Members of the Hertford & Ware Stroke Association enjoy getting hands on with our reminiscence resources
## Contents

1. A Word from the Chair ........................................ page 3
2. Aims of Hertford Museum .................................... page 4
3. A Review of the Year ......................................... page 5
4. Visitors ............................................................. page 6
5. Exhibitions ....................................................... page 10
6. Events & Activities .............................................. page 12
7. Projects & Partnerships ........................................ page 17
8. Learning ............................................................ page 20
10. Patrons of Hertford Museum ............................... page 24
11. Grants ............................................................. page 25
12. Collections ..................................................... page 26
13. Staff and Volunteers .......................................... page 27
14. Trustees .......................................................... page 30
I am very pleased to write this introduction to the Annual Report for 2018-2019. Everyone involved with the Hertford Museum can look back on these twelve months with great satisfaction and be proud of the work that has been done to preserve and promote the history of Hertford and the surrounding villages.

We all know this has been a challenging time for those who operate in the town centre but, throughout the period, we have remained focused on our work and have looked for innovative ways of attracting interest and support. The Museum’s staff team, ably supported by our loyal and hard-working group of volunteers, have curated and exhibited some wonderful displays and have continued to work with children and adults across the generations.

Trustees are delighted to see the growth of financial support to the Museum. Hertford Town Council is greatly valued for its unstinting support, we continue to attract new Patrons and, during the year, we have launched our Business Supporters Scheme. With the latter, the growing list of small businesses who are now making a commitment to our work emphasises the importance of collaborative support during challenging times.

In addition, we are very fortunate to have the continuing partnership with the Friends of Hertford Museum who not only maintain an eclectic programme of events but, also, raise funds that really can make a difference.

At the start of the 2018-2019 period, Trustees adopted a revised set of aims. You will find these printed in the report and they remain central to the work of everyone involved. Among them is the clear commitment to being involved in the development of Hertford as a cultural centre-something we hope will become very apparent as the town centre develops its new character in the years to come.

Thank you to Sara Taylor, our Curator, and to all who work with her. Thank you, also, to everyone who finds a way to support our precious Museum. I do hope you enjoy reading this report.

Chris Seward

Chair of Trustees
Hertford Museum Aims

Hertford Museum is committed to ensuring the heritage of East Hertfordshire is preserved, interpreted and enjoyed and that we continue to deliver a range of engaging programmes that are valued by our community. With this in mind, the Trustees of Hertford Museum review our Aims on a regular basis.

1. To preserve and display the history of the local area
   - Maintain the quality of collections and improve storage and conservation arrangements
   - Present a minimum of four exhibitions per annum
   - Seek funding to enhance acquisitions and collections
   - Develop relationships with surrounding parishes

2. To provide a quality service that engages with a full cross-section of the local and wider community
   - Deliver learning programme that responds to the needs of different ages and learning styles
   - Engage with under-represented and diverse audiences
   - Invest in publicity, consultations and effective use of social media in order to reach across the community
   - Find new ways to engage volunteer support

3. To be fully involved in the on-going development of Hertford and in its growth as a cultural centre
   - Seek ways to ensure the Museum benefits from Town Centre development
   - Attend local meetings that promote Hertford’s cultural life
   - Work with external partners to deliver community events that promote Hertford’s cultural life

4. To ensure governance is of the highest standard and reflects the interests of all stakeholders
   - Identify and recruit trustees according to the future needs of the board
   - Establish clear policies and documentation that support effective management
   - Maintain Arts Council accredited status

5. To work towards greater financial sustainability
   - Develop and implement a fundraising strategy
   - Demonstrate value for money to all stakeholders
   - Manage property and maintenance issues in a planned and pro-active way
It has been a busy year as always at Hertford Museum, with some wonderful events and exhibitions. We’ve tackled global themes such as our relationship with light as well as local stories like the transformation of Hornsmill from an industrial centre to a one of Hertford’s most populated residential areas. We’ve delivered a broad range of events for all ages and welcomed new visitors to the museum, from the unique showcase of goth and metal bands at Get Heavy at Hertford Museum to our very first beer festival, Microfest. Our programme of family events has included creative crafts inspired by our collections as well as live dramatic performances around the museum by the Company of Players. Overall footfall and casual visits have been reduced by ongoing development in the town, however, we have seen excellent levels of attendance of our events and the feedback from visitors is extremely positive.

We were extremely saddened to lose our Friend, Patron and Trustee Ann Kirby last August. Ann supported the museum for 34 years, beginning in 1984 when she was appointed Hertford’s first female Town Clerk, a post at that time instrumental in the running of the museum. Following her retirement in 1995, Ann became a Trustee of Hertford Museum, as well as a Friend and Patron. Ann’s seemingly endless energy, no nonsense attitude and great sense of humour, combined with her considerable powers of persuasion, resulted in her raising thousands of pounds for Hertford Museum with her famous summer quizzes. Ann was a consistent source of sensible advice and moral support for over 30 years to museum staff and volunteers and the first to sign up to offer practical help. She will be very deeply missed by all of us lucky enough to have worked with her.

We have been pleased to welcome four new members of the team this year. Hannah Scott joined us in April as our new learning officer and has been instrumental this year in enlivening our offer for families. Janet Tocqueville joined us in June as our Museum Support Assistant (mornings) and Darryl Mogey in September (Museum Support Assistant Saturdays). Helen Smith has also joined the team as the Museum Administrator this February. We were sorry to say goodbye to our Finance Manager Montse Day in November. Montse joined our team in August 2015 and made an enormous impact in streamlining our finances and ensuring that we made the most of our financial resources.
4. Visitors

4.1 Visitor Numbers and Profiles

<table>
<thead>
<tr>
<th>Apr/Mar</th>
<th>Museum Total</th>
<th>Adults Total</th>
<th>Children Total</th>
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Changes to the town centre have impacted on the number of visitors to the museum this year

4.2 Group Visits and Talks

We have continued to offer talks to a variety of groups, both at the museum or in an outreach capacity. The following talks and group visits took place during the year:

- March 2018 U3A South West Herts
- April 2018 Art U3A Watford
- May 2018 U3A Haverhill
  U3A St Albans
  Hertford Regional College
  SPS Training
- July 2018  SPS Training  
  Talk by the Assistant Curator for Friends of Hertford Museum

- October 2018 U3A Watford  
  Stroke Association  
  Patrons of Hertford Museum

- November 2018 U3A South West Herts  
  Home education group  
  Hertingfordbury WI

- December 2018 Cpl Burt VC Family visit  
  Friends of Hertford Museum

- January 2019  
  Groundwork Trust

- February 2019 Hertford Regional College

### 4.3 Family Event Visitors

Where possible, we like to record postcode information from our event visitors so that we can see where people are travelling from to visit the museum. The figure below represents the home town or village of those taking part in our school holiday activities from Easter 2018 to February Half Term 2019. Each week we delivered three days of themed drop in activities, attracting 1078 children from across the district. Just over half of our visitors were based in Hertford, however, a large number of towns and villages across the district were also well represented:

<table>
<thead>
<tr>
<th>Towns</th>
<th>Towns</th>
<th>Towns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aston</td>
<td>Goffs Oak</td>
<td>Potters Bar</td>
</tr>
<tr>
<td>Bayford</td>
<td>Great Amwell</td>
<td>Puckeridge</td>
</tr>
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<td>Bayfordbury</td>
<td>Hailey</td>
<td>Roydon</td>
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<td>Harlow</td>
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<td>Sawbridgeworth</td>
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<td>Hertford</td>
<td>St Albans</td>
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<td>Broadoak End</td>
<td>Hertford Heath</td>
<td>Standon</td>
</tr>
<tr>
<td>Broxbourne</td>
<td>High Wycombe</td>
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</tr>
<tr>
<td>Buntingford</td>
<td>Hitchin</td>
<td>Stevenage</td>
</tr>
<tr>
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<td>Codicote</td>
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<tr>
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<td>Darwen</td>
<td>Mansfield</td>
<td>Watton at Stone</td>
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<tr>
<td>Datchworth</td>
<td>Much Hadham</td>
<td>Welwyn Garden</td>
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<tr>
<td>Enfield</td>
<td>Nazeing</td>
<td>City</td>
</tr>
<tr>
<td>Furneux Pelham</td>
<td>Newgate Street</td>
<td>Widford</td>
</tr>
</tbody>
</table>
Hertford Museum maintains a strong online presence with active social media accounts. Our Twitter page is followed by 3499 people around the world. Our 1464 Facebook followers tend to be more locally based. We tweet and post about a wide variety of aspects of museum life, from events to new stock in our shop. This year we have successfully been working towards greater online engagement with our digital exhibition commemorating the centenary of the end of the First World War and our most successful online advent calendar to date. The pie charts below demonstrate the level of engagement by post theme.

The digital exhibition, We Will Remember Them, included regular links to our dedicated Regimental Museum website and successfully directed greater traffic towards it. The website, www.hertfordshireregimentmuseum.org, tells the story of the Hertfordshire Regiment and the scope of our regimental collections.
5. Exhibitions

5.1 Hornsmill: Hides, Homes & the Hart’s Horns 28th April – 30th June 2018

The exhibition explored the history of Hertford’s Hornsmill area from its industrial past to today’s residential hub. It was very successful in generating interest from previous non-museum users and raising the profile of the museum. We recorded eight new oral histories and numerous photographs of the area were donated to the museum. This is great news as prior to the exhibition we had very little relating to residential Hornsmill in the collection.

5.2 Foyer display: Textile Collections April 2018- July 2018

We displayed a selection of items from our textile collections, including banners, embroidered works and work by renowned textile artist Elspeth Kemp.

Visitor Book feedback:
“Lovely textile show, fab! More like this please!”

5.3 Bringing Home the Bacon 14th July – 20th October 2018

We explored how people in Hertford have acquired food and changing attitudes to food. The exhibition looked at how food shopping has changed and the growing resurgence of self-sufficiency, food packaging and labelling and dining out.

Visitor Book feedback:
“Informative food exhibition”
“Amazing food special exhibition”
“Excellent exhibition”
5.4 **Let There Be Light! 10th November 2018 – 9th March 2019**

This exhibition focused on how as human beings we seek out and utilize sources of light, examining a range of subjects from why we are afraid of the dark to the use of light in art. It showcased a diverse range of collections including ethnography, archaeology, antiquities and social history. Thanks to local electrical firm L.G. Bland Electricals, our 1950s illuminated advertising signs were rewired and shone again to the delight of our visitors.

Visitor Book feedback:
“A wonderful experience, fascinating!”
“Wonderful collection in lighting exhibition”
“Illuminating and charming”
“I loved the light exhibition!”

5.5 **Foyer Display: Architectural Drawings November 2018 – March 2019**

Staff members selected some of their favourite art works from our collections to share with our visitors. The result was a varied display ranging from 18th century oil paintings to corporate art work from the 1980s.

5.6 **The Show Must Go On 23rd March – 22nd June 2019**

The exhibition, timed to coincide with Hertford Theatre Week, focussed on Hertford’s performance history, incorporating the museum’s image library and extensive collection of playbills as well as props and costumes loaned by Hertford Dramatic & Operatic Society and the Company of Players. We recorded seven new oral histories with local people, from actors and directors to the facilities team at the old Castle Hall.
6. Events & Activities

The summary of events for the last year is as follows:

6.1 Spring Has Sprung! / Keep Young & Beautiful!
Easter Holiday Events 3rd-5th and 10th-12th April
The first week of the holidays celebrated the arrival of Spring with Spring Has Sprung themed crafts. The second week complemented the Keep Young & Beautiful exhibition and children created their own imaginative wigs and glasses. 221 children took part in the activities with 1985 people visiting the museum over the two week school holiday.

6.2 Easter Holidays Bookable Event: Home Made Spa! Friday 6th April
The event was very successful with all capacity tickets sold. 16 young teens made bath bombs, foot scrubs and lip balm and packaged them creatively.

6.3 In Celebration of Ronald Wright Saturday 14th April
To commemorate the 90th birthday of Hertford LGBT illustration pioneer Mr Wright, we hosted a special evening including a display of his work, video screenings, music and a licensed bar. The event was attended by 80 people, many of whom had travelled long distances to attend, including two visitors who had flown in from the United States especially for the event as well as representatives of Hertfordshire Pride.

6.4 Stores Open Day
Saturday April 21st
Once again, we opened the doors of our stores to the public, with craft activities and delicious homemade cake in the Millbridge rooms.

6.5 Guided Walk: Central Hertford Sunday 22nd April
Volunteer guide Philip Sheail led 13 visitors around Hertford’s historic centre.

6.6 Guided Walk: Hertford’s Pubs Sunday 13th May
Led by volunteer guide Les Middlewood.
6.7 **Museums at Night Saturday 19th May**
Los Domingos and The Trash pulled in a crowd of 167 people and we were very fortunate with the weather. Our bar did a roaring trade and our rock and roll raffle raised £100.

6.8 **Guided Walk: Hornsmill Sunday 20th May**
Volunteer Eric Riddle guided visitors through the scenes of his 1950s childhood.

6.9 **Half Term Activities:**
* **Victorian Science Week Tues 29th – Thurs 31st May**
81 children took part in gelatine printing, hot air balloon crafting and constructed fabulous flying discs at our drop-in activities. We also held demonstrations of Victorian inventions and additional free crafts in the galleries for our Victorian Visionaries event on the Tuesday. 700 visitors were welcomed over the course of the week.

6.10 **Sketch Club Saturday 23rd June**
Professional ceramicist and qualified instructor Holly Rapley delivered two hours of drawing instruction to our fledgling sketch club, assisted by the Curator. The group thoroughly enjoyed the session and completed evaluation forms indicating that the event met or exceeded all expectations.

6.11 **Mr Smith Product Launch Friday 29th June**
This event launched a new range of prints and postcards by photographer Martin Smith.

6.12 **Microfest!**
* **A Mini Beer Festival at Hertford Museum Saturday 28th July**
This Summer we held our first ever beer festival. We provided a range of draft and bottled beers from New River Brewery and live music in our garden throughout the afternoon and early evening. We were delighted to receive support from local businesses; Sele Farm butcher G. Picketts, in the form of delicious sausages for our hot dog sales, and the Old Cross Tavern who sponsored a pin of beer. The event was highly enjoyed by 284 people.
6.13 **Summer Holiday Activities 31st July – 30th August**

We delivered five weeks of drop in crafts on the following themes:

- Creepy Crawlies
- Food Glorious Food
- Old into New
- Around the World
- Dastardly Dinosaurs

6.14 **Homemade Spa! Friday 17th August**

This popular event was well attended and teens enjoyed making bath bombs, foot scrubs and lip balms.

6.15 **Musical Mystery Tour Sunday 26th August**

Los Chicos Muertos and The Exaggerators generously performed in the Andrews Room to busy crowds. Whilst the weather was against us, we still attracted 300 people over two and a half hours!

6.16 **Hertford Museum Stores Open Day Saturday 15th September**

We welcomed 141 people to a look behind the scenes at our stores. This event was, as usual, made possible by the support of our wonderful volunteers, who manned the store rooms, gave demonstrations of their work and served tea and cake.

6.17 **Hertford Hijinks at Hertford Theatre Saturday 27th September**

Our Curator spent the morning at Hertford Theatre with some of our fossils and natural history handling collections as part of this lovely children’s festival organised by the theatre staff. There were several family performances taking place over the day which enabled us to share these collections with over 350 children, parents and carers.

6.18 **Patron Reception Saturday 6th October**

We spent a lovely evening thanking our Patrons for their much-needed support and enjoyed a wonderful performance from the Mimram Singers.

*Artist Ronald Wright and Robert Gascoyne-Cecil, 7th Marquess of Salisbury enjoy an exchange at the Patron Reception*
6.19 Half Term Activities: Spooky Halloween Fun
30th October – 1st November
131 children took part in our “Spooktacular” crafts inspired by pumpkins, ghosts and spiders!

6.20 Museums at Night: Get Heavy at Hertford Museum
Friday 2nd November
The event was attended by 87 people and very well received. We achieved our objective of attracting new audiences, with many saying they had not previously visited the museum but would certainly do so in the future.

6.21 Guided Walk: Curiosities of Hertford
Sunday 4th November
Jean Riddell led a fascinating tour of Hertford’s quirky corners.

6.22 Hertford Choral Society 80th Anniversary Celebration Wednesday 14th November
We hosted the Choral Society’s 80 anniversary celebrations with live performances and a book signing.

6.23 Hertford & District Camera Club Exhibition and Competition Saturday 17th November
Once again, we hosted the Camera Club annual exhibition and our Assistant Curator was asked to judge the winner of the Spirit of Hertford category.

6.24 Christmas Extravaganza! Friday 23rd November
We created a festive wonderland in the museum with Santa’s Grotto, carol singing from St Andrews Church choir, storytelling and sparkly crafts. We welcomed 491 visitors.

6.25 Teeny Tiny Toddler Christmas
Tuesday 11th December
The Learning Officer delivered two special Christmas toddler sessions with Christmas crafts and singing and storytelling in our very own Christmas grotto.

6.26 Friends & Volunteers Party Tuesday 11th December
The Assistant Curator worked with the Friends of Hertford Museum to deliver a very special evening to extend our thanks to our supporters. The Courtyard Quartet treated those assembled to a wonderful performance of festive singing.

6.27 Guided Walk: Folly Island Sunday 13th January
Volunteer guide Peter Ruffles led a sold out tour of Folly Island.

6.28 Galentines Day Bubbles and Bath Bombs Wednesday 13th February
We delivered a sold out adult workshop where 16 participants made their own beauty products over a glass of prosecco.
6.29 **That’s Entertainment! Saturday 16th February**

This sold out illustrated talk from Edgar Lake on Hertford’s entertainment history was enjoyed by the maximum capacity of 25. Tickets included tea and cake.

6.30 **Half Term Activities: Mythical Creatures Tues 19th – Thurs 21st February**

110 children took part in the drop-in activities, making cyclops masks, medusa hats and more!

6.31 **Guided Walk: The Perils of the Beer! Sunday 24th February**

Les Middlewood’s guided walk sold out.

6.32 **Guided Walk: Sele Farm Sunday 3rd March**

Another sold out guided walk from volunteer guides Jean Riddell and Peter Ruffles

6.33 **The Museum’s a Stage! Saturday 30th March**

The Company of Players performed short scenes around the museum building and garden and vintage teas were served in the Andrews Room.

6.34 **Regular Events included:**

**Knit & Natter**

Knit & Natter meets on the second Thursday of each month. The group get together over a cup of tea to share tips and ideas.

**Stay & Play Saturdays**

The first Saturday of the month we invite families to make a simple crafty activity and play with our traditional toys and books. Stay & Play is a free session and over the course of the last four years since it was introduced we have continued to build up a sizeable core group of regular users. This year 410 children took part.
6.35 New Events for 2018
This year we also trialled some new events:

Chair Based Exercise
We programmed seven sessions of Chair Based Exercise with instructor Viv Thornton. The sessions were initially popular, however, those taking part expressed a desire for a weekly session at the museum which we were unable to accommodate.

Vintage Teas
Retired Museum Support Assistant Lorraine Page volunteered to deliver a series of Vintage Tea afternoons in the Andrews Room, assisted by the Finance Manager.

7. Projects & Partnerships

7.1 Reminiscence Service

We received £1040 funding from East Herts District Council Community Grant Scheme to enhance our reminiscence resources and deliver ten free reminiscence workshops to lunch clubs in the district. We now offer two sessions, one focussed on the 1950s-60s and another on the 1970s-80s. Individual boxes of themed objects, on topics such as fashion, home life, entertainment etc, provide stimulus for conversation and we have had a wonderful time playing records with the participants on our portable record player.

The feedback from the lunch clubs taking part has been unanimously positive and our reminiscence team of staff and volunteers delivering the sessions have found them hugely rewarding. The service will be rolled out as a charged workshop next year; each session requires at least three people to deliver and has to be charged accordingly to be sustainable, however, we will be seeking funding for further free sessions for lunch clubs for whom the charges may be a barrier.

We also delivered a presentation on the project to the Hertswise Dementia Friendly Action Group.

“I really enjoyed sharing stories and memories, handling items not in a glass cabinet!”
Seven years in the making, our Picture This project will come to fruition very soon. We catalogued and prepared 10,300 images this year which are now being added to our new image website. The website is due to be launched shortly and will allow free access to our vast image library and the ability to purchase images from the museum online. Once launched we will continue to prepare and upload our image collection – we estimate we are approximately half way! The image library is one of our fastest growing collections and includes images of people and places in Hertford, Hertfordshire as well as further afield, such as Australia and Japan.

Once again, we worked with Hertford Theatre who coordinated this wonderful festival for children. This year our Curator Sara spent the morning at the theatre introducing families to some of the cuddly and not so cuddly creatures from our natural history and fossil handling collections.

We were delighted to work with the Company of Players and Hertford Dramatic & Operatic Society on our Spring exhibition – The Show Must Go On! Both organisations loaned props and costumes for the exhibition and we recorded several oral histories with their members so that future generations might hear first hand how local productions are staged. The Company of Players also delivered a wonderful family event, performing dramatic scenes around the museum for the entertainment of our visitors.

This year, Publishing Officer Holly R. Stephenson has as usual produced some wonderful booklets to accompany our exhibition programme. In addition, she has reinvigorated two old favourites: Rosemary Bennett’s Street Names of Hertford and Clive Partridge’s booklet on the Roman corn dryer at Foxholes Farm. Both volumes now feature engaging images and a fresh new look. In addition, the Publishing officer and Curator worked together to produce Gal Sneakers & Gentry Coves, a showcase of portraits of Victorian Hertfordians accompanied by amusing Victorian slang captions.
7.6 Toddler Sessions

Following our Christmas pilot sessions (see Events section 6.25) we have begun to introduce new monthly Toddler Tuesday workshops. Each month we deliver a fun craft, singing and storytelling. Following feedback from the parents and carers we have added a free play session at the end.

7.7 Business Supporters

We have introduced a new supporter scheme this January. For a donation of £50, Hertford Museum Business Supporters allows local businesses to show they support their community museum and local heritage with one of our window stickers. The scheme is still fairly new and we are delighted to have welcomed the following businesses so far:

7.8 Working Partnerships

We have worked with the following individuals and organisations* over the last year:

- Albany Radio
- Steve Beeston
- John Bell
- Eddie Belt
- Brass Tacks
- British Legion
- British Museum
- Company of Players
- Cottered & Throcking Lunch Club
- Courtyard Arts
- Deathboy
- East Herts District Council
- Exaggerators
- Mike Excell
- Fingerprint Designs
- Derek Forbes
- Friends of Hertford Museum
- Steve Griffiths
- Hertford Baptist Church Seniors Club
- Hertford Cemetery Team
- Hertford Choral Society
- Hertford Dramatic & Operatic Society
- Hertford House Hotel
- Hertford Ladies’ Circle Lunch Club
- Hertford Music Festival
8. Learning

8.1 School Workshops

44 schools and learning providers worked with the museum over the course of the year and we delivered 55 sessions in total. We have continued to work with most schools in Hertford in some capacity; in addition, we work regularly with schools across the county and North London.

School sessions have been impacted by various factors this year, including staff illness, the rising costs of transportation and reduction of school budgets. We are beginning a review of our workshops to ensure that our offering remains relevant and engaging.

Learning Officer Hannah Scott delivers an outreach Egyptian workshop with our mummification doll.
Location of schools using our service 2018-19

Aston Bushey Datchworth Digswell
Hemel Hempstead Hertford Hertingfordbury Hoddesdon
Letchworth Garden City Puckeridge St Albans Stanstead Abbots
Turnford Ware Welwyn Garden City

Distribution of workshops delivered 2018-19

Museum Outreach
The total number of individual student visits 2017-2018 is outlined below:

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<th>Abbreviation key</th>
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<th>KS</th>
<th>EY</th>
<th>N</th>
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<td>532</td>
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8.2 Loan Boxes

Our loan boxes cover a wide range of topics and include both genuine and replica handling objects as well as suggested activities. They provide a valuable classroom resource for teachers and this year we engaged with 2853 children via our loans box service.

<table>
<thead>
<tr>
<th>Year</th>
<th>FS</th>
<th>KS1</th>
<th>KS2</th>
<th>KS3</th>
<th>KS4</th>
<th>KS5</th>
<th>Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>EY</td>
<td>N</td>
<td>R</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
<td>1019</td>
<td>29</td>
<td>448</td>
<td>195</td>
<td>272</td>
<td>90</td>
</tr>
</tbody>
</table>

Distribution of Loans Boxes Booked 2018-19

- Ancient Egypt: 16%
- At Home with Romans: 4%
- At Home with the Tudors: 4%
- At Home with the Victorians: 4%
- Beside the Seaside: 4%
- Home Front: 4%
- Prehistoric Life: 4%
- Toys & Games of the Past: 4%
- WW1: 4%
- Prehistoric Life: 16%
9. Friends

Anyone can be a Friend of Hertford Museum. Membership costs £15 per year. The Friends organise a regular programme of monthly evening talks (with the exception of January and August) and occasional outings and events. Talks are free to FOHM and £3 for non-members. Due to increased attendance the FOHM talks relocated from the museum to the new facility at St Andrew’s Church last year.

Their programme of talks for this year was as follows:

April  Crime, Criminals and Victims in Hertford 1770-1870
May  Hertfordshire & Blackstone: 80 years of fire service history
June  Hornsmill’s Heritage
July  St Leonard’s through the ages – A talk and guided visit
September  Curbing audacity: 500 years of the Royal College of Physicians
October  The changing use of St Albans Town Hall: A New Museum
November  English Women Artists from the 17th-21st century
February  Seeing the Wood for the Trees
March  Curiosities of Hertford

The Friends of Hertford Museum fundraise throughout the year to support the museum in various projects. This might be assisting with funding an acquisition for the collection, conservation or the purchase of equipment. The Friends are renowned for their hugely popular annual quiz each March and summer garden parties.

The FOHM funded the purchase of this medieval silver gilt coin brooch, discovered by a metal detectorist at Little Munden.
Since the Patrons scheme was launched in 2001 the museum has seen a great deal of support from many individuals and their contributions have helped the museum in a variety of ways. The museum is always keen to enlist new patrons to the scheme to help us to continue to provide our services.

In return for a minimum donation of £150 a year, the patrons enjoy a number of privileges including the following:

- Annual Patrons’ reception
- Invitations to exhibition previews and special events
- Their name displayed on the Roll of Honour in the Museum
- Regular newsletters
- 10% shop discount

In return for a minimum donation of £500 a year, Corporate Patrons enjoy the same privileges, as well as a link on our website to their business website and the facility to invite clients or customers to corporate patron events.

During 2018 – 2019 the patron scheme generated £6840 towards the museum running costs.

The following people and businesses have been Patrons of Hertford Museum 2018-2019

Amwell Rotary Club  
Mr G Andrews  
Mr C Bird  
Mrs J Bird BEM  
Mr Michael Chambers  
Mr Maurice Charge  
Mr Peter Crane  
Cllr R Deering  
Mr R Dimsdale  
R Gascoyne-Cecil,  
7th Marquess of Salisbury  
Ms C Geall  
GPFM Financial Planners  
Mrs F Green  
Mr M Green  
Mrs G Harris  
The Hertford Club  
Mrs H Hodgson  
Mr R Hodgson  
Mr C Jones  
Mr D King  
Mrs A Kirby  
Mr E Lake  
Mr D Laws  
Mr C Ledsam  
Mr D Lloyd  
Longmores Solicitors  
Dr B Lovell  
McMullen & Sons Ltd  
Mr F Page  
Mr D Preston  
Mr G Rice  
Ms J Riddell  
Cllr P Ruffles MBE  
Mr A Sangster  
Mr C Seward  
Mr G Sexton  
Mr F Spear  
Mr J Thornton  
Mrs A Trendler  
Mr R Walduck  
Mrs S Walduck  
Mrs B Warren  
Wilkins Kennedy Accountants  
Mr R Wright
It costs approximately £200,000 to run the museum each year. In addition to external grants, we generate income through our events and learning programmes, trading in our shop, our trust and fundraising for special projects. Hertford Museum is particularly grateful to Hertford Town Council for their ongoing support.

<table>
<thead>
<tr>
<th>Funding Body</th>
<th>Purpose of Grant</th>
<th>Grant total 2017/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hertford Town Council</td>
<td>Annual Museum Grant (includes Seed Warehouse allowance of £18,261 which is paid back in rent and service charges)</td>
<td>£140,423</td>
</tr>
<tr>
<td>Funds raised through sale of donated books and in-house publications</td>
<td>Collections conservation</td>
<td>£440</td>
</tr>
<tr>
<td>Donations made in memory of Ann Kirby</td>
<td>Resources for and renovations to the Andrews Room</td>
<td>£4302</td>
</tr>
<tr>
<td>Stansted Airport</td>
<td>Support of early years programming</td>
<td>£500</td>
</tr>
<tr>
<td>Herts County Council</td>
<td>Fire safety training for staff and volunteers</td>
<td>£350</td>
</tr>
<tr>
<td>Locality Budget Grant</td>
<td>Purchase of A3 scanner for collections documentation</td>
<td>£200</td>
</tr>
<tr>
<td>Individual donor</td>
<td>Collections conservation: Samurai armour</td>
<td>£1000</td>
</tr>
<tr>
<td>East Herts District Council Community Grant</td>
<td>Reminiscence resources and workshop delivery to ten lunch clubs around the district</td>
<td>£1040</td>
</tr>
<tr>
<td>Friends of Hertford Museum</td>
<td>Collections purchase: medieval coin brooch</td>
<td>£300</td>
</tr>
<tr>
<td>Stores Open Day donations</td>
<td>Collections conservation: Orrery</td>
<td>£152</td>
</tr>
<tr>
<td></td>
<td>Grants total excluding HTC grant</td>
<td>£8284</td>
</tr>
<tr>
<td></td>
<td>Grants total including HTC grant</td>
<td>£148,707</td>
</tr>
</tbody>
</table>
We have acquired the following collection items during 2018-2019:

- Royal baby biscuit tin purchased from Hertford Marks & Spencer
- 1960s home photography projector
- Postcard for Provident Clothing Co
- Black & white photographs of trains at Hertford North and East Stations
- Hertford paperweight
- Fore Street print
- Change of address card for the Aslin family to Queens Road, 1954
- Branch standard of the Hertford Branch of the Beds & Herts Regimental Association
- Borough rent card, 1926
- Collection of Hertford postcards
- Menu, car park ticket and invitation to the opening of Castle Hall 1977
- Instructions for meeting Princess Margaret at Hertford Castle
- Richard Hale concert programme
- Digital images of local postcards
- Town centre mural painted on canvas by David Kirby
- Sketches by David Kirby of town centre mural
- Collection of Second World War Hertfordshire Regiment ephemera owned by Private Cotter including identity tags, Christmas greetings postcard, soldier’s release book, war department driving permit and various cuttings.
- Company of Players programme leaflet 2018
- First World War postcard
- Digital image of Richard Hale school photograph 1981
- Negatives and contact prints of Hertford photographs 1980-1984
- Serendipity Foods café hanging sign from Bircherley Green
- Norris & Duvall To Let sign circa 1930
- Digital images of construction at Sele Farm
- County Day posters and programmes
- Network South East platform sign for Hertford North
- Cole Green Way information board (pre A414 bypass)
- Cattle bell from Watton at Stone
- Medieval worked stone from Hertford Priory (Archaeological deposition)
- Peppa Pig and In the Night Garden children’s toys
- Order of Service for Remembrance centenary service
• Jewellery boxes from local firms: Evan Marks, W. Watters
• Northmet fuse wire sample from Electricity House
• Safe Neighbourhoods newsletter
• Accounts book for the 1973 Synod festival
• Three cine film reels of Synod 73 activities
• Illustrated map and history of Hertingfordbury building
• Digital images of conversion of Castle Hall to Hertford Theatre
• Blackbird Cage from the Blackbirds Pub
• Die cast model of McMullen’s dray
• Various leaflets 1983-2017 relating to Bengeo
• Images of Castle Hall rebuild as Hertford Theatre
• Medieval silver gilt coin brooch from Little Munden

12.2 Documentation & Enquiries

Thanks to the dedicated support of our volunteers we have created or updated 8396 individual collection object catalogue records this year.

We are continuing to catalogue new acquisitions and create more detailed records for older collection items. The Picture This project (see Projects section 7.2) has provided an opportunity to digitise 10,300 images so far and improve catalogue records.

We have responded to 2228 enquiries relating to our collections and the history of the district. We have also worked with Sheffield University where iron age animal bone from our archaeological collection is contributing to new research.

13. Staff & Volunteers

13.1 Museum Staff

Hertford Museum has two full time members of staff and seven part time staff who all contribute to the running of the museum.

In the period 2018 – 2019 Hertford Museum staff members were as follows:

Rebecca Butcher Museum Support Assistant (Casual)
Montse Day Finance Manager (PT) (until November 2018)
Katherine Dumbovic Museum Support Assistant (Casual)
<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ruth Hursey</td>
<td>Events &amp; Education Admin Support Assistant (PT)</td>
</tr>
<tr>
<td>Darryl Mogey</td>
<td>Museum Support Assistant (Saturdays) (from September 2018)</td>
</tr>
<tr>
<td>Lorraine Page</td>
<td>Museum Support Assistant (Saturdays until June 2018, then Casual)</td>
</tr>
<tr>
<td>Julie Sessions</td>
<td>Museum Support Assistant (PT) (retired June 2018)</td>
</tr>
<tr>
<td>Hannah Scott</td>
<td>Learning Officer (PT)</td>
</tr>
<tr>
<td>Helen Smith</td>
<td>Administrator (PT) (from February 2019)</td>
</tr>
<tr>
<td>Tim Spencer-Jones</td>
<td>Museum Support Assistant (Casual)</td>
</tr>
<tr>
<td>Holly R. Stephenson</td>
<td>Shop Manager &amp; Publishing Officer (PT)</td>
</tr>
<tr>
<td>Sara Taylor</td>
<td>Curator (FT)</td>
</tr>
<tr>
<td>Janet Tocqueville</td>
<td>Museum Support Assistant (PT) (from June 2018)</td>
</tr>
<tr>
<td>Catherine Walker</td>
<td>Assistant Curator (FT)</td>
</tr>
<tr>
<td>Sally Wilkes</td>
<td>Museum Support Assistant (Saturdays)</td>
</tr>
</tbody>
</table>

### 13.2 Volunteers

We are fortunate enough to be supported by over 30 volunteers, whose roles include curatorial support, learning and outreach support, maintenance and teas in the garden. We are a small staff and without our volunteers we would be unable to deliver the wide range of high quality services that our visitors currently enjoy. Major tasks undertaken by volunteers this year include:

- Ongoing retrospective documentation of the Archaeology collections
- Ongoing reassembly of prehistoric burial pottery
- Ongoing documentation of new acquisitions
- Completed documentation of the Addis archive
- Ongoing audit of photograph storage
- Ongoing data entry for Picture This archive
- Delivery of Reminiscence sessions
- Ongoing updating of MODES catalogue
- Delivery of events and activities
- Oral history recording and transcribing
- Ongoing audit of our paper ephemera collections
- Ongoing documentation of our oral history archive
- Ongoing documentation of our topographical prints

Volunteers Les, Linda and Fran deliver a reminiscence workshop to Hertswise Dementia Group, Buntingford
Ongoing documentation of the Hertford street gazetteer
Exhibition research
Collections photography
Exhibition technical support
IT support

### 13.3 Support in Kind

We are also fortunate enough to be supported by local companies and groups who offer their skills, supplies and time. Examples this year include:

<table>
<thead>
<tr>
<th>Company/Group</th>
<th>Contribution</th>
<th>Event/Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exaggerators</td>
<td>Musical performance</td>
<td>Hertford Music Festival</td>
</tr>
<tr>
<td>Brass Tacks</td>
<td>Website Hosting</td>
<td>The Trash</td>
</tr>
<tr>
<td>Albany Radio</td>
<td>Raffle prizes</td>
<td>History of Guns</td>
</tr>
<tr>
<td>Los Domingos</td>
<td>Musical performance</td>
<td>G. Pickett</td>
</tr>
<tr>
<td>Hertford House Hotel</td>
<td>Raffle prizes</td>
<td>Deathboy</td>
</tr>
<tr>
<td>Los Chicos Muertos</td>
<td>Musical Performance</td>
<td>Stephen Hunt</td>
</tr>
<tr>
<td>Photography by Louise</td>
<td>Raffle prizes</td>
<td>Sedbuskers</td>
</tr>
<tr>
<td>Mike Excell</td>
<td>Musical performances</td>
<td>Mimram Singers</td>
</tr>
<tr>
<td>John Bell</td>
<td>Musical performances</td>
<td>St Andrew’s Church Choir</td>
</tr>
<tr>
<td>Courtyard Quartet</td>
<td>Musical performance</td>
<td></td>
</tr>
</tbody>
</table>

Los Domingos perform at Museums at Night
14. Trustees

Hertford Museum is a registered charity and as such is governed by a board of Trustees. The Curator reports directly to the Trustees. The Trustees comprise a number of local individuals who bring different skills and perspectives to the board.

The list below shows the Trustees of Hertford Museum during 2018-2019:

Mr Peter Crane  Nominated: Hertfordshire County Council
Mr Tim Croft  Elected: Accountant (Chair of Finance & HR Committee)
Mrs Margaret Elder  Elected: Former Education professional
Ms Chantal Geall  Nominated: Hertford Town Council
Mrs Clare Gittings  Elected: Local Resident (as of November 2018)
Cllr Jan Goodeve  Nominated: East Herts District Council
Mr Stephen Hackshall  Elected: Accountant (as of November 2018)
Mr Richard Horwood  Elected: Solicitor
Mrs Ann Kirby  Elected: Patron and former Clerk to the Trustees (resigned August 2019)
Cllr Jane Sartin  Elected: Local resident and Town Councillor
Mr Christopher Seward  Elected: Local resident (Chair of Trustees)
Mr Glenn Sexton  Nominated: Hertford Town Council representative
Mr Paul Wisbey  Elected: Local resident (as of January 2019)

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