

The Big Local Magical Mystery Tour A 'local' Big Local Network

Saturday 14th November 2015

Facilitated by Alister Shaw (Big Local rep)



Event Report

(Artwork and photographs produced by participants at the event)

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*GOING THROUGH THE DARK PLACES UNSURE OF THE PATHWAY AHEAD
CAN FEEL A LOT BETTER WHEN WE CAN WALK TOGETHER,
SUPPORTING EACH OTHER.*

Introduction

On Saturday the 14th November 2015 forty one people from a number of different Big Local Areas came together at Creswell Crags for the first Big Local Magical Mystery Tour - a Networking and Learning event with a difference....

Rather than a one off event, the intention was primarily to bring together people from 9 Big Local areas in relatively close proximity (all within less than an hour's drive from each other and some only a few miles apart) to establish an ongoing informal peer support network. It was hoped that this first event would act as a catalyst and highlight the potential value and benefits of sharing experiences, learning and challenges with each other, acknowledging the reality that we are all in it together, that we don't need to go it alone, and it's actually possible to enjoy the journey.

At the same time we wanted this event to be practically useful so that people would leave feeling it had been worth their while coming along and that they would have something useful to take back and apply in their own Big Local Area.

With this in mind the focus of this event was

- 1) **Getting To Know Each Other Better**, while having a bit of fun.
- 2) **Solving Problems** - Working Together to Design Practical Solutions to issues or challenges we are facing in our Big Local Areas

The event was co-ordinated and facilitated by Alister Shaw (Big Local rep), with the help of a link person in each of the Big Local Areas who acted as a point of contact to disseminate information and support the practical arrangements for people in each of the Big Local Areas.

The event was hosted at [Creswell Crags](#), an active partner of Elmton, Creswell and Hodthorpe Big Local, as well as an internationally renowned heritage site on the boarder of North East Derbyshire and North West Nottinghamshire, just outside Creswell Village.



Event Outline

The running order for the day was planned to be informal but structured, offering a mix of enjoyable activities and opportunities to network and talk with people from the other BL areas as well as facilitated activities to introduce practical methods and approaches to identify and tackle some of the problems and challenges that Big Local areas are facing.

Arrival, Welcome and Introductions

Tea and Coffee was available on arrival with a representative of the host Big Local area at the reception to welcome people to the event. When people signed in at the event they were given a pre-printed badge with their name and BL Area on it and an event pack including the running order for the day. They also confirmed if they were happy for photos to be taken and for contact details to be shared after the event.

In the main event room tables were numbered with a list of who was sitting at each table. The table seating arrangements had been pre-planned to ensure a good mix of people from the different areas sat together. Among the 7 tables there was one table of Partnership Chairs and another of Big Local Workers.



In the true spirit of a co-owned networking event a number of tasks had been prepared for those who arrived early and they happily helped to set up the tables for activities in the main room (Putting out table covers, table numbers and names, pens, post-its, sweets etc.).

After housekeeping information from the Director of Creswell Craggs people were formally welcomed by Tina Glover, chair of Elmtton, Creswell and Hodthorpe Big Local. This was followed with people at each table introducing themselves to each other saying their name, which area they were from and sharing one good thing about their Big Local Area.

What Today and This Network is all about?

Alister Shaw, BL rep and event facilitator introduced himself, and the guidelines of World Café as the approach we would be using so that everyone could feel comfortable and able to take part, to say what they have to say, as well as listen in a respectful environment.

We then ran through the planned programme for the day, as well as the intended aims for this event and the network generally.



Focus for the day

- 1) Getting To Know Each Other Better, while having a bit of fun.
- 2) Solving Problems - Working Together to Design Practical Solutions to issues or challenges we are facing in our Big Local Areas

What's the point of being part of this network?

- Getting to know each other and what is happening in each of our Big Local Areas
 - Have a bit of fun together
 - Get to know and learn what has worked well in other Big Local Areas
 - Get to help each other out with challenges we are facing
 - Set up future dates to get together closer to home with a focus on things that are relevant to us
 - Call on each other informally as and when we need to
 - Share what we learn with the wider Big Local family
- And acknowledging there are likely to be loads of other benefits we discover along the way.

Problem Tree (Fruit or Root?)

Identifying what people feel is a challenge or problem in their Big Local area

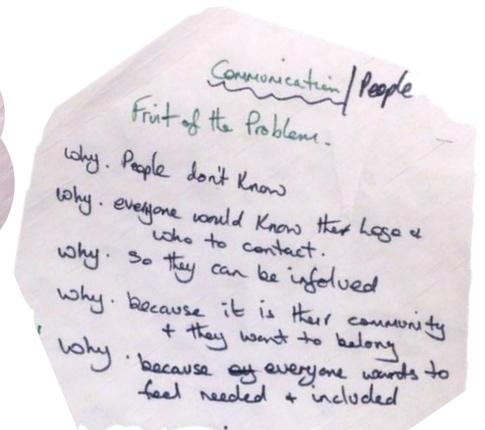
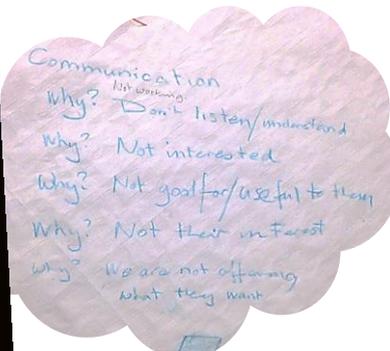
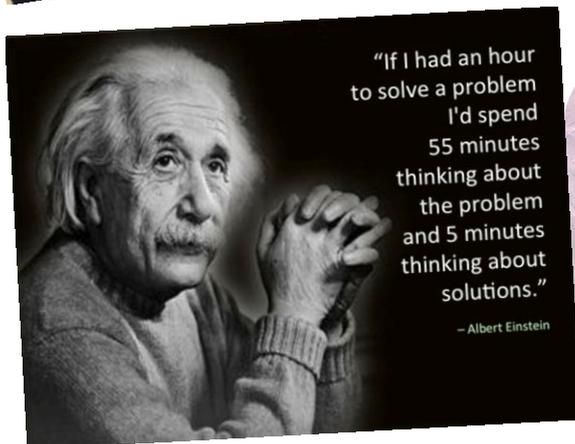
People posted what they perceived to be a problem or a challenge for their Big Local Area at the top of the problem tree.

These were grouped and we considered how these are the **fruits of our problem tree**.

Some common or recurring themes were

- Getting and Keeping People Involved
- Getting People to Work Together
- Communication

But to resolve them properly we need to identify and tackle the **roots of our problems**.



Introducing '5 Whys' to identify root cause of issues

We considered the fact that we can waste a lot of time trying to tackle the fruit of our problems but it is a far better use of our time and energy to identifying the root cause of a problem and then tackling that.

One way of identifying the root cause is to use the 5 Why's.

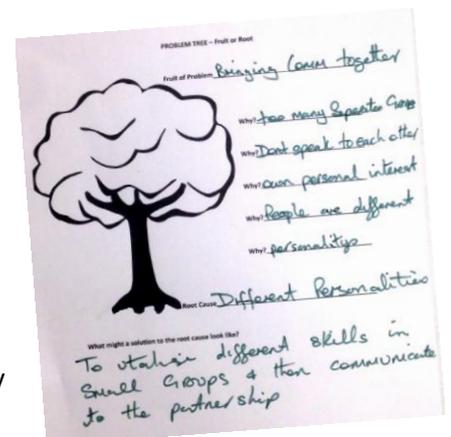
This simply involves asking the question

Why is this a problem?

And when you come up with your first answer ask, Why is that?

And when you come up with your second answer ask. Why is that?

Asking and answering Why? 5 times will generally be sufficient to identify the root of your problem which is where you want to start your solution.



To get used to this idea each table picked a piece of fruit from the problem tree and had a go at applying the 5 whys to see what they came up with as a root cause, then fed back to the room.

This was initially to get people thinking collectively and people were tasked with considering and talking about what a solution to their root cause might look like while doing the outdoor activities.

Outdoor Activities

To add an element of fun and adventure to the day we took advantage of what Creswell Craggs has to offer and split into two groups to spend a couple of hours participating in

1. **A Cave Tour** (or Exploring Creswell Village as an alternative to the Cave tour)
2. **Ice-Age Survival Skills** (Team building activities including making fire, building shelters, making flint tools, spear throwing and cooking fish over the fire)

People had been put into two groups for these activities, each lasting 1 hour before swapping to do the other activity, allowing everyone the opportunity to take part in both activities.

Task - During activities

- Chat generally about what is going on in your BL area
- Having applied '5 whys' to a chosen challenge or problem to identify possible root cause/s talk to others about this and consider what a solution to the root cause might look like

Some opted out of the cave visits so as an alternative they were taken on a tour of Creswell by the local partnership Chair, starting with meeting Bear and the Big Local Horse Drawn Carriage - a local investment between the equestrian centre and the Big Local partnership, then on to Creswell Model Village, then Limestone House – a social enterprise incorporating a café, charity shop and pop up shops (currently Christmas Shop), history and heritage display of the area, training and employment support, benefits advice, meeting rooms and also the base for the Big Local office in Creswell.



Lunch

After a couple of hours out in the brisk November weather people were happy to get back into the warmth for Lunch, a plentiful buffet provided by a local catering company. This provided further opportunity to chat together informally.

Creating Practical Solutions Together - (World Café and Co-production approach)

After lunch the focus was on introducing and trying out some methods and approaches that can be used to create a practical solution to a problem or challenge.

Picking up from where we left off in the morning, we selected two of the most common challenges identified by Big Local areas, namely **Communication** and **Getting and Keeping People Involved** and applied the following methods at each table to come up with practical solutions that we could try out back in our Big Local areas.

People returned to their original table groups, joined by one of the people from the workers table who had been asked to act as a facilitator for the table discussions. This meant we had six tables for this exercise. 3 tables focused on 'Communication' and 3 on 'Getting and Keeping People Involved'.

We set about using the **'World café' approach and principles at each table to collectively answer**

- a) The 5 Why's to identified some of the roots of our problems and
- b) 6 key questions to help identify practical solutions to these root causes

In the middle of each table there was a folded sheet of paper with the table number and names of who was on that table. On the inside of this sheet of paper were two questions for the group at that table to consider as part of their discussion. This meant that all six key questions were collectively answered by the three tables for their chosen problem/challenge.

Everyone was encouraged to share, listen to and link ideas in their group as part of their table discussion and at the same time to write, scribble, draw or doodle their thoughts and ideas on the paper table cloth with the pens provided, to record what is being said and thought about. This meant that everyone could be involved and have a chance to contribute, as well as consider the questions from other people's perspective.

World Café Approach

- 1 Problem/Challenge
- 3 Tables - each with a facilitator
- 6 Key Questions – two on each table
- 3 groups - rotating between tables
- 3 paper table cloths covered in collective thinking and ideas

Step 1)

Each group spent some time deciding root cause using '5 Whys'

Step 2)

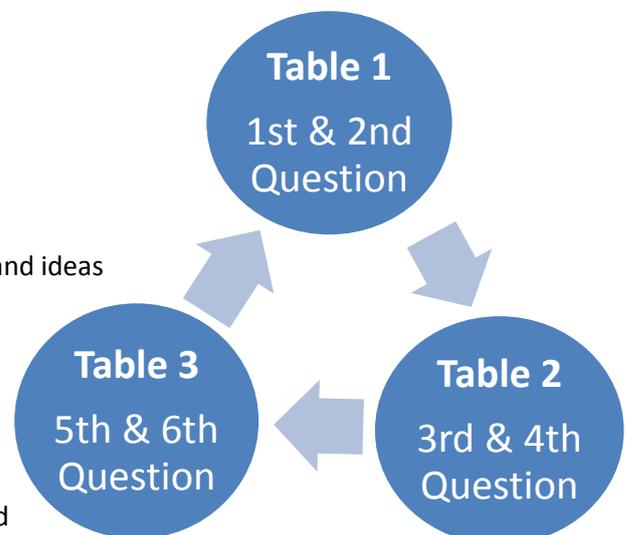
Table discussion, sharing collective thinking and experience, to consider and answer key questions

Step 3)

After 20 minutes groups rotate to the next table to consider the next two questions. (Facilitator remains at their table to summarise to the next group what the previous group had come up with) each time building on and affirming what the previous group discussed. *(We skipped this on the day)*

Step 4)

Review and reflect on the 'Collective Intelligence' that has come from all three tables and use it to influence and put together a Timeline to Success of practical steps you can take.



Timeline to Success

Apply a 'Timeline to Success' to come up with a practical proposal to take away and try out

Timeline Planning

- 1) Draw a long line on lining paper or flip charts and put your desired outcome (picture of success) at the end of the timeline.
- 2) Put the practical steps you have come up with on post-its and place them on the timeline
- 3) Aim to put some realistic dates on each of the steps
- 4) Identify who is responsible for each step

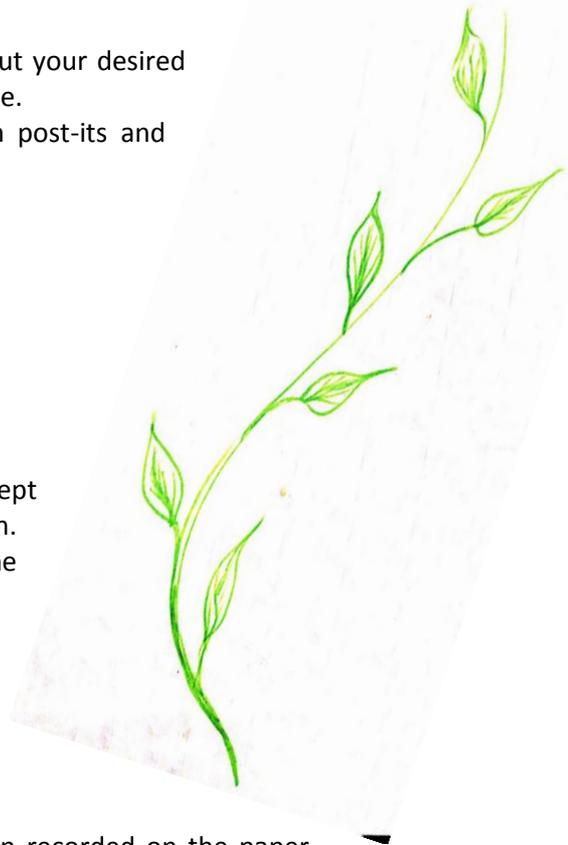
Timeline Reflections

Open discussion with people from other areas
Who is facing or has already faced this challenge?
What are they trying, or what worked for them?

Due to time limitations on the day we just looked at the concept of plotting our steps to success on a timeline as an approach. It is important to work towards our desired outcome at one end by posting individual steps along the line highlighting what action needs to be taken when and who will be responsible for making it happen.

This 'Timeline to Success' then becomes the action plan you need to follow to deliver a solution to your root problem.

Following the event all the collective thinking that had been recorded on the paper tablecloths was photographed and taken away to consider, analyse and share thoughts and findings ensuring all contributions were included.



Summary of our Learning relating to Creating Practical Solutions Together

The intention of our activities at this event was not so much to define a particular solution to a given problem, so much as to identify an approach that could be applied to pretty much any challenge or problem that comes up in a Big Local area. Throughout the day we introduced various tools which make up a Toolkit that a Big Local partnership or group could use to consider how they can approach and tackle challenges or problems as and when they arise.

At the same time we identified a number of common challenges for Big Local areas and explored some of the root causes, which are not always obvious and as such are sometimes overlooked meaning we try to tackle the fruits of problems instead of the roots of problems.

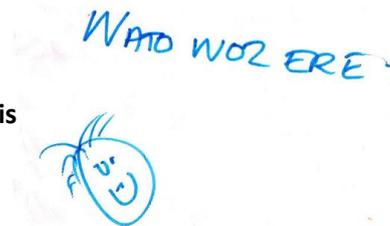
Whether our desire is to improve communication, or to increase levels of involvement, it's important to identify the real issue and use that as our starting point to identify our solution.

Following the event this Toolkit with related templates and instructions can be used again in a workshop setting, or individual tools can be used as appropriate.

What Next for Our Network?

To wrap up the day we had an open discussion to consider

- 1) **Options and appetite for supporting each other on an ongoing basis**
- 2) **What do people feel would be helpful and practically useful?**



We talked about

- Informal peer mentoring and peer support between Big Local areas in geographical clusters
 - Focused or Themed events hosted by an area, e.g. *Getting People Involved, 2nd December in Sheffield*
 - Development Opportunities – Joint Training e.g. Northern College twilight session on Project Management and Commissioning taking place in Thurcroft in January, February and March 2016 and is open to all areas in the network (Flyer was included in event pack)
 - Network administration, facilitation and funding, linking and contact options
 - Frequency and future dates to get together?
 - Developing ideas and findings that came up over the course of this event
 - Sharing what we've done with others from our area and the wider Big Local family
- It was agreed that people found this type of event beneficial and would like to meet in a similar way twice a year in Spring and Autumn (avoiding times of key activities in Big Local areas). Goldthorpe and Bolton Big Local and Grassmoor and Hasland Big Local are both willing to host these gatherings.
 - In addition to repeats of this type of event there was also a desire to meet informally and arrange study visits around specific themes or projects that areas have in common.
 - People felt it was important to know what other Big Local Areas are doing so we can identify what areas have in common.
There was a desire/suggestion to have a 'go to place' online where people could do a simple search to find out what's happening in each Big Local Area, perhaps a summary of what projects are in each area's plan and where things are up to?
 - For future get togethers or study visits there was a clear preference for themed events giving the host area an opportunity to showcase what they are doing (the good the bad and the ugly) and then for everyone else attending to feed in to share their experiences and possibly help with solutions to challenges faced.
 - There is also the option of taking advantage of future BL rep facilitated networking and learning events such as the upcoming event around Getting People Involved in Sheffield on the 2nd September, and the other centrally organised networking opportunities such as the Annual Spring Events.
 - Acknowledging that Local Trust does not currently have a 'central budget' to cover the cost of Big Local areas organising their own networking and learning events directly there may be a requirement for each area to cover the costs from their area budget. People were ok with this idea, particularly as travel costs would be minimal being so close to each other, although if it were possible to take advantage of a central budget that would be welcomed to support networking activity between areas.

Evaluation of Day and Thanks

The day concluded with thanks to everyone for coming along and making the day so successful. Attendees completed evaluation forms and headed home about 4pm.

Learning, Observations & Recommendations

There were a number of issues that came to light as a result of the facilitated activities and discussions at this network and learning event.

Regarding the two key challenges that all Big Local areas are facing of **Getting and Keeping People Involved in a meaningful way** and the need for **Effective and Relevant Communication**, the participants at this event identified a number of fundamental truths, which if taken on board may result in much higher levels of understanding and involvement and more meaningful engagement in the Big Local process.

Some of the fundamental truths (or roots) that we unearthed are listed below followed by some observations and lessons that potentially have BIG implications for Big Local areas but are not generally acted upon. In keeping with the Ice Age setting of the event these have been labelled **'The Mammoth in the Room'**.

In brief this relates to the fact that we have collectively identified some of the fundamental motivations that lead to people getting involved in their community, and insights into what people are likely to listen to when we're trying to communicate, but yet we are arguably failing to appreciate and make use of a solution that is right under our nose (or trunk as the case may be) namely knowing our area and what we have already got in our communities.

We need to know who we've got and what **Skills, Talents, Abilities, Resources and Time** they have so that we can apply these as part of the solution to the issues in our Big Local Areas.

So we need to make a **START** to resolve this. (Pun intended)

"Everyone in a Big Local area will have interests ...we need to know what they are."

This is not about repeating what we did before to finding out what people are interested in seeing improved in their area (the types of questions we asked them to identify our vision and priorities for our Big Local Area). This is on a more individual level to understand their personal interests, hobbies, abilities, skills, talents, what they like doing in their free time. When you discover this enhanced level of intelligence about your Big Local area you can apply this to the needs of your Big Local area.

In response to this Alister Shaw (Big Local rep and event facilitator) has proposed some practical recommendations below based on previous experience. He is also looking to work with any Big Local areas who are interested in developing and trialling this idea as a solution for the benefit of Big Local areas generally.

Anyone want to START their Big Local Area? Get in touch!



Key Findings around Root Causes...What we uncovered!

Below is a list of key findings and fundamental root causes that were highlighted as part of the discussions during the day

- “People will only get involved if they believe in what they are doing...”
- “People tend to get involved in what they are interested in, so we need to know what they are interested in and get them involved in that to the benefit of our Big Local area.”
- “People are not likely to get involved if it doesn’t represent them or their particular interests”
- “We’ve got to have an interest in what they are doing and taking part in... Find a link between us and them”
- “By trying to do too much we sometimes achieve less. We need to focus on addressing the root causes and the bigger problems will get smaller.”
- “People feel isolated...not connected”
- “Our aim needs to be to improve a sense of wellbeing, security and community spirit”
- “We are not offering what they want, so our goal needs to be to discover what people want and offer that in a way that benefits the area”
- “Having people with different skills helps manage projects...so we need to discover what skills people in our Big Local area have”
- “Everyone wants to feel needed and included”
- “Everyone wants to belong and feel part of community”
- “Different personalities with different skills, need to use them in appropriate settings, small groups and communicate their views to the partnership rather than expect everyone to be on the partnership”
- “People need something they are interested in to get and stay involved”



THE MAMMOTH IN THE ROOM - Wider Lessons, Issues Observed and Practical Recommendations for Big Local Areas

Learning and Observations	Heading/s	Recommendations
<p>As a general rule Big Local Areas do not know specifically who they have consulted and engaged with, and where they do they don't tend to use this knowledge to their full advantage.</p> <p>Contact details of those who gave their opinion were not always taken at the time, so there is no evidence as to who said what about what they thought should happen.</p> <p>Some areas did keep a record of people consulted but this information is not being used for anything. Example given where details were taken of people interested in getting involved in Big Local but this was not followed up for a variety of reason.</p> <p>In most cases nothing was ever done with this information beyond the area profile.</p> <p>A good database effectively used presents an opportunity to know who you are communicating with and how often, as well as an opportunity to track and evidence peoples level of interest and engagement in Big Local</p>	<p>Getting and Keeping People Involved & Communication</p>	<p>Develop and maintain a database of local people, organisations and partners</p> <p>Use database to track 'levels of involvement' showing who is or is not involved in Big Local Area.</p> <p>Use database to keep people informed of what's happening in the Big Local area</p> <p>Always use a free prize draw at events to gather people's contact details to show who was at the event, record this on your database and add new people so you can follow them up.</p> <p>Put together email groups from your database to keep people informed at regular intervals as appropriate – Partnership, Wider Public, Events Group, etc.</p> <p>Identify who is going to be responsible for putting together and maintaining this database as well as who can use it for what.</p> <p>In response to this identified need, Alister Shaw (Big Local rep) is willing to help areas and work with anyone who would like to develop and use this type of database for Big Local areas based on his previous experience creating and using this kind of database for use in communities.</p>

Learning and Observations	Heading/s	Recommendations
<p>We discovered at this event using the ‘5 Whys’ that people generally only get involved in things that they are interested in, or that give them a feeling of belonging, where they feel needed and included.</p> <p>As a general rule Big Local Areas do not know what people in their area are personally interested in, so find it difficult to attract them to get involved.</p> <p>We spend a lot of time trying to get people involved in what we want them to be interested in, but often they are not. (Even though we believe these to be the priorities for the Big Local Area)</p> <p>People get involved when they are offered something they are interested in.</p> <p>Also as a general rule Big Local Areas do not know what they have already got in the area in terms of human assets (Skills, Talents, Abilities, Resources, Time)</p>	<p>Getting and Keeping People Involved</p>	<p>Need to do a piece of work, building on our database idea, to better understand what people are interested in locally.</p> <p>START your Big Local Area.</p> <p>START is an approach to discovering the Skills, Talents, Abilities, Resources and Time that an area or community already has at its disposal. This involves getting under the skin of a community.</p> <p>This uncovers ‘enhanced intelligence’ about your area that can be applied to an assets based approach to meeting the needs of your area.</p> <p>Again Alister Shaw (Big Local rep) is willing to talk to or work with anyone interested in developing and delivering START in their Big Local Area</p>
<p>What is actually on offer that would attract somebody to get and stay involved in Big Local? (our desire for them to be involved does not count)</p>	<p>Communication</p>	<p>A Big Local partnership needs a very clear and credible answer to the question 'Why should I be involved in Big Local?'</p> <p>On whose terms are we inviting people to be involved, theirs or ours?</p> <p>Each Big Local area should have a detailed communication plan that clearly sets out the answers to the above questions as well as identifying who needs to be communicated with, about what and when.</p> <p>Again having a good database as outlined above is a good starting point to making this happen.</p>

Rationale for This Event

The need or desire for a more local event like this had been highlighted by residents from a number of the Big Local Areas. For various reasons many people found it difficult to attend National Networking and Learning events and as a result were missing out on the benefits to be had from attending this type of networking and learning opportunity.

The types of barriers mentioned included,

- being reluctant or fearful of travelling too far from home
- family or childcare commitments
- disabilities that made travelling long distances uncomfortable
- not knowing other people at the event
- being out of their comfort zone

Others who had been to national or regional networking events expressed a desire to organise and host their own events closer to home, keen to shape the content so as to ensure it was relevant and practical to the stage they were at in their Big Local area. On occasions they found that centrally organised events were less beneficial to them because they involved going over old ground in an effort to cater for areas that were not as far along the Big Local Pathway.

Some areas had organised local training events but found turnout was quite low when only aimed at people from their partnership or Big Local area and it was suggested it may be beneficial to offer training spaces to other Big Local Areas nearby.

On occasions, when networking events were scheduled on week days, people had to take annual leave from work to attend. They expressed a preference for the option of attending weekend or twilight events nearer to home.

This network and learning event and the idea of having a more 'local' Big Local network was purposefully developed in such a way as to address or remove all of these barriers, with the expectation that once people attended, enjoyed and benefited from one event, the likelihood is that they will be more willing to attend or host other events or informal visits that would be mutually beneficial for all involved. It is also hoped this will encourage increased attendance at some of the national or regional Big Local events.

Small things can make a big difference. For example being able to attend with a group of people they already knew and were familiar with allayed concerns for some that they would not know anyone at the event. Having pre-planned table seating arrangements meant people were encouraged to sit with and get to know people from other Big Local areas that they had not previously known.

Network Members

While all Big Local Networking and Learning Events are open to people from any Big Local area to attend, this initial event was specifically targeted at people from 9 Big Local Areas in close proximity to each other as identified on the map below. Rather than limit how many could attend the event areas were encouraged to bring as many people as wanted to come so as to ensure there was a good mix of people in attendance and not just the 'usual suspects'.

Other Big Local areas are welcome to join in, particularly if we are focusing on an issue that is relevant to them, but the original idea was to develop a close working relationship between the Big Local areas identified to help each other out and make the most of Big Local in our area.

What Big Local Areas are involved?

We initially inviting the following 9 Big Local Areas to take part (3 groups of 3 Big Local Areas close to each other)



- Big Local Thurnscoe (Barnsley)
- Goldthorpe and Bolton-on-Deerne Big Local (Barnsley)
- Woodlands Speaks (Doncaster)
- Westfield Big Local (Sheffield)
- Thurcroft Big Local (Rotherham)
- Langold Carlton Costhorpe (LCC) (Worksop)
- Elmtun, Creswell and Hodthorpe Big Local (Bolsover)
- Grassmoor and Hasland Big Local (Chesterfield)
- Big Warsop (Warsop)

How many attended and from where?

Big Local Area	Number of Attendees from Big Local Areas
Big Local Thurnscoe (Barnsley)	9 attended – Including Chair & Worker (2 no shows due to illness)
Goldthorpe and Bolton-on-Deerne Big Local (Barnsley)	4 attended – Including Chair & Worker
Woodlands Speaks (Doncaster)	0 attended
Westfield Big Local (Sheffield)	4 attended - including Chair and newly appointed but not yet started worker
Thurcroft Big Local (Rotherham)	5 attended – Including Chair & Worker (2 cancelled in advance)
Langold Carlton Costhorpe (LCC) (Worksop)	2 attended (1 no show due to illness)
Elmtun, Creswell and Hodthorpe Big Local (Bolsover)	7 attended – Including Chair & Worker (1 no show due to illness)
Grassmoor and Hasland Big Local (Chesterfield)	6 attended – Including Chair & Worker
Big Warsop (Warsop)	3 attended – Including Chair & Worker (1 no show due to illness)

Follow Up and Next Steps

Below is a summary of some suggested next steps to help maintain momentum following the networking event at Creswell Crag.

1. Circulate the event report and associated tools from the day for people to feedback to and use in their areas
2. Share contact details of people who attended so they can contact each other as and when necessary
3. Share a link to a photo sharing website so people can share photos from the event
4. Identify individuals willing to administer, co-ordinate and publicise future network activities.
5. Promote and actively encourage attendance at upcoming networking and learning events
6. Take steps to address and resolve the observations and recommendations outlined in this report.
7. Identify any individuals willing to support the network with the above activities
8. Share learning and discuss what has come out of this event with the wider Big Local family at upcoming BL rep day, on Basecamp and through other networking opportunities.

Photos of the Event

You can view photos from this Big Local Magical Mystery Tour networking event on Flickr.

Simply [click on this link](#) or type the following address into your web browser to view or add to the photos

<https://www.flickr.com/groups/biglocal/>

If you don't have a Flickr account you can register for free. It's quick and easy.



What was good...?

From the feedback received both formally and informally everyone enjoyed the day and got a lot from it. Clearly there is a place for sub-regional networks in the Big Local structure. A good number of Evaluation Sheets were complete at the end of the day providing a good level of feedback as to what people thought of the event.

It was helpful that so many could come from the same areas to meet their peers from other Big Local areas in close proximity. This meant there was not the same dependency for one or two individuals to share what they had done and learned with the rest of their partnership when they got home (which rarely happens in a quality way so learning stops with the individuals at the event)

Eventbrite was used as a means of managing bookings for the event. This worked well although in the future perhaps we could take better advantage of what Eventbrite offers in terms of choosing discussion topics and workshop options.

What could have been better...?

Pre-Event

In some Big Local areas the individual identified to act as the point of contact did not circulate information as expected. This resulted in some people not having the information in time or in some cases the Big Local rep for the area having to circulate the information on their behalf. This was highlighted when individual partnership members got in touch with Alister as the organiser directly to find out what the event was about and how they could go about booking on. This was flagged up with the rep for the area in question to pick up and address locally.

LEARNING Double check who is best placed to share information on behalf of a Big Local Partnership and asked to be copied in on their email correspondence to be aware what has been circulated, so as to ensure as many as possible are aware of the opportunity to take part.

During-Event

Some were not so comfortable about not being able to choose which table they sat at when they arrived. This was done to ensure that there was a good mix on each table and to avoid people sitting with the same people they always sit with.

LEARNING Vary the seating arrangements over the course of the event so people are not with the same groups for every activity and they get to meet more people.

In hindsight 1 hour for activities would have been better than 2. The intention was for everyone to have the opportunity to do the Cave Tours, but only 25 could do this at a time, so attendees were split into groups and alternative activities were arranged to do while one group were in the caves.

LEARNING For future events to make the best use of time 1 hour is enough for activities and people should have to preselect which activity they would like to do on a first come first serve bases, while ensuring that the choice of activities are of equal interest.

Although in addition to the table discussions there was over 2 hours in the programme for people to chat informally, people fed back that they would like "more time just to chat with other areas"

LEARNING People really value the opportunity to just talk with no fixed agenda or "learning outcome" in mind. Need to keep this in mind and perhaps use 'open space' approach more in future.

Appendix 1 – Problem Solving Tool Kit for Big Local Areas

A way to identify and tackle the root of a problem instead of the fruit of a problem

Step 1) Problem Tree – Identify the fruit of a problem

Write what you think is a problem or challenge on a post-it and stick it on the tree top – This is the Fruit of your Problem Tree

Group Problems to identify similar fruit

Select one fruit of the problem tree to discover the root of the problem

Step 2) 5 Why's – Identify the root of a problem

We can waste a lot of time trying to tackle the fruit of our problems but it is a far better use of our time and energy to identifying the root cause of a problem and then tackling that.

One way of identifying the root cause is to use the 5 Why's.

This simply involves asking the question

Why is this a problem?

And when you come up with your first answer ask, Why is that?

And when you come up with your second answer ask. Why is that? X 5

Asking Why? 5 times will generally be sufficient to identify the root of your problem which is where you want to start your solution.

Step 3) World Café – Collectively consider options to tackle the root of a problem and create a solution

In small groups discuss and answer Key Questions to help identify a solution (Rotate between tables with different questions and write or draw your thoughts and ideas on paper table cloths)

- What success would look like?
- What you need to make it happen?
- What you already have? (Assets Approach – think about what you've got instead of what you haven't got, Skills, Talents, Abilities, Resources, Time - START)
- What practical steps you can take towards success?

Step 4) Timeline to Success – Place your practical steps along a line to success (What it is, When it should happen, Who should do it)

Timeline Planning – Draw a timeline and put your desired outcome of success at the end of the timeline. Put the steps you have come up with on post-its and place them on the timeline - aim to put some realistic dates and who is responsible for each step. This is your action plan to a solution.

Step 5) Peer support - Check out your action plan (timeline to success) with others who have been there or are facing the same challenge. Discuss and consider what they are trying or what worked for them and add ideas you like into your pathway to success.

Step 6) Make It Happen - Do what you have planned to do

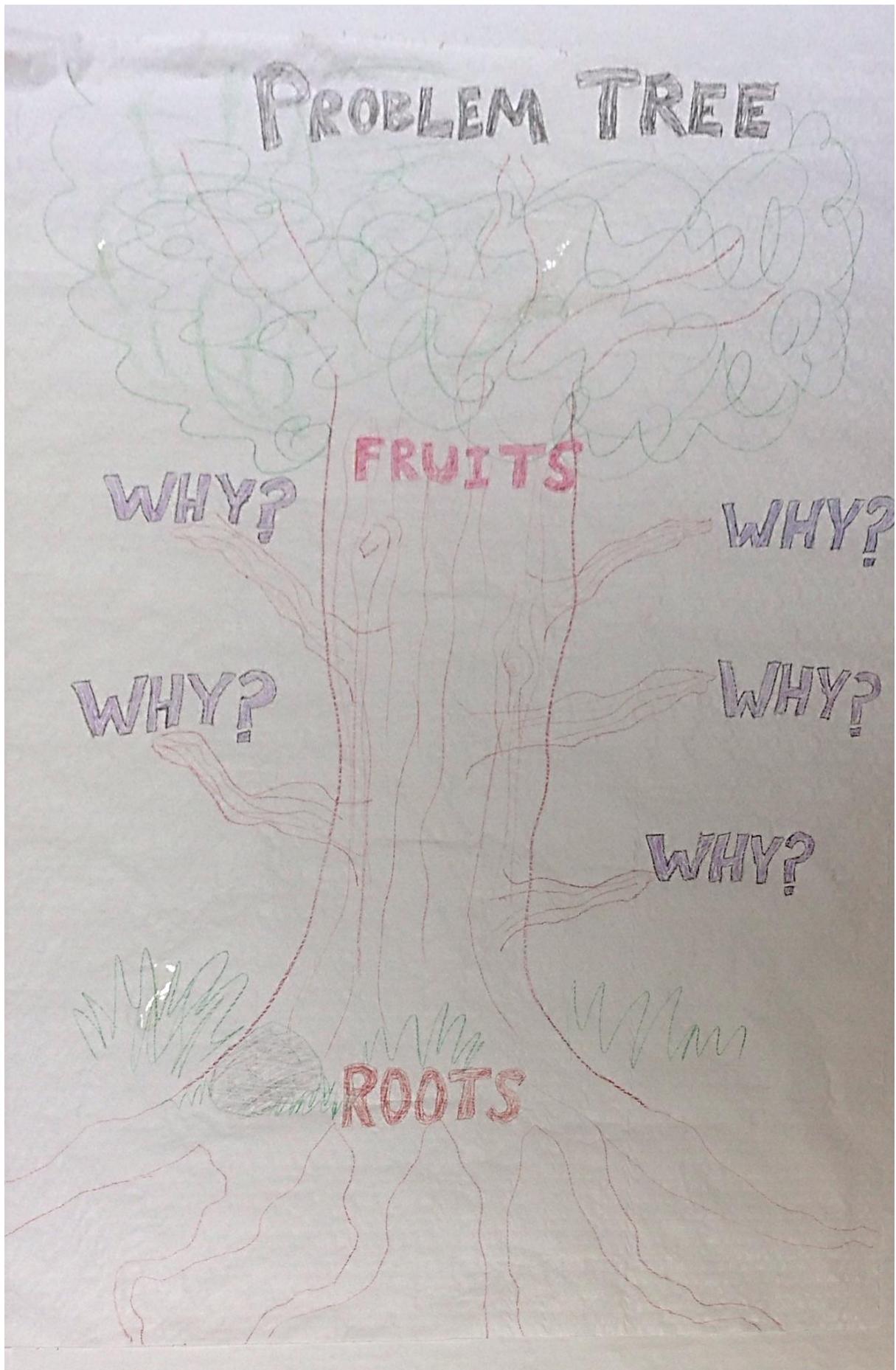
Step 7) Review How It's Going – Regularly review progress and share how it's going with others for mutual support.

If you hit a problem, repeat steps 1-7 as appropriate

Toolkit Documents

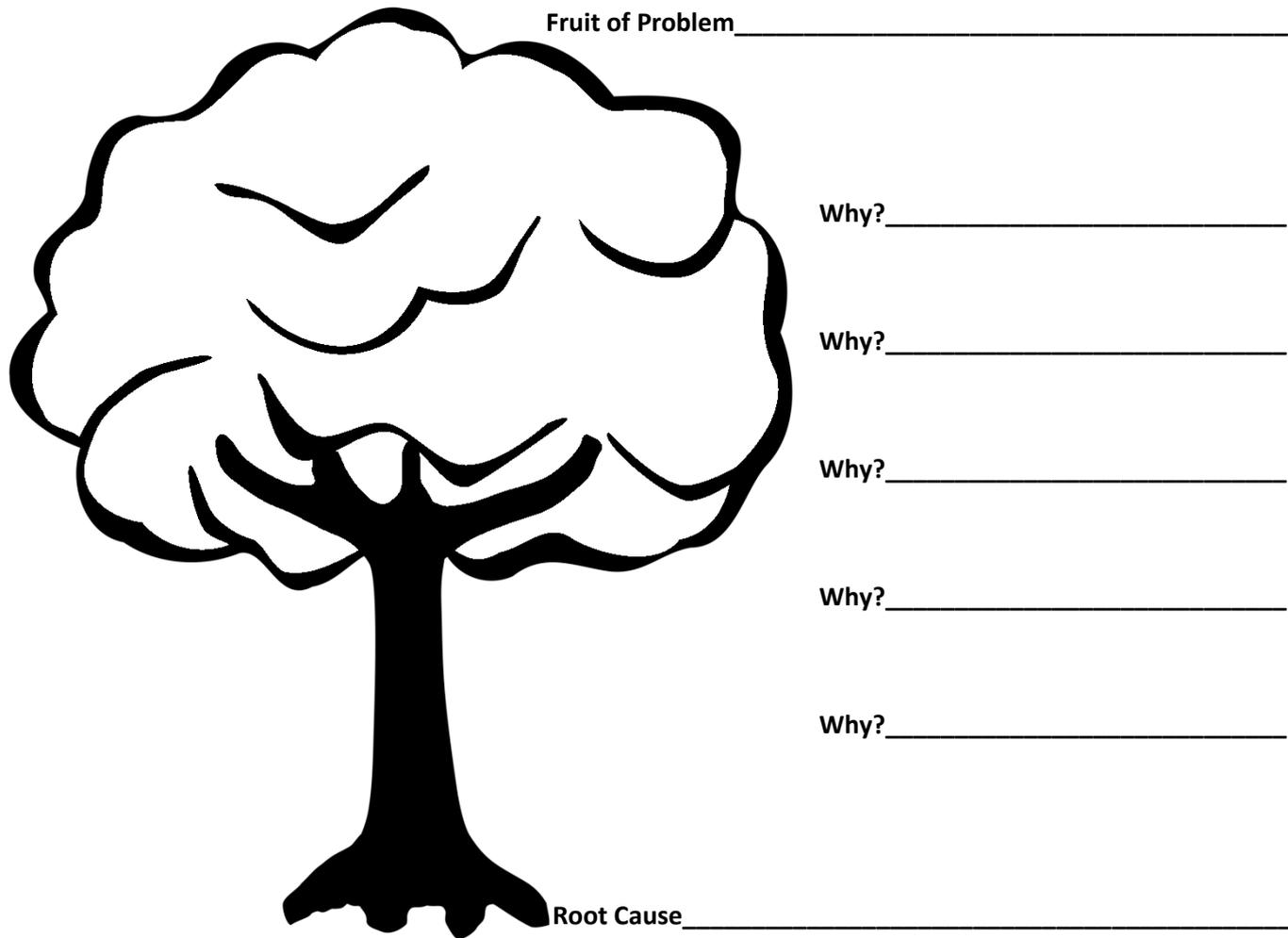
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| 1) Blank Problem Tree template (Pg. 19) | 4) Key Questions to answer in small rotating groups (Pg. 7) |
| 2) 5 Whys Worksheet (Pg. 20) | 5) Timeline template (Pg. 8) |
| 3) World Café Principles & Instructions (Pg.6) | |

Blank Problem Tree template



5 Whys Worksheet

PROBLEM TREE – Fruit or Root



What might a solution to the root cause look like?

World Café Guidelines



If you would like any further information about this event or the report content please feel free to get in touch with Alister Shaw (Big Local rep) Phone: 07768008527 or email Alister.Shaw@CPRuk.net