shown that Collier Row favours street artists that possess a bright, illustrative yet traditional style that is in keeping with the village feel that the town exudes. This paves the way for a plethora of exciting and interesting artists we can work with including Smug, Dulk, and DAleast to name but a few. All of these artists have a colourful and vibrant style and are also able to work with the existing surroundings and features to create something very special.

The population and demographics of Collier Row have changed considerably over the last 7 years with an influx of younger people and families moving into the area.

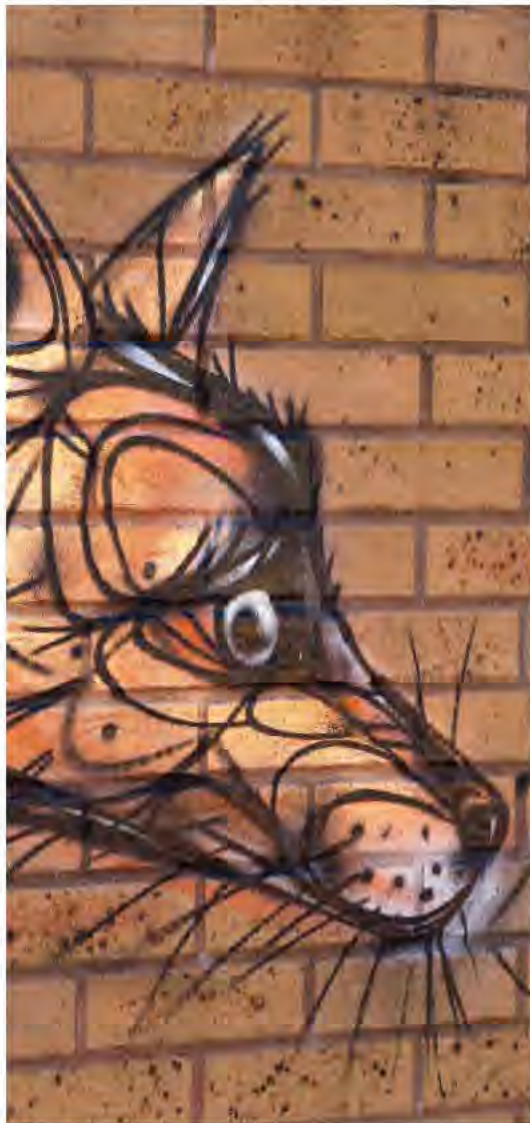
With this in mind we recommend concentrating on community cohesion, education and intergenerational activity. Celebrating the old and the new whilst reinstating a connection to the town, reminding residents how inspirational and unique Collier Row really is.

Working with local schools and older community groups we will encourage and facilitate connections and partnerships between the different age groups. Using peer-to-peer learning, art workshops and talks to develop murals that not only reinterpret local memories and stories but also celebrate the new and existing community.

03

SITE CONTEXT

PLANNING CONSIDERATIONS



General policy within LBH aims to support the addition of public art and this should be seen as an opportunity to work with the council throughout the implementation of this project. However, consideration should be given to relevant policy and guidance when choosing sites.

ADVERTISING CONSENT

Section 336(1) of the Town and Country Planning Act 1990 provides that advertisements include any representation “wholly or partly for the purpose of advertisement, announcement or direction”.

This will be decided on a case by case basis and will be subject to interpretation by planners. It is therefore recommended that pre-application advice is sought as a matter of urgency on any sites/artworks that could be seen as an advertisement, announcement or direction. Pre-application advice is particularly required for any mural that is located on a business site, if the content of the mural were to reflect the nature of the business. A minimum period of 8 weeks for decision + 10 days for validation should be allowed for any application submitted to the local planning authority (LPA). 2 weeks should be allowed for pre-application advice. Some forms of advertisement and signage do fall under “deemed consent” and therefore may not require permission. However, due to the expected large size of the murals if classed as an advertisement, the murals are unlikely to be developable without application to the LPA. Again, clarification on the status of the murals is recommended.

EXTERNAL WALL PAINTING

If the murals are to be painted onto the walls, they may be permitted by class C, part 2, schedule 2 of the General Permitted Development Order (GPDO) 1995, which allows “The painting of the exterior of any building or work.”* without planning permission unless the following is applicable.

“C.1 Development is not permitted by Class C if the painting is for the purpose of advertisement, announcement or direction”*(*The Town and Country Planning (General Permitted Development) (England) Order 2015*)

Works to any listed buildings will be subject to listed building consent and will require an application and approval prior to any works take place. Due to the restricted nature of Listed Buildings, it is advised that any listed buildings are discounted from this project.

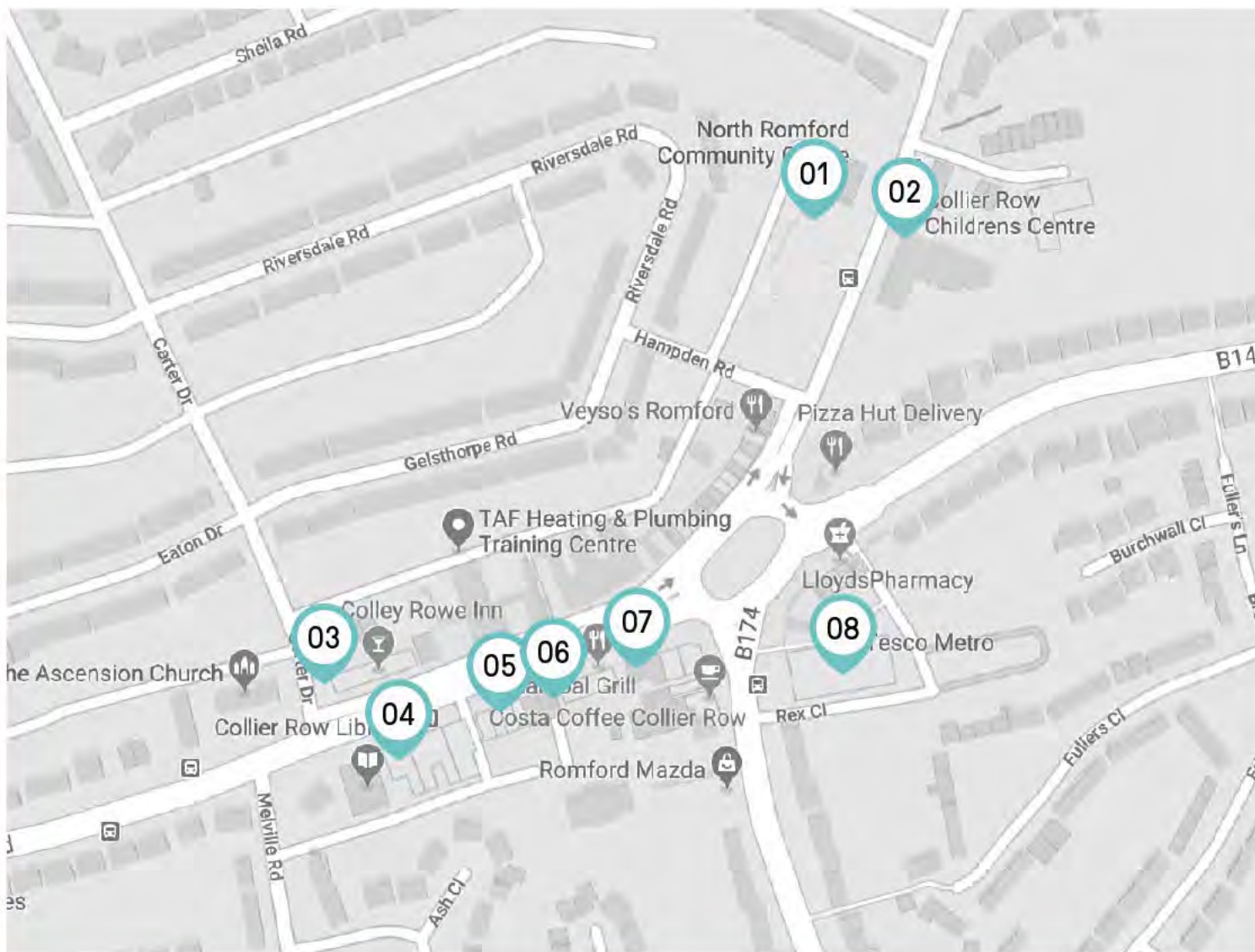
SCAFFOLDING

Relevant permissions should be sought prior to the erection of scaffolding to perform the works. This will require permission from the land owner who owns the area of land on which it will sit and from LBH for a licence to erect the scaffolding. The latter should be obtained via Streetcare who will require the chosen contractor to possess the appropriate sum of Public Liability Insurance (identified as 10million by LBH: <https://www.havering.gov.uk/Pages/Services/Scaffolding-and-hoarding-licenses.aspx>). Relevant health and safety strategy and checks should be undertaken by the chosen contractor in line with current CDM regulations.

LAND OWNERSHIP

It is assumed that the relevant permissions from the owners of the land and property on which artworks will be obtained prior to the commencement of any works. It should also be noted that access permissions may be required from neighbouring properties and agreements should be made in conjunction with those relating to the artworks themselves.

IDENTIFIED SITES



- 01. NORTH ROMFORD COMMUNITY CENTRE
- 02. COLLIER ROW CHILDRENS CENTRE
- 03. BEST KEBAB ESSEX
- 04. DRONES BARBERS
- 05. STEPS ESTATE AGENTS
- 06. FORMER NATWEST BANK
- 07. FORMER LONDIS
- 08. TESCO METRO

SITES ANALYSIS



LANDLORD DETAILS:

London Borough of Havering,
Garry Green, Property Strategy
Manager
garry.green@haverling.gov.uk

Width	7.95m
Height	16.65m
Total	132.37m2

NORTH ROMFORD COMMUNITY CENTRE

32 Clockhouse Lane, RM5 3QJ

STRENGTHS:

- Highly visible site with a large surface for a large mural
- Site situated on a gateway to town centre
- Council owned property
- Good access for cherry picker, scaffold not required

WEAKNESSES:

- Council owned property
- Signage cannot be removed

CATEGORY

COST

Business Liaison (non refundable)	£500
Project Management	£2400
Access	£891
Access Operator	£600
Licenses	£0
Artist Fee	£2500
Artist Materials	£250
Artist Expenses	£250
Insurance	£50
Contingency	£744.10
Management Fee	£1637.02
Total	£9822.12

EXAMPLE



SITES ANALYSIS



MANAGING AGENT DETAILS:

Nitin Shah,
nitinshah@aol.com

Width	8.1m
Height	6.75m
Total	54.77m ²

LONDIS

5-7 Collier Row Road , RM5 3NP

STRENGTHS:

- Highly visible site with a large surface for a large mural
- Situated prominently on the high street
- Would animate an otherwise vacant unit

WEAKNESSES:

- Parking in front of the wall may restrict access

CATEGORY

COST

Business Liaison (non refundable)
Project Management
Access
Access Operator
Licenses
Artist Fee
Artist Materials
Artist Expenses
Insurance
Contingency
Management Fee

Total £10595.64

EXAMPLE



SITES ANALYSIS



LANDLORD DETAILS:

Chartquote Ltd.
Eli Kernkraut, Company Director,
New Burlington House, 1075
Finchley Road, London, NW11 0PU

Width	7.87m
Height	10.85m
Total	83.38m2

DRONES

43B Collier Row Road, RM5 3NR

STRENGTHS:

- Highly visible site with a large surface for a large mural
- Potential to incorporate the existing greenery

WEAKNESSES:

- Access potentially difficult
- Wiring across side of building may need investigation

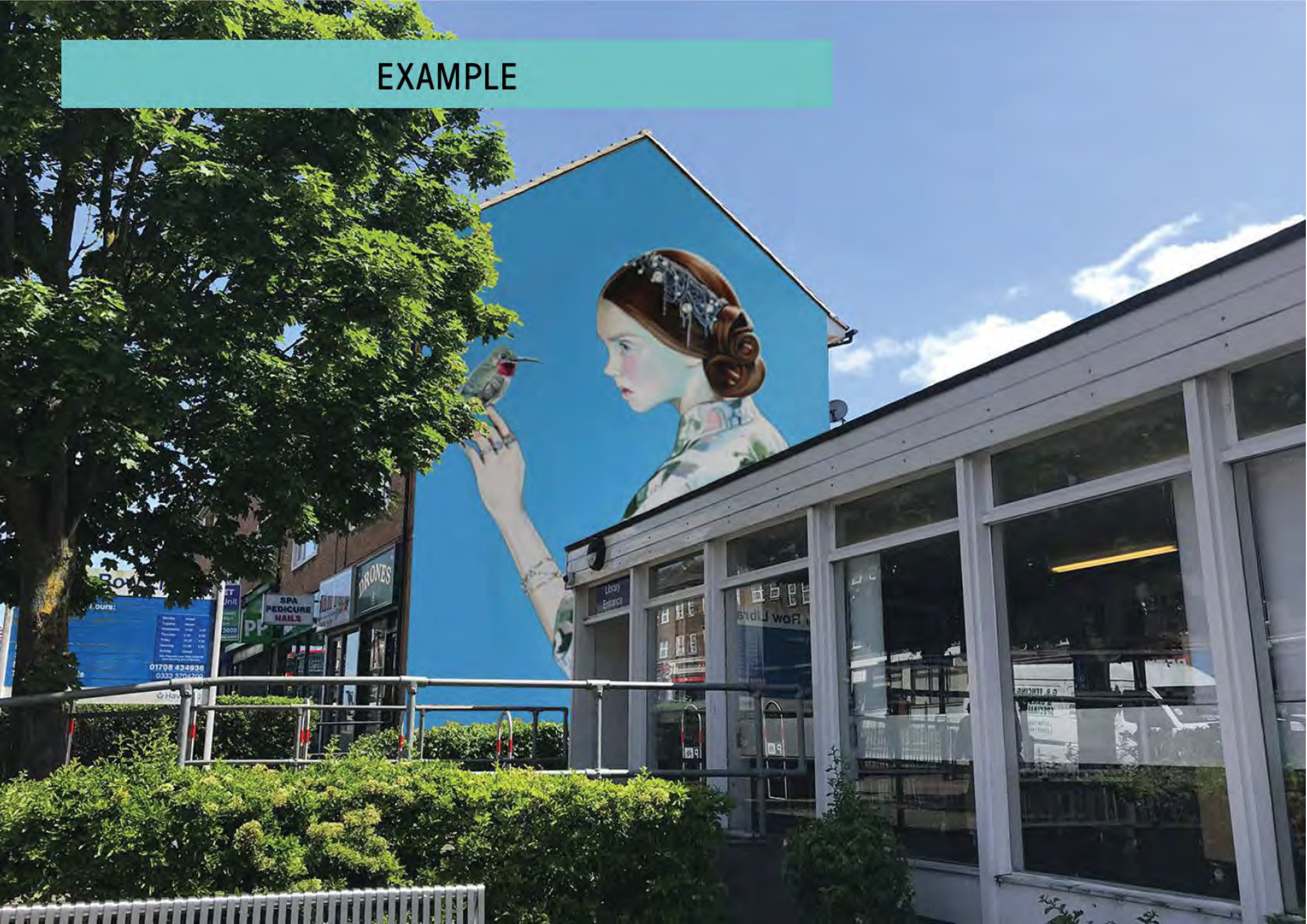
CATEGORY

COST

Business Liaison (non refundable)
Project Management
Access
Access Operator
Licenses
Artist Fee
Artist Materials
Artist Expenses
Insurance
Contingency
Management Fee

Total £9822.12

EXAMPLE



SITES ANALYSIS



MANAGING AGENT DETAILS:

LCP Properties, Simon Haarer, Asset Manager, Shaarer@lcpproperties.co.uk

Width	6.3m
Height	8.78m
Total	55.3m2

BEST KEBAB ESSEX

62 Collier Row Road, RM5 3PA

STRENGTHS:

- Highly visible site with a large surface for a large mural
- Site can be scaled. For example, concentrating on bottom half of wall, reducing costs
- Gateway to the town

WEAKNESSES:

- Red chimney will have to be incorporated into artwork and colour palette
- Parking in front of the wall may restrict access

CATEGORY

COST

Business Liaison (non refundable)
Project Management
Access
Access Operator
Licenses
Artist Fee
Artist Materials
Artist Expenses
Insurance
Contingency
Management Fee

Total £8952.24

EXAMPLE



SITES ANALYSIS



MANAGING AGENT DETAILS:

LCP Properties, Simon
Haarer, Asset Manager,
Shaarer@lcpproperties.co.uk

Width	6.4m
Height	10.5m
Total	67.2m2

FORMER NATWEST BANK

17 Collier Row Road, RM5 3NT

STRENGTHS:

- Highly visible site with a large surface for a large mural
- Site can be scaled. For example, concentrating on bottom half of wall, reducing costs
- Good access for cherry picker, scaffold not required. Access by neighbouring parties must be considered

WEAKNESSES:

- Some wiring and signage that may need to be investigated

CATEGORY

COST

Business Liaison (non refundable)
Project Management
Access
Access Operator
Licenses
Artist Fee
Artist Materials
Artist Expenses
Insurance
Contingency
Management Fee

Total £8952.24

EXAMPLE



SITES ANALYSIS



LANDLORD DETAILS:

Tesco PLC,
Joshua O'Brien, General Manager
2297@uk.tesco.com

Width	9m
Height	5.02m
Total	45.18m2

TESCO METRO

316 Collier Row Lane, RM5 3NL

STRENGTHS:

- Prominent building within the area
- Primed surface, meaning that paint could be applied directly to the building
- Gateway to the town

WEAKNESSES:

- Mural should be considerate of the distinct architecture of the building

CATEGORY

COST

Business Liaison (non refundable)
Project Management
Access
Access Operator
Licenses
Artist Fee
Artist Materials
Artist Expenses
Insurance
Contingency
Management Fee

Total £8952.24

EXAMPLE



SITES ANALYSIS



LANDLORD DETAILS:

Virgin Media Network
Assurance, Deryck
Thompson, Partner
Operations Manager,
deryck.thompson@
virginmedia.co.uk

Width	1.44m
Height	0.90m
Total	2.6m2

UTILITY BOXES

STRENGTHS:

- Street level - no access requirements needed
- Can be scaled up to paint all boxes or create way finding around town
- Less expensive to install with high impact

WEAKNESSES:

- Currently no responsibility taken by electricity board or council for ownership
- Potential for defacement at low level

CATEGORY

COST

Business Liaison (non refundable)
Project Management
Access
Access Operator
Licenses
Artist Fee
Artist Materials
Artist Expenses
Insurance
Contingency
Management Fee

Total £1080

EXAMPLE



SITES ANALYSIS



LANDLORD DETAILS:

London Borough of Havering,
Garry Green, Property
Strategy Manager
garry.green@haverling.gov.uk

Width	5.95m
Height	1.17m
Total	6.96m2

COLLIER ROW CHILDRENS CENTRE

28 Clockhouse Lane, RM5 3QJ

STRENGTHS:

- Street level - no access requirements needed
- Gateway to the town
- Proximity to North Romford Community centre site, potentially very high impact

WEAKNESSES:

- Potential for defacement at low level

CATEGORY

COST

Business Liaison (non refundable)
Project Management
Access
Access Operator
Licenses
Artist Fee
Artist Materials
Artist Expenses
Insurance
Contingency
Management Fee

Total £6006

EXAMPLE



SITES ANALYSIS



TENANT DETAILS:

Steps Estate Agents, Jon Good,
Branch Manager, 07958 110088

Width 6.3M

Height 7.1M

Total 44.73m²

STEPS ESTATE AGENTS

19 Collier Row Road, RM5 3NR

STRENGTHS:

- Good access for cherry picker, scaffold not required.
Access by neighbouring parties must be considered
- Mid sized wall, highly visible

WEAKNESSES:

- Pebbledash surface, affecting the mural finish
- Site requiring attention

CATEGORY

COST

Business Liaison (non refundable)

Project Management

Access

Access Operator

Licenses

Artist Fee

Artist Materials

Artist Expenses

Insurance

Contingency

Management Fee

Total

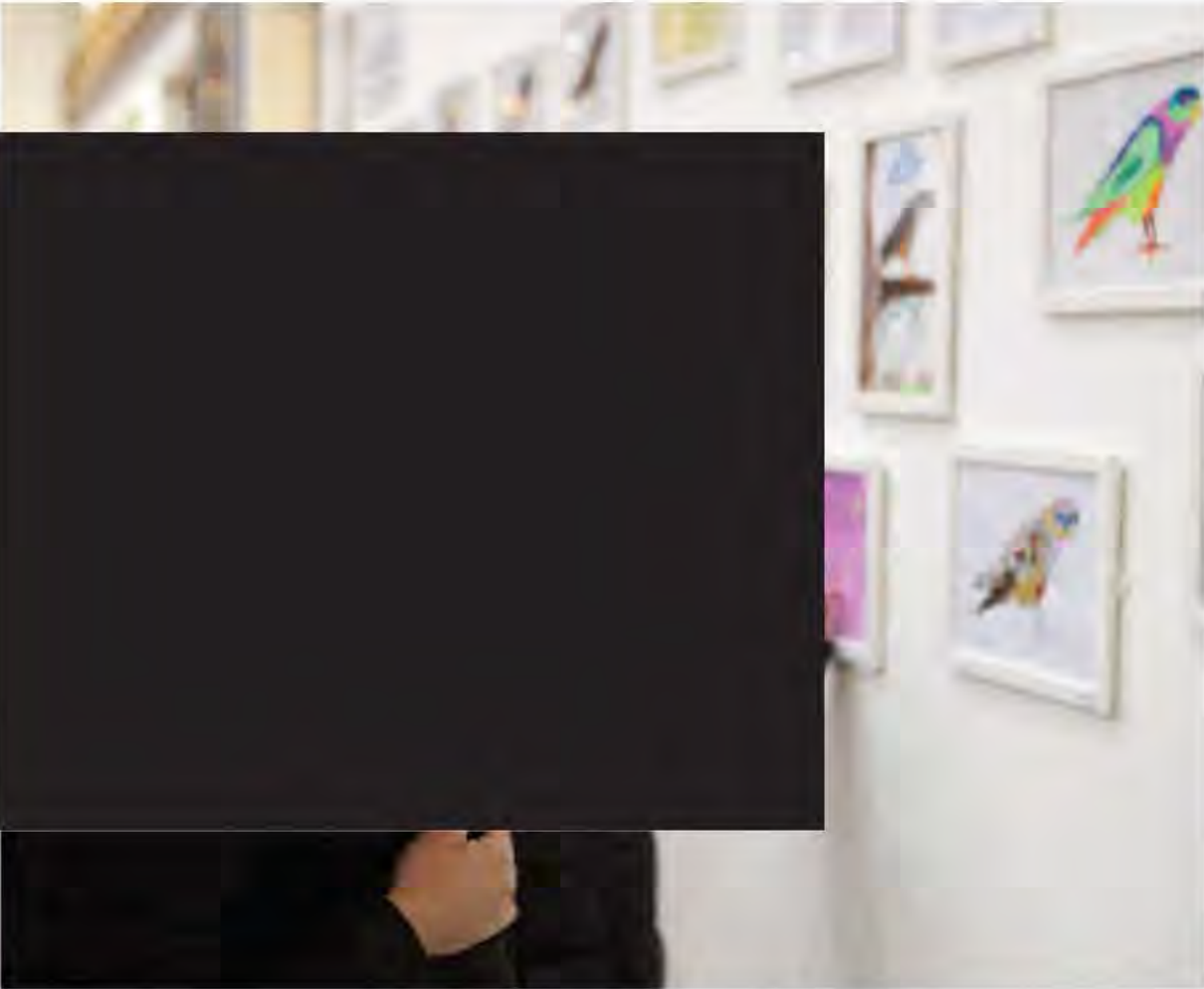
£7869.84

EXAMPLE



ESTIMATED COSTS: COMMUNITY ENGAGEMENT

‘MEMORIES’ COMMUNITY ENGAGEMENT: BASED ON ENGAGING 100 LOCAL CHILDREN








CATEGORY	COST
Project Management	
PR & Marketing	
Graphic Design	
Marketing Materials	
Contingency	
Management Fee	
Total	£7,555.68

ESTIMATED COSTS: TOTALS






CATEGORY	COST
North Romford Community Centre	
Londis (Shutters and Wall)	
Drones	
Best Kebab Essex	
Former Natwest Bank	
Tesco	
Utility Boxes	
Children's Centre	
Steps Estate Agent	
Community Engagement	
Total	£79,608.12

LANDLORD LIASON OVERVIEW

SITE	YES	NO	AWAITING
North Romford Community Centre			
Londis (front shutters)			
Londis (side wall)			
Best Kebab Essex			
Former Natwest Bank			
Tesco Metro			
Utility Boxes			
Collier Row Childrens Centre			
Steps Estate Agents			
Drones			

TENANT LIASON OVERVIEW

SITE	YES	NO	AWAITING
North Romford Community Centre			
Londis (front shutters)			
Londis (side wall)			
Best Kebab Essex			
Former Natwest Bank			
Tesco Metro			
Utility Boxes			
Collier Row Childrens Centre			
Steps Estate Agents			
Drones			

04

TIMELINE

TIMELINE

Month 1	Develop a fundraising application (if required) Submit fundraising application (if required)
Month 2	Confirm permissions from building owners Seek sponsorship possibilities from local building owners and local businesses Result of fundraising application (if required)
Month 3	Working alongside local teachers and schools develop a school project that sees young children collecting stories about Collier Row from elderly residents Deliver community engagement with school children and elderly residents, collecting stories about Collier Row Select the winning stories that will be transformed into murals
Month 4	Work with building owners to select the story to be portrayed on their building Select artists that may be appropriate to interpret and produce murals from the children's stories Work with building owners to select the artist they would like to work on their building
Month 5	Artists to develop works to be installed onto each building Sign off art works with building owners and funding body Develop a storybook of all other stories
Month 6	Apply for all relevant licenses and permissions from London Borough of Havering Identify and source access equipment Complete all RAMS necessary Print storybook/trail
Month 7	Install murals Announce winning story and unveil the murals in an official launch of the art trail

05

NEXT STEPS

—

NEXT STEPS

01

Finalise the
permissions for
recommended
buildings

02

Select the buildings
you would like to
work with and start
raising funds

03

Begin the
community
engagement
activity

THANK YOU FOR VIEWING

Get in touch by contacting:

+44 (0) 7775 447 180

hello@thingsmadepublic.com

thingsmadepublic.com

**THINGS
MADE
PUBLIC**

Crowdfund London,
City Hall,
The Queen's Walk,
London
SE1 2AA

Monday 29th April, 2019

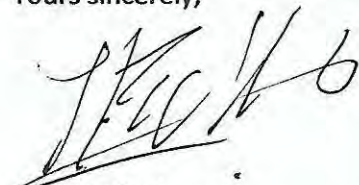
Re: 'Colour In' Collier Row Project

Dear Sir,

On behalf of the Mawneys Ward Team, I write to express our full support for the 'Colour In' Collier Row Project in support of which the accompanying funding application to Crowdfund London is being submitted.

We believe that this project provides a unique opportunity to help bring a new vibrancy to the Collier Row District Centre, whilst at the same time providing an excellent focus for intergenerational community engagement.

Yours sincerely,



Cllr. Jason Frost

On behalf of the Mawneys Ward Team



**CERTIFICATE OF INCORPORATION
OF A
COMMUNITY INTEREST COMPANY**

Company Number **9288817**

The Registrar of Companies for England and Wales, hereby certifies that

**ROMFORD CONTEMPORARY ARTS PROGRAMME
CIC**

is this day incorporated under the Companies Act 2006 as a private company, that the company is limited by shares, and the situation of its registered office is in England and Wales

Given at Companies House on **30th October 2014**



Companies House



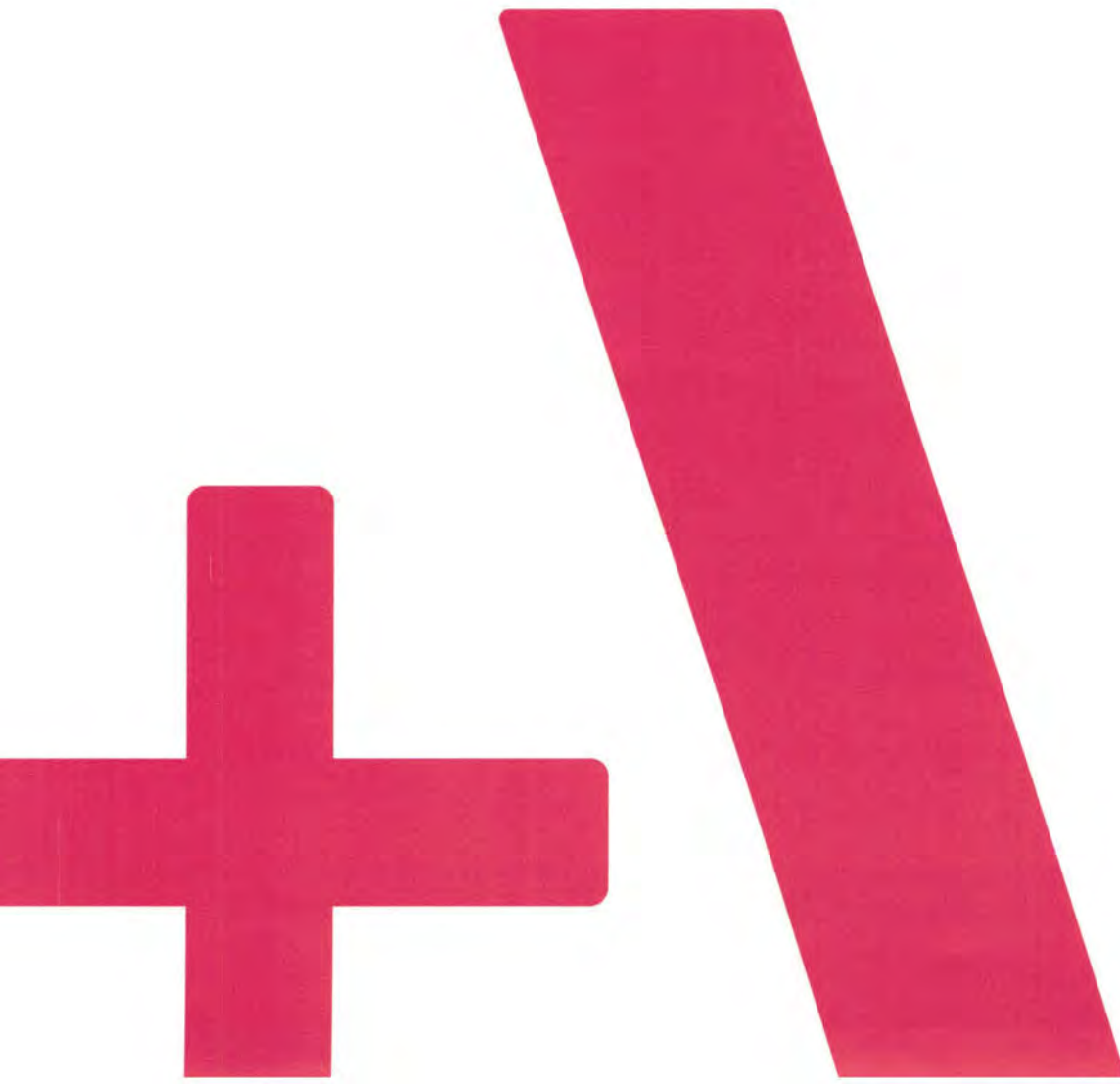
THE OFFICIAL SEAL OF THE
REGISTRAR OF COMPANIES

[Information available via <https://find-and-update.company-information.service.gov.uk/company/09288817/filing-history>]

Things Made Public CIC

Accounts

31 October 2018





Made Public

**STANDARDS OF BUSINESS CONDUCT REQUIRED
FROM MADE PUBLIC EMPLOYEES**

1. INTRODUCTION

1.1 Made Public expects its staff (including temporary, agency, interim, contractor or consultant staff) to be scrupulously impartial and honest in all affairs relating to Made Public and their job within it. All staff also bear a responsibility as employees to act as ambassadors for Made Public in terms of their general conduct both within and outside the organisation. This policy outlines the responsibilities of staff working for Made Public.

1.2 The duties of an employee are embodied in Common Law and built on by Statute e.g. the Equality Act 2010, The Health and Safety at work Act, The Prevention of Corruption Acts 1906 and 1916 etc.

1.3 Under Common Law the duties of an employee are as follows:

- to be ready and willing to work;
- to offer their services personally: for example must not subcontract the work for which they are employed;
- to take reasonable care in the exercise of that service, including the duty to be competent at work and to take care of Made Public's property;
- to not wilfully disrupt Made Public's business;
- to obey reasonable orders as to the time, place, nature and method of service;
- to work only for Made Public in Made Public's time;
- to disclose information to Made Public relevant to Made Public's business: for example that they might know or discover;
- to hold solely for Made Public the benefit of any invention relevant to the business on which Made Public is engaged;
- to respect Made Public's trade secrets;
- in general, to be of good faith and do nothing to destroy the trust and confidence necessary for employment;
- to account for all benefits – monetary or in kind - received in the course of employment;
- to not give or receive bribes or otherwise act corruptly
- to indemnify the employer for loss caused by the employee.

1.4 United Kingdom Statute places further responsibilities on individual employees in regards to their own behaviour and their behaviour towards other employees.

2. STANDARD OF CONDUCT REQUIRED BY THE COMPANY

Bribery and Other Corrupt Behaviour

2.0 Made Public has a strict anti-bribery and corruption policy in line with the Bribery

Act (2010). A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If an employee bribes (or attempts to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances the employee will be subject to formal investigation under Made Public's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

Gifts and Hospitality

2.1 In addition to the duties placed on employees by Civil and Statute Law. Made Public requires its employees to ensure that gifts and hospitality offered by suppliers and potential suppliers of goods and services to Made Public are declined. This applies, whether the gifts or hospitality are offered within, or outside normal working hours. The only exceptions to this are trivial gifts with a nominal value of less than £10 such as a calendar, diary, chocolates or mugs can be accepted. All other gifts must be politely refused or, if received through the post, returned to the donor with a suitably worded letter signed by the Managing Director.

Transaction of Private Business

2.2 Employees having official dealings with contractors and other suppliers of goods or services must avoid transacting any kind of private business with them by any means other than Made Public's normal commercial channels. No favour or preferences as regards price, or otherwise, which is not generally available, should be sought or accepted.

Visits to Conferences, Demonstrations etc

2.3 Made Public intends that when it is necessary for employees to visit conferences, demonstrations and similar occasions, it should bear the travelling and subsistence expenses itself. Exceptions to this general rule will only be permitted with the approval of the Managing Director.

Attendance at Luncheons, Receptions etc

2.4 Where it is evident that the work of the Made Public will be facilitated, invitations to attend receptions, luncheons may be accepted under the following rules:

- no employee may accept an invitation without first obtaining the approval of the Managing Director;
- in exceptional circumstances, where it is not possible to seek prior approval, the facts should be reported immediately afterwards;
- if addressed personally, such an invitation may not be transferred to another employee, except with the consent and approval of a senior manager as above and with the concurrence of the party issuing the invitation;
- invitations involving attendance outside normal working hours may be accepted only on the authority of the Managing Director;
- as a general rule, any officer who has any doubts about the wisdom of accepting any hospitality should decline the offer.

NB The important difference between, for example, attendance in an official capacity at a function organised by Made Public or one of its subsidiaries and the acceptance of hospitality from a private individual or firm should be recognised.

2.5 Nothing more than a small, low value item such as a calendar, diary, blotter, chocolates or flowers can be accepted. All other gifts must be politely refused or, if received through the post, returned to the donor with a suitably worded letter signed by the Department Manager.

Identification

2.6 NA

Confidentiality

2.7 At all times confidentiality must be maintained. No information can be released to unauthorised persons or organisations. The Managing Director or other Directors of Made Public will inform employees of those authorised to receive information.

2.8 If doubt exists as to the validity of an organisation or individuals to receive information, this must be checked with the Managing Director.

Personal Relationships

2.9 If a personal relationship between two employees develops within the working environment, the onus is on the employee concerned to bring this to the attention of his or her manager to confirm that there is no conflict of interest, nor will a conflict of interest arise. Made Public reserves the right to move one of the employees concerned if it deems it necessary to do so.

Outside Interests and Employment

2.10 Outside interests include directorships, ownership, part ownership or material shareholdings in companies, business or consultancies likely to seek to do business with Made Public. These should be declared to the individual's line manager as should the interests of a spouse / partner or close relative.

Political and civic activities

2.11 It is not the intention of Made Public, or this policy, to dissuade employees from participating actively in public duties. It is important, however, that by doing so there is no suggestion to a third party that the employee is acting on behalf of, or with the support of, Made Public. To avoid any misunderstanding, no Made Public employee should permit his or her company affiliation to be noted in any outside organisation's materials or activities without the express written approval of a member of senior management.

General Conduct

2.12 Employees should at all times conduct themselves in such a way as to enhance the reputation of Made Public.

Made Public will support employees who become aware of and are willing to report breaches of this policy or who genuinely believe that a breach is occurring, has occurred or is likely to occur within the business. Employees should raise the issue internally with their manager or supervisor or in accordance with Made Public's Policy on Disclosing Information ('Whistleblowing').

These standards of conduct are intended to underpin and clarify standards required by Made Public of its employees and form a fundamental part of the employment contract. Staff who fail to comply with the guidance detailed in this Policy could be subject, following full investigation, to disciplinary action up to and including dismissal. If through their actions or omissions staff are found to be in contravention of either this Policy or, indeed, their legal responsibilities then Made Public reserves the right to take legal action if it deems it to be necessary to do so.



Made Public

Health and Safety Policy

1. Introduction

Made Public has statutory duties under the Health and Safety at Work Act 1974. The Act places specific responsibilities on an employer to provide a safe working environment for not only its staff and volunteers, but any other individual (including learners) who is affected by the work of the organisation. Further legislation complements the Health and Safety at Work Act, in the form of Regulations.

The Organisation recognises the importance of providing a safe working environment to its staff, learners and other members of the public who come into contact with the organisation. The organisation will ensure that specific responsibilities are fulfilled by carrying out risk assessments of the organisation's activities, controlling identified hazards, providing information, training and instruction to allow staff to carry out their duties safely, and auditing systems to ensure policies and procedures have been implemented.

This document is intended to cover all staff and volunteers within the Organisation.

2. Scope

This document sets out key Health and Safety responsibilities of management, staff and volunteers within the Organisation, in conformance with Health and Safety Guidance 65.

3. Objectives

1. To carry out assessments of all the risks known to the Organisation and minimise those risks to an acceptable level.
2. To ensure adequate information, training, instruction and supervision are provided to staff and volunteers, to enable them to be competent and able to carry out their duties safely.
3. To ensure systems are in place for consultation on Health and Safety issues between managers, staff and volunteers.
4. To ensure that staff and volunteers at all levels are encouraged to contribute to Health and Safety Policy and Procedures and provide input.
5. To ensure incidents are thoroughly investigated and reported through or to the appropriate (procedure) authority.
6. To ensure the provision of a safe working environment and equipment that is suitable and fit for the intended purpose.

4. Responsibilities

Key responsibilities and duties of the post holder can be found in sections 4.1 to 4.4.

Organisation - Responsibilities

4.1 Directors

The Directors are ultimately accountable for the effective implementation of this policy under the Health and Safety at Work Act 1974. However, all managers are accountable for Health and Safety within their own areas of responsibility ensuring that this is developed through their line management structure.

4.2 Management Committee

The Management Committee is responsible for the effective implementation of the Health and Safety Policy in all areas under their control. For effective management this role will be devolved to managers in each Building/Area. The organisation shall include and specify Health and Safety responsibilities within the managerial job descriptions and appraisals of all managers.

4.3 Managers

- § Have ultimate responsibility within their Department/Area of responsibility for ensuring that the Organisation's Health and Safety Policy and Government initiatives/targets are fully complied with and implemented
- § Set and monitor key Health and Safety objectives for all staff within the Departments. Adopt a lead risk assessment role for all proposed projects
- § Monitor management and staff attendance at Health and Safety training courses
- § Promote a positive and proactive culture of Health and Safety awareness within their area of responsibility.
 - Ensure the investigation and follow-up of all untoward incidents
 - Ensure the Health and Safety Executive is notified of all RIDDOR (Reporting of Diseases and Dangerous Occurrences Regulations) incidents
 - Support staff following an industrial injury or an incident involving physical/verbal assault
 - Remove immediately from service any identified defective equipment
 - Undertake and follow up quarterly premises inspections, signing them off and resolving where possible, matters locally or informing appropriate people.

4.4 Employees and Volunteers

All employees and volunteers must;

- § Take care of their own Health and Safety and that of any other person who

may be affected by their acts or omissions.

- § Comply with the safe systems of work and the Health and Safety information, instruction, training and supervision provided by the Organisation
- § Attend, as required, Health and Safety training sessions
- § Use, as required, all provided personal protective equipment and clothing, specified safe systems of work, specific safety equipment, identified control measures etc. provided by the employer
- § Report and record any unsafe practices, or workplace hazards (including slips, trips and falling hazards).
- § Ensure all incidents are promptly recorded in accordance with the Organisation's incident reporting policy
- § Promote and encourage health and safe working within the Organisation

5. Planning and Implementation

- 5.1 A key part in instilling a Health and Safety culture in the organisation is the planning and implementation of Health and Safety Policy and Procedure. In order to achieve this aim the Organisation will identify, eliminate or control as required, any identified hazards and risks.

6. Risk Assessment

- 6.1 It is a statutory requirement for the Organisation to undertake assessments of all foreseeable risks that may affect the Organisation. Risk assessments will be undertaken by a combination of identified management Heads/leads and staff, with the results of those assessments made known to staff across the organisation.

- 6.2 Amongst the risks that will be assessed are to be;

- § Manual Handling
- § Violence
- § Hazardous Substances
- § Display Screen Equipment/Users
- § Work Equipment
- § Work Places
- § Personal Protective Equipment (PPE)
- § Fire Precautions
- § Stress Management
- § Slips, trips and falls (clients, staff and others)

- 6.3 As a result of undertaken risk assessments, appropriate control measures will be put in place to manage the risk. This may include:

- § Providing further training, instruction and supervision to ensure that the procedure/equipment can be used without foreseeable risk of injury
- § Redesigning the procedure or equipment

- § Introducing a new piece of equipment to reduce the risk
 - § Ceasing the procedure or System of Work
- 6.4 Where appropriate, identified risks will be entered onto the Organisation's Risk Register in accordance with the Risk Management framework.
7. Training
- 7.1 The Organisation may make provision for all staff to receive instruction and training to allow them to carry out their duties without risk of injury. Specifically, Health and Safety induction training will be provided to staff on joining the Organisation and ongoing training will be provided for all staff which outlines the way that Health and Safety is organised in the Organisation.
- 7.2 The Organisation may appoint and train competent persons to advise the organisation on its statutory duties and best practice. From time to time the Organisation may also utilise external consultants for obtaining specialist advice.
- 7.3 The training will be evaluated as part of the Training Needs Analysis, and revised on an annual basis.
8. Health & Safety Group
- 8.1 Membership:
Sarah Walters – Managing Director
- 8.2 The Health and Safety Group provides an important opportunity for all employees, via their Health and Safety Representatives, to reach a consensus with management about Health and Safety in the Organisation
- Items for inclusion on the agenda should include;
- § Previous minutes, including any specific items raised by the previous Health and Safety Group Meeting
 - § Outstanding local Health and Safety issues
 - § Risk assessments for proposed new projects
 - § Draft Health and Safety Policies and Procedures
 - § Ratified Policies and Procedures
 - § Items to be forwarded to the Health and Safety Group
 - § Premises Inspections reports (including slips, trips and falling hazards)
9. Performance Monitoring
- 9.1 In order to measure Health and Safety performance the Organisation will implement auditing systems. Issues to be addressed in Health and Safety Audits will include;

- § Numbers and types of Health and Safety incidents/standards investigation and trends
- § Lost time incidents (staff absence due to industrial incidents)
- § Medical retirements relating to Health and Safety
- § RIDDOR reportable incidents
- § Premises inspections
- § Correct use of PPE
- § Correct use of work equipment and applications of safe systems of work

9.2 The Organisation will encourage staffs' involvement in the monitoring process. This may take the form of staff surveys, to discussions with staff on Health and Safety concerns.

9.3 All managers will be given specific objectives to achieve and manage Health and Safety.

10. Audits/Reviews

10.1 The ongoing appraisal and review of policy arrangements will take place, to ensure the continual improvements in Health and Safety performance throughout the organisation.

10.2 An audit programme will be developed for the organisation and findings of the audits and Incident data will be reported annually to the Management Committee.



Made Public

Environmental Policy

Contents

1. Statement of Intent
2. Scope of Policy Statement
3. Environmental Commitments
4. Pollution
5. Management and Regulations
6. Management and communication
7. Management and purchasing
8. Management Estates

9. Management Environment

Environmental Policy

1. Statement of Intent

Made Public is committed to protecting and enhancing the environment and to contributing to the sustainable management of the global environment.

Sustainability means meeting the needs of the present without compromising the needs of the future generations. In delivering our services we are committed to meeting all relevant regulatory, legislative and other requirements, and to the continual improvement of our environmental performance.

We will seek to ensure that all our policies and activities enhance economic, social and environmental sustainability. Made Public recognises the importance of managing its direct and indirect environmental impacts. We will be explicit about monitoring and measuring progress towards sustainability.

2. Scope of Policy Statement

This statement applies to all parts of Made Public. It covers all buildings, goods and services used and provided by Made Public and everyone working for us. It covers the immediate impacts of all our activities.

3. Environmental Commitments

This policy ensures that Made Public supports the Government's strategy for sustainable development. It sets out a programme of continuous improvement to reduce the harmful impacts of our operations on the environment and to prevent pollution.

In support of our environmental policy we will undertake the following actions:

- Minimise environmental pollution and waste
- Improve energy and water efficiency
- Reduce the impact of vehicle travel by employees and encourage the use of alternative means of travel including public transport
- Consider environmental issues in our purchasing decisions
- Integrate sustainable development aims into our policies and activities and encourage the conservation and sustainable use of natural resources

4. Pollution

We will wherever possible monitor relevant discharges and emissions to air, land and water to assess what action is necessary to reduce pollution or the risk of pollution. We will phase out, where practical, ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds, vehicle emissions and other substances which are damaging to health and the environment.

5. Management and Regulations

We aim to meet, and in some cases exceed, all relevant, current and foreseen statutory regulations (including the Environmental Information Regulations), official codes of practice and other requirements that we adopt; specifying contractors do the same when working on our premises: developing and maintaining, emergency procedures for effectively dealing with significant hazards where they exist and limiting the risk to health and the environment.

6. Management and communication

We aim to communicate openly with staff and other stakeholders; educating, training and motivating our colleagues, and relevant others such as grant recipients, to encourage them to support our environment programmes and jointly develop new ideas and initiatives. We will respond appropriately to reasonable external requests for environmental information.

7. Management and purchasing

We will encourage manufacturers, suppliers, and contractors, through our contracts and other means to improve environmentally preferable goods and services at competitive prices.

8. Management Estates

We will ensure, where practicable, that buildings occupied by us are designed, constructed and operated to optimise their environmental performance.

9. Management Environment

We will demonstrate that, where relevant, environmental issues are considered when making decisions, planning and developing policy, programmes, and projects. We will monitor progress against our environmental aims and other indicators, and produce a regular report for internal and external consumption.



Made Public

MALPRACTICE POLICY

Malpractice Policy

The Malpractice Policy provides Made Public with the procedures for dealing with malpractice on the part of candidates, members and any others involved in providing all our accredited courses and qualifications.

What is Malpractice?

For the purposes of this policy, malpractice is defined as the deliberate falsification of records and/or using unfair means during examinations in order to obtain a qualification or certificate. Examples include:

- Claiming certification for non-active candidates.
- Claiming for a certificate for candidates who have not undergone appropriate assessment.
- Claiming for incorrect units or qualifications.
- Claiming for fictitious candidates.

- Fraudulent candidates.
- Using any books, notes or other material for theory examinations.
- Communicating with other candidates or outside sources during theory examinations.

It is distinguished from mal-administration, which is the accidental claiming or issuing of certificates. The former is a deliberate act to deceive, the latter incompetence or a simple mistake.

Reporting Malpractice

All members of staff have a responsibility to report any alleged or suspected malpractice immediately to Made Public's Board of Directors and/or the awarding body (or as soon as reasonably possible if out of office hours). The Board of Directors will then investigate the alleged irregularities and in all cases, notify the regulatory authorities, once malpractice has been proven. The Board of Directors will also indicate the proposed action and an estimated timescale for the investigation to the regulatory authorities.

Whilst such illegal claims will also jeopardise our contract with clients/contractors they demonstrate a breaking of professional conduct that will not be tolerated. This is in direct contravention to the principles of professionalism as laid out by the Institute for Learning.

All investigations of alleged malpractice will be carried out in the strictest confidence. Where a case is proven, the identity of one committing the act of malpractice will not be disclosed. Action will, however, be taken to ensure such an activity cannot happen again.

If you have any concerns that a member of staff is engaged in malpractice in relation to assessment decisions, false claims or any related activity please do not hesitate to contact either Bradley Burton or Matthew Hughes to discuss these issues.



Made Public

Equality and Diversity Policy

1. Statement of Intent

1.1 In undertaking its commitment to equality and diversity Made Public will work within the requirement of the Equality Act 2010 as applicable to this organisation.

- Promote equality and prevent and eliminate discrimination for learners, volunteers and staff on the grounds of age, disability, gender, marital/civil partnership, race, ethnic origin, colour, nationality, national origin, sexual orientation, gender reassignment, religion and belief, HIV status, pregnancy/maternity, unrelated criminal convictions or membership (or non membership) of a trade union. We oppose all forms of unlawful and unfair discrimination;
- Promote disability, gender and racial equality in line with our duties under the law and our belief in the virtue of tolerance and diversity;
- Ensure that all learners, volunteers and staff are treated with respect and dignity and receive fair and equal treatment in all aspects of their attendance of our services, employment or training;
- Ensure that staff comply with Made Public's policies and procedures through

the provision of appropriate training

1.2 We will uphold these principles in everything that we do and in doing so this will define our actions, behaviours and practices as an employer and service provider.

1.3 Overall responsibility for the Equality and Diversity Policy lies with the Board of Directors.

2. Scope of Policy

2.1 The Equal Opportunities principles embodied in this policy and procedure shall inform and be reflected in the means and manner by which the Board of Directors and staff of Made Public plan and deliver services.

3. Recruitment of Staff

3.1 All vacancies will normally be advertised internally in order for all interested persons to apply, as well as externally. External advertisements will be placed to be accessible to all sections of the community including under represented groups and will include a statement on the equal opportunities policy.

3.2 An exception to this arrangement will apply when it is necessary to redeploy personnel who would otherwise be at risk of redundancy or who may be affected by internal reorganisation.

3.3 The organisation is responsible for ensuring that no job applicant, or employee receives less favourable treatment, and that no-one is placed at a disadvantage by requirements that are either directly or indirectly discriminatory.

3.4 All advertisements must be approved by the Board of Directors. The organisation will use a range of advertising methods, both internal and external, in order to attract the widest pool of appropriate applicants. During the interview, for all roles, questions will be asked to gather objective evidence in support of the job description and person specification. Records of ratios of both applicants and short lists relating to sex, race, age and disability will be kept.

3.5 Disabled candidates will be asked if they need support or reasonable adjustments made during the interview process, to remove barriers or obstacles to attending the interview. Should a disabled candidate be offered a job, reasonable adjustments will be made to enable the candidate to perform the role fully.

4. Workplace Practice

4.1 The fact that one individual may be able to ignore or comfortably deal with a certain form of behaviour does not mean that this same behaviour does not constitute

harassment if directed at someone else. Equally, the fact that there may have been no intention to harass the person is not relevant to a judgement as to whether harassment has occurred; it is the perception of the person being harassed not the instigator, which is the determining factor.

4.2 The commitment of Made Public will be to support any person who believes they have been harassed or discriminated against because of their individual difference.

5. Procedure

5.1 The Board of Directors should be informed as a matter of course if any alleged breach of Equal Opportunities policy has been reported.

5.2 Where a member of staff is aggrieved because of harassment or other forms of discrimination they should discuss the matter directly with their supervisor/line manager. The person whom the allegation is against will be notified in writing of the accusation and an informal meeting arranged with both parties to discuss the matter. The purpose of this informal approach is to make the person whom the allegation is against aware that their behaviour is giving offence, to remind them of the attitude taken by Made Public, and to ask them to change their behaviour. They will be given this request in writing as soon as possible and in any case within five working days.

5.3 It is recognised that a person may be unable or unwilling to confront the accused directly and they should be encouraged to be accompanied by a colleague, if helpful.

5.4 If as a result of this informal process there is not an improvement a formal complaint may be made. This must be in writing and addressed to the Board of Directors. The matter will then be dealt with according to Made Public's disciplinary procedure.

5.5 The organisation will not tolerate any harassment or intimidation of an individual whether they are an employee, volunteer, or learner. Where any such complaint of harassment or intimidation is lodged it will be dealt with promptly. Both parties may be suspended on full pay pending the investigation. Suspension does not imply guilt and all parties should treat the complaint as confidential. All evidence of discrimination will be treated seriously. No employee will be victimised or suffer any detriment as a result of having raised any complaint.

6. Care of Learners

6.1 All staff and volunteers will at all times behave in a sensitive and responsive manner to the diverse needs of learners. Any learner using abusive or discriminatory language will be asked to leave the premises.

6.2 Made Public will make every effort to provide services appropriate to individual needs. Due to lack of resources this may not always be possible, and every effort will be made to refer appropriately. Users of the service who feel discriminated against

should access Made Public's complaints procedure and policy. Staff will explain and help learners to do so appropriately.

7. Training

7.1 All staff and volunteers will undertake training and be given information to ensure that they understand their position in law, the organisation's Equality and Diversity Policy and their responsibilities under that policy. In particular training will be incorporated into:

- programmes
 - a) Induction
 - b) First appointment
 - c) Recruitment and selection programmes

8. Monitoring

8.1 Statistics of equal opportunities monitoring forms will be maintained to ensure compliance with the policy. This policy will be reviewed annually.

9. Adherence to Policy

10.1 The Board has the overall responsibility for ensuring the implementation and review of this policy. Employees at every level must co-operate with any measures introduced to ensure equal opportunity, equality and diversity. Any action by Made Public staff or volunteers, which is contrary to the aims of this policy, should be seen as a potential disciplinary matter. Suspected discriminatory acts should be reported to the Board of Directors.

10.2 The success of this policy relies on the support and understanding of all our employees. We all have a responsibility not to be offensive to learners, volunteers and staff or to participate in or condone harassment or unlawful discrimination of any kind.

10.3 The Board of Directors shall review this policy annually.



Made Public

SAFEGUARDING VULNERABLE ADULTS

1 Statement

- 1.1 Made Public considers it the duty of staff and volunteers to protect vulnerable adults with whom they come into contact from abuse.

2 Introduction

- 2.1 Made Public is involved in providing services for a wide range of people. Some of these people are likely to be 'vulnerable adults.'
- 2.2 This policy is based on No Secrets, the national guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (Department of Health, 2000)
- 2.3 The company has obligations to strive to protect vulnerable adults who it may believe to be abused or at risk of abuse or neglect.
- 2.4 The policy and procedures have been developed to assist staff and volunteers in acting on reported or suspected abuse.
- 2.5 Depending upon the nature of particular services or the requirements of particular funders or partner agencies, the policy and procedures may be supplemented by local procedures.

3 Definitions

- 3.1 No Secrets defines a vulnerable adult as:

'A person (over 18) who is or may be in need of community care services by reason of mental or other disability*, age or illness

AND

Who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.'

* Disability includes sensory impairment, physical impairment, learning difficulties etc.

- 3.2 No Secrets defines abuse as:

'Abuse is a violation of an individual's human and civil rights by any other person or persons.'

4 Categories of Abuse

- 4.1 No Secrets recognises six categories of abuse:
 - 4.1.1 physical abuse, including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions;
 - 4.1.2 sexual abuse, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting;
 - 4.1.3 psychological abuse, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;
 - 4.1.4 financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;
 - 4.15 neglect and acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating; and
 - 4.16 discriminatory abuse, including racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment.

5 Responsibilities of Staff and Volunteers

- 5.1 Paid staff and volunteers have a responsibility to be aware and alert to signs that all is not well with a vulnerable person. However, they are not responsible for diagnosing, investigating or providing a therapeutic response to abuse. In addition, not all concerns relate to abuse, there may well be other explanations. It is important to keep an open mind and consider what is known about the vulnerable person and his or her circumstances. No action should be taken without discussion with a member of the management team.

6 Disclosure of Abuse

- 6.1 If a vulnerable person discloses that they are being abused or any service user discloses that they are involved in abuse of a vulnerable person, action should continue as in Section 8. All action must proceed urgently and without delay.

7 Suspicion of Abuse

- 7.1 There may be circumstances when a volunteer or member of staff suspects that a vulnerable adult is being abused or neglected.
- 7.2 It is vital that any anyone who suspects a vulnerable adult is being neglected or abused discusses the situation immediately with his or her line manager or another member of the management team. Action should continue as in Section 9.

8 Action on Disclosure of Abuse

- 8.1 There should always be the opportunity to discuss welfare concerns with and seek advice from colleagues, managers and other agencies, but:
- Never delay emergency action to protect a vulnerable adult
 - Always record in writing concerns about a vulnerable adult's welfare, whether or not further action is taken
 - Always record in writing discussions about a vulnerable adult's welfare.
 - At the close of discussion, always reach clear and explicit recorded agreement about who will be taking what action, or that no further action will be taken.
- 8.2 At all times action must proceed urgently.
- 8.3 A staff member or volunteer informed of abuse should remind the service user that the company cannot guarantee confidentiality where a vulnerable person is at risk of abuse or further abuse.
- 8.4 Volunteers should consult with the staff member co-ordinating their service before taking any action.

- 8.5 Additionally, all action taken following a disclosure of abuse should be discussed in advance with a member of the management team.
- 8.6 In circumstances where a learner declines to disclose, despite some work having been done towards disclosing, it may be necessary to report the alleged abuse without the learner's agreement. In these circumstances, a learner must be notified in advance of the decision to report to social services.
- 8.7 Any staff member may report a disclosure of abuse to social services irrespective of the opinion of other staff.
- 8.8 It is important for staff and volunteers to make written records of any incidents or concerns that they have as soon as possible and if appropriate to include sketches of sites and sizes of injuries. It is also important to make a record of conversations with the vulnerable person using the same language, the vulnerable person used especially names used for body parts or sexual acts.
- 8.9 Full written records must be maintained of all disclosures and actions following disclosure.

9 Action on Suspicion of Abuse

- 9.1 There should always be the opportunity to discuss welfare concerns with and seek advice from colleagues, managers and other agencies, but:
- Never delay emergency action to protect a vulnerable adult
 - Always record in writing concerns about a vulnerable adult's welfare, whether or not further action is taken
 - Always record in writing discussions about a vulnerable adult's welfare.
 - At the close of discussion, always reach clear and explicit recorded agreement about who will be taking what action, or that no further action will be taken.
- 9.2 At all times action must proceed urgently.

- 9.3 Volunteers should consult with the staff member co-ordinating their service before taking any action.
- 9.4 Additionally, all action taken following suspicion of abuse should be discussed in advance with a member of the management team.
- 9.5 In all cases of suspected abuse the manager and staff member should discuss whether issues relevant to different cultures and lifestyles have any bearing on the matter.
- 9.6 As an organisation Made Public welcomes the fact that people and lifestyles are diverse and does not make judgements about the acceptability or otherwise of lifestyles. However, it is important that this philosophy does not stand in the way of the organisation's responsibility to protect vulnerable people from harm.
- 9.7 Any staff member may report a suspicion of abuse to social services irrespective of the opinion of other staff.
- 9.8 It is important for staff and volunteers to make written records of any incidents or concerns that they have as soon as possible and if appropriate to include sketches of sites and sizes of injuries. It is also important to make a record of conversations with the vulnerable person using the same language the vulnerable person used especially names used for body parts or sexual acts.
- 9.9 Full written records must be maintained of all disclosures and actions following disclosure.

10 Making a Referral

- 10.1 Social services departments have been designated as the lead agencies with responsibility for co-ordinating a response to allegations or concerns of abuse.
- 10.2 Each of the company's managers has the responsibility of informing the relevant social services department of concerns over the abuse or neglect of vulnerable adults. Detailed referral arrangements may differ between localities and, therefore, managers should ensure that they have up-to-date referral information for their locality.

10.3 Managers should work within the following timescales for reporting allegations or suspicions of abuse:

- Immediate if the vulnerable person is at risk of serious physical harm, or a serious criminal act has taken place, and evidence will need to be kept safe
- Within 24 Hours if it relates to a specific incident which is, or may be still going on, or may happen again
- Within 7 Days if it is a more general concern, which does not indicate immediate harm.

11 Support to Staff and Volunteers

11.1 Made Public will support staff and volunteers in these circumstances. If the social services department need further involvement from staff or volunteers following a report of abuse, a member of the management team will discuss with the social services department the nature of their needs and how they might be met.

12 Allegation of Abuse Made Against a Staff Member or Volunteer

12.1 Staff and volunteers may be subject to abuse allegations. The company will offer support in these circumstances, but the social services department will be assisted in their investigation and the disciplinary procedure may be implemented.

13 Confidentiality

13.1 Confidentiality is central to the work of Made Public and the attention of all staff and volunteers is drawn to the Confidentiality Policy.

14 Preventing Abuse by Staff and Volunteers

- 14.1 It is important that any staff or volunteers who are likely to be working alone with vulnerable people are thoroughly vetted before being employed. At Made Public this means as well as references being checked there will also be a requirement for offences to be declared and a Disclosure and Barring Service check undertaken.
- 14.2 It should be noted that having a criminal record does not prevent someone from being recruited as a staff member or volunteer in all circumstances. Staff should seek the advice of their manager in cases of doubt.
- 14.3 It may be very hard for a worker to report a concern about a colleague to a line manager but, as with all the other difficulties people will come across, the safety and protection of a vulnerable person must be the priority in any decision that is made.



Made Public

SAFEGUARDING YOUNG PEOPLE

1. Introduction

We in Things Made Public are committed to a practice, which protects children from harm. Staff and volunteers in this organisation accept and recognise our responsibilities to develop awareness of issues, which cause children and young people harm. We will endeavour to safeguard children and young people by –

- Adopting child protection guidelines through a code of behaviour for staff and volunteers.
- Sharing information about child protection and good practice with children, parents, staff and volunteers.
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately.
- Following carefully the procedures for recruitment and selection of staff and volunteers
- Providing effective management for staff and volunteers through supervision, support and training

We are also committed to reviewing our policy and good practice on an annual basis.

2. Statement of Intent

It is the policy of Things Made Public to safeguard the welfare of all children and young people by protecting them from all forms of abuse including physical, emotional and sexual harm. This organisation is committed to creating a safe environment in which young people can feel comfortable and secure while engaged in any of (organisations programmes/activities). Personnel should at all times show respect and understanding for individual's rights, safety and welfare, and conduct themselves in a way that reflects the ethos and principles of Things Made Public

3. Guidelines for all (organisation name) staff and volunteers

a. ATTITUDES

Staff and volunteers are committed to

- Treating children and young people with respect and dignity.
- Always listening to what a child or young person is saying
- Valuing each child and young person

- Recognising the unique contribution each individual can make
- Encouraging and praising each child or young person

b. BY EXAMPLE

Staff and volunteers will endeavour to

- Provide an example, which we would wish others to follow
- Use appropriate language with children and young people and challenge any inappropriate language used by a young person or child or an adult working with young people.
- Respect a young person's right to privacy

c. ONE TO ONE CONTACT

Staff and volunteers will

- Not spend excessive amounts of time alone with children, away from others. Staff should try to always be visible to others in their contact with children.
- In the unlikely event of having to meet with an individual child or young person make every effort to keep this meeting as open as possible.
- If privacy is needed, ensure that other staff are informed of the meeting and its whereabouts

d. PHYSICAL CONTACT

Staff and volunteers should never

- Engage in sexually provocative or rough physical games, including horseplay
- Do things of a personal nature for a child or a young person that they can do for themselves. If such an incident arises, for example, where a child or young person has limited mobility, (organisation name) staff should seek a member of school staff or leader of the youth organisation to deal with such an incident
- Allow, or engage in, inappropriate touching of any kind.

e. GENERAL

Staff and volunteers should:

- Be aware that someone might misinterpret our actions no matter how well intentioned
- Never draw any conclusions about others without checking the facts
- Never allow ourselves to be drawn into inappropriate attention seeking situations such as tantrums or crushes
- Never exaggerate or trivialise child abuse issues or make suggestive remarks or gestures about, or to a child or young person, even in fun

f. RELATIONSHIPS

Staff and volunteers who are involved in relationships with other members of staff or volunteers should ensure that their personal relationships do not affect their role within Things Made Public or the work of the organisation.

g. SHARING INFORMATION

Good communication is essential in any organisation. In Things Made Public every effort will be made to assure that, should individuals have concerns, they will be listened to and taken seriously.

It is the responsibility of the management to ensure that information is available to, and exchanged between all those involved in this organisation and its activities. Some information is confidential and should only be shared on a strictly need-to-know basis.

Children & Young People

Children and young people have a right to information, especially any information that could make life better and safer for them. Things Made Public will act to ensure they have information about how, and with whom, they can share their concerns, complaints and anxieties.

When sharing information, Things Made Public personnel will be sensitive to the level of understanding and maturity, as well as to the level of responsibility, of the people with whom they are sharing.

Parents

Parents / persons with parental responsibility are ultimately responsible for their children's welfare at all times, and they should be assured that their children are involved with a credible organisation.

Staff & Volunteers

It is imperative that each member of the Things Made Public staff is aware of their responsibilities under the Child Protection legislation and has a working knowledge of Things Made Public procedures. Each member of staff will receive updated training in Child Protection every three years.

Other Bodies

A copy of our Child Protection Policy will be made available to any other appropriate body.

h. PROCEDURES FOR REPORTING ALLEGATIONS OR SUSPICIONS OF ABUSE

All action is taken in line with the following legislation/guidance:

- Havering Safeguarding Children & Adult Board
- <https://www3.havering.gov.uk/Pages/Category/Safeguarding-children.aspx>

In any case where an allegation is made, or someone in (organisation name) has concerns, a record should be made. Details must include, as far as practical:

- Name of child or young person
- Age
- Home Address (if known)
- Date of Birth (if known)
- Name/s and Address of parent/s or person/s with parental responsibility
Telephone numbers if available

Is person making the report expressing their own concerns, or passing on those of somebody If so, record details;

- What has prompted the concerns?
- Include dates and times of any specific incidents Has the child or young person been spoken to?

If so, what was said?

- Has anybody been alleged to be the abuser?
- If so, record details

- Who has this been passed on to, in order that appropriate action is taken?
E.g. school, designated officer, social services etc
- Has anyone else been consulted? If so, record details

i. DESIGNATED CHILD PROTECTION PERSONS

- The designated person will immediately inform Children Services Referral Team by telephone. **Telephone number:** [REDACTED] **Out of hours telephone number:** [REDACTED]
- The telephone referral to the Children Services Referral Team will be confirmed in writing using the form marked 'Multi-agency referral form (MARF)', within a maximum of 48 hours, ideally 24 hours, with a copy to the designated person for child protection [REDACTED]. Essential information will include pupil's name, address, date of birth, family composition, and reason for referral, name of person receiving the referral and any advice given. This written confirmation must be signed and dated by the referrer.
- Confidentiality must be maintained and information relating to individual children and young people/families shared with staff on a strictly need to know basis.

j. ALLEGED ABUSE BY STAFF, MANAGERS, VOLUNTEERS OR TRUSTEES

When an allegation is made against a member of staff or volunteer, then the allegation must be passed to your designated person for child protection ([REDACTED]) or their deputy ([REDACTED]), or, if the allegation concerns them both, direct to the Local Authority Designated Officer.

Your designated person for child protection should contact one of the Local Authority designated officers for consultation Local Authority Designated Officer, on 01708 431653 or if unavailable, email [REDACTED]@haverling.co.uk. The designated officer contacted will record a note of the consultation and will advise on the appropriate action that needs to be taken.

k. TRAINING

- The designated person and his/her deputy must receive training every 2 years in child protection. Training is available from Havering Safeguarding Children & Adult Board https://www.havering.gov.uk/info/20086/havering_safeguarding_childrens_board/413/multi-agency_training
- Tel: [REDACTED]
- All staff and volunteers shall have access to appropriate training on a regular basis, at least every 3 years.

l. RECORD-KEEPING

- All records, information and confidential notes will be kept in separate files in a locked drawer or filing cabinet.
- Only the designated Persons will have access to these files

m. DISCLOSURE

- Never guarantee absolute confidentiality, as Child Protection will always have precedence over any other issues.
- Listen to the child, rather than question him or her directly.
- Offer him / her reassurance without making promises, and take what the child says seriously.
- Allow the child to speak without interruption
- Accept what is said – it is not your role to investigate or question.
- Do not overreact.
- Alleviate feelings of guilt and isolation, while passing no judgement
- Advise that you will try to offer support, but that you must pass the information on.
- Explain what you have to do and whom you have to tell.
- Record the discussion accurately, as soon as possible after the event,
- Use the child's words or explanations – do not translate into your own words, in case you have misconstrued what the child was trying to say.
- Contact one of (organisations Designated Persons) for advice / guidance.

The Designated Person may then discuss the concern / suspicion with the relevant organisation, and, if appropriate, make a direct referral.

If Designated Person is not available, or it is inappropriate to approach them, the volunteer / member of staff with the concern should make direct contact with the relevant organisation themselves

- Record any discussions or actions taken within 24 hours.

n. FURTHER INFORMATION

The NSPCC provides a free 24-hour Child Protection Adult Helpline, staffed by experienced Social Work Counsellors, which provides confidential counselling, information and advice for those in England, Wales and Northern Ireland. The telephone number is 0808 800 5000. If using this service, please state at the outset that you are an adult seeking advice and information so that your call can be directed to an appropriate person.

Thursday, 05 July 2018
Quote ref: P2290

Made Public

Do you have a particular requirement?

Visit the machine finder on our web site at:

www.facelift.co.uk

Check out the Facelift Safety Shop Website, great deals on Height Safety Equipment, Ladders, Towers and much more - www.faceliftshop.co.uk

Harness & Lanyard available for £69.95

Dear [REDACTED]

Re: Hire of self-drive access platform @ Romford and local area

Thank you for your recent enquiry regarding our platforms.

We enclose our quotation for the machine based upon the information given; please check that the platform suggested will carry out the work to your satisfaction.

MACHINE

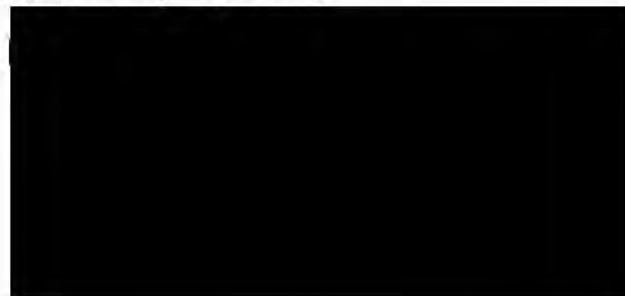
HR12 HR17 Asc12.5 Asc17

Daily Hire Rate
3 Day Rate
Weekly Hire Rate



If Operator is required, we can supply at [REDACTED] per hour (8 hours on site – 1 hour each way transport, if outside 8am-6pm Mon-Fri [REDACTED] per hour)

Transport for HR12/HR15
Collection/Return self drive
Asc12.5/Asc17
Collision damage waiver:



Additional Charges:

ALL RATES EXCLUDE VAT

*ALL HIRES SUBJECT TO CPA TERMS & CONDITIONS (Available on request)

The rates quoted include for breakdown service cover between the hours of 08:00am and 18:00pm Monday to Friday, Coverage outside of these hours is available at a premium of [REDACTED] per day. Although a breakdown service will be available if this premium is not paid, a charge of [REDACTED] per hour, including all travel time will be made irrelevant of the nature of the call out.

Ensign Estate
Hire Desk, Top Site,
Botany Way, Purfleet
Essex, RM19 1TB

We hope that the quotation is self-explanatory, however, if you require any further information please do not hesitate to contact myself on [REDACTED]





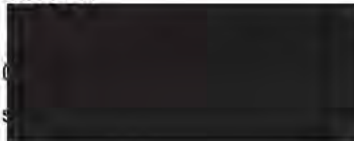
Bibby Productions

31 Stanway Road

Benfleet

Essex

SS75UX



Invoice

Bill To Things Made Public.
82-84 Market Place,
Romford.
RM1 3ER

Invoice no. 2001321
Date 20/08/2018

Description	Quantity	Unit price	Amount
Photography Day Rate - [REDACTED]	[REDACTED]		
Total			£697.50





SIMAS ANUZIS

Cinematographer / Film Maker / Director

INVOICE TO:

Things Made Public CIC
The Retailery
80-84 Market Place
Romford
RM1 3ER

Phone

Email: [REDACTED]@gmail.com

Date 24th of MARCH, 2019

SERVICE:	PRICE:
Culture Club Film	[REDACTED]
Deposit paid	
	OUTSTANDING TO PAY

UK Payment Details:

Santander Bank

International Payment Details:

Happy to have business with you!