

Outcomes

3b.i Outcome Use the project to recruit new Learning volunteers from surrounding boroughs of Kensington and Chelsea, Hammersmith and Fulham and Westminster

3b.ii The NHM is looking to enhance the programme of volunteer activities and broaden the way it interprets and explains its collection through co-creating a new activity that focusses on wellbeing

3b.iii Formative research with target local audiences, new volunteers and existing volunteers will draw out wellbeing needs, what the museum's natural heritage collections mean to them and inform better ways to interpret and explain the collections to suit their needs and those of the wider general public

3c.i Embed collections at the heart of supporting 'volunteering for wellbeing'

3d.1 Museum will be better interpreted and explained: new volunteers will co-create a wellbeing output to enable more museum visitors to have a deeper and sustainable engagement with collections. At NHM all visitors will benefit from the collection-inspired resources to support their wellbeing. Outcome measures – museum audiences will be more diverse - we will gain feedback from 10-20 visitors from each museum on the engagement activities which will be developed and run by the new volunteers to understand whether their experience of the collections has been improved

3d.2 Museum will be better identified/recorded – new volunteers will improve accessibility to particular collections by selecting objects which are relevant to specific audiences. Outcome measures: identifying which key objects have now been made more accessible as a result of the project. We will gain feedback from 10-20 visitors exploring the collections from each museum to find out how they feel about these objects

3d.3.1.1 People will have developed skills - volunteers and staff will attend a total of 12 training sessions to enable them to develop and deliver the project. We will identify these in joint planning sessions with all partners in the first stage of the project and then throughout with volunteers. At NHM staff and volunteers will attend training to create a collection-led resource which will include exploring wellbeing frameworks and best practice examples identified by the Alliance

3d.3.1.2 People will have developed skills - Volunteers and staff will also visit other best practice organisations in order to gain information and key skills. Outcome measures: we will measure the success of skills development by gaining feedback from both staff and volunteers about which specific skills they gained that enabled them to deliver the project appropriately

3d.3.2.1 People will have learnt about heritage - all volunteers will learn about heritage collections through this project in order to co-create and facilitate wellbeing outputs

3d.3.2.2 People will have learnt about heritage - By empowering volunteers to choose particular objects or collections which have relevance to them and the visitors they will be working with, it will make their learning more personal and meet the needs and interests of the individuals. Outcome measures: we will gain feedback from the volunteers at the end of the project to find out what they feel they have learnt about the collections and if they are confident to share this new knowledge with visitors through facilitating the wellbeing resources. We will ask between 10-20 visitors at each museum about what they feel they have learnt through engaging with the wellbeing resources

3d.3.3.1 Participants will have had an enjoyable experience - we will put into practice the feedback from the Horniman's volunteer consultation such as providing regular 'check-ins', a 'warm welcome' and 'support' to ensure a positive volunteering experience. Outcome measures: we will gain feedback from volunteers throughout the project about their enjoyment. We will ask between 10-20 visitors using the resources at the museum to let us know how they enjoyed their experience

3d.3.3.2 Participants will have had an enjoyable experience - We will make sure the partners have suitable safeguarding policies and procedures in place or support volunteer development given that they will be working with collections. Outcome measures: we will gain feedback from volunteers throughout the project about their enjoyment. We will ask between 10-20 visitors using the resources at the museum to let us know how they enjoyed their experience

3d.3.3.3 People will have volunteered time – by using new and existing skills and experience to co-create the collections-led wellbeing resources we anticipate all volunteers will find their volunteering experience rewarding and worthwhile. Outcome measures: we will measure the wellbeing impacts the project provided for participants such as having opportunities to be more social and the effect of learning new skills. We will use existing measures of wellbeing, including the UCL Museum Wellbeing Measure

3d.4.1.1 Communities – A wider range of people will have engaged with heritage – each organisations will diversify their volunteers in order to work with audiences who do not currently apply for roles

3d.4.1.2 Communities – A wider range of people will have engaged with heritage – through providing new access opportunities a wider range of museum visitors will be encouraged to engage with collections. Outcome measures – we will collect the current demographics of each partners' volunteers at the start of the project and then again at the end to identify changes

3d.4.2.1 Partner museums will be more resilient 2.1) between 5-10 new volunteers at each organisation will continue to facilitate wellbeing outputs and have sustained relationships with museums

3d.4.2.2 Partner museums will be more resilient - museums will develop skills and experience of working with new local partners in order for more people to gain wellbeing benefits from volunteering through training, sharing learning meetings and consultation events attended by partner staff, volunteers and community organisation representatives (total 25 events)

3d.4.2.3 Partner museums will be more resilient - Museums will benefit organisationally through director involvement, which in turn will ensure sustainability of the work

3d.4.2.4 Partner museums will be more resilient - project learning gleaned from each partner museum's experiences will be used to develop bespoke evaluation summary reports for each partner, so that staff can understand the wellbeing impact of the work and utilise it in the future

3d.4.2.5 Partner museums will be more resilient - evaluation methods, such as the online survey used with all existing volunteers and the adapted wellbeing measures will be available to allow museums to continue to monitor how their volunteer programmes support people's wellbeing. Outcome measures: we will measure the success of this resilience through gaining feedback from volunteers to see whether they will continue volunteering after the project. We will interview staff at the partner museums including at director level at the end of the project to find out what the long-term impacts of the project will be

4.2.1 Heritage organisations will be more resilient – between 5-10 new volunteers at each organisation will continue to facilitate wellbeing outputs and have sustained relationships with museums

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4.2.6 Heritage organisations will be more resilient: Dissemination of project findings will be via a conference co-led by project partners and museum staff (100 heritage sector delegates)

4.3e.1 The Alliance and the Horniman will use their expertise to support both NHM and Valence House to identify relevant groups in their localities in the project planning stages – consulting the Kensington and Chelsea Joint Health and Wellbeing Strategy and linking with potential referrers including NOVA New Opportunities and VCKC as they support local unemployed or disadvantaged people

4.3e.2 Existing volunteers will also benefit from the project. They will be able to use their knowledge and experience of volunteering to inform the project and support new volunteers. At NHM their learning volunteers will be given the opportunity to co-create the collections-inspired wellbeing resource.

4.3e.3 Museum visitors are the other group who will gain greater access and new ways of engaging with collections as a result of this project taking place. At NHM the new collections-inspired resource will support all visitors' wellbeing.