

Healthwatch Hampshire: Community Cash Fund Report

Step by Step is a homeless charity for young people who are homeless or those facing adversity. We aim to empower clients to achieve their goals and aspirations enabling them to have the skills to lead fulfilling and independent lives in the future.

Step by Step was awarded £1958 to deliver a Health Action Graffiti project which aimed to gather feedback from the young people about their experiences of health and social care services. We specifically sort to establish clients' ideas on how services could be more inclusive, more accessible and less stigmatising. This was achieved through the delivery of three workshops during the initial phase of the project. All clients' feedback, thoughts and ideas following these three workshops were then consolidated to create the final theme for the art piece.

Workshop One:

This introductory workshop was delivered by a representative from Healthwatch Hampshire and was supported by the Training Co-ordinators. This interactive session identified which services the young people had accessed and explored the pros and cons of each service. Using a variety of methods such as case-studies, focussed discussions and mind mapping techniques valuable feedback was gathered which gave a detailed insight in to client experiences of NHS services.



Workshop Two:

Following on from the feedback gathered in workshop one, clients wanted to create an interactive and fun way of sharing their thoughts of NHS services to Healthwatch. During a consultation with the clients it was decided that we would create a film using a Go Pro camera. The Go Pro camera was chosen due to its nature of recording footage from an individual's perspective.



The first part of the session was spent selecting which iMovie film template was most appropriate to use. Clients used the new Display note software purchased from Healthwatch community fund to view which template they preferred.



Once we knew the timings for each frame on the template we then set to create the film story board and Go Pro film making plan (see below).

Different coloured cards were used for the positive and negative comments from each Health and Social Care Service. An alternate colour was chosen for the 'what we would like changed cards' section of the film. Clients then made different props that visually identified each service to use in the film making.

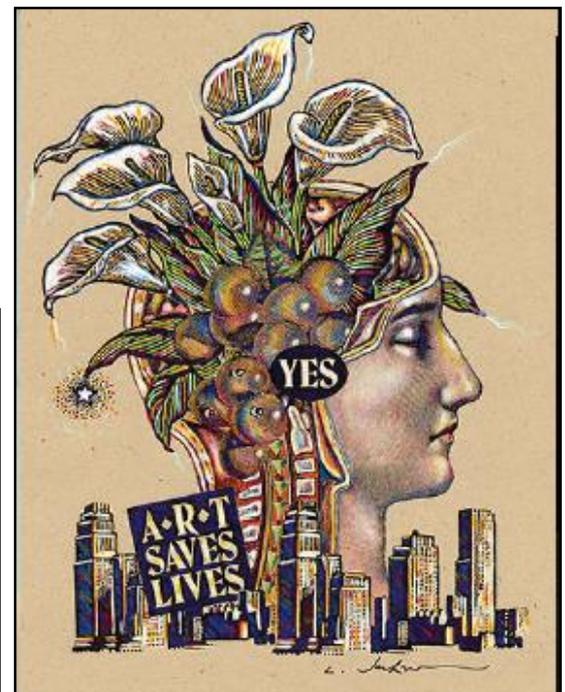
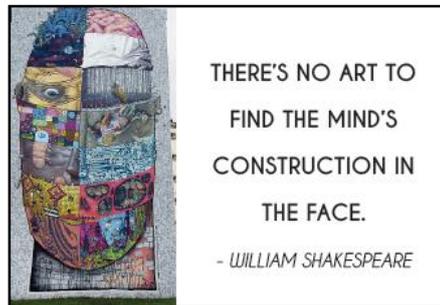


We then visited local NHS services that had been discussed in the workshops and clients filmed each other using the positive and negative comment cards for that specific service. Please see Go Pro film 1 attached to this funding report.

Go Pro film making plan

27	2.5	Wellbeing + card
28	2.5	'What' card
29	2.3	'We' Card
30	1.4	'would' card
31	1.3	'Like' card
32	1.3	'changed' card
33	1.3	'for' card
34	1.1	'Us' card
35	1.3	Games in waiting room star card – shot in Cybershed playing xbox
36	1.2	Current YP magazines star card – Shot of YP reading YP magazine
37	0.4	Receptionists – Don't ask so many questions star card
38	0.4	Please respect young people – star card
39	0.7	Bright and inviting spaces star card
40	5.0	Thank you Health watch for listening

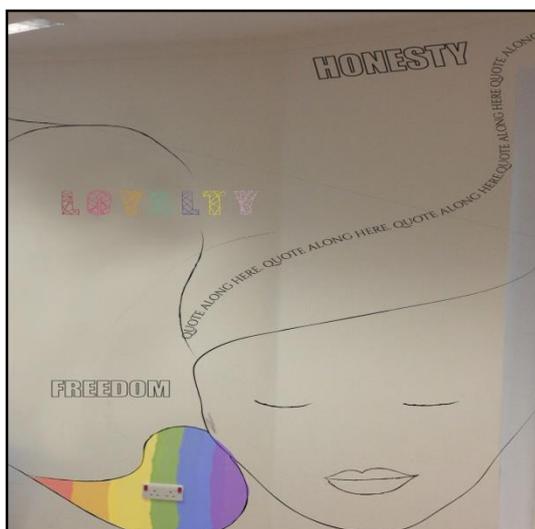
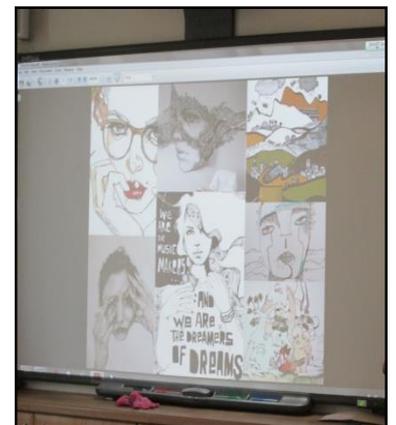
After the creation of the Go Pro film it was evident that the NHS Wellbeing Centre in Aldershot was the most accessed service for the Step by Step young people. The feedback was exceptional and the service has clearly made a positive impact on the lives of the young people living in the local area. Due to this outstanding result it was decided as a group that the final art piece would focus on the theme 'Wellbeing.' The professional artists were informed of the theme choice and they composed four conceptual ideas and theme boards in preparation to share with clients during Workshop three.



Previously we were considering painting the mural on the pillar outside the building however there were complications linked with the local council and gaining authorisation as it was in public view. Following a CTAG meeting (CTAG is Client Talent Action Group) at Step by Step clients commented that the training room was dull and not an inspiring place and requested a revamp. We choose to incorporate this request with the Healthwatch Project and confirmed that the Art mural would be painted in the training room rather than the Foyer reception or external pillar.

Workshop Three:

The professional artists were invited to attend the third workshop and share with the group their ideas in a consultation setting. The plan was for the clients to use the iPads and Display Note software to interactively vote on which of the four boards they each preferred. However due to technical difficulties with our Wi-Fi connection we were unable to do this effectively so were forced to resort to a group discussion. Clients then mind mapped what the word 'wellbeing' really meant for them and came up with key words, quotes and images to assist the artists in finalising the mural.



After the successful consultation workshop with the clients the professional artists formed a draft computer generated image of the rough spacing of images and Wellbeing quotes.

The Young people approved of the draft and the Artists were scheduled to go ahead. It was suggested that a second Go Pro film could be created to show the transformation of the training room in a time-lapse mode. See Go Pro film 2.

Client Quotes:

'I really liked that my feedback became art on the walls of Step by Step' **Jake**

'The training room is fun and bright now' **Leigh**

'I loved using the Go Pro camera and visiting the wellbeing centre' **Aimee**

Training Room Artwork:



Financial information:

Workshop session resources	
Go Pro camera	£100
Display Note software	£252
Client refreshments	£48
Artist fees	
Materials and equipment, Client consultation sessions and 3 x artwork creation.	£1258
Training Coordinator	
Facilitating phase one 3 x workshops	£100
Additional time on time spent editing the Go-Pro films	£50
Report writing and organising/ liaising with artists	£150
Total expenditure	£1958

Conclusion:

Through the Healthwatch project clients have explored local services that are available in the area and many have learned new services that are available and how to access them. In conjunction with the Healthwatch project we have been delivering a Health programme where clients have been creating achievable health goals and action plans. The Healthwatch Community Cash fund has given the opportunity for clients to extend their existing health goals with the new knowledge following the project. The wonderful art work that has been created will remain a part of Step by Step for years to come and will be enjoyed by all that access our service.

Name of person completing report: Charlotte Burley/Kelly Giles

Position held: Training Services Coordinators

Date: 25.03.2015