

Community Consultation Consultant

Role:	Undertake community consultation on our redevelopment plans and the visitor experience for Tiverton Museum of Mid Devon Life
Location:	Working from home and at Tiverton Museum of Mid Devon Life, Devon
Fee:	£4,167 plus VAT (to include all associated costs)
Status:	Freelance Consultant
Reporting to:	Pippa Griffith, Museum Director
Period of contract:	Fixed term, to be completed by 10/06/2024

Introduction

This brief sets out the requirements for undertaking significant community consultation and producing a report to steer our redevelopment plans, including visitor facilities.

1. Background

1.1 Tiverton Museum is a vibrant, award-winning and much-loved museum that provides extensive displays on the history of Mid Devon; a lively events programme, including temporary exhibitions, guided walks, talks, holiday craft activities and lots more. The museum contributes to the local economy as a key visitor attraction and works closely with its local community. We offer a range of activities for schools and families and are an important resource in an area where poverty and geographical factors increase the risk of isolation. The museum makes it possible for teachers and parents to access good quality learning opportunities outside the classroom. We also provide a successful reminiscence service for older people in care and residential homes, and a monthly memory group based at the museum. The museum runs the town's Tourist Information Service and is engaged with plans to develop tourism within Mid Devon through a new venture Visit Mid Devon.

1.2 Tiverton Museum has secured a National Lottery Heritage Fund grant, for a project 'Strengthening our foundations; building our future'. The overall project includes essential development work to strengthen the organisation's resilience and determine the longer-term redevelopment plans through several strands of work, including:

- Consult with our community on our redevelopment ideas and the museum's services
- Commission architectural plans to RIBA stage 2 with environmental sustainability at the heart.

- An outline interpretation strategy to steer future improvements in managing and sharing our heritage, including significant community consultation to ensure that we do so in a meaningful way (to RIBA work stage 1).

This project has two phases of impact. The first is to make essential, immediate changes to the museum by increasing volunteer capacity and significantly improve our environmental sustainability.

The second will contribute to medium term plans for a capital redevelopment project. A capital redevelopment will allow the museum to make the most of its large site to improve the visitor experience, provide space for events and activities and maximise commercial income whilst improving the building and collections care conditions. A feasibility study for this was carried out in 2018, followed by a revised concept plan in 2021. The re-development is an exciting project that will enhance our galleries and create new areas for community events, activities and learning. We see the new Tiverton Museum as playing a major role in the regeneration of the town, enabling people to engage with Tiverton and Mid Devon's heritage through new interpretation, displays and programming that focuses on community life, past, present and future.

2 Objective

An experienced consultant is required to undertake consultation and provide a written report about our outline redevelopment plans, and the visitor facilities that the museum can (and could) provide. The written report will steer our future redevelopment plans, and inform our subsequent work as part of this overall project.

The work will use the data from our Audience Development Plan, and involve consultation with our visitors, the local community from across Mid Devon and our key stakeholders. This will help to shape our understanding of the current visitor experience, and how this can be improved within a capital redevelopment to enable the museum to engage more people with our heritage. We also want to know what parts of the current visitor experience people value and don't want to lose in a redevelopment. The work will include a review of the current facilities we offer our visitors, and potential new ones (eg light refreshments, Changing Places Toilet).

The report will inform other work being commissioned as part of this project, and will support future fundraising applications for the museum's redevelopment.

3. Outputs

The consultant will:

- Review existing relevant policies, reports and plans (such as the Audience Development Plan, 2018; Learning and Participation Strategy, 2022 and the Initial Concept Paper, 2021); and fully understand the current visitor experience.
- Review and understand existing visitor data and undertake consultation with at least 100 people/organisations including existing visitors, potential visitors and key stakeholders (such as primary schools, Mid Devon District Council, Tiverton Town Council to be agreed by the museum team). To ensure that the

consultation includes a wide range of people and organisations (such as people from C2/D/E households, younger people, ethnically diverse households, LGBTQ+ people, families, people with disabilities, people living with dementia and children and adults with autism).

- Use the consultation findings to identify within the report how the visitor experience can be improved through a capital redevelopment (to consider all parts of the visitors on site journey from kerb appeal, entrance, orientation, seating, toilets, refreshments and event space).
- Identify how we can meet the specific needs of particular audiences if needed (eg families, visitors with disabilities etc).
- Provide an in-person presentation of the summary findings and draft report to Trustees, Staff and Volunteers to ensure they have a full understanding of the stakeholder feedback.
- Provide a clear, practical written report with recommendations for achieving the above which must include NLHF logos / stamps as laid out in the document 'Acknowledging Your Grant'.

All documents produced will be the intellectual property of Tiverton Museum of Mid Devon Life.

4. Consultant Selection Criteria

We require demonstrable understanding and experience in:

- Interpretation planning
- Previous NLHF funded projects
- Team working with museum staff
- Setting realistic targets
- Strong report writing skills

5. Timetable

- Closing date for applications is 9am 30/1/2024
- The candidates will be shortlisted by the Director and the Trustees.
- Interviews will take place between 19-23/2/20204
- The work should ideally begin by 11/3/2023
- The report should be presented to the museum by 10/6/2024

6. Budget

The total fee is £5,000 (including VAT). The tender costs should include travel and all other costs associated with the work.

Suggested payment will be 25% upon appointment, 50% for the first draft and 25% on receiving the final report and presentation

7. Proposal

Your proposal to undertake this project should include:

- Credentials for the consultant/company and all those who will have input into the work.
- Examples of similar projects undertaken.
- A methodology of how you propose to meet the requirements of the brief.
- A programme indicating how you would deliver the project and key dates for tasks.
- A costing breakdown.
- Details of two referees for whom you have done similar work.

Please email applications to Pippa Griffith, Director at director@tivertonmuseum.org.uk. For an informal chat please contact Pippa on 01884 256295.