Community Wellbeing Workshop Process

Advance Planning

Workshop Date:

When selecting a date/ dates for your workshops spend some time thinking about what might work best in terms of getting maximum numbers to attend and be prepared to stay for the necessary time. Considering the following points may help with this:

- Identify a date far enough ahead to allow time for adequate publicity and contact with member groups.
- Think about how long the process will take you overall. Are there any events or deadlines you would like to feed into or co-ordinate with? and try to schedule accordingly, but do not be overambitious.
- Check as far as possible that it does not clash with other community events/ activities, particularly of member groups or in the local area.
- Pick a day or days when representatives from member groups are most likely to attend (e.g. is mid-week likely to get better attendance than Fridays?)
- Remember that you are trying to attract all member groups and think about what might encourage those that participate least (for example the groups which social inclusions organisations seek to support).
- Think about the time of day that will suit most people? If running more than one event, would contrasting times allow more people to attend?

Workshop Venue:

The venue for this workshop is **extremely important**. If chosen well it will be somewhere that people can be made to feel comfortable, it will be suitable for the activities that are involved in the workshops and help create a good ambience. The following criteria need to be met:

- The venue needs to be reasonably centrally located, easy to find and with adequate parking and access for those with different abilities.
- There needs to be plenty of space for the anticipated number of people to be comfortably seated in cabaret style (at round tables of 6-10 people) and to move around freely, with adequate space at the sides of the room to set up 6 discussion stations (or multiples thereof).
- The room needs to be available for minimum of 5hours, and available from at least 1.5hours before the workshop begins. (The workshop runs for 2.5hrs (allow 3) with at least 1.5hrs for set up and at least 30mins for tidying away afterwards.)
- It is important that the acoustics are good enough that people can hear the opening presentation and the lead facilitator giving directions for the different exercises clearly. It may or may not be necessary to have a microphone for this. In addition, when people are working and talking in groups whether at tables or around the edges of the room, they must have a reasonable ability to hear the others in their group. It generally helps if there is carpet or some soft furnishings (curtains) as this absorbs some sound. This is a real issue if people are present who are not working in their first language, or who have some form of hearing impairment, and should be considered.
- Be sensitive to the possible needs of those with disabilities who may attend, so consider adequate lighting, access, space for manoeuvring of wheelchairs, and so forth.
- Check out arrangements for refreshments which need to be provided at a specific stage; can tea & coffee be served at the appropriate time, or kept warm, etc.
- Obtain contact details of the link person or support staff at the venue so that you can liaise with them, explain your requirements and update them on issues that arise.

Communications & Promotion:

A fundamental feature of developing a PPN Vision for Community Wellbeing for this and future generations is the importance of engaging as many of the member groups as possible (in the municipal district, county or city as relevant), and also endeavouring to ensure that the voices of the most marginalised groups they may seek to work with can be heard. For this reason, it is important to give careful thought to what are the most appropriate and effective ways of promoting the workshop and persuading people to take part, and how these can be combined. Each PPN will know those member groups that use specific types of communication and should use that to inform their decisions. There is an Editorial Text for Press Release or Similar and copies of the Community Wellbeing graphic in different formats that can be used for this. Different means to consider for communications include:

Direct to groups: *[Letter and/or email,]*

Social Media: *[Facebook, Twitter, etc.]*

Website: *[explanation of the Vision for Community Wellbeing & its importance to PPN, notification/ invite to relevant groups]*

Text: *[direct to relevant member groups, as reminders, etc.]*

Press: *[newspaper, radio, newsfeeds used by college member groups, etc.]*

Phonecall: *[direct conversation by 'phone or in person, initial or follow-up, v. effective motivator]**

It is suggested that a record of contacts is kept through Salesforce or similar, so that attendance can be reasonably accurately predicted.

(*Direct contact has been shown to be most effective in ensuring groups participate. The work involved can be made more manageable if Secretariat members take responsibility for calling or speaking to a sub-set of member group representatives.)

For Municipal District Workshops- it is important to invite member groups with a County-wide remit to participate in each of the municipal districts workshops as the county-level vision is an overarching statement under which the different municipal district visions sit. Consequently, to have their voice hear, they need to participate in all municipal districts where they are active.

It is not recommended that PPNs to mention the online consultation option that will be available after the workshop(s) to member groups ahead of the workshop(s). This is because of the risk that it removes the motivation for them to attend the workshop which is a much richer collaborative experience. All member groups will be notified of the online consultation once it becomes available, and those at the workshops will also be informed about it.

Team and Allocation of Responsibilities:

There are a number of tasks involved in the workshop itself and it is important to have these allocated to appropriate people in advance. These are listed in the table overleaf. Ideally, there should be a separate individual responsible for each role and having a good team will make the event easier to organise and run, as well as more productive. If necessary, it is possible that the Speaker who makes the presentation can also act as Co-ordinator or Facilitator. The Co-ordinator should not have to facilitate small groups, because they are responsible for making sure the whole process of the workshop flows smoothly. The Facilitators should not be asked to undertake additional tasks as they are unlikely to have time once the initial presentation is completed. Most of these roles are significant and, done thoroughly, do not allow time to take on additional tasks.

It is important that appropriate people are identified for these roles. For example, facilitators need to be able and willing to leave their particular viewpoints aside and support all participants to contribute as fully as possible. There is a Facilitators' Briefing resource that can be used to support those taking on this role. If the Secretariat or an agreed sub-group is actively involved, then those from outside a particular municipal district may find it easier to facilitate for the workshop held there.

Role	Tasks involved	Afterwards
Administration (2 people ideally	*Responsible for getting attendees to sign in, checking group affiliation, distributing hand-outs, explaining warm-up/ introductory exercises & providing post-its & stickers.* *Helps with refreshments during Asset mapping exercise.* *Takes photographs during proceedings, and have spare materials if needed.* *Hands out stickers for evaluation.*	*Help dismantle, account for resource materials, collect group work inputs.**
PPN Secretariat Representative *(may also facilitate if appropriate)*	*Responsible for welcoming participants and introducing the evening and its importance for the PPN; the value of having a vision developed by the member groups. Also introduces the workshop team.*	*As above**
Coordinator *(the Co-ordinator may also act as the Speaker but cannot also be a facilitator)*	*Responsible for the complete workshop process; delivery of each element, timings, explaining exercises, co-ordinating staggered refreshments, etc.* *May also. take photographs.* *Deals with issues that arise during the workshop. Able to handle Q&A if needed.*	*As above**
Speaker *(if not also the Co-ordinator, the Speaker may be a facilitator if appropriate.)*	Responsible for making initial presentation (after welcome) to introduce & explain community wellbeing & the headings involved. There is a Workshop Presentation Script available that the speaker should amend for the particular municipal district/ PPN & with local examples. Handles Q&A.	*As above**
Facilitator (x6 people)	*Facilitates one group at a table in the asset-mapping exercise.* *Takes one heading and facilitates each of 6 groups in turn in visioning exercise around that heading.*	

Pre-workshop Briefing:

It is important that all the team with responsibilities during the workshop attend a briefing together so that there is a clear shared understanding of what the workshop involves and their specific roles. This can be scheduled to take place before the workshop, but not to encroach on set-up time.

The person to lead this briefing and deliver any facilitator training (or other inputs) should be identified and a suitable location and time identified. All those involved need to attend this to ensure the workshop is as successful as possible.

Workshop Process

(The timings presented below are with sessions run to time and with refreshments provided within the asset mapping exercise. From its beginning allow 3 hours for the workshop. It should be possible to complete within 2.5 hours, even with a 10 minute delay in the start, but do not count on this. Underlined italic text indicate materials to be used during the exercise. A full list of these is given in the next section.)

Registration *[Administrator]*   **(30 mins prior to start)**

Open from 30 mins before start of the workshop, whoever is responsible for registration will need a table where people can sign in on the _register_, giving their name, telephone number, email, the name of the group they are representing and tick the _data protection statement*_. Participants (and workshop team members) should all be given a _name badge_. If elected councillors arrive they must also identify a group (putting the County Council is not sufficient as this event if for PPN member groups). _PPN membership forms_ should be available for new groups to join the PPN should any wish to participate, and also that everyone attending is encouraged to think about all the groups that they are involved with to be sure that they are all are registered with the PPN. All the workshops team should emphasise that those attending are representing the voice of their community group voice and not their personal opinions. *Handout _A4 copies of Wellbeing graphic + explanatory text_.*
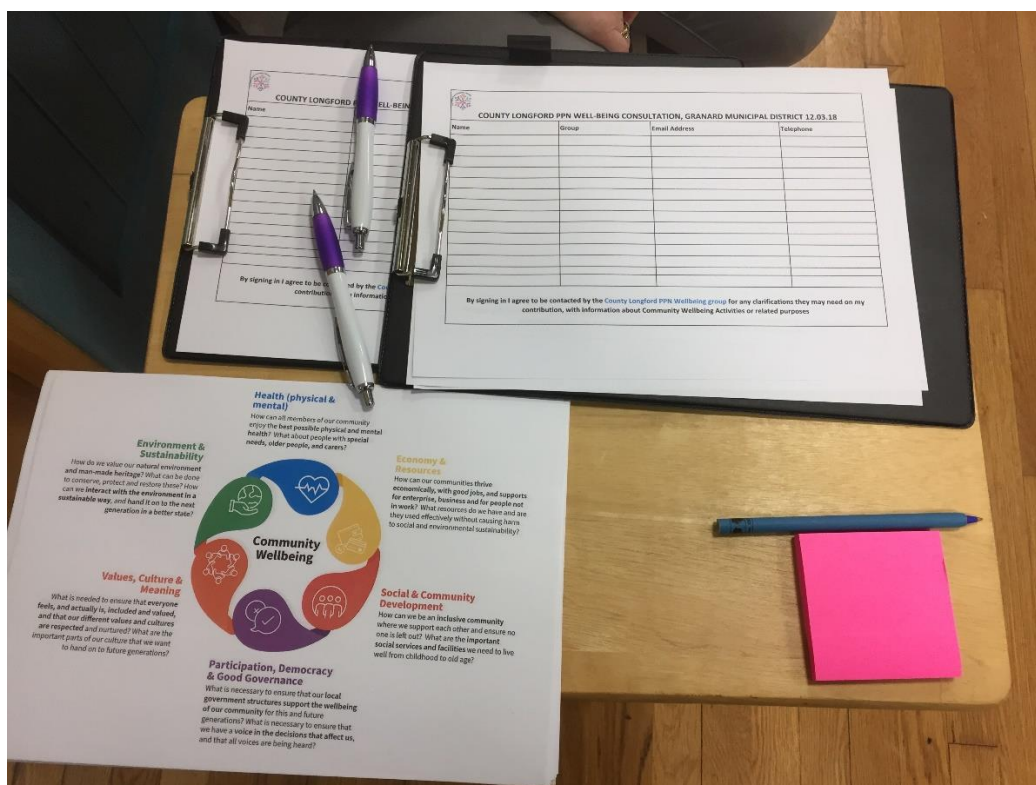

Registration table (missing are name badges & new PPN membership forms)

Animation Exercise(s) *[Administrator & Facilitators]*

As people arrive before the workshops starts, the administrator and facilitators need to chat to them and give each person _a post-it_ and ask them to think of the best thing(s) about their community. (_Pens_ should be available on the registration table.) These post-its should then be put on a flip chart sheet near the entrance, but not so that people collected around it impede the arrival of other participants. If there is a _spare map_ of the MD/County, the administrator and facilitators also give participants _a coloured dot_ and ask them to stick it

on the map to identify approximately where they live. *(This gives us an idea of geographical spread of folk in the room, and we start to get them talking about positive things.)*
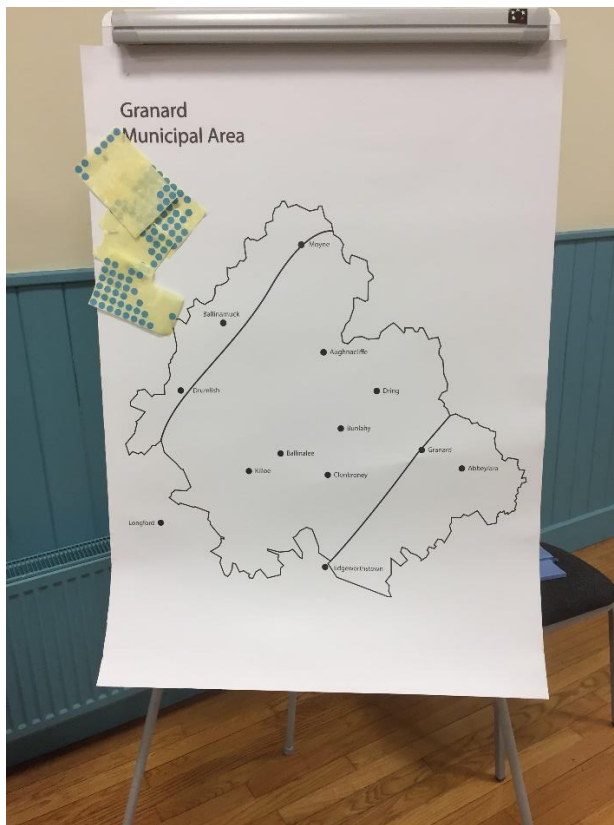
Animation exercises: <u>"Where I Live"</u>

<u>"The best thing about my community"</u>

Welcome/ Introduction *[Secretariat member/ Resource Worker]* **5 mins**

Whoever is representing the PPN begins by welcoming everyone. They briefly introduce the PPN, the community wellbeing concept, why the PPN is developing a WBS and how it will be used. They explain that the workshop/s is/are the foundation for development of the WBS. They are speaking about the real significance of the Wellbeing Vision to the PPN and it is very important that the PPN clearly owns the process and the WBS generated from it. They also introduce the co-ordinator & or speaker (if different) and hand over to the co-ordinator if this is not themselves.

Presentation *[Resource Worker/ Secretariat Member/ Co-ordinator/ other]* **15-20 mins**

Following the contents set out in the <u>*Workshop Presentation Script*</u>, an outline of the wellbeing concept is give, emphasis is again placed on why the PPN is doing this and how it will be used. The presentation describes and illustrates the 6 headings with recognisable examples from each. There is plenty of opportunity to customise the presentation to make it as pertinent to the PPN/municipal district as possible.

Asset mapping *[Co-ordinator & Facilitators]* **45 mins – 1 hour**

Even if already referred to, the co-ordinator explains clearly how the asset-mapping exercise works:

If not already seated at tables, people are invited to go to the tables where the <u>*maps and supply of pens*</u> are. Ideally 6-8 people at a table, but up to 10 may be accommodated depending on space/ size of tables, etc. The maps should have been placed face down on the tables before the exercise begins to avoid distraction. People from the same organisation / small area should be asked to split up between the different tables to help

ensure the richest possible conversation and networking opportunities. This is important both for the exercise, but also for those participating to gain the most from the workshop.

Groups at their tables identify **"what is valued in their community and important to preserve for future generations"**. There is a facilitator at each table to assist them in understanding the exercise and prompting them to think about things they might want to include. The heading under which these assets are thought to fit is identified by individuals and/or in discussion and the asset written on one of the <u>*coloured index markers*</u> provided on the table and stuck close to where it is based, or alongside the map if it is located outside the area (a major hospital), covers all of the area (the PPN) or is perhaps and abstract asset with no physical base (like a neighbourhood WhatsApp group). (*An example of an asset under each heading -so one of each colour- should be located on each map before the exercise begins.*)

Asset mapping exercise
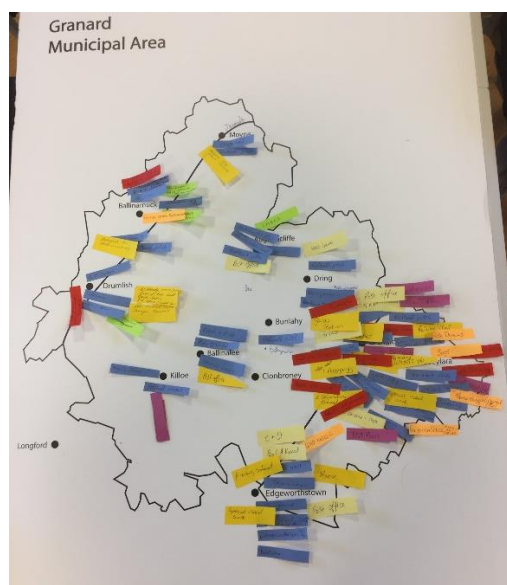
Asset Map example

Refreshments should be served during this exercise, one table at a time on a self-service basis so that the exercise can continue uninterrupted and there is not a delay while people wait to get their tea/coffee, etc. The co-ordinator is responsible for inviting tables to go and collect refreshments. The facilitators are responsible for ensuring those at their tables return promptly having collected their tea/coffee, etc. The refreshments should be located at a table within the meeting room as there is a danger that people delay or are lost if they leave the space.

All-important refreshments!

The co-ordinator draws this exercise to a close, explaining the importance of the exercise (to get us all to realise what we already have that is valuable in our communities) and how the maps will be used (possibly to compile an index of these assets, for illustration and social media purposes, etc.) and introduces the next exercise.

Vision for the future *[Co-ordinator & Facilitators]*   **1 hour**

The co-ordinator explains how the exercise works:

The groups seated at the tables will be told which heading work station they are to start from. Each group will spend 10 minutes at each heading identifying their vision for the community to be all that it can be for this and future generations, completing the statement "For our community to be the best that it can be, we want to see……" by placing post-its on the wall charts under the heading. The facilitators are each assigned to a heading work station in advance and will remain there.

Visioning Exercise

The will have a number of alternative ways of asking the question, and of helping participants to move from thinking about detailed specifics that are not for inclusion in the vision for community wellbeing, to more general and appropriate ways of describing how they would like their community to be. Facilitators can also illustrate appropriate level of inputs to the process by putting *example statements* on post-its on the wall, marking them "e.g." so they can be discarded afterwards. It is important that the co-ordinator explains what happens to detailed and specific asks that are identified. The facilitators should also be able to explain this to participants with particular concerns they want addressed. There is a supply of *pens* and *coloured post-its* (matching the heading colour) at each work station.

The co-ordinator draws this exercise to a close and thanks everyone for their energy, hard work and valuable inputs.

Next Steps *[Resource worker/ Secretariat member]* **5 mins**

Either the co-ordinator or the resource worker/ secretariat member explains what happens next in the process:

The workshop outputs will be typed up and made available online. There will then be an opportunity for online consultation for 2 weeks for those who wish to add input. Hard copy inputs are equally acceptable. This consultation is open to all PPN member groups including those able to attend the workshop and those that could not. The consultation is followed by the development of the draft Vision for Community Wellbeing, based solely on the consultation inputs, i.e. the position of the member groups. Member groups will be notified when this Draft is ready for consultation, and there is then a further 2-week consultation period. After this, any necessary amendments to the Draft Vision are made and it then adopted by the Plenary. People need also to be reminded how the Vision for Community Wellbeing will be used (and put together with other MD ones to form a County wide one where relevant). Everyone is invited to continue to take a few minutes to walk about and input any further aspirations they have on the walls now. Lastly, everyone is handed out 3 coloured dot *stickers* and asked to please make their mark on the *feedback posters* as they leave (see separate resource document). Similarly, if something occurs to them that they want to contribute, it can be offered that they email this in ahead of the online consultation, while it is fresh in their minds.

Note: in tidying up it is important not to begin with the heading sheets as this will deter people from taking time to see what is there and maybe add more.

It is very important to stress again the appreciation for the time and energy of those who have attended, and thanks for their valuable inputs which are the content of the Vision for Community Wellbeing that will be drawn up. Thanks are expressed to the team and goodbyes.

Feedback posters *[facilitators/ all team]*

These should be put up near the exit doors (with3 coloured dots given to each of the participants) so that people can quickly give feedback on the workshop as they leave. Ideally, these should be at the exit and not in the line of sight of those on the workshop team, so that people are free to give honest feedback, so perhaps located on the exit door that is propped open, etc. Facilitators should help hand out dots to try to ensure that feedback is captured from everyone that attended.

Important notes:

- Photographs should be taken of all maps, heading sheets, animation & feedback sheets at the end of the evening. These may be used as a record of the meeting, for reference, publicity and communications, etc.
- Take care in ensuring the correct materials are kept by the relevant person at the end of the workshop.
- Arrange a de-briefing to capture the learning from the evening. It is extremely useful if facilitators can help with the next phase of the process; the sorting of the post-its into themes for typing up, as soon as possible after the workshop. The next day is ideal for this. This is so that they use their knowledge of the discussions at each heading to assist with clarifying the meaning of post-its where necessary.
- If possible, send a very brief thank-you (email or text) for participants time, then notify them again once the material can be seen online and the online consultation is available.

Materials needed for exercises

Registration:

- Registration sheet, with data protection statement
- Name badges for participants and workshop team members
- Application forms for new member groups to sign up
- A4 community wellbeing diagrams with explanatory text for each participant to take away with them. (This helps to familiarise people with the concept and headings and to disseminate information about it.)

Animation:

- Map (f one spare)
- Coloured dots (if map available to run the location exercise)
- Large blank sheet
- Post-its
- Pens

At each asset mapping table:

- A map of the MD/ County
- Supplies of index post-it strips in 6 different heading colours
- Pens
- A4 sheet for needs (if identified)
- An example of an asset of each colour on all maps

At each heading:

- Heading title poster
- Large "Blank" heading sheet
- Supply of post-its (colour-matched to heading)
- Pens *(or dark-coloured thin markers if available as easier to read post-its when people are scanning these)*

At evaluation:

- Evaluation "target" sheets
- Coloured dots

Display:

Large posters of the Wellbeing Graphic are for display around the room(s) to familiarise people with the symbol and the meaning of the headings, for reference while they are doing the exercises, and for identify the workshop in photographs.

Materials CheckList

Material	Exercise	Person responsible
Sign-in Sheet & pens (will need extra table for this)		
Sticky name badges		
A4 Wellbeing graphic & text for distribution (if using)		
Supply of pens		
PPN introductory/ explanatory materials & contact details		
PPN membership application forms		
Large blank sheet for "best thing in our community is.."		
Post-its for animation exercise "best thing in our community is…"		
Large graphic posters (with and without text)		
Spare county/ city/ Municipal district map (if available) for location animation exercise		
Coloured dots for animation exercise (if spare map available)		
Headings posters (6 or multiples of)		
Printed "blank" posters for headings inputs, one for each heading		
Maps for asset mapping, one of each table (6+)		
Pens for all participants at tables and on heading work stations		
Coloured post-it index tags; cut from coloured post-its.		
Ample supply of coloured post its, matching each of 6 headings		
Examples of assets for each heading (6 sets or however many tables) on coloured index tags		
Pens (again!)		
Blu Tac (can never have too much!!!)		
Different coloured dots for evaluation sheets		
Evaluation "smiley faces" sheets		
Scissors		
Sellotape		
Thumb tacks		
Adequate supply of tables & chairs		
Sound amplification if necessary		
PPN publicity materials (pop-ups & information sheets)		
other		

General Data Protection Regulations (GDPR) Compliance

In order to be GDPR compliant, it is recommended that:

- The PPN should have a Data Protection Policy that is GDPR Compliant
- Make clear that data collected for the Vision for Community Wellbeing for This and Future Generations is covered by that statement.
- All sign in sheets / consultations / inputs should have a data protection statement
- Data on the online forms should be taken offline as soon as the consultation period ends and stored/anonymised/disposed of in accordance with the PPN's agreed procedures.
- Password access to the online forms should be limited to a max of two people.

An example of a data protection statement on a workshop sign-in sheet is:

"By signing in I agree to be contacted by the XXX PPN Vision For Community Wellbeing Group for any clarifications they may need on my contribution, with information about Community Wellbeing Activities or related purposes"