

NORWICH AREA MUSEUMS COMMITTEE

13 July 2009

Item No.9

Report by the Norwich Museums Manager

The NORWICH MUSEUMS and STUDY CENTRES

Norwich Castle – Strangers’ Hall – Royal Norfolk Regimental Museum
The Bridewell – Norwich Castle Study Centre (Shirehall)
Carrow House Costume and Textile Study Centre

1. CURRENT POSITION

1.1 Visitor Numbers

The Norwich Museums and Study Centres met their visitor target numbers in 2008/09.

NB Norwich Museums actually exceeded its visitor number targets by 5% if one only includes paying visitors to the museum and discounts visits via the Tunnel from Norwich Castle which was closed for a number of months during the implementation of the new Arts of Living Galleries.

Visitor Numbers 2008/09 (includes school visits)

	No. visitors	Target
Norwich Castle	145,996	140,000
Strangers’ Hall	8,595	6,000
The Bridewell	6,215	6,500
Royal Norfolk Regimental Museum (including Norwich Castle visitors existing via Tunnel to RNRM)	10,936 (Tunnel closed during Arts of Living Gallery implementation)	18,000
Shirehall Study Centre	3,059	3,500
TOTAL	174,801	174,000

1.2 School Visitor Numbers

The Norwich Museums exceeded school visit targets by 25% in 2008/09.

	2008/09	Target
Norwich Castle	14,034	11,070
Strangers’ Hall	2088	600
The Bridewell	631	700
Royal Norfolk Regimental Museum	749	600
TOTAL	17,502	12,970

1.3 OPENING HOURS

Norwich Castle

- Monday-Saturday from 10am
- Sunday from 1pm

Strangers' Hall

- Wednesday – Saturday 10.30-4.40pm (closed Christmas vacation through to February school half-term holidays)

Royal Norfolk Regimental Museum

- Tuesday-Friday from 10am.

Bridewell Museum

- Closed for redevelopment.
- Prior to closing for redevelopment 1st November 2008, The Bridewell opened Tuesday-Saturday from 10am April to October, closing during November to March.
- It is anticipated that the Bridewell will be open year round upon re-opening to the public in 2011 with reduced hours during the winter months.

1.4 STAFFING

Curatorial and Collections Management Teams

- Site and/or collections dedicated Social History Curators and associated support staff are located at the smaller Branch Museums; Strangers' Hall, The Bridewell, The Royal Norfolk Regimental Museum and Carrow House Costume and Textile Study Centre. The Social History Curators' role includes site management and Front of House responsibilities.
- The Norwich Castle Curators and associated curatorial support and study centre staff, including archaeologists, natural historians, fine art and decorative art curators are located in The Norwich Castle Study Centre in the Shirehall.

Front of House Teams

- Norwich Museums are operated by 3 Front of House Teams, the Visitors Services Team, The Building Services and Cleaning Team and The Interpretation Team. The Teams' officers are located in Norwich Castle. The teams share the responsibility for customer care, security and emergency evacuation, in addition to having their own particular areas of responsibility to include; ticket and shop sales, buildings maintenance and cleaning, and interpretation (costumed interpretation, activities and tours).
- All of the Norwich Museums are housed in complex historic buildings and Front of House staffing levels are determined by the number of staff required to safely evacuate these buildings in addition to numbers needed to deliver specific services.

Café

- Norwich Castle delivers catering services to visitors from the café located in Norwich Castle's Rotunda. In addition to servicing museum café visitors, Norwich Castle's catering staff provide catering services for other activities taking place in the building, e.g. exhibition private views, conferences, civic functions, room hire customers and also for external contracts.

Norwich Learning Team

- The Norwich Learning Team offices are located in Norwich Castle. The Learning Team develops and delivers services to schools using members of the Interpretation Team and educational freelancers. The Norwich Learning Team are also work in partnership with other agencies and community groups to deliver

learning activities to key target groups, e.g. Youth Offenders, Looked After Children, Adult Learners.

Countywide Staff

- A number of teams have a county wide responsibility, providing support and services to museums in Norwich, Great Yarmouth, Kings Lynn, Gressenhall, Cromer and Thetford. These include Collections Management and Conservation, Marketing and Retail and Display. These county wide teams together with NMAS senior management and support staff are located in The Norwich Castle Study Centre in the Shirehall.
- Accommodation is also provided in the Norwich Castle Study Centre to the East Anglia Art Fund and the Renaissance in the Regions Hub Central staff.

1.5 FUNDING

Revenue costs: staffing and running costs

- Norfolk County Council provide revenue funding to operate the 4 Norwich Museums and 2 Study Centres, to include the three Front of House Teams, cleaning staff, café staff, curatorial staff, Norwich management and support staffing and all fixed and operational costs. NB the County also funds the county wide teams, senior management and support staff which support and provide services to the Norwich Museums and Study Centres.
- Renaissance in the Regions provides a revenue contribution to cover the overheads of hosting the Hub Central team.
- Norwich City Council fund the 3 day per week post of Norwich Museums Development Officer. The postholder plays a crucial role in developing projects within the Norwich museums and raising funds for their implementation.

Repair and Maintenance

- Norfolk County Council fund the internal maintenance and repair of all the 4 Norwich Museums and 2 Study Centres and are also responsible for maintaining the building fabric and external maintenance and repair of the Shirehall, The Royal Norfolk Regimental Museum and Carrow House Costume and Textile Centre.
- Norwich City Council are responsible for maintaining the building and external maintenance and repair of Norwich Castle, The Bridewell and Strangers' Hall.

Temporary Exhibitions, gallery improvements, capital developments, acquisitions and remedial conservation of collections, non-school learning activities and events

- Revenue budgets only provide sufficient funding for the day to day maintenance of displays and collections and the delivery of learning activities to schools and other core groups. Funding for all other developments is raised by staff from organisations such as the Heritage Lottery Fund, East Anglia Art Fund, Friends of Norwich Museums, the Costume & Textiles Association, HEART, Charitable Trusts, corporate sponsors and other funding organisations.

2. NORWICH CASTLE

2.1 Background

Norwich Castle, in addition to being one of the city's most famous landmarks and having a magnificent Norman Keep, is home to outstanding locally, regionally and nationally significant collections of fine art, decorative arts, archaeology and natural history. The

Galleries include two temporary exhibition spaces of a standard suitable for hosting exhibitions involving nationally significant collections. It is the most visited museum within the Norfolk Museums and Archaeology Service, attracting in the region of 145,000 visitors a year and houses the largest number of collections, both on display and in store.

In 2000 Norwich Castle re-opened following a multi-million pound development project. We continue build upon this great achievement and continue to refresh and renew the permanent displays and interpretation in order to meet visitor expectations and sustain visitor numbers.

2.2 Recent Developments:

2.21 The Arts of Living: Design & Decoration Galleries

The former ceramics gallery and an adjacent gallery, empty since the 2000 redevelopment, now contain *The Arts of Living: Design and Decoration Galleries* and opened to the public in January 2009. The gallery:

- Tells the story of British decorative arts focusing on the importance and role of Norwich and Norfolk. Many of our objects have a direct Norfolk origin or local historical connections, while others are important to decorative art history as a whole.
- Showcases star objects from the collections of Carrow House Costume and Textile Centre and Norwich's decorative arts collections in mixed media displays, giving prominence to costume and textile collections.
- We have built in opportunities for rotating displays of costume and textile collections and featuring different aspects of the collection.
- The gallery also directs visitors to and makes connections with other galleries within Norwich Castle, and other Norwich sites to see and learn more: eg Cathedral, St Peter Mancroft, Dragon Hall, Bridewell, and Strangers Hall.
- Delivers an accessible, aesthetically attractive gallery which focuses on a diversity of stories and appeals to a wide range of visitors
- Supports the delivery of National Curriculum.

The objects are presented in mixed media displays incorporating ceramics, glass, metalwork and textiles and mounted costumes, to show key developments in style and design, and to explore themes suggested by the strengths of the collection from the medieval period to the 21st century.

Together with the existing Twinings Teapot Gallery, the sweep of three galleries now enables the Norwich decorative art collections to be seen to their best advantage.

2.22 Rotunda Balcony

The Rotunda Balcony has 3 groups of high quality well lit display cases, providing opportunities to showcase other aspects of our collections, including those not displayed elsewhere.

Plans to re-display the former Silver Case have recently been realised and the cases now contain a new display called '*About My Person*', an exhibition of items worn on the body which are primarily functional and designed to fulfil a specific need of the wearer but are also decorative and transmit messages about the wearer, their wealth, social status and taste. It includes collections from the costume & textile, archaeology, decorative arts and military collections.

2.23 Boudica Gallery

This popular gallery has gradually been refreshed over the last 12 months in response to public evaluation and general wear and tear. The improvements, funded primarily by Renaissance, include the addition of new objects, enhanced displays, new graphic interpretation and a complete reworking of the far Roman end of the gallery.

2.3 Forthcoming Developments

2.31 Mammal Gallery: Collectors and Curators

The natural history galleries at the Castle received only minor investment during the Castle redevelopment. However, the Ted Ellis dioramas and the Mammals gallery, in particular, remain among our most popular attractions. These galleries are being revisited with a project which will enhance and revitalise the displays, incorporating new interactive interpretation, and new specimens in the Mammal Gallery. This gallery will tell visitors more about the Victorian explorers and collectors who put the collections together, focusing on collectors across the whole range of our collections, including the collectors of the most popular mammals already on display. Recent events run by the Castle interpreters on Margaret Fountaine, the butterfly collector, have shown there is considerable public interest in the natural history pioneers.

Capital budget: The DCMS/Wolfson Museums and Galleries Improvement Fund has agreed an award of £60,000 towards a £90,000 project. The project has also been received generous support from the Friends.

Target completion date: December 2009

2.32 The Bird Gallery

A positive outcome of having to strip out and prepare the natural history collections to undergo a freezing process to eradicate the current bug infestation is the opportunity to refresh the displays and interpretative material. The Bird Gallery has been redecorated, and following the completion of the freezing process and necessary conservation work, the collections are being re-displayed to include new graphic illustrations and labels.

Target completion date: August 2009

2.33 Norwich Castle Keep.

Norwich Castle Keep is a key part of the visitor experience at our landmark site. It received significant investment as part of the 2001 redevelopment, but we were only partially able to fulfil the very ambitious display brief at that time due to funding constraints. Since then, over a million visitors have taken their toll on interactive elements, and it has become apparent that certain areas are not meeting its objectives. A wealth of informal feedback from staff and visitors has led us to a new display vision for the Keep.

The vision falls into three discrete phases:

Phase 1 Prison Display: Will create new displays on Norwich Castle's 500 years as the County gaol. We will move some elements of the current displays into a more intimate space in the Keep basement, and introduce more museum objects and more engaging interpretation of some of our most popular stories, led by visitor feedback. The displays need to appeal to all our main visitor groups, and to enable project work with hard-to-reach groups like young offenders, building on our existing work programme in this area.

Phase 1: Prison Displays: Capital Budget £120,000. £70,000 has been secured from the DCMS/Wolfson Museums and Galleries Improvement Fund.

Target completion date Summer 2010

Phase 2: Moving the prison story into the keep basement will free up the main floor to interpret the earlier story of the building as a medieval castle more effectively. A modest amount of funding has already been secured from the Heritage Lottery Fund's *Collecting Cultures* funding programme, a scheme set up primarily for the purpose of acquisitions but also available to support the display of these objects and learning objectives. This grant will enable us to display and interpret medieval archaeology collections in the Keep. There will be in the region of £50,000 project funding available to support these displays.

Target Completion Date: 2010/11

Phase 3: We are also in the process of establishing a partnership with museums and heritage organisations in the East of England and Northern France, with a view to developing a joint project on Norman Castles to submit to the European Union's Interreg IV funding programme. The project would include funding for interpreting and promoting Norwich Castle Keep and the other partners' sites, in addition to joint benefits such as a Norman Castle trail, marketing, web site and learning materials.

An initial outline bid will be submitted in July 2009, which, if successful, will be followed by a full bid in September 2009. We would know the outcome of this bid in February 2010.

Target Completion (assuming EU funding application is successful): March 2013.

2.34 Norwich School Cotman and Colman Art Galleries

Norwich Castle, working in partnership with TATE Britain, Tyne & Wear Museums, Sheffield Galleries & Museums Trust, the Institute of International Visual Arts (inIVA) has secured in the region of £1.75million funding from the Heritage Lottery Fund and other funding partners including Renaissance in the Regions, for a project called *The Great British Art Debate*.

The project will explore British art and identity from multiple perspectives in the 21st century. It will draw on regional collections - for example the region is unique in the United Kingdom in having its own school of painting, The Norwich School – and national collections to focus on questions about the notions of identity and nationhood as evidenced by local visual culture. The project aims to explore and respond to questions about cultural differences and commonality in the lead up to the London Olympics in 2012, and investigate and celebrate the creative possibilities provided by the interaction of cultures in contemporary Britain and in the world. Norfolk Museums and Archaeology Service, hub leader for Renaissance East of England, will represent the region's interests within the project and support the development of new regional audiences for the collections. The project will be developed and delivered through a high degree of community engagement and public consultation.

In addition to enabling Norwich Castle to generate two temporary exhibitions and host two exhibitions produced by the partners over a 5 year period, starting with *Great British Art* in Autumn 2009, the project will support the re-display and re-interpretation of Norwich Castle's permanent art galleries in 2012. Through the on-going process of

public engagement and consultation over the 5 year project, we will have the opportunity to develop, evaluate and implement proposals for the Norwich School and other permanent art galleries and ensure that *The Great British Art Debate* project delivers a long term legacy.

2.35 Temporary Exhibitions

The high standard of the temporary exhibitions galleries enables the Norwich Museums to loan nationally significant collections and touring exhibitions in addition to generating in-house exhibitions. Norwich Museums presents on average 3 exhibitions per year jointly in the Bernard Matthews and Norwich Union Galleries, and 1 or 2 exhibitions per year in the smaller Timothy Gurney Gallery. The exhibitions programme needs to be organised well in advance and is currently in place until late 2011.

2.4 Norwich Castle Study Centre: Shirehall

The Shirehall houses Norfolk Museums and Archaeology Services most significant collections of fine art, archaeology, natural history and decorative arts along with curatorial, conservation and other staff. The Study Centre supports researchers, students and members of the public to access information about collections and associated materials and delivers a range of sessions to target audiences including tours and handling sessions.

3. STRANGERS' HALL

3.1 Background

Strangers' Hall is one of Norwich's oldest and most fascinating buildings, dating back to 1320. The building and collections are largely displayed through means of room settings bringing the past vividly to life.

In 2006, Strangers' Hall re-opened after *Phase 1* of a £185,000 improvement project. In the first phase, we were able to re-wire the building, and install new heaters and light fittings throughout. This project substantially improved the appearance of the public rooms as well as bringing our core systems up to date.

Funding was also secured from a range of sources including the DCMS/Wolfson Museums & Galleries Improvement Fund and the Friends of the Norwich Museums, for *Phase 2* of the improvement project, which has enabled us to bring alive the 17th century period room settings following a successful pilot project in Lady Paine's Room. The *Mayors and Magnates* project has used carefully researched replica textiles and other replica objects to help tell the story of the mayors and magnates who lived at Strangers' in its heyday. There have also been improvements in signage and interpretation. Initial informal visitor feedback and visitor figures have been positive, and snagging and post-project evaluation are underway.

In order to improve access to physically disabled visitors we are currently working to enable physical access into the courtyard, and have made a film about the building which will be viewable by disabled visitors in the Learning Room, just off the courtyard.

3.2 Future Developments

Our responsibilities under the Disability Discrimination Act to make the building as physically accessible as we can, within the constraints imposed by its Grade 1 Listed status. Full physical access around Strangers' Hall, with its multiple level changes, is never going to be possible, but we are hopeful that we might be able to achieve very

limited access to one or two spaces. A 2005 access audit of Strangers' Hall proposed a solution for level access to the Great Hall area, which unfortunately does not appear to meet Listed Building requirements or operational constraints; we are therefore looking creatively at other possibilities which might deliver access and other service benefits.

3.3 Opening Hours

Since re-opening in 2006 Strangers' Hall has been open to the public two days a week and requires a substantial staffing commitment to open to the public and operate safely. Major funders are unlikely to consider making substantial awards unless opening arrangements can be increased. Only small-scale incremental improvements can therefore be developed at the moment.

Now that capital funding has been secured for the Bridewell Project the museum will have to be closed for two seasons. The Front of House staffing salary budget for the Bridewell has been transferred to Strangers' Hall for this period in order to increase opening hours from 2 to 4 days per week, providing us with an opportunity to build audiences, including schools, with no or very minimal revenue funding implications. If this experiment works and visitor numbers increase it may then be possible to develop and justify a business case to increase the revenue budget for Strangers' post Bridewell Project. We would then be able to pursue capital funding opportunities to further improve access and interpretation.

Strangers' Hall is particularly well served by a team of volunteers, many of whom belong to the Friends of the Norwich Museums. The volunteers significantly enhance the visitor experience by acting as room stewards.

4. BRIDEWELL: Norwich People and their City.

The Bridewell is the next major capital project for Norfolk Museums and Archaeology Service.

4.1 Background

The Bridewell began life as a house in the 14th Century. It has undergone many changes and been many things during its long life, a medieval merchant's house, a prison for women and beggars, a tobacco and snuff factory and later a shoe factory. It was set up as a museum of trade and industry in 1925.

The building is currently physically inaccessible. There are significant differences between the external and internal floor levels, which prevent level access into the building, and access around the building is limited as a result of further floor level changes.

In 2004/05 Norfolk Museums and Archaeology Service became the Renaissance in the Regions Hub for the East of England. A key element of its business plan was to explore the development of the Bridewell Museum as a potential community museum and funding was provided to create a Community History Curator post to consult with stakeholders, build partnerships, and develop and evaluate modest displays and interpretation improvements and to generate new activities, events and projects for museum visitors and outreach groups.

Part of this work also included the commissioning of an access audit in May 2005, followed by a Feasibility Study in 2007 to investigate opportunities for accessibility

improvements, including creating a new accessible entrance, lifts, level access around the museum and accessible toilets. A capital bid for Study's recommendations was submitted to and approved by Norfolk County Council's Capital Works Programme in 2007.

The proposed accessibility improvements impact on the museum displays by displacing collections and changing the way visitors circulate around the building. The displays whilst still popular with many visitors have remained substantially unchanged for a number of years.

Norwich Castle has a Norman Keep and is home to some of the most outstanding collections of fine art, archaeology and natural history. The Royal Norfolk Regimental Museum tells about the everyday lives of soldiers and their families. Strangers' Hall offers a historic house experience with period room settings and the Bridewell Museum focuses on Norwich people and how they earned their living. All four Museums contain collections and exhibitions relating to the history of Norwich but none tell its full story.

The Bridewell Museum currently contains the highest number of Norwich related collections, focusing on Norwich people and how they earned their living, and comes closest to telling the Norwich Story.

A core objective of the Focus Group Research Consultation carried out in the summer of 2007 was to 'To establish whether there was a need for or interest in the 'Story of Norwich'.

The research findings demonstrate that there is considerable support from both Norwich residents and visitors to the City for a museum to tell the Story of Norwich, but the consultation findings suggest that, whilst the Bridewell would be a good place to do this it, should not attempt to turn the entire museum over to telling the whole story in great detail. Rather, in addition to telling its own part of the story, focusing on Norwich people and bringing the displays and interpretation up to the present day to reflect the popularity of living memory, it should provide a historical context and act as a reference point or hub. Sending people out into the City to explore the historic built environment and other heritage attractions and museums with greater knowledge and understanding.

The Bridewell Project will not only add value to the City's heritage offer by making accessible an important Grade 1 listed building and its collections, but will improve access to and understanding Norwich's historic built environment, historical events and characters and act as a catalyst for visiting other historic sites in the City.

The availability of funding to carry out the accessibility improvements presents an exciting match funding opportunity for considering further improvements to the Bridewell. To revisit the displays and themes, to consider contemporary interpretation methods, also to improve visitors facilities, and to update and refurbish the building.

Unlike Great Yarmouth, where arguments for raising £4.7million to develop Time and Tide, Museum of Great Yarmouth Life were based on the fact that Time and Tide would be the Town's largest museum and provide the critical mass necessary to establish the Town as a heritage destination, The Bridewell is situated in a City comprising a large number of museums, heritage and other cultural attractions and historic buildings. Norwich has a Castle and the Bridewell alone is unlikely to attract significant numbers of tourists to the City but rather be seen as part of a heritage package.

The scope of the Bridewell Project is therefore relatively modest, a £1.4 million project seeking less than £1million from the Heritage Lottery Fund. The aim of both the building and display programmes is to improve physical, sensory, intellectual and emotional access to the building and the displays. This will develop some new display schemes but will also mean making the best of what is already there through adaptation and enhancement and new interpretation.

4.2 Project Vision, Aims and Objectives

The Bridewell Project would create the first ever museum to tell the story of Norwich people and their City. Norwich was historically one of England's most important cities: we want the Bridewell to be a source of pride in the City and to reflect and articulate a local sense of identity. To achieve this, the choice of collections and interpretation approaches will be generated through participation and consultation, involving people with a wide range of life experiences.

We want the Bridewell Project to:

- build on the Bridewell's strengths in industrial history, and bring in social history, costume and textiles, art and archaeology collections to tell the wider story of Norwich people and their City.
- include oral testimony and contemporary collecting and recording to bring the Norwich story up to date.
- interpret a remarkable Grade 1 Listed 14th C building.
- provide a fully accessible museum experience, which minimises barriers to physical, sensory, and intellectual access, and enables all visitors to feel welcomed and engaged.
- develop and sustain local participation in the museum's development and operation.
- provide local people with access to their heritage.
- increase visitors' understanding and knowledge about the development of Norwich and the story of its people over time.
- identify and establish the position of the Bridewell within Norwich's heritage offer.
- contribute towards the development of Norwich as a heritage destination.
- enable outstanding schools and events programmes.

To achieve these objectives, the project budget will be used to:

- create an accessible and welcoming new entrance to the museum, and level access throughout the displays.
- redisplay many of the galleries and enhance and refurbish other displays, which remain popular.
- carry out minor improvements to the building and its basic services.
- fund a thorough consultation process to inform the project at all stages.

The Bridewell has been awarded £998,000 from the Heritage Lottery Fund, £224,000 Norfolk County Council capital funding, £60,000 from Norwich City Council's maintenance fund, £20,000 from Norfolk County Councils building maintenance fund and £25,000 from the Friends of Norwich Museums. Renaissance in the Regions and Norfolk County Council supported the development and feasibility study stage of the project and HEART supported the first stage of a public consultation programme.

Total Project Budget: £1,432,410
Target completion date: Spring 2011

5. ROYAL NORFOLK REGIMENTAL MUSEUM

5.1 Background

The Museum enables visitors to find out about the everyday lives of Norfolk's soldiers and their families during times of war and peace.

The museum has recently undergone a phased programme of improvements. Phase 1 was implemented in 2008 and included providing direct access to the Shirehall Study Centre giving access to disabled toilets and generally improving joint working opportunities and communications between the sites. Further physical improvements include level access into the education room/office, upgraded emergency lighting, fire prevention and intruder systems. These changes have necessitated changes to the layout of the reception area. Which has been redecorated and fitted out with new reception and retail furniture and the museum cases have been re-displayed.

Phase 2 is largely complete and has included re-thinking the whole of the post 1st World War section. This included re-designing the WWII displays to better delineate between Europe 1940 and Europe 1944-5, Burma 1944-5 and Singapore and Far East Prisoners of War. The Home Front section has been removed and its story will be told at the Bridewell Museum, it has been replaced by a large display about the post war years and National Service. The Ireland display has been relocated, extended and brought up to date and there will shortly be a completely new Biographical display containing stories of individual soldiers supported by personal items and documentary material.

Funding for the project totalling has been provided by Norfolk County Council's minor works capital programme, the Royal Norfolk Regimental Museum Trust, the Town Close Charity and The Ogilby Trust.

5.2 Their Past Your Future award: Norfolk Men on National Service

This exciting new project at the Royal Norfolk Regimental Museum involved school students from Diss High School and ex-National Servicemen working with NMAS staff to explore the experience of National Service. It has contributed to the new permanent display and learning materials about the post-war years and National Service, including the Korean War and Cyprus emergency. The project received funding from the Big Lottery Fund's 'Their Past Your Future' funding stream through the MLA.

6. CARROW HOUSE COSTUME AND TEXTILE STUDY CENTRE

6.1 Background

Carrow House Costume and Study Centre is home to outstanding costume and textile collections and NMAS has aspirations to establish it as a Centre of Excellence in the East of England for Costume and Textiles. In order to achieve this NMAS will need to obtain designation status for the collections and establish itself as a specialist and leader in the field. In order to facilitate this process Renaissance in the Regions is providing modest funding during 2008/09 to enable the Curator to develop contacts and partnerships in the Region.

Carrow House has been closed for over 18 months as a result of major building improvements including a new roof, disabled toilet facilities and access into and refurbishment of the Victorian Conservatory. During this period a reduced level study and enquiry service has been provided at Norwich Castle's Shirehall Study Centre. The Study Centre will re-open to the public in Autumn 2009. The Centre will be open to the public by appointment on Tuesday's and Thursdays. The Centre's resources will be available to researchers and students by appointment on Wednesdays and Fridays when there will also be a programme of activities and events.

6.2 Costume and Textile Displays

We continue to explore opportunities to display costume and textile collections across Norwich sites. This aspiration has already been achieved through the *Arts of Living Gallery* and Rotunda Balcony *About My Person* display at Norwich Castle. New displays in the redeveloped Bridewell will include textile displays, including the Norwich shawls and shoes. We are also exploring the possibility of staging a major temporary costume exhibition in Bernard Matthews and Norwich Union Galleries in 2012. The exhibition would also deliver a long term legacy in terms of collections conservation and the purchase of mannequins and mounts which could be used to display collections across the Norwich sites in future years. We are working with the Costume and Textile Association to raise funding through corporate sponsorship, individual donations and Trust.

7. Learning

The Norwich Learning Team develops and delivers a programme of activities to pre-school, Primary and Secondary school pupils that support the National Curriculum. These include sessions which support the teaching of history, e.g. The Romans, Florence Nightingale, The Egyptians and The Tudors, but also sessions which support maths, science and citizenship subjects. The Learning Team also works with community groups and other agencies to develop and deliver learning activities to adult learners and other key target groups, e.g youth offenders, looked after children.

Rachel Kirk
July 2009