

Manx Museum and National Trust

(Trading as Manx National Heritage (MNH))

Annual report to accompany accounts 2019/20

1. Governance

The Manx Museum and National Trust Act (as amended in 2012) makes provision for the establishment of a new Board every five years after a General Election and a new Tynwald. Board members can serve a maximum of two five year terms and must re-apply for the position after each term. Recruitment of a new Board took place in the spring of 2017 – with the new Board being formally endorsed by Tynwald in May 2018.

There were no changes to the Board during the year.

Jonathan Hall remained Chairman and Malcolm Kelly was re-elected as Vice-Chairman during the year.

Statement of Purpose:

The powers and duties of the Manx Museum and National Trust are laid out in section 24 of the Manx Museum and National Trust Act 1959 (and subsequent amendments)

The Trust shall:

- a. Promote the permanent preservation for the benefit of the people of the Isle of Man of lands and tenements (including buildings) of beauty or historic interest and, as regards lands, the preservation (so far as practicable, of their natural aspect, features and animal and plant life; the preservation of buildings of national interest or architectural, historic or artistic interest, and places of national interest or beauty, and the protection and augmentation of the amenities of such buildings and places and their surroundings;
- b. Preserve all furniture and pictures and chattels of any description having national or historic or artistic interest;
- c. Provide access to, and enjoyment of, such buildings, places and chattels by the public, whenever desirable

The formal objectives of the Charity are as follows:

1. Public Museum, Library and Art Gallery and any purpose of a historical, scientific, archaeological, ecclesiastical, physical, industrial or educational character with or incidental to a Public Museum, Library or Art Gallery (Section 5, 1959 Act)
2. Manx National Trust the promotion or the permanent preservation for the people of Isle of Man of lands and tenements including buildings of beauty or historic interest, the preservation of buildings, features and chattels of national, historic or artistic interest (Section 24, 1959 Act)

The following statement of purpose adopted by Trustees in 2018 remained unchanged:

“Manx National Heritage exists to take the lead in protecting, conserving, making accessible and celebrating the Island’s natural and cultural heritage for current and future generations whilst contributing to the Island’s prosperity and quality of life”

The following “Critical Success Factors” agreed in 2018 remained unchanged:

- Responsible management of the IOM’s natural and cultural heritage
- Accessible assets and services
- Coordinated natural and cultural heritage activity on the Island
- Being accepted as an essential part of the visitor economy
- A positive working relationship with our supporters and members
- Delivery against agreed performance measures
- MNH internationally respected as a National heritage organisation

2. Activity Report

2.1 Responsible management of the IOM’s natural and cultural heritage

Historic Environment Records System.

Significant progress was made this year on the development of a new computerised Historic Environment Records System. Historic England had previously agreed to carry out an audit of the existing Isle of Man HER across four key areas; Content & Coverage, Data Standards, Access & Engagement and Infrastructure and Delivery. This was progressed during the year. The recommendations in the draft report were in line with our intention to procure the Arches software package to manage the Isle of Man HER, and support our intentions to procure and install a system which will offer the potential to significantly improve public engagement with the HER. A meeting with Historic England’s Information Partnership Officer, Nick Davis, was held in mid May and the MNH team created an action plan which was agreed by Trustees. The project was funded from Reserves and supported by Government Technology Systems. A fully operational test installation was in place by the end of the financial year as planned.

Collections care and conservation

The year has been dominated by the planning and building of a new temporary storage facility in Douglas to accommodate objects formerly displayed in the Lower Folk Gallery. Many of the objects required cleaning and conservation prior to being moved to their new home. The most challenging of these were blankets, mats and rugs on open display which each had to be washed for 6 to 12 hours.

Seven oil paintings by William Hoggatt were conserved by Lancashire Museums Service and by Harriet Owen Hughes in preparation for the 2019 Hoggatt retrospective. The work revealed Hoggatt to have been an inveterate experimenter, which has left us with some very tricky challenges.

The Archives Conservation Studio was renovated and redecorated. A new work table was built by the MNH technicians. Library and Archives Conservator Emma Le Cornu joined MNH in September. She has already contributed to the conservation and characterisation of original wallpapers at Thornbank, undertaken innumerable archive conservation treatments, embarked on a review of archives conservation at MNH and made enormous inroads into the treatment of mouldy holdings in Stack Level 1.

Two outstanding archaeological finds were assessed by Collections Care & Conservation Manager Chris Weeks this year. A bronze age necklace made from jet was found during excavations at Berk Farm. It is remarkably complete and terribly vulnerable. It will be sent to York Archaeological Trust for stabilisation. The other find was two ornate bronze boss-brooches from a female Viking burial; the brooches are well preserved and very beautiful. Because they may incorporate textile remains they need x-ray imaging and careful cleaning at a specialist archaeological conservation lab which is planned for 2020.

Finally the remaining finds from the 2014 excavation of George Quayle's Peggy dock were transported to York Archaeological Trust for x-ray analysis, stabilisation and cleaning, which process will take about two years.

The Pagan Lady necklace also went to York and was thoroughly examined photographed and re-mounted for the purpose.

This Is Winter

1,000 negatives from 1950s-70s were selected and digitised from the Manx Press Pictures archive depicting what life was like on the Island during the long winter months. Professionally digitised for the first time this otherwise inaccessible archive made possible the popular This Is Winter exhibition at the House of Manannan (5 Oct 2019-1 Mar 2020) and were published onto www.imuseum.im.

Castle Rushen Gaol Registers

MNH Library and Archives volunteer team completed a several year project to transcribe prisoners listed in the Castle Rushen Gaol Registers (1825-1891). Just over 14,000 prisoners and their crimes were digitally released onto www.imuseum.im providing a fascinating resource for family and social historians. Some of the individual stories, notably of child inmates, were also retold in the sell-out Labyrinth theatre production, 'Crime and Punishment at Castle Rushen' in November.

Motorsport

MNH was asked by the Motorsport Team at the Department for Enterprise to work with them to supply the definitive database of TT riders and races on the official TT website with the result that www.iomtraces.com/racing/results is now powered by iMuseum. We were also approached by the Manx Grand Prix (MGP) who began promoting iMuseum as the database to use: <https://www.manxgrandprix.org/mountain-course-database/>. www.imuseum.im/search/ttmgp remains the unified portal to TT and MGP riders and races from 1907 to the present day.

NBN Atlas Isle of Man

The National Biodiversity Network (NBN) Atlas Isle of Man reached a milestone in February 2020 with its one millionth wildlife record released on <https://isleofman.nbnatlas.org/>. This milestone, reached in less than two years, owes much to the Manx Biological Recording Partnership, a wildlife conservation partnership of organisations and individuals focused on collating terrestrial and marine Manx data, led by Manx National Heritage, the Department of Environment, Food and Agriculture and Manx Wildlife Trust. The one millionth record was due to the MNH led volunteer project to transcribe over 45 years of daily logs from the Calf of Man Bird Observatory.

Manx Crosses:

Osruth's cross, Royal Chapel, St John's

Found in the old church at St John's in 1850 this carved cross has been displayed in the porch of the Royal Chapel at St John's for around a century. Its condition was assessed in 2016 as "possibly the cross presenting the greatest cause of concern across the entire corpus due to its friability, poor maintenance and location."

The Chapel and the Cross are crown property but the fabric of the building is maintained by the Department of Infrastructure, on behalf of the Tynwald Arrangements Committee. Following discussions on the safety and security of the cross it was agreed that MNH would remove the cross from the Church in May for its own and public safety at Tynwald. After conservation, discussions will continue with key stakeholders to identify a safer and more secure location within the Chapel.

Costs of the removal and conservation were absorbed by MNH. Costs of the re-instatement within the church will be subject to discussion with the DoI

Baillie Scott Police Station.

The transfer of ownership of this property to MNH was delayed due to minor land ownership issues but these were resolved by the Autumn.

In advance of the completion MNH undertook a formal public consultation on the future options for the building. This commenced in September and the building was opened up to allow the community to view the site. Almost 400 responses were received – with the majority of respondents wanting some form of publicly available visitor attraction funded by the taxpayer. Trustees considered the results of the consultation and agreed to lease the building to a commercial or community partner by conducting an open "Expressions of Interest" for potential tenants which took into account the concerns of the community alongside the resource implications and Trustees' other priorities.

Laxey Wheel Repairs

The Laxey Wheel is not currently operational following identification of the failure of the (timber) sweep rod during a routine inspection by our maintenance contractor (DOI). It was considered

not safe to continue to operate the Wheel, and MNH worked with DOI and our consulting engineer to co-ordinate the safe removal of the timber rod in October.

Important survey information was obtained in-situ prior to removal and the component will be accurately recorded once on the ground to enable accurate reconstruction. Tests confirm the Wheel could be allowed to turn independently of the counterweight and L-rocker when the sweep rod connection is disengaged.

Owing to the complexity of sourcing replacement timbers and access restrictions resulting from the extensive undergrounding of electrical mains on the Mines Road we are expecting the Wheel to continue to run in this way throughout 2020.

Further timber replacements will be necessary at the Wheel. The rods making up the 'rod duct' were being monitored and discussions were already underway to devise a method to replace the failing ones. Meanwhile the 'vertical' L-rocker timber is under stress and has moved recently, possibly connected to the failure of the sweep rod. We are beginning to plan therefore for a phased prioritised programme of replacement timbers over the next few years. The failure of the L-rocker timber is most concerning since it is only around 16 – 17 years old.

Planning matters:

Former Farmer's Combine Warehouse, West Quay Ramsey

This neglected building on the quayside in Ramsey is the last surviving warehouse of its type on the island. A proposal to Register it was ratified by the DEFA Minister on 6th February 2019. This proposal was supported at the time by the IOM Natural History and Antiquarian Society, Ramsey Town Commissioners, the Victorian Society and MNH.

An application to de-register the building was submitted by the owner on 6th March 2019. The Minister subsequently overturned his previous decision stating that the "entirety of the building did not reach a sufficiently high bar to be of special architectural or historic interest in the national context".

MNH has taken the highly unusual step of appealing the decision to de-Register. The issue is complicated by the fact that the Department has changed its rules on "interested party status" meaning that several of the amenity societies such as the Victorian Society have no right of Appeal. MNH has retained this right – even though we have not used it in the last decade.

The reason for appealing is to clarify and make transparent the reasons for the decision and test them against the Department's "Operational Policy on the Principles of Selection for the Registration of Buildings". The key criteria is that a building is of architectural or historic interest – not its condition.

Reform of the Planning System - Public Consultation in relation to Secondary Legislation

The Town and Country Planning (Amendment) Act 1999 came into operation on 20th October 2019. In order to implement the changes in the Act a number of separate pieces of legislation are required and this includes the requirement to have regulations for National Policy Directives (NPDs).

MNH has been added to the list of organisations which may propose such NPDs. This is a significant alteration to the Regulations and in effect extends MNH's statutory functions and our position in regard to Planning and the Environment. It is unlikely that we would use this function frequently and there would not be done without considerable debate, but it is a very positive move.

Peatland

The Manx Wildlife Trust is currently conducting peatland surveys in the Northern uplands to assess the depth and coverage of peat. Their officer, Sarah Hickey, is working on the project using a grid system taking measurements every 150m, with this data then being used to calculate the amount of peat and therefore the amount of stored CO2. The project was primarily funded by the Manx Lottery Trust but also has some funding from MNH. A permit has been granted by MNH to survey our land in the Sulby Valley. It is expected that this will provide us with some estimates on the amount of peat and therefore CO2 storage of our landholding there.

We anticipate future funding applications for habitat assessment of this area and also to expand into the Southern Uplands where we also have a large land holding at Eary Cushlin, with parts of Spanish Head and the Calf also on peat. In the event that this progresses it would be beneficial for MNH to lend support, financial or otherwise to any future proposed survey.

2.2 Accessible assets and services

The concept of access covers a wide range of activity and is core to the Trusts charitable purposes. It implies the removal of all barriers including social, economic, intellectual and physical.

As is the case every year a wide range of public programming was offered to visitors. This included exhibitions, lectures and family activities. Other physical improvements and refurbishments were completed.

TT & Motorsport Gallery:

The Lower Folk Gallery at the Manx Museum closed in January 2020 to allow decant and storage of the collections and to prepare the space for the design team to investigate the condition of the structure and services. Closure of the gallery received attention on social media and a petition on a UK website. A Tynwald question has also been asked. This interest was anticipated and indeed followed collaboration with the local media.

The internal project board is now meeting regularly with a member of the Board joining to assist communications with the Trustees.

Trustees agreed to purchase an additional storage unit to accommodate collections being removed from the Lower Folk Gallery, and to house material intended for the new gallery. The conveyance for the unit was completed at the end of September and the fit was completed by January. The transfer of collections from the Lower Folk Gallery took place in February.

The selection of the design team for the project was completed with activity in November and December focussing on the procurement of the exhibition designer. The project team shortlisted and interviewed three exhibition design companies before Christmas and appointed *The Creative Core* in January.

Meanwhile the development of the collection continues. Bids at Bonhams for the Jim Redman mechanic's overalls and the Steve Hislop fairing were both successful. In addition we have recently been approached by Japanese company Mugen who would like to donate one of their 2019 Zero TT Shinden Hachi bikes to Manx National Heritage. They have been keen supporters of the Zero TT since 2012.

Negotiations with the owner of the 1914 Junior TT AJS have concluded successfully and the British Motorcycle Charitable Trust decided to fully fund the purchase which means that they will legally own the bike and it will be loaned to Manx National Heritage on a long term basis.

Laxey Wheel Visitor facilities

The internal project board continued to meet with the architect and quantity surveyors to refine the current outline design ideas. Our challenge is to develop a scheme which can operate with the minimum of staffing and as efficiently as possible. Accordingly we have simplified the outline design to accommodate all functions on the ground floor. This will reduce visual impact and improve vehicle access – particularly for emergency and maintenance vehicles. The cost of a simpler building is very slightly cheaper.

A capital bid for two thirds of the cost was submitted to Treasury but rejected in February 2020. It is however clear that the current site facilities are inadequate. It is therefore proposed that we continue with preparatory work which will incur professional fees to allow more detailed plans to be drawn up and a planning application made. It must be noted that any costs incurred are at risk and will not be recoverable if the scheme, or an amended scheme, does not proceed.

Changing Places accessible toilet:

An article about seeking funding for accessibility initiatives by Katie King featured on the Museums Association Best Practice website. The facility itself was nominated for and won the award for best overall Changing Places facility in the UK. It was nominated by users themselves and featured in a number of specialist media.

Sunday opening of Manx Museum

The experiment of Sunday opening in the previous financial year was deemed successful and Trustees agreed to make this permanent. An allowance was made by the Treasury for a single year's contribution to this cost – but, disappointingly, this has not been continued into the 2020/21 grant.

Exhibition Programme, Visits and Events

The Director and Sir David Wilson held a conversation on the nature and role of museums in front of an audience at King Williams College on 5th April. The event was organised by Castletown Heritage.

The British Association of Numismatic Societies held their annual congress on the island 5-7th April at the Sefton Hotel and the Manx Museum. The Director and Allison Fox gave presentations. Delegates visited a number of sites during their stay including Castle Rushen and the House of Manannan.

Labyrinth

Crime and Punishment at Castle Rushen was the chosen theme for this year's Labyrinth production. It was another sell out with nearly 200 people joining the heritage players for an evening of immersive theatre in November with tales of lunatics, larceny and licentiousness brought to life. All members of Labyrinth are volunteers.

Manx Language

The Director gave a brief interview in January to Radio Guernsey on the development of the Manx Language and its importance to the Island.

Officers also met with Dr Breesha Maddrell to discuss forthcoming plans for the Year of the Manx Language in 2021.

Following on from Trustee approval of the Manx Language Policy in March 2019, Nicola Tooms has begun to roll out language awareness training to all staff, volunteers and trustees. Feedback has been very positive. The short session gives some great information about Manx and why it is an important part of our cultural identity...Yindyssagh ! There's still time to sign up.

2.3 Coordinated natural and cultural heritage activity on the Island

As the national heritage agency MNH works closely with many other individuals and agencies. As is the case every year it responded to many individual planning applications on the Island. In some cases it recommended further archaeological investigations or survey of site biodiversity. Staff and Trustees have engaged at Officer and Ministerial level over the future resourcing and direction of work on Registered Buildings. The Director has attended meetings of the Building Conservation Forum.

Staff of the Trust continued to support the Biosphere Vannin project and have engaged with communications and marketing.

We held our annual joint lecture with the Victorian Society. Dr Lynn F Pearson talked about "Beehives, Wheatsheaves and a Divi - the story of the Co-op Architecture".

The team behind the Heritage Open Days were shortlisted for the IOM Newspapers Awards for Excellence.

We developed our first ever Wildlife Week which brought together a range of agencies following the model of Heritage Open Days. A number of talks and field activities were undertaken. Trustees subsequently agreed to continue the development of the concept as an annual event.

Public Record Office:

During the year we signed a Memorandum of Understanding with the Public Record Office on the Island. The PRO is a relatively recent foundation following the Public Records Act of 1999. As a result there is overlap with what MNH has been doing since its formation in the 1880's. The new MoU is highly important and has immediately allowed a process of rationalisation and transfer of historic public records.

During the year the two professional teams collaborated on the development of feasibility work for a new National Library and Archives operation which would ideally bring together the teams and the holdings of the two institutions into one new iconic facility.

Round Mounds Isle of Man

The third season of this project concluded after a four week excavation at Berk Farm in the west of the island. We agreed with the Directors of the excavation not to open up significantly more of the site – concentrating instead on completely finishing existing trenches. A significant discovery this year was made in a large grave pit under the mound – which was partially excavated last season. The grave had human remains dating back 4000 years which were accompanied by the remains of a necklace in decorated Whitby Jet. About 100 of these are known from across the British Isles and this is the first from the island. It is evidence of trade or the movement of individual people. The find may fall within the scope of the new Treasure Act and discussions will take place with the landowner in due course.

Isle of Man Family History Society

Negotiations continued with the Society for them to occupy part of the premises at the iMuseum. These were successfully concluded during the year and the transfer of their library and facilities was completed by the end of March 2020.

Rushen Heritage Trust

The Director was invited to meet with the new Committee of the Trust to discuss their current programme and future direction. The relationship with the RHT remains very positive and they make extensive use of the iMuseum and Library resources.

Castletown Commissioners

The Commissioners invited the Governor to visit the town on Friday 3rd May 2019. The Director joined the official party to show the Sir Richard and Lady Gozny recent works to the ground floor of Castle Rushen. We also took the opportunity of showing HE the Old Police Station which was being used by the Creative Network for a “pop-up” studio as part of the Arts Festival. The Festival attracted more than 800 visitors and the Creative Network gathered some useful thoughts from visitors on the future of the Old Police Station in advance of a more formal consultation.

2.4 Being accepted as an essential part of the visitor economy

Trustees have acknowledged that the local community is not a large enough market to sustain the wide variety of heritage sites and activities for which they are responsible. Cultural Tourism has become much more important in recent decades and MNH now has a key role in the visitor economy with at least 75% of visitors engaging with MNH in some form. During the year MNH welcomed an increased number of groups in organised tours and more cruise ships than ever before. A new Group Travel brochure was produced and distributed to the trade. Joint ticketing with the IOM Railways continued and income reached record levels. The team again attended the World Travel Market in London to promote the Island.

Familiarisation Visits

Jointly with IOM Transport MNH arranged a familiarisation visit by a number of travel operators on 4/5th April 2019. Most of these were contacts made at the World Travel Market in November 2018. A packed itinerary saw visits to a number of MNH sites and other attractions. The event coincided with a visit by representative of Grand Circle Cruises – whose small ship is scheduled to make 10 visits this year.

On 23rd October 2019 we hosted a familiarisation visit for Great Days Holidays. This company is expanding its offer for wholesale and consumer visits to the Island.

Visit Isle of Man

There have been two meetings with the Chair of the Visit Agency. A new marketing strategy has been agreed by the agency Board. This places a greater emphasis on Group and Travel Trade than previously. The Chair is keen to have a greater involvement from MNH and IOM Railways.

Viking Tourism Market Research

The Visit Agency has agreed to fund a small piece of Market Research designed to test the potential to expand tourism on the Island specifically targeted at Vikings. The initiative for this has come from the Vikings of Mann group – supported by MNH. The study is being undertaken by a UK Destination Research company (Blue Sail) and they have visited the Island to meet stakeholders and see the main Viking sites on the Island.

Group and Travel Trade overview

This annual event in February brought together key operators on the Island to share statistics from the preceding year and look ahead to the 2020 season. Over 30 people attended. Whilst overall visitors to the Island seem to have been relatively static the number of people in organised groups has continued to grow. MNH's ticket income from groups (including cruise ships) was up 20% on the previous calendar year. The Steam Packet carried more coaches than the previous year – but the Promenade works had a measurable impact.

World Travel Market 4-6 November 2019

MNH and Isle of Man Transport represented the Isle of Man by jointly hosting a pod on the UKInbound Stand at World Travel Market 2019. A contribution towards the cost of the Pod of £6.5k was made by the Isle of Man Visit Agency. The Island's reputation seems to be growing and we had useful discussions with press and media. The event also allows us to network and connect with other agencies including Visit Jersey and Visit Wales.

We met a mixture of leads, contacts and media including a good proportion of new leads to follow up, existing clients who firmed up on their bookings and plans for 2020, and who, in general, gave us excellent feedback on our service and offer. We are in the process of inviting the key leads for a Familiarisation Trip in 2020.

2.5 A positive working relationship with our supporters and members

Friends of Manx National Heritage

MNH considers itself an important part of the Manx community and the most concrete expression of this is the existence of the Friends of Manx National Heritage, whose only remit is to support MNH.

MNH sites now sell Membership of FMNH – on the basis of shared income.

FMNH generously agreed to support a range of our activities and specifically to allocate a sum of £100k towards the purchase of material for the collections related to the TT.

For 2019/2020, the contributions from FMNH totalled £55,858, broken down as follows:

- Horticulture £34,060
- Horticultural supplies including plants £6,324
- Refurbishment work of the Baillie Scott building Thornbank £15,474

The Chair of FMNH, Robert Quayle, did not stand again as Chair at the AGM in 2019. Robert has "held the reins" since the death of the previous chair, Mike Fayle. His experience and position in the community make him a hard act to follow. A fellow longstanding Director, Anne Kaye, also announced her retirement.

The Vice-Chair of FMNH Michael Crowe has been elected Chair, with Viv Fayle agreed as the new Vice-Chair. Both Michael and Viv have attended Trustee meetings as observers. Eva Wisemark is standing down as MNH representative to FMNH. The Directors have welcomed the offer of Joan Conway to take on this role.

The FMNH Directors agreed to contribute £306,000 from reserves for the repair and restoration of Thornbank. This is the total amount estimated for the project (which has a £30k contribution from the Elizabeth Clucas Charitable Trust) and means that Trustees can re-allocate their commitment elsewhere.

MNH is a member of the International National Trusts Organisation – which brings together some 80 similar organisations worldwide. The Secretariat is based with the National Trust (England, Wales and Northern Ireland) in London. INTO has been reviewing the issue of reciprocal arrangements and has proposed a more formal arrangement in the future. This would mean organisations “signing up” to a package which improved public awareness and streamlined procedures.

There are implications for both MNH and FMNH which will need to be managed going forward. There is to be a pilot phase starting in 2021 and we intend to join that. A briefing has taken place with the FMNH administrator and Membership Secretary.

Heritage Open Days

One of the most important examples of relationship building is the Heritage Open Days which takes place every year in October. HOD 2019 was once again a great success with over 100 events taking place across the Island. All of the events were fully booked within a few days of the programme being released in September. This year over 3,000 visits were made over the six days. It remains the largest heritage and cultural festival on the Isle of Man and the largest event organised by MNH.

2.6 Delivery against agreed performance measures

The Trust is concerned to maintain and demonstrate high standards of governance and performance and has worked closely with the Executive to establish appropriate systems to record and monitor these aspects of its work. Its core committee structure remained unchanged:

- a. Finance Audit and Risk Committee
- b. Policy and Development

Day to day management of the organisation is formally delegated to the Director and staff through a formal scheme. Several internal project boards have a Trustee in attendance to support communications.

A rolling three year “Forward Development Plan” is produced – underpinned by annual “Priorities and Objectives”. A “traffic light” review of performance was presented to the Board on a quarterly basis. The Trust also accepts the current IOM Government Financial Regulations as best practice.

Following formal procurement using the Government Quick Quotes Portal, we have appointed Island Escapes to market, manage and service our holiday accommodation properties at The Lhen and Eary Cushlin and to manage the bookings for the Calf of Man hostel. The appointment is made under a five year Contract and will include any other properties that we develop for holiday letting in the Term of the Contract.

A revised MNH Environmental Sustainability Policy has been completed and endorsed by the Board.

A formal review of Safeguarding has been completed and a new version of the Safeguarding Policy adopted. Detailed procedures and training continue to be rolled out.

Staffing:

With a FTE workforce of 72.5 at 31 March 2019 plus bank staff managing the workforce and ensuring the effective delivery of services on a budget decreasing in real terms remains challenging. Staffing continues to be reviewed and opportunities provided to support staff development.

Following the retirement of the Manx Museum Site Manager in 2019, a review of our site management structure was undertaken resulting in the development of the roles of the remaining two site managers into Visitor Services Development Manager and Public Engagement Manager.

MNH continues to encourage development of its people and where appropriate supports secondment of staff to other areas of public service. This included the Public Engagement Manager's secondment to the Cabinet Office for 15 months to work on the Health and Care Transformation Programme and the subsequent development opportunity this provided to backfill the vacated role.

During the period one member of staff was dismissed under the Capability Procedure of the Public Services Commission. This case raised serious concerns about the level of legal support available to MNH for staffing matters and this has been raised formally with the Public Services Commission.

With specialist and limited numbers of staff in key areas, unplanned absences create challenges for service delivery and we continue to work with our teams to promote wellbeing and support attendance. During the year this included staff working flexibly in order to maintain communications and technical services delivery.

The Fundraising Manager resigned in November 2019 leading to a review of our Fundraising Strategy and plans.

2.7 MNH internationally respected as a National heritage organisation

MNH continued to be a member of a number of professional bodies and staff have attended seminars and conferences. The Head of Properties continued to serve on the Board of the Visitor

Safety in the Countryside Group. The Director continued to serve on the Board of the Destination Viking Association.

Visit to Jersey

The Director and the Heads of Professional Services and Properties visited Jersey from 24th – 26th April 2019. The main purpose of the visit was to see the development of the extension to the Jersey Record Office and discuss the governance arrangements. We were also able to see the new implementation of the ARCHES software, discuss the development of the Historic Environment Record, and compare our language policies. We also gave a presentation on the Manx Treasure Legislation to members of the States of Jersey.

During the visit we had the opportunity to spend time with the CEOs of both the Jersey Heritage Trust and the National Trust for Jersey. There are clear similarities as well as key differences between Jersey and IOM – and we are keen to see how we can improve our working relationships in the future.

Viking Routes of Cultural Heritage

The Charles V European Award is awarded by the European Academy of Yuste Foundation. The award is delivered to those individuals, organisations, projects or initiatives who "with their effort and dedication, have contributed to the general understanding and appreciation of the cultural, scientific values, historians of Europe, as well as the process of unification of the European Community". This year the award was granted to the Council of Europe's Routes of Cultural Heritage programme at a ceremony in Spain on Europe Day (May 9th).

This is the first time the award has been given to an organisation and reflects the wide-ranging nature of the Routes and their members.

MNH and therefore the Isle of Man is part of the Viking Route – but monuments such as the Laxey Wheel have the potential to be part of the Industrial Heritage route.

In his capacity as Chair of the Destination Viking Association the Director gave a presentation to the Governing Body of the European Routes Institute in Luxembourg on 11th April. This was the final stage of the re-accreditation process for the Viking Route.

The Director chaired the 2019 AGM of the Association which was held at the National Museum in Copenhagen.

Plans are well advanced for the 2020 AGM of the Association which is being hosted by MNH and the Vikings of Mann in the last week of October (postponed from April). A seminar on cruise tourism will be held to coincide with the event – enabling the Island to promote its rich Viking heritage to this sector and learn from others.

Inter Island Environment Meeting, Alderney

The Director gave a presentation on the work done by MNH on the Calf of Man in recent years at this important conference. It is an annual event which brings together representatives from the

Crown Dependencies and the British Overseas Territories. Historically DEFA and/or the Wildlife Trust have attended but it would seem very appropriate for MNH to attend future meetings. One interesting point is that much of the work done on the smaller Overseas Territories is done by National Trust organisations like MNH.

Historic Churches

The Island's Archdeacon invited the CEO of the Churches Conservation Trust, Peter Aiers to the Island to discuss the potential support the CCT could give to the Island. Peter very kindly met with the Executive Team to review recent developments at the Trust and in particular changes to the way it related to its members and Friends.

3. Financial sustainability

The budget support from IOM Government during the year was agreed in February 2018. A target to increase income by 2% was applied across the public sector. A small increase was allocated for pay awards but the remainder of the budget was effectively capped at previous levels. An additional amount of £100,000 was made available specifically for property maintenance and £56k for Sunday opening.

In line with a previously agreed financial strategy the Trust has continued to develop different income streams. The main ones are retail, admissions, rental and event hire. Sales of pre-booked tickets to organised groups from tour operators and cruise ships reached an all-time high – as did income overall. Retail turnover remained relatively flat – though considerably outperformed the High Street average. New merchandise helped to improve margins as did sales of TT Pins and FMNH memberships.

3.1 Bequests, donations and income

A long-standing benefactor continued to make further regular donations to the Curatorial and Professional Development Fund.

4. Relationship with IOM Government

The relationship with the IOM Government is key to the Trust's sustainable funding and is at the heart of our service delivery. We worked very closely with DEFA on a range of issues including signage, Registered Building and Planning Issues. We continued to work closely with IOM Railways on ticketing, marketing, familiarisation visits, and cruise ship excursions.

MNH has continued to provide support to the IOM Government War Memorials Committee during the year. The Director and curator Hannah Murphy met additionally with David Cretney MLC, the chairman of the IOM War Memorials Committee. Hannah provides professional support to the

Committee and the official register of Manx Memorials is hosted by MNH and made publicly available through iMuseum. The relationship is a positive one and both parties are keen to develop it to include a greater emphasis on the active preservation and specialist care of memorials as well as opportunities for learning and community engagement.

The Isle of Man Government continued to provide a range of infrastructure and services to the Trust including computing, accounting, staffing, insurance and legal advice.

Royal Visit to Peel:

On Friday 25th October 2019 we were pleased to host a short visit by HRH Princess Anne who was on the Island for several official duties including “opening” the new bridge in Peel. We had agreed with Government House that the House of Manannan would provide a “wet weather” option for members of the community to meet HRH. In the event we had dreadful weather and the official outdoor event was cut short – thus allowing more time at HoM. A range of politicians community leaders and charity workers were selected to meet HRH and she also had the opportunity to meet visitors to the sites.

A letter of thanks subsequently from Government House praises the staff who made the event run smoothly and impressively.

Commonwealth Parliamentary Association visit

A delegation of parliamentarians from Jersey and Guernsey visited the Island in September. The Director gave a brief presentation on Biodiversity at a meeting with DEFA. As a result he was invited to dinner as a guest of the States of Guernsey at the Inter Islands Environment Conference the following week.

Climate Change Emergency

The Director and the Heads of Professional Services and Properties had the opportunity to meet with Professor James Curran who is heading the team working on the Government’s Climate Change emergency. The Director also attended a public consultation session on the topic and joined the team for a private workshop session at the House of Manannan.

Tynwald

We were asked by the Clerk of Tynwald’s Office to host an event at the House of Manannan for the official Tynwald Guests. The event grew in the planning and subsequently incorporated a presentation to mark the 40th Anniversary of the Odin’s Raven voyage. The 140 guests included representatives from the Iceland, Norwegian, Irish and UK Parliaments, as well as participants in the Small Countries Management Programme. It was a complex event and we were supported by the Vikings of Mann, who provided a costumed “honour guard” as well as stewarding duties.

We hosted two important lectures in Tynwald week. The first by Dr Margaret Bennett was entitled "The Legacy of Eric R. Cregeen: A Treasury of Manx and Scottish Traditions". Eric Cregeen was a former deputy Director of the Manx Museum and a distinguished scholar specialising in oral history and folk life in the islands of Scotland. He was proud of his Manx origins and his family have donated a series of the publications that Dr Bennett has edited based on his original field notebooks.

The second lecture was delivered by Professor Andrew McDonald of Brock University in Canada entitled "In search of the Sea Kings". Professor McDonald is an old friend of MNH and has been most helpful in checking some of our exhibition texts. We were pleased to host a small ceremony at Peel Castle and the House of Mannanan later in the week to mark the launch of his latest book on this fascinating early period of Manx history. Professor McDonald was also a guest of Tynwald and helped with the event at the House of Manannan.

5. Challenges and risks

MNH continues to operate within a challenging environment. The key risks to the organisation during the year were around the resources available to it to fulfil its statutory duties. The financial strategy for the organisation has had three main components: seek efficiencies and savings wherever possible, increase income from visits, and increase income through diversifying and exploiting assets. However, the organisation is dependent on Government funding, circa 75%, for its long-term sustainability and in particular the care of its assets and the delivery of its public services. In recent years this funding has been capped or reduced. We have also seen significant inflation in the construction sector which has resulted in tenders for projects often over expectation.

MNH has a significant responsibility for the care and storage of its collections, much of which are held in reserve. The space to do so is now full and there is significant pressure on our ability to accession further items. This will be alleviated in the short term as reserves will be used to buy a storage unit which will also aid the creation of the new TT Gallery at the Manx Museum. A major investment is required to extend the current collections store or otherwise provide additional facilities.

6. Note on accounts

The Isle of Man Government makes a significant contribution to the core activities of the Trust and the Trust used the Government accounting services and systems to hold and manage transactions. Historically the Government has included that financial contribution within its Revenue budget and as a consequence has also included the Accounts relating to these activities within its consolidated accounts. A draft unaudited version of these is published annually for the July Tynwald (Light Blue Book) and a summary, audited, version for the October Tynwald (Dark Blue Book).

Historically the Trust's operational budgets and accounts associated with the Government support have been managed and reported separately from accounts described by the Trust as Charitable. As a result of matters raised by the Attorney General's Chambers in 2018 in the

capacity of Attorney General's statutory role concerning Manx charities, it is accepted that the Trust has an obligation to describe the full range of its activity in its accounts, and should not artificially separate out accounts or describe them in this way.

Significant progress has been made in rectifying this position but it has involved a complete review of the Trust's relationship with Government and re-engineering of the Trust's accounting processes and systems in order to consolidate the full picture of the activities of the Trust. The Trust are grateful for the support of the IOM Treasury Department's staff and a small grant to employ a specialist consultant. It is has not been possible to resolve this retrospectively for the financial year 2018/19 and as the framework to provide a single set of accounts has been delayed due the Covid 19 outbreak they will not be available until April 2021 a similar issue arises for the reporting period 2019/20 and 2020/21. As previously the relevant extracts from the Light Blue Book have therefore been appended to the Trust's accounts for that year.

Discussions with the Attorney General's Chambers have also confirmed that all property in the name of the Trust is owned by the Trust irrespective of the source of any funding. Significant progress has been made with documenting this and valuations have been included as at 31 March 2020. Trust property also remains in the Government consolidated accounts, details of which are appended to the Accounts.

Work continues on concluding a tri-partite Memorandum of Understanding with the Department of Enterprise and Treasury documents the relationship between the Charity and the Government.

On Behalf of the Trust


Trustee

Trustee 