

# Museum Mentor Welcome Pack South West



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**ARTS COUNCIL  
ENGLAND**



South West  
Museum  
Development  
Programme

# Contents

Welcome to this information pack about mentoring within the Accreditation scheme in the South West of England. We hope you will find it useful whether you are considering registering as a Museum Mentor or whether you are one already.

Accreditation mentoring is a varied and rewarding role. It offers the opportunity for established museum professionals to provide advice and guidance to peers whilst facilitating the development of the sector. Every mentor's experience is different; this welcome pack has been designed to provide support and guidance for Museum Mentors based in our region.



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# The Basics

## Arts Council Guidance Documents

The [Museum Mentor Handbook](#) from Arts Council England is the practical guide to what is expected of you as a Museum Mentor. It contains a number of useful tips and templates to use from the beginning of your partnership with a museum to succession planning. Templates include a model agreement, meeting record sheets, accreditation assessment and an action planning template.

Arts Council England's [Guidance documents](#) about Accreditation, the three sections of the Accreditation return, the mandatory Collections Development Template are available on the Arts Council website.

If you wish to apply to become a Museum mentor, you should complete the expression of [interest form](#) available on the Arts Council website.

## SW Accreditation Advice Service

Since April 2014 the South West Museum Development Office has been providing Accreditation technical advice for museums in the South West. SWMDP work with local Museum Development Officers across the South West, the South Western Federation of Museum and Art Galleries (SWFed) and a technical adviser to provide museums with an enhanced training offer, improved online resources and the development of sub-regional Museum Mentor networks.

SWMDP Accreditation services and the technical adviser can be contacted via [museum.accreditation@bristol.gov.uk](mailto:museum.accreditation@bristol.gov.uk), however [Museum Development Officers](#) remain your first point of contact for general Accreditation advice and support.

# Contextual Information

## South West Museum Development Programme and South West Museums

Museum Development is funded by Arts Council England (ACE) as part of its national Renaissance programme. In 2012, the South West Museum Development Partnership (SWMDP) secured funding from ACE to deliver Museum Development support to museums across the South West region.

The partnership has developed an ambitious programme to support museums become more resilient, driving excellence, innovation, partnership work and organisational sustainability in the sector responding to Arts Council England's five strategic goals set out in [Great Art and Culture for Everyone](#).

The economic challenges of recent years have meant that many museums have had to fundamentally change the way they operate to adapt to the reductions in public funding. SWMDP provides services that effectively support museums through this process. The programme has supported over 325 museums between 2012 - 15 through a local network of 11 Museum Development Officers (MDO), a regional conservation and collection care service and workforce development opportunities through the South West Museum Skills programme. SWMDP's Small Grant Big Improvement scheme awarded £32,073 to 26 museums to fund a range of initiatives in 2014/15. The programme has invested in regional projects to support museums with audience development, digital engagement, improving their retail offer and organisational sustainability.

SWMDP is distinct amongst Museum Development providers in that it secured funding agreements with 18 local authorities in the period 2012 – 2015 worth over £100,000 per year to extend the reach of the programme. The number of local authority partnerships continues to grow with four new local authorities committing to invest from 2015/16. Due to this success, SWMDP was awarded further Museum Development funding for the period 2015-18 to continue to deliver a programme of support to museums in the region. For 2015 – 18 programme please see [here](#).

Read the full story in the SWMDP [annual reports](#).



Tiverton Museum of Mid Devon Life

National funding for museums £46m per annum

Museum Resilience Fund  
£10m per annum

Museum Development  
£3m per annum

Major Partner Museums  
£22.7m per annum

National programmes £5m pa:  
Accreditation scheme, Designation,  
national campaigns etc

**SOUTH WEST MUSEUM DEVELOPMENT PROGRAMME 2015-18**

Technical Accreditation Service

Small Scale Capital Grant programme

Advocacy, Audience & Data Service

**CENTRAL TEAM**  
(hosted by Bristol City Council)  
Programme Manager  
Programme Support Officer  
Performance Officer  
Administration Assistant

Additional Local Authority Investment  
(2015/16 - 22 LAs) circa £125K per annum

Small Grant Scheme £40,000 per annum

South West Museum Skills Programme

Regional Communications

Local/County  
Museum Development  
Officers (MDOs)

SW Conservation  
Development Service

SW Sustainable Volunteering  
Development Service

SW Digital Engagement  
Development Service

- Cornwall
- Devon
- North Devon/Torridge
- Somerset
- Dorset Bournemouth Poole
- Wiltshire
- West of England; B&NES, Swindon, Bristol, South Glos
- Gloucestershire

- Conservation Development Officer
- Central Purchasing Scheme
- Loan Equipment
- Sub regional projects e.g. Pilgrim Trust Flags and Banners, John Ellerman Natural Sciences (SWaNS)
- Training

- Sustainable Volunteering Officer
- SW Sustainable Volunteering Steering Group
- SW Museums Volunteering Forum
- Projects and collaborations
- Training

- Digital Engagement Officer
- SW Digital Engagement Steering Group
- Projects and collaborations
- Training

# Sources of advice and support for you and the museum you mentor

## South West Museum Development Officers

Museum Development Officers (MDO) provide high quality professional sector support and advice to help museums in their area. They can support museums across all aspects of their operations.

The local MDO service is delivered through an enquiries service, site visits, meetings and joint museum project work. There are 11 MDOs based locally across the South West; [find your local MDO](#).

## County Museum Group Networks

The SWFed has built a communication system based around the county museum groups. Each county has a County Representative that attends the meetings of their local County Museum Group. The County Representative is the conduit for all communication to and from the SWFed Board and the museums of that County via the County Museum Group. To find out more about your County Museum Group please see the [SWFed website](#) and look under the Your County tab and for up to date information on meetings please see the [calendar](#).

The meetings of these groups often include an element of training and skills sharing. They provide opportunities to network and share information.

## SW Museum Skills programme

This annual programme of training events funded by the SWMDP and the SW Fed and delivered by the SW Fed runs around 20 training workshops a year, across the region. They all address aspects of running a successful museum and are suitable for museums which meet the Accreditation standard or are aspiring to it.

## Museum Mentor Support Network

There is not currently a dedicated Museum Mentor Support Network in the South West. The SWMDP are currently undertaking research into current museum mentor provision and how to move forward as a region to a position where the profile of mentors and mentoring is raised, along with the support they receive. The latest news and developments from SWMDP can be found on their blog [here](#). Sign up to receive all the latest posts.

# Resources to support you and the museum you mentor

The SWFed website contains a number of resources for [Museum Mentors](#) and museums tackling their [Accreditation](#) return including checklists, sample accreditation action plans, and links to the Arts Council Guidance.

It also has an extensive [resource bank](#) arranged by theme with guidance and sample policies and templates on everything you need for each section of the Accreditation return.

The [Forward Planning Toolkit](#) has been extensively used by museums across the country to ease the challenge of tackling this fundamental Accreditation requirement.

The Collections Trust provides advice on how to support your museum through [accreditation](#) with documents on Organisational Health, Collections and Users and their Experience.

The Museums Association has a dedicated [web page](#) for mentoring though this largely refers to AMA mentors; however there is a [search function](#) for mentoring and other CPD events.



# Being a Museum Mentor

## Travel Bursaries for Museum Mentors

Travel bursaries are available for Museum Mentors to attend mentor workshops during 2015-16.

### How much am I allowed to claim?

Museum Mentors attending Mentor workshops hosted by Arts Council England during 2015-16 will be entitled to claim back up to £100 in travel expenses when supported by appropriate receipts. Claims can also be made for car travel, based on mileage; postcodes for the journey's starting location and event location should be supplied. All expenses must adhere to the Arts Council's non-staff expenses policy which will be provided to Mentors wishing to take up the offer of a travel bursary.

### Can I claim for food (subsistence) or accommodation?

No, the travel bursaries are for evidenced travel costs only.

### The closest event to me is 'over the border' in another area. Can I claim?

Yes, the travel bursary is available for any Museum Mentor who attends an event, even if the event attended is not in the same area as the museum which they mentor. The maximum amount that can be claimed remains at £100.

### I am not a Mentor yet, can I claim?

Yes, the travel bursary is available for those museum professionals currently undertaking the role of Museum Mentor, *and* professionals who are considering becoming a member and who have chosen to attend a workshop.

### How do I claim?

You will need to complete the Arts Council's 'non-staff expenses claim form' and attach all relevant receipts, ensuring that your claim amounts are compliant with the associated policy. Please contact SWMDP Museum Development Support Officer Roz Bonnet on [roz.bonnet@bristol.gov.uk](mailto:roz.bonnet@bristol.gov.uk) for a claim form. The claim should then be submitted to the Accreditation team at the Arts Council's Birmingham office. All claims against the travel bursary must be for travel needed to attend a workshop.



# Being a Museum Mentor

## Keeping up to date

It is important that you and the museum you mentor keep up to date with developments in the region. There are a number of ways of doing this :

- Sign up for the SW Fed's tri-weekly e-bulletin – fill in your email address on the right hand side of the home page of the website <http://www.swfed.org.uk/>
- Keep an eye out on the SWMDP and SW Fed's Twitter feeds: - @swmuseums and @swfed, and the [SW Fed's Facebook page](#).
- Every county also has its own county website which provides information on museums and activity in their area and is a portal to museums' own websites. See the useful contacts section of this pack for links.
- Attend your county museum group.
- Attend local meetings and workshops. There's a calendar of events and training opportunities on the SW Fed website

## Seeking help in times of need

If you do experience difficulty in your relationship with your museum your first action should be to try and sort it out with the museum itself.

If this proves impossible then you can speak to the county's MDO or the Accreditation office in complete confidence. Likewise, the Accreditation Manager at Arts Council England has a duty to ensure the system runs smoothly.



# Useful Contacts and Websites

## Contacts

Arts Council Accreditation team  
[museum.accreditation@bristol.gov.uk](mailto:museum.accreditation@bristol.gov.uk) or 0117 922 4653

ACE Accreditation Manager  
[accreditation@artscouncil.org.uk](mailto:accreditation@artscouncil.org.uk)

Collections Trust [office@collectionstrust.org.uk](mailto:office@collectionstrust.org.uk) or 020 7942 6080

MDOs and SWMDP  
<http://www.southwestmuseums.org.uk/about-us/who-we-are/>

Museum Association [info@museumsassociation.org](mailto:info@museumsassociation.org)

SW Fed Contact us <http://www.swfed.org.uk/about-us/contact-us>

## Websites

Arts Council England  
[www.artscouncil.org.uk](http://www.artscouncil.org.uk)

Collections Trust  
[www.collectionstrust.org.uk](http://www.collectionstrust.org.uk)

## Websites Continued

Museum Association  
[www.museumsassociation.org](http://www.museumsassociation.org)

South West Federation of Museums and Art Galleries  
[www.swfed.org.uk](http://www.swfed.org.uk)

South West Museum Development Programme  
[www.southwestmuseums.org.uk](http://www.southwestmuseums.org.uk)

## County Museum Websites

Bristol Museums  
[www.bristolmuseums.org.uk](http://www.bristolmuseums.org.uk)

Cornwall Museums  
[www.museumsincornwall.org.uk](http://www.museumsincornwall.org.uk)

Devon Museums  
[www.devonmuseums.net](http://www.devonmuseums.net)

Gloucestershire Revealed  
[www.gloucestershirerevealed.co.uk](http://www.gloucestershirerevealed.co.uk)

Somerset Routes  
[www.somersetroutes.co.uk](http://www.somersetroutes.co.uk)