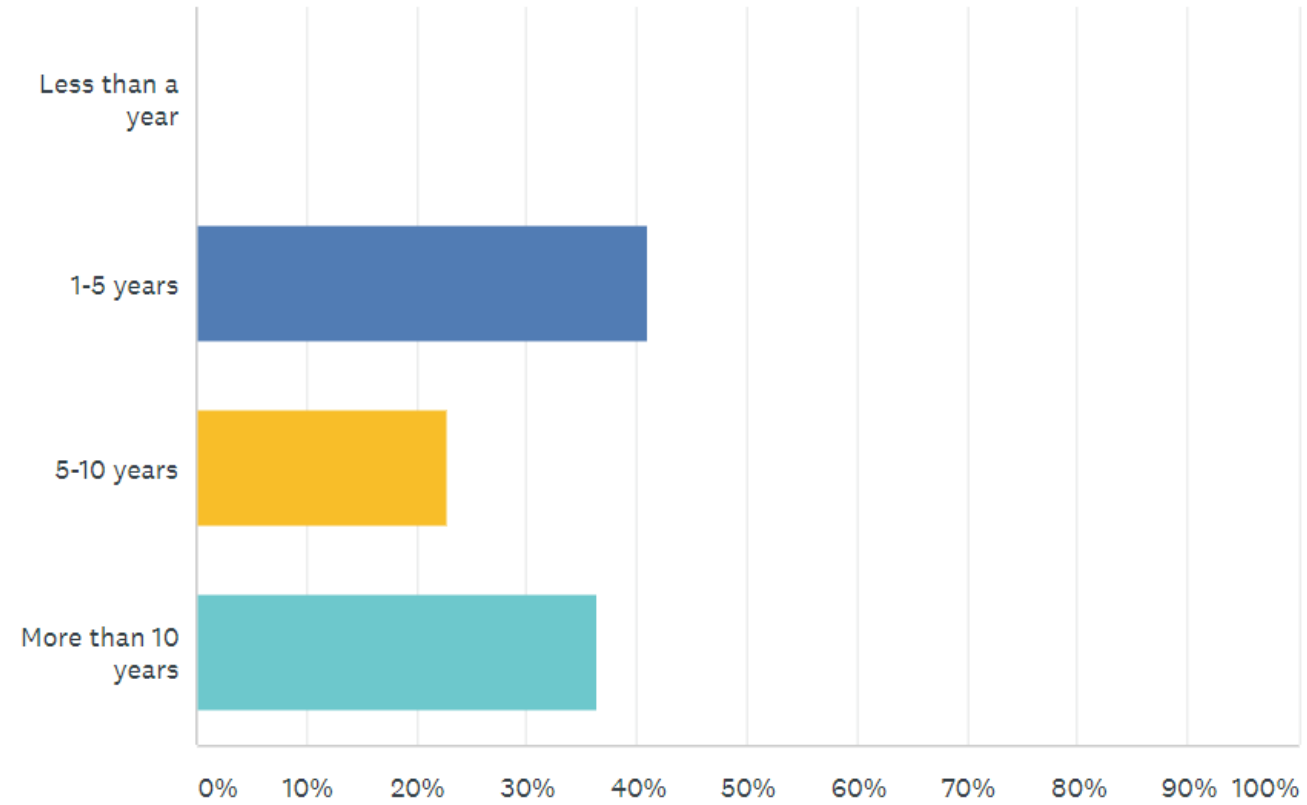




2018 volunteer survey results

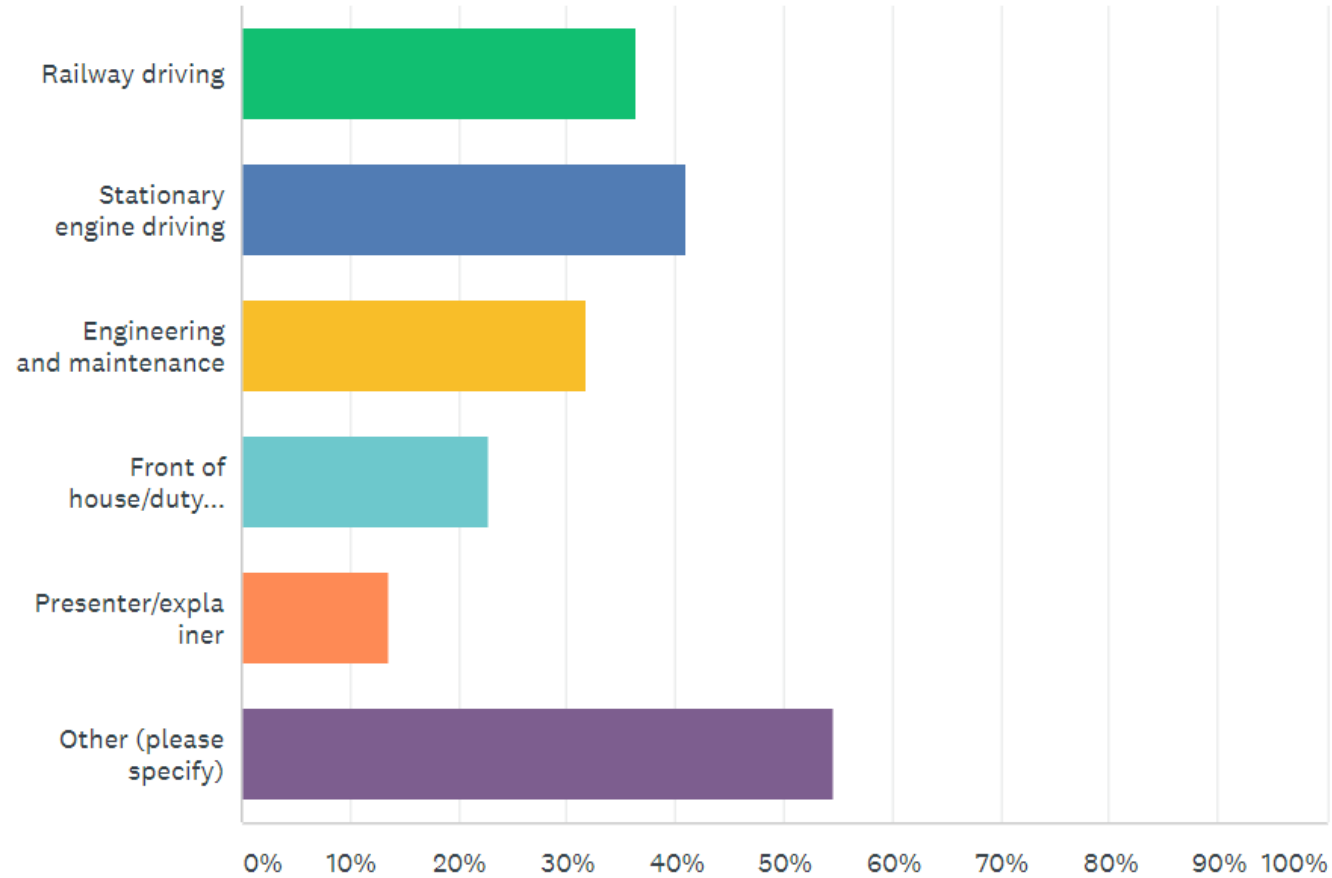
Q1

How long have you been a volunteer at the Museum?



Q2

In what area/s do you volunteer for us? Please tick all that apply.



Q2

In what area/s do you volunteer for us? Please tick all that apply.

‘Other’ responses:

Occasional education support

Archive

Collections

Trustee

HR working group

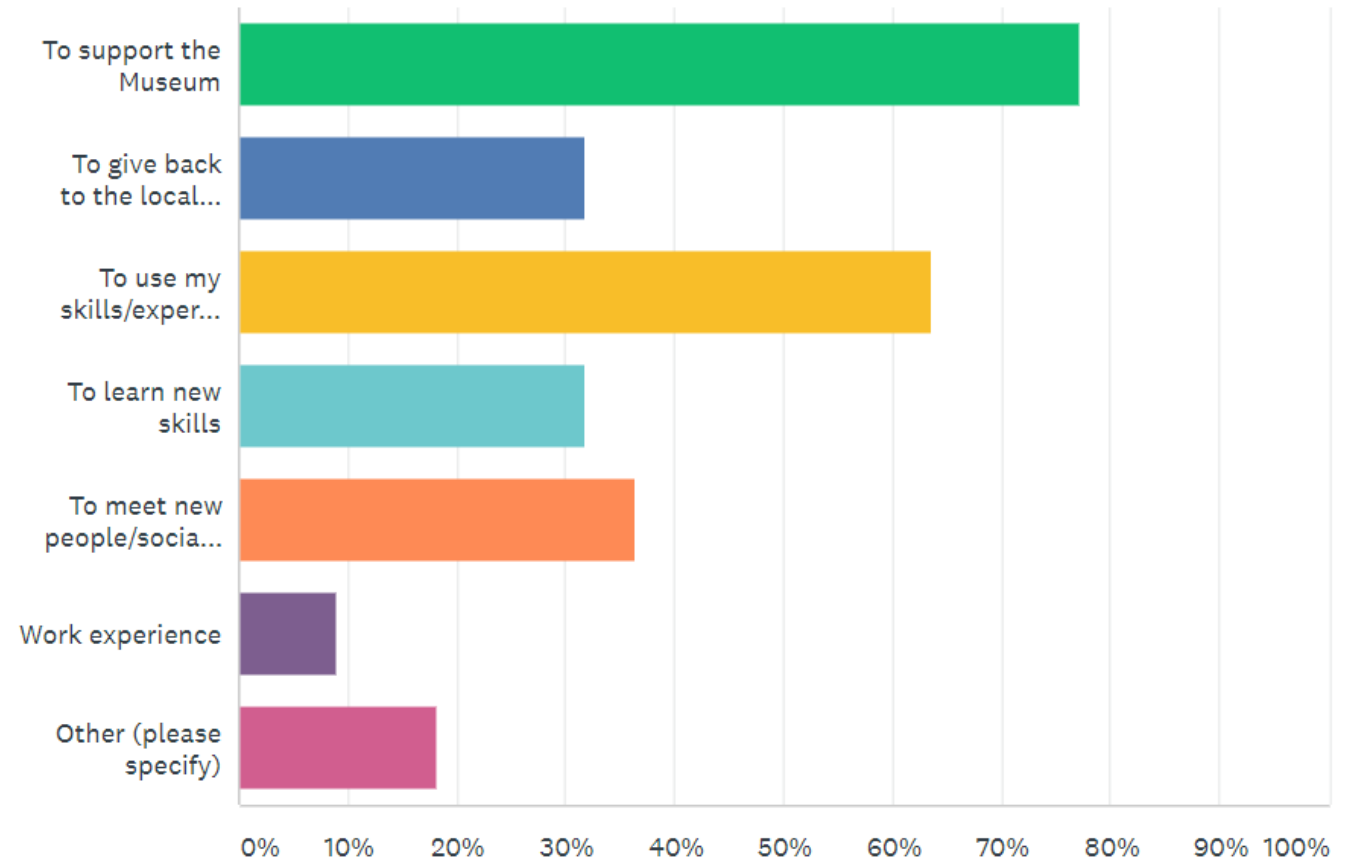
Office helper

Painting, decorating, and general non-engineering odds and ends

Helping with children’s activities

Q3

What is/are the main reasons you volunteer with us? Please tick all that apply.



Q3

What is/are the main reasons you volunteer with us? Please tick all that apply.

'Other' responses:

As a bridge between full time employment and full time retirement

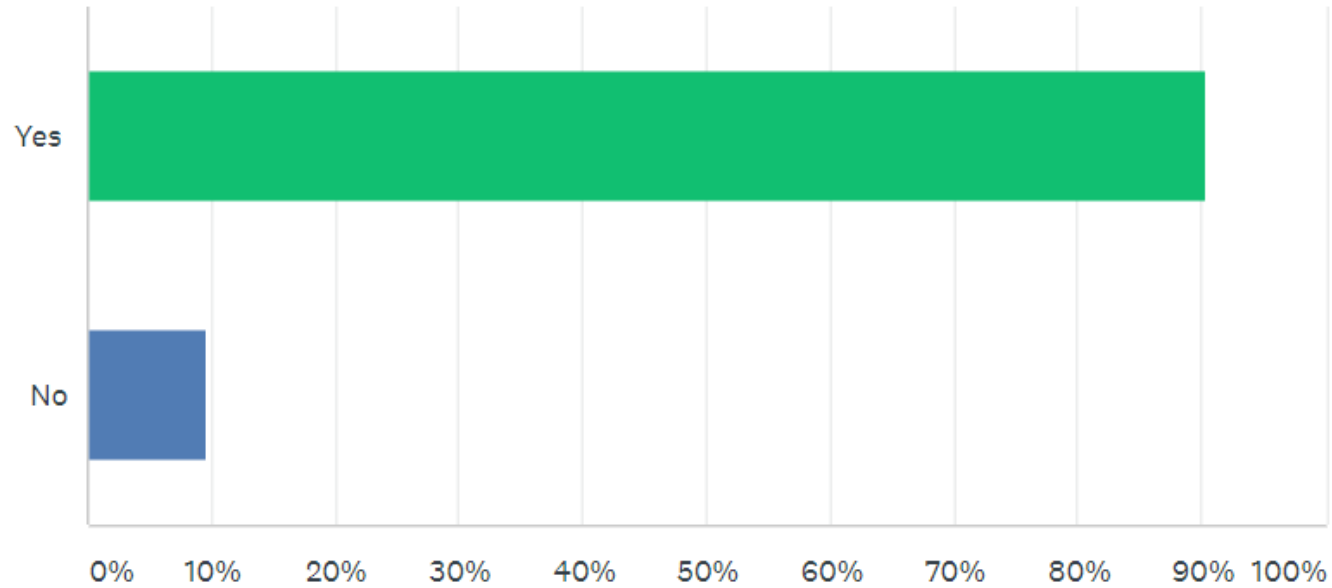
To preserve industrial heritage; to tell the story

It's good fun

Because, mostly, I enjoy it

Q4

Would you recommend volunteering at the Museum to a friend or family member?



Q4

Would you recommend volunteering at the Museum to a friend or family member?

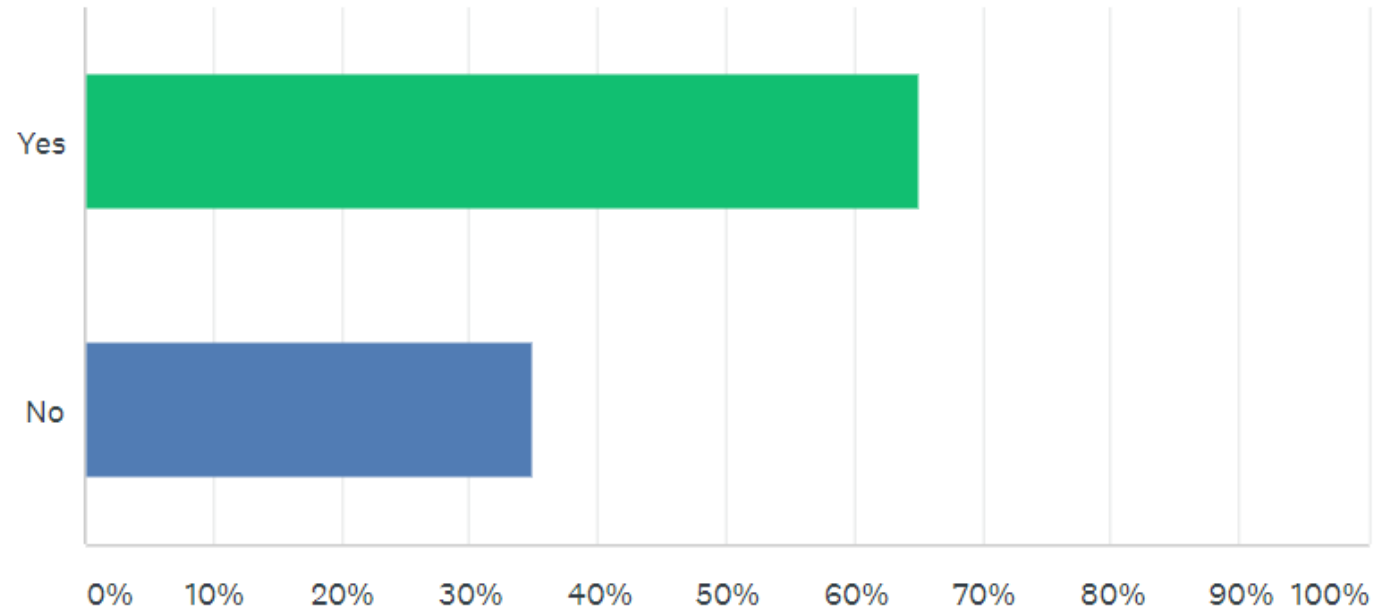
If no, why not:

It would depend...I do sense a disconnect between staff and volunteers which should be addressed.

There is a lot of change at the moment, so I wouldn't recommended getting involved until things are more settled.

Q5

Do you consider that you were properly inducted and trained?



Q5

Do you consider that you were properly inducted and trained?

Comments from 'no' responders:

Not at the time - it was very sketchy and informal. Much better now, but induction needs to get better yet - history, vision, context; not just how to work safely.

Too many years ago now. Museum has hopefully moved on this respect.

Formalize the induction process, make sure people complete the correct paperwork and talk to volunteers more frequently to make sure they are enjoying their time with the museum.

Not a complaint, but the presenters do tend to do their own thing. We do collaborate on sharing material.

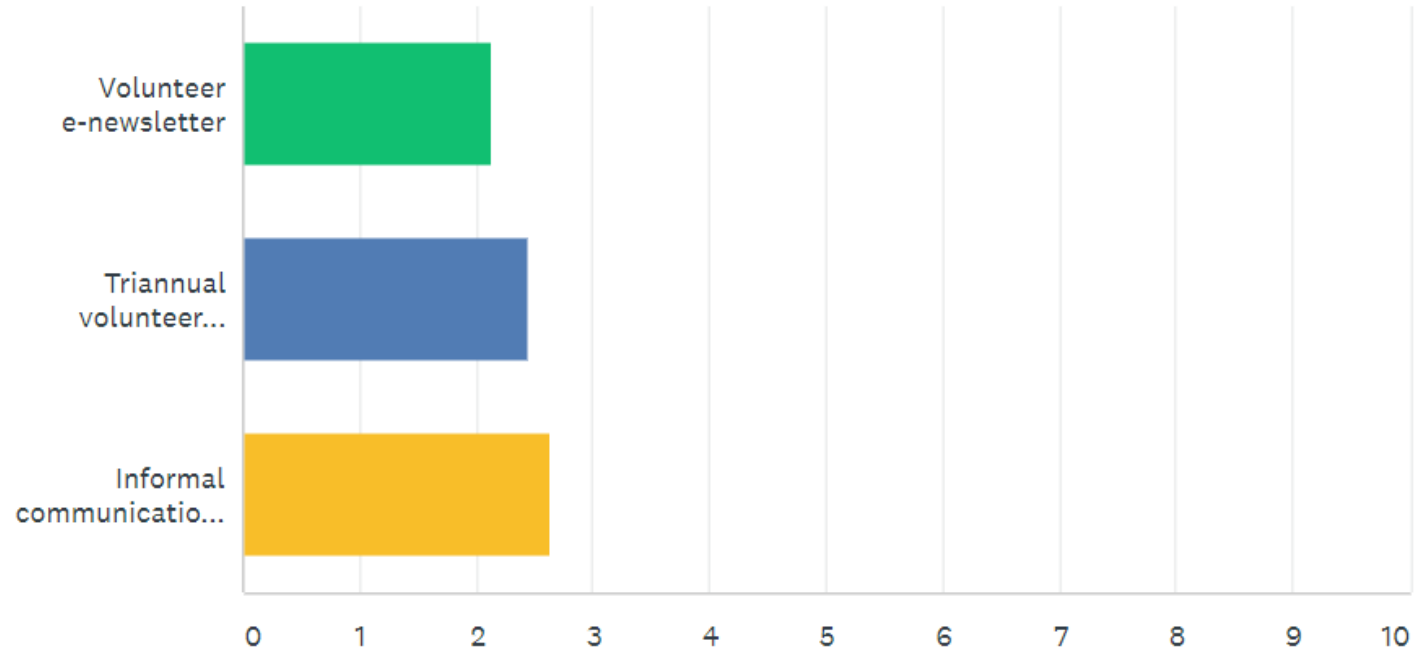
There was no process in place when I joined, but I agree it is important.

No real training or induction when I joined, but not a problem as 'learned on the job'.

More formal introduction to all aspects of the museum; top-up till training.

Q6

How effective do you consider the following volunteer communications to be? (4 = very good; 3 = good; 2 = OK, nothing special; 1 = poor; 0= no opinion)



Improving communications with volunteers

Comments in full (1):

Newsletters need to be organised differently as it is easy to miss items that are of importance. For example this survey! Needs a bigger link than here.

I think we are taken for granted by officers & Trust board members. I don't like it. I have been patronised & bullied on several occasions. Some volunteers are more sensitive & able communicators than the inexperienced paid employees.

The volunteer newsletter still feels very corporate (which would be ok, in and of itself), but needs to steer away from the members' newsletter, to provide clearer distinction and draw the eye more.

Reintroduction of *Kew News* or similar publication, with the occasional in depth article on a topic of interest to members and volunteers.

I feel communication has much improved since Ed Fagan now briefs the Engineering Team prior to starting work on Friday's at 10.00am.

More frequent informal emails immediately something out of the ordinary happens-pre-empt gossip before it can start.

We cannot all make every meeting. Minutes or notes circulated afterwards would be helpful.

Improving communications with volunteers

Comments in full (2):

Build on volunteer newsletter. Encourage ideas, participation and mutual involvement. It has been more a case of resultant actions speaking louder than words in the last few years. An internal review is urgently needed to ensure that staff communicate effectively and fairly across the board involving volunteers at all levels, as there is a real risk that good volunteers of long standing with vital experience will continue to drop out through longer feeling involved or wanted. It is a disgrace and an insult to those who have spent so many years in helping to make the museum what it is today. I think you are on the right track for engaging the volunteers, but the consistency needs to be built up. I think Clare is doing a good job with the newsletter. The next step (to me) would be to push the tri-annual meetings (date out earlier, more reminders) to see better attendance.

There needs to be a consistent format for communication, the volunteer e-newsletter may become this (in part). Confirmation that an offer to cover driving or other function would be appreciated. Sometimes the roster is not accurate.

Notice showing who is duty manager that day could be updated each morning.

Improving communications with volunteers

Comments in full (3):

Communications for FOH volunteers is very "hit & miss", probably because FOH staff are only on the desk one day a week in most cases. If a piece of information is communicated to a FOH volunteer on a Tuesday, for example, it then gets forgotten and is not necessarily passed on to volunteers on successive days. At least that has been my experience. It is assumed that I am aware of something when I'm not...

Make sure they are aware which space is allotted to them for a given activity.

Sometimes an area can be double booked. Also acknowledge their contributions on special event weeks/weekends - a process already much improved.

Perhaps more notices on the Mess Room board (although they're not always read!).

Since moving Mess Room away from office, less contact with staff. Some staff members much more sociable than others.

The monthly Volunteer Newsletter is good. Could it please include more technical details such as the reasons for each engine failure when it occurs?

Respect and understanding that the volunteers are actually doing this in their own time and are not paid. Communication and courtesy would be a help...

Contributions to the strategic and operations review

Comments in full (1):

Appearance of volunteers across site and their ability to interact with customers. Keeping families entertained/ interested but reasonably behaved whilst at the museum.

Volunteers have really worthwhile knowledge, skill & abilities. I know, I've made it my business to find out. Few if any are utilised & we all suffer as a result. I think some employees have been inappropriately appointed & retained but recent resignations will improve that. The cafe fails @ almost every level.

The drive to create revenue from commercial hire must be stronger than ever. With our current deficit, that is where the money is. I know volunteers will support it (even more so if they can earn some money in the process), but we have a hugely strong and unique offering - we should be open for events every Friday and Saturday night (except Steam Ups - lesson learned before!).

The Trustees of the museum are largely unknown to the volunteers and membership. Is it unreasonable to ask who they are and what is their background?

Trustee surgery day once or twice a year where all Trustees meet the staff and volunteers- some are active and well known, others only seem to show their faces for Trustee meetings and appear to contribute very little

Contributions to the strategic and operations review

Comments in full (2):

The visitors, venue hire customers, machinery, historic buildings and site in general should be the priority and focus of our attention so that it delivers the best outcome for all. This has not been the case in the last few years, far too many new projects have been started without being fully completed and the appearance of the site and morale in general have been affected as a result. This needs to be reversed as soon as possible.

Focus on new revenue streams, prioritising of projects and share this information more clearly with volunteers ie- Q1 projects are the Electric House, maintenance and our educational planning for 18/19. This could be sent out in the newsletters.

We DO need to maintain the engines, rather than panic when one goes wrong. If we could plan a schedule, taking a particular engine out of service for a year, we could display parts of the internals around the engine and keep the visitors informed of progress. It may even be a focus to collect donations to help the work along.

You might get more volunteers for FOH, if you allowed people to volunteer for, say, 3 hours at a time instead of all day. On quiet days, the day can seem very long. It might complicate the rota, but you might find more people willing to help.

Contributions to the strategic and operations review

Comments in full (3):

Ask visitors how they heard of us and what they know about us, with a view to placing publicity appropriately. Last week a family arrived and thought we were a railway museum. Why? Is it the word engine? Can we limit the number of badly behaved and noisy toddlers? I believe that other visitors are sometimes put off by the fact that the cafe resembles an ill run nursery. It would help to place the toy railway somewhere else, where a paid entry is necessary. A board in the cafe area with the day's events would be useful.

On non-steam days the Museum suffers from a high risk of being looked at as a boring collection of cold old iron. This doesn't apply to 'enthusiast' visitors, but to the casual visitor it may seem something of a let down, and poor value for money. The sound and video presentations (although somewhat inconsistent in operation) do help, but perhaps ways of livening things up a bit could be looked at.

Jan' & Feb' 2018 opening hours good! I suggest that the Museum is closed every Monday of 2018 to allow for general maintenance in the public areas.

Friday - Monday opening in the cold winter months, except for prearranged school parties or events

More local publicity Restarting the weekly playgroup. Encouraging film, photography, art classes to use the museum

**Thank you again for all your
comments and suggestions**