

**Report to:** Museums Committee

**Date of Meeting:** 30 November 2015

**Report Title:** Resilience Review update

**Report By:** Cathy Walling  
Museum Curator

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### **Purpose of Report**

to update members on the progress of the Arts Council funded Resilience Review

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### **Recommendation(s)**

- 1. that the Committee accepts the report and are satisfied with the comments in the report.**

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### **Reasons for Recommendations**

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## Introduction

1. In April 2015 The Museum received £33,000 in grant money from Arts Council England Resilience Fund for a 12 month project to conduct a review of Museum Services, entitled 'Finding Our Place'.

2. A Project Manager, Museum Consultant, Creative Consultant and Spatial Designer have all been working with Museum staff and stakeholders to fulfil the brief. The final report will be produced in February 2016, with a consultation exhibition at the Museum; a sharing event and final progress report to Museums Committee will be in March 2016.

3. This interim report is to update members on the progress of the various strands of the Review.

4. The Museum Consultant has spoken to all Museum staff, senior officers, Lead Member and Chair of the Museum Association. He has delivered a session with staff on 'Developing a Vision for Hastings Museum and Art Gallery', and will be leading further training sessions on advocacy and customer care. The areas being considered are:

- a. The effectiveness of current governance arrangements.
- b. An independent appraisal of the Museum's strategic positioning within the Local Authority structure.
- c. An informed understanding of different models of governance.
- d. Reviewing the Museum's 'Vision' with staff.
- e. Training to assist staff in developing skills to advocate internally as well as recruit champions for the Museum.
- f. A review of current workforce with recommendations for future development.
- g. A review of income generation activity.
- h. Production of action plan with recommended short, medium and long-term actions.

5. The Creative Consultants have completed the collection of data from over 500 people. This was made up of:

100 online

90 at Priory Meadow

125 trails filled in (350 people)

67 events questionnaires

2 focus groups - SOCO and Youth Council

In depth conversations with 15 users and 15 non-users at 'café' style events.

6. Representatives took part from Hastings & Rother Disability Forum, Rainbow Alliance, Big Local NE Hastings, Horizons Community Learning, AmicusHorizon residents, Youth Council, South Coast Artists Organisation, Museum Association, Museum volunteers, and WRVS.

7. Although these have been taken from the raw data, some of the initial conclusions are listed below:

- a. There is a surprising lack of awareness of the Museum by people in Hastings.
- b. Those who know the Museum recognise its value but are oblivious to what is happening when they aren't in the building.

- c. There is a lot of passion for the Museum but concern that only some voices are heard.
- d. From non-users, they encountered surprise at how much there is to see and how good it is.
- e. People value the old-fashioned feel of the displays but see room for some rethink and refresh in presentation.

8. The Spatial Designers have completed their initial review of current spaces and emerging requirements. They will be taking into account the public views collected by the Creative Consultants and their own research into visitor flow and requirements.

9. An additional piece of work will be funded from a small underspend in the Resilience budget to review Education Services. This review will be able to draw on the findings from consultation undertaken in the other activity strands, and will focus specifically on the Museum's education service to schools.

### Wards Affected

None

### Policy Implications

Please identify if this report contains any implications for the following:

Equalities and Community Cohesiveness	No
Crime and Fear of Crime (Section 17)	No
Risk Management	No
Environmental Issues	No
Economic/Financial Implications	No
Human Rights Act	No
Organisational Consequences	No
Local People's Views	No
Anti-Poverty	No

### Additional Information

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### Officer to Contact

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