

FREEDOM OF INFORMATION QUARTERLY REPORT

1st January - 31st March 2023

Object Number	Summary of enquiry	Response and Exemptions
FOI/2023/0001	<p>I am writing under the Freedom of Information Act 2000 to request information about the SMG "Partnerships Panel".</p> <p>Please provide information detailing the remit of the Panel and its membership, its terms of reference, and provide copies of agendas and minutes of its meetings to date. I would also like to request a copy of the SMG Investment Policy Statement.</p>	s.36, s.40 and s.43
FOI/2023/0002	<p>I would like to request the following data for each year since 2017 until the present day, or the last day for which data is held:</p> <ul style="list-style-type: none"> • The total number of reported crimes or security incidents occurring at the Science Museum (South Kensington). • The number of crimes reported at the Science Museum (South Kensington) for the following categories: verbal abuse, anti-social behaviour, criminal damage and theft. • The amount of money spent (in pound sterling) on security costs, including staffing, by the Science Museum (South Kensington). 	s.43
FOI/2023/0003	<p>Following the curtailing of running line and suspension of railway operations at the Museum of Science and Industry in the previous years I would like to request some details relating to the railway stock.</p>	Information provided
FOI/2023/0004	<p>1) A list of every complaint received from visitors regarding accessibility or disability from January 2015 to December 2022, broken down by the date they were made and what issue each complaint was specifically about.</p>	s.12

	<p>2) Information regarding any accessibility support. I would like to know about any accessibility support you provide, including but not limited to: disabled parking, audio-described guides, braille resources, large print, subtitled audio-visual material, quiet spaces and ear defenders.</p> <p>3) How many of your front of house staff have received disability awareness training categorised by what this training is; Disability awareness training, Visual awareness, guiding or AD training, British Sign Language training, Dementia Friends, Autism awareness training.</p>	
FOI/2023/0005	<p>1. Does the SMG have active corporate partnerships or sponsorship agreements with any of the following companies? BP Shell Equinor</p> <p>2. If yes, please provide: a. The formal start and end dates for each contract/agreement; and b. A copy of the current contract or formal agreement made between each of the companies specified above and the Science Museum/Science Museum Group.</p> <p>3. If there is no active corporate partnership or sponsorship agreement, please provide a copy of the most recent contract or formal agreement made with that company.</p>	s.43
FOI/2023/0006	<p>The date range for the request is for 2022. The data shall include a breakdown by individual departments (e.g. separate departments, agencies, or public bodies within the main government agency), if applicable. Where data isn't available for the entire year, please provide the data and timescale it relates to (e.g. X emails over the last 90 days).</p> <p>1. How many malicious emails have been successfully blocked/detected? 2. If possible, please provide a breakdown of figures by malicious email type, e.g. spam, malware, phishing, and ransomware. 3. What percentage of malicious emails were opened by staff? 4. What percentage of malicious links in the emails were clicked on by staff? 5. How many email accounts/employees are there within your department?</p>	s.31 and s.38
FOI/2023/0006/001	<p>Thank you for your prompt response to our FOI request. We kindly ask that you reconsider your decision to reject our request, as you were able to fulfill a similar request back in 2021 (specifically regarding question 1). We are interested to know if any changes have occurred since then. FOI/2021/0087</p>	Upheld

FOI/2023/0007	Please would it be possible to see any correspondence between Peter Love, editor Old Glory magazine, and the Science Museum regarding the vintage tractors recently sold at Cheffins auctions.	s.40
FOI/2023/0008	<p>The power rating in kilowatt and how long the electricity is used per day. And preferably 12 months if possible. Or any figure given would be helpful. By used per day, What is the duration of the electricity from the beginning of the day to the end of the day.</p> <p>Collection management - Where the locomotives came from and what did the volunteers do to restore and preserved them. specifically, the steam locomotives. Such as Mallard, steam locomotive number 901, The Great Northern Railway, basically any locomotives that runs using coal as the fuel.</p> <p>Waste management. How much waste is produced and how it is disposed. Waste by how much garbage is thrown away, recycling or general waste. By either through the cafe and or the museum itself.</p>	Information provided
FOI/2023/0009	<p>Please could you provide copies of any monitoring of media reports relating to Museum sponsor Adani that the Museum holds, and any internal communications about these reports? I am interested in the time period since July 2022.</p> <p>This should include any reports saved on Tessitura, and any communications about any reports that were sent to relevant Museum stakeholders. Please include copies of any communications shared with Museum Trustees or members of its Advisory Board, which mention media coverage of Adani.</p>	s.40
FOI/2023/0010	<ol style="list-style-type: none"> 1. Contact Centre – target to organisations we know have a CC a. Do you have a customer/ citizen facing contact centre? If not please skip these questions. b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to? c. How many contact centre agents do you have? d. Do agents work from home? Or just your offices? e. Please confirm the manufacturer of your contact centre system(s) that are currently in place? f. When is your contract renewal date? g. Who maintains your contact centre system(s)? 2. CRM <ol style="list-style-type: none"> a. Do you use a CRM in the contact centre? What platform is used? b. Do you use the same CRM for the rest of the organisation? What platform is used? 	s.31, s.38 and s.43

	<p>c. Do you use a knowledge base / knowledge management platform? What platform is used?</p> <p>3. AI & Automation</p> <p>a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?</p> <p>b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?</p>	
FOI/2023/0011	<p>1. Telephony and UC/ Collaboration</p> <p>a. Please confirm the manufacturer of your telephony system(s) that are currently in place b. When is your contract renewal date?</p> <p>c. Who maintains your telephony system(s)?</p> <p>d. Do you use Unified Communications or Collaboration tools , if so which ones?</p> <p>2. Microsoft</p> <p>a) What Microsoft 365 licence do you have across the business e.g. E3, E5</p> <p>b) Which partner looks after your Microsoft tenant?</p> <p>c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?</p> <p>3. Storage</p> <p>a. Does your organisation use on-premise or cloud storage or both?</p> <p>b. Please confirm the on-premise hardware manufacturer c. Please confirm your cloud storage provider d. What is your annual spend on cloud storage?</p> <p>e. How do you back up your data and with who e.g. Backup as a Service</p>	s.31, s.38 and s.43
FOI/2023/0012	<p>a. Who provides your WAN and internet connectivity and the annual spend on each b. Who provides your SIP trunks and what is the annual spend c. Who provides your WAN services, is this MPLS, SD WAN or Internet, and what is the annual spend d. Who provides your LAN infrastructure and what is your annual spend e. Who provides your WIFI infrastructure and what is your annual spend f. Please confirm the manufacturer(s) of your wired network core and edge switching?</p> <p>g. When was your core network installed?</p> <p>h. Has it been updated subsequently?</p> <p>i. Who maintains your core network?</p> <p>j. When is the contract renewal date?</p> <p>k. Please confirm value of the initial project?</p> <p>l. Please confirm the value of annual support/maintenance services (in £)?</p>	s.31, s.38 and s.43
FOI/2023/0013	<p>I would like to make a request for the following information relating to the authority's current Multi-Functional Devices and printing/scanning services contract(s)</p> <p>1. What services are include in the contact(s)? (e.g. printing vs scanning etc)</p> <p>2. Which supplier is delivering them? (If in-house, please</p>	s.31, s.38, s.40 and s.43

	<p>confirm or if multiple provider please identify them) 3. How many contracts does this entail and what's the award value for each?</p> <p>4. When do these contracts expire and do they have any extensions?</p> <p>5. What is the annual volumetric data (split by Annual Mono and Annual Colour print)?</p> <p>6. What is the total number of devices supplied?</p> <p>7. What Managed Print Service software solution do you use?</p> <p>8. How many Mono MFDs and Colour MFDs do you have?</p> <p>9. What document management solution do you use?</p> <p>10. What High Volume printing devices do you use?</p> <p>11. Were any framework agreements used to procure the goods/services? If so, which ones?</p> <p>12. Any documentation you can provide me with, e.g. the order form 13. What department is managing the contract and who's the decision-maker?</p> <p>14. How many Adobe Acrobat (standard, professional and reader) licenses do you have?</p> <p>15. What is the annual cost?</p> <p>16. When is the renewal date?</p> <p>17. Who is responsible for the contract?</p> <p>18. Do you use any other PDF editing tools?</p>	
FOI/2023/0005/001	<p>Please could you clarify your response? You said: "We can confirm that the Science Museum Group does currently have active corporate partnerships with BP, Shell, and Equinor". However, Equinor is reported in the Guardian as saying the agreement ended in May 2022 (https://www.theguardian.com/culture/2023/feb/16/science-museum-sponsorship-deal-with-oil-firm-included-gag-clause). Also, Shell is not listed on the on your website, although the other companies are (https://www.sciencemuseum.org.uk/about-us/support-us/corporate-partnerships).</p>	Info not held
FOI/2023/0014	<p>1. Details and copies of any correspondence between the SMG and the oil and gas company BP which have taken place since September 2022.</p> <p>2. Details of any meetings or calls that have taken place between staff at the SMG and the oil and gas company BP which have taken place since September 2022. This should include disclosing copies of any relevant agendas, meetings notes or correspondence arising from such meetings or calls.</p>	s.40 and s.43
FOI/2023/0015	<p>1. Does the museum have in place any active non-disclosure agreements (NDAs) or equivalent formal agreements with:</p> <p>a. Members of staff;</p> <p>b. Members of governance bodies, such as trustees or advisory boards;</p>	s.40 and s.43

	<p>c. External partners on contractors? If yes, please provide copies of any such agreements along with accompanying correspondence where they have been communicated to the relevant party with a request to sign such an agreement.</p> <p>2. If the museum does not have any active NDAs or equivalent in place, has it used any such agreements within the last year?</p>	
FOI/2023/0005/002	<p>It can be inferred from the wording of my original request that by 'active' I am implying that there is an existing contract with the sponsor in question and that at the time of making my request, the relevant contract was active and had not yet elapsed or been terminated.</p> <p>You inform me that Shell 'recently supported Our Future Planet' but do not clarify whether the term of the contract for that sponsorship has now ended.</p> <p>With regard to BP and Equinor, you use the word 'continues' which I take to mean that there are ongoing contracts with both companies which are still within term.</p> <p>In the case of Equinor, it did recently confirm in the media that the term for its contract for Wonderlab had concluded in March 2022. Could you please clarify whether that was accurate or not? Or, alternatively, has a new agreement been made with Equinor which might account for this ambiguity?</p>	Information provided
FOI/2023/0016	<p>Please could you send the minutes for meetings subsequent to March 2022 (for which the minutes are already available on the website)? I assume that minutes for any summer and autumn meetings will already have been approved.</p>	Information provided
FOI/2023/0017	<p>I would like a full list of the Science Museum's sponsors and partnerships, and information on how much each company has paid the museum per year. I would like this information for the past five years.</p>	s.43
FOI/2023/0018	<p>Please disclose the top 10 private donors to your institution, year on year, since 2018 (so covering the last 5 years) please. This could include trusts, individuals, companies, institutes and so on.</p>	s.43
FOI/2023/0019	<p>I would like the organisation to provide me with the following departmental documents around ICT and corporate procurement.</p> <p>Many organisations within your region have different document title names:</p> <ol style="list-style-type: none"> 1. 2023/24 IT Department Documents :- these types of documents have detailed information on the department's future plans and strategies. These documents include: ICT Strategy/Plan, ICT Department Plan, ICT Financial Plan 2. ICT Org Chart :- with names and job titles 3. Corporate Procurement Strategy that covers 2023/24 and more. <p>For all the documents I have requested, please provide me with the 2023/24 documents, I only want to only receive documents that are live and valid. If the document is a strategic plan (e.g. 2020-</p>	s.31, s.38, s.40 and s.43

	<p>2025) that covers a set number of years, please provide me with the 2023 version.</p> <p>I also require the full version of the documents i have requested, if any parts of the document is missing, please state this in the response</p> <p>If this cannot be provided, please provide me with information on when this version will be available.</p>	
FOI/2023/0020	<ol style="list-style-type: none"> 1. Any correspondence from 1st January 2019 until the present-day between The Science Museum Group and representatives of Drax Group PLC (including subsidiary companies such as Drax Power Ltd and Drax Biomass Inc). 2. Any internal correspondence from 1st January 2019 between staff and representatives of The Science Museum Group that mention Drax Group PLC (or its subsidiary companies). 3. A list of all meetings that have taken place between 1st January 2019 and the present-day involving representatives of The Science Museum Group and representatives of Drax Group PLC (including subsidiary companies). For each meeting, please include any held minutes, attendee lists, agendas, transcripts, recordings, presentation slides, and documentation that was handed out during the meeting (e.g. flyers or reports). 4. A list of all internal meetings with Science Museum Group staff that have taken place between 1st January 2019 and the present-day where Drax Group PLC (or its subsidiary companies) was discussed. For each meeting, please include any held minutes, agendas, transcripts, recordings, presentation slides, and documentation handed out during the meeting (e.g. flyers or reports). 5. Any due diligence documentation produced by The Science Museum Group concerning Drax Group PLC and its subsidiaries. 6. Details of and relevant documentation for any legal or financial agreements between The Science Museum Group and Drax Group PLC (including subsidiary companies). <p>By "correspondence", I mean written letters and emails, as well as minutes, transcripts, or recordings of calls (by phone or internet), and if possible, any other forms of recorded communication. For each example of correspondence, please provide the date and time it occurred, and where possible, the names and positions of all correspondents and people party to that correspondence, for example if copied in on an email, or present in the room or on a call. Please also include any email attachments.</p>	s.40 and s.43
FOI/2023/0018/001	<p>Internal Review - I'm requesting an internal review of this request, as the museum does not only have its commercial interests to look out for in this instance but also those of the public, to which it owes transparency in funding, as does any publicly funded organisation.</p> <p>The public interest alone, I believe, outweighs the commercial interests of any organisation that doesn't have national security to consider, and that is equally true of artistic, academic, and scientific spaces as it is of political ones.</p>	Upheld - s.40 and s.43

	<p>Firstly as a simple matter, the public has a right to know what kind of institution they are donating to and where its interests lie as customers and consumers.</p> <p>Secondly, the public in this instance aren't passive recipients but go towards funding museums and galleries across the UK themselves, both via government grants paid for indirectly by tax revenue and also through donations, tours, items bought from the shops and canteens etc.</p> <p>Third, if there does not exist a basic understanding of how money is spent and where it has come from, then the potential for it to be misspent is enormous and could well - and indeed has - led to instances of reputation laundering, greenwashing, and other such opaque deals that go wholly against the public interest and interests of the country on a reputational level. I'd argue that the potential reputational damage done over time, coupled with the obvious public interest, far outweighs the commercial rights and interests of any private entity, especially when they want to contribute to public spaces that we all use and share.</p> <p>The very fact that the public is not only 'interested', as demonstrated by protests and multiple news reports, is also underpinned by the fact that we hold, as citizens, a direct financial interest in our National institutions and therefore deserve clarity in how these public institutions are funded. A company, or individual, should not be given carte blanche to throw money at a site used by everybody without any oversight or scrutiny. What a "commercial interest" exemption effectively says is that the public, and members of staff, are not valued as highly as the interests of private enterprise, and protecting those interests, which is the antithesis of how a public institution should act.</p>	
FOI/2023/0021	<ol style="list-style-type: none"> 1. What ERP (Enterprise Resource Management) or Finance system is currently used at Science Museum Group? 2. When does your contract expire? 3. Do you have any planned upgrades of the software? If so, when? 4. Are you planning to go to market for a replacement ERP/ Finance system? If so, when? 5. Who is the person responsible for your ERP / Finance system? Please provide full name, title and contact information if possible 	s.31, s.38, s.40 and s.43

	<p>6. What is the annual contract value of the software?</p> <p>7. Please confirm your intentions regarding whether or not the organisation will join the Matrix cluster or remain independent in terms of your Finance and ERP system?</p>	
FOI/2023/0023	<p>EIR: Do you measure CO2 levels throughout the museum? Do you open windows where available or have portable HEPA air filtration or mechanical ventilation or use FAR UVC or another air cleaning system where opening windows isn't possible?</p> <p>Would you consider having special times for clinically vulnerable people when numbers were limited so visitors could more easily socially distance and feel safer?</p>	Information provided
FOI/2023/0022	<p>1) Can you please provide any suggestions, advice, memos, notes, emails, or other correspondence from the organisation's Stonewall Client Account Manager for the last year to date. This would likely be held by whoever is the liaison for Stonewall at the organisation, perhaps the head of diversity and inclusion or equivalent role. I am specifically looking to find out: "What has Stonewall advised the organisation to do, in terms of policy changes or initiatives?"</p> <p>2) Could you please provide any similar policy changes or initiatives advised upon any outside bodies groups: Mermaids and Gendered Intelligence. Could you please provide any documentation from these outside organisations, for example, an advice booklet or guide on how to implement these changes. Could you please provide information for the last three years up to date if possible</p>	Info not held
FOI/2023/0004/001	<p>1) A list of every complaint received from visitors regarding accessibility or disability from January 2017 to December 2022, broken down by the date they were made and what issue each complaint was specifically about.</p>	Information provided