

Prototyping Module

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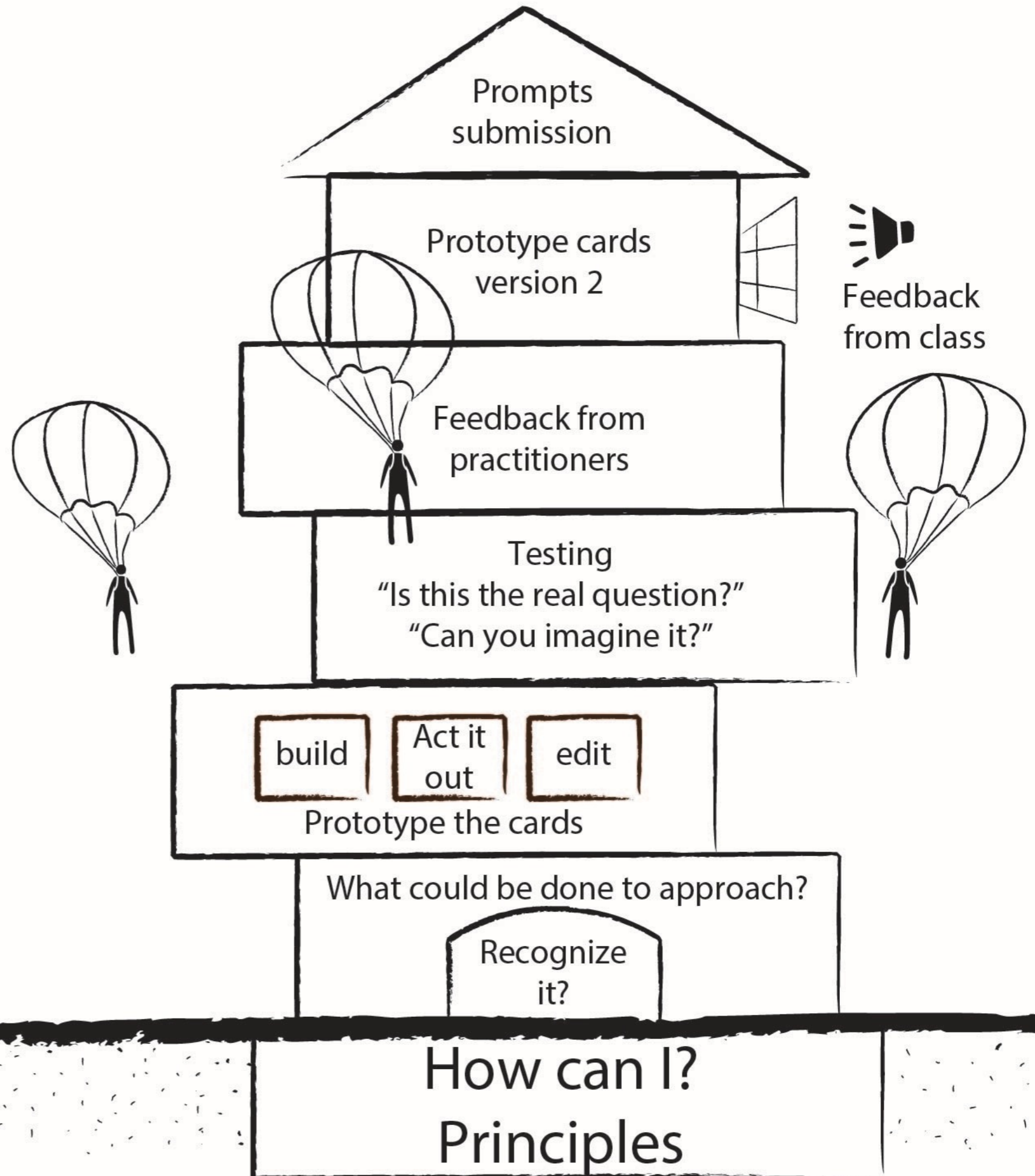
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1. Reading

PLAN P / DAILY
BLOG / EXPRESS

SHARE

SHARE

PRESENT
1 Great Pi
1 Great Qu
1 Great Op
Que



Loneliness resource pack
Silver line
5 hrs a day

18155 FM

Collaborative reading

THE LONELY SOCIETY



WHEN I GET OFF THE PHONE I FEEL LIKE I BELONG TO HUMAN RACE



THE CENTER FOR SOCIAL JUSTICE

JRF FROM FUTURE TEACHERS | JRH

WORKING WITH COMMUNITY TO LONELINESS

Simple ideas can make a big difference. Social researcher Dr. [Name] evaluated JRF's Neighborhood program. This included talking to the program. She presented in the world of those at a distance. These can help you to engage stakeholders and get it done.

Work with the right people

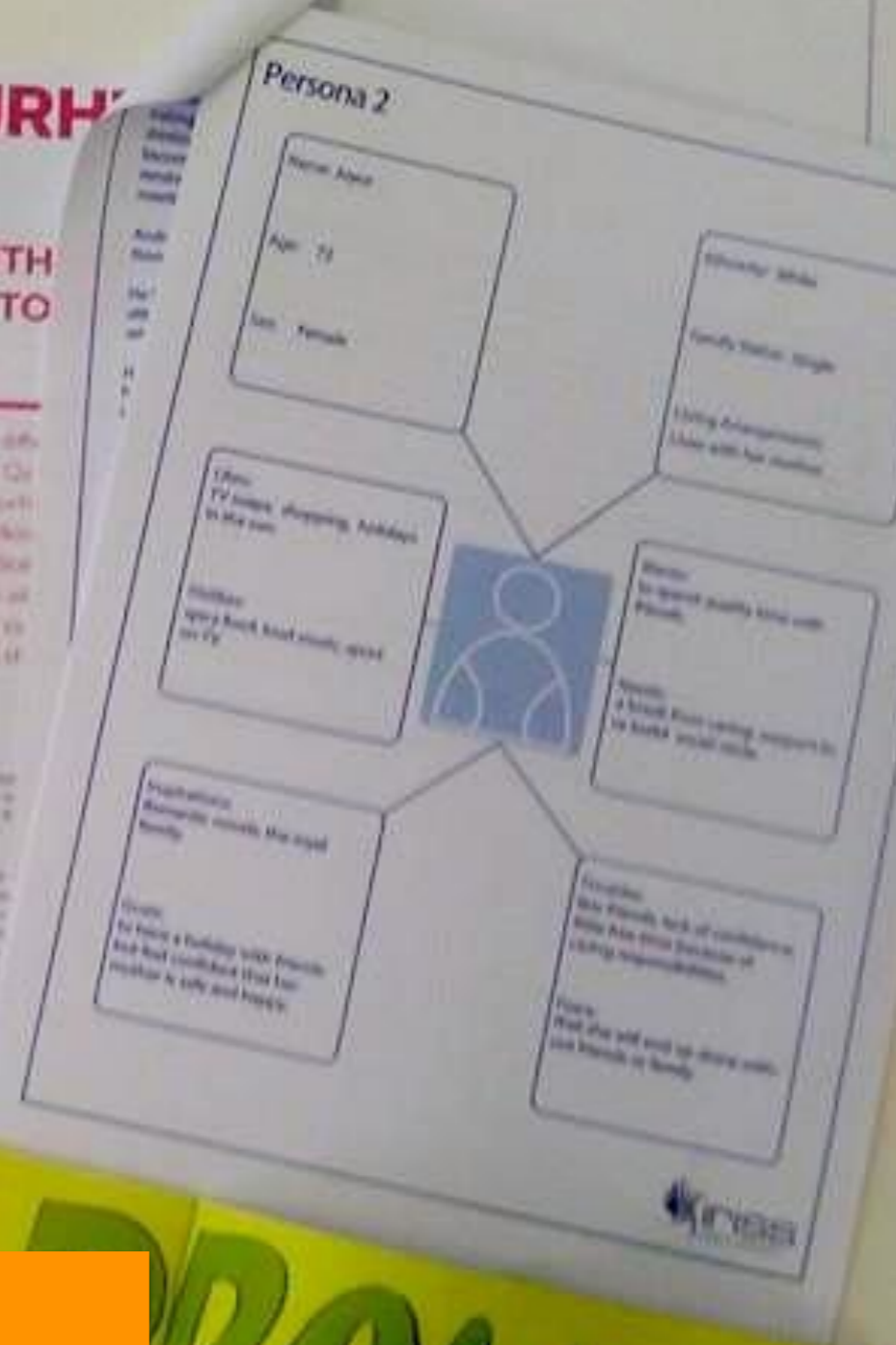
Think carefully about who you want to work with. Engage the right people and you will have a much better chance of success.

The personal touch

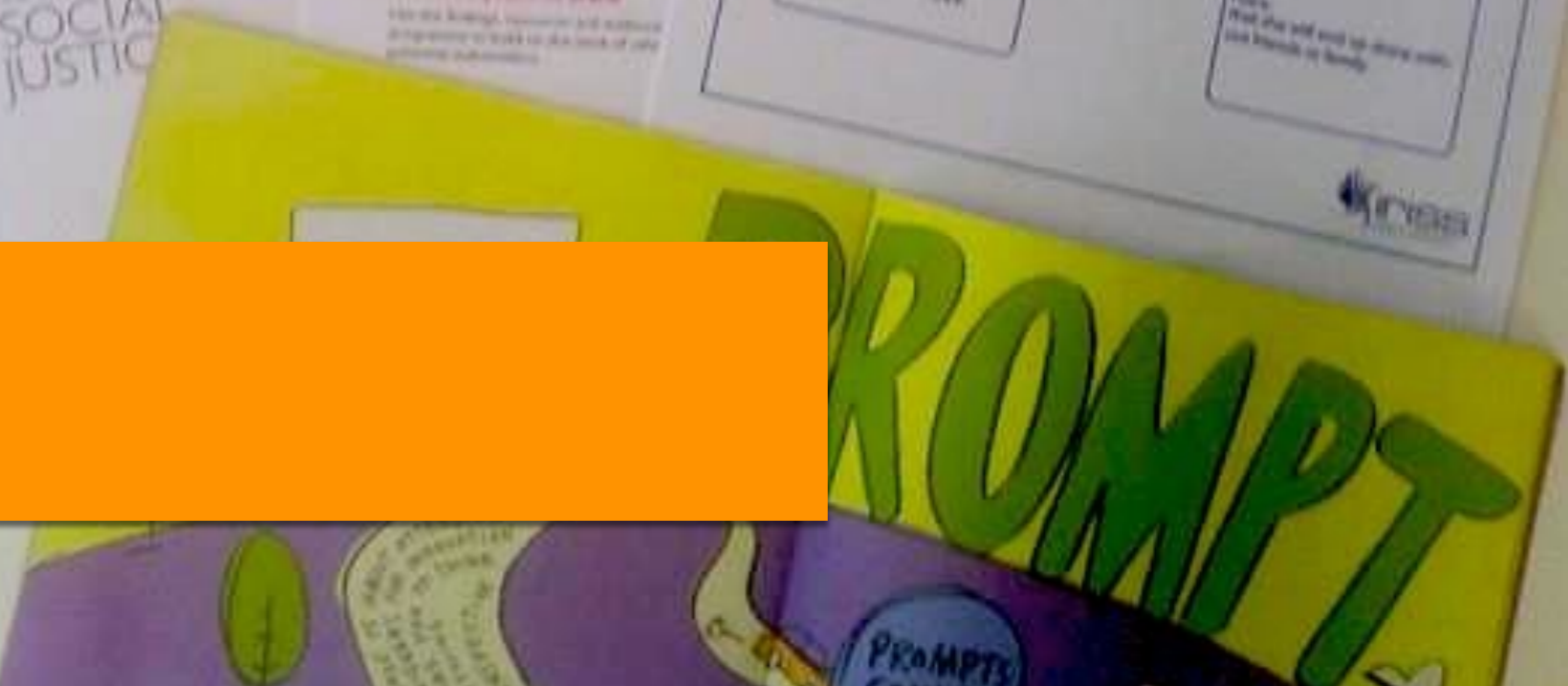
Personal touch is a key element of any program. It's about building a relationship with the people you are trying to reach.

Build on a powerful brand

Use the brand, mission and history of the organization to build on the work of the previous administration.



To understand the context





"No man is an island, it is just that we are all so often cut off from one another"

"Loneliness has a positive aspect because it reminds us to seek the company of others to fill a basic need"

"Create-to enable people to see prevention as legitimate- an investment"

How can our cards increase

Presenting reading insights

HOW CAN OUR CARDS
INCREASE AWARENESS
ABOUT HOW INDIVIDUALS
WITHIN COMMUNITIES CAN INFLUENCE
THE PREVENTION OF LONLINESS?

VOLUN-
TEERS

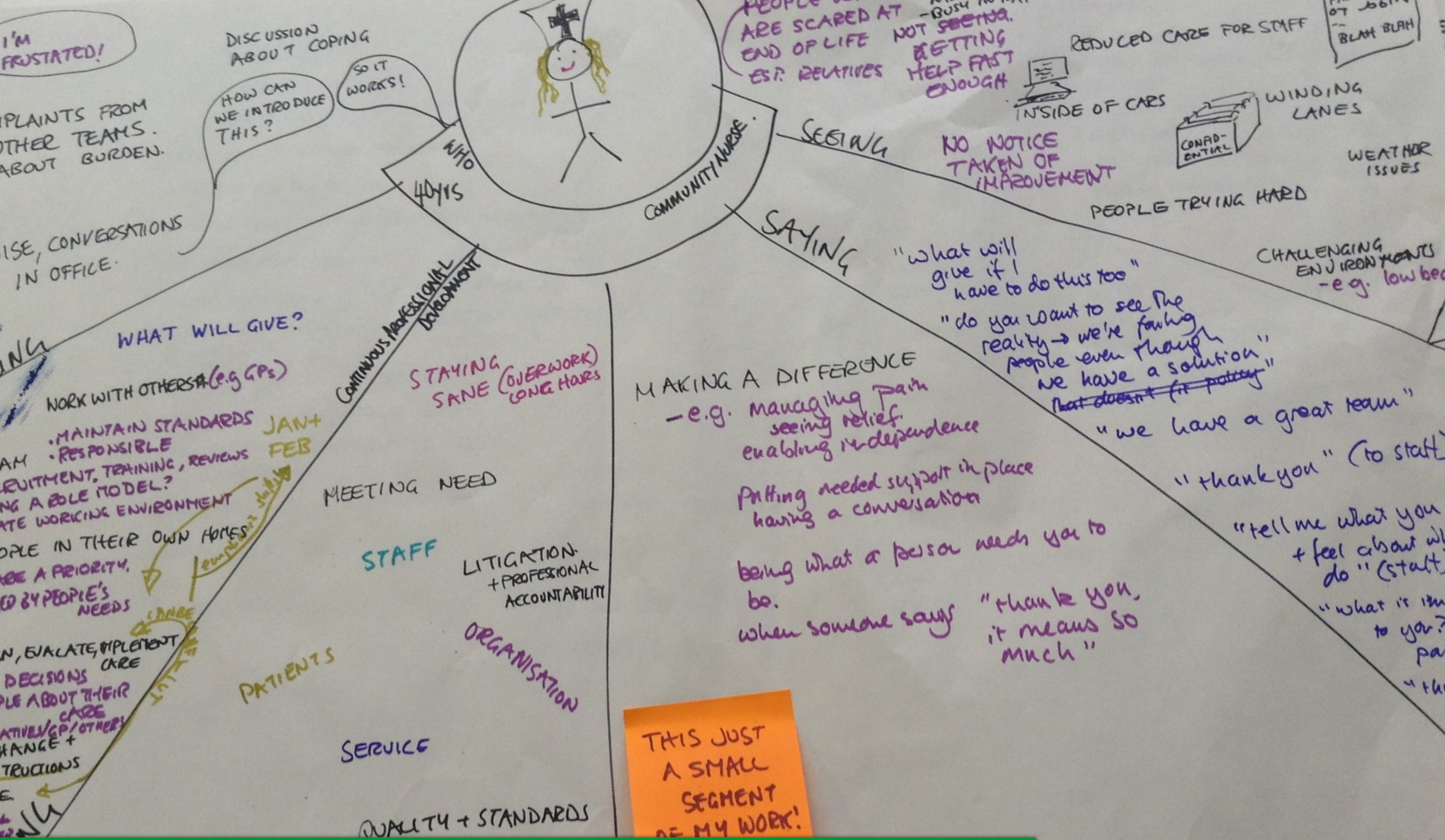
LONLINESS
LONLINESS

COMMUNITY

STAFF
MENT

outline
aff

2. An initial question



3. Empathy mapping

EFFECT CHANGE-MAKE IMPROVEMENTS
GPs DON'T SUPPORT.

DESIGN THINKING.
GOVERNMENT AGENDAS CAN ENABLE
- DRAWING PROMPTS FOR IN

Persona 1

Scenario:

Andrew's wife died two years ago. She helped to control his diabetes by preparing his food and making sure he attended his hospital appointments regularly. Since her death he has increased his drinking and doesn't eat as healthily. His diabetes is getting worse and he is worried he will become insulin dependent. He forgets about his hospital appointments now she isn't there to remind him. She used to organise all of their social activity but now she is gone he doesn't like meeting new people or going to events with lots of people.

Andrew sees his son less since his wife died, as he was closer to his mum and had a difficult relationship with his dad.

He has fewer friends and is losing touch with the people he saw with his wife. He is increasingly sitting on his own at home drinking and becoming isolated from the people he used to spend time with.

He has a fall on the way back from the shop to buy alcohol and social work do an assessment. He has no food in his house and his heating is off. They are concerned about his diabetes and weight and his relationship with alcohol. He appears to be depressed so they refer him to his GP for support.

Task:

- Think about an intervention that could have prevented this route of progression.
- What stage would this intervention have taken place? For example, when his wife died.
- Think of a prompt that might raise awareness with practitioners about these issues. E.g words, ideas, images, resources.

Persona 1

Name: Andrew

Age: 78

Sex: Male

Ethnicity: White

Family Status: Widowed

Living Arrangements:
Lives alone in a flat.

Likes:
Dundee United; trains; the sea;
pint in the pub watching
football with close friends but
these are decreasing in
numbers.

Dislikes:
Social events, socialising, large
groups of people; people
telling him what to do.

Inspirations:
His hard working father.

Goals:
To continue to control his
diabetes through diet.

Wants:
more visits/contact from his
only son in Brighton.

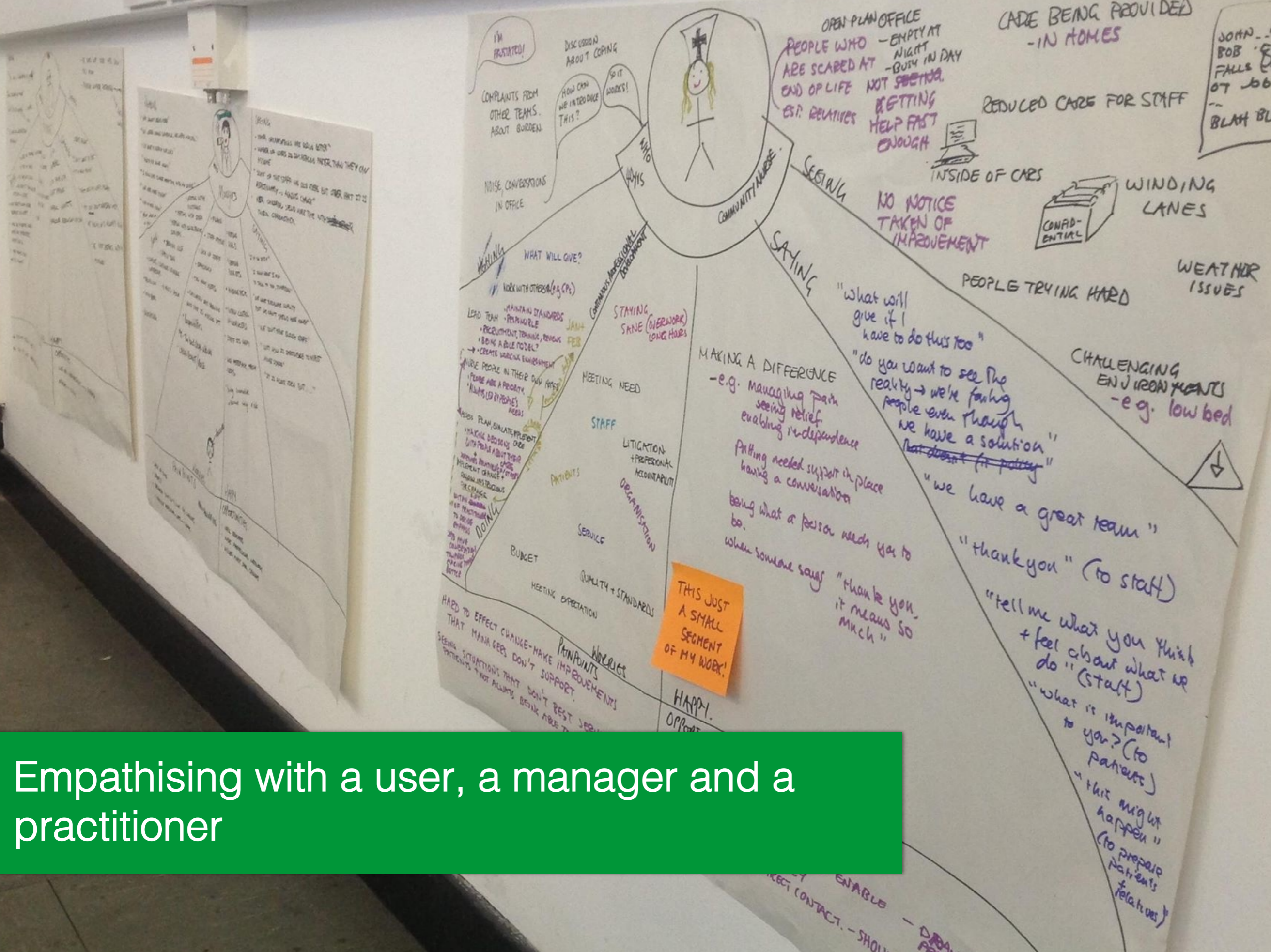
Needs:
Financial support with
bills – doesn't put on heating
because of expense.

Troubles:
Son doesn't keep in touch
much; neighbour is noisy &
asks for money; diabetes is
worse from drinking & weight
gain since his wife died.

Fears:
His next door neighbour has
frequent visitors throughout
the night who knock on
Andrew's door. He thinks he
might be a drug dealer.

From literature, own knowledge and interviews

Empathising with a user, a manager and a practitioner





4. Brainstorming

CfE
4 CAPACITIES

PRINCIPLES

↑ CAPABILITY

LOOKING TO THE FUTURE

↑ AWARENESS

SHARING

BELONGING

Recognising Loneliness

EMPOWERMENT

ACTIVITY
- SIGNPOSTING
WHEN & WHERE TO CONTACT

BEHAVIOUR CHANGE
RESILIENCE

↑ CONFIDENCE

ENABLING

INTERGENERATIONAL CONNECTIONS

UNDERSTANDING PERSPECTIVES

Workshop to generate ideas with people

5 WAYS TO NEW BEING
ACTIVE CONNECTIONS
LEARNING PEOPLE

STRUCTURE OF TOWNS

STORIES

INTERPERSONAL

Principles from literature as starting point

How CAN I....?



Brainstorming with constraints



5. "Playstorming"

LONELINESS

ACCIDENT

SOOT

EMERGENCY

ROAD HAZARD

EMPATHISING

CONVERSING

EMPOWERMENT

EMPATHISING

STATES UNDERSTAND

STATES

STATES

STATES

UNDERSTAND

CONCERNING

SHRINK IDEAS

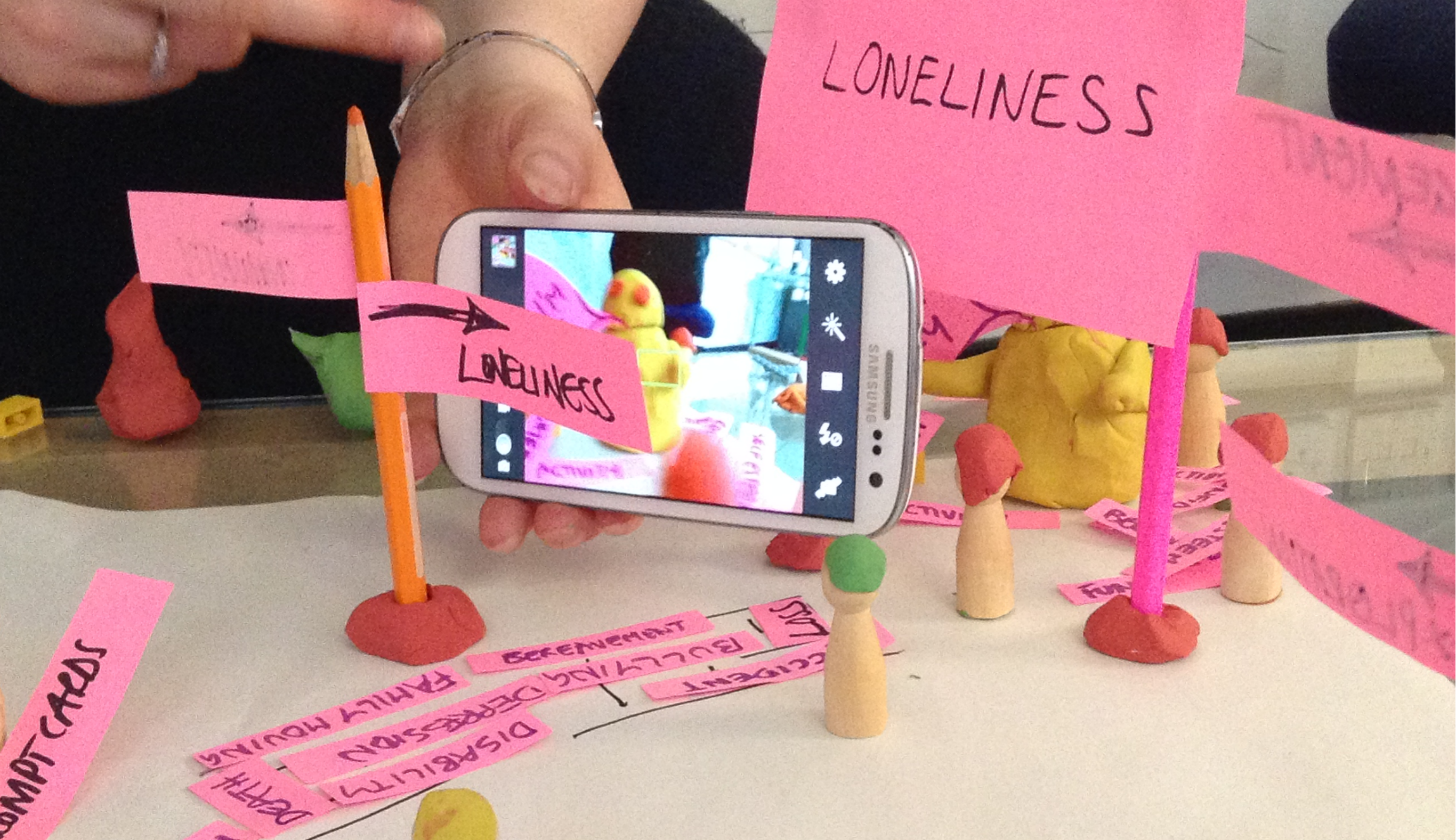
COMPUTER CLUB

LOCAL ACTIVITIES

WE WANT TO INVEST IN OUR COMMUNITY FOR THE FUTURE

ORGANISATIONS

FOOTBALL ALL WELCOME



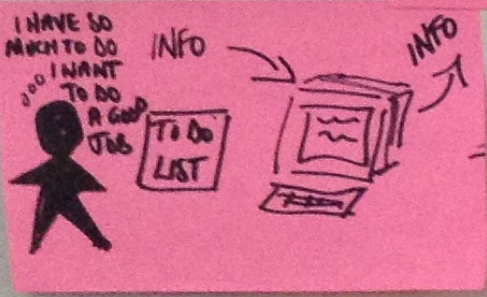
Loneliness monster and its triggers



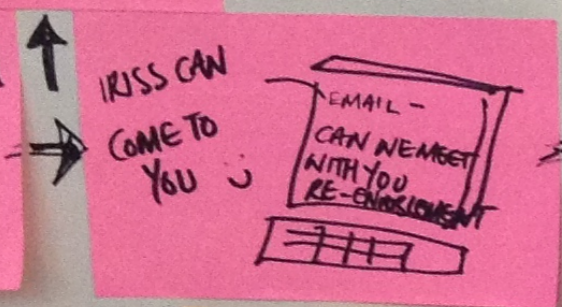
6. Driving through the scenario to discover how the journey could be

IRISS
SMTL
EXPLAINS CONCEPT
→ THE NEED FOR
FRONTLINE PRACTITIONER INVOLVEMENT

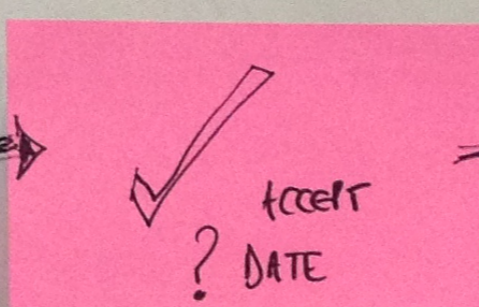
JOURNEY MAP OF PRACTITIONER-TOWARDS USING PROMPTCARDS.



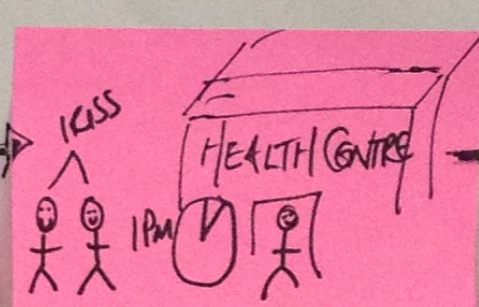
PRACTITIONERS IN A BURDENED WORK ENVIRONMENT



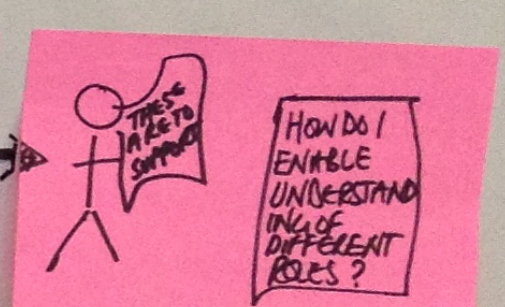
IRISS VISIT THE PRACTITIONERS



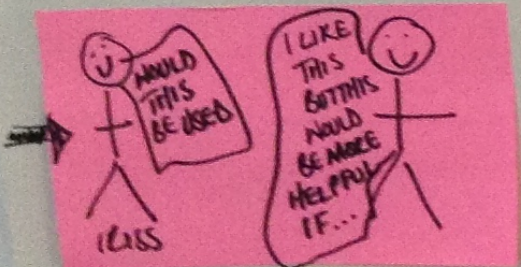
THE PRACTITIONER ACCEPTS AND THEY DECIDE A DATE & TIME



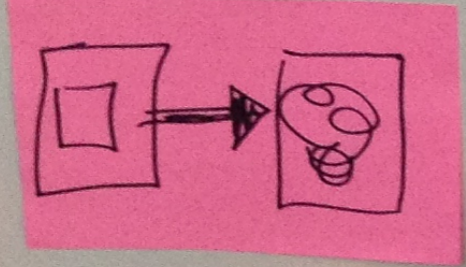
IRISS MEET WITH THE PRACTITIONERS



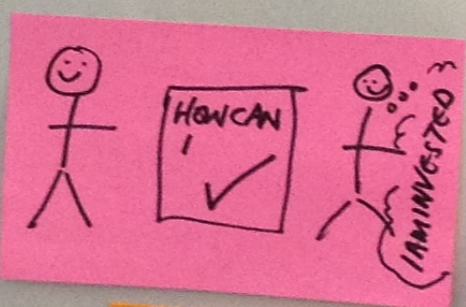
IRISS INTRODUCE THE IDEA BEHIND THE OEDS



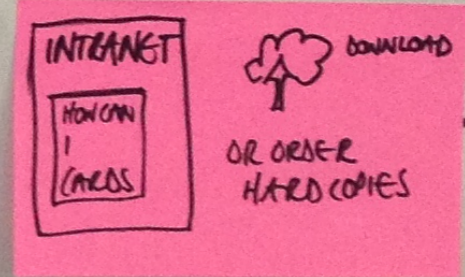
IRISS ASK FOR FEEDBACK



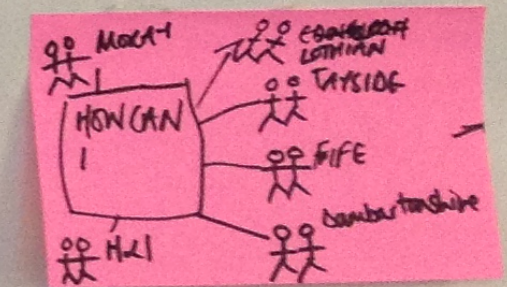
IRISS ADAPT THE CARDS ACCORDINGLY



IRISS MEET WITH PRACTITIONERS RE ADAPTED CARDS.



PRACTITIONERS CAN FIND CARDS ON INTERNET OR CAN ORDER HARD COPIES



PRACTITIONERS

Journey map

RECOGNISE THIS?

By trying to frustrate, when others do not appreciate what you do?
Are you aware and do you appreciate what others do?

Recognise This?

There are lots of conflicting requirements happening your life. How to deal with them?

Recognise This?

Go! You!

STOP! NO!

There are lots of conflicting requirements happening your life. How to deal with them?

Asset Map

Ask them what they are good at

How can I enable individuals to understand each other?

He is not open to make a change

He does not see himself

She doesn't listen to me

Difficulties you have due to communication: You think you're not getting what you're trying to get at yourself!

GUIDELINES

- 1 You need to decrease the bluntness of others hearing ideas or criticism
- 2 Recognizing that all feelings including jealousy & hatred are valid needs, if needs are not met, then people experience emotional feelings.
- 3 Making factual observations without judgement
- 4 Observations → feelings → needs → requests

Empathizing

How can I enable individuals to understand each other?

He is not open to make a change

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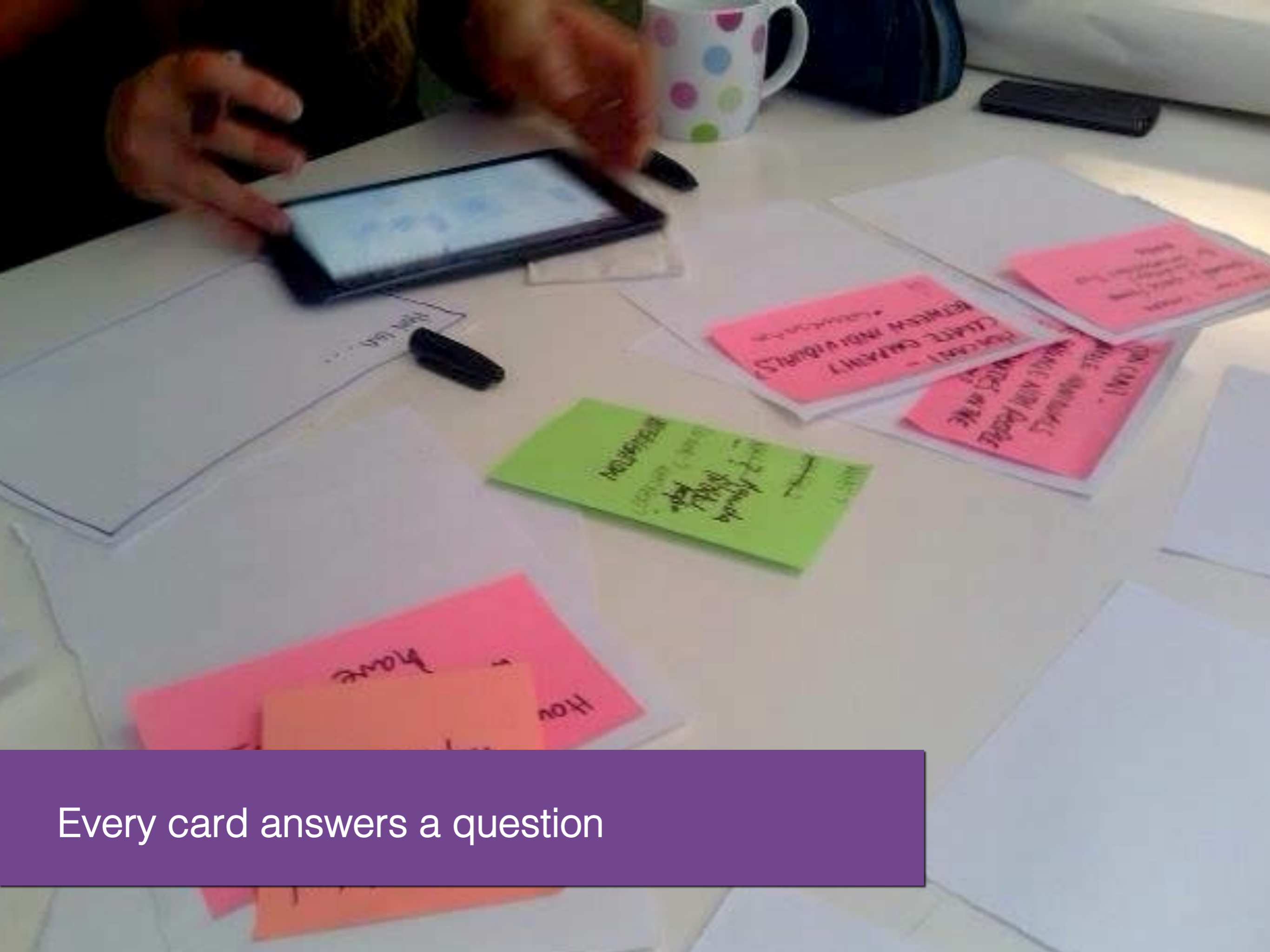
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7. Developing Card Prototype 1



Every card answers a question



Mary is walking between appointments she sees ~~an~~ Bill, the ~~husband~~ widower of someone she was supporting who died a few months ago.

~~She~~ Everyone knew Bill would ~~be~~ suffer this loss. Why haven't we done anything more

Mary has an idea for how this could be avoided in future. She goes to see her manager.

Six weeks later Mary hasn't heard anything she goes back to see her manager.

The next week she sees another lonely person. The widow of a man she had supported. She feels so sad he wasn't supported

How can I encourage investment in change.

How can I make my story tell more

IDEA FROM PRACTICE



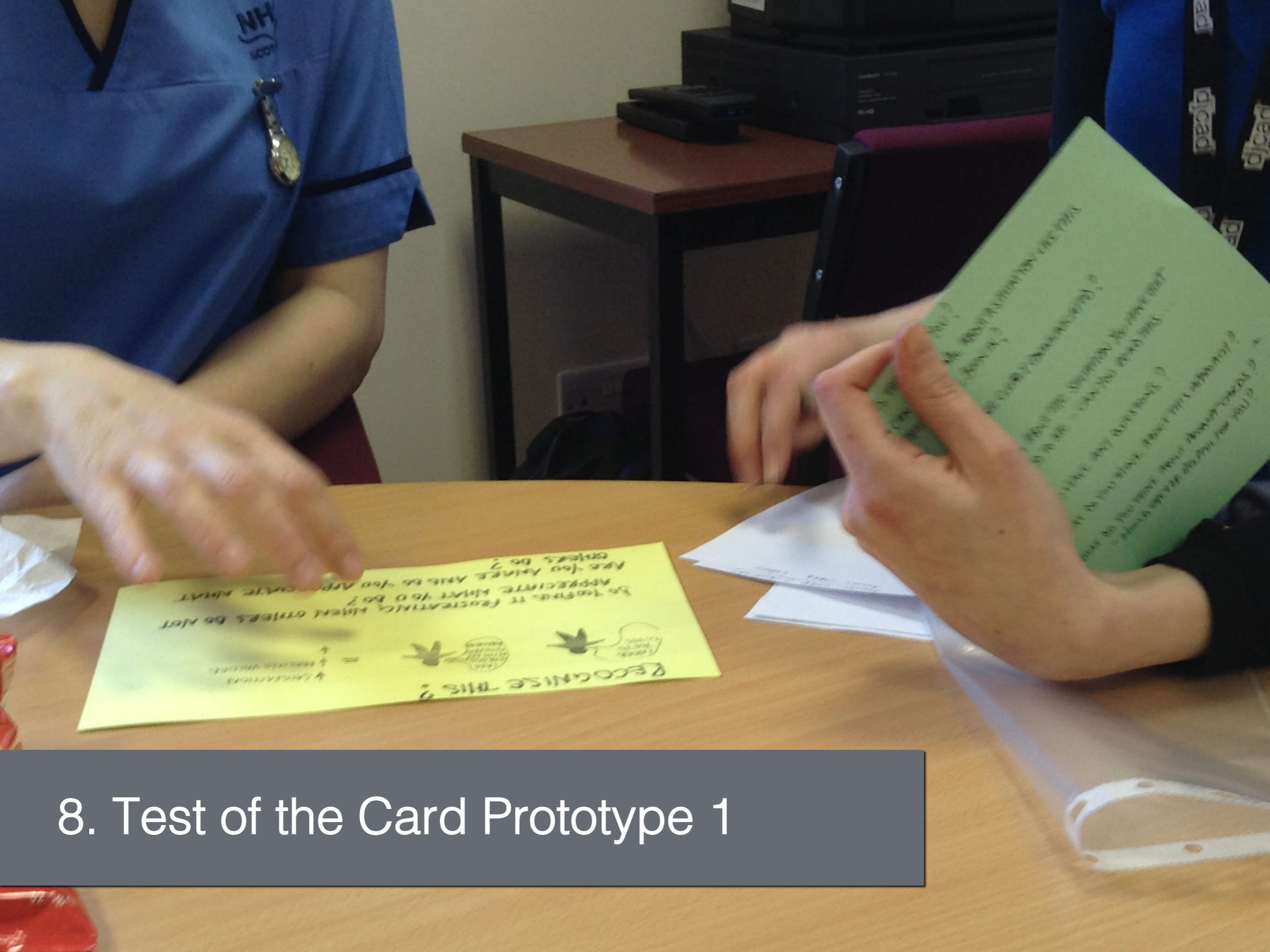
Questions that contain prompts

husband of someone. She was supporting

writing a proposal. She suggests however

to help before but now it's her des.

Mary starts to document. She ~~starts~~ shares her colleagues tell. the ~~problem~~ who



8. Test of the Card Prototype 1

FEEDBACK

How do I do this

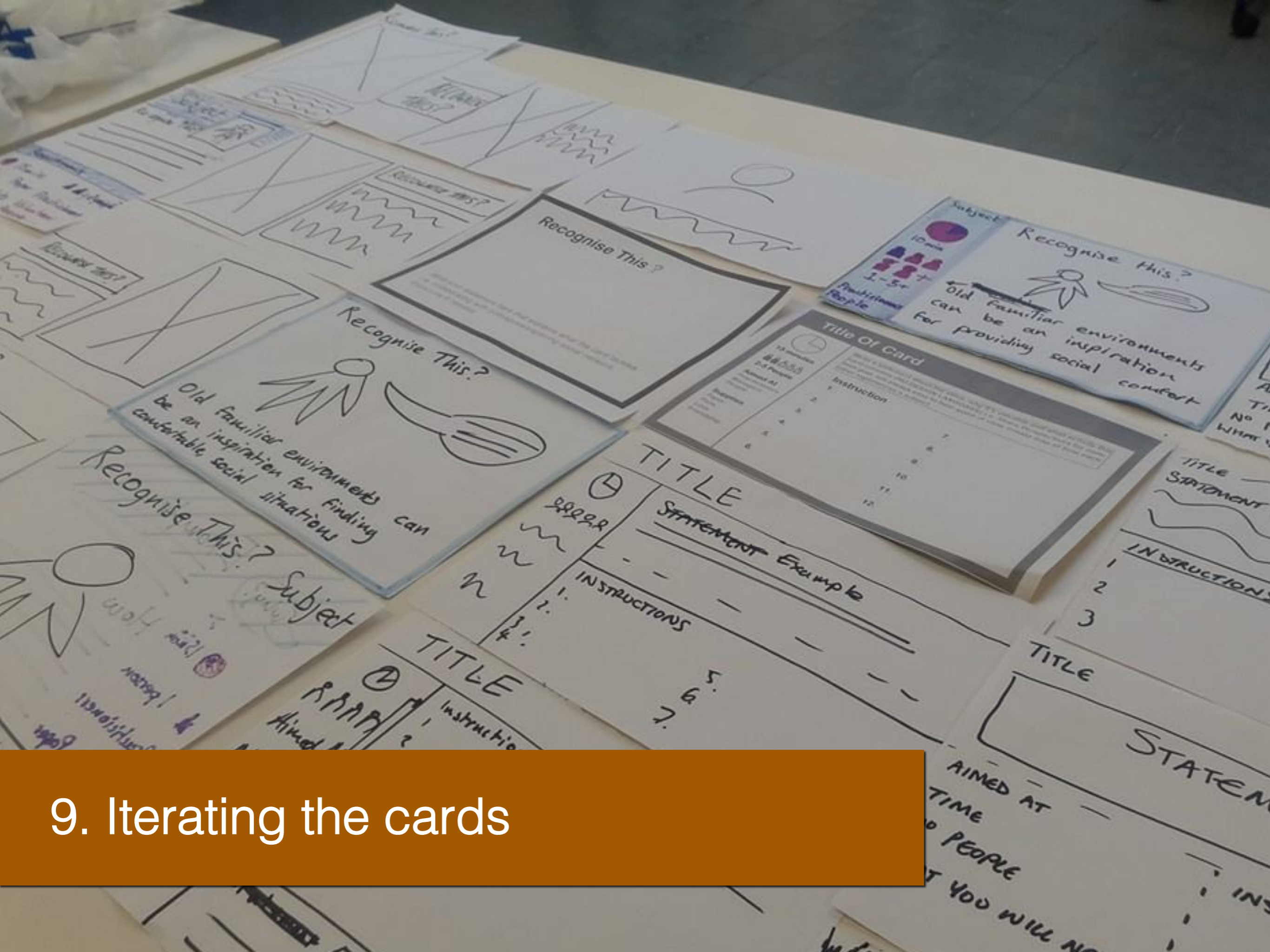
- contributing
- timescale
- process
- ? if not a meeting
- say not a meeting.

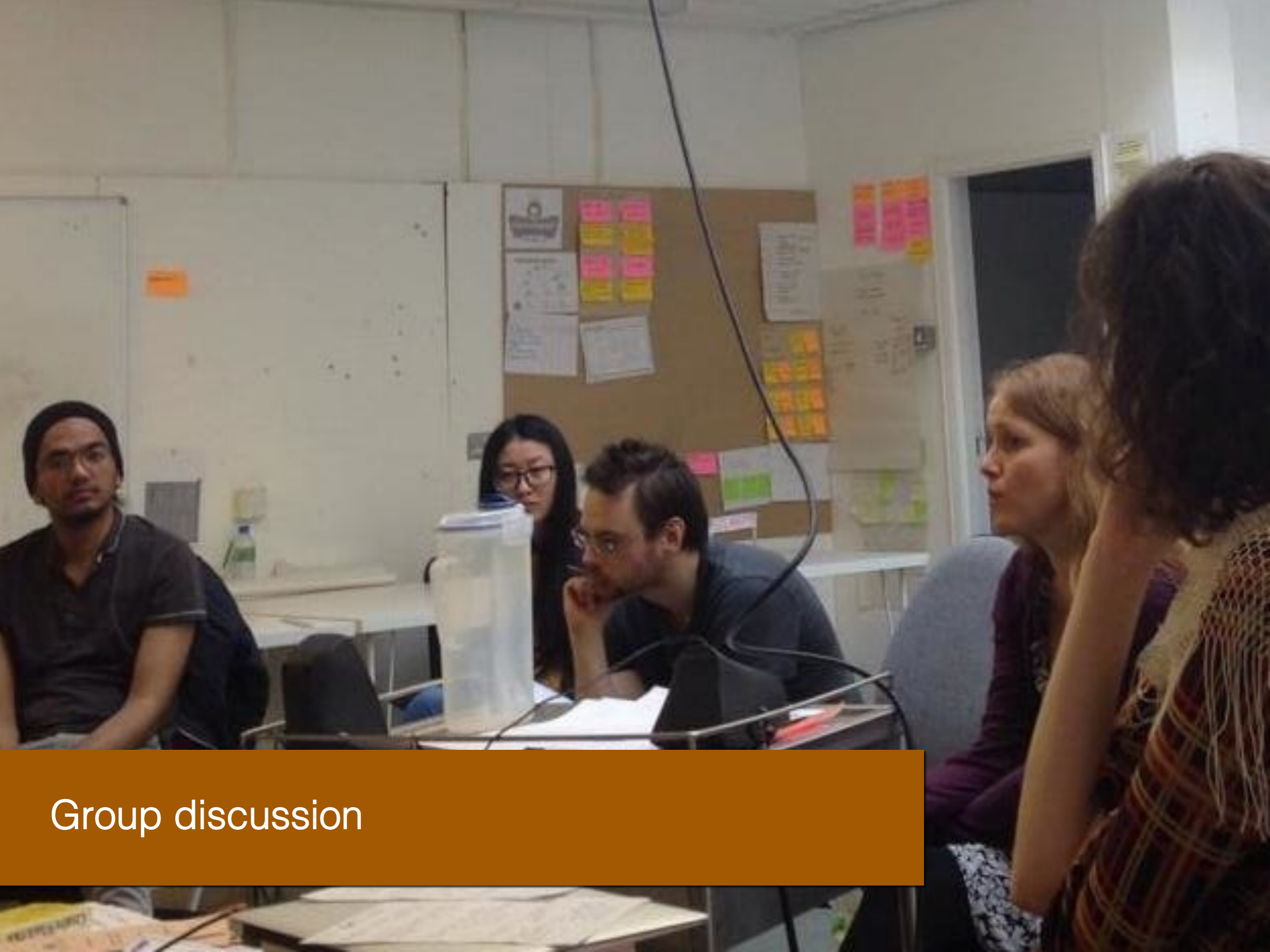
Space for users of the cards own ideas.

Analysing the feedback

over the ...
 towards

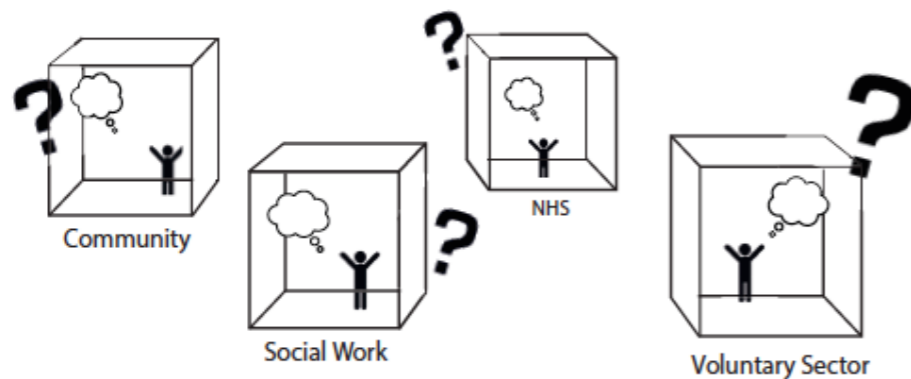
9. Iterating the cards





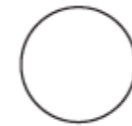
Group discussion

Recognise This ?



There are many great improvement ideas within communities and organization that are often left unexplored because they are not heard, recognized or built on.

Collaborative space



Long term use



No limit

Aimed At

Practitioners
Managers
People

Supplies

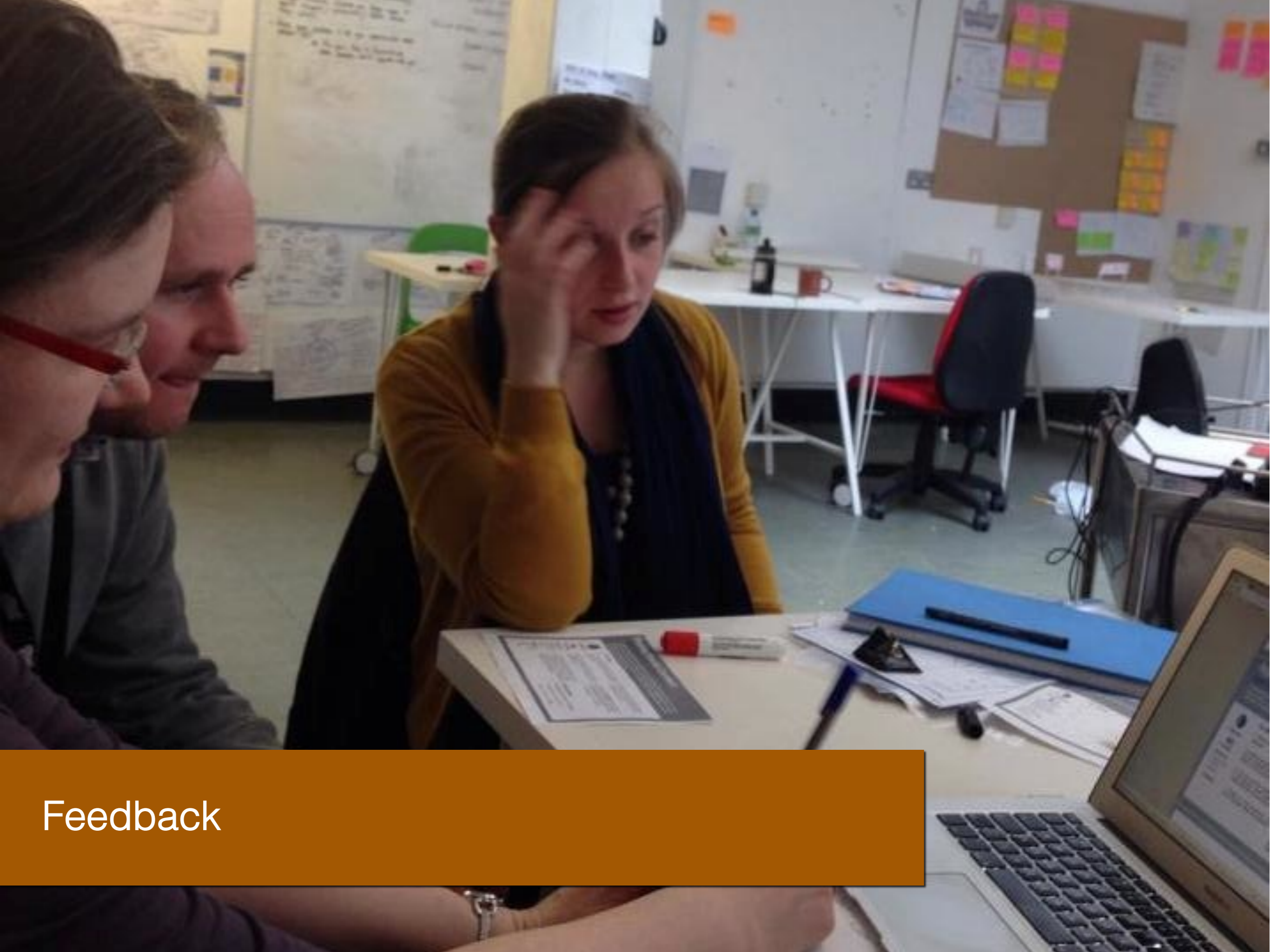
Space
Tables
Chairs
Sticky notes
Pens
Paper
Pins/Bluetack

Collaborative spaces can enable people to explore improvement together. In those spaces the ideas can be seen, recognized and added to.

Instruction

1. Identify an accessible area to use by everyone, such as a foyer of a hospital, health centre or community centre..
2. Arrange it.
3. Put up large pieces of paper on the wall with prompts:
"What is good?" "What is challenging?"
"What would you like to see in the future?"
4. Provide paper, pens, post-it and any other objects which maybe helpful or inspiring such as pictures.
5. A blank wall can be scary so you can put some post-it to break with the fear of being the first one in commenting.
6. Use the space to create conversations with your team, managers and users. Try to encourage new ideas asking "yes, and" instead of "but..."

First template



Feedback

Recognise This ?

Recognise This ?

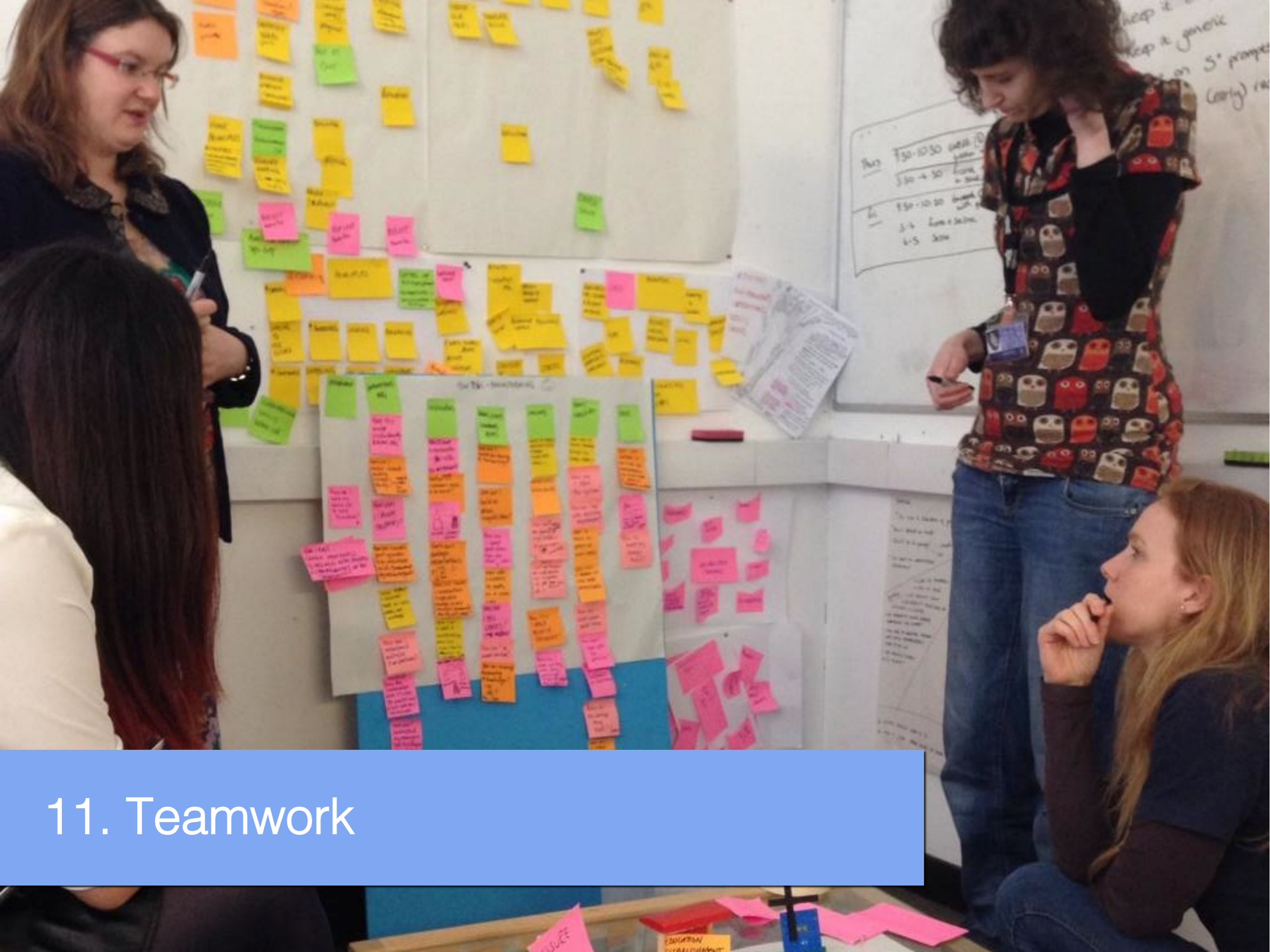
Recognise This ?



Recognise This?

prompts towards prevention

10. Final Cards



11. Teamwork