

Chichester District Council

OVERVIEW AND SCRUTINY COMMITTEE

11 April 2013

The Novium – Post Project Evaluation

1. Contacts

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2. Recommendation

- 2.1 **To receive the post project evaluation report and action plan for The Novium and recommend to Cabinet any further actions required as part of this evaluation process.**
- 2.2 **To discuss and recommend to Cabinet whether the focus of the new marketing strategy contained in the action plan should focus on the Novium as a district museum for local people or a visitor attraction for a wider audience.**

3. Background

- 3.1 The Novium construction project started on site in April 2010 and opened its doors to the public in July 2012. The main contractor was on site for 18 months and the exhibition and fit out of the Museum and Tourist information service took a further 9 months to complete.
- 3.2 The Novium has now been open to the public for nine months and as part of the corporate project management procedure a post project evaluation has been completed with Project Board Members and Officers, attached in Appendix 1.
- 3.3 Two post project evaluation workshops have been completed: one with The Novium Project Board and Project Officers and the second with Novium employees. A review meeting was also held with the Corporate Management Team. These workshops and meeting reviewed the original project documentation regarding success criteria, measurements against this criteria and achievements to date.
- 3.4 The workshops also considered community impact, comments from the community and the questions posed as part of the evaluation process around:
 - Has the project met the expectations and aspirations of the original business case of the Project Initiation Document (PID)
 - What worked well, what didn't work well in the capital delivery, what lessons were learned as part of the process that could be passed onto others.
 - Any actions which should be carried out following the project delivery

- 3.5 The workshops also considered the financial and contractual issues, staffing issues, including resources available during the project and the mitigation of risk during the construction.
- 3.6 These workshops identified a number of areas to be reviewed further to ascertain if the service on offer and the visitor experience can be improved and enhanced. The review meetings also opened up discussion around the main focus of the museum and what the new marketing strategy should be based on. Is the museum a District Museum which is able to protect, store and display the collection and deliver an exhibition programme or in addition to this should the service offer a more commercial approach to the visitor market with added value to increase the dwell time and retail experience.
- 3.7 Appendix 2 provides an action plan based on the feedback to date, for the service and galleries at The Novium and considers the timescale required for each action to be completed. A number of the smaller actions have already been completed as part of the operational service delivery.

4. Consultation

- i. Internal – Project Board
- ii. Contractors

5. Community impact and corporate risks

Not applicable.

6. Other Implications

| Are there any implications for the following? | | |
|---|-----|----|
| | Yes | No |
| Crime & Disorder: | | ✓ |
| Climate Change: | | ✓ |
| Human Rights and Equality Impact: | | ✓ |
| Safeguarding: | | ✓ |

7. Appendices

Appendix 1 – Post Project evaluation
Appendix 2 – Novium Action Plan

8. Background Papers

None