



MUSEUM POLICY

Executive Summary

The purpose of the West Midlands Police Museum (WMPM) is to preserve and tell the stories of West Midlands policing heritage, fostering an inclusive environment that reflects the diverse community it serves, alongside delivering current modern policing messages to the widest audience possible.

In alignment with the West Midlands Police (WMP) values, particularly 'Equality, Diversity and Human Rights – we treat everyone fairly,' ensuring that all individuals, regardless of background, have equitable access to its collections, programs, and services.

This policy sets out the development, documentation, care, conservation, and responsibilities for the WMPM collections and access to the Museum itself. The various activities undertaken at the museum are subject of separate risk assessments and therefore not fully outlined in this policy.

All staff (paid and volunteer) have read and agreed to abide by the policy and should be read in conjunction with the Forward Plan or Business Plan, the Emergency Plan, the Building Plan, and any other plans affecting the collections and the museum buildings.

Authorised Professional Practice (APP)

This policy has been checked against APP and there is none in relation to the subject matter of this policy.

Scope

The Chief Constable has overall direction and control of WMP and is accountable for all policies and supporting documents of the organisation and its actions. Adherence to this force policy will be expected from all staff, volunteers and officers involved in WMPM.

Objectives

- To ensure WMPM fulfils guardianship, stewardship, and access responsibilities.
- To ensure accountability for the collections.
- To maintain at least minimum professional standards in documentation procedures and collection information and attain the very highest standards wherever possible.
- To extend access to collection information.
- The preservation of the collections and buildings in the care of the museum



- Preventative and remedial conservation of the collections
- Promote Equal Access: Ensure that all visitors have equal access to the museum's facilities, collections, and programs.
- Enhance Visitor Experience: Create an engaging and inclusive environment that meets the needs of diverse audiences.
- Reflect Diversity: Represent the diverse history and culture of the West Midlands through exhibits, programs, and community outreach.
- Remove Barriers: Identify and address physical, social, and economic barriers that may prevent access to the museum.

Definitions/Acronyms

APP	Authorised Professional Practice
CDO	Conservation Development Officer
LGBTQ	Lesbian, Gay, Bisexual, Transgender and Queer
LUX	Unit of Luminous Flux
MGC	Museum and Galleries Commission
UK	United Kingdom
UNESCO	The United Nations Educational, Scientific and Cultural Organisation
UV	Ultraviolet
WCAG	Web Content Accessibility Guideline
WMP	West Midlands Police
WMPM	West Midlands Police Museum

Policy Statements

1. COLLECTIONS DEVELOPMENT

1.1 Overview of current collection

- 1.1.1 The current collection holds approximately 4,000 objects relating to the history of policing in the West Midlands. It covers the geographical area of the modern West Midlands County and encompasses all the smaller forces amalgamated in 1974 to create West Midlands Police (WMP).
- 1.1.2 Work is still needed to accurately assess the collection and the archive material that sits within the collection. The above number does not include archive material held by the museum.
- 1.1.3 WMPM has approx. 24,000 officer records, mostly relating to Birmingham City Officers but also features officers from Birmingham Parks Police, Coventry City, Dudley Borough, Walsall Borough, West Midlands Constabulary and Wolverhampton Borough.



- 1.1.4 The museum also has a collection of approx. 10,000 prisoner photographs or mug shots. These date back to the 1850s and include rare collodion positive type photographs.
- 1.1.5 There is a collection relating to Coventry Police that is located at the Coventry arm of West Midlands Police Museum, located at Coventry Council House. There are approx. five hundred objects in this collection.
- 1.1.6 The museum collection has an insurance policy managed by the force's Insurance Manager.
- 1.2 Themes and priorities for future collecting**
- 1.2.1 The collection currently has material relating to Birmingham City Police the focus will be on collecting on underrepresented geographical areas.
- Wolverhampton
 - Walsall
 - Coventry
 - Dudley
- 1.2.2 The museum would like to fill gaps from underrepresented policing areas.
- Underwater search unit
 - Helicopters
 - Central Motorway Police Group
 - Mounted Unit
 - History of Lesbian, Gay, Bisexual, Transgender and Queer (LGBT) in policing and in the community
 - Experiences/objects of officers and staff that are reflective of the diverse heritage and future of WMP force.
 - Police staff roles.
- 1.2.3 The museum will also collect items of contemporary policing, working with WMP to collect obsolete equipment and uniform.
- 1.2.4 The museum will look to retired officer groups National Association of Retired Police Officers, public call outs & the Police History Society to help gap fill from underrepresented areas.
- 1.3 Themes and priorities for rationalisation and disposal**
- 1.3.1 The museum recognises that the principles on which priorities for rationalisation and disposal are determined, will be through a formal review process that identifies which collections are included and excluded from the review. The outcome of review and any subsequent rationalisation will not reduce the quality or significance of the collection and will result in a more useable, professionally managed collection.



- 1.3.2 The procedures used will meet professional standards. The process will be documented, open and transparent. There will be clear communication with key stakeholders about the outcomes and the process.
- 1.3.3 The following areas will need rationalisation and potential disposal.
- Uniform – the museum holds an unknown amount of uniform. This needs to be correctly recorded and rationalised. Any uniform not required for the permanent collection may be transferred to the handling & use collection.
 - Archival Material – the museum holds an unknown amount archival material and books. Duplicates may be disposed of and books relating to specific geographic areas outside of the West Midlands.
 - Photographs - the museum holds an unknown amount photographic material. Duplicates may be disposed of
- 1.3.4 Information about the legal and ethical framework for acquiring and disposing of items.
- The museum recognises its responsibility to work within the parameters of the [Museum Association Code of Ethics](#) when considering acquisition and disposal.
- 1.4 **Collecting policies of other museums.**
- 1.4.1 The museum will take account of the collecting policies of other museums and other organisations collecting in the same or related areas or subject fields. It will consult with these organisations where conflicts of interest may arise or to define areas of specialism, in order to avoid unnecessary duplication and waste of resources.
- 1.4.2 Specific reference is made to the following museum(s)/organisation(s):
- Birmingham Museums Trust
 - Manchester Police Museum
 - Metropolitan Police Heritage Centre
- 1.5 **Archival holdings**
- 1.5.1 24,000 officer records, mostly relating to Birmingham City Officers but also features officers from Birmingham Parks Police, Coventry City, Dudley Borough, Walsall Borough, West Midlands Constabulary and Wolverhampton Borough
- 1.5.2 The museum also has a collection of approx. 10,000 prisoner photographs or mug shots. These date back to the 1850s and include rare collodion positive type photographs.
- 1.5.3 Ongoing work is needed to figure out the exact number of archival holdings the museum has.
- 1.5.4 Birmingham Archives are currently storing approximately 2187 office records, these are the some of the oldest paper records, transferred to Birmingham Archives for safe storage.



1.6 Acquisition

1.6.1 Acquisitions into the museum can only be approved by museum management.

1.6.2 The museum will not acquire any object or specimen unless it is satisfied that the object or specimen has not been acquired in, or exported from, its country of origin (or any intermediate country in which it may have been legally owned) in violation of that country's laws. (For the purposes of this paragraph 'country of origin' includes the United Kingdom (UK)).

1.6.3 In accordance with the provisions of the [UNESCO 1970 Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property](#), which the UK ratified with effect from November 1 2002, and the [Dealing in Cultural Objects \(Offences\) Act 2003](#), the museum will reject any items that have been illicitly traded. The governing body will be guided by the [national guidance](#) on the responsible acquisition of cultural property issued by the Department for Culture, Media and Sport in 2005.

1.7 Human remains.

1.7.1 The museum does not hold or intend to acquire any human remains.

1.8 Biological and geological material

1.8.1 The museum will not acquire any biological or geological material.

1.9 Archaeological material

1.9.1 The museum will not acquire any archaeological material.

1.10 Exceptions

1.10.1 Any exceptions to the above clauses will only be because the museum is:

- acting as an externally approved repository of last resort for material of local (UK) origin
- acting with the permission of authorities with the requisite jurisdiction in the country of origin

1.10.2 In these cases, the museum will be open and transparent in the way it makes decisions and will act only with the express consent of an appropriate outside authority. The museum will document when these exceptions occur.

1.11 Disposal procedures

1.11.1 All disposals will be undertaken with reference to the [Spectrum](#) primary procedures on disposal.



- 1.11.2 The governing body will confirm that it is legally free to dispose of an item. Agreements on disposal made with donors will also be considered.
- 1.11.3 When disposal of a museum object is being considered, the museum will establish if it was acquired with the aid of an external funding organisation. In such cases, any conditions attached to the original grant will be followed. This may include repayment of the original grant and a proportion of the proceeds if the item is disposed of by sale.
- 1.11.4 When disposal is motivated by curatorial reasons the procedures outlined below will be followed and the method of disposal may be by gift, sale, exchange or as a last resort – destruction.
- 1.11.5 The decision to dispose of material from the collections will be taken by the governing body only after full consideration of the reasons for disposal. Other factors including public benefit, the implications for the museum's collections and collections held by museums and other organisations collecting the same material or in related fields will be considered. Expert advice will be obtained and the views of stakeholders such as donors, researchers, local and source communities, and others served by the museum will also be sought.
- 1.11.6 A decision to dispose of a specimen or object, whether by gift, exchange, sale or destruction (in the case of an item too badly damaged or deteriorated to be of any use for the purposes of the collections or for reasons of health and safety), will be the responsibility of the governing body of the museum acting on the advice of professional curatorial staff, if any, and not of the curator or manager of the collection acting alone.
- 1.11.7 Once a decision to dispose of material in the collection has been taken, priority will be given to retaining it within the public domain. It will therefore be offered in the first instance, by gift or sale, directly to other Accredited Museums likely to be interested in its acquisition.
- 1.11.8 If the material is not acquired by any Accredited museum to which it was offered as a gift or for sale, then the museum community at large will be advised of the intention to dispose of the material normally through a notice on the MA's Find an Object web listing service, an announcement in the Museums Association's Museums Journal or in other specialist publications and websites (if appropriate).
- 1.11.9 The announcement relating to gift or sale will indicate the number and nature of specimens or objects involved, and the basis on which the material will be transferred to another institution. Preference will be given to expressions of interest from other Accredited Museums. A period of at least two months will be allowed for an interest in acquiring the material to be expressed. At the end of this period, if no expressions of interest have been received, the museum may consider disposing of the material to other interested individuals and organisations giving priority to organisations in the public domain.
- 1.11.10 Any monies received by the museum governing body from the disposal of items will be applied solely and directly for the benefit of the collections. This normally means the purchase of further



acquisitions but could also mean improvements relating to the care of collections. In order to meet or exceed Accreditation requirements relating to the risk of damage to and deterioration of the collections, spend on conservation may be justifiable. Any monies received in compensation for the damage, loss or destruction of items will be applied in the same way. Advice on those cases where the monies are intended to be used for the care of collections can be sought from the Arts Council England

1.11.11 The proceeds of a sale will be allocated so it can be demonstrated that they are spent in a manner compatible with the requirements of the Accreditation standard. Money must be restricted to the long-term sustainability, use and development of the collection.

1.11.12 Full records will be kept of all decisions on disposals and the items involved and proper arrangements made for the preservation and/or transfer, as appropriate, of the documentation relating to the items concerned (including photographic records where practicable in accordance with [Spectrum](#) procedure on deaccession and disposal).

1.12 Disposal by exchange

1.12.1 The museum will not dispose of items by exchange.

1.13 Disposal by destruction

1.13.1 If it is not possible to dispose of an object through transfer or sale, the governing body may decide to destroy it.

1.13.2 It is acceptable to destroy material of low intrinsic significance (duplicate mass-produced articles or common specimens which lack significant provenance) where no alternative method of disposal can be found.

1.13.3 Destruction is also an acceptable method of disposal in cases where an object is in extremely poor condition, has high associated health and safety risks or is part of an approved destructive testing request identified in an organisation's research policy.

1.13.4 Where necessary, specialist advice will be sought to establish the appropriate method of destruction. Health and safety risk assessments will be carried out by trained staff where required.

1.13.5 The destruction of objects should be witnessed by an appropriate member of the museum workforce. In circumstances where this is not possible, e.g. the destruction of controlled substances, a police certificate should be obtained and kept in the relevant object history file.

2. COLLECTIONS DOCUMENTATION

2.1 Accountability



- 2.1.1 The museum will follow the accountability principles defined by the Museums and Galleries Commission (MGC):
"To enable museums to fulfil their fundamental responsibilities for collections and the information associated with them. The principles are that a museum should know at any time exactly for what it is legally responsible (this includes loans as well as permanent collections), and where each item is located." (MGC 1993)

2.2 Levels of documentation

- 2.2.1 The museum is committed to record significant information about the objects in our care so that each object we are legally responsible for (including loans as well as long term collections) can be identified and located.
- 2.2.2 For the majority of our collections, museum staff will document to individual item level.
- 2.2.3 However, when it is neither feasible nor practical to document the material in this detail, we will document items at group level.
- 2.2.4 Collections will be documented in compliance with [SPECTRUM Primary Procedures](#).
- 2.2.5 Wherever possible we will record additional information such as the known history of an object and contextual information.

2.3 Digital records

- 2.3.1 Collections information will be recorded on the collection's [REDACTED].
- 2.3.2 [REDACTED] will be maintained by the IT team at WMPM.
- 2.3.3 A back up copy of the [REDACTED] must be saved frequently especially after substantial changes to the [REDACTED].

2.4 Controlled access to sensitive information

- 2.4.1 All requests for information will be considered in terms of compliance with [the Freedom of Information Act \(2000\)](#) and [Data Protection Act \(2018\)](#).
- 2.4.2 We will review requests for confidential data such as donor information or valuations on a case-by-case basis, and in accordance with the applicable legislation and any legal agreements or conditions of gift.

2.5 Security against loss of irreplaceable collection information



2.5.1 Measures are in place to ensure the physical security and long-term preservation of all documentation records, whether paper or computerised.

2.5.2 All manual and computerised records will be updated as appropriate.

2.6 Object entry

2.6.1 Deposits of material for WMPM will be accepted for the following purposes:

- For addition to the permanent collection
- Objects on loan for display or identification
- Items for the use, handling collection or for dressing up.

2.6.2 No object should be deposited without the authorisation of the museum management.

2.6.3 An entry form must be completed for all deposits. These are in the office and will be held in perpetuity as a record of the object.

2.6.4 A deposit will be returned if:

- The object is deemed not suitable for accessioning into the collections.
- The loan period, for display or identification, has ended.

2.6.5 Objects that are not accepted into the collections should be returned to the depositor. If the depositor cannot be contacted after a period of no less than 3 months and after formal notice in writing, the object will be disposed of in accordance with the procedures set out in points [1.11](#), [1.12](#) or [1.13](#)

2.6.6 Loans and identifications that are not collected / returned after a period of no less than three months from the end of the agreed loan period will be disposed of in accordance with the procedures set out in point [1.11](#), [1.12](#) or [1.13](#) after seeking appropriate legal advice.

2.7 History files

2.7.1 WMPM will collect and store contextual and historical information relating to objects in the collection.

2.7.2 The information will then be cross-referenced with the object and details stored or referenced on the [REDACTED]. This is a project for the future.

2.8 Labelling and marking

2.8.1 WMPM will label and / or mark all objects in the collections in order to maintain a connection between an object and its associated information.

2.8.2 Labelling and marking techniques will be used that are:

- Appropriate for the object
- Durable yet reversible



2.9 Loans in

2.9.1 Loans in may be accepted for the following purposes:

- Exhibition or display
- Photography or publication research

2.9.2 The museum treats all income loans according to the requirements set out in the loan agreement between it and the lending body.

2.9.3 The museum will notify the lending body if there is any change in its circumstances which mean that it can no longer meet the requirements set out in the agreement.

2.9.4 If the lending body does not supply a condition check form for each object, the museum will use its own form.

2.9.5 It is the Museum Management responsibility to ensure the measures relating to loans are in place, communicated and acted upon.

2.9.6 Loans in conditions:

- Loans in will be accepted for a minimum of 1 week and a maximum of 3 years.
- Loans in can only be authorised by the museum management.
- The lender's title to the object will be established using due diligence.
- WMPM will be responsible for the insurance of the object(s), and they shall be insured at the valuations advised by the lender.
- The object(s) borrowed will normally be housed in secure storage areas or displayed in securely locked and cases.
- The object(s) loaned will not be taken to any address other than WMPM, The Lock-up, 40 Steelhouse Lane, Birmingham, B4 6BJ without prior consent of the lender.
- No label or other identifying marking will be moved or obliterated.
- No object will be cleaned, conserved, or treated by the borrower under any circumstances whatsoever without the prior written consent of the lender.
- The object(s) will not be handled unnecessarily. On return, the loan will be packed in the same way as it was received.



- Acknowledgement will be made to the lender in a form and style agreed with the lender.
- Access to the loaned object(s) will be allowed at all reasonable times to any properly authorised officer of the lender.
- WMPM shall immediately inform the lender of any damage to, deterioration in the condition of, or loss of any object on loan. This notification will be confirmed in writing.
- Taking of photographs using non-flash photography for non-commercial use is permitted for WMPM.

2.9.7 WMPM usually permits members of the public to take photographs in the galleries using non-flash photography provided it is solely for personal use and not for publication. In the case of borrowed objects permission will be sought from the lender.

2.9.8 WMPM considers requests to take photographs of or film objects for commercial purposes on a case-by-case basis. If the request relates to borrowed objects permission will be sought from the lender.

2.9.9 It is the lender's responsibility to inform WMPM of any change of contact details or circumstances. WMPM does not accept any responsibility to trace the lender should circumstances change and reserve the right to dispose of the object(s) after a period of three months from the end of the agreed loan period as set out above.

2.9.10 If an owner has died, WMPM will contact the executor if known, or seek legal advice with a view to either acquiring or disposing of the object(s) as set out above.

2.10 Loans out

2.10.1 Requests for loans out will be considered provided that the object(s) are in a suitable condition and are not required for display or other use by WMPM.

2.10.2 Objects may be loaned to other Accredited museums or museums working towards accreditation. Other organisations and venues will be considered, providing that they meet necessary standards for the care of the objects. Objects may also be loaned to conservators as and when necessary for work to be carried out.

2.10.3 Objects may be loaned for exhibition tours.

2.10.4 Loans can be for up to 3 years, after which they may be considered for renewal, if appropriate.

2.10.5 Loans can only be authorised by the museum management.

2.10.6 Loans out conditions:



- Applications for loans should be submitted not less than 3 months before the date for which the loan is requested (or as agreed in writing with the museum management).
- The borrower shall be responsible for all costs as a result of the loan, including transport from and to WMPM.
- WMPM may determine that a member of staff will act as a courier and supervise the unpacking / mounting and subsequent dismounting / packing of the object(s) in the borrower's institution, in which case the costs of travel, accommodation and subsistence of the courier will be met by the borrower.
- The borrower shall be responsible for the insurance of the object(s) if required by WMPM.
- Unless otherwise stated on the Loans Out Form the borrower shall insure the object(s) loaned at a valuation determined by WMPM against all risks 'nail to nail,' throughout their absence from and return to WMPM.
- The insurance policy must be approved by the museum management, or their representative.
- The object(s) will not be released to the borrower until evidence of insurance cover is produced. The valuation for insurance purposes will be stated on the Outward Loan form or an aggregate thereof.
- The object(s) must be housed in areas of appropriate temperature and relative humidity, and in appropriate LUX and UV levels at all times.
- The object(s) borrowed for exhibition must normally be housed or displayed in securely locked cases or, if two-dimensional works, securely fixed to the wall.
- The object(s) borrowed for exhibition must be shown in a properly invigilated museum or gallery. Any special protective measures that the museum management may require shall be provided by the borrower.
- The object(s) loaned must not be taken to any address(es) other than specified on the Outward Loan Form.
- No label or other identifying marking will be moved or obliterated.
- No object is to be cleaned, conserved or treated by the borrower without the prior written consent of the museum management.
- The object(s) will not be handled unnecessarily. On return, the loan must be packed in the same way as it was received and in its original packing materials.



- Acknowledgement will be made to 'West Midlands Police Museum' in the display, exhibition notices and literature in a form and style specified by the museum management. WMPM will also be supplied with a copy of any publication issued in connection with the loan.
- The object(s) will not be reproduced in any medium, including photographs, without the prior written consent of the museum management and, if applicable, the copyright holder.
- Access to the loaned object(s) will be allowed at all reasonable times to any authorised officer of WMPM.
- WMPM shall be immediately informed of any damage to, deterioration in the condition of, or loss of any object on loan. This notification must be confirmed in writing. Requests to renew, transfer or cease the loan should be made in writing to WMPM at the earliest opportunity.
- The borrower indemnifies WMPM and its officers against all claims or losses, howsoever caused, arising out of the loan of the object(s) specified on the Outward Loan Form and for so long as the object(s) are in the custody of the borrower.

2.11 Cataloguing

2.11.1 New acquisitions will be catalogued on to the Collections [REDACTED] as soon as possible.

2.11.2 Each record will include:

- Accession number
- Object name
- Number of objects
- Object Description
- Acquisition method and date
- Permanent location (box no. & location)
- Entry form number
- Name and date of recorder
- Dimensions
- Police force the object is related to
- Key words
- Other historical information (object history notes)
- Condition and condition notes
- Collections management information

2.11.3 As much information as possible about the object and its history should be recorded or referenced within the record.



2.12 Location and movement control

- 2.12.1 No person should move an object or access or amend a location record without the authorisation of the museum management.
- 2.12.2 A record of up-to-date locations must be maintained for all objects in the collection.
- 2.12.3 Collections storage areas should only be accessed by staff unless a volunteer is conducting a store tour. Objects used by staff for engagement sessions or events should be returned to storage as soon as possible.
- 2.12.4 Objects on display must be within locked or screwed shut display cases or secured to the wall with security fittings.
- 2.12.5 A record of all previous locations of an object should be maintained on collections [REDACTED].

2.13 Object exit

- 2.13.1 Object exit occurs during
 - Return of unwanted gifts
 - Return of loans in
 - Return of objects left for identification
 - Loans out
 - Transfer to another organisation
 - Deaccession / disposal (including destruction of the object)
 - Any object exit must be authorised by the museum management.

3. COLLECTIONS CARE AND CONSERVATION

- 3.1 The museum aims to improve the care and conditions of all its collection in accordance with Benchmarks in Collections Care, Signposts, or other approved standards within the limits of its resources.
- 3.2 The safety and preservation of the collection will be considered from the outset of any plans to alter the displays or storage, to modify the buildings or to allow access to any part of the collections.
- 3.3 **People**
 - 3.3.1 The care of the collections is the responsibility of everyone who works in or visits the museum.
 - 3.3.2 Any concerns regarding the collections should be reported in writing to the museum management.



- 3.3.3 The museum trains all staff and volunteers who handle the collections in the course of their work. No untrained personnel are allowed to handle items from the accessioned collection.
- 3.3.4 Researchers or other visitors working with the collections will be briefed on how to handle the items they are working on and will be supervised at all times.
- 3.3.5 The museum has access to the regional Conservation Development Officer (CDO) for regular advice.
- 3.3.6 Any problems or concerns relating to the care of the collection are referred by the museum management to the CDO or another appropriately qualified conservator.
- 3.3.7 The museum will check the suitability of conservators chosen to work or advise on the collections. A professionally accredited conservator or a conservator listed on the Conservation Register will normally be chosen.
- 3.3.8 No item in the collection will be modified or altered until advice has been obtained from a suitably qualified conservator.
- 3.3.9 Only suitably trained and qualified conservators will carry out remedial treatment on objects.
- 3.3.10 The museum will keep detailed records of all treatments carried out on objects, including the name and contact details of the person or company.

3.4 The buildings

- 3.4.1 The museum recognises that the maintenance of its building is fundamental to the preservation of both the building and collection and endeavours to keep the buildings in a suitable condition.
- 3.4.2 The museum's collection is stored and displayed in the following buildings. The body responsible for the upkeep of the buildings is listed.

Building	Used for	Owner	Upkeep carried out by
The Lock-up	Museum displays & activities	West Midlands Police & Crime Commissioner	West Midlands Police
Lloyd House, West Midlands Police HQ	Museum Displays	West Midlands Police & Crime Commissioner	West Midlands Police
Coventry Council House	Museum Displays	Coventry City Council	Coventry City Council



3.5 The collections

- 3.5.1 The museum is aware of the risks to the collection from environmental factors, poor handling, storage and display materials and methods, and of the need to record the condition of the collection.
- 3.5.2 The museum cares for the collections in store, on display and, by setting suitable requirements, on loan.
- 3.5.3 The details are listed in the Collection Care and Conservation Plan and include:
- Awareness of vulnerable objects
 - Identifying threats to the collection
 - Checking building condition
 - Building maintenance
 - Inspecting and cleaning the museum
 - Housekeeping and cleaning objects on open display
 - Condition checking the collection
 - Collections Care and Conservation records
 - Environmental monitoring including temperature, relative humidity, light, and dust
 - Environmental control and improving the environment
 - Pest monitoring and managing the threat from pests
 - Equipment maintenance
 - Storage materials and methods
 - Display materials and methods
 - Transporting objects
 - Collection care resources
 - Professional advice Remedial conservation and working with conservators
 - Training for the collection care team

3.6 Working items

- 3.6.1 The museum does not contain any working historic items.

4. ACCESS

4.1 Implementation

- 4.1.1 To eliminate and reduce barriers and ensure equality of access we will consider the following aspects of accessibility to the museum and its collection.

4.2 Physical:



- 4.2.1 Ensure that the museum is accessible to visitors with disabilities by providing ramps, lifts, accessible restrooms, and other necessary accommodations.
- 4.2.2 Offer sensory-friendly experiences and tours tailored to visitors with additional needs.
- 4.2.3 Provide clear signage and information in multiple formats, including large print and audio guides.
- 4.3 **Financial:**
 - 4.3.1 Minimise financial barriers to visit the museum and collections where possible.
 - 4.3.2 Implement affordable ticket pricing and offer free or discounted admission to underrepresented groups, particularly schools in disadvantaged areas.
- 4.4 **Intellectual:**
 - 4.4.1 Develop and deliver programs that reflect the diverse history and culture of the West Midlands.
 - 4.4.2 Ensure interpretation is clear, concise, and easy to read.
 - 4.4.3 Provide multilingual resources and interpretation to cater to non-English speaking visitors.
 - 4.4.4 Engage with community groups to co-create programs and exhibits that resonate with diverse audiences.
- 4.5 **Digital:**
 - 4.5.1 Enhance the museum's digital presence by providing online resources, virtual tours, and interactive content accessible to all.
 - 4.5.2 Ensure the museum's website and online materials comply with web accessibility standards [Web Content Accessibility Guidelines \(WCAG\)](#).
- 4.6 **Staff Training and Development:**
 - 4.6.1 All staff will be trained in the appropriate health and safety requirements to ensure their safety, and that of volunteers and guests. This will include first aid, evacuation chair, fire safety and any other health and safety training deemed necessary.
 - 4.6.2 Provide ongoing training for staff and volunteers on diversity, equality, and inclusion to create a welcoming environment for all visitors.
 - 4.6.3 Encourage staff to develop cultural competence and sensitivity in interactions with diverse audiences.



4.7 Community Engagement:

- 4.7.1 Build and maintain partnerships with local community organisations to understand and address the needs of diverse groups.

4.8 Monitoring and Evaluation

- 4.8.1 Feedback Mechanisms: Establish channels for visitors to provide feedback on accessibility and inclusivity. Some have already been established for example a paper and online survey is available for visitor to fill in. We also regularly review trip advisor and other review sites.
- 4.8.2 Regular Reviews: Conduct regular reviews of access policies and practices to ensure they are effective and aligned with the WMP Equality and Diversity Policy.
- 4.8.3 Reporting: Provide annual reports on access initiatives and outcomes to stakeholders and the community.

Relevant Legislation / Policies / Procedural Guidance

- [Data Protection Act \(2018\)](#)
- [Dealing in Cultural Objects \(Offences\) Act 2003](#)
- [Department for Culture, Media and Sport Guidance 2005](#)
- [Freedom of Information Act \(2000\)](#)
- [Museum Association Code of Ethics](#)
- [SPECTRUM Primary Procedures](#)
- [UNESCO 1970 Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property](#)
- [Web Content Accessibility Guidelines](#)

Equality Impact Assessment

WMP places trust in their employees to comply with force policies and to work in accordance with and in support of:

[WMP Vision and Values](#)
[Code of Ethics | College of Policing](#)
[Voice of the Child](#)

	What impact has this policy had on the nine protected characteristics in relation to the three general duties? (If applicable)	How will this updated policy positively impact each of the nine protected characteristics in relation to the three general duties? If not, explain why it will not.
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Age (including children and young persons)	Children will be able to benefit from access to the museum collection and displays and specific measures are put in place to ensure that cost is not a prohibiting factor for schools visiting the museum. The cost is as low as possible, and the museum also allows a number of free visits to schools in areas of high deprivation or young people at risk of offending behaviour, or other special circumstances.	The museum has volunteers of all ages over 18 and is currently preparing a proposal to allow volunteers aged 17, in order for more students to benefit from the experience and insight that volunteering brings.
Disability	The museum has a lift and accessible entrance. Signage is up around the building highlight in very simple terms with animations for young people to understand key safety information, areas with lots of noise or where facilities are. The museum offers special tours for hearing or visual impaired visitors, using BSL interpreters or audio descriptive information. Additional measures are also put in place for young people's groups with visual impairments or other disabilities (for example a special handling collection), helping to ensure they get a full experience. Unfortunately, due to the nature of the building, it is not possible to make the whole collection fully accessible. The office is up a few stairs, and the four storerooms are up another one or two flights of stairs on a narrow stairwell in a listed building. It wouldn't be possible to make any alterations to allow wheelchair or stairlift access here, which means anyone working or volunteering with the collection needs to be able to travel upstairs.	
Gender Reassignment	The museum would be very interested in capturing stories of officers who have gone through	



	gender reassignment and (with the support of those officers) share their stories with the public.	
Pregnancy & Maternity	None	No impact
Marriage & Civil Partnership	None	No impact
Race	The museum is particularly interested in hearing the experiences of serving and retired Black and other ethnic minority officers and works with relevant staff associations to promote events, talks and online activities to encourage more officers to share their stories. The museum is also working with the engagement lead for the Police Race Action Plan and a small working group to ensure it is representative and doing everything possible to promote visitors from Black and Black heritage backgrounds, and to support the recruitment and retention of Black and Black heritage officers.	
Religion or Belief	There is specific reference in the collections development section to collecting items and stories that tell the story of the diverse workforce of WMP today, this includes items such as specialist facemasks for Sikh officers during COVID as their turbans made it impossible to wear standard ones, and telling the stories of early turban wearing officers such as Surjit Singh Sihota: the force's first regular officer to wear a turban, who shared his story as part of a 2024 exhibition.	
Sex	The museum actively documents and discusses the experiences of female officers, particularly those from the early 1900s up to 2000.	
Sexual Orientation	The museum is particularly interested in hearing the experiences of serving and retired LGBT officers and works	



	with The Network to promote events, talks and online activities to encourage more officers to share their stories.	
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Publication Instructions

Suitable for publication to public

Document Control

Strategic Lead: <i>[role and name]</i>	██████████ Assistant Director – Corporate Communications
Policy Author(s): <i>[role and name]</i>	██████████ Heritage Manager
Effective Date:	15/12/2025
FET Lead: <i>[role and name]</i>	ACC Welsted ██████████ Force Executive Team
Version Number:	v1.0
Review Date:	15/12/2027

Any enquiries in relation to this policy should be made directly with the Strategic Lead.

All policies are subject to a formal consultation process which encompasses Legal, Professional Standards, Faith Groups, Trade Unions, Independent Advisory Groups and wider force groups and any other relevant parties. A record of consultation can be found on the Policy Portal.

It is responsibility of the Strategic Lead to ensure that all links within the policy are correct and accessible.

Amendment History:

Version Number:	Effective Date:	Summary of Amendments:	Author:
1.0		New Policy	██████████