



Being a Listener

Measuring the Mountain is a co-productive approach to evaluating the impact of the Social Services & Wellbeing (Wales) Act 2014. It's a Welsh Government-funded, all-Wales collaboration of the public sector, third sector and, most importantly, the people who live here.

We want to collect hundreds of stories from the diverse people and communities that access social care throughout Wales: stories about their experiences of social care and so, stories about the impact of this important piece of legislation. We want to hear from people who receive care and we want to hear from people who are carers.

Your role is vital to gathering these stories - supporting people to share their experiences and tell us what they mean to them.

The stories we're looking for

We want to collect stories from **anyone** who has recent experience (within the last 12 months) of social care in Wales - this could mean having care and support in their home, having a social worker or being a carer; it could mean being given information and advice about care and social services for themselves or for someone else; it could mean having, or providing, care regularly, or only from time to time.

We want to capture experiences that reflect the diversity of people who are involved in social care in Wales.

The role

As a Listener you will:

- Collect people's experiences, in their own words, using SenseMaker®
- Support each person to interpret their experience using the tools in SenseMaker®
- Help people to understand the project and how valuable their involvement is
- Support people to understand what opportunities the rest of the project may have for them

You will need to be able to (and we'll provide resources to help with this):

- Explain the project and why we're collecting stories
- Outline and explain the process of giving consent to be involved in the project and answer any queries someone may have about confidentiality
- Use SenseMaker® and explain the tools within it confidently
- Be impartial, and support someone to tell their story using their own words

Getting started

On the project's website - www.mtm.wales / www.mym.cymru - you will find resources on:

- Using SenseMaker®
- What the project is and what it will achieve
- Being an impartial Listener
- What to do if you are told something upsetting or worrying

All of the resources are short, and watching or reading them all will take less than hour - please take the time to do this so you are comfortable with the role and confident about the project.

Time Credits

If you are a volunteer collecting stories, you can join the Spice Time Credits scheme. Time Credits work very simply: for every hour that you contribute as a volunteer, you receive one Time Credit.

This Time Credit can then be exchanged for an hour of activity provided by one of the hundreds of corporate and community partners in Spice's network, including the Wales Millennium Centre, Llanelli Scarlets, the Tower of London, Madame Tussauds and Ice Arena Wales.

To get more information about Time Credits please visit www.justaddspice.org and to register with the scheme please go to the 'Being a Listener' page on www.mtm.wales or contact Amy Cole at Spice - 029 2056 6132.

Before you collect your first story

There are a few things to do, or keep in mind, before you go out and collect your first story:

- Practice with someone you know well - get them to share an experience with you and go through the whole process of explaining the project, who you are,

what the stories will be used for, and make sure you're comfortable using SenseMaker and that you're comfortable explaining the interpreting tools

- Charge up your tablet, phone or laptop and make sure you will have a signal or wifi wherever you plan to do your collecting. If you using the paper version make sure you have plenty with you as well as pens and pencils.
- Make sure you can clearly explain that the data will be anonymous, what to do if people want to contribute but not share their story and the circumstances under which you would have to break confidentiality.
- Keep yourself safe - plan your interview, consider accessible, public venues to meet people at and make sure someone knows where you are and when to expect you back - read the resources on the website and contact the project if you have any concerns or queries.

If you are undertaking this role as part of an organisation, ensure you are following their safeguarding policies and processes, and any other volunteer or staff policies that would apply.

If you are undertaking this role independently, please ensure you have contacted the project to discuss the role and staying safe.

We will be in contact with Listeners and organisations with occasional updates about the project as well as news, events and further opportunities to get involved. These will also be posted on our website along with outcomes from the project.

If you have any questions or queries about the project and its activities please contact Katie – kcooke@interlinkrct.org.uk / 07964 407 739.

Thank you so much for contributing your time to make this project a success.