



# Uttlesford District Council

Chief Executive: Dawn French

## Museum Management Working Group Remote Meeting

**Date:** Wednesday, 10th March, 2021

**Time:** 6.00 pm

**Venue:** Zoom

**Chair:** Councillor G Sell

**Members:** Councillors A Armstrong, R Freeman, N Gregory and B Light.  
K Eden, R Priestley, P Salvidge, C Sharpe and T Watson (Museum Society).

### AGENDA

**1 Apologies for Absence and Declarations of Interest**

To receive any apologies for absence and declarations of interest.

**2 Minutes of the Previous Meeting** 4 - 7

To consider the minutes of the previous meeting.

**3 Museum Society Chairman's report** 8

To consider the Museum Society Chairman's report.

**4 Museum Curator's reports** 9 - 63

To consider the Curator's quarterly reports.

**5 Management Agreement between Uttlesford District Council  
and Saffron Walden Museum Society Ltd** 64 - 68

To consider the Management Agreement between Uttlesford District Council and Saffron Walden Museum Society Ltd.

**6 Museum Development Committee Update**

To receive a verbal update of the Museum Development Committee

**7 Any other items which the Chairman considers to be urgent**

To receive any items that the Chairman considers to be urgent

**8 Date & time of next meeting.**

To consider the date and time of the next meeting.

**For information about this meeting please contact Democratic Services**

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# Agenda Item 2

**MUSEUM MANAGEMENT WORKING GROUP held at COMMITTEE ROOM - COUNCIL OFFICES, LONDON ROAD, SAFFRON WALDEN, ESSEX CB11 4ER, on WEDNESDAY, 11 MARCH 2020 at 6.00 pm**

Present: Councillor G Sell (Chair)  
Councillors N Gregory, P Lavelle and B Light

Officers in attendance: C Gibson (Democratic Services Officer), A Webb (Director - Finance and Corporate Services) and C Wingfield (Curator - Saffron Walden Museum)

Also Present: K Eden, R Priestly and T Watson (Museum Society)

## 1 **APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST**

Apologies for absence were received from R Auty.

## 2 **MINUTES OF THE PREVIOUS MEETING**

The minutes of the previous meeting were approved as an accurate record.

## 3 **MUSEUM SOCIETY CHAIRMAN'S REPORT**

The Museum Society Chairman presented his report. He said that there had been a positive meeting with the consultants on 10 February and that a working plan would be taken forward.

## 4 **MUSEUM CURATOR'S QUARTERLY REPORT Q3 OCTOBER-DECEMBER 2019**

The Curator presented her report for the October to December quarter, and highlighted the following areas;

- Accreditation had been delayed and was behind schedule.
- An Interim Forward Plan for 2020-21 had been produced that could be re-worked into a five year plan and this item was on the Agenda.
- A draft Internal Audit report of the Museum Service had just been received.
- There had been one minor breach of GDPR (General Data Protection Regulations) that had resulted in staff being reminded about protocols and checks when emailing museum volunteers.

- The equivalent of 27 weeks of full-time work had been contributed by all volunteers during the quarter.
- In respect of buildings and site the flat roof work had been completed and some re-turfing works had taken place during the past week.
- There had been an additional 24 acquisitions that included the remainder of material from the Stansted Airport archaeology project.
- The objects of the month were highlighted together with the Special Exhibitions.
- The Local Performance Indicator had shown user figures exceeding the target by 25% mainly due to continuing demand for schools loan and reminiscence boxes. Outreach activities had also extended the Museum's audiences to new participants.
- During the quarter there had been nine events held on site and four outreach activities.
- The main museum activities to note for Quarter 4 were highlighted.

In response to Members' questions about the Castle the Curator said that the intention had originally been to "soft" open but this had been delayed because of the re-turfing works. There would be an opening event held. Historic England was also an important influence. In the future the intention was for the Museum to coordinate bookings for the Castle. Future initiatives by the Heritage Development Group included a celebrity lecture by Professor Lewis and four guided walks. A leaflet on medieval Walden would be published by the Heritage Development Group through the Tourist Information Centre.

## 5 **DOCUMENTATION POLICY**

The Curator presented the Documentation Policy 2020-2025.

She stated that the Policy had been guided by accreditation and that it described the standards and initiatives needed to advance the key purpose of the Museum's 2020 – 2025 Forward Plan. The Museum's documentation procedures had followed the appropriate Spectrum standards. Priorities for the Modes Complete database had been detailed subject to external funding and / or volunteer support for some projects. Back-ups of all collections data held on computer had been automatically made daily by the Council's IT section.

It was noted that this document would not be put to the Board until 21 April 2020.

AGREED that this document would go forward for Cabinet approval on 1 April 2020.

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## **DEVELOPMENT PROJECT AND FORWARD PLAN**

The Curator gave a verbal report on the Development Project and gave a summary of the Museum Service Interim Forward Plan 2020-21.

She said there had been a good workshop held with National Lottery consultants Fourth Street on 10 February 2020. There was a future need to extend eastwards that could include a learning and activity room, a refreshment facility and workspace for curatorial staff. The main public entrance would remain in place to ensure good visitor flow. The “lean-to” building would need to be replaced with a workshop.

Future work included an Audience Development Study that would be undertaken by Julia Holberry Associates which would look to establish a local narrative and take forward the local and global connections. There would be a stall held at Saffron Walden Market on 16 May which would look to put various future proposals to the public. Key dates for meetings were 27 April for Julia Holberry to present audience findings and 15 June for the final project meeting with Fourth Street in respect of the Options Appraisal and Feasibility Study.

*At 6.50pm Cllr Gregory apologised that he had to leave the meeting as he had an appointment at the Great Chesterford Parish Council.*

The Curator indicated that the Museum Development Committee Board would be looking for up to £6.5m and that any possible National Lottery assistance would be based on regional rather than national funding to a maximum of £5m. The aim would be to put an application to the National Lottery during 2020/21 as well as encouraging local support. Building works would start in 2023 and should take 18 months to be followed by fitting out that could take up to a further 18 months.

Members discussed the necessity for museum closure at some point. This would mean very limited access but promotions could be taken forward around the district utilising items from the Shire Hill Store.

AGREED that the Museum Service Interim Forward Plan 2020-21 would go forward for Cabinet approval on 1 April 2020.

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## **ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS TO BE URGENT**

The possible effects of the coronavirus were discussed and on-going arrangements were under constant review.

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## **DATE & TIME OF NEXT MEETING.**

Wednesday 13 May 2020 6.00pm



**Museum Management Working Group  
10<sup>th</sup> March 2021  
Museum Society Chairman's Report**

It is twelve months since the last Meeting during which time the Museum has been closed. The Society has learnt to operate, like many other organisations, by Zoom meetings. The Development consultations have been ongoing and we have received the final reports from both Fourth Street (Feasibility Study & Options Appraisal) and Julia Holberry Associates (Audience Development). Keith Eden, the Chairman of the Development Committee will report on the present position at the meeting.

As a result of the covid restrictions on physical meetings the Board arranged for the Annual General Meeting to be conducted by the officers of the Society on Zoom on the 27<sup>th</sup> November 2020. The reports and a voting form were distributed to members and the officers effected the results of the votes. The officers, Chairman, Secretary and Treasurer, were all re-elected and Paul Salvidge was re-elected as a Director. Tony Watson was appointed to the Saffron Walden Museum Society management committee as Hon. Solicitor in April 1971, and in addition to this role had been Vice-Chairman for a number of years and the first Chairman of the new Saffron Walden Museum Society Ltd since 2008. The Board have agreed the Chairman's request that a new chairman should be found for appointment later this year. At the January Board meeting it was agreed to appoint two vice-chairmen to assist in the preparation of the appointment of a new Chairman. Paul Salvidge and Keith Eden were duly appointed. The Board were also pleased to confirm the appointment of a new membership Secretary, Catherine Peacock. It was also agreed that the Board should look to appoint two new Directors to cover future retirements of Directors.

During the last twelve months we have agreed to alterations to the Management Agreement to assist the Council in its appointments to this body. The Society have increased its numbers to five to balance the Councillors appointed by the Council. The revisions need to be approved by the meeting. The alterations were agreed by the Board at the January meeting.

The monthly talks programme had to be cancelled in March 2020. As a benefit of the Board and Committee meetings being conducted on Zoom it was agreed to provide talks by this method. It has proved successful and three talks have already been held. Many thanks to Paul Salvidge for finding speakers and to Richard Priestley in hosting the meetings.

*Tony Watson*

# Agenda Item 4

## SAFFRON WALDEN MUSEUM

### SUMMARY OF QUARTERLY REPORTS for 2020

#### Introduction

This document summarises the Museum's year January – December 2020 during most of which the Museum has been closed to the public and the Museum Management Working Group has been unable to meet. Further details are provided in the Quarterly Reports circulated with this summary.

## 1 Museum Management and Staff

#### Covid Pandemic : overview

The Museum closed to the public on Wednesday 18 March 2020 in line with government instructions to limit the spread of Covid 19. Covid-related work focused initially on creating safe working environments in the Museum and Shirehill store for staff and contractors. The emphasis then switched to providing the necessary Covid-safe services, equipment and procedures for the eventual return of visitors. Much effort and creativity has also been directed into engaging with the local community and wider audiences through on-line and 'click and collect' activities. The Museum re-opened briefly in mid-December to offer pre-booked visits to Museum Society members, Season Ticket holders and Museum volunteers. This also provided an opportunity to test our new Covid-safe ways of working and welcoming visitors.

At the opening of 2021, the Museum is ready to re-open when this is permitted by the government; the earliest that this is likely to happen will be the week beginning 17 May. This will also be subject to sufficient numbers of front-of-house volunteers and weekend / casual staff being able to return. Our opening hours will probably be 4 days per week initially, while we monitor visitors; provide refresher training for returning weekend / casual staff and volunteers, and induct them in the use of the new cashless payments system.

#### Accreditation Scheme (Arts Council England)

The Accreditation scheme for museums has been put on hold by Arts Council England for another year, due to the repercussions of the Covid pandemic, so that it is unlikely that the Museum will be asked to submit a return in 2021. This does not affect our accredited status and ability to apply for grants.

#### Forward Plan: NHLF Resilient Heritage project

Our project to research and scope the proposed development of the Museum has been able to continue throughout the year, with meetings conducted on Zoom. Fourth Street completed the Options Appraisal and Feasibility Study in June 2020. The Audience Development Report by Julia Holberry Associates was subject to a few months delay due to the impact of Covid restrictions, but during the late summer and early autumn it was possible to complete the focus group consultations and Saturday market consultation in Saffron Walden as planned; the Audience Development Report was delivered in December 2020. We have now embarked on the final phase of the project, to appoint a fund-raising consultant to work with the Museum Society and staff on developing a fund-raising strategy, by the end of April.

#### Staff and Volunteers

It has been necessary to have some staff presence at the Museum and Shirehill store to maintain the collections and buildings, and because some types of work cannot be undertaken at home. Staff have otherwise worked at home where possible, or out of necessity due to home-schooling. The weekend and casual staff team and volunteers have been unable to come into the Museum this year, with a few exceptions for specific reasons (in compliance with Covid safety measures). They have been kept in touch with regular email briefings from the Museum.

## 2 Buildings and Site

The extensive programme of repairs and maintenance to the exterior of the Museum, organised by the

## SAFFRON WALDEN MUSEUM

### SUMMARY OF QUARTERLY REPORTS for 2020

Corporate Property Surveyor, was completed in early 2020 with work on the flat roof area on the north side of the building. In the SE corner of the Castle grounds, work on the new pedestrian gate was also completed and has received favourable comments (Council and Historic England project). A new hearing loop system was installed in the Museum's main ground floor areas (reception, special exhibitions and Great Hall) in March 2020 with grants from the Museum Society, Gibson Walden Fund and Saffron Walden Round Table.

### 3 Collections and Research

#### Notable acquisitions have included:

- Pair of gold Bronze Age bracelets (treasure) purchased by the Museum Society with grants from the Art Fund, V&A Purchase Grant Fund and Beecroft Bequest.
- African items transferred from Buxton Museum to supplement the world cultures collection.
- Lepidoptera cabinet: a 20<sup>th</sup> century collection of butterflies, collected in the NW Essex area.

#### Loan to exhibition: Wampum – Mayflower 400 : Legend and Legacy

The Museum loaned three items of Wampum (sashes of wove strings of shell beads) to this well-publicised exhibition at Sea City, Southampton, and now resuming at The Box, Plymouth.

Other collections work has included condition-checking of natural history taxidermy collections, a project with contractors Kadec to render asbestos minerals safe, cataloguing geology specimens on display (funded by the Museum Society) and cataloguing social history documentary archives.

Research enquiries have continued by email: 211 enquiries between January and December 2020.

### 4 Displays and Visitor Services

While intended exhibition have been postponed or cancelled, staff have installed a **new special exhibition *Man and Beast: a cultural history of animals*** ready for re-opening.

**Installation of new cashless payments system** at the Welcome Desk (till, card reader and barcode scanner). This marks a major improvement and is essential for Covid safety but has been a very demanding project causing the Front-of-House & Admin Officer to work well above her p/t hours. IT staff and a dedicated front-of-house volunteer have also spent much time assisting with this. For re-opening, we need a member of staff stationed at the door to assist visitors with Covid safety compliance, and have received a SHARE Next Steps grant of £4,440 to cover the initial costs.

**Digital and On-line activities** have been stepped up to maintain public engagement. These included CV Walden (local accounts of 'life under lockdown'), website and social media features, while staff have continued to contribute to local publications such as the *Saffron Walden Flyer* and *Newport News*, and continue to work remotely with and support numerous local organisations.

### 5 Outreach

The new '**Click & Collect**' **Activity Packs** for families were a great success and generated income through the summer and autumn; 323 packs were sold raising £1,450. A digital activity pack has been produced for spring 2021. The **new on-line Learning Hub**, providing access to on-line learning materials and services for all ages and needs, went live in February and continues to be developed. School Loan Boxes have continued to support learning in schools and at home.

## **1 Museum Management and Staff**

### **1.1 Management**

#### **Covid-19 (Coronavirus)**

On Wednesday 18 March the Museum closed to the public for the indefinite future as part of the emergency measures to control Covid-19 (coronavirus). Core staff continue to work in the building, at the store or at home, and a summary of continuing Museum work and on-line activity during this period are to be found at the end of this report. Protecting volunteers and staff, especially the most vulnerable, has been a priority.

#### **Accreditation**

The Documentation Policy and interim Forward Plan have been recommended for Cabinet's approval by MMWG, which completes the cycle of main policy documents to be reviewed for Accreditation. Staff continue to work on remaining additional plan documents for in-house use (Documentation Plan, Emergency Plan for salvaging collections). Meanwhile, the expected invitation for Accreditation Review from the Arts Council did not arrive in January and it has now been announced that the Accreditation timetable is 'on hold' for the rest of the year..

#### **Forward Plan: NHLF Resilient Heritage project**

The draft Options report was received from Fourth Street in early January and immediate feedback was relayed to Fourth Street. A workshop with the consultants, Museum Development Committee and curatorial staff was held on Monday 10 February, with a presentation from Julia Holberry Associates on the results of initial consultations with stakeholders. The last phase of the consultants' work can be completed and conveyed remotely through email and on-line meetings, except for remaining elements of public consultation for the Audience Development Study, including the market stall booked for May, which will have to await the lifting of restrictions. There is no urgency with our project timetable at this stage and it is likely that the NLHF will grant extensions where needed.

#### **Other matters**

A draft report from Internal Audit has been received for discussion and feedback as soon as circumstances permit.

### **1.2 Staff, Volunteers and Work Experience**

#### **Staff**

Jamie Milne stepped down from his permanent Visitor Service Assistant (VSA) role in February, but will continue to be on our casual rota of weekend staff. Francesco Maione one of our existing casual staff is due to sign a contract later this year to take on the permanent Visitor Services Assistant role covering alternate weekend hours and bank holidays.

#### **Volunteers**

We were very sorry to learn that our Welcome Desk Volunteer, Mary Knight, passed away in March. Mary was our longest serving volunteer, having supported us for over 40 years. We send our condolences to her family; she will be sadly missed.

<b>Volunteers</b>	<b>Est Hours</b>
<b>Collections volunteers</b>	
Hamish McIlwrick - inventory of the photograph collection (4hrs p. week)	48
Ian adding accession register entries to Excel spreadsheet & summarising SWMS minutes (6 hrs per week) <i>- now switched to Natural History records</i>	50
Len Pole adding detail to Modes records for World Cultures collection (3 hrs per wk)	36
Jane and David Laing inventorying the Document Archive (3 hours per week x 2 people)	72
Archaeology volunteers Joanne Pegrum, Peter Morrissey	6
<b>Natural Sciences volunteers</b>	
Heather Douglas updating location records in Modes Complete	4
Gerald Lucy assisting with identification of specimens	1
Liaison over special roadside verges Tony Morton, Ken Rivett, Heather and Paul Salvidge	2
Cali Holberry and Dominic Davey assisting with cleaning and documentation of stored geology collection.	23.5
Richard Priestly, Peter Morrissey, Paul Salvidge and Heather Salvidge assisting with removal of taxidermy specimens to facilitate maintenance in SWM Natural Sciences Store	26
<b>Wildlife Garden Volunteers</b>	
Issa Cochran and Ann Bannister had carried out regular watering and light maintenance duties.	2
<b>Learning &amp; Outreach Volunteers</b>	
Jane Evans, Chris Phillips, Jeanette Fulcher, Ann Banister and Sue Cockerell helped to deliver a very full program of activities and events plus additional support for planning and making of materials.	53
<b>Exhibition change</b>	
Ron Lowe, Peter Morrissey, Richard Priestly and Joanne Pegrum provided vital support in exhibition change.	53
<b>Admin volunteers</b>	
Mary Adams provides invaluable support with the financial administration	55
June Baker assists with the Welcome Desk paperwork, Volunteer shift rota and manages the Lost Property	15.25
<b>Welcome Desk volunteers</b>	
The Welcome Desk volunteers are the 'Face of the Museum', providing a friendly welcome for visitors; selling tickets and merchandise, and providing information about the Museum. Last shift was 17 March.	322.5
<b>Total hours contributed by all volunteers for this quarter</b> Equivalent to 20.4 weeks of full-time work	<b>769.25</b>

### **1.3 Training and Seminars Attended**

<b>Date</b>	<b>Course and Staff</b>
7 Jan	SHARE Museums East: Working with Volunteers – Good Beginnings (Front of House Officer and Welcome Desk Volunteer, JB)
9 Jan	Fire marshal training for all staff, arranged by the Council
13 Jan	ILM management course, Council Offices, Curator
Jan-Feb	UDC Anti-Terrorism training – some staff attended, March session cancelled by Covid 19

11 Feb	ILM management course, Council Offices, Curator
5 Mar	Culture 24 - Digital Storytelling, Fitzwilliam Museum, Cambridge (Collections Officer, Human History)
12 Mar	SHARE - De-colonising Collections, Horniman Museum, London (Collections Officer, Human History)
2 March	Natural Science Collections: The Basics, Cambridge Museum of Zoology (Learning Officer – self-funded and in own time)

**1.4 Health & Safety**

Annual PAT testing of all electrical appliances in the Museum, Shire Hill and the workshop was undertaken in February. In addition, an annual three-hour test of the emergency lighting and the replacement of all out of date fire extinguishers was completed in March. Following on from the statutory five-yearly fixed wiring survey completed in late 2019, work to update the RCDs to modern standards has been scheduled for early April.

**2 Buildings and Site****2.1 Security**

As a result of an Essex Police security inspection last December, quotations have been received from Saffron Security for certain upgrades and additions to the present system. These recommendations are desirable rather than essential and will remain on hold whilst Covid 19 restrictions remain.

A Key Holding service, Arena Security Ltd, has now been appointed to assist with out-of-hours alarm call-outs. They will be the Monitoring companies' first point of contact for both intruder and fire alarm activation for the Museum and Shirehill store. For false alarms, they would secure the building and leave a report on site, but in the case of a genuine emergency they would of course, call the police/fire services as well as relevant staff.

**2.2 Museum Building****External works**

The small area of flat, felt covered roof at the rear of the building has now been completely replaced. This was the final outstanding item from the comprehensive exterior restoration programme of 2019. It is expected that the remaining scaffolding will be dismantled and removed from site in the near future.

The very heavy rains during February resulted in some water intrusion in the bay window/shutter area. Staff trained in working at heights for the roof safe-access system, cleared debris from the hoppers at each corner of this area and no further problems have been encountered.

**Internal work**

A new Hearing Loop system was installed mid- March, covering the Desk, Exhibition room and Great Hall as previously. It functions on a combination of wireless and fixed wiring and worked well on test. Most of the cost has been funded by a grant from the museum Society, including contributions from the Saffron Walden Round Table, the Gibson Walden Fund and a private donation, for which the Museum is very grateful. This also fulfils a recommendation in our last VAQAS report.

Building work to seal up gaps in the Museum Natural Sciences Store to reduce insect pests took place in February.

The second phase of work in March had to be cancelled due to the Covid 19 restrictions.

New clearer signage has been installed throughout the Museum to make navigating the building easier for the public. This has included modifying the titles of galleries (e.g. 'Early History' instead of 'Ages of Man'). Portraits have been re-displayed in the Ceramics gallery (see 4.1 below).

### **2.3 Shire Hill Store**

Routine cleaning of the Natural Sciences store has taken place, including cleaning out the mobile shelving tracks. The dehumidifier has been malfunctioning and reducing the Relative Humidity to unacceptably low levels which could dry out the collections. Engineers from Munters and Marsden are investigating this problem. As a result of the five year hard wiring test last year, minor upgrades to the electrics have just been completed.

### **2.4 Grounds and Castle Site**

Final work on the new iron gates to the entrance of the Castle were completed at the end of January. The combination of a very wet winter and regular visits by contractors in heavily laden vans left the ground between the edge of the Museum car park and the Castle, in a very poor state. The area has been extensively re-turfed and vehicular access has been banned until the new grass takes root.

The Museum now handles bookings for independent events on the Castle site, but unfortunately these have been postponed on Council instructions due to Covid 19.

## **3 Collections and Research**

In early March, Kadec treated the Museum's collection of gas masks to make the asbestos in them safe. This follows their previous review of the Museum's entire collections regarding the presence and management of asbestos. An assessment is to be made next regarding how best to treat/manage the presence of asbestos in the Museum's mineral collections at the Shire Hill store and also those on display in the Museum.

Numerous shelves of specimens and cabinets of collections were moved within the Natural Sciences Store, and out to the Inorganics Store, to provide space for builders to access gaps in the ceiling, walls and floor and seal them up to reduce insect pest entry to the store. Some specimens had been damaged by moth and beetle larvae. Conservation work is ongoing to treat, clean and document specimens and clean the store.

### **3.1 Acquisitions and Disposals**

#### **Acquisitions this quarter have included:**

- Tudor silver-gilt hair pin, Hatfield Heath (acquired through the Treasure Act) now collected from the British Museum and on display in the Great Hall gallery
- Deposition of archive backlog from Archaeological Solutions, 9 March (43 sites, mostly small projects with no finds) and accession numbers allocated for 22 new archaeological projects, to be deposited eventually
- UDC site plans and elevation drawings previously stored at the Council's Newport Depot for archiving.
- Placard from a student-led climate change strike and march to the Council offices
- Local history photographs

**3.3 Documentation**

<b>Backlog / updates</b>	<b>New Acquisitions</b>	<b>Backlog (existing collections not previously catalogued on Modes)</b>	<b>Edits and Updates to existing records</b>
Human history collections <i>(local &amp; social history, decorative &amp; fine art, costume &amp; textile, world cultures)</i>	67	500 (photo audit cataloguing completed – next stage digitisation, continuing to audit and catalogue archive document and book collections at Shire Hill)	800 (ditto)
Archaeology	0	31	0
Natural Sciences	0	0	215 geology collection
<b>Total</b>	<b>67</b>	<b>531</b>	<b>1015</b>

**3.4 Loans In**

- Textile Items for Sawdust Hearts temporary exhibition
- Items for *All Fired Up* Exhibition from local collector (cancelled 2 weeks before exhibition changeover).

**3.5 Loans Out**

- Loan of treasure finds returned from Colchester Castle's *Adorn* exhibition
- Long-term loan returned to us by the Fitzwilliam Museum (was Object of the Month for April) - Drawing by Gaspare Diziani, *Adoration of the Shepherds*.

**3.6 Object Identification and Enquiries**

**Object identifications this quarter: 6** (Archaeology: 2 ; Human History : 3 ; Natural Sciences: 1)

- Chinese urn
- Metal detectorist finds
- Post-Medieval social history items found in local moat
- Jurassic fossils in stone with recent surface texture from burrowing worm

**Collections Enquiries this quarter: 57** (Archaeology: 9 ; Human History: 37; Natural Sciences: 11)

topics included:

- Liepmann Textile (linked to V&A collection)
- Brewery history
- Local clock-makers
- 18<sup>th</sup> century maps
- Early 19<sup>th</sup> Century local social history
- Saffron cultivation
- Victorian hand and machine sewing
- Plain sewing samplers (Norfolk Museums)
- Bark-cloth collections (UK-collections study)
- Aboriginal weapons
- Saffron Walden Pageant 1910

- Midgeley plates (on display in the ceramic gallery)
- Death Masks (Museum Research Assistant, Royal College of Music)
- Early circulating libraries (Gibson Library)
- Henry Winstanley & the Eddystone Lighthouse
- Hedgehog-related customs and beliefs
- Potter Alan Foxley (ceramics collection)
- Cinema nostalgia – with Saffron Screen
- Historic photographs of Catons Lane and Little Walden Road
- Birds: Blue Tit for drawing and Passenger Pigeons
- Special roadside verges biological records
- Volitive pots from Sparta, donated by HJW Tillyard in the 1960s

### **3.7 Research**

**Research visits this quarter: 5** (Human History: 4 + Natural Sciences: 1 )

Topics included:

- Community archaeology projects – how to record test pits (Arkesden resident)
- Pargetting tools (preserving local building tradition)
- Textile researcher (for Gibson Library talk)
- Researchers working with the Gibson Library, viewed the photograph collection regarding their upcoming book publication, "*Lost Scenes of Walden*"
- Cambridge Chinese Centre Conference viewed Chinese textiles and cultural items
- Artist Kabir Hussain for exhibition research

## **4 Displays and Visitor Services**

### **4.1 Permanent Galleries**

Following on from the repainting and water damage repairs to the Ceramics gallery in 2019, the large oil paintings of Thomas Wolfe's wife and an unknown lady of the 17th Century were rehung in January. Additionally, the portrait of Thomas Wolfe has also been hung in the same area. Volunteers from the Fry Art Gallery helped with the install work, along with Museum staff and volunteers.

### **4.2 Temporary Exhibitions**

**Object of the Month** featured:

- January: Nautilus shell
- February: Snowy Owl (to link with Harry Potter Book event)
- March: Medieval decorated tiles

**Curiosity Corner :**

- January: Crystals
- February: Fantastic Beasts
- March: Hares

**Your Stories:**

The new co-curated display *Sawdust Hearts*, linked to occupational therapy and war remembrance, opened in January and was intended to run until July 2020.

**Special Exhibition:**

- *Death Masks to Diaries* continues to remain in place, as the Museum is currently closed due to the Covid-19 situation.
- *All Fired Up* co-curated with Essex Fire Museum was due to open on Saturday 4 April, but the changeover was cancelled with two weeks to go due to the current situation and the exhibition has now been postponed until April 2021.
- Work has begun on preparing the next exhibition, STEAM 2020 which is linked to the Essex STEAM festival. Because of the uncertainty over Covid 19 restrictions and their effect on the Museum's programme for the rest of the year, contingency plans are being made for an alternative exhibition which can be installed quickly if STEAM has to be postponed or cannot be installed in time for re-opening to the public. In either event, research and preparation will not be wasted as it will be used for blog pots and other activities.

**4.3 Visitor Services**

	Public		Schools incl. adults		Total	
	2020	2019	2020	2019	2020	2019
<b>January</b>	<b>752</b>	726	<b>0</b>	35	<b>752</b>	761
<b>February</b>	<b>1,188</b>	934	<b>28</b>	29	<b>1,216</b>	963
<b>March</b>	<b>299*</b>	739	<b>152</b>	68	<b>451</b>	807
<b>Total</b>	<b>2,239</b>	2,399	<b>180</b>	132	<b>2,419</b>	2,531

\* the Museum closed to the public on 18 March 2020 as part of the emergency measures to control Covid-19).

**Income**

**Shop**

	2020	2019
<b>January</b>	<b>218.61</b>	326.82
<b>February</b>	<b>427.20</b>	525.37
<b>March</b>	<b>130.74</b>	244.07
<b>Total £</b>	<b>776.55</b>	1,096.26

**Tickets**

	2020	2019
<b>January</b>	<b>782.25</b>	903.75
<b>February</b>	<b>1385.25</b>	1,186.00
<b>March</b>	<b>463.75</b>	1,013.25
<b>Total £</b>	<b>2,631.25</b>	3,103.00

**Donations**

	2020	2019
<b>January</b>	<b>2</b>	39.23
<b>February</b>	<b>136.56</b>	32.03
<b>March</b>	<b>39.59</b>	43.42
<b>Total £</b>	<b>178.15</b>	114.68

**Donations**

For comparison purposes, the figure recorded in February 2019 was for the period mid February to mid March. The figure recorded in February 2020 was for the period January to February, it also included a donation from an attendee on the Museum Photography course who was so impressed that they gave a donation in addition to paying the fee for the event.

The figure recorded in March 2019 included £21.22 being monies donated into the 'Post Box' in the Local History gallery; which is only emptied once per year. In 2020 the Post Box donations totalled £9.19. The figure for March also includes a donation from a gentleman renewing his annual season ticket.

**Shop**

The differences in shop and ticket sales figures for the month of March, compared with the same period in 2019, reflects the fact that on Wednesday 18 March 2020 the Museum closed to the public as part of the emergency measures to control Covid-19 (coronavirus).

**Learning & Outreach Services Income**

	<b>Schools Sessions &amp; outreach</b>	<b>Activities &amp; Events</b>	<b>School Loan &amp; Reminiscence Boxes</b>
	Feb 28 Heritage School £48	Jan Art Club £35	Heather Mount, Fossils
	March 3, St Mary's SW Mini Museums 26 pupils £78	Jan Mini's £10	St Marys SW, Romans
	March 11, Saint Giles School Egypt 29 pupils, £87	Jan Toddler Stem £28	Rickling Romans
	March 11, Cubs visit Egypt £78	Feb Photography workshop £170	home school, Vikings
	March 12, Saffron Walden Brownie Pack, Romans £78	Feb Toddler stem £6	Radwinter, Ancient Greece 12 week loan
	March 18, Brownies £78, Cancelled Covid 19	Mask Making £94.50	Hillmead Primary School, Saxons
	March 20, Wethersfield Greece + WW2 £144, Cancelled Covid 19	Clay Head £121.50 50p don	Farnham, Romans
	March 26, Katherine Semar, Local History 60 pupils - £180 – Cancelled Covid 19	Dastardly Disguises £45.50	
	Home school art club taster session £48	Feb Minis £12	
		Feb Art Club £40	
		March Toddler stem £18	
		March Minis Cancelled short staffed	

# SAFFRON WALDEN MUSEUM

## CURATOR'S QUARTERLY REPORT Q4 2019/20

January – March 2020

		Art Club No attendees - Covid 19	
<b>Total £ 1,093.50</b>	<b>£ 369.00 (would have been £819 approx.)</b>	<b>£ 580.50</b>	<b>£ 144.00</b>

### 4.4 Publicity, Marketing, Social Media and New Website

The Museum has a publicity strategy, which includes planned paid for and free advertising.

- East of England GROUP visitor guide
- East of England Visitor guide
- SW Town Council Official Guide and Map and [www.visitsaffronwalden.gov.uk](http://www.visitsaffronwalden.gov.uk)
- Eastlife Magazine

### Published Articles (in print and on-line)

Date	Publication	Subject	Additional Information	Photo
8 Jan	Walden Local	SWMS monthly talk re. Essex Regiment WW1		Y
16 Jan	SW Reporter	Toddler STEAM – regular event		Y
5 Feb	Walden Local	Gibson Portrait event (worked with SWM) & SWMS monthly talk re. Painter		Y
6 Feb	SW Reporter	February Half Term advert		Y
12 Feb	Walden Local	Creative Writing Workshop (with Saffron Walden Arts Trust)		Y
13 Feb	SW Reporter	Heritage Development Group – Official launch of Battle Ditch Panels	Front page photo & inside paper	Y
26 Feb	Walden Local	Clay Heads at the Museum (Half-Term activity) – linked to <i>Death Masks to Diaries</i> Exhibition		Y
4 March	Walden Local	"Admiring a Chinese robe at Saffron Walden Museum...." – Cambridge Sustainable Tourism Conference (Cambridge Chinese Centre) – visit to Saffron Walden including Museum		Y
4 March	Walden Local	Listing: Monthly museum Society talk (Sawdust Hearts- link to exhibition) & STEM science event		Y
5 March	SW Reporter	Cambridge Sustainable Tourism Conference (Cambridge Chinese Centre) – visit to Saffron Walden including Museum	Picture in the temporary exhibition gallery - (2-page spread)	Y
18 March	Walden Local	Front page – Covid-19 closures (precautionary measures)		Y
Jan / Feb / March	SW Flyer	Monthly Column – including latest events, object of the month		

editions				
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**Exhibition and Events listings**

Exhibition and Events are advertised on many 'What's On' listings (in print and online) including:

- Saffron Walden TIC
- Bishops Stortford TIC
- Saffron Walden Flyer Online
- Net Mums
- Salad Days
- EastLife
- The Listing, Royston

**Social Media and Email Newsletter**

Twitter	Followers: 2111
Facebook	Followers: 1347
Instagram	Followers : 747
Email Newsletter	Followers: 1500
Explore with SWM blog	Page Visits: 302

**Saffron Walden Museum Website – Statistics for this quarter**

	Visits	Unique Visitors
<b>January</b>	4,218	3,591
<b>February</b>	4,645	3,678
<b>March</b>	5,173	2,132
<b>TOTAL for Q4</b>	<b>14,036</b>	<b>9,401</b>

**Visits:** the number of visits made by all visitors. (This could be described as the number of "sessions", implying the possibility of multiple pages per visit and multiple visits per unique visitor).

**Unique Visitor:** the number of persons or computers (hosts) that have made at least 1 hit on 1 page of the website during the current period. If a user makes several visits during this period, it is counted only once. Visitors are tracked by IP address, so if multiple users are accessing the website from the same IP (such as a home or office network), they will be counted as a single unique visitor.

**Trip Advisor**

The Museum ranks number 2 out of 18 things to do in Saffron Walden on this travel and tourism review website and, of the 139 reviews, 70% rate the Museum as 'Excellent'.

**5 Education, Events and Outreach**

**5.1 Education**

**Loan and Reminiscence boxes: no. of Users**

Box	Borrowers	Purpose	Users		
			Children	Adults	Total
Fossils	Heather Mount Primary school	Curriculum enrichment	60	2	62
Romans	St Marys Saffron Walden	Curriculum enrichment	Not yet returned		
Romans	Rickling Primary school	Curriculum enrichment + parents evening	29	21	50
Vikings	Home school	Curriculum enrichment	1	2	3
Ancient	Radwinter primary school	Curriculum enrichment	30	3	33

**SAFFRON WALDEN MUSEUM  
CURATOR'S QUARTERLY REPORT**

**Q4 2019/20**

**January – March 2020**

Greece					
Saxons	Hillmead Primary School,	Curriculum enrichment	62	4	66
Romans	Farnham	Curriculum enrichment + parents evening	20	43	63
		<b>Totals</b>	<b>202</b>	<b>75</b>	<b>277</b>

**Analysis of use of Learning Services and Pupil Numbers**

<b>Service</b>	<b>Children</b>	<b>Adults</b>
Loan Boxes	202	75
Taught sessions in the Museum (some visits cancelled due to Covid 19)	112 (Would have been 234)	31
Outreach visit	0	0
Self-guided visit to Museum	31	6
<b>Total users of Museum Learning Services</b>	<b>345</b>	<b>112</b>

**5.2 Events on-site (in Museum and grounds and at Shire Hill Store)**

<b>Date</b>	<b>Event</b>	<b>Visitors</b>
14 Jan	Toddler STEAM	14
28 Jan	Museum Minis	5
28 Jan	Grown Ups Art Club	7
7 Feb	Photography Workshop	5
10 Feb	NLHF Project Steering Group	
11 Feb	Toddler STEAM	3
15 Feb	Saffron Walden Snapshots	Cancelled due to staff illness
19 Feb	Feb Half-Term: Mask Making	63
20 Feb	Feb Half-Term: Clay Heads	81
21 Feb	Feb Half-Term: Dastardly Disguises	30
25 Feb	Museum Minis	6
25 Feb	Grown Ups Art Club	8
26 Feb	Cambridge Sustainable Tourism Conference – Saffron Walden visit	15
10 Mar	Toddler STEAM	9
6 Mar	Creative Writing Workshop	12
14 Mar	Saffron Walden Rocks (Pebble painting)	8
17 Mar	Museum Minis	Cancelled – short-staffed
17 Mar	Grown Up Art Club	No Attendees
<b>Public events then cancelled due to Covid-19 precautions</b>		
	<b>Total</b>	<b>266</b>

**5.3 Outreach** (Museum activities, talks and lectures at other venues)

<b>Date</b>	<b>Event</b>	<b>Visitors</b>
30 Jan	Launch of Battle Ditch Interpretation panels (Heritage Development Forum)	50
23 Feb	19 <sup>th</sup> century portrait event at Gibson Library (linked to Death Masks to Diaries exhibition)	50
21 Mar	Pageants Day (English Folk Dance and Song Society)– prepared material for the Gibson Library attending	Cancelled
	<b>Total</b>	<b>100</b>

**5.4 Other Museums and Local Groups: support and liaison (Uttlesford)**

Museum staff have attended meetings, site visits, undertaken work or given advice to:

- Ashdon Museum advice on photograph conservation and storage
- Great Dunmow Museum – liaised regarding *All Fired Up* Exhibition., and 1 committee meeting
- Saffron Walden Fire Station – liaised regarding *All Fired Up* Exhibition.
- Untangled Threads textile group – co-curated *Your Stories* Sawdust Hearts display.
- Local History Recorders and Historical Journal – liaise re. human history research enquiries, *All Fired Up Exhibition* and publicity
- Gibson Library – provide collections information for their event about 19<sup>th</sup> century portraiture Sat 22 and Sun 23 February; All Fired Up preparation and Pageant 1910 event.
- Saffron Walden TIC – CV Walden project
- Saffron Walden Community Shed made tray for interactive for All Fired Up Exhibition
- Heritage Development Group, 1 meeting, supplied text for Battle Ditches panel and advice on tenders for production of panel (SWTC NLHF-funded project), Curator
- Special Roadside Verges project – UTT45 Ridgeon’s site mitigation, UTT46 Audley End verge damage, checking replacement of missing posts, producing 2019 annual reports, site list for March 2020 cut, 7 planning application responses (Natural Sciences Officer, S Kenyon)
- Together in Sound , 10 Jan – Learning Officer met with Thomas & Rachel to discuss future projects
- Saffron Walden Arts Trust, 16 Jan – Learning Officer, meeting with Sarah Turpin to discuss the creative writing workshop
- Saffron Walden Camera Club, 30 Jan – Learning Officer meeting re. for photography workshop
- Home school art club sessions, 5 Feb – Learning Officer meeting with Carrie Webb to discuss

**5.5 Meetings, Support and Involvement in professional and other organisations outside Uttlesford**

- SHARE Annual Collections Conference, Cambridge, 30 January, Curator
- Museums Essex AGM, Braintree, 6 March, Curator
- Museums Association regional meeting, Norwich Castle. 6 September, Curator
- Collections Officer (Human History) mentors two volunteer run museums, one in Hertfordshire and one in Bedfordshire
- Essex Fire Museum & Essex County Fire & Rescue Service regarding co-curating *All Fired Up* Exhibition – site visit at SWM on 21 January
- SHARE Natural History Network meeting at Norwich Castle on 3 March. James Lumbard, Natural Sciences Officer.
- Dress & Textile Specialist network and Social History Curator’s Group – online participation in forums and social media discussions, Collections Officer (Human History)

# SAFFRON WALDEN MUSEUM

## CURATOR'S QUARTERLY REPORT Q4 2019/20

January – March 2020

- Museums Essex, successful application for phase 2 of *Snapping the Stiletto* project –working with the Museum of Power, Maldon Museum in the Park, Southend Museums' Service and a broad range of community partners.
- Cambridge Chinese Centre regarding the 2020 Cambridge Sustainable Tourism Conference
- Essex Record Office, All Fired Up Exhibition preparation
- Essex 2020 – liaising to publicise and prepare exhibition and events STEAM 2020

### Local Performance Indicator

Performance Indicator PI 49	Q4 Actual	Q4 Target	Annual (Cumulative)	Annual Target 2019-20
Users of the Museum Service	2,858	3,200	14,224	13,200

### Notes on Performance Indicators

**Users** are all those engaging with the Museum Service in person or through other media, and include:

- those visiting the Museum site and Museum outdoor events on site (visitors, table 4.3)
- those attending off-site events or benefitting from outreach services (e.g. learning and reminiscence work in schools and care homes; pupils using school loan boxes in the classroom; audience for a talk, store tour or other off-site activity by Museum staff)
- those using the Museum service 'remotely' (enquiries, research and services by phone, email and post)

This definition of Users excludes website visits and social media followers, but these figures are reported separately in 4.4 above as a measure of the Museum's on-line profile

### Comments on this quarter's figure:

Users are 11% under target due to the Museum's closure from Wednesday 18 March on account of Covid 19 restrictions. In practice, the last day when the public visited the Museum was Sunday 15 March (closed Monday, and no visitors on Tuesday 17 March). Growing concerns over Covid 19 also led to the cancellation of school visits before 18 March. The very popular programme of activities at February half-term and introduction of new sessions for adults and toddlers have helped to maintain good performance up to the closure.

### Comment on annual figure 2019/20:

Users are 8% over target for the year, despite closure from mid-March 2020. Events, activities and learning services have all contributed to this, despite the restrictions imposed by the lack of space in the museum for teaching and activities.

**Museum service Q1 April – June 2020**

For the immediate future the Museum remains closed to the public due to restrictions necessary to control the spread of coronavirus (Covid 19). While some staff continue to work either at home or at the Shirehill store, a minimal staff presence will be retained at the Museum to care for the collections, building and equipment as necessary and undertake work which has to be carried out on site.

During this time, these are some of the activities Museum staff will be engaged in:

**On-Line activities**

We are stepping up our on-line public engagement through website, blog, social media and the Museum's e-Newsletter. Features to be rolled out include:

New blog <https://exploresaffronwaldenmuseum.blogspot.com/>

The blog will enable us to easily develop online learning resources, craft activities, exhibitions online etc.

Art Tickets system for online credit card payments for event bookings has now been approved, and can be established online in the run up to re-opening. Subject to Art Fund staff operating as usual.

**Email enquiries**

Research enquiries from members of the public and academic researchers continue. We continue to respond to requests for articles for local publications.

**Museum Development**

Continuing project with Fourth Street and Julia Holberry Associates by email.

Online survey has been introduced and is being shared widely to elicit more responses, with paid-for A/B testing being introduced.

We anticipate the conclusion of the Visitor Insight East project once the isolation rules are relaxed which will help to further inform the audience development work.

**Accreditation Review**

Arts Council England have just announced that there will be a year's extension on Accreditation, due to the current situation. Behind the scenes we continue to update the museum's policies and procedures.

**Collections and Stores work**

- Natural History store, Museum. Many of the mounted bird skins were decanted ready for renovation work to the store. A programme of conservation and cataloguing will begin while the Museum is closed.
- Natural Sciences store, Shirehill ongoing cleaning and environmental monitoring
- Geology Gallery. A project to research and update the documentation for items on display in the Geology gallery will begin while the Museum is closed to the public.
- Other collections work including education loans and handling collections
- Grant applications for treasure acquisition

- Regular monitoring of stores and galleries for environment and pests
- Documentation and digitisation. Cataloguing collections from previous hand-lists (in preparation for continuing physical collections audits once the Museum is accessible again) – document archive and firearms collection.

### **Buildings and equipment**

Essential contractors' work continues, completion of 5-yearly hard-wire testing at Museum

### **Galleries and displays**

Special exhibition programme on hold: *All Fired Up!* Rescheduled with Essex Fire Service Museum for April 2021. Researching and preparing for future temporary exhibitions including STEAM 2020 and alternative quick-to-install exhibition, depending on the timing and nature of the exit from Covid 19 restrictions. Opportunity to smarten up some areas and interactives and make small improvements to displays once lockdown period is relaxed.

### **Museum Shop**

- The annual stock take will be conducted whilst the Museum is closed to the public.
- Work will progress on setting up the till (initially in the back office) and establishing a training programme for staff and volunteers.

### **Exit Strategy for Covid 19**

We are considering the implications for the Museum when restrictions are eventually lifted and action plan to be put in place before we can re-open to the public. Work on this will continue.

## **1 Museum Management and Staff**

### **1.1 Management**

#### **Museum Service; Covid 19 pandemic and closure to public**

On 18 March the Museum closed its doors to the public in compliance with government instructions, as part of the nationwide restrictions imposed to combat the Covid 19 pandemic. The Museum has remained closed throughout this quarter, with only minimal staffing during the week in the building for essential work or work which cannot be carried out at home. Efforts have been re-directed into expanding the Museum's outreach and on-line services as described in other sections of this report; planning an alternative exhibition programme for the rest of 2020-21; and programming and setting up a new till and card payment system for the Welcome Desk. The latter will enable the Museum to comply with the Covid 19 guidance on cashless payments, as well as internal audit recommendations.

On 22 June the government announced that from 4 July onwards, museums and galleries would be able to re-open provided the appropriate safety measures were in place. Detailed government guidance for museums and galleries was published on 25 June. This quarter the Museum has worked towards eventual re-opening as far as circumstances have permitted. From the end of June, more detailed work will be possible and lead to anticipated re-opening during Q2, with continuing adjustments to service delivery thereafter, to meet continuing safety measures against Covid 19 and public expectations.

#### **Accreditation Review**

Arts Council England has postponed all further Accreditation reviews for one year. We therefore now expect our invitation to review in January 2021, with a deadline to complete our submission around the end of June 2021. In the meantime the Museum's current status of Fully Accredited remains in place and we continue to work behind the scenes reviewing and updating documents for future submission.

#### **Forward Plan: NHLF Resilient Heritage project**

Fourth Street have continued to refine their options appraisal & feasibility study in the light of feedback and held a Zoom workshop on 15 June with the Museum Development Committee and Museum staff attending. This strand of the project has been able to continue largely unaffected by Covid 19 restrictions, and Fourth Street's final report was received at the end of June.

The progress of the Audience Development Study by Julia Holberry Associates has been more severely hampered by the Covid 19 restrictions, as their work relies so heavily on face-to-face meetings. As a result the timetable of their work has been extended into September. The consultants have booked a market pitch in Saffron Walden for Saturday 22 August to collect the views of local shoppers. The consultants are planning to produce pop-up banners to accompany the stall. It is envisaged that the planned focus group sessions will now be run outside in the Museums grounds in August/September. Socially-distanced tours of the Museum will be run for the participants so they are able to comment on the suggested plans effectively.

The final strand of the project, fund-raising guidance and research with the Museum Society, is expected to go ahead as planned in the autumn and can be undertaken remotely if Covid 19 restrictions so dictate.

**1.2 Staff, Volunteers and Work Experience**

**Staff**

During public closure, there has been a minimum staff presence of 2 staff (usually the Security Officer and Curator) on most weekdays, and a regular staff presence and checks at the Shirehill store. This has ensured the continuing safety and security of the buildings, collections and essential equipment, and has re-assured lending institutions that items on loan to the museum are being appropriately monitored.

Weekend and casual-contract staff have not been able to work, and volunteers also have been unable to come in. Contact with the wider museum team of staff and volunteers has been maintained by email and phone, as well as through the Museum's public E-News and website.

**Volunteers**

The biennial SHARE Volunteer Awards were celebrated with an on-line ceremony this year. Our congratulations to two nominees from Saffron Walden Museum: Jenny Day (Welcome Desk volunteer) for her SHARE Silver Owl award for 25 years service, and Ian Sharpe (behind-the-scenes work) for his nomination for the True Grit award, for his dedicated work on long-term projects such as transcribing all the 20<sup>th</sup> century accession registers into spreadsheets for easy access and referencing.

**National Volunteers Week (1-7 June)**

Although we could not gather at the Museum for our annual celebration and tea party, our thanks and recognition of our volunteers continues unabated. Volunteers received, via email, a certificate of thanks from Saffron Walden Museum for their contribution to the Museum over the last year. We will hold an event for Volunteers at a future date when restrictions are lifted and it is possible for everyone to return to the Museum.

<b>Volunteers – remote / outdoors support in Q1</b>	<b>Est Hours</b>
<b>Natural Sciences Volunteers</b>	
Special Verges volunteers have responded to queries from home or kept an eye on sites for cuts, posts, plaques and rare plants whilst exercising on walks/cycle rides and emailed in information. Tony Morton, Ken Rivett, Mike Rowley, Margaret Rufus, Heather & Paul Salvidge.	6
<b>Wildlife Garden volunteers</b>	
Issa Cochran produced illustrations for proposed new signs for the Museum grounds, from home.	21
<b>Welcome Desk volunteers</b>	
VL teleconference with Front of House Officer, regarding Museum till. Followed up with production of document listing proposed product categories and issues re barcode scanner.	2
<b>Total hours remote support from volunteers during Covid 19 closure in Q1</b>	<b>29</b>

**1.3 Training and Seminars Attended**

<b>Date</b>	<b>Course and Staff</b>
May-June	Ongoing on-line training on programming EPOS till, Front-of-House & Admin Officer

May-June	Online training undertaken by Collections Officer (Human History) <ul style="list-style-type: none"> <li>• filming on mobile phones</li> <li>• fundraising webinar</li> <li>• SHARE – lockdown collections care</li> <li>• Art Tickets webinar</li> <li>• BLM webinar</li> </ul>
18 June	Association of Independent Museums (AIM) annual conference, 3 webinar sessions attended by the curator on the effects of the Covid 19 closure on museums and re-opening

**1.4 Health & Safety**

Measures are in place for staff working in the Museum and Shirehill Store during closure. Work with the Council is underway to secure supplies of appropriate PPE to enable the Museum to return safely to full working capacity and public opening, for staff, volunteers and visitors.

**2 Buildings and Site**

**2.1 Museum Building**

**External works**

After several months of increasingly forceful requests to the roofing contractors, the Corporate Surveyor succeeded in getting them to remove the redundant scaffolding from the back of the Museum building on 30 June. Although the structure was not visible from the front of the building, it still represented a potential security risk.

The annual recertification of the roof safe access system and three-yearly recertification training is on hold because it cannot be undertaken within current social distancing guidelines.

**Internal work**

Engineers and contractors have continued to undertake or complete essential and statutory tasks during closure, with appropriate Covid 19 precautions. In the Museum's Natural Sciences store, Mitie have completed their work sealing around the floor & ceiling edges, and joints between wall panels, to help with pest management. Further discussions are under way about the best way to seal an area above the cross-beam in the store, which would be a separate phase of work.

**2.2 Museum Site and Castle Grounds**

Although the UDC refuge collectors have maintained an excellent weekly service throughout the lockdown, we have had problems with overflowing bins along the drive, possibly due to increasing numbers of the public using the grounds for exercise. This matter has now been resolved, but will need monitoring.

For most of May and June, at the Council's request, Museum staff have been covering the Castle spotlights with blue filters to operate on Thursday nights as part of the nationwide tribute to the NHS.. This has now ceased, but the filters will be reinstated sometime in July to celebrate the anniversary of the NHS.

In the latter part of June, work has finally started on reconstructing the south-east corner of the wall enclosing the Castle grounds, that was badly damaged by a vehicle at Christmas 2018. It is planned that a gate for pedestrian access will be included in the reconstruction.

### **2.3 Shirehill Store**

The issue regarding proper function of the dehumidifier in the Natural Sciences Store is in further discussion with the Corporate Surveyor, Munters Ltd and Marstan Facilities. A joint site visit did not resolve the issue. Munters' and Marstans' suggested solution of alternative and updated appliances was deemed inappropriate and too costly, and a report was submitted detailing staff concerns. Staff are now researching options for an updated humidifier that can be installed with minimal risk to the collection or modification to the building. The dehumidifier remains out-of-order.

## **3 Collections and Research**

### **3.1 Acquisitions and Disposals**

**There have been no new acquisitions received this quarter.** Accession numbers have been issued for three archaeological archives which will be deposited once the projects have been completed, and a number of retrospective entries for fossils which had only temporary numbers previously.

Successful grant applications have been made on behalf of the Museum Society to the ACE / V&A Purchase Grant Fund, the Art Fund and the Beecroft Bequest to fund the purchase of an exceptional treasure acquisition, two gold Bronze Age bracelets, further assisted by the generosity of Society members. Covid 19 restrictions are delaying completion of this and other anticipated treasure acquisitions but it is expected to bring these to a successful conclusion in the coming months.

### **3.2 Collections Care & Conservation**

#### **Digital environmental monitoring trial (Museum Society funded)**

A wi-fi enabled data logger to monitor temperature and relative humidity was installed in the Museum Natural Sciences store on 29 May as a trial for a digital system to replace the Thermohygrographs (THGs) currently used. Staff are discussing how to interpret the large amount of information they generate. The trial logger will be tested in all areas currently monitored by THG, and in other priority areas throughout the rest of the calendar year, as a proof of concept to identify any connectivity or performance issues. A key area for further discussion is how to prioritise data analysis for a large number of loggers should the system be installed.

#### **Geology Gallery cataloguing project (Museum Society funded)**

The project to catalogue all items on display in the Geology Gallery to the Inventory level of the SPECTRUM collections standard has progressed well. At the time of writing, there are 16.5 hours (2 days, 1 hour 30 mins) of funded time remaining, which puts the project behind schedule in terms of calendar weeks. This is due to other duties taking time away from project hours when James has been able to work at the Museum. However, there is sufficient budgeted time to complete the remaining project tasks of completing the Accession Register entries and attaching images to the digital record held on our digital collections database, Modes. Once the Accession Register is complete (essential Museum-based work) James can work remotely on dedicated project time to attach the images to Modes.

Conservation has been carried out in-house on two taxidermy specimens identified as needing treatment during the moving of natural history objects for the sealing work. More specimens were identified at the time and these will be conserved in due course.

Pest Traps were monitored in the Museum and Shirehill store. As a result the wildlife diorama case in the Museum Natural History gallery was sprayed with insecticide by Sarah Kenyon, Natural Sciences Officer. F Turnbull, Support Worker, undertook cleaning in the Shirehill Natural Sciences store, cleaning the floor, roller racking tracks, and removing dust on metal shelving and all boxes.

**3.3 Documentation**

<b>Backlog / updates</b>	<b>New Acquisitions</b>	<b>Backlog (existing collections not previously catalogued on Modes)</b>	<b>Edits and Updates to existing records</b>
Human history collections	0	1000	1000
Archaeology	0	0	0
Natural Sciences	0	82 (Geology project JL)	174
<b>Total</b>	<b>0</b>	<b>1,000</b>	<b>1,174 *</b>

\*147 Geology project JL, 3 Taxidermy conservation, 24 geology SK

**3.4 Loans In**

None to report this quarter.

**3.5 Loans Out**

**Wallace the Lion**

Plans for the loan of Wallace the lion to the Museum of the Home (Geffrye Almshouses, London) have been cancelled due to Covid 19 and the postponement of their exhibitions programme.

**Wampum – Mayflower 400**

We've had a request from The Box in Plymouth who are curating the *Mayflower 400: Legend and Legacy* exhibition as well as a second exhibition, *Wampum: Stories from the Shells of Native America*, in association with Wampanoag partners in the US. As part of this project they have secured funding from the Arts Council to commission a new wampum belt to be made. They are seeking to borrow our items containing wampum – 2 belt sashes and two strings of beads. The request is partly the result of us hosting project researchers last year. If the Museum Society Board approve the loan then it will open at Sea City in Southampton on the 15 August and run for 3 months, and may be extended for the longer tour subject to agreement. Transport would be by Constantine (fine art and museum removers) with the borrower covering the costs.

**Roman gladiator frieze (1836.110)**

The small slate slab carved in relief with a *retiarius* (gladiator with net and trident) from Chester, has been requested by Colchester & Ipswich Museums, for an exhibition *Glory & Grit: Gladiators in Roman Britain*, now planned for 24 July 2021 - 6 Jan 2022 at Colchester Castle. Approval is requested from the Museum Society Board subject to CIMS meeting our usual loan conditions.

### **3.6 Object Identification and Enquiries**

**Object identifications this quarter: 2** (Archaeology, photos by email, multiple objects)

**Collections Enquiries this quarter: 83** (Archaeology: 5 ; Human History : 25 + 40 for CV Walden project; Natural Sciences: 13)

Topics included:

- Wax models of botanical subjects including fungus.
- Parrot specimens with a view to research into flight-dependency.
- Cuckoo eggs and host bird species.
- Mary Anning fossil.
- Special Verges biological records and locations of Thaxted verges.
- History of early photography
- Helder Wedge – indigenous aboriginal collections
- 18<sup>th</sup> century local history maps
- Southend Museum re. long-term loans to SW Museum (World Cultures collections)
- Disposal of African & SE Asian collections – Derby Museums
- Collections interpretation survey (Student University of Cambridge)/Ashdon Museum)
- Survey regarding the work of the Local History recorders
- Horniman items in the World Cultures collections (historic loan in)
- Mayflower 400 - Wampum bead items - Indigenous North American collections (loan out)
- Winstanley geographical playing cards
- Museum Makers book

In addition, there have been approximately 40 responses (a mix of individuals and organisations) to the CV Walden project.

### **3.7 Research**

**No research visits this quarter** due to Covid 19 closure. Researcher enquiries are included above in the Collections enquiry section.

## **4 Displays and Visitor Services**

### **4.1 Permanent Galleries**

- Trays of specimens in the Discovery Centre checked, cleaned and loose specimens secured.
- Bug cage in Discovery Centre cleaned out once bugs removed to the care of Learning Officer.

### **4.2 Temporary Exhibitions**

The *All Fired Up* exhibition with Essex Fire Museum was postponed just prior to installation due to the Covid 19 lockdown (now re-scheduled for Spring 2021), as a result the exhibitions programme has been altered. A

rough outline of future exhibitions for the remainder of 2020-21 is in place, but still subject to change so is not being publicised yet.

A possible future exhibition either as a physical temporary exhibition and/or online could be the CV Walden project. Since March we have been collecting people's experiences of the Covid-19 situation to archive for future generations to understand the pandemic and how it affected the local community. To date we have had around 40 submissions (from a mixture of individuals and organisations) a mix of diary entries, video clips, poems and photographs.

**Special Exhibition:**

Preparations for a new in-house exhibition *Man and Beast* are underway, exploring the role of animals in human history and culture. Specimens and objects have been selected and transported to the temporary exhibitions gallery in preparation for display. The text panels are out for print and the gallery is currently being "dressed" for the exhibition with large drawings on the wall to give immediate impact when we are ready to welcome back visitors. Installation will be completed in July, after which available staff can then concentrate on other preparations for re-opening and gallery cleaning.

**Object of the Month** featured:

- April Diziani Drawing – Adoration of the shepherds
- May – Hawk-moths collected by George Stacey Gibson
- June – local fossils documented and cleaned by volunteers, to celebrate volunteer week

**Curiosity Corner :**

- The display is currently on hold due to the museum being closed. Focus for learning has been switched to our blog.

**Your Stories:**

- Sawdust Hearts exhibition remains on display. Once the Museum re-opens and community groups are back up and running, we will look at scheduling a new community group to showcase.

**4.3 Visitor Services**

With the Museum closed this quarter, there have been no visitors and no income from sale of tickets or souvenirs, and no donations. To assess the scale of the loss of visitors and revenue, based on an average of the last three years 2017 - 2019, our expected figures for Q1 might have been approximately

Visitors:	3,277	average of 3 years
Tickets income:	£ 3,067.88	"
Shop (sale of souvenirs):	£ 1,282.43	"
Donations income:	£ 99.83	"

So total income lost this quarter would be around £ 4,450 - £ 304 income (below) = £4,146 net loss estimated  
Users (new Performance Indicator from 2019) for Q1 2019 were 4,229 (big event in June)

Meanwhile, there have been important developments to meet Covid 19 guidance and visitors' expectations:

**EPOS till and preparation for cashless payments**

Wendy-Jo Atter, our Front of House & Admin Officer, has been busy programming the EPOS till and is currently co-ordinating training for all Museum Staff, regular weekend casuals and two volunteers who will kindly assist with rolling out training to other casual staff and volunteers. She has procured a bar code scanner and is working on the lease agreement for a card reader. It is essential to have this system in operation before we reopen, and will also meet internal audit recommendations.

**Online credit card booking for pre-booked activities through Art Tickets (Art Fund)**

The free Art Tickets platform provided by the Art Fund is enabling us to sell activity packs online as a click and collect activity. There is scope to use this platform to do sell timed admission tickets when the museum re-opens and use it for larger scale events booking once we get back into it. It will also assist us in recording visitors' contact details for 21 days in compliance with the government Contact & Trace requirements and is compliant with GDPR.

**Learning & Outreach Services**

On-line '**Click & Collect Activity Packs**' is a new service and income stream introduced by the Learning & Outreach Officer Charlotte Pratt. The packs are assembled with appropriate Covid 19 precautions. The activity packs have been design to combine formal learning and fun craft activities, with a hope that they will support parents and carers with home schooling as well as providing creative activities for children to enjoy. The packs will cover a range of topics across the curriculum whilst embedding English and maths skills. Packs are purchased online through the Art Tickets platform and collected in a "contactless" way from the Museum, with time slots allocated to prevent queues.

The first pack was launched on the 11 June with a small run of 20 initially on the theme of *Brilliant Botanists*. These sold out in two days. The next pack *Fantastic Fossils* launched on 18 June with an increased volume available selling out at 41 packs.

**Total income** from the first two packs is **£304** with **estimated user figures of 152** (estimated that each pack would be used by 1 adult and 1.5 children). It is hoped that the packs will continue to be popular, with plans to release a new pack every week/every other week depending on demand. The next pack *All about Birds* will be available to book from 2 July.

There has been no schools or activities income since closing in March; pre-booked visits were all cancelled.

**Other On-line initiatives: Wallace's Great Big Survey etc**

At the start of lockdown, the Museum blog <http://exploresaffronwaldenmuseum.blogspot.com/> was reactivated to improve our online engagement. Each week a range of new activities and collections stories were uploaded to help to keep people engaged in the Museum during this time.

Activities and pages have included (but are not limited to):

**Guest Blogs** - Gerald Lucy on Uttlesford Pebbles; Tracey Fernandes on 1568 Sawdust Hearts; Mayday Mayhem by Martyn Everett; Len Pole on the glacial erratic boulder; Baby Birds; A Brief History of Shopping in Saffron Walden

**Collections-related topics and activities** including The Shape of Women - c. 1790=1900; Adapt to Survive; Myddylton Tapestries; Hawk-Moths; Types of Historic Photographs; Birds Nest Activity; Holloway Brooches;

**Exhibitions Online:** Living with History; Worlds Under Glass; Adventures in Taxidermy

**Grown Up Art Club:** Guest session from Aeron Hall-Apps, Chasing the light! Tutorials! Build a Land art Nature Palace; Chinese Foot-Binding; Fluting Machine; Dummy Boards; Napoleonic Prisoner of War Items

VE Day 2020 - History and craft project

Museum of Uttlesford: Your Finds! and Museums from home: Wallace's Great Big Survey!

Accession Registers Online –samples of pages from our illustrated 19<sup>th</sup> century registers

The blog currently has over 50 pages of resources and represents a very large increase in our online output. It also serves to make many more of our collections stories and learning resources available online to all which is especially important at this time. The blog has had 2095 views since launching in March.

**Shop**

Front of House & Admin Officer and Curator conducted the annual stock take exercise.

**4.4 Publicity, Marketing, Social Media and New Website**

The Museum has a publicity strategy, which includes planned paid for and free advertising. Publicity and marketing activities have been reduced due to Covid 19 and 'essential spending' restrictions.

**Publicity and Marketing:**

<b>Publication</b>	<b>Advert</b>	<b>Date</b>
SW Town Council Official Guide and Map	Generic Museum double page spread, full colour advert <a href="https://www.localauthoritypublishing.co.uk/flip_guides/saffronwaldenguide/index.html">https://www.localauthoritypublishing.co.uk/flip_guides/saffronwaldenguide/index.html</a> pages 20 and 21	2020
<a href="http://www.visitsaffronwalden.gov.uk">www.visitsaffronwalden.gov.uk</a>	Enhanced entry advert <a href="https://www.visitsaffronwalden.gov.uk/2020/03/saffron-walden-museum/">https://www.visitsaffronwalden.gov.uk/2020/03/saffron-walden-museum/</a>	2020
East of England Visitor guide	Generic Museum Half page advert on page 46 + MPU <a href="https://www.yumpu.com/en/embed/view/gcP0DjISRQizrWpU">https://www.yumpu.com/en/embed/view/gcP0DjISRQizrWpU</a>	Spring - Summer 2020
East of England GROUP visitor guide	Generic Museum Half page advert	2020
Eastlife Magazine	Generic Museum Advert on page 48 + App <a href="https://www.yumpu.com/en/embed/view/syFrzgxopNeR13nq">https://www.yumpu.com/en/embed/view/syFrzgxopNeR13nq</a>	Summer 2020

**Trip Advisor**

Saffron Walden Museum now ranks number 2 out of 18 things to do in Saffron Walden on this travel and tourism review website. Out of 139 reviews, 97 rate it as 'Excellent'.

**Published Articles (in print and on-line)**

<b>Date</b>	<b>Publication</b>	<b>Subject</b>	<b>Additional Information</b>	<b>Photo</b>
April Issue	Saffron Walden Flyer	Museum News	Object of the month (Adoration of the Shepherds, drawing), Easter activities, Toddler STEM, Sawdust Hearts, All Fired Up exhibition, Museum Questionnaire <a href="https://online.fliphtml5.com/zviwe/tced/">https://online.fliphtml5.com/zviwe/tced/</a>	Y
		Conference Visit	TIC article re: Sustainable Tourism Conference familiarisation visit to Museum	N
09/04	Saffron Walden Reporter	Covid-19	Community Archive to document pandemic in Walden through art	Y
23/04			Submit experiences of the crisis	Y
May Issue	Saffron Walden Flyer	Museum News	Object of the month (Hawkmoths), Behind the Scenes, Stick Insects <a href="https://online.fliphtml5.com/zviwe/znfw/">https://online.fliphtml5.com/zviwe/znfw/</a>	Y
		Covid-19	TIC & Museum Covid-19 Diary Project (TIC article p2 and Mayor Column p4)	N
		Online family resources	Museum Website links	N
June Issue	Saffron Walden Flyer	Museum News	Object of the month (Fossils), Blog update, Museum Games, You tube highlights <a href="https://online.fliphtml5.com/zviwe/fpfc/">https://online.fliphtml5.com/zviwe/fpfc/</a>	Y

**Exhibition and Events listings**

Exhibition and Events are advertised on many 'What's On' listings (in print and online) during April these included:

- Saffron Walden TIC
- Bishops Stortford TIC
- Saffron Walden Flyer Online
- Net Mums
- Salad Days
- EastLife

**Social Media and Email Newsletter**

Features have included: a weekly #WednesdayWander pointing people to walks publicised on Uttlesford Wildlife website, taking in Local Wildlife Sites around Uttlesford; promoting Essex Wildlife Trust's '30 Days Wild' campaign throughout June, and sharing their 'Wildlife TV' initiative throughout lockdown.; sharing initiatives from wildlife organisations to aid wellbeing, help species recording and promote wildlife-friendly gardening.

Since lockdown began we partnered with Museums in Hertfordshire, Bedfordshire and Essex to post social media content for their hashtag #LocalMuseumsUnite this regional initiative boosted reach and engagement, and provides a good link between museums, demonstrating the crossovers in collections. We've also linked to special days as hashtag themes such as #VEDay75 and the Queen's birthday. There have been regular posts to promote the CV Walden Covid archive project. The most popular posts remain those where we post a local history photograph, as they seem to receive the most shares and likes. We have begun to utilise the 3D photo option on Facebook which works well with the historic images. We've also joined in with many national hashtag themes during lockdown including #MuseumFromHome #CollectionsUnlocked and #CuratorBattle,

which help to raise the profile of the Museum.

Twitter	Followers: 2161
Facebook	Followers: 1415
Instagram	Followers : 840
Email Newsletter	Followers: 1500

**Saffron Walden Museum Website – Statistics for this quarter**

	<b>Visits</b>	<b>Unique Visitors</b>
<b>April</b>	3,666	1,982
<b>May</b>	3,790	2,388
<b>June</b>	2,827	2,081
<b>TOTAL for Q1</b>	<b>10,283</b>	<b>6,451</b>

**Visits:** the number of visits made by all visitors. (This could be described as the number of "sessions", implying the possibility of multiple pages per visit and multiple visits per unique visitor).

**Unique Visitor:** the number of persons or computers (hosts) that have made at least 1 hit on 1 page of the website during the current period. If a user makes several visits during this period, it is counted only once. Visitors are tracked by IP address, so if multiple users are accessing the website from the same IP (such as a home or office network), they will be counted as a single unique visitor.

Website visits have dropped off a little since their peak in Q4 2019/20; this may be partly seasonal (more time indoors during winter months) but may also reflect the very large amount of additional internet content and entertainment available to people during lockdown. Social media on the other hand has retained and slightly gained on previous quarters.

**Website: copyright infringement issue**

In May correspondence was received addressed to the Museum Society, which hosts the Museum and Museum Society websites on its website platform. The letter from Permission Machine Ltd alleged a breach of copyright unintentionally committed when a photograph of an insect, initially downloaded by a member of staff quite legally for research, was included in our *Object of the Month* post in June 2019 and subsequently held in the archive on the Museum’s website. Permission Machine, which act as agents for the photographer, settled with the Museum Society who paid a non-commercial reproduction fee of £290. A full report has been written for the Museum Society and Museum staff, who have been reminded of essential checks on use of images from the internet. The Society’s own website was not implicated as the image did not appear on that.

**5.2 Events on-site (in Museum and grounds and at Shire Hill Store)**

**5.3 Outreach** (Museum activities, talks and lectures at other venues)

The activity events and outreach programmes have had to be cancelled or postponed due to Covid 19 closure. This has so affected work with local (Uttlesford) and other organisations.

**Museums and Local Groups: support and liaison (Uttlesford)**

- Continuing liaison with Fry Art Gallery on lockdown and potential re-opening plans (Curator)
- Gibson Boulders, Saffron Walden - liaison with Street Services, Heritage Development Groups and local

geologists – potential for improving site and interpretation in memory of David Wise (Natural Sciences Officers, Curator)

- Established relationship with Climate & Ecological Emergency UDC working group, and contributing to discussion of Biodiversity sub-group (James Lumbard, Natural Sciences Officer).
- Provided biological records from small wildlife survey of Museum grounds in 2019 to Essex Field Club.
- Essex Wildlife Trust Uttlesford: comments on local groups constitution, advise of planning application near West Wood (Sarah Kenyon, Natural Sciences Officer).
- Special Roadside Verges: review 46 ECC maps & send 18 queries & amendments, provide details of missing/damaged posts & plaques with photos/maps 19, verge cutting information & Audley End site damage for Cllr Pepper & others, 9 planning application comments (Sarah Kenyon, Natural Sciences Officer).
- Regular contact during lockdown with the Gibson Library and ERO Archive point to share local history collections information (Jenny, Collection Officer, Human History)

Meetings, Support and Involvement in professional and other organisations outside Uttlesford

- MEE (Museums East of England) Zoom meeting, 2 June (Curator)
- Knowledge sharing and exhibition co-ordinating with Essex Fire Museum (Jenny, Collection Officer, Human History)
- SHARE – training courses and webinars (all)

**Local Performance Indicator**

<b>Performance Indicator PI 49</b>	<b>Q1 Actual</b>	<b>Q1 Target</b>	<b>Annual (Cumulative)</b>	<b>Annual Target 2020-21</b>
<b>Users of the Museum Service</b>	235 (remote users only)	3,500	235	13,200

**Notes on Performance Indicators**

**Users** are all those engaging with the Museum Service in person or through other media, and include:

- those visiting the Museum site and Museum outdoor events on site (visitors, table 4.3)
- those attending off-site events or benefitting from outreach services (e.g. learning and reminiscence work in schools and care homes; pupils using school loan boxes in the classroom; audience for a talk, store tour or other off-site activity by Museum staff)
- those using the Museum service 'remotely' (enquiries, research and services by phone, email and post)

This definition of Users excludes website visits and social media followers, but these figures are reported separately in 4.4 above as a measure of the Museum's on-line profile

**Comments on this quarter's figures:**

Exceptional circumstances due to Covid 19 closure mean that only 83 remote enquiries and an estimated 152 users of Click & Collect Activity Packs count as users this quarter. The Museum has continued to engage widely through its website, blog and social media.

## **Main Museum activities and items to note for Q2 2020-21 July – Sept 2020**

This quarter will be dominated by preparations for Re-opening of the Museum subject to Covid 19 and government guidance. We will publish an opening date and information for visitors through the usual Council and Museum publicity channels as soon as we can be certain of a timetable. However, there are many issues to resolve, not all of them within the Museum's control and it is essential that we prepare thoroughly to comply with Covid 19 government guidance.

Preparation for Re-opening will include:

- Survey of staff (permanent and casual) and volunteers to assess feeling out returning and availability
- Completion of work on till, installation of card reader and training for staff
- Setting up of timed tickets, pre-paid on-line, with Art Tickets
- Assessing additional front-of-house staff needed to direct visitors, clean etc. and funding implications
- Alterations and signage for safe visiting and working: screens, 2m markers, safety notices etc.
- Procurement of sufficient PPE and making changes in working practices
- Installation of new exhibition, some other small changes to displays and removal of interactives
- Deep clean of building and enhanced cleaning routine from opening onwards
- Communication with Museum Society members, supporters, and public at large

### **Other work in Q2 will include:**

Resilient Heritage project (National Lottery heritage Fund grant)

- Museum Development Committee to consider Fourth Street's Options Appraisal & Feasibility Study and its implications
- Audience Development Study continues and concludes
- Fund-raising advice and research for the Museum Society

Collections Management:

- Organising consolidation of Asbestos minerals in Natural Sciences store, Shirehill Store and Geology gallery, Museum with funding provided by Saffron Walden Museum Society Ltd and UDC.
- Conservation of Taxidermy specimens.
- Emergency Plan – Collections Salvage document.
- Repair of hole above cross beam in Natural Sciences store, Museum.
- Sourcing humidifier for Natural Sciences store, Shirehill Store.
- Removal of old silica gel with objects at Museum and Shirehill Store for disposal.

Heritage Development Group – work on 'Medieval Walden' leaflet and short film, as part of 'Battle Ditches' project (National Lottery heritage Fund grant)

## **1 Museum Management and Staff**

### **1.1 Management**

#### **Museum Service; Covid 19 pandemic and closure to public**

The Museum building has been closed to the public for the whole of this quarter, due to Covid 19 restrictions. However, the service has remained active on-line and behind-the-scenes, with some staff working in the Museum or Shirehill store, and others working at home as circumstances dictated. Our weekend and casual staff and volunteers have been unable to work during closure but have been kept in touch with the Museum and plans for re-opening in the autumn (Covid regulations permitting). By the end of the quarter, permanent staff had mostly resumed normal working patterns in the Museum as work has focused on the galleries, collections and new equipment and procedures to comply with Covid 19 safety measures. The support and assistance of other Council colleagues and departments has been an important part of this effort, in procurement, installation and general preparations.

Public services have continued on-line through our usual enquiry services and through the Museum's E-Newsletter, website and social media. The new 'click and collect' Activity Packs have been highly successful and have been promoted as an example of good practice by the Essex Museums Development Officer to other Museums in the region. Details of on-line and outreach activity are in section 5 of this report.

In late June the government announced that museums would be allowed to re-open from 4 July onwards provided that they could meet the new Covid 19 safety requirements. There is great variance across the sector, dependent on the specific circumstances of each museum, with some re-opening in the late summer and autumn, and others remaining closed over the winter. Section 4 of this report itemises the work which has been undertaken to make the Museum 'Covid safe' for visitors and workforce. This includes the introduction of a cashless payment system, comprising an Electronic Point-of-Sale (EPOS) till with barcode scanner and card reader, to be followed by training of all staff and then Welcome Desk volunteers. At the close of the quarter, the Museum is poised to set a re-opening date once the card reader (which has to be leased) has been supplied, installed and training has been rolled out.

#### **Accreditation Review**

Updating of the Joint Management Agreement and Museum Management Group Terms of reference is in progress, ahead of Accreditation next year.

#### **Forward Plan: NHLF Resilient Heritage project**

The consultation phase of the Audience Development Study (Julia Holberry Associates) concluded this quarter with remote surveys, a public consultation in Saffron Walden Market on Saturday 22 August and small focus groups at the Museum on Saturday 26 September. A Zoom workshop to present the findings to the Museum Development Group is planned for 6 October, after which the final report will be drafted.

### **1.2 Staff, Volunteers and Work Experience**

#### **Staff**

The core staff team is now mostly working in the Museum as described, and we anticipate bringing our

weekend and casual staff team back shortly, in Q3.

**Volunteers**

<b>Volunteers – remote / outdoors support in Q2</b>	<b>Est Hours</b>
<b>Natural Sciences Volunteers</b>	
TM liaised over the highway works at UTT46 Audley End House Wall special verge.	3
<b>Welcome Desk volunteers</b>	
JB advising on use of till and operation of Welcome Desk with new procedures; undertaking EPOS till training	8
<b>Learning volunteers to prep activity packs: 30hrs</b>	30
<b>Total hours remote support from volunteers during Covid 19 closure in Q2</b>	<b>41</b>

**1.3 Training and Seminars Attended (all on-line)**

<b>Date</b>	<b>Course and Staff</b>
Daily	On-line and Telephone based daily training throughout the quarter re: EPOS till, how to set up and manage products, reports etc. Front of House Officer
1 July	Webinar: Re-opening Museums (Museums Association) Curator
27 July	ePOS till – basic online introductory session: JL, Natural Sciences Officer.
August	Barkcloth Basics (World Cultures Collections, Collections Officer (Human History))
14 Aug	Webinar: Culture Recovery Funding (AIM) Curator
9, 14 Sept	Series of archaeology webinars – Rendlesham (research and community archaeology project) - Suffolk County Council Archaeology (Curator, CPD in own time)
14 Sept	How to reset alarm at Shirehill store, S Kenyon (Natural Sciences Officer) by Security Officer
17 Sept	Webinar: Digital Skills for Heritage (NLHF) Curator
25 Sept	Webinar: Re-Opening Retail (Association for Cultural Enterprises) Front of House Officer
25 Sept	EPOS till, basic on-line introductory session: Learning & Outreach Officer, Collections Officer (Human History), Curator
8 Sept	Prevent – Anti-Terrorism training: JL, Natural Sciences Officer

**1.4 Health & Safety**

Much work and staff time this quarter has centred on work-place risk assessments, safety measures and procedures for Covid 19.

**Asbestos Minerals:** Kadec and Kova contractors visited the Shirehill Store and Saffron Walden Museum on 23 and 24 September to work on the historic asbestos minerals in the museum collection. Those minerals are in quarantine at Shirehill store and in the mineral display case on the geology gallery at the Museum. Kadec measured the minerals for new Perspex boxes, cleaned the work and display areas and disposed of unwanted textile pads, insulation board, Victorian soap and contaminated packaging. Kova conducted air tests to certify that asbestos fibres resulting from the work have been removed. This work is funded partly from the Museum's budget and partly by the Museum Society. Cost has been reduced because it took less time than anticipated. A further visit will take place to store and consolidate the minerals once the boxes are manufactured.

## **2 Buildings and Site**

### **2.1 Museum Building**

#### **External works**

In July, a resident in Castle Street, who has a clear view of the back of the Museum, informed us that a grey squirrel was entering the building via a below floorboards ventilation shaft. These shafts are covered by cast iron grills, but this one was badly corroded allowing access. This grill and another in similar condition have now been replaced with new ones of a similar design to the originals.

#### **Internal work**

Screens have been erected in museum reception, offices and other work areas where social distancing for Covid 19 is not possible.

Museum Natural Sciences store: hole in wall at end of wooden beam repaired by Security Officer.

Minor redecorating and repairs have been carried out as part of our reopening preparations. Particular attention has been given to the bay window shutter area, the Great Hall and the main staircase.

### **2.2 Museum Site and Castle Grounds**

Grounds maintenance have continued to maintain the lawns throughout the Covid restrictions and several large branches that have fallen from trees at the back of the Castle during high winds, have been cut up and removed. It has been agreed in principle to cut down several large sycamores the other side of the wrought iron security fence that overhang Castle Street gardens. As a designated area of historic interest, further permissions are required before work can commence.

### **2.3 Shirehill Store**

Natural Sciences Store: work on the asbestos minerals (see 1.4 Health and Safety) and the humidifier, which involved cleaning, de-scaling of limescale and changing the filter. Future investment in a water filter may be required if supplied of distilled water run out.

## **3 Collections and Research**

### **3.1 Acquisitions and Disposals**

**66 new acquisitions received this quarter** (Human History: 54; Archaeology: 12), plus an additional 139 Natural History/Geology specimens which were accessioned retrospectively.

The Museum Society completed the purchase of two items of archaeological treasure – two Bronze Age gold bracelets and a Roman ring set with an amethyst – but we are waiting for the British Museum to permit collection appointments to resume before acquisition is completed. Grants towards the cost of the bracelets have been received by the Museum Society from the ACE/V&A Purchase Grant Funds, the Art Fund and the Beecroft Bequest (Museums Association).

### **3.2 Collections Care & Conservation**

#### **Digital environmental monitoring trial (Museum Society funded).**

The data logger is currently in its third trial location (downstairs at Shirehill), having already been tested in the Museum Natural Sciences Store and the Shirehill Nat Sciences Store. It will shortly be tested in: Metals store at

Shirehill, SWM Metals store, Ethnography store and the Special Exhibitions gallery. The trial will end in mid-February. The higher sensitivity and faster sampling rate of the datalogger is posing challenges for interpretation. Experiments are continuing to find the best settings to use on the software so that we don't get sent frequent, unnecessary alerts if the conditions briefly deviate from our preferred range. A fuller report is available, and has been circulated to the Museum Society Board, as the Society is funding this initiative.

**Geology Gallery cataloguing project (Museum Society funded)**

All objects in the geology gallery now have at least an Inventory-level Modes record. Most have more data than the minimum required. All queries have been investigated as far as is reasonable, but still leaves the precise identification of certain items unsure. These records have been annotated that they require updating as and when new information becomes available. All items that did not have a permanent accession number at the start of the project have been newly entered in to the current Accession Register and given a 2020 accession number. Queries described above have also been noted as such in the Accession Register. 50% of the Modes records have had images attached. The other half are awaiting image attachment, and several records need restructuring to denote individual items within group accessions. JL still owes 6h45min of dedicated project time, which should be sufficient to complete the work.

**Natural History store and work on historic taxidermy**

The Natural Sciences and Learning & Outreach Officers have been working since August to return and condition check the taxidermy that had been relocated to the Inorganics store while sealing work was completed in the Natural Sciences Store. They were joined occasionally by a volunteer. The items have mostly been birds, but also included rodents, shrews, bats, and some larger mammals and invertebrates. 194 items have been checked, leaving about 10% still to do. 83 items have been noted as requiring further work. About a quarter of these need urgent attention to stop pest damage or because they are in a very fragile physical state. They have been set aside and are being treated to prevent further pest damage. Staff are also investigating funding opportunities for a larger project to conserve the remaining items requiring attention and to work with the foreign birds (a strength of the collection) on basic conservation and improving storage conditions. Pest monitoring took place at Museum and Shirehill store. The inorganics store was fumigated as a result.

**3.3 Documentation**

<b>Backlog / updates</b>	<b>New Acquisitions</b>	<b>Backlog (existing collections not previously catalogued on Modes)</b>	<b>Edits and Updates to existing records</b>
Human history collections	50	500	200
Archaeology	0	0	0
Natural Sciences	0	0	185
<b>Total</b>	<b>50</b>	<b>500</b>	<b>385</b>

**3.4 Loans In**

In August staff from the Horniman Museum in London visited and met with Jenny Oxley, Collections Officer (Human History) to view, photograph and condition checking their ongoing historic loan of world cultures material, to enable the loan to be more accurately recorded and on a firmer footing.

**3.5 Loans Out**

**Wampum – Mayflower 400**

Saffron Walden Museum has lent out two strings of Wampum beads and a beautifully intricate Wampum belt

for a new touring exhibition "Wampum: Stories from the Shells of North America," which opened in August at Seacity, Southampton and runs until October. There is a possibility of further extensions to the loan as the exhibition tours to future venues. Wampum is a traditional shell bead made and used by the Eastern Woodlands indigenous American tribes. It includes white shell beads hand fashioned from the North Atlantic channeled whelk shell, and white and purple beads made from the quahog or Western North Atlantic hard-shelled clam.

### **3.6 Object Identification and Enquiries**

**Object identifications this quarter: 2** (Archaeology)

**Collections Enquiries this quarter: 39** (Archaeology 1, Human History: 33; Natural Sciences 5)

Topics included:

- Beekeeper contacts
- Bee orchids and wild flower groups
- Shield bugs
- Special roadside verges biological records
- Concealed garment research
- Saffron Walden Town Football Club
- Indigenous American collections
- Mutual Improvement Societies
- Piano coin hoard
- Ashdon historical floods
- Karl Weschke sculpture 'Deutschland 1945'
- 1970s Fashion
- Saffron Walden Convent
- Circulating libraries

In addition to these the Museum continues to receive written and audiovisual submissions by email from the public regarding their experiences of the Covid-19 situation for the CV Walden project.

### **3.7 Research**

**No research visits this quarter** due to Covid 19 closure. Researcher enquiries on-line are included above in the Collections enquiry section.

## **4 Displays and Visitor Services**

### **4.1 Permanent Galleries**

For Covid safety reasons, information sheets and large text portable labels have had to be removed and labels texts for the exhibits affected have been posted by the Collections Officer (Human History) on the Museum's website so that visitors can read them on their own mobile devices using QR codes, or can download them from our website to print them off at home beforehand if they would prefer.

Most interactives have been removed to storage because they cannot be made Covid-safe. Sanitiser and other modifications have been provided in the galleries for touchable items to make them safe, e.g. the large, fixed ammonite and crystal specimens in the geology gallery. In the Natural History Discovery Centre, a small selection of wipe-able plastic trays of specimens will be provided for viewing under the microscope camera, as these can be wiped down easily and the selection rotated on a regular basis.

#### **4.2 Temporary Exhibitions**

##### ***Special Exhibition: Man and Beast: A cultural History of animals***

The exhibition explores the impact of animals on human culture, from early dog burials in Stanstead 2000 years ago to classics of modern literature. The exhibition uses the Museum's broad collections to study six groups of animals: raptors, snakes, insects, ungulates, canines and bees. It is ready for the first visitors, as soon as the Museum is able to re-open.

**Object of the Month** has continued on-line and in the Saffron Walden Flyer:

- July - Hipposandal (Roman horse shoe) from Wixoe
- August - Chinese Foot binding – shoes
- September - Septarian nodule section

**Curiosity Corner:** The display is currently on hold due to the Museum being closed. Focus for learning has been switched to our blog.

**Your Stories:** Sawdust Hearts exhibition remains on display for re-opening.

#### **4.3 Visitor Services**

While closure due to Covid 19 continues, income lost from sale of admission tickets and souvenirs has been partially offset by income from the Click & Collect Activity Packs. The following income statistics are based on average figures for the last three years 2016/17 – 2018/19, as an indication of losses caused by Covid closure:

Visitors:	3,445	average of last 3 years for Q2
Tickets income:	£ 3,720	"
Shop (sale of souvenirs):	£ 1,546	"
Donations income:	£ 146	"

On this basis, total income lost this quarter could have been up to about £ 5,412 but if the income from Activity Packs and Loans Boxes) is taken into account then the net loss would be around £ 4,375 .

##### **Income from Click & Collect Activity Packs and Schools Loans Boxes**

(For comparison, in Q1 June, 64 activity packs were sold with a total income of £320)

July-September, 193 activity packs were sold with a total income of £965

Since schools have returned in September 4 loan boxes have gone out bringing in £72 of income (user figures for these loan boxes will be reported in Q3 at the end of the loan period, when schools return the data)

**EPOS till and preparation for cashless payments**

An Electronic Point-of-Sale (EPOS) till and barcode scanner have been installed on the Welcome Desk and the majority of staff have completed basic online introductory training sessions. Work is in progress to produce a 'User Guide' which will support the Welcome Desk volunteers training in due course.

The Card Reader is yet to be installed and integrated with the EPoS system; further training in the use of this (and issue resolution) will be required by all staff and Welcome Desk volunteers prior to re-opening.

**Online booking through Art Tickets and Test & Trace**

The Collections Officer (Human History) has set up on-line bookings on Art Tickets ready for public re-opening. The Museum now has systems compliant with Test & Trace:

- Modified signing-in procedures for all staff, volunteers, Council and Museum Society officers, contractors and other visitors-by-appointment
- On-the-door recording for members of the public when the museum re-opens
- QR codes displayed at the Museum and Shirehill store for scanning with the NHS app

**Welcome Desk and Front-of-House**

A screen has been erected at the Welcome Desk and hand sanitisers installed both on the Welcome Desk and in the reception areas. Plastic seat covers and cleaning equipment provide the necessary Covid requirements. A leading volunteer has been invited to advise on use of till and operation of Welcome Desk with the new procedures. There will be a new role on the door for casuals staff to assist visitors with Covid Safety measures

**Gallery Preparations**

Covid safety signs, hand sanitiser stations, floor markers, and routes are now in place. Interactives have either been removed or covered, or adapted for safe use.

**4.4 Publicity, Marketing**

The Museum has a publicity strategy, which includes planned paid for and free advertising. Publicity and marketing activities have been reduced due to Covid 19 and 'essential spending' restrictions.

In September the Discovery Channel filmed Jenny Oxley, Collections Officer (Human History) in the Museum's local history gallery for a series about historical mysteries. The interview to camera was based around the history of the Bishop's Castle College Coin Hoard, a hoard of 913 gold sovereigns which were mysteriously found hidden in a piano. We await news of the broadcast date.

**Trip Advisor**

We are delighted to have been recognised as a **Travellers' Choice Winner** on this Travel and Tourism review website. The Museum now ranks Number 2 out of 18 things to do in Saffron Walden and, of the 140 reviews, 97 rate us as 'Excellent'. You can read them here: [https://www.tripadvisor.co.uk/Attraction\\_Review-g315967-d1548064-Reviews-Saffron\\_Walden\\_Museum-Saffron\\_Walden\\_Essex\\_England.html](https://www.tripadvisor.co.uk/Attraction_Review-g315967-d1548064-Reviews-Saffron_Walden_Museum-Saffron_Walden_Essex_England.html)

**Publicity and Marketing:**

<b>Publication</b>	<b>Advert</b>	<b>Date</b>
SW Town Council Official Guide and Map	Generic Museum double page spread, full colour advert <a href="https://www.localauthoritypublishing.co.uk/flip_guides/saffronwaldenguide/index.html">https://www.localauthoritypublishing.co.uk/flip_guides/saffronwaldenguide/index.html</a> pages 20 and 21	2020

**SAFFRON WALDEN MUSEUM**  
**CURATOR'S QUARTERLY REPORT Q2 2020/21**

**July - Sept 2020**

<a href="http://www.visitsaffronwalden.gov.uk">www.visitsaffronwalden.gov.uk</a>	Enhanced entry advert <a href="https://www.visitsaffronwalden.gov.uk/2020/03/saffron-walden-museum/">https://www.visitsaffronwalden.gov.uk/2020/03/saffron-walden-museum/</a>	2020
East of England Visitor guide	Generic Museum Half page advert on page 46 + MPU <a href="https://www.yumpu.com/en/embed/view/gcP0DjISRQizrWpU">https://www.yumpu.com/en/embed/view/gcP0DjISRQizrWpU</a>	Spring - Summer 2020
East of England GROUP visitor guide	Generic Museum Half page advert	2020
Eastlife Magazine	Generic Museum Advert on page 48 + App <a href="https://www.yumpu.com/en/embed/view/syFrzgxopNeR13nq">https://www.yumpu.com/en/embed/view/syFrzgxopNeR13nq</a>	Summer 2020

**Published Articles (in print and on-line)**

<b>Date</b>	<b>Publication</b>	<b>Subject</b>	<b>Additional Information</b>	<b>Photo</b>
July Issue	Saffron Walden Flyer	Museum News	Object of the month / General news update	Y
02/07	Saffron Walden Reporter	CV Walden Project (Covid-19)	Letter's page re CV Walden Project	Y
July issue	Uttlesford Resident	Learning	"Get Crafty" Click & collect activity packs	Y
August Issue	Saffron Walden Flyer	Museum News	Object of the month / General news update	Y
September Issue	Saffron Walden Flyer	Museum News	Object of the month / General news update	Y
24/09	Saffron Walden Reporter	Letter	Letters Page – Thank you for Click & Collect Activity Packs	Y
30/09	Walden Local	CV Walden Project (Covid-19)	CV Walden Project	Y

**Exhibition and Events listings**

Exhibition and Events are advertised on many 'What's On' listings (in print and online) these include:

- Saffron Walden TIC
- Bishops Stortford TIC
- Saffron Walden Flyer Online
- Net Mums
- Salad Days
- EastLife

**4.5 On-Line, Website and Social Media**

These figures all show a marked increase compared to the same quarter in 2019, no doubt largely due to the impact of the Covid pandemic and renewed focus on on-line materials and digital communication.

**Social Media and Email Newsletter**

Twitter	Followers: 2176
Facebook	Followers: 1426
Instagram	Followers : 912
Email Newsletter	Followers: 1314

**Saffron Walden Museum Website** – Statistics for this quarter include the Focus Group visits 26/9 (15 people)

	<b>Visits</b>	<b>Unique Visitors</b>
<b>July</b>	3,628	2,512
<b>August</b>	3,962	2,928
<b>September</b>	3,666	2,909
<b>TOTAL for Q2</b>	<b>11,256</b>	<b>8,349</b>

**Visits:** the number of visits made by all visitors. (This could be described as the number of "sessions", implying the possibility of multiple pages per visit and multiple visits per unique visitor).

**Unique Visitor:** the number of persons or computers (hosts) that have made at least 1 hit on 1 page of the website during the current period. If a user makes several visits during this period, it is counted only once. Visitors are tracked by IP address, so if multiple users are accessing the website from the same IP (such as a home or office network), they will be counted as a single unique visitor.

**5 Education, Events and Outreach**

**5.1 Learning**

Since closure of the museum in March, normal learning services have been suspended until September 2020. However, Schools Loans Boxes have been available (with new Covid safety measures and quarantining in place) and four have been loaned out this quarter, bringing in income of £72.

During the summer period 'Click and Collect' Activity Packs continued to engage the public with the Museum learning services and stories from our collections. A new pack was released every other week covering a new topic. Each pack contained an A4 activity booklet, materials needed for the crafts and stories from the collections in the form of collections postcards.

- Week One: Brilliant botanists
- Week Two: Fantastic Fossils
- Week Three: All about Birds
- Week Four : Incredible Insects
- Week Five: Romans going potty
- Week Six: Ancient Egypt
- Week Seven: Perfect Puppets

In total 251 packs were sold, estimating that 2.5 people used each pack (1 or 2 children, 1 or 2 adults) this totals 627 users. Further packs are planned for October half term and Christmas holidays.

Schools returned in September 2020 and 3 loan boxes are currently out on loan, Vikings, Toys and Games and Ancient Egypt. There is also an outreach visit booked for November and further enquires from teachers ongoing at present.

Learning services have been adapted to meet the government's Covid guidance and we are currently offering the following services.

### **Outreach Visits**

The Learning & Outreach Officer has reorganised our learning and outreach services in line with Covid safety:

**Visits to the Museum.** The Museum will be closed to the public during visits to limit the number of people in the Museum at any one time. Bookings for such visits will need to be made at least 6 weeks in advance.

**Loan Boxes.** Our loan boxes are available for hire at a cost of £18 for 6 weeks. Packs will be quarantined in between hires to ensure they are Covid 19 secure.

**Click and Collect Activity Packs** (instead of our usual half-term craft activities in the Museum). Past packs can be made to order and bespoke packs can be made for schools or groups. Once the museum is open the learning officer will work on developing a "catalogue" of packs that can be made up to order. It is hoped that these will be utilized by people who are homeschooling.

### **5.2 Events on-site (in Museum and grounds and at Shire Hill Store)**

None this quarter due to Covid 19 closure except the Audience Development tours of the museum and focus group meetings on the 26 September (Julia Holberry Associates / NLHF project)

### **5.3 Outreach** (Museum activities, talks and lectures at other venues)

Museum stall with Audience Development consultants at Saffron Walden Market on the 22 August.

Other activities, events and outreach programmes have had to be cancelled or postponed due to Covid 19 closure. This has also affected work with local (Uttlesford) and other organisations.

### **Museums and Local Groups: support and liaison (Uttlesford)**

- Fry Art Gallery – continuing liaison and 1 Committee meeting (Curator)
- Heritage Development Group – work on Medieval Walden leaflet, 2 meetings (Curator)
- Essex Wildlife Trust (Uttlesford) – reporting sightings of red kites for Uttlesford Wildlife website, liaison over display of newsletters on museum noticeboard. (Natural Sciences Officer)
- Special Roadside Verges: 1 site meeting at Audley End and numerous emails about damage from roadworks, 2020 annual reports being produced, comments on 2 planning applications (Sarah Kenyon, Natural Sciences Officer).
- Gibson Library – opportunities for more partnership working, public engagement and historical research (Jenny Oxley, Collections Officer, Human History)

### **Meetings, Support and Involvement in professional and other organisations outside Uttlesford**

- Museums Essex general meeting via Zoom, 4 Sept (Curator)
- SHARE Natural History Network: details of Covid 19 signage

### **Local Performance Indicator**

<b>Performance Indicator PI 49</b>	<b>Q2 Actual</b>	<b>Q2 Target</b>	<b>Annual (Cumulative)</b>	<b>Annual Target 2020-21</b>
<b>Users of the Museum Service</b>	666 (remote users only)	3,500	901	13,200

**Notes on Performance Indicators**

**Users** are all those engaging with the Museum Service in person or through other media, and include:

- those visiting the Museum site and Museum outdoor events on site (visitors, table 4.3)
- those attending off-site events or benefitting from outreach services (e.g. learning and reminiscence work in schools and care homes; pupils using school loan boxes in the classroom; audience for a talk, store tour or other off-site activity by Museum staff)
- those using the Museum service 'remotely' (enquiries, research and services by phone, email and post)

This definition of Users excludes website visits and social media followers, but these figures are reported separately in 4.4 above as a measure of the Museum's on-line profile

**Comments on this quarter's figures:**

Exceptional circumstances due to Covid 19 closure mean that there are no visitors while the Museum remains closed, but there have been 39 remote enquiries and an estimated 627 users of Click & Collect Activity Packs who count as users this quarter. The Museum has continued to engage widely through its website, blog and social media.

## **Main Museum activities and items to note for Q3 2020-21 Oct - Dec 2020**

### **Re-opening**

This Quarter will be dominated by re-opening, Training returning staff (weekend and casuals) and volunteers and monitoring new procedures and visitors' behaviour and feedback. There will also be additional cleaning and gallery monitoring duties for all staff during the day. Initially, staff will need to operate the Welcome Desk and support Welcome Desk volunteers. There will also be a new Front-of-House role for casual staff to welcome visitors and ensure compliance with Covid safety measures.

These new Covid safety routines will impact on all staff and other aspects of Museum work

### **Resilient Heritage project (Museum development)**

The Audience Development study draws to a close this quarter with the final report due from Julia Holberry Associates at the end of November. We then enter the final phase of seeking fund-raising advice for the Museum Society and developing a fund-raising strategy for the proposed development option. The Audience Development report will also identify measures we can take in the immediate future within existing resources or with small grants, and these will inform our service planning for 2020-21.

### **Front of House**

Install and integrate Card Reader with the EPOS system; roll out training in the use of this (and issue resolution) to staff, Welcome Desk volunteers and casuals.

### **Collections**

The programme of work on natural sciences collections continues, updating storage locations for collections recently moved due to store sealing, and conservation needs identified by the recent survey.

Asbestos: minerals to be stabilised and sealed in new Perspex boxes by Kadec.

Trials of the new digital datalogger continue

### **Learning & Outreach**

As our revised service offer is rolled out to schools, we will be monitoring its uptake and looking at other developments such as on-line learning materials

Since our usual half-term activities and events in the museum will no longer be possible due to Covid, Click & Collect Activity Packs will be provided instead.

## **1 Museum Management and Staff**

### **1.1 Management**

#### **Museum Service; Covid 19 pandemic and re-opening**

The Museum remained closed to the public through this quarter, though with a brief spell of opening for friends and supporters before Christmas. Our Covid safety systems are in place and tested, ready for re-opening when circumstances permit.

Preparations for reopening, including the new till and card reader, and on-line ticket bookings, were almost complete when a second period of lockdown intervened (5 November – 2 December). Once lockdown was relaxed in early December, Uttlesford was initially allocated to Tier 2, which allowed museums to re-open. We offered Museum Society members, season ticket holders and Museum volunteers the opportunity to visit 10 – 13 and 17 – 20 December, to thank them for their continuing support and (for the volunteers) the chance to see the new arrangements in place. While only a small number visited, it also provided an opportunity for staff to test new equipment and procedures, to start training a few of our weekend and casual staff team in the new front-of-house role to manage visitors, and to become familiar with the basic operation of the till system. The Museum remained closed over Christmas and New Year, by which time another lockdown was necessary and initial hopes of re-opening to the public early in 2021 had to be put on hold.

#### **Accreditation Review**

The Joint Management Agreement and Museum Management Group Terms of Reference was updated to incorporate the arrangements for the Shirehill store and other minor revisions to the text and format ahead of submission for Accreditation review. The Accreditation review was postponed from January 2020 and is expected to start in January 2021.

#### **Museum Developments: NHLF Resilient Heritage project**

The Audience Development work (Julia Holberry Associates) was completed this quarter. A Zoom workshop was held with the Development Committee and Museum staff on 6 October to receive and discuss the findings from their consultations, focus groups and research. A draft report was circulated for comment and the final report was delivered in December. This includes a costed Action Plan of Short-, Medium- and Long-Term actions. Museum staff are already working on some of the Short-term actions, which are largely low-cost and for implementation through our year-on-year service plan, though some will be contingent on re-opening. These include production of a Digital Strategy and a short-term Marketing Plan (incorporating the publicity plan in section 4 of this report). Most of the Medium-term and all the Long-term Actions require significant resources and are for inclusion in development proposals.

The final strand of the Resilient Heritage project is to appoint a fund-raising adviser and mentor to work with the Museum Society on a Fund-raising Strategy. The project was originally due for completion in January 2021 but an extension to the end of April had now been agreed with the NLHF.

### **1.2 Staff, Volunteers and Work Experience**

#### **Staff**

The core staff team have been working between the Museum, Shirehill store and home as circumstances dictate. Weekend and casual staff have remained unable to work (apart for a brief spell in December for some). Jenny Oxley has been successful in gaining one of 12 places on the SHARE East of England Rising Leader's Programme, a CPD programme for museum professionals which will involve monthly seminars and professional coaching throughout 2021.

**Volunteers**

Due to the Covid 19 situation, the majority of our volunteers remain at home. We envisage volunteers returning to the Museum when it fully re-opens to the public in 2021. During this period we have been grateful for the support of our Welcome Desk volunteers who have assisted with preparation of the Museum Shop, tested the Welcome Desk Covid procedures and contributed to the new till user guide.

<b>Volunteers – remote / outdoors support in Q2</b>	<b>Est Hours</b>
<b>Natural Sciences Volunteers</b>	
Verge volunteers helped check 46 special roadside verges to check they had full width cuts in October and November and record problems with posts. Ken Rivett, Tony Morton, Michael Rowley, Margaret Rufus, Heather and Paul Salvidge, Ian Sharpe. Gerald Lucy assisted with a public enquiry (ammonite)	15.5
<b>Welcome Desk volunteers</b>	
JB assisted with a deep clean of Museum Shop, production of labels, redisplayed stock to make it Covid compliant and advised on use of till and operation of Welcome Desk with new procedures. She undertook Epos till training and delivered till training to staff, casuals and a few Welcome Desk volunteers. JB also represented Welcome Desk volunteers at the Audience Development Workshop and a meeting with the Council H&S Officer to inspect our Covid procedures. She also gave an overview of the museum and role to a potential new Welcome Desk volunteer.	57
JH worked on the development of and live tested the till processes and user guide.	6
CH, SD and AJ tested Welcome Desk Covid procedures and undertook initial till training	6
MA tested Covid Visitor Experience, gave feedback and had overview of new till	3
AH contributed suggestions for Welcome Desk volunteer working arrangements	1
<b>Total hours remote support from volunteers during Covid 19 closure in Q3</b>	<b>88.5</b>

**1.3 Training and Seminars Attended (all on-line)**

<b>Date</b>	<b>Course and Staff</b>
5 Oct	Equality & Diversity Training, UDC managers : Carolyn Wingfield
28 Oct	Equality & Diversity Training, UDC staff : Sarah Kenyon
03 Nov	Equality & Diversity Training, UDC staff : Jenny Oxley
09 Nov	Webinar on © for use of films in the workplace : Carolyn Wingfield
10 Nov	SHARE legacy fund-raising seminar for Museums : Carolyn Wingfield, Keith Eden (SWMS)
11 Nov	Society of Museum Archaeologists conference: Access to Digital Archives : Carolyn Wingfield
12 Nov	Decolonising collections – “Beyond Statements” AMCC (online)
Week beginning 16 Nov	SHARE Conference (online this year): Jenny Oxley
18 Nov	Equality & Diversity Training, UDC staff : Wendy-Jo Atter
19 Nov	Professional Development update with Icon, including new Ethical Guidance : Charlotte Pratt & Jenny Oxley
10 Dec	SHARE Trustee Recruitment seminar for Museums : : Carolyn Wingfield,; Keith Eden and Christine Sharpe (SWMS)

1.8, 15 and 22 Dec	Museum Conservation: online introduction with Hastings Museum and Art Gallery: Charlotte Pratt (in own time and at own expense)
Dec 2020	Till training for new till system, Covid safe and front of house procedures: all main staff, casuals and some volunteers
Dec 2020	Jenny Oxley successful at securing a place on the SHARE Rising Leader's Programme for 2021

**1.4 Health & Safety**

In late November, the Council's Corporate H&S Officer and the Assistant Director of Corporate Services visited the Museum to check the systems in place for Covid safety and to discuss any questions with staff. When lockdown lifted after 2 December, Museum Society directors were also invited to visit and check arrangements before invitations were sent to Museum Society members.

Two visits were made to the Museum by specialist contractor Kadec, to work on an asbestos mineral displayed in the Geology gallery, so that it does not represent a health risk to either staff or public. Kadec also visited the Shirehill store in October to work on the asbestos minerals in the Natural Sciences store. Kadec completed the work to seal historic asbestos minerals in their new Perspex boxes on 18 November. The minerals are now safe to handle for research at Shirehill Store and display in the Museum.

Uttlesford District Council have been reviewing contracts which are now to be handled through Uttlesford Norse: lift maintenance - Precision Lifts; fire alarms and emergency lighting - Norse Infinity, boiler maintenance - Dodd group and fire extinguishers- Peterlee Fire.

**2 Buildings and Site****2.1 Museum Building****External works**

No external work has been carried out during this quarter.

**Internal work**

Internal work has centered around Covid safety measures, particularly in relation to the shop where Perspex screens have been added to cover the displayed merchandise to prevent touching.

**2.2 Museum Site and Castle Grounds**

Grounds Maintenance have undertaken the usual seasonal clearance of dead leaves and fallen branches, which have been particularly heavy this autumn due to the numerous storms, high winds and heavy rainfall. The small garden area at the back of the Museum, which once belonged to the Curator's house, has also been cleaned up, vegetation cut back and bushes pruned, to improve the outlook for neighbouring residents.

Repairs have been completed to the brick and flint wall at the corner of Church Street and Common Hill and a new pedestrian gateway provided with wrought iron gates of the same style as the ones fitted to the Castle. The original wall had no access point in this area, so the new structure is both useful and attractive, and has drawn compliments. (Project managed by Corporate Property Surveyor Lewis Merle).

**2.3 Shirehill Store**

Fire evacuation drill carried out in December.

### **3 Collections and Research**

#### **3.1 Acquisitions and Disposals**

**18 new acquisitions received this quarter** (Human History: 5; Archaeology: 9; Natural Sciences; 4) (lower number of acquisitions due to the Covid situation and the Museum being closed to the public. Requests for accession numbers for future archaeological archive depositions continue regardless)

- Transfer of African collections from Buxton Museum, following the closure of one of the Derbyshire Museums.
- 20<sup>th</sup> century Lepidoptera cabinet, complementary to an existing item from same donor.
- Late Iron Age gold coin, a trefoil gold quarter stater of Dubnovellaunos c. 20 BC - AD 10

Acquisitions purchased by the Museum through the Treasure Act:

- Pair of gold Late Bronze Age bracelets, 'NW Essex', with grant aid from the ACE / V&A Purchase Grant Fund, the Art Fund and the Beecroft Bequest (Museums Association) and with a generous donation from 2 Museum Society members
- Roman gold ring set with amethyst, Broxton, c. AD 200 - 400
- Roman coin hoard of 10 silver siliquae, Barnston, deposited c. or after AD 395-402

#### **3.2 Collections Care & Conservation**

**Asbestos Minerals** - Kadec's work is reported under 1.4 Health & Safety above

##### **Digital environmental monitoring trial (Museum Society funded).**

The data logger will begin its final trial, in the Special Exhibitions gallery, on 12 January, totaling seven test locations across the Museum and Shirehill. There have been no issues with WiFi connection or data collection in the trial. The data logger was compared to the recently-calibrated spot-check probe over a 30-minute period and the two were found to agree to well within the manufacturer's margin of error for both temperature and relative humidity. The data logger readouts will need to be compared with the mechanical thermohygrograph (THG) readings, where both were present in the trial locations, to assess the current reliability of the THGs.

A full report will follow, summarising the results of the trial and recommending the scope of a digital environmental monitoring network covering the Museum and Shirehill. Procedures have been written explaining how to download and analyse data, and a scheme of monitoring will be produced with recommendations for day-to-day use and longer-term goals of the system.

##### **Geology Gallery cataloguing project (Museum Society funded)**

The project as originally described is complete, with grateful thanks to the Museum Society for funding. In total, 250 items were checked against existing documentation, resulting in 172 new entries in the accession register and 192 individual new Modes records to at least Spectrum's Inventory-level requirements. 58 existing records were updated to match at least these requirements. All Modes records have images attached, totaling over 1000 images. The same caveats exist as in last quarter's report regarding items with uncertain identification or matches in pre-existing documentation. These will be addressed within routine ongoing work. The items will need to be marked with their new Accession numbers, but this was not included in the original scope of the project and can be included within routine ongoing work.

##### **Natural History store and work on historic taxidermy**

Pest monitoring took place at the Museum and Shirehill store. The Museum temporary Exhibition gallery,

Discovery Centre gallery and fire exit vestibule / entrance to the Natural History Store were sprayed with contact pesticide Constrain as a result.

40 further items received a basic conservation check this quarter, giving full coverage of those included in the project. In total, 365 items have been given a basic conservation report, with 93 requiring conservation work. Of these, 38 need urgent work to stop pest damage and/or because of their fragile physical state. A pest-elimination campaign to freeze and fumigate these items is nearly complete. However, the amount of physical conservation work required would be best approached as a discrete funded project.

Investigation into funding opportunities has returned few viable options for in-house work, with many funders requiring a registered conservator to be employed in some capacity. Furthermore, Covid-19 reactions have diverted many of the common funding sources to emergency use. Some funding options remain open for projects which will have tangible and substantial public benefits, which may tend toward a conservation project resulting in an exhibition, greater online access and outreach actions.

**Human History Collections Audit**

The audit and cataloguing of the human history collections continues, with Jenny Oxley working on cataloguing and repacking the document archive. Hundreds of boxes have now been completed in recent years, and it is down to the last 10 boxes of archive documents. The next stage will be moving on to the map collection and digitising more of the photographs and documents in the collections with a view to getting them online in the future.

**3.3 Documentation**

<b>Backlog / updates</b>	<b>New Acquisitions</b>	<b>Backlog (existing collections not previously catalogued on Modes)</b>	<b>Edits and Updates to existing records</b>
Human history collections	5	500 (Document Archive)	800 (Document Archive)
Archaeology	0	20	0
Natural Sciences	0 SK 3 JL	0 SK 2 JL	0 SK 271 JL
<b>Total</b>	<b>8</b>	<b>522</b>	<b>1,071</b>

**3.4 Loans In**

None to report this quarter.

**3.5 Loans Out**

The Wampum items from the World Cultures collection returned from the SeaCity Exhibition, Southampton via Constantine couriers in November. They are likely to go out again on touring loan for a variation of the same exhibition in the Spring/Summer of 2021.

A selection of Bronze Age bronze axe heads and other artefacts from local hoards were loaned to James Dilley (Ancient Crafts) to assist with his research project into prehistoric bronze casting. Items were selected for taking casts by an approved method, and the loan has already been returned. James Dilley has kindly offered the Museum a number of free replicas made from these casts but due to the Covid restrictions, has been unable to deliver them yet. The replicas will greatly enhance the handling collections and loans boxes.

**3.6 Object Identification and Enquiries**

**Object identifications this quarter: 3**

All natural Nat Sciences: Gryphaea, Cow leg bone from a Japanese island, and an ammonite.

**Collections Enquiries this quarter: 32** (Human History: 25 ; Natural Sciences 7)

Topics included:

- Maori Collections research
- Tattoo implement, Fiji
- Mary Queen of Scots glove
- History of Saffron (freelance researcher working for Channel 4)
- Whaling souvenirs
- Saffron Walden Railway Company
- History of 17 East Street, Saffron Walden
- History of Cromwell Lodge, Common Hill, Saffron Walden
- History of the King's Head Pub, Hadstock
- Assisting Essex MDO on taxidermy enquiry on behalf of a volunteer-run Museum.
- Birds: passenger pigeons
- Saffron: soils and flavour of local saffron
- Special roadside verges biological records and site details
- Horse chestnut tree identification and details of the tree felled in the Museum grounds

### **3.7 Research**

**No research visits this quarter** due to Covid 19 closure.

## **4 Displays and Visitor Services**

### **4.1 Permanent Galleries**

#### **Early History (Great Hall)**

The touchable flint tools have been removed from the prehistory display and replaced with a life-size model of an Old Stone Age woman from 30,000 to 40,000 years ago. Skillfully remodeled by Charlotte Pratt from the redundant figure of a Saxon weaver, the woman is displayed against a hand-painted backdrop representing Ice Age times. This display is a "Selfie Station", providing visitors with the opportunity to take a photo of themselves with the Stone Age woman, in response to recommendations and feedback from the consultants that visitors would like places to take selfies.

#### **Geology**

Geology specimens on open display in the geology gallery have been covered to stop touching because cleaning with sanitizing products is not recommended.

Extra labels have been produced for the rocks and coffins on display in the Museum grounds. For all galleries, remaining hand-held printed labels and information sheets have been removed and replaced with laminated, fixed labels and / or QR codes which link to digital versions available on the Museum website.

### **4.2 Temporary Exhibitions**

#### ***Special Exhibition: Man and Beast: A cultural History of animals***

The exhibition explores the impact of animals on human culture, from early dog burials in Stanstead 2,000

years ago to classics of modern literature. The exhibition uses the Museum's broad collections to study six groups of animals: raptors, snakes, insects, ungulates, canines and bees. It is ready for the first visitors, as soon as the Museum is able to re-open.

**Object of the Month** has continued on-line and in the Saffron Walden Flyer:

- October – Little spotted kiwi, featured in Christmas Curiosity Corner during trial re-opening.
- November – late Iron Age pottery beaker, from a burial at Birchanger excavated in 1992
- December – Karl Weshke sculpture, linked to the history of Radwinter POW camp in the Second World War. Karl Weshke went on to become a famous artist of the Cornish school, exhibiting at the Tate and other high profile venues.

### **Curiosity Corner:**

Curiosity corner featured the Kiwi for December when the Museum briefly re-opened.

**Your Stories:** Sawdust Hearts exhibition remains on display for re-opening.

### **4.3 Visitor Services**

The Museum opened to Museum volunteers, Museum Society members and season ticket holders only, for an exclusive preview, for limited hours on Thursday – Sunday between the period: 10 – 20 December. Free of charge to invited guests, however, we also permitted one or two 'walk-ins' for which we were able to test admission fee functionality on the new till. Season Ticket holders have been issued with new season tickets extended by one year, to compensate for the time closed and foster continued support for the Museum.

**Visitors:** (10 – 20 December): 26

### **Shop**

**New Product line:** a range of greeting cards designed by award winning illustrator Daniel Mackie with images of animals with their natural environment depicted within them. They have already proved popular with Museum staff and Welcome Desk Volunteers.

**Shop Showcase:** December: Museum Jigsaws and DM Collection greeting cards. We were unable to participate in Museum Shop Sunday this year because of Covid closure.

**On-Line collaboration:** we worked with the Saffron Walden Tourist Information Centre to sell our bespoke museum jigsaws and stationery packs via their on-line shop.

### **EPOS till and preparation for cashless payments**

The installation of the EPOS till, card reader and bar code scanner and data input has been completed. Technical integration and end-to-end card transactions were successfully tested on 3 November 2020. An in-house User Guide and Training Plan has been written. Training for permanent staff has been completed, and training of casual staff and some volunteers was in progress until lockdown at the end of the quarter. The system was live at the Welcome Desk from 10 December, operated by Museum staff and sales of souvenirs were successfully made to our first visitors (Museum Society members and season ticket holders).

**Income figures are currently still being reconciled and a precise figure will be available at a later date.**

Because training had to be undertaken on the 'live' system, there is initially a large amount of work to separate 'training' and actual expenditure for this quarter. The expected income will be only a small amount.

**Income from Souvenir Sales and a few Admission Tickets** ('walk-ins' 10 – 20 December)

Just over £100 final figure to be confirmed

**Donations Box: £22.00**

**Income from Click & Collect Activity Packs and Schools Loans Boxes**

Activity Packs income: £365

Schools Loans boxes income: £108

There were also 4 outreach sessions and one Museum school visit booked for November and December however these were cancelled due to the second national lockdown resulting in £669 of lost income.

**To date this year:** activity packs have generated £1,665 of income and it is hoped that an activity pack for February half term might enable us to meet last year's activity income of £1,770.80. Loan boxes have generated £180 of income with 2 bookings for January and a further 3 perspective bookings brings the total to £270 by January, so anticipate reaching our nominal £300 yearly target, however it seems unlikely that we will reach the £510 achieved from loan box hire in 2019-2020. Due to Covid, the museum has been unable so far to earn any income in 2020-21 from school or outreach visits, which in 2019-20 brought in £2,323 of income.

**Summary of Front-of-House Covid safety measures for visitors**

Museum Shop and Welcome Desk: environment (screen, hand sanitisers, plastic seat covers, cleaning equipment, PPE, individual touchscreen pens etc.) and procedures agreed with the Corporate H&S Officer. Procedures written, these include safe sale of tickets (where advance purchase via the Art Fund website has not been possible) souvenirs, handling of shop stock and quarantine. Staff and volunteers are being briefed on these simultaneous to their till training.

Front of House: New Casual Staff role created for Covid safe visitor management. A SHARE First Steps grant of £4,440 is funding the first 12 weeks of this post (2 weeks used so far in December). Duties include: preparing for opening to the public (cleaning the environment, checking hand sanitizer stations, setting up visitor direction boards) welcoming visitors and ensuring they understand and follow all safety measures on entry (hands, face, space) collecting contact details, checking temperature, managing visitor traffic, periodic cleaning, dealing with quarantined stock from Welcome Desk.

All Staff: new Covid safety procedures for working in the Museum and for services for visitors and users.

**4.4 Publicity, Marketing**

The Museum has a publicity strategy, which includes planned paid for and free advertising. Publicity and marketing activities have been reduced due to Covid 19 and 'essential spending' restrictions.

**Publicity and Marketing:**

<b>Publication</b>	<b>Advert</b>	<b>Date</b>
SW Town Council Official Guide and Map	Generic Museum double page spread, full colour advert <a href="https://www.localauthoritypublishing.co.uk/flip_guides/saffronwaldenguide/index.html">https://www.localauthoritypublishing.co.uk/flip_guides/saffronwaldenguide/index.html</a> pages 20 and 21	2020
<a href="http://www.visitsaffronwalden.gov.uk">www.visitsaffronwalden.gov.uk</a>	Enhanced entry advert <a href="https://www.visitsaffronwalden.gov.uk/2020/03/saffron-walden-museum/">https://www.visitsaffronwalden.gov.uk/2020/03/saffron-walden-museum/</a>	2020
East of England Visitor guide	Generic Museum Half page advert on page 46 + MPU <a href="https://www.yumpu.com/en/embed/view/gcP0DjISRQizrWpU">https://www.yumpu.com/en/embed/view/gcP0DjISRQizrWpU</a>	2020
East of England GROUP visitor guide	Generic Museum Half page advert	2020

**Published Articles (in print and on-line)**

<b>Date</b>	<b>Publication</b>	<b>Subject</b>	<b>Additional Information</b>	<b>Photo</b>
October Issue	Saffron Walden Flyer	Museum News	Object of the month / General news update	Y
04/11/2020	Walden Local	Heritage Development Group	Recent work and Walden Castle image	Y
05/11/2020	Saffron Walden Reporter	Heritage Development Group	Recent work and Walden Castle image	Y
November issue	Saffron Walden Flyer	Museum News	Object of the month / General news update	Y
Winter 2020 (November)	Newport News	Newport's oldest find and C K Probert	Article on Old Stone Age flint hand axe and its collector CK Probert of Newport	Y
4/12/2020	Walden Local	Museum News	Festive Activity Packs at Saffron Walden Museum, page 16	N
December Issue	Saffron Walden Flyer	Museum News	Object of the month / General news update	Y
Pending	Radwinter Parish Magazine - AMBO	December's Object of the Month	Karl Weshke Sculpture & Radwinter POW camp, WW2	N

Jenny Oxley appeared on BBC Radio Essex's evening show on the 18 November representing Saffron Walden Castle, in an on air discussion about the history and nature of Essex's castles. As well as supplying research for a Channel 4 programme about the history of Saffron. We are still awaiting a transmission date for the Discovery Channel filming regarding the Piano Hoard Mystery.

**Exhibition and Events listings**

Exhibition and Events are advertised on many 'What's On' listings (in print and online) these include:

- Saffron Walden TIC
- Bishops Stortford TIC
- Saffron Walden Flyer Online
- Net Mums
- Salad Days
- EastLife

**4.5 On-Line, Website and Social Media**

These figures all show a marked increase compared to the same quarter in 2019, no doubt largely due to the impact of the Covid pandemic and renewed focus on on-line materials and digital communication.

**Social Media and Email Newsletter**

Twitter	Followers: 2,196
Facebook	Followers: 1,441
Instagram	Followers : 984
Email Newsletter	Followers: 1,380

**Saffron Walden Museum Website** – Statistics for this quarter include the Focus Group visits 26/9 (15 people)

	<b>Visits</b>	<b>Unique Visitors</b>
<b>October</b>	4,328	3,287
<b>November</b>	3,561	2,552
<b>December</b>	4,447	3,245
<b>TOTAL for Q3</b>	<b>12,336</b>	<b>9,084</b>

**Visits:** the number of visits made by all visitors. (This could be described as the number of "sessions", implying the possibility of multiple pages per visit and multiple visits per unique visitor).

**Unique Visitor:** the number of persons or computers (hosts) that have made at least 1 hit on 1 page of the website during the current period. If a user makes several visits during this period, it is counted only once. Visitors are tracked by IP address, so if multiple users are accessing the website from the same IP (such as a home or office network), they will be counted as a single unique visitor.

### **Trip Advisor**

The Museum ranks number 2 out of 18 things to do in Saffron Walden on this travel and tourism review website; of the 140 reviews, 97 rate the Museum as 'Excellent' and 39 rate the Museum as 'Very Good'.

## **5 Education, Events and Outreach**

### **5.1 Learning**

When not restricted by local or national lockdowns both school visits to the Museum and Outreach visits can resume using Covid safety guidelines. School visiting the Museum will have the Museum to themselves for the day to allow them to visit in a bubble. There were 5 bookings planned for November and early December however these were all cancelled due to the second national lock down resulting in lost income.

#### **Loan Boxes.**

6 loan boxes have been hired this quarter. There have been 241 child users and 10 adult users with 2 boxes yet to report their figures. For the previous quarter (July – September 2020) there were 143 child users and 12 adult users of 3 loan boxes (user figures not available to include in last quarterly report).

#### **Click and Collect Activity Packs**

There have been 3 click and collect activity packs this quarter, one for October half term and 2 for the Christmas holidays. One of the festive packs has been designed for adults with a view to doing a virtual monthly grown up art club. We have sold 66 packs this quarter, raising £365 of income and 165 service users.

### **5.2 Events on-site (in Museum and grounds and at Shire Hill Store)**

None this quarter due to Covid 19 closure.

### **5.3 Outreach** (Museum activities, talks and lectures at other venues or remotely via Zoom)

Other activities, events and outreach have had to be cancelled or postponed due to Covid 19 closure.

#### **Museums and Local Groups: support and liaison (Uttlesford)**

- Fry Art Gallery – continuing liaison and 2 Committee meetings (Curator)
- Heritage Development Group – work on Medieval Walden leaflet, 3 meetings (Curator)
- Essex Wildlife Trust (Uttlesford) – liaising re Local Wildlife Sites in Stebbing, committee work (Sarah Kenyon, Natural Sciences Officer)
- Special Roadside Verges – checking of Oct/Nov cuts, report cut / post problems to Essex Highways

and liaising re speed limit change on Audley Road, liaising with Gigaclear re broadband work, 3 planning application comments, 2019/2020 annual reports (Sarah Kenyon and James Lumbard, Natural Sciences Officers).

- Gibson Library – liaising on collections research enquiries (Jenny Oxley, Collections Officer, Human History)
- Essex Record Office (ERO) Archive Access Point, Saffron Walden Library – liaising on collections research enquiries (Jenny Oxley, Collections Officer, Human History)

**Meetings, Support and Involvement in professional and other organisations outside Uttlesford**

- Museums Essex, 1 trustees meeting (Curator)
- SHARE Natural History Network (Natural Sciences Officer Sarah Kenyon)
- *Snapping the Stiletto* Phase 2 Project, Museums Essex & Museum Development Officer
- Museums East of England – 1 regional meeting (Curator)
- SHARE 'Coffee morning' catch-up 17 Dec (Curator)

**Local Performance Indicator**

<b>Performance Indicator</b>	<b>Q2 Actual</b>	<b>Q2 Target</b>	<b>Annual (Cumulative)</b>	<b>Annual Target 2020-21</b>
<b>PI 49</b>				
<b>Users of the Museum Service</b>	474 (remote users only)	3,500	1,377	13,200

**Notes on Performance Indicators**

**Users** are all those engaging with the Museum Service in person or through other media, and include:

- those visiting the Museum site and Museum outdoor events on site (visitors, table 4.3)
- those attending off-site events or benefitting from outreach services (e.g. learning and reminiscence work in schools and care homes; pupils using school loan boxes in the classroom; audience for a talk, store tour or other off-site activity by Museum staff)
- those using the Museum service 'remotely' (enquiries, research and services by phone, email and post)

This definition of Users excludes website visits and social media followers, but these figures are reported separately in 4.4 above as a measure of the Museum's on-line profile

**Comments on this quarter's figures:**

474 Users (Activity pack and Loan box users, remote collections enquiries and object identifications and visitors in December). This figure is an underestimate because 2 schools have not returned their loan box figures in time for this report.

The Museum has also continued to engage widely through its website, blog and social media.

## **Main Museum activities and items to note for Q4 2020-21 Jan - March 2021**

### **Re-opening**

This will be dependent on the Covid situation. Currently it looks unlikely that re-opening of museums will be possible before the end of Q4.

### **Resilient Heritage project (Museum development)**

The appointment of a fund-raising adviser and development of a fund-raising strategy with the Museum Society Board will be the main focus for Q4, in order to complete our NLHF project on time by April.

### **Accreditation Review**

If we receive the letter from the Arts Council, this will impact on the work programme of the Curator and to some extent, other staff.

### **Collections**

The programme of work on natural sciences collections continues, updating storage locations for collections recently moved due to store sealing and conservation needs identified by the recent survey. Updating health and safety information for asbestos minerals stabilised by Kadec.

### **Front of House**

Museum Shop: annual stock take; baseline stock levels on EPOS till; address snagging issues (till stock images, bar code scanner reset) re-display items for re-opening (currently set up for Christmas sales during exclusive preview event), confirm procedures for sale of Museum stock via on-line platforms such as the TIC website. Welcome Desk Volunteers: establish training programme, revise regular rota, recruit and induct new volunteers. Establish and agree funds reconciliation procedures with card payment Acquiring Bank and UDC Finance team.

### **Displays**

There is much work which could still be done in the galleries, subject to staff availability, and some ideas following from short-term recommendations in the Audience Development Report. The Curator' needs to spend as much time as possible on updates and improvements to the Early History (archaeology) displays while the Museum remains closed.

### **Learning & Outreach**

The focus is on developing a new on-line Learning Hub as an adjunct to the museum website, providing formal and informal learning materials for all ages, and especially to support schools and home-schooling. Digital sessions based on loans boxes are also being developed and an activity pack will be produced for February half-term.

## Revised Draft of Management Agreement (October 2020)

**THIS AGREEMENT** is made the day of [insert new date] 2020 **BETWEEN**

- (1) **UTTLESFORD DISTRICT COUNCIL** of Council Offices London Road Saffron Walden Essex CB11 4ER (hereinafter called “the Council”) of the one part; and
- (2) **THE SAFFRON WALDEN MUSEUM SOCIETY Ltd** (Company Registration Number 6469141) whose registered office is Saffron Walden Museum, Museum Street, Saffron Walden in the county of Essex (hereinafter named ‘the Society’) of the other part.

### **WHEREAS:-**

1. The parties to this agreement have been engaged in the day to day running of the **Saffron Walden Museum** (hereinafter called “the Museum” or “Museum Service”) pursuant to the terms contained in two agreements each made between the parties hereto and dated and 7<sup>th</sup> October 1996 (hereinafter referred to as “the 1996 Agreement”) (to which agreement Barclays Bank Trust Company was also a party) and pursuant to the terms of: (A) a lease dated 7<sup>th</sup> October 1996 made between Barclays Bank Trust Company of the first part the Society of the second part and the Council of the third part (hereinafter referred to as “the Lease”) (as amended by the Deed of Surrender dated 18<sup>th</sup> April 2014 between the Society of the first part the Saffron Walden Town Council (Custodian Trustee) of the second part and the Council of the third part) and (B) an Underlease dated 6<sup>th</sup> October 2014 made between the Society of the first part Saffron Walden Town Council of the second part and the Council of the third part
2. The Council and the Society work together through the Museum Management Working Group of Uttlesford District Council, which comprised members from the Council and the Society
3. The Custodian Trustee of the Society is the Saffron Walden Town Council by virtue of a deed of appointment dated 21<sup>st</sup> September 1999 and made

between Barclays Bank Trust Company Limited of the one part and the Saffron Walden Town Council of the other part

4. The Saffron Walden Museum Society registered as a Charity under Number 310666 transferred all its assets undertakings and obligations to the Society a registered company on 8<sup>th</sup> August 2008 and registered as a Charity under Charity Number 1123209
5. The Museum Service is a department of the Council which has responsibility for running the museum, as a museum service for Uttlesford district
6. The Society and Council worked together to procure a storage building, referred to hereinafter as the Shirehill store, at the Council's Depot , Shire Hill Industrial Estate, Saffron Walden in 2016. Reference to the Museum within this agreement also includes the Shirehill store.

**NOW IT IS HEREBY AGREED AS FOLLOWS:-**

1. **The Museum** shall be operated in accordance with the Forward Plan, Collections Development Policy and other policies from time to time registered with the Art Council England or successor government body responsible for museums and the national Accreditation Scheme, and the following provisions of this Memorandum shall only take affect insofar as they are not inconsistent with policies for the time being in force
2. **The Society** shall have the following rights duties and functions:-
  - a. To administer the Saffron Walden Museum Society Ltd in accordance with its Articles and Memorandum
  - b. To hold General, Board and Committee Meetings on the Museum premises without charge (having given reasonable prior notice thereof to the Council)
  - c. To hold on the Museum premises without charge such lectures and fund-raising and other functions as shall be agreed with the Council
  - d. To enlist from its membership such volunteer helpers as shall be agreed in order to assist in the running of the Museum

- e. Subject to any statutory provision or requirement to provide from time to time as required Advisers to the Appointments Panel which shall be set up to appoint or (as the case may be) to advise the Council in the engagement and employment of future Curators and any other professional officer for the Museum
- f. To purchase and accept donations of objects in consultation with the Curator and Council and in accordance with the provisions of the said Collections Development Policy
- g. To raise funds for the benefit of the Museum service and to apply such funds in such manner as shall be agreed with the Council to include matching funding for grant-aided projects applied for by the Council together with or without the Society
- h. To be responsible for the payment of the National Non Domestic Rates in respect of the Museum

3. **The Council** shall have the following rights duties and functions:-

- a. To maintain the Museum buildings and contents (both existing and future) in accordance with the terms of the said recited Leases
- b. To employ and pay such permanent and other staff as it shall deem appropriate for the proper and efficient operation of the Museum Service
- c. To be generally responsible for the organisation operation and management of the Museum Service
- d. To be the lead partner in funding applications to the National Lottery and other organisations for the development of the Museum Service in any joint funding application

4. The Council shall be responsible for the policy of the Museum Service including the nature of displays and the types of objects to be displayed and/or acquired. The Council shall take into account the views of the Society and (in any event) the provisions of the said Collection Development Policy.

5. **The Museum Management Working Group** (hereinafter referred to as “the Group”) shall be act in an executive role as the focus for practical

collaboration between the Society and the Council with the following terms of reference:-

- a. The Group shall comprise the Cabinet Member with responsibility for the Museum Service and four further Council members and five members appointed by the Society.
- b. The Museum Curator shall attend all meetings of the Group in an advisory capacity and in accordance with the requirements of the national Accreditation Scheme for museums or any replacement thereof.
- c. Meetings shall normally be held in private and the Council shall meet the costs of all Group meetings and be responsible for the taking of minutes at such meetings.
- d. The Group is to meet a minimum of four times in a year where possible to:-
  - i. Receive a quarterly report from the Museum Curator about the Museum Service.
  - ii. Agree and recommend to the Council and the Society the provision of the Museum Service for Uttlesford district and the Museum Service strategic objectives and long term plans
  - iii. Discuss matters and make recommendations to the Committee and the Society matters relating to the management of the Museum where a decision needs to be taken or an action needs to be ratified by the Council and / or the Society including the purchase of objects and the loan of objects to other museums.
  - iv. Act as the Museum's governing body for the purpose of registration and implementation of appropriate codes of practice
  - v. Appoint from the Group the Council's representative to attend any relevant meetings determined by the Group.
  - vi. Invite representatives of other Uttlesford museums and public galleries to attend a meeting of the Group if necessary or appropriate to the matters under discussion.
  - vii. Recommend to the Committee hours of opening to the public and the admission charges to be levied on all users of the Museum having regard to promoting accessibility of the Museum

and social inclusion and any requirements imposed on the Museum Service by other agencies.

- viii. Where appropriate make recommendations to the Council and Society concerning alterations to the interior or exterior of the Museum buildings, major projects capital developments and any other significant proposals affecting the Museum.
- ix. Generally promote and act as advocates for the Museum.

- 6. The Council shall have the right to charge members of the public an entrance fee for access to the Museum. The Council shall afford to members of the Society such concessions as may from time to time be agreed between the Council and the Society. Any donations in the Donations Box in the Museum shall belong to the Council but any legacies or other donations made to “the Museum” shall be deemed to be made to the Society.
- 7. The existing shop in the Museum shall be run by or on behalf of the Council. Profits shall be treated as income to the Museum’s budget as deemed appropriate. Any losses which might occur shall be borne by the Council.
- 8. The 2014 Agreement is hereby discharged and shall cease to have effect from the date of this agreement (but without prejudice to the antecedent rights and liabilities of the parties).
- 9. For the avoidance of doubt it is agreed and declared that the 2014 Agreement and the Lease and Underlease are not affected by anything contained herein

**SIGNED** for and on behalf of Uttlesford District Council by

**SIGNED** for and on behalf of the Saffron Walden Museum Society by