

# Appendix 1- Service reviews – the findings

This appendix summarises key themes and findings from the Service Review and Peer Challenge. It is provided to give context to the considerations set out in the main report and does not imply a preferred option.

The findings include both strategic observations and operational detail relating to how the Museum service may be delivered. Some operational elements are included for background information only and do not determine the strategic decision being sought on which option to adopt.

## Areas of Alignment

- **Strategic Vision:** Both reviews identify considerations relating to the development of a clear and updated vision and purpose for the Museum, with consideration of relevance to local communities and alignment with council priorities.
- **Accreditation & Compliance:** Maintaining national museum accreditation and updating policies and procedures are identified as important for maintaining credibility and supporting potential access to future funding.
- **Governance & Future Planning:** both reviews include consideration of governance arrangements and future planning in the context of Local Government Reorganisation
- **Financial Sustainability:** both include consideration of diversifying funding sources, improving financial transparency, and exploring external funding opportunities.
- **Visitor Experience:** Identify opportunities to enhance visitor engagement, improve accessibility, and develop approaches to collecting audience data.
- **Community Engagement:** Identify opportunities to strengthen partnerships, community involvement, and inclusive practices to reflect local communities.
- **Environmental Sustainability:** Both reviews include consideration of environmental sustainability within museum operations and strategic planning

The points above include both strategic considerations and operational observations arising from the reviews. Operational elements relate to potential service delivery approaches and would primarily be relevant to implementation under options involving continuation or development of the Museum. They are included for context only and are not directly relevant to the decision on which option to adopt.

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## Key Differences

- **Depth and Detail:**
  - The **Service Review** provides detailed operational analysis, including potential actions and indicative timelines which is not relevant to the strategic decision being made, but it also contains some strategic observations which have been incorporated into the committee report.
  - 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** includes examples of practice 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.

The operational detail referenced above relates to how the service may be delivered or developed under certain options. This information is provided to support understanding of the reviews and does not, in itself, determine the strategic choice between the options presented in the main report.

## **Conclusion**

The Service Review and Peer Challenge provide complementary evidence on the current position of the Museum and a range of considerations for its future. The Service Review includes more detailed operational analysis which is not directly relevant to the strategic decision making, while the Peer Challenge provides a broader strategic perspective.

The findings include both strategic considerations and some operational detail. Operational information relates to how options may be implemented where relevant but does not influence the decision on which option to adopt.