

# South West Museum Development Programme

## Sustainable Volunteering Service 2015-18



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# What does the new service provide?

- Information & Resources
- Expertise
- Specialist Support & Advice
- Ideas and Inspiration
- PLUS – enhanced support:
- Project funding
- 'Micro-consultancy' support



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# Why?

to enable volunteer involvement to **flourish**  
at **every** level of every museum in the South  
West



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# Why this service?

- Research into support for volunteering in 2013-14, carried out by an independent consultant.
- You participated and told us what you needed.
- This service responds directly to the needs expressed...



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# Why this service?

- Specialist expertise
- Delivered through existing local networks
- Alongside brokerage – help to link together, with other bodies, or with funding, to test new approaches
- **Key issues:**– diversifying, succession planning worries, improving governance, improving volunteer management



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# Information and resources



## Case Study 1 - Challenging Disability

### The challenge



We felt that people with mental and physical disabilities were significantly under-represented in our volunteer workforce and we wished to address this.

### What we did

Our new Volunteer Coordinator (10 hours per week) was given a brief to recruit particular under-represented groups, including those with disabilities. At about the same time we were approached by a local voluntary organisation about possible opportunities for young people and adults with mental health and physical disabilities to work in the museum. We went about recruiting them in exactly the same way as all other volunteers, interviewing them for roles, asking them what they preferred to do and giving them appropriate training. We have a policy that volunteers should be allowed to 'have a go' and if they make a mistake, 'the world is not going to come to an end'. This policy has given all volunteers, with a disability or not, great confidence and enabled them to grow in their roles in a very real way.

Current disabled volunteers are carrying out roles including: collections care, IT systems and data entry. Their disabilities are no barriers to the work they do or their enjoyment of their work. We like to feel they are not disabled but enabled!

### Resourcing and management

No additional or special resourcing was required for this work as it has been integral with the management of all volunteers. If anyone has any concerns about the welfare of one of our 'disabled' volunteers, the museum has a specific contact with whom they can discuss whether the museum is doing all it can to make the volunteer feel comfortable and confident in their role. All volunteers help each other out and take responsibility for each other and this has proved no different with volunteers with disabilities.

### High points/ successes

Watching people blossom and grow in confidence in their roles has been a real high point of this work. Our volunteers seem to gain a new belief in themselves, learn new skills and overcome real difficulties. It is a privilege to watch and a wonderful community role for the museum.

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# Expertise

## Officers:

- Are trained to ILM level 3 or above in volunteer management
- Have experience of
  - running museum development projects
  - Brokering partnerships
  - delivering training via the Museum Skills programme
  - working with voluntary organisations and in museums



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# Expertise

- Service activity and campaigns directed by a Steering Group with representation from...
- The National Trust
- SWMDP Board
- Museum Development
- The Arts Council Bridge – RIO
- Major Partner Museums



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# Specialist support and advice...

- Accessible to **every** museum that is accredited or working towards accreditation...
  - At your County Network Group
  - Via your MDO
  - By email
  - By phone
  - Through our resources and case studies



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# Ideas and inspiration

- Through the **Museum Volunteer Forum**
- **Providing peer support; training; case studies**



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Home | Blog | About Us | Support | **Projects & Grants** | Training | Publications & Resources | Accreditation

[home](#) > [projects & grants](#) > heritage volunteer forum

**Heritage Volunteer Forum**

The Heritage Volunteer Forum is a community of interest for those managing or supporting heritage volunteering in the South West.

The group develops and shares best practice in heritage volunteering. It supports activity which raises standards around volunteering, including: research, training, project work, briefings and advocacy to encourage the adoption of '[A Volunteer Framework for South West Museums](#)'.

The Workforce Development Officer, Eleanor Moore, organises the activities of the Heritage Volunteer Forum. These activities are directed by a steering committee drawn from the museum and heritage community in the South West. The steering group includes key stakeholders and its membership is reviewed annually.

To find out about joining the Forum and about related events and activity, please email [Eleanormoore@bristol.gov.uk](mailto:Eleanormoore@bristol.gov.uk)

Projects & Grants  
Collections  
**Heritage Volunteer Forum**  
Small Grant: Big Improvement  
Sustainable Conservation  
Projects 2012-2015



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# Helping to shape our campaigning agenda

 **SWMuseumDevelopment** @swmuseums · Jun 4

#volunteersweek Volunteers drive everything @MuseumComputing making the museum an unusual and interesting experience.



 [View photo](#)

 SWMuseumDevelopment retweeted



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# Plus advanced support

In Years 2 and 3

- Building on pilot project models
- Open to museums in areas where local authorities contribute financially to museum development



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# Pilot project model

## No. 1 the Royal Crescent

- Micro-consultancy support from RIO
- Brokered SWMDP's Sustainable Volunteering Service



**No. 1** ONE ROYAL CRESCENT

No1 Royal Crescent is one of Bath's leading museums and we are looking for young people to join our dedicated team of volunteers.

- Meet new people
- Develop new skills
- Practical experience to go on your CV

Weekday and weekend roles available.



If you have an interest in history and are looking to gain valuable experience please get in touch:

Emily Hellewell, Volunteer Co-ordinator  
T: 01225 428126  
E: [volunteers@bptrust.org.uk](mailto:volunteers@bptrust.org.uk)



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# Project funding

- Joint bids will be made on behalf of clusters of museums or county networks....
- To increase partnerships, so that museums involve volunteers of all ages and backgrounds in new ways
- To increase skills and capability so that good practice in volunteer management flourishes



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# Sustainable Volunteering Officers

Eleanor Moore

email: [eleanor.moore@bristol.gov.uk](mailto:eleanor.moore@bristol.gov.uk)

Jan Horrell

email: [jan.horrell@bristol.gov.uk](mailto:jan.horrell@bristol.gov.uk)



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