

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 Museum's 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 20th 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.

Volunteers – remote / outdoors support in Q1	Est Hours
Natural Sciences Volunteers	
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
Wildlife Garden volunteers	
Issa Cochran produced illustrations for proposed new signs for the Museum grounds, from home.	21
Welcome Desk volunteers	
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
Total hours remote support from volunteers during Covid 19 closure in Q1	29

1.3 Training and Seminars Attended

Date	Course and Staff
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"> • filming on mobile phones • fundraising webinar • SHARE – lockdown collections care • Art Tickets webinar • BLM webinar
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's 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

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

*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
- 18th 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
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Tickets income:	£ 3,067.88	"
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Shop (sale of souvenirs):	£ 1,282.43	"
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Donations income:	£ 99.83	"
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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 designed 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 19th 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:

Publication	Advert	Date
SW Town Council Official Guide and Map	Generic Museum double page spread, full colour advert https://www.localauthoritypublishing.co.uk/flip_guides/saffronwaldenguide/index.html pages 20 and 21	2020
www.visitsaffronwalden.gov.uk	Enhanced entry advert https://www.visitsaffronwalden.gov.uk/2020/03/saffron-walden-museum/	2020
East of England Visitor guide	Generic Museum Half page advert on page 46 + MPU https://www.yumpu.com/en/embed/view/gcP0DjlSRQizrWpU	Spring - Summer 2020
East of England GROUP visitor guide	Generic Museum Half page advert	2020
Eastlife Magazine	Generic Museum Advert on page 48 + App https://www.yumpu.com/en/embed/view/syFrzgxopNeR13nq	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)

Date	Publication	Subject	Additional Information	Photo
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 https://online.fliphtml5.com/zviwe/tced/	Y
		Conference Visit	TIC article re: Sustainable Tourism Conference familiarisation visit to Museum	N
09/04 23/04	Saffron Walden Reporter	Covid-19	Community Archive to document pandemic in Walden through art	Y
			Submit experiences of the crisis	Y
May Issue	Saffron Walden Flyer	Museum News	Object of the month (Hawkmoths), Behind the Scenes, Stick Insects https://online.fliphtml5.com/zviwe/znfw/	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 https://online.fliphtml5.com/zviwe/fpfc/	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

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

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

Performance Indicator PI 49	Q1 Actual	Q1 Target	Annual (Cumulative)	Annual Target 2020-21
Users of the Museum Service	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)