



Diverse Voices

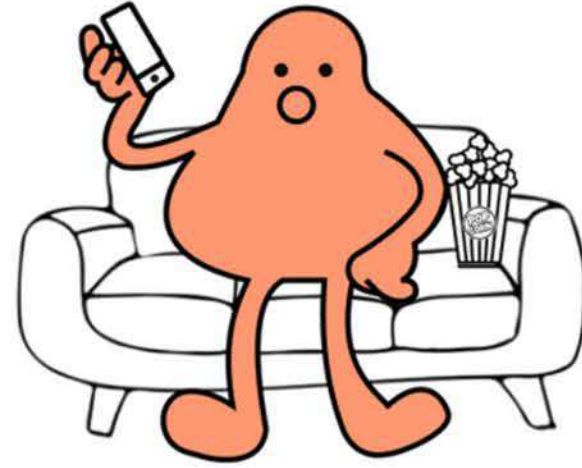
Rethinking Neighborhood Networks Feedback Loop

Annabelle Webb

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Context

The Project is initially framed by the following key quotation:

"What does the engagement process for a neighborhood advisory group look and feel like and what is the experience, value, and impact for the diverse community it serves?"

Iceberg Framework

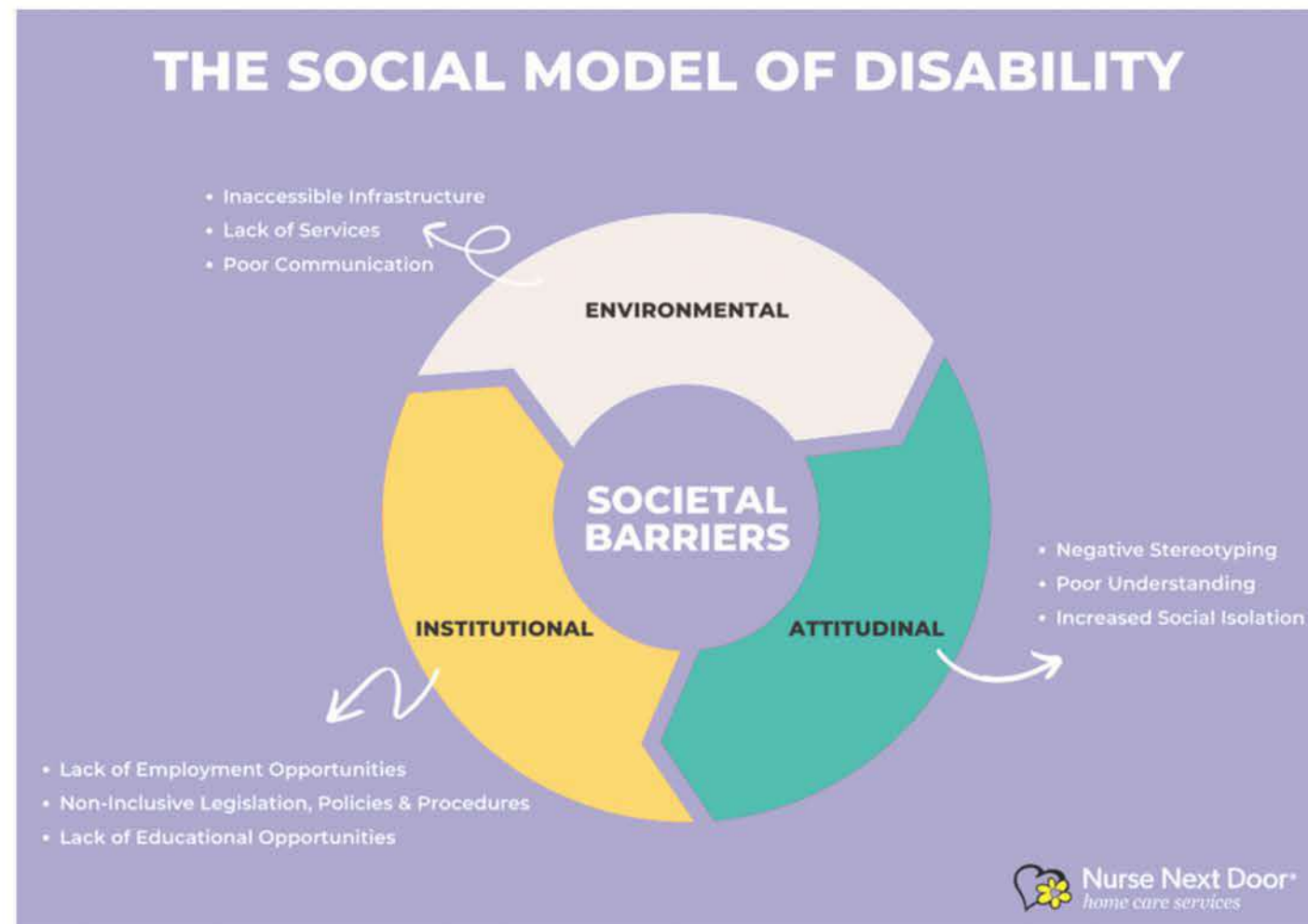
The iceberg framework helped us think critically about **why vulnerable adults struggle giving feedback** outside the context of Neighborhood Networks

- How do we address the varying needs of people with disabilities ?
- How can we reduce current barriers that keep them from feeling included ?
- How do we design for people whose needs and capabilities exist on a spectrum ?



Social Model of Disability

NN can help vulnerable adults gain independence and confidence by teaching them systems that allow them to plan and execute their own social agendas



Peer Support Model

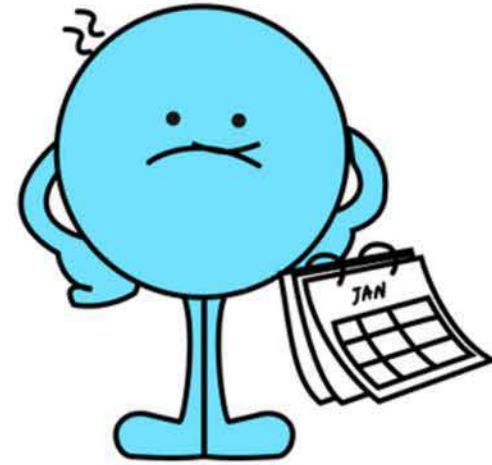
the peer support model is a educational model that puts people in peer groups to learn, teach, and encourage each other to reach a common goal.



Vulnerable Adults

Neighborhood Networks works with adults that are vulnerable to social isolation often because of physical and/or mental disabilities





Understanding Neighborhood Networks

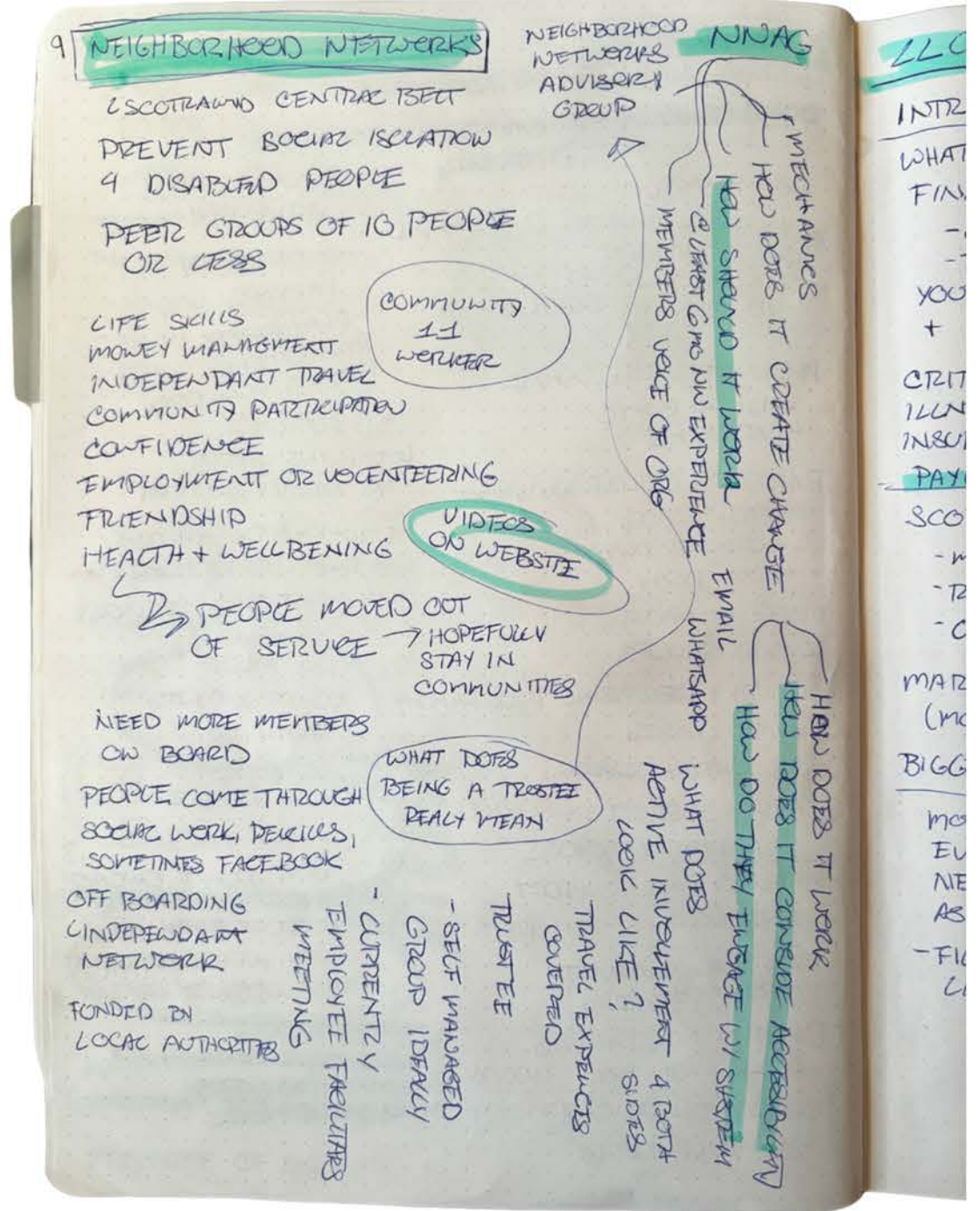
Introducing Neighborhood Networks

Neighborhood Networks is a Glasgow based charity that serves the central belt of Scotland.

They aim to prevent social isolation in vulnerable adults using the peer support model.

They do this by helping them set goals in key areas like life skills, money management and independent travel.

Neighborhood Networks wants to create and an advisory board (NNAG) to increase member involvement in decision making and their feedback loop as a whole.



A Network has up to 10 people in it. The 10 people live near each other and they are known as network members.

Each network is supported by a **Community Living Worker** who lives in or around the same area. (The proximity of the Community Living Worker means that they are able to intervene prior to a crisis and will identify the need for additional or specialist support quickly.)

Structured induction for all staff

All staff have a structured induction into the organisation to provide a clear understanding of the role you will play in the organisation and the opportunity to shadow existing members of staff.

Mental Health Service for staff - Lifelink

With a focus on leadership, prevention, early intervention and support. This organisational wide approach to health and wellbeing provides support for staff's mental wellbeing.



North Lanarkshire 1

Bellshill, Motherwell, Shotts and 2 in Wishaw

North Lanarkshire 2
Coatbridge, Airdrie, 2 in Cumbernauld and Kilsyth

Glasgow

Springburn, Govan and surrounding areas

East Lothian

Musselburgh, Musselburgh Transitions, Tranent, Dunbar/Haddington and Dunbar/Haddington Transitions

Midlothian
Dalkeith and Penicuik

East Renfrewshire

East Renfrewshire area and East Renfrewshire Transitions

West Dunbartonshire

Clydebank and Dumbarton

Falkirk

Denny / Banknock, Grangemouth / Boness, Falkirk / Larbert

Stirling

Stirling town area

North Ayrshire

Garnock Valley, Stevenston and a transitions network

Reviews

John Semple
2 reviews

★★★★★ 6 years ago

When things go wrong they don't like to fix things I should know so many ways my problems could have been resolved but Because of some horrible attitudes I'm left with nothing basically

👍 Like

Janice Proudfoot
2 reviews

★★★★★ 6 days ago **NEW**

My daughters confidence and independence has grown since joining Neighbourhood Networks. She readily meets the other members, who are now friends. She attends organised events and outings. It has led to her joining another group and a volunteer job. Highly recommended!

👍 1

Pete Walker
7 reviews

★★★★★ 3 years ago

zero regrets with any reviews i published with my previous google name they are not a charity money is their main thing should think about their service users first oh wait.....they don't :)

👍 Like

Kenneth Duffy
1 review

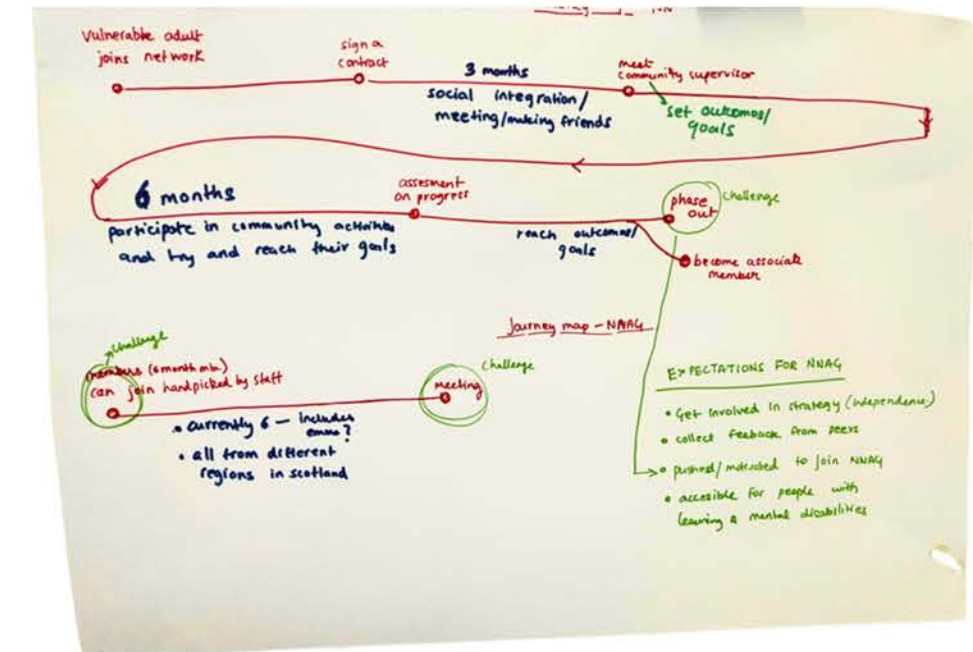
★★★★★ a week ago **NEW**

Neighbourhood Networks are warm, welcoming, and deeply passionate about their mission. They work tirelessly to foster relationships and support networks among individuals from all backgrounds, ensuring that no one feels isolated or alone. Their commitment to inclusivity and empowerment is truly inspiring.

👍 1



This infographic is a current state journey for how members join the network.



Our challenge is to design a feedback loop into this system

What is a Community Living Worker ?

Community Living Workers or CLW's meet with members weekly or monthly to check on their progress accomplishing their outcomes.

CLW's function as the gate keepers and governors of their networks.

They function as **facilitators** that the entire organization depends on for activities, structure, and communication between networks.

Since we had limited access to CLW's over the course of the project much of our research and ideation focus on the Neighborhood Network meetings (led by CLW's). That we had the privilege of observing and participating in.



The path to Independence



Neighborhood networks use these 8 criteria to assist members in setting goals that will help them gain confidence and independence.

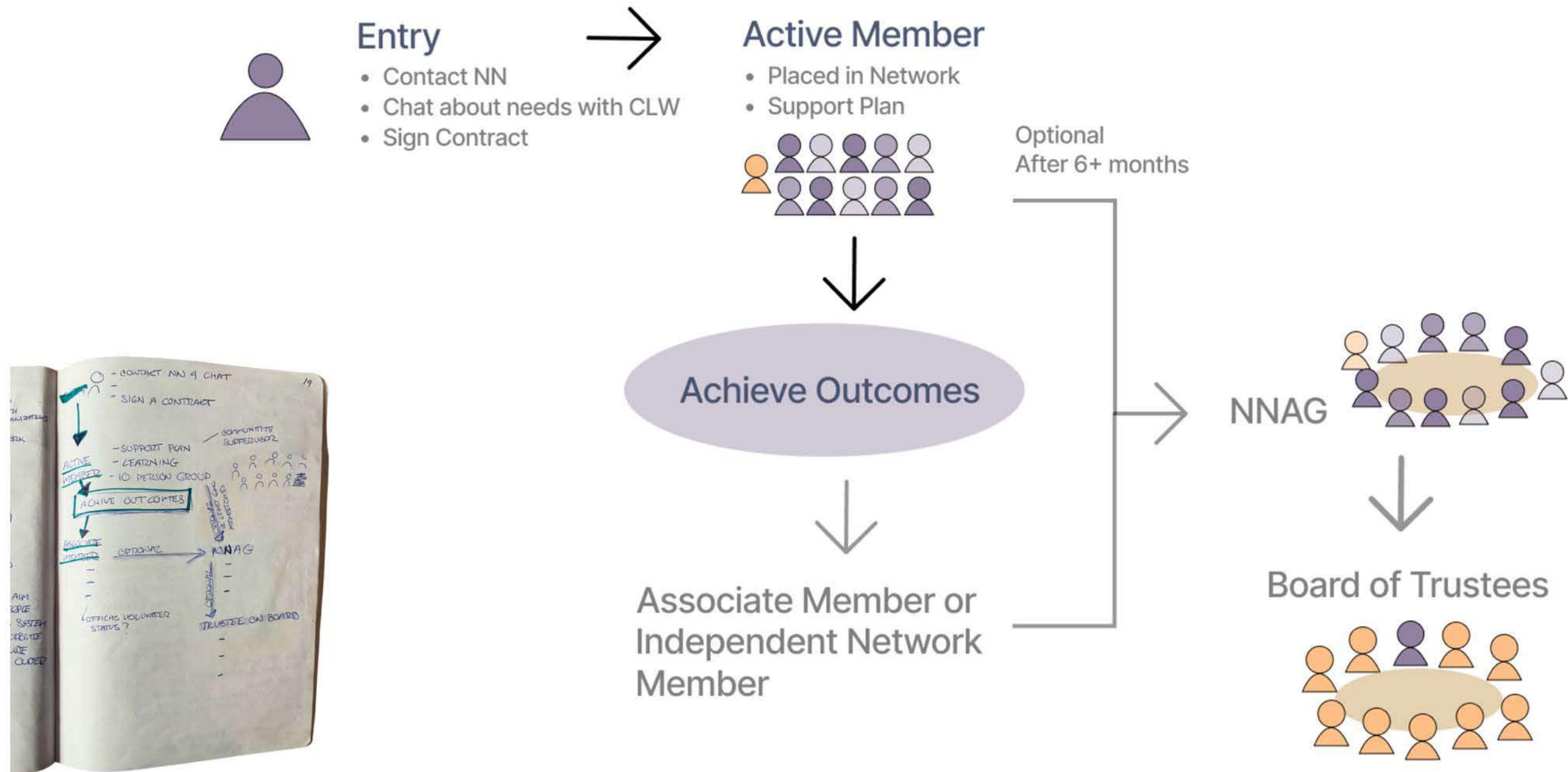


Neighborhood networks is adding digital inclusion to their support outcomes

This will give members access to more resources and independence



Member Journey Map



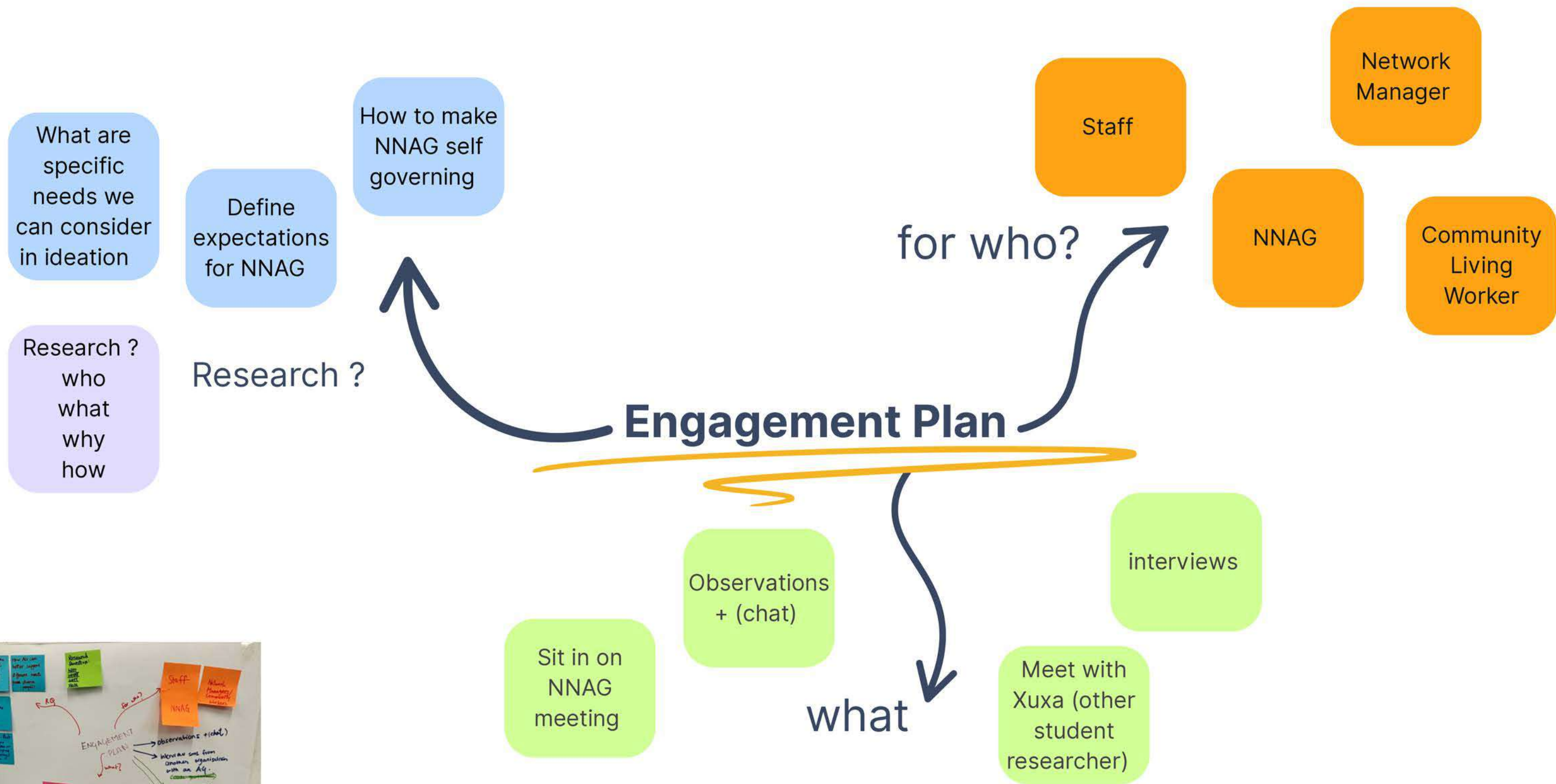
What do we know?

- ✓ NN needs a better feedback loop
- ✓ Members are 16+ years old
- ✓ Members can join for 'free'
- ✓ NN creates support plans to help adults gain independence
- ✓ Members can have physical, mental or learning disabilities
- ✓ A Network consists of 10 people and 1 Community Living Worker (CLW)

What do we need to find out?

- ? Value proposition of NNAG
- ? How do they know if a member has reached the desired outcome?
- ? How does one exit the program?
- ? What kind of 1:1 support is available in special cases?
- ? What is the impact of digital courses?
- ? Demographics and data of NNAG
- ? Role of associate members?





Interview Important Quotes

“ Disabled folks have limited physical time, energy and capacity to take part especially in a world predominantly designed without them in mind. They also (typically as a result of inaccessible design in how we produce and provide for one another) experience a much higher cost of living than others in society. **Inclusive design** should be a **priority**, not an afterthought.”

- Rebecca Lee (Design Experts)

“ It can be **challenging to make sure that everybody has their voice heard** and we don't always get it right because you get strong personalities and network members who sometimes **dominate**, and then there is no space for other people to join in.

- Emma (Community Network Manager)

“ People are **scared to change** and they need to **discuss their goals and future** to better step forward towards independence.”

- Paul (15 years members of NN)

Key Challenges

Organizational level challenges

Some members struggle to leave NN causing difficulty to add new members

No constructive feedback provided by the members

Unable to make NNAG independent causing heavy workload on staff

Unstructured process leading to unfinished tasks

Members don't understand their service model, they think it's just a platform to socialise.

Member level challenges

Members are attached to their safe space & find it difficult to leave

Lack in feedback exercises & training

Members face communication challenges & accessibility issues

Members might not have motivation to join NNAG

Power Dynamics: Dominant voice can make others not be heard

What is an Advisory Group ?

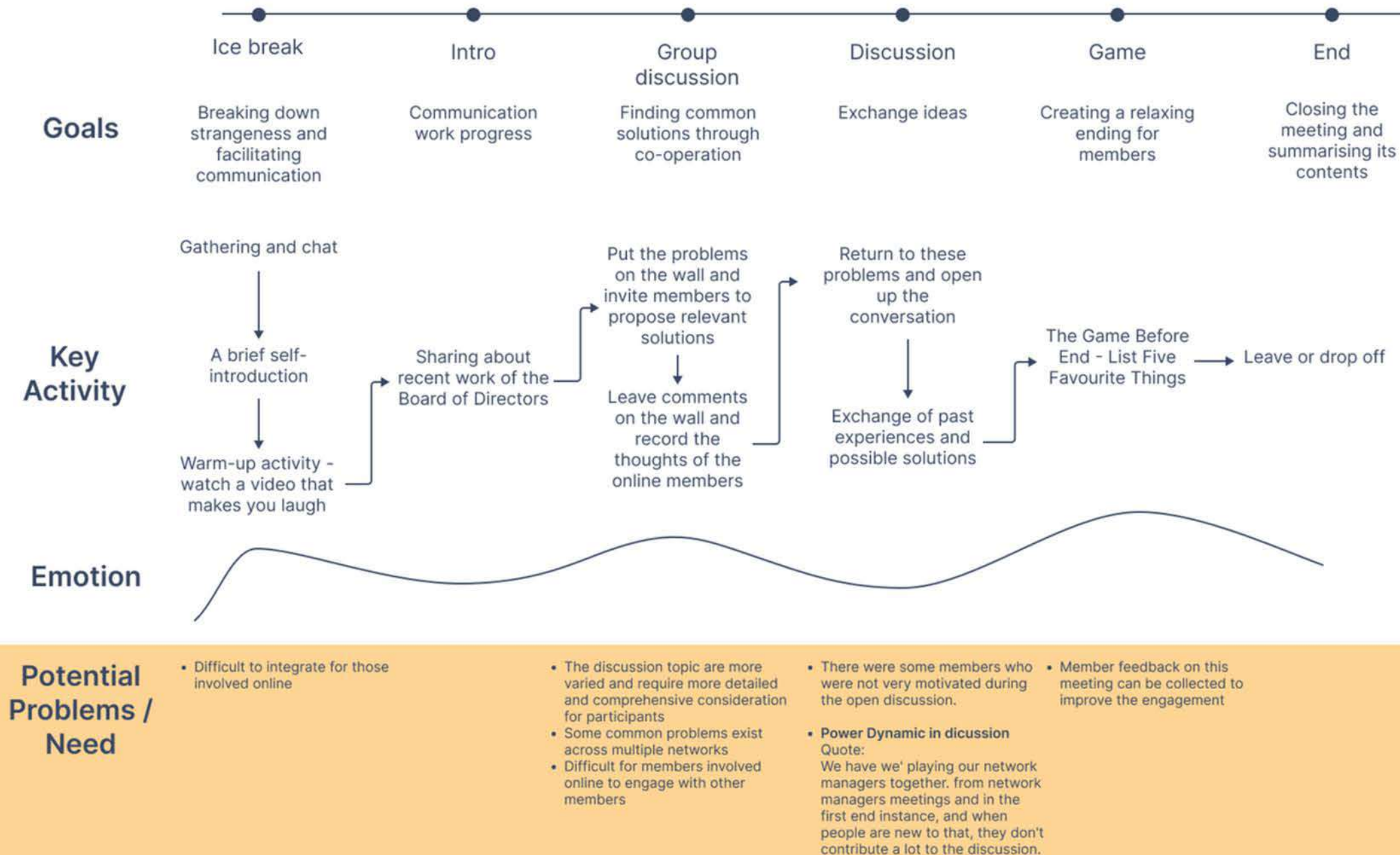
Advisory groups are groups of key stakeholders that operate inside organizations to provide guidance on projects

NAAG should function first and an evaluation advisory group then work to expand its scope

Is naag the face of nn or just a middleman for feedback?
How does the advisory group create value outside of the feedback loop ?



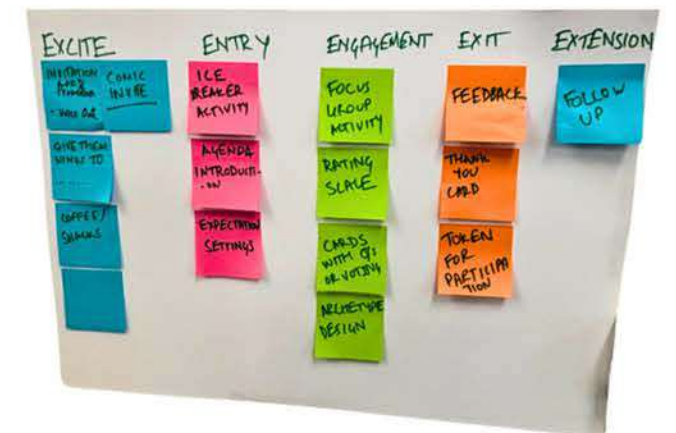
Journey Map of Current NNAG Meeting



Neighborhood Networks established NNAG shortly before we joined the project. The members were preselected by Community Living Workers.

Key Insight

Despite Neighborhood Network staff repeatedly claiming they want NNAG to be self governing there where **more staff in meeting than community members**



Defining Key Goals for NNAG

Primary

**Organizational
Evaluation and
Development**

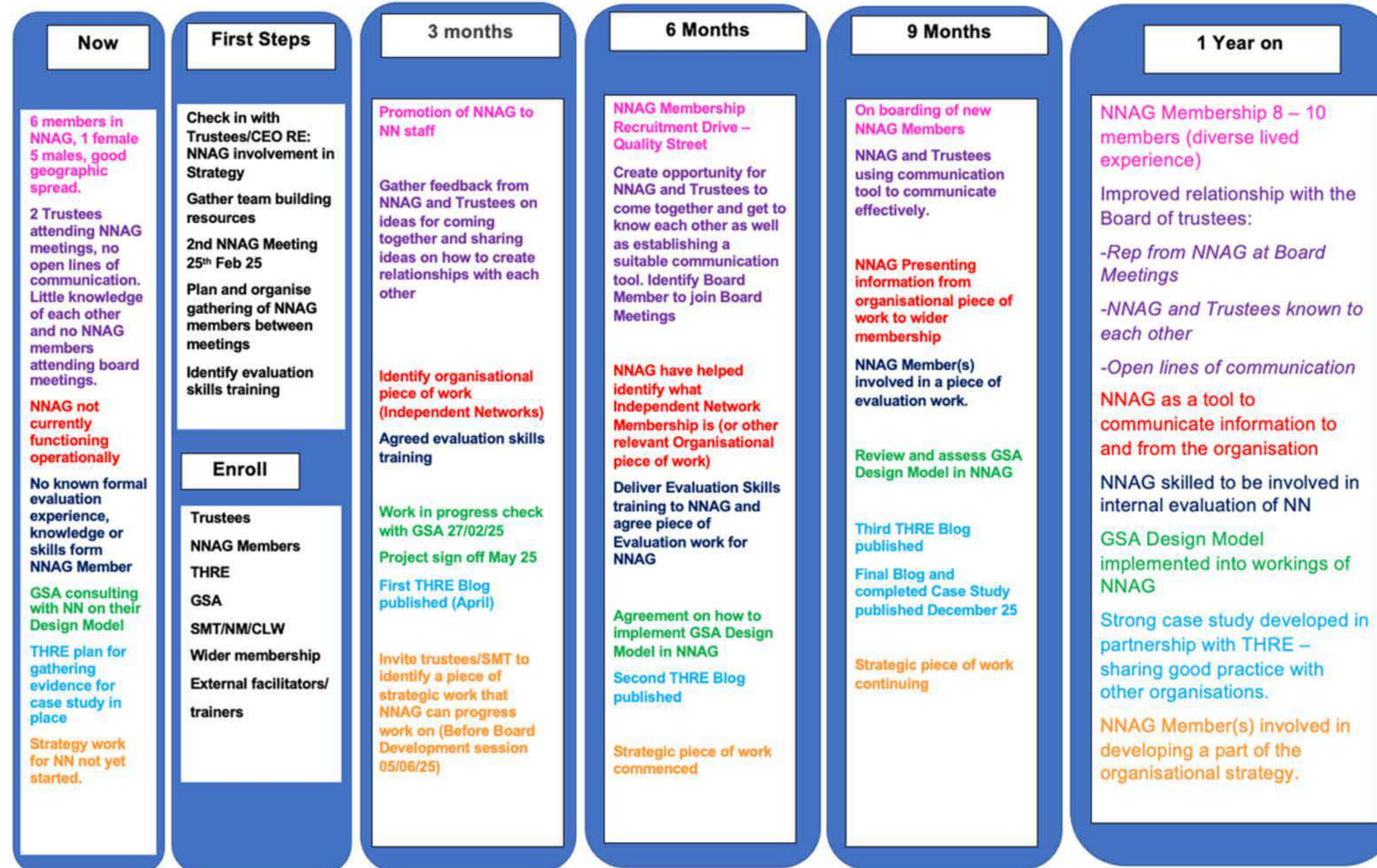
Secondary

Empowering
feedback loop
between network
members and
Board of trustees

Recruitment

Network Support
Changes

Current NNAG Rollout Plan

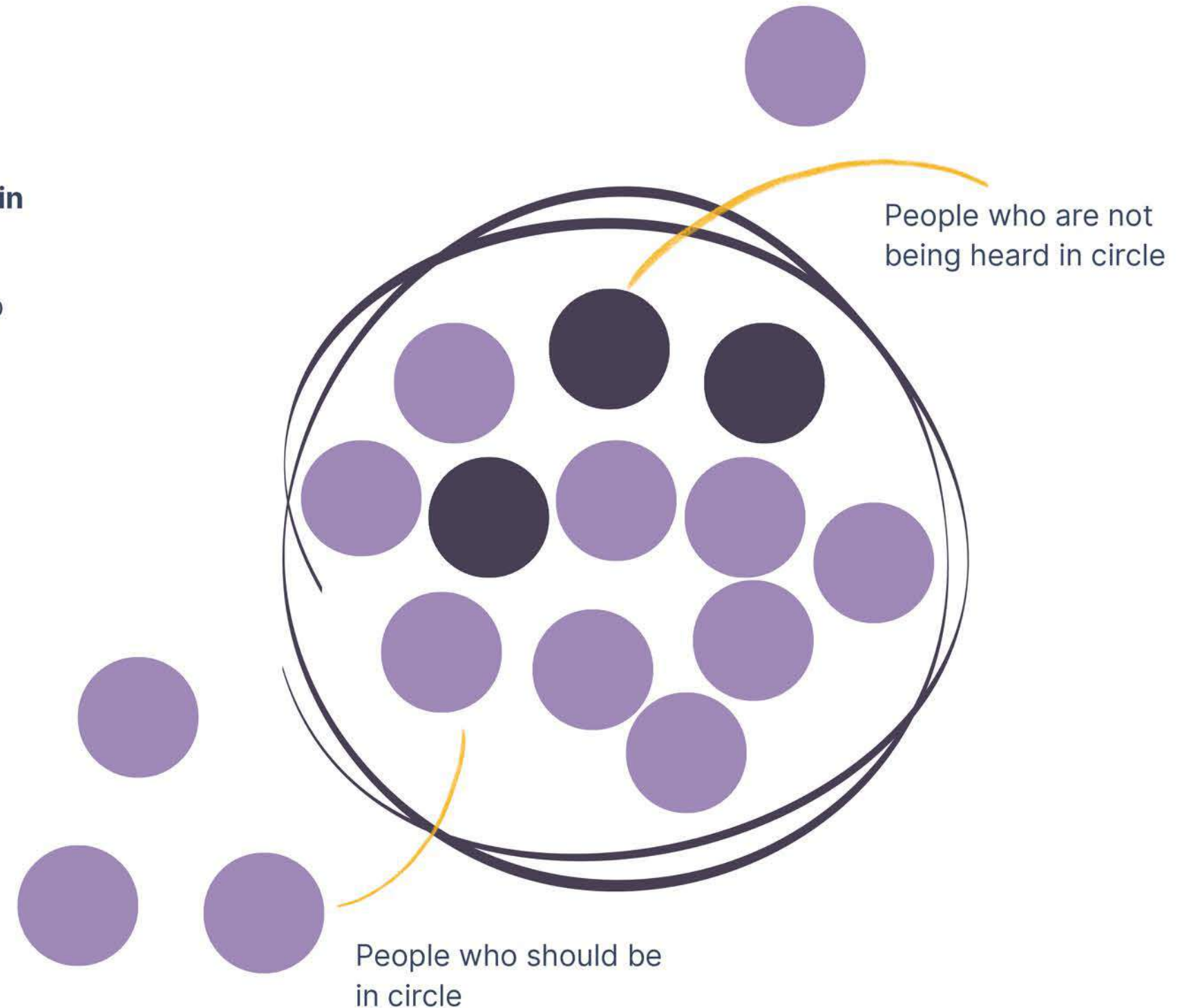
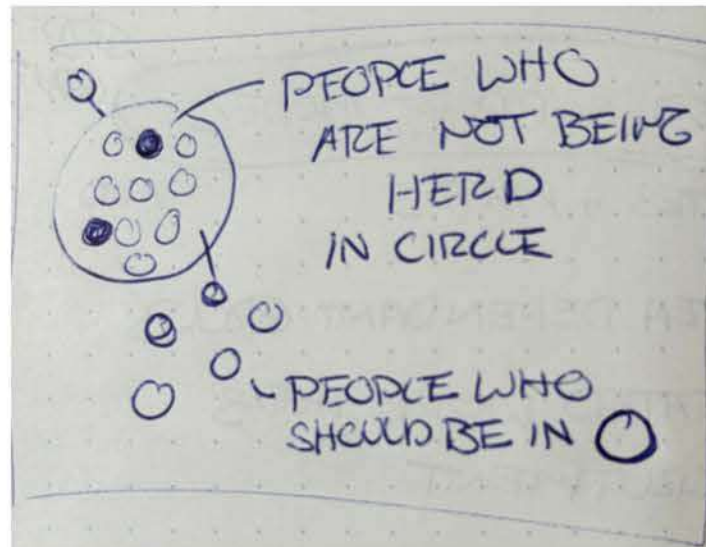


Stakeholder Map

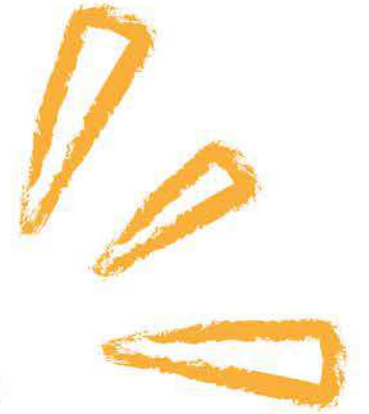
Since the object of the project is **increasing feedback within Neighborhood Networks** we focused on

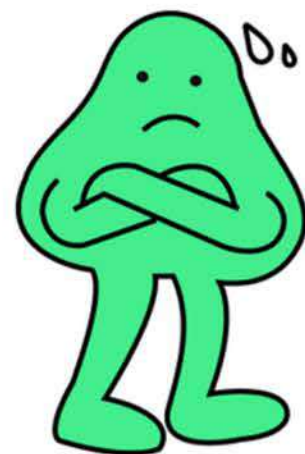
People who are not being included in current feedback loop

People who are being overpowered by louder voices



How might Neighborhood Networks
empower members to become advocates for
their peers and share constructive feedback
to foster positive change?





Hypothesis and Testing

Social Club to Peer learning Organization

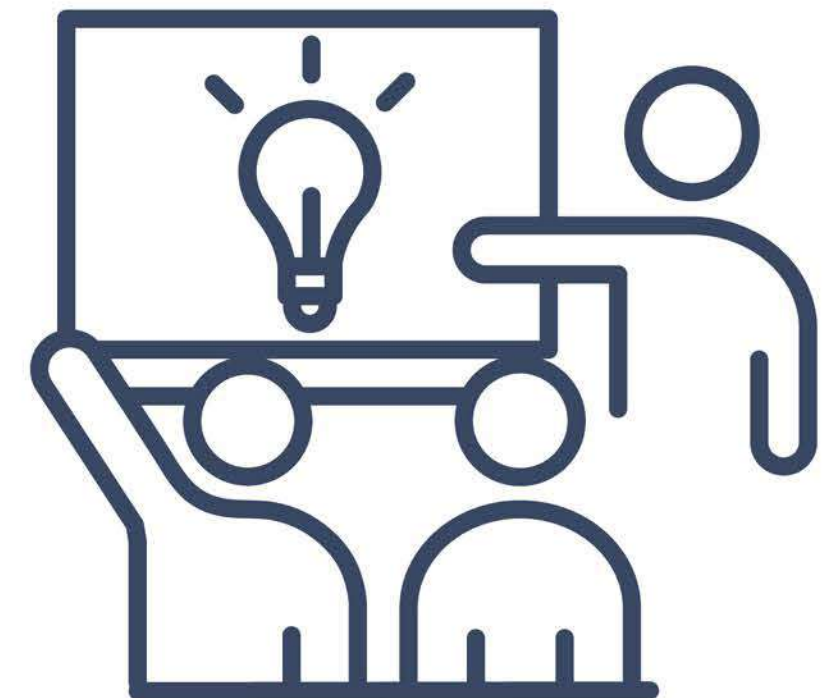
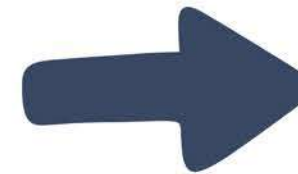
One of the big challenges Neighborhood Networks faces is members view the organization as a social club

When requesting feedback they often receive comments like **“bring back bingo, that was popular”**

Neighborhood Networks needs to create a more structured and educational model for meetings that holds members accountable for learning and applying lessons



Bowling

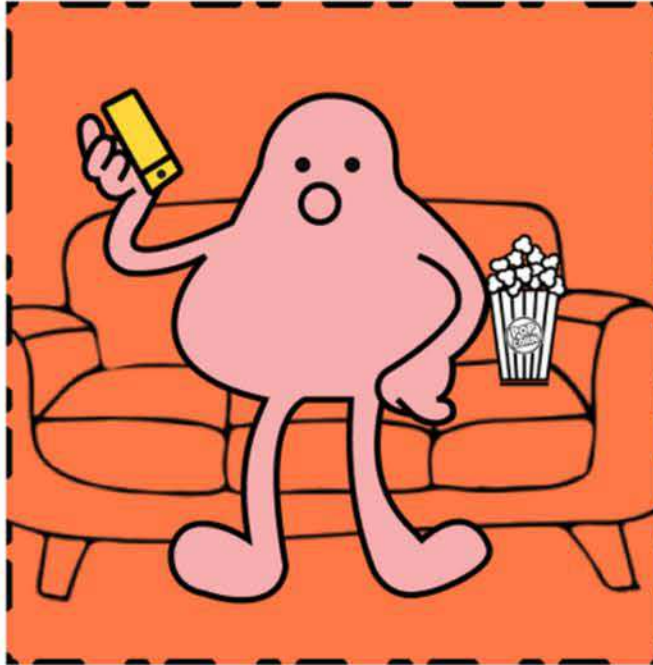


Monthly Meetings

Anxious

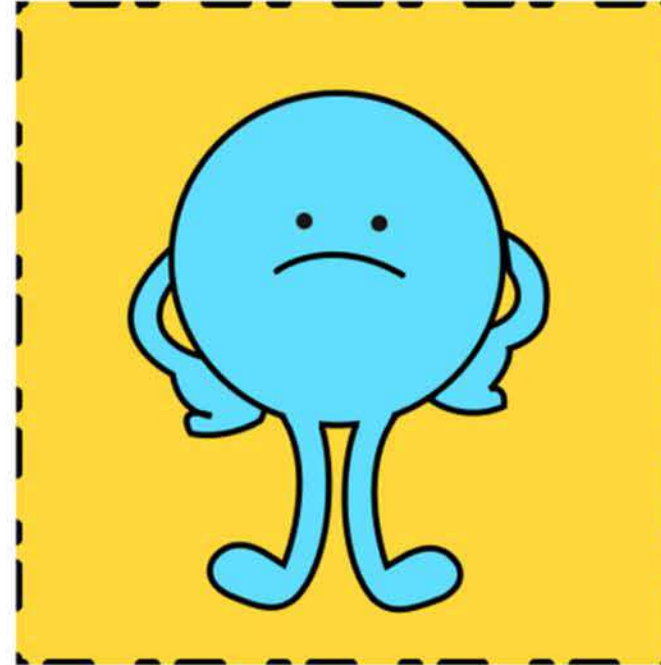


Confident



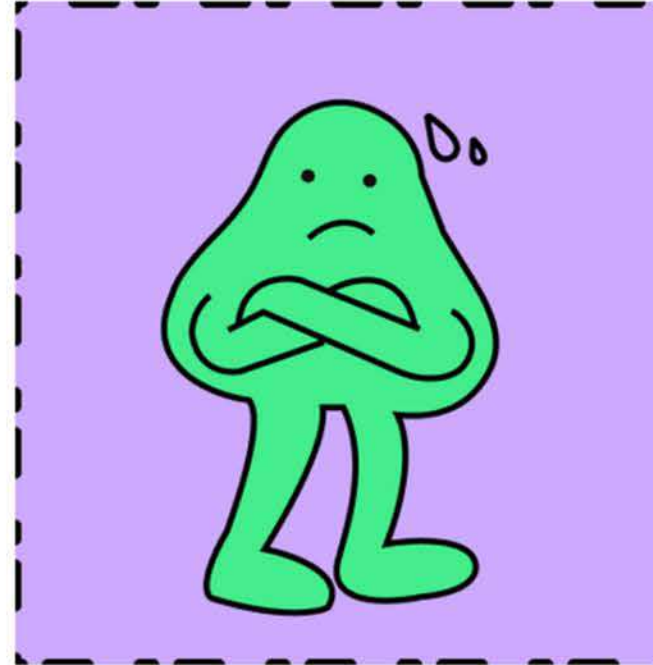
THE HOMEBODY

"I'm comfortable in sharing feedback with my CLW but I'm scared to speak in larger groups"



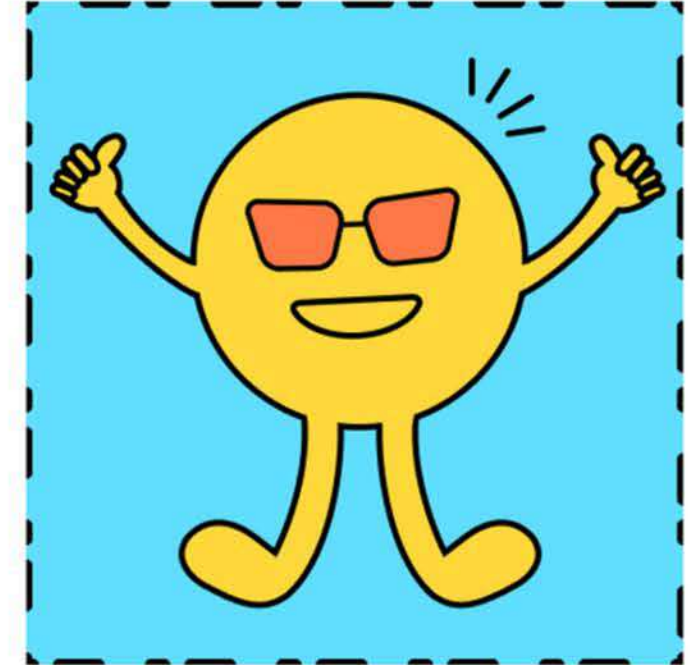
THE HABITUAL

"I like to hang out with my network and I don't want to leave the group as I don't like changes"



THE CAUTIOUS

"I'm grateful to be a part of NNAG but I'm hesitant to talk in larger groups"



THE INDEPENDANT

"I'm excited to be an active participant of NNAG"

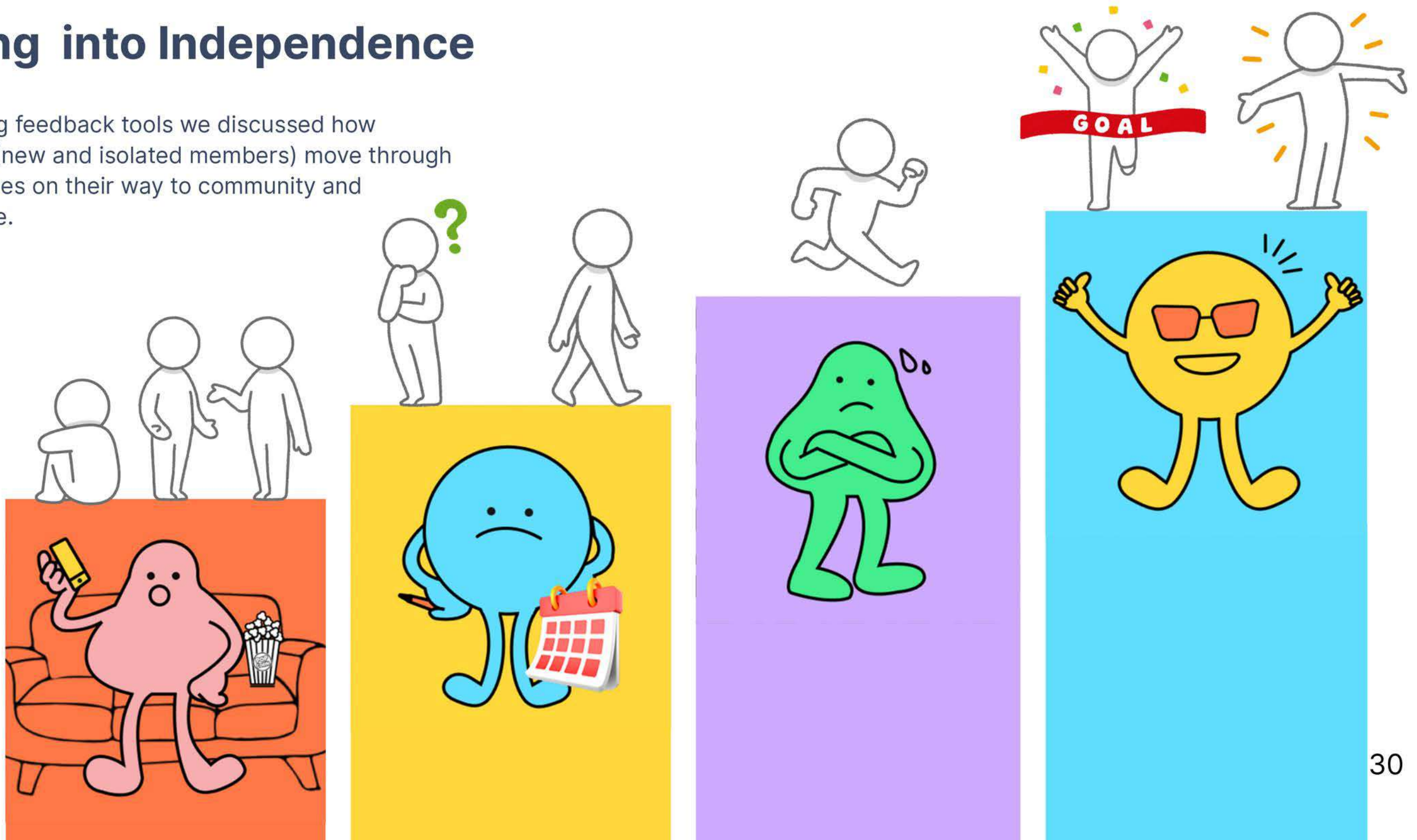
Passive



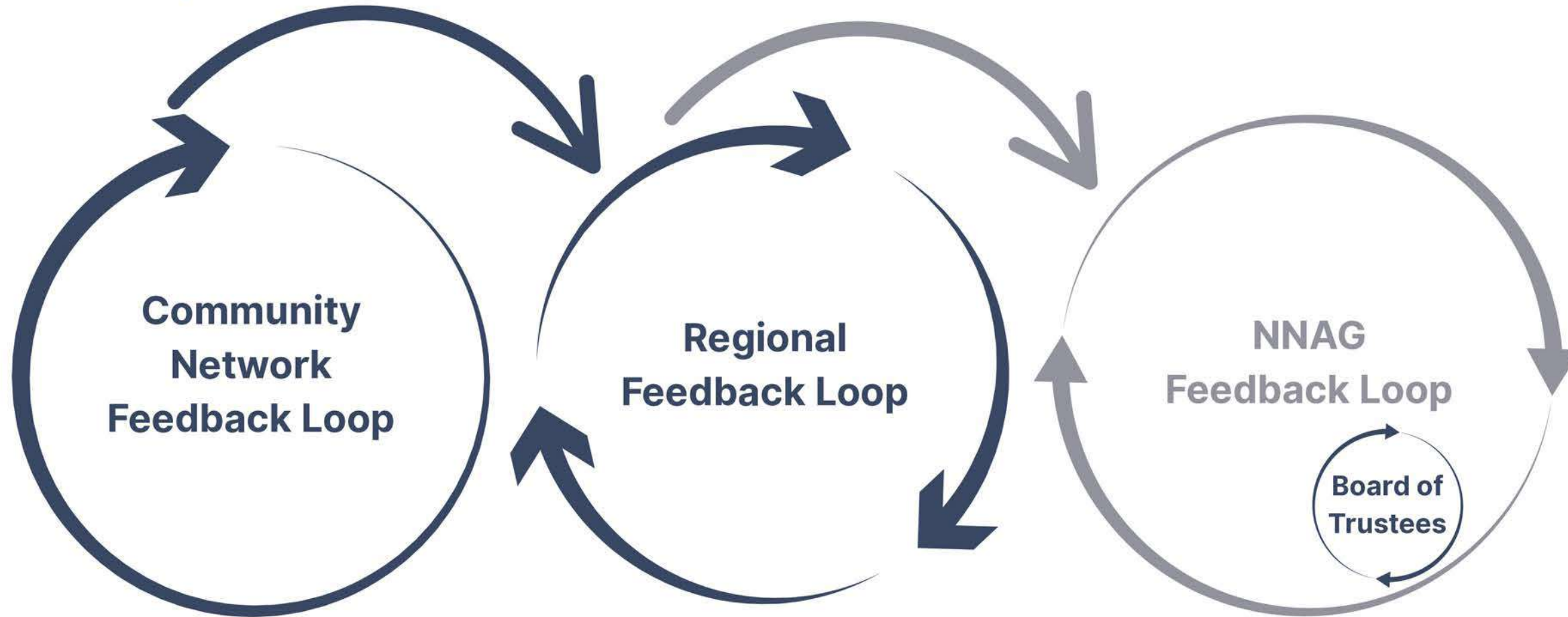
Proactive

Stepping into Independence

When ideating feedback tools we discussed how homebodies (new and isolated members) move through all 4 archetypes on their way to community and independence.



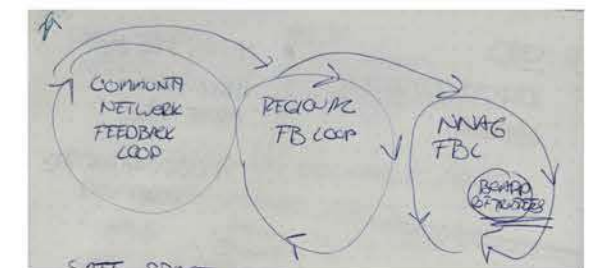
Current State Feedback Loop



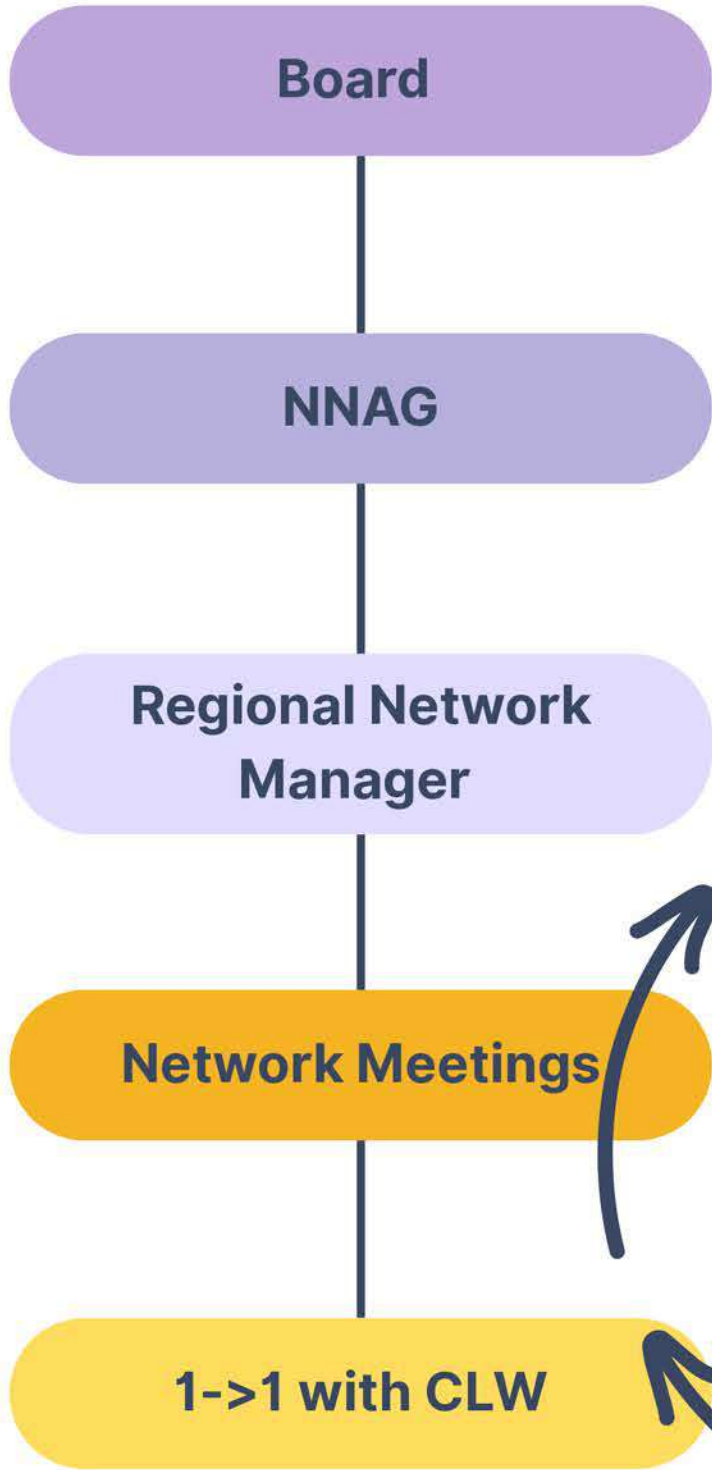
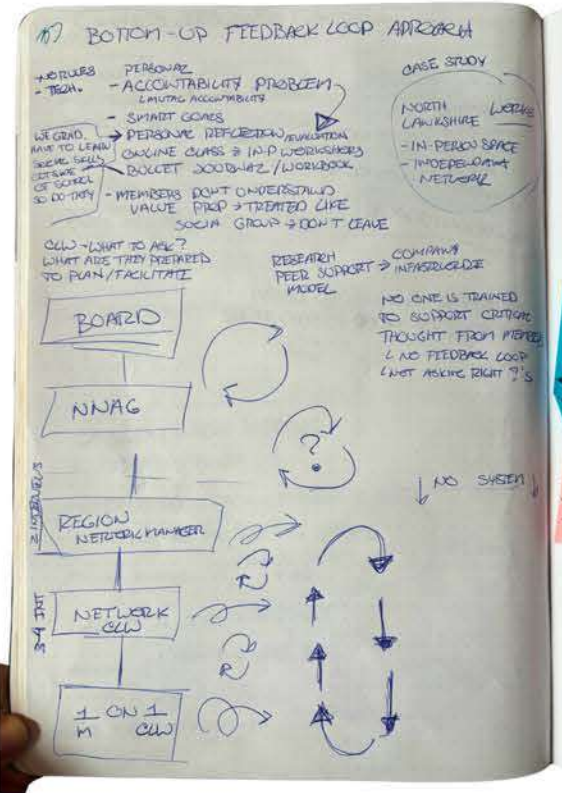
One on One meetings
with members and
CLWs

Power imbalance
leads to skewed
feedback

Informal CLW group
chat and quarterly
meetings



Bottom-up Feedback loop



How does NNAG deliver feedback to the board

How does regional feedback get delivered to NNAG

How can CLW's get better feedback and how can they document it

4P's touchpoints

Making services tangible

People

- CLWs
- Members

Systems

- 1->1 meetings
- weekly meetings
- monthly meetings

Places

- social spaces

Products

- contract



Looking at the 4P's helped us consider how designing a tangible progress tracker could help members recognize their progress, and gain the confidence to leave NN.

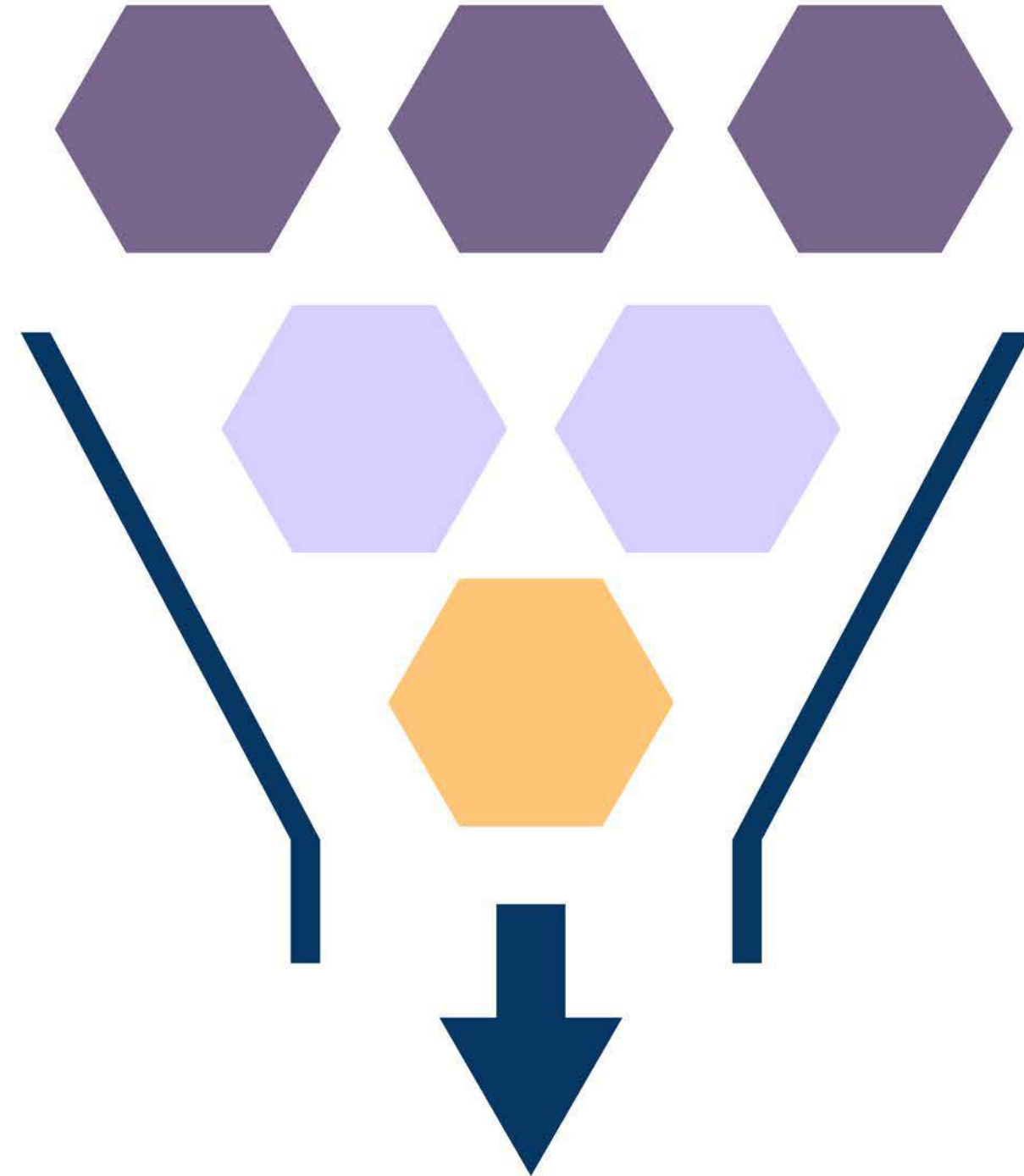
Journey Map

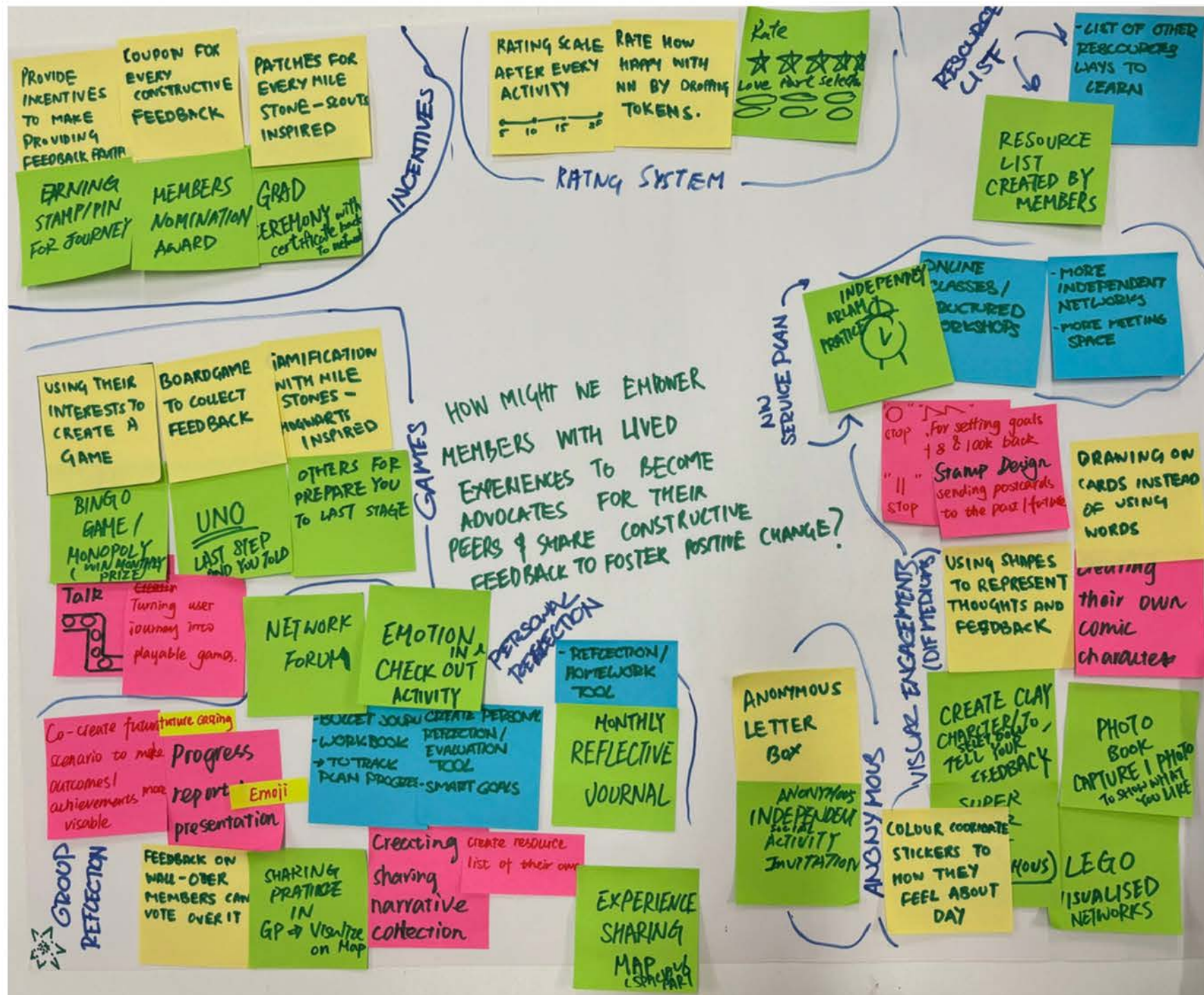


Funnel Model

The Funnel model applied to vulnerable adults visualizes how **people with disabilities have access to fewer and fewer resources as they age**. The first being the exit of the school system (often around 18)

When thinking about how members exit Neighborhood Networks it is important to consider how they will stay in community without the resources NN provides.





Ideation

As a group we all brainstormed ideas and grouped them into 6 possible design opportunities

- Graduation and Celebration
- Quick Feedback Rating
- Team Points and Rewards
- Self-Reflection Journal
- Resource List
- Group Progress Workshop

Engagement 1

How might we empower members with lived experiences to become advocates for your peers & share constructive feedback to foster positive change?

Graduation & Celebration

- You get a 🏆 certificate or 🏆 awards for your progress and achievements.
- 👏 Get support for your future plans and next steps.

A special day to feel proud and excited for what's next 🎉



Quick Feedback Rating

After each activity, you can rate your experience from 1 to 5.
(1 = not good, 5 = great).

This will be anonymous 🙊



Team Points & Rewards

- Earn points, badges or stamps as rewards by reaching milestones.

You can join offline or online 📺



Self-Reflection Journal

- Track your journey and progress by writing, drawings, or photos.
- Track new skills and independent practices learned.

A personal diary of your growth 📖



Resource List

- Get helpful resources from Community Living Workers to reach your goals.
- Create your personal resource list.
- Access local support from CLW.

Look at NN training & workshops anytime! 📺



Group Progress Workshops 🧑‍🤝‍🧑

- Small group discussions to share your progress and experiences.
- Each person presents what they've been working on and ideas for improvement.

Can be done online or in person for flexibility.



Others Ideas 💡

- Having more events like silent disco, more meeting...
- Public speaking.

FEELINGS 🧠



THOUGHTS 🗒️

Different colors for graduation.	Everyone should get multiple certificates.	Group Encouragement something to get back.	Need on what Need congratulations on goals.
"I think it will be fun."	"I don't know what my future plans are."	"I don't think anyone will come, but a big party might attract people."	

FEELINGS 🧠



THOUGHTS 🗒️

Everyone is different/ everyone gets different opinion.	Depends on how much time they have.	Maybe do this in between of activities.
"Feedback is good."	"I would prefer group reflection."	"I don't think anyone would come."

FEELINGS 🧠



THOUGHTS 🗒️

Everyone is different/ everyone gets different opinion.	Depends on rewards or how many points.	Depends on how much time they have.	Maybe do this in between of activities.
"Not just getting it for nothing"	"It makes you push."	"NN is all about teamwork."	"It's quite a nice idea."
"Make you feel like your home achieved."	"I want more information."		

FEELINGS 🧠



THOUGHTS 🗒️

Draw it. Can't write.	Do it on mobile phone.	Can write a story for your day.	Need help with reading & writing.
It's good to look back my achievements	Not prefer do it daily it would be lots of workload	It would be nice to put our photos, painting, audio	
"I like it, We would want to type email."	"Use emoji to express I am Happy"	"Could be pervaded by session for reflection."	

FEELINGS 🧠



THOUGHTS 🗒️

Depends on if you can read.	Make a recording.	Would need a lot of copies.	Need digital Tools.
Resource list/ academic list via Facebook group.	Need Community calendar. Resource list.	Need both digital and offline version.	"I think it would be great."

FEELINGS 🧠



THOUGHTS 🗒️

lot of appeal. Need help with outline.	Like that. It feeds into peer-support.	Want to share story to others.	Sometimes don't have time for this.
"Like it in smaller group 9-10 people."			

We organized these design opportunities into this poster we took to a North Lanarkshire Network Meeting.

Breaking into small groups we discussed the viability of each design opportunity and how they might be utilized by different members.

37



“I don’t like the idea of a reflection
journal it sounds like a lot of work”



- North Lanarkshire Member

confirms insight that members view
Neighborhood Networks as social club

Prioritizing Design Opportunities

Resource list

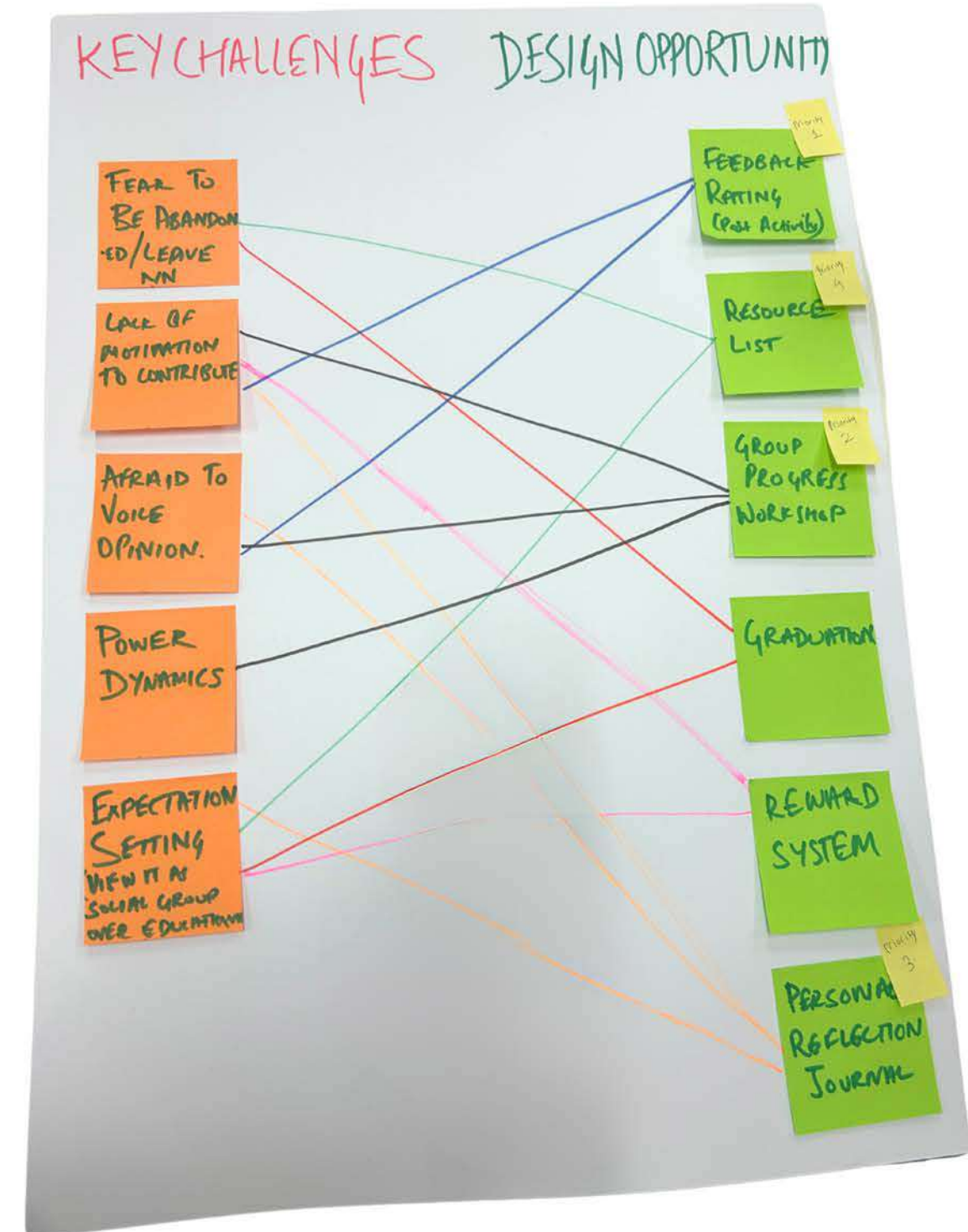
- fear of leaving
- expectation setting

Journal

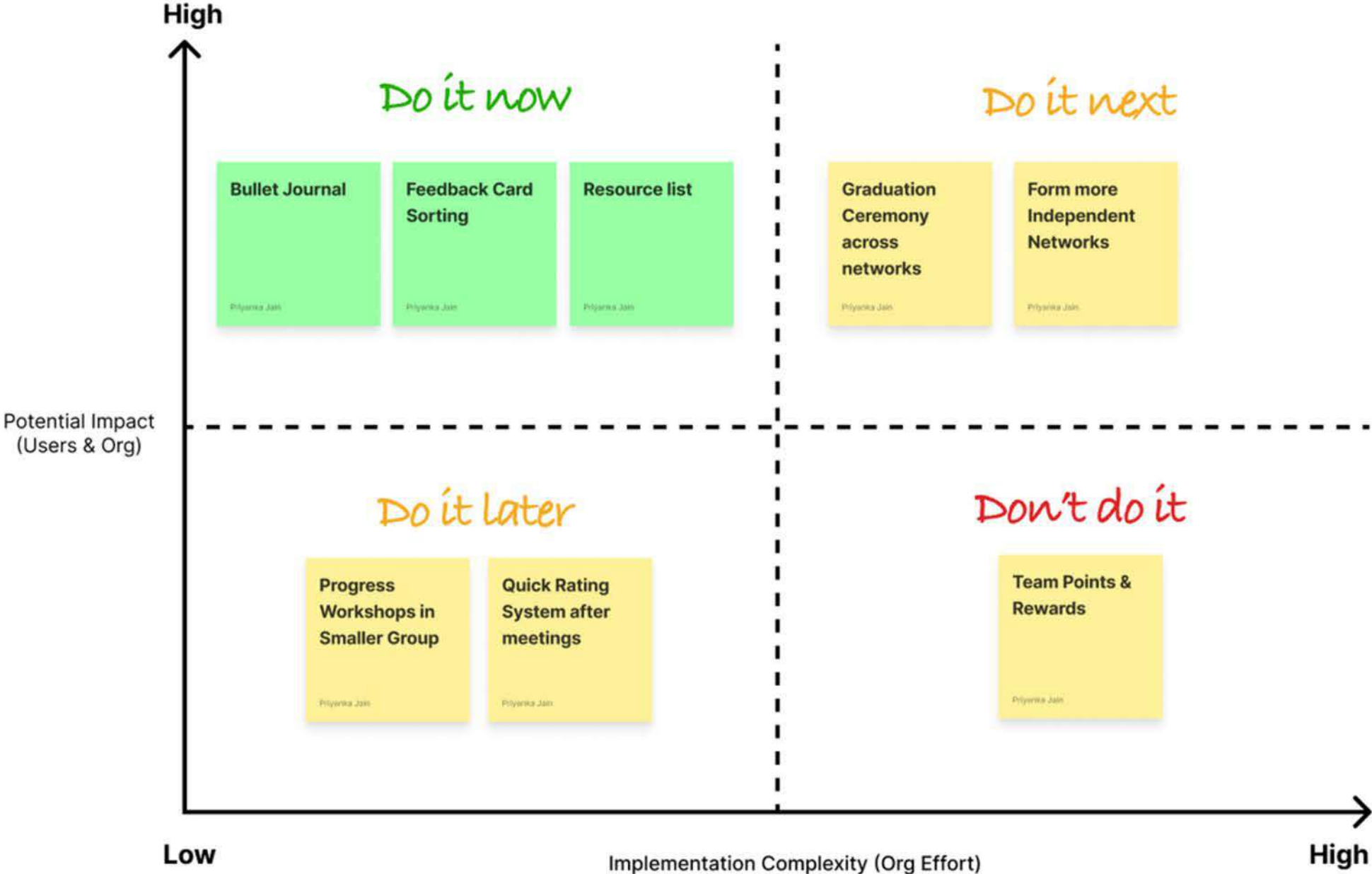
- lack of motivation
- afraid to voice opinion
- expectation setting
- provides educational structure

Reflection Cards

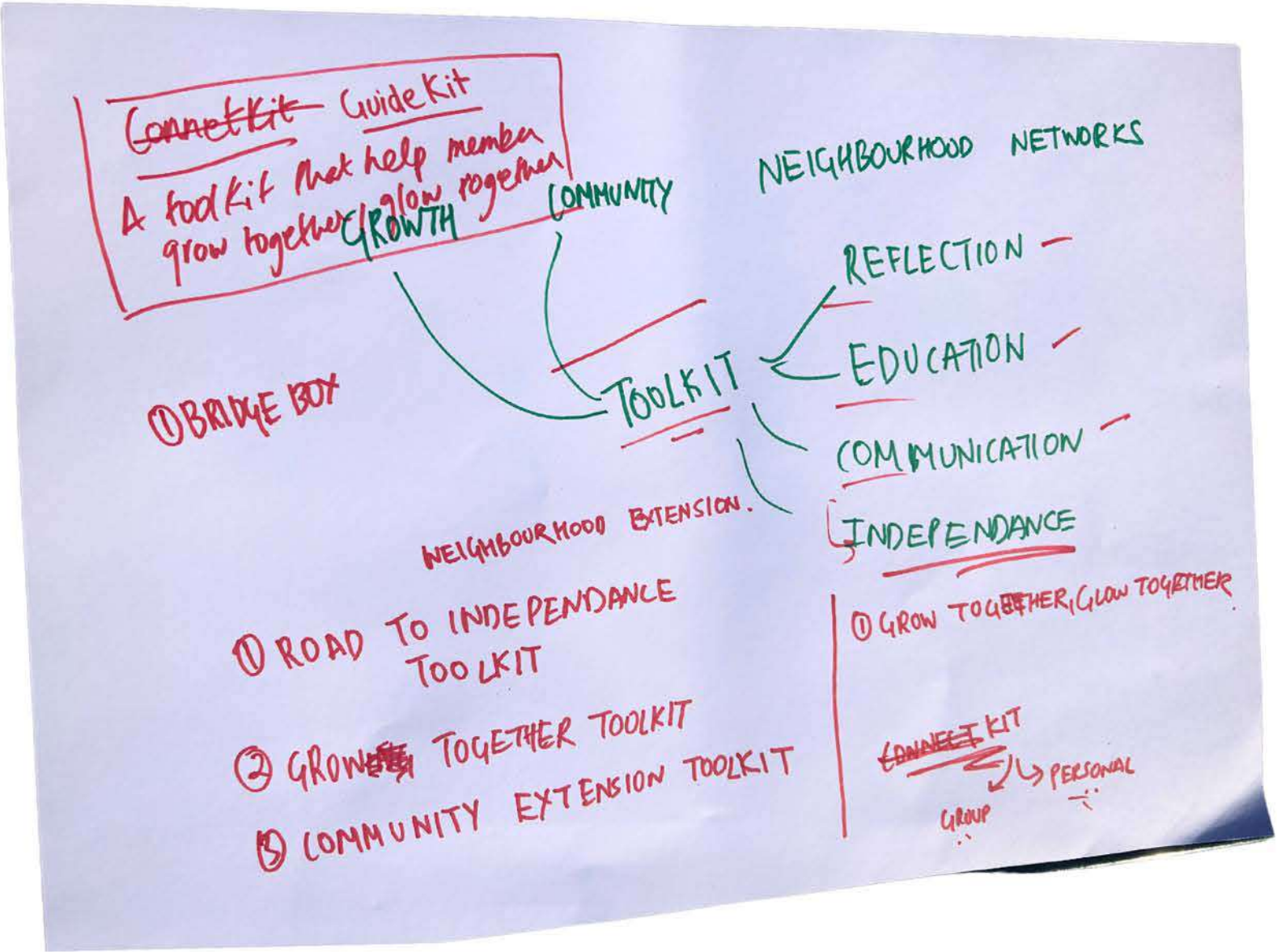
- afraid to voice opinion
- lack of motivation



Implementation Matrix



Stakeholder Map



NN GROWKIT



A toolkit to help members Grow Together

NN GROWKIT is a toolkit designed to empower Neighbourhood Networks (NN) members by improving group communication, encouraging self-reflection, and supporting personal growth. Through interactive tools, members can better express their needs, track progress, and work towards independence.

What we know?

01. Members need structured ways to communicate

02. The first step to improving NN is fixing communication gaps

03. Self-reflection supports personal growth

04. Encouraging honest feedback strengthens NN

05. NN provides a learning environment for growth

06. Successful transitions indicate progress

Challenge 1



Members of NN struggle to share constructive feedback, causing a gap in the feedback mechanism.

A.

Limited feedback channels

Traditional methods for gathering feedback, such as surveys or formal meetings, are inaccessible or unengaging for many members.

B.

Passive Participation

Many members lack the confidence or structured opportunities to voice their opinions meaningfully.

C.

Power Dynamics

80% of the meeting is often dominated by 20% of the members, rest either agreed or kept quiet due to lack of confidence.

Challenge 2



The absence of structured reflection and progress tracking results in delays in transitioning towards greater independence. (40% members remain in the network for more than 5 years)

A.

Perception of NN as a Social Space

Many members viewed NN primarily as a social club. While social connection is vital, this perception makes it harder to position NN as a space for personal development, learning, and self-advocacy.

B.

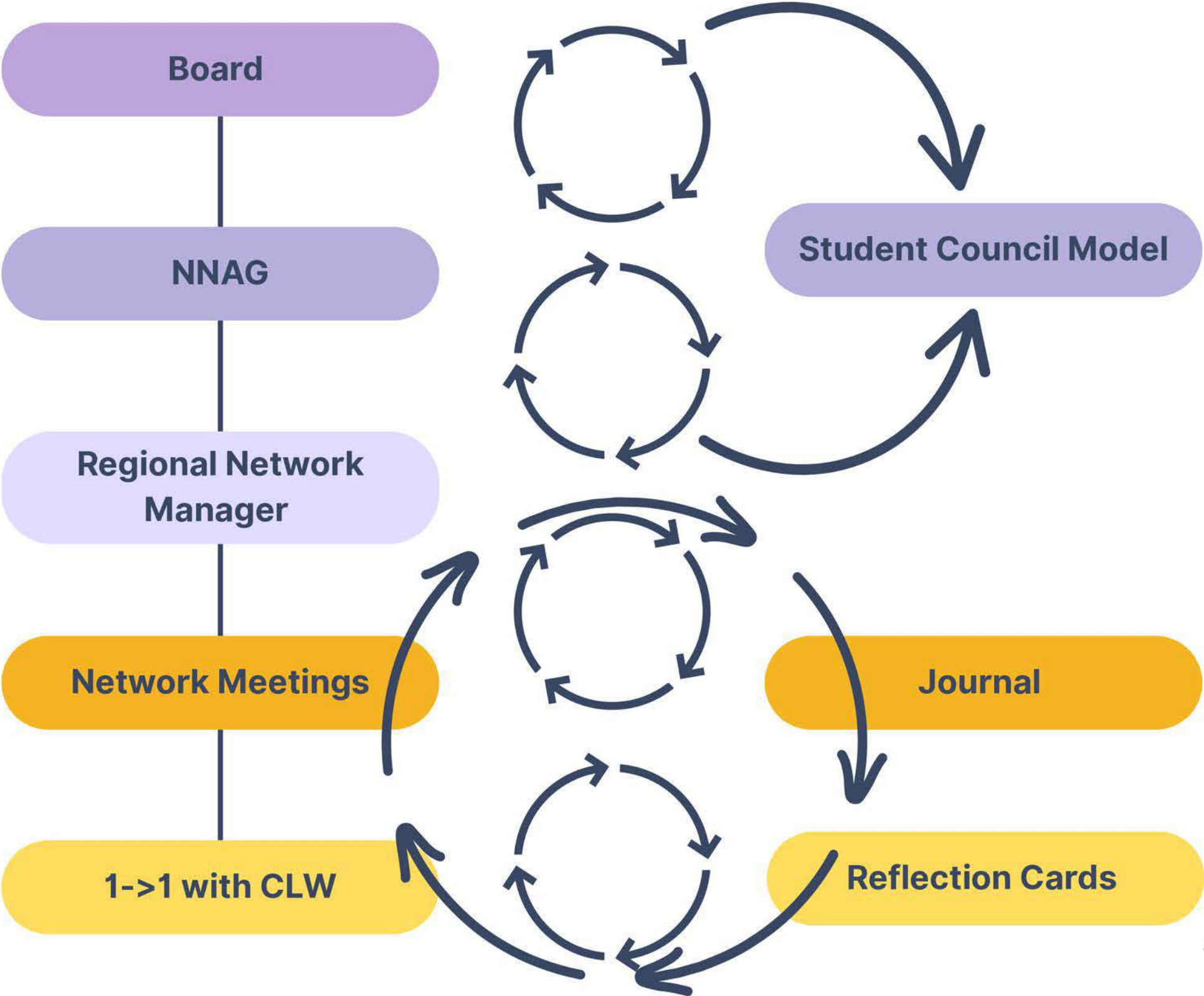
Need for Tools That Support Long-Term Growth

There is lack of structured and flexible ways to support goal-setting, reflection, and independence.

C.

Unclear transition pathways after achieving key milestones

Design Opportunities in the Feedback Loop



Journal - Toolkit item 1

WHY is this needed?

As a reflection tool for both community workers and members which help their progress reaching their learning outcomes and work towards independency

WHAT is the goal?

- To help members set achievable goals and reflect on their progress
- To help workers track the members' progress
- Reinforce educational nature of service



Reflective Journal

These page were designed for members with low reading and writing skills. The pages allow for writing and/or drawing for individual reflection or reflection facilitated by a community living worker.

the best part of my day was ...



the best part of my day was ...

^{to use bigger} Learning how
to play
Bocci for the
first time with
my wellbeing
group this morning.



Feedback

CLW could help fill journal

unlikely we find solution for all disabilities

Include NN branding

digital version of resource list

need digital version

collaborate with Xuxa

Add NN branding to cards



Personal Journal

The journal is a self reflective tool which helps members understand where they are at and what their goals are, as well as providing the necessary resources in one place.

Benefits

- People who don't want to use verbal communication
- Gives control & power to the member
- Uses open ended questions
- For people with physical difficulty, they can do eye-pointing at where they want the card to be placed
- Always give the person power to place their card, this means they have more control
- In future can create a digital version too (for ipads, mobile)
- More personalised: Allows for tailored pace and support based on individual needs

Expected Impact

- Creates safe space for those who are quiet (addressing power dynamics)
- Provides non-verbal communication options (helping "The Homebody" & "The Habitual")
- Builds on the trust with CLWs by involving them in the process
- Is adaptive and scalable across different topics
- Reduced social pressure: In a 1:1 setting, participants won't be influenced by others' responses or feel self-conscious about their choices
- Deeper engagement: The act of physically picking up and placing cards creates more engagement with the question
- Easier to record: Clearer to document one person's responses at a time

Reflection Cards ToolKit Item 2

WHY is this needed?

It creates a playful and inclusive space where all members can share their voices, especially those who may stay quiet, helping to balance power dynamics and spark open dialogue between members and CLWs.

WHAT is the goal?

- To help 'ALL members' share their feedback
- Based on the concept of "Progressive Voice Building"
- CLWs act as facilitator initially and then passively supports the NNAG members to facilitate
- Encourage members by providing structured opportunities to voice their opinions instead of traditional methods like survey/ formal meetings



HOW TO PLAY

- 1 Pick a Card**
A player draws a card (e.g., "Travel") and reads it aloud.
- 2 Ask an Open Question**
The facilitator asks an open question about the word.
(e.g. "How do you feel about travelling independently?")
- 3 Place the Card**
The player reflects and places the card under one of the responses.
- 4 Optional Sharing**
If the player feels comfortable, they can explain why they chose that response.
- 5 Next Turn**
Continue picking another card or pass to the next player to repeat.



Feedback

Make directions clear
for everyone

Members can use it
amongst themselves

Make bigger version
for sight impaired

Outcomes need to add
to outcome

add blank cards for
CLW to customize

Add NN branding to
cards



Student Council Model

WHY is this needed?

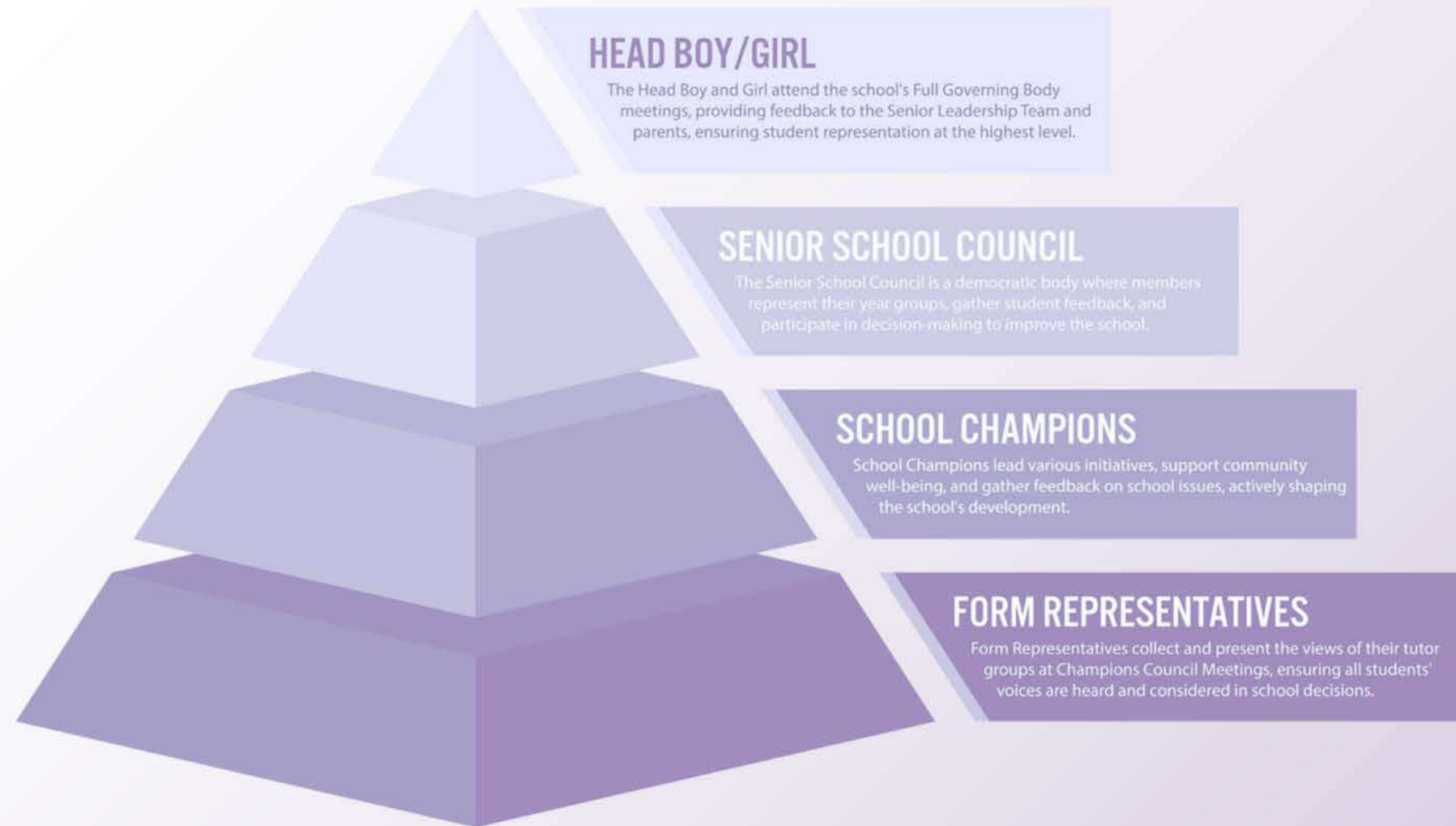
NNAG needs a model of set expectations for how members can participate and what meeting will look like

WHAT is the goal?

- To help members and potential members of NNAG know what to expect
- provide a structure and agenda to track NNAG's outcomes



Our School Champion's Structure:



Considerations

- How long will people serve ?
- What hierarchy will there be ?
- How will they get feedback from the networks ?
- How will they get feedback from CLWs ?

Prototype Improvement Considerations

Improvement Suggestion for Journal

CLW could help fill journal

Keep in mind - very unlikely solution works for everyone

Base could be travel - more broad - brand NN

likely hood of a size fits all tool, is difficult - journal

email drafting about plan about testing.

can ~~store~~ store at ~~the~~ their phone need easier to use

- Add their own icons to make it more NN.

need digital vertical to accessible

- similar with Xuxha need to collaborate with her

✓ community worker or similar stuff need stamp on it?

✓ venture communication

Improvement Suggestion for Card Game

- make / make need a version system to everyone.

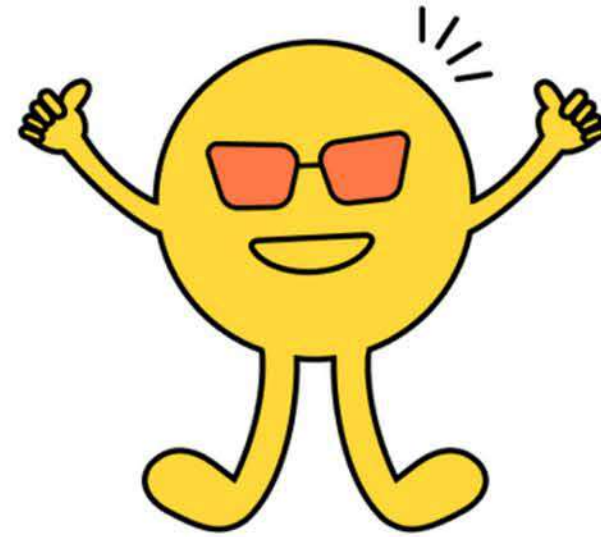
- Members can also use it, when they start meeting their

- ✓ community worker - don't ask question enough for progress arrow

- ✓ outcomes need to add to the category

- ✓ Taylor make - ✓ Blend Card for them fill in

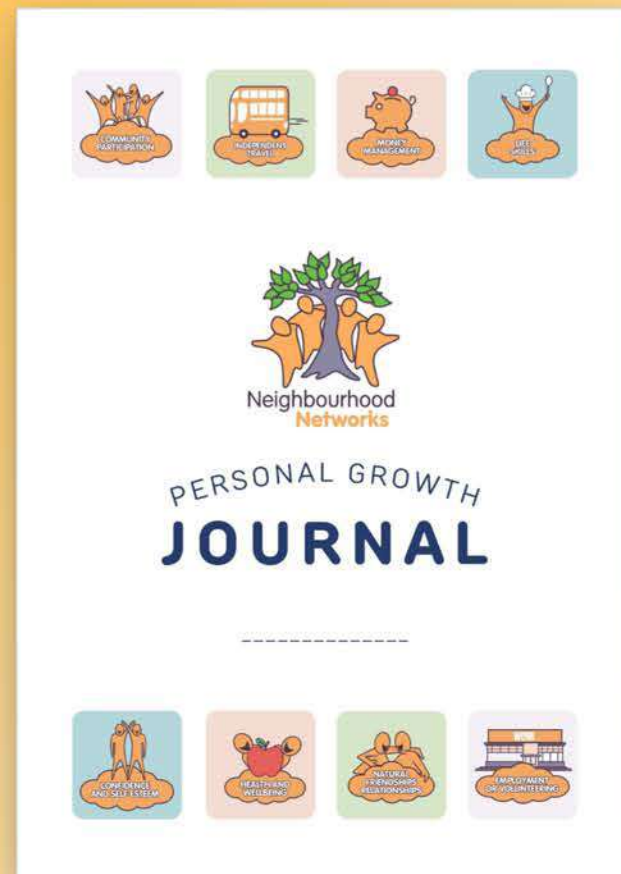
- Need NN images To add in make it more NN



Refinement

Reflective Journal

The journal is a self reflective tool which helps members understand where they are at and what their goals are, as well as providing the necessary resources in one place.



The best part of my week was ...



Date: _____

RESOURCE LIST

Get Extra Help if you need it!



INDEPENDENT TRAVEL

- REALLYGREATSITE.COM
- REALLYGREATSITE.COM
- REALLYGREATSITE.COM
- A REALLY GREAT VIDEO
- A REALLY GREAT VIDEO
- THIS COOL APP
- THIS COOL APP
- THIS COOL APP

HEALTH & WELLBEING

- REALLYGREATSITE.COM
- REALLYGREATSITE.COM
- REALLYGREATSITE.COM
- A REALLY GREAT VIDEO
- A REALLY GREAT VIDEO
- THIS COOL APP
- THIS COOL APP
- THIS COOL APP

SMART GOALS PLANNER



- Identify a **Goal**
- Need to be **Specific, Measurable, Achievable, Relevant, and Time-bound (SMART)**
- Break it into actionable **Steps**, each with its own **Deadline**

S

Specific What exactly do you want to achieve?

M

Measurable How will you track your advancement?

A

Attainable Evaluate the feasibility of your goal

R

Relevant How does it fit into your outcomes?

T

Time-bound What is the deadline?

Reflective Journal

These pages were designed for all members which can provide them resources based on different outcomes and community networks.

CLWs and members overall love them as they could help the members individually during the journey or leaving NN.



RESOURCE LIST

Get Extra Help if you need it!



 INDEPENDENT TRAVEL	 MONEY MANAGEMENT
☐ REALLYGREATSITE.COM	☐ REALLYGREATSITE.COM
☐ REALLYGREATSITE.COM	☐ REALLYGREATSITE.COM
☐ REALLYGREATSITE.COM	☐ REALLYGREATSITE.COM
☐ A REALLY GREAT VIDEO	☐ A REALLY GREAT VIDEO
☐ A REALLY GREAT VIDEO	☐ A REALLY GREAT VIDEO
☐ THIS COOL APP	☐ THIS COOL APP
☐ THIS COOL APP	☐ THIS COOL APP
☐ THIS COOL APP	☐ THIS COOL APP

 HEALTH & WELLBEING	 MEETING NEW FRIENDS
☐ REALLYGREATSITE.COM	☐ REALLYGREATSITE.COM
☐ REALLYGREATSITE.COM	☐ REALLYGREATSITE.COM
☐ REALLYGREATSITE.COM	☐ REALLYGREATSITE.COM
☐ A REALLY GREAT VIDEO	☐ A REALLY GREAT VIDEO
☐ A REALLY GREAT VIDEO	☐ A REALLY GREAT VIDEO
☐ THIS COOL APP	☐ THIS COOL APP
☐ THIS COOL APP	☐ THIS COOL APP
☐ THIS COOL APP	☐ THIS COOL APP

MY RESOURCE LIST

Mark Down your Resource for your later need!



 INDEPENDENT TRAVEL	 MONEY MANAGEMENT
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐

 HEALTH & WELLBEING	 MEETING NEW FRIENDS
☐	☐
☐	☐
☐	☐
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☐	☐
☐	☐
☐	☐
☐	☐

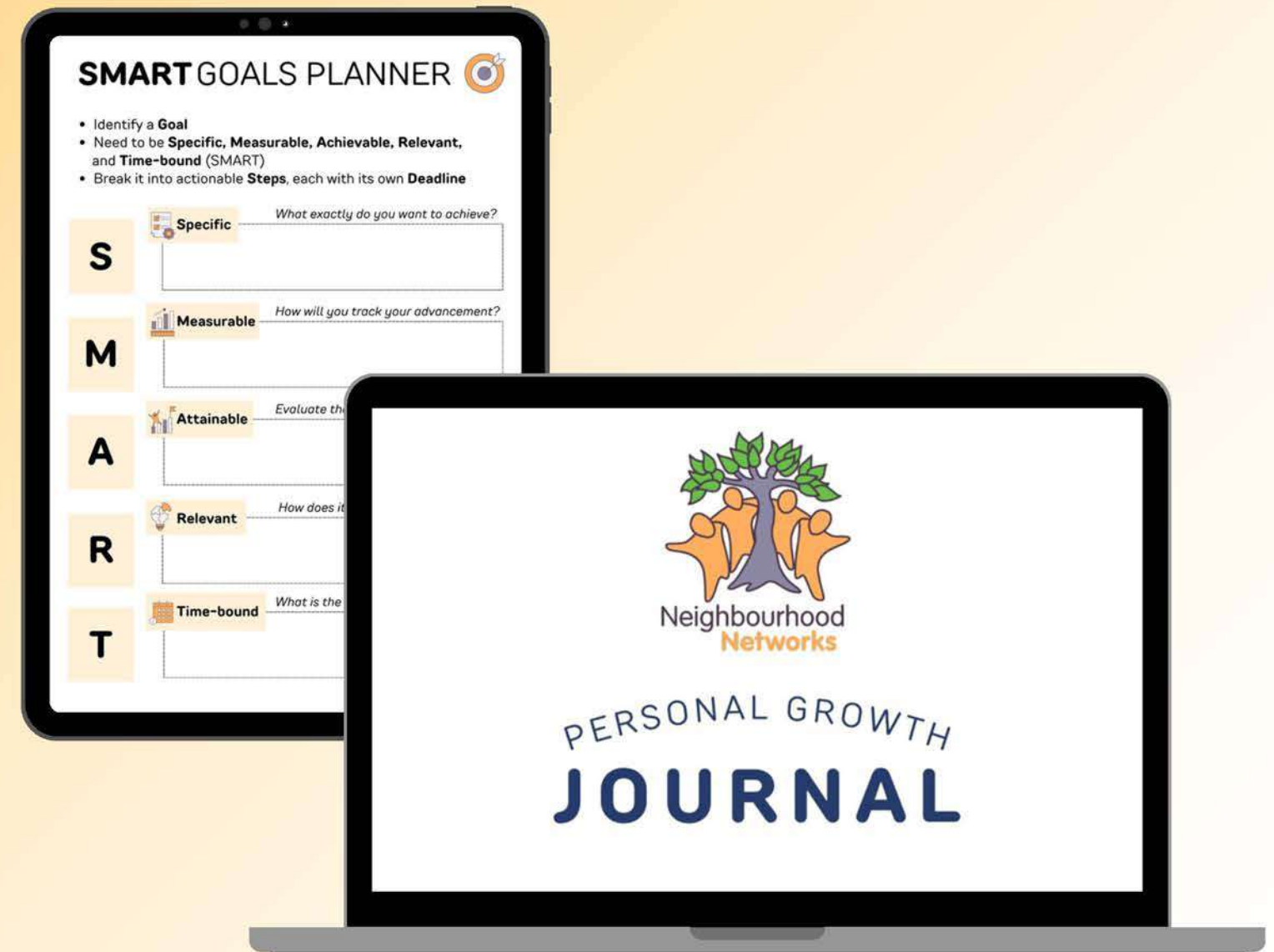
Digital Journal

Creating a digital version of the journal aligns with Neighborhood Networks digital inclusion outcome

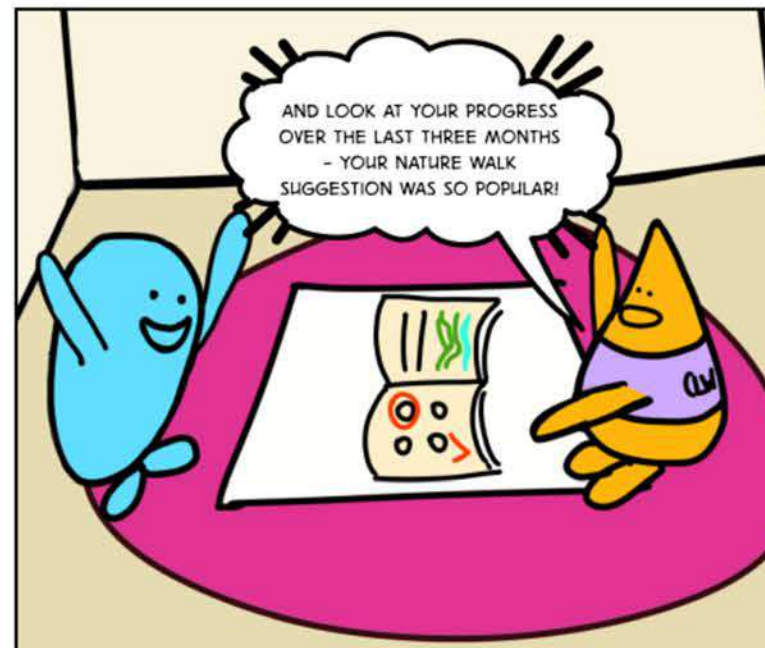
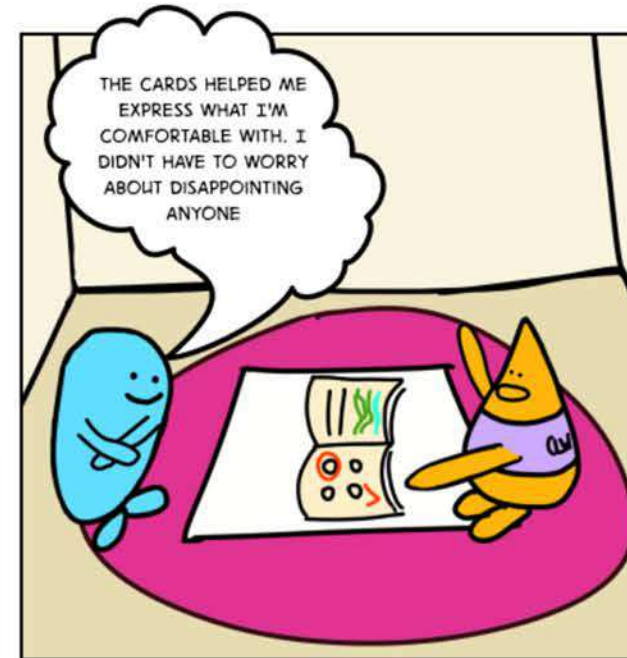
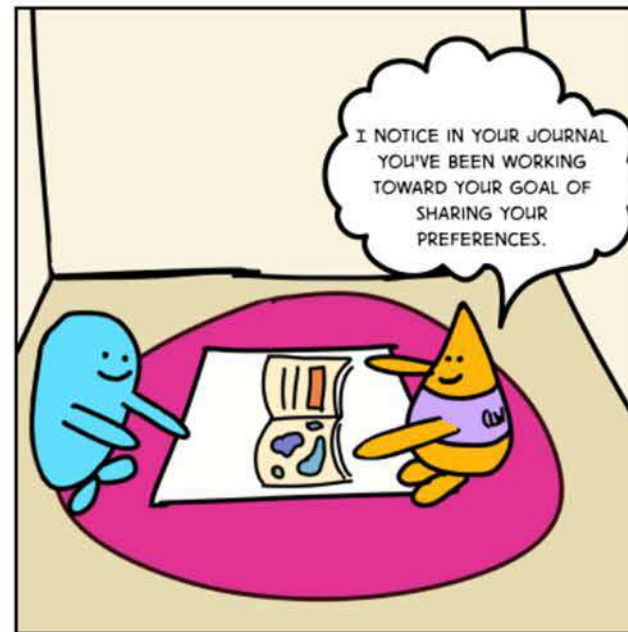
The digital journal would allow the use of

- drawing or pictures
- text to speech
- audio/video recording upload

This increase accessibility for members who struggle with reading and writing

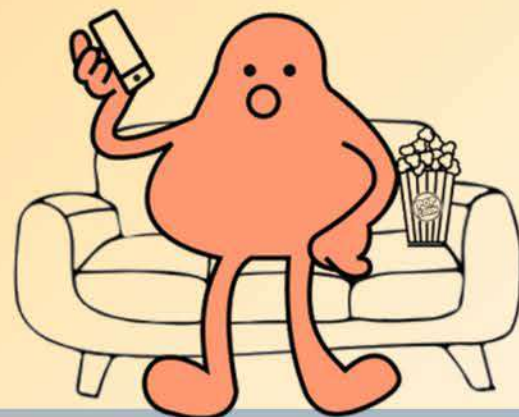


After - Journal

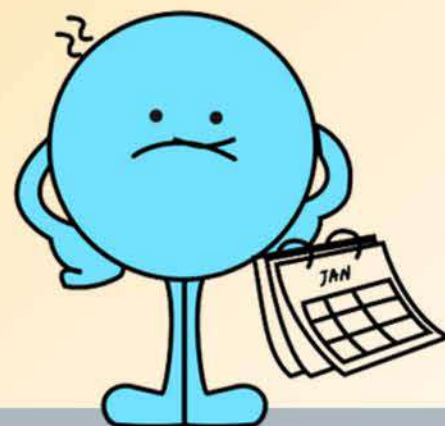


I like to journal because it ...

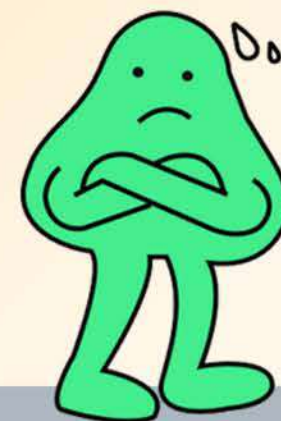
helps me plan my
outing for the week



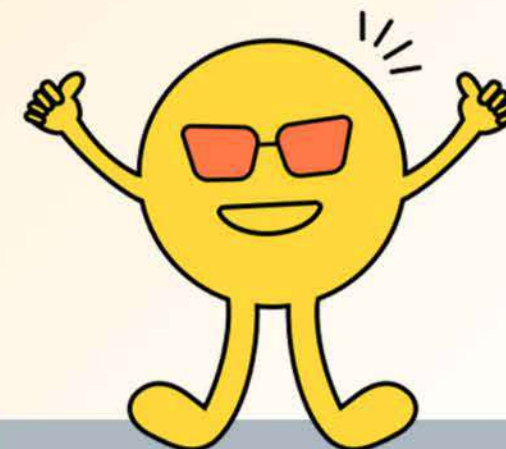
helps me set goals and
build better habits



the journal helps me
reflect on my progress



helps me reflect on
how i have solved
problem in the past
now that I have left the
Network

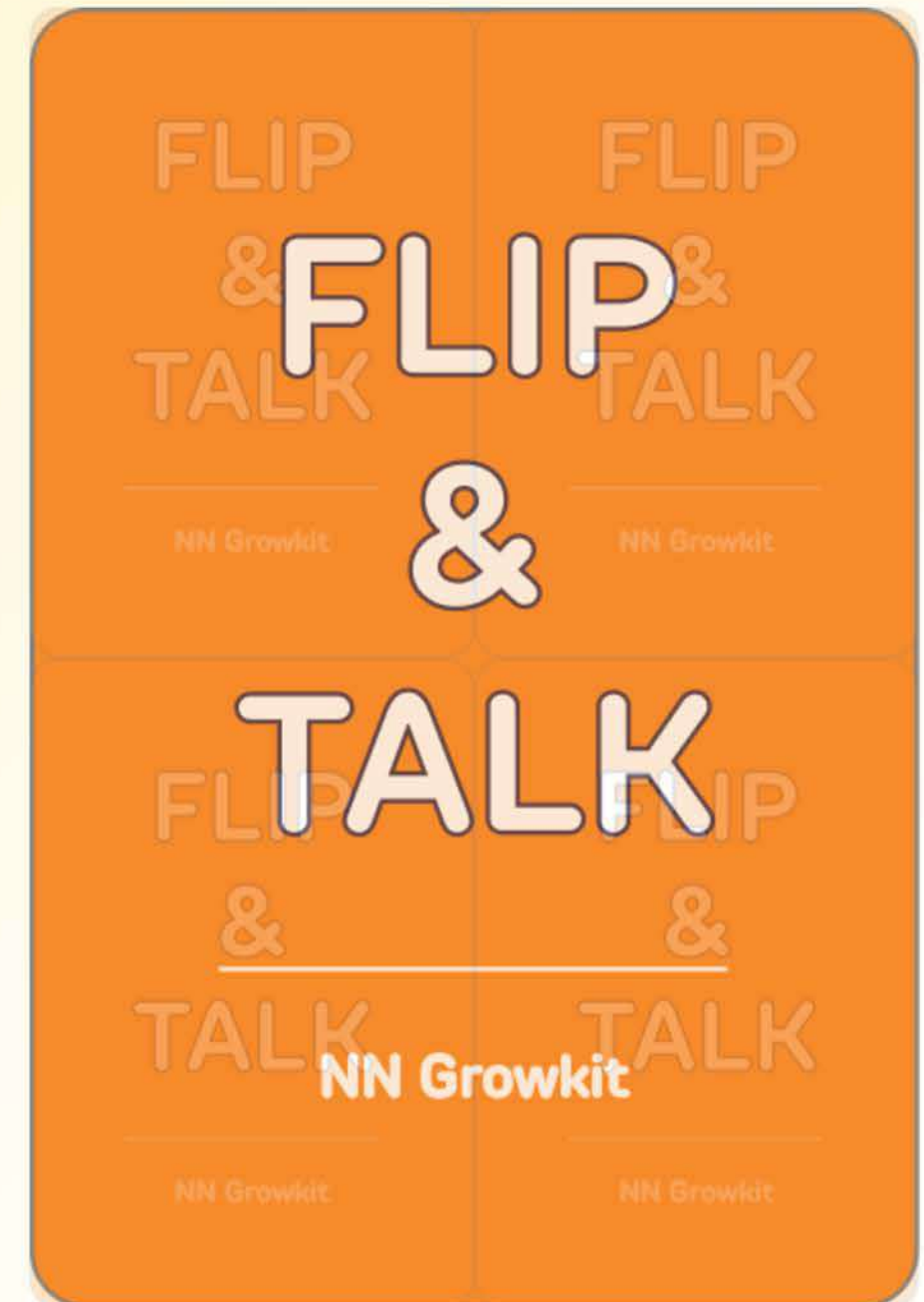


Flip & Talk

After prototyping with members, we improved original size of the cards, making it easier for members with visual disabilities to utilize.



Before



After

How to play

Game Setup

- Shuffle the word cards and place them in a stack.
- Set up three labeled areas: Yes, No, Maybe.
- One person (facilitator or participant) picks a card and reads it aloud.
- Participant places it on the Y/N/M column

How to Play



Draw a Card : Pick a card from the deck.



The facilitator asks a question about the word selected.



The participant answers the question by placing the card in Yes, No, or Maybe. The next player picks a card, and the game continues.

Here are some prompts to help ask open-ended questions based on the word cards

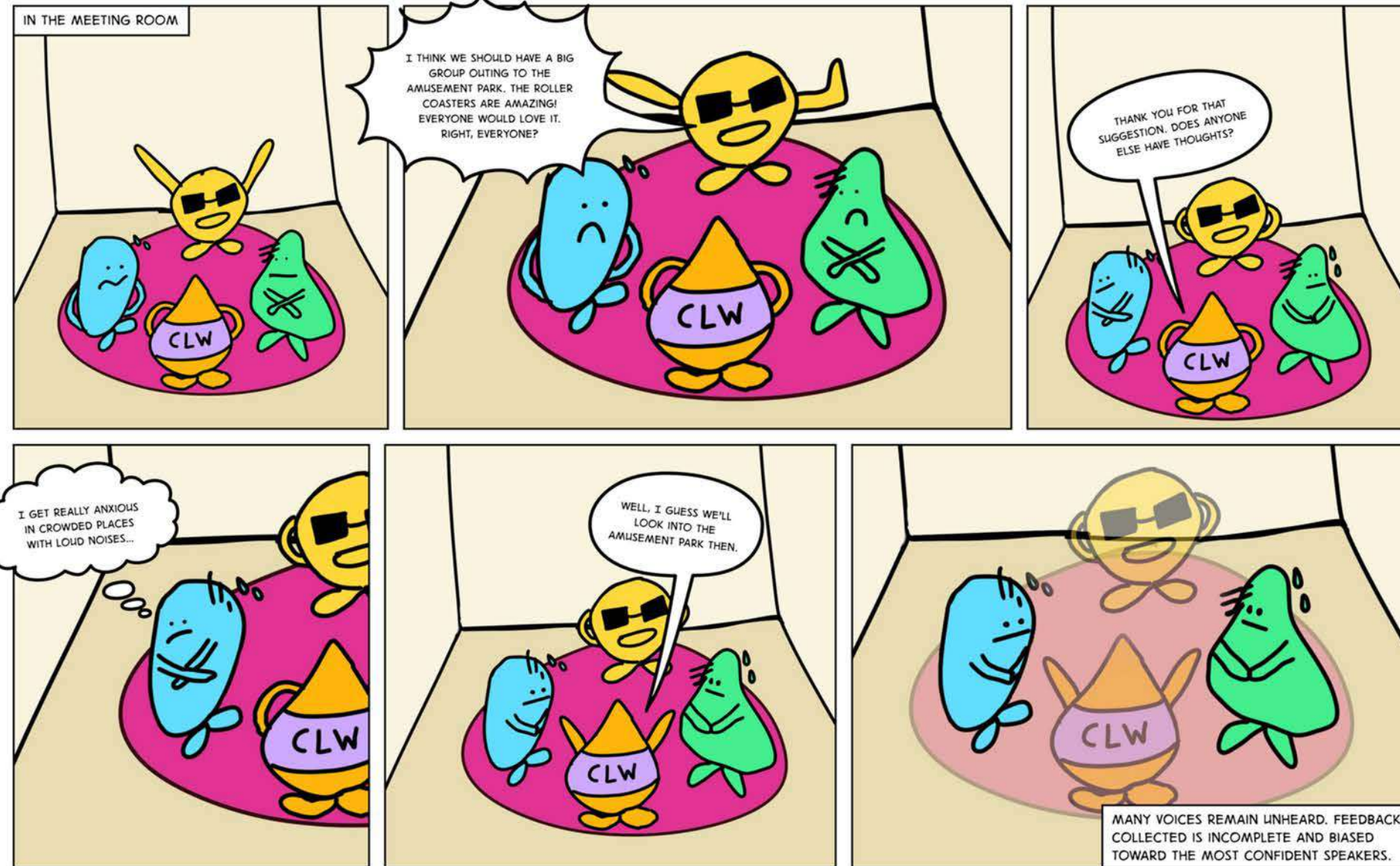
- Tell me about...
- How did you feel about...?
- What was the best/worst part of...?
- Can you describe...?
- What would you change about...?
- How comfortable were you...?
- Did anything surprise you about...?
- What do you usually do when...?
- What made you feel happy/frustrated about...?
- If you could do it again, what would you do differently?
- What was your favourite thing about...?

Note: There is no right or wrong answer, the goal is to reflect and share. The game can end when all cards have been used or after a set time.

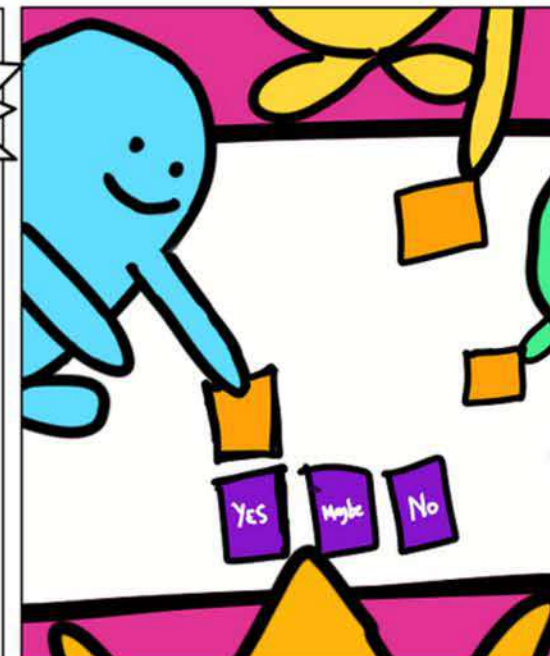
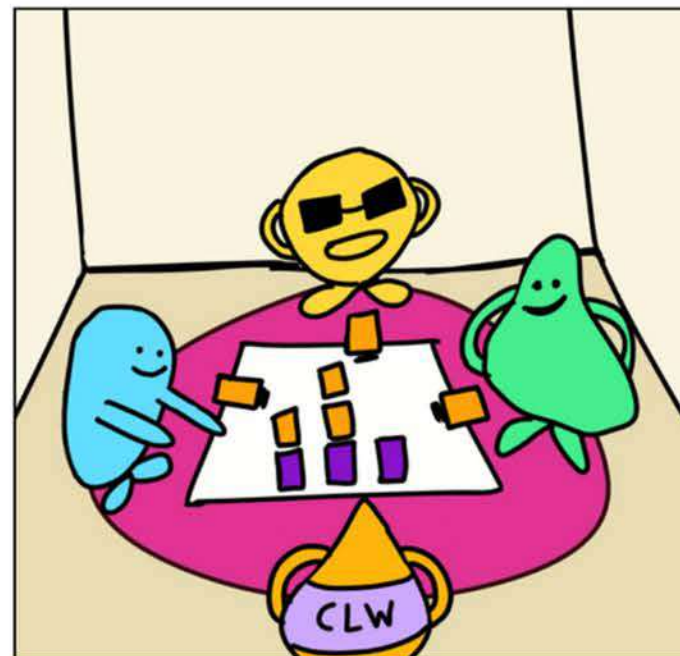
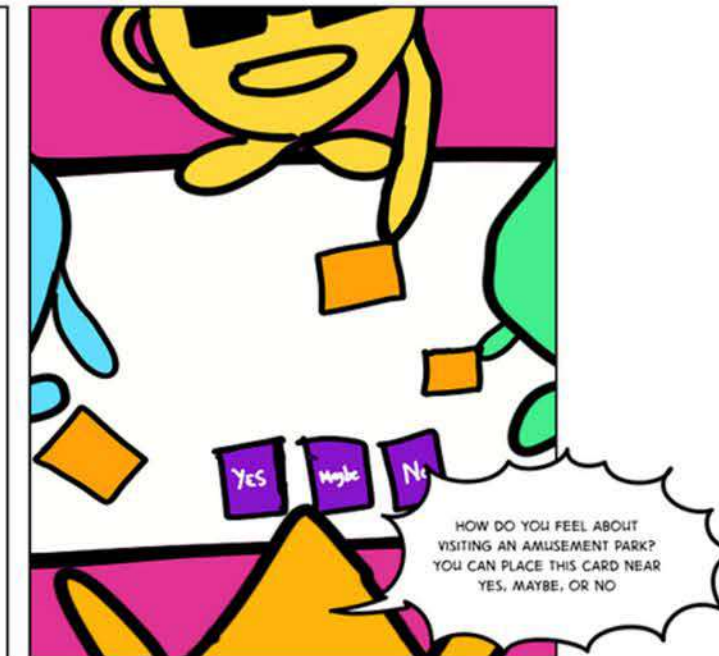
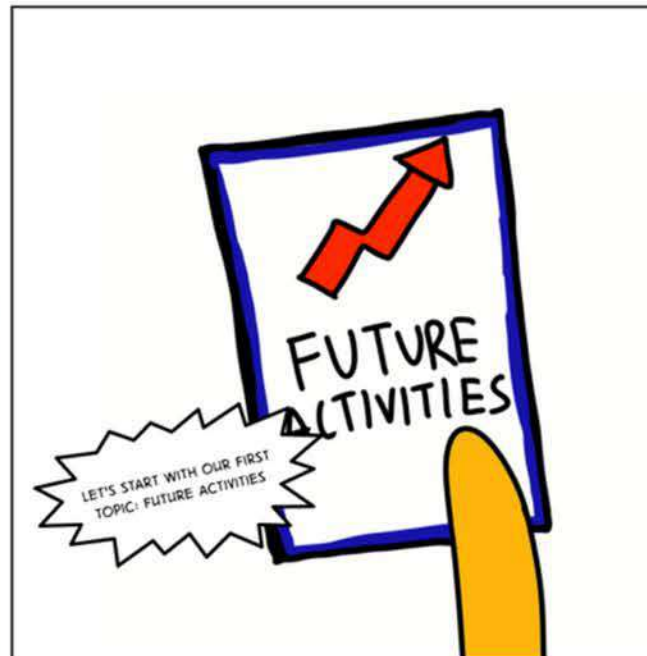
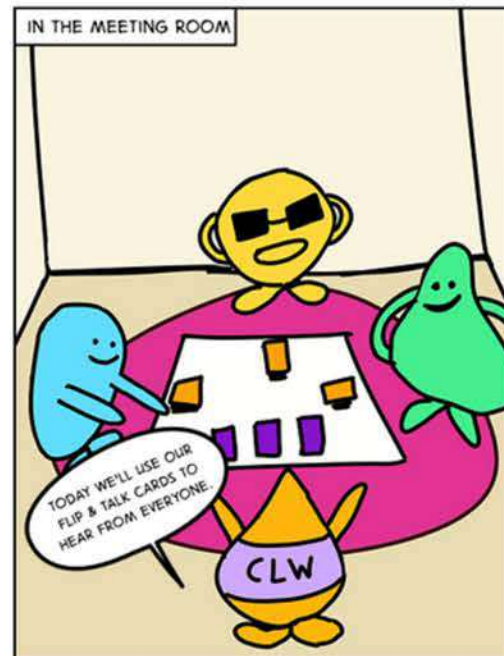
Question Prompts for CLW's



Before



After - Cards



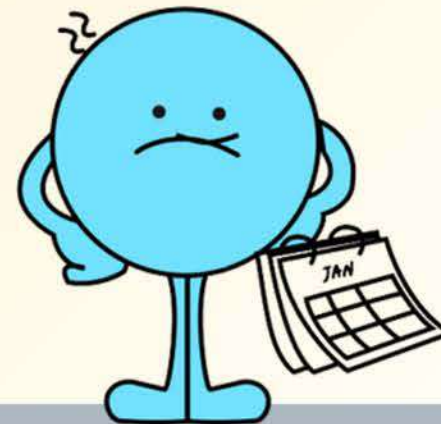
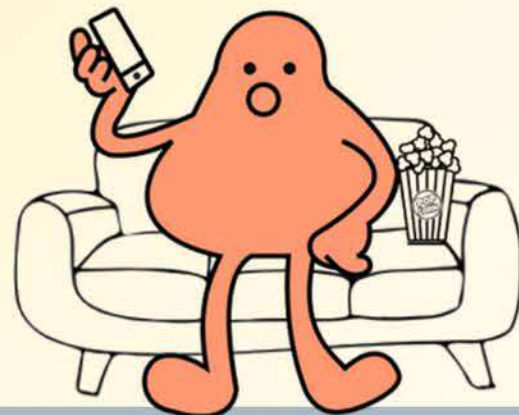
I like Flip and Talk because it ...

helps me listen to my
peers during group
discussion

is a structured way to
discuss our progress in
groups

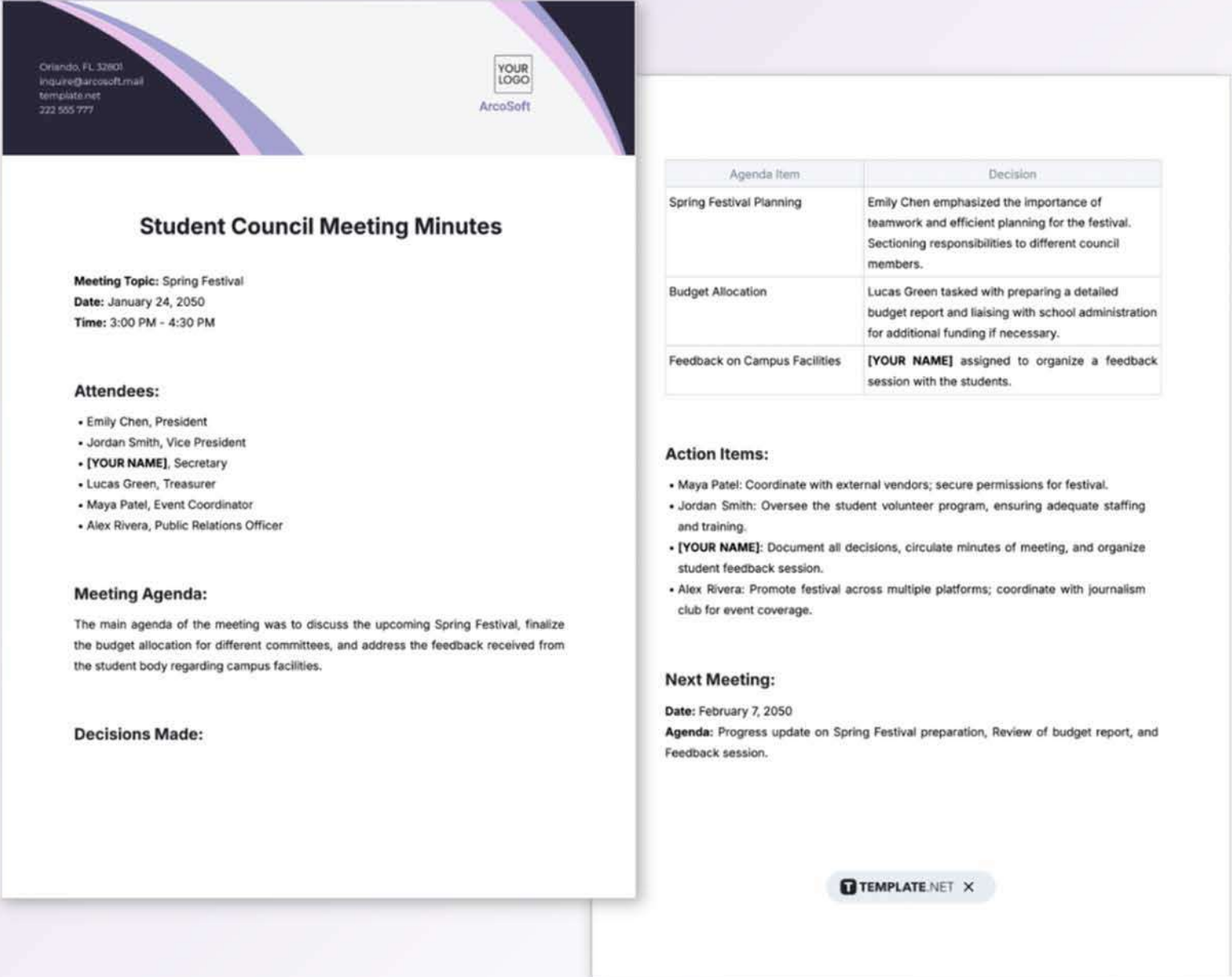
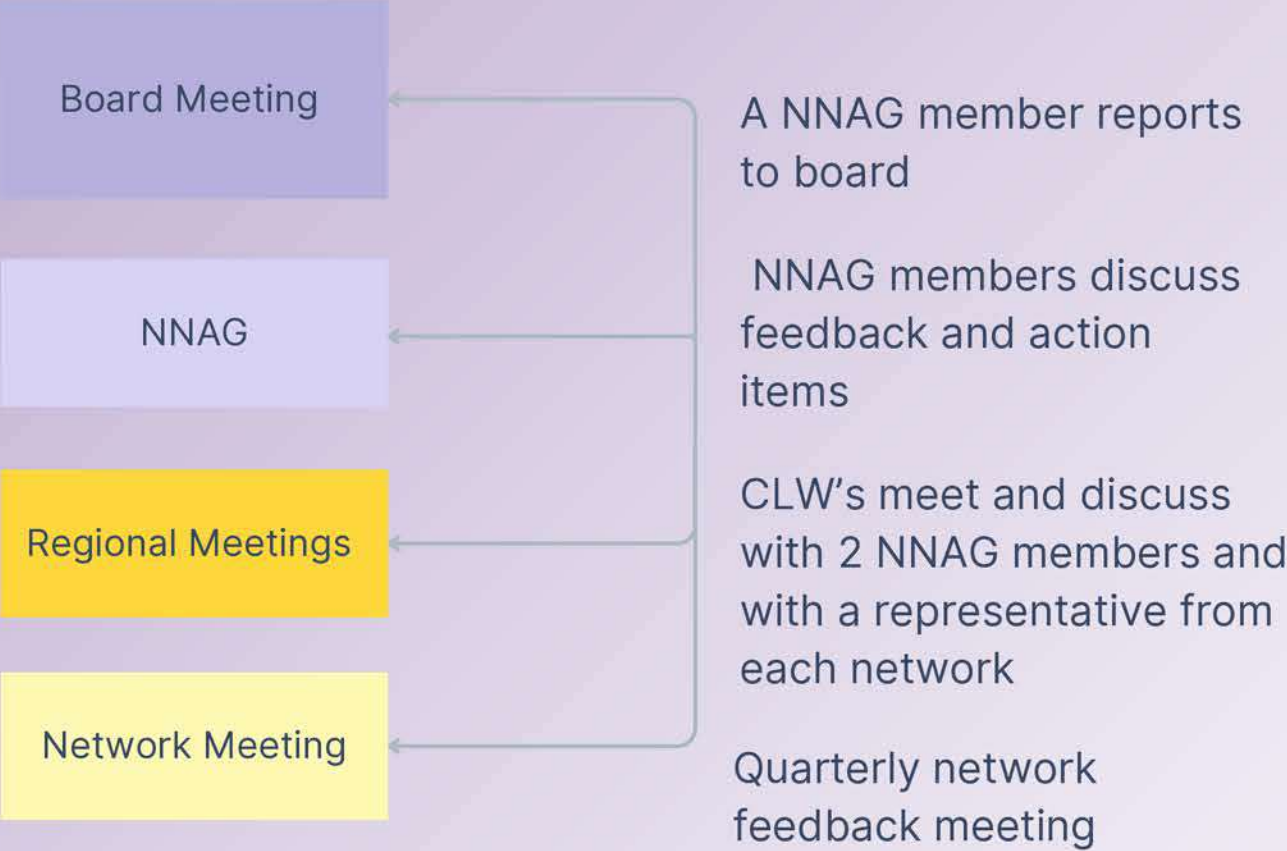
helps me reflect on my
progress

helps me prepare for
meetings with my CLW



NNAG - Student Council Model

Potential Meeting Sequence

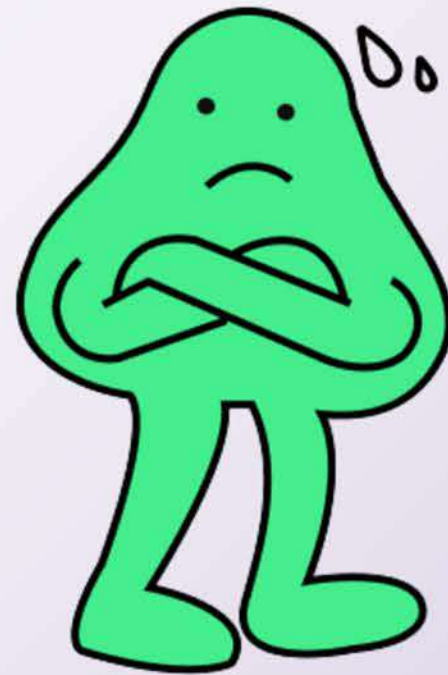


Unfortunately the timeline of this project did not allow any validation with NNAG

I like NNAG because ...

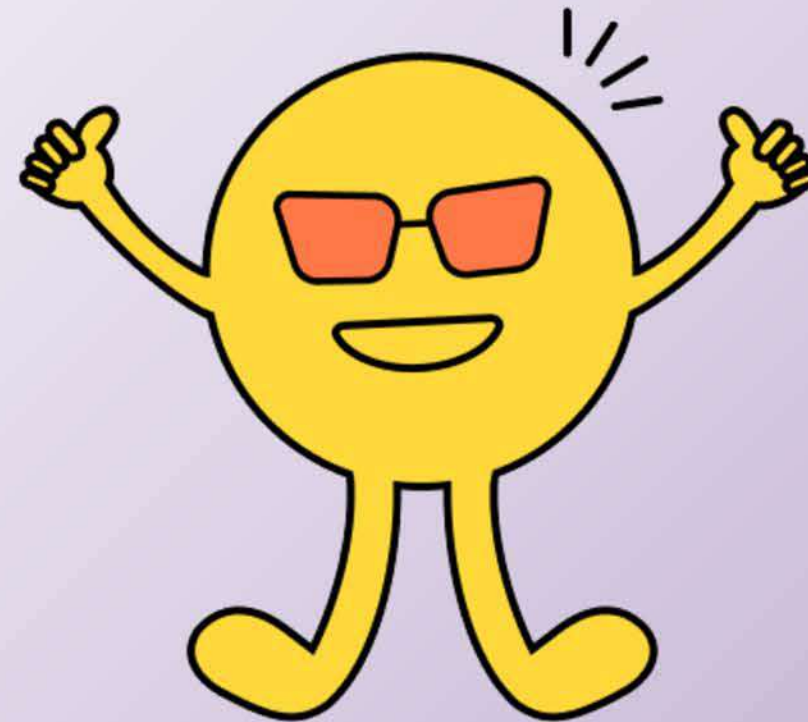
“

It helps me build
confidence

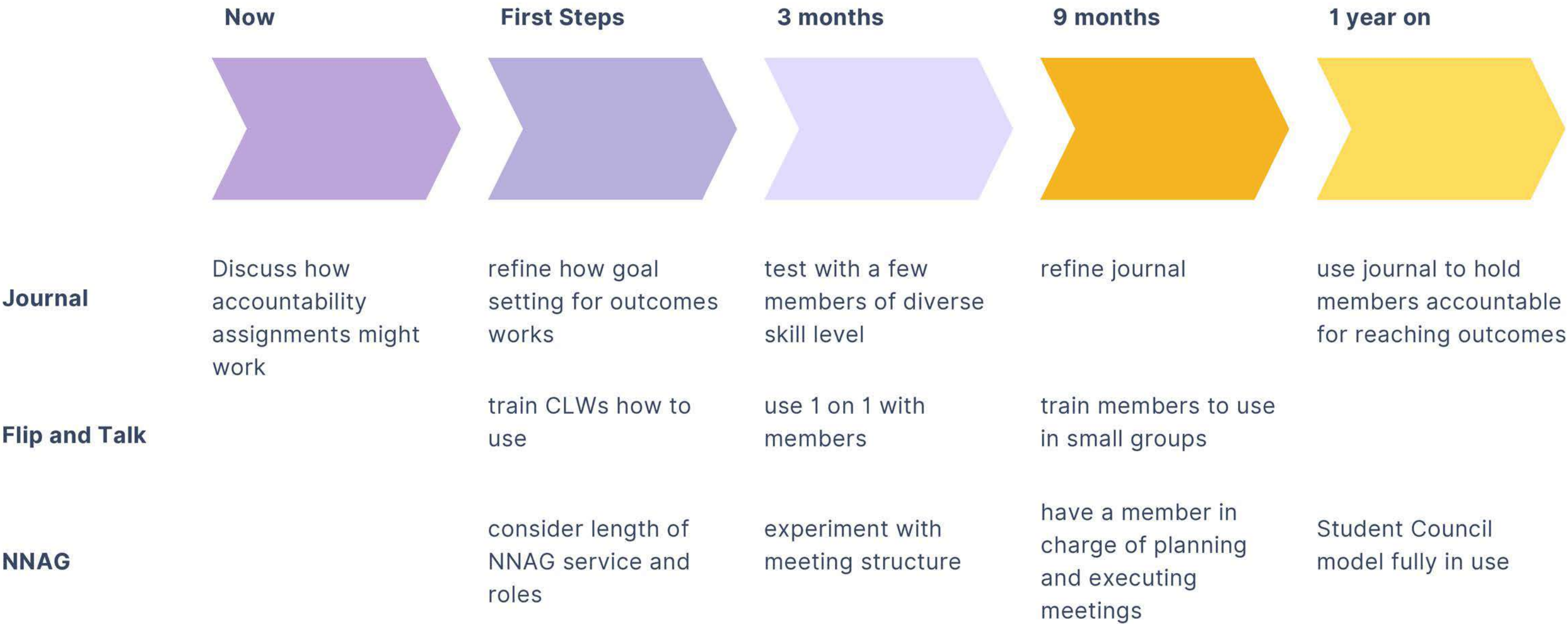


It gives me a way
to give back to my
community

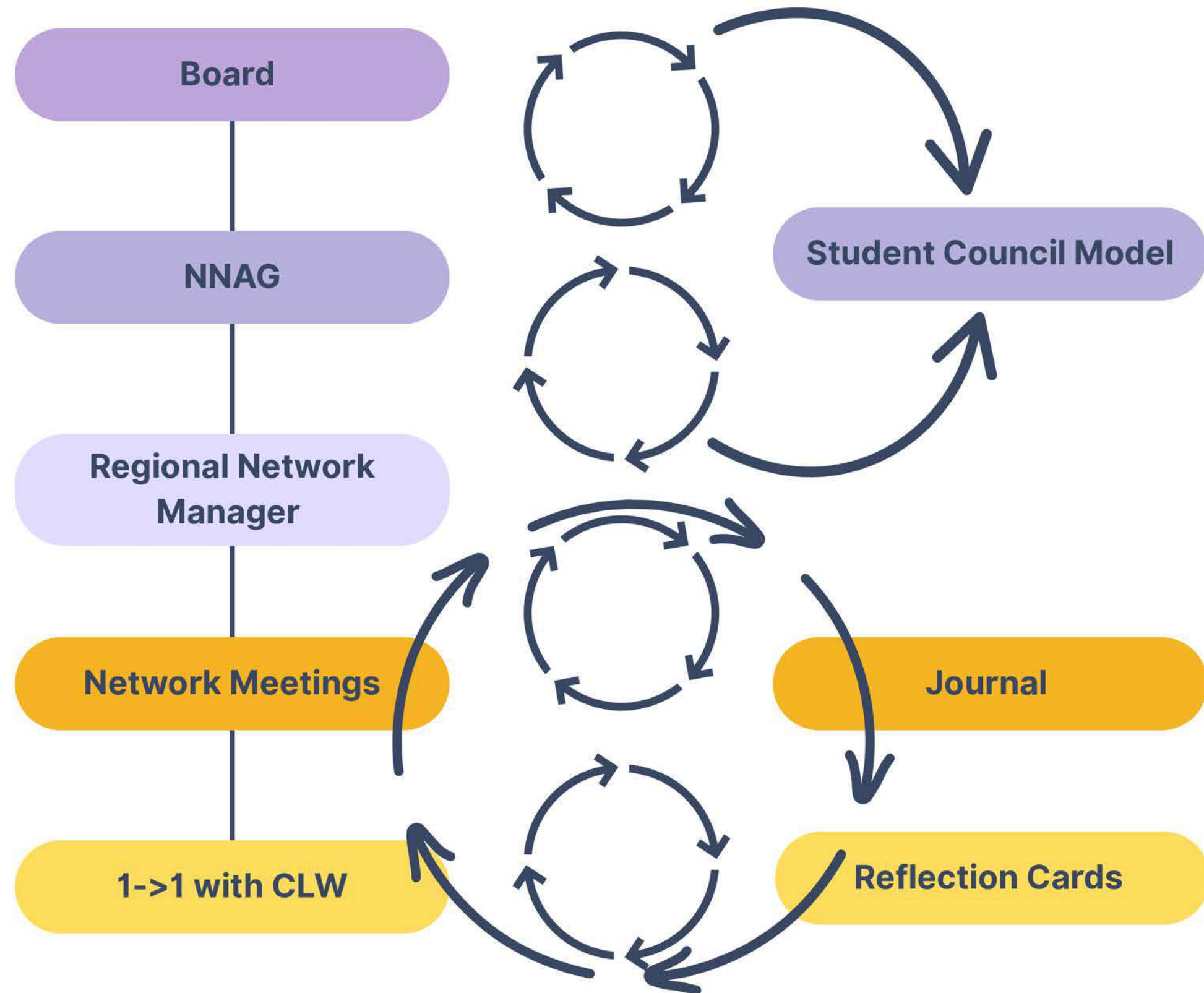
”

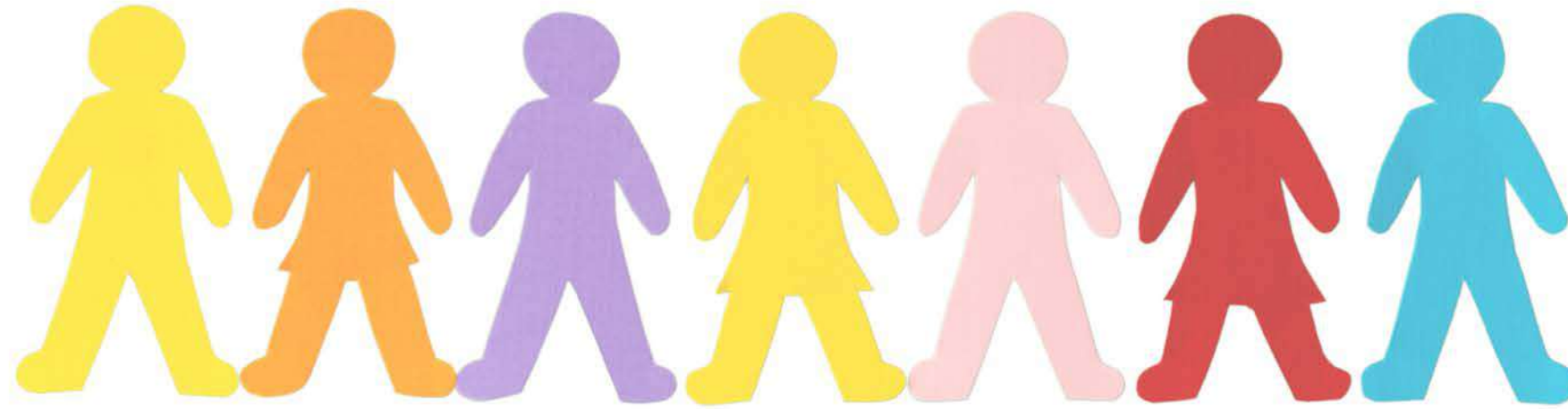


Roll-Out Plan



Design Opportunities in the Feedback Loop





Systems Thinking and Reflection

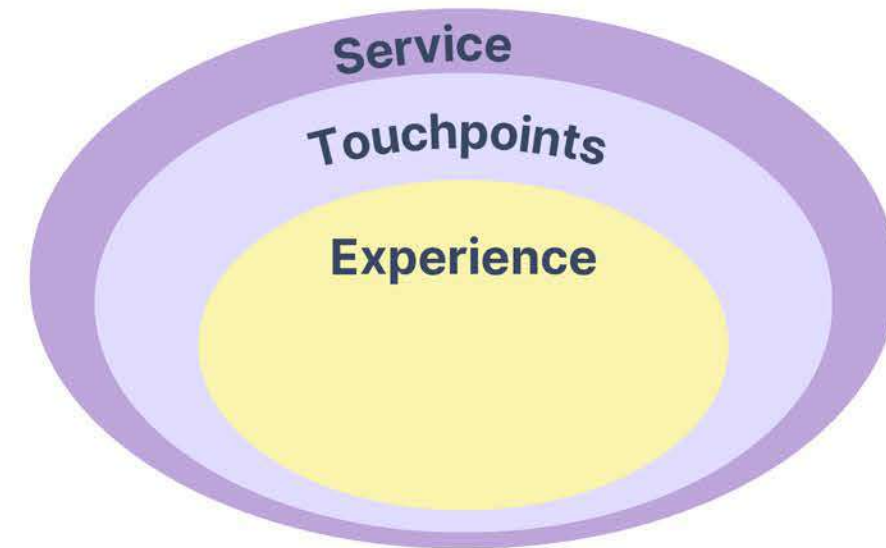
Neighborhood Networks Service

Service design is creating a system of touchpoints that provide value and enable doing

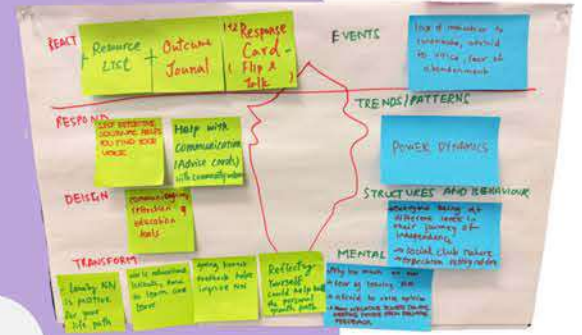
Neighborhood Networks provide community and a goal setting framework to isolated adults

In the current system their primary touchpoint with members is the Community Living Workers.

Since most Community Living Workers work part time they spend all their time a lot of their time doing check ins instead of planning meaningful engagements to promote learning and eventually leaving Neighborhood Networks



Iceberg Framework 2



React

Resource List

Journal

Flip and Talk

lack of motivation to contribute, afraid to voice opinion, fear of abandonment

Events

Respond

Self reflective journal helps you find your voice

Cards help with communication

power dynamics

Trends/
Patterns

Design

communication reflection and education tools

expectation setting

everyone in different place in journey

social club nature

Structures/
Behaviors

Transform

leaving NN is positive for life path

NN is educational institution

giving honest feedback improves everyone's outcomes

individual reflection can help with personal growth

rely to much on NN/afraid to leave

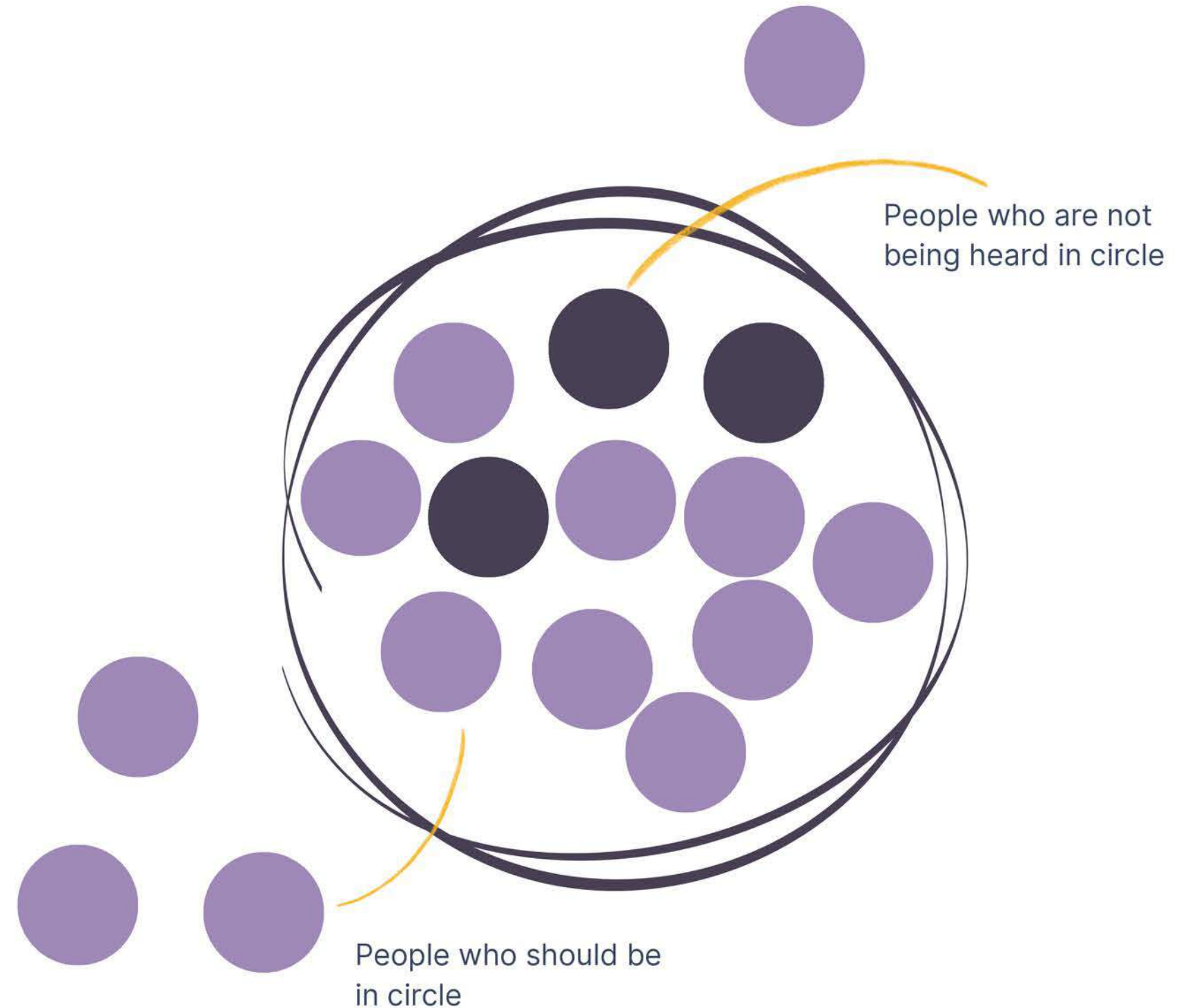
afraid to voice opinion

negative power dynamic slowing feedback process

Mental Models

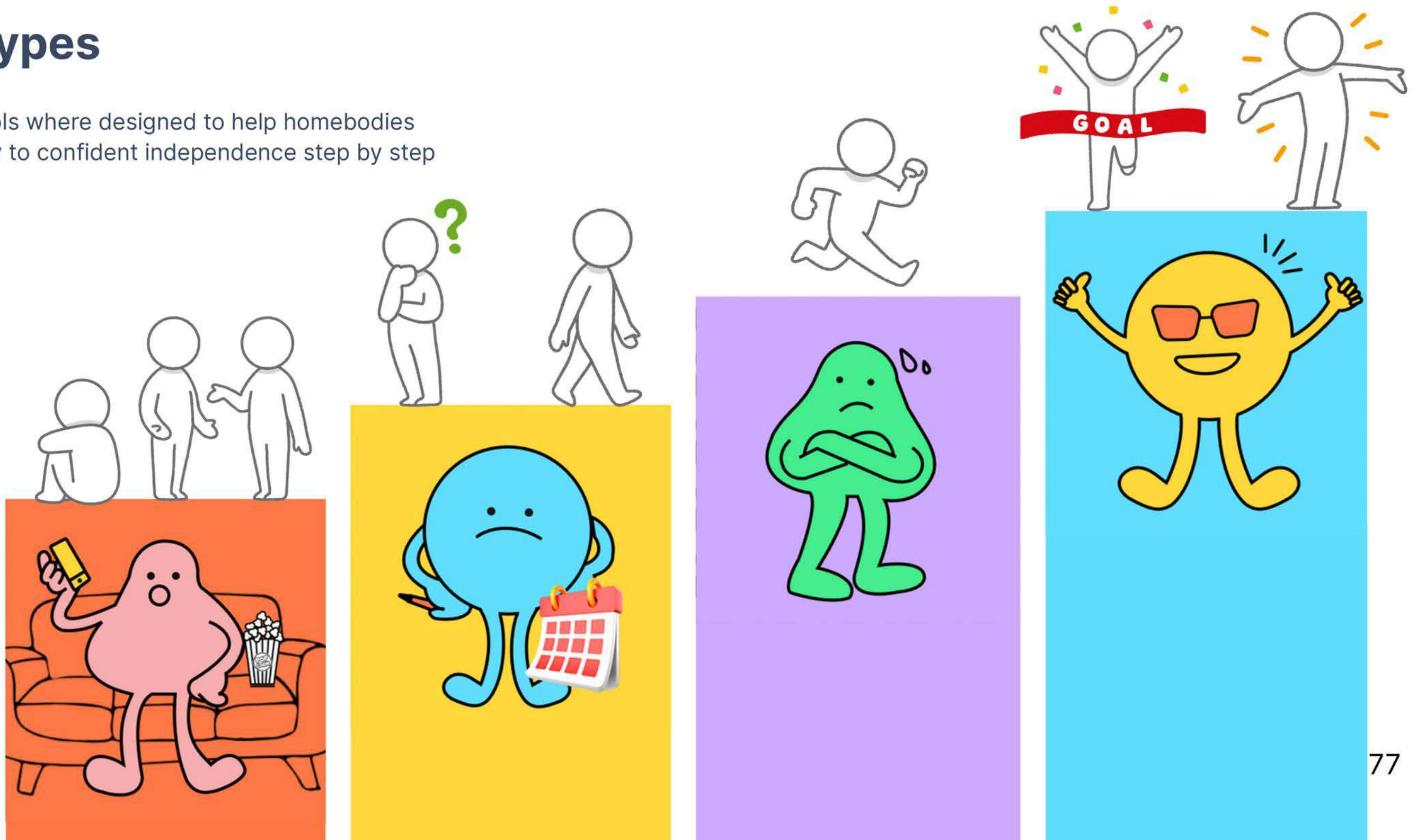
Stakeholders

The feedback loop we designed will encourage shy members to collect their thought (journal) and then confidently share. Provide discussion facilitation (flip and talk) that will help louder members practice listening, and promote communication throughout the organization.

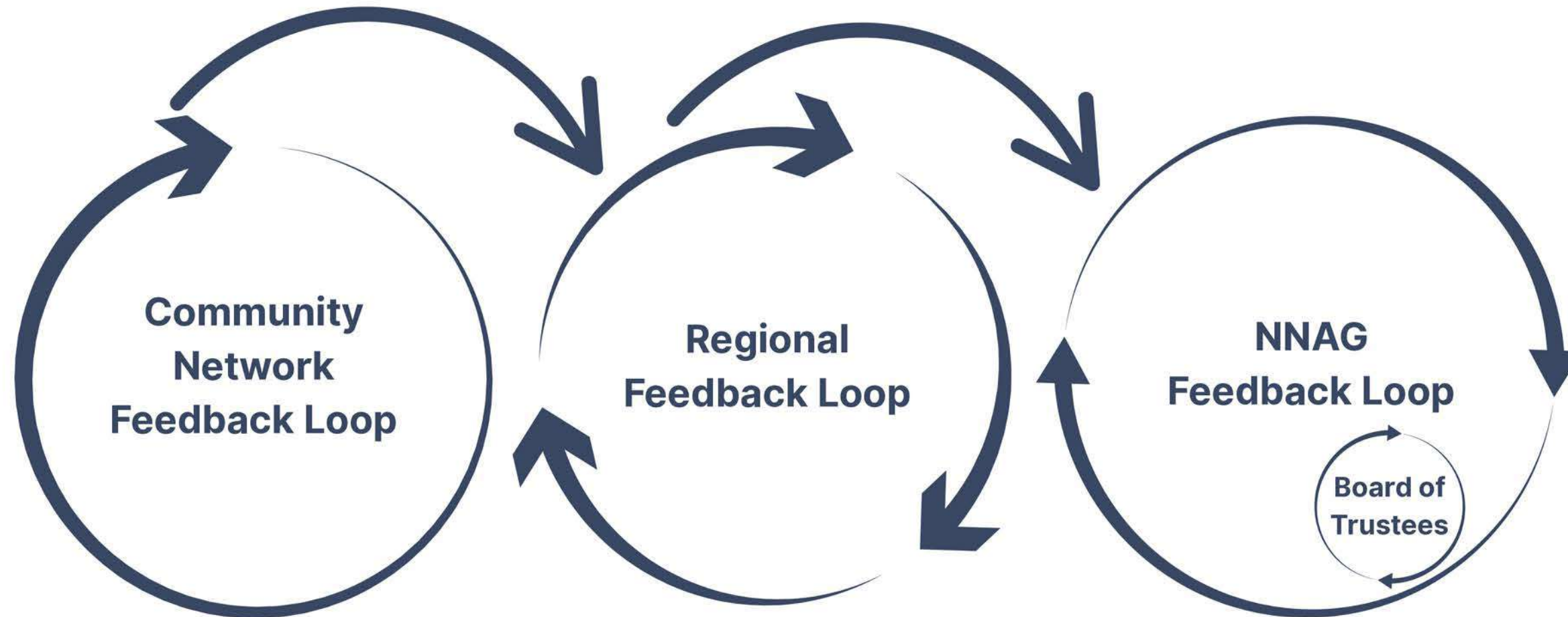


Archetypes

All of these tools were designed to help homebodies climb their way to confident independence step by step

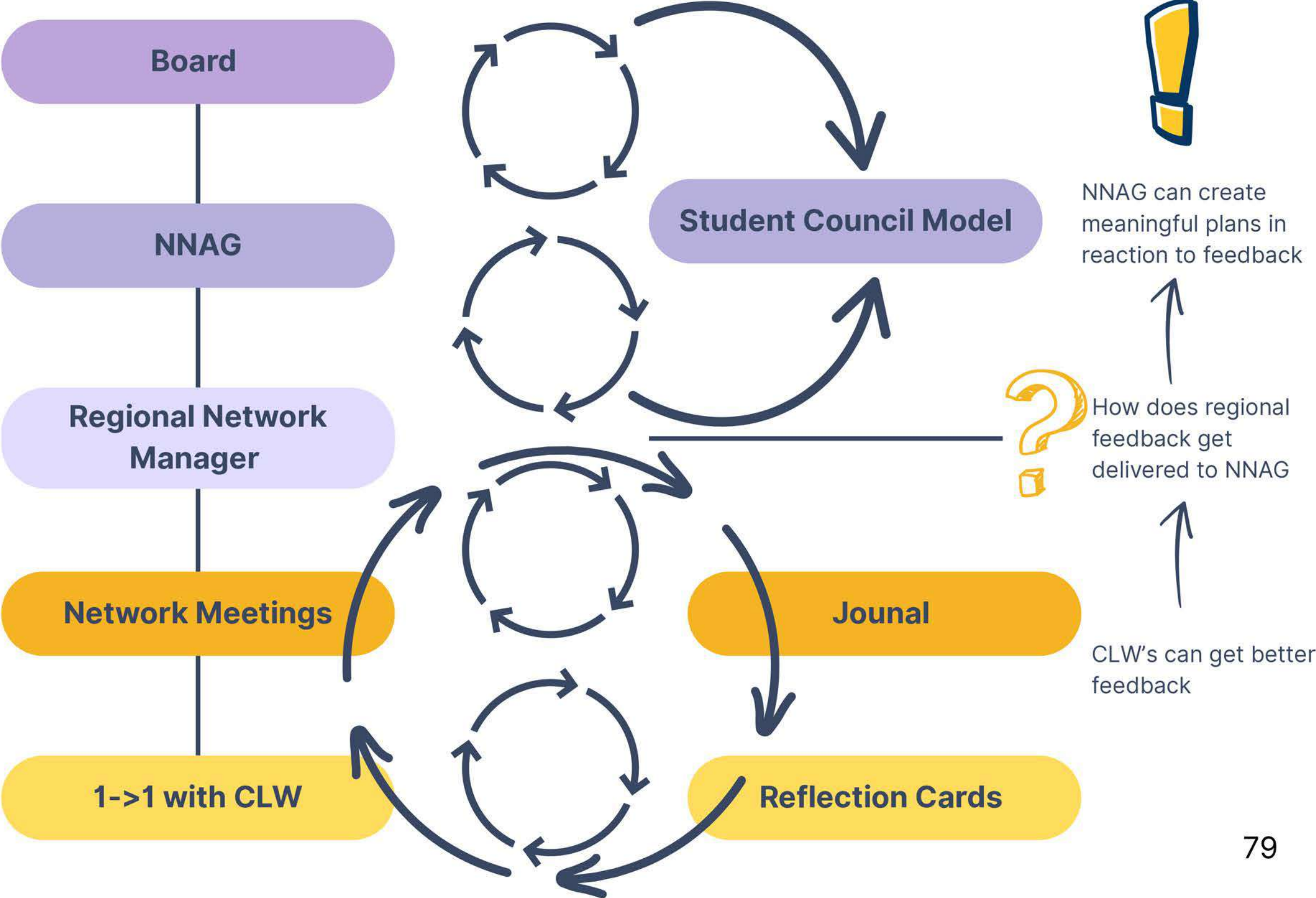


Feedback Loop



Having looked at Community Network Feedback Loop and the NNAG Feedback Loop the next step is defining how feedback moves up the chain

Design Opportunities in the Feedback Loop



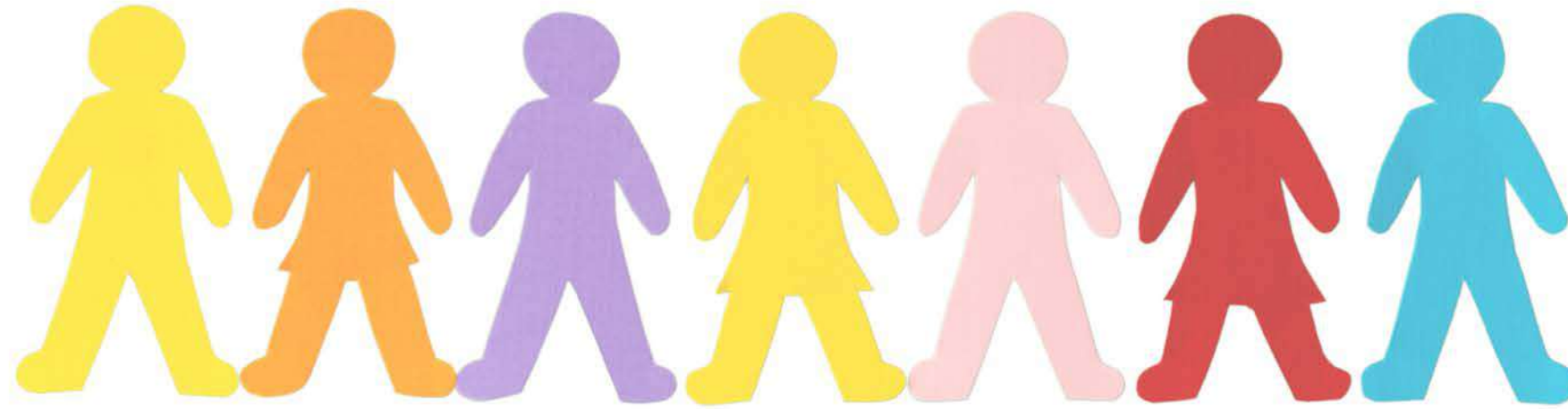
Project Limitations

We wish we had...

Learned more about CLWS
met with members earlier
not made assumptions about member reading level
visited more networks
collaborated more with Xuxa

Spent more time considering
How members join feedback process





Thank You

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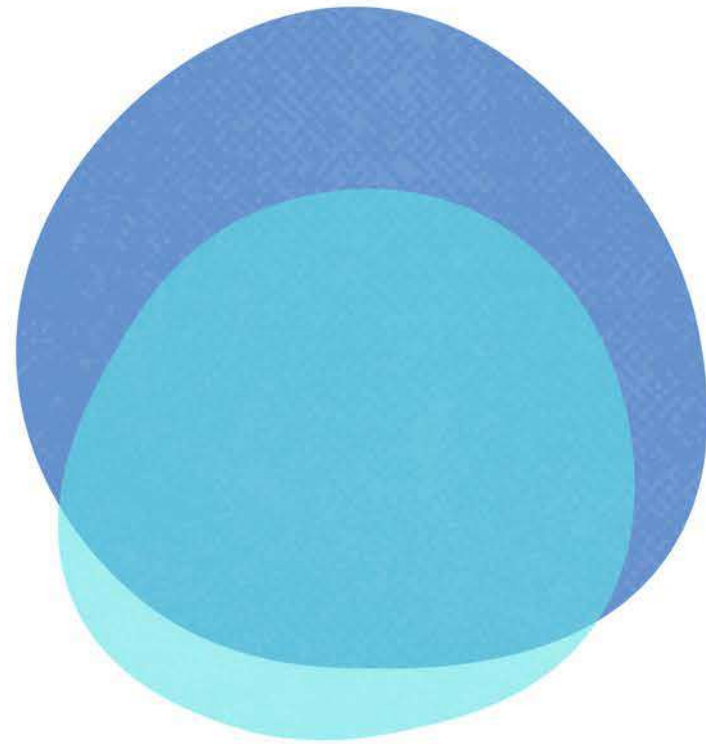
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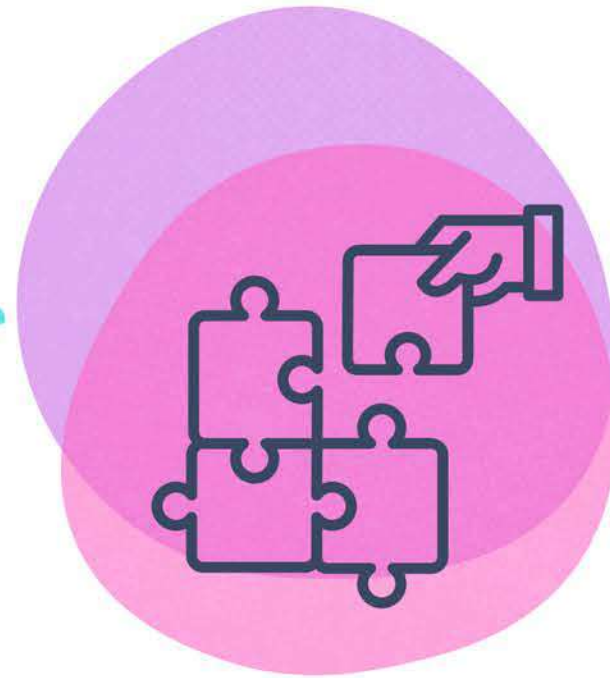
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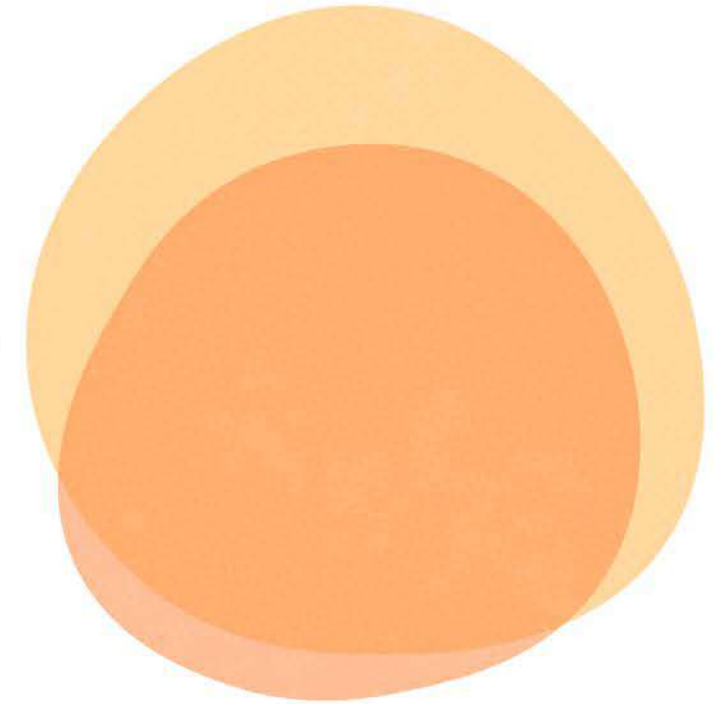
Detail the topic.
Add linked sentences on
the topic.



Add linked sentences on
the topic.



**Decision
decisive**



Write results on the
topic.

