

THE LANMAN MUSEUM

FRAMLINGHAM CASTLE
FRAMLINGHAM



STEWARDS MANUAL

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THE CASTLE FRAMLINGHAM

Stewards' Role

Our Museum seeks to provide a welcoming and informative environment for all visitors, both for those living locally and from elsewhere. To this end we have on display a wide range of artefacts, books, photographs, tools, costumes, instruments etc. in accordance with our constitution:

'To acquire (whether by purchase, gift, bequest or loan) restore and preserve objects of educational, historical or artistic interest connected with the life or history of the town of Framlingham or in the broadest sense of special local interest and to make such objects available for inspection by or display to members of the public'

Stewards are key to the visitors' enjoyment of the Museum's display. **Please use the check-list on p4 at the start of each session.**

A steward's role can be listed as follows:

- ❖ Meet & greet visitors as they enter the Museum
- ❖ Answer queries where possible – these may be about the Castle & Town as well as the collection. Books on the shelf under the desk may help with some of these.
- ❖ Learn about the items on display so as to be able to better inform the public.
- ❖ Watch the wall mirrors to maintain surveillance over the collection.
- ❖ Engage with the public: try without being oppressive to talk to any visitor who expresses an interest in a particular exhibit.
- ❖ Stewards should have read the Museum's Safeguarding Policy and Access Policy

In order to help stewards fulfil their role the Trustees will provide:-

- ❖ Access to the Museum's AGM where general issues of management and governance can be discussed with all stakeholders including stewards
- ❖ Offer external training courses. If any steward is interested in taking a course please contact any of the Trustees.

Stewarding times: 11:00 – 1:00 & 2:00 – 4:00

June to September. June and October half-term

Please sign in with English Heritage when you arrive and out when you leave at the shop.

The Museum complies with current legislation in providing full indemnity cover for all persons working in and visitors to the Museum.



COURTYARD, FRAMLINGHAM CASTLE.

Health and Safety Check

Museum Stewards - start of duty checklist

As part of a Stewards routine at the start of a duty session you should walk a circuit around the museum gangways to do a visual check of the following:

- Check for any trip hazards and remove them.
- Check for any drinks spillages that may cause a slip hazard. There is a roll of paper towels in the wardrobe behind the Stewards' desk to soak it up. Cone off the area until safe and dry.
- Check for any damage to glazing in display cabinets, picture frames and windows. Report in Stewards' book.
- Check for signs of tampering to wall displays and cabinets. Report in Stewards' book.
- Check for signs of damp on ceilings and walls and water ingress in chimney area. report in Stewards' book.
- Be aware of the Fire and Evacuation procedure for the museum. Details are in this Stewards handbook.
- In the event of any major event contact one of the Trustees listed.

IN CASE OF DIFFICULTIES:

Address:The Lanman Museum, Framlingham Castle, Framlingham, Suffolk. IP13 9BP

Responsible Parties:

Chair of Trustees: John Bridges,

5, Fulchers Field, Framlingham

IP13 9HT`

01728 723557

framww2@gmail.com

Curator: Alison Pickup,

(Object damage/deterioration; object accession)

Church Farmhouse, Ashfield-cum-Thorpe,

Suffolk. IP14 6LX.

01728 685489

07850 144302

alison@alisonpickup.co.uk

Stewards' Rota Secretray: Olivia Clear,

55 Castle Brooks, Framlingham IP13 9SG.

07967 565071

oliviajclear@hotmail.com

Actions to be Taken - Once the action below has been taken Inform Curator and Chairman by telephone **SEE CONTACT NUMBERS ABOVE.**

A. Operations: fire

On discovering a fire at the Museum, ensure that all persons leave the Museum and inform English Heritage staff, and ensure that the fire brigade is being called.

If it is safe to do so, try to curtail/extinguish the fire, using the RED fire extinguisher to deal with electrical fires, and the NATURAL METAL fire extinguisher for all other fires.

If in the slightest doubt as to own personal safety, leave the Museum immediately, close the access doors ***but do not lock them***, and wait as close as is safely possible to the Museum, to brief the fire brigade if necessary.

B. Operations: water intrusion

Since there are currently no water supplies within the Museum's cartilage, this situation is likely only to occur in the event of major structural damage to the Museum due to meteorological or other factors, (or major vandalism, for which see below).

On discovering water intrusion at the Museum, switch off all lights and electrical appliances, ensure that all persons leave the Museum. So far as is possible, protect with waterproof sheeting the areas of the Museum affected. The sheeting can be found in the garde-robe.

Be aware that any structural damage could itself potentially pose a threat to personal safety, and if in any doubt leave the Museum immediately.

C. Operations: theft, vandalism, or forced entry

If theft, vandalism or forced entry is detected, ensure that all persons leave the Museum, contact English Heritage staff and ensure that the police are being called. Wait at the Museum to brief the police on arrival.

Do not attempt to deal with any damage caused.

Inform Curator and Chairman by telephone.

D: Safeguarding concerns:

Please familiarise your self with the Museum's policy on safe guarding children and vulnerable adults. A copy is in the file in the desk.

If you have any queries with regard any of the above please speak to any of the Trustees.

May 2024

