

General

Why are you using SenseMaker?

SenseMaker is straightforward to use and the tools within it allow people to share their story and, by answering questions about it, to generate statistical data for the project. This is incredibly useful as the stories are often powerful and offer context and insight into situations, while the numbers enable patterns and themes to be spotted.

Does it matter if we can only collect stories for a very short period?

That's fine! Any story-sharing or collecting is incredibly valuable to the project whether that's over one lunch break or every week for several months.

We won't have time to collect stories until the summer, does it matter if we don't collect anything until after May 31st?

That's fine – we're doing a push for as many stories as we can by the end of May to give us material for the Citizens' Jury but we will be collecting stories until early autumn and those will inform our later findings and reporting.

Story-Collecting

Can I be a Listener without being part of an organisation?

We would like all Listeners to be part of an organisation so they have structures and processes available to them to keep them, and anyone they support to share a story, safe. If you would like to be a Listener and are not part of an organisation, please contact Katie and to discuss this – kcooke@interlinkrct.org.uk

What do I do if a story is about abuse or something else that worries me?

You will need to follow your organisation's safeguarding policies. You may also need to contact the police on 999 for an emergency, or 101 for non-emergencies. Your organisation will be able to support and guide you.

I want to collect stories from children and young people – is that okay?

If you are part of an organization that ordinarily works with children and young people and your organization has the appropriate safe-guarding policies in place for this then, yes, that's fine and we would love to hear those stories.

If you are not part of an organization and/or your organization does not ordinarily work with children or young people then we would ask that you don't collect stories from them. Thank you.

My organisation doesn't let me go into people's homes but that's something I'd like to do to collect stories – is that okay?

I'm afraid it isn't. We want Listeners to be part of an organisation so they have the support, structures and processes to ensure they, and the people they collect stories from, are kept safe. We do not want anyone breaching their organisation's policies on behalf of the project.

Some people are telling me stories that I don't think are very good for the project – should I just not submit them? Or maybe ask them to tell me something else instead?

We would like to hear whatever story someone wants to share with us. In some cases, these may be less related to social care and more related to health or other activities and services. That's fine. We would prefer people share the story they want rather than worry about what we'd like to hear.

Some stories may mean that the questions are very applicable, that's also fine, and they can just select 'not applicable' or 'too hard to say' in those cases.

My organisation has lots of stories already collected – can I submit those?

Unfortunately not. Our SenseMaker survey asks specific questions and we need those responses to build a full picture of people's experiences. If you are still in touch with any of those people they may be happy to share their story again, and to answer the survey questions.

Will the project pay for interpreters/translators if I require those services so I can collect stories from people who are deaf or who speak Welsh as their first language, for example?

We don't have budgets available for individuals to access for things like translators. If your organisation needs resources or support in alternative formats please contact Katie to discuss this – thanks!

Is it okay to collect a story from a person who receives social care, and then also collect one from that person's carer?

It is – and they may choose to share the same story from their own perspective, or they may choose to share different stories. That would need to be their decision.

What should I do if a whole family is involved in someone's care and they all want to chip in with telling a story?

As long as you feel able to manage with that in terms of your role as a Listener, that's totally fine. Some people will have very shared experiences and it would be great to capture that.

Sharing a story

What are you doing with all the stories?

We will be looking at the stories and the data attached to them to learn more about how social care feels for the individuals involved in it. We will share these findings with Welsh Government

and, through presentations, events and our website, social care professionals, organisations and people in Wales.

We will also use key themes from the stories to inform a Citizens' Jury in September 2018.

Where people have consented, we will share some of the stories – these will be shared anonymously. At the beginning of SenseMaker people can consent for us to share their anonymised story and the data in our reporting, or to only share the data.

I've shared a story and now I wish I hadn't – what can I do?

If you'd like your story removed from our database, please contact Beth who can do this for you – bsmith@interlinkrct.org.uk

Can the same story be submitted multiple times by different people?

It can - experiences can involve multiple people and they may all want to share that from their own perspective.

Will my data be safe with you?

Yes. All the data submitted through SenseMaker is held securely and in accordance with the Data Protection Act (UK) 1998.

Time Credits

What can I use my Time Credits for?

You can use Time Credits for one hour of activity or attendance at lots of venues and activities across Wales and England. You can find a full list and search for activity near you here <https://timecredits.com/>

I don't want Time Credits – do I have to register?

You don't. Time Credits are available for those volunteers that would like to earn them – there is no obligation to register for them.

You can give Time Credits away though so, although you may not want them, you could earn them and then give them to a friend, family member, the person whose story you collected, or anyone else who'd like them.

My friend is being a Listener too, she doesn't want her Time Credits – can I have them please?

You can, if she wants to give them to you. You can't claim hers yourself, however, she can register and then give you any Time Credits that she earns.