

Covid-19: Resources and Information

London Museum Development will keep this document up to date with useful links and information on dealing with the impact of the Covid-19 outbreak on your organisation. If you have any questions, or would like to share your organisations experiences during this time, please contact us directly:

museumdevelopment@museumoflondon.org.uk.

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General Information

DCMS release coronavirus bulletin for museums:

DCMS Museums and Galleries Sector Coronavirus bulletin 18 March 2020:

https://mcusercontent.com/fdfb8683fe90cd04d8d480e2c/files/884be74b-a3fe-40d4-a3dc-d59d60d49ab4/Coronavirus_bulletin_20200318.pdf

DCMS Museums and Galleries Sector Coronavirus bulletin 23 March 2020:

<https://www.museumoflondon.org.uk/application/files/1315/8497/1638/Coronavirus-DCMS-bulletin-20200323.pdf>

ACE guidance for NPOs

Arts Council England (ACE) have released guidance for NPOs and their other funded programmes regarding the current Covid-19 outbreak:

<https://www.artscouncil.org.uk/news-and-announcements/coronavirus-information>

AIM guidance

AIM has published a detailed page listing lots of useful information and resources on their website: <https://www.aim-museums.co.uk/coronavirus-covid-19/>

London Good Growth Fund

The London Growth Hub has brought together a comprehensive list of essential resources to help London businesses manage and mitigate their exposure to the impact of coronavirus

https://www.growthhub.london/covid-19-coronavirus-support-for-businesses-and-employers/?utm_campaign=11428078_Key%20Issues%201%20April%202020&utm_medium=email&utm_source=London%20Councils&dm_i=192K,6SXYM,IUTRSW,RAA6C,1

Museums Association overview

The Museums Association has created an overview article, looking at how Covid-19 will impact museums and what can be done to mitigate it:

<https://www.museumsassociation.org/news/10032020-coronavirus-impact->

[museums-galleries](#)

Museum Association's Covid-19 FAQ page

The MA has published an FAQ page where they list frequently asked questions around Covid-19 and the support that's currently available:

<https://www.museumsassociation.org/news/25032020-covid-19-resources-for-organisations-and-individuals>

Local Government Association 'Coronavirus: Information for Councils'

The Local Government Association has created a Coronavirus Hub which collates all the latest information, advice, and guidance with relevance to local government.

You can find the hub [on their website](#).

City of London's resource page

The City of London has compiled a page listing a number of different resources for tourism, arts and culture. You can find the page [on their website](#).

NCVO guidance

The NCVO has a helpful guide to dealing with Covid-19 within your organisation:

<https://www.ncvo.org.uk/practical-support/information/coronavirus>

The Heritage Alliance's Covid-19 Guidance Hub

The Heritage Alliance has created a Guidance Hub where they're sharing lots of useful links and resources (some of them already mentioned here):

<https://docs.google.com/document/d/1p4w-6tGao9SmwDAfSB9yOY5482Tvmgz9miZyfn8XnNQ/mobilebasic>

The BBC has launched 'Culture in Quarantine'

Culture in Quarantine is a new initiative from the BBC, featuring support and partnerships with a number of sector bodies. The initiative includes shows, such as 'Museums in Quarantine', resources on their Culture in Quarantine webpage and a £250,000 fund in partnership with ACE:

<https://www.bbc.co.uk/mediacentre/latestnews/2020/culture-in-quarantine>

Financial Information and Support

ACE £160million support fund

Arts Council England has announced a £160 million support package for cultural organisations dealing with the impact of the Covid-19 outbreak. This includes £50 million for organisations that are not in receipt of regular funding from ACE, £90 million available to NPOs, and £20 million of financial support available to individuals: <https://www.artscouncil.org.uk/covid19>

National Lottery Heritage Fund's Heritage Emergency Fund'

The National Lottery Heritage Fund's 'Heritage Emergency Fund' is now open for applications and will close on 30 June. The £50m fund will be available for grants of between £3,000 and £50,000. Further information about this funding package can be found on their website, including deadlines and eligibility for applicants.

Historic England Emergency Response Fund

Their £2 million Emergency Response Fund is for small heritage organisations. Small grants are available to help organisations, voluntary groups and self-employed contractors survive the immediate challenges posed by the pandemic, and to prepare for recovery. Grants of up to £25,000 are available to address financial difficulties arising from Coronavirus. Grants of up to £50,000 are also available for projects and activities that reduce risks to heritage by providing information, resources and skills. The deadline for applications is midnight on Sunday 3 May 2020: <https://historicengland.org.uk/coronavirus/fund/>

London Community Response Fund

London's funders are working together to provide coordinated funding to support groups responding to the needs of communities affected by the covid-19 pandemic. The first wave of funding will focus on urgent needs, though later funding will support organisations to deliver services in new ways to support communities, and to ensure that their longer-term needs are considered by the

funding community. <https://londoncommunityresponsefund.org.uk/>.

Business Rates Reliefs and Grant Funding available to the Retail, Leisure and Hospitality sectors

Information about the Small Business Grant Fund and Retail, Hospitality and Leisure Grant Fund Guidance Fund is available at [on the Gov.uk website](#). The Small Business Grant Fund is available for all those in receipt of Small Business Rates Relief (SBRR) or Rural Rates Relief (RRR) and gives grants of up to £10k. Eligible organisations should be contacted directly by the Local Authority to which they pay Business Rates. The claim will be sent directly through to the rate payer – and should be accompanied by an initial contact email to the museum from the council. If there is no email address the communication is via letter, most likely to the museum address – if that is the registered Business address. This means that you may need to arrange to pick up your mail from the museum site on a regular basis and if you think that you're eligible and have been overlooked do get in touch with your Local Authority to check. The Retail Hospitality and Leisure Grant (RHLG) is for those with a rateable value under £51k and in receipt of Expanded Retail Discount Scheme. According to the Charity Tax Group "Under the new [Retail, Hospitality and Leisure Grant \(RHLG\)](#) businesses in England in receipt of the [Expanded Retail Discount](#) business rates relief (which covers retail, hospitality and leisure) with a rateable value of less than £51,000 will be eligible for the following cash grants per property. To be clear, eligible charities can benefit from both the rates relief and the grants if all the eligibility criteria are met. Eligible businesses with a property that has a rateable value of up to £15,000 will receive a grant of £10,000. Eligible businesses in these sectors with a property that has a rateable value of over £15,000 and less than £51,000 will receive a grant of £25,000. The guidance confirms that charities which would otherwise meet this criteria but whose bill for 11 March had been reduced to nil by a local discretionary award should still be considered to be eligible for the RHL grant. Based on the MHCLG guidance on the Expanded Retail Discount, the hereditaments operated by charities are likely to include: charity shops, museums, galleries, historic houses, sport charity facilities, theatres, public halls, and clubhouses, clubs and institutions."

Business Rates Holiday

A Business Rates holiday for businesses in England for the 2020–2021 tax year. Further information can be found [on the Gov.uk website](#). The Business Rates

Holiday applies as above to Museums and art galleries, Stately homes and Historic Houses. Local Councils will apply the Business Rates Holiday to eligible organisations automatically.

Arts Fundraising & Philanthropy list of funder responses

Arts Fundraising & Philanthropy has created a page on funders and their responses to the Covid-19 emergency: <https://artsfundraising.org.uk/news/how-are-funders-helping-health-crisis>.

East End Community Fund

The East End Community Foundation have set up the East End Emergency Fund. Canary Wharf Group have committed £50k match funding: <https://eastendcf.org/east-end-emergency-fund/>

Esmée Fairbairn Foundation additional £16million for funded orgs

Esmee Fairbairn Foundation have allocated £14 million in fast-response grants to be offered to some of the organisations they currently support across all of their sectors: the arts, children and young people, environment, food and social change. They are also making available £2 million for contributions to emergency funding schemes in collaboration with others, with further information about this being released in the coming weeks. They are currently closed to new applications so that they can concentrate support on the organisations they already fund. You can find more information [on their website](#).

ACE highlights available government and non-governmental support

ACE have updated their advice and guidance library to feature information on Covid-19, highlighting both government and non-governmental support, including information on available funding streams. You can [find the update page here](#).

Institute of Fundraising's page on coronavirus

This is a [useful page from the Institute of Fundraising](#) with information on Covid-19. They are also [collecting feedback from charities via a survey](#), first results were published on 30 March. They also have a [statement on their website](#) which is useful

reading.

Charity Finance Group updates

The Charity Finance Group has a live web-page where they're releasing updates and information on how best to deal with the financial impact of the Covid-19 outbreak:

https://cfg.org.uk/coronavirus_guide

AIM summary of government support available for museums

AIM has created a page summarising current financial support made available to museums by the UK Government following the Chancellors announcement on Friday 20 March: <https://www.aim-museums.co.uk/coronavirus-support-finance/>.

Moore Kingston Smith Covid-19 resources page

Moore Kingston Smith have put together a number of [resources and webinars to help organisations](#). This recording of a webinar on '[effective grant applications in the Coronavirus crisis](#)' may be of particular interest.

Webinars from the Field: Recordings (click description to go to link)

[Funder to Funder Call: Sharing Approaches to COVID-19 Community Response \(Council on Foundations\)](#)

[COVID-19 Coronavirus: How Philanthropy Can Respond \(Center for Disaster Philanthropy\)](#)

Coronavirus: Charity Digital Fundraising Resources

[Coronavirus: Digital Fundraising Insight Report](#)

[Coronavirus Toolkit 2 – How to survive and thrive](#)

[Free online resource helps charities transform digital fundraising strategy](#)

[How to modernise old-school fundraising with digital techniques](#)

[Quick and easy digital fundraising tips](#)

Business Continuity Guidance

DCMS guidance on dealing with emergencies or disasters

For those museums that are facing a period of closure during the current Covid_19 situation there is some guidance on the DCMS website for museums and galleries to help them to cope with emergencies or disasters which may be helpful:

<https://www.gov.uk/guidance/business-continuity-planning-for-museums-and-galleries>

DCMS guidance on Expecting the Unexpected

There is also general guidance for organisations Expecting the Unexpected,

<https://www.gov.uk/government/publications/expecting-the-unexpected>

American Alliance of Museums: using scenarios to plan Covid-19 response

The following article from the American Alliance of Museums is also useful and may help with your planning: Using Scenarios to plan your Museum's Covid_19

(Coronavirus) response <https://www.aam-us.org/2020/03/13/using-scenarios-to-plan-your-museums-covid-19-coronavirus-response/>

Security

Collections Trust security audit resource

If you are preparing to close your building for a protracted period you may wish to check your security provision prior to closure – you can carry out you own security audit using the Security Toolkit on the Collections Trust website at

<https://collectionstrust.org.uk/resource/the-security-audit/>. Check the terms of your insurance regarding leaving the building unoccupied for periods of time and possible requirement for security staff / visits.

Museums Galleries Scotland Security Checklist

Museums Galleries Scotland has put together a security checklist document to help you think through some of the security risks to your museum during lockdown. You can [find the document here](#). They have also put together a [webpage on caring for your collections during lockdown](#).

Collection Care

Advice from the Museum of London's Collection Care team

If your museum or gallery will be closed without any access check:

Can you safely, leave the heating / building management system as is, if it can maintain stable conditions? If you do turn off any building management or heating systems check for risks, such as possible leaks as pipes cool down, do you need to call in someone under a service agreement to do this, can you re-start systems without problems etc

Are items locked in cases or stores where possible? Walk round and check that collections are as secure and protected from physical and environmental threats as can be.

How best can you protect any items on loan from other institutions? Try and ensure that you check these early on once you re-open and refer back to any condition reports you have. Report any concerns or changes to the lender. Think about your items out on loan in the same light.

Do you have remote access to building management systems or environmental monitoring systems to keep an eye on things? If a company manages your building management system check whether they have remote access to environmental readings that can be sent to you. If not, check what has happened as soon as possible after you re-open.

Ensure you have access to your emergency plan. If possible, check salvage supplies, prepare areas that commonly suffer leaks and work closely with any

security team remaining so you are advised of possible problems. Check your call-out list to reflect who could possibly come in and who cannot due to the current situation and adjust your plan accordingly. The Museum of London [Pocket Salvage Guide](#) will be helpful in the case of an emergency.

<http://www.museumoflondon.org.uk/application/files/9414/5615/4887/pocket-salvage-guide.pdf>

Historic England's COVID-19: Cleaning historic surfaces

Historic England has released guidance for how to clean historic surfaces and objects that you believe a symptomatic person may have touched:

<https://historicengland.org.uk/coronavirus/cleaning-historic-surfaces/>

Collections Trust 'Collections in Lockdown'

The Collections Trust has published a resource page on their website, helping museums with collection care / management during the Covid-19 crisis. You can find the page [on their website](#).

ICON webpage on Covid-19 and collection care

ICON has created a webpage focusing on conservation and care of collections during the Coronavirus pandemic: <https://icon.org.uk/news/conservation-and-care-of-collections-during-the-coronavirus-pandemic>

Collection Care Guidance for Museums and Historic Properties for Covid-19

Claire Fry ACR, Preventive Conservation Consultant, has created guidance notes for museums and historic properties around collection care guidance during the Covid-19 crisis: https://icon.org.uk/system/files/public/important-documents/collection_care_guide_for_museums_and_historic_houses_spencer_fry.pdf

Examples of Audience Engagement

- #MuseumFromHome: Started by Sacha Coward:
https://twitter.com/sacha_coward/status/1239572244604620808
- When Chicago Aquarium closed, they live streamed their penguins going on a tour of their empty Aquarium:
<https://www.washingtonpost.com/nation/2020/03/17/penguins-coronavirus-shedd-aquarium/>
- The Events Officer at Perth Museum and Art Gallery has been supporting the rest of the Marketing and Communications team at Culture Perth and Kinross by [recreating museum objects from Perth Museum and Art Gallery](#) in Microsoft Paint, via the hashtag [#DougieDraws](#).
- Barnsley Museums have started #BarnsleyBingo, a creative and fun way to share their collection:
<https://twitter.com/BarnsleyMuseums/status/1240941575531790336>
- Akron Art Museum has created #MuseumGames:
<https://medium.com/@AkronArtMuseum/play-with-us-museumgames-dfc5bb5fa2a5>
- Western Approaches has started online history lessons (with over 100,000 sign ups): <https://twitter.com/WestApproaches/status/1241648745336504320>
- The Ashmolean Museum has created #IsolationCreations:
<https://twitter.com/WestApproaches/status/1241648745336504320>
- Liverpool War Museums are running Live History Lesson from secret WW2 bunker in Liverpool: <https://www.facebook.com/events/s/live-history-lesson-from-secre/682955445790269/>
- Facebook LIVE Nature Sessions and other activities for children and families with the Iwer Environment Centre: <https://iverenvironmentcentre.org/>
- The Royal Institute have released a number of their experiments for under 5s, families, etc on their website: <https://www.rigb.org/families/experimental>

- Headstone Manor and Museum are using their Family Mascot and creating adventures for him on Facebook as well as their Mini Museum Sessions:
<https://www.facebook.com/HeadstoneManor/photos/a.182086918624605/1451622595004358/?type=3&theater>
- A number of museums have released their Discover Arts Award resources online, as well as trails and worksheets for children and families to use. For example the [Garden Museum](#), the [Foundling Museum](#), the [Wetland Wildlife Trust](#), the [Ashmolean Museum Oxford](#), the [Flying Army Museum](#), [Dogs Trust Dogs in World Ward 1](#) resources for 11–14 year olds
- The Bowes Museum are running a [number of arts and crafts session on their Facebook page](#) including a Kindness Quilt and other activities.
- Kids in Museums have compiled a number of activities being delivered from a range of museums, which can be found [here](#).
- Born to Engineer also have a number of interesting STEM activities, which can be found [here](#).
- A Facebook group [Heritage from Home](#) has been created and shares a large number of links daily to support and provide examples to museums.
- The [Learning in Museums and Galleries Facebook group](#) has also been sharing a number of ways museums are engaging audiences along with useful tips and other resources.
- Can you run a tutorial of your family arts and crafts sessions planned e.g. [Fabric Family Sewalong](#)
- Running a storytelling session for toddlers and children e.g. [Tots Time Online](#), [online bounce and rhyme time with Norfolk Library Services](#), [We are Teachers have got a number of links to writers who are reading their books online here](#).
- Are you running a spring cam, animal cam in your grounds, could this be made live on your website or do you have animals to create a virtual farm fun visit like [Animal Farm Theme Park](#).

- Leeds Museums and Galleries are creating daily object based videos for audiences. Each week there is a different theme. This weeks it videos/objects have been around the theme 'Romans.' You can find the videos [here](#).
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Digital Support

Spektrix online ticket converter

Spektrix has created an online ticket converter which will allow people to turn ticket refunds into donations to you your organisation (free tool for all):

<https://support.spektrix.com/hc/en-us/articles/360006701377>

Digital Pathways

Digital Pathways from Culture 24 isn't necessarily Covid-19 focused, but it has a tonne of free and useful resources for doing all kinds of digital work:

<https://digitalpathways.weareculture24.org.uk/>

Charity Digital's list

Charity Digital has published a list of tech companies that are offering discounts and free subscriptions for their platforms for charities:

<https://charitydigital.org.uk/topics/coronavirus-tech-offers-available-to-charities-7209>

MCN's guide to virtual museum resources

The MCN has created an incredibly helpful guide to Virtual Museum Resources, E-Learning, and Online Collections: <http://mcn.edu/a-guide-to-virtual-museum-resources/>

Arts Fundraising and Philanthropy advice on selling tickets

The Arts Fundraising and Philanthropy have some useful advice for organisations selling tickets: <https://artsfundraising.org.uk/news/advice-arts-and-cultural-organisations-selling-tickets>

Spektrix free online ticket converter

Spektrix have launched a free online ticket converter which can be used by customers to change their cancelled ticket refund into a donation:

<https://support.spektrix.com/hc/en-us/articles/360006701377>

Rubber Cheese's useful resources and webinars

Rubber Cheese has a webpage with links to loads of useful resources and webinars:

<https://www.rubbercheese.com/insights/useful-resources-for-the-attractions-and-travel-industry-during-the-covid-19-outbreak/>

AMA's list of resources

The AMA has a list of really useful resources on their website: <https://www.a-m-a.co.uk/coronavirus-covid-19-resources/>

MA's list of digital platforms

The MA has a useful article looking at digital platforms to help with museum work:

<https://www.museumsassociation.org/museums-journal/news/19032020-how-digital-platforms-be-used-to-support-musems-during-covid-19-crisis>

Family Days Tried and Tested virtual museum visits

Family Days Tried and Tested have pulled together a list of a number of museums that you can visit virtually: <https://www.familydaystriedandtested.com/free-virtual-tours-of-world-museums-educational-sites-galleries-for-children/>

Tickbox's look at online participation

Tickbox has created a useful webpage looking at online participation with a nice case study from Volunteer Makers: <https://www.tickboxmarketing.co.uk/time-to->

[focus-on-non-contact-participation/](#)

AMA's free resources

The AMA has [released a number of resources, usually for members, for free](#). Of particular interest is the case study from [Russell Dornan](#), focusing on promoting an space that isn't open.

Culture24 support through Museum Crush

Culture24's Museum Crush platform is still open for (free) business and [they can help you to share your stories and content in creative and engaging ways](#).

Facebook grants for small businesses

[Facebook is soon to be offering ad and cash grants to small businesses](#) (30,000 eligible small businesses in 30 countries). More details will be released soon.

Free book on digital engagement

Jim Richardson and Jasper Visser [published a free book on a digital engagement framework a little while back](#) – very relevant now (as it was then and will continue to be!).

Drake Music support for access to content

Drake Music has [put together a great page looking at digital accessibility](#), where they'll add guides and resources to help you make the content you're creating more accessible. H/T to [Matthew Cock](#) for sharing on the MCG list.

ACE Digital Culture Network free resources

The DCN has [started to offer free resources for museums](#) around their digital work. They will be releasing more as time goes on.