

Russell-Cotes Art Gallery & Museum (RCAGM) Collection Damage and Loss Policy 2024

The Need for a Collection Damage and Loss Policy

The RCAGM needs a Damage and Loss Policy because, as sector best practice (SPECTRUM Standards), it is a mechanism for demonstrating that it can account for what it holds in trust for society. By having such a policy and procedure, the RCAGM can establish that it is a responsible collection-holding public body to its peers, wider governing sector bodies and the general public.

Such a policy and procedure allows the RCAGM to make an effective response should the any damage or loss occur. It also ensures that the RCAGM makes effective and coherent changes in its infrastructure and practices if they are required.

This policy and procedure is to be used in co-ordination with the RCAGM disaster and emergency procedures and its collection location, movement and audit procedures.

This policy applies to the RCAGM collections only, not to its buildings or financial assets such as shop stock or cash. These are covered under other practices and procedures.

It should also be noted that a 'real life' situation may involve both collection damage and loss and so the following procedures may have to be combined.

While it is presumed that other museums in the UK and across the world have a similar policy and procedures, the RCAGM will follow its own procedures as well, in the event of an issue with one of its outgoing loans.

RCAGM Collection Damage and Loss Policy

In the event of an incident of collection damage or loss being discovered, the RCAGM Curator or appropriate member of the Collections Team should be informed.

The RCAGM Curator/Collections Team are responsible for taking action in co-ordination with the Visitor Services Operations Team.

In the event of a loss (i.e. theft) the RCAGM Collections Audit Procedure will be followed to establish the extent of the situation and to make sure that it is not a 'false alarm' caused by objects not being returned to their correct location etc.

Following the recommendation of the RCAGM Curator, the Museum Manager will take the decision to escalate the matter and call the police (if they have not already been informed).

The RCAGM Marketing Team will develop and operate an appropriate media strategy with the Museum Manager.

The Visitor Services Operations Team and the RCAGM Curator/Collections Team will co-operate and be co-responsible for recording and investigating the incident and for developing any appropriate and necessary responses such as changes in procedure or building improvements.

Following a damage or loss event, extra formal audits of collection storage areas and displays will be carried out as a matter of urgency, if deemed appropriate.

RCAGM Collection Damage Procedure

<p>NAME(S) OF PERSON(S) RESPONSIBLE FOR DEALING WITH A COLLECTION DAMAGE SITUATION</p>	<p>Collections Team: Duncan Walker – Curator Helen Ivaldi – Public Programming</p> <p>Front of House Team: Miranda Prescott - Visitor Services Team Leader Ruaidhri O'Mahony – Visitor Services Team Leader Senior Museum Attendants (as relevant)</p> <p>Management: Sarah Newman – Museum Manager Professor Stewart Bartholomew – Chair of RCAGM Management Committee</p> <p>Marketing Team: Eliza Robinson – Marketing Officer</p>
<p>ACTIONS TO BE TAKEN UPON DISCOVERY OF COLLECTION DAMAGE</p>	<p>Follow RCAGM Emergency Plan if appropriate (S:\HEALTH & SAFETY\EMERGENCY PLAN\EMERGENCY PLAN revision June 2022).</p> <p>Collections Team staff to fully record damage in situ using Collection Damage and Loss Form (see below). This report to be held on server (S:\MANAGING COLLECTIONS\Collections Care and Management\COLLECTION DAMAGE AND LOSS FORMS) but also in the relevant Object History Files.</p> <p>Collections Team to liaise with Front of House Team if appropriate to capture all information relevant (staff testimony, CCTV etc) to the circumstances concerned.</p> <p>Collections Team to move object(s) concerned in line with RCAGM object movement procedures (S:\PLANS POLICIES & PROCEDURES\Museum Strategy, Plans, policies, procedures) being sure to gather any and all broken and separated parts. Object(s) to be placed in RCAGM Strong Room (LG8).</p>
<p>ACTIONS TO BE TAKEN FOLLOWING THE DISCOVERY OF COLLECTION DAMAGE</p>	<p>Collections Team to assess the object(s) and produce a full Condition Report using the appropriate form(s) (S:\MANAGING COLLECTIONS\Documentation\COLLECTIONS PLANS POLICIES & PROCEDURES\FORMS & PROCEDURES).</p>

	RCAGM Manager to be informed in writing.
ASSESSMENT OF COLLECTIONS DAMAGE	Collections Team to assess, in consultation with appropriate conservators, if the object(s) concerned are to be retained and conserved or if the level of damage is such that disposal should be considered. In the case of the latter the RCAGM's disposal procedure should be followed as set down in the Collection Development Policy (S:\PLANS POLICIES & PROCEDURES\Museum Strategy, Plans, policies, procedures)
REPORTING OF COLLECTIONS DAMAGE TO THRID PARTIES. ESCALLATION TO RCAGM MANAGEMENT COMMITTEE	<p>If the collection damage situation is serious enough or involves object(s) on loan, it is to be reported to the Chair of the RCAGM Management Committee by the Museum Manager.</p> <p>The Collections Team is to inform, in writing, the RCAGM's insurance provider and the owner (if the object(s) are on loan). If the item(s) concerned are covered by the Government Indemnity Scheme, then Arts Council England is to be informed in writing.</p> <p>If necessary, the Marketing Team is to produce an appropriate press release in consultation with the Management Team.</p>
REVIEW OF COLLECTIONS DAMAGE SITUATION	<p>Led by the RCAGM Curator, the Collections Team, Front of House Team (if required) and Museum Manager to meet and review the collection damage incident.</p> <p>A formal report to be produced using the Collection Damage and Loss Form (see below). What, if anything, can be learnt? Do any displays, storage situations or procedures need to change?</p> <p>Report to be presented to RCAGM Management Committee and recommended any changes actioned.</p>

RCAGM Collection Loss Procedure

<p>NAME(S) OF PERSON(S) RESPONSIBLE FOR DEALING WITH COLLECTION LOSS SITUTATIONS</p>	<p>Collections Team: Duncan Walker – Curator Helen Ivaldi – Public Programming</p> <p>Front of House Team: Miranda Prescott - Visitor Services Team Leader Ruaidhri O'Mahony - Visitor Services Team Leader Relevant Senior Museum Attendants</p> <p>Management: Sarah Newman – Museum Manager Professor Stewart Bartholomew – Chair of RCAGM Management Committee</p> <p>Marketing Team: Eliza Robinson – Marketing Officer</p>
<p>ACTIONS TO BE TAKEN UPON DISCOVERY OF COLLECTION LOSS</p>	<p>Follow RCAGM Emergency Plan if appropriate (S:\HEALTH & SAFETY\EMERGENCY PLAN\EMERGENCY PLAN revision June 2022).</p> <p>Collections Team staff to fully record loss using Collection Damage and Loss Form (see below). This report to be held on server (S:\MANAGING COLLECTIONS\Collections Care and Management\COLLECTION DAMAGE AND LOSS FORMS) but also in the relevant Object History Files.</p> <p>Collections Team to liaise with Front of House Team if appropriate to capture all information relevant (staff testimony, CCTV etc) to the circumstances concerned.</p>
<p>ACTIONS TO BE TAKEN FOLLOWING THE DISCOVERY OF COLLECTION LOSS</p>	<p>Collections Team to Audit the display or storage area from which the object(s) are missing to fully establish what is and is not there.</p> <p>RCAGM Manager to be informed in writing.</p>

ASSESSMENT OF COLLECTIONS LOSS	<p>Collections Team to assess, in consultation with the Police if necessary, the nature of the loss.</p> <p>Is there full SPECTRUM information on the missing object(s), in particular photographs and dimensions to share with Police?</p> <p>Were other collection items damaged? If so Collection Damage Procedure to be followed.</p> <p>Were parts of the RCAGM/XR building damaged? If so, what are the security and collection environment ramifications? Does the building envelope need to be secured?</p>
REPORTING OF COLLECTIONS LOSS TO THRID PARTIES. ESCALLATION TO RCAGM MANAGEMENT COMMITTEE	<p>If the collection loss situation is serious enough or involves object(s) on loan it is to be reported to the Chair of the RCAGM Management Committee by the Museum Manager.</p> <p>The Collections Team is to inform the RCAGM's insurance provider and the owner (if the object(s) are on loan).</p> <p>If necessary, the Marketing Team is to produce an appropriate press release in consultation with the Management Team.</p>
FORMAL REVIEW OF COLLECTIONS LOSS SISTUATION	<p>Led by the RCAGM Curator, the Collections Team, Front of House Team (if required) and Museum Manager to meet and review the collection loss incident.</p> <p>A formal report is to be produced based on the Collection Damage and Loss Form (see below). What, if anything, can be learnt? Do any displays, storage situations or security procedures need to change?</p> <p>Report to be presented to RCAGM Management Committee and any recommended changes actioned. RCAGM Management Committee to monitor and review progress in apply recommended actions.</p>
NAME(S) OF PERSON(S) RESPONSIBLE FOR DEALING WITH COLLECTION LOSS SITUTATIONS	<p>Collections Team: Duncan Walker – Curator Helen Ivaldi – Public Programming</p> <p>Front of House Team:</p>

	<p>Miranda Prescott - Visitor Services Team Leader</p> <p>Ruaidhri O'Mahoney - Visitor Services Team Leader</p> <p>Relevant Senior Museum Attendants</p> <p>Management:</p> <p>Sarah Newman – Museum Manager</p> <p>Professor Stewart Bartholomew – Chair of RCAGM Management Committee</p> <p>Marketing Team:</p> <p>Eliza Robinson– Marketing Officer</p>
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Collection Damage and Loss Form

Incident No.	Year/Running No.
Date and time of incident (or discovery of it)	
Name of person who discovered it	
Location of incident (building, room number and storage location - if appropriate)	
Name of RCAGM staff member recording incident	
Name(s) of RCAGM staff members involved with incident (e.g. who discovered it/first on the scene)	
Objects involved including Accession Numbers/Entry Form Numbers if on loan. Note status of each item (loss or damaged)	
Full written description of incident	
Crime Number if incident formally reported to Police	
Insurers and lenders informed in writing if appropriate (date and time)	
RCAGM Management Committee informed in writing (date and time)	
Date and time of Incident Review Meeting	
What, if anything, can be learnt? Do any displays, storage situations or security procedures need to change?	
Server Location of folder location for this report and all associated photographs of incident	