

Appendix 1- Service reviews – the findings

Areas of Alignment

- **Strategic Vision:** Both reviews emphasise the need for a refreshed, clear vision and purpose for Bourne Hall Museum, ensuring relevance to local communities and alignment with council priorities.
 - **Accreditation & Compliance:** Maintaining national museum accreditation and updating policies and procedures are highlighted as essential for credibility and future funding.
 - **Governance & Future Planning:** Each review recommends reviewing governance models and preparing for local government reorganisation, with a focus on stewardship and long-term sustainability.
 - **Financial Sustainability:** Both advocate for diversifying funding sources, improving financial transparency, and actively seeking external grants and partnerships.
 - **Visitor Experience:** There is consensus on the need to enhance visitor engagement, make displays more interactive and accessible, and systematically collect audience data.
 - **Community Engagement:** Stronger partnerships, community involvement, and inclusive practices are recommended to ensure the museum reflects and serves its diverse population.
 - **Environmental Sustainability:** Both reviews encourage embedding sustainability into museum operations and strategic planning.
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Key Differences

- **Depth and Detail:**
 - The **Service Review** provides a detailed operational action plan, with specific recommendations, timelines, and benchmarking against sector standards.
 - The **Peer Challenge** adopts a broader strategic perspective, focusing on high-level options, best practice examples, and the wider context of local government change.
 - **Communication & Change Management:**
 - The **Peer Challenge** places greater emphasis on clear communication with staff and the public, especially during periods of uncertainty and transition.
 - **Operational Focus:**
 - The **Service Review** delves deeper into internal processes, collections management, documentation, and succession planning for staff and volunteers.
 - **Best Practice & External Learning:**
 - The **Peer Challenge** provides more examples of sector best practice and encourages learning from other institutions, particularly in areas such as shared spaces, co-creation, and volunteer management.
 - **Inclusivity & Accessibility:**
 - The **Service Review** offers more detailed recommendations for tackling inequality and improving accessibility, including specific policies and research actions.
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Conclusion

Together, the **Service Review** and **Peer Challenge** offer a comprehensive blueprint for the future of Bourne Hall Museum. The Service Review delivers a practical roadmap for immediate and medium-term improvements, while the Peer Challenge sets the strategic direction and highlights opportunities for transformation. Their combined recommendations will help ensure the museum is resilient, relevant, and sustainable in the face of organisational and community change.