

COLCHESTER & IPSWICH JOINT MUSEUMS COMMITTEE

MINUTES

**TUESDAY 19 JUNE 2018
NORTH COMMITTEE ROOM, TOWN HALL,
COLCHESTER
12.30 PM**

Present: Councillors: C Jones, P Smart and T Young

1. Election of Chair

Resolved:

that, on the proposal of Councillor Jones and seconded by Councillor Smart, Councillor Young was appointed Chair for the 2018/19 municipal year.

2. Appointment of Vice-Chair

Resolved:

that, on the proposal of Councillor Young and seconded by Councillor Smart, Councillor Jones was appointed Vice-Chair for the 2018/19 municipal year.

3. Apologies for Absence

Apologies for absence were received from Councillor Oxford and Ann Hedges.

4. Unconfirmed Minutes of Previous Meeting

4.1. Re: Minute 20.4: Councillor Jones requested that the project brief template be sent to her again.

Resolved:

that the Minutes of the meeting held on 23 January 2018 be signed as a true record.

5. To Confirm or Vary the Order of Business

The Training Museum Programme (2015-18) presentation was delivered to the Committee Members prior to the meeting.

Resolved:

that, subject to the removal of agenda item 11, the Order of Business be confirmed as printed on the Agenda.

6. Declarations of Interest

There were no declarations of interest.

7. JMS/18/01 Performance Report

- 7.1. Mr Seaman (Colchester and Ipswich Museum Service Manager) reported that the bid to the John Ellerman Foundation had been successful, resulting in £87,255 of funding over 3 years.
- 7.2. Councillor Jones asked what information was used in the Visitor Assessment Quality Assurance Scheme (VAQAS) rating. Mr Steward (Ipswich Museums Manager) reported that volunteer mystery shoppers were used to provide feedback on the customer service provided by the Museums Service. Mr Seaman added that it was important that the staff customer service element was highly rated; any shortfall in the offer provided could support the case for further funding from external bodies.
- 7.3. Councillor Young questioned the low activity income for the Natural History Museum. Mr Hodgson (Colchester Museums Manager) reported that on 2 occasions the people delivering the activity session had been unable to attend at short notice; additionally, there could be an element of pricing resistance to charges made in a 'free to enter' museum.
- 7.4. Mr Hodgson reported that 1,036 Residents Passes for Colchester Castle had been sold, which provided free entry for future visits for 12 months; 78 free repeat visits had been made subsequently. Further promotion of the Resident Pass would be progressed with the new Marketing Officer.
- 7.5. Councillor Young asked whether postcode data was captured at the front of house when checking if a visitor was a Colchester resident. Mr Hodgson confirmed that this data was captured, but would need to be captured again following the implementation of the GDPR legislation.
- 7.6. Councillor Jones commented that future targets should take into account any planned closures. Ms Breadman (Assistant Director for Communities, Colchester) added that targets should also be adjusted for future exhibitions expected to attract a large public audience.

- 7.7. Councillor Smart reported that the Mayor of Ipswich would be holding her Mayor's At Home event in Ipswich Museum in July, which would provide an opportunity to raise the profile of this museum.

Resolved:

that the Performance Update report be noted.

8. JMS/18/02 Budget Update for the Colchester & Ipswich Museum Service

- 8.1. Mr Seaman outlined how the reserves had been utilised during 2017/18 and confirmed the carry forward reserves position of £37,630 as at the end of March 2018.

Resolved:

that the Budget Update be noted.

9. JMS/18/03 Annual Governance Statement and Internal Audit Report 2017/18

- 9.1. Ms McGrath (Corporate Governance Manager, Colchester) reported that there had been no governance issues reported during 2017/18.
- 9.2. Ms McGrath reported that the Colchester and Ipswich Museum Service had received a 'substantial' assurance rating from its 2017/18 internal audit, with three recommendations being raised during the audit, all of which were accepted and were being implemented.
- 9.3. Councillor Smart asked how practical it was to overcome the issue of having two separate officers to sign off Cash Taking Records and refunds. Ms Breadman commented that the recommendations from the audit were considered by Senior Management and could be challenged if they were not cost effective to implement. In this instance, refresher training would be provided to staff, emphasising the importance of the processes involved.

Resolved:

- (i) **that the Annual Governance Review of the Colchester and Ipswich Museum Service be noted;**
- (ii) **that the Internal Audit report for the Colchester and Ipswich Museum Service for 2017/18 be noted.**

10. JMS/18/04 Risk Management Process

- 10.1. Ms McGrath reported that the Risk Management Strategy had been reviewed as part of the annual review of the Risk Management Process and was considered to still be appropriate for the Colchester and Ipswich Museum Service.

- 10.2. With regard to the Strategic Risk Register, it was proposed to remove risk 1.10 relating to the move of the Museum Resource Centre to Heckworth Close as the move had been completed successfully, and this was agreed. The Committee was asked to consider whether the other risks in the Strategic Risk Register and their scores were still appropriate for the Colchester and Ipswich Museum Service.
- 10.3. Ms Breadman commented that, in light of the successful bids to the Arts Council England (NPO funding for 4 years) and Heritage Lottery Fund (Skills for the Future), the two strategic risks relating to external funding and resources be lowered. It was proposed that strategic risk 1.8 (External Funding Opportunities) be scored as 2x3 and strategic risk 1.9 (Delivery impacted by reduced resources) be scored as 3x3, and this was agreed.

Resolved:

- (i) that the Risk Management Strategy for 2018/19 be endorsed;**
- (ii) that the Strategic Risk Register for the Colchester and Ipswich Museum Service be updated in light of the comments made.**

11. Dates of Future Meetings

Resolved:

that the dates of future meetings for 2018/19 be confirmed as:

- Tuesday 22 January 2019, 12.30pm – Ipswich**

The Chair reported that this would be Mr Seaman's last meeting and thanked him on behalf of the Committee for his considerable contribution to the Joint Museums Service.

The meeting closed at 1.18 pm

Chair