

PERFORMANCE REPORT

Ordsall Hall

October - March 2019



Enhancing the lives of people in Salford

Performance Report for Ordsall Hall October 2018 – March 2019

Key highlights include:

- Recruitment of a number of key roles including; Audience Development and Events Manager, Front of House Assistants and Facilitators
- Successful Halloween activities, over 2,600 visitors to the Hall during October
- Increased usage of the Hall's meeting room
- Large increase in social media followers
- Launch of the Urban Living Programme on the 1st Sunday of each month
- Sold out Father Christmas Grotto and Christmas Concert in Partnership with the BBC Philharmonic Orchestra
- Purchase of a 200 piece Vintage Tea Service with funding from Friends of Salford Museums Association
- Successful launch of Salford's 1st Children's Comedy Club
- Customer Feedback achievement of 4.7/5 across all feedback portals including SurveyMonkey, Facebook, Tripadvisor and Comment Cards
- Sell out Mother's Day afternoon tea event in the Great Hall
- A Wedding Open Day was hosted in March with over 60 attendees

Partnership Working

A new partnership between Manchester Metropolitan University and Ordsall Hall started. This is focussed around delivering haunted theme events, part of Manchester's annual Gothic Festival. In 2018, the Hall partnered with MMU's Departments of English Literature, Art and Design and Psychology to deliver a series of ghost related and story-telling events.

Ordsall Hall Gardens

- A new Head Gardener has been recruited
- Royal Horticultural Society (RHS) audit passed
- RHS courses were fully booked and running efficiently with 100% customer satisfaction and new tutor well integrated into the course
- 4 new horticultural volunteers recruited and experienced volunteers retained, or have become students on a RHS Level 2 course
- 2 bursaries for RHS students at Ordsall Hall awarded by the Friends of Salford Museums Association
- New links with the local community forged – including Nineacres Gardeners, Ordsall Community Arts, Primrose Hill Litter-Pickers, Park Rangers at Peel Park, and Salford Allotment Association
- Exciting plans for the bronze peacock sculpted by the artist Gertrude Hermes to be sited in the gardens at Ordsall Hall. The peacock (sculpted in the 1960s) has recently been restored thanks to a Heritage Lottery Fund grant secured by Ordsall Community Arts
- New plans for a Peacock garden have been drawn up and preparation of ground work started
- Donations of plants, equipment and bulbs obtained from Salford Council

Volunteers

- The volunteer team at Ordsall Hall remains steady
- Over 1,500 volunteer hours have been gifted over the last 6 months. This equates to the equivalent of 264 days (approx.) of support
- Volunteers frequently referenced favourably in visitor feedback:

“Very friendly and informative staff/volunteers”

“Sylvia (Cynthia) was our guide very informative and helpful”

“The volunteers and staff are brilliant”

For more information please see:

<https://ordsallhall.com/>