

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

KING'S LYNN AND WEST NORFOLK AREA MUSEUMS COMMITTEE

THE MEETING WAS INQUORATE SO AN INFORMAL DISCUSSION TOOK PLACE

Notes of an Informal discussion of the King's Lynn and West Norfolk Area Museums Committee held on Monday, 26th September, 2016 at 2.15 pm in the Committee Suite, King's Court, Chapel Street, King's Lynn

PRESENT:

Councillor Mrs E Nockolds	-	Borough Council of King's Lynn & West Norfolk (Chairman)
Mr T Humphreys	-	Borough Council of King's Lynn & West Norfolk
County Councillor Chenery	-	Norfolk County Council
Mr O Bone	-	Norfolk Museums Service
Ms H Jackson	-	Norfolk Museums Service
Lindsey Bavin	-	True's Yard Museum

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Mrs A Wright, H Humphrey, J Ward, A Tyler, T Wing-Pentelow, Dr R Hanley, Mr S Miller and S Thompson.

2 MINUTES

As the meeting was inquorate, the minutes of the meeting held on 13 June 2016 would be agreed at the next meeting in December 2016.

3 REPORT OF THE HEAD OF OPERATIONS AND LEARNING

The Committee received the report from the Head of Operations and Learning as circulated with the Agenda. Oliver Bone and Hannah Jackson were present to answer any questions.

The visitor figures were tabled for information.

The Committee was invited to comment/ask questions, a summary of which is set out below.

In response to questions relating to schools visiting the Lynn Museum, Oliver Bone explained that exhibitions scheduled for the Lynn Museum were promoted. A flyer promoting the Little Lives, Snapshots of

Childhood 1800 to the Present Day which opened on 23 September 2016 and would run until 17 June 2017 was circulated to those present.

Following comments on the Baines Paintings, it was explained that if the opportunity arose to purchase a Baines painting then fundraising for the appropriate grants would take place prior to an auction.

The Chairman, Councillor Mrs Nockolds suggested that the new staff of the Museum's front of house team be invited to attend the next Borough Council Ambassador course.

The Committee's attention was drawn to the Mystery Shopping exercise in which members of staff visited other museums and offered feedback on their findings in exchange for feedback on the museum in King's Lynn. The Chairman, Councillor Mrs Nockolds proposed that a report be received at the next meeting, to which the Committee agreed.

Members' attention was drawn to paragraph 5.1 of the report and informed that the Lynn Museum was hosting a 12 month Teaching Museum traineeship provided through the NMS Teaching Museum programme. It was noted that Imogen Clarke was the trainee this year, one of six hosted by the Museums Service as a whole. The Chairman, Councillor Nockolds suggested that Imogen attend the next meeting of the Committee.

Hannah Jackson presented the visitor figures and explained that due to the warm weather experienced in June, July and August it was assumed that more visitors opted to spend time on the beach/outdoor activities; there had been a drop in the number of visitors which also echoed the Great Yarmouth data.

Following questions on advice given to set up a Museum, Hannah Cooke explained that the Museums Services provided advice when required and added that there was also a Museums Mentoring Scheme in place as well as a special advice shared network. Any interested organisations wishing to receive assistance should be encouraged to contact the Norfolk Museums Service.

The Chairman, Councillor Nockolds thanked Oliver and Hannah for presenting the report.

AGREED: 1) The Area Museums Committee noted the report.

2) A report on the feedback from the Museums Mystery Shopping exercise be presented to the next meeting of the Committee.

3) Imogen Clarke, Teaching Museum Trainee attend the next meeting of the Committee.

The Tourism Manager presented the report of the Borough Council as circulated with the Agenda.

The Committee's attention was drawn to section 2.2 West Norfolk mobile phone app and it was highlighted that the first edition of the new app was released on the App Store at the end of August. It was explained that the App provided a mobile responsive directory guide to, Things to do; Events; Places to eat and local food producers; shopping; places to stay; and local services throughout West Norfolk. It was highlighted that the App also provided the opportunity for business to promote special officers, as well as the relevant themed sections and individual business entries.

The Committee was invited to comment/ask questions, a summary of which is set out below.

In response to a question, the Tourism Manager advised that currently the App was not voice activated, however, it was explained that it was technically possible to provide some voice activated technology. The Chairman, Councillor Mrs Nockolds advised that a voice system would be provided through the Council Information Service in the future, but was not yet available.

Following questions on advertising on trains, the Tourism Manager explained that the Council had previously used trains for advertising via posters. The Chairman, Councillor Nockolds that Councillor Chenery enquires whether the railway group wish to have a supply of tourism leaflets on the trains.

Reference was made to the content of historic churches on the website, the Tourism Manager explained that there was information on most of the villages in the Borough, but that churches were not set up as a separate section. It was noted that information on individual churches had to be developed, but was time consuming.

In response to questions regarding the archives, the Chairman, Councillor Nockolds informed the Committee that the archives were being brought back from the Norfolk Records Office to the Town Hall.

The Chairman, Councillor Nockolds thanked the Tourism Manager for the report.

AGREED: The Area Museums Committee noted the report.

5

TRUES' YARD REPORT

Lindsey Bavin, Manager of True's Yard presented the report which had been circulated with the Agenda.

The Manager of True's Yard responded to questions from the Committee relating to:

- Partnership working with St Nicholas Church on planning events.
- Partnership working with the Vancouver Centre organising a Volunteers Day.
- Lecture on King John Cup.
- True's Yard Silver Jubilee Appeal.
- Developing a Phone App.
- Sunday opening.

The Chairman, Councillor Nockolds thanked the Manager of True's Yard for the report.

AGREED: The Area Museums Committee noted the report.

6 **DATE OF NEXT MEETING**

The next meeting of the Committee would take place on either Monday 12 December or Monday 19 December at 2.15 pm. The Democratic Services Officer to canvass Members to identify the most convenient date.

The meeting closed at 3.15 pm