



2024 to 2027 Business Plan

Service: Eldon House

\$0.00

Cost per day for the
average rate payer
(2024 to 2027)

0.04%

Of the 2024 to 2027
City of London Net
Property Tax
Supported Budget

Who we are:

- Eldon House is a community museum dedicated to the preservation, presentation and interpretation of London Ontario's "oldest home", through the lens of four generations of the Harris Family.
- Eldon House has a commitment to acquiring, conserving, researching, interpreting, promoting and exhibiting material culture that best illustrates the history of Eldon House and London, the Harris family, and the people who worked in the house from the period of 1834 to 1959.
- The heritage resources of Eldon House are held in the public trust and aim to provide meaningful and enriching engagement, serving a diverse audience of visitors. As well as education and research, the Museum interprets and promotes local, regional and national history.

What we do:

- Eldon House is a distinct community heritage destination, committed to empowering our visitors and participants to explore and preserve our local and Canadian history through the life and times of the Harris Family; escape to a unique oasis in downtown London; and engage in learning, fun and lived experiences. Eldon House works and partners with local businesses, museums and not for profit organizations to enrich and strengthen offerings for community engagement.

Why we do it:

- **Traditional** - The Ontario Heritage Act provides the City of London with the ability to pass by-laws to designate properties of cultural heritage value or interest. Eldon House is listed on the City of London's Inventory of Heritage Resources. Eldon House is also recognized as a valuable Historic Site provincially by the Ontario Heritage Trust and the Ministry of Culture and Sport. Due to the unique value of the collection and accompanying archive material, Eldon House is currently pursuing National Heritage Site Status.

The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2024	2025	2026	2027	2024 to 2027 TOTAL
Gross Operating Expenditures	\$362	\$379	\$396	\$414	\$1,552
Other Revenues	\$0	\$0	\$0	\$0	\$0
Net Tax Levy Supported Operating Budget	\$362	\$379	\$396	\$414	\$1,552
Total Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Full-Time Equivalents (FTE's)	5.5	5.5	6	6	N/A

Reflects 2024 to 2027 approved City budget as of March 1, 2024.

Linkage to the 2023 to 2027 Strategic Plan

This service supports the following Strategic Areas of Focus in the 2023 to 2027 Strategic Plan:



**Reconciliation, Equity,
Accessibility, and
Inclusion**



**Economic Growth, Culture,
and Prosperity**



**Housing and
Homelessness**



**Mobility and
Transportation**



Wellbeing and Safety



**Climate Action and
Sustainable Growth**



**Safe London for Women,
Girls, and Gender-Diverse
and Trans People**



Well-Run City

Environmental, Socio-economic Equity and Governance (ESG) Considerations

Environmental, Socio-economic Equity and Governance Profile for this service:



Environmental:

- Eldon House operates as a historical museum that exhibits, preserves and protects a sizable material culture collection within historical buildings situated on a landscaped greenspace. The organization balances the needs of the heritage buildings/collection and physical-plant structure and has been progressing toward low emissions, carbon neutral and energy efficient models where possible. Eldon House operations do not include any new greenhouse gas emission sources nor are expected to have any impact on community adaptation and resilience, but rather, is mindful and active in reducing the environmental impact.

Socio-economic Equity:

- House Heritage Site and Gardens endeavors to provide its services and programs in a way that respects the independence and dignity of all persons and encourages integration and equality of opportunity. The Museum is committed to preventing, identifying, and removing barriers that impede the ability of all persons to access our services and programs, and is active in designing engagements and practices that are targeted to diverse audiences. Eldon House outlines in its Accessibility Plan the established and implemented practices and procedures consistent with its goal of compliance, as well as its commitment to excellent customer service for all, and is committed to meeting the requirements of applicable legislation, including the Ontario Human Rights Code and Accessible Canada Act (ACA).

Governance:

- Eldon House is a Board and Commission of the City of London, with a nine-person appointed Board of Directors, whose term coincides with City Council. The Governance Board conducts public monthly meetings and has a series of standing committees for specific areas of operation and oversight. Key governance concerns continue to be centred on the care, collection and preservation of the Eldon House site, financial health and stability, mitigation of risk and site

and stakeholder safety as well as the enactment of the Eldon House strategic plan, whereby the museum ethically and creatively engages with a diverse audience year-round.

The following section provides an overview of the key activities the service plans to undertake from 2024 to 2027 to implement the Corporation's 2023 to 2027 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

Service Highlights 2024 to 2027

Nine actions have been put forward by Eldon House in alignment with the City of London's Strategic Plan in a variety of areas. These actions expand on Eldon House's own commitment to:

- Preserving Our Valued Heritage Resources - focusing on the ongoing preservation and narratives associated with Eldon House, its artifacts, diaries and grounds. In order to fully utilize the heritage assets of the site, professional collections management and conservation of the artifacts in combination with regularly changing the narratives/stories are continually a priority in order to preserve and protect the historical fabric of the collection and heritage buildings, as well as to increase visitor interest and cultural connectivity.
- Achieving Visitor Growth Through Diverse Experiences - connects with the importance to generate greater visitation to Eldon House and participation in its multitude of programs and events, with a particular emphasis in creating visitor experiences that align with the different interests of visitors by age, cultural background, education or other perspectives. This priority involves the use of more virtual and interactive experiences on and off site, as well as active efforts to engage with the key residential and business growth and infrastructure developments that are occurring in the Downtown area in order to generate new visitation, partnerships and to build on other opportunities that are available. Eldon House additionally is highly committed to Diversity and Inclusivity and has directed its efforts in creating diverse opportunities for exploration, education and expression.
- Building Our Capabilities to Deliver – these enablers include increasing the staff and volunteer skills and levels in order to drive the multiple dimensions of the current operations and proposed Eldon House strategies. It also involves developing a culture of continuous improvement, innovation and creativity, flexibility and adaptability. The primary goal in this area relates to the creation of a safe environment for our visitors, stakeholders and staff, in the currently unsettled area Eldon House inhabits in the Core.

Risks and Challenges Anticipated in 2024 to 2027

Short-Term:

- The limited capacity to grow with the current staffing.
- Impact of Downtown Core issues/perception on visitorship.
- The limitations of the current funding.
- Security of assets and staff/visitors in light of growing issues of vandalism and deviant behaviour evidenced regularly on site.
- Operating cost of physical plant infrastructure.

Medium-Term:

- The depth of community awareness and understanding of what Eldon House is.
- Perception of the downtown core as being dangerous/unsavory due to issues of homelessness and drug use, thereby limiting usership of the museum.
- Keeping relevant in the changing visitor demographic.

Other reference information and links:

- Link to the [Eldon House Website](#)

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