

Extracts from:

OUR MUSEUM YEAR 3 ANNUAL REPORT AND SELF-EVALUATION

ST FAGANS NATIONAL HISTORY MUSEUM

AMGUEDDFA CYMRU - NATIONAL MUSEUM WALES

Continue to develop best practice methodologies within the Volunteer Programme

In 2011, there were 11 volunteers at St Fagans, volunteering in just one area of the museum. These volunteers primarily came from the same background, fitting into a traditional demographic; Caucasian, middle aged, retired, well-educated and female. Students also traditionally volunteered at the Amgueddfa Cymru.¹

During summer, 2014² we had 120 active volunteers across all departments in St Fagans.

There has been a demographic shift in volunteers at St Fagans; 43% of current volunteers identify themselves as unemployed. This evidences the impact that the work with CPs and the changes to our recruitment methods is having on the accessibility of volunteering roles. CPs have continued to work in conjunction with the museum to identify volunteering opportunities to meet the needs of their service users.

Between 2013 – 2015, there have been 435 volunteers at St Fagans and they have completed over 5,000 hours of volunteering.

¹ Prior to the Our Museum Initiative at St Fagans there was no formal monitoring system in place, as such this is anecdotal based on our understanding of our volunteers.

² A number of our volunteer opportunities are outside (gardening, building, clearing etc.) and as such volunteer uptake is seasonal to match need.

All Amgueddfa Cymru sites now have some form of volunteering³. In hindsight it was ambitious to believe that we would have individual volunteer opportunities at all AC-NMW sites and in all departments by the end of Year Three. The ethos of Our Museum has taught us not to compromise on quality for quantity. Finding beneficial volunteering opportunities, whilst balancing the needs of the volunteers and the needs of the museum, takes time.

³ This may include Individual Volunteers, Group Volunteering, Corporate Volunteering or Youth Forums