



Get Heard – by Giving Feedback!

How to feed back from workshops to the Get Heard programme



“People ask: how is this meeting going to change my life? - and if they can't see how, they won't go. Whatever is done, you need to ensure the change affects their lives.”
Commissioner, the Commission on Poverty, Participation and Power

Throughout 2005, the Get Heard Project will be collecting the conclusions of workshops held around the UK, and towards the end of the year we'll gather them all and begin the process of drawing them together into a format that can be delivered to the Department for Work and Pensions. To complete the process we'll hold a national event in January 2006, where different stakeholders – from grassroots workshop participants to senior decisionmakers – will come together and help to shape the final conclusions to be sent to the DWP.

So, you've read the toolkit, you've held a workshop, you've got a pile of flipcharts and post-it notes full of people's views on poverty and policy – all born out of personal experience. How do all these conclusions contribute to the 2006 National Action Plan on Social Inclusion?

Four easy steps to ensure your workshops feed into the NAP:

1. Read the Evaluation overview and notes in the Get Heard Toolkit (and make sure that all workshop facilitators read them):

- Evaluation, feedback and equal opportunities monitoring (Toolkit page 3.2)

2. Fill out the feedback sheets contained in the Get Heard Toolkit:

- Feedback from workshop facilitators (Toolkit page 3.2.1)
- Evaluation sheets for participants (Toolkit page 3.2.2)

3. Keep copies for your own policy work, then send all feedback to the project co-ordinator (contact details are on this handout)

4. What else to send us:

- A description of the context in which the workshop was held and who the participants were (their age, ethnic background, gender)
- If your organisation holds a series of workshops, please write and tell us about this
- If you have a camera, send us photographs of any flipcharts you have used with the post-it notes (but please enlarge the photograph if you want us to be able to read it!)
- Information on other ways that you plan to use the workshop conclusions – e.g. in local or national campaigns, to hold another workshop to explore issues in more depth.



Four key issues to remember:

1. Selection can undermine participation!

It can be tempting to simplify the conclusions reached by a diverse group, especially when a range of complex issues are raised, but this can too easily result in some important issues being lost. The Get Heard steering group is investigating ways to ensure that the final submission to the National Action Plan on Social Inclusion does not fall into this trap. In order to make sure that the end results are meaningful, useful and have an impact on policy we need to gather data that's as 'unrefined' as possible.

2. Quiet voices deserve to be heard!

It's crucial to ensure that all members of a workshop have had a chance to give their views and 'get heard' – but it can be hard to do this. Sometimes quieter workshop members speak less because they are overwhelmed by noisier participants, but whatever the reason, their views are in danger of being ignored. It's fine to supplement a workshop with one-to-one work (pair work, interviewing each other, one-to-one support by a facilitator) where that's appropriate, or to split a workshop into two or more separate groups if that's helpful to participants.

3. The Get Heard Toolkit is a template not a blueprint!

There are almost as many ways of conducting a Get Heard workshop as there are workshops being held. The



crucial bits of the workshop are the questions about policy:

- What's working?
- What's not working?
- How should things be done differently?


Other key elements are empowerment of the participants, understanding how and why their views and experiences can make a difference, and recording their answers – and making sure that everyone has a chance to Get Heard.

4. If you don't feed back, you won't Get Heard!


See the "Four easy steps to ensure your workshop feeds into the NAPS" on the previous page...

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 www.ukcap.org/getheard/index.htm



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