

STRATEGIC SCRUTINY COMMITTEE 23 JULY 2020

CLLR RACHEL SUTTON – DEPUTY LEADER AND PORTFOLIO HOLDER FOR CLIMATE AND CULTURE

Facilities & Markets – Work during Covid-19

Corn Exchange
<ul style="list-style-type: none">• Most events cancelled from the spring period have been rescheduled for the autumn or next year, 80% of ticket holders have chosen to retain their tickets rather than take a refund.• Many of the autumn events are now being rescheduled for 2021.• Discussions are ongoing with Environmental Health to produce a Covid-19 risk assessment which will allow us to discuss the possibility of holding some events: those for which social distancing could be possible.• The venue has remained available for blood donor sessions and we are exploring other possible uses whilst our normal programme is on hold.• Where possible staff have been furloughed but there has been a staffing requirement to deal with booking enquiries, cancelled bookings, occasional hires and maintenance of the venue/services. Staff have either worked from home or at the venue on a rota/socially distanced basis.• We are exploring the possibility of creating a new front office/box office for the venue which would be far more visible than the present arrangement and allow us to provide some extra services.
The Matford Centre
<ul style="list-style-type: none">• The centre has continued to operate to facilitate the livestock auctions and also to accommodate other tenants based there.• All events at the centre have been cancelled but most have confirmed their intentions to return in 2021.• We are working with Environmental Health to produce a Covid-19 risk assessment which will allow us to discuss the possibility of holding some events: those for which social distancing could be possible.• We are exploring other possible uses for the concourse whilst our normal programme is on hold.• A food distribution operation (for shielded people) has been organised from the centre. This continued until the end of June.• Some staff have been furloughed but most have been required to work because of the ongoing business at the centre. Staff have either worked from home or at the venue on a rota/socially distanced basis.• Work is ongoing to reinstate/replace the toilets at the centre which were taken out of action because of an issue with the drainage.• We are negotiating with the livestock auctioneer with the aim of extending their lease for a further period.
Markets
<ul style="list-style-type: none">• The farmers' market continued to operate throughout the lockdown period to offer local food producers an outlet for the produce and to take a little strain from other food retailers in the city. The market was redesigned to ensure that more space was created between stalls and all stall

holders were required to ensure that their customers observed social distancing.

- The Sunday Market/Car Boot Sale at Matford has been suspended since the introduction of lockdown. We are now looking at how we can gradually reintroduce the event whilst also reviewing its long-term viability.
- Other market stall holders (in Sidwell Street and Fore Street) have been allowed to re-open in line with the relaxation on restrictions to retail businesses. They are responsible for ensuring that social distancing measures are implemented at their stalls.

Visitor Facilities

- The Tourist Information Centre remains closed and we will work with Environmental Health to look at how we might be able to re-open.
- The Underground Passages remains closed and there doesn't appear to be much prospect of the operation returning in its current form any time soon. We are looking at whether an amended service can be offered or if there is an alternative use for the facility in the short-term.
- The Custom House remains closed but we will be working with Environmental Health and ECQT to look at how we might be able to re-open the facility.
- The Red Coat Tours have been suspended, we will discuss with the volunteer guides any scope to re-introduce a limited service.
- All of the visitor facilities staff are currently furloughed.

RAMM's Work during COVID-19

RAMM's Closure

RAMM closed to the public Tuesday 17 March and where possible staff began working from home using a combination of own and ECC IT. Initial focus was on logistics and operational practicalities; unravelling scheduling around exhibitions/events; audience development planning; enhancing digital offer. The date for RAMM's reopening is as yet unconfirmed. Considerable planning has been undertaken by the RAMM team but this will need refining in the light of the site specific Risk Assessment document produced by Environmental Health. Pending its availability work has continued on the Queen St lift installation and planning for new entrance hall floor covering. There are also issues to be resolved around the Air Handling System

Arts Council England Emergency Fund for National Portfolio Organisations

RAMM made an unsuccessful application to the Arts Council England Emergency Fund for National Portfolio Organisations

DCMS Select Committee Call for Evidence

An evidence submission was prepared for the DCMS Select Committee examining the impact of covid19 on the sector. This was submitted alongside evidence relating to the leisure provision in Exeter

Rates Appeal

ECC was successful in obtaining Court of Appeal ruling upholding the judgement of the Upper Tribunal (Lands Chamber). ACE and NMDC support of our case underscored its significance and there has been great sector interest in the landmark result, together with recognition of ECC's determination to fight it. The outcome will have a significant positive impact on the costs to the council of supporting RAMM.

Audience Development Activity	
The museum building may be closed, but we have been working hard to provide ways for people to engage with RAMM during lockdown.	
Lockdown Legends	RAMM has announced a project celebrating local people who have shown particular kindness, courage, humanity or ingenuity during the coronavirus pandemic. We are calling for people to nominate their Lockdown Legends. These nominations will form a photographic exhibition, created by the public and shown throughout the city. From care workers to NHS staff, bus drivers to refuse collectors, people working at food banks and postal workers, teachers, parents and the teenager doing shopping for a neighbour, Lockdown Legends will celebrate the resilience of the people of Devon who have helped the most vulnerable in our society during the crisis. http://rammuseum.org.uk/getting-involved/lockdown-legends/
RAMM at Home	RAMM at Home has been inspiring people with weekly creative challenges to build their very own museum collection based on our stunning objects. Drawing sessions, animated creations, origami, costume designing and model making are just some of the artistic ideas that feature and we've been asking people to share their creations. https://rammuseum.org.uk/young-visitors/fun-things-to-do/rammhome/
School materials	We have launched a comprehensive set of learning resources on Ancient Egypt, Romans in Devon and the Second World War. Primarily aimed at Key Stage 2 (7 to 11 year olds), but available for all, these fun, engaging and creative activities are designed to help both teachers as well as parents and carers looking for activities to do at home. https://rammuseum.org.uk/schools/online-learning/
Crossing digital divide during lockdown	Together with Exeter City Community Trust, RAMM has been sending out physical activity packs to shielded, vulnerable and isolated people in the city to help ease lockdown boredom. Elderly people and households with lower incomes often find it difficult to access the wealth of online creative resources that is available at the moment. By offering these physical packs, we are trying to ensure that everyone can benefit from the sense of achievement and connection that doing something creative can bring. https://rammuseum.org.uk/exeter-museum-crossing-digital-divide-during-lockdown/
Out and About: Queering the Museum	<p>Out and About: Queering the Museum is an intergenerational project, funded by the National Lottery Heritage Fund, which will empower lesbian, gay, bisexual, transgender and queer (LGBTQ+) communities to uncover and create existing and new LGBTQ+ heritage at RAMM.</p> <p>A project website has been created and social media campaign launched. We began with a whole month of communications to coincide with Pride month. We announced the artist commissions for the project and produced short films by the key people in the project, talking about their roles and hopes for the project. The Queer Collectors Case will be launched next week. People will be asked to share a queer object from home via a photograph or video, together with an explanation of why they have chosen it, and what it means to them. This new collection of queer objects will become a digital collectors' case, added to over</p>

	the course of the project, and inspired by RAMM's 'What Do You Collect?' display case. https://rammuseum.org.uk/getting-involved/out-and-about-queering-the-museum/
Youth Panel	<p>On Friday 26 June RAMM's Youth Panel took part in the 'Kids in Museums' Digital Takeover Day. They took over RAMM's social media channels for the day in order to help people see RAMM's collections in a new light and get a better idea of what young people are interested in. Trending on #TakeoverDay the day promoted an exciting range of activities, all linked back to the museum. From a morning yoga session, a glimpse at some of Exeter's finest sculptures, art projects inspired by museum objects through to a mini cookery class on the Korean rice dish Kimbap inspired by RAMM's Sea Garden exhibition and a video about Black Lives Matter, the social media statistics showed impressive engagement and reach.</p> <p>The Youth Panel's photography exhibition, <i>Shots taken: books, bars and beyond</i>, has been launched on RAMM's digital exhibition space, Showcase. This exhibition aims to reveal the typically misunderstood experience of University students. The project reflects the mundane but life-shaping experiences of student life that are often left out of shot. From acts of student activism, to intimate moments with new friends, this exhibition shows the experiences of belonging, friendship, loneliness and excitement as perhaps the most valuable aspects of education.</p>
Collections and Content Work	
<p>The furloughing of many staff and lack of access to museum collections and their documentation has impacted on the type and volume of work the team has been able to carry out. Exhibition development and projects led by staff on furlough have mainly had to stop. The closing of museums and galleries across the UK has also meant collaborative projects and touring exhibition schedules have been badly affected. We have been able to progress some existing priorities and respond to the new challenges presented by the pandemic lockdown.</p>	
COVID-19 Art Commission	<p>A new initiative funded by ACE budgets for an artist's response to the period of lockdown. A brief was circulated in May and selection took place in June. The successful artist is Amy Shelton who will create a unique lightbox artwork that illuminates preserved flowers from Exeter. It will record spring and summer through wildflowers collected between March and October 2020, coinciding with restrictions imposed by Covid-19. <i>Biophilia: The Exeter Florilegium</i> will include pressed flowers contributed by staff and patients from the Royal Devon & Exeter hospital as well as specimens from the gardens and window boxes of people self-isolating.</p>
Seedscapes Art Commission	<p>A new photographic commission funded by ACE budgets to be shown as part of the exhibition <i>Seedscapes: Future-proofing Nature</i> at RAMM from February 2021. The brief was circulated in May and selection took place in June. Although not specifically about Covid-19, photographers have had to work under the restrictions it has placed upon them. The successful artist is Léonie Hampton whose work <i>Language of Seeds</i> will explore her relationship with seeds and gardening during the coronavirus-induced isolation, as seen through her photography.</p>
Showcase website launched	<p>RAMM had been planning a new website for additional collections content and exhibitions for some time, but the impositions of Covid-19 lockdown presented</p>

	an opportunity to complete the site in time for greater digital engagement with our audiences over the summer. The website was launched on 1 July with content on the Linter collection, Keble-Martin botany and photographs taken by our Youth Panel.
New digital content on collections	<p>Remote working has meant that unfurloughed staff have been able to contribute to our own digital resources and respond to the many opportunities that have arisen.</p> <p>Some of these are:</p> <ul style="list-style-type: none"> • Collections Explorer: adding new records, new images or new content to RAMM's Collections Explorer website • Untold Stories tweets: adding new tweets to the ongoing series of untold stories for 2020 based on the hidden stories in RAMM's collection • Museum Unlocked: contributing RAMM content to the national social media campaign • Google Arts & Culture: continuing to add RAMM content to this increasingly popular platform • Art UK: contributing to Art Detective website and collaborating with Art UK to produce the Guardian online art quiz on 12 May
Repatriation of Chief Crowfoot's regalia	In April the report on the repatriation of Chief Crowfoot's regalia was presented to ECC. The return of these items to Canada will mark a significant moment in RAMM's history and in the ongoing debate about repatriation in museums. RAMM continues to be contacted to discuss the case by museum sector colleagues.
RAMM's Collections Development Policy (2020-2025)	A Collections Development Policy approved by a museum's governing body is a requirement of Museum Accreditation, which is the UK standard for museums and galleries. Only museums which hold Museum Accreditation may apply for major investment from Arts Council England and most other sector funding bodies. A new five-year CDP was agreed for RAMM by ECC on 2 June.

Tourism and Culture Work during COVID-19

Tourism
<p>The Tourism Team is currently:</p> <ul style="list-style-type: none"> • Leading on Exeter Visitor Economy recovery work • Working on City Centre Recovery group • Working on Community Wellbeing recovery group • Creating Exeter Live Better & Liveable Exeter new website developments • Driving forward on Business tourism – MeetGB and following up contacts / producing conference toolkit – exploring the 'New Normal' and the impact on Exeter venues • Updating www.visitexeter.com and liaising with Visit Exeter members and channelling info from central government • Liaising with VisitEngland/VisitBritain on recovery work • Liaising with regional recovery groups and neighbouring DMOs • Co-ordinating production of printed Visit Exeter map • Ensuring website content and SM messaging contains essential 'Know Before you Go' information for people planning a visit to Exeter

- Assisting Mayoral team with the creation of a new poster/social media campaign to encourage residents to enjoy a staycation in Exeter rather than travelling elsewhere
- Endorsing new VisitBritain Good to Go accreditation mark. Advising Exeter businesses how to get this, and promoting through window stickers, social media campaign etc
- Joining regular meetings, including HoSWLEP Tourism catch-up calls, England Together VisitEngland/VisitBritain calls, to keep up to date on industry response to Covid crisis on a regional and national level. Sharing best practice

Culture

The Culture Team is currently developing responses around:

- UNESCO City of Literature Steering Group
- Exeter Culture Steering Group
- Exeter Heritage Partnership Network
- Exeter's NPO Organisation Meeting (organised by Exeter Culture)
- Cultural City Compact funding distribution
- Scoping the potential for an in house ticketing platform
- Helping our NPO's and organisations at a time of unprecedented change
- Cultural Compact status and impact on Liveable Exeter
- Resetting of all events and festivals.
- Embedding culture into the city's recovery plans

Exeter City Futures

Update

During March: Community Workshops (Mobility, Energy, Sustainability, Capability) held

Aimed at stimulating and collating the input of community organisations to the Net Zero Exeter 2030 Plan, ECF's Community Engagement Lead, Kerry Deacon, swiftly adapted these workshops to the online option demanded by the lockdown restrictions. Originally designed to run as a single event on one day, these moved to singular themed events split over four separate workshops.

In April: ECF Launched Net Zero Exeter 2030 Plan

The culmination of the engagement with politicians, businesses, communities and residents – the Net Zero Exeter 2030 Plan, the city's roadmap to carbon neutrality, was launched online.

Net Zero Exeter 2030 Open Conversation

With 100 people attending, this Open Conversation, with input from businesses, politicians, community organisations and residents, confirmed Exeter's positive appetite for the Net Zero Plan.

Local food and logistics organisations initiate development of Innovate UK funding application

An eclectic mix of Exeter's business and community organisations met to formulate a collaboration for the purposes of submitting a bid focused on local food for InnovateUK Covid response funding. Attracting over 8600 applications, the fund is oversubscribed, and the work here moves discussions to other opportunities for ECF to work with local food producers and suppliers. Next steps: Local food plan focused roundtable in September 2020.

Open Conversation

In May Second city Open Conversation provided further insight as to the drivers and desire for progress against the Net Zero Exeter Plan. Additional key contacts and topics for development identified.

ECF's role in supporting Exeter's Covid-19 response

Exeter City Futures team developed a proposal to show how they can pivot their resource and mechanisms to support Exeter's recovery from Covid-19.

Exeter's Emergency Transport & Travel Roundtable: A Green Restart

Designed to give confidence to make bold decisions as to what measures could be delivered as Exeter emerges from the Covid-19 pandemic, this roundtable attracted over 150 registrants in three days, and a Panel including Ben Bradshaw MP, Exeter City Council and Devon County Council councillors. Outcomes report captures next steps, and informs a quick wins. A document prepared by a University of Exeter Green Consultant employed on a 3-week internship hosted by Exeter City Futures.

Launch of the Reimagining Exeter Interactive Map

Exeter City Futures launch this interactive map, inviting resident to use it to highlight positive changes that you've seen, what you'd like to keep, and their ideas about how Exeter could be improved for life after lockdown. To-date over 600 responses have been recorded. The data is available for public use and ECF is in communication with DCC about how this can continue to inform their transport and travel measures.

Domestic Missions event with InnovateUK and 100% Open

Innovate UK's Domestic Missions event, supported by Exeter City Futures, brought together representatives of Exeter City Council's housing and waste teams with SMEs. The aim of the event is to catalyse public sector uptake of effective innovative urban services to address priority city challenges. Exeter City Futures continues to work with Exeter City Council to identify ways in which this springboard can be capitalised upon, including how to access future funding from Innovate UK.

Using OpenStreetMaps, an Introduction

In line with the Environmental Futures & Big Data Impact Labs support of ECF and the Exeter Data Mill, into the world of OpenStreetMap, designed and developed by George Fullegar, ECF's Data Analyst, this was the first of two introductory sessions on the technology, and how it can benefit businesses. Audience included local and international delegates.

Appointment of new MD. Andrew Hardwick, former Regional Stores Director for Tesco (Westcountry) joins Exeter City Futures as new MD (and Lynda Wookey's appointment to Exeter City Futures Director, Policy, Innovation & Engagement)

Andrew takes over from Dr Liz ODriscoll, Specialising in transformational change, Andrew has a long history of managing and delivering major projects whilst developing collaborative relationships with an eclectic mix of partners and individuals. Read the welcome interview with Andrew [here](#).

Tuesday 16th June: OpenStreetMap for Beginners – Investigative Data Analysis with R

Second of two introductory sessions to OpenStreetMaps and how this platform can benefit businesses.

Exeter's Emergency Roundtable: Retail in a post-Covid City

Second in ECF's Emergency Roundtable series, this time exploring the opportunities facing retail in Exeter, a city determined to 'build back better', and what is needed to enable businesses, and the sector as a whole to continue to thrive. Panel included councillors, large and independent retailers, a shopping centre representative and Exeter Chamber of Commerce. Outcomes report due to be published shortly.

Connect #1 – Active Travel & Liveable Streets

As a result of Covid, ECF's Connect events moved online for 2020 – this first in the new series, funded by the National Lottery and prompted by the conversations and outputs around the Emergency Transport Roundtable, invited residents and community organisations to share their own community-initiated projects where they made it easier for people to walk, cycle, relax or play in their local area.

Net Zero Exeter Online Forum (pilot) has been launched

This is a pilot discussion board where individuals are encouraged to post a comment, start a topic, share a project, meet like-minds, find collaborators and support wider action on the Net Zero Exeter2030 Plan and more. It's been widely welcomed on social media, and the first post suggests an exciting prospect of a transport system redesign for Exeter.

(Exeter Data Mill)

Launch of option for residents, community organisations, and businesses to request data that is not yet on the Exeter Data Mill. Initiation of next steps on the Data Mill that will also see new data added as a result of the city recovery plans.

Exeter Development Fund

Exeter City Futures has been appointed as Project Managers and Business Case Consultants for the Exeter Development Fund proof of concept (Phase 1). Following procurement of cost consultants (JLL) and financial modelling consultants (Deloitte) we are now almost complete with the site viability assessments. These make up the cash flow inputs for the bespoke financial model. We continue to refine and develop the model architecture with Deloitte and we are now reviewing the structure of financing required for delivery.