

## **1 Museum Management and Staff**

### **1.1 Management**

The high user figures achieved by the Musuem this quarter are due mainly to hard work and good engagement through outreach activities and loan boxes, reaching a good cross-section of age groups and parts of the Uttlesford community as reflected in section 5 of this report. Visitor figures and initially, school visit bookings, remain at a relatively low level compared to pre-pandemic figures though activities and a new exhibition have helped to draw in local audiences.

This has otherwise been a very difficult quarter for the Museum. There have been frequent and prolonged spells of disruption to work and schedules caused by mutlitiple problems with computer, phone and printer connectivity, at both the Museum and Shirehill store; with loss and renewal of the heating system and with numerous contractors on these and related matters, requiring constant changes to plans, liaison and arranging access. Acknowledgement is made to the time and effort expended by colleagues in other departments (mainly IT and Surveyor / Estate Manager) to resolve these, as reported below in Section 2. The outcome at the end of the quarter is that Musuem staff have ground to make up on a range of service activities and targets, but with a much improved computer and phone connection at the store, and issues at the Musuem largely resolved: a good start to 2023 from which we hope to move forward.

### **Development Plans**

One of the casualties of these disruptions has been progress with development plans, although considerable headway has been made by the Collections Officer (Human History) in planning a medium-term upgrade to the Musuem website with the Musuem Society. A fuller wesite and digital 'makeover' will form part of the plans for the extended and re-displayed Musuem in due course, subject to NLHF funding.

The timetable for submitting a revised Stage 1 Development Grant has been discussed with the National Lottery Heritage Fund and as we are now past the one-year deadline form our original Epression fo Interest being approved, we will need to re-submit an Eol before procedding to a Stage 1 application. This will happen once w ehave been able to commission the surveys required by Historic England and planning advice, and recalculate the project costs in the light of recent inflation.

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

#### **Welcome Desk volunteers:**

We congratulate three Welcome Desk volunteers, June, Ann and Jenny, who were recognised for Long Voluntary Service at the SHARE conference on 10 November, each having volunteered for Saffron Walden Museum over 20 years. Our thanks go to Welcome Desk vVolunteers Liz, Jerry, Jeanette and June who dressed as ghosts and witches for our Museums at Night event and to Jane and Dani for their help moving displays and painting walls for the exhibition change over.

<b>Volunteers – remote / outdoors support</b>	<b>Est Hours</b>
<b>Natural Sciences Volunteers</b>	
Verge volunteers started to check the winter cut of special verges before snow fell	6
Gerald Lucy – geology IDs	0.5
Dominic Davey – geology documentation	6
Fiona Hutchings – Zooniverse advice	1
<b>Welcome Desk volunteers</b> operating the Welcome Desk, shop stock and display, conducting and undertaking induction and till training (355 hours), assisting with exhibition changeover (60 hours) and Museums at Night event (8)	423
<b>Human History Volunteers</b> (Accession register (12h) & diary transcribing)	212
Archaeology volunteers (collections: moving, sorting and repacking metal objects)	16
<b>TOTAL volunteer hours</b>	<b>664.5</b>

### **1.3 Training and Seminars Attended (online & in person)**

<b>Date</b>	<b>Course and Staff</b>
11 Oct	Managing Mixed Collections, SHARE course (zoom) (Francesco Maione, Casual Museum Assistant)
21 Oct	Dress & Textile Network (DATS) Conference (zoom) (Collections Officer, Human History)
10 Nov	SHARE Conference, Ely (Curator) – regional museums conference
25 Nov & 13 Dec	Digital Transformation Programme, Culture 24 (zoom) (Collections Officer, Human History)
16 Dec	Decolonising Conservation and Collections Management, SHARE course (zoom) (Collections Officer, Human History)
Oct-Dec	UDC Online training on PREVENT (all staff)

### **1.4 Health & Safety**

No particular issues to report this quarter. See reports on heating and electricity below.

## **2 Buildings and Site**

### **2.1 Museum Building**

#### **Heating**

After well over a year of discussions with contractors, UDC/Norse and Historic England, it became clear that there was no practical solution to replacing the existing boilers with modern alternatives. It was therefore decided to increase the life of the existing boilers for the medium term. Long-term, the development plans envisage a new semi-basement plant room in the small east extension to the museum, uninhibited by the limitations imposed by restricted space and listed building consent. The developments would simultaneously allow old radiators and pipework to be changed and moved, in tandem with the redesign of the galleries.

Because the existing boilers could not be used until some modifications had been made and a new gas safety certificate issued, the Museum was reliant on plug-in oil-filled radiators for much of the autumn, but as only a certain number could be used at any one time. So parts of the building cooled noticeably. A replacement burner for the main boiler was finally sourced and ordered and a long-standing issue with the flue pipe control rectified. Both boilers were given gas safety certificates and came back into use in November, after troubleshooting a few issues. The system still lacks a header tank for water, which is yet to be resolved, but is coping adequately without one at present, although radiators in the Natural Sciences Office and Costume Gallery are not working.

Thanks are due to the interim (part-time) Corporate Surveyor Graham Schipp and to the new Estates Manager Tracey Chappell for their considerable efforts to resolve this long-running and difficult issue.

### **Electrics**

Contractors returned to complete work resulting from the five-yearly statutory fixed wiring tests in September.

### **Water ingression**

Heavy showers in this quarter highlighted problems with blocked hoppers and gutters at the rear of the building. Periodic clearing of hoppers and gutters at the front prevented a recurrence of leakages around the Great Hall bay window, but access to the rear guttering is very difficult and water breached the roof of the northern lean-to and the wall of the Natural Sciences Office at the back of the Museum. Contractors were called in to clear all blockages and the lean-to is to have its roof replaced in 2023.

### **Ivy**

Museum staff have for some time been aware that the ivy at the back of the Museum is rapidly growing back close to roof height, after being cut down to ground level several years ago. Discussions have taken place with relevant UDC/Norse personnel who agree it should be cut at ground level, but this time left in place to die back naturally. Work is expected to commence before the spring, pending discussions with Castle Street neighbours (some ivy originates from backyards below the Museum).

### **IT issues**

Serious multiple issues with the phones, printing and computer network were experienced from late October, the main bout lasting several weeks. One of the principle problems was found to be a networking problem affecting remote sites and experienced by other local authorities in the area. There were other issues affecting use of other programmes and the printer. Our thanks to IT colleagues who have spent a great deal of time on problems at both the Museum and Shirehill store this quarter.

## **2.2 Castle and Museum Site**

Following the decision in the summer to close access to the Castle due to safety issues from falling flints, the keep has remained locked and surrounded by a temporary steel fence. We await news from the Council and their consultants about a long-term solution, but we understand that the summer heatwave has caused similar problems with other flint-and-mortar monuments around the country.

UDC Newport depot staff fitted a new Perspex top on the cover protecting the glacial erratic boulder and at present are restoring the Museum notice board at the bottom of the drive after substantial rot was discovered in the backboard and batons.

Heavy snow fall followed by freezing temperature caused the Museum to be closed to visitors for a week in early December on safety grounds, the drive and forecourt being particularly hazardous and volunteers were advised not to come in on safety grounds. Only some gritting of the forecourt and drive was possible during the week; staff able to get in kept essential access point (main entrance, fire escape access) as clear as conditions permitted.

### **2.3 Shirehill Store**

There have been longterm problems with the broadband/phone line connectivity and speed, which have affected staff work at the store and alarm monitoring (although a back-up exists for the latter). Access to the Museum's collections Modes database has been especially affected. Particular difficulties during this quarter and other changes to the Depot and Council phone system, led to IT staff and contractors fitting a new phone and broadband line, which took several weeks to complete and finally came into operation in December. So far, this has provided a much more reliable and faster broadband. Much time from IT colleagues, and Museum staff providing access to the store, was involved.

In December, Council contractors undertook work in the Shirehill Depot yard and approach road, removing kerbs and humps across both. This smoother ride for both collections in transit and vehicles, has been much appreciated by Museum staff and volunteers. resurfaced to remove humps and provide better vehicle access for company renting the UDC depot.

## **3 Collections and Research**

### **3.1 Acquisitions and Disposals**

32 new acquisitions received this quarter (Human history: 15, Archaeology: 17 and Nat Sci: 0)

- Archaeological archives arising from development sites throughout the district (for future deposition)
- Colin Saunders ceramics
- WW2 battledress with full local provenance

### **3.2 Collections Projects, Care & Conservation**

#### **Lost Language of Nature project**

Commissioned Artist Janetka Platun completed three artistic workshops with students from Joyce Frankland Academy, Newport, exploring themes of migration and home with students of various British and international backgrounds. Recorded video and audio will inspire a final artwork, all of which will enter into the Museum's permanent collection. A final artwork is expected in January 2023. Discussions between Museum staff, partners Essex Cultural Diversity Projects/Cultural Engine and Janetka Platun

will test the possibility of an extension to the project.

### **Greater in Spirit, Larger in Outlook**

Collections Connector (Project Assistant) Alice Lodge is coming into the Museum weekly to work on the Museum's world cultures collections ahead of the main project exhibition which will go on display at Epping Forest District Museum in the Autumn of 2023, featuring items from our collections. The project has begun working with source community groups to interpret the collections in different ways.

### **Archaeological human remains and ancient DNA project with The Francis Crick Institute**

Completion of analysis and results are awaited.

### **Low-humidity store at Shirehill for Archaeological Metals and Ferrous Geology**

The environment in the store has continued to be stable at a maximum of 40% RH and almost half the archaeological finds from the Museum have been moved in, with some sorting and re-packing as necessary. Lack of access to the Modes database at Shirehill (as reported above) however has restricted opportunity to address the cataloguing backlog or edit location records to any significant extent.

### **Archaeology documentation Saturday project**

This is a new project funded by deposits grants for receiving finds archives from archaeological contractors to create new digital records for the items in the archaeology collection. Current work is creating Modes records for an extensive collection amassed by local metal detectorist and archaeologist Mike Cuddeford. The vast majority of finds are identified, with an associated sketch or photograph. Work this quarter has created records for small finds from several fields near High Easter.

### **Environmental monitoring and digital dataloggers.**

Three digital dataloggers have been purchased but are unable to be used until the online account is upgraded to a paid subscription. Two will be used to monitor the Ground Floor and First Floor stores at Shirehill more effectively than fortnightly spot checks. The third can hopefully be used at the Museum, if testing and workarounds proposed by IT colleagues and external contractors are effective, to establish baseline environmental conditions in galleries.

### **Insect pest traps**

Pest traps at the Museum and Shirehill Store were monitored in October/November 2022.

As a result, insecticide was sprayed at the entrance to the Natural Sciences Store at Shirehill after cleaning. In the Natural History Store at the Museum the floor, stairs, platforms and entrance vestibule were cleaned.

Further monitoring of pest traps in the Museum in late December has revealed the presence of several Webbing Clothes Moths in the Polynesian display case in the World Cultures Gallery. A suitable program of pest elimination to be carried out early January.

### 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	20	975 (Coin collection) 11 (pewter objects moving store)	300
Archaeology	29	127 (M Cuddeford archive) 24 (metal finds, various)	16
Natural Sciences	0	2 (Minerals)	49 exhibition objects 508
<b>Total</b>	<b>49</b>	<b>1,139</b>	<b>873</b>

<b>Other collection records</b>	<b>Excel records</b>
Birds' Eggs (Natural Sciences Support Worker)	51
Projector Slides (Natural Sciences Volunteer)	
Accession register transcribing (Collections Volunteer)	100
<b>Total</b>	<b>151</b>

### 3.4 Loans In

The long-term loan from the Musuem of Archaeology & Anthropology, Cambridge of archaeological objects from Wendens Ambo Roman villa (1853 excavations by R C Neville, 4<sup>th</sup> Lord Braybrooke) – signed renewal for 3 more years.

Long term loans in, to the world cultures collections were returned to the Museum of Archaeology & Anthropology, Cambridge on 4 October.

The tattoo models loaned in from the Horniman Museum since July 2022 were collected by them, along with their items on long term loan on 3<sup>rd</sup> November.

Saffron Walden Town Council have been working through archives stored in the Town Hall attics, and kindly offered Musuem staff the opportunity to inspect and select items of interest to the Musuem. These have now been formalised as a Loan In from December 2022, and cover a range of local documents and paintings appropriate to the Museum (a large proportion of the documentary archves have been deposited with the Essex Record Office)

Loan in of Samurai swords, December 2022

### 3.5 Loans Out

A paddle from the world cultures collection which was on long term loan out to the Science Museum was returned by them on the 11 October. It is now on display in the Museum's world cultures gallery.

A proposed loan request for kitchen paraphernalia was received from the Gibson Library & SW Library for end of March 2023. This would be a useful link and cross promotion with the Museum's *Feeding the Family* exhibition. The items will be displayed alongside recipe books from the Gibson Library collections.

There is also a proposed loan request for material for the main exhibition at Epping Forest District Museum, for the *Greater in Spirit Larger in Outlook* project, exhibition due Autumn 2023.

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

**Object identifications this quarter: 10** (Human History: 1; Archaeology: 4 (Amphora); Nat Sci: 5) Insect laval tubes, goat horn, copper alloy strap attachment and mount, coins and two flint nodules.

**Collections Enquiries this quarter: 29** (Human History: 23 Archaeology: 2 ; Natural Sciences: 4

- Doctoral thesis (University of Warwick) on Tii Vahine, World Cultures collections
- Natural sciences specimens from western Australia
- Fate of the Indian Elephant
- Taxidermy specimens by Latimer Travis
- Biological records of special roadside verges

### **3.7 Researchers**

? researcher visits this quarter (4 (all Human History)

- Lost Walden Book (Photographic Project)
- Alistair Paterson, ARC Future Fellow (2016-2023), Department of Archaeology, Forensics, Geography & Anthropology, Perth, Australia – early aboriginal collections in UK museums .

## **4 Displays and Visitor Services**

### **4.1 Permanent Galleries**

Discovery Centre Bug Cage. 11 stick insects donated by local insect enthusiasts to join our last female.

### **4.2 Temporary Exhibitions**

#### ***Bone Black: A Brief History of Colours, in association with Support 4 Sight***

This exhibition, curated by the Learning & Outreach Officer with input from colleagues and volunteers, drew on objects and specimens from across the Museum's collections to explore the making and meaning of colours and their cultural associations. A sensory table and audio guide invited all visitors to explore the idea of colours using different senses.

#### **Lost Language of Nature mini-display**

A temporary display with representative items from last quarter's Lost Language exhibition was installed in the Great Hall to continue the project's presence in the Museum alongside the art commission and continued calls for contributions in press and social media.

**Object of the Month** has continued online and in the Saffron Walden Flyer:

October	Alpine Swift Lost Language conservation	JL, Nat Sci Officer
November	Artefacts from a late Bronze Age hoard found at Arkesden in the 19 <sup>th</sup> century	Joanne Pegrum, archaeology volunteer
December	Love letter tablet, world cultures collections (tie in with Greater in Spirit Larger in Outlook project)	Alice Lodge, Project Assistant GSLO project – Epping Forest District Museum (Jenny)

**Curiosity Corner** : (Learning & Outreach Officer)

October - November	The history of Hallowe'en
December	Christmas

**Your Stories**: (Collections Officer, Human History)

October-November	Tattoo Models, Object in Focus from the Horniman Museum, London
November - Ongoing	Black Lives in Uttlesford, Saffron Walden Library & the Gibson Library

## 4.3 Visitor Services

### 4.3.1 Visitors total this quarter

Category	Oct	Nov	Dec	Total
Child Admission	205	54	106	365
Adult Admission	449	267	276	992
Free Admission	36	10	26	72
<b>Sub Total:</b>	<b>690</b>	<b>331</b>	<b>408</b>	<b>1429</b>
Schools - Children	-	71	25	96
Schools - Adults	-	24	5	29
<b>Total</b>	<b>690</b>	<b>426</b>	<b>438</b>	<b>1,554</b>

### 4.3.2 Income from Admissions, Shop and Donations

Income Category	Oct	Nov	Dec	Total (£)
Admission	940.75	536.00	620.75	2097.50
Shop - Books	54.78	94.14	12.95	161.87
Shop - Souvenirs	364.15	252.62	277.85	894.62
Donations	2.05	18.90	72.71	93.66
<b>Sub Total:</b>	<b>1,361.73</b>	<b>901.66</b>	<b>984.26</b>	<b>3,247.65</b>



**Shop Showcase:** (Front of House Officer)

Month	Topic	Product(s)
October	Children's Flappy Owl activity	<i>Nature Buddies</i> owls
	Museums at Night	Museum branded torches
	Halloween	Goosey slime powder and <i>Nature Buddies</i> cats
November	Remembrance	Books: Victor Heroes; WW colour heroes and colouring cards
	Museum Shop Sunday	Book: From Station Officer Drane ( <i>meet the author book signing event</i> )
December	Christmas	Annual Season Ticket

**October:** Saffron Walden Museum hosted a Museums at Night event on 27 October.

**November:** Saffron Walden Museum participated in the Museum Shop Sunday event on 27 November, an international event celebrating the unique shops and products which play a vital role in helping arts, culture and heritage attractions to survive and thrive. Author Paul Wood gave a talk and signed copies of his book, *From Station Officer Drane*.

**December:** Saffron Walden Museum took part in the Winstanley Late Night Shopping event in the Market Square and, was closed for the period 13-16 December due to the snow.

#### 4.4 **Publicity, Marketing**

**Published Articles** (in print and online)

Date	Publication	Subject	Digital copy
October	Stansted & District Flyer*	Object of the Month (October) <a href="https://www.flyeronline.co.uk">https://www.flyeronline.co.uk</a>	Y
5 Oct	Walden Local	Cooking with Saffron Talk (SWMS) & Saffron Day event publicity	Y
19 Oct	Walden Local	Saffron Day coverage, front page & article	Y
20 Oct	SW Reporter	Saffron Day coverage, front page & article	Y
25 Oct	Primary Times	October Half Term edition / Halloween advert ¼ page	Y
November	Stansted & District Flyer*	Object of the Month (November) – Museum Shop Sunday (Rose & Crown Fire book, Paul Wood talk) and Object of the Month <a href="https://www.flyeronline.co.uk/the-stansted-flyer-november-22-2/">https://www.flyeronline.co.uk/the-stansted-flyer-november-22-2/</a>	Y
2 Nov	Walden Local	Bone Black Exhibition (History of colours)	Y
3 Nov	SW Reporter	Bone Black Exhibition (History of colours)	Y
9 Nov	Walden Local	Museum Society November talk (Gladiators)	Y

16 Nov	Walden Local	Museum Advert: Museum Shop Sunday	Y
16 Nov	Walden Local	Black History in Uttlesford display (Your Stories section)	Y
30 Nov	Walden Local	Bone Black Exhibition (History of colours)	Y
November	Visit Essex What's On	Museum Shop Sunday <a href="https://www.visitessex.com/whats-on/meet-the-author-at-saffron-walden-museum-on-museum-shop-sunday-27-november-2-4-30pm-p1833921">https://www.visitessex.com/whats-on/meet-the-author-at-saffron-walden-museum-on-museum-shop-sunday-27-november-2-4-30pm-p1833921</a>	Y
December	Stansted & District Flyer*	Object of the Month (December) <a href="https://www.flyeronline.co.uk">https://www.flyeronline.co.uk</a>	Y
7 Dec	Walden Local	Winstanley Late Night Shopping	Y

### What's On Listings (in print and online)

Date	Websites	Subject and hyperlink	Digital copy
Nov	Association of Cultural Enterprises	Museum Shop Sunday and Bone Black exhibition	Y
	Visit Saffron Walden	<a href="https://visitsaffronwalden.gov.uk">Museum Shop Sunday - Saffron Walden Tourist Information Centre (visitsaffronwalden.gov.uk)</a>	y
	Bishop's Stortford Tourist Information	<a href="https://bishopsstortfordtc.gov.uk">Saffron Walden Museum: Shop Sunday   Bishop's Stortford Town Council and Tourist Information (bishopsstortfordtc.gov.uk)</a>	
	Events Whats On	<a href="https://www.eventswatson.com/events/museum-shop-sunday/">https://www.eventswatson.com/events/museum-shop-sunday/</a>	Y

## 4.5 Online, Website and Social Media

### Social Media and Email Newsletter

Twitter	Followers: 2,293
Facebook	Followers: 1,600
Instagram	Followers: 1,152
Email Newsletter	Followers: 1,589

### Saffron Walden Museum Website

	No. of Visits	Unique Visitors
October	5,530	3,649
November	5,862	3,355
December	4,074	2,872
<b>TOTAL for Q4</b>	<b>15,466</b>	<b>9,876</b>

Annual Unique visitors for 2022 was 48,297 and the 2022 figure for no. of visits was 85,138.

**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 19 things to do in Saffron Walden on this Travel and Tourism review website; of the 154 reviews, 109 rate us as 'Excellent'.

## 5 Education, Events and Outreach

### 5.1 Learning & Outreach

Learning Activity	Details	Users		Income £
		Children	Adults	
Holiday activities and Adult activities				
25/10	Flapping Owl Kids craft	34		£81.60 (not including admission)
27/10	Museum at night – Ghost hunters trail	Incl in visitor figures		£88.80 (not including admission fee)
24/11	Outreach visit to Haverhill Library "Joy at the Job centre Working with customers who use the job centre and their children + giving out free activity bags to familys expreincing poverty	10	20	0
6/12	Marbling Workshop		6	£330
Taught Sessions				
16/11	Beavers evening visit to the Museum – Romans session	18	10	£78
21/11	St Andrews school - Egypt	32	7	£115.20
22/11	St Pius X school – Egypt	31	7	£111.60
1/12	Beavers evening visit to the Museum – Romans session	25	5	£90
02/12	Outreach Visit to Katherine Semar School	64	5	£120

<b>Loan Boxes</b>				
From previous quarter	Figure for 10 loan boxes from previous quarter – income already reported	836	516	Already reported
Nov 22	St Mary's school Hadliegh- Pre History Stories	30	2	£24
Nov 22	Katherine Semar School – Pre History	60	4	£24
Nov 22	Ancient Greece – Dame Bradbury School	38	2	£24
Nov 22	Linton Hights – Ancient Greece	34	4	£24
<b>Total</b>		<b>1,212</b>	<b>583</b>	<b>£1,111</b>

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

Date	Event
24 Oct	Flapping Owls children's activity (reported in 5.1)
27 Oct	Halterm Museum at Night: Ghost Hunters
1 Nov	Self Guided Tour group
10 Nov	Furniture Interest Group, Museum & Shire Hill store tour
16 Nov	Gallery Tour (general public booked in)
16 Nov	Saffron Day – special saffron-related exhibits in Musuem and longer opening hours
27 Nov	Museum Shop Sunday
6 Dec	Marbling workshop for adults (reported in 5.1)

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

Date	Event	Users		Income £
		Children	Adults	
1-2 Oct	Great Hallingbury St Giles Church, Tudor weekend – provided exhibits (replica costume, handling collection items and images of exhibits form main collections)	800 (adults + children) estimated by organisers		12.00
16 Oct	Saffron Day – stall in SW Market Place			
1, 9, 16 Nov	Lost Language of Nature art commission activities at Joyce Frankland Academy, Newport	16	4	20
3 Dec	Essex Field Club Exhibition and Social, Wat Tyler Country Park, Basildon	1	91	0.00
? Dec	SW Initiative Late Night Shopping – charity stall in SW Market Place	80		30.23
	<b>Total</b>	<b>992</b>		

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

- Heritage Development Group – Saffron Day 16 October supported by special saffron-related exhibits in Museum and voluntary help on HDG Information Stall in Market Place
- Dunmow Town councillor / Dunmow Maltings, Great Dunmow Museum – informal advice on forward planning for the Maltings
- Gibson Library & SW Library – Black Lives in Uttlesford (Your Stories display)
- The Lodge – Hidden Histories project
- Lost Walden Book, local historians (photographic collections project)
- Special Roadside Verges project – 1 planning application comment, order cut at Audley End House, monitoring of missing posts and winter verge cut with volunteers (Natural Sciences)
- The Hallingburies Tudor Weekend – special loan of handling items for display, provision of images and captions of Tudor objects in collections, visit and delivery on 30 Sept for set-up

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

- Horniman Museum – Objects in Focus object loan project – October – November 2022 (Collections Officer, Human History)
- North Hertfordshire Museum – advice on building and fitting out a museum store (Collections staff)
- Epping Forest District Museum, Greater in Spirit Larger in Outlook Project: decolonising collections (Collections Officer, Human History)
- Museums East of England Meeting, Gainsborough's Old House, Sudbury, 1 December (Collections Officer, Human History)
- Museums Essex Meeting (zoom) 2nd December (Collections Officer, Human History and Curator)
- SHARE – conference (Curator)

### 5.4 Local Performance Indicator

Performance Indicator PI 49	Q1 Actual	Q1 Target	Annual (Cumulative)	Annual Target 2022-23
Service Users	3,678	2,200	9,131	10,000

**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; children and adults using loan boxes or activity packs; 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, 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:**

The high user figures (67% above the notional target) have been fuelled largely by outreach work, including schools loan boxes and around 800 people who engaged with the display of Tudor items provided for the Tudor weekend in Great Hallingbury Church; these account for around 2,000 users between them. Visitor figures were actually slightly under the same Q3 in 2021, but the museum was effectively closed for one week in December by the snow and ice.