

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.

Volunteers – remote / outdoors support in Q2	Est Hours
Natural Sciences Volunteers	
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
Welcome Desk volunteers	
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
Total hours remote support from volunteers during Covid 19 closure in Q3	88.5

1.3 Training and Seminars Attended (all on-line)

Date	Course and Staff
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.
- 20th 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

Backlog / updates	New Acquisitions	Backlog (existing collections not previously catalogued on Modes)	Edits and Updates to existing records
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
Total	8	522	1,071

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 found on 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:

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/gcP0DjISRQizrWpU	2020
East of England GROUP visitor guide	Generic Museum Half page advert	2020

Published Articles (in print and on-line)

Date	Publication	Subject	Additional Information	Photo
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)

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

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

Performance Indicator	Q2 Actual	Q2 Target	Annual (Cumulative)	Annual Target 2020-21
PI 49				
Users of the Museum Service	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.