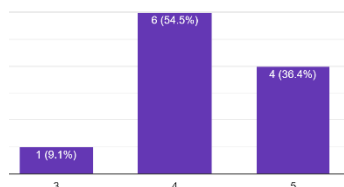


Cluster organisations have explored what is meant by a ‘meaningful connection’, both on and offline

In the Final Evaluation survey the organisations were asked the question ‘I feel I have explored what is meant by a meaningful connection off and online’. The responses used a scale of 1 to 5, 1 – Not at all to 5 – Explored in Depth. The result was 91% selected 4 or 5. The only other response selected was 3. It is worth noting that this was selected by a participant who was only able to attend two of the workshops and had to leave one of those early.

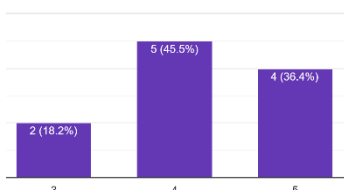


At the first Kick Off Meeting we created a survey for staff and for service users to find out their understanding of a meaningful connection. There were over 100 responses. Getting survey data back and analysing it together was the start of the process. Richard, from First Light, noted that “there was a lot of insight” drawn from that data. Linda from Living Keys commented that she was “really pleased with the results” of the survey. Talia from Youth Realities commented that she will re-use these skills: “it was the longevity and the thoroughness of the research stage that added clarity, I will take this learning away and push for more when we are applying for funds”

In the interviews that took place, Kate from the Daisy Programme noted that “just talking amongst ourselves about what meaningful connections meant was also a really good way of working and finding out about each other”. Nel from Aanchal, commented how she was already using the term meaningful connections outside of the project “the term meaningful connections has been tripping off my tongue, I’ve even used it on other things”. Lucy from Mankind noted how a truthful experience shared by one of the participants “taught me something in a professional way, a cross over from personal to professional, because what we’re talking about is human connection”.

Cluster organisations have the core insights / ingredients of what a ‘meaningful’ connection can mean to both staff and service users, and have created a set of values and principles

In the Final Evaluation survey the organisations were given the statement ‘I now have the core insights / ingredients of what a meaningful connection can mean to both staff and service users (this could be based on our Meaningful Connections Model or just on our discussions and explorations over the last 11 weeks)’. The responses were on a scale of 1 to 5, 1 – Not at all to 5 – Very Much. Most of the participants, 91%, selected 4 or 5. There were two responses of 3. It is worth noting that, one of those responses was by the participant who was only able to attend two of the workshops and had to leave one of those early.



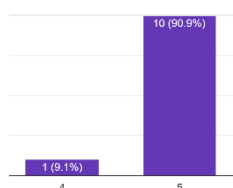
Su from Aanchal hoped that using the insights it would be possible to “together with service users, hold bigger events and bring communities together reducing their isolation.” Talia from Youth Realities noted that that survey results also have helped provide clarity on “what we now know we need to do to meet the needs of the beneficiaries that we’ve worked with”. In response to the question, ‘What else would you like to share?’ in the Final Evaluation Survey, Nel from Aanchal noted that “Every single person took away a mountain of insights and techniques, all of which is only going to benefit the end service users.”

The organisations all saw the value of sharing the insights gained on the project and created a set of values and principles called the Meaningful Connections Model for the benefit of both staff and service users. Lucy from Mankind stated that she didn’t “want us to leave this without a chance to share that wider learning”. Nel from Creative Coaching agreed saying that she wanted to “Bottle up the learnings so they are not lost ... everyone is going to benefit from this.”

Cluster organisations understand the value of peer design, and how to bring in the voices of peer designers as decision makers (using a tool box of document templates)

During the interviews there were reflections on the value of peer design. Su from Aanchal agreed stating that “meeting with people from diverse organisations, with different experiences, and having that knowledge, that’s a wealth that’s quite rich for organisations to have that together.” Talia from Youth Realities noted that “this is what partnership working is all about, you’re going to disagree on certain things, just being honest and authentic with your ideas... workaround how to compromise to get an end result”.

In the Final Evaluation survey the organisations were given the statement ‘I understand the value of including lived experience peer designers in project design’. Responses were in a scale of 1 to 5, 1 – Not at all to 5 – Very Much. Most of the participants, 91%, selected 5 with the remaining 1% selecting 4.

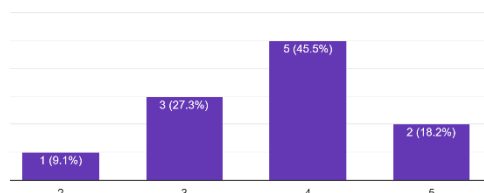


There was a reluctance to involve peer designers at first. However once the peer designers were on board the value was seen by all and the peer designers became champions for the project. Talia from Youth Realities noted that she enjoyed “the value of hearing other people’s voices”. Kelly from Living Keys noted that she found the workshop with peer designers really helpful “because it was good to hear another perspective... that was totally different from the group”.

Bringing in the voices of peer designers and decision makers was discussed with the use of the 1-2-4-All method, the surveys and testing the prototype of the app with staff and service users. In the film created for the project the organisations also mention the landing exercise, the Zoom breakout rooms, Zoom voting, the Miro board and facilitation techniques. Will also highlights in the film for everyone how empowering it was to be involved as a service user.

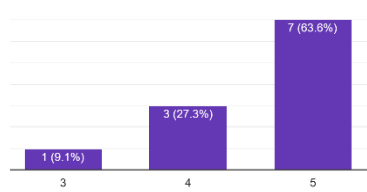
Cluster organisations have developed a new mindset and are able to navigate processes of collaborative working, learning consensus building techniques that work online

In terms of developing a new mindset, In the Final Evaluation survey the organisations were given the statement ‘My way of working has changed as a result of being part of this project. Responses were in a scale of 1 to 5, 1 – No change to 5 – Many changes. From the responses, 91% selected 3 or above, with the majority 46% selecting 4. It is worth noting that the one response of 2 was by the participant who was only able to attend 2 of the workshops and had to leave one of those early.

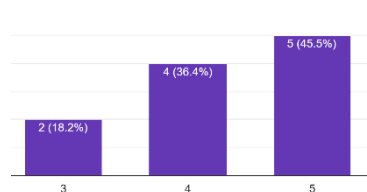


Lucy from Mankind noted that the project has changed her thinking and that she has learned you “can approach things from all these different angles, there is a way of making it more 3D, my way isn’t the only way.” Su from Aanchal stated that she had “learned the techniques in the digital field are endless and you never stop learning, that’s what I’m taking away.” Talia from Youth Realities noted how one of the people in the group wasn’t happy about an app being developed but once that person saw the app they had completely changed their mind.

To determine whether the organisations were able to navigate the processes of collaborative working, in the Final Evaluation survey the organisations were given the statement ‘I feel confident about the process of collaborative working’. This question used a scale of 1 to 5, 1 – Not confident at all to 5 – Very Confident. The results were that 91% selected 4 or 5. Su from Aanchal discussed the collaboration and how the organisations were not an obstacle to one another and showing an interest into the vision of another person or organisation.



To determine learning of around consensus building techniques that work on line, the survey included the statement 'I have learnt tools and techniques that help me facilitate online spaces better'. This question used a scale of 1 to 5, 1 – No new tools learnt to 5 – Many new tools learnt. The results were that 82% selected 4 or 5.



Su from Aanchal noted: “we have learned continuous ways of doing things: diversifying then narrowing, it's amazing how the techniques work”. Kate from the Daisy Programme said “you guys have been great facilitators, helping us to understand techniques” Linda from Boston Women's Aid will use the Miro board from now on “The Miro board has helped us tremendously”

Participants were asked to what extent their ways of working had changed as a result of the process. This question used a scale of 1 to 5, 1 – Not changes to 5 – Many changes.. The results were that 67% selected 4 or 5. 27% selected 3 and one response selected 2.

Many participants talked about a transformation: Kate from the Daisy Programme noted “ going on a project like this has sparked how we connect digitally – it's been a win win, we've totally reviewed how we deliver programmes”. Kelly from Boston Women's Aid remarked “the process has been broadening our horizons, stretching our thinking to what could be done instead of what can't be done, we will take this back to our daily working lives”

Comments at the end of the process:

From the evaluation survey:

This project was facilitated so well. Every single person took away a mountain of insights and techniques, all of which is only going to benefit the end service users. Stunning.

I have had an absolutely amazing experience and have learnt so much and the connections made have been incredible, so thank you.

This has been an amazing journey over the last 11 weeks, connecting to other organizations and the people. Everyone i have worked with has been so inspiring, bringing their knowledge and skills to the table. The whole journey has been challenging, yet educational and inspiring, we have learnt from each other and i really hope we will all stay connected in some way.

I am a service user and do not work for Daisy. I really enjoyed the experience of working with everyone in the group for this project. Lucy, Jane and Angga did an amazing job of facilitating the process.

The project didn't achieve what it set out to do. There was secondary learning which will help use meet the desired outcomes, but we didn't really solve any of the problems we came to the project to address and didn't leave with any useable digital product or solution. I did get some useful things from this process both in the lived experience of collaborating and in the subject matter itself but that could have been achieved in a more streamlined and less expensive way. Given how much money was invested in this project it doesn't feel like a good value for money use of the time and resources.

This project has really made me see my voice as a service user/survivor in a completely different way. I feel excited and empowered to do more and will do. Thank you so much for asking me to be a part of it.

Given the short space to work within, I think Co-Create did an excellent job to keep everyone motivated, moving and sustained so that everyone was involved at all stages of the journey.

From our final workshop where we expressed our takeaways from the project

"It has given me confidence, I was so unconfident in online meetings before and this process has helped me so much, thank you so much, it has been amazing

"Achieving something in a very short space of time, if there is a methodology around it, you are much more confident. I have learnt the methods, like the double diamond"

"Lots of people from a diverse range of organisations, still managing to work together with respect and honour, I will take that away with me"

"Knowing how to set up a project now with getting different voices involved in the project. We will take that away. How we all fed on one another and got it all done"

"I have so many ideas that have come from this process that we are now doing at Mankind. All of this wouldn't have happened if I hadn't been in this group – things that will be of benefit to a lot of people"

"I've learn that It is possible to be really effective when you work remotely"

"Each week we have moved on together, with a strong shared sense of progress"

"Enjoying the journey, sometimes we are so focused on the destination that we forget to enjoy the journey. Exploring ideas, experiencing being together and sharing things with each is so valuable"

We all had a rush of amazing energy after some of our workshops, sometimes we were exhausted. It was such a journey. What really shines out for me is the power of collaboration.

