

This document will be reviewed annually to ensure that Valuing Voices reflects the changing requirements of the communities that TWAM serves.

You can find this document on our website: twmuseums.org.uk/about/valuing-voices

You can find key documents about TWAM's policies at: twmuseums.org.uk/corporate-publications-and-policies

If you are interested in becoming a volunteer at TWAM, please contact: volunteering@twmuseums.org.uk

If you would like to contact us about Valuing Voices, please use the contact details below:

Tyne & Wear Archives & Museums
Discovery Museum, Blandford Square
Newcastle upon Tyne, NE1 4JA

Email: info@twmuseums.org.uk
(please mention Valuing Voices in the subject line)

Tel: (0191) 232 6789 Fax: (0191) 230 2614
Textphone: 18001 0191 232 6789



Being a member of MAGDAG puts us in a position to influence or change the way TWAM does things



MAGDAG member

ADVISORY GROUPS

Local people can also influence TWAM through a number of different steering, advisory and friends groups.

Advisory groups for the four strands of the Outreach Programme:

Recovering Identities through Culture and Heritage (RICH) programme – specifically for people who are in recovery from addiction, or who are involved in the criminal justice system.

Wellbeing programme – supporting people across Tyneside with general wellbeing and those with mental health issues and their recovery.

Platinum programme – for people aged over 55 across Tyneside.

Satellite Community Exhibition programme – through which TWAM and communities across Tyneside build exhibitions together and display them at community venues.



I make a difference by contributing as part of a team where all are valued and treated with respect



AMT member



OUR FRIENDS

Friends and Affiliates groups:

- Arbeia Society
- Friends of Discovery Museum
- Friends of the Hatton Gallery
- Friends of the Laing Art Gallery
- Friends of Segedunum
- Friends of the Shipley Art Gallery
- Natural History Society of Northumbria
- North Tyneside Steam Railway Association
- Society of Antiquaries of Newcastle upon Tyne

Museums and Galleries Disability Access Group (MAGDAG)

L-ink – the Laing Art Gallery's young people's group, for anyone aged between 15 and 21.

Individuals can comment on TWAM's work through comment cards, visitor surveys and social media, as well as by post or email.

Opportunities to get involved arise regularly. Check out the Valuing Voices page on our website for further details: twmuseums.org.uk/about/valuing-voices

TYNE & WEAR ARCHIVES & MUSEUMS (TWAM)

We serve the people of the North East and beyond - people whose families have been here for generations, as well as those who have arrived more recently. We value their stories, histories, cultures and opinions and aim to reflect this in everything we do.

This booklet sets out the structures and guiding principles that underpin our work, and shows the different ways in which people can influence this work.

TWAM provides archives services across five local authority areas and manages museums in four of these (Newcastle, Gateshead, North Tyneside and South Tyneside).



VALUING VOICES



MAP INDEX

NEWCASTLE

Discovery Museum, Archives, Hatton Gallery, Great North Museum: Hancock, Laing Art Gallery

GATESHEAD

Shingley Art Gallery

WALLSEND

Segodunum Roman Fort, Stephenson Railway Museum

SOUTH SHIELDS

Arbeia Roman Fort, South Shields Museum & Art Gallery



We assist in changing TWAM's policies, guidelines and most importantly attitudes



MAGDAG member

TWAM'S PRINCIPLES ARE REFLECTED IN ITS MISSION AND BELIEFS:

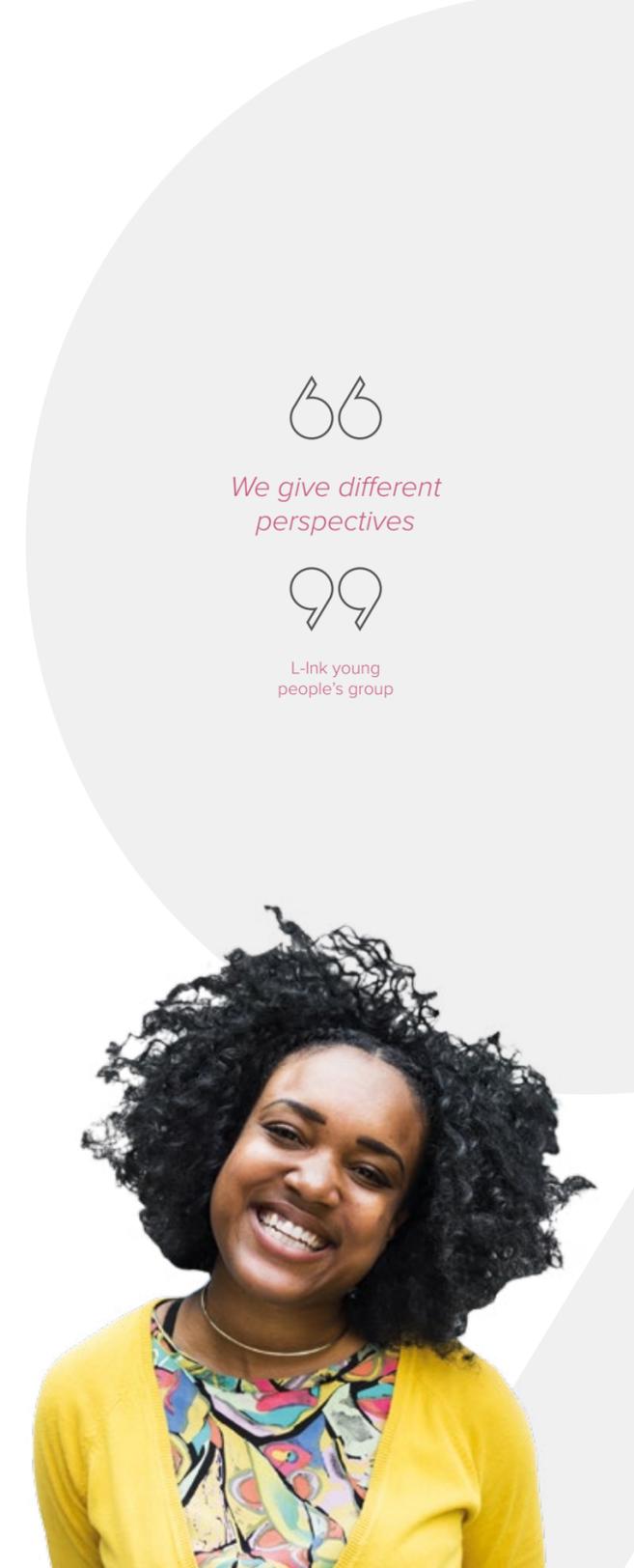
To help people determine their place in the world and define their identities, so enhancing their self-respect and their respect for others.

We believe...

- 1 that we can make a positive difference to people's lives
- 2 that we can inspire and challenge people to explore their world
- 3 that we are a powerful learning resource for people of all needs and backgrounds
- 4 that we act as an agent of economic regeneration and help build and develop communities and the aspirations of individuals
- 5 that we are fully accountable to our stakeholders and users
- 6 that we should make our resources accessible to everyone

In order to achieve this mission, TWAM aims to be open and responsive to ideas from outside its usual institutional structures, and actively seeks this stimulus to inform its activity and programmes.

Anyone who engages with TWAM should be able to find out how they can influence the organisation and the services it provides.



We give different perspectives



L-ink young people's group

HOW WE ARE GOVERNED

TWAM's governing body (the Joint Committee) is made up of councillors drawn from the four partner local authorities (Newcastle, Gateshead, North Tyneside and South Tyneside).

These councillors have all been elected by local residents and they are appointed by each council to serve on this Committee. The Joint Committee is responsible for setting policy and making key strategic decisions.

TWAM's work is scrutinised by an Audit Committee that includes independent community members as well as local authority members.

An Alternative Management Team (AMT), made up of TWAM staff, volunteers and community partners, works alongside the formal management structure to provide an alternative voice.

