

### **Alternative Management Team meeting – Monday 1 June 2015**

AMT members discussed the role of the AMT (a strategic role or more focussed on service delivery), and about how we can best work together with members of the senior management team (SMT) in the new Our Museum structure:

- members of SMT will come to our meeting on 3 August, or otherwise to our September meeting (depending on progress of Our Museum programme)
- in our meeting with SMT in August/September we will discuss feedback on and make decisions together about suggestions and questions that have come up from other Our Museum activity strands
- we talked about who within TWAM makes decisions about what, and how this might impact on the role AMT has / would like to have within TWAM (should AMT meet with SMT, or rather with venue managers / other staff? depending on strategic / delivery focussed role)
- some of the conversations in our meeting on 6 July will hopefully help to further shape our way of working

### **Alternative Management Team meeting – Monday 3 August 2015**

#### **Community Engagement Framework**

\*AMT members discussed a critical friend's reflections on the AMT / Senior Management Team / venue managers meeting on 6 July (document: 'Towards a Community Engagement Framework for TWAM'):

- AMT members very much agreed with the critical friend's suggestion to make the development process of the framework more explicit (page 1) – there was no time to discuss in this meeting, but could be looked at on 5 August?
- Team members suggested communicating to staff and community partners through a short paragraph the purpose of the framework and how it will be developed (page 1). This should be done as soon as possible and needs to be followed up by further communications. Could a conversation about the framework be part of a 'Knowledge Exchange Event' at TWAM?
- Team members suggested including in the framework an overview of the process that people will go through when making a suggestion / request to TWAM – this will create more transparency and clarify to both community partners and staff what they can expect from each other. (It might include a response time, for example, and a standard form that can be used for questions / suggestions).

AMT members will bring examples from different organisations / departments to the meeting on 5 August, or to the next AMT meeting in September:

- Barnardos
  - U3A
  - TWAM volunteers
- Group members discussed possible changes to the role of the AMT, to fit in with the proposed suggestion / request process:
    - Could staff and community members who make a suggestion to TWAM be allocated a 'link person' – a member of the AMT who supports them to go through the suggestion / request process, and who represents their idea at AMT / SMT meetings
    - Could AMT apply for funding to support suggestions / requests from staff / community partners (possibly use as 'seed funding' to support bigger grant applications). It would be good to invite development team member 1 or development team member 2 from the development team at TWAM to an AMT meeting to discuss further.
  - We need to make sure the framework is useful to staff and community members.

\*AMT members discussed the first draft of the Community Engagement Framework:

- Heading: Suggested content for community engagement framework
  - The message from the director is the rationale for the framework, and should include TWAM's ethos for engagement work.
  - The gateways for involvement could include case studies, as examples of people who have engaged with TWAM in different ways.
  - The principles should be practical, they are the commitment of TWAM to engagement work.
- Heading: How do we define community:
  - Suggested text: That's a big question. People have written books on the term community. What we mean by community is anyone beyond the museum. Communities are created when people are connected to a network of other people.
  - Slogan: We communicate. We engage. We are a community.
- Heading: Who is the community engagement framework for:
  - Suggested text: We would like staff, volunteers, our governing body and existing and future community partners to feel that the framework is useful to them.
- Team member 1 and team member 2 have recently written a document of guiding principles for working together with volunteers at TWAM which they will share with us as an example.

### **Questions / suggestions from Our Museum activity strands**

\*The issues, questions and suggestions below have come to AMT through the Our Museum activity strands. AMT and SMT will discuss these in their meeting in September, and decide on responses to the relevant people:

- Gate Openers – in what ways could a management team publicly respond to suggestions that have been made by staff / members of the public?
  - Our Museum activities should be open to all staff, including FoH staff for who it is often more difficult to leave their position / role – how might they have the opportunity to participate too?

- Conversation Space – how might TWAM encourage staff to participate in development opportunities, that are not always directly linked to their work (but still valuable, working towards a working culture of conversation, sharing and reflection)
- Communities & Collections – how can access to object stores best suit the needs of curatorial staff and non-curatorial staff? (curatorial staff are developing a training programme for non-curatorial staff to support them to access the stores)
- Open Minds – what might be the value of a collection of sounds (or other digital 'objects') collected by museum staff and community members alike (would the sounds be accessioned as objects, for example).