



Bolton Museum and Archive Service

Introducing.....Visitor Volunteers



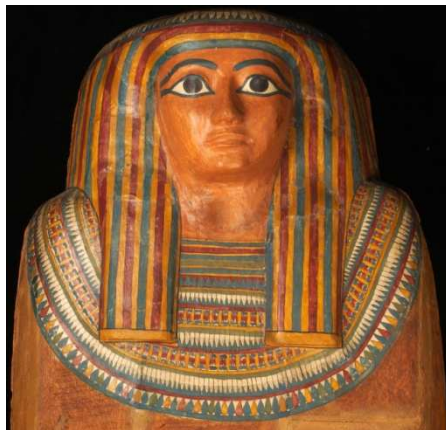
Bolton Museum, Aquarium and Archive

- Located in the centre of Bolton
- Council service
- Museum/Aquarium/History Centre/Art Gallery
- Smithills Hall and Hall I'th'Wood
- North West Museum Hub as part of Renaissance in the Regions
- During 2007-2008 we had 293,818 Visitors
- Museum in Bolton since 1884



Collections

- Egyptology
- Natural History
- Social History
- Art
- Aquarium collections
- Local Archives





What is the Visitor Volunteer Programme?

The programme aims to encourage young people aged 16-25, with a learning disability to have an active and visitor focused volunteering role at Bolton Museum, Aquarium and Archive, by offering volunteer one to one peer support from young people training in health and social care.

Using a tailored training & mentoring programme, the volunteers are equipped and supported to volunteer on a handling trolley in the Museum galleries.






What is a learning disability?

- People with a learning disability find it harder than others to learn, understand and communicate
- There are 1.5 million people with a learning disability in the UK.
- Learning disability is not mental illness or dyslexia.
- Lifelong disability that is caused by the way the brain develops before, during or after birth. It affects their intellectual and social development for the rest of a persons life



Assessing the need for the programme



Only 1 in 3 adults with a learning disability take part in any education or training

Access to Museum and collections

Young people with a learning disability are losing their access to appropriate day time activities, from cuts to day care centres and further education

Mainstreaming Volunteering opportunities at Museum – Pass on knowledge to council wide organisations

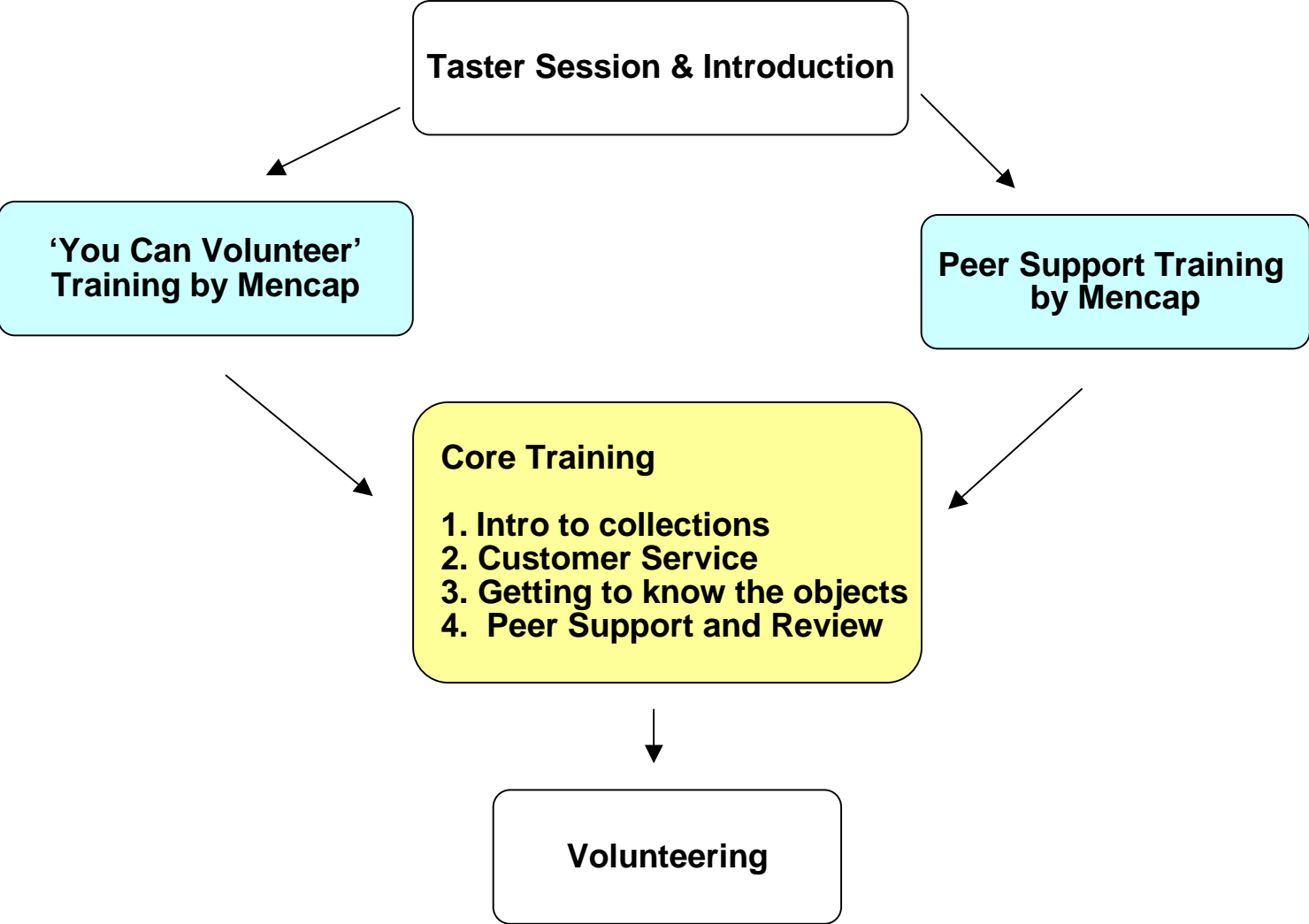
Offering a new service to visitors

Valuing People, published by the Department of Health (2001), reported that only 1 in 10 people with a learning disability work. This shows that they are more excluded from the workplace than any other group of disabled people (50% of disabled people of working age are in employment).

The project links to Bolton Councils aims to raise the number of people with a disability in the workforce. This is currently 3.2% of the workforce – with a long term goal set at 7.5%



Training





**'You Can Volunteer'
Training by Mencap**



Provided by Mencap. For people with a learning disability who are interested in volunteering, answering questions about volunteering in a fun way

**Peer Support Training
by Mencap**



Provided by Mencap. For young people who want to learn how to support young people with a learning disability

Core Training

- 1. Intro to collections**
- 2. Customer Service**
- 3. Getting to know the objects**
- 4. Peer Support and Review**



Provided by Bolton Museum. Games based training programme incorporating peer support reinforcement activities.



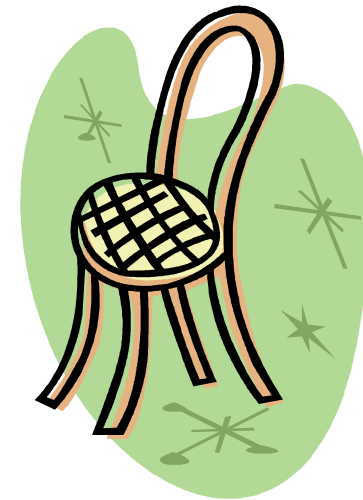
Example Training Games

Targets



True

False



Stay standing



Advantages of Working With Partners

They know what they are doing – they are the specialists of their field!

Project long and beyond support

Training provided was tailored for our organisation and our volunteers

The volunteers were familiar with the organisations and that ‘sense of trust’ was in place

Parents & carers trust these organisations





Getting Staff Involved

Mencap provided a training session for staff prior to the volunteers starting.
Approximately 60% of staff attended

Visitor Service Staff involved in the training

Christmas party – majority of staff attended. One older member of staff teaching the volunteers how to 'twist'!

Updating staff regularly about how many visitors we have spoken to



Obstacles

Pilot	Year 1
Organisation – Rota's & Time Keeping	Volunteers take responsibility for organisation. Parents more involved.
Saturday Volunteering – Most staff not in work/No interaction	Volunteering opportunities offered in office hours
People with learning disabilities are people first	More awareness training for staff
Evaluation	Consistent and structured organisation
Staff time commitment	Part time post funded



Any Questions?

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