

PERFORMANCE REPORT

Heritage Volunteering

April - September 2018



Enhancing the lives of people in Salford

**Performance Report for Heritage Volunteering
(Ordsall Hall and Salford Museum and Art Gallery)
April – September 2018**

Key highlights include:

- An effective volunteer programme continues to support the organisation and its staff
- At least 25 individuals have regularly supported either Ordsall Hall or SM&AG
- Volunteering activities have ranged from meeting and greeting, supporting visitor interaction and ushering at evening outdoor theatre events
- 1,699 volunteer hours have been donated by the team.
- The volunteer newsletter team published summer and autumn newsletters. The newsletter is created and edited by volunteers and issued to fellow volunteers, staff and senior managers

Case Study – My First Year as a Volunteer

From the first day to this, I have enjoyed every minute as a volunteer at Ordsall Hall. Even though I only volunteer one day a week I still feel part of the team because everybody is so helpful and friendly. I love the variety of experiences and no two days are the same.

The Hall gives so much pleasure to people and I love how the local people are so proud of it and so many have stories to tell from their youth of coming to the Hall.

Everybody who visits the Hall treats it with respect and is genuinely interested to learn its stories. Occasionally visitors can impart their own personal bits of information which is fascinating.

I think the most poignant visitor who came quite recently during the hot weather was an elderly lady suffering from dementia. She was accompanied by her daughter who wanted to take her outside to have her coffee whilst sitting in the shade and as she guided her mother through the Great Hall her mother stopped and just kept on looking around repeating “I love it, I love it... It’s beautiful”. Apparently the lady had lived in one of the old Dockers’ houses by the Hall before they were all pulled down and she often used to come into the Hall and could still remember it! The look of sheer joy on her face made me feel very emotional. As they were leaving her daughter said they had “never been to a place where they were so well looked after”, which was nice to hear.

Case Study – Volunteering for All

I was invited to work on the plant stall with Holly and Daren. It was a nice sunny day and I worked hard selling plants and talking to customers. There were lots of other stalls like hook a duck, raffle tickets, bouncy castle, a climbing wall, rides for children, face painting, win a bear, tombola, birds of prey and Arts and Craft stalls. It was very busy with lots to do. For anyone hungry – there was lots to eat and lots to drink including a burger van, beer bar, strawberries and cream and cream scones and tea. Everyone was well looked after. The brass band played to entertain the crowds and St John’s Ambulance was there in case of accidents. It was a great day enjoyed by all.



Customer Feedback:

“Very friendly and informative staff and volunteers”

Forthcoming events and activities:

- Halloween spooktacular (volunteers bringing to life some of the characters of the Hall now dearly departed)
- Staff and Volunteers “Pizza and Paranormal” night. Social event for staff and volunteers to get together, grab a slice of pizza and take part in some paranormal investigations (in partnership with Manchester Metropolitan University)
- Volunteers’ coffee morning / afternoon
- Seasonal get together and thank you celebration

For more information please see:

<http://www.salfordcommunityleisure.co.uk>