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HERITAGE  
& LEARNING

# TYNE & WEAR HERITAGE CONFERENCE

23RD JANUARY 2016, THE BISCUIT FACTORY, NEWCASTLE UPON TYNE

INNOVATION • INVENTION • INDUSTRIALISATION

## Working With Volunteers workshop

Yvonne Conchie

Conchie & Co: Community, Heritage & Learning

**DUKESFIELD**

Smelters and Carriers Project





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**Collaborative  
project design,  
delivery & evaluation:**

- Lottery fund bids
- Project management
- Activity & Action Plans
- Community engagement
- Learning & interpretation
- Heritage, environment & arts

Find out more at [www.conchie.co](http://www.conchie.co)





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**HLF North East**

@HLFNorthEast



Following

160 trainees, 200 volunteers, 1,600  
volunteer days, 4,400 participants -  
fabulous project Dukesfield Smelters and  
Carriers @DukesfieldA



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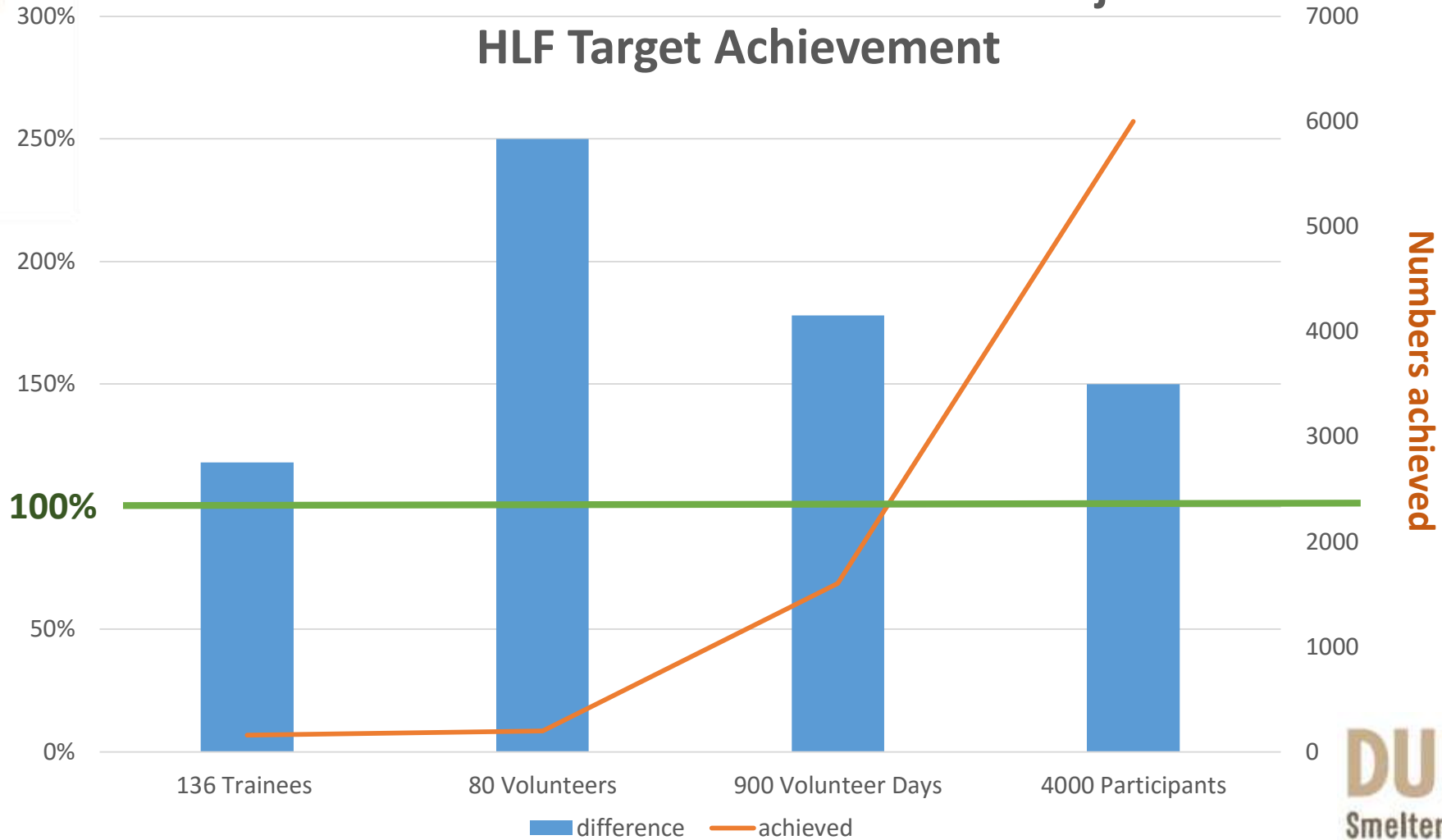






Percentage of target achieved

## Dukesfield Smelters and Carriers Project HLF Target Achievement



Numbers achieved

Original HLF Targets

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**CONSTRUCTING  
EXCELLENCE  
IN THE NORTH EAST**

**NORTH EAST AWARDS 2015**

**COMMENDED**



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**ALW Foundation**

@ALWFoundation



Follow

Amazing projects - all celebrated in style  
[@HistoricEngland](#) [#AngelAwards](#) Congrats  
to [@DukesfieldA](#) amazing team work

**HLF North East** @HLFNorthEast

Good luck for two fantastic North East projects shortlisted for tonight's  
[#AngelAwards](#) [@DukesfieldA](#) [@twbpt](#) [@HistoricEngland](#)

RETWEETS

2

FAVORITES

3



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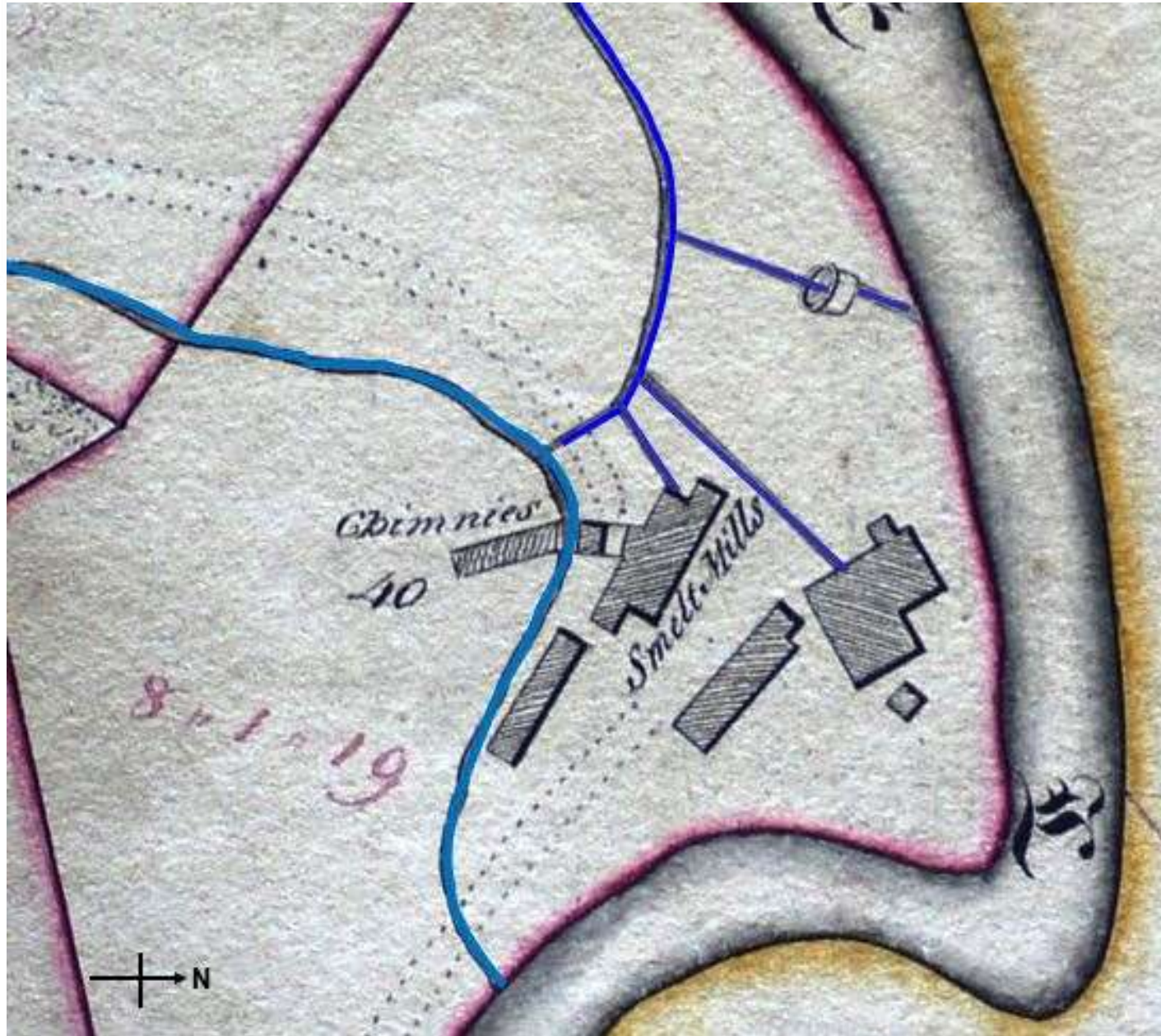






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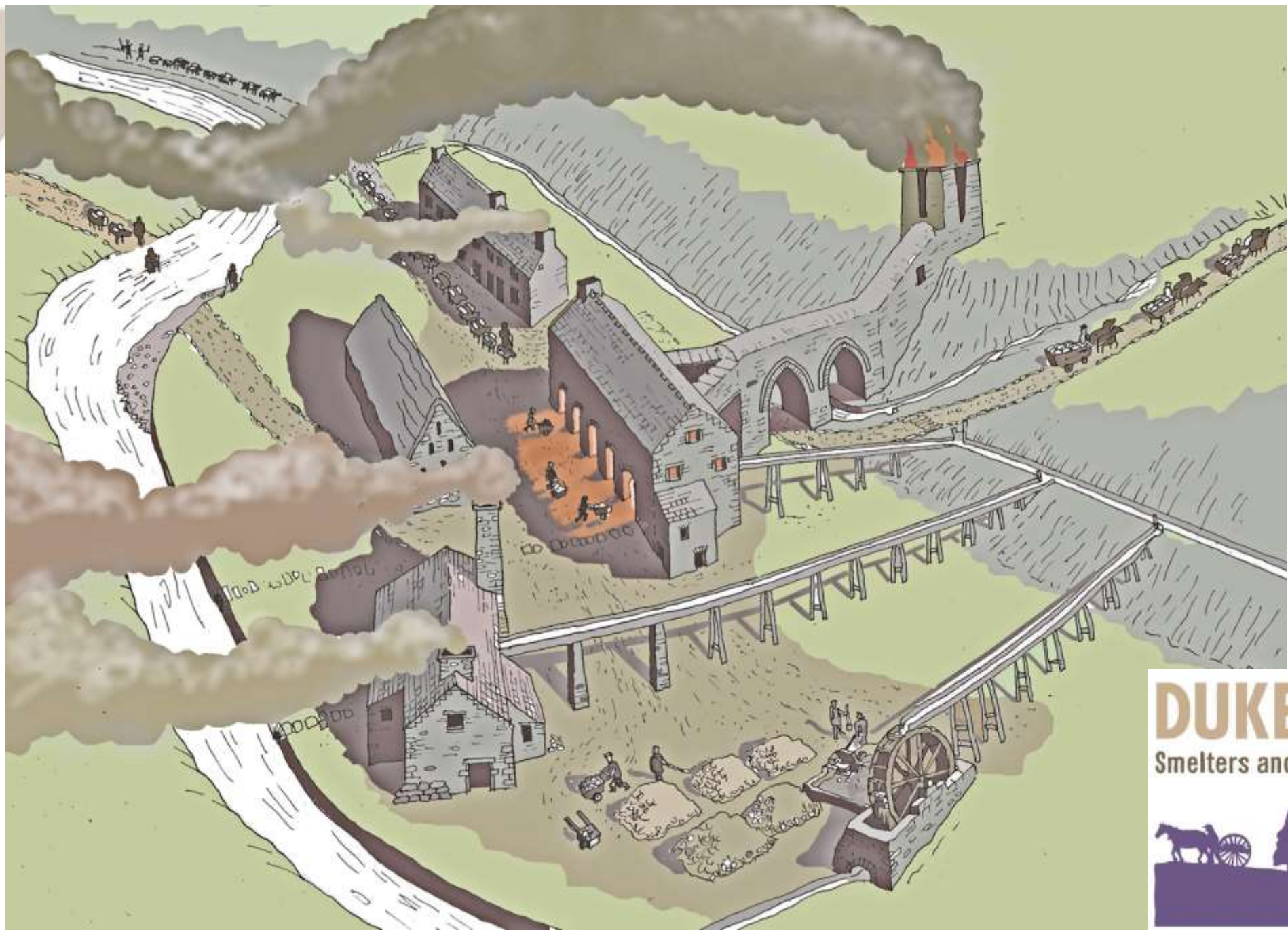






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See the Dukesfield Volunteers video here:

<https://youtu.be/Fd8-fkoD4Bk>





# Working with volunteers: – what worked for Dukesfield

1. There's a variety of types of volunteers
2. They have different motivations
3. Move them from Passive to Passionate
4. They want to be valued:
  - i. Showcase their voices
  - ii. Celebrate their successes
  - iii. Help their learning
  - iv. Share their enjoyment







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# 1 - Varieties of volunteers

## Cabinet Office - Community Life Survey (2014-15)

1. Formal volunteering - help given through a group, club or organisation
2. Employer volunteering - help given that was encouraged by employer
3. Informal volunteering - unpaid help given to other people who aren't relatives

69% of people had volunteered at least once in the last 12 months, 42% formally volunteering. The proportion of people formally volunteering has remained similar compared to 2013-14.

Levels of participation in informal (34%), formal (27%) and overall volunteering (47%) at least once a month have remained similar compared to 2013-14 and 2012-13

In 2014-15, 8% of people participated in employer volunteering, no change from 2013-14 but a significant increase compared to 2012-13 (6%)

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# 1 - Varieties of volunteers

## Heritage Lottery Fund :

HLF values volunteers – the time they give to your project can be counted as an in-kind contribution to offset against the cash grant you are requesting. HLF have grouped volunteer work into three bands and have published the following value for a day's labour:

- |                        |            |                                       |
|------------------------|------------|---------------------------------------|
| 1. Professional labour | £350 a day | E.g. accountancy or legal advice      |
| 2. Skilled labour      | £150 a day | E.g. administrative work              |
| 3. Unskilled labour    | £50 a day  | E.g. working as a steward at an event |

A volunteer may do several jobs at different rates  
– it depends on the work, not the person

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## 2 – Volunteers' motivations: Personal and Altruistic



Save the heritage

Develop skills

Make new friends

Make a difference

Gain experience

Contribute to my community

Share my skills

Become accredited

Help other people

Increase knowledge

Enjoy myself



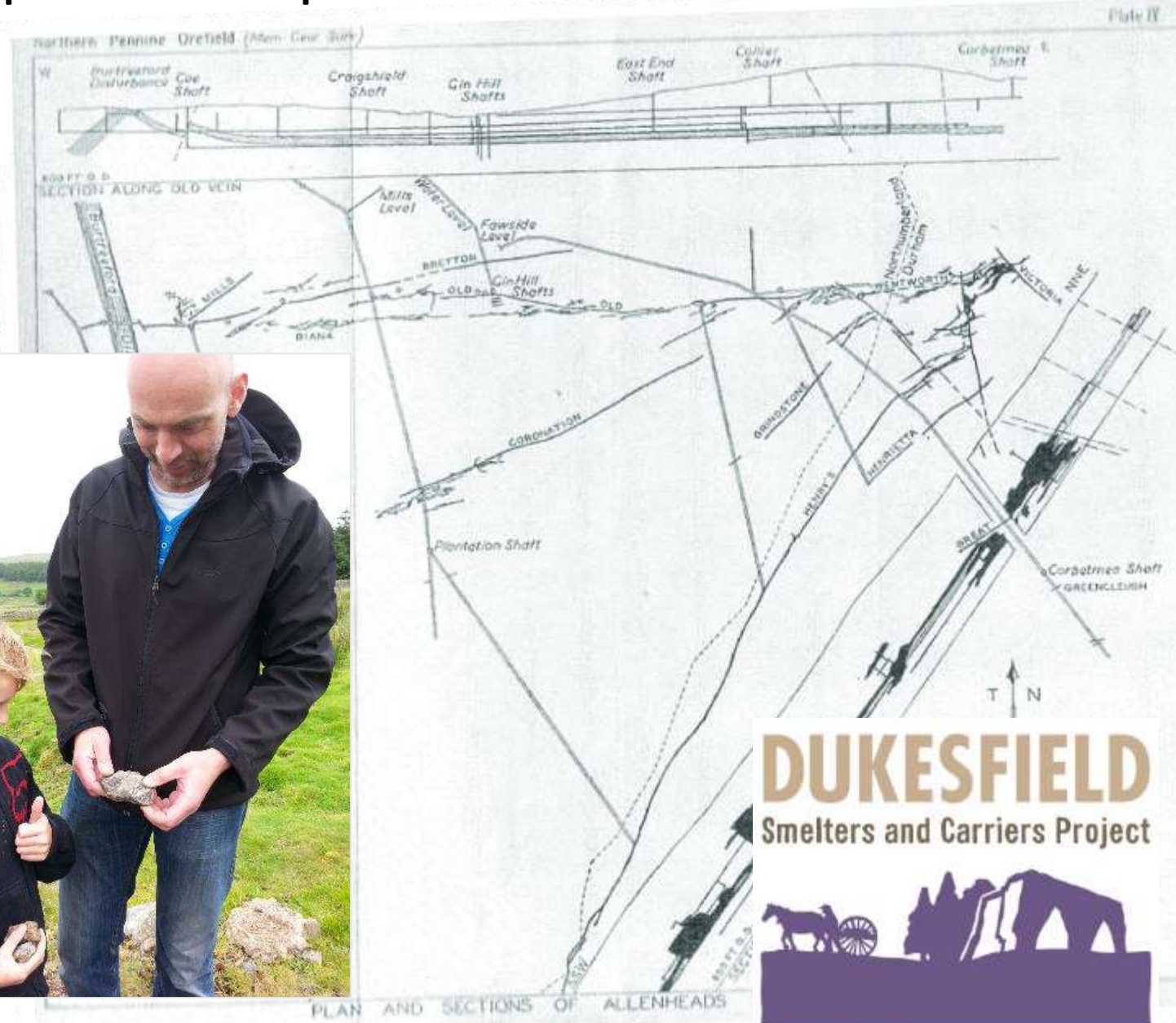




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## 3 – Moving from passive to passionate



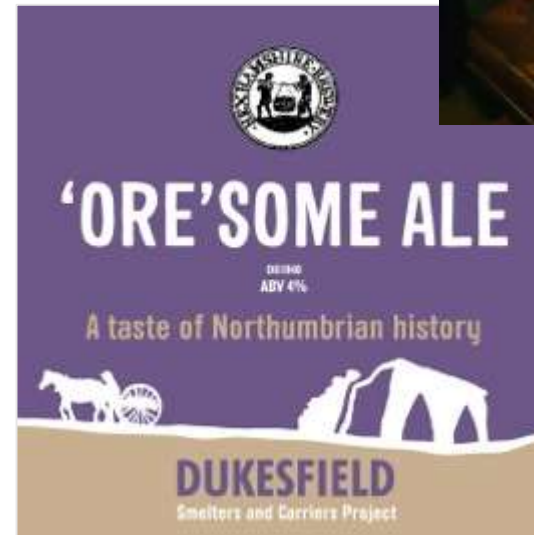
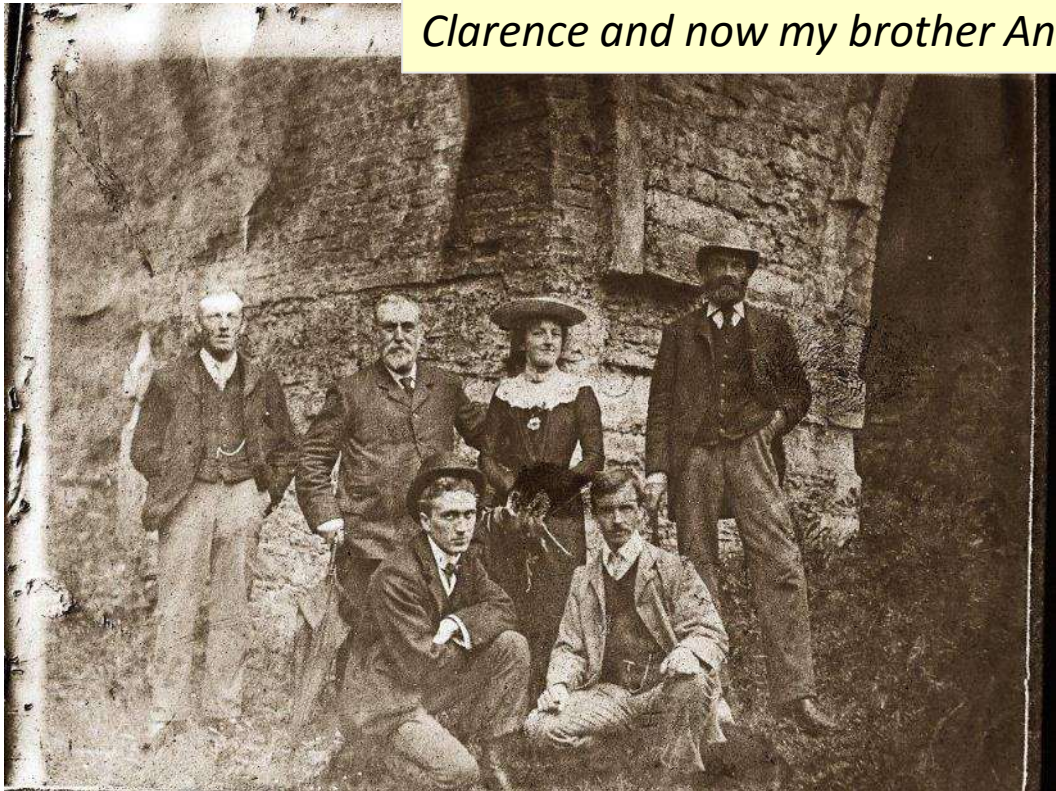




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*"My 3x Great Grandfather, John White was born around 1758... he is described as a miner. ...My great grandfather, farmed Low Staples ... his obituary stated they were the oldest tenants of Lord Allendale. William's son Arthur (my grandfather) took over, followed by my father Clarence and now my brother Anthony."*



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### 3 – Moving from passive to passionate



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# DUKESFIELD

## Smelters and Carriers Project



Five years of investigation celebration and inspiration, to share the stories of the history, places and people of the early northern lead industry.

"I walked past the arches today and they looked stunning... it has given us much joy seeing them cared for."

Dukesfield Arches are between Slaley and Whitley Chapel, in woodland on the banks of the Devil's Water in Hexhamshire. OS GR NY 941 580 Nearest postcode NE46 1SG [click here for directions](#) or to contact us.

### Activities



### The project



### History



### Gallery



[www.Dukesfield.org.uk/documents](http://www.Dukesfield.org.uk/documents)

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## 4 – Valuing volunteers : Showcase their voices



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Bulletin 6 : Winter 2014-15



Welcome to the winter edition of the Dukesfield Smelters and Carriers Project newsletter. The project ends in June, and we have news of our plans for the Dukesfield site, for creating permanent interpretation material relating our project to the wider area, and much more.



opportunities in the

ndlelight



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## 4 – Valuing volunteers : Celebrate their success



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## 4 – Valuing volunteers : Help their learning



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## 4 – Valuing volunteers : Share their enjoyment



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As you walk along the track from the road,  
imagine travelling back 200 years. This  
was a busy, bustling time!

Here at last. It's been  
a long old trek from  
Killhope mine. I'm ready for  
a warm by the fire.

Keep still,  
you daft horse! Don't  
you want me to take off  
this heavy bag of ore?

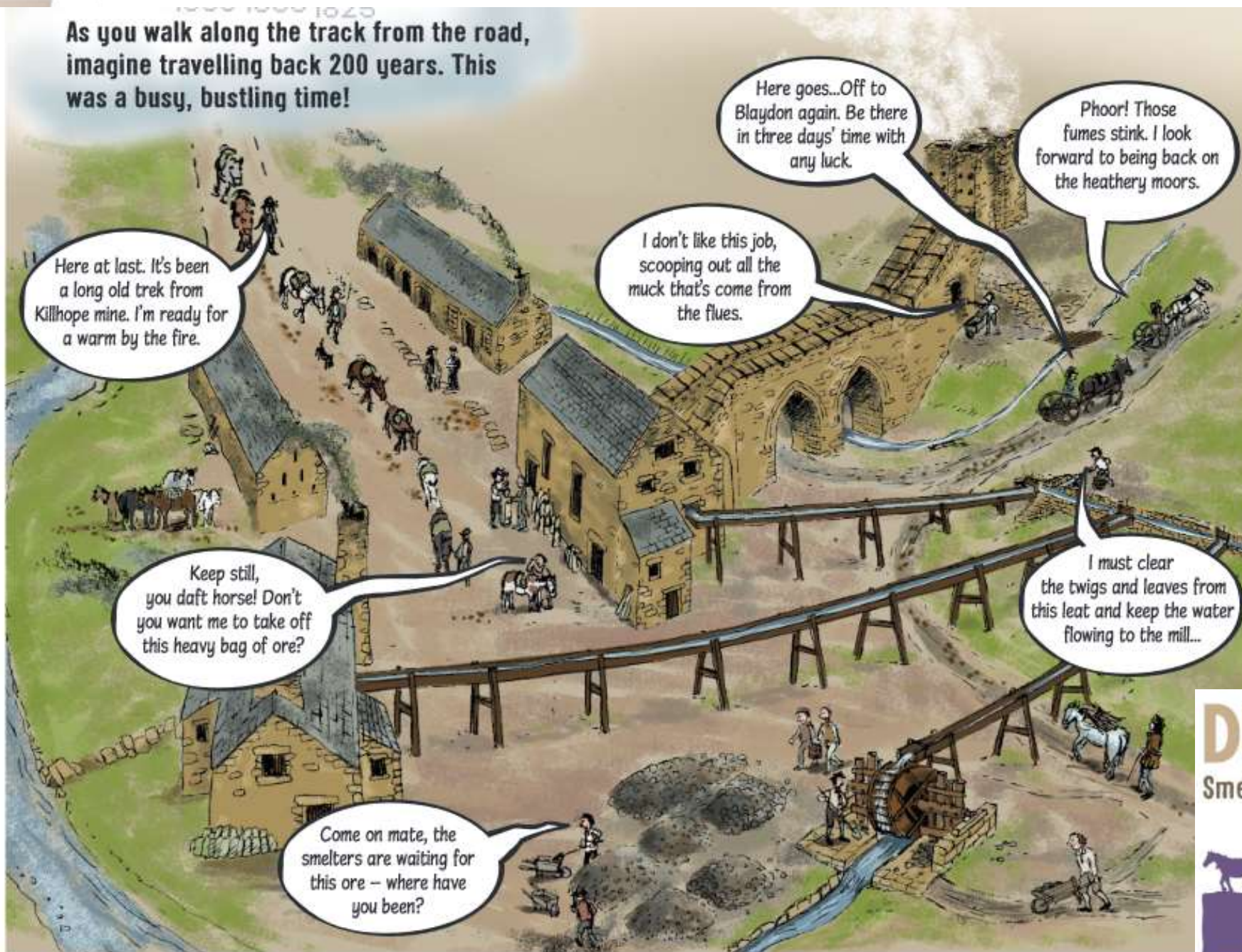
Come on mate, the  
smelters are waiting for  
this ore – where have  
you been?

I don't like this job,  
scooping out all the  
muck that's come from  
the flues.

Here goes...Off to  
Blaydon again. Be there  
in three days' time with  
any luck.

Phoor! Those  
fumes stink. I look  
forward to being back on  
the heathery moors.

I must clear  
the twigs and leaves from  
this leat and keep the water  
flowing to the mill...



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*“Dukesfield is remarkable in being a truly integrated project with archaeology, conservation, community, arts, education, acting and even brewing working together to bring this bit of history to life.*

*Volunteers and professionals have worked together with huge commitment and enthusiasm. It has been enjoyable for all, great fun, immensely rewarding and we have all learned loads more about the truly regional importance of the lead industry.”*

Ian Forbes OBE

Chair of Friends of the North Pennines

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*"On behalf of the steering group, I am very pleased to record once again our gratitude for your extremely successful management of this complex and multi-stranded project."*

Ian Forbes OBE, Chair of Friends of the North Pennines.



*"Employing Yvonne is like calling in the reinforcement guard! You get the feeling that there's a whole 'other' working with you and willing you to succeed. Yvonne threw herself into our project, bringing insight and clarity in a subtle and considerate way. She is a font of knowledge and entirely professional. We would thoroughly recommend her."*

Kim Hobson,  
Nenthead Chapel Project Co-ordinator.



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ALLENDALE NORTHUMBERLAND

*"The Wall Face education programme was innovative, using the Arts Award on a heritage project. The school's entire key stage 3, 147 children, gained their Bronze Arts Award. A key element of its success lay in the way [Yvonne] brought all the venues together."*

Bill Griffiths, Head of Programmes,  
Tyne and Wear Museums

