



**VISIT LISKEARD**  
FOR THE EXPLORER IN YOU

# Liskeard Information Centre

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Update since 26th February 2018

## End of Year Statistics

As you will see from the attached table, visitor numbers in February and March were lower than at the same time last year but overall annual visitor numbers were up 6% and at their highest level since 2011. This is undoubtedly due to the popularity of the displays in the museum drawing in greater numbers of visitors.

Ticket sales were considerably lower as several popular events, including Air Day, did not take place this year. However, gift sales were up 28%, membership was up 40% and our overall profit was 25% higher than last year. This year, for the first time, customers spent the same amount using card payments as via cash sales.

## Completed Apprenticeships

Tina and I have both now completed our apprenticeships, I attained Level 3 Team Leading and Management and Tina attained Level 2 IT Application Specialist.

## Staff Sickness Leave

You may be aware that my colleague, Tina, has been signed off for 6 weeks with a broken ankle. Mandy from the office has been very helpful in providing cover one or two days a week, and between the two of us we have arranged cover for all of Tina's shifts for the duration.

## GDPR Training

SECTA are offering free training sessions about the General Data Protection Regulation (GDPR) which comes into force at the end of May. I will be attending one of the sessions on May 1<sup>st</sup>, as will several of the office staff and some Councillors.

## Security

Following the theft from the donations box earlier this month we have installed a security mirror so that from our desk we can see around the corner to where the box is located, we also now have a wireless doorbell which we can use to discretely alert volunteers in the office upstairs when we need assistance. In addition, a new monitor has been installed in the office so that volunteers can keep an eye on the CCTV.

**Vicky Cutts**

24<sup>th</sup> April 2018