Accreditation Scheme for museums and galleries in the United Kingdom:
Application form
Who is the form for?

This application form is for museums applying for Accreditation for the first time who have been confirmed as eligible.

We recommend that you read the guidance documents before you start, as these contain further information on the requirements needed to be awarded Accreditation. They are available from the Arts Council website.

The returns form is divided into the following sections:

- eligibility check
- introduction and organisation details
- section one- organisational health
- section two – collections
- section three – users and their experiences

You must answer all the relevant questions before you submit the form. Once it is submitted, you will not be able to make any changes.
Notes

Please complete all sections as fully as possible as this will support a faster response.

Throughout the form you will be asked to provide evidence. Where this evidence is not in electronic format, please feel free to send us this in the post.

Information regarding all areas of museum management and operations are available through the assessing organisation websites:

www.artscouncil.org.uk
www.wales.gov.uk/cymal
www.museumsgalleriesscotland.org.uk
www.nimc.co.uk

Advice and support is available in Northern Ireland, Scotland and Wales from staff at the relevant assessing organisations. Their contact details are:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Name and contact email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern Ireland Museums Council</td>
<td><strong>Elaine Hill</strong></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:elaine.hill@nimc.co.uk">elaine.hill@nimc.co.uk</a></td>
</tr>
<tr>
<td>Museums Galleries Scotland</td>
<td><strong>Jenny Youngson</strong></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:JenniferY@museumsgalleriesscotland.org.uk">JenniferY@museumsgalleriesscotland.org.uk</a></td>
</tr>
<tr>
<td></td>
<td><strong>Gillian Simison</strong></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:GillianS@museumsgalleriesscotland.org.uk">GillianS@museumsgalleriesscotland.org.uk</a></td>
</tr>
<tr>
<td>CyMAL</td>
<td><strong>Ann Mansell</strong></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Ann.Mansell@Wales.GSI.Gov.UK">Ann.Mansell@Wales.GSI.Gov.UK</a></td>
</tr>
</tbody>
</table>

Technical Accreditation advice and support is available in England through a home-based team. Their contact details are:

<table>
<thead>
<tr>
<th>Area covered</th>
<th>Name</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>North East</td>
<td>Emma Chaplin</td>
<td><a href="mailto:accreditation@emmachaplin.co.uk">accreditation@emmachaplin.co.uk</a></td>
</tr>
<tr>
<td>North West</td>
<td>Jennie Pitceathly</td>
<td><a href="mailto:accreditation@jenniepitceathly.co.uk">accreditation@jenniepitceathly.co.uk</a></td>
</tr>
<tr>
<td>Yorkshire</td>
<td>Heather Lomas</td>
<td><a href="mailto:accreditation@heatherlomas.co.uk">accreditation@heatherlomas.co.uk</a></td>
</tr>
<tr>
<td>South East (including East of England) and London</td>
<td>Elaine Sansom</td>
<td><a href="mailto:elaineconsult@f2s.com">elaineconsult@f2s.com</a></td>
</tr>
<tr>
<td>Midlands</td>
<td>Fiona Mitchell-Innes</td>
<td><a href="mailto:accreditation@culturebusiness.co.uk">accreditation@culturebusiness.co.uk</a></td>
</tr>
<tr>
<td>South West</td>
<td>South West Museums Development</td>
<td><a href="mailto:museum.accreditation@bristol.gov.uk">museum.accreditation@bristol.gov.uk</a></td>
</tr>
</tbody>
</table>

Further information is available from:
- www.collectionslink.org.uk
- www.museumsassociation.org
- www.aim-museums.co.uk
- www.collectionstrust.org.uk
Eligibility Check

The following questions are to check your application against some basic criteria.

Are you applying on behalf of an organisation?
☐ yes  ☐ no

Are you applying as a museum service managing one or more museum(s)?
☐ yes  ☐ no

Are you based in the UK, Isle of Man or Channel Islands?
☐ yes  ☐ no

Do you meet the Museums Association’s 1998 definition of a museum?
‘Museums enable people to explore collections for inspiration, learning and enjoyment. They are institutions that collect, safeguard and make accessible artefacts and specimens, which they hold in trust for society.’
☐ yes  ☐ no

Do you meet all relevant constitutional, financial, legal, ethical, safety, equality, environmental and planning requirements needed to become Accredited?
☐ yes  ☐ no

Are you committed to forward planning to improve the service for users?
☐ yes  ☐ no

Are you a science centre or planetarium, natural or archaeological site, historical or industrial building or site, or heritage centre, which does not hold associated long-term collections?
☐ yes  ☐ no

The following organisations cannot apply for Accreditation:
• venues for temporary exhibitions
• institutions that display only live specimens
• educational loan services
• privately owned or commercial galleries
• records centres
• library or archives (including sound, film or photographic archives)
• institutions whose collections are only accessible on the internet

Do any of the above describe the primary purpose of your organisation?
☐ yes  ☐ no
# Organisation details

<table>
<thead>
<tr>
<th>Organisation name</th>
</tr>
</thead>
<tbody>
<tr>
<td>the name you give will appear on your Accreditation Certificate</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Please give the alternative name for this organisation (if any)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Please give any other name (this could be a legal or formal name) that your organisation uses</th>
</tr>
</thead>
</table>

**Is the name used for the museum nationally styled?**

- [ ] yes  
- [ ] no

(If you select ‘yes’ you will be asked an additional twelve nationally styled questions at the end of the application)

<table>
<thead>
<tr>
<th>Please give your full address</th>
</tr>
</thead>
<tbody>
<tr>
<td>(We will use this address if we need to write to you about your application. This should be your main trading address. Please provide the full, correct postcode as we need it to process your application.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If applying from England, which Arts Council region are you based in?</th>
</tr>
</thead>
</table>
| East of England  
| London  
| North West  
| South West  
| East Midlands  
| North East  
| South East  
| West Midlands |

<table>
<thead>
<tr>
<th>Organisation’s telephone number, including area code</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Organisation’s email address</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Website address</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Textphone</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Fax number</th>
</tr>
</thead>
</table>
Please select the option that most closely describes your organisation:

- educational establishment
- government (local and regional, government department or agency)
- health group or organisation
- media organisation
- museum
- youth group
- other

If you selected 'other' please state here

Is the museum named a registered charity?

- yes
- no

If you selected 'yes' please provide your charity number here

Are you VAT registered?

- yes
- no

If you selected 'yes' please provide your VAT registration number here
Contact details

Main contact details

For all organisations applying for Accreditation, the most senior member of staff will need to be named as the main contact and will be the recipient of all formal Accreditation correspondence.

First name

Middle name

Last name

Position

Phone number, including area code

Mobile number

Email address

Textphone

Fax number

For reasons of speed and cost we prefer contact by email. If you wish to be contacted by post, via the main museum address, please tick this box □

You will have the option to request communication in alternative formats, please let us know your preference.

☐ braille
☐ digital
☐ large font
☐ other

If you selected ‘other’ please state here
Secondary contact details

For all organisations applying for Accreditation, a member of staff will need to be named as the secondary contact. This should be the person who is responsible for the Accreditation application process and will be the recipient for any requests for further information or other informal correspondence.

| First name |  |
| Middle name |  |
| Last name |  |
| Position |  |
| Phone number, including area code |  |
| Mobile number |  |
| Email address |  |
| Textphone |  |
| Fax number |  |

For reasons of speed and cost we prefer contact by email during assessment. If you wish to be contacted by post, via the main museum address, please tick this box [ ]

If you would prefer to receive written communication please let us know.
Basic details

If you are a first time applicant, please provide your temporary Accredited number. If you were previously Accredited and are applying to re-join the scheme, please provide your Accredited number (previously known as your ‘RD’ number).

What scalability type have you used when preparing your application?

Please select one of the following:

Independent
(definition indicators can be found in the guidance introduction document, page 14.)

☐ independent, type one
☐ independent, type two
☐ independent, type three

Local authority
(definition indicators can be found in the guidance introduction document, page 15.)

☐ local authority, type one
☐ local authority, type two
☐ local authority, type three

University
(definition indicators can be found in the guidance introduction document, page 16.)

☐ university, type one
☐ university, type two
☐ university, type three

National or Nationally styled
(definition indicators can be found in the guidance introduction document, page 17.)

☐ national museum
☐ nationally styled museum
Section one – organisational health

‘Accredited museums are responsible, responsive and resilient.’

In order to demonstrate the museum is responsible, responsive and resilient, this section requires you to tell us about your organisational health. The following requirements should be evidenced in order to gain Accreditation.

1.1 Clear statement of purpose
1.2 Acceptable constitution for the governing body
1.3 Appropriate management arrangements
1.4 Effective forward planning
1.5 Secure occupancy of all premises containing collections
1.6 Demonstration of a financial basis
1.7 Appropriate workforce, in numbers and experience, for the museum’s responsibilities and plans
1.8 Access to professional advice and input to policy development and decision making
1.9 Clear, workable emergency plan
1.10 Organisational approach to environmental sustainability

Further information and guidance can be accessed in section one of the guidance document, available to download from the Arts Council website.

You may need to provide supporting documentation or web links in order to evidence a number of requirements. If sending the information electronically, the file size limit for each attachment is 10MB. If documents exceed this file size you will need to post or email the relevant information to us.
1.1 Clear statement of purpose

What is the museum’s statement of purpose? (No more than 200 words)

1.2 Acceptable constitution for the governing body

What is the name of the governing body of the museum?

Is the museum registered with Companies House?

☐ yes  ☐ no

If you selected ‘yes’ please provide your company number here

Please provide a copy of your museum’s current constitution (please attach an electronic version or send a hard copy to your assessing organisation).
Local authority and University museums are not required to submit a constitution.
1.3 Appropriate management arrangements

Which of the following management arrangements is in place?

☐ the governing body manages the museum (continue to ‘Authority to approve’)

☐ the governing body has set up a managing committee to manage the museum (continue to ‘Managing committee’)

☐ a legally separate managing organisation manages the museum (continue to ‘Legally separate managing organisation’)

☐ the governing body has a wider remit; it is a university (or non-local authority organisation), or a Local Authority (continue to ‘Universities, local authority and broader organisations’)

☐ other

If you selected ‘other’ please state here (no more than 200 words)

Managing committee

What is the name of the managing committee?

Please describe the reporting arrangements between the managing committee and the governing body (no more than 250 words).

Please provide a copy of the current composition of the managing committee, and a minute confirming the approval of the current managing committee by the governing body (please attach electronic versions or send hard copies to your assessing organisation).

Please continue to ‘Authority to approve’.
Legally separate managing organisation

What is the name of the legally separate managing organisation that manages the museum?

Which of the following management arrangements is in place?

☐ memorandum and Articles
☐ deed of Trust
☐ other charitable constitution
☐ other

If you selected ‘other’ state here (no more than 200 words)

Please provide a copy of the constitution of the legally separate organisation that manages the museum (attach electronic version or send a hard copy to your assessing organisation).

Please provide the registered charity number of the legally separate managing organisation

Please provide the company number of the legally separate managing organisation

Please continue to ‘Authority to approve’.
Universities, local authority and broader organisations

For universities and other non-local authority organisations where the museum’s governing body has a wider role, you are required to submit the composition, and terms and conditions, of the managing committee. You will also need to submit evidence in the form of a dated minute, that these have been approved by the governing body.

Please provide a copy of the current composition of the managing committee (attach electronic version or send a hard copy to your assessing organisation).

Please provide a copy of the terms and conditions of the managing committee (attach electronic version or send a hard copy to your assessing organisation).

Please provide a copy of the minutes confirming the approval of the current managing committee by the governing body (attach electronic version or send a hard copy to your assessing organisation).

For local authorities with a portfolio holder or cabinet system, you are required to submit evidence of powers to approve the policy documents requested for Accreditation.

Please attach evidence of policy approval powers held by the portfolio or cabinet system (attach electronic version or send a hard copy to your assessing organisation).

Please continue to ‘Authority to approve’

Authority to approve

Which body or individual is authorised to approve policy documents, such as the collections development policy and the forward plan? (No more than 100 words)
1.4 Effective forward planning

**Please attach a copy of your forward plan** (attach electronic version or send a hard copy to your assessing organisation).

**Please attach evidence of the approval of your forward plan** (attach electronic version or send a hard copy to your assessing organisation).

**Please outline how this forward plan has been developed** (no more than 200 words).

<table>
<thead>
<tr>
<th>Please confirm that the plan covers ALL of the following areas:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The museum’s statement of purpose</td>
</tr>
<tr>
<td>A review of the previous forward plan</td>
</tr>
<tr>
<td>An analysis of the environment in which it exists</td>
</tr>
<tr>
<td>Consultation and an analysis of views</td>
</tr>
<tr>
<td>Its key aims</td>
</tr>
<tr>
<td>The specific objectives beneath each key aim</td>
</tr>
<tr>
<td>How it will achieve its objectives</td>
</tr>
<tr>
<td>A resource plan</td>
</tr>
<tr>
<td>The date the plan will be reviewed</td>
</tr>
</tbody>
</table>
1.5 Secure occupancy of all premises containing collections

<table>
<thead>
<tr>
<th>How many buildings or premises containing collections are occupied by the museum?</th>
</tr>
</thead>
</table>

You should include all buildings utilised by the museum.

**Please indicate the type of occupancy of these buildings from the options below** (please select all options that apply).

- [ ] freehold (continue to ‘Freehold premises’)
- [ ] leasehold (continue to ‘Leasehold premises’)
- [ ] tenanted/ short hold tenancy (continue to ‘Tenanted/ short hold tenancy premises’)
- [ ] license/ temporary hire (continue to ‘License/ temporary premises’)
- [ ] permission to occupy
- [ ] other

If you selected ‘other’ please state here (no more than 200 words)

<table>
<thead>
<tr>
<th>Freehold premises</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please enter each freehold building or premises in the table below.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Building name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Postcode</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose of building (exhibitions (public)/ exhibitions (restricted access)/ collections store / office / other (please describe))</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Start date of freehold</th>
</tr>
</thead>
</table>

Please continue to next relevant occupancy type or ‘1.6 Demonstration of a financial basis’
**Leasehold premises**

Please enter each leasehold building or premises in the table below.

<table>
<thead>
<tr>
<th>Building name or address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Postcode</td>
<td></td>
</tr>
<tr>
<td>Purpose of building (exhibitions (public)/ exhibitions (restricted access)/ collections store / office / other (please describe))</td>
<td></td>
</tr>
<tr>
<td>Start date of leasehold</td>
<td></td>
</tr>
<tr>
<td>End date of leasehold</td>
<td></td>
</tr>
<tr>
<td>Name of leasing organisation or individual</td>
<td></td>
</tr>
</tbody>
</table>

If the lease(s) expire(s) within the next 12 months what is your planned course of action? (No more than 200 words)

Please continue to next relevant occupancy type or ‘1.6 Demonstration of a financial basis’
**Tenanted or short hold tenancy premises**

Please enter each tenanted building or premises in the table below.

<table>
<thead>
<tr>
<th>Building name or address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Postcode</td>
<td></td>
</tr>
<tr>
<td>Purpose of building (exhibitions (public)/ exhibitions (restricted access)/ collections store / office / other (please describe))</td>
<td></td>
</tr>
<tr>
<td>Start date of tenancy agreement</td>
<td></td>
</tr>
<tr>
<td>End date of tenancy agreement</td>
<td></td>
</tr>
<tr>
<td>Name of landlord</td>
<td></td>
</tr>
</tbody>
</table>

If the tenancy agreement(s) expire(s) within the next 12 months what is your planned course of action? (No more than 200 words)

Please continue to next relevant occupancy type or ‘1.6 Demonstration of a financial basis’
**License or temporary hire premises**

Please enter each licensed building or premises in the table below.

<table>
<thead>
<tr>
<th>Building name or address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Postcode</td>
<td></td>
</tr>
<tr>
<td>Purpose of building (exhibitions (public)/ exhibitions (restricted access)/ collections store / office / other (please describe))</td>
<td></td>
</tr>
<tr>
<td>Start date of licence</td>
<td></td>
</tr>
<tr>
<td>End date of licence</td>
<td></td>
</tr>
<tr>
<td>Name of licencing organisation or individual</td>
<td></td>
</tr>
</tbody>
</table>

Please continue to ‘1.6 Demonstration of a financial basis’
1.6 Demonstration of a financial basis

To be Accredited, you will need to demonstrate a sound financial basis by submitting two years of relevant accounts. Organisations with a legally separate managing committee must submit accounts from that organisation in addition to those of the governing body.

Has the museum has been in operation for less than two financial years under the current governance structure?

☐ yes  ☐ no

If you selected ‘yes’, please indicate how your financial basis will be evidenced for two full financial cycles (no more than 100 words).

If you selected ‘no’ please provide copies of the appropriate documentation demonstrating two years sound financial basis for the museum (attach electronic versions or send a hard copies to your assessing organisation).

Alternatively please provide the link to the relevant records on the website
1.7 Appropriate workforce, in numbers and experience, for the museum’s responsibilities and plans

1.7.1 An appropriate workforce

| How many employees does the museum have (full time equivalents)? |
| Approximate how many volunteer hours does your museum benefit from per year? |

Please provide a copy of your workforce chart (attach electronic version or send a hard copy to your assessing organisation).

Please confirm that documentation detailing relevant experience of workforce is available for inspection upon request by ticking here □

1.7.2 Clear agreements for each member of the workforce, setting out their roles and responsibilities

Please confirm that appropriate workforce management procedures are available for inspection on request by ticking here □

Please confirm that all members of the workforce have a clear signed agreement by ticking here □

Please provide a copy of your template agreement for volunteers (please attach electronic version or send a hard copy to your assessing organisation).

1.7.3 Formal induction procedures for new recruits

Are all new members of the workforce given induction training?

□ yes  □ no

Are all new members of the governing body offered induction training?

□ yes  □ no
1.7.4 Appropriate development opportunities for the workforce

Please describe the types of development opportunities currently offered (no more than 250 words).

Please describe the types of development opportunities planned for the future (no more than 200 words).

Please describe the basis on which development needs are identified (no more than 200 words).
1.8 Access to professional advice and input to policy development and decision making

Please confirm whether the museum employs a museum professional or has the services of a Museum mentor by selecting the appropriate option below.

- [ ] the museum employs a museum professional
- [ ] the museum has a Museum Mentor

If you selected ‘museum professional’ please describe the formal lines of communication between the museum professional and the museum’s governing/managing body (no more than 200 words).

Please continue to section 1.9.

If you selected ‘Museum Mentor’ please give the details of the lead Museum Mentor.

<table>
<thead>
<tr>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>First name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Last name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Please provide a copy of the signed Museum Mentor agreement (attach electronic version or send a hard copy to your assessing organisation).

Please attach a signed and dated minute from the museum’s governing body confirming the appointment of the named Museum Mentor (attach electronic version or send a hard copy to your assessing organisation).
Please describe the formal lines of communication between the named Museum Mentor and the museum's governing/managing body (no more than 200 words).

Please confirm that the named mentor attends at least one meeting of the governing body a year and visits the museum at least once a year by ticking this box □

1.9 Clear, workable emergency plan

To confirm that your emergency plan is available for inspection please tick here □

Date the plan was last reviewed

Please explain how your plan has been developed, disseminated and tested (no more than 200 words).
Please confirm whether the plan cover all of the following areas:

<table>
<thead>
<tr>
<th>Area</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrangements for the workforce, visitors and collections</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risk assessments of threats</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information about how emergency plans are authorised, maintained,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>communicated, tested and made available to the workforce and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>emergency services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evidence of how the museum works with the emergency services, and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>of any other relevant emergency plans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An effective procedure for reviewing the emergency plan</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.10 Organisational approach to environmental sustainability

Please outline the museum’s approach to environmental sustainability (no more than 200 words).

Please attach the museum’s Environmental Policy statement (attach electronic version or send a hard copy to your assessing organisation).

Date the Environmental Policy statement was last reviewed
Section two – collections

‘Accredited museums manage collections effectively and make them and the information they hold about them available to everyone.’

In order to demonstrate effective collections management, the museum must provide information relating to its collections policies, plans and procedures. The following requirements should be evidenced in order to gain Accreditation.

2.1 Satisfactory arrangements for the ownership of collections
2.2 Development policy
2.3 Documentation policy
2.4 Care and conservation policy
2.5 Documentation plan
2.6 Care and conservation plan
2.7 Documentation procedures
2.8 Expert assessment of security arrangements

Further information and guidance can be accessed in section two of the guidance document, available to download from the Arts Council website.

You may need to attach supporting documentation or web links in order to evidence a number of requirements. The file size limit for each attachment is 10MB. Please attach the document specified in the question; you will find an option to attach additional documents at the end of the form. If documents exceed this file size you will need to post or email the relevant information to us.
2.1 Satisfactory arrangements for the ownership of collections

Please note that the sum of your owned items and the items on loan to the museum should not be greater than the total number of items that are held in collections.

<table>
<thead>
<tr>
<th>Total items in collections</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Items owned by the museum</td>
<td></td>
</tr>
<tr>
<td>Items on loan to the museum</td>
<td></td>
</tr>
</tbody>
</table>

2.2 Development policy

Please provide a copy of the museum’s collection development policy (attach electronic version or send a hard copy to your assessing organisation).

Please attach evidence of the approval of the collection development policy (attach electronic version or send a hard copy to your assessing organisation).

Date the policy was last reviewed

2.3 Documentation policy

Please provide a copy of the museum’s documentation policy statement (attach electronic version or send a hard copy to your assessing organisation).

Date the policy was last reviewed
2.4 Care and conservation policy

Please provide a copy of the museum's care and conservation policy statement (attach electronic version or send a hard copy to your assessing organisation).

Date the policy was last reviewed

2.5 Documentation plan

Please select the phrase that best describes the current state of documentation

- [ ] no documentation backlog exists (continue to section 2.6)
- [ ] documentation backlog(s) exist, and a documentation plan has been written

Is the Documentation Plan available for inspection?

- [ ] yes
- [ ] no

If you selected ‘documentation backlog(s) exist(s)’, please indicate the museum's progress with regards to the stages of documentation by filling in the table below

<table>
<thead>
<tr>
<th>Stage one – setting up SPECTRUM primary procedures and Documentation manual</th>
<th>complete</th>
<th>incomplete</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you selected ‘incomplete’ please confirm the planned completion date of stage one</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stage two – creating an inventory for all items.</td>
<td>complete</td>
<td>incomplete</td>
</tr>
<tr>
<td>If you selected ‘incomplete’ please confirm the planned completion date of stage two</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stage three – resolving discrepancies between item inventory and existing documentation</td>
<td>complete</td>
<td>incomplete</td>
</tr>
<tr>
<td>If you selected ‘incomplete’ please confirm the planned completion date of stage three</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
In the table below, please select for each SPECTRUM primary documentation procedure the stage you have reached for tackling any backlog.

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Complete</th>
<th>Incomplete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquisition (a) accession register</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you selected 'incomplete' please confirm the planned completion date of the accession register</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acquisition (b) security copy of register</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you selected 'incomplete' please confirm the planned completion date of a security copy of the accession register</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acquisition (c) labelling accession numbers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you selected 'incomplete' please confirm the planned completion date for marking and/or labelling objects with accession numbers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location and movement control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you selected 'incomplete' please confirm the planned completion date for location and movement control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cataloguing and appropriate indexing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you selected 'incomplete' please confirm the planned completion date for appropriate indexing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Object exit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you selected 'incomplete' please confirm the planned completion date of object entry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loans in</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you selected 'incomplete' please confirm the planned completion date for loans in</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loans out</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you selected 'incomplete' please confirm the planned completion date for loans out</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2.6 Care and conservation plan

Please provide a copy of the museum’s care and conservation plan (attach electronic version or send a hard copy to your assessing organisation).

Please indicate whether the following elements are included in the care and conservation plan:

<table>
<thead>
<tr>
<th>Element</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collections condition overview based on assessment – to ensure that awareness of condition and needs of all collection is maintained</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environmental monitoring to alert about potentially damaging environmental conditions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environmental control to ensure that collections are not at risk of damage from unsuitable environmental conditions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provision of suitable building conditions to ensure the building contributes toward providing appropriate environmental conditions for the different elements of the collection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housekeeping to reduce the likelihood of pest infection and damage to material from mould or from abrasive or acidic particles, by careful cleaning of collections and the areas in which they are housed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planned programme to improve care of collections over time, on the basis of agreed priorities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional conservation and collection care advice and services to ensure that the museum has developed informed policies and procedures in relation to the preventative and remedial conservation of its collections</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2.7 Documentation Procedural Manual

Please indicate whether the procedures for the maintenance of primary documentation, as defined by SPECTRUM, are available for inspection upon request.

☐ yes  ☐ no

Date the plan was last reviewed

If you selected ‘yes’ please confirm that this plan covers all SPECTRUM primary procedures.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Object entry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acquisition: (a) an accession register</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acquisition: (b) security copy of the accession register</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acquisition: (c) marking and, or labelling objects with accession numbers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location and movement control</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cataloguing: (a) provision of appropriate indexing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Object exit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loans in</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loans out</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2.8 Expert assessment of security arrangements

Please confirm all sources from which the museum has received appropriate expert advice.

- [ ] local police liaison
- [ ] in-house specialist
- [ ] external specialist
- [ ] other

If you selected ‘other’ specify here

Please confirm what the advice covered.

- [ ] collections on display
- [ ] collections in store
- [ ] security of staff / visitors
- [ ] buildings / site

Please confirm the proportion of the security recommendations that the museum has implemented.

- [ ] all of the security recommendations
- [ ] more than 50 per cent of recommendations
- [ ] less than 50 per cent of recommendations
- [ ] none of the security recommendations

Date of the last security review
Section three – users and their experiences

‘Accredited museums are welcoming and accessible. They exhibit collections and have a planned approach to identifying and providing good-quality service for a broad range of users.’

In order to demonstrate that the museum detailed in this application provides quality experiences for its users, this section requires you tell us about the user-focused and learning based opportunities and evaluation methods in place. The following requirements should be evidenced in order to gain Accreditation.

3.1 Good-quality services and development
3.2 User-focused experience
3.3 Effective learning experiences

Further information and guidance can be accessed in section three of the guidance document, available to download from the Arts Council website.

You may need to attach supporting documentation or web links in order to evidence a number of requirements. The file size limit for each attachment is 10MB. Please attach the document specified in the question; you will find an option to attach additional documents at the end of the form. If documents exceed this file size you will need to post or email the relevant information to us.
3.1 Good quality services and development

3.1.1 *The museum must understand who its users and non-users are.*

Please indicate how you identify the museum’s users. You must select at least two options.

- visitor surveys (please complete additional question below)
- comments cards (please complete additional question below)
- visitor books
- exit survey
- focus groups
- friends groups
- postcode analysis
- workforce feedback
- other

If you selected ‘other’ please specify here (no more than 50 words).

If you selected ‘visitor surveys’, please indicate when they are undertaken by choosing one of the following options:

- for the museum
- for temporary exhibitions
- both
- other

If you selected ‘other’ please specify here (no more than 50 words).
If you selected ‘comments cards’, please indicate when they are used, by choosing one of the following options:

- [ ] for the museum
- [ ] for temporary exhibitions
- [ ] both
- [ ] other

If you selected ‘other’ please specify here (no more than 50 words).

---

**Frequency of correspondence with users**

Please complete the table below showing how often the communication methods listed above are used by the museum.

Choose frequency from: continuously; monthly; three to four times per year; twice per year; annually; more than one year ago/ more than two years ago; more than three years ago; more than four years ago; more than four years ago; more than five years ago; never or n/a

<table>
<thead>
<tr>
<th>Communication Method</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitor surveys</td>
<td></td>
</tr>
<tr>
<td>Comments cards</td>
<td></td>
</tr>
<tr>
<td>Visitor books</td>
<td></td>
</tr>
<tr>
<td>Exit survey</td>
<td></td>
</tr>
<tr>
<td>Focus groups</td>
<td></td>
</tr>
<tr>
<td>Friends groups</td>
<td></td>
</tr>
<tr>
<td>Postcode analysis</td>
<td></td>
</tr>
<tr>
<td>Workforce feedback</td>
<td></td>
</tr>
<tr>
<td>Other, as specified above</td>
<td></td>
</tr>
</tbody>
</table>

**Please indicate how you identify the museum’s non-users.** You may select as many options as apply.

- [ ] focus groups
- [ ] market research
- [ ] stakeholder surveys
- [ ] other

If you selected ‘other’ please specify here (no more than 200 words).
**Frequency of correspondence with non-users**

Please complete the table showing how often the communication methods listed above are used by the museum.

Choose frequency from: continuously; monthly; three to four times per year; twice per year; annually; more than one year ago; more than two years ago; more than three years ago; more than four years ago; more than five years ago; never or n/a.

<table>
<thead>
<tr>
<th>Focus groups</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Market research</td>
<td></td>
</tr>
<tr>
<td>Stakeholder surveys</td>
<td></td>
</tr>
<tr>
<td>Other, as specified above</td>
<td></td>
</tr>
</tbody>
</table>

**3.1.2 The museum must evaluate and analyse information to assess users’ needs.**

Please describe how you utilise the information gathered, through consultation with users and non-users, to evaluate and analyse your current operation (no more than 200 words).

Please provide an example of evaluation and analysis activity (attach electronic version or send a hard copy to your assessing organisation).
3.1.3 The museum must devise plans to broaden its range of users

Please describe how you plan to broaden the museum’s range of users (no more than 200 words).

Please identify the relevant section within your forward plan.

3.1.4 The museum must have a culture of customer care; all users are treated with courtesy and care.

Please describe the museum’s approach to ensuring a culture of customer care (no more than 200 words).

Please identify the relevant section within your forward plan.
3.1.5 The museum must take account of users’ needs, guided by an access policy statement.

Please confirm whether the museum has an access policy statement □ yes □ no

If you selected ‘yes’ please provide a copy of the museum’s policy access statement (please attach an electronic version or send a hard copy to your assessing organisation).

3.1.6 The museum must respond to tourism and local priorities where appropriate.

Please identify the relevant section within your forward plan.
3.2 User-focused experience

Is the museum currently accredited by an external visitor assurance award, for example, VAQAS, VAQAS Cymru, VisitScotland?

☐ yes  ☐ no

If you selected ‘yes’ please provide a copy of the museum’s externally validated visitor assurance award and continue to section 3.2.2. (please attach electronic version or send a hard copy to your assessing organisation).

If you selected ‘no’ please complete section 3.2.1

3.2.1 The museum has adequate and accessible facilities to meet the needs of its users.

Please choose the statement which best describes the museum’s usual opening arrangements.

☐ visits without prior appointment, no severe restrictions on opening hours
☐ visits by appointments only OR severe restrictions on times of visits

What are the usual opening hours of the museum? (No more than 100 words)

What arrangements do you offer in addition to the published opening hours, if applicable? (No more than 100 words)
What arrangements does the museum offer for visits by prior arrangement, if applicable? (No more than 100 words)

If access to the museum is restricted for security or legal reasons then please use the space below to give details of these restrictions. (Please use no more than 150 words)

Why do the restrictions apply? (Please use no more than 150 words)

What alternative services and arrangements have been put in place so that users have access to the museum’s collections? (No more than 150 words)

Why are these alternative arrangements appropriate for the users of the museum? (No more than 100 words)
Why are these alternative arrangements appropriate for the collections? (No more than 100 words)

Please confirm which facilities are available on site

- toilets
- baby change
- refreshments
- car parking
- gallery seating
- other

If you selected ‘other’ please specify the facilities here (no more than 200 words).

For facilities not available on site, please confirm how you tell visitors what is available nearby and how to get there (select all that apply).

- Leaflet or other written information
- oral information
- refreshments
- website
- other

If you selected ‘other’ please specify the facilities here (no more than 200 words).
3.2.2 The museum must have appropriate signs and directions inside and outside the building.

What information is available externally to guide visitors to the museum? (Select all that apply)

- [ ] name plates
- [ ] directional signs
- [ ] information boards
- [ ] site plans
- [ ] other

If you selected ‘other’ please specify the facilities here (no more than 150 words).

In cases where external signage is outside the museum’s control, how do you ensure that appropriate information is available? (No more than 200 words)

What is available internally to help visitors with the location and layout of the buildings, collections and facilities? (Select all that apply)

- [ ] guidebook or other publication
- [ ] directional signs
- [ ] floor plans
- [ ] information point
- [ ] other

If you selected ‘other’ please specify the facilities here (no more than 150 words).
In cases where internal signage is outside the museum’s control, how do you ensure that appropriate information is available? (No more than 200 words.)

3.2.3 The museum must communicate effectively with users and potential users.

What methods are used to publish information on location, opening arrangements and services? (Select all that apply)

- [ ] guidebooks
- [ ] leaflets
- [ ] posters
- [ ] website
- [ ] other

If you selected ‘other’ please specify the facilities here (no more than 150 words).

Please confirm whether the published information covers ALL of the following:

<table>
<thead>
<tr>
<th>Information</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Museum location and how to get there</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Details of services and facilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opening times and arrangements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Out-of-hours opening and appointment-only arrangements, if the museum has limited opening times</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accessibility arrangements</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3.3 Effective learning experiences

3.3.1 The museum must exhibit the collections using a variety of interpretative methods

Please confirm the extent of the collections on display by choosing one of the following options:

☐ the museum presents long-term exhibitions
☐ the museum presents long-term exhibitions and a programme of changing exhibitions

Which of the following interpretative methods are used by the museum? (Select all that apply.)

☐ appropriate labels and panels  ☐ treasure hunts
☐ printed guides and catalogues  ☐ information maps
☐ checklists  ☐ oral recordings, films, sound archives
☐ spotter guides  ☐ guided tours
☐ museum quest activities  ☐ live interpretation
☐ dressing up  ☐ interactivitys
☐ handling collections  ☐ audio guides
☐ backpacks  ☐ online resources (including e-learning)
☐ digital applications  ☐ quizzes
☐ other

If you selected ‘other’ please specify here (no more than 150 words).

How do you interpret collections to meet the needs of your users? (No more than 200 words)
Please identify the relevant section within your forward plan.

3.3.2 The museum provides access to collections/associated information for research and engagement

Please describe how you provide access to material held in store (no more than 200 words.)

How does the museum make information and knowledge related to collections available? (Select all that apply)

- promotional events
- website
- research facilities for users
- other
- printed material
- database research
- results of research on collections conducted by staff

If you selected ‘other’ please specify here (no more than 150 words).

How do you encourage research about collections either within the museum’s workforce or by making collections available to external researchers? (No more than 200 words.)
Please identify the relevant section within your forward plan.

3.3.3 The museum must provide effective and stimulating learning and discovery experiences focused on the collections

How does the museum provide opportunities for people to learn and participate? (Select all that apply)

- [ ] lectures
- [ ] electronic media
- [ ] creative workshops
- [ ] interactive activities
- [ ] study packs
- [ ] role play
- [ ] guided tours
- [ ] other

If you selected ‘other’ please specify here (no more than 100 words).

How are these learning and discovery experiences appropriate for the range of users to the museum? (No more than 200 words)

Please identify the relevant section within your forward plan.

If you are not a museum with a nationally styled name, please continue to ‘other attachments’.
Additional questions for museums with national styling

This section is for museums who have indicated at the beginning of the application that they have a name which is nationally styled. Each question below is additional information required from a previous section; please access the numbered section on the left hand menu if you require extra clarification.

2.2 Collections Development Policy

The museum must already have a substantial collection in relation to its stated objectives. ‘Substantial collection’ means that the collection is a significant and fully representative collection of national importance and international interest. It should directly reflect the existing status of the museum and provide substantial evidence to support its use of the word ‘national’. The policy and practice of the museum must be to collect a range of objects of national scope and importance and associated information in its particular fields.

Please submit evidence relating to your collection’s national importance and international interest which supports the use of the word ‘national’ (please attach an electronic version or send a hard copy to your assessing organisation).

Please submit a copy of your published catalogue (please attach an electronic version or send a hard copy to your assessing organisation).

Please submit a list of acquisitions in the last 12 months (please attach an electronic version or send a hard copy to your assessing organisation).

2.4 Care and conservation policy

The museum’s collection must be subject to appropriate standards of care. Evidence must be provided demonstrating adequate resources applied to collections care and conservation.

Please describe the museum’s resources and practices for conserving and preserving the collections (no more than 300 words).
3.2.2 The museum must have adequate facilities to meet the needs of its users

You must provide evidence demonstrating how the quality of facilities reflects the national name, and meets the needs of the visitors the museum is aiming to serve.

Please detail the visitor facilities below (no more than 200 words).

Please describe how you ensure that the quality of the facilities is appropriate (no more than 200 words).

Please describe how you ensure that the facilities are accessible, affordable and appropriate for the needs of visitors the museum is aiming to serve (no more than 200 words).
3.3.1 The museum must exhibit the collections using a variety of interpretative methods

The museum’s display policy must reflect the full range of its collections and justify the use of the word ‘national’. A museum may have substantial collections but insufficient space to represent all its holdings in exhibitions. You must provide evidence of access to collections held in store, for example, visits by appointment.

Please provide a copy of the museum’s display policy (please attach an electronic version or send a hard copy to your assessing organisation).

Please describe fully how your museum ensures that users can gain access to the full range of collections (no more than 200 words).

3.3.2 The museum provides access to collections/associated information for research and engagement

A museum using the term ‘national’ must recognise its obligation to the museum community as a whole, particularly its role in providing specialist, professional and authoritative expertise and advice to other museums working in the same or similar fields. It must recognise its obligation to national and international scholarship by providing adequate staffing levels and accommodation to deal with such enquiries and by actively publishing scholarly works. Evidence must be provided demonstrating the provision of study and research facilities for academic and public use.

Please describe how your museum’s resources, including staffing levels and accommodation, enable the museum to handle enquiries (no more than 200 words)
Please describe how your museum provides specialist advice to other museums (no more than 200 words).

Please attach a list of scholarly works your museum has published in the last three years (please attach an electronic version or send a hard copy to your assessing organisation).

Please describe the research facilities your museum provides (no more than 200 words).

Please attach a breakdown showing how many people have used the facilities provided in the last 12 months (please attach an electronic version or send a hard copy to your assessing organisation).

Other attachments

Please supply any links to other sources of information about your work.
Monitoring information

Monitoring and reporting information

We may use this information to report to the Government or to monitor the different backgrounds of people who receive grants. We will not use this information to assess your application. If you do not know some of the information or you would prefer not to provide it, you can fill in the ‘Not known/ Prefer not to answer’ box.

How many members are there in senior management and on your management committee, board, governing body or council?

We define an organisation as being ‘Black and minority ethnic led’ if at least 51 per cent of the senior managers, management committee, board, governing body or council define themselves as Black or minority ethnic.

Please give the number of senior managers and members on your management committee, board, governing body or council who are from the following groups. We may use this information to report to the Government or to monitor the different backgrounds of people who receive grants. We will not use this information to assess your application.

**Ethnicity**

**White**
- [ ] British
- [ ] Irish
- [ ] any other white background

**Asian or Asian British**
- [ ] Asian Bangladeshi
- [ ] Asian Indian
- [ ] Asian Pakistani
- [ ] any other Asian background

**Black or Black British**
- [ ] Black African
- [ ] Black Caribbean
- [ ] any other Black background

**Chinese**
- [ ]

**Mixed**
- [ ] Asian and white
- [ ] Black African and white
- [ ] Black Caribbean and white
- [ ] Chinese and white
- [ ] any other background from more than one ethnic group

- [ ] any other ethnic group
- [ ] not known/ prefer not to answer
Disability

We define an organisation as being ‘disabled led’ if at least 51 per cent of the senior managers, management committee, board, governing body or council consider themselves to be disabled.

Please give the number of senior managers and members of your management committee, board, governing body or council who consider themselves to be disabled and the number who consider themselves not to be disabled.

We may use this information to report to the Government or to monitor the different backgrounds of people who receive grants. We will not use this information to assess your application.

☐ disabled ☐ non-disabled ☐ not known/ prefer not to answer

Gender

Please give the number of senior managers and members on your management committee, board, governing body or council who are from the following groups.

☐ male ☐ female ☐ not known/ prefer not to answer

We may use the information requested to report to the Government or to monitor the different backgrounds of people who receive grants. We will not use this information to assess your application.
Declaration

Data protection and freedom of information

We are committed to being as open as possible. This includes being clear about how we assess and make decisions and how we will use your application form and other documents you give us. We are happy to provide you with copies of the information we hold about you, including our assessment of your application.

As a public organisation we have to follow the Data Protection Act 1998 and the Freedom of Information Act 2000. We have a data protection policy, which is available to download from our website.

We also have an information sheet about freedom of information. You must read the How we treat your application under the Freedom of Information Act section of How to apply before you sign your application. This information is also available from our website.

By signing this application form, you agree to the following:

1 We will use this application form and the other information you give us, including any personal information, for the following purposes:

• to decide whether to award Accreditation
• to provide copies to other individuals or organisations who are helping us assess and monitor applications including local authorities, other lottery distributors and organisations that award grants. After we reach a decision, we may also tell them the outcome of your application and, if appropriate, why we did not offer you a grant
• to hold in our database and use for statistical purposes

I confirm that the organisation named on this application has given me the authority to sign this application on its behalf.

I confirm that the activity in the application falls within the powers of the organisation’s constitution or memorandum and articles of association (the legal document setting out the rules governing the organisation).

I confirm that, as far as I know, the information in this application is true and correct.

Do you agree with the above statements?

☐ yes    ☐ no

Name:

Note: You must select ‘yes’ to complete the application.
You have read and understood the section *How we treat your application under the Freedom of Information Act*. You accept how we generally plan to treat your application and other related information if someone asks to see it under the Freedom of Information Act 2000. You accept that the information sheet does not cover all cases, as we have to consider each request for information based on the situation when we get the request.

If you would like us to treat your proposal as confidential information, please tick here ☐

If you would like us to treat your financial information, such as your budget and any business plan, as confidential information, please tick here ☐

If there is any other information you have provided that you consider to be confidential information, please tick here ☐

**If you ticked the above box, please tell us what that information is and your reasons.**

If we offer you a grant and you have ticked any of the boxes above, we would generally treat that information as confidential until your activity ends (according to the date you gave us in this application).

If you would like us to treat that information as confidential after your activity ends, please tick here ☐

**If you ticked the above box, please tell us what that information is and your reasons.**

You agree that we can keep you informed of our work and pass your contact details to organisers of arts marketing activities, conferences and training events.

If you do not want us to keep you informed of our work, please tick here ☐

If you do not want us to pass your contact details to organisers of arts marketing activities, conferences and training events, please tick here ☐
Submitting the form

Please note that when completing the form online, all un-ticked sections (i.e., those not marked with a) must be completed before you can submit the application.

Once you submit your application we will check the following:

- whether your budget balances
- whether there are any incomplete questions on the form (the titles on the left hand side show whether the individual pages are complete
- whether you have allowed sufficient time for us to reach a decision before your activity starts

We will email you a copy of the application for your records. If you have not given us all of the information we need, we will take you back to the relevant pages and ask you to amend or add information.