



## House Manager Report

### 27<sup>th</sup> Annual AGM – 3<sup>rd</sup> October 2023

In the last year, despite a turbulent financial situation with cost of living and post-covid induced difficulties the Museum has continued to engage with the community and develop a number of ongoing projects and activities already enumerated by the Executive and Curatorial committees. As such I will instead briefly touch on the matters of visitor numbers, membership, building and display upkeep, and financial information prevalent to the subject of House Management in this report.

#### Visitor Numbers and Outreach

Due to Covid and more recently the reduced available income to households for shorter local day trips, at the last AGM visitor and activity numbers had not recovered to pre-Covid conditions. While we have not yet returned to pre-covid levels of uptake, we have dramatically increased the upturn of visitor numbers and outreach participants (including children's activities, research requests, group visits, VIP events and outreach visits) from 2022. By the end of 2023 we will have significantly overtaken 2022 for user figures continuing the upward trend.

#### **Calendar Year Figures 2019-23**

Year	Visitor Numbers	Outreach Numbers	Total
2019	2,777	449	3,226
2020	749	45	794
2021	1,131	153	1,284
2022	1,980	342	2,322
2023 to date	1,813	374	2,187

#### Membership

This year we undertook a significant overhaul of our membership records. This was necessary to ensure that as many members as possible were paying the correct annual membership and that we had up to date Giftaid confirmations from the members who are able to pay it. The updated list has meant that:

1. With the removal of expired accounts we now have a realistic and up to date membership number of 140.
2. We now have up to date giftaid certificates for all members who are able to pay. This means we can claim back giftaid we were previously unable to do so for, which will result in a cash boost to the Museum of approximately £2500

It should also be noted that we have recently put together a new Corporate membership package – while some institutions already had a ‘corporate membership’ of the Museum there was no unified package of benefits to encourage new groups to sign up. As a part of the continued investment in community ties the new package offers incentives including a yearly display certificate, mention in the Heritage magazine and a linked logo on a supporters page on our website. We have already requested that the Chamber of Commerce advertise this package to their other members, however if you wish to see a full breakdown of benefits to corporate members or have suggestions of local companies who may be interested please get in touch with me via email on [curator@evmt.org.uk](mailto:curator@evmt.org.uk)

### **Building and Display upkeep**

Along with many new display projects both completed and ongoing by the Curatorial department the Museum is currently seeking funding in order to refurbish and repair essential public areas of the Museum. This project will be moving forward over the coming year, following the necessary procedures to ensure that it remains within the requirements for a grade 2\* listed building and preservation from an accredited Museum.

At the start of 2023 a routine inspection found evidence of current woodworm in all three buildings around Rickard’s courtyard. The Museum had the least signs of activity and only in the small attic above the stairwell away from objects under our care. Following advice from the pest control firm, the treatment will be taking place during the December/January in order to disrupt the opening of the Museum as little as possible.

### **Finances**

After several difficult years the Museum is in a relatively stable financial situation, however, as can be seen from the financial projections there are still two periods a year (both before our two largest donations from GSBT and ETC) where the funds drop dangerously low. This and the need to rebuild our reserve fund does require more effort in fundraising.

The shop continues to bring in a substantially increased income over previous years, and all events held over the period have made a good profit, however our greatest challenge still remains finding grants and donors who are willing to contribute towards ongoing running costs rather than one off projects. This is especially true with the continued cost of living increase effecting all costs, particularly utility bills.

Martin Frost  
House Manager