

# FOLKESTONE TOWN COUNCIL



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## AGENDA

Meeting: **Community Services Committee**  
Date: **10<sup>th</sup> June 2025 (Tuesday)**  
Time: **7.00pm**  
Place: **Town Council Offices, Town Hall, 1-2 Guildhall Street, Folkestone**

To: **The Community Services Committee**  
(All other Councillors for information only)

**YOU ARE HEREBY SUMMONED** to attend a meeting of the Community Services Committee on the date and at the time and place shown above to transact the business shown on the agenda below. The meeting will be open to the press and public.

Any member who wishes to have information on any matter arising on the Agenda which is not fully covered in these papers is requested to contact the Town Clerk prior to the meeting.

Toni Brenchley  
Town Clerk

1. **APOLOGIES FOR ABSENCE**  
To receive and approve any apologies for absence.
2. **APPOINTMENT OF CHAIR**  
To appoint a Chair for the Committee for the 2025/26 Municipal Year.
3. **APPOINTMENT OF VICE CHAIR**  
To appoint a Vice-Chair for the Committee for the 2025/26 Municipal Year.
4. **DECLARATIONS OF INTEREST**  
To receive any declarations of either personal or prejudicial interest that Members may wish to make.

5. **MINUTES**

To receive the Minutes of the meeting of the Community Services Committee held on 8<sup>th</sup> April 2025 and to authorise the Chair of the Committee to sign them as a correct record.

6. **REVIEW OF THE TERMS OF REFERENCE**

In line with the Town Council's adopted Standing Orders, the Committee is asked to consider the Terms of Reference for the Community Services Committee. Any changes which the Committee wishes to make must be approved by Full Council at a future meeting. The current version is attached.

7. **WORKING GROUPS 2024/25**

The Committee is asked to consider whether any Working Groups are necessary and if so, approve nominations (as follows) for membership for 2025/26:

**Museum:** Cllrs Akuffo-Kelly, Chapman, Walker and McGirr

8. **ARMED FORCES DAY – SATURDAY 28<sup>TH</sup> JUNE 2025**

The Communities & Events Officer will brief the Committee in respect of plans for the formal Armed Forces Day Lunch.

9. **FOLKESTONE MUSEUM REPORT CS/25/389**

The Committee is asked to receive, note and consider the recommendations in the report (attached).

10. **FOLKESTONE TOWN CENTRE AND CHERITON CHRISTMAS LIGHTING INSTALLATIONS AND SWITCH ON EVENTS (15<sup>TH</sup> AND 29<sup>TH</sup> NOVEMBER RESPECTIVELY)**

The Committee will be updated regarding the Christmas lighting installations and developing plans and arrangements for the Christmas events including the Lions Club Santas Grotto to be hosted in the Town Hall on Saturday 13<sup>TH</sup> December.

11. **DOG CONTROL PUBLIC SPACES PROTECTION ORDER CONSULTATION**

Folkestone & Hythe District Council is proposing to introduce a new Dog Control Public Spaces Protection Order (PSPO) under Section 59/60 of The Anti-Social Behaviour, Crime and Policing Act 2014.

For more information including proposed restrictions and a link to the new Draft Order please use the link below.

[Dog Control Public Spaces Protection Order 2025 Consultation | Folkestone & Hythe District Council](#)

The new draft order is currently out to public consultation **ending on 25 June 2025**.

The Committee is asked if it wishes to compose a response and / or submit individual Member responses either by completing this survey <https://www.surveymonkey.com/r/CSDKCFM> or sending responses to [dog.consultation@folkestone-hythe.gov.uk](mailto:dog.consultation@folkestone-hythe.gov.uk)

**12. FOLKESTONE MUSEUM ACCESS POLICY**

The Committee is asked to review, approve and adopt the attached policy.

**13. PRIMARY YOUTH FORUM**

The Communities & Events Officer will update the Committee with feedback received from schools and on progression in establishment of a primary youth forum since the last meeting.

**14. PRIMARY SCHOOLS ACTIVITIES**

The Communities & Events Officer will update the Committee with feedback received from schools and local organisations in respect of potential youth activities and initiatives since the last meeting.

**15. DATE OF NEXT MEETING**

14<sup>th</sup> October 2025 at 7.00pm.

**COUNCILLORS ON COMMUNITY SERVICES COMMITTEE**

Councillor Bridget Chapman

Councillor Jane Darling

Councillor Peter Gane

Councillor Lucy McGirr

Councillor Belinda Walker

Councillor Roger West

*Parking available for Councillors @ 6.00pm on the precinct area at the front of the Town Hall.*







## FOLKESTONE TOWN COUNCIL

Minutes of the Community Services Committee meeting held at the Town Hall, 1 – 2 Guildhall Street, Folkestone, CT20 1DY on Tuesday, 8<sup>th</sup> April 2025 at 7.00pm.

**Present:** Councillors Jane Darling, Peter Gane, Belinda Walker and Roger West (Chair)

**Apologies:** Councillor Lucy McGirr

**In attendance:** Toni Brenchley – Town Clerk  
Vicky Deakin - Communities & Events Officer  
Coralie Clover – Museum Curator

**Absent:** Councillor Bridget Chapman

### 1307. APOLOGIES FOR ABSENCE

Councillors were asked to receive apologies from Councillor Lucy McGirr.

**RESOLVED:** To accept the apologies from Councillor Lucy McGirr.

Proposed: Councillor Belinda Walker

Seconded: Councillor Peter Gane

Voting: F: 4, Ag: 0, Ab: 0

### 1308. DECLARATIONS OF INTEREST

There were no declarations of interest.

### 1309. MINUTES

The Committee was asked to receive the Minutes of the meeting of the Community Services Committee held on 11<sup>th</sup> February 2024 and to authorise the Chair of the Committee to sign them as a correct record.

**RESOLVED:** That the Minutes of the meeting held on the 11<sup>th</sup> February 2025 be received and signed as a correct record.

Proposed: Councillor Peter Gane

Seconded: Councillor Belinda Walker

Voting: F: 4, Ag: 0, Ab: 0

### 1310. PRIMARY YOUTH FORUM

The Town Clerk and the Communities & Events Officer updated the Committee in respect of FTC establishing a Primary School/Town Council Youth Forum.

**RESOLVED:** That the potential to establish a Primary School/Town Council Youth Council continue to be pursued by the Communities & Events Officer with an introductory meeting with interested schools to be scheduled and an update brought back to the next Committee meeting.

Proposed: Councillor Peter Gane

Seconded: Councillor Jane Darling

Voting: F: 4, Ag: 0, Ab: 0

**1311. YOUTH FESTIVAL**

Councillor Jane Darling updated the Committee in respect of proposed plans and current arrangements for the Youth Festival currently scheduled to take place on Saturday 18<sup>th</sup> October and organised by Cheriton Community Forum.  
**Noted**

**1312. ART FUND'S MEMORANDUM OF UNDERSTANDING FOR JOINING THE ART PASS NETWORK**

The Museum Curator briefed the Committee and Members were asked to consider whether to approve that the MoU be signed in respect of Folkestone Museum joining the Art Pass Network.

**RESOLVED: That the Memorandum of Understanding be signed and a vote of thanks for the Museum Curator be recorded.**

Proposed: Councillor Peter Gane

Seconded: Councillor Belinda Walker

Voting: F: 4, Ag: 0, Ab: 0

**1313. SD PROJECTS MEMORANDUM OF UNDERSTANDING FOR DIGITISATION AND REUSE OF HERITAGE MATERIALS TO DEVELOP A COMMUNITY LED AI MODEL**

The Museum Curator briefed the Committee and Members were asked to review the terms of collaboration between SD Projects and Folkestone Museum and whether to approve that the MoU be signed.

**RESOLVED: That the terms of collaboration be approved and the Memorandum of Understanding be signed.**

Proposed: Councillor Jane Darling

Seconded: Councillor Peter Gane

Voting: F: 4, Ag: 0, Ab: 0

**1314. PRIMARY SCHOOLS ACTIVITIES**

The Communities & Events Officer updated the Committee in respect of current feedback regarding potential youth projects and initiatives with local organisations such as Creative Folkestone, the Tower Theatre, Folkestone Cricket Club and Folkestone Chess Club.

**RESOLVED: That a vote of thanks for the Communities & Events Officer be recorded and that she engage with Folkestone Primary Schools to establish if any of the potential activities would be of interest and report outcomes at the next meeting.**

Proposed: Councillor Belinda Walker

Seconded: Councillor Peter Gane

Voting: F: 4, Ag: 0, Ab: 0

**1315. ARMED FORCES DAY 2025 – SATURDAY 28<sup>TH</sup> JUNE 2025**

The Communities & Events Officer updated the Committee about developing plans for the Armed Forces Day Folkestone 2025 Veterans formal lunch being organised by Folkestone Town Council, hosted by the Town Mayor and held at the MPW restaurant, The Clifton Hotel, Folkestone.

**Noted**



**1316. FOLKESTONE MUSEUM REPORT CS/25/386**

The Committee received and noted Report CS/25/386.

**1317. A:DRESS – WOMEN FASHION ECO-ACTION**

The Communities & Events Officer updated members about the a:dress campaign and the proposed project to be displayed during the Triennial including outside the Town Hall on one day in May or June (date TBC).

**Noted**

**1318. FOLKESTONEANDHYTHE.CO.UK WEBSITE**

Further to a meeting with a District Council Communications Officer, the Communities & Events Officer updated the Committee regarding the new F&HDC tourism website and the inclusion of Folkestone Museum and the Visitor Information Service.

**1319. FOLKESTONE PROJECTION PROJECT – FRIDAY 28<sup>TH</sup> MARCH**

The Committee received a post event update in respect of its success and Screen South and Folkestone Fringe's acknowledgment and thanks to Folkestone Town Council in respect of its support of the project and the students involved.

**1320. CHERITON BIKE SCHEME EVENT – 11<sup>TH</sup> JUNE 2025 at 10am**

Members views were sought as to if/how FTC could be involved/support the One-day event planned by F&HDC to promote the new Cheriton Scheme Cycle Path.

**RESOLVED: That FTC support the event in promoting and publicising the planned activities.**

Proposed: Councillor Peter Gane

Seconded: Councillor Belinda Walker

Voting: F: 4, Ag: 0, Ab: 0

**1321. DATE OF NEXT MEETING**

Tuesday 10<sup>th</sup> June 2025 at **7pm**

The meeting concluded at 7.27pm

Chair.....

Date.....







## **COMMUNITY SERVICES COMMITTEE**

### **TERMS OF REFERENCE**

#### **COMMITTEE STRUCTURE – 6 MEMBERS**

1. To exercise the powers and duties of the Town Council on the following highways and transportation matters:
  - a) Ferry, bus and railway issues, including bus shelters
2. To exercise the powers and duties of the Town Council on the physical environment of the town, including:
  - a) Local projects (horticultural, leisure, sport and recreational facilities, Christmas lighting and festivities etc.)
  - b) Arts and libraries
  - c) Education and health
  - d) Public order and community safety (CCTV, Community Safety Plan, etc.)
  - e) Employment and economic development
  - f) Markets
  - g) Public conveniences
  - h) Folkestone Museum
  - i) Visitor Information Service
3. To consider and make recommendations on:
  - a) Bus shelters
  - b) Car parking
  - c) Christmas lighting / festivities
  - d) Public clocks
  - e) Communications (newsletter, notice boards, website, Social Media)
  - f) Crime prevention
  - g) Events and carnival
  - h) Tourism and leisure
  - i) Seating
  - j) Street cleansing
  - k) Youth facilities
4. Car parking to increase public participation and consultation by developing a "Community Forum" programme.
5. To prepare budgetary forecasts, where necessary, on any of the above activities for inclusion in the Town Council's budget for the following financial

year and submit these to the Finance and General Purposes Committee in the Autumn to calculate the precept for the ensuing year.

6. To consider and make recommendations to the Council on any changes to these terms of reference that might be required to enable the committee to adapt to changing circumstances and be better prepared to carry out its mission.

This report will be made public  
on 4<sup>th</sup> June 2025

**Folkestone  
Town Council**



Report Number: **CS/25/389**

**To:** Community Services  
**Date:** 10<sup>th</sup> June 2025  
**Responsible Officer:** Town Clerk  
**Report by:** Museum Manager/Curator  
**Subject:** Museum

**SUMMARY:**

This report provides an update on Folkestone Museum's work covering the period 1<sup>st</sup> April to the 31<sup>st</sup> of May.

**REASONS FOR RECOMMENDATION:**

The long-term agreement (2020-2040) between the Town Council and National Lottery Heritage Fund (principal funder) to deliver its heritage objectives: to preserve and enhance the town's heritage through the provision of Folkestone Museum.

**RECOMMENDATIONS:**

1. To receive and note report CS/25/389
2. To agree that Folkestone Town Council submits an application to the Arts Council for an 'Unlocking Collections' project grant to fund an exhibition and a series of workshops to explore the museum collection using AI.

Aims and Objectives – Maintaining an accredited museum  
Financial Implications – Meeting the requirements of NLHF & Council within budget  
Equal Opportunities – Access to all

## **1. Introduction**

The Museum continues to open on a five-days-per-week basis alongside the Town Hall and visitor information service.

## **2. Exhibitions**

Art on the Marsh's temporary exhibition, Reach Out and Proud, closed on the 7<sup>th</sup> of June. A celebration event was held on the 31<sup>st</sup> of May to welcome all the participants who took part in the display.

Our next temporary exhibition is The Folkestone Elephant, which is part of the Folkestone Triennial Fringe. This exhibition will blend props, film, museum objects and Augmented Reality to tell the story of the Folkestone Elephant.

Our community case is also back in action. Members of Touchbase Care visited the museum and created art to represent what they thought was missing – their brilliant work, 'My Museum', is on display in the museum's community case and will be until the end of August.

Creative Folkestone will be installing one of 2021's Triennial artworks, Blood Branches, into the Ground Floor gallery as part of our permanent exhibition. It will become part of the museum's William Harvey display. Its inclusion on the Creative Folkestone art map should bring more visitors into the museum.

## **3. Outreach and Education**

The museum's school holiday outreach has continued apace. Our Easter holidays activities were well attended - 203 children took part in our activities and Easter egg hunt. Over May half term, 161 children and young people took part in our activities.

We have hosted 9 class visits, including 1 homeschool sessions, and a literacy session with the local Families Hub (a new and ongoing relationship developed by our Heritage Learning Officer) during this reporting period.

Folkestone Museum was asked whether it would like to take part in a creative festival on the theme of fossils in September 2025. We took part in a grant application to support this activity. While that grant was not successful, Creative Folkestone have expressed an interest in working with the museum to develop a larger festival for 2026. We are yet to meet to discuss possibilities for this larger event and what it might entail.

## **4. Collections Development & Care**

We continue to work on our botany collection to identify missing accessioned specimens – we've already reconciled 16% of the large number of 'missing' samples from this collection.

The Collections and Access Officer and a volunteer have finished cleaning our taxidermy collection in preparation for the updated Natural History Display. They are now beginning a collections review for the taxidermy collection.



This process will identify our most significant specimens, and objects which could be candidates for disposal in future.

Another significant set of dinosaur footprints has been found on the Warren – this set are important because they can tell us about more about the ground which the dinosaurs were walking on. A cast of these footprints will be made for the museum's collection.

## **5. Volunteering**

Three volunteers have provided 38.5 hours of work to the museum in this reporting period. I am currently in the process of inducting more volunteers into our roster in time for the summer holidays, to support more collections work and our summer activity programme.

## **6. Museum Masterclasses**

Our Museum Masterclasses so far have been successful – our third masterclass, 'Who Do We Think We Are', was on the 8<sup>th</sup> of May. Our third masterclass is all about the Archaeology of Folkestone, on the 21<sup>st</sup> of June.

After feedback from our last set of masterclasses, I am in the process of procuring a new ticketing provider to replace our setup on Billetto. Billetto isn't a well-known platform, and reporting suggests seems to be putting people off (less than 1% of people who click through to the event page buy a ticket at present; several of our attendees also mentioned encountering problems while booking). I am aiming for a seamless ticketing experience where visitors can buy tickets through our website. This should be in place by our next meeting.

## **7. Local AI Project**

Our project with SD Projects is progressing well – it's been decided that other partners won't be included at this stage, so our collections material alone will be the basis of the project. Two students have been employed to manage the digitisation of the Folkestone International Folk Festival archive, which will happen this summer (July/August).

We will host the AI in our Temporary Exhibitions Room next year for three months, and as part of the project we will run a series of workshops with different communities in Folkestone to explore the collection using the AI. We would like to apply for an Arts Council 'Unlocking Collections' project grant to fund this work.

## **8. Access Policy**

As part of our Museum Accreditation, we are required to have an access policy to show how we will include as many people as possible in our work. Removing barriers to access is a continuous process for everyone in the museum team.

The Heritage Learning Officer and I will be working on an access plan to accompany this policy before the end of the year.

## 9. Corporate Plan KPI Performance 2024-2025 Financial Year

| KPI  | Reporting period<br>(April-May '25) | Previous Year<br>(2024-5) | Year to Date |
|--|-------------------------------------|---------------------------|--------------|
| <b>C1</b><br>Visitors to Town Hall                           | 5659                                | 5709                      | 5659         |
| <b>C10</b><br>Website visits (Museum only)                   | 5300                                | 4300                      | 5300         |
| <b>C11</b><br>Facebook followers                             | 3921                                | Not known                 | 3921         |
| <b>CS3</b><br>Exhibition room bookings                       | 2                                   | 0                         | 2            |
| <b>CS4</b><br>Volunteer hours                                | 38.5                                | 112                       | 38.5         |
| <b>CS5</b><br>Wellbeing activity sessions                    | 0                                   | 0                         | 0            |
| <b>CS6</b><br>Formal education sessions                      | 9                                   | 8                         | 10           |
| <b>CS7</b><br>Loan box bookings                              | 2                                   | 0                         | 2            |
| <b>CS8</b><br>Young people involved in engagement activities | 386                                 | 432                       | 386          |
| <b>CS9</b><br>Adults engaged in museum engagement activities | 29                                  | 0                         | 29           |
| <b>CS10</b><br>Uplift in Donations                           | £186.86                             | Not known                 | £186.86      |

Folkestone Museum's Instagram account also has 2613 followers (up from 2545 reported in CS/24/386).



## **Folkestone Museum Access Policy**

**Name of museum:** *Folkestone Museum*

**Name of governing body:** *Folkestone Town Council*

**Date on which this policy was approved by governing body:**

**Policy review date:**

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# 1. Introduction

Folkestone Museum (a brand name of Folkestone Town Council) welcomes all members of society, regardless of sex, gender, age, social status, ethnic origin, ability, language, faith, location, wealth, and cultural or social background. Minimising or removing barriers to engagement with the museum's collection is a vital part of our work.

Everyone involved in developing, delivering or maintaining spaces, activities, resources and other services at Folkestone Museum is responsible for making them as accessible as possible. This includes contractors employed by Folkestone Museum (e.g. designers, artists, external facilitators) and volunteers.

## 2. Scope

This policy governs the work of Folkestone Museum, including the museum building and its facilities, the museum's collection, website, engagement activities on or off-site, and the museum's promotion and marketing.

## 3. Associated policies and standards

### 3a. The Public Sector Equality Duty

Folkestone Town Council has a public sector equality duty under the Equality Act 2010. Section 149 of the 2010 Act imposes a Duty on Town Councils to consider:

- a) The need to eliminate discrimination and harassment, victimisation and any other conduct that is prohibited by or under the Act;
- b) To advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- c) To foster good relations between those who share protected characteristics and those who do not.

This policy is governed by Folkestone Town Council's Equality, Diversity and Inclusion Policy, which was adopted in 2024.

### 3b. The Museums Accreditation Standard

Folkestone Museum is an Accredited Museum (no. 2394). The Museum Accreditation Standard is run as a partnership between Arts Council England, Museums Galleries Scotland, NI Museums Council and the Welsh Government.

The Museum Accreditation Standard requires museums 'to be accessible to the public'. The requirement includes a written access policy, agreed by the museum's governing body, and a plan to improve the museum's access. It covers how people can see, use, and reference the museum's collection, gain access to the museum buildings and sites, and how the museum shares information about the collection with people.

## 4. Our commitment to access

'Access' in this context means the opportunity to engage with the collection, building, expertise, and engagement activities of Folkestone Museum. The barriers to access addressed in this policy are reviewed regularly and include:

**Physical and Sensory access:** people with mobility, hearing, visual or other impairments who may find it difficult to access physical Museum spaces, activity types or digital channels.

**Intellectual access:** people who may have learning disabilities, varying degrees of English-language skill, or who may find the Museum too specialist or elitist in content or approach.

**Geographic access:** people who live too far away from the Museum to visit our physical spaces or benefit from our engagement activities, or cannot travel to the Museum.

**Financial access:** people who may not be able to afford to access Museum exhibitions or take part in groups to which engagement activities are offered.

**Technological access:** people who do not have access to, or regularly use, the internet.

**Cultural access:** people who may feel the Museum does not reflect their cultural or social heritage or is not 'for' them.

**Attitudinal access:** people who may lack interest in or awareness of the Museum and its spaces or services.

## 5. Our commitment to access

Folkestone Museum will uphold the statutory requirements of the Equality Act (2010) by taking reasonable steps to ensure that policies, practices and procedures do not

discriminate against disabled people. We will provide auxiliary aids and services which enable everyone to use the Museum and its services. To accomplish this, we will:

- 5.1 Remove, alter or circumvent physical barriers within our buildings.
- 5.2 Work with Folkestone Town Council colleagues and other organisations to review and improve signage and access to the Museum.
- 5.3 Provide and improve internal signage and information to enable all visitors to explore the Museum and locate facilities easily.
- 5.4 Ensure that all our galleries, exhibitions and learning activities are accessible for wheelchair users.
- 5.5 Ensure that if any service user cannot access a specific display or exhibit, we will provide an alternative way to access the information wherever possible (e.g. through images or written interpretation).
- 5.6 Provide an accessible toilet and baby-changing facilities.
- 5.7 Provide seating with armrests throughout the Museum building.
- 5.8 Maintain opening hours throughout the year (Tuesday – Saturday) to maximise visiting opportunities for people to visit, regardless of their working pattern. The Museum will respond to requests for evening events (e.g. a booked group visit), subject to available staff resources.
- 5.9 Maintain free entry and free family engagement activities (though with a request for donations) to encourage visits by all, regardless of income.
- 5.10 Provide appropriate aids for visitors with sensory impairments, within limitations of resources.

## 6. Users, Collections and Interpretation

The Museum seeks to:

- 6.1 Work with groups and advisors to develop our activities and make our museum more accessible. The museum will undertake regular Access Audits to inform our Access Policy and Plan.
- 6.2 Display exhibits which reflect the range and diversity of the Museum's collections and engage with the diversity of our users and their needs. This supports Folkestone Town Council's vision, "to work together with all sectors of the community to promote the social, environmental and economic well-being of the people of Folkestone so that it is an even better place to live, work and visit."
- 6.3 Develop the collection to better reflect the diversity of our local area.
- 6.4 Provide access to all collections and appropriate associated information to meet the needs of all researchers. This includes direct physical access and provision of information in a suitable and accessible format to users who cannot visit, e.g. by email,



phone or letter. Information given out will be subject to legal and ethical constraints, e.g. data protection legislation, or the need to protect sensitive archaeological and environmental site locations.

6.5 Access to study objects and specimens in the collections will be supervised at all times by a member of Museum staff, to assist the researcher, ensure the security of the collections, and provide guidance in handling where necessary. Wherever possible, items will be made available in a wheelchair-accessible research area unless the size, weight or other aspects of the objects or specimens make it necessary to view in store, accompanied by Museum staff.

6.6 Promote public awareness of the full extent of the collections through special features online, in print media (i.e. the town magazine) and other remote means where possible.

6.7 Differentiate between commercial reproduction requests for images of the collection, and non-commercial / not-for-profit requests from local communities, researchers, students and educational, academic or charitable organisations, for fees & charges and conditions. This is to foster knowledge and use of the collections through their wider study and publication, maintaining a balance between legitimate income generation and access for non-commercial users.

6.8 Incorporate multisensory exhibits (e.g. to touch, smell, listen to), and tactile objects into exhibitions and galleries where appropriate.

6.9 Ensure that video-based exhibits have subtitles if they use the spoken word, and/or printed copies of the script for reference.

6.10 Write text for use in our galleries, exhibitions, educational resources, publications, website and social media channels which is carefully tailored to the needs of their intended audiences, in line with the Museum's style guide.

6.11 Provide appropriate aids and options to enhance exploration of the Museum and collections by all, e.g. tactile toys in our sensory backpacks to assist young visitors in general, and especially those on the autism spectrum.

6.12 Ensure that the content and delivery of our learning programmes and activities are tailored to the learning needs of their audiences.

6.13 Provide tailored session options for special schools and Special Educational Needs (SEN) units in schools and colleges.

## 7. Promotion and marketing

While promoting the museum and its activities, we will:

7.1 Ensure that our promotional activities present the Museum as a welcoming, non-threatening, inclusive and family-friendly destination.

7.2 Promote the Museum to a broad range of users through a variety of media, printed and on-line, for local and target audiences, within the restrictions of budget and staff



resources. Essential information on accessibility will be included on the Museum's website and programme leaflet, and wherever possible or practical to do so.

## 8. Staffing and training

Folkestone Town Council is an equal opportunities employer. All people will receive equal opportunities in recruitment, employment and training. The Museum is committed to increasing the diversity of its workforce within RBC policies.

As part of staff induction process, new staff will receive equality and diversity online training. Staff who work in our visitor services will:

8.1 Ensure that visitors are made to feel welcome on arrival and are put at their ease. Our Welcome Desk volunteers are trained to offer a guide of what to expect inside the Museum, answer visitor questions and provide guidance and reassurance about navigation, how to move around the Museum and where to find key exhibits and points of interest.

8.2 Staff and volunteers are Dementia Friends trained.

8.3 The Heritage Learning Officer will work to improve SEND provision across our galleries and formal learning programme.

8.4 Museum staff will attend appropriate training on Museum accessibility for a range of users with different access needs.

## 9. Partnerships and networking

To extend access to collections further, Folkestone Museum will:

9.1 Provide loans to other museums nationally and internationally, subject to our conditions of loan.

9.2 Provide loan boxes for schools and maintain an education & handling collection specifically for this purpose and for taught sessions, to encourage interaction with collections while preserving the main Museum collections from undue risks (Collections Development Policy).

9.3 Actively develop partnerships in the community for the museum's exhibitions and activities programme (e.g. co-curated Community Case displays). In developing plans for the improvement of the Museum and re-display of the collections, the Museum will

consult and involve local communities through appropriate means such as co-curation projects, focus groups and workshops.

## 10. Review

10.1 This policy will be reviewed annually.