

## **Staff tours**

Staff tours were devised for the staff to go into the communities and then build confidence, bring about cultural awareness, have a better understanding of what is going on in the community. That way, if they have any questions they can ask the community themselves. You know, dispel any kind of rumours, like St Paul's, it is not a drug den, they were welcoming to the staff and I think that really helped to build their confidence. You know, they can see the community artwork. Those kind of things, you know, going to see the elders, speaking to them and speaking to people on the street. It helped the staff have a better understanding, and myself, of how we, as a group, can work together. And what struck me the most about the tours was the feedback from the staff. Because I, as a community engagement officer, already know what the community feels and how the community feels. So it was more important for the staff to get that same confidence that I have and to let the community know who they are, and what they do in the museums.

So being a cultural tourist for the day  
was at first a bit uncomfortable,  
but actually when you get over that,  
it is really valuable. It was a really interesting day.

So there was a quite large gap  
between the Muslim community  
and Museum community.

So when we went to visit the Mosque  
it was really eye-opening, but I realised there is a real  
willingness on both sides to start working together  
and to communicate more effectively.

It was a reminder to staff that the Islamic community was  
interested in all types of history.

I think one of the main outcomes  
from the tours was the media contact that they made.

So now they can go into the communities  
and let them know what is going on.

And they will post that  
in their newsletters or they will announce  
on the Ujima radio station, for example.

The staff tours were very useful  
because they build relationships  
going into the community.

You can't just say,  
"Go to the community one time,"  
you have to continue that relationship.

The tours gave loads of insight to the staff.

They are very, very confident now  
and they feel comfortable  
because, before, they didn't have a chance  
to go out to the communities.  
Because their job kept them  
behind the doors and not going outside the doors.  
So it is very important that now they understand  
that this is what they have to do.  
And it is okay to do that.  
It is not having a jolly, you're actually working.