

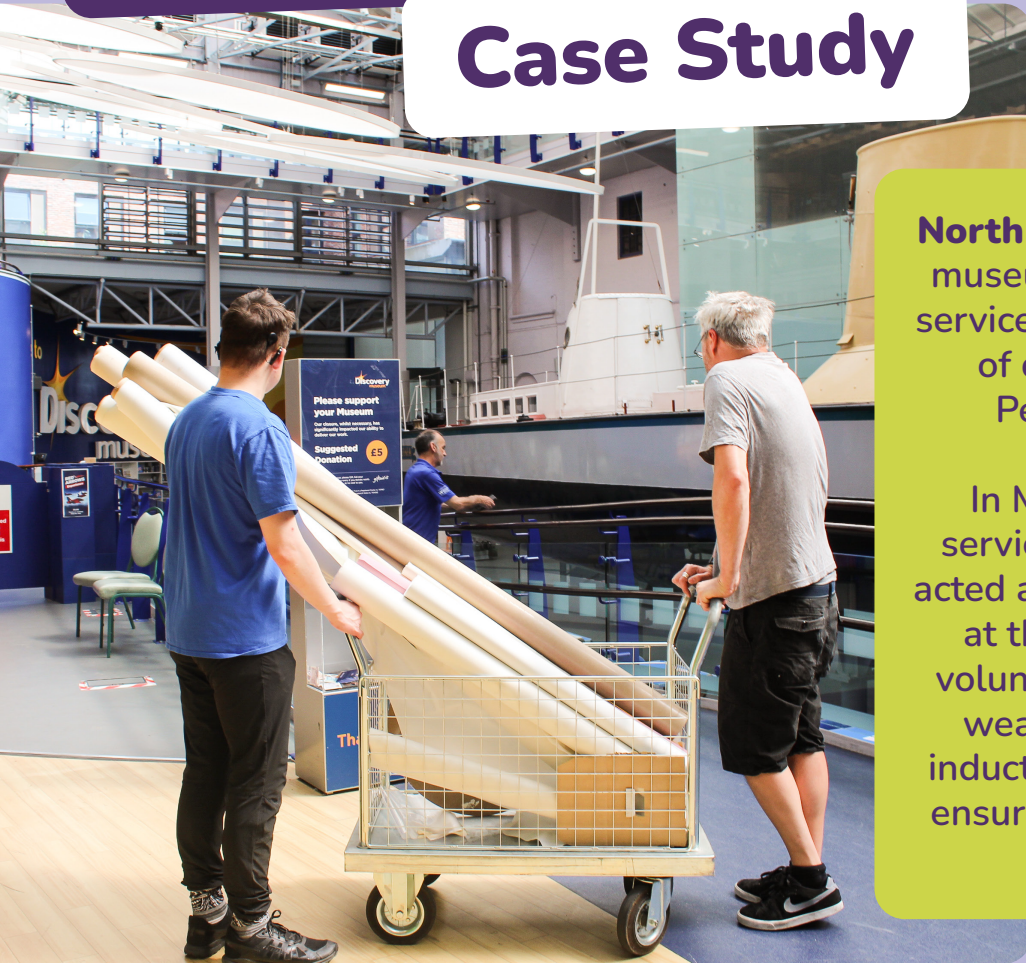


Percy Hedley  
FOUNDATION

NORTH EAST  
MUSEUMS

## Hedley's Beyond

### Case Study



**North East Museums** is a regional museum, art gallery and archives service who have offered a number of different initiatives to the Percy Hedley Foundation.

In March 2023, students and service users from Percy Hedley acted as meet and greet volunteers at the Discovery Museum. All volunteers were given t-shirts to wear and provided with a full induction and planning session to ensure they were fully supported in their roles.

In May 2023, Michael, one of our students, successfully commenced a work experience placement. The placement was carefully planned, with comprehensive support provided throughout the informal interview process, and was continually developed to align with the objectives and targets of both Michael and North East Museums.

In 2024, North East Museums requested to continue the partnership with the Percy Hedley Foundation by creating a volunteer steering group.

**“We want our staff to build a deeper level of understanding of the word of disability and create environments which are inclusive.”**



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**“The students have brought attention to detail, humour and a willingness to work and learn. We have seen unexpected outcomes, such as the team wanting to learn BSL.”**

**“The impact on students was clear because they built friendships with others who worked alongside them.”**

## Impacts and Outcomes

These placements have offered opportunities for a number of students and service users to develop key skills.

Individual students have also learnt new skills in quality assurance and have taken pride in ensuring their work is of a high standard.

**“This year it feels like staff are engaging better than ever. Staff are now seeking me out to ask the steering group to come to their venue/exhibit rather than me going to them/asking speculatively. It’s a standing point in the staff access working group for me to feedback from the volunteer group sessions; changes have been made and volunteer roles created because of the groups’ work.”**

**- Helen Russell,  
Project Coordinator,  
Volunteering Development.**

## Students developed:

Improved teamwork skills

Communication skills

Pride in their work



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### What's next for North East Museums?

“Following these experiences, we will continue to deliver the volunteer steering group. This group are integral in checking out proposed changes, and we are sharing this learning across our other sites.”

“Our next step is to look at new ways of supporting young people to build their interview skills and aim to support with mock interviews.”

“We recognise that the standard of applications is below what we would like to see and are keen to work with others to find ways of supporting applicants to build the skills required to truly deliver a great application.”

### What advice would you give to other employers?

“Look at the job roles you have and consider making a few tweaks to engage a student in meaningful work experience, your team will thank you.”

“The key to a successful placement is working in partnership, listening to the students, don't be afraid of reasonable adjustments. Small changes can make a big difference across the team, from offering the time to truly listen to their needs, to giving an individual a quiet space to take a moment.”

### Providing supported placements:

Builds confidence and transferable skills

Challenges misconceptions

Creates inclusive workplaces