



Creating better lives.

HOME AND
BELONGING



PARTICIPANT
HANDBOOK



**HOME AND BELONGING
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HANDBOOK**

4 - 5 SEPTEMBER 2018

THE STEEPLE

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HOME AND BELONGING

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WELCOME TO HOME AND BELONGING

This guide includes all the information you need to know over the next 48 hours. If you have any questions, please let us know.

This two-day event, hosted by the Life Changes Trust Care Experienced Young People Programme, marks the launch and first stage of the £4m Home and Belonging Funding Initiative. It is an opportunity for those interested in applying to this fund, and those with a particular interest in this work to meet a wide range of people, build relationships and start to develop bold and radical proposal ideas. Our key objective is to bring fresh perspectives to this area of work, and build new collaborations.

The Home & Belonging initiative aims to make a significant contribution towards transforming care experienced young people's experiences as they grow and develop beyond formal care and are supported to find a strong sense of home and belonging in their own communities. This funding initiative has been designed to provide an inspiring opportunity to imagine fulfilling futures for care experienced young people; we will create spaces for people to explore fresh concepts and move beyond existing models of service and support – this event is the start of this process.

The event is structured around a design-led approach, facilitated by the Open Change innovation company. You will experience diverse ideas and new working methods, build new connections and see how a structured innovation process can produce concrete and human-centered results in just 48 hours. By moving through a common innovation process, participants move away from well-trodden paths, building on each other's ideas to take practical, constructive steps towards novel solutions.

HOME AND BELONGING TIPS

1. If in doubt, just ask one of the organisers. They are wearing the Open Change badges and are happy to help.
2. Be familiar with the outline programme in this handbook and the detailed programme on the wall. The one on the wall has any last minute changes.
3. If you use Twitter or Instagram at this event please use the hashtag **#homeandbelong** - and check with people before posting photos of them.
4. If you use Twitter please follow **@homeandbelong**
5. Please write your name on your badge and wear it throughout the jam. It helps people know who you are.
6. **Seek out new people.** You may have come with colleagues, but use this as an opportunity to work with new people and learn from them.
7. You have **two ears** and **one mouth**.
Use them proportionately.
8. This isn't about coming up with new ideas and talking about them - it's about prototyping something new and demonstrating how it works.
9. **Trust the process** – you will sometimes feel lost.
10. **Enjoy yourself!**

EVENT INFORMATION

WE PROVIDE

- Lunch on Tuesday and Wednesday, together with tea, coffee and water.
- Light breakfast is provided on Wednesday morning.
- Our facilitators are experienced mentors in supporting designed innovation. They are here to help you.

ONLINE SUPPORT

We've put together some online resources for you to make use of including design tools and videos. Take a look at:

<https://www.homeandbelonging.com>

PLEASE NOTE

Neither the organisers nor the venue can accept any liability for loss or theft. We will do our level best to keep an eye on the working space, and we offer a secure space for bags and other items.

THE PLAN

Tuesday

9.30am	Registration
10.00am	Welcome and introduction
10.15am	Introductions at the table
10.30am	What is design thinking?
10.50am	Lightning talks
11.20am	Break
11.40am	Journey mapping
12.20am	Lightning talk
12.40pm	Lunch
1.25pm	Insights and theming
2.10pm	Generating ideas
2.40pm	Lightning talk
2.50pm	Break
3.05pm	Prototyping
4.15pm	Show and tell
5.00pm	Finish

Wednesday

8.30am	Breakfast
9.00am	Soft start
9.30am	Day 2 intro
9.35am	Lightning talk
9.45am	Empathy mapping & personas
10.35am	Using video
11.05am	Break
11.25am	Developing new service proposals
13.25am	Lunch
2.10pm	Future planning
3.10pm	Show and tell
4.30pm	Wrap up discussion
5.00pm	Finish

THE PEOPLE

These are the people responsible for delivering Home and Belonging

LIFE CHANGES TRUST

Searelle Seary - Programme Administrator

Carole Patrick - Programme & Funding Manager (Care Experienced Young People Programme)

Lisa Muirhead - Programme Intern

Catriona Kelly – Senior Programme & Funding Officer

Heather Coady - Programme Director (Care Experienced Young People Programme)

Lindsay Brown – Senior Programme & Funding Officer

The Life Changes Trust is an independent Scottish charity, established in April 2013 with a £50 million endowment from the Big Lottery Fund. It was created to drive real and meaningful improvement in the lives of young people with experience of being in care and people affected by dementia.

<https://www.lifechangestrust.org.uk/>

THE PEOPLE

OPEN CHANGE

This is the team facilitating during the event.

Jon Gill - Video, film and media

Linsey McIntosh – Associate / Facilitator

Barbara Mertlova – Social media

Mike Press – Director / facilitator

Erika Stevenson - Photography

Andy Young - Associate / Facilitator

Hazel White – Director / facilitator

Open Change works across organisations to develop leadership skills. Clients include business, education, healthcare and government. We help build communities of leaders, front-line staff and customers to develop a shared vision for their organisations. We deliver training, insights and service re-design support.

<http://www.openchange.co.uk/>

REFLECTION QUESTIONS

TUESDAY MORNING

How would you summarise what this morning was about?

What have you learned?

How can you use this?

What held you back?

What surprised you?

REFLECTION QUESTIONS

TUESDAY AFTERNOON

How would you summarise what this afternoon was about (in less than 15 words)?

What got in your way?

What made you think differently?

What have you learned that gave you a glimpse of the future?

HOME AND BELONGING SUMMARY

This is a summary of the initiative. Fuller details are on the website.

WHAT IT AIMS TO DO

Our Home and Belonging funding initiative has been designed to provide an inspiring opportunity to imagine fulfilling futures for care experienced young people; we will create spaces for people to explore fresh concepts and move beyond existing models of service and support.

We want to encourage prospective funding applicants to be bold and innovative in their approach whilst using the application process to collaborate, inspire and challenge both themselves and their peers.

The specific aims of the funding are to:

- Encourage the design of new, innovative models of living for care experienced young people beyond their care placements
- Encourage the design of service approaches that transform the path to adulthood for care experienced young people

FUNDING APPROACH

We are particularly interested in opening up this funding stream to a broad range of potential applicants and collaborators – we think this will provide the creative space needed to develop new thinking and ideas and turn these into concrete plans.

Co-design principles are at the heart of Home and Belonging; all final proposals for funding will be co-designed by applicants and care experienced young people.

We have identified five main groups we would like to engage with:

- Care experienced young people and adults
- Service designers, technology experts and home retailers
- Housing associations, developers and experts in the built environment
- Organisations with experience of supporting care experienced young people
- Other funders and potential investors

This is not an exhaustive list – as we engage with interested parties, we may meet others who are attracted to the approach and we plan to be as inclusive as possible.

THE KINDS OF PROJECTS WE WILL FUND

Design new, innovative models of living for care experienced young people:

- Contribution to new build projects rooted in the community
- Repurposing of existing buildings
- Intergenerational community developments
- Home sharing or other similar models
- Home modifications, upgrades to living environments

Design service approaches that transform the path to adulthood for care experienced young people

- Digital tools which focus on human interaction and which support genuine empowerment of care experienced young people
- Relationship-based approaches including peer education/ support/mentoring, coaching
- Reciprocal exchange networks, allowing care experienced young people to offer their skills/time as well as to receive help/support
- Use of individual budgets/self-directed support

PROJECTS SHOULD SHOW EVIDENCE OF:

- Prioritising the needs of care experienced young people over the needs of services or institutions
- Demonstrating belief and trust in care experienced young people
- Providing opportunities for the wider community to get involved
- Taking a positive approach to risk (risk aware as opposed to risk averse)
- Approaches that show progress towards active citizenship for care experienced young people

TIMELINE

3 October

Deadline for Expressions of Interest

10 October

Panel meets to assess expressions of interest

Mid October

Successful applicants matched with care experienced advisors

7 December

Deadline for full proposal

January

Final decision on projects to be funded

March

Projects start

EXPRESSIONS OF INTEREST

If you intend to submit an expression of interest we would like you to tell us:

- Why you want to develop this project (no more than 500 words)
- What your project is and how it will work (no more than 500 words)
- Who the project will benefit and how they will be involved in the design of the project (no more than 500 words)
- The likely costs of your project and the amount of funding you would like to request.

Expression of interest form and further details at homeandbelonging.com

DESIGN TOOL: BRAINSTORMING

Brainstorming is a method of generating a large number of ideas in a short period of time. For it to work well, there are a few rules:

- Postpone and withhold your judgment of ideas
- Encourage wild and exaggerated ideas
- Quantity counts at this stage, not quality
- Build on the ideas put forward by others
- Every person and every idea has equal worth

In practice, it is useful for the team to write ideas (short, no more than a sentence) on a sticky-note – a facilitator reads it out and sticks it on the wall, so ideas are shared and built upon.

DESIGN TOOL: JOURNEY MAPPING

WHAT IS IT?

Journey maps show services/experiences visually from the citizens' point of view.

WHY SHOULD I USE IT?

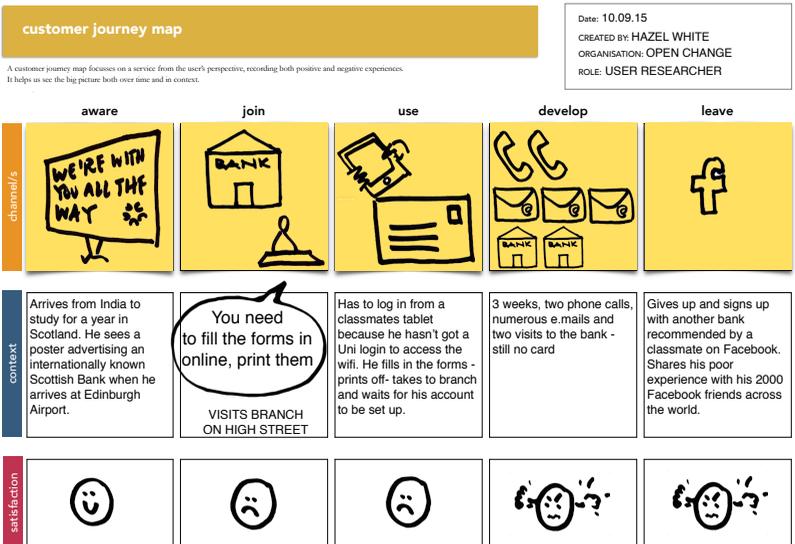
Journey maps highlight 'painpoints' - where things don't work well in current services and areas where opportunities exist for improvements.

HOW DOES IT WORK?

Text and visuals are used to map out the person's experience over time in terms of the things they do, who and what they interact with and their level of satisfaction over time. Channels means things like face-to-face, letter, telephone, email, social media.

WANT TO KNOW MORE?

There's a short video at: https://youtu.be/a40QYgO-_aM



DESIGN TOOL: EMPATHY MAPPING

WHAT IS IT?

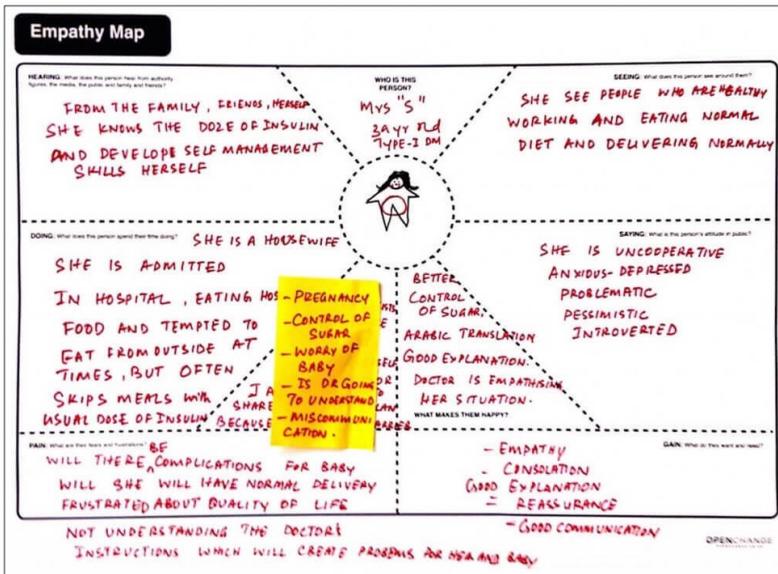
An empathy map helps you see the world from a citizen's point of view – what do they see and hear, what might motivate them or hold them back – what are their hopes and fears?

WHY SHOULD I USE IT?

Understanding how other people experience the world is key to finding problems worth solving. This could be a useful tool to pull together your research.

HOW DOES IT WORK?

Working either on your own, in pairs or small teams – draw the person whose point of view you want to understand in the central circle. Work your way around the page, filling in answers to as many questions as you can.



DESIGN TOOL: PERSONAS

Personas are a series of fictitious characters created to represent different groups of people. Each persona is based on interviewing real people and bringing together their characteristics, experiences and needs.

A persona gives us a believable, but anonymous character to design for.

One of the most important reasons to create personas is for everyone to share a common understanding of the range of people who you support so that your team meets everyone's needs – rather than a 'one size fits all' experience that suits the people running the organisation.

Personas provide a range of different perspectives on your project and the service you provide. It helps you and your team focus on others – rather than designing for yourself, the loudest person in the room or the most senior person in the room.

Anonymity is important – sometimes people are in a dangerous or volatile situation or sometimes people simply don't want their friends, family or employers to know what they have spoken about.

PERSONA

Draw your person

name (pseudonym) **FRANK**

role **GP / Teacher**

point of contact **1st pt contact / Student**

background **GP / Teaching level**

mission **Educate to inspire / learn!**

expiry date: **28/4/18**

needs **- Quick communication - send + reply**

barriers **- Community based - time limited**

other **clinically @ desk a lot but NHS IT doesn't link & wii IT.**

A quote from the person about their situation.

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DESIGN TOOL: PROTOTYPING

WHAT IS IT?

A prototype serves to provide specifications for a real, working system rather than a theoretical one.

WHY SHOULD I USE IT?

Prototyping makes our thoughts tangible, it allows others to experience the concept, it improves our thinking, it tests quickly if something works, it communicates concepts far better than words, and invites other people to improve it.

HOW DOES IT WORK?

You can use lots of methods such as journey maps, mock-ups of forms, ads etc), in-use scenarios (desktop walkthroughs or service walkthroughs on video), websites, sketches, personas and role plays. It emphasises *doing* not *talking*.

Doing, not talking!

Goal or task:	The “Talking” way...	The “Doing” way...
Create ideas by...	talking about it.	thinking with your hands: making sketches, playing around with rough models, acting it out.
Evolve ideas by...	talking them through, comparing opinions.	building and testing them, comparing prototypes.
Make decisions by...	discussing the options.	building fast prototypes, trying them.
Share information by..	telling me about it.	showing me, letting me try it, letting me experience it.
Break a deadlock by...	discussing it, arguing.	testing, playing a game, tossing a coin.
Present your work by...	creating a presentation.	showing a prototype, letting people experience & try a prototype.

DESIGN TOOL: YOUR PHONE

Digital storytelling uses your smartphone to create and communicate stories. It makes full use of a smartphone's ability to collect information, record video and audio, take photographs and share our insights on social media. With a smartphone, and accounts for Twitter and Wakelet, we can craft engaging, interactive stories.

Top tips for making one take video interviews

- Hold phone horizontally and hold it steady
- Be in a quiet space or use a clip on microphone
- Natural light is best - go outside or by a window
- Always get consent
- Respect people's feelings
- Put them at their ease
- Tell them how it will be used
- Tell them the questions in advance



DESIGN TOOL: STORYBOARDING

WHAT IS IT?

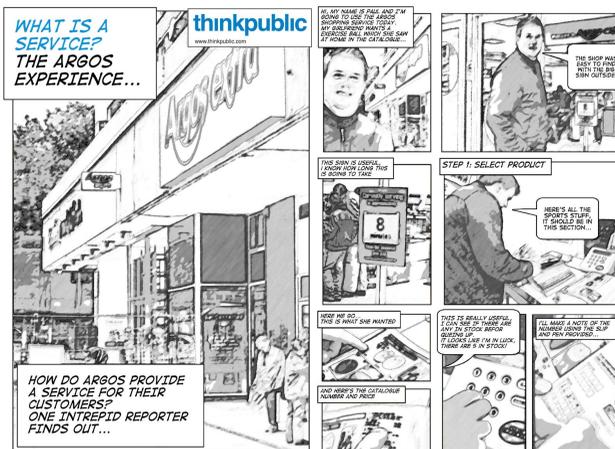
Storyboards communicate a new service by visualizing people's interactions. They use a technique from film making to focus on a person's experience of using your service. Storyboard development is great way to prototype your service concept.

WHY SHOULD I USE IT?

Storyboarding tells a real human story of the experience. When you are introducing something unfamiliar, pictures are easy to grasp.

HOW DOES IT WORK?

A service storyboard shows different touchpoints and the relationships between them and the user.



Thinkpublic used storyboarding to show an entire service encounter at Argos through a three page comic

DESIGN TOOL: NEW SERVICE PROPOSAL

WHAT IS IT?

A New Service Proposal is a way of mapping out a new or improved service.

WHY SHOULD I USE IT?

The New Service Proposal helps you imagine and plan a service that doesn't yet exist.

HOW DOES IT WORK?

Text and visuals are used to state the problem being addressed, what the service is and how it works and who benefits/gets value from it. It also uses a version of a customer journey map to think about how service users will experience the service over time in terms of the things they do, who and what they interact with and their level of satisfaction.



GLOSSARY

CO-DESIGN – Designing with (not for) the people who use and deliver services and experiences.

CHANNELS – Ways in which people interact with a project, organisation or service e.g. face-to-face, online, by telephone, at an event.

HIGH FIDELITY (hi-fi) – Produced using specialist tools e.g. a graphics package. Advantage: results look professional. Disadvantage: people see the idea as finished and will be reluctant to give honest feedback.

INSIGHT – An understanding of cause and effect in a particular situation.

LOW FIDELITY (lo-fi) – Produced quickly using simple tools e.g. hand drawings or sticky notes. Advantage: fast and people will give you honest feedback because it's easy to change and adapt.

PROTOTYPE – A physical version of an idea (drawing, model etc.) which helps people see how it will work.

SERVICES AND EXPERIENCES – What your proposal offers to people – can cover a wide range of things from safe spaces to education.

STAKEHOLDERS – All the people – individuals, groups or organisations – who have an interest in or involvement with your project or organisation.

TOUCHPOINT – Part of your service or organisation that people 'touch' or interact with – e.g. a poster, leaflet, webpage, office, staff etc.

USERS – People who use and interact with your project and organisation – this can include both staff and the people the organisation is designed to support.

COLLABORATORS

NAME: _____

GROUP: _____

CONTACT: _____

NAME: _____

GROUP: _____

CONTACT: _____

NAME: _____

GROUP: _____

CONTACT: _____

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