

NON-CONFIDENTIAL
BOROUGH OF TAMWORTH



CABINET

13th July 2023

Thursday, 20th July, 2023, 6.00 pm in Town Hall, Market Street, Tamworth

SUPPLEMENT – ADDITIONAL DOCUMENTS

Further to the Agenda and Papers for the above meeting, previously circulated, please find attached the following further information, which was not available when the agenda was issued:

Agenda No. Item

- 10. Museum Accreditation** (Pages 3 - 124)
(Report of the Portfolio Holder for Entertainment and Leisure)

Yours faithfully

A handwritten signature in black ink, appearing to be 'AOS', followed by a long horizontal line extending to the right.

Chief Executive

To Councillors: P Turner, T Jay, A Cooper, S Smith, P Thompson and M Summers.

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Thursday, 20th July 2023

Report of the Assistant Director – Regeneration and Growth

Museum Accreditation

Exempt Information

None

Purpose

To seek Cabinet approval for the adoption and implementation of documents relating to the 2023 Accreditation review (Arts Council England) in respect of Tamworth Castle Museum and Collections.

Recommendations

It is recommended that:

1. Approval is given for the adoption of the Forward Plan for Tamworth Castle and Museum 2023 -28, and the following supporting policies and plans: Access Policy, Collections Development Policy, Collections Care and Conservation Policy and Plan, Collections Management Policy, Documentation Policy, and Emergency Response Plan.
2. Authorise the Assistant Director Regeneration and Growth in conjunction with the Portfolio Holder Entertainment and Leisure to progress the Castles Museum Accreditation process and make minor changes to the documents if required.

Executive Summary

Tamworth Castle is an Accredited Museum under the Arts Council England accreditation scheme. It's Statement of Purpose is to offer 'inspiring, entertaining, and enjoyable learning experiences for all our users. Through the collection, conservation, interpretation and exhibition of the museum's collections and buildings, we strive to maximise access to and understanding of, Tamworth's heritage.'

The museum's primary function is to collect, preserve, safeguard and make accessible the objects and archives which represent the people and places of Tamworth's diverse communities.

Tamworth Castle's 2023 Accreditation Review requires new documents to be adopted to comply with accreditation standards which were updated in 2018 (Spectrum 5 Standard for Collections Management). The adoption and implementation of such policies and plans by a governing body of a museum is a requirement of the Accreditation Scheme. This Scheme is administered by the Arts Council England.

The Forward Plan 2023 – 2028 supports the broader Corporate Plan 2022 - 2025 of Tamworth Borough Council and sets out priorities for the service. It provides key evidence of the intentions and planned resources to deliver critical museum activity.

It is supported by a number of updated policies and plans including the Collections Development Policy which represents the aims and objectives of responsible Collections Management at Tamworth Castle. The policy outlines and defines the current object collections and the ways in which we will continue to collect, care for, and manage the material. It defines the geographical area that we will collect objects from, and the themes/subject matter/type of objects we will collect, as well as the areas where rationalisation needs to take place.

The Care and Conservation Policy and Collections Management Policies outline how we care for and maintain the collections that we hold on a daily and ongoing basis.

The Access Policy defines our intention to make the museum collections accessible and sets out how we will achieve this.

The Emergency Response Plan is a key accreditation requirement and provides a toolkit for response.

A copy of the policies and plans are attached.

Options Considered

None

Resource Implications

None

Legal/Risk Implications Background

The following risks have been identified should the Council not adopt and then implement these policies:

1. Failure to maintain Museum Accreditation Standard Scheme status because of failure to meet the minimum Spectrum standards for Collections Management.
2. The loss of the Accreditation Standard will limit opportunities to access grant funding and specialist support.
3. Accreditation raises awareness and understanding of the work of museums, building credibility both for the service and the governing body.
4. Accreditation is a quality standard that serves as an authoritative benchmark for assessing performance, rewarding achievement and driving improvement. Loss of the standard has reputational implications for the service and the governing body.

5. Loss of accreditation will lead to loss of confidence amongst donors and major loan partners such as the Hoard Management Group that we are a suitable repository for objects and may impact of the viability of some agreements.

Equalities Implications

The Access Policy details the intention to increase access to the museum collections and buildings and how this will be done.

Environment and Sustainability Implications (including climate change)

None

Background Information

Tamworth Castle Museum was last re-accredited in 2014. It has retained full accreditation status whilst considerable reform to the Accreditation Scheme was implemented. This, along with pandemic-related impacts on the museum sector, delayed the invitation to re-apply until December 2022

A return submission to Arts Council England, including the updated policy documents, is due by September 2023.

Report Author

Lara Rowe – Castle Museum and Archive Manager

List of Background Papers

Tamworth Castle: Collections Care Review – Drakon Heritage and Conservation

Appendices

Tamworth Castle Museum Forward Plan 2023-2028
Tamworth Castle Museum Emergency Response Plan 2023
Collections Development Policy
Collections Management Policy
Collections Care Policy and Plan
Access Policy
Documentation Policy

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Tamworth Castle Museum Forward Plan 2023-2028

1.0 Introduction

Tamworth Castle operates the principal museum and heritage service within Tamworth Borough. It sits within the portfolio of the Assistant Director for Regeneration and Growth and plays a key role in the cultural regeneration of the town.

The Castle was purchased for the Borough in 1897, and since then has held collections and archives, and has delivered a museum service for 124 years. The service is the primary point of acquisition, documentation and preservation of the material evidence of Tamworth's past - from pre-history to the Saxon period and up to modern day. Museum collections include fine art, furniture, social and industrial history objects, weapons and armour, architectural terracotta samples, and archaeology. The document archives include internationally significant local business records, local history and Borough records, maps, plans, archaeological reports, and an extensive photographic archive.

The museum has had full museum accreditation (Arts Council England) since 2005.

The museum provides a diverse range of cultural engagement, from on site learning activities and events connected with local heritage, to community projects, educational partnerships, outreach and volunteering opportunities.

1.1 Statement of Purpose

Tamworth Castle is a unique monument offering inspiring, entertaining, and enjoyable learning experiences for all our users. Through the collection, conservation, interpretation and exhibition of the museum's collections and buildings, we strive to maximise access to and understanding of, Tamworth's heritage.

2.0 Strategic context

This Forward Plan supports Tamworth Borough Council's Vision 'Tamworth – celebrating our heritage, creating a better future' and Corporate Plan (2022 - 2025) priorities:

1. The Environment
2. The Economy
4. Living in Tamworth
5. Town Centre

Staffordshire's Visitor Economy Action Plan

3.0 Castle Review and post-pandemic service delivery

In 2020 a review of the Castle, Museum and Archive services was commissioned by Tamworth Borough Council. Its priorities were to increase income generation, review the staffing establishment, provide a service to the community and support town centre regeneration more broadly. It was not a pandemic response plan which separately generated a programme of activity.

Adoption of the recommendations of the review was confirmed in March 2021 and a programme of staff consultation undertaken. As a result, the Castle Museum now opens six days per week throughout the year with one day closed (except for schools). The Gatehouse (kiosk) is open seven

days per week between April and the end of October. Commercial events and weddings are delivered by Tamworth Borough Council’s Arts and Events Team, along with outdoor events.

Whilst visitor numbers have not yet returned to pre-pandemic levels, the revised Fees and Charges have increased income overall. However, the impact of the rising cost of living and other social factors remain an influence on visitor trends. A recent trial of outreach education workshops (as part of the RESET archaeology project) enabled us to engage non-visiting schools. Successful grant funding has increased our opportunities to deliver free and accessible workshops in partnership with other organisations such as Tamworth Library. This has both increased the reach of our engagement and influenced our business planning going forward.

4.0 Our Statement of Purpose and Aims

Tamworth Castle Museum champions our town’s identity and plays a key role in town centre regeneration as place of culture with unique historic significance by:

1. Actively engaging with diverse local communities and partners locally and regionally
2. Caring for Tamworth Castle, our collections and archives, and using them to better understand our people and places
3. Providing high quality learning opportunities, including development of heritage and creative skills
4. Reaching beyond the Castle walls to promote Tamworth’s unique heritage and increase access to relevant and engaging activities
5. Providing enterprising and sustainable income opportunities

4.1 Our Priorities 2023-2028

Tamworth Castle Museum priorities Link to TBC corporate priorities as below:

1. To work in partnership to actively engage our communities with the stories of Tamworth Castle, the museum collections and the archives.	Living in Tamworth, The Economy, Town Centre
2. Safeguard the long-term care of Tamworth Castle, the museum collections and archives.	Living in Tamworth The Economy Town Centre
3. Provide learning opportunities to inspire all	Living in Tamworth The Economy
4. Champion pride in Tamworth through increased promotion of its history and improved access off site and digitally	Living in Tamworth Town Centre
5. Increase resilience by maximising opportunities to improve environmental and economic sustainability	The Economy The Environment Living in Tamworth Town Centre

This Forward Plan is supported by the following service policies and plans:

- Access Policy and Action Plan
- Collection Development Policy
- Collections Care and Conservation Policy and Plan

- Audience Engagement Plan

5.0 Acknowledgements

The achievements of our previous plan were thanks to our committed team of staff and volunteers, Tamworth Borough Council colleagues, the support of our community partners, and Friends of Tamworth Castle.

Our project and development work has been supported by generous grants from Arts Council England (Cultural Recovery Fund), The Art Fund, Museum Development West Midlands and the National Lottery Heritage Fund (NLHF).

6.0 Consultation and Review

This Plan was written following a process of reviewing our previous plans and consultation with staff, volunteers, and stakeholders, and feedback from our visitors. It replaces the previous Forward Plan 2020 - 25. Tamworth Castle Museum regularly evaluates its services and consults with users and partners through surveys (online and on site) and cross department feedback, and we have updated our Audience Engagement Plan in 2023. We work with community groups for partnership projects and initiatives (for example If These Walls Could Talk and Interwoven). We know there are barriers to engagement, and through our Access Policy and Plan we are committed to actively engaging with diverse local communities.

The regular review of the Forward Plan is both good practice and a key requirement of the Museum Accreditation Scheme – The UK Standard for museums and galleries, under which Tamworth Museum has Full Accreditation status (Accredited Museum No.648) from the Arts Council England (ACE). Museums participating in the Scheme must demonstrate effective forward planning approved by their governing body. The Action Plan will be monitored and reviewed annually by the Castle Museum Manager. The work of staff and public consultation is ongoing and will feed into and inform these reviews and the development and delivery of our priorities. The next Forward Plan will be developed in 2028-9 and approved by the Council. The current plan will be review annually and each time there is a new Corporate Plan.

7.0 The Action Plan

1. To work in partnership to actively engage our communities with the stories of Tamworth Castle, the museum collections and the archives.

Objective	Action	Lead	Support	Resources	Budget	Timescale	Measure
<i>Audience Engagement Plan</i>	Implement Audience Engagement Plan	Education, Events and Heritage Officer	Castle Museum Manager, Collections and Archives Officer, volunteers	Staff time Budget	Core operational budget – Display and exhibition equipment	By March 2025	Plan implemented
<i>Accreditation standards: 8.1, 8.2, 8.3</i>	Periodic review of Audience Engagement Plan						

<p><i>Access Plan</i></p> <p><i>Accreditation standard: 7.2</i></p>	<p>Implement Access Audit Plan produced by Direct Access in 2022</p> <p>Periodic review of Access Policy</p>	<p>Castle Museum Manager</p>	<p>Education, Events and Heritage Officer, Duty Managers</p>	<p>Staff time Budget and grant fund application</p>	<p>Core operational budgets - Structural Repairs budget and display and exhibition equipment Grant funding application</p>	<p>By March 2025</p>	<p>Plan implemented</p> <p>Plan updated</p>
<p><i>Community groups and representatives</i></p> <p><i>Accreditation standard: 8.3</i></p>	<p>Expand opportunities to work with community groups to deliver specific projects</p>	<p>Castle Museum Manager</p>	<p>Education, Events and Heritage Officer, and Collections and Archives Officer, community representatives</p>	<p>Staff time Budget</p>	<p>Core operational budget – Display and Exhibition equipment Grant funding application</p>	<p>By March 2026</p>	<p>Shared activity plan and funding pipeline</p>
<p><i>Volunteers</i></p> <p><i>Accreditation standard: 9.1</i></p>	<p>Provide appropriate and engaging volunteering opportunities</p> <p>Periodic review of Volunteer Strategy</p>	<p>Education, Events and Heritage Officer</p>	<p>Castle Museum Manager, Collections and Archives Officer, volunteers</p>	<p>Staff time Budget</p>	<p>Core budget – Volunteer expenses</p>	<p>Ongoing</p>	<p>More volunteers More diverse opportunities</p>
<p><i>Friends of Tamworth Castle</i></p> <p><i>Accreditation standard: 8.3</i></p>	<p>Maintain productive working relationship.</p>	<p>Castle Museum Manager</p>	<p>Collections and Archives Officer, and Education, Events and Heritage Officer, Committee members</p>	<p>Staff time</p>		<p>Ongoing</p>	<p>Attendance at committee meetings Shared promotion Funding opportunities</p>
<p><i>Local history and heritage groups</i></p> <p><i>Accreditation standard: 8.3</i></p>	<p>Maintain productive working relationship.</p>	<p>Castle Museum Manager</p>	<p>Collections and Archives Officer, and Education, Events and Heritage Officer, trustees and volunteers</p>	<p>Staff time</p>		<p>Ongoing</p>	<p>Attendance at committee meetings Shared promotion Shared events</p>

<i>Further and Higher Education providers</i> <i>Accreditation standard: 8.2</i>	Develop formal education agreement or service agreement Create opportunities to develop research into our people, places and stories	Castle Museum Manager	Staffordshire University, Keele University, South Staffordshire College, Tamworth College	Staff time	Grant funding application	By 2028	Regular shared activity and projects. Internships and volunteer opportunities
<i>Sector partners - Hoard Management Group/ Birmingham and Potteries Museums/ V & A</i> <i>Accreditation standard: 8.2</i>	Develop loan agreements and partnership working to reflect the stories of our communities	Castle Museum Manager, Collections and Archives Officer,	and Education, Events and Heritage Officer, partner organisations	Staff time		By 2028	New or renewed loan agreements, complementary collections development policies
<i>TBC cross-departmental partnerships</i> <i>Accreditation standard: 9.1</i>	Greater collaboration through programming, promotion, and service delivery	Castle Museum Manager	Education, Events and Heritage Officer Economic Development Officers, Arts and Events Team, Assembly Rooms Technical Staff	Staff time		Ongoing	Shared annual activity programme, What's On seasonal guide.
<i>Staffordshire County Council</i>	??						

2. Safeguard the long-term care of Tamworth Castle, the museum collections and archives.

Objective	Action	Lead	Support	Resources	Budget	Timescale	Measure
<i>Conservation Management Plan</i>	Complete Curtain Wall restoration	Castle Museum Manager	Education, Events and Heritage Officer,	Staff time Budget	TBC Capital budget –	By March 2026	Condition of heritage

<i>Accreditation standard: 3.1</i>	<p>Review Condition Survey 2019 and plan a programme urgent works</p> <p>Work with Historic England, Conservation Officer, architect, and TBC colleagues to proactively manage repairs and conservation of the Scheduled Monument site.</p>		<p>Collections and Archives Officer, Duty Managers, architect, Heritage and Leisure Facilities Officer, council members</p>		<p>secured 23/4 and 24/5</p> <p>Grant Funding application (Arts Council)</p>		<p>asset improved</p> <p>CMP implemented</p> <p>Grant funding secured</p>
<p><i>Collections Development Policy and Plan</i></p> <p><i>Accreditation standard: 4.2</i></p>	<p>Implement Collections Development Policy</p> <p>Collections Review to manage and review artefacts and archives in our care</p>	<p>Collections and Archives Officer</p>	<p>Collections volunteers</p>	<p>Staff time</p> <p>Budget and grant fund application</p>	<p>Core operational budgets – Repair and Maintenance of Exhibits</p>	<p>By March 2025</p>	<p>Policy implemented</p> <p>Review completed</p>
<i>Museum Accreditation Standard</i>	<p>Achieve reaccreditation</p>	<p>Castle Museum Manager</p>	<p>Assistant Director – Regeneration and Growth, Collections and Archives Officer, Educations Events and Heritage Officer, council members</p>	<p>Staff time</p>		<p>By September 2023</p>	<p>Accreditation status approved</p>
<p><i>Emergency Plan:</i></p> <p><i>Accreditation Standard: 3.3</i></p>	<p>Develop and implement emergency planning procedures</p>	<p>Collections and Archives Officer</p>	<p>Castle Museum Manager</p>	<p>Staff time</p>		<p>By September 2023</p>	<p>Emergency Plan developed</p>
<i>Appropriate storage and display</i>	<p>Feasibility study to relocate archives or</p>	<p>Castle Museum Manager,</p>		<p>Staff time</p> <p>Budget</p>	<p>Core operational budget –</p>	<p>By 2028</p>	<p>Feasibility study completed</p>

<i>conditions for museum objects and archives</i> <i>Accreditation standard: 3.1</i>	make improvements to current location Crowdfunding campaign to re-display museum space with stored objects	Collections and Archives Officer, architect			Heritage Development		Crowdfunding campaign successful
<i>Develop collections care skills and capacity</i>	Museum collections/archives internships Investigate funding opportunities to support core operations. Staff training updates	Collections and Archives Officer, volunteers, education partners, Museum Development Officers.		Staff time Budget	Grant funding application	By 2025	Regular internship programme Funding pipeline

3. Provide learning opportunities to inspire all

Objective	Action	Lead	Support	Resources	Budget	Timescale	Measure
<i>On site education programme</i> <i>Accreditation standard: 9.1</i>	Review current offer to introduce new Local History sessions Marketing Strategy	Education, Events and Heritage Officer	Education facilitators, Collections and Archives Officer, volunteers, teachers, Communications Department	Staff time Evaluation data		By March 2025	Programme updated with new sessions and revised content
<i>Online education resources</i> <i>Accreditation standard: 9.1</i>	Review online education workshops for new audience groups such as language schools	Education, Events and Heritage Officer	Economic Development Officer	Staff time Budget			

<i>Volunteering Accreditation standard:9.1</i>	Volunteer Strategy which engages a diverse representation from local communities	Education, Events and Heritage Officer	Volunteers, castle staff team	Staff time Budget	Core operational budget – volunteer expenses	By March 2025	Implementation of strategy Increasing volunteer numbers
<i>Community outreach Accreditation standard: 9.1</i>	Community archaeology activity plan which provides regular opportunities for skills development and research	Castle Museum Manager	Staffordshire University, volunteers, local history groups	Staff time Access to suitable sites Budget	Grant funding application	By March 2025	Regular community archaeology events and talks
<i>Heritage and creative skills strategy Accreditation standard: 9.1</i>	Develop and deliver a Heritage Engagement Activity Plan	Castle Museum Manager	Education, Events and Heritage Officer, community groups, creative practitioners	Staff time Budget New post (grant funded) Creative resources and equipment	Grant funding application – UKSPF and Arts Council England	By 2025	Promotion of traditional skills, local artists and craftspeople, intergenerational learning opportunities created.
<i>Restoration of Coach House to provide education and creative practice space</i>	Implement feasibility study. Complete internal refit and purchase equipment.	Castle Museum Manager	Assistant Director – Regeneration and Growth, architect	Staff time Budget	Grant funding application	By 2028	New accessible education and engagement space Interpretation of unused castle space

4. Champion pride in Tamworth through increased promotion of its history and improved access off site and digitally

<i>Strategy, branding and service transformation programme Accreditation Standard: 9.2</i>	Review of core service strategy, purpose and messages to maximise unique historic significance	Castle Museum Manager, Heritage Consultant	Assistant Director – Regeneration and Growth, members	Staff time, consultant, budget, new post - Project Development Officer/bid writer (fixed term)	Budget for strategy work is secure Grant funding application for transformation programme Policy change for new post	By 2026	Strategy document Review of Forward Plan Successful transformation funding application
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	and increase local pride.						
<i>Visitor information and welcome (Gatehouse)</i> <i>Accreditation Standard: 9.2</i>	Create an accessible information and welcome point in the Castle Grounds available throughout the year.	Castle Museum Manager,	Heritage and Leisure Facilities Officer, Tourist Information, Castle staff team Communications Department	Staff time Budget Tourist information marketing materials Change to opening hours and staffing establishment	Core operational budget – Structural Repairs	April 2024	Information sources available Visitor enquiries Staffing in place
<i>Reminiscence sessions and exhibitions</i> <i>Accreditation Standard: 9.1</i>	Work with Library Service and community groups to develop community-focussed workshops and exhibitions.	Educations, Events and Heritage Officer, Collections and Archives Officer	Volunteers, community groups	Staff time Budget Display equipment and events resources	Core operational budget – Display and Exhibition Equipment	By March 2026	New reminiscence workshops and exhibitions
<i>Annual programme of accessible heritage and museum events</i> <i>Accreditation Standard: 9.1</i>	Inspiring and engaging events programme delivered in accessible locations Marketing Plan	Castle Museum Manager	Education, Events and Heritage Officer, Collections and Archives Officer, Arts and Events Team, Communications Department, Economic Development Officer,	Staff time, Budget	TBC Policy change – year 1 secure Grant funding application	By March 2025	Increased footfall and engagement with Tamworth's heritage Increased visitor numbers at Tamworth Castle Greater access to stored collections and archives
<i>Collections website and online content</i> <i>Accreditation Standard: 9.1</i>		Collections and Archives Officer		Staff time, budget			Greater access to stored collections and archives

5. Increase resilience by maximising opportunities to improve environmental and economic sustainability

<p><i>Maximise retail income</i></p> <p><i>Accreditation Standard: 2.2</i></p>	<p>Review retail strategy including use of space, merchandise and environmental sustainability of products.</p> <p>Develop online income generation through partnerships with Art UK and online shop</p> <p>Marketing Plan</p>	Castle Museum Manager	Economic Development Officer, Collections and Archives Officer, Communications Department	Staff time, Budget	TBC policy change – ICT development costs	By end of 2024	Increased earned income, merchandise opportunities, awareness of branding and unique selling points.
<p><i>New education income streams</i></p> <p><i>Accreditation Standard: 2.2</i></p>	<p>Explore partnership opportunities with special interest companies such as coach tours and language schools</p> <p>Marketing Plan</p>	Events, Education and Heritage Officer	Economic Development Officer, Communications Department	Staff time		By end 2023	Increased income from commercial partnerships.
<p><i>Increase profitability of commercial events</i></p> <p><i>Accreditation Standard: 2.2</i></p>	<p>Increase opportunities to commercialise key events throughout the annual programme in order to contribute to future sustainability of the Castle Museum Service</p> <p>Marketing Plan</p>	Castle Museum Manager	Events, Education and Heritage Officer, Arts and Events Team, Economic Development Officer, Communications Department	Staff time		By end 2024	High footfall and ticketed events, linked retail offer, sponsorship opportunities.

<i>Fundraising Strategy</i> <i>Accreditation Standard: 2.2</i>	Fundraising strategy created and implemented	Castle Museum Manager		Staff time		End of 2024	Crowdfunding campaign Increased donations Funding pipeline established
<i>Improved signage and promotion of the Castle Museum linking it with its historic environment and cultural partners</i> <i>Accreditation Standard: 9.2</i>	Commission new sustainable signage which supports core branding and message	Castle Museum Manager	Economic Development Officer	Staff time Budget	Core budget – Structural repairs	By March 2024	Improved wayfinding and visitor experience Visit England feedback

8.0 Review of previous Forward Plan

Tamworth Castle Museum’s previous Forward Plan (2020 – 2025) delivered against the following strategic objectives:

- To make the histories of Tamworth, it’s Castle and its people, more accessible.
- To collect, document and care for the evidence of the lives of Tamworth people, past and present
- To provide a high-quality education service, both formal and informal
- To ensure that all staff have opportunities for relevant training and have the necessary skills to undertake their work safely, professionally, and efficiently.
- To ensure that the Castle has a sustainable future; being conserved, maintained, and presented to the highest standards, offering an excellent quality of service to visitors.

The plan has been revised to reflect new services priorities and to respond to the changing needs of visitors but delivered change in several key areas such improved interpretation inside and outside the Scheduled Monument to better interpret the Castle in the context of its historic environment. This included a Saxon Gallery ‘Battle and Tribute’, a new augmented reality trail, interpretation in the Castle Grounds and a new temporary exhibition space. A new layout of internal spaces has provided greater opportunities for temporary displays and a collections website was launched.

The education service has been reviewed for efficiencies both in delivery and administration and was awarded the Sandford Award in 2022 to recognise excellence in heritage and historic properties where special provision has been made for educational visits by children of school age. Partnerships with local universities have produced regular internship and volunteer placement opportunities in addition to the established range of volunteering opportunities.

The recommendations of the Castle Review included a new ticket office/hospitality space to be located in the Upper Lodge kiosk. Since implementation the kiosk has been refitted and received repairs to the external masonry and roof following a successful UK Shared Prosperity Fund application.

Tamworth Arts and Events team now lead on commercial events and weddings in the Castle and, following a transition phase, a shared approach to programming with the Castle team is now emerging. This has led to a number of theatre, music and cinema performances in the Great Hall.

Tamworth Castle Museum Access Policy

2023 – 2028

1.0 Purpose

The purpose of this policy is to set out Tamworth Castle Museum's commitment to maximising access to the Castle, museum collections and archives, and to identify the ways in which we achieve this across the service.

2.0 Scope

This Access Policy relates to all collections held by Tamworth Castle Museum as well as our services, activities, facilities, content, and programmes onsite, off-site and online. It is published online at www.tamworthcastle.co.uk

3.0 The Public Sector Equality Duty (the Equality Duty)

Tamworth Borough Council

Tamworth Borough Council has a public sector equality duty under the Equality Act 2010. The Act brought together existing equality laws and made them stronger. It also strengthened existing duties and places new duties on public bodies. The protected characteristics listed in the Act are

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion / Belief
- Sex
- Sexual orientation

Tamworth Castle Museum will adhere to all national and international law, including specifically in relation to access but not exclusively the Equality Act 2010, Freedom of Information Act 2000, Data Protection Act 1998, and the Disability Discrimination Act 2005.

Tamworth Borough Council is a Disability Confident Committed Employer and this policy is consistent with Tamworth Borough Council's Equality and Diversity Policy 2020 - 2024 which states that: 'We aim to create and maintain a community that embraces change and welcomes diversity; diversity helps to build such communities by celebrating differences and combining our talents.'

We will be guided by national standards, ethical codes and best practice guidelines, including, but not exclusively:

- BS8300 Design of buildings and their approaches to meet the needs of disabled people,
- BS8477:2007 Code of practice for customer service,
- PAS 197:2009 Code of practice for cultural collections management and
- PAS78 Guide to good practice in commissioning accessible websites.

4.0 Museum Accreditation Scheme

The Accreditation Scheme is the recognised standard for museums and galleries across the UK. It is managed as a UK Partnership between Arts Council England, the Welsh Government, Museums Galleries Scotland and the Northern Ireland Museums Council.

An approved Access Policy is both good practice and a key requirement of the Museum Accreditation Scheme, under which Tamworth Castle Museum has Full Accreditation status (Accredited No 648). Museums participating in the Scheme must have an Access Policy or statement approved by the governing body. It covers how people can see, use and reference the collection, gain access to the museum buildings and sites, and how the museum shares information about the collection with people.

5.0 Access assessment and action plan

An Access Audit was completed in 2022 by Direct Access Consultancy Ltd and an in-house Accessibility Guide was produced in January 2023.

The Access Action Plan will be developed in conjunction with the Access Audit 2022, setting out the work required to improve access by removing barriers identified by the audit, customer feedback, and engagement with local support and advocacy groups. This is implemented and monitored by Tamworth Borough Council.

6.0 Our commitment to access

Tamworth Castle Museum is committed to and believes that people from all audience groups have a fundamental right to access, engage with, and enjoy the collections and museum services. We recognise that there are many barriers to access at all levels but are committed to making all aspects of our activities as fully accessible as our resources allow, including access to buildings, collections, events, exhibitions, and learning.

Tamworth Castle Museum is committed to increasing public access to collections and information associated with those collections, to increase knowledge and understanding of the objects that the service holds and Tamworth's cultural heritage. We will ensure sustainable access to the collections and also that any competing demands of access and long-term care of collection items will be managed in accordance with the outcomes of a collection care risk assessment.

We will provide welcoming staff and learning opportunities for different audiences, different levels of ability and tailor our programmes to meet the needs of specific groups. We will promote all our activities and collections using accessible means of communication.

We are committed to an audience-first focus, developing a programme of activities and events that are designed to involve, inform and engage groups from a wide range of backgrounds and all sectors of Tamworth's diverse community.

In order to eliminate and reduce barriers and ensure equality of access we will consider the following aspects of accessibility to our services and collections.

- **Physical:** we aim to maintain buildings and facilities that are as physically accessible as possible
- **Sensory:** we will develop a wide range of sensory experiences and build into our service activities and programmes

- **Intellectual:** we acknowledge that people have different learning styles and we aim to provide information in a range of formats appropriate to the needs of a wide range of visitors
- **Cultural:** we acknowledge and recognise cultural differences and seek to represent varied cultural experiences and issues where possible through our programmes and exhibitions
- **Emotional / Attitudinal:** we will ensure that all visitors feel welcome, valued and comfortable in our buildings
- **Financial:** we will aim to minimise financial barriers and aim to keep charges as competitive as possible to ensure that as many people as possible can access our services, heritage sites and collections.

7.0 How Tamworth Castle Museum will deliver the policy

We will ensure delivery of our approach in a number of ways which include but are not limited to:

Consultation and audiences

- The Museum is committed to understanding who its visitors/users and non-visitors/users are, so that we meet their needs and provide access to collections and services.
- The Museum is committed to developing and diversifying its audiences through its Access Plan
- We will consult with non-users/less-engaged users to identify barriers to participation.
- We will consult regularly with our audiences and non-users to ensure the broadest possible access to our facilities, services and collections.

Community links and outreach

- The Museum is committed to actively engaging with diverse local communities. Our Access Plan will develop links with target audiences, especially through partnership and co-production with other community, cultural and educational organisations and groups.
- The Museum will develop outreach options for those who are unable to visit the Museum.
- The Museum is committed to providing volunteer opportunities and seeks to recruit volunteers from diverse backgrounds. The recruitment and management of volunteers is guided by Tamworth Borough Council's Volunteer Policy.

Premises

- The Museum operates from five sites, Tamworth Castle, Holloway Lodge, The Stables, The Gatehouse (Upper Lodge Kiosk) and Amington Store.
- The Museum is committed to providing access to all of its buildings and facilities. There are some limitations due to the physical constraints of listed buildings and the Scheduled Monument site, especially in office and store areas.
- Information for potential visitors explaining our opening times, services and access to the collections is available on our website, social media, leaflets and by telephone and e-mail.

Collections

- The Museum is committed to increasing public access to the collections and archives, and to increasing knowledge and understanding of the collections and heritage sites.

- We will provide varied means of access and interpretation to the collections including permanent displays, temporary exhibitions, loans, object handling, tours, events and activities. The provision of access will be balanced against the appropriate care and management of the collection in question.
- A Collections and Archives Officer is employed on a full-time basis and is able to deal with enquiries in person or via email or telephone regarding collections objects and archives.
- To increase access to collections that are not on display, we offer research facilities, web-based resources and access to the Collections and Archives Officer.
- Stored collections are available to view by appointment with the Collections Officer.
- Collections are continually reviewed to better reflect diverse local communities, although due to capacity new items are only added to the collections if they are of particular significance and relevance.

Information

- The needs of visitors are considered when preparing and presenting collections information and interpretation in the galleries, exhibitions, off-site and online.
- The Museum will ensure that all information and communications (including leaflets, labels, blog content, social media, and website) follow good practice and the Museum's guidelines for text and style. A review of our website was undertaken by Vocal Eyes in 2022.
- The Museum aims to keep audiences informed of its collections, temporary displays and events through appropriate publicity including social media and its website.
- We will provide information and interpretation to suit a range of audiences and abilities. Information and interpretation will be provided in a range of formats, for example labels, large print, film, interactives and audio, as resources allow.
- The Museum aims to present labels, displays, online and marketing materials that respect a diversity of backgrounds. Images and/or descriptions of the Museum will reflect the diversity of the community.
- English is the main language used across all Tamworth's communities and will continue to be the primary language used in delivery of our services, although we recognise other languages used by Tamworth's residents. The Museum's Access Plan will consider, where possible, the provision of targeted translation on the website and in the main galleries.
- We will provide information about access provision on our website www.tamworthcastle.co.uk

Learning and Programming

- The Museum will provide a range of suitable handling materials drawn from the collections for different audiences and levels of ability.
- We will provide learning programmes that are tailored to the needs and requirements of specific target groups and audiences.
- Educational materials will be made available for different audiences and abilities, as required and as resources allow.
- Temporary exhibitions, events and activities will be programmed throughout the year for people with a wide range of abilities.
- The Museum will develop an annual events programme to further support and deliver knowledge and learning to different audiences and levels of ability.

- The Museum will continue to develop and expand its educational offer encouraging schools and young people to experience the Castle across all Key Stages.
- The Museum will continue to explore opportunities to engage and work with interns from local Higher Educational facilities.

Customer Care

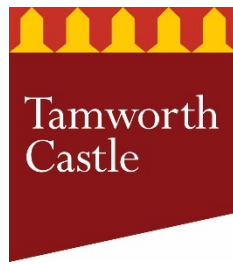
- All staff members and volunteers are involved in implementing this policy, assisting and welcoming our customers.
- The Museum will work within the framework of Tamworth Borough Council's customer care commitments and standards.
- All users of the Museum will be treated with equal respect within an inclusive atmosphere and welcomed according to their individual needs.
- We offer baby changing facilities, easy access toilet facilities, parking for pushchairs and seating for the comfort and ease of visitors.
- Wherever possible, signage and navigation is produced to suit a range of needs and responds to requests made by the public regarding information required in alternative formats, as resources allow.
- We provide visitor facilities to meet our customers' needs at the Museum including a shop and takeaway hospitality area.
- The Museum is committed to providing a safe environment for all. It has procedures for the safe evacuation of all users and staff in an emergency.
- Our staff receive online Safeguarding training and we follow Tamworth Borough Council's Safeguarding Children and Adults at Risk of Abuse & Neglect Policy and Procedure.

Staff and Training

- Tamworth Borough Council is an equal opportunities employer. All people receive equal opportunities in recruitment, employment and training. The Museum is committed to increasing the diversity of its workforce within Tamworth Borough Council's policies.
- As part of staff induction process, new staff will receive equality and diversity online training.
- We will ensure that contractor, consultants and outside agencies working for, or with Tamworth Castle Museum adopt and observe our access policies.

Financial

- The Museum does carry entrance charges but will always offer concessionary tickets and where possible, opportunities for multi-buys.
- The Museum will provide some activities free of charge so that all parts of the community can enjoy its services.
- The Museum will explore opportunities to further develop free access such as through Heritage Open Days.
- Volunteers should not be deterred from offering their services because they feel they cannot afford to volunteer. The Museum's Volunteer Policy sets out circumstances in which travelling expenses can be offered.



Tamworth Castle Emergency Response Plan

INFORMATION NEEDED TO SUPPORT THIS DOCUMENT:

- Individual site plans and information (in Emergency Response boxes)
- Emergency Stores Contents Lists (Kit i.e., wellies, torches etc.)
- TAMCM suppliers list (on intranet)
- Emergency Contact List – (Emergency contact numbers)
- ERP Spill Kit (Yellow satchel)
- ERP Wallet (on intranet)

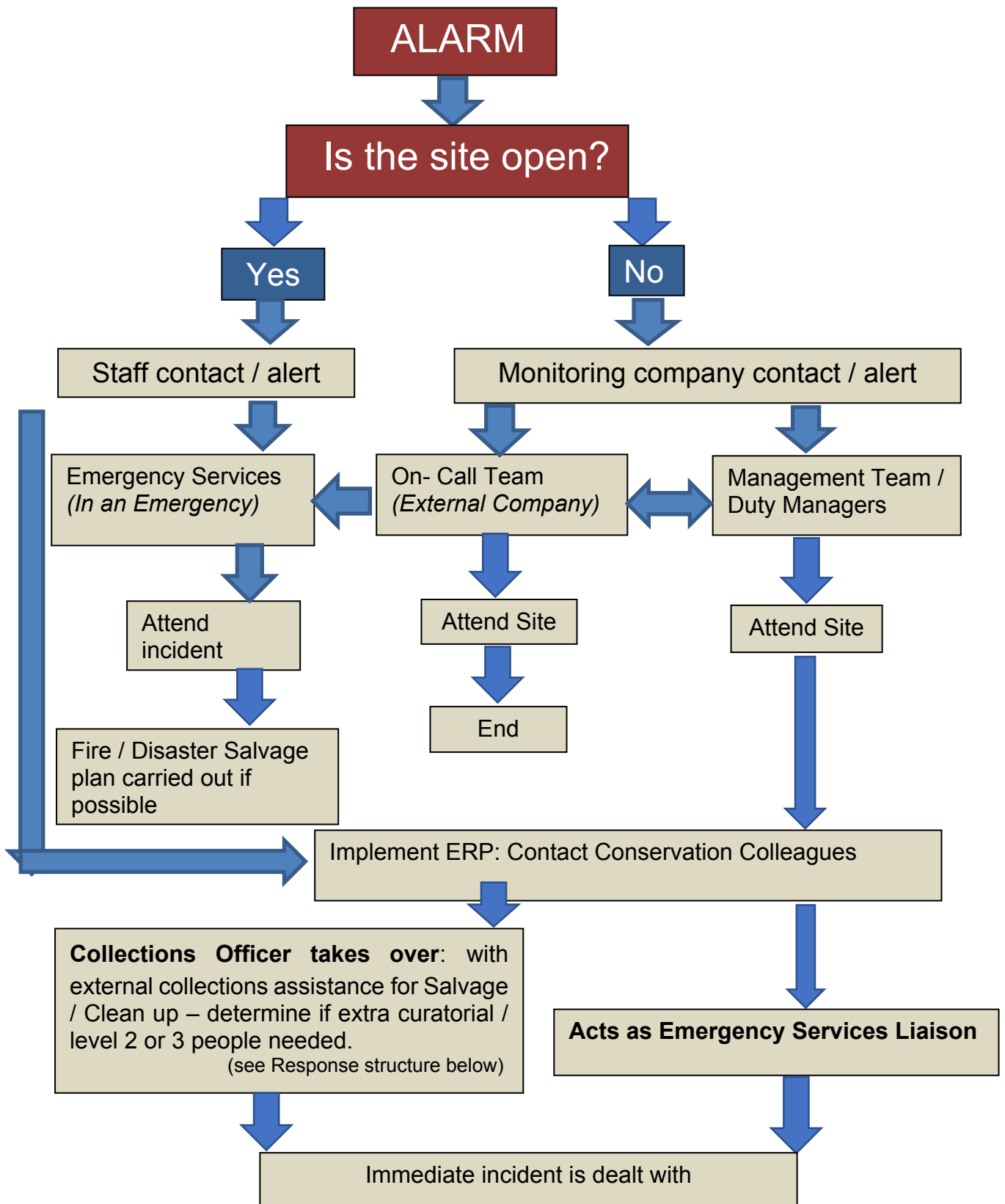
This emergency response plan applies to Tamworth Castle and its associated buildings. It applies to the Castle, Holloway Lodge, Amington store, and Upper Lodge gatehouse.

It should be viewed alongside the Floor plans and Displays and Storage Locations list for Tamworth Castle.

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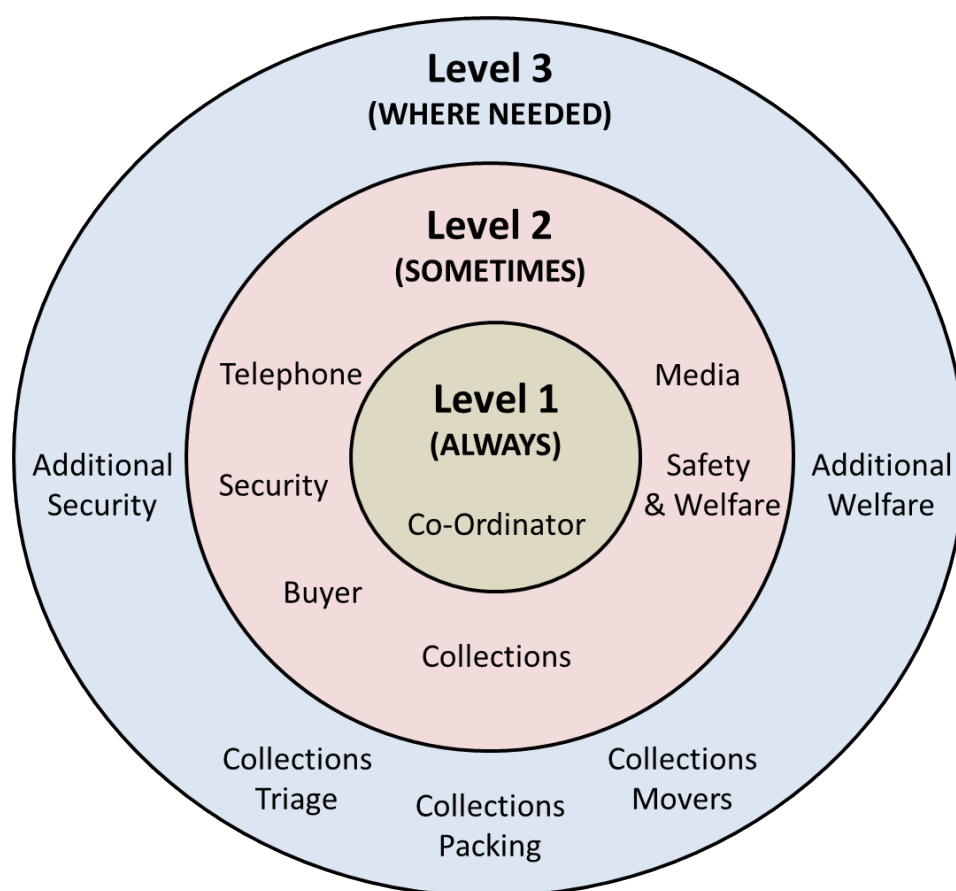
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Emergency Call-Out Procedure



***After each incident or test, there will be a review of the event.
Any necessary changes to the plan will be included in response to the review.***

Emergency Tasks and Response Structure



Level 1	Co-Ordinator	Oversees the whole management of the Emergency Response. Appoints Level 2 officers as appropriate. Role taken by first person on scene. Can hand on if appropriate.
Level 2	Telephone	Directs all incoming telephone calls, assuming lines are available
	Security	Controls all entry and exit to the Museum site with the help of the Security Team
	Safety & Welfare	Provides welfare services to Museum staff involved in and / or affected by the incident. Ensures that Risk Assessments are in place for all staff activities.
	Media	Provides the sole point of contact between the Museum and the Media
	Buyer	Places orders for items required during the emergency
	Collections	Assesses collections needs and appoints teams to carry out collections salvage and movement
Level 3	Additional	Additional Security, Additional Welfare, Collections Triage, Collections Packing; Collections Movers appointed where necessary

Emergency Services and Contacts

In the event of an incident that affects buildings and services outside the Museums, the Departmental and/or Corporate Emergency Plans may take effect. These plans will not necessarily affect the Museums' Emergency Response Plan.

	TAMWORTH CASTLE	HOLLOWAY LODGE	AMINGTON STORE UNIT 44	
Alarm Activations	ADT FIRE & SECURITY 9 – 0344 800 1999 Remote Video Response Birmingham (Fire, Intruder, CCTV): 9 - 01827 709 610 / 9 - 0121 214 7283			
Emergency Services	9 - 999			
Electrical Emergency	9 - 0800 6783 105 – Western Power Distribution			
Gas Emergency	Holloway Lodge <u>only</u> 9 - 0800 111 999 - Transco			
Water Emergency	9 - 0800 783 4444 – Severn Trent			
Health & Safety	Jason Hodges (TBC H&S Officer): Mobile: 0 - 07903 428 428 / Office 01543 308 784 Steven Langston (H&S Lead): Mobile: 9 - 07980 919 083 / Office: 01543 308 107			
Insurance	Zurich Insurance / TBC Finance Team			
Police	9 - 0845 113 5000 or 101 - (to report crime or non-emergency) Emergency - 9 - 999			
Fire Brigade	9 - 999			
Media Response	Tania Phillips (Head of Comms): Mobile: 07816 196 465			
Call Out	Castle Keyholders – Management team / Duty Managers – staff phone numbers list on S\drive			
Security Services	Taybar Security Birmingham – subcontracted from G4S : 9 - 08453 020029			

Site Contacts

	SITE CONTACTS	Site Notes
Tamworth Castle	Lara Rowe, Castle Museum Manager Sarah Williams, Castle Collections & Archives Officer Linda Baker, Education & Events Officer Duty Managers	Access: Via Holloway Lodge or Market Street & bridge
Holloway Lodge	Sarah Williams, Castle Collections & Archives Officer Lara Rowe, Castle Museum Manager Linda Baker, Education & Events Officer Duty Managers	Access: Via Holloway Lodge
Amington Store	Sarah Williams, Castle Collections & Archives Officer Lara Rowe, Castle Museum Manager Linda Baker, Education & Events Officer	Access: Direct access into the store at Amington Industrial Estate
Upper Lodge Gatehouse kiosk	Duty Managers Lara Rowe, Castle Museum Manager Sarah Williams, Castle Collections & Archives Officer Linda Baker, Education & Events Officer	Access: Via Holloway Lodge or Market Street & bridge

Contractors

Services	Fire Alarm Systems (Repairs)	Intruder Alarm Systems (Repairs)	Heating	Plumbing	Grounds / Parks	Architects
Castle / Holloway Lodge	ADT Fire & Security 0344 800 1999	ADT Fire & Security 0344 800 1999	Repairs / Equans Through TBC	Repairs / Equans Through TBC	TBC Street Scene / Grounds Maintenance Through TBC	Donald Insall Associates 0121 558 5000
Castle / Holloway Lodge	ADT Fire & Security 0344 800 1999	ADT Fire & Security 0344 800 1999	Repairs / Equans Through TBC	Repairs / Equans Through TBC	TBC Street Scene / Grounds Maintenance Through TBC	Donald Insall Associates 0121 558 5000
Amington Store	ADT Fire & Security 0344 800 1999	ADT Fire & Security 0344 800 1999	Repairs / Equans Through TBC	Repairs / Equans Through TBC	TBC Street Scene / Grounds Maintenance Through TBC	
Upper Lodge Gatehouse	ADT Fire & Security 0344 800 1999	ADT Fire & Security 0344 800 1999	Repairs / Equans Through TBC	Repairs / Equans Through TBC	TBC Street Scene / Grounds Maintenance Through TBC	

Emergency Storage

Emergency Response Supplies Locations (all sites)

	Tel No.	Storages Location / Notes
Castle	Reception 01827 709 626 Castle Mobile 07977 331 041	Emergency kit grab box – in Water Absorbency Kit – yellow bags stored in: - CNS8 Ferrer's Room (office) - CSS5 Cooke's Bedroom (South Side)
Holloway Lodge	Office 01827 709 631 Sarah's work mobile 07800 677 320	Emergency kit grab box – in Alarm cupboard in extension Water Absorbency Kit – yellow bags stored in Alarm cupboard in extension
Amington Store	No telephone	Emergency kit grab box – in entrance hall on shelving Water Absorbency Kit – yellow bags stored in Entrance hall on shelving Additional absorbency sheets in filing cabinet in main store. Wet / Dry VAX – kept in main store at PR3
Town Hall	TBC Post Room 01827 709 270	

Emergency Salvage Areas

	Tel No.
Castle	Ankerside Shopping Centre Mark Burbridge – Centre Manager Tel:01827 60535 / Mobile: 07501 045 131
Holloway Lodge	Stable block – no telephone.
Amington Store	Any available space within the Industrial Estate. Alan Marshall TBC Compliance Officer 07812 1 94767
Town Hall	Any available space within the Town hall Alan Marshall TBC Compliance Officer 07812 1 94767

Business Continuity and Town Centre Evacuation Plan

The aim of this plan is to enable this service to cope with the effects of service disruption. This will be achieved through delivery of the following objectives:

- Definition and prioritisation of the Critical Functions within the service.
- Analysis of risks to the service.
- Determination of critical equipment needs.
- Documented local procedure for a response to an emergency / service disruption.
- Identification of key contacts during an emergency.

The Business Continuity Plan (BCP) is being updated, activation mechanisms will be circulated once the plan is complete.

Tasks are as defined in the Emergency Response Plan and allocated according to the nature of the emergency and response required. Different tasks may be required if the BCP is activated, and these may override Emergency Response Plan tasks.

The Emergency Response Plan is used:

- In the initial stages of an emergency to manage the incident.
- To begin the salvage operation, if required.

Once the emergency is under control and the salvage process is underway, the **Business Continuity Plan** will manage the resumption of business. **If site operation is affected, the BCP will be activated.**

Town Centre Evacuation Plan

The Castle is in the town centre. In the event of an emergency affecting the town centre, the town's emergency and evacuation plan will be initiated. Depending on the nature of the emergency the **Business Continuity Plan** will be initiated to manage the resumption of business.

The Castle Evacuation Plan

The Castle is in the town centre. In the event of an emergency affecting the Castle, the town's emergency and evacuation plan **may** be initiated, depending on the nature, and severity of the emergency at the Castle, and the effect this might have on neighbouring commercial businesses and residents at the base of the Castle motte. The **Business Continuity Plan** will be initiated to manage the resumption of business.

The Holloway Lodge

The Holloway Lodge is to one side of the town centre. In the event of an emergency affecting the Holloway Lodge, this could affect car parking access and the adjacent Castle Hotel, and premises on Ladybank opposite.

The town's emergency and evacuation plan **may** be initiated, depending on the nature, and severity of the emergency, and the **Business Continuity Plan** will be initiated to manage the resumption of business.

Services & Suppliers

Supplier	Contact number	Items supplied
Midland Conservation Ltd	01922 459937 Andrew Cornwell enquiries@midlandconservation.com Walsall	Structural restoration, conservation, and repair.
Arco Minworth branch, Minworth Industrial Park 08:00-17:00, 08:00-12:00 Saturday	0121 794 3510 Minworth.branch@arco.co.uk	Safety clothing and signs Soak up materials Trolleys, ladders etc
Conservation Resources UK Ltd	01235 553 166 sales@conservation-resources.co.uk Oxford	Conservation tools, adhesives and cleaning materials Brushes Dust Bunnies Acid free tissue Acid free card Melinex Tyvek labels Smoke sponges Tying tapes
Preservation Equipment Ltd	01379 647 400 info@preservationequipment.com Norfolk	Conservation kit as above
Key	0808 250 3242 sales@key.co.uk Dorset	Storage boxes and crates, shelving, trolleys etc
Steve Morris Lichfield Lock & Key	01543 264468 Mob: 07814 488595 Lichfield	Master Locksmith
Omega Red Group Ltd	Telephone: 0115 877 6666 / 07876 038 412 (Out of hours) Nottingham	Lightning conductor maintenance
STACY?		
Whaleys (WBL Fabrics)	01274 576 718 info@whaleysltd.co.uk Bradford	Calico, wadding, net.

Nilfisk-Advance Ltd	01768 868 995 Cumbria	UZ 964 hip mounted vacuum cleaner Wet and Dry Vacs Spares
James Lister & Sons Ltd	0121 553 2411 Sandwell	Nilfisk spares. May also supply vacs
Ludlow Resource Centre	01584 813 666	Freezer hire
Liverpool Conservation Centre	0151 478 4843 / 4827	Freezer hire
Birmingham Museum Trust	Jane Thompson -Webb 0121 348 8211	Conservation Team Lead Staffordshire Hoard Loans / Birmingham Museum Trust Loans
The Potteries Museum Stoke-on-Trent	Joe Perry 01782 232323	Curator Staffordshire Hoard Loans / Stoke-on-Trent Loans
Kettering Museum	01536 534219	Kettering Loans
V&A London	Helen Dawson	Collection Registrar V&A Loans
Mathew Porton BEng, MSc, FBHI (Fellow of British Horological Institute)	07976 245 415 Mat@clockserviceandrepair.co.uk	Long case clock and mantel clock service & repair

Conservation Specialists for Hire

Contractor	Address	Phone number and email	Service supplied
Michelle Harper	189 Longton Road, Trentham, Stoke-on-Trent ST4 8BT	01782 657 516 michelleharpertexcon@outlook.com	Textile conservation
Louise Vaile, Ogilvie Vaile Conservation	58 Lee Crescent, Edgbaston, Birmingham B15 2BJ	0121 440 1209 07780 616 067 louisevaile@blueyonder.co.uk	Paper conservation
Helen Moody	218 Marksbury Road, Bedminster, Bristol BS3 5LG	0117 949 32222 07785 387 957 helenmoody@casterbridge.net	Object conservation General salvage
Cliveden Conservation	The Tennis Courts, Cliveden Estate, Taplow, Berks. SL6 0JA Home Farm, Ammerdown Estate, Kilmersdon, Somerset BA3 5SN	01628 604 721 01761 420 300 info@clivedenconservation.com	Stone, plaster, decorative arts
Anything else		www.conservationregister.com	All specialisms represented
Harwell Document Restoration Services	Dalton Building, Maxwell Avenue, Harwell Science and Innovation Campus, Didcot OX11 0QT	0800 019 9990 01235 434 373 - 24 hour hotline	Paper, books, archive, vellum, salvage
Polygon	Blackstone Road, Huntingdon, Cambridgeshire PE29 6EE	01480 442 327 uk_sales@polygongroup.com	Leak detection, water damage restoration, document restoration, fire damage restoration, vehicle decontamination.

Salvage of Collections

Salvage refers to rescuing the collections. This may mean moving them within the site to place them out of harm's way whilst the emergency is in progress. It may also mean removing the objects after the emergency. At this stage, objects may be severely damaged and vulnerable. Manual handling is very important - objects will be slippery, fragile, and hard to handle. Do not attempt to handle an object without the direction of collections staff.

See the salvage notes in the collections folder in the emergency grab boxes

During the emergency: the safety of site staff, emergency services teams and the public is of paramount importance.

If the emergency services deem it safe, staff may remove objects from the building on a room-by-room basis as directed by the emergency services, with objects being removed in order of their priority listing in the salvage notes.

If it is not deemed safe for staff to enter then the emergency services may be prepared to remove collections. The priority objects are documented in the salvage sheets, kept in the emergency grab boxes and with the Fire & Rescue Services. These objects should be removed first; salvage should then proceed on a room-by-room basis as directed by the emergency services if possible.

Only objects that can be reasonably removed from the Castle and housed elsewhere will be removed either by staff or the emergency services.

The four poster bed in the Castle tower CNS10 Ladies Chamber is not deemed removable unless it is cut up by the emergency services in order to remove it. Attempts will be made to cover with fire blankets if possible and accessible.

Large objects may not be easily removable. If it is deemed impossible to protect the object in situ and the emergency services recommend its removal, it is acceptable to damage the object to remove it (e.g., cutting the legs off a table, cutting a painting out of a frame, or in the case of the bed, as above cutting it into sections).

Conservation can repair the damage but cannot restore a pile of ash.

After the emergency, once the site has been declared safe, objects should be removed in a logical manner, room-by-room where possible, to a triage station for assessment and emergency treatment. The priority objects should be recovered if they have not already been removed. It would be advisable to remove these first, if possible, but this decision should be taken by staff working on the salvage operation.

Health and Safety Risk Assessment Emergency Response in Museums

Description of Workplace and Address.....

.....

.....

Assessment carried out by Date of Assessment

Guidance

Employers have a duty to provide a safe working environment which meets the health and welfare needs of all employees. The Workplace Health, Safety and Welfare Regulations 1992 set out guidance for the provision of a safe working environment.

This assessment provides a systematic approach to managing health and safety during an emergency. The nature of the emergency may vary but the basic principles for managing safety are similar.

There should be adequate provision of, for example, sanitary conveniences, washing facilities, workspace, ventilation, lighting. In addition, there are requirements for the safe storage of equipment and materials and the maintenance of safe access and egress routes for both pedestrians and vehicles with all floors, doors, stairways, and ramps kept in a good condition. The Regulations require the provision of suitable signing, particularly of emergency egress routes from the premises.

	Item	N/A	Yes	No
1	Do we have in place a clear line of communication with the emergency services on site: Senior Police and Fire Officers, Emergency Response Co-ordinator, and H&S Officer / Representative.			
2	Is the incident local to the Castle / Holloway Lodge / Upper Lodge not part of a town-wide emergency?			
	Is the incident local to the off-site Amington store, or a wider town emergency?			
3	Have the emergency services granted permission, for emergency contractors to enter the site, to make safe and carry out risk assessments before commencing the salvage recovery operations. Structural Engineers / Building Surveyors. Gas Electrical *Asbestos *Hazardous Substance Safety Officer Authorised Collections Officer or Conservation Officer (with Risk Assessment experience).			
4	Are the Emergency Response Supplies available on site? Are the following items available? Suitable PPE; Dust masks, Overalls, Gloves, Safety Helmets, Eye Protection etc. Appropriate room and site plans for the affected area? Ancillary equipment: torches, safety Signs, first Aid kit, see list of contents inside the box. NOP- Normal Operating Procedures and EAP - Emergency Action Plan for the site. Are there portable fire fighting equipment (i.e. fire blankets or fire extinguishers) in the area.			

	Item	N/A	Yes	No
5	<p>Are traffic routes (including pedestrian) routes, safe means of access and egress available? Clearly identified? Free from obstructions? Suitable in width for the numbers evacuating or works being carried out? Adequately illuminated ? Equipped with suitable handrails where necessary? Is there room for vehicles or mechanical handling aids to manoeuvre? Clearly, marked out where there are steps or uneven ground? Are vehicle and pedestrian routes separated where possible? Are speed limits in force? Are overhead obstructions adequately marked, signed and /or protected?</p>			
6	Are there suitable Mechanical handling equipment available to facilitate the salvage operations?			
7	<p>Are facilities available for guarding or fencing temporary floors, openings, obstructions, and spillages? Fencing equipment. "Danger keep away signs", "No unauthorised access signs", "Hazard tape" etc. Suitable shuttering materials to cover holes, i.e.,. 3/4" plywood.</p>			
8	<p>Have all staff involved in specific tasks been trained in:</p> <ul style="list-style-type: none"> • Risk Assessment • Manual handling • First Aid • Fire Marshals • Operation and erection of plant and equipment • Fire Extinguisher Training 			
9	<p>Has the emergency response co-ordinator been given permission to enter the affected area to commence the salvage operation? Have all significant hazards been identified? Have site rules been established; Risk assessments, Emergency Procedures, Accident Reporting, First Aid, Site Plans etc Have all staff, responding to the emergency, received induction into the above site rules? Are there communication systems in place to respond to additional unforeseen hazards?</p>			
10	Is the building perimeter secure and appropriate security arrangements in place?			
11	<p>Are the temporary storage systems (e.g.,. shelves, racking , marquees etc) in a suitable, accessible location? Adequate? Secure? Constructed by a competent person? Are lists being created or ticked off as collections items are removed from the building?</p>			
12	Have manual handling assessments been carried out for salvage recovery processes?			
13	Are there adequate temporary welfare facilities available on site? i.e., toilets, washing, rest areas and food / refreshments for staff on site?			
14	Can the nearest TBC Council building be made available for Castle staff to work from?			
<p>Any further items for inclusion should be added to this list. For items marked * are appropriate records kept? <i>Where a tick is placed in the shaded column, further action may need to be taken.</i></p>				
Name of Responsible Officer				

Document Control – Amendment Record

Issue	Date	Author	Comments
V1	December 2022	Sarah Williams	Responsibility chart & call out procedure reformatted. Site contacts and suppliers put into table. Salvage page updated.
V1	June 2023	Sarah Williams	Updated contacts for TAMCM / TBC on page 6
V1	June 2023	Sarah Williams	Updated contacts for Suppliers & Contractors page 7, 10 -12
V1	May 2023	Sarah Williams	Tamworth Castle room plans & Loan locations updated
V1	May 2023	Sarah Williams	Tamworth Castle Locations guide updated

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Collections Development Policy

Name of museum: Tamworth Castle

Name of governing body: Tamworth Borough Council

Date on which this policy was approved by governing body: ? July 2023

Policy review procedure: The Collections Development Policy will be published and reviewed from time to time, at least once every five years

Date at which this policy is due for review: ? June 2028

Arts Council England will be notified of any changes to the Collections Development Policy, and the implications of any such changes for the future of collections.

1. Museum's statement of purpose

- 1.1 Tamworth Borough Council is the owner of the collections, and this Collections Development Policy must also be seen in the context of Tamworth Borough Council's own strategic priority 'Tamworth – celebrating our heritage, creating a better future'.
- 1.2 Tamworth Castle is a unique Scheduled Ancient Monument offering an inspiring, entertaining, and enjoyable learning experience for all our users.
- 1.3 Through the collection, preservation, interpretation and exhibition of the museum's collections and buildings, we strive to maximise access to, and understanding of, Tamworth's heritage.

2. History of the Collections

- 2.1 Tamworth Castle was purchased by Tamworth Corporation in 1897 without contents. The collections have been acquired since 1897 through gift, bequest and purchases.

3. Overview of Current Collections

- 3.1 There are ten core areas of the collections:
 - 3.1.1 Furniture **60**: The Museum holds a furniture collection from the Tudor, Jacobean, Georgian and Victorian periods. This area of the collection supports the presentation of the rooms within the castle.
 - 3.1.2 The Gibbs & Canning **object / architectural** collection **150** and **archive 55 lots of documents** and **385 photos**. The Museum holds the company business archives and terracotta samples from nationally and internationally renowned company Gibbs & Canning dating from the mid-19th to the mid-20th century, as well as a large number of the company's photos of their workshop samples.
 - 3.1.3 The George Skey collection **object 163, document archive 30** and **17 photos** The Museum holds a collection of locally produced ceramics and company archives from George Skey, later Doulton's, dating from the mid-19th to the mid-20th century.
 - 3.1.4 Coins **1200** and Medals **140** The Museum holds a collection of coins and medals including Saxon Tamworth mint coins and Roman coins.
 - 3.1.5 The Allsopp collection objects **232 known (potentially a lot more that were re-acquisitioned, and the provenance lost)** and archive **574 including books**.

- 3.1.6 The museum holds an eclectic collection of a private local collector with objects dating from the 18th to the 20th century. Combined this collection forms the main core of the social history, art, weapons and armour, curiosities, and book collections, as well as an archive.
- 3.1.7 Archaeology **295 lots / boxes**. The museum holds a collection of archaeological objects from within the vicinity of Tamworth including Tamworth Castle grounds and motte, the rivers Anker and Tame, town planning initiatives resulting in excavations in the 1960's, 1970's and 1980's, and field walking. Published excavation reports are held within the archive, **particularly for the Saxon mill**.
- 3.1.8 Natural History collection **22 boxes**. The museum holds a small fossil and mineral collection from a local collector dating to the late 19th and early 20th centuries, as well as a small 19th century mineral collection and 19th century botanical collection of Staffordshire / Warwickshire mosses and wildflowers both donated by Lady Emily Peel.
- 3.1.9 Industry **10 - 12** The museum holds a collection of local Tamworth business trade samples, and trade records in the archive dating to the 19th and early 20th centuries
- 3.1.10 Art collection **291 framed** and around **650 unframed**. The Museum holds a collection of works of art from the 18th to the mid-20th centuries. The collection includes oil paintings, watercolours, portraiture including historic owners of Tamworth Castle and notable people including Sir Robert Peel. Further works include landscapes of Tamworth by local artists as well as paintings of Tamworth Castle, and **7 sculptures** of local interest.
- 3.1.11 Handling Collection **150**: The museum holds a handling collection for the purpose of education and access. The handling collection has mostly been returned to the collections and is now largely replicas that are used for school workshops and are not part of the collections audit. The Education and Events Officer is responsible for the collection.

4. Themes and Priorities for Future Collecting

- 4.1 Items offered to the museum within the time frame of this Policy will be considered on an individual basis, dependent on provenance, relevance and volume. Preference will always be given to items relating directly to Tamworth Castle, or its occupants throughout its history, and the development of Tamworth as a Saxon town. Items with an evident provenance to the town and Borough of Tamworth, key people and families, businesses, social and industrial history, the development, and extension of the Borough throughout all time periods. Items from local metal detecting declared Treasure Trove and of significance to Tamworth and its development through all time periods. The area of Tamworth includes some district boundaries and Civil Parishes.
- The museum does not intend to actively collect on all areas of the current collections within the time frame of this Collections Development Policy.

5. Themes and Priorities for Rationalisation and Disposal

- 5.1 The museum will actively seek to rationalise its collections listed above within the time frame of this Collections Development Policy. The priority of rationalisation and disposal will include items already noted through the recent collections audit as being outside of the provenance and remit of the museum's collections, and its recent collecting policies. (See Care and Conservation Policy and Plan)
- 5.2 Priorities for disposal due to size and volume will include architectural salvage items
These items are expected to be disposed of under the Clause 16 paragraphs 16.5, 16.6, and 16.7 of this Collections Development Policy. Responsible, curatorially motivated disposal takes place as part of a museum's long-term collections policy, to increase public benefit derived from museum collections¹

¹ See Museums Association 'Disposals Toolkit' p. 5.

6. Legal and Ethical Framework for Acquisition and Disposal of Items

- 6.1 The museum recognises its responsibility to work within the parameters of the Museum Association's Code of Ethics when considering acquisition and disposal.

7. Collecting Policies of Other Museums

- 7.1 The museum will take account of the collecting policies of other museums and other organisations collecting in the same or related areas or subject fields. It will consult with these organisations where conflicts of interest may arise or to define areas of specialism, to avoid unnecessary duplication and waste of resources.
- 7.2 Specific reference is made to the following museum(s) in alphabetical order:
- Erasmus Darwin
 - Samuel Johnson Birthplace Trust
 - Staffordshire Archives & Heritage Service
 - Staffordshire Regiment Museum, Whittington Barracks
- 7.3 In relation to the development of Saxon collections and the Mercian Trail Partnership:
- Stoke-on-Trent Potteries Museum and Art Gallery (PMAG)
 - Birmingham Museums Trust (BMT)
- 7.4 In relation to the Portable Antiquities Scheme (PAS), local metal detector finds and possible treasure (i.e., the Coroner for Treasure) as set out in the Treasure Act 1996 (as amended by the Coroners & Justice Act 2009).
For Treasure Trove within the collecting area for Tamworth Castle, and the surrounding areas, the museum has partnered with Stoke-on-Trent Potteries Museum and Art Gallery (PMAG) to agree the most appropriate location for finds and PAS offers.

8. Archival Holdings

- 8.1 The Archive collection includes archives in hard copy and digital format, and includes material related to Tamworth industries and companies including records of local businesses, individuals, and families whose records have been deposited within the museum; as well as some local school records, in particular those of Tamworth's Queen Elizabeth I Mercian School, referenced in the original town Charters. The museum archive collection is at present considered to be part of its object collection.
- 8.2 The museum holds a limited number of 'public' records (e.g., birth /marriage /death certificates, for electoral records, census returns, etc.). Records previously held in Tamworth Borough Council archive are being forwarded to the museum in the absence of Council building storage.
- 8.3 As the museum holds / intends to acquire archives, including photographs and printed ephemera, its governing body (Tamworth Borough Council) acting on the advice of the Collections Officer and Castle Museum Manager will be guided by the **Code of Practice on Archives for Museums and Galleries in the United Kingdom (third edition, 2002)**. See Collections Care and Conservation Policy and Plan.

9. Acquisitions

- 9.1 Acquisitions outside the current stated policy will only be made in very exceptional circumstances, and then only after proper consideration by Tamworth Borough Council, the governing body of the museum itself, acting on curatorial advice from the Castle Collections and Archives Officer and Castle Museum Manager, and having regard to the interests of other museums.

- 9.2 The museum will exercise due diligence and make every effort not to acquire, whether by purchase, gift, bequest or exchange, any object or specimen unless the governing body (Tamworth Borough Council), or the Castle Collections and Archives Officer and Castle Museum Manager are satisfied that the museum can acquire a valid title to the item in question.
- 9.3 In particular the museum will not acquire any object or specimen unless it is satisfied that the object or specimen has not been acquired in, or exported from, its country of origin (or any intermediate country in which it may have been legally owned) in violation of that country's laws. (For the purposes of this paragraph 'country of origin' includes the United Kingdom).
- 9.4 In accordance with the provisions of the **UNESCO 1970 Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property**, which the UK ratified with effect from November 1, 2002, and the **Dealing in Cultural Objects (Offences) Act 2003**, the museum will reject any items that have been illicitly traded. The governing body (Tamworth Borough Council) will be guided by the national guidance on the responsible acquisition of cultural property issued by the **Department for Culture, Media, and Sport in 2005**.
- 9.4 Objects are not accepted on long term loan, other than in exceptional circumstances, for example as key items for display in the Saxon Gallery; as part of a temporary display or as part of archival deposits. Refer to the Loan-In Policy for further guidance.

10. Human Remains

- 10.1 As the museum holds or intends to acquire human remains from any period, it will follow the procedures in the '**Guidance for the care of human remains in museums' (issued by DCMS in 2005)**.

11. Biological and geological material

- 11.1 So far as biological and geological material is concerned, the museum will not acquire by any direct or indirect means any specimen that has been collected, sold, or otherwise transferred in contravention of any national or international wildlife protection or natural history conservation law or treaty of the United Kingdom, or any other country, except with the express consent of an appropriate outside authority.
- 11.2 Biological material acquired historically has been reported, and added to, the **Science and Advice for Scottish Agriculture (SASA) DNA Database in 2013**.

12. Archaeological material

- 12.1 The museum will not acquire archaeological material (including excavated ceramics) in any case where the governing body (Tamworth Borough Council), or the Castle Collections and Archives Officer and Castle Museum Manager has any suspicion that the circumstances of their recovery involved a failure to follow the appropriate legal procedures.
- 12.2 In England, Wales, and Northern Ireland the procedures include reporting finds to the landowner or occupier of the land and to the proper authorities in the case of possible treasure as defined by the **Treasure Act 1996. (i.e., the Coroner for Treasure - as amended by the Coroners & Justice Act 2009)**

13. Exceptions

- 13.1 Any exceptions to the above clauses will only be because the museum is:
- acting as an externally approved repository of last resort for material of local (UK) origin

- acquiring an item of minor importance that lacks secure ownership history but in the best judgement of experts in the field concerned has not been illicitly traded
- acting with the permission of authorities with the requisite jurisdiction in the country of origin
- in possession of reliable documentary evidence that the item was exported from its country of origin before 1970

13.2 In these cases the museum will be open and transparent in the way it makes decisions and will act only with the express consent of an appropriate outside authority.

14. Spoliation

14.1 The museum will use the statement of principles '**Spoliation of Works of Art during the Nazi, Holocaust and World War II period**', issued for non-national museums in 1999 by the **Museums and Galleries Commission**.

15. The Repatriation and Restitution of objects and human remains

15.1 The museum's governing body (Tamworth Borough Council), acting on the advice of the professional curatorial staff (at the Castle, or for another museum) may take a decision to return human remains (unless covered by the '**Guidance for the care of human remains in museums issued by DCMS in 2005**'), objects or specimens to a country or people of origin. The museum will take such decisions on a case by case basis; within its legal position and taking into account all ethical implications and available guidance. This will mean that the procedures described in 16.5 below will be followed but the remaining procedures are not appropriate.

15.2 The disposal of human remains from museums in England, Northern Ireland and Wales will follow the procedures in the '**Guidance for the care of human remains in museums**' (**DCMS 2005**).

16. Disposal procedures

16.1 All disposals will be undertaken with reference to the SPECTRUM Primary Procedures on disposal.

16.2 The governing body (Tamworth Borough Council) will confirm that it is legally free to dispose of an item. Agreements on disposal made with donors will also be taken into account.

16.3 When disposal of a museum object is being considered, the museum will establish if it was acquired with the aid of an external funding organisation. In such cases, any conditions attached to the original grant will be followed. This may include repayment of the original grant and a proportion of the proceeds if the item is disposed of by sale.

16.4 When disposal is motivated by curatorial reasons the procedures outlined below will be followed and the method of disposal may be by gift, sale, exchange, or as a last resort - destruction.

16.5 The decision to dispose of material from the collections will be taken by the governing body (Tamworth Borough Council) only after full consideration of the reasons for disposal. Other factors including public benefit, the implications for the museum's collections and collections held by museums and other organisations collecting the same material or in related fields will be considered. Expert advice will be obtained and the views of stakeholders such as donors, researchers, local and source communities, and others served by the museum will also be sought.

16.6 A decision to dispose of a specimen or object, whether by gift, exchange, sale or destruction (in the case of an item too badly damaged or deteriorated to be of any use for the purposes of the

collections or for reasons of health and safety), will be the responsibility of the governing body of the museum (Tamworth Borough Council) acting on the advice of professional curatorial staff, if any, and not of the curator or manager of the collection acting alone.

- 16.7 Once a decision to dispose of material in the collection has been taken, priority will be given to retaining it within the public domain. It will therefore be offered in the first instance, by gift or sale, directly to other Accredited museums likely to be interested in its acquisition.
- 16.8 If the material is not acquired by any Accredited museum to which it was offered as a gift or for sale, then the museum community at large will be advised of the intention to dispose of the material normally through a notice on the Museum Association's '*Find an Object*' online web listing service, an announcement in the Museums Association's '*Museums Journal*' or in other specialist publications and websites (if appropriate).
- 16.9 The announcement relating to gift or sale will indicate the number and nature of specimens or objects involved, and the basis on which the material will be transferred to another institution. Preference will be given to expressions of interest from other Accredited Museums. A period of at least two months will be allowed for an interest in acquiring the material to be expressed. At the end of this period, if no expressions of interest have been received, the museum may consider disposing of the material to other interested individuals and organisations giving priority to organisations in the public domain.
- 16.10 Any monies received by the museum governing body (Tamworth Borough Council) from the disposal of items will be applied solely and directly for the benefit of the collections. This normally means the purchase of further acquisitions. In exceptional cases, improvements relating to the care of collections in order to meet or exceed Accreditation requirements relating to the risk of damage to and deterioration of the collections may be justifiable.
Any monies received in compensation for the damage, loss or destruction of items will be applied in the same way. Advice on those cases where the monies are intended to be used for the care of collections will be sought from the Arts Council England.
- 16.11 The proceeds of a sale will be allocated so it can be demonstrated that they are spent in a manner compatible with the requirements of the Accreditation standard. Money must be restricted to the long-term sustainability, use and development of the collection.
- 16.12 Full records will be kept of all decisions on disposals and the items involved and proper arrangements made for the preservation and/or transfer, as appropriate, of the documentation relating to the items concerned, including photographic records where practicable in accordance with SPECTRUM Procedure on deaccession and disposal.

16.13 Disposal by exchange

- 16.13.1 The nature of disposal by exchange means that the museum will not necessarily be in a position to exchange the material with another Accredited Museum. The governing body will therefore ensure that issues relating to accountability and impartiality are carefully considered to avoid undue influence on its decision-making process.
- 16.13.2 In cases where the governing body wishes for sound curatorial reasons to exchange material directly with Accredited or non-Accredited museums, with other organisations or with individuals, the procedures in paragraphs 16.1-5 will apply.
- 16.13.3 If the exchange is proposed to be made with a specific Accredited Museum, other Accredited museums which collect in the same or related areas will be directly notified of the proposal and their comments will be requested.
- 16.13.4 If the exchange is proposed with a non-Accredited Museum, with another type of organisation or

with an individual, the Museum will place a notice on the Museum Association's *'Find an Object'* online web listing service or make an announcement in the Museums Association's *'Museums Journal'* or in other specialist publications and websites (if appropriate).

16.13.5 Both the notification and announcement must provide information on the number and nature of the specimens or objects involved both in the museum's collection and those intended to be acquired in exchange. A period of at least two months must be allowed for comments to be received. At the end of this period, the governing body must consider the comments before a final decision on the exchange is made.

16.14 Disposal by destruction

16.14.1 If it is not possible to dispose of an object through transfer or sale, the governing body may decide to destroy it.

16.14.2 It is acceptable to destroy material of low intrinsic significance (duplicate mass-produced articles or common specimens which lack significant provenance) where no alternative method of disposal can be found

16.14.3 Destruction is also an acceptable method of disposal in cases where an object is in extremely poor condition, has high associated health and safety risks or is part of an approved destructive testing request identified in an organisation's research policy.

16.14.4 Where necessary, specialist advice will be sought to establish the appropriate method of destruction. Health and safety risk assessments will be carried out by trained staff where required.

16.14.5 The destruction of objects should be witnessed by an appropriate member of the museum workforce. In circumstances where this is not possible, e.g., the destruction of controlled substances, a police certificate should be obtained and kept in the relevant object history file.

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Collections Management Policy

Name of museum: Tamworth Castle

Name of governing body: Tamworth Borough Council

Date on which the policy was approved by governing body: July 2023

Policy review procedure: The Collections Management Policy will be published and reviewed from time to time, at least once every five years

Date at which this policy is due for review: June 2028

1. Museum's statement of purpose

1.1 Tamworth Borough Council is the owner of the collections, and this Collections Management Policy must also be seen in the context of the council's own strategic priority 'Tamworth – celebrating our heritage, creating a better future'.

1.2 Tamworth Castle is a unique monument offering an inspiring, entertaining, and enjoyable learning experience for all our users.

1.3 Through the collection, **preservation**, interpretation and display of the museum's collections and buildings, we strive to maximise access to and understanding of Tamworth's historic heritage.

Tamworth Castle is a listed **Scheduled Ancient Monument** and holds the status of a fully **Accredited Museum**. The Castle operates the museum and heritage service within Tamworth Borough. The department sits within the Community and Environment Directorate of Tamworth Borough Council.

The Castle was purchased for the Borough in 1897, and since then has held collections and maintained a museum for **124 years**. The service provides professional expertise and advice relating to the care of the material evidence of Tamworth's past. – **from pre-history to the Saxon period and up to modern day.**

Museum collections include fine art, furniture, social and industrial history objects, weapons and armour, architectural terracotta samples, and archaeology. The document archives include internationally significant local business records, local history and Borough records, maps, plans, archaeological reports, and an extensive photographic archive.

By endeavouring to provide the highest standard of care and development of our object collections and document archives we offer a range of opportunities for learning and active participation for all people. Through our displays and exhibitions, education workshops, events, and activities we are the major cultural provider in the Borough of Tamworth.

2. Scope

2.1 This policy document covers the following areas of collections management:

- Object Entry.....2
- Acquisition and Accessions.....6
- Location and movement control.....12
- Inventory.....17
- Cataloguing.....17
- Object Exit.....20
- Loans in (borrowing objects).....25
- Loans out (lending objects).....33

3. Object Entry

3.1 Purpose

3.1.1 To enable the museum to be accountable for all objects under its care and to control the entrance of objects to the Castle. It therefore describes the circumstances when entry will be permitted and when it will not, the treatment of objects upon entering the museum, authorisation levels, the return of deposits, and the documentation required for object entry.

3.2 Scope

3.2.1 The policy applies to:

- All objects that enter the museum and are left within the care of the museum, regardless of the time span involved.
- Objects that are found in the museum stores without an identifying number, where it has been proven as far as is possible that the object has not already been accessioned. See Backlog Policy.
- Objects that are to enter the museum but are collected away from museum premises.
- Objects that are received by post.

3.2.2 The policy does not apply to:

- Objects that enter the museum but are not placed within its care, for example: objects accompanying a guest speaker that will remain under the supervision/management of the individual/company throughout their time at the museum.
- Objects that are moved internally from one museum site to another. The movement of objects is governed by the Location and Movement Control Policy and Procedures.
- Objects that have been found in the museum stores and have not yet been through a process of reconciliation with backlog information. See Backlog Policy.

3.3 Acceptance of Objects

3.3.1 Objects that can be accepted include:

- Donations
- Loans In
- Items to be identified
- Purchases
- Anonymous deposits
- Objects found in the museum without an identifying number.

3.3.2 Objects that cannot be accepted include:

- Objects that contain obviously hazardous materials, such as explosives or harmful chemicals.
- Items for valuation. The museum does not provide a valuations service.
- Where there is any suspicion that the object entering the museum may have been involved in illicit trade or spoliation or is a protected natural material.

3.3.3 Any object that upon entering the Museum shows signs of insect infestation, dampness or mould, will be isolated from other collection items. (see paragraph 16 Object Entry Procedures).

3.4 Offers

3.4.1 Offers of objects without the object being present (i.e. telephone offers, e-mail offers) are recorded in the offers book. As no object has entered the museum at this stage it will not be necessary to follow object entry procedures.

3.4.2 When dealing with offers the Castle Collections and Archives Officer must give clear guidelines on the Collecting Policy to those offering material, clarifying that any discussion regarding an object may not lead to it being accepted into the collection.

3.5 Donations

3.5.1 All decisions regarding the fate of an object that has been accepted must be made within one month from the date on the object entry form.

3.5.2 If the item is to be retained by the museum it is to be accessioned within one month of the decision being made to keep the object.

3.6 Items Returned from Loan

3.6.1 See Loans Out Policy and Procedures.

3.7 Incoming Loans

3.7.1 See Loans In Policy and Procedures.

3.7 Items to be Identified

- 3.7.1 Initial discussions on identification should acknowledge that the museum will only accept an object to identify if it believes that it has the expertise to identify it. If it is felt the expertise is not available, the museum will refer the owner to a museum or organisation that possesses the relevant expertise.
- 3.7.2 The responsibility for following up on this expertise sits with the owner of the object and not the museum.
- 3.7.2 Identification of the object must take place within one month of entry and an Identification Report is to be completed and the object returned to the owner. See Identification Policy.

3.8 Purchases

- 3.8.1 The purchase of objects is detailed within the Accessions Policy and Procedures

3.9 Anonymous and Unsolicited Donations

- 3.9.1 Anonymous and unsolicited donations will be recorded on an entry form and retained for three months to allow for the owner to collect the item. It will be clearly marked as an unsolicited donation on the entry form. Should the owner of the object not collect the object after the three month period, the object will be disposed of.

3.10 Objects Found in Museum

- 3.10.1 Refer to the Backlog Policy on reconciling information and entering objects with no known accession number.

3.11 Return of Deposits

- 3.11.1 Where an object entered the museum at the instigation of the museum, for whatever reason, the responsibility and cost of the return of the object sits with the museum.
- 3.11.2 Where an object entered the museum other than at the museum's instigation, it will only be accepted provided the Depositor agrees to bear the cost of return in the event that it is not required by the museum.
- 3.11.3 The return of items on loan to the museum is covered by the Loans In Policy and Procedures.
- 3.11.4 If a purchased item is no longer required the returns policy of the seller will be adhered to.
- 3.11.5 If a donation is unwanted, it must be returned to the depositor within one month of the decision being made to reject the object and a letter issued informing of this decision. Refer to standard letters in Appendix 2.

- 3.11.6 Items brought in for identification are to be returned to the depositor within one month of completion of the Identification Report
- 3.11.7 If an owner fails to collect an object, they will be given a further month to collect the item. If after three months from the date of entry the depositor has failed to collect the object the museum is within its legal rights to dispose of the object. **See Object Exit Policy and Procedures (9) in this document.**
- 3.11.8 For unwanted items received in the post the object will be returned to the depositor within one month of receipt. If there is no return address the object will be disposed of within one month of receipt.
- 3.11.9 For unwanted items found in the museum stores with no accession number every effort will be employed to determine the status of the object and then trace the donor to offer the object for return. If the owner is found and they do not want the object to be returned, we will seek permission to dispose of the object. If we are unable to locate the owner the object will be disposed of within three months. **See Collections Development Policy.**

3.12 Authorisation and Responsibility

- 3.12.1 It is the responsibility of all members of staff and volunteers to ensure that all objects under the care of the museum are cared for in accordance with the museum's Handling and Storage Guidelines.
- 3.12.2 The Object Entry Form must be completed and signed by (in order of preference):
- The Castle Collections and Archives Officer
 - Castle Museum Manager
 - A member of the management team
- If none of the above are available, entry must not be permitted, and items should not be accepted.
- 3.12.3 The Castle Collections and Archives Officer is responsible for ensuring that objects are returned to the depositor.
- 3.12.4 The return section of the object entry form must be completed and signed by (in order of preference):
- a) The Castle Collections and Archives Officer
 - b) Castle Museum Manager
 - c) A member of the management team
- 3.12.5 The Castle Collections and Archives Officer is responsible for the entry of objects to the museum that require collection away from site or are substantial in number.

3.13 Conditions Applicable to Object Entry

- 3.13.1 For standard terms and conditions of object entry see reverse of Object Entry Form, Appendix 1.
- 3.13.2 The depositor is responsible for any insurance, and this will be made clear to the depositor, in writing, at the time of deposit. For insurance/indemnity of Loans-In see Loans-In policy.
- 3.13.3 The museum will bear the cost of items entering the museum that it has sought to acquire (purchases, loans-in). However, items which are not entering the museum at its request (identifications, donations, anonymous deposits) require the owner to be responsible for any additional costs incurred during entry into the museum. Additional costs may include storage, photography, courier, and transport costs. This is subject to negotiation for donations that are deemed to be particularly significant to the collection.

3.14 Documentation

- 3.14.1 The museum will maintain an entry record, on a prescribed entry form, of all objects that enter the museum's premises under this policy, for whatever length of time and for whatever purpose (including loans-in and anonymous deposits).
- 3.14.2 The entry documentation must be completed and authorised as set out above under section 3.12.2.
- 3.14.3 Full details of the Deposit will be recorded including:
- name/address/contact of the depositor (mark if anonymous or received by post);
 - the date of the deposit.
 - which member of museum staff completed the form.
 - the quantity and description of the artefacts concerned.
 - the condition of the object.
 - the purpose of the deposit.
 - valuation (if known).
 - a declaration of ownership by the Depositor.
 - the Depositor's signature signifying their agreement to the museum's conditions of acceptance.
- 3.14.4 All persons depositing objects with the museum will be issued with a receipt setting out terms and conditions, in the form of a copy of the completed entry documentation.
- 3.14.5 When objects are sent by post the depositor will be sent an entry form to be signed and returned, thus acknowledging the museum's conditions of receipt/acceptance.
- 3.14.6 Entry forms will be numbered uniquely, see entry procedure.
- 3.14.7 Entry forms and related correspondence will be filed in number order in the Object Entry file, see Object Entry Procedures.

4. Accessions and Acquisitions

4.1 Purpose

4.1.1 To enable the museum to be accountable for all objects under its care and to document and manage the addition of objects and their associated information into the museum's collections. It therefore describes the circumstances when accession will be permitted and when it will not, the treatment of objects on entering the collection, the terms and conditions under which objects will be acquired, authorisation levels, and the documentation required for accessioning.

4.2 Scope

4.2.1 The policy applies to:

- All objects that are to be accessioned into the main collection
- All objects that are to be accessioned into the handling collection

4.2.2 The policy does not apply to:

- Objects that are to be returned to their owners.
- Objects that have already been accessioned.
- Objects that have recently entered the museum and are due to be disposed of.

4.3 Objects Permitted to be Accessioned

4.3.1 See Collections Development Policy for detailed collecting guidelines relating to the subject areas around which objects are collected at the museum.

4.3.2 Objects that will be permitted to be accessioned into the collections include:

- Purchases
- Donations
- Anonymous donations. However, there is a strong presumption against accepting anonymous donations into the collection unless absolutely necessary for display or handling purposes.

4.3.3 Objects that will not be permitted to be Accessioned into the collections include:

- Loans-In (see Loans-In policy and procedures)
- Objects received for Identification (see Identification Policy and Procedures)
- Objects that have been found in store with no identifying number (see Backlog Policy). Only once it can be proven that these objects have never been accessioned into the collection will they be allowed to be accessioned.
- Obviously hazardous items i.e.: explosives or harmful chemicals.
- Where there is any suspicion that the object entering the collection may have been involved in illicit trade or spoliation or is a protected natural material listed by CITES.

- 4.3.4 All objects that are to be accessioned should have undergone Entry Procedures and will therefore have an accompanying Object Entry Form. It is important to ensure that the transfer of title section of this form is completed before the accessioning process is begun. If not, this will need to be signed before the accessioning process is begun.

4.4 Treatment of Objects on Entering the Collection

- 4.4.1 On entering the collection the decision to acquire an object must be made within one month. See Object Entry Policy paragraph 11. The object should be accessioned into the collection, catalogued, and placed into store within one month of the decision being made to acquire the object. See also Cataloguing Policy and Procedures.

4.5 Numbering the Accession Transaction

- 4.5.1 The museum will assign a unique identifying number to every object that it accessions. This number will be called the accession number.
- 4.5.2 The museum will mark the accession number onto the artefact in a semi-permanent way, ensuring it is reversible. See Labelling and Marking Policy and Procedures.

4.6 Recording the Accession Transaction

- 4.6.1 The museum will record each newly accessioned object in the Accessions Register. Information will be recorded relating to the acquisition details, current location, item description and accession number.
- 4.6.2 Back-up copies of the Accession Register are stored in the Castle safe and the locked Bott Drawer cabinet at the off-site Amington store. As each new page is completed in the Accession Register it is to be photocopied and added to the backup copies in both locations. The copies are printed on archival quality paper.
- 4.6.3 All newly accessioned items are to be fully catalogued as soon as accessioned. See Cataloguing Policy and Procedures.
- 4.6.4 The object is to be photographed when accessioned. The photograph is to be stored digitally in the **multimedia/tamapp/MODES (M)** resources file on the Council S\drive until the object is catalogued. See Cataloguing Policy and Procedures.
- 4.6.5 Information collected about newly accessioned objects, including the blue copy of the Object Entry Form and the thank you letter issued to the donor, are to be stored in either the accessions file for the year of acquisition or a separate history file for the object. See History Files Policy and Procedures.

4.7 Handling Collection

- 4.7.1 Objects placed into the Handling Collection are accessioned separately from the main collection.
- 4.7.2 Objects are not allocated an accession number. Instead, they are marked with an 'H' or 'E' for education. See Labelling and Marking Policy.
- 4.7.3 Objects are not recorded in the Accessions Register, instead a manual list of items in the Handling Collection is maintained digitally on the Castle /Council S\drive, and in the handling collection file and includes summary information about the object. See Accessions Procedures.
- 4.7.4 See 'Backlog Policy' for action plan to improve policy and procedures for dealing with the Handling Collection in line with practice for accessions into the main collection.

4.8 Photographic Collection

- 4.8.1 Items placed into the Photographic Collection are accessioned separately from the main collection. This includes photographs, prints, photographic postcards, negatives, and slides.
- 4.8.2 Items are given a PH accession number with a different format to the numbers of the main object and archives collection.
- 4.8.3 Photographs are recorded in a separate Accessions Register. Back-up copies of the Photograph Accessions Register are stored in the Castle safe and the locked Bott Drawer cabinet at the off-site Amington store. As each new page is completed in the register it is to be photocopied and added to the back-up copies in both locations. The copies are printed on archival quality paper.

4.9 Transfer of Title

- 4.9.1 The museum will not normally acquire objects if the vendor or donor declines to sign the transfer of title section of the form. If the form was not signed due to an oversight, the entry form will be posted to the vendor or donor to obtain transfer of title. Only when this has been received will an object be accessioned.
- 4.9.2 The museum refuses to accept items where transfer of title has not been secured.

4.10 Backlog Accessioning

- 4.10.1 Objects found in the store with no accession number are subject to the Backlog Policy and Action Plan. As part of the Backlog Policy objects found with no accession numbers will be reconciled with a list of accessioned objects not found. Un-accessioned objects, with no clear provenance, will only be accessioned if the object is of significance for handling or display. See Backlog Policy.

4.11 Conditions Applicable to Accessions

- 4.11.1 For standard terms and conditions for acquisitions see reverse of Object Entry Form. **Appendix 1.**
- 4.11.2 The museum will bear the cost of items entering the collection that it has sought to acquire (purchases, loans-in). However, items which are to be accessioned and did not enter the museum at the museum's request (identifications, donations, anonymous deposits) may require the owner to be responsible for any additional costs incurred. Additional costs may include storage, photography, courier, transport, and conservation costs. This is subject to negotiation for donations that are deemed to be particularly significant to the collection.

4.12 Letters of Thanks

- 4.12.1 A standard thank you letter is to be written to the donor when it is decided to accept a donated object into the collection. The letter should formally thank the donor for the donation of the object, acknowledge its receipt and inform the donor of the museum's intended use of the object. The template for the letters is stored on the Castle's S\drive in the Collections folder to print off and use as required.

4.13 Authorisation and Responsibility

- 4.13.1 It is the responsibility of all members of staff and volunteers to ensure that all objects under the care of the museum are cared for in accordance with the museum's **Handling and Storage Guidelines.**
- 4.13.2 The decision to acquire an object and accession it into the permanent collections can be made by the Castle Collections and Archives Officer, with approval from the Castle Museum Manager.
- 4.13.3 The decision to acquire an object and place it into the Handling Collection must be made by the Castle Collections and Archives Officer, as well as the Education and Events Officer, with approval from the Castle Museum Manager
- 4.13.4 Castle Museum Manager has the right to decide on objects to be accessioned into the main collection, or placed in the Handling Collection independently of the Castle Collections and Archives Officer. In cases of dispute the decision of the Castle Museum Manager is final.
- 4.13.5 The Accessions Register is to be completed by (in order of preference):
- Castle Collections and Archives Officer
 - Castle Museum Manager.
- 4.13.6 The Castle Collections and Archives Officer is responsible for ensuring that objects are accessioned according to the Accession Procedures. Objects are to be entered into the Accessions Register following the printed instructions at the front of the new Museums Documentation Association (MDA) Accessions Register.

4.13.7 The Castle Collections and Archives Officer is responsible for writing a letter of thanks to owners of donated objects within one month of the object being accessioned.

5. Location and Movement Control

5.1 Purpose

5.1.1 To enable the museum to easily locate objects and identify losses promptly. It therefore provides a location list of current stores, the location details required for each object, circumstances when movement will be permitted, methods of movement, authorisation levels and the documentation required for location and movement control.

5.2 Scope

5.2.1 This policy applies to:

- The location records of all objects that enter the museum and are left under the care of the museum, regardless of the time span involved. This includes both accessioned items and non-accessioned items. See Object Entry Policy for objects allowed to enter the museum.
- The movement of accessioned items between Tamworth Castle and the off-site museum store at Amington, and Loans-Out.
- The movement of Handling Collections out of Tamworth Castle, as Loans-Out or for cleaning or repair.

5.2.2 The policy does not apply to:

- Objects which must be moved urgently in the case of an emergency. The museum's Emergency Plan provides the guidelines for this.
- The movement of non-accessioned items between Tamworth Castle and the off-site museum store at Amington.

5.3 Store Locations

5.3.1 The museum has three buildings in which items are located. These include:

- Tamworth Castle: Objects on display in period room settings including armour & weaponry collections, and handling collection.
- Holloway Lodge HL1: Holding area
- Holloway Lodge HL 2: Photographs and negatives
- Holloway Lodge HL 3: Archives
- Holloway Lodge HL 4: Archives and photographs
- Amington Store Ground Floor: Mixed social and industrial, Archaeology, weapons, and fine art
- Amington Store Mezzanine: Textiles, furniture, and archives overspill.
- Amington Entrance area: Holding Bay / Isolation

5.3.2 All of these museum locations have an information file which records:

- The address of the store
- A plan of the store.
- Security details.
- Access details
- Environmental conditions

- f) Pest and environmental monitoring results for each store are stored in the Pest Monitoring and Environmental Monitoring files, digitally stored on the Castle S\drive unless hard copy is required.

5.4 Shelving Locations

- 5.4.1 All shelving is numbered to enable easier location of objects.
- 5.4.2 Locations have been listed on the collections audit and in MODES.
- 5.4.3 Shelving at the Amington Store is identified by row and shelf level and numbered boxes. The floor is marked in Zones for large items.
- 5.4.4 Shelving at the Holloway Lodge is identified by bay and shelf level.
- 5.5.5 The current numbering system requires that each row or bay is identified with a number, and each shelf within the row or bay is identified with a letter and a number. As there is often more than one column of shelves per row or bay the shelves are to be given a number after their letter. The shelf column numbering runs consecutively from left to right within a bay.
- 5.5.6 As soon as a new bay is reached the numbers start from 1. For example: Bay 1, Shelf A1 or Bay 4, Shelf C3. Recorded on the collections audit as 1A1 or 4C3.
- 5.5.7 The row and shelf numbers are to be written onto card that fits into the magnetic label holders with a plastic front cover.
- 5.5.8 Row / bay identifying labels are to be placed at eye level at the end of the rows of shelving.
- 5.5.9 Row / shelf identifying labels are to be placed on the left of the shelf, wherever possible. However, there are exceptions for the sake of visibility, where the label will be in the middle, as in the bottom shelves at the Amington store, or to the right side, due to obstructions on the shelf.
- 5.5.10 Boxes are numbered at Amington store.
- 5.5.11 Some boxes in the Archive stores at Holloway Lodge are numbered where there is more than one box relating to a single collection of archives.

5.6 Location Details Required

- 5.6.1 Location records are to be maintained for every object that enters the museum. They should provide an accurate record of the location of every object under the museum's care.
- 5.6.2 Location information must include:
- Store code (see Display and Storage Location Codes - **Appendix 3**)
 - Bay number
 - Shelf number

5.6.3 Location details are to be recorded, checked, and updated on the following occasions:

- Entry into the museum
- Cataloguing as part of the accession process
- Cataloguing as part of the Backlog Policy
- Permanent removal from the museum
- Movement between storage locations

5.6.4 An object may only remain in a temporary location for the duration of the working day without the location record being updated. At the end of every working day all objects should be located according to the location recorded on their catalogue cards and on the database. If an object has been moved from its location and will not return before the end of the working day this must either:

- Be recorded on the catalogue card and audit database / MODES Complete database if the move is permanent.
- Undergo movement procedures, which involves the completion of a movement ticket.

5.6.5 Current location records stored on the catalogue cards are to be checked as part of the Backlog Policy and updated where necessary. See Backlog Policy.

5.6.6 If an object is part of a larger group of items, then the location of the associated items should also be recorded on the Entry form or the catalogue card and audit database / MODES Complete database.

5.7 Permitted Circumstances for Movement of an Object

5.7.1 Movement of an object will only be permitted in certain circumstances as follows:

- To improve storage conditions
- To place the object on display
- To improve access to an object
- To use an object for research / an enquiry

5.7.2 Movement of an object will not be permitted unless it is for one of the above reasons.

5.7.3 Objects will only be allowed to move within the museum sites listed above, see **paragraph 5.3**. If an object is moved to a site that is not owned by the museum, then it is subject to the Exit Policy and Procedures i.e., disposals, Loans -out, return of Loans-in.

5.7.4 Movement of an object will not be permitted unless a suitable location has been made available for the object to be moved to.

5.7.5 An object is not subject to the movement policy and procedures if it is moved and returned to its permanent location within the same working day. This policy only applies to objects that are removed from their permanent location for longer than one working day.

5.8 Methods of Movement

- 5.8.1 Before an object can be moved it is first to undergo a condition check to confirm that it is fit to be moved. See Condition Check Policy and Procedures.
- 5.8.2 Before movement, the object is to be prepared according to Handling and Storage Guidelines.
- 5.8.3 Where possible the object should be moved by the Castle Collections and Archives Officer, or where necessary with assistance from another trained member of staff or volunteer(s) according to the Handling and Storage Guidelines.
- 5.8.4 Where the object is too large or heavy for movement by a staff member a suitably qualified removals company should be used. Health and Safety regulations also require that a Risk Assessment for the move should be completed. This is to be filed in the object's History file with the movement ticket.
- 5.8.5 If the object must be dismantled for moving, this process should be recorded on a separate piece of paper to be stored in the History file with the copy of the movement ticket, along with a photographic record of the process, with particular emphasis on photographing before, during and after. All methods should record the dismantling in sufficient detail to explain what was done and the reasons why it was dismantled. The methodology of assembly and disassembly, along with any packaging and handling methods, must be recorded, including photographs, as well as any alternative numbering systems utilised as part of the process.

5.9 Documentation Required for Location and Movement Control

- 5.9.1 Location details for objects with an Object Entry form as their only documentation are to be recorded on the Object Entry form (white copy only).
- 5.9.2 The MODES Complete database, audit database and catalogue cards, are the only location records for accessioned objects and therefore must be accurately maintained.
- 5.9.3 Movement Control is to be managed with the use of Collections Trust Movement Tickets. The movement tickets are to be completed at the time an object is moved.
- 5.9.4 If the move is permanent the MODES Complete database, audit database and catalogue cards are to be updated immediately after the move has taken place.
- 5.9.5 By the end of the working day all location information about an object that has been moved must be up to date.
- 5.9.6 The completed documentation for all recorded movements is to be stored in the Object's History File to provide an audit trail as part of the object's history.

5.10 Authorisation and Responsibility

- 5.10.1 No unauthorised movement of objects will take place.
- 5.10.2 All members of staff are allowed to request the movement of an object if it complies with the requirements of the Location and Movement Control Policy.
- 5.10.3 The Castle Collections and Archives Officer, and Castle Museum Manager are the only members of staff authorised to approve requests for the movement of an object.
- 5.10.4 Only the Castle Collections and Archives Officer, and Castle Museum Manager have authority to edit location and movement records on the MODES database, audit database, catalogue cards and Object Entry Forms.
- 5.10.5 The Collections Assistant or Collections trained volunteers can amend location and movement records on the MODES database, audit database, and catalogue cards only under instructions from the Castle Collections and Archives Officer or Castle Museum Manager
- 5.10.6 The physical movement of the objects is to be carried out by the Castle Collections and Archives Officer, Castle Museum Manager, or the Education and Events Officer, in accordance with the Handling and Storage Guidelines. Any other trained staff, volunteers, or visitors must be accompanied by one of these three designated staff.
- 5.10.7 Objects used for temporary display or temporary event purposes should be returned to their location in the store within 14 days of being used via the Castle Collections and Archives Officer. In their absence the Castle Museum Manager, or in the absence of both these the Education and Events Officer.

7. Cataloguing

7.1 Purpose

7.1.1 To enable the Museum to assemble and easily access key information about each item in the collection. It therefore describes when cataloguing will be required, the level of cataloguing required, and the documentation required for cataloguing.

7.2 Scope

7.2.1 The policy applies to:

- All objects that have been accessioned into the main collection.

7.2.2 The policy does not apply to:

- Objects that have not been accessioned into the main collection.
- Objects that have been accessioned into the Handling Collection, as these do not require cataloguing, instead a manual list is maintained detailing summary information about an item, any extra information is stored in History Files. See Accessions Policy and Procedures.

7.3 Objects That Require Cataloguing

7.3.1 All objects that have been accessioned into the main collection both recently and historically require up to date catalogue records.

7.3.2 Newly accessioned objects require the Cataloguing Policy and Procedures to be actioned in full as part of the accessioning process. New objects will not be placed into store until they have been fully catalogued.

7.3.3 Once the cataloguing process has been started for an object it must be completed the same day.

7.3.4 Objects found in store that have been re-associated with their Accession number must be checked to ensure that they meet the requirements of the Cataloguing Policy and Procedures. If they do not their documentation must be brought up to date. See Backlog Policy.

7.4 Level of Documentation Required

7.4.1 Every object that is accessioned into the main collection must have a completed MDA / Collections Trust Simple Catalogue Card and a corresponding entry on the museum's **MODES Complete** database.

7.5 MDA / Collections Trust Simple Catalogue Card

7.5.1 Every box on the catalogue card must be completed if known. If the information is not known then it is to be left blank in case this information is acquired at a later date. Therefore, the following information is to be recorded as an absolute minimum in order to meet minimum standards:-

- Simple object name,
- Accession number
- Number of items
- Brief Summary
- Acquisition details

7.5.2 In addition the following information must be recorded, if known:

- Classification
- Production information
- Associations
- Physical description
- Conservation information
- Reference to a photograph

7.5.3 It is not acceptable to complete the catalogue card only partially as this creates a cataloguing backlog. Every section of the card must be completed **if the information is known.**

7.5.4 A cataloguing backlog currently exists at the museum. Previous documentation systems have not insisted on all the information being recorded about an object. Therefore, as part of the Backlog Plan the catalogue cards are in the process of being checked and updated, for every item, to ensure that they are accurate and up to date. **See Backlog Policy.**

7.5.5 Separate catalogue cards are completed for Photographs. The information recorded includes:

- Photograph subject, number and classification
- Production information, acquisition information, date of photograph and location
- Extra information

7.5.6 Once complete the Photograph catalogue cards are stored in filing cabinets 5 and 6 in Holloway Lodge HL2.

7.6 MODES Complete Database

7.6.1 Every Item must be catalogued fully on the Modes Computer database. The following items should be recorded according to the on-screen catalogue sheet. The sheet should be completed in full where the information is known for the following sections:

- Object Number
- Number of items
- Object Name
- Classification
- Title
- Brief Description
- Association
- Object Location
- Acquisition

- Condition check
- Recorder

7.6.2 A photograph should be taken of the item where possible.

7.6.3 Term lists should be adhered to, to ensure a standardised form of entry onto the system.

7.6.4 Please refer to **Appendix 4** for copy of **MODES** Catalogue Sheet

7.7 Authorisation and Responsibility

7.7.1 The Castle Collections and Archives Officer and Collections Assistant are responsible for entering data onto and amending data within the **MODES Complete** database.

7.7.2 The Castle Collections and Archives Officer is responsible for ensuring all Collections staff and volunteers complete catalogue cards according to the procedures outlined above.

7.7.3 The Castle Collections and Archives Officer is responsible for training Collections staff and volunteers in the correct Policy and Procedures for cataloguing the collection.

7.7.4 The database will be set up to allow other members of staff, such as the Education and Events Officer, the option of searching the **MODES Complete** database, but any amendments on the information held about an object, can only be made by the Castle Collections and Archives Officer or Collections Assistant.

8. Object Exit

8.1 Purpose

1. To enable the museum to be accountable for all objects under its care and to control the exit of objects from the Castle. It therefore describes the circumstances when exit will be permitted and when it will not, rules for the care of objects away from the museum, authorisation levels, the return of objects and the documentation required for object exit.

8.2 Scope

8.2.1 The policy applies to:

- All accessioned objects that leave the care of the museum, regardless of the time span involved.
- Objects that are sent by post.

8.2.2 The policy does not apply to:

- Objects that leave the museum that were not part of the accessioned collections, for example the return of loans in, return of identifications, rejected donations.
- Objects that are moved internally from one museum site to another. This is not classed as an exit from the museum. The movement of objects is governed by the Location and Movement Control Policy and Procedures.
- Objects that are moved due to a disaster or emergency. See Emergency Response Plan for further detail.

8.3 Objects Allowed to Exit the Museum

8.3.1 In deciding whether an exit is to be allowed or not, factors to be considered include:

- any conditions that may have been attached to the artefact at the time of acquisition;
- the sensitivity and confidentiality of the artefact (for example, personal effects);
- the ownership of the artefact;
- whether the artefact is too fragile or damaged to travel;
- whether a copy or photograph of the artefact could fill the same needs as the original;
- whether the artefact in question has been deposited with the museum under the Public Records Act.

8.3.2 Objects that will exit the museum temporarily and are therefore scheduled to return include:

- Items on loan
- Objects sent for conservation work.
- Objects sent for copying
- Objects sent for valuation.

- Objects to be identified.
- 8.3.3 Objects that will exit the museum permanently and therefore will not return include:

- Unwanted donations
- Items received to be identified
- Returned purchases
- Returned loans
- Objects to be disposed of.

- 8.3.4 Objects that will not be allowed to exit the museum include:

- Damaged or fragile objects, for which movement would cause significant further irreparable damage.

8.4 Preparation for Exit

- 8.4.1 No accessioned object may leave the museum until it is ensured that cataloguing is up to date. This means ensuring the manual card holds the correct information about the object and that all of this information is recorded on the audit database / **MODES Complete** database.
- 8.4.2 No accessioned object may leave the museum until an up- to- date photograph of the object is added onto the database, and a hard copy is placed in the objects History file. Photographs should show any damage / repair or necessary details. If photographs already exist both in hard copy and / or on the **MODES Complete** database and they still accurately represent the object then no further action needs to be taken.
- 8.4.3 If the condition of the object differs from that shown in the previous photographs then new photographs will need to be taken.
- 8.4.4 A condition check must first be completed on every object before it is allowed to exit the museum. This should be recorded on the **MODES Complete** database and also in the 'Conditions check' file. The condition check should be complemented by a photographic record if there is any change in the object, together with any damage / repair and necessary details, which should be added onto the **MODES Complete** database. **See Condition Check Policy and Procedures.**

8.5 Care of Objects Outside of the Museum

- 8.5.1 The Exit form (see Documentation section below) acts as the official signed receipt which transfers responsibility from the museum to the recipient.
- 8.5.2 For all objects exiting the museum temporarily responsibility for care of the object is with the receiver as soon as the Exit form is signed. The receiver is expected to ensure that the object receives the same level of care as it would do under the care of the Museum. Terms and Conditions of Exit are listed on the back of the Exit form. **(See copy of Exit form at Appendix 7).** A copy of the museum's Storage and Handling Policy and Guidelines will be available on request to any institution receiving an object belonging to the museum.

- 8.5.3 Loans- Out objects will be cared for under the terms of the Loans-Out Agreement. See Loans-Out Policy and Procedures.
- 8.5.4 When disposal is being effected by means of destruction by an external contractor the risk becomes that of the contractor as soon as the Exit form is signed. They will not, however, be required to care for the object to the same level as objects under the care of the Castle. Material which is dangerous to staff or the general public will be disposed of only through approved contractors.
- 8.5.5 Jurisdiction for care of objects that are not owned by the museum is the responsibility of the owner as soon as the Exit form is signed, even if the remover is not the owner of the object.

8.6 Transit

- 8.6.1 For objects temporarily exiting the museum for conservation, copying or valuation or permanently exiting the museum to be disposed of, or returned to the vendor the museum will endeavour to transport the material themselves, except where this is not practical or where the material could be dangerous to staff. **See Paragraph 5.4 above.**
- 8.6.2 The museum will ensure that objects are adequately packaged to prevent damage, unless earmarked for destruction.
- 8.6.3 For the Loans-Out and the transportation of objects that are too large for a hire van the museum will use a company with considerable and appropriate experience in handling consignments of valuable and fragile material. The burden of risk falls on the receiving museum while objects are in transit.
- 8.6.4 For un-accessioned objects that will be collected by the recipient, such as objects returned for identification and unwanted object donations, it is up to the owner to ensure adequate transport is provided.
- 8.6.5 Items that were received at the museum by post or parcel will be returned by post or parcel, if necessary.
- 8.6.6 The return of items on loan to the museum will be conducted in accordance with the Loan Agreement. **See Loans-Out Policy and Procedures.**

8.7 Conditions Applicable to Object Exit

- 8.7.1 When objects leave the museum premises adequate insurance both in transit and at the destination must be in place. Therefore, valuable objects may have to be sent by Special Delivery, or by Courier, but the Royal Mail's maximum liability for registered mail should be checked to make sure the value of the objects does not exceed it. If it does then an alternative means of sending or delivery must be found.
- 8.7.2 The museum will bear the cost of items exiting the Castle at its request and items that it owns (objects leaving for conservation, valuation, returned purchases, to be identified and to be disposed of, Loans-in). However, items which are leaving the museum at the request of another institution or that the

museum does not own (return of identifications, unwanted object donations, or Loans-out) require the owner or receiver to be responsible for any additional costs incurred during entry into the museum. Additional costs may include storage, photography, courier and transport costs.

8.8 Authorisation and Responsibility

8.8.1 Only the Castle Collections and Archives Officer and the Castle Museum Manager are entitled to make exit arrangements and sign exit documentation.

8.8.2 Authorisation for exit transactions will be given as follows:

- for objects leaving the museum on loan, see **Loan-Out Policy**;
- for objects leaving the museum permanently, see **Collections Development Policy**
- For objects requiring conservation work, identification, copying or valuation it is the responsibility of the Castle Collections and Archives Officer (or Castle Museum Manager) to decide if the object will be allowed to exit the museum pending its satisfactory achievement of the requirements above.
- For objects being returned to their owner, unwanted object donations, completed identifications, the return of loans and the return of purchases it is the responsibility of the Castle Collections and Archives Officer (or Castle Museum Manager) to authorise the exit of the object pending its satisfactory achievement of the requirements above.

8.8.3 Every exit transaction must be supported by an authorised museum business transaction appropriate to the case. For example, an object leaving the museum on loan must have completed Loans-Out documentation to accompany it.

8.9 Documentation Required for Object Exit

8.9.1 All Exit transactions covered by this policy (including Loans-Out transactions) will be recorded on the museum's official Object Exit forms and Exit Log. (**See Appendix 7**) Exit forms are in triplicate, so that one copy can be retained in an Exit file, one copy placed in the object's History file and one given / sent to the recipient.

8.9.2 The Exit form will record contact details of the recipient, the object for exit and the terms of exit. It will also contain the signature of both the remover and recipient (if different).

8.9.3 Exit forms will be signed at the place of hand-over of artefacts to the recipient, which may be at Tamworth Castle, Holloway Lodge offices, the off-site store at Amington, or at the point of delivery. The Exit form can thus act as the museum's official signed receipt, showing that artefacts are now the responsibility of the recipient.

8.9.4 Customs clearances and export licences will be obtained for export to overseas locations.

8.9.5 All Exit records will be kept in perpetuity, although it may not be necessary to retain them as paper records. Consideration will be given at a future date to transferring the records to scanned copies.

9. Loans In (Borrowing Objects)

9.1 Purpose

9.1.1 To enable the museum to be accountable for items it borrows and to control the process of borrowing. It therefore describes the permitted purposes, circumstances, authorisation levels and minimum documentation required for a loan in.

9.2 Scope

9.2.1 The policy applies to:

- All new objects that enter the museum and are left under the care of the museum on loan from another institution.
- All objects that are currently on loan to the museum and require their loan agreements re-negotiating at the request of the Lender or because they are due to expire.
- Objects that are currently on loan to the museum. A list of existing loans has been compiled. However, not all objects have been located and documentation has been inconsistent and patchy. Retrospective documentation of existing loans is covered by the Backlog Policy and is based upon implementing this policy and procedures across all Loans-In. **See Backlog Policy.**

9.2.2 The policy does not apply to:

- All other objects that enter the museum which are not on loan from another institution i.e., identifications, donations, purchases, items found in the store, internal movement of objects, items acquired for the handling collection. These are all covered by the **Object Entry Policy and Procedures.**
- Objects that enter the museum from another organisation but are not placed under its care; for example: objects accompanying a guest speaker that will remain under the care of their owner throughout their time at the museum.
- Objects that are loaned out to museums. The return of outward loans to the museum is covered by the Loans-Out Policy and Procedures it is not an inward Loan.

9.2.3 The term Owner is used throughout this policy on the understanding that the Owner is also the Lender. In the small number of cases where the Lender is not the Owner but a third party, the museum must ensure that the Lender has the Owner's authority to act on their behalf.

9.3 Items to be Borrowed

9.3.1 The museum will only undertake to borrow items where absolutely necessary, when there are deficits within its own collections, or for the purpose of special displays or exhibitions. Items accepted on loan should fall within the museum's collecting remit. Any exceptions to this policy will be for the

purpose of contextualisation of other displays and are to be approved by the Castle Collections and Archives Officer and Castle Museum Manager.

9.3.2 Items may be borrowed by the museum for the purposes of:

- display / exhibition
- public study / research (only where there is demonstrable public benefit)

9.3.3 The museum will not borrow items which are:

- not fit to travel
- hazardous
- offered for loan without the owner's consent
- offered for loan with conditions attached that the Museum is unable to comply with.
- not fit to be displayed.

9.3.4 Items may be borrowed from other Accredited museums, private individuals and commercial organisations.

9.3.5 Loans can be initiated by either the museum or by the Lender.

9.4 Loan Requests

9.4.1 Loan requests must be in writing and should be submitted to potential lenders in the UK, Channel Islands and Isle of Man at least six months in advance of the beginning of the loan period. For European lenders this lead in time should extend to nine months and for other international lenders twelve months. The owner's minimum lead in time will stipulate the exact time required.

9.4.2 In exceptional circumstances a Loan-in may be initiated by an owner who recognises the benefit to the public of offering their items for display or public study and research. Such loans will be subject to a minimum six month lead in period to allow for preparation to receive the object.

9.5 Conditions Applicable to Loans-In

9.5.1 Loans-in will only proceed where the Owner is prepared to accept the museum's conditions as follow below:

9.6 Loan Period

9.6.1 Permanent or indefinite loans are not permitted for any purpose. All Loans -In will be for a fixed period and of no longer than five years with the possibility of renewal if agreed by both the museum and the Owner.

9.6.2 Loans that will be received under the Government Indemnity Scheme must have a renewal / end date of no later than three years to comply with the requirements of the scheme.

9.6.3 The minimum length of time for a Loan is one month.

- 9.6.4 In the case of Loans for temporary exhibition, the Loan period will be the period of the exhibition plus whatever time is reasonably required for transport, preparation, installation, de-installation, packing and return transport.
- 9.6.5 When negotiating a Loan-In the end date of the Loan must be fixed. If it is envisaged that the Loan-In will last for longer than five years, a date of five years is to be fixed for the Loan Agreement to be renewed.

9.7 Costs

- 9.7.1 The museum will bear the cost of borrowing objects for any of its permitted loan purposes. This may include costs for transport, couriers, photography, exhibition preparation, lenders' fees, and independent valuation.
- 9.7.2 The museum will not bear the cost of conservation work required for immediate display purposes as it is outside of the remit of the Loans-In policy to accept objects which are not fit for display.

9.8 Care of Loans

- 9.8.1 All objects loaned to the museum will receive the same level of care and security as is provided for its own collections, in accordance with the museum's Handling / Packing / Storage Guidelines.
- 9.8.2 The museum may agree to additional measures of care and security at the request of the owner or on the advice of specialists as long as they are achievable and affordable.
- 9.8.3 It is expected that objects will not require interventive work given that the museum will not accept objects that are not fit for purpose or display. However, if interventive work is required it will not be carried out on the object while under the museum's care unless done so by the Owner / Lender or by permission of the Owner / Lender.
- 9.8.4 Through borrowing, the museum may become temporarily responsible for items which fall beyond its customary area of expertise. It will not, however, borrow items for which it does not have, or cannot procure, the specialist skill to handle, store, move or in any other way maintain if such activities are required in order to borrow.
- 9.8.5 The museum will only accept responsibility for damage and deterioration of an object whilst in its care if it is proved beyond unreasonable doubt that the museum has been negligent in the care of the artefact.
- 9.8.6 The museum will not be responsible for damage caused by acts of God, war, hostilities, terrorism, negligence by the owner or his agents or for claims by third parties claiming entitlement to the object.
- 9.8.7 If any item is damaged or there is a loss e.g., theft, the museum will immediately inform the owner and the Loss Policy and Procedures will be followed. If an item is damaged, an Incident Report Form will be completed, and procedures carried out.

- 9.8.8 The museum reserves the right to remove items to a place of safety in the event of an emergency.
- 9.8.9 The Owner and the museum must agree transport arrangements. the museum does not accept liability for artefacts in transit unless it is directly as a result of negligence of the museum staff.
- 9.8.10 Where appropriate, any special packing material may be retained for re-packing. Objects will be packed in the same manner (or better) than that originally employed. The packing materials will be stored carefully during the period of the loan in conditions that avoid damage and permit re-use.

9.9 Valuation, Indemnity, and Insurance

- 9.9.1 No items will be accepted on loan without a valuation agreed by both the Owner and the museum. If the Owner and the museum cannot agree a valuation, one should be provided by an independent assessor, the cost of valuation is to be met by the lender.
- 9.9.2 The owner of the item(s) accepts responsibility for ensuring that the object(s) are insured while on loan to the museum.
- 9.9.3 The museum will offer a Government Indemnity to private owners, institutional owners from other countries and non-national institutional UK owners for items valued at £301 or above. Items valued at £300 or less will be borrowed at the museum's risk.
- 9.9.4 The Government Indemnity Scheme will come into effect from the date specified on the Indemnity documentation (the date when the museum becomes responsible for the item). Indemnity cover can be extended to cover the transportation of the item(s) to and from the museum to the owner, if the museum carries out the transport. If items are delivered or retrieved by the Owner they must ensure that they are adequately insured during transit.
- 9.9.5 A copy of the official Government Indemnity document will be provided to the item's owner when received by the museum from Department of Culture Media and Sport (DCMS).

9.10 Display

- 9.10.1 The museum cannot guarantee the display of a loaned item. This will be made clear by the museum to the owner at the time of arranging the loan.
- 9.10.2 The museum will have discretion in all matters of display and study / research access. This includes the location of the item on display, the method by which the object is displayed, the content of any accompanying text, unless specifically agreed otherwise with the owner.
- 9.10.3 Items lent to the museum for exhibition will not be available for public handling and use without the Owner's written permission and then only if it is clear that such use is safe and non-damaging to staff, the public and the loaned items.

- 9.10.4 Any captions will, unless the museum is otherwise instructed by the owner, acknowledge that the object is on loan from the particular owner / institution. The caption and any exhibition brochures will, unless agreed otherwise with the Lender, state no more than the Lender's name.
- 9.10.5 Two copies of any published exhibition brochures which contain entries relating to items borrowed may be provided to the Lender free of charge by the museum.

9.11 Photography

- 9.11.1 All photographs taken by the museum for record or publicity purposes remain the copyright of the museum unless otherwise agreed with the Owner.
- 9.11.2 Visitors to the museum are allowed to photograph and sketch items on display and to view and request purchased copies of archive material for their own private use. This will include Loan-in items unless a request is received from the owner.
- 9.11.3 Excepting items on loan to the museum from the Victoria and Albert Museum, London, and the Staffordshire Hoard owners, where the Loan Agreement does not allow photography specifically of the loan items. **See V&A Loan Agreement and Staffordshire Hoard Loan Agreement.**
- 9.11.4 The museum retains the right to disallow all photography by members of the public.
- 9.11.5 If the Owner agrees that a photograph may be taken by a third party, the museum reserves the right to charge the third party a 'facility fee' to cover access to the material for those purposes.

9.12 Ownership

- 9.12.1 The Owner will be asked to keep the museum informed of any changes in ownership or contact details during the period of the loan.
- 9.12.2 If ownership of the item does change during the period of the loan a new Loan- in agreement with the new Owner will be required for the loan to continue. The new Owner will be required to prove their legal title to the item prior to its being dispatched to them or prior to the signing of a new loan agreement.
- 9.12.3 If the Owner wishes to sell the loaned items the Owner must notify the museum as soon as possible in order to terminate the loan and arrange the return of the item to the Owner.
- 9.12.4 If, at the end of the Loan period, the Owner cannot be contacted and after all practicable measures to arrange the return of the items have been taken, the museum reserves the right to accession the item in order to be fully accountable for it.
- 9.12.5 The museum will establish the copyright status of an item borrowed where applicable.

9.12.6 The museum will allow the Owner reasonable access at all reasonable times, by prior appointment, for inspection for whatever reason.

9.13 Termination/Extension

9.13.1 If the Loan Agreement is to expire the museum will contact the owner three months prior to the expiry date to advise if the museum wishes to renew the loan or return the items.

9.13.2 The Owner or the museum may terminate the loan with three months' notice in writing. The item must be removed within the notice period.

9.13.3 Where an object is no longer required and the Lender cannot be contacted to agree an early collection date, the museum will store the object until the end of the planned loan period.

9.13.4 After reasonable effort to contact the Owner, the museum reserves the right to accession or dispose of objects if they are not collected six months after the agreed collection date.

9.13.5 In the case of the dissolution of a corporate body or institutional owner, or the death of a private owner, the museum will take steps to find out who the legal owner is in order to ensure that the Loan is returned to the legal owner. the museum may pursue legal title to the object for objects loaned by corporate bodies. However, the museum will not pursue title to objects loaned by private individuals or unincorporated organisations.

9.13.6 A condition report will be made upon termination of the Loan. This will help to minimise the likelihood of any dispute over deterioration of the object.

9.14 Third Parties

9.14.1 Items received on Loan will not be lent to a third party without the prior written consent of the Owner.

9.15 Disputes

9.15.1 In the event of any dispute or difference between the Owner and the museum both parties will attempt to resolve such dispute or difference without recourse to a third party. Should it prove impossible to resolve such dispute to the satisfaction of both parties, the dispute shall be referred to and determined by a sole arbitrator, appointed by agreement between the Owner and the museum.

9.16 Responsibility and Authorisation

9.16.1 In accordance with the Object Entry Policy the museum will take responsibility for objects received as a Loan-In, upon completion of an Object Entry Form.

9.16.2 In accordance with the Object Exit Policy the museum's responsibility for an object will cease upon completion of an Exit form. If the museum is unable to obtain a signed copy of the Exit Form, acknowledging receipt by the Owner,

the museum will advise the Owner in writing that they ceased to be responsible for the item at the time the shipper received the item.

- 9.16.3 All Loans-In must first be authorised by the Castle Collections and Archives Officer or Castle Museum Manager.
- 9.16.4 The Castle Collections and Archives Officer is responsible for drafting the Loan request and managing the Loan-In and its associated documentation.
- 9.16.5 The Loans-In Agreement can be signed by either the Castle Collections and Archives Officer or the Castle Museum Manager.

9.17 Documentation

- 9.17.1 Loans-in will be recorded using a Loan-in Agreement setting out the obligations and responsibilities of each party, agreed by both sides and without opportunity for ambiguity and contradiction. Wherever possible this will be the museum's Loan Agreement. However, where necessary this may be the agreement of the Lending institution. On no account will two organisation's agreements be used simultaneously as one may invalidate the other, the Lender's Agreement has priority.
- 9.17.2 The Loan Agreement form must be signed by both the Owner or their representative and the museum's Castle Collections and Archives Officer.
- 9.17.3 It is important to note that documentation must also be completed to comply with other, associated collections management policies. This will include an Object Entry Form and two Condition Report forms (on Entry and Exit). **See the relevant Policies and Procedures.**
- 9.17.4 Upon arrival at the museum each group of Loaned items will be unpacked and condition checked by the Castle Collections and Archives Officer and given a unique Loans-in number. A Condition Report is to be produced for each individual item and stored in the Loans-in file.
- 9.17.5 A copy of the museum's Loans-in Form signed by the Castle Collections and Archives Officer administering the Loan on receipt of the object, will be sent to the Lender.
- 9.17.6 Due to the small number of Loans-in to the museum they will not currently be stored on a computer database. Instead, a Loans-in Log is to be maintained of all Loans-in, found in the front of the Loans-in folder stored in filing cabinet 3 Holloway Lodge HL2.
- 9.17.7 Up to date information about the location, security, environment, and condition of the item is to be maintained. This is to be stored in a Loans file along with all correspondence and other information acquired about the loan. Loans files are produced for each lending institution.

9.18 Previous Loans Records

- 9.18.1 There are relatively few items on Loan to the museum. There is however patchy documentation of these loans, some of which were received by the museum on permanent loan.
- 9.18.2 Permanent loans are no longer acceptable, the museum is to trace the owners of permanent loans and convert the loan agreements into either a fixed term loan or a gift. This is incorporated into the Backlog Policy.
- 9.18.3 See Backlog Policy for further detail about how previous Loan-in documentation is to be brought into line with current policies and procedures.

10. Loans Out (Lending Objects)

10.1 Purpose

10.1.1 To enable the museum to be accountable for items it lends and to control the process of lending to borrowers. It therefore describes the permitted purposes, circumstances, authorisation levels and minimum documentation required for loans out.

10.2 Scope

10.2.1 The policy applies to:

- All accessioned objects that leave the museum to be placed under the care of another institution.
- All objects that are currently on loan to another institution and require their loan agreements re-negotiating at the request of the lender or because they are due to expire.
- Objects that are currently on loan out of the museum.

10.2.2 A list of existing loans has been compiled. However, not all objects have been located and documentation has been previously inconsistent and patchy. Retrospective documentation of existing loans is covered by the Backlog Policy and is based upon implementing this policy and procedures across all Loans-Out. **See Backlog Policy.**

10.2.3 The policy does not apply to:

- Objects that permanently leave the collection and are disposed of to another museum. These are covered by the Object Exit Policy and Procedures and the Collections Development Policy.
- Objects that are received on loan from another museum. The return of Loans-In is covered by the Loans-In Policy and Procedures it is not an outward loan.
- Objects that are moved internally from one museum site to another, this is covered by the Location and Movement Control Policy.

10.2.4 The term owner is used throughout this policy on the understanding that the owner is also the lender. In the small number of cases where the lender is not the owner but a third party, the museum must ensure that the lender has the owner's authority to act on their behalf.

10.3 Items to be Loaned

10.3.1 Before an object can be considered for loan to another institution the museum must first ensure that the object:

- Has been fully accessioned
- Has been fully catalogued
- Is legally owned by the museum.

10.3.2 Items must only be loaned to another institution for the following reasons:

- Display / exhibition
- Public study, research, and teaching.

10.3.3 Wherever possible the museum will only lend objects to other Accredited museums. This is to ensure that objects are cared for according to agreed standards amongst museums. **(See UK Registrars Group Standard Facilities Reports Appendix 8)**

10.3.4 Items will not be lent to private individuals or companies other than in exceptional circumstances. If the museum lends to a private individual or company the borrower must:

- Have a professional permanent staff competent to deal with the administration and handling of the loan and;
- Meet the requirements of security as defined by the National Security Advisor who must approve each venue; and
- Meet the requirements of the museum as to humidity, temperature and lighting conditions, and as to the construction and dressing materials employed in the display.

10.3.5 The museum will assess each loan request on its individual merits to ensure that it complies with the conditions as outlined below and supports the museum's own priorities and aims. The museum must also determine if it has the resources available to prepare the loan.

10.3.6 Before agreeing to any loan, the museum requires reassurance from the borrower that there is no reasonable cause to believe that any object in the exhibition in which the loaned objects shall be displayed has been stolen, illegally exported, or illegally imported from its country of origin.

10.3.7 The museum will not lend objects:

- To film and television, or media companies.
- That are not fit to travel or be displayed, unless it has made prior arrangements with the borrower to conserve an item to display standard prior to its departure from the museum.
- That are subject to licensing (i.e., firearms), unless the borrower holds and can provide the appropriate authority and licence to acquire, possess and return the items in question.
- Original film or photographic negatives, prints, video or sound recordings.
- Those items that are not owned by the museum, except where the owner's approval has been specifically granted.
- Those items that are inherently dangerous.
- That are on display or in use (or are planned to be) within the museum.
- Where the loan of the material would conflict with conditions of access agreed at the time of acquisition.
- Where the display of the material is thought likely to cause offence.
- That are not on display to the public due to reasons of security and confidentiality.
- That are subject to a claim for repatriation.

10.4 Considering Applications for Loans-Out

- 10.4.1 The Castle Collections and Archives Officer will provide information and advice to interested parties, regarding the potential to borrow objects, within the constraints of the museum's resources. Receipt of enquiries will be acknowledged within one month. Any correspondence relating to the initial loan enquiry will be made as to not commit the museum to the loan.
- 10.4.2 Potential borrowers may visit the museum to research and select objects. Visits will be arranged by appointment only with the Castle Collections and Archives Officer and are on a non-committal basis.
- 10.4.3 The first formal step in the loan application procedure will be a formal request in writing to the Castle Collections and Archives Officer or Castle museum Manager on the headed paper of the organisation concerned.
- 10.4.4 The museum will make every effort to fulfil loan requests that fall within permitted purposes. However, care must be taken not to make commitments which could overload the museum's resources.
- 10.4.5 A minimum notice period of three months is required for a loan.
- 10.4.6 The museum will be transparent in handling loan requests; including providing an explanation of any difficulties or delays and full reasons behind any refusal to lend.
- 10.4.7 Where requests for reference material are received from enquirers, such reference material will be provided in the form of scans or photocopies rather than originals.

10.5 Conditions Applicable to Loans Out

- 10.5.1 Loans out will only proceed where the owner is prepared to accept the museum's conditions as detailed below:

10.6 General

- 10.6.1 The museum will request a completed UK Registrars Standard Facilities Report and an annual Condition Report including a photograph of the items from each borrower. A conservator, curator, registrar or an employee of the borrowing venue can produce both the UK Registrars Standard Facilities Report and Condition Report. If the borrower does not provide a report or the report raises issues of concern, a site visit may be required. The cost of this visit will be borne by the borrower.

10.7 Loan Period

- 10.7.1 The loan request letter, specifying the objects requested must be received by the museum a minimum of three months in advance of the loan start date.
- 10.7.2 All loans out will be for a fixed period with the possibility of renewal. The initial loan period will be between one month and three years.

10.7.3 In the case of loans for temporary exhibition, the loan period will be the period of the exhibition plus whatever time is reasonably required for transport, preparation, installation, de-installation, packing and return transport.

10.8 Costs

10.8.1 Unless a specific agreement has been made for an individual loan, the borrower will bear all direct costs of borrowing including, transport, photography, conservation, display preparation (material costs), independent valuation, insurance, and regular inspection of the loaned Items.

10.8.2 In addition, any costs arising from an insurable incident may be borne by the borrower. This may include travel, legal fees or consultants' fees.

10.8.3 The Borrower may be required to cover indirect costs such as staff time to: administer the loan, prepare items for display, or courier the items. the museum will advise the borrower of any indirect costs to be covered at the time the loan is approved.

10.8.4 For any item or group of items, which present certain risks associated with the loan, the museum may send the Castle Collections and Archives Officer as a courier who will be responsible for supervising handling, installation, and de-installation. The courier, as the museum's official representative, has the right to withdraw items from display where the stipulated requirements have not been met. All courier costs including travel and subsistence will be borne by the borrower.

10.8.5 The museum recognises that there can be valid reasons why a borrower may cancel a loan before the object has been transferred. However, the museum will consider passing on any preparatory costs incurred.

10.8.6 The museum wishes to encourage public access to its collections and therefore does not charge a loan fee for lending for public exhibition and / or study.

10.8.7 The museum will work with the borrower to ensure costs are kept at a minimum for all parties.

10.9 Care of Loans

10.9.1 The Borrower must complete the UK Registrars Group Facilities Report along with the Display Case Supplement and Security Supplement. The museum will provide the borrower (if necessary) with copies of these documents for completion.

10.9.2 The museum may request additional measures of care and security on the advice of its own staff, or that of specialists including the National Security Advisor, based at Arts Council England (ACE) for items valued over £1000. Special transport, handling, environmental and security requirements will be specified in the Loan Agreement.

10.9.3 All Loans-Out will be condition-checked prior to packing and transport at the museum's premises including Tamworth Castle, Holloway Lodge or the off-

site store at Amington by the Castle Collections and Archives Officer and / or Borrower, or their appointed agent.

- 10.9.4 All Loans-Out will be condition-checked on arrival at the Borrower's premises, upon exit at the end of the loan period and at appropriate intervals during the loan period, by the museum's curator and / or by the borrowing institution's staff. Records of condition checks will be sent to the museum and kept in the Loans-Out file.
- 10.9.5 The Borrower must seek the museum's written permission before any interventive work is carried out either to the loaned items or to any accompanying part of it, e.g., a frame or display box. Such conservation work will only be carried out in order to protect the items, the public or the borrowing institution's staff.
- 10.9.6 Any item borrowed from the museum for the purpose of exhibition will not be operated, worn, entered into or climbed onto without the museum's written permission.
- 10.9.7 If the Borrower wishes to handle or move any items during the course of the loan, the borrower will ask the museum for permission to move the items. If the item is for research purposes, the proposed handling and movement methods will be discussed and agreed prior to the loan going out.
- 10.9.8 The museum will usually carry out, or have performed by a specialist contractor, appropriate packing of the object. Where possible the Borrower should retain and store in good condition the packing materials for the object's eventual return.
- 10.9.9 The return journey will preferably be by the equivalent method and carrier as the outward journey, any change must be agreed beforehand between the museum and the borrower.
- 10.9.10 Customs formalities and export licences are the responsibility of the borrower. However, copies of associated documentation must be made available to the lending museum.

10.10 Valuation, Indemnity, and Insurance

- 10.10.1 The Borrower will be responsible for insuring all the items against all risks and will be required to provide proof of cover prior to transport of the items. If the insurance coverage is not adequate, the museum will approach a reputable commercial insurer to provide coverage. Costs for this coverage will be borne by the Borrower.
- 10.10.2 The museum will lend at its own risk where the Borrower is a Treasury-funded institution listed in Annexe A to the Department for Culture Media and Sport's Government Indemnity Scheme Guidelines (DCMS).
- 10.10.3 Where the Borrower is a local authority museum and where satisfactory security and environmental management are in place, a Government Indemnity will be offered to the Borrower by the museum on behalf of the DCMS.

10.11 Monitoring

- 10.11.1 If the item is damaged during the period of the loan, the borrower will inform the museum immediately and proceed to complete an Incident Report Form within seven days of the incident. An Incident Report Form will be provided to the Borrower by the museum.
- 10.11.2 If there is a loss of the items e.g., theft, the museum will carry out procedures as outlined in the Loss Policy.
- 10.11.3 The museum will be informed by the Borrower of matters of display and / or study or research access, including the location of display, the method by which the material is displayed, the content of any accompanying text and the choice of any photographs.
- 10.11.4 The museum will be allowed reasonable access to the loaned item during the loan period at a mutually convenient time arranged.
- 10.11.5 Annually the museum will obtain written assurance from the borrower regarding the object's condition and continued security.
- 10.11.6 The museum staff will visit and inspect objects no less than once every two years.
- 10.11.7 The museum will stipulate in the Loans-Out Agreement the acknowledgement required for use in caption, catalogue and exhibition publicity during the course of the loan negotiation. This will usually be in the format 'By kind permission of Tamworth Castle Museum'.

10.12 Photographs

- 10.12.1 If the Borrower wishes to take photographs or make other reproductions of the loaned items for commercial purposes, the Borrower must first have written permission by the museum to do so. A fee may be payable.
- 10.12.2 Photography by members of the public for non-commercial purposes, and by the Borrower for the purpose of managing the item whilst it is on loan is permitted.
- 10.12.3 A fee will be payable by the Borrower for the use of photographs provided by the museum in which Tamworth Castle has copyright.

10.13 Environment and Facilities

- 10.13.1 All objects from the museum's collections require particular conditions for display and storage. The museum will ensure that the facilities and requirements for lighting, climate conditions and the availability of special facilities comply with the UK Registrars Group Standard Facilities Report and are sufficient for the loan to go ahead safely and securely. This may be expedited through the completion of a UK Registrar Group Facilities Report in advance by the Borrower, or a site visit and report by the museum's Castle Collections and Archives Officer.

10.14 Termination/Extension

- 10.14.1 The museum or the Borrower may terminate the loan with a minimum of three months' notice in writing.
- 10.14.2 If the Borrower does not comply with the terms and conditions of the loan, the loan may be terminated immediately.
- 10.14.3 Any items borrowed from the museum will not be lent to a third party without prior consent from the museum.
- 10.14.4 In the event of any dispute or difference between the Borrower and the museum, both parties will attempt to resolve such dispute or difference without recourse to a third party. Should it prove impossible to resolve such dispute to the satisfaction of both parties, the dispute shall be referred to and determined by a sole arbitrator, appointed by agreement between the Borrower and the museum.
- 10.14.5 Three months before the end date of a long-term loan out, the museum will write to the Borrower advising if the item can be renewed for a further fixed period or must be returned.
- 10.14.6 The Borrower must write to the museum requesting an extension to a loan as soon as possible.

10.15 Authorisation and Responsibility

- 10.15.1 In accordance with the Object Exit Policy the museum will relinquish responsibility for accessioned objects upon completion of an Object Exit form.
- 10.15.2 The museum's responsibility for an object will resume upon completion of the Return section of the Exit form.
- 10.15.3 All Loans-Out must first be authorised by the Castle Collections and Archives Officer and / or Castle Museum Manager.
- 10.15.4 The Castle Collections and Archives Officer responsible for managing the Loan-Out and its associated documentation.
- 10.15.5 The Loans-Out Agreement can be signed by either the Castle Collections and Archives Officer, or the Castle Museum Manager.

10.16 Documentation

- 10.16.1 No objects will be lent until they have been recorded by accurate and sufficient photographs and a condition report.
- 10.16.2 Only objects that have been accessioned, fully catalogued and fully labelled / marked will be loaned. The relevant accession and catalogue records, as well as the **MODES Complete** database are to be checked for accuracy before the loan proceeds.

10.16.3 The museum's Loan-Out form will be used as the main means of formalising any loan agreement. The museum will not accept the borrowing institution's Loans-In document alone.

10.16.4 A Loans-Out Checklist will also be completed detailing the extra information required.

10.16.5 An Object Exit Form will also be used to record the exit and return of the loan to and from the museum.

10.16.6 The Castle Collections and Archives Officer will maintain a list of borrowers who have failed to honour the museum's terms and conditions of loan, supported by documentary evidence.

End

Collections Care and Conservation Policy

Name of museum: Tamworth Castle

Name of governing body: Tamworth Borough Council

Date on which this policy was approved by governing body:? July 2023

Policy review procedure: The Care and Conservation Policy will be published and reviewed from time to time, at least once every five years

Date at which this policy is due for review: ? June 2028

1. Statement of purpose

1.1 This policy has been written in accordance with Tamworth Castle Museum's (the museum's) Statement of Purpose and the Collections Development Policy. All staff (paid and volunteer) have read and agreed to abide by the policy. The Collections Care and Conservation Plan sets out the way the policy will be put into action and should be read in conjunction with the Forward Plan, the Emergency Plan, and any other plans affecting the collections and the Museum buildings.

2. The purpose of the Collections Care and Conservation Policy is to set a framework for:

- The preservation of the collections and buildings in the care of the Museum.
- Preventative and remedial conservation of the collections.
- The safe use of and access to collections, within the limits of the Museum's resources.

3. Context

3.1 The museum aims to improve the care and conditions of all its collections in accordance with Benchmarks in Collections Care, Signposts or other approved standards within the limits of its resources.

3.2 The safety and preservation of the collection will be considered from the outset of any plans to alter the displays or storage, to modify the buildings or to allow access to any part of the collections.

4. People

4.1 The care of the collections is the responsibility of everyone who works in or visits the Museum.

4.2 Any concerns regarding the collections should be reported in writing (by email) to the Castle Collections and Archives Officer or Collections Assistant.

4.3 The Museum trains all staff and volunteers who handle the collections in the course of their work. No untrained personnel are allowed to handle items from the accessioned collection.

- 4.4 Researchers or other visitors working with the collections will be briefed on how to handle the items they access and will be supervised at all times.
- 4.5 Any problems or concerns relating to the care of the collections are referred by the Castle Collections and Archives Officer to an appropriately qualified, professionally accredited conservator or a conservator listed on the Conservation Register.
- 4.6 No item in the collections will be modified or altered until advice has been obtained from a suitably qualified conservator.
- 4.7 Only suitably trained and qualified conservators will carry out remedial treatment on objects.
- 4.8 The Museum will keep detailed records of all treatments carried out on objects, including the name and contact details of the person or company.

5. The Buildings

- 5.1 The Museum recognises that the maintenance of its buildings is fundamental to the preservation of both the building and collection and endeavours to keep the buildings in a suitable condition. The Museum's collection is stored and displayed in the following buildings. The body responsible for the upkeep of the buildings is listed.

Building	Used for	Owner	Upkeep carried out by
Tamworth Castle	Museum Displays and Exhibitions	Tamworth Borough Council	Tamworth Borough Council Assets Team
Amington Store	Storage of Collection	Tamworth Borough Council	Tamworth Borough Council Assets Team
Holloway Lodge	Storage of Archive	Tamworth Borough Council	Tamworth Borough Council Assets Team
The Stables	Workshops and displays by external crafts people and artisans	Tamworth Borough Council	Tamworth Borough Council Assets Team

- 5.2 The Museum has a condition report and plan for the upkeep of all buildings which are its responsibility.

6. The Collections

- 6.1 The Museum is aware of the risks to the collection from environmental factors, poor handling, storage and display materials and methods, and of the need to record the condition of the collection. The Museum cares for the collections in store, on display and by setting suitable requirements, on loan.
- 6.2 The details are listed in the Collection Care and Conservation Plan and include:
- Awareness of vulnerable objects
 - Identifying threats to the collection
 - Checking building condition
 - Building maintenance

- Inspecting and cleaning the Museum
- Housekeeping and cleaning objects on open display
- Condition checking the collection
- Collections Care and Conservation records
- Environmental monitoring including temperature, relative humidity, light and dust
- Environmental control and improving the environment
- Pest monitoring and managing the threat from pests
- Equipment maintenance
- Storage materials and methods
- Display materials and methods
- Transporting objects
- Collection care resources
- Professional advice
- Remedial conservation and working with conservators
- Training for the collection care team

7. The Collection: Working Items

7.1 The Museum does not contain any working historic items.

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Collections Care and Conservation Plan

Name of museum: Tamworth Castle

Name of governing body: Tamworth Borough Council

Author: Castle Collections and Archives Officer

Date: 25.01.2023

Introduction

This plan sets out the actions required to implement the Collections Care and Conservation Policy. It should be read in conjunction with the Forward Plan, Building Plan and Emergency Plan and any other plans affecting the collection and the museum buildings.

The museum refers all concerns to an appropriate conservator.

1. Overview of current Collections Care and Conservation

- 1.1 The plan sets out how the museum currently undertakes Collections Care and Conservation. Collections Care activities are carried out by the Castle Collections and Archives Officer who reports to the Castle Museum Manager at regular management meetings.
- 1.2 Conservation or preservation of the collections is carried out by or supervised by appropriately trained and experienced conservators.
- 1.3 Records of Collections Care activities are kept digitally in the object record in MODES Complete, in the individual object physical History files, and on the object cards. The museum retains records of every treatment carried out on objects, by in-house staff or external conservators. Records are added to an object's catalogue entry according to the procedures set out in the Museum's Documentation Procedural Manual.
- 1.4 It is the responsibility of the Castle Collections and Archives Officer to ensure the measures relating to documentation of the condition of collections and any treatment carried out are in place, communicated and acted upon.

2. Collection Needs and Vulnerable Objects

- 2.1 The condition of the collection is recorded by the Castle Collections and Archives Officer, Collections Assistant, and volunteers under the supervision of the Castle Collections and Archives Officer. The authorised staff check objects selected by random sampling across the displayed and stored collections; additional checks on objects being put on display or returned to storage; during regular housekeeping, and annual checks on vulnerable or significant objects. The results are recorded in the Condition reports
- 2.2 A copy of the form used is available at Appendix 1.

- 2.3 Changes in the condition of any object are notified to the Castle Collections and Archives Officer and / or Castle Museum Manager for action in line with the museum's Forward Plan.
- 2.4 Every object loaned from the collections has its condition checked and recorded when it leaves and when it returns to the museum. A copy of the form used is available at Appendix 2.
- 2.4 The museum is aware that the following objects and collections have particular needs or are vulnerable:

Object or Collection type	Need or Vulnerability	Required actions
Specific archaeological metal	Requires very dry conditions	Kept in sealed polythene boxes with silica gel which is checked annually and dried out if necessary
Wood / metal	Requires a stable environment	Check for pests and mould / warping / pitting
Metal / leather	Requires a stable environment	Check for pests and mould / bronze disease in particular
Leather / organic material	Requires a stable environment	Check for pests and mould / warping
Textiles	Requires a stable environment	Check for pests and mould
Geology / Natural History	Requires a stable environment	Check for pests and mould
Paintings / frames	Requires a stable environment	Check for cracking / warping / flaking
Long case clocks	Requires a stable environment	Check for warping / cracking / pitting on metal

3. Monitoring and Improving Environmental Conditions including Temperature, Relative Humidity (RH), Light and Dust

3.1 Temperature and relative humidity

- 3.1.1 The museum monitors and records the temperature and relative humidity (RH) in the storage and display areas. Allowing lower temperatures in the storage area than the display areas.
- 3.1.2 The museum aims to maintain conditions which are as stable as possible, in the Castle display areas and the document Archive stores, within the range 12°C – 20°C (with a maximum fluctuation of 4°C within 24 hours) due to the nature of the buildings **(and the temporary suspension of the minimum requirement for temperature under the Arts Council England 2022 – 2023 Government Indemnity Scheme (GIS) environmental conditions review)**
Relative humidity 40% – 65% RH within the Castle display areas, and the Archives stores.
- 3.1.3 The museum aims to maintain conditions which are as stable as possible, within the range 10°C - 20°C and 35% – 70%RH in the off-site object stores.

- 3.1.4 Special conditions are required for the following parts of the collections:
- Staffordshire Hoard Loan-in
 - Stoke-on-Trent Museum Loan-in
 - Kettering Museum Loan-in
- 3.1.5 If the conditions fall outside the desired range, the cause is investigated, and action taken to improve conditions.
- The Staffordshire Hoard display cases are fitted with 'miniClima' Humidity Devices regulating the RH values. The RH values can be adjusted if required.
- 3.1.6 Currently the environment is monitored using Tinytag View 2 - TV-4501 throughout the display rooms of the Castle, object store and Archives store.
- Staffordshire Hoard Loan cases, and one other Loans-in case are monitored with Testo Saveris 2 wireless monitors.
 - A Tinytag Plus 2 - TGP-4505 is used as an external weather monitor, installed in a weather-proof box at the rear of the Archives store.
- 3.1.7 Readings are recorded in quarterly downloads as graphs from the Tinytag monitors, stored digitally on the laptop and the Castle shared drive, and reported on.
- Readings from the Saveris monitors are available online and stored in the iCloud with access available to the owners of the loans at any time.
 - A sample recording sheet is available at Appendix 3.
- 3.1.8 The readings are analysed by the Castle Collections and Archives Officer, or Collections Assistant, and reports are provided to the Castle Museum Manager, and the governing body when requested.
- 3.1.9 All readings are filed digitally, (with the option to print) and kept for a minimum of 10 years.
- 3.1.10 The devices are calibrated by Gemini Data Loggers Limited on a rolling annual programme.
- 3.1.11 The museum uses the following to control the environment:
- 'miniClima' Constant Humidity Devices have been installed independently in each of the three cases displaying the Staffordshire Hoard Loans-in.
 - Archives storage environment is controlled by a wet central heating system independently controlled on a constant background temperature.
 - Off-site object storage environment is not controlled other than by fans maintaining air movement.
- 3.1.12 Objects which require extremely dry environments are kept in well-sealed display cases, acrylic, or similar inert material boxes with adequate quantities of silica gel.
- Objects which require a strictly controlled RH are kept in similar containers with adequate quantities of silica gel.
 - The silica gel is checked by the Castle Collections and Archives Officer, quarterly and replaced with dried or conditioned silica gel when necessary.
- 3.1.13 The 'miniClima' equipment controlling the environment in the Staffordshire Hoard display cases is checked regularly by trained Castle museum staff, and the Castle Collections and Archives Officer, or Collections Assistant quarterly, and repaired and maintained by the manufacturers 'Click Netherfield' where necessary.

3.2 Light

- 3.2.1 No objects are exposed to direct sunlight. Objects are protected from unnecessary exposure to light, e.g., when the museum is closed. Storage areas are kept dark when not in use.
- 3.2.2 Ultra violet light is excluded as much as possible. All windows are either blocked off or fitted with UV filter film and / or Holland blinds in the Castle museum.
- Lights are replaced with UV-free alternatives such as LED bulbs wherever possible.
 - Fluorescent lights are fitted with UV filters.
 - Windows fitted with UV filter film and / or Holland blinds are tested for effectiveness at quarterly intervals by the Collections Assistant, Castle staff or volunteers trained to carry out light monitoring.
 - The results are recorded digitally on the laptop and Castle shared drive.
- 3.2.3 Non-LED lights are tested for UV emission using a UV meter at quarterly intervals by the Collections Assistant, Castle staff or volunteers trained to carry out light monitoring.
The results are recorded digitally on the laptop and Castle shared drive, reports are provided to the Castle Museum Manager, and the governing body when requested.
- 3.2.4 Visible light levels are checked using the Museum's light meter whenever the lighting is changed (lights are moved or new bulbs fitted).
This is the responsibility Collections Assistant, Castle staff or volunteers trained to carry out light monitoring.
The results are recorded digitally on the laptop and Castle shared drive, reports are provided to the Castle Museum Manager, and the governing body when requested.
- 3.2.5 Light-sensitive material is not left on permanent display.
- 3.2.6 The museum aims to keep light exposure for very light-sensitive material to below 150,000 lux-hours per year and for less sensitive material to below 300,000 lux-hours per year. The museum will remove objects from display if light exposure is deemed to be too high.

3.3 Dust

- 3.3.1 Objects are not left exposed to dust if possible. They are protected by being kept in display cases, boxes or covered with Tyvek or unbleached calico covers and acid-free tissue paper.
- 3.3.2 If objects need to be protected with polythene sheet or bubble wrap, they are first covered with acid-free tissue paper. Covered objects and objects in boxes are clearly marked to identify the object inside.
- 3.3.3 Dust levels in the museum displays are controlled by:
- Good housekeeping.
 - Keeping external doors and windows closed whenever possible.
 - Keeping the approach to the museum clean.

- Sealing off areas where building work is taking place.
- Increasing the regular dusting patterns during building work.
- Removing especially vulnerable items from display where necessary during building works.

It is the Castle Collections and Archives Officer's responsibility to ensure the measures relating to monitoring and improving the environment are in place, communicated and acted upon.

4. Managing the Threat from Pests

4.1 Quarantine

- 4.1.1 Any object coming into the museum (even returning objects which have been on loan) will be kept separate from the collection until it has been fully examined by the Castle Collections and Archives Officer or Collections Assistant, to ensure it is clean and free from any infestation.
- 4.1.2 Objects which must be stored in the museum awaiting examination will be kept away from the collection or isolated by placing them in a plastic box on a pad of acid-free tissue or wrapping them in polythene sheet, lined with acid-free tissue. They will be examined as quickly as possible, especially as there is a risk of damage if they are damp.

4.2 Monitoring

- 4.2.1 Bat proof sticky traps are placed throughout the Castle in display and storage areas, as well as in the stores and along the floors, near doorways and windows, and occasionally on shelves, to monitor insect activity especially in dark, quiet areas.
- 4.2.2 The traps are checked quarterly near the end of March, June, September, and December.
- 4.2.3 A plan is made of each floor, showing the location of the traps. The traps are numbered. Each trap is examined by the Castle Collections and Archives Officer, Collections Assistant, or trained staff in a good light and using a digital or manual microscope.
The results are recorded digitally on an English Heritage devised spreadsheet stored on the Castle S\drive. An example of the record sheet is available in Appendix 4.
- 4.2.4 If pests are found which are potentially harmful to the collection or building, or not immediately identified, a conservator is asked for advice which is then acted upon.

4.3 Prevention

- 4.3.1 All staff are trained to be aware of the risk of pests and know how to report any observed pests or suspected pest damage.
- 4.3.2 Areas where vulnerable parts of the collection are kept are identified so that staff are aware to take extra care in these areas.
- 4.3.3 Impermeable gloves are worn when handling objects to reduce the possibility of mould growth and pest attack.

- 4.3.4 Good housekeeping keeps the museum clean, reducing the risk of infestation by pests.
- 4.3.4 No food or drink is kept in any area where the collections are stored or displayed.
- 4.3.5 Waste bins are emptied daily.
- 4.3.6 Windows and doors are kept shut whenever possible.
- 4.3.7 All vents in the walls in the off-site store are protected with mesh screens.
- 4.3.8 Areas which are full of boxes and objects are deep cleaned every year. All boxes and objects are removed from shelving, the shelving wiped clean with microfibre cloths, and the boxes and objects are replaced.
- 4.3.9 Good ventilation is important for preventing mould and pest infestation. Off-site storage is opened up regularly and fans installed to encourage air flow..
- 4.3.10 Objects are stored in a way to allow air movement around them. Boxes are kept at least 100mm (4 inches) away from walls. Objects are not left on the floor or stacked against external walls.
- 4.3.11 Any mouldy, pest infested or deteriorated packing material is thrown out promptly. Any information on it is recorded first.
- 4.3.12 It is the Castle Collections and Archives Officer's responsibility to ensure the measures relating to pests are in place, communicated and acted upon.

5. Housekeeping

- 5.1 No polishes, cleaning agents or sprays are used in the museum without the advice of the Castle Collections and Archives Officer, or a conservator.
- 5.2 Synthetic (not feather) dusters are used on walls, lights, and ceilings (not objects). Cotton lint –free cloths (dry or dampened with clean water), brushes and vacuum cleaners are used for cleaning in the building.
- 5.3 Housekeeping does not include cleaning objects on open display.

5.4 Storage areas

- Floors are cleaned by trained staff regularly in line with the Integrated Pest Management.
- Shelves, worksurfaces and ledges are wiped down with cotton lint-free cloths by trained staff twice yearly.
- Rubbish bins are emptied weekly by anyone using the store.
- The areas are deep cleaned by trained staff twice yearly.

5.5 Display areas

- Ground floor areas are cleaned by trained Castle cleaners every day or week, depending on locations.
- Ledges are wiped down with cotton lint-free cloths by Castle cleaners every day.
- Rubbish bins are emptied daily by Castle museum staff.

- Cases are cleaned with vinegar / water solution damp lint free cloths by Castle museum staff every day – following on from Covid-19 requirements.
- Windowsills are cleaned by Castle museum staff on a regular basis.
- Display areas are deep cleaned by trained staff annually every January under the supervision of the Castle Collections and Archives Officer.

5.6 Other areas

- Floors are cleaned by trained Castle cleaners every day or week, depending on locations.
- Rubbish bins are emptied daily by Castle staff.

5.7 It is the Castle Museum Manager's responsibility, along with the Castle Collections and Archives Officer, to ensure the measures relating to housekeeping are in place, communicated and acted upon.

6. Conservation Cleaning of Objects on open display (or in open storage)

6.1 Wherever possible, objects are displayed in secure, suitable cases and stored in appropriate boxes. Where this is not possible, objects on open display or in storage are carefully monitored, recorded and appropriate action taken when damage or dirt is observed.

6.2 Objects are not cleaned regularly, only when they require it, to prevent unnecessary abrasion and damage to the surface.

6.3 Delicate objects including V&A furniture Loans-in, oil paintings, gilded frames, decorated wood surfaces, musical instruments, and clocks should only be cleaned in depth by an appropriate conservator.

6.4 More robust surfaces may be cleaned using the brush vacuum method:

- Examine the object carefully and make sure that it is safe to clean
- Choose a suitable soft brush and make sure any metal ferrule is covered with masking or electrical tape.
- Cover the crevice nozzle of a vacuum cleaner with a piece of muslin, held in place with a cotton covered hair scrunchy.
- Taking care not to touch the object with the vacuum cleaner hose or other apparatus, gently brush the loose dust off the object into the nozzle of the vacuum. Do not touch the object with the nozzle.
- Examine the object again, record the treatment of it and any observations.

6.5 It is the Castle Collections and Archives Officer's responsibility to ensure the measures relating to conservation cleaning of objects on open display are in place, communicated and acted upon by trained staff.

7. Documentation of the Condition of the Collection and of any treatments carried out on Objects

- 7.1 The museum keeps records of all condition checks carried out on objects, and of any treatments carried out on objects; these are stored digitally on the object record in MODES Complete, in the individual object physical History files, and on the object cards.
- 7.2 Any conservator carrying out treatments on objects from the collection is required to supply copies of the treatment records in a format suitable for the museum's recording system.
- 7.3 The details of the condition checks carried out on the collection are set out in Sections 2 and 12 of this Plan.

8. Storage Materials and Methods

- 8.1 The museum is aware that all objects should be protected in inert packaging materials in a way that protects and buffers the object from chemical or physical damage.
- 8.2 The museum replaces any inappropriate boxes and packing materials with more appropriate materials such as acid-free tissue paper, Tyvek fabric, Plastazote or polyester wadding covered with unbleached cotton calico, and boxes made from acid-free card, polythene, or polypropylene as detailed in ***Signposts Factsheet No 2 Materials for Storage and Display*** (downloaded from the Collections Trust website). Please see Forward Plan for details of the conservation budget each year for repacking.
- 8.3 Objects which are too large to be boxed are covered with unbleached calico or Tyvek fabric.
- 8.4 No object is stored on the floor.
- 8.5 Very large objects are stored on padded chocks or a pallet.
- 8.6 Smaller objects are stored on powder coated shelves and covered with unbleached calico or Tyvek fabric.
- 8.7 It is the Castle Collections and Archives Officer's responsibility to ensure the measures relating to storage materials and methods are in place, communicated and acted upon.

9. Display Materials and Methods

- 9.1 The museum uses secure display cases wherever possible.
- 9.2 New cases are chosen in accordance with the ***Signposts Factsheet No 2 Materials for Storage and Display*** and the ***Guidance Note Choosing New Display Cases*** (downloaded from the Collections Trust website) and sourced from museum display case suppliers.

- 9.3 Cases displaying the Staffordshire Hoard Loans-in are made to the Hoard owners / lenders requirements.
- 9.4 Cases are lined with acid-free board, unbleached calico, scoured polyester cotton cloth, or Plastazote. Mounts are of Perspex / Acrylic or made with materials as listed in ***Signpost Factsheet No 2. Materials for Storage and Display.*** (downloaded from the Collections Trust website).
- 9.5 Mounts are constructed to provide support for the object and protect it from physical damage during display and handling.
- 9.6 No object is permanently changed by its attachment to a mount (e.g., by drilling or using adhesive). Mounts are suitably padded and sealed to protect the object (e.g., metal hooks or pins are sealed with an inert varnish or heat shrink polythene tubing).
- 9.7 Objects on open display are checked by the Castle Collections and Archives Officer, or the Collections Assistant, every quarter and their condition recorded by photographing in the event of damage, on the Condition logs stored on the Castle S\ drive . Objects on open display are secured using the least damaging method possible.
- 9.8 It is the Castle Collections and Archives Officer's responsibility to ensure the measures relating to display materials and methods are in place, communicated and acted upon.

10. Handling Methods

- 10.1 Only trained people are allowed to handle objects from the collection.
- 10.2 The museum has written Guidelines for handling objects which all staff (paid and volunteer), and visitors must agree to follow before being allowed to handle objects, and / or Archives.
See Appendix 5.
- 10.3 The handling of some objects may be restricted owing to the presence of hazards or principles of cultural sensitivity.
- 10.4 For the safety of both objects and people, impermeable gloves are worn by anyone handling accessioned objects.
- 10.5 It is the Castle Collections and Archives Officer's responsibility to ensure the measures relating to display materials and methods are in place, communicated and acted upon.

11. Transport Methods

- 11.1 Objects are moved or carried between rooms and buildings in suitably padded containers, or by professional removal companies.
- 11.2 All objects leaving the museum travel with sufficient documentation.

- 11.3 Objects leaving the museum are never left unattended in vehicles.
- 11.4 Changes of location longer than part of a day are recorded in writing at the end of each working day, according to the procedures set out in the **Museum's Documentation Procedural Manual**.
- 11.5 Object Movement tickets in triplicate are used when an object is removed from its location / store, even for one day.
- 11.6 It is the Castle Collections and Archives Officer's responsibility to ensure the measures relating to location, movement, and transport methods are in place, communicated and acted upon.

12. Loans in

- 12.1 The museum treats all incoming loans according to the requirements set out in the Loan Agreement between it and the lending body.
- 12.2 The museum will notify the lending body if there is any change in its circumstances which mean that it can no longer meet the requirements set out in this agreement.
- 12.3 If the lending body does not supply a Condition Check Form for each object, the museum will use its own **Condition Check Forms** as at **Appendix 6**
- 12.4 It is the Castle Collections and Archives Officer's responsibility to ensure the measures relating to Loans-in are in place, communicated and acted upon.

13. Loans out

- 13.1 All requests for loans from the collection will be assessed individually before a decision is reached.
- 13.2 Preference will be for another Accredited museum, or similar body with the appropriate conditions for display and security.
- 13.3 The condition of the objects, the location, environment and security of the venue, transport and personnel involved will all be reviewed.
- 13.4 Every borrower will be asked to fill out a Facilities Report using the template available from the **UK Registrars Group**.
- 13.5 For particularly valuable objects, additional information regarding display cases and security may be requested using the supplementary templates available from the **UK Registrars Group** or the museum's equivalent.
- 13.6 Security, environmental, handling and conservation conditions are stipulated by the museum and agreed with the borrower as part of the loan agreement.
- 13.7 If agreed, the condition of the object to be loaned will be recorded on a Conditions Check Form, with photographs showing all parts of the object and with existing damage clearly marked. This form is part of the Loan Agreement, and a copy will

accompany the object when it leaves the building. **Condition Check Form** available at **Appendix 6**

- 13.8 Depending on the length of the Loan-Out the borrower will provide access to the Castle Collections and Archives Officer to condition check the object(s) at an agreed date and time within the loan period.
- 13.9 Every object is checked against the original **Condition Check Form** when it is returned to the museum.
- 13.10 The loan details and the outcome of the check are recorded on the object's catalogue entry according to the Museum's **Documentation Procedural Manual**.
- 13.11 It is the Castle Collections and Archives Officer's responsibility to ensure the measures relating to loans out are in place, communicated and acted upon.

14. Workforce Training

- 14.1 It is the museum's policy that only people who have received appropriate training should handle or work with objects from the collections.
- 14.2 The museum ensures everyone - paid staff, volunteers, visitors, or researchers - who handle collections are suitably trained. This includes in-house inductions; instruction to visitors and researchers, and training for staff and volunteers, including a period of shadowing an experienced member of staff; the provision of clear guidance materials, factsheets, posters, and continued support.

15. Plans for Improvement / Actioned areas of Improvement

- 15.1 Castle collections website now live enabling a continuing digitalisation of the object Collections and document Archives, improving public access to stored collections, improving remote audience access and minimising the physical impact of display and handling on vulnerable or fragile items.
- 15.2 Collections Assistant with museum qualifications and training to provide additional support, care, and management of the collections.
- 15.3 Staffordshire Hoard Loans-in monitored remotely with Saveris 2 monitors, without the need to open secure / environmentally sensitive display cases to download environmental data.
- 15.4 Staffordshire Hoard owners / lenders have access to environmental monitoring data 24/7 through Saveris 2 website without needing to request data from the host museum.
- 15.5 Additional Loans-in agreements in place with Birmingham Museums Trust for two A. E. Everitt watercolours to improve interpretation of two rooms in the Castle, and the Tamworth Glascote Torc to be on long term display.
- 15.6 Additional displays planned of objects and archives from store never previously seen.

- 15.7 Project for scanning of images from the photographic Archive to provide greater access to another previously unseen collection.
- 15.8 Hanging costume with correctly padded coat hangers and zipped Tyvek rail covers to improve storage.
- 15.9 Re-boxing costume and textiles, reducing over-crowding in some boxes; ensuring similar colours and textile types are boxed together to prevent colour runs.
- 15.10 Re-boxing large images in the photographic collections, reducing over-crowding in some boxes: ensuring images of similar sizes are stored together to prevent warping.
- 15.11 Reviewing the current collections condition audit on a rolling programme.

This plan should be read in conjunction with the Collections Conservation Policy; Collections Development Policy; Collections Management Policy; Documentation Procedural Manual, and the Emergency Response Plan.

Documentation Policy

Name of museum: Tamworth Castle

Name of governing body: Tamworth Borough Council

Date on which this policy was approved by governing body: July 2023

Policy review procedure: The Collections Documentation Policy will be published and reviewed from time to time, at least once every five years

Date at which this policy is due for review: June 2028

1. Introduction

- 1.1 This policy covers how Tamworth Castle (the museum) obtains, records, maintains, and makes accessible information about its collections.
- 1.2 All objects in a museum's collection require minimum standards of information to be recorded about them to make them more accessible and to meet the requirements for the Museum Accreditation Scheme.
- 1.3 This documentation procedural manual records the procedures that the Museum follows in achieving these minimum standards of information. These procedures are to be applied to any object under the museum's care including loaned items, items awaiting identification and items permanently accessioned into the museum's collection.
- 1.3 The Museum's collection includes both the physical collection and its related documentation. This documentation includes information relating to collections management activities and plays a vital role in ongoing access to the Museum's collections. This access is facilitated by accurate, accountable, and accessible information recorded through the most efficient and effective means.

2. Aims and Objectives

- 2.1 The aim of the Museum's Documentation Policy is that for every object or group of objects in the Collection the museum has:
 - Documentary evidence of legal title, whether held under the museum's title or by individuals or organisations that lend material to the museum.
 - Accurate object records in the form of a Collections Management System (CMS) and Accession Register.
 - All objects labelled or marked with accession numbers that uniquely identify them and can be correlated with the information recorded on the CMS and in the Accession Register.
 - Effective links between objects and all other associated records documentation.
 - An accurate and up-to-date record of loan-in agreements and display locations.
 - An accurate and up-to-date record of loan-out agreements and disposal/dispersal activity.

2.2 Collections will be recorded in accordance with written policies and procedures and documentation standards in the form of Cataloguing Rules and Style Guide. The Cataloguing Rules are based on SPECTRUM 5.1 standards.

2.3 The museum will maintain a Documentation Plan to support this policy.

3. Ethics and Legislation

3.1 Collections information will be recorded in compliance with all legal requirements, including the Data Protection Act (2018).

3.2 Collections information will be acquired, stored, managed, and used in compliance with the Museum Association's Code of Ethics for Museums and to SPECTRUM 5.1 Standards.

4. Accountability

4.1 The museum will maintain a level of documentation that will allow it to identify and locate all objects for which it is legally responsible, including loans in and temporary deposits. A concise catalogue entry with a unique number and current location will be recorded and tracked on the Collection Management System for each object. All new acquisitions will be entered in a handwritten Accessions Register. Regular inventory checks will be carried out to ensure that the Museum can locate any object. Collection documentation will be audited regularly.

5. Standards

5.1 The museum is committed to adhere to the SPECTRUM 5.1 standard procedures, particularly the minimum standard primary procedures:

- Object Entry
- Acquisition and Accessioning
- Location and Movement Control
- Inventory
- Cataloguing
- Object Exit
- Loans in (borrowing objects)
- Loans out (lending objects)
- Documentation Planning

6. Related Policies Policy

6.1 The Documentation Policy is supported by the following documents:

Collections Care and Conservation Policy
Collections Development Policy
Collections Management Policy
Documentation Procedural Manual

Tamworth Castle: Collections Care Review



Tamworth Borough Council

12 April 2021

Drakon Heritage and Conservation

DHCI48

Images: Luke Unsworth/ © Tamworth Borough Council

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I Collections care summary

The collections care survey has been undertaken alongside the review and update of accreditation documentation, in order to identify actions for the Collections Care and Conservation Action Plan, and the Documentation Plan, to update working practice to meet policies and plans; and to identify areas where it is a priority to improve collections care and documentation overall.

The primary issues and recommendations identified are:

- Need to improve environmental conditions and reduce pest activity at Amington to remove risks to the collections: current the environmental conditions are a threat to their long-term future.
- Need to increase personnel capacity: lack of capacity is a significant hindrance to improving collections care, resolving documentation issues and improving the public and engagement benefit they deliver.

2 Survey method

The survey was conducted on the basis of physical site visits to the storage locations at Amington and Holloway Lodge during January – March 2021, as well as meetings with staff and analysis of supplied documents. The castle itself has no collections storage, and only limited display of collection items (one case and items on open display as dressed rooms).¹

Each store was photographed and measured, and a number of key indices recorded, including the volume of the store, its floor area, percentage estimate of the floor space taken up by collections, and a range of other observations.

A sample of items across each store were visually inspected for a range of collections hazards, including physical risks (e.g. those arising from overcrowding such as contact, abrasion), inappropriate loading, placement and packing materials. Objects and stores were also checked for visible evidence of hazards such as dirt, dust, pests and mould, and staff consulted about pest monitoring procedures and concerns.

Health and safety hazards and security concerns were noted during site visits and recorded.

Assessment of the suitability of the stores for staff, research and public access was made with reference to the relevant indices recorded, to establish in each case whether stores had the potential to be visited safely and whether such visits would facilitate a meaningful engagement with the collections.

2.1 Environmental assessment

Environmental conditions are being monitored at Amington and Holloway Lodge using Tiny Tag loggers. Summaries of this recorded data were provided by staff in the form of annual and quarterly environmental reports for both sites. Maximum and minimum figures are noted, as well percentages of readings falling within Government Indemnity Standards (GIS). Sections of recorded Relative Humidity (RH) and Temperature data from the period March – August 2020 were converted into graphs by staff and delivered for review as PNG image.

The environmental data was assessed in comparison with published standards which provide guideline levels for the storage and display of museum collections.² They specify the ideal conditions for objects based on material type, to prevent/ slow deterioration.

¹ A separate project to assess fabric and conditions at the castle is underway, collections survey was not undertaken: recommendations would be likely to be minor or duplicate those generated by that project.

² BS 4971: 2017 *Conservation and care of archive and library collections*; PAS 198:2012 *Specification for Managing Environmental Conditions for Cultural Collections*.

Quarterly pest monitoring reports were supplied for both locations.³

2.2 Documentation and benchmarks

Benchmarks in Collection Care for Museums Archives and Libraries, Benchmarks in Collections Care 2.0. (MLA 2011, revised 2018) was used as the standard for comparison for this project. These benchmarks include standards for policy, buildings, storage, housekeeping, handling and use, environmental monitoring, environmental control, conservation, surrogates and emergency preparedness.

Only those benchmarks relating directly to collections care were assessed, in line with the brief. The self-assessment checklist is provided separately, and the summary of the results provided in this document.

Outputs from the collections management system Modes were also reviewed, along with existing collections care and documentation documents.⁴

3 Survey results

3.1 Documentation

All collections, both archive and objects, are documented via the collection management system Modes, as well as physical records. The quality of the Modes records is reasonable, but there are areas where they would benefit from improvement. Historic numbering issues have left a backlog of documentation grey areas: the primary issue is the large number of temporary accession numbers issued to items for which original accessioning information has become separated. Addressing this is already included within the rolling programme of collections care, but progress is limited because of lack of capacity.

There is not currently any rights management and GDPR/ access information available via the collections management system.

There are lists of vulnerable and significant items, but there is no high priority salvage list.

The council holds two Modes licences: these are used to access the system via the council's internet provision at each location. There are fixed computer terminals with internet at the Castle and Holloway Lodge, and a laptop with wifi is used at Amington. Modes can also be accessed by collections staff working remotely. Backups of data are provided via the main council IT system, no independent backup system is used by the museum.

There are a number of groups of items awaiting assessment and accessioning or disposal/ repurposing (at Amington and Holloway Lodge): more than one small photographic archive; several boxes from TBC planning department; large group of material from the Friends of the Castle.

3.2 Personnel

Tamworth has one full time collections officer, whose duties involve collections care, of both archives and object collections, as well as a wide range of cleaning and housekeeping duties at both stores and the castle. Other staff members are part of the operational or engagement teams. There is no other curatorial or conservation expertise available in-house. A Museum Manager is intended, but not yet recruited.

³ Latest available reports: *Amington Store Pest Monitoring Combined Spring – Summer 2020 Report*; *Holloway Lodge Store Pest Monitoring Combined Spring – Summer 2020 Report*

⁴ Tamworth have supplied the primary documents and appendices used during their 2014 accreditation process, with more recent action plans, mostly dating up to 2019 (i.e. Covid has interrupted forward planning).

Lack of staff capacity and specialist expertise presents a definite limit on the level of active collections management, improvement and knowledge that can be achieved, and is thus a risk to collections.

There is a small pool of volunteers: these are a dedicated, long-term group who are familiar with the collections and collections care tasks such as store cleaning and monitoring. However, they are generally not confident using the collections management system, do not undertake heavier physical tasks, and the ability to facilitate them has been impacted by covid. Lack of staff capacity presents a definite limit on the level of volunteer input that can be effectively deployed, limiting resource.

Volunteering is undertaken on an individual, ad hoc basis: there is no active volunteer programme in which benefits and impact on individuals and the organisation can be evaluated and enhanced. It is understood that new volunteers are being recruited, and a framework within which to do this is essential.

3.3 Amington store

3.3.1 Capacity and object storage

Amington is a modern industrial unit, with areas of good quality storage conditions and adequate security. However, the neighbouring unit is an industrial chemicals producer, and there is a unit which includes hotwork processes nearby: this is a significant potential risk to the collections, one which council emergency and disaster planning should explicitly address.

The store is well organised and not over capacity, although currently the store is full, with no capacity to receive further material. There is a small amount of storage on the floor in one aisle, but this is primarily architectural salvage material recommended for disposal. There has been some use of the store for non-collections items (display cases and other items from castle refurbishment). There is no dedicated working or visitor space in the downstairs area of the store, some table space on the mezzanine.

3.3.2 Environment

The store is not climate controlled: there is no heating and it is not well buffered against external weather conditions. Very high relative humidity (RH) levels well in excess of recommended levels for the collections housed here have been recorded. Data from 2020 showed RH levels only fell within GIS (Government Indemnity Standards) c. 25% of the time. The majority of the time RH levels were above 65%, which can have a detrimental effect on collections such wood (swelling, warping), textiles (dyes run) and metals (corrosion) and increased pest activity.

RH at this elevated level (above 65%) promotes mould growth, and evidence of this was observed affecting two boxes containing wood and metal objects (site visit February 2021). Paper and archive materials stored here are particularly vulnerable.

Temperatures within the store also fluctuate depending on external weather conditions. In 2020, temperatures ranged between 3–29°C, and only fell within GIS 57.5% of the time (average of the 4 Tinytag locations). Similar readings were recorded in 2019 and 2018. Temperatures in excess of 20°C can accelerate degradation in some types of museum object, for example it can cause softening waxes, lacquers and varnishes, and can speed up chemical reactions. Low temperatures do not necessarily have a detrimental effect on museum objects, however are uncomfortable for staff working on site.

There are no issues with light levels affecting objects in this store as there is no natural light and it is in darkness for the majority of the time. All accessible fluorescent strip lights have been covered with UV film and the lighting only comes on when staff/contractors are working on site.

The store is not well-sealed. The fire doors and roller shutter have gaps around them, increasing the level of air exchange and the potential for increased dust and pest ingress.

3.3.3 Collection hazards and pests

The objects are generally well protected, stored on purpose built Metalrax Storage and Brunyzeel racking and either boxed or covered with fabric covers to help prevent from dust build up. There are a number of unwrapped bound volumes (rate books etc) which would benefit from dustcovers.

Integrated pest management is being carried out. Blunder traps (25 total) located around the store are inspected and replaced quarterly. There is a designated quarantine area in the lobby area by the door. Store visits are usually undertaken weekly, but are dependent on volunteer input and has thus been significantly impacted by covid. Vulnerable and significant items are listed and checked annually. Pest activity is managed by isolating affected items.

Evidence for pest activity has been observed within the store. There are significant numbers of clothes moth, although numbers are not quite considered to be at infestation level. There are also high numbers of springtails and booklice, which indicate damp. Recorded numbers of furniture beetle have been at infestation level, severe enough to have led to disposal of collections objects in the past. The high RH is a critical factor. Some evidence of pest damage was noted during site visits (February 2021).

The moths and furniture beetle are a significant threat to the furniture and textiles within the store. Entry points are not well sealed and encourage the entry of dust, dirt and pests into the store, and the environmental conditions promote pest activity.

There is potential for airborne pollutants from unit next door, scale unknown.

3.3.4 Health and safety hazards

There are no significant health and safety hazards. The store is well lit and well laid out with clear walkways. There is dedicated office space and welfare facilities. Nature of airborne pollutants from next door units unknown.

The store can reach extremes of temperature which are not comfortable for staff working on site. HSE recommend a minimum temperature of 16°C for a workplace and 13 if the work involves rigorous activity. Temperatures within the store regularly drop below this recommended level, and temperatures as low as 1°C have been recorded.

There are some large, heavy objects stored at height at Amington, which can only be safely accessed with a forklift.

There are a few collections objects with potential hazards, however these are already known to staff and have been stored/flagged appropriately:

- Unsprung mantrap
- Asbestos (sheets in cine projectors; baby-sized gas mask)
- Creosote- already flagged for disposal.

3.3.5 Security

The store is alarmed, however it has no CCTV. There is a halogen security light above the front door to the unit and an ADT external alarm unit on the wall beneath. Window in office is barred. There is emergency lighting throughout the building.

The combination of lack of CCTV, location of unit and infrequent visits by staff (usually limited to once per week, less during covid) is a security risk.

One core staff member (Sarah) has keys, however there is a spare set at castle marked restricted and kept securely in the staff room, so wider pool of staff could access them.

3.3.6 Accessibility

The store is purpose built, with well-organised racking. The store is accessible on ground floor level via pedestrian doors and the roller shutter. Some of the collections stored at height are not readily accessible (via forklift). Collections housed on the mezzanine are only accessible via stairs.

External visitor access (e.g. researchers) to the stores must be facilitated by a single staff member, therefore public access is very limited. No general public access to the store (e.g. tours etc) is undertaken, but there is potential for with some reorganisation and introduction of working and discussion space. Given access restrictions at Castle/ Holloway Lodge, this would extend museum accessibility.

3.4 Holloway Lodge

3.4.1 Capacity and object storage

Holloway Lodge Archive is the castle gatehouse, dating to 1810, which includes storage areas of high quality conditions and good security. However, the storage spaces are confined, on an upper level, with restricted window access and only one staircase: in the event of fire, the risk to the collections is extremely severe, and potential for salvage minimal to non-existent. There are no surrogates for the archive. In this sense, the overall archive storage is a significant potential risk to the collections.

The dedicated storage rooms are well organised and not over capacity. However they are full, and there is overspill of collections items into areas not designated for collections storage (offices below, corridor), and some archive collections stored at Amington as a result. Thus overall, collections storage at Holloway Lodge is over capacity. There is no dedicated working space in the collections area.

3.4.2 Environment

Temperature and relative humidity levels for the archive store are good and on the whole stable. Daily RH fluctuations of less than c.5% (read from PNG graph) are well within recommended levels. In 2020, temperature readings were within GIS levels 94% of the time and RH 97.5% of the time. The levels are appropriate for the collections housed there.

The stable RH appears to be the result of a new boiler and heating management system which is helping to control the RH and buffer against external climatic conditions by providing continuous background heat within the store.

There has been a water leak in one of the storage rooms. This does not appear to be a regular problem, but does suggest some risk here.

There are no issues with light levels affecting objects as the stores are in darkness for the majority of the time, with lighting only coming on when staff/contractors are on site.

3.4.3 Collection hazards and pests

The objects are well protected, stored on purpose-built racking and either boxed or covered with fabric covers to help prevent from dust build up.

Integrated pest management is being carried out onsite. Data was provided covering the period January – October 2020. Blunder traps (10 in total) located across the two archive store rooms are inspected and replaced quarterly. Store inspection is usually undertaken weekly, but is dependent on volunteer input and has thus been significantly impacted by covid. Vulnerable and significant items are listed and checked annually.

Pest numbers are low: clothes moths are found in small numbers, which are a concern as they feed on bindings and cloth within books. Booklice are the highest number of pests, along with springtails and plaster beetles, which are a sign of damp

3.4.4 Health and safety hazards

There are no significant health and safety hazards within the storerooms. The store is well lit and well laid out with clear walkways, although these are narrow. There is dedicated office space and welfare facilities, and a disused office that may become a collections workspace. However, the store rooms are accessed via a narrow, steep staircase which represents a hazard, particularly when carrying collection items.

There are a few objects with potential hazards, however these are already known to staff and have been stored/flagged appropriately:

- Very slightly radioactive object (watch).

3.4.5 Security

No significant security concerns at Holloway Lodge. The site is alarmed, has CCTV and storage areas securely locked and all access points (doors, windows) are secure.

Access to keys is restricted. One core staff member (Sarah) has keys, however there is a spare set at castle marked restricted and kept securely in the staff room, so wider pool of staff could access them.

3.4.6 Accessibility

The Holloway Lodge Archive has well organised collections storage, however the two storage rooms are up a steep set of stairs and space within the storage rooms is confined.

External visitor access (e.g. researchers) to the stores must be facilitated by a single staff member, therefore public access is very limited. No general public access to the store (e.g. tours etc) is undertaken, and this is not feasible due to restricted access.

3.5 Digital collections

Tamworth plans to increase its digital collections through a digitisation programme. The digital collections will not be accessioned, but will represent a significant asset which will require a care and management plan. This is explored in the digitisation strategy, policy and plan, not here, but a recommendation is provided below for completeness.

4 Collections care recommendations

Recommendations should be read in conjunction with the workstrands in the rationalisation and digitisation action plans as there is some overlap. These recommendations are high level and/or address significant issues only. The *Care and Conservation Plan 2019-2022* outlines collections tasks and targets across several accreditation areas in detail and that is not repeated here.

The accreditation workstrand includes the creation of an updated *Collections Care and Conservation Action Plan*, and *Documentation Plan* which should draw on these recommendations and existing documentation.

As an overall recommendation, existing planning and documentation, although thorough, does not distinguish effectively between the execution and recording of regular/ essential collections care targets and tasks, and priorities which require discrete workstrands or strategic investment to resolve. Maintenance or improvement tasks are listed individually at a level and detail which obscure

where action outside normal activity is needed to address significant strategic aims or risks to the collection. The effect of this is to obscure the gap between current capacity and need and make progress difficult to evaluate: the scope of essential maintenance and improvement tasks is considerable, and attempting to 'fit in' additional aims and tasks simply creates a work programme in which key targets are continually deferred.

The addition of new priorities for the collections, through the digitisation and rationalisation programmes, places greater pressure on collections care and documentation tasks, because these are the foundations on which the success of these initiatives is built. As examples: creating a digital archive which includes temporary numbers only increases backlog tasks to be resolved in future; it potentially reduces the information provided with images reducing public benefit; lack of active conservation programme may create reputational risks (showcasing objects in poor condition to wider audience, or inability to showcase significant items because of condition). Enhancing the rights management and GDPR/ access information available via the collections management system is essential to ensure it is an effective tool for the digitisation programme in particular.

With current investment in different museum areas, now is an opportunity to think critically and develop plans for collections care and documentation that work more effectively for the organisation and its aims.

Objective	Task	Notes
Improve documentation	<ul style="list-style-type: none"> See documentation plan. 	<ul style="list-style-type: none"> Highly recommended. Necessary for success of digitisation/rationalisation workstrands.
Ensure safety of digital assets	<ul style="list-style-type: none"> See digital policy, strategy and action plan 	<ul style="list-style-type: none"> Highly recommended. Necessary for success of digitisation workstrand.
Establish conservation priorities through improved condition checking programme and plan to address them	<ul style="list-style-type: none"> Formalise identification of conservation priorities in order that plans can be made to address specific issues. Currently, external advice is sought informally, but formal mechanism for alerting managers/ planning funding avenues is not in place to address known issues. 	<ul style="list-style-type: none"> Highly recommended. Implement an internal process to identify, prioritise and address issues.⁵ External support to provide condition assessments and recommendations may be needed. Quantifying priorities will assist with fundraising where necessary.
Reduce risks to collections at Amington by improving environmental conditions: adapt entry	<ul style="list-style-type: none"> Improve door and roller shutter seals: addition of seals/brush strips on the doors and roller shutter. 	<ul style="list-style-type: none"> Strongly recommended. This reduces external air exchange, dust and pest ingress to create more controllable conditions. A fairly simple and inexpensive solution which would have an immediate positive impact on the environment within the store. Requires external contractor.
Reduce risks to collections at Amington by improving	<ul style="list-style-type: none"> Install heating system: humidistat controlled heating (for the collections). 	<ul style="list-style-type: none"> Strongly recommended. Wall mounted electric panel heaters are linked to a humidistat, which is

⁵ This is required by the Collections Care and Conservation Plan 2.1-3, and needs practical system for actioning.

environmental conditions: reduce temperature and RH fluctuations, reduce RH levels overall.		pre-programmed to acceptable RH range. If the humidistat detects an RH in excess of 65% it triggers heaters to turn on which will reduce the RH. When the RH falls within an acceptable range, the heaters switch off.
Increase capacity to enable greater levels of active collections management	<ul style="list-style-type: none"> ▪ Collections at both sites more regularly inspected and condition issues such as pests flagged up more quickly, reducing the need for objects having to be disposed of due to pest damage in future. ▪ Increase staff activity at Amington, which would also lower the security risk there. 	<ul style="list-style-type: none"> ▪ Strongly recommended. ▪ Covid has interrupted usual processes, prioritising new monitoring would be beneficial. ▪ Consider ways to make monitoring programme more resilient: covid is an extreme situation, but low staff capacity also presents a risk.
Ensure emergency and disaster planning is up to date	<ul style="list-style-type: none"> ▪ Ensure the two significant external risks are considered in relevant plans ▪ Create salvage list and plan. 	<ul style="list-style-type: none"> ▪ Strongly recommended. ▪ Tamworth are redoing relevant documentation currently.
Reduce pest risks at Amington	<ul style="list-style-type: none"> ▪ Furniture beetle: remove wooden storage pallets from the original pallet racking. 	<ul style="list-style-type: none"> ▪ Good practice. ▪ Will require a pallet truck. Technicians and access space. ▪ This would be good practice, but needs to be completed in conjunction with improving overall store conditions.
Evaluate risks at Amington from airborne pollution	<ul style="list-style-type: none"> ▪ Gather information from neighbouring unit to establish nature of potential pollution. 	<ul style="list-style-type: none"> ▪ Good practice. ▪ Action dependent on information obtained.
Improve store working conditions at Amington	<ul style="list-style-type: none"> ▪ Additional plug in heating (e.g. oil filled radiators) to provide 'comfort heating' for staff. 	<ul style="list-style-type: none"> ▪ Good practice. ▪ Requires investment in new equipment.
Improve store working conditions at Holloway Lodge	<ul style="list-style-type: none"> ▪ Explore potential of disused office as collections workspace 	<ul style="list-style-type: none"> ▪ Good practice. ▪ Confined space reduces ability to use collections, additional workspace would help.
Improve security at Amington	<ul style="list-style-type: none"> ▪ Add CCTV 	<ul style="list-style-type: none"> ▪ Good practice. ▪ Particularly if increased visitor access is planned. ▪
Create active volunteer programme and evaluation framework	<ul style="list-style-type: none"> ▪ Plan and implement 	<ul style="list-style-type: none"> ▪ Good practice ▪ Ensures maximum benefit of volunteering support.

4.1 Collections movements

On the assumption that the rationalisation project might generate new capacity at both Amington and Holloway Lodge, and that as a result collections movements might be contemplated, the following principles/ recommendations are offered:

- Location and movement of archives to Holloway Lodge, should be considered in conjunction with fire risk identified above.
- Movement of archives overspill from Amington to Holloway Lodge would offer improved environmental conditions for them.
- All collections movements should follow quarantine protocols: in particular, it is noted that the prevalence of pests and moulds is much greater at Amington, and any movement of archives from Amington to Holloway Lodge should take account of this.
- Amington offers significantly less good quality environmental conditions than Holloway Lodge, and is not appropriate for the storage of archive materials or botanical specimens presently, because of Relative Humidity fluctuations. Improvement of storage conditions at Amington, either via a discrete climate controlled 'pod' or via overall improvement of conditions would be needed to move this material here.
- Amington does not provide secure storage for high value items, such as coins and medals, without the addition of specific control measures (e.g. a locked cage) and a higher level of overall security and monitoring.

5 Appendix: detailed store assessment

Amington		
Issue	Description	
Contents	The collections include a wide range of object types and materials: framed, glazed and unframed artworks in oils, watercolour and print; documents; textiles and costume; furniture; domestic, agricultural, industrial and social history objects; individual items of local and civic significance; products of local businesses; archaeology; architectural features and metalwork; coins and medals; transport; glass and ceramics; natural history; geology; paper and bound archive volumes; photographic materials.	
Environment	No environmental control – no heating and temperature fluctuates very cold and hot. RH regularly exceeds recommended levels.	
Capacity	c.345m ³ (collections volume).	
Inventory	Everything is documented via Modes, all boxes and items securely labelled.	
Security	No major concerns, site is alarmed, however no CCTV and site located on remote industrial estate.	
External	Neighbouring unit is industrial chemicals producer.	
Packing	Well-ordered racking (Metalrax Storage and Brunyzeel)/boxes/drawers/cabinets. Unboxed objects protected with fabric covers, boxes well-packed.	
Welfare/ H&S	No issues. Toilet (separate mens and womens facilities). Kitchen facilities available – with sink unit and on-demand hot water point, cupboards, double electric socket and kettle and further tubular frost protection heater. Internet access via laptop only, no landline phone.	
Environmental data provided	2018 – 2020	
Relative Humidity	Very high levels. In excess of recommended levels for the majority of the time. The latest data from 2020 showed annual RH averages only fell within GIS 24.5% of the time, meaning the vast majority of the time collections were exposed to higher relative humidities which cause damage to the materials. Poor results have resulted in an increase in pest activity in the past, notably furniture beetle.	
Temperature	Seasonal fluctuations: extremes of temperature in winter and summer months.	
Light	No issues as the stores are in black out for the majority of the time. Only light sources are fluorescent lights, with UV filters, which are only on when staff/contractors are working in the building	
	Lowest recorded	Highest recorded
RH (%)	39	100
Temp (°C)	1	30

Holloway Lodge		
Issue	Description	
Contents	The collection includes paper, parchment/ vellum, plastic and other films, bound volumes, printed matter, framed and glazed items, stone, wax and metals, textiles, glass negatives, slides, photographs (historic and modern formats), and other ephemera; botanical specimens.	
Environment	No environmental control – no thermal buffering or insulation. Boiler and heating system was replaced in August 2018. Radiators are fitted with TRVs and can be regulated independently. Upstairs in the archive store there are 2 radiators in the first store and 1 in the second store.	
Capacity	21m ³ (collections volume), 7m ³ collections records and other items awaiting assessment/ accessioning. This includes overspill material: volume of collections within designated collections storage (HL3 and HL4) is c.16 m ³	
Inventory	Everything is documented via Modes, all boxes and items securely labelled.	
Security	No major concerns, site is alarmed and has CCTV.	
External	No fire access: limited window access and only one staircase.	
Packing	Well-ordered racking/boxes/drawers/cabinets. Unboxed objects protected with fabric covers, boxes well-packed.	
Welfare/ H&S	Separate office spaces with desks – computers, internet access, printers, landline phones Small kitchen space with sink unit and on-demand hot water point, fridge, microwave, kettle.	
Environmental data provided	2018 – 2020	
Temperature	Temperature on the whole stable, some seasonal fluctuation.	
Relative H	Daily RH fluctuations of less than c.5% (read from PNG graph) are well within recommended levels. In 2020, temperature readings were within GIS levels 94% of the time and RH 97.5% of the time.	
Light	No issues as the stores are in black out for the majority of the time. Only light sources are fluorescent lights with UV filters, which are only on when staff/contractors are working in the building.	
	Lowest recorded	Highest recorded
RH (%)	30	70
Temp (°C)	8	29

6 Appendix: capacity and collections assessment

Amington			
What	Dimensions (approx)	Contents	Vol (m ³)
Lower floor			
Brunyzeel racking area (AMPRI-4)	4x4mxc.3m wire racks, all with dust covers c.4x6.5m floor space	1 side: tools and implements 1 side: clocks 6 sides: framed art	78.0
Art racking area AMPR5	4.4mx3m unit with 2 shelves and internal partitions	Framed and unframed art (small)	13.2
Blue plan cabinet	8 drawers, estimated 1.5mx1.5mx1m	Objects (small), domestic, local history, curiosities	2.5
Gun safes	2 freestanding gunsafes, c.2m ³ occupied each	Weapons	4.0
Racks AM1, AM2	7.5mx1.7mxc.3m, containing 12 bays, 4 shelves each	AM1, 24 shelves: boxed and unboxed ceramics and glass. AM2, 24 shelves: boxed and unboxed ceramics and glass; domestic, social and industrial	39.0
Racks, AM3, AM4	8.75mx1.7xc.3m, containing 14 bays, 4 shelves	AM3, 7 shelves: boxed archaeology AM3, 21 shelves: unboxed domestic, industrial and social AM4, 1-2 shelves: geology, natural history AM4, 2-27 shelves: archaeology	45.0
Pallet racks AMPAL	14mx1.2mx3.7m, containing 5 bays, 3 shelves each	Architectural items, sculpture, transport	62.5
Floor standing	in Brunyzeel racking area, between racks below stairs, and at aisle ends	Doors and other large items Photographic equipment, domestic items (all large), large archaeology	10.0
Floor standing	in aisle between racking, estimated at 8x1m floor area, c.1.5m high	Primarily architectural salvage	12.0
On top of blue cabinet	6 x 19l boxes, estimated at 1m ³	Slides and audiovisual material	1.0
Total Lower Floor			c.270.0
Mezzanine			
Costume racks	4 freestanding rails with dust covers, est. 6m	Hanging costume	6.0

Furniture	4mx5mx1.5m freestanding with dust covers	Furniture	30.0
Racks, AM2, 5	3mx0.65mx1.7, containing 3 bays, 8 shelves total	6.5 shelves: archive, loose books no dustcovers 1.5 shelves: large objects	3.4
Boxes	4 RU boxes	Archives	0.5
Racks, AM2, 6	13.2mx0.65mx2m, containing 3 bays, 3 shelves each; 10 bays, 5 shelves each	3 shelves: furniture 56 shelves: costume and accessories, boxed or dust covers	17.2
Racks, AM2, 7	2.8mx0.5mx1.8m, containing 3 bays, 9 shelves total	9 shelves: toys	2.5
Racks, AM2, 8	1.9mx0.5mx1.8m, containing 2 bays, 4 shelves each 6.5mx0.5mx2m, containing 8 bays, 5 shelves each	8 shelves: toys, costume and accessories, boxed 19 shelves: costume and accessories, boxed 2 shelves: empty 19 shelves: archive, boxed	8.2
Floorstanding	Small amount of freestanding objects and un-accessioned items	Large	5.0
Total Upper Floor			c.73.0

Holloway Lodge			
What	Dimensions (approx)	Contents	Vol (m³)
Room HL3			
Racks, 1	1mx0.45mx1.8m per bay, 1 bay, 5 shelves total	Planning applications; castle visitor books	0.8
Racks, 2-5	1mx0.45mx1.8m per bay, 4 bays, 21 shelves total	Allsopp book collection	3.2
Racks, 6-7	1mx0.45mx1.8m per bay, 2 bays, 12 shelves total	Miscellaneous book collections	1.6
On top of 6		Large format cemetery plans	0.5
Racks, 8	1mx0.45mx1.8m per bay, 1 bay, 5 shelves total	Real estate records, historic	0.8
Racks, 9	1mx0.45mx1.8m per bay, 1 bay, 5 shelves total	WW1, WW2, organisations and societies	0.8
On top of 9		Outsize maps and plans	0.5
Coin cabinet	30 drawers, plus loose box	Coins and medals	0.5
Room HL4			
Racks, 1-2	1mx0.45mx1.8m per bay, 2 bays, 10 shelves total	8 shelves: TBC records; 2 shelves: Ferrars papers	1.8
On top		Willington pedigrees	
Racks, 3-4	1mx0.45mx1.8m per bay, 2 bays, 9 shelves total	5 shelves: photographs (oversize); 2 shelves: parish information; 1 shelf: archaeological reports	1.6
		1 working shelf	

Racks, 5	1mx0.45mx1.8m per bay, 1 bay, 5 shelves total	Newspapers (bound volumes and boxed). Maps on top	1
Racks, 6	1mx0.45mx1.8m per bay, 1 bay, 5 shelves total	Archives of local trades and businesses	0.8
Racks, 7-8	1mx0.45mx1.8m per bay, 2 bay, 10 shelves total	Tamworth QEM school records; local family papers; including photographs Large format plans and drawings	1.6
Racks, 9	1mx0.45mx1.8m per bay, 1 bay, 5 shelves total	Tamworth images, guides, plans	0.8
Corridor			
Bookshelves	2 bays, 14 shelves total	TBC minutes and papers, mostly bound; Common Hall bokos	1.6
Bookshelves	1 bay	Non-accessioned administrative papers/ slides, slides to be accessioned	0.8
Office (inner)			
On top of filing cabinets	11 small metal drawer boxes	2 boxes: small glass negatives; 2 boxes: large glass negatives, 7 boxes: negatives all accessioned	0.5
Filing cabinet 5		Accessioned photographs/ postcards	0.5
In corner/ under desk	2 RU boxes and loose parcel	Glass negatives waiting for accessioning	0.5
Filing cabinets/ corner/ under desk	Cabinets 2-4, 6-7, small metal drawers	Object record cards; history files; collections records; SHIC cards; donor cards; archaeology index cards; duplicate history/ object cards.	3.0
Office (outer)			
Plan cabinet	1 metal plan cabinet	Maps and plans, all accessioned	1.2
Under stairs	1 large stack RU boxes and loose	Friends material from Castle, unaccessioned to be sorted.	2.2
Filing cabinet 1		Collections and administrative paperwork	0.5
Total Upper Floor		Accessioned items	c.21.0
		Unaccessioned/ collection records	c.7.0