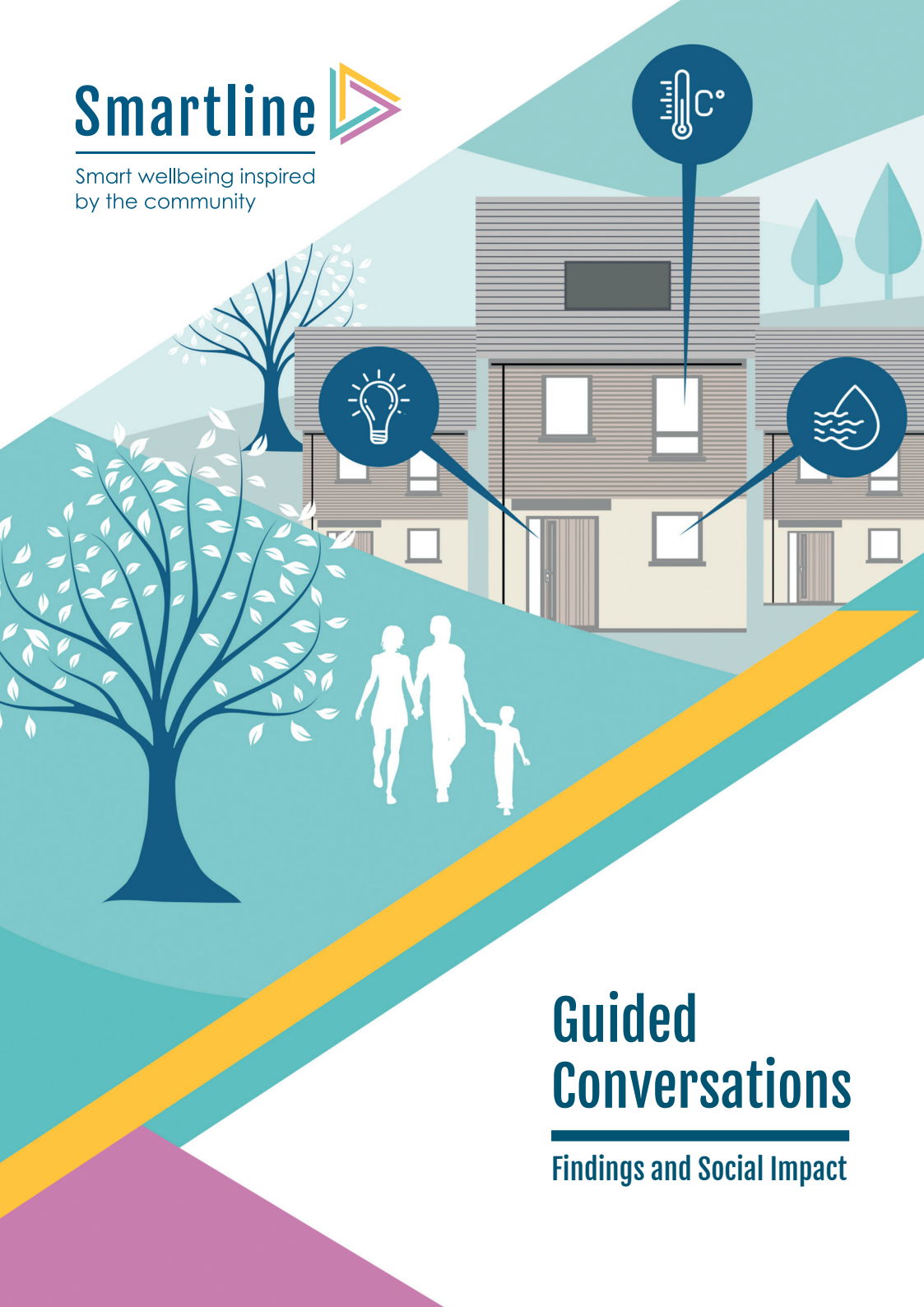


Smartline

Smart wellbeing inspired
by the community



Guided Conversations

Findings and Social Impact

1 Guided Conversations

A Guided Conversation is a person-centred, community-focused tool which enables participants to articulate needs and capabilities; grow social innovation; build a network of support; and engages the public, private and voluntary sectors. The conversation tool utilises three major, categorised elements; 'the Wellbeing Compass', 'House & Street Diagram' and 'the Place Compass'.

Who conducts Guided conversations?

At Smartline, the Community Development Manager (Karen Spooner) and Researcher (Dr. Tim Walker) conducted the conversations with assistance from volunteers and Coastline Housing representatives. In the future the conversation can be conducted by staff or volunteers trained in conversation techniques, safeguarding and the support process.

What are the outcomes of the conversation?

The individual will identify their personal wellbeing priorities and define an achievable action plan.

For an organisation, the tool provides insight into individual and community wellbeing priorities which can direct organisation work.

How was the tool developed for Smartline?

Research was conducted with community organisations and Coastline Housing's Community Investment Team in order to develop the structure and content. The tool was then piloted with Smartline participants. The Smartline team made two innovations to the tool; 1) visualise the conversation prompts; 2) enable the capture of quantitative and qualitative data on a topic.

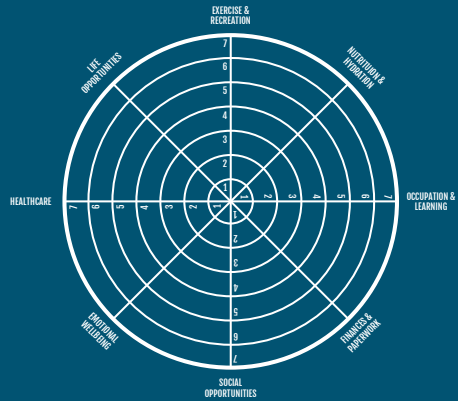
Guided Conversations (in various forms) are used amongst the voluntary and community sector when participants join projects or courses. Existing tools typically use a list of written prompts to guide the conversation.

The Conversation Tool

The conversation tool developed by Smartline has three components. The Wellbeing Compass exercise, the Home & Street diagram discussion, and the Place Compass exercise. These exercises have been developed to assist people who find it easier to interact visually than the written word.

Wellbeing Compass

Participants are asked "Out of 7, how satisfied are you with this area of your life? (1 = not at all and 7 = completely)" with regard to 8 categories.



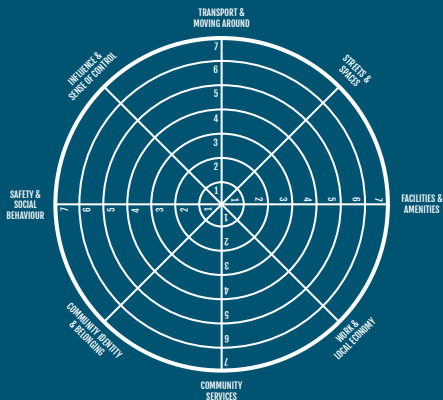
Home & Street Diagram

Participants are asked "Do you think your home, and/or street, has any issues which might affect your health or wellbeing? And where are these issues located?"



Place Compass

Participants are asked "Out of 7, how satisfied are you with these things in your community? (1 = not at all and 7 = completely)" with regard to 8 categories.



2 What we discovered



Our 'Wellbeing Compass' demonstrated that exercise and recreation, emotional wellbeing and life opportunities were areas for concern within Camborne/Illogan/Redruth. 88% of participants identified an issue in their home or street which they felt affected their general health and wellbeing. And our 'Place Compass' tool recorded low satisfaction levels for work and the local economy.

Findings

62 Guided conversations were completed within Smartline. Participants were concentrated in Camborne, Redruth and Illogan.

scores increase the length of the conversation decreases.

- As the average place compass scores increase the length of the conversation decreases.

How long does a conversation take?

The average time was calculated as being 40 minutes. We found that:

- As the number of actions increases so does the duration of the conversation.
- As the average wellbeing compass

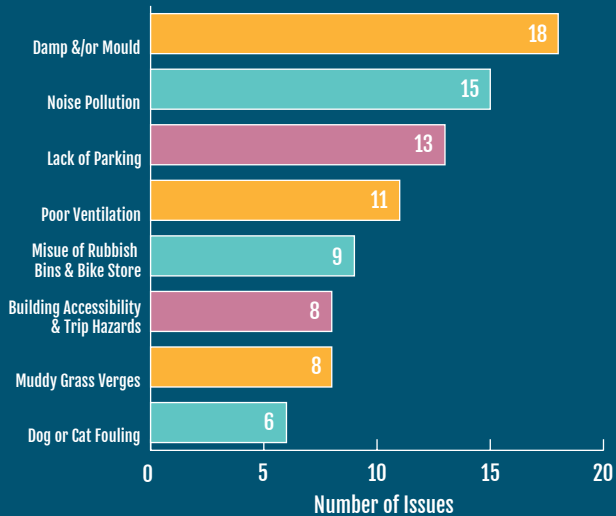
Wellbeing Compass Scores

The table below shows the mean ratings from lowest to highest with Exercise and Recreation being the area that people are the least satisfied with and Finances and Paperwork being the area with the highest satisfaction.

	n (comments)	Explanations for low scores (1-4)	Explanations for high scores (5-7)
Exercise & Recreation	50	Physical disability & illness (22/50)	Walking; the dog, to work, for pleasure (12/50)
Nutrition & Hydration	44	Poor routine and cost (10/44)	Good routine, self control and enjoyment of cooking (15/44)
Occupation & Learning	48	Mental health, learning disability, isolation (4/48), childcare (2/48)	Indoor hobby (knitting, crosswords, reading) (15/48); working (7/48); and volunteering (5/48)
Finances & Paperwork	46	Struggle with finance management and paperwork (12/46)	Competent at managing finance and paperwork (22/46); Receive support with financial paper work from family, friends, and organisations (6/46)
Social Opportunities	44	Combined factor or feeling disconnected from community and not finding social opportunity right for me (5/44) and don't go out much and wish to change (5/44)	Regularly seeing friends & family (12/44); clubs & formal volunteering (7/44); neighbours & informal volunteering (4/44)
Emotional Wellbeing	43	Diagnosed mental health condition (11/43) and bereavment (3/43)	I am resilient, strong willed and get on with it (14/43); I am successful managing a mental wellbeing (6/43)

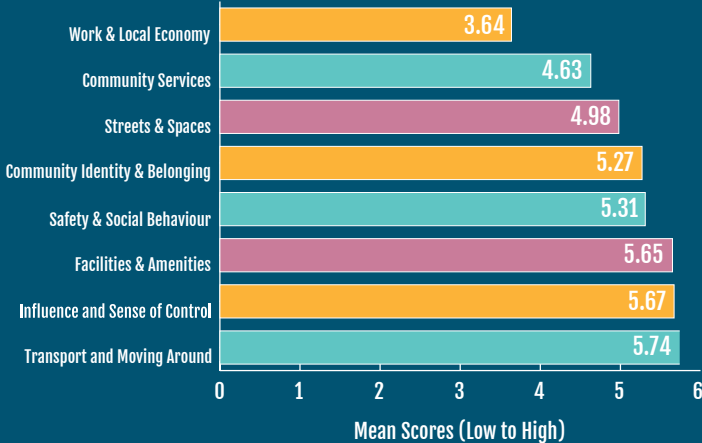
Home & Street

55 out of 62 people identified an issue in their home or street which they thought affected their health and wellbeing. Damp, mould and ventilation are the most important internal issues that participants thought affected their health and wellbeing. Noise pollution and barking are the most important external issues.



Place Compass Scores

The table below shows the mean scores in order from lowest to highest with Work and Economy having the lowest overall satisfaction rating and Transport and Moving Around having the highest.

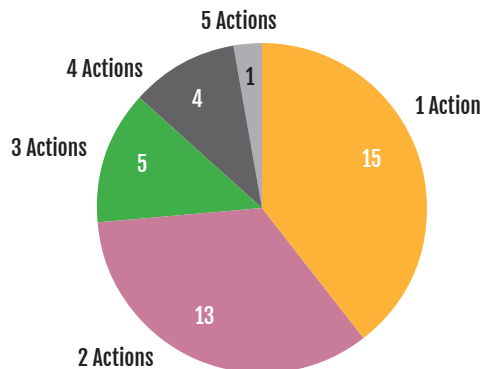


Actions & Conversation Feedback

Having completed a guided conversation, a participant’s bespoke action plan is produced to address the wellbeing issues discussed. There are three types of actions. ‘Signposting’ involves directing participants to wellbeing opportunities. ‘Support’ requires help from Smartline Community Development Manager. ‘Refferal’ is means onward recomendation to a specialist organisation.

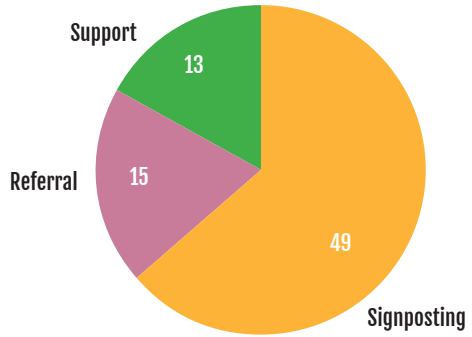
Actions

38/62 participants had at least one action. Most people had either 1 (34%) or 2 (40%) actions.



Signpost, Support and/or Referral

The most common action required was signposting (63%). The remaining percentage was split fairly evenly between support (17%) and referral (20%).

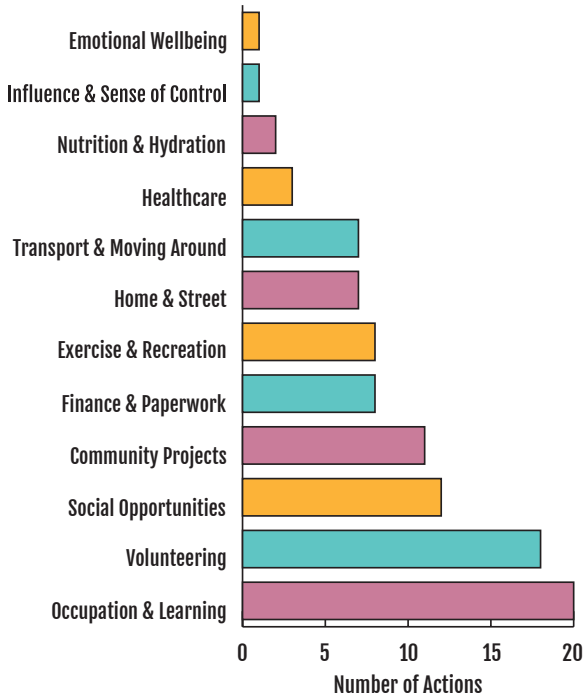


Origin of Actions

The majority (58%) of the actions were identified in conversation around the Wellbeing Compass. The table opposite breaks the origin of actions by conversation sub topic.

Future interest in community projects?

Participants were asked "Are you interested in volunteering or being part of a local community development project?". The majority (77%) of people were enthusiastic for involvement in community project.



Organisations Involved in Action

Smartline has been able to link participants with local community organisations in order to improve wellbeing. This table lists the organisations involved (signposted to, supported by, or referred to) in actions following the conversation. This shows the diverse range of social needs within the Camborne, Pool, Redruth, and Illogan area. It also demonstrates the extensive support available in the area.

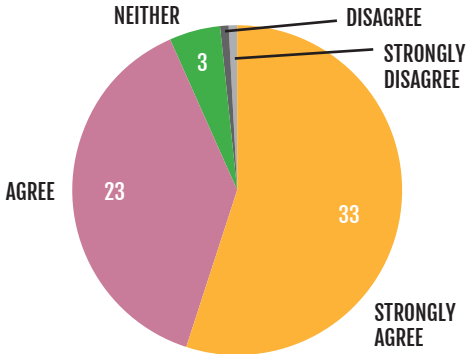
Organisations Involved in Action & Conversation Topic	No. of Actions
Emotional Wellbeing	1
Penreath	
Influence & Sense of Control	1
MP George Eustice	
Nutrition & Hydration	2
Trevenson Food Bank	
Healthcare	
GP @ Home App	
Diabetes UK; Spencer Wimberton GP	
Transport & Moving Around	7
Bus Pass (English National Concessionary Travel Scheme (ENCTS))	
Volunteer Cornwall community transport	
Home & Street	7
CC Rogue Traders	
Coastline maintenance number	
PCSO	
CC Environmental Protection	
Noise Pollution Hotline	
Exercise & Recreation	8
All Saints Community Center	
Carn Brea swimming	
Low Impact Fitness (via Get Active Cornwall)	
Finance & Paperwork	8
Age UK	
Citizens Advice	
Cornwall College finance team	
Smart Tenants	
Community Projects	11
Smartline KE team	
Arm Chair Exercise sessions	
Cycling Without Age	
Cornwall Community Foundation	
Funding for community projects	
Trelwney Coffee Mornings	
Green Space project	

Organisations Involved in Action & Conversation Topic	No. of Actions
Social Opportunities	12
All Saints Community Centre	
CN4C	
Red Cross	
MeetUp.com	
Cantabile Choir Redruth	
Camborne Town website	
Cornwall Link	
Live at Home	
Volunteering	18
Blood Bikes	
Smart Tenants	
Volunteer Cornwall	
Penny Red	
CN4C	
Live at Home	
Cornwall Link	
Coastline Residents Association	
Do.It.Org	
Red Cross	
Occupation & Learning	20
Active Plus	
Red Cross	
Royal Voluntary Service community library	
Borrow Box	
Art & Pottery courses	
Inspiring Futures	
Redruth Amateur Operatic Society Trust	
Redruth Amateur Musical & Pantomime Society	
Local History Talks	
The Skills Network	
Vision2Learn	
Cornwall Neighbourhoods for Change (CN4C)	
Switch	
Total	98

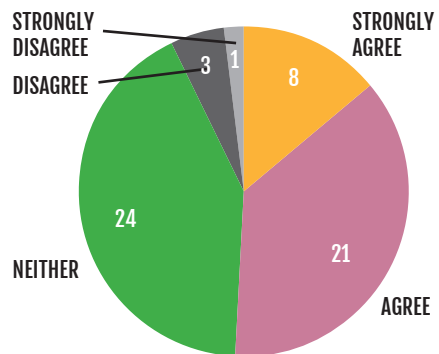
Conversation Feedback

Participants were asked to evaluate their experience against four statements.

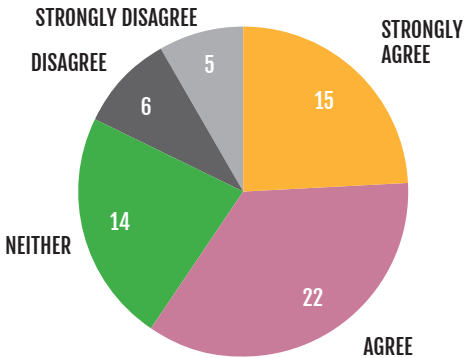
I enjoyed the process of reflecting on my wellbeing



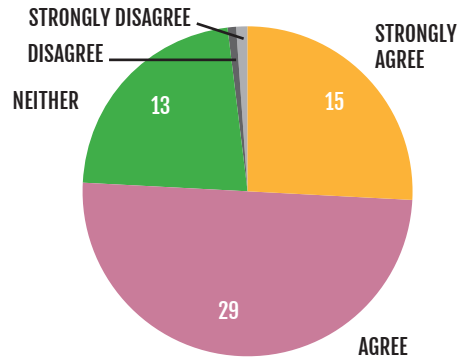
I learnt new things about myself through this conversation



I learnt new things about opportunities in my community



I think the agreed actions will improve my wellbeing



Digitizing the Conversation Tool

The Smartline team are working with the design company M-A-P digital to create a flexible architecture for guided conversations in paper, hybrid and digital formats. Through a series of design testing workshops with Coastline Housing and local community sector organisations the structure and content of the conversation is being improved.

A digital or hybrid conversation tool (a physical object connectable to the internet) is useful for users and organisations in the following ways;

- Connecting user to the next step - through local/potentially networked databases.
- Streamlining an organisation's capture and storage of info about the user.
- Ease for organisation to comparatively analyse subjective data across users in order to identify priorities.

3 Social Impact

Here's a snapshot of some of the work we have been doing within the community:



RE-ESTABLISHED COFFEE MORNING

People in this community wanted to get together more so we re-established a coffee morning.

FIRST AID AWARENESS

Two days of emergency first aid learning for community leaders.



ARMCHAIR EXERCISE CLASSES

Smartline funded a pilot phase of low impact exercise classes within the community which continues now on a self-funded basis.



GREEN SPACE DEVELOPMENT

Smartline helped a committee of local people to develop an underused, communal green space.



IT SUPPORT

'SWITCH' delivered training to local people who expressed a need for greater IT knowledge and skills.



COMMUNITY EXERCISE CLASSES

Working with our partners Sparc and the Red Cross, we delivered 3 months of exercise classes for mature people which included social gatherings after each class.

Smartline

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For more information please visit us at:

www.smartline.org.uk

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South West
Academic Health
Science Network

Sig

social innovation group



European Union

European Regional
Development Fund