

**Extract from**

# **OUR MUSEUM REPORT**

**Year 1: 2012 - 2013**

**St Fagans: National History Museum**

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**Milestone 2: Establish a structure for keeping a journal**

**Milestone 4: Develop and Implement a joint training programme**

## Overview

At St Fagans the Our Museum initiative takes the core principle of developing active partnerships between communities and museums and has focused on building and sustaining a community of volunteers.

Over the next decade, the aim of Amgueddfa Cymru – National Museum Wales is to create in St Fagans the most important national and international centre for the enjoyment, understanding and study of the lives of the peoples of Wales. St Fagans has always been a museum of the people for the people, built on contributions of generations of people from across Wales. However it still does not achieve its potential to reach all the peoples of Wales, to be truly culturally democratic and driven by the social needs of contemporary Wales. Developing the facilities and spaces necessary for this is a major redevelopment project funded by Welsh Government and the Heritage Lottery Fund (HLF). The new philosophy for St Fagans aligns with our work as part of the Our Museum initiative. The culture change we have started with our Community Partners focusing on broadening the volunteer base and embedding opportunities for volunteers in all aspects of the Museum's work is also influencing other areas of the redevelopment as a whole. This is particularly true of our work in communicating and sharing decision making with our Community Partners.

The application for involvement in the Our Museum initiative was submitted to the Paul Hamlyn Foundation and funds granted in March 2012. The engagement work done as part of developing the Activity Plan for the redevelopment of St Fagans and as part of developing the application for funding from the Paul Hamlyn Foundation provided important links with some key Community Partners from public and third sector organisations. Once funding was established the Engagement Team was further developed to include Museum Trustees and additional Community Partners.

Once the Engagement Team was established the milestones for Year 1 were developed and agreed together with the Paul Hamlyn Foundation, to complement the Our Museum key outcomes and the strategic objectives of the bid whilst adding value to the Activity Plan for the redevelopment project. What follows is the report for Year 1 against said milestones, documenting the development of the scheme at St Fagans, the

relationships that have grown from it and the new approaches and ways of working that have been explored in the process.



**Community Partners volunteering at St Fagans**

## Milestone 2: Establish a structure for keeping a journal

Milestone 2 occurred as a direct result of the workshop with the Our Museum Director and evaluation staff discussing ways in which each organisation taking part could record the journey in an innovative and creative way to enable the sharing of lessons learnt. The Engagement Team have worked together to establish and develop a structure for keeping a journal, an ever evolving process.

### How do we know we've succeeded in creating change? What is different?

The following **progress against the Milestone** has been achieved:

- Teamwork set up as a means for communicating between the engagement team.

*Hurray! Well it's looking good! I'll try it out with all the others now. Cheers, Beth*

Extract from Teamwork 03.05.12, Beth Thomas, Keeper of Social & Cultural History

- Projects journals established on teamwork linked to the Our Museum outcomes. Engagement team adding to journals as project progresses.

*As discussed in the Partners meeting on 12th September, we are setting up Notebooks for each of the 4 Our Museum Outcomes. This is the Notebook for Outcome 1 - Rooted in Local Needs. Please feel free to add your comments/thoughts on our progress*

Extract from Teamwork posted in the Rooted in Local Need Outcome Journals 13.09.12 by Loveday Allen, Our Museum Coordinator

- All meeting and events are capturing and archiving via filming, photography and written records.
- Blogging project updates on NMW website.



Engagement Team meeting 11<sup>th</sup> June 2012

## What evidence do we have?

- Record of dialogue and activity between the engagement team captured on Teamwork.
- Testimony in the form of film/photos/media resources.
- A record of the workshops and events organised and also the materials produced.



Community Partners taking part in Celtic Copper beating activity with Ian Daniel, Celtic Village Interpreter

- Registration sheets of attendances at all meetings
- Agendas, minutes, action points etc from meetings/events recorded on Teamwork with automated reminders of upcoming Milestones and associated tasks.

The screenshot displays the Teamwork project management interface for the 'Our Museum PHF initiative - St Fagans'. The interface is divided into several sections:

- Calendar:** A calendar view on the left shows dates from March to May 2013. The date 10th April is highlighted in yellow.
- Milestones:** A list of milestones is shown on the right, including:
  - April 10:** Volunteer Taster Day - woodland clearance (21 days away). Responsible: Loveday A.
  - April 12:** Volunteer Taster Day - woodland clearance (23 days away). Responsible: Loveday A.
  - April 18:** Partner meeting 10-1pm (29 days away). Responsible: You + 17 others.
  - June 10:** Partners meeting 10-1pm (82 days away). Responsible: You + 17 others.
  - August 11:** OM Partner Meeting 10 to 1pm TBC (114 days away). Responsible: Loveday A.

## Successes, challenges and resources

### Aspects that worked well

- Establishing a means of communicating with partners and capturing reflection via Teamwork early on in the process.

During our initial meeting with PHF, we discussed keeping an online journal. I hope that this will be a means of doing so. We can all add information or thoughts, and restrict this part of our Teamwork site to whoever we please, while opening up other parts to volunteers etc for contributions. At least that is the theory! The more we get to know our way around Teamwork, the better we will understand which elements (perhaps all!) are part of our journal, and how best to post information. Please play around and let me know what you think.

Extract from Teamwork Journal 08.05.12 Beth Thomas, Keeper

- Involving partners in establishing the journal.
- Holding a brainstorming session on what would work well, different approaches/methods.

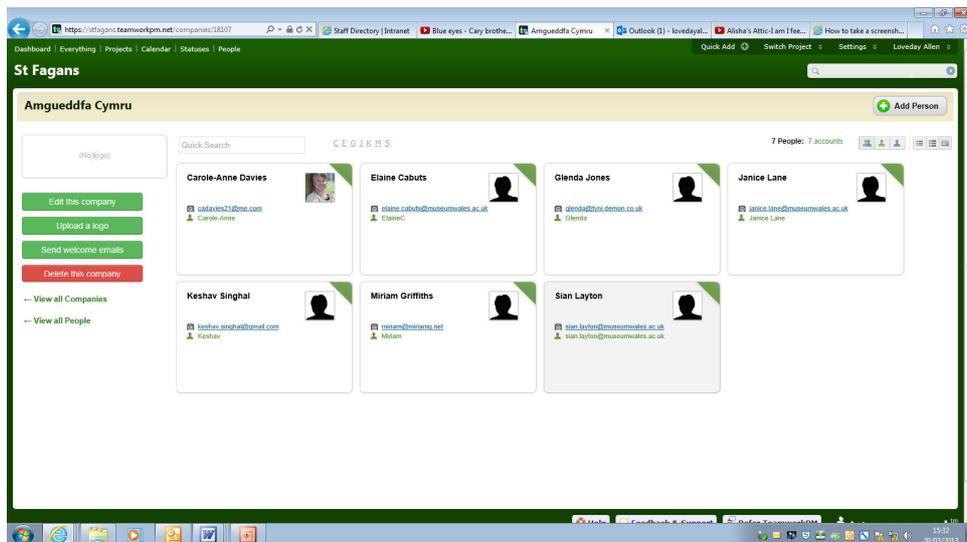
### Aspects to develop further

- Further integrate other staff into the development of the journal e.g. Museum Assistants, Audio Visual Technician, Curators.
- Find ways of sharing the lessons learnt within the sectors involved and beyond.

### Obstacles encountered and actions taken

- Internal barriers to participation in keeping a journal, both departmental and individual, for example issues of incompatibility with the Museums ICT systems when trying to establish an online communication tool

- **ACTIONS TAKEN:** Worked with the ICT Department to find a tool that was compatible with the ICT systems – Teamwork PM.
- **ACTION TAKEN:** Staff members involved in the recording process to ensure a high quality and standards and to demonstrate the commitment to the archiving process e.g. Pascal Lafargue, Audio and Visual Technician has been integral to the filming, recording and archiving of meetings, events and volunteer activity.
- **ACTION TAKEN:** Several Museum staff members (not all of who are actively engaged in the Engagement Team) and Trustees have joined Teamwork



## Resources Used

- Teamwork
- Time of Engagement Team members
- Funding from PHF
- Other museum staff e.g. Pascal Lafarge, Audio Visual Technician responsible for recording and archiving meetings and events.

## Who was responsible for implementation?

- The Engagement Team
- NMW Trustees
- NMW Staff Members

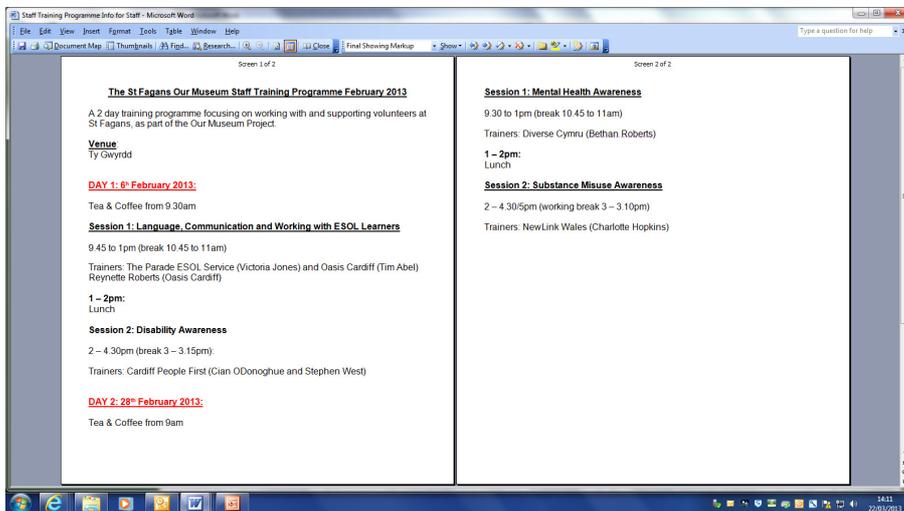
# Milestone 4: Develop and Implement a joint training programme

This Milestone came out of the recognition for the training needs that existed both within the Museum and the Community Partner organisations. It was felt that by developing a tailored made programme together we could meet the needs of all involved whilst maintaining the collaborative ethos of the project and gaining from sharing specialist knowledge, skills and experience.

## How do we know we've succeeded in creating change? What is different?

### Progress against Milestone

- Training programme developed for internal staff at the Museum with the help of the Community Partners



- Training rolled out to Heads of Section, key staff members and specific departments who are/will be working closely with volunteers.
- Evaluation of training to date carried out. Overall response extremely positive.

	Cytuno'n Gryf Strongly Agree	Cytuno Agree	Niwtral Neutral	Anghytuno Disagree	Anghytuno'n Gryf Strongly Disagree	Rati Cou
Roedd yr hyfforddiant wedi cwmpio a fy nisgwylidadau. The training met my expectations.	44.4% (4)	44.4% (4)	11.1% (1)	0.0% (0)	0.0% (0)	
Byddaf yn medru rhoi ar waith y gwybodaeth a'r sgiliau a ddygais. I will be able to apply the knowledge and skills learned.	22.2% (2)	77.8% (7)	0.0% (0)	0.0% (0)	0.0% (0)	
Roedd trefn y cynwys yn dda ac yn haws i'w ddilyn. The content was organized and easy to follow.	55.6% (6)	44.4% (4)	0.0% (0)	0.0% (0)	0.0% (0)	
Roedd yr hyfforddwr yn wybodus. The trainer was knowledgeable.	88.9% (8)	11.1% (1)	0.0% (0)	0.0% (0)	0.0% (0)	
Anogwyd pawb i gyfranogi a rhwygweithio gyda'i gilydd. Class participation and interaction were encouraged.	77.8% (7)	22.2% (2)	0.0% (0)	0.0% (0)	0.0% (0)	
Roedd amser digonol ar gyfer cwestiynau a thrafodaethau. Adequate time was provided	22.2% (2)	55.6% (6)	11.1% (1)	11.1% (1)	0.0% (0)	

- Training requests from several departments.

- Changing attitudes within the Museum towards working with and supporting others and meeting the needs of volunteers rather than being purely driven by the Museum's needs.

*Hopefully by meeting new situations with a bit more sensitivity than I might otherwise have done, and by shifting my emphasis away from what we need from people", towards "what we can offer them"*

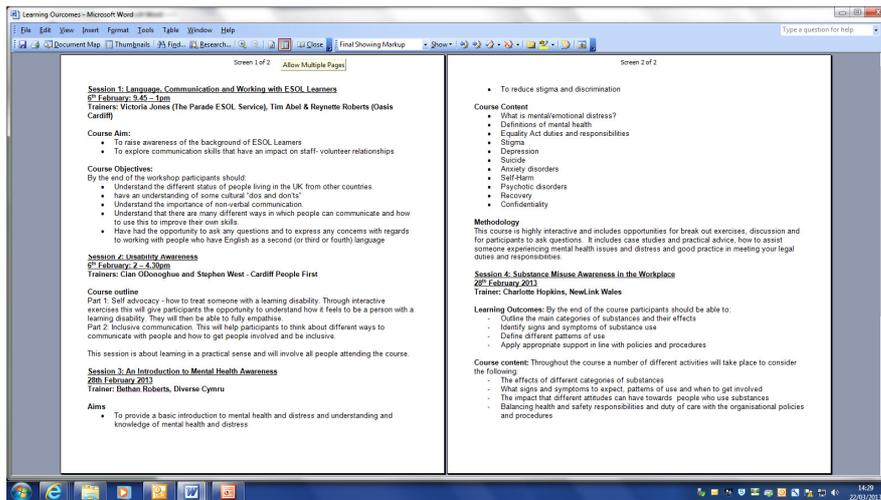
Feedback from staff member on Mental Health Awareness and Substance Misuse Awareness training that took place on 28.02.13 posted on Survey Monkey 04/03/13

- Community Partners taking part in training and development activities at St Fagans, e.g. the Volunteer Day on 5<sup>th</sup> November 2012.
- Museum staff attending external training courses, seminars and conferences delivered and facilitated by the Community Partners and other organisations external to the Heritage Sector, e.g. Our Museum Co-Ordinator attended the two day course in Mental Health First Aid delivered by Diverse Cymru in September 2012.
- Volunteer Induction Programme being developed by Museum staff, Community Partners and the Volunteer Forum, to be rolled out across Amgueddfa Cymru from April 2013.
- Volunteer training and development programme being developed in partnership with staff, Community Partners and the Volunteer Forum to be introduced during Year 2.

### What evidence do we have?

- Feedback from staff that attended, collected via Survey Monkey
- Verbal feedback from trainers (planning to hold evaluation session with all trainings to gather feedback and consolidate ideas for future sessions).
- Photos of training sessions, showing staff working and learning together
- Training programme

- Course Outlines and Learning Outcomes for each session



- Training materials
- Delegate list

The screenshot shows an Excel spreadsheet with columns for Job Title, Attending, Not attending, and Dietary Requirements. It lists staff members and their attendance for two training sessions.

Job Title	Attending	Not attending	Dietary Requirements
Head of Museum (St Fagans)	x (pos not attending afternoon)		NA
Chief Conservator, Social and Cultural History	x		NA
Curator - Domestic Life (acting Chief Curator)		x	NA
Head of Buildings & Estates Management		x	NA
Head of Historic Buildings Unit	x		NA
Estate Manager	x		NA
Visitor Services Manager	x (pos not attending afternoon)		NA
Assistant Visitor Services Manager	x		NA
Activities Co-ordinator/Event Team Manager	x (TBC)		NA
Curator of open air and Neolithic archaeology	x		NA
Curator of Contemporary Life	x		NA
Curator, Costumes & Textiles	x		NA
Celtic Village Interpreter	x		No honey
Interpreter Oral 1	x (only able to attend in afternoon)		Vegan
Sustainability Facilitator	x		NA
Learning Officer	x		NA
Our Museum Project Coordinator	x		NA
Events Officer	x		NA
Day Supervisor	x		NA
Audience Engagement Facilitator	x		NA
Head of Museum (Oasis Cardiff)	x		NA
Head of Museum (Oasis Cardiff)	x		NA
Head of Museum (Oasis Cardiff)	x		No pork
The Parade ESOL Service	x		Gluten free Dairy free
Cardiff People First	x		NA
Cardiff People First	x		Yes
Total		25/24 for lunch	

- Invoices from trainings/financial records

## Successes, challenges and resources

### Aspects that worked well

- Working with the Community Partners to develop the programme

- Taking advice from the Community Partners regarding what to include and which organisations to approach regarding delivering certain areas/courses
- Developing partnerships between Partners who may not have worked together in such a way before

*I want to thank the group who came to the training I helped deliver. This was the first time I have co-delivered training with Oasis and it is always slightly nerve-wracking to deliver a new session...[The staff] seemed genuinely interested and I hope that they gained a new insight into some of the realities of asylum seekers and refugees. I hope that the communication elements were useful as well. It was a very enjoyable session and I thought the group were very receptive and asked some great questions.*

Extract from Teamwork posted  
15.02.13 by Community Partner The  
Parade ESOL Service

- Paying the Partners for delivering sessions

### Aspects to develop further

- Continue to develop the training programme with Museum staff and Community Partners
- Roll out training to other areas of Museum, ultimately resulting in all staff having received training in key areas around working with and supporting people
- Develop opportunities for Community Partners to take part in further training and development activities at St Fagans
- Develop shadowing opportunities for Museum staff and Community Partners
- Continue to develop training and further development activities for volunteers

## Obstacles encountered and actions taken

- Unease/lack of interest about taking part in training from staff members
  - **ACTIONS TAKEN:** Discussed training needs/requests with staff members and Involved staff in the development of the programme
- Pace of the Museums internal mechanisms meant that carrying out a Training Needs Analysis on a broader basis was impossible within the time frame
  - **ACTION TAKEN:** Carried out informal TNA at St Fagans and developed training programme on that basis, with the support of the HR department when required, e.g. researching previous training that had taken place/been on offer to staff

## Resources Used

- Funding from PHF
- Training providers
- Time of the Engagement Team
- Staff time – to attend courses
- Catering/refreshments
- Room/venue
- Training materials/stationary/printing/certificates
- Equipment for training delivery

## Who was responsible for implementation?

- Our Museum Co-Ordinator
- The Engagement Team
- Training Providers: The Parade ESOL, Oasis Cardiff, Cardiff People First, Diverse Cymru, NewLink Wales