



MUSEUM SERVICE UPDATE

Report by Depute Chief Executive

PURPOSE

- 1.1 The purpose of the Report is to provide an update on the Museum Service of Comhairle nan Eilean Siar pertaining to Accreditation.

EXECUTIVE SUMMARY

- 2.1 Museum nan Eilean has two accredited museums both with changing exhibition programmes for diverse audiences, caring and conserving collections
- 2.2 Museum nan Eilean submitted Accreditation returns for both museums in August 2023.
- 2.2 The decision from the Accreditation Panel was received on 21 March 2024 – the Accreditation status of both museums will be reduced to Provisional Accreditation for the next 12 months. The majority of the actions are as a result of the impact of the cyber-attack.

RECOMMENDATIONS

- 3.1 It is recommended that the Comhairle:
 - (a) note the impact of the cyber attack on the Heritage Service; and
 - (b) note the impact of reduced Accreditation status.

Contact Officer: Colin George Morrison, Team Leader, Heritage and Culture, Internal: 211215,
External: 01851 822622

Background Papers: Heritage Service Update Report to Sustainable Development - November 2023

IMPLICATIONS

- 4.1 The following implications are applicable in terms of the Report.

Resource Implications	Implications/None
Financial	There are no financial implications at this stage.
Legal	None
Staffing	None
Assets and Property	None
Strategic Implications	Implications/None
Risk	There are a number of service risks based around the present Museums stores.
Equalities	There are no identified equality issues within this Report.
Corporate Strategy	The Heritage Service's aims and priorities are aligned with the Corporate Strategy 2022-27.
Environmental Impact	None
Consultation	None

BACKGROUND

5.1 Museum Accreditation

The Accreditation Scheme is the UK industry standard for museums in the UK managed and assessed by Museums Galleries Scotland. To qualify, museums must meet national standards on how they are managed, the services they offer and how they care for their collections. Museum nan Eilean submitted Returns for both Museum nan Eilean Stornoway and Museum nan Eilean Lionacleit in August 2023 in order to maintain accreditation status.

- 5.2 The decision from the Accreditation Panel was received on 21 March 2024 – the Accreditation status of both museums will be reduced from Full Accreditation to Provisional Accreditation for the next 12 months. The majority of the actions are as a result of the impact of the cyber-attack.
- 5.3 The panel identified required actions which resulted in the provisional award. Responses to, or resolution of these actions must be reported to Museums Galleries Scotland by the end of the provisional award period (20 March 2025). Responses will then be assessed against the Accreditation Standard with a recommendation taken to the next appropriate panel.
- 5.4 The panel identified the following Required Actions and Areas for Development.

Required Actions

- Workforce: Provide an update on progress towards recruiting for the Heritage Manager and the two Heritage Officer roles.
- Forward Planning: Provide an updated Forward Plan which includes the museum's approach to the recent data breach, with accompanying signed and dated approval evidence. In addition, confirm all policies for workforce, Collections Development, Documentation, Care and Conservation, and Access are up to date.
- Security: Confirm an updated security review and risk assessment has taken place in light of the data breach. Please provide the date of the assessment and confirm that a plan is in place to implement the recommendations made.
- Emergency Planning: Provide an updated Emergency Plan with signed and dated approval evidence.
- Documentation Plan:

- Provide a revised Documentation Plan in response to the data breach, with accompanying signed and dated approval evidence
- Confirm the museum has access to its collections management systems, and please provide an update on how much collection information has been affected from the data breach
- Provide an update on completing a full inventory of the collection and any documentation backlogs which have been identified
- Confirm opening hours for the museum
- Provide an update on the museum's learning and engagement activities, including exhibitions, evidencing both formal and informal programmes.

5.5 **Areas of Development**

- Care and conservation plan: At next return, provide an update on plans to improve the museum stores.
- Access: Confirm the date of your last access assessment (within the last five years). At next review, include within your access policy information about the range of interpretative methods you use to exhibit the collections