



Birmingham Museums & Art Gallery

*World class museums at the cultural heart of
Birmingham*

Service Standards and Visitor Information



Awarded for excellence

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Service Standards

Birmingham Museums & Art Gallery has developed a number of service standards following consultation with our visitors. They show the standards of service you can expect when using our service.

They have been grouped into the following five subject areas:

- **Services**
- **Collections and Displays**
- **Staff**
- **Buildings**
- **Information**

You can find out how we are performing against each of the standards in our Annual Report, on-site in our Visitor Information Files, or by visiting www.bmag.org.uk

Quality of Service

Our Service Standards have been developed to support our mission to make Birmingham Museums & Art Gallery world class museums at the cultural heart of Birmingham. You can expect us to deliver a quality service in all of the following areas:

Services

- **Our services will provide excellent value for money and encourage participation by all**
- **Services that are clearly described in advance**
- **Relevant to customers needs**

Collections and Displays

- **The collection will be accessible and professionally cared for in accordance with national standards for museums**
- **Supported by relevant and accurate documentation**
- **Preserved for this and future generations to enjoy**

Staff

- **Staff will be well trained, informed and encouraged to focus on customer service**
- **Easy to identify**
- **Courteous, knowledgeable and responsive**
- **Abide by our corporate policies (details available online)**

Buildings

- **Our buildings will be welcoming, safe, secure and user-friendly**
- **Clean, well maintained and regularly inspected**
- **As accessible as we can make them**

Information

- Information will be clear and easy for everyone to understand
- Well researched and accurate
- Relevant to help people learn and make the most of their visit
- Where appropriate, fully protect your privacy by treating any information we hold about you confidentially.

Our performance 2007 / 08

VISITOR FIGURES

There were 629,250 visits in person to BMAG in 2007/08, a decrease of 7.8% on the previous year. This was due to the temporary closure of Aston Hall for major construction works. However, if all Aston Hall figures are excluded for 2006/07 and 2007/08 there is in fact a rise of over 5,500 visits for 2007/08.

A strong exhibitions programme, in particular 'How to Improve the World' and 'Equiano' helped visits to the Gas Hall to rise by 23.3% on the 2006/07 figure.

Overall, visits to community museums were down due to the closure of Aston Hall; however, once again, if Aston Hall is taken out of the picture for both years there was an increase in visits to community museums of 13.1% in 2007/08.

See Appendix 1 for a further breakdown of visitor figures.

Best Value Performance Indicators (BVPIs)

Best Value is the performance management system through which Local Authority services are monitored, evaluated and, ultimately, improved. As parts of this process, a number of Performance Indicators have been established, which are accredited under the national scheme administered under the MLA.

Performance data is collected in several different ways, from click counting people at the entrance to each site to collecting web user statistics.

The data from 2007/8 shows that BMAG exceeded all its targets:

BV170a Visits per 1,000 Population <ul style="list-style-type: none">▪ The number of visits in person, website visits and any other useages of the Museum's service▪ 2007/8 target = 2,514 per 1,000	3,362
BV170b Visits in person per 1,000 Population <ul style="list-style-type: none">▪ The number of visits in person collected by front-of-house staff at each site▪ 2007/8 target = 757 per 1,000	829
BV170c The number of pupils in organised school groups <ul style="list-style-type: none">▪ 2007/8 target = 110,000	121,649

Visitor numbers for the period April 2007 to December 2007 totalled 76,409 people across all community museum sites, which was 8.5% above target. In terms of actual visits, Blakesley Hall (up 7% on 2006), Sarehole Mill (up 21%) and Soho House (up 41%) saw the biggest increases

MUSEUMS COLLECTION CENTRE (MCC)

In 2007/8, a total of 4,443 members of the public visited the MCC, 46 groups had guided tours and there were 283 research visits. Our partnership with a theatre in

education group, Language Alive, produced an innovative educational approach to the MCC, which was attended by some 900 pupils from primary schools across Birmingham.

SERVICES FOR SCHOOLS

In total, 65,101 children and young people visited BMAG sites, took part in on-site taught sessions or outreach or used schools loans during the year. Of these contacts, 25,898 were taught sessions being delivered by the team of museum teachers for Birmingham schools and 25,648 were taught Renaissance sessions led by Learning Support Officers, mainly for non-Birmingham schools. Furthermore, during the year, 9,549 children used our new schools loans boxes. These were developed with Renaissance in the Regions funding and the number of new boxes continued to expand. Evaluation showed the educational impact of the new boxes - 72% of teachers reported increased understanding among their pupils after using boxes, 69% increased motivation and 69% increased enjoyment of learning.

SERVICES FOR LIFELONG LEARNERS

For the Lifelong Learning team, the aim in 2007/08 was the continuing delivery of the *Inspiring Learning For All* programme of adult and family activities at BMAG and the MCC. In total, 25,869 children took part in family activities during the year across all sites, with a further 37,181 adults also taking part in on-site or outreach activities. A sample of visitors evaluated at all events and activities indicated that user satisfaction averaged 90%. Furthermore, 67% on average learnt a new skill and 71% on average gained a better understanding during their visit.

MARKETING & PR CAMPAIGNS

In 2007/8, BMAG issued 82 media releases, which generated media value worth £701,000. In addition, over 1million leaflets and flyers were designed and printed to promote the temporary exhibitions and galleries.

From the temporary exhibitions programme, particular success stories included:

- *How To Improve The World*, which smashed its visitor target, achieving over 10,000 more visitors than expected (28, 529)
- *Art of Birmingham*, which exceeded its visitor target by nearly 19% (13,355) and which attracted a high proportion of older visitors
- *Equiano*, which exceeded its visitor target by nearly 2,000 (29,760) and which attracted a significant proportion of Black-Caribbean and Black-African visitors

The website attracted 2.5million visitors.

VISITOR PROFILE

In-house self completion visitor questionnaires were collected throughout the year. Certain groups tend to be more pre-disposed to fill in their comments (e.g. older, female groups), so the findings should be treated with caution, but we sampled a range of exhibitions to ensure a mix of visitor profile, satisfaction and perception figures. Key findings included:

Age

- The number of 15 & under and 35-44 age groups have fallen by quite a large amount on previous years

Employment status

- There has been an increase in the number of retirees attending the museum, seeing a growth of 5.4 points on 2007/08

- Although the number of visits by students dropped from 21.3% to 17.3% this is still far higher than the city profile of 11%
- There was also a slight increase in the number of unemployed people visiting the exhibitions

Ethnic Origin

- There was a fall in the number of Black Caribbean's visiting the exhibitions, but this may be due to the skew of the 2006/07 *Black British Style* exhibition where 62% of respondents were Black Caribbean's
- 2007/08 had the extremely successful *Equiano* exhibition which attracted a large number of Black Caribbeans

Gender

- There has been an increase in the number of males visiting the museum, rising from 22.2% to 29.5%

Social Classification

- Social classifications were not monitored for the 2007/08 exhibitions apart from Butabu so comparisons could not be made. However, Butabu did draw in a high number of C2s compared to the average number of C2s in 2006/07

Income

- The exhibitions in 2007/08 have been very successful in drawing in visitors from lower incomes, with noticeable increases in two of the lowest categories.

Catchment Area

- All areas saw an increase, and there was a notable increase in the number of visitors coming from the West Midlands region
- There were small drops for 'Other UK' visitors (1.9 points) and a more significant drop for Birmingham City residents of 3.6

Frequency of Visit

- There was a large drop in the number of new visitors to the museum. 11.6% of visitors had never been before in 2007/08 compared to 28.5% in 2006/07

Mode of Transport

- There was a large increase in the number of people visiting the museum by train, rising 6.0 points

Product Satisfaction

- There has been a large increase in the satisfaction of the exhibitions rising from 84.8% in 2006/07 to 90.4% in 2007/08.
- There was a very small increase in dissatisfaction rising 0.8 points compared to the previous year

Communications

- The most successful ways of communicating the events in 2007/08 were by leaflet, poster and museum banner, rising 12.9, 7.7 and 8.3 points respectively

Visiting the city specifically to visit BMAG

- Results for those who had visited the museum specifically to see an exhibition were in line with 2006/07 average

Comments, Compliments and Complaints (3C's)

Our Response Times

For 2008/09 we have set targets for responding to certain customer contacts with us and we will continue to develop this area following consultation with customers. You can expect the following:

- **Telephone calls to any advertised museums phone number will be answered within 6 rings during business hours**
- **Outside of business hours, advertised phone numbers will have answer phones or voicemail in operation containing opening hours information**
- **All general enquires to our museums by e-mail, letter and telephone will be responded to within 3 working days**
- **All correspondence received via our Compliments, Comments and Complaints system will receive a full response within 10 working days. Where a full response is not possible in this timescale, you will receive information about when a full response can be given within 10 days.**

What we will do when things go wrong

Occasionally, despite our best efforts, things don't go to plan. In the event that we are unable to deliver a service or keep to our promises, we will post and update information in the most appropriate places as soon as problems arise. This may include our website, in and around our buildings and in the media. We will also ensure that our staff are kept well informed so they can assist you.

Contact Us

If you would like to contact us, or make any comments about our services, please speak to a member of staff. Alternatively, you can contact us in the following ways:

Phone:

Birmingham Museum & Art Gallery

0121 303 2834

Aston Hall

0121 303 0062

Blakesley Hall

0121 464 2193

Museum of the Jewellery Quarter

0121 554 3598

Sarehole Mill

0121 777 6612

Soho House

0121 554 9122

Weoley Castle

0121 464 2193

Museum Collections Centre (MCC)

0121 303 0190

Public Art

0121 303 4039

Write:

Head of Museums Operations
Birmingham Museum & Art Gallery
Chamberlain Sq.
Birmingham B3 3DH

Email:

enquiries@bmag.org.uk



Consultation

Understanding customers is essential for public services. It is not just about being able to collect information. It is about having the ability to use that information, and developing a culture within the organisation that values this kind of understanding and constantly looks to improve. At BM&AG we strive to engage and involve communities in the development and delivery of our services and activities.

Our consultation work with our customers allows us to:

- effectively identify our customers and gain insight into their specific needs
- work with our communities to engage them with and include them in our Vision.
- reflect the full diversity of Birmingham in our regular audiences.
- contribute to the cultural life and social well-being of Birmingham's communities.

How we have listened to our customers, learnt and improved

Community engagement is about building effective, positive and proactive relationships with local people and communities. BM&AG has a strong track record in community engagement work and is increasingly committed to gaining customer insight and establishing new ways of working to develop our audiences. Community Development provision in the museum service is moving towards a more strategic approach, aiming to reflect the full diversity of Birmingham in our regular audiences, and to contribute to the cultural life and social well-being of Birmingham's communities.

Community Action Panel

The Community Action Panel is made up of Birmingham community members who meet once a month at the central Museum. Their role is to help BM&AG change and develop to better meet the needs and interests of local people. Over the year the panel have advised staff on matters such as signage and orientation, the Pre-Raphaelite collection redisplay, and have helped evaluate the temporary exhibitions. A new focus this year has been to take a leading role in shaping a major community focussed exhibition project, where they have contributed ideas, material and oral histories.

Community outreach sessions

Over the year the museum has offered outreach and in-reach sessions to community groups who have not visited the museum before. Staff visit and deliver participatory workshops to groups in their own community venue and then invite them on a guided tour of the museum. The sessions are aimed at helping communities overcome initial barriers to visiting museums and promoting a sense of ownership and familiarity with the museum. Sessions have included dressing up, object handling, exhibition tours and arts and crafts activities. This year the sessions have targeted African-Caribbean communities and parents with children under 5 years.

Talking about ... Disability & Art

In 2007/8, the museum installed a series of new audio-visual units throughout BM&AG's permanent art galleries, relating to a pioneering project engaging and representing disabled people. Staff worked with six disabled artists to bring a fresh perspective to artworks in the collection which show a depiction of disability. The resulting trail, which includes historical information as well as contemporary issues around disability, has helped diversify interpretation provision and aims to be more socially inclusive.

Islamic trail

Workshops and consultation events were delivered this year to gather material for a new museum trail of BM&AG's Islamic collections. The trail has been developed through extensive consultation with Birmingham's Islamic community, and will incorporate their interpretations of the objects. This exciting new initiative aims to draw attention to the artefacts, diversify our audiences, and provide a more sustainable outcome for community engagement work.

Birmingham History Gallery consultation

BM&AG involves communities in the development of galleries and in the creation and display of new collections - for example, a major consultation exercise is planned for the new Birmingham History Galleries. A consultation forum was hosted by external consultation specialists, where 39 people from key target communities were given an opportunity to help develop the proposed new History Galleries. The resulting evaluation report is being used to influence the direction of the new displays.

Handsworth Revelations

Soho House supported a HLF Young Roots project. Young people researched the history of the Hollick & Taylor recording studios in Grosvenor Road with the aid of staff from Soho House, archives, local performers and artists. This resulted in a Community exhibition at Soho House and a Black History Month event in October.

Asian Women's Textile Group

Several groups run across the city, including Soho House Museum for Asian women referred to us by various health professionals. The groups are funded through mental health grants awarded from the Commissioning team within Adults & Communities Directorate. The groups significantly improve the health and well being and levels of self esteem of the women who attend. During 2007-2008 they hosted their new exhibition 'Vivah' at Soho House. This was the culmination of various textile, arts and crafts work associated with Indian weddings. They have also participated in citywide events, engaged in enterprise projects and hosted demonstrations of their work.

Sarehole Mill

A new Tearoom / Community Room was constructed in the Miller's House which opened in time for the 2007 season. The tearoom proved very successful in increasing income generation and encouraging repeat visitors.

Buttons & Bling

The HLF funded project, *Buttons and Bling*, began successfully at MJQ during 2007/8. Engaging four local groups - the African Caribbean Techno Elders group, a mother and child group, a group of white Senior Citizens, and local professional people recently moved to the area, the project has been designed around the groups' Interests, and will include talks, tours, workshops and site visits, and will culminate in an exhibition at the Museum.

The Guns, Gangs & Knives project

Aston Hall has been running outreach projects during its closure. The *Guns, Gangs and Knives* project, funded by the Home Office through the Extended Schools cluster, worked with a group of boys at risk of involvement in gun, gang, and knife crime. Working on 'soft skills' such as conflict resolution and self-confidence, this pilot project was designed to test the idea of early intervention and re-engage the boys with education.

3C's - Comments, Complaints and Compliments

We monitor our response times for correspondence received via our 3C's system and benchmark against other Birmingham City Council services. The table below shows performance against our 3 day acknowledgement target and 10 day full response target compared to others during 2007/08.

Development & Culture	3 day target	10 day target
Anti Social Behaviour	60.00%	30.00%
Bereavement Services	92.31%	92.31%
Civic & Commercial Catering	93.75%	87.50%
Community & Play Services	100.00%	0.00%
Constituency Offices	66.67%	33.33%
Fleet & Waste Management	0.00%	93.25%
Libraries	100.00%	100.00%
Museums & Heritage	100.00%	62.50%
Neighbourhood Offices	88.89%	63.89%
Sports & Leisure	66.67%	64.44%

To improve on our performance against the 10 day target, we are undertaking a review of our support services that administer the 3C's process in 2009.

You said, we responded

During 2007 / 08 the top three complaint topics we received related to:

1. Specific exhibition content
2. Removal of exhibits from display
3. Disabled access

To address these issues we have taken the following action:

- Our exhibition committee reports directly to the senior management team on all exhibition proposals. Content is closely considered to ensure that each exhibition is appropriate to the preferences of our target audiences. Most exhibitions are supported by a programme of schools and family activities
- We have revised our approach to gallery maintenance and have introduced a new process aimed at reducing the number of exhibits removed from display and not quickly replaced. Where there is likely to be a delay in replacing an exhibit, new procedures for updating staff and information signs are being introduced.
- An Access Audit has been undertaken and priority actions identified. An additional new passenger lift has recently been installed at BM&AG which gives much improved access from the Gt. Charles St. entrance to the building.

Get involved and have your say

We have a rolling programme of consultation topics and would welcome your views. Please take time to let a member of our staff know what you think about our service, complete a customer questionnaire or fill in a 3C's form, which are available at reception points and online at www.bmag.org.uk

If you would like to get involved in our other consultation exercises that could include:

- **Mystery shopping our services**
- **Customer Journey Mapping**
- **Community Action Panel**

Please contact us via enquiries@bmag.org.uk
use a 3C's form or write to us at

Head of Museums Operations
Birmingham Museums & Art Gallery
Chamberlain Sq.
Birmingham B3 3DH

Further information about these opportunities and or timescale for consultations can be found in our Customer Insight Strategy 2008 -11 online at www.bmag.org.uk

Fair Treatment Policies

We have policies and procedures that explain what you can expect of us and to ensure that you are treated fairly.

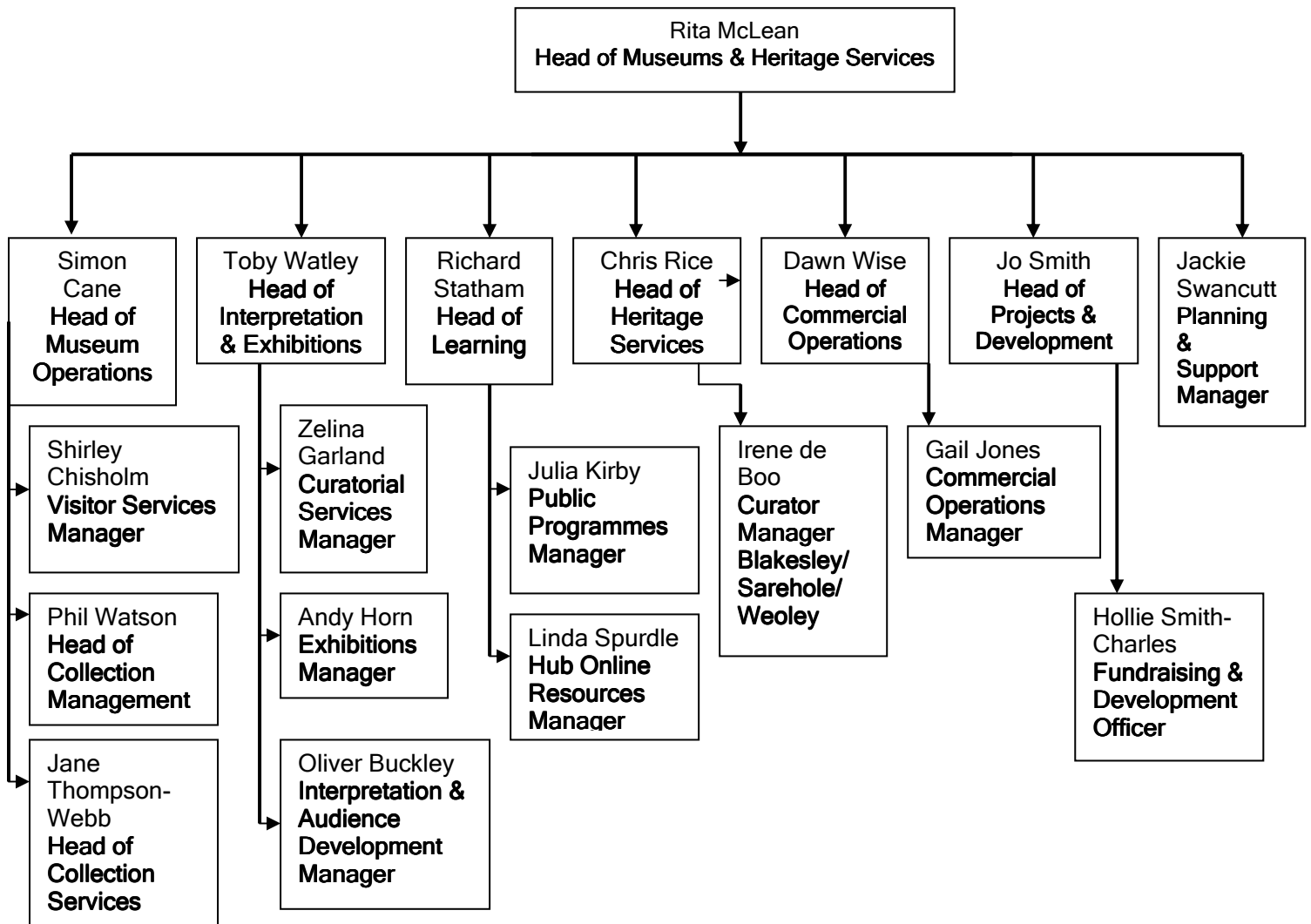
- **Customer Care Policy**
Explains the standards we expect of our staff in all of their dealing with you
- **Equal Opportunity Policy**
Birmingham City Council Policy
- **Data Protection Policy**
Ensuring we treat any personal details we hold about individuals confidential and secure

You can find out more about these and our other policies online at www.bmag.org.uk



Who's who and further information
Organisational structure

HERITAGE SERVICES
SENIOR MANAGEMENT AND OPERATIONAL MANAGEMENT TEAM



Joint working arrangements and partnerships

Museums & Heritage Services have a wide range of partners and stakeholders. The majority of our work continues to be supported and developed within the Renaissance in the Regions government funded initiative which comes from the DCMS via the Museums, Libraries & Archives Council (MLA) - the national strategic body for Museums, Libraries and Archives. Renaissance in the Regions funding supports the development of enhanced services to BM&AG's visitors and users in the areas of education and learning, audience development, organisational development and extending access to the collections. Funding has been in place since 2002/3.

As part of this, BM&AG is the lead partner in the West Midlands Hub selected by the MLA as one of the three regions to spearhead the first phase of this government-funded programme. The WM Hub partners are museum services at Coventry, Ironbridge, Stoke and Wolverhampton.

MLA West Midlands is the regional strategic agency for the domains of Museums, Libraries & Archives. The MLA WM and the West Midlands Hub continue to work closely to improve museum services in the region.

The services works with the DfES delivering on a range of issues through working closely with other government departments and cross-departmental bodies such as the Children & Young People's Unit. Other partner agencies include the Higher Education sector, in particular Birmingham University and Birmingham City University, Leicester University, Nottingham University.

Partnership working with New Art Gallery, Walsall and the Ikon Gallery resulted in a successful £1m Art Fund international grant for joint collecting of international contemporary art over the next five years.

In addition, BM&AG work in partnership with national museums through joint projects. These have explored synergies between collections, facilitated loans from National Museums, undertaken joint audience development work with young people, and enabled the development of learning and IT based resources. Current partners are the British Museum, V&A and Tate.

The service is responsible for the loan of the City's designated collections of Science & Industry and Natural History to Thinktank. We work in partnership with Thinktank on several projects including the *We Chose It* exhibition in 2007 and partnership working on the development of new Natural History displays is planned for 2008.

Other stakeholders include: the Museums Association, Arts Council England, Creative Partnerships, Crafts Council and the Contemporary Art Society. The service also works closely with funding agencies e.g. Heritage Lottery Fund, Art Fund, the National Heritage Memorial Fund, English Heritage, Arts Council England West Midlands, Aston Pride and Government of the West Midlands.

Museums & Heritage Services delivers many projects and activities in partnership with the community e.g. the *Aspects of China* exhibition has been developed in collaboration with the following local organisations: Chinese Culture & Education Co-Op Project and the Chinese Community Centre Birmingham.

We are also currently working in partnership with Birmingham Libraries & Archives, University of Birmingham, The Barber Institute of Fine Arts, Birmingham City University,

The Birmingham Assay Office and the Lunar Society on a project to celebrate Matthew Boulton's bicentenary in 2009. Work is being undertaken on the Art History Research Council programme with partner universities: Birmingham, Birmingham City and Wolverhampton

Other sources of information

Birmingham Museum and Art Gallery offers a wide range of services and will endeavour to meet our users' expectations at all times. However, some requests are outside of our remit and therefore we can only suggest alternative sources of help. The following are organisations that may be able to assist with some of the most frequently asked questions we receive. They are not the only organisations that may be able to help. Birmingham Museums and Art Gallery or Birmingham City Council cannot accept responsibility for the information, advice or other services provided by these organisations.

Who Are They	How Can They Help	How To Contact Them
Arts Council England, West Midlands	Arts Council England is the national development agency for the arts in England.	Arts Council 82 Granville Street Birmingham B1 2LH General enquiries Phone: 0845 300 6200 Email: enquiries@artscouncil.org.uk Fax: 0121 643 7239 Textphone: 0121 643 2815
Birmingham Libraries	Information about library services and community history web projects.	Email: central.library@birmingham.gov.uk Telephone: 0121 303 4511 Fax: 0121 233 4458 Textphone: 0121 303 4547 Postal Address: Birmingham Central Library Chamberlain Square Birmingham B3 3HQ Website http://www.birmingham.gov.uk/libraries.bcc
Birmingham Tourism Centre	Visitor information is available	The Rotunda 150 New Street Birmingham B2 4PA Tel: 0870 2250127 Fax: 0121 616 1038
Birmingham Volunteer	Links individual volunteers to	Information Point: Information Point at the Social Sciences Library,

Action	volunteering opportunities	floor 4, Central Library. Open Tuesday, Wednesday and Friday morning. Telephone: 0121 678 8867
Customer Service Excellence	The national standard of Customer Service Excellence This is the official website for CSE, the UK Government's national standard for excellence in customer service.	General enquiries: 4th Floor, 67 Tufton Street London SW1P 3QS 020 7276 1755
The Community Action Panel	The Community Action Panel is a group of community representatives who meet at the Museum once a month.	Please contact the Panel members via the group's facilitator, Liz Braby, Audience Development Officer at Birmingham Museum and Art Gallery: 0121 303 0321, liz.braby@birmingham.gov.uk .
Conference, Functions - Venues	University of Birmingham Conference Park Training & Meeting Centre West Midlands LGA Highbury Hall Conference & Banqueting Centre	conferencepark@bham.ac.uk Telephone: 0121 625 3383 (external Line only) Facsimile: 0121 414 6339 westmidlandstraining.com/wmlga Tel: 0121 678 1010 Fax: 0121 678 1070 www.birmingham.gov.uk/highbury Tel: 0845 351 9917
Conservations Register	Provides a list of accredited conservators and their contact details.	Website: theconservationregister.com (free service) or call them on 020 7721 8246 (fee charged for search).
Contempora	Since 1910	Contemporary Art Society

ry Art Society	CAS has presented over 5000 works of contemporary art to its member museums throughout Britain	Bloomsbury House 74 - 77 Great Charles Street London WC1B 3DA Tel: 020 7612 0730 cas@contempart.org.uk
The DCMS / Wolfson Museums and Galleries Improvement Fund	Aims to improve the quality of displays, public spaces, environmental controls and access for disabled visitors in museums and galleries across England.	2-4 Cockspur Street London, SW1Y 5DH General Enquiries 020 7211 6200 open 9:30 a.m. - 4:30 p.m. Monday to Friday enquiries@culture.gov.uk
English Heritage	If you are concerned about the conservation of buildings in your area then contact English Heritage.	Telephone: 0845 3010 004 English Heritage, West Midlands Office 112 Colmore Row, Birmingham, B3 3AG
The European Regional Development Fund	Provided by the European community to provide investment in socially and economically challenged areas in Europe.	Government Office for the West Midlands 5 St Philip's Place Colmore Row Birmingham B3 2PW tel: 0121 352 5050 email: enquiries.team@gowm.gsi.gov.uk
Every Object Tells A Story	online archive of stories about objects that people value.	Website: http://www.everyobject.net Email: everyobject@vam.ac.uk Postal Address: Every Object Tells a Story Learning and Interpretation Division Victoria and Albert Museum London SW7 2RL

FRIENDS OF BM&AG	Since 1931 they have supported BM&AG by raising money to improve the city's collections.	If you would like to help Birmingham Museums & Art Gallery or find out more about the Friends of BM&AG call 0121 303 3129 or email friends_of_bmag@freeukisp.co.uk .
Heritage Lottery Fund	The Heritage Lottery Fund (HLF) enables communities to celebrate, look after and learn more about our diverse heritage.	Heritage Lottery Fund Bank House 8 Cherry Street Birmingham, B2 5AL Tel: 0121 616 6870
Learning & Skills Council	The LSC exists to make England better skilled and more competitive.	Tel: 0121 345 4503/0845 0194143 Chaplin Court 80 Hurst St, Birmingham B5 4TG
Local Government	If you have suffered an injustice as a result of maladministration by a local authority, you can complain to the Local Government Ombudsman.	Local Government Ombudsman Beverley House 17 Shipton Road York YO30 5FZ Tel: 01904 380 200 Fax: 01904 380 269 Email: enquiries@lgo.org.uk
The National Art Collections Fund	The National Art Collections Fund has contributed to the purchase of a large number of art items for Shrewsbury Museums Service over a period of about 50 years.	Millais House 7 Cromwell Place London SW7 2JN Tel: 020 7225 4800 Fax: 020 7225 4848 info@artfund.org
Parking Section Birmingham City Council	They can provide information on city centre car	Email: parking@birmingham.gov.uk Telephone:

	<p>parks, on-road parking and information for Blue Badge holders.</p>	<p>On-street parking or City Council Car Parks 0121 303 7617 Information about parking for Blue Badge holders in the Birmingham area 0121 303 6644 Information about applying for a Blue Badge 0121 303 4209 Postal Address: Parking Section, 1 Lancaster Circus Queensway, Birmingham, B4 7DQ.</p>
<p>Renaissance West Midlands</p>	<p>Renaissance in the Regions is the Museums, Libraries and Archives Council's groundbreaking programme to transform England's regional museums and galleries.</p>	<p>Website: http://renaissancewestmidlands.org.uk Floor 2, Grosvenor House, 14 Bennetts Hill, Birmingham, B2 5RS. Tel: 0121 631 5800. Fax: 0121 631 5825.</p>
<p>The 24 Hour Museum</p>	<p>News, listings and features from more than 3,500 UK museums, galleries and heritage sites.</p>	<p>http://www.24hourmuseum.org.uk/ City Guide to Birmingham: http://www.24hourmuseum.org.uk/birmingham/index.html</p>
<p>THINKTANK</p>	<p>Ten themed galleries of interactive, informative exhibits make up Thinktank.</p>	<p>For prices, general information and bookings please call 0121 202 2222. For school or group bookings call 0121 202 2244</p>
<p>Valuations Dept. - Bonhams Christie's Sotheby's</p>	<p>Verbal valuations without charge For general estimate requests or single item valuations For estimates for items over £2K</p>	<p>Telephone: 01564 776151 Telephone: 020 7839 9060 Telephone: 01242 510 500</p>

A large print version of this document is available on request at information desks