**Highland Heritage Day Feedback Form Summary**

**1. When you arrived, what were the biggest challenges you thought pertained to your organisation? Did any of the networking, workshops or discussion groups provide ideas on how to tackle them?**

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| --- | --- |
| Challenge | Ideas on how to tackle |
| Isolation from other heritage groups and organisations | Establishment of an overarching, multi organisation website/facebook site. Also having an annual similar event would increase networking |
| Isolation | Making contacts with other groups |
| Persuading people that heritage was important and also full of interest | Just meeting other people in a structured way reinforced the value of what you do |
| Sustainability of the committee over time  The continuous transmission of heritage crafts and knowledge | I realised the bigger problem was a total lack of awareness of the relevance of textiles in all their forms to all aspect of civilization past & present. |
| People’s contributions to the organisation (we have lots of members. Many of them do very little) | Lots of ideas about how to engage with members |
| Lack of people able/willing to undertake fieldwork or other research | Ideas for communication so co-operation is possible between organisations and maybe also the public, eg database updated with what organisations are doing |
| Membership | Shared interests lead to new members |
| Funding, Distribution of resources | Volunteering, Signposting |
| The next generation ie recruitment | Awareness of Saltire Award |
| Demography, funding | All |
| Funding and Volunteering | Some great ideas |
| Getting volunteers especially to committee and recruiting office bearers | X2. Some dieas to try |
| Volunteers and Engagement | A range of ideas and suggestions for use to mull over and decide on future plans |
| Getting external assistance / volunteers | [no details listed, although chose Yes] |
| Attracting younger members and lack of cooperation across heritage groups | [no details listed, although chose Yes] |
| Attracting new, younger members. Getting people to stand on the committee | Raising awareness of our existence – advertising mainly |
| Sustaining volunteers that are willing to lead projects and be on committee | [no details listed, although chose Yes] |
| Limitations to our ability and desire to expand locally | General enthusiasm in talking to others |
| Aging volunteers and lack of them | None helped, but useful to know everyone is in the same boat |
| Sustaining it – ie getting enough volunteers | Summarised in the HES Climate Action Plan |
| Reduced workforce due to limited budget for paid staff and dwindling volunteer numbers – museum cannot open as often as it would like to. Increased energy costs. | Discussion during the morning breakout session and during the ‘volunteering’ session in the afternoon led to ideas for improving attractiveness of volunteering when advertising, eg advertising for skills rather than volunteers. Volunteering digitally and from a distance was also discussed. |
| Volunteering and sustainability | [no details listed, although chose Yes] |
| Sustainability | [no details listed, although chose Yes] x 2 |
| Keeping it going | [no details listed, although chose Yes] |
| Continuity | [no details listed, although chose Yes] |
| Sustainability (volunteers from a younger generation) | Discussion group and report in plenary |
| Continuity and recruitment of volunteers | Working more closely with schools and attracting volunteers based on their strengths, not necessarily what you perceive you need |
| Succession Planning | [no details listed, although chose Yes] |
| Recruiting volunteers (and paid staff too!) and climate crisis | Focus on benefit to the volunteers, use local volunteer networks |
| Funding, Attracting volunteers, Aging Volunteers | In the Volunteering Groups we discussed the value of social media, collaboration between organisations and targeting a younger population |
| Volunteer recruitment and funding | Methods and stories …with organisations on their need, eg cubs, badgers or teachers outreach [??] |
| Lack of volunteers/ staff time / funding | Different ways to engage volunteers |
| Sustainability, fundraising and networking | Absolutely – lots – further research ideas and connections made |
| Sourcing funding for a group of volunteers and attracting the younger in the local population | Useful to hear how some are having to face the same problems |
| Funding | Communications – working together |
| Funding, Funding, Funding! | A few leads and tips |
| Outreach – to other groups and the general public; sustainability of our organisation | Directory idea, engaging workshop gave good ideas we can pursue. Did not attend Sustainability workshop, but will get feedback from members who did attend, and slides form powerpoint |
| Engaging with younger members of the community, and funding new and/or different things to do, to encourage participation by everyone. | Getting people involved and making them aware of what we do |
| Getting those involved that would not normally engage with heritage organisations | [no details listed, although chose Yes] |
| New to the scene, so needed to see and understand the full picture | Now very much aware of the mix of groups presenting our heritage. |
| Volunteer retaining and cohesion, knowledge of other organisations who could help/collaborate with us | [no details listed, although chose Yes] |
| Sustaining Membership and Volunteers | Ideas on to involve younger volunteers |
| Accommodation, Volunteers | General idea |
| Finding things for volunteers to do | [no details listed, although chose Yes] |
| Resources – time, volunteers, seasonality | [no details listed, although chose Yes] |
| Involving locals to participate | A lot of ideas shared |
| Attracting diverse audiences to events | Collaborating with other groups and organisations will help |
| Engaging communities in archaeological projects, different audiences | Lots of ideas for different ways of engaging people and publicising as well as supporting other organisations |
| Social media – websites, and funding. Continuity of groups committee | Engage with present members to organise meetings. Trying to involve a cross section of the community. Tap into tourism for fundraising |
| No museum, but we rent a room from church | No response |
| None | Very informative |
| None listed | [no details listed, although chose Yes] |
| None listed | No response |
| Not part of an organisation |  |
| We had no challenges. The event was well organised with plenty of information | The [funding] workshop was very useful and it was useful to hear the problems other organisations have and how they try to solve them. |

**2. Did you come away with any ideas of how to invigorated your organisation?**

Yes 48  
No 10

No response 6

Comments

* Greater participation within the wider heritage community can only be mutually beneficial
* Get involved with others who share similar challenges
* Make a greater acknowledgement of the guild [of spinners, weavers and dyers] members who have instigated and run community projects or archaeological reconstructions of past industries
* Lots of ways we can work with others, learn from them, help them
* Word of mouth is key
* Cooperation, outreach
* Ways to engage with local communities
* Appealing to younger members
* Engaging with youth groups. educational orgs
* Ways of bringing in younger people / students
* Ways to engage younger volunteers. Ideas for funding
* Youth volunteers
* Better involvement with local tourism
* Did not come away with ideas, but networking was very helpful. People took away leaflets to publicise our organisation wider.
* Hopefully ideas taken on board
* Networks, youth trustees, projects
* Ideas for cooperative networking to share skills and solutions, and recruitment broadening
* One overarching feeling was the exciting potential of collaborating with other organisations, sharing ideas and resources
* Attempt to promote our organisation on the internet and hold local event
* Some avenues to explore younger members/interest
* Collaboration – reach out to others x 2
* Work with other local groups
* Other similar organisations out of ‘museums’
* Ideas to involve younger volunteers. Also accessible guided trails in person and online
* Funding
* Ways forward on climate action, volunteering and fundraising
* Need to be speaking to all newcomers to the area and welcome them to ‘taster’ sessions
* Various, volunteer projects ideas
* Contact other organisations which may be interested in what we are doing, and offer to volunteer with them in return.
* Engaging local B&Bs and tour companies
* A timeline study to involve locals
* New funding streams, organisations to join and ways to engage
* Ideas for speakers. A directory of organisations
* We need to think of engaging on a wider basis to attract potential new members who have other but related interests. We need to look at environmental issues and people’s personal history as well as local history.
* Ideas for new publications to stock in museum shop. Ideas for future funded projects and accessing specialist skills, and resources through academic partners and other heritage organisations. Ideas for learning and outreach work with local schools.
* No instant solutions, but will keep working on it.
* Both the organisations I belong to have good vibrant membership. However, it is important to see where we can improve and maintain our enthusiasm and reach out to members of the public who are not engaged with heritage.
* Think future projects will be better as a result
* Work more closely with ARCH
* Reinvigorate is probably the wrong word – only starting out; but lots of ideas
* Not needed x3 (on response: only because I work for a very large organisation)
* Did not come ways with ideas. ?? New committee members or officers. Wrong people needing involvement. CV’s

**3. Did you identify any ways to collaborate with other organisations?**

Yes 61

No 1 (we already collaborate)

No response 1

If yes:

Sharing skills and ideas 48

Working on joint projects 29

Networking to share ideas 50

Joint training sessions 22

Collaborating with other interest groups 28

Other

Need a Directory of organisations x 3

Schedule of Highland-wide events

Letting groups know we exist and can demonstrate/ teach/talk on heritage textile crafts

Raising awareness of our own organisation with others

Perhaps a youth group, craft group

Getting speakers from a wide range of organisations

**4. What key ideas did you take away with you from the workshop?**

4.1 Volunteering

* We all share the same challenges
* Modernise governance
* Treat volunteers with respect
* Importance of collaboration between organisations; importance of encouraging the younger generation
* Corporate links
* Must step down after 5 years!!
* Don’t be scared!
* Advertising for skills rather than general volunteers. Create a positive volunteering experience to facilitate recommendations through word of mouth. Finding the balance between giving volunteers enough support/development opportunities and not imposing too much bureaucracy on volunteers. Promoting opportunities for people to volunteer remotely from distance.

4.2 Engaging

* Networking
* To go to Gairloch and to devise small projects to involve people
* Collaboration
* Community Time Lines x2
* How to manage and structure a community engagement project
* The need to engage with other groups, the general public, particularly the younger generation
* Targetting what people want rather than what we think they might want!
* Linking with other groups to work alongside eg youth groups, interest groups eg photography
* Reading different audiences, publicity, Community Timelines structure
* Ideas about what worked and what hasn’t worked with different projects
* Work social media well, having a variety of activities and ways of presenting them, etc etc

4.3 Climate Change

* Very much more work needs to be done on education for the need for rapid change and what needs to change
* Reprioritising in face of some inevitable loss of sites etc
* Building in sustainability into project design. Setting realistic goals to increase positive thinking/results.
* A number of ideas form HES Climate Change Plan booklet
* Need to consider it in all we do; but also take advantage of opportunities to find new sites
* There were many people already engaged with this and want to improve. This workshop was very poor. Too general and self-congratulatory, and did not relate to organisations present.
* Start making small changes. Take responsibility.

4.4 Sustainability

* Valuing and working our members is the way forward
* We are not alone, and if we knew how to contact folks it would be great. Like the directory idea.
* No response x 2
* Lots of ideas for attracting new volunteers and trustees
* Involvement of the young. Saltire Awards as an inducement for children
* Need to meet up with more people
* We all face the same challenges
* Need to think about and re-evaluate where the group is going

4.5 Fundraising

* Local business support
* Using volunteer time as a match funding x 3
* More emphasis on the monetary value of volunteers
* Don’t underestimate the amount and importance of volunteer time in the success of any project
* A better idea of what is involved, particularly around community engagement
* Reach out
* Rather than ideas, was information
* Preparation

**5. If you are claiming travel expenses, please indicate which applies:**

I would not have been able to come without this help 4

I may not have been able to come without it 14

I would have come regardless 29

No response x 13

N/A [for local people] 2

**6. Were you satisfied with the day?**

YES 63

No

**7. Would you like to have a similar networking day in the future?**

Yes 63

No

If yes, how often?

* In 6 months
* 6 months or yearly
* Maybe twice a year: pre-season and post-season
* Annually x 24
  + early in the year, March to de-conflict with other events such as HAF (x 5)
  + have online presence as well x2
  + as soon as possible
* Every two years x 9
* Annually or biannually x4
* Not more than than a year
* 2 or 3 years x2
  + In the interim set up an online forum for keeping in touch and sharing experience and ideas
* 2-5 years
* Not sure
* Regularly
* As and when
* Retired, so any time
* Black Isle Show – book a block area
* No response x 14

**8. Any other comments**

* A list of attendees and organisations invited and also present would be a very useful outcome
* Idea of a directory where we can state what we do and how we might be able to assist other bodies with demonstrations etc is very important to us. Good day – thanks for organising.
* Highland Environmental Forum provides an excellent model for a Highland Heritage Forum. It would provide space for contacts and presentations etc and a forum for discussion. X2
* Excellent day. Thanks to organiser
* Online meeting board to ask questions etc
* Very good to find about the work of other groups – but where were the textiles? Respondent also supplied a sheet on textiles, their importance, their suitability to explore women throughout the area, opportunities to involve young people and communities, promote wellbeing; and need to explore locally produced textiles to replace Chinese imports in heritage gift shops.   
  I think the day was vitally important and would very much hope that the Highland Guild of Weavers, Spinners and Dyers would be invited again
* Just a brilliant day. So good to meet up with others, see who they are, read their stalls, get ideas on contacts that will help in the future.
* Loved meeting new friends
* Good venue, good hospitality, good group
* Very worthwhile day. Did not know how many organisations were working on projects
* Need ways of keeping connection going
* Online networking for future networking days. It would be useful to have a map which showed where all organisations are based. Google maps are free. Well cone. Very useful and heartening to meet folk from all these organisations.
* Excellent. Extremely worthwhile and essential for revitalising and encouragement
* More time dedicated to networking needed. Thank you very much. This was a great event. We appreciate the work that went in to making it possible.
* Need to share contact addresses/individuals with others. ARCH would be a useful organisation to encourage networking. I did not hear directly of this event, but only through one of our Trustees. Event helped to appreciate how many other heritage groups there are in the Highlands.
* A lot to take in (for me) but an excellent start!
* I like the idea of working on joint projects, but depends on having staff time and resources to do so. Thanks for arranging! Very successful networking day.
* Fringe activity so useful. The session were great but so was the chance to just meet/chat informally
* Great to get time to talk and share with like-minded groups
* A very good day. Good to meet other groups and their experiences and management issues. A very friendly meeting and enthusiastic volunteers
* Really enjoyed the event, so good to see so many people and the range of groups out there is much bigger than I had imagined
* We came representing several museums and projects. We realise that we ned to increase collaboration. We have done some work locally, selling our books through the museum shops. We organise talk son wider topics, such as oysters in the Dornoch Firth. We know of a number of cine, video and cassette films which we need to digitise. A nearby local museum does films which attract a good audience. Promote a range of projects, which can lead to non-members asking for help.
* We need umbrella organisation to create leaflet stands info across the region.
* Very worthwhile. Informal contacts helped with many ideas and issues my group has (eg same type of site etc)
* Great event, really helpful to get people together, remind ourselves who is out there and what we can learn/ help each other with
* Great day and good/heartening/encouraging to see so much going on in the Highlands!
* Public access to the exhibition/displays would have been good. Maybe that could have been a separate event. This would publicise the work of heritage groups/museums to that these groups actually exist!! Networking days. Another option would be a Highland-wide networking day every 5 years and ‘regional’ ones every 2 or 3 years which could be open to all Highland groups to visit, but specifically aimed at networking in the area holding et. Eg Skye (& Wester Ross?), Easter Ross. A directory of heritage groups would also help.
* A big THANK YOU to the Steering Group and all the volunteers involved eg providing the teas/coffee etc etc. An excellent day. Learnt a lot. So helpful for the way forward
* Our organisation is different in that it does not have anything tangible (aside from a book collection) to demonstrate our heritage. Our museum does that. Our lecture programme is basically all we have to offer.
* Please improve PA system with 2 speakers, one each side of the stands
* Desks too small for display x3
* The organisation of the event suite my needs: timing, workshops, meetings, lunches. Future ones perhaps morning to lunchtime private and open to public at 2pm
* Thanks folks.
* Excellent. Well worth coming
* Well organised. Very valuable. Good lunch
* Event overall was very good, positive and valuable.
* A fantastic day. I know well just how much thought, time and effort goes into making these things happen. You and your team really managed to attract such a wide diaspora of ‘Heritage’ organisations and individuals; it was an extraordinary melting pot, a proper fusion of idea and collective drive. I learnt much and met many.
* I would like to commend ARCH and especially Susan Kruse on organising an excellent day with, I hope, useful outcomes for everyone who attended. Highland Region is the size of a small country with a sparse, scattered population but huge heritage potential. Without the many individual local organisations and the commitment of volunteers much of the knowledge and understanding of the heritage would be lost. The day showed everyone needs support and appreciation. We can now meet by social media, but meeting real people is essential. Thank you.
* The day was a very well organised event with clear information provided before and on the day, eg the A4 map of where to find the different areas relating to the event in Dingwall Academy Ground floor was very helpful. The facilitators were all excellent. Clear summaries in the plenary sessions – a difficult task summarising comments from us participants…successfully achieved (admiration from me on that). So I’m hoping that there is a similar event, face-to-face, – in 2 or 3 years time? In the interim: a Directory of the Heritage Groups and Museums in the Highlands? a short summary of their activities/projects? A BIG THANK YOU TO YOU ALL for an excellent day.