

YEAR IN REVIEW

CULTURAL
SERVICES REPORT

2017/2018

**leisure &
culture** DUNDEE

Leisure & Culture Dundee is a Scottish Charitable Incorporated Organisation No. SC042421

ANNUAL REPORT

2017/18

There have been many performance highlights over the year from our extensive programme of exhibitions and activities celebrating the 150th anniversary of The McManus: Dundee's Art Gallery and Museum to our 'Soup 'n' Song' Gaelic Lunchtime Concerts. Cultural Services were also the lead partner in launching the city's music strategy 2017 – 20 'Music to Our Ears'. And who can forget The McManus Bus!

The four service delivery areas are:

- Halls and Music Development
- Fine and Applied Art
- Museum Services
- Learning and Engagement

In all our service delivery we work to the Single Outcome Agreement strategic priorities for Dundee. They are Jobs & Development, Children and Young People, Reducing Inequalities and Physical and Mental Well-Being.

From next year we will align our priorities against the Local Outcome Improvement Plan.

- Fair Work and Enterprise
- Children and Families
- Health, Care and Wellbeing
- Community Safety and Justice
- Building Stronger Communities

Ultimately, Cultural Service aims to support and promote cultural and creative learning activities, improving people's quality of life.

CUSTOMER FEEDBACK

Quotes

'Surprisingly excellent! The museum is not big, but hosts such a wide range of exhibits. It's the variety that really delights, from local Bronze Age artefacts, paintings by Scottish artists, to contemporary Dundee culture and ancient Egyptian pieces. Best museum I've been to in Scotland (and that includes about all of them)' - McManus Visitor

'What a nice surprise to walk in to this museum in a relatively small town and find a world class presentation and collection of art, in which one could spend many hours.' - McManus Visitor

'The Dundee Musicians Award has allowed Tayside Young Fiddlers to explore the rich and varied traditions of Scottish music. We were able to commission workshops from expert fiddlers from around the country, from the Northern Isles to the West coast.'
Kevin Findlay - Tayside Young Fiddlers

The support of The McManus staff who warmly welcome us through the door each week, frees up the choir to do what it does best – come together through a shared love of the music and to use the choir membership as a means connecting with others to combat and overcome isolation and loneliness. - Choir participant

'They (projects) demonstrate the value of museums and the positive difference that museum learning is making in the lives of young people and communities. It also demonstrates the partnership approach to delivering on national outcomes with museums working beyond the sector. It is a mode of good practice to which others should aspire to' - Museums Galleries Scotland

'Parents were low in confidence on arrival this morning but their confidence with their children has taken a massive boost and added comments throughout the session from individual families are that they cannot wait to return to the museum!' – Family Support Worker

Facts and Figures

In its 150th year, McManus attendance figures are up 5% at 158,117, with an overall increase to cultural venues of 1.4%. This is a significant achievement building on an increase of 15% the previous year.

Caird Hall complex did see a fall in numbers by 8% compared to a very positive previous year, but still had 124,011 attendances.

Over the year, Dundee City Box Office sold 141,466 tickets, an increase of 2%.

Further development at Broughty Castle and Mills Observatory shops progressed with the installation of card machines from the summer of 2017. Since then sales at Broughty Castle shop have increased by 30% and by 19% at Mills Observatory shop vs the same period the previous year.

Once again, Soundbase music workshops were fully sold out with over 200 young people attending throughout the year.



CAIRD HALL

The Caird Hall is Dundee's main concert and conference venue staging an eclectic mix of events throughout the year. This wide ranging programme of events is in line with our organisational outcomes.

Throughout this year global superstars appeared in concert at the Caird Hall including Simple Minds, Stereophonics, Erasure, Texas, Placebo and The Damned, providing an amazing opportunity for the citizens of Dundee and surrounding areas.

Sixties Gold presented the final performance of 60's superstar Gerry Marsden in Concert and his rendition of 'You'll Never Walk Alone' had not a dry eye in the audience.

Dundee's own The View played their 10 year Anniversary Concert and announced they would part to carry out solo projects for a time. The diverse live up of events throughout the year included TV Chef Gino Di'Campo with his Italian Escape, The Happy Mondays, Royal Scottish National Orchestra, Scottish Ensemble, Comedian Jon Richardson, The Moscow State Ballet with The Nutcracker, Schools concerts, Wedding Exhibitions, Aberdeen Sinfonietta and too many more to mention.

The presentations and awards ceremonies, as well as graduations & weddings continue to provide a unique venue to host such events.

The Conference business has been maintained including The National Trust for Scotland AGM, Rotary 1010, Greenfleet Dundee, Scottish Pensioners Forum, Ambulance Ministerial Review, Church of Scotland Guild Meeting and the Scottish Labour Party, proving Dundee is an ideal centre for business tourism, in a competitive market.

This year we staged 331 events and welcomed 124,011 visitors across the Caird Hall Complex.

'We had a blast last night. Cheers me dears'

Captain Sensible, The Damned

'Without you gigs would be pointless. "We'll meet again don't know where, don't know when but I know we'll meet again some sunny day"

The View

'I want to say a big thank you to you and the Caird Hall staff for the fantastic support and help we received (as ever)'

Church of Scotland Guild

'Thank you for everything you did in facilitating the event. I know that organising such an event takes a huge team effort and I would be grateful if you would relay my thanks to all of your colleagues who helped facilitate such a fantastic Conference.'

Jeremy Corbyn - Leader of the Labour Party

The Friends of the Caird Hall Organ had another busy year, they continue their fundraising efforts in many forms and presented two events as part of their ongoing Education Programme, one for Secondary pupils in November and Dan Moulton for the primary pupils both of which were very well received.

They partnered with St Andrews University to stage an organ concert in August bringing students to the city as part of their summer school. The Silent Movie Night in November was the screening of the 1924 Peter Pan film with accompaniment by Donald McKenzie of the Odeon, Leicester Square.

In the spring of 2018 the Friends funded the upgrade and modernisation of the combinations actions on the Organ, costing £12,000 and this work is a fantastic improvement to the instrument.



DUNDEE CITY BOX OFFICE

Dundee City Box Office provides a quality accessible ticketing service to the citizens of Dundee and beyond providing a diverse range of ticketed events within the area means Dundee City Box Office is at the heart of live entertainment in Dundee.

Slessor Gardens Concerts continued with the Box Office selling tickets for UB40 and Olly Murs. The new Christmas Pantomime by R C Kelly at Gardyne Theatre offered an alternative to local audiences and was warmly received.

Added to this no less than five sell out concerts at the Caird Hall along with the full programmes on offer at Whitehall and Gardyne Theatres it has been another record breaking year.

Ticket sales have reached 141,466 an increase on last year by 2%.

We are always striving to improve our service and Culture Republic carried out a customer survey in January 2017 resulting in positive feedback including direct comments from customers:-

'Very helpful when I needed to add number of seats which meant moving original booking'

'I have always found the telephonists to be helpful and friendly'

'The minute I walked through the door the member of staff was very helpful and informative'

'All the assistants are excellent – pleasant, knowledgeable and good at what they do. I witnessed them dealing with a very challenging customer with the utmost professionalism and care. They are a credit to your organisation'



MUSIC & EVENTS

DEVELOPMENT

Music Grants provided support to a number of national, regional and local organisations such as:

Royal Scottish National Orchestra, Scottish Ensemble, Jazz Scotland, Dundee Choral Union, Dundee Symphony Orchestra, Dundee Chamber Music, Scottish National Jazz Orchestra, Music in Hospitals, Children's Classic Concerts, Beat Generator, University of Dundee Music Society and St Paul's Cathedral Lunchtime Concerts to further enhance the musical offering within the city and create high quality music activities for the wider community.

This is the 3rd Year of the RSNO Workplace Choir, demonstrating a commitment from LACD and RSNO to support and promote the health and wellbeing of staff, by offering an opportunity to staff to take part in a shared musical experience. The choir has a core group of 30 and the aim is to improve the quality of life of the workforce.

'My frame of mind is so much better after choir'

'It's fun, relaxed and it makes me feel energised'

In its 10th year, **The Dundee Musicians Award** support outstanding Dundee-based musicians by awarding grants towards the costs involved in creating new work in any genre, research and professional development. In 2017 Dundee Place Partnership supported 2 mentoring awards: Tayside Young Fiddlers and Campbell Scanlan and Theodore Barnard and Awards to Panda Su and Dan Faichney.

"The Dundee Musicians Award has allowed Tayside Young Fiddlers to explore the rich and varied traditions of Scottish music. We were able to commission workshops from expert fiddlers from around the country, from the Northern Isles to the West coast."

Kevin Findlay -Tayside Young Fiddlers

The continued development of **World/ Traditional Music** at the Caird Hall saw Mugenkyo Taiko Drummers, The Chinese Opera's Song of the Silk Road and Louise Bichan's traditional concert and visual display, perform to great acclaim and maintains the support to music from less well established genres.

In 2017 **Caird Hall Tours** went from strength to strength with 15 separate tours and over 315 people attending. The tours offer an opportunity to see behind the scenes of the Caird Hall, Dundee's major Concert/Conference Venue and enables the groups to take a closer look at areas that would otherwise be closed to the public. There's also, an opportunity to see the magnificent Harrison and Harrison Organ, The Stage, Marryat Hall, Gallery and backstage it features a short selection of music performed on the Caird Hall Organ by City Organist, Stuart Muir, as well as learning more about the work being done by the Friends of the Caird Hall Organ (FoCHO) in supporting and maintaining the Organ alongside Leisure and Culture Dundee. The Caird Hall Tours provide and promote access to the Cultural Heritage of Dundee and Scotland and highlight the importance of Dundee's cultural heritage. They also provide information on the architecture as well as the history of the building and surroundings and on the concerts past, present and future developments.



Enjoyed exploring areas of this fine Hall that I have never before seen. Stories and Organ visit very enjoyable and well, clearly introduced.'

Over 200 young people engaged in the Soundbase Music Workshops with professional musicians. Participants learned new skills in guitar, keyboards, drumming and performance at the Caird Hall. In October we live-streamed the performance from the Caird Hall stage via Facebook that had over 1,000 views. Soundbase Sessions continued in 2017. 10 x sessions were supported by Creative Scotland for young people, who due to a number of financial, social or personal reasons have not had the opportunity to get involved in a high quality music experience. Over 20 young people attended, many of whom had not played an instrument or performed before. Sessions culminated in a finale performance in March when friends and family came to watch the young people perform.

'Soundbase has provided him with the opportunity to try out different instruments, develop his music and social skills and be with other people who share his love of music. When in school, he was isolated in his interests and often ridiculed for his sensitivity and passion for music. Being around people who appreciate music has made such a difference to his whole wellbeing and his confidence.'

CPD TRAINING FOR 5 SOUNDBASE TUTORS

Music Development secured funding from the Scottish Music Centre to support music tutors working with young people in an informal setting, to improve the knowledge and skills of the tutors.

The tutors were given the opportunity to visit the Brighton Music and Resonate Glasgow Conferences, gain instrumental tuition in flute and piano and attend the Estill Vocal Training Level 1 Course to support their work with the young people at Soundbase. Training is key to raising and maintaining the quality and standard of the youth music provision.

'Brighton was an amazing experience and I have learnt many things, especially how to use more advanced recording software... I can definitely use these skills in the upcoming Soundbase sessions'

RSNO –ST/ART MUSIC WORKSHOPS

An 8 week Musicality Programme supported by Leisure & Culture Dundee through access to the Wighton Heritage Centre, Central Library. THAT (Tayside Health Arts Trust) co-ordinated a participant group of 11 drawn from two Headway groups and the Speakability Tayside group and elite musicians from the RSNO who came together to deliver an outstanding music project. The programme also, included a film of the final celebration event and an invitation to participants to attend RSNO performances at the Caird Hall later in the year.

'[ST/ART] helped me to join in with a lovely group all making music. It helps me focus and express ideas. Helped me build confidence and express my emotions. Thank you so much RSNO. I thoroughly enjoyed this!'



SOUP 'N' SONG

Gaelic Lunchtime Concerts were a series of 6 concerts funded through GLAIF and Dundee Festival Trust. The funding has enabled Music Development to programme a series of Gaelic Music & Song concerts in the Marryat Hall to a wider audience. In association with Live Music Scotland, performers included: Emily Mitchell & Christopher Baxter, Ainsley Hamill, Norrie MacIver and Dundee Gaelic Choir. The concerts were of a high standard and offered an opportunity for Gaelic to be heard in an accessible way by audiences who may not have had the prospect of hearing Gaelic music and songs in Dundee. The audience response to the concerts has been overwhelmingly positive. Soup 'n' Song has given a platform for Gaelic musicians to perform Gaelic songs in a relaxed and friendly environment and has reignited the audience's interest in Gaelic music and language.

'Not heard these songs since I was at school, nice to hear and sing them once again'

'Concerts have been wonderful and good to be able to talk to a fellow Gaelic speaker'

'Ainsley has such a beautiful voice – and love listening to hear her sing in Gaelic', 'enjoyed very much'

A TOTAL OF 78 MUSIC DEVELOPMENT EVENTS WITH 2,623 PEOPLE ATTENDING.



THE MCMANUS 150TH ANNIVERSARY

To celebrate The McManus: Dundee's Art Gallery and Museum landmark 150th year in 2017, an exciting year-long programme was launched to engage, enrich and encourage creative participation in cultural activities. We told the story of its exceptional collections through its exhibition and events programme. By creating this focus, our audiences got an insight into the collections and how we care for them. Artists and musicians were commissioned to respond to the collections, making new works in photography, film and soundscapes which as a legacy, have entered our collections.

We always considered 2017 as an opportunity to focus on and invite responses to our own collections. Following discussion, with our various stakeholders, we agreed to put our collection 'front and centre'. We wanted to tell stories about the collection, the people involved and about the magnificent George Gilbert Scott building.

Learning and Engagement is central to all we do and a highlight of the year is our supporter's group collaborative project to research the founding members with almost 100 volunteer researchers. This year, our supporters group **McManus 168** secured Heritage Lottery funding for a ground-breaking community project on the original subscribers to the building, which was funded entirely through public subscription. So far over 93 volunteers have been involved. The project, is uncovering what are mainly untold stories about these movers and shakers with data available on a permanent digital archive from June 2018.



EXHIBITION PROGRAMME

CHANGING DISPLAYS

For 150 years The McManus has collected, preserved, interpreted and displayed the City's collection for the benefit of its visitors. In common with all museums, we have some 95% of our collections in store. We work hard to provide access to these collections – whilst also programming exhibitions and changes to displays to ensure that the range and diversity of the City's wider collections can be seen and enjoyed.

The exhibition **Dundee Preserves** provided a glimpse behind the scenes, showing how our fully accredited museum service cares for, researches, stores, documents and conserves the City's collections through an eclectic selection of museum objects. The exhibition showcased the valuable work being done, away from the public eye, to research and document items that were previously little known or whose significance had been lost over time. It also highlighted how staff work to minimise the risk to collections through exposure to extremes of temperature, pests and light. Feedback from visitors was overwhelmingly positive –encouraging us to consider how to reflect the work that is done behind closed doors in our wider permanent displays.

Face-to-Face and **Revealing Characters** showcased the City's portraiture collection – inspired in part by the gift of Sandy Moffat's portrait of the political philosopher Tom Nairn by the Democratic Left Scotland. **Face-to-Face** united the great and good of Victorian Dundee with more contemporary individuals such as athlete Liz McColgan. From provosts to posers the exhibition considered what makes a successful portrait, encouraged visitors to read some of the subtle messages contained within portraits that help us learn more about the sitter than simply what they look like. As part of our contribution for the Scotland's Year of Young People a special display of portraits of children and young people by celebrated photographer Joseph McKenzie was included in this display.

The Twentieth Century Gallery showcases the City's nationally significant fine art collections in a series of annual displays. **Revealing Characters** considered the enduring attraction of the portrait, digging beneath the surface to uncover the stories of the people on display. The portraits were all of individuals who made their mark – their portraits a record of their contact, however fleeting, with an artist. As photography replaced the need to record what someone looked like, artists adapted. Their skills were used to capture more than a likeness, using the human face to explore their own artistic expression as well as the emotional life of the sitter. Key portraits were unveiled in a series of witty outsize posters displayed across the City.

Inspired by the City's collections, to celebrate The McManus's 150th anniversary Calum Colvin was commissioned to create a series of interventions into our permanent displays. Each provided an opportunity to reflect on the City's collections, providing new and surprising perspectives that encouraged visitors to explore with the promise that the more they looked the more they would see. **Museography: Calum Colvin Reflects on The McManus Collections**, drew inspiration from our collection and featuring Michael Marra, Robert Burns and William McGonagall amongst others. It included complex constructions musing on Jacobitism, the history of photography, the creation of Scottish identity and our impact on wildlife and the environment.





The **Fire and Stone** exhibition was an evolution of the successful partnership exhibition between LACD, The British Museums and The National Museums of Scotland. This exhibition explored the archaeology of Monifeith Laws and the process behind creating contemporary responses to ancient metal and stone artefacts. Work was produced by stone carver David McGovern and metal work sculpture by Roddy Mathieson who produced an interpretation of an ancient Pictish stone and the Monifeith Laws crescent. Loans came from The National Museum of Scotland, Dundee Contemporary Arts and Historic Environment Scotland.

In February we were lucky to secure **Sketch The City: Dundee's Portrait**. This aerial view of Dundee was created by Carl Lavia, aka Sketch. He spent three months drawing the city, mostly from memory. It marks the 4th stop on an epic road trip to sketch all 69 cities in the UK. Although the smallest city so far, it is the largest drawing to date.

In 2016 Carl joined forces with photographer Lorna Le Bredonchel and together they formed the '69 cities of the UK' project. The aim: Carl is sketching in large scale every single city within the UK, alongside Lorna who is documenting the entire process. Carl was struck by the Dundee's rich history, cultural offering, and distinct design:

'Dundee has the two closest football stadiums in the world. The Law's remarkable 572-foot peak and the city's harbour offer a captivating layout from a visual perspective, and the Tay Rail Bridge is a significant development, allowing expansion of the city. It was in Dundee that the first radio broadcast was made, it's home to the beano, and the world's biggest-selling video game – grand theft auto – started life here. For a small city, it packs a remarkable punch'

The 150th anniversary year culminated in two specially commissioned artworks created by leading Scottish artist Duncan Marquiss and musician Jonnie Common. Both were given special access to The McManus collections to create a largescale video installation that was projected on the exterior of the building and a live music performance called Drawn to Light.

The annual **Victoria Gallery Winter Works on Paper** display featured landscape paintings. During the nineteenth century, landscape as a genre in art, and the medium of watercolour came into their own. The selection included artists already represented in oil in the gallery, including John MacWhirter and Horatio McCulloch, offering the chance to compare the effects achieved by artists in their use of different media.

Changes to core displays saw the install of a 6.5 metre long case housing 37 ship models from the city's permanent collections and additional maritime navigational tools, half hull ship models and art works creating **The Maritime Quarter** in Dundee and The World.

The highlights of the case are a selection of the DP&L ship model acquisition. The display also includes navigational instruments and art works relating to Dundee's Maritime history. This dynamic display shows a cross section of the city's ship model collections and there is a clear appetite to see the ship models which remain in store. In anticipation for future developments and best practice in documentation we have photographed, worked with DJCAD to use the latest technology to 360 degree photographed and in some cases 3D modelled the ship models on display.

With support from a public appeal, and loans from a number of private individuals we have used the city's collections to create a small but significant display focusing on the **Royal Arch**. Love it or hate it, this much discussed "landmark" has a place in our history, the display in Landscapes and Lives captures the three phases of the arch from wooden arch to stone to a recent reconstruction in cardboard.



COLLECTIONS

Over the last ten years, staff have worked hard to become a fully accredited museum service - a rigorous procedure, overseen by the national body Museums Galleries Scotland, which ensures that museums follow best practice with policies and procedures in place to cover all of their work. All objects deteriorate over time, but with robust procedures, some basic housekeeping and access to specialist expertise it is possible to delay the inevitable and build collections that will stand the test of time, for future generations to enjoy.

The Fine and Applied Art and Whaling Industry Collections are Recognised by Museums Galleries Scotland as collections of national significance. This year, we underwent a review to ensure that these three collections remain of national importance. We were delighted to retain Recognition status for all three collections. This enables us to apply for grants to support these three collections. In 2017-18 the MGS Recognition funded Succession Planning post came to a successful conclusion. This focussed on the documentation of the fine and applied art collections ensuring that the information held about the objects in our care is more accessible to all.

We received a number of significant acquisitions and donations into the collection this year. In celebration of The Dandy's 80th Birthday in 2017 fashion designer Stella McCartney collaborated with DC Thomson resulting in a unique range of clothing featuring characters from The Dandy comic.

With funding from the National Fund for Acquisitions we purchased a Dandy Shirt and pair of Dandy Trousers. We also received funding from the National Fund for Acquisitions for a charcoal drawing by John Bellamy 'Untitled (Mizpah)' which bears close links to the monumental oil 'The Lovers' also in Dundee's collection.

Other acquisition and donation highlights this year include:

- **Oil on canvas three-quarter length seated portrait of Tom Nairn by Sandy Moffat**
- **Terracotta sculpture 'Reclining Figure' by William McCance**
- **Etching of Admiral Duncan on the Quarter Deck by John Kay**
- **Book titled 'History of Paganism in Caledonia' by Dr. Thomas Wise**
- **Whisky bottle recovered from a major fire at James Watson and Co.'s bonded warehouse in 1906**
- **Material relating to donor's time working for Levi's factory 1986-2001 on assembly line**
- **Wedding Waistcoat from 1864**
- **Walrus Tusk**
- **Dundee Farthing**

This has been another significant year for loans, with work travelling to France, Spain, Japan and to various UK destinations.





To agree the loan a set of standards have to be met to ensure the continued care of the collection, objects are assessed by a conservator to check their suitability for travel and display along with assessing the benefit of the collection and if on display what can replace it when on loan. Once condition checked and packed to a recognized standard the objects travel locally, nationally and internationally. A member of the team travels with the work, oversees the installation and gives final condition check to ensure it has arrived in the same condition as when it left our building and to ensure it meets the security requirements. The courier not only ensures the continued care of the work they also act as ambassadors for the city along with gaining valuable industry training and knowledge exchange with other venues.

Our loan programme has supported a major show of Stewart Carmichael works at the University of Dundee. Jane Elizabeth Spindler's "Springtime" featured in an exhibition, A Story of the Catechan Trail in 100 Objects to be held at Alyth Museum from 1 July 2017 until 24 September 2017. The show featured objects, people, and places chosen by the local community to represent the area.

John Duncan's "Riders of the Sidhe" has been loaned to a touring exhibition in Spain. Titled 'William Morris and Company: The Art & Crafts Movement in Great Britain', it opened at its first venue in Madrid in October 2017 and closed at the end of January 2018. The exhibition included loans from The British Museum, National Museums of Scotland, Tate, the V&A, the Hunterian and Glasgow School of Art. The exhibition offers an unprecedented opportunity to explore the many faces of the designer, craftsman, retailer, poet and social agitator William Morris (1834- 1896), as well as those of the main figures in the Arts and Crafts movement - a new generation of architects, designers, artists and craftsmen, who shared a passionate concern for the harmful effects of industrialization on society, working conditions and traditional British crafts.

The exhibition proved to be a success with people queuing in the street to get in. It received 84,553 visitors, with an average of 820 visitors a day, which is twice as many visitors than usual.

Our Turner "La Havre" is currently touring four venues in Japan as part of a major show, the venue in Kyoto reaching over 83,000 visitors. Our courier gained valuable knowledge from an international institution and was also able to visit another UNESCO city of Design (Kobe) on the way to the host venue.

ARTS AND HERITAGE PROJECTS

We continue to digitally photograph the collections and add a digital signature (metadata) to individual images to protect the intellectual property rights of the city's collections. This project not only allows us to maintain a visual record of the collections but allows us to monitor the condition, increase public access and allows us to share the collections with researchers globally.

Key staff were trained in the use of KE EMu and are working hard to update records with the longer term ambition of creating a publicly accessible online database. We migrated from our last system which had become outdated and did not meet the demands of the 21st Century. Alongside the retrospective documentation this system will digitally capture the collections and will incrementally be released through a public portal to increase access to our collections in trust. This system will also assist in maintaining industry standards.

We were successful in receiving a small grant from The Art Fund in conjunctions with The BBC Civilisations programme, this funding was to work directly with the collections and produce a public engagement event. The Civilisations event focussed on a partnership project with the University of Edinburgh's Unit for Forensic Anthropology to undertake research into the cause of death of a Pictish man who was buried at Lundin Links long cist cemetery near Largo, in Fife, remains are part of the City's collection. The skull of the man was loaned to the University of Edinburgh and Dr Elena Kranioti and her students scanned the skull and created a 3-D print from the scans. Additionally, they created a photogrammetry image of the skull which has been incorporated into a short film which also features weapons borrowed from the University of Aberdeen. Students are currently in the process of creating a 3-D facial reconstruction and a hologram.

This project not only created a partnership between the University of Edinburgh and ourselves but has increased our understanding of the collection and public awareness of the collections.



As technology advances we are able to work with partners to explore how we can use it to better understand and interpreted our collections. 3D scanning ship models has allowed us to look closely at the models and move them around without damaging their delicate rigging and it has allowed us to scanned granite Egyptian statues to enable us to read the hieroglyphs for the first time.

Our curators and Staff have worked with other organisations, not only increasing access to our collections but sharing specialist knowledge and bringing it back to the city. Our Early History Curator was asked to present at an international conference, the talk focused on a future exhibition focusing on Thomas Wise entitled Tibet History object Lessons. In June 2017, Manchester. This has allowed a wider audience to know about our collections and has sparked interest in many of the objects which will be used for the coming exhibition.

Our Registrar continues to act as an advisor to the **Dundee Museum of Transport** as they worked towards full Museum Accreditation. Without the support for the Registrar the museum would be unable to take forward the application. This will enable them to benchmark against other institutions, build their collections and become more resilient in the cultural landscape of Dundee.

Curatorial Leadership in Collections (CLiC) funded by Creative Scotland and Museums Galleries Scotland, the Scottish Contemporary Art Network (SCAN) and Outset Scotland have developed a new project to support and develop curatorial ambition within Scotland's collecting institutions. The McManus is one of eight collecting institutions drawn from the independent, university, local authority and national cultural sector. The 18 month CLiC programme includes curatorial research visits, advocacy forums and participant workshops for participants and invited guests. As part of a visit to Sheffield and Wakefield our Fine and Applied Art Section Leader delivered a presentation on the commissioning of David Batchelor's lightwork Waldella, Dundee and the central role that it now plays in the identity of The McManus. The visits have been invaluable in bringing a network of likeminded institutions together to learn from one another. Already, curators from Sheffield have travelled to Dundee to see our contemporary visual art collection and learn more about our approach to contemporary interventions by visual artists within permanent displays.

Cultural Services continues to work with Creative Scotland and their other national partners to deliver grants to local artists through the national **Visual Arts and Craft makers Awards Scheme**. In 2017-18 grants were made to 11 Dundee-based practitioners to support their creative practice. Panel members were Stephen Palmer, Sophia Hao, Sion Parkinson and Anais Pollard.





COLLECTIONS CONSERVATION AND CARE

Preventive and remedial conservation ensures that the collections cared for by Cultural Services - and the buildings in which they are housed – meet appropriate standards and contribute to the long-term preservation of the City's cultural heritage. Our Conservator plays a key role in this undertaking a regular programme of monitoring – of environmental conditions and potential pests. Maintaining a constant level of temperature and relative humidity in our galleries and stores is key to the long-term preservation of the City's collection. For our visitors this valuable work is seen taking place in our annual Spring Clean of display areas. This year has seen a redoubled effort to ensure that UV film is retained on all appropriate windows.

The **Retrospective Documentation** Strategy will be undertaken over a number of years and will see the collections documented to industry standards which will underpin and assist in the retention of Museum Accreditation. We have already achieved the physical audit of our art stores, our industry store and we now turn our attention to the collections unit which houses around 60 % of the overall collections cared for by Leisure and Culture Dundee. Along with the physical audits we need to look at the recent and historic documentation connected to individual objects within the collection and connect this in our collections management system.

We remain indebted to the WS Phillips Trust for their annual grant which supports the **return of oil paintings to display condition**. This year from the city's nationally significant Fine Art collection the oil paintings Volunteer James Fergusson by James Gibb, Portrait of an Unknown Man by Unknown Artist and Portrait of J Martin White by Arthur Melville were conserved as a result of their partnership with us. We are grateful to The McManus 168 Group for supporting the framing of the latter two works, their first major conservation project.

We also commissioned external conservation of works on paper including a poster and photograph album for the Royal Arch display. One of the Maison Souter bodices was also sent to a specialist Textile Conservator for stabilisation and support.

In addition to this external work, our Conservator assessed, conserved and mounted items from the City's collection that required preparation prior to going on display. Before any object is put on display a condition assessment records the current condition of the object, if required remedial work is carried out and assessments made if a mount is required to support the object on display.

Highlights of remedial work include, from **Natural History**, the degreasing of natural history bone specimens, lipids left in the bones can leach and cause smells and discolouration of packing materials in store so this needed to be done on a new acquisition. Whale bones previously stored in tea crates were repacked in more suitable boxes.

The Walrus, part of the Recognised whaling collection, was moved from store into the Here and Now Gallery to form a major part of the Dundee Preserves exhibition. This was a major undertaking and she needed monitoring throughout the exhibition, keeping an eye on changes in the condition of the specimen.

From **World Cultures** work was carried out on the Egyptian cartonnage, a different approach was taken to this highly damaged object. Soot and accretions were removed, flaking paint consolidated yet the collapsed shape was accepted. This was put into Dundee Preserves and the reasons for the treatment explained.

From **Social History** conservation of the ship models for display was finished and they were prepared for the move to the new case in Dundee and the World Gallery. Some models were treated as part of a stabilisation process.

VOLUNTEERS AND PLACEMENTS

Cultural Services continue their commitment to provide opportunities for volunteers, work placements and further education placements, along with when possible maximising job opportunities.

We have a continuing programme with Dundee City Council to enable school work placements to gain valuable work experience within the cultural sector. We also provide opportunities for placements for further education students to work with our collections from Museum Studies courses at The University of Leicester and St. Andrews University. In an ever demanding employment market this experience can make candidates stand out among others.

We have 10 volunteers who work with our collections. These opportunities are taken for different reasons, some have a little time to give while others are taking the opportunity to develop skills and knowledge which can

enhance future employment opportunities their help however is invaluable and assists us achieving our ongoing commitment to retaining full museum accreditation.

Leisure and Culture Dundee have also made a 12 month commitment to employing a full time Graduate intern who will work with us to work towards our retrospective documentation strategy. The post will gain valuable knowledge of the industry, it is hoped that the experience gained will assist in future employability of the successful candidate.

In addition to this, McManus 168 had 100 volunteers working on The McManus founding member's research project.



LEARNING & ENGAGEMENT

A key element in our programme delivery for 2017/18 was the 150th Anniversary of The McManus. We celebrated this significant milestone in the history of the museum through the continuation of The People's Story, an extended learning & engagement programme across the year bringing together communities, partners and museum staff. The People's Story provided a unique opportunity to explore the relationship between museum, collections and Dundee's diverse communities by examining the museum's social purpose, tailoring our learning approach to engage with first time or non-traditional museum audiences and measuring the impact of this service on levels of inclusion, wellbeing, civic pride and public trust. The People's Story was told through creative learning workshops, talks, guided tours, oral history, music and performing arts. Special Events included the Festival of Museums in May and The McManus 150th Anniversary in September.

Oral History is a key part of The Peoples' Story, generating personal reflection, conversation and enabling shared experiences. This process has been a key starting point in building relationships with new audiences. Our partners in the initiative included NHS Tayside Occupational Health Group, Alzheimer Scotland, Dundee International Women's Centre, Dundee Women's Festival, Scottish Ensemble, ZeroThree15 Theatre Company, Shaper/Caper Dance Company, Loadsaweeminsingin Choir, Dundee's Got Soul Choir, Dundee Comic Creative Space, DJCAD Art, Society & Publics.

Participants reported an increased sense of belonging and connection. Many had either not visited the museum before or were returning to the museum after some considerable time. They expressed that because of taking part in The People's Story, they felt confident and interested enough to visit independently.

'A light, bright spacious and welcoming environment was my first impressions as I walked through the doors of McManus for our first term of Dundee's Got Soul Choir. As we sing, and step clap it never ceases to delight our 140-strong choir when passers-by on a Thursday evening stop to orientate themselves to where the joyous soul music is coming from – some will even throw off their inhibitions and have a boogie in the street! - Participant

'As a direct result of attending a lot of new friendships have been made... some of the people who attended now have access to culture as their new meeting place is McManus. Some have continued to attend some of the events on offer independently'. - Alzheimer's Scotland Dementia Support Worker

At the end of the year, we were invited to share examples of our work through The People's Story with colleagues from the museum and gallery sector, receiving positive feedback:

'They (projects) demonstrate the value of museums and the positive difference that museum learning is making in the lives of young people and communities. It also demonstrates the partnership approach to delivering on national outcomes with museums working beyond the sector. It is a mode of good practice to which others should aspire to' - Museums Galleries Scotland



The Ninewells therapeutic garden was opened in 2012 as part of a project to improve the greenspace of the hospital grounds and make it accessible to staff, patients and visitors as a space to encourage access outdoors and to increase health and wellbeing. As well as the garden the grounds have an arboretum woodland and accessible path network.

Our natural History Curator was contacted in spring 2017 by the garden facilitator for advice on helping the garden volunteers identify and record wildlife in the garden. Our natural History Curator works with volunteers to pass on valuable knowledge which can be shared with other volunteers and hospital patients.

The project is in its early stages and we are planning some workshops and identification session for next year. This allows us to engage local communities, develop skills among volunteers and patients but also allows development and trusting partnerships and relationships with the community and importantly assist in the long term wellbeing of our communities.

McManus Youth Action Group provides young people with an ongoing programme of cultural activity and opportunities to feedback their comments, ideas and suggestions to help ensure that The McManus provides a welcoming, inspiring and enjoyable place for all young people to visit, particularly in the 'Year of Young People 2018'.

The Youth Action programme is delivered throughout the year and gives young people the opportunity to work directly with museum staff and creative specialists by taking part in consultation sessions, volunteering, artist-led creative workshops and projects. In 2017 McManus Youth Group, collaborated Dundee Comics Creative Space, DJCAD MFA Students and Scottish Dance Theatre's Youth Group.

Children and their families are central to our learning & engagement service and we continue to develop opportunities through innovative creative programmes & partnerships and through the provision of family friendly spaces and resources that encourage families to explore, play and learn together. They have access to high quality cultural experiences, participate in creative learning activities and work with professional artists, performers and creative practitioners.

Key partners in 2017 includes Home-start and Dundee Food & Fun Programme, who support a range of family groups from young parents to kinship carers. Support is focused on the family as a whole and what they can learn together; and encourages positive, healthier and active life choices and approaches to parenting.

While our museum service provides free entry, family friendly services and programmes to all visitors, we are aware that for some families there are barriers to accessing this provision. These barriers may be in relation to issues with understanding, confidence, physical or mental health and isolation. Throughout the year a programme of tailored activity was delivered to build engagement between museum and hard to reach families. Home-start groups were invited to the museum's Learning Studio to take part in 'Day to Play' workshops delivered by our regular partners Shaper/ Caper. These workshops are specifically designed to help children and their adults to develop their self-confidence through physical activity, problem solving and collaboration with others.

A number of creative learning workshops were also delivered at Community venues as part of **Dundee's Food & Fun Programme** for families. Workshops were designed to raise awareness of the range of free family activities available at The McManus, Broughty Castle and Mills Observatory, particularly during weekend and school holidays periods.

An outcome of this work is that it has enabled more families to access the museum and services – as independent visitors to galleries and as active participants in Learning workshops and events. The museum's understanding of the needs of harder to reach groups has grown and our direct relationship with family support professionals has allowed their expertise and understanding to be utilised in the development of future provision.

Excellent interactive fun, we love the sessions! Great experience and good way to encourage kids interest in the museum' - Parent, Navigate/Create session

'I witnessed a huge improvement in the parent's interaction, sharing information with the children and communicating at a much higher level due to the activities that were led by the learning team'

'Parents were low in confidence on arrival this morning but their confidence with their children has taken a massive boost and added comments throughout the session from individual families are that they cannot wait to return to the museum!'

First Foot at The McManus, in January was our Annual New Year family event invites visitors of all ages to come along to the museum and help welcome in a new cultural year in the city. The event has proved extremely popular with families, successfully bringing together a mix of regular and first-time audiences and has become an integral part of our Learning & Engagement Programme. This year, higher number of families attended.

'My kids loved it, I would love to come see another!'

'The enthusiasm was contagious. The shy children came out of themselves and got involved'.

'Fantastic creative experience for children of all ages'

We continued to work closely with family visitors, museum colleagues and partners to ensure that we offer accessible spaces, experiences and services. The dedicated Family Space at McManus is open daily and provides self-directed activities themed to the museum's exhibition programmes, collection displays and local and national initiatives. Key themes in 2017 were McManus 150, 'Museology', Big Draw Month and Christmas at McManus.

In support of our commitment to younger audiences, we joined 'Kids in Museums, a national campaign to help museums welcome children and their families by signing up to an eight-step manifesto. This guidance is now embedded into our planning & programming process and has enabled staff to have a better awareness and understanding of the needs of family audiences.

The museum offers many and often surprising ways to support the School curriculum by providing Early Years, Primary and Secondary Groups with access to the city's collections of objects and artworks as part of our Schools Programme. Access is offered through a programme of guided tours, creative workshops, projects and which are designed to help children and young people experience new ways of learning and build skills in curiosity, creativity, critical thinking and historical enquiry. In 2017, museum's 150th Anniversary year enabled us to extend our work with Schools through unique partnership projects. Across the year we have also provided opportunities for primary, secondary and newly qualified teaching staff through evening 'Learning through Museums' sessions. Co-designed with our colleagues from the museum's curatorial teams', sessions aim to promote the museum as a rich learning experience for teaching staff, allowing them to learn transferrable skills to use back in the classroom.

'It has opened my eyes as to the variety on display and I can now plan teaching supported by the artefacts and objects in the museum!'

'Fantastic experience – opening the doors for ideas to transfer back into school!.' 'Loved learning about how artefacts are cared for and all the career paths within the museum.'

In August, a collaboration with NHS Tayside Occupational Health focused on co-production and a person-centred approach to learning and engagement. The project delivered a series of Creative Writing sessions with hard-to-reach young people with a wide range of additional support needs. The Tayberry group met for 6 sessions and developed works of creative writing and poetry inspired by the museum collection. Sessions were designed by the Creative Learning Team to encourage young people's personal reflection, to build confidence and provide opportunities for the group meet and experience learning together. The outcome of the project was that all members of the group created a short story or a work of poetry. Young People then worked with our Digital Learning Assistant to record their stories and poems for inclusion in the museum's Oral History Archive. The project was also recorded through an online blog created by Tayside Occupational Health Team.

MILLS OBSERVATORY

The Observatory continues to support public engagement with science learning and central to this work is our ongoing relationship with partners, groups and local organisations. Our relationship with Dundee Astronomical Society continues in a positive manner; they hold regular meetings at the observatory and also volunteer their time and knowledge for and during public events.

The public programme at the observatory always has a strong emphasis on the participation and inclusion of children and the young in both the winter and summer seasons. In the winter seasons we are very busy and regularly host a variety of children's groups such as cubs and guides to school classes and Further Education students.

In keeping with our service approach to providing family-friendly activities and spaces, this year we added a special designed children's planetarium show to the regular programme at the Observatory.

Another successful addition to the public programme has been the introduction of a series of astronomy themed talks entitled 'Zenith Points', held on Saturday afternoons. The driving concept underpinning the series is accessibility to the general public in terms of the talks not being heavy on physics or mathematics; all that was needed was an interest in astronomy.

During the past year this partnership has facilitated the exposure of the university's areas of research, elements of which were highlighted at the observatory as part of the 'Microscope Marvels' exhibition. This exhibition comprised videos on the research conducted at the university and a microscope for public use.

The Mills Shop has also continued the upward trajectory in sales and spend per visitor, building on the previous year's upgrade of retail space and brand. The area now allow for a much higher level of visual merchandising for the wide range of products on offer. With stock focusing on the astronomical interests that the building promotes, The Mills Shop expands well beyond the high spec telescopes and expert staff we have always been known for, and into items to suit all budgets and visitors – from little astronauts right through to expert stargazers. 9,149 visitors was slightly down on the previous year, but still impressive numbers.



BROUGHTY CASTLE

Broughty Castle remains a longstanding partnership between LACD and Historic Environment Scotland (HES). HES care for the fabric of the Castle with LACD's Cultural Services Section running the museum housed within it. Over the last year HES has undertaken a significant roof maintenance programme, the most visible evidence of which is the redecoration, reflooring and pigeon proofing of the observation post. Despite the building being shrouded in scaffolding, both partners worked to support the Broughty Ferry Traders Association who used the Castle as the backdrop to an inaugural Halloween event. The free family friendly Castle Scream included a ghost train, haunted house, spooky carnival and Zombie maze.

In July 2017, a small upgrade of the retail area at Broughty Castle was undertaken, creating a more coherent space with new shelving and units, branding and product ranges. This work provided immediate visual improvement, as well as increased merchandising opportunities, allowing us to remove stock from the reception desk, a move which has had very positive feedback from both visitors and staff alike. Following this upgrade, sales for July 17 to March 18 show a 67% increase against the same period of the year before. The numbers attending remain very good at 44,888.



VISITOR EXPERIENCE

We recognise that excellent visitor experience across venues and programmes, plays and essential part in delivering our strategic, business and public engagement priorities. Our Visitor Assistant Team are central to this delivery – providing 7 day a week public access, maintaining front and back of house operations and providing assistance to curatorial, learning and public events. Across 2017/18, the Visitor Assistant Team delivered a range of gallery talks, guided tours and planetarium shows as part of our summer and winter programmes and facilitated visitor experience through national public initiatives such as Doors Open Weekend and Festival of Museums.

Their role is vital not only in providing a warm welcome to visitors and assisting them in their engagement with the collections, but also in their feedback of information about who our visitors are and what they think. This helps us to develop greater understanding of the visitor experience and widen audiences.

To ensure that we continue to offer consistent levels of high quality visitor experience, focussed training and staff development opportunities are regularly undertaken by all front facing staff teams. Throughout the year, staff have attended a number of internal and externally delivered training and development opportunities including Access & Equalities Awareness, Customer Service and Business Tourism. This approach recognises staff as internal customers; and aims to support a more positive and productive working environment, improve morale and enable staff from different parts of the service to work more efficiently as a team.

As a result of this staff development, a number of actions are being taken forward to underpin our commitment to improving internal communication. These include delivery of guided tours for our Café Team so they become more knowledgeable of collections and current exhibitions; the introduction of Communication Ambassadors within the Visitor Assistant Team who now produce monthly Visitor Experience updates which share service highlights and informal feedback from both staff and visitors.

Our retail offer, delivered from The McManus, Broughty Castle and Mills Observatory have had an extremely strong year, with increases in sales, visitor spend and product development. This is particularly visible at McManus, where business during the year's 150th Anniversary year has significantly increased in line with public interest in bespoke product ranges for exhibitions', special events and seasonal campaigns.

Development of a stronger, wider audience offer has resulted in our museums shops becoming more dynamic as retail destinations, rather than being solely reliant on traditional museum visitor's footfall. Additional transactions on the previous year highlights the growing public knowledge of the Shops and their reputation as a stockist of quality products.

To coincide with the 150th Anniversary of The McManus, a special range of bespoke products were introduced to the shop. Consideration was given to the development of these products, to ensure that they would continue to be of interest to visitors beyond the anniversary year. Products include: McManus Beer, Jigsaw, Notebook, Sketch Book and a special signed edition ceramic plate created by artist Calum Colvin for 'Museography' an exhibition work shown at McManus in the summer.

Local company 71 Brewing produced the beer for us and were a great partner to have on board - especially given their recent growth, success, profile and reputation as producers of quality craft beer. The label which featured on the beer bottle was designed by illustrator, Sanna Dyker who is also a member of our Visitor Assistant team, and the beer itself received good local media coverage. We were also keen to work with other local producers and now stock the both regular and marmalade from Dundee Gin Company. Sales were immediately strong and the range expanded to include the Dundee Gin Balloon Glass.

Christmas at McManus was a particularly busy month for The McManus Shop, achieving sales of £10,991 across the month. Top sellers for this period were our 'Dundee' product ranges such as Dundee Gin & Gin glasses range, Broons figurines and printed Jute Bags.



SUMMARY

It has been another very positive year for Cultural Services with attendances steady or up across our facilities. The profile of our facilities has been enhanced with high profile campaigns to promote our services. An example is the partnership with publishers DC Thomson produced a magazine featuring 150 of our most significant objects and artworks as a free gift for to 30,000 people.

McManus 150: The People's Story connected over 9,000 people with the museum and collections. The People's Story was developed as part of a yearlong programme of cultural activity delivered through a series of creative learning collaborations with partners.

Our friends and supporters groups continue to be key to our success and their voluntary input is greatly appreciated. In the spring of 2018 the Friends of Caird Hall Organ funded the upgrade and modernisation of the combinations actions on the Organ, costing £12,000 and this work is a fantastic improvement to the instrument. Meanwhile The McManus 168 group have attracted similar funding to enable the Albert Institute founding member's project to take place. The project has reached out across the city and involved 100 volunteers.

With challenging times ahead, Cultural Services delivers for the city and at the same time contributes to the outcomes that will make a real difference to the lives of the people of Dundee.

There are a number of key challenges ahead for Cultural Services, which inevitably revolve around delivering the quality of service that we provide against the ever increasing financial constraints placed upon us.

While we have excellent well established partnerships with local and national funding bodies and trust funds, it is difficult to ignore the impact that this has on the services that we deliver.



YEAR IN REVIEW

CULTURAL SERVICES REPORT