



Welcome to Measuring the Mountain!

Thank you so much for being involved; your time and energy helping others share their story with the project will help us understand what social care feels like for the individuals involved in it.

We will be sharing our findings with Welsh Government and with organisations, social care professionals and people in Wales so they can see what is working less well in social care, and what is working really well.

With your help, we want to make this information as complete as possible by hearing from as many people as we can.

As a Listener, you will help people to share their story by using our SenseMaker survey. Some people will need a little bit of help and others will need a lot; and some people will want to share a long story and others just a very short one.

This means that collecting a story could take between about 10 minutes and 30 minutes.

We want to hear whichever story someone wants to share (there's more about this in 'Being a Listener') – and we'd like to hear it in their words, and from their perspective.

The following pages contain everything you need to be a Listener:

- Checklist of resources, actions and activities
- Staying Safe
- Using SenseMaker – Quick Guide
- Being a Listener – a How to Guide
- Time Credits – what they are & how to register
- Project Overview, data and consent

We want to you, and the people you collect stories from, to be safe and well during this process so you must speak to your line manager or supervisor at your place of work or volunteering before you undertake this role. Make sure you read their safeguarding policies and any others they say you should read.

If you are undertaking this role independently, please ensure you have contacted Katie Cooke, Project Manager to discuss the role and staying safe.

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

Before you start	
Speak to line manager/supervisor at work/volunteering organisation to check they are happy for you to spend time collecting stories for the project	
Follow all your organisation's safeguarding policies and procedures any others they suggest	
Read through the Resources on www.mtm.wales – print out any you need. The ones you need are: <ul style="list-style-type: none"> • Staying Safe • Using SenseMaker – Quick Guide • Being a Listener – a How to Guide • Time Credits – what they are & how to register • Project Overview, data and consent 	
Watch the SenseMaker video walk-through - https://www.youtube.com/watch?v=EazObMseN-0&t=5s (search 'Measuring the Mountain' on YouTube to find our channel)	
Collect a story from someone you know – this will be good practice and the story can be submitted	
Make sure you're comfortable explaining: <ul style="list-style-type: none"> • The project • Why we're collecting stories • What we'll do with them • The consent process at the start of SenseMaker • What we do with people's stories and the data 	
Read about the Citizens' Jury so you can explain it to anyone who'd like to be a Juror	
Before each story-collection	
Charge your phone – make sure you have the numbers you need with you eg your organisation's	
Check you will have Wi-Fi or data if you're using your phone or tablet to collect the story	
Save the SenseMaker survey link to you browser favourites or home-screen	
Make sure you have enough paper copies with you if you're completing those (make sure you have pens/pencils too) – and that you have a few as back-up in case the Wi-Fi, for example, isn't working	
Ensure: <ul style="list-style-type: none"> • you know where you're going, • that your organisation know where you'll be • that you're following all your organisation's relevant policies 	
After each story-collection	
If anything in the story was upsetting or worrying to you speak to your line manager or supervisor	
If you used a paper copy – post this to Katie (you can wait until you have a handful) at Interlink, Melin Corrwg, Upper Boat CF37 5BE	
If you're doing this as a volunteer – enjoy using your Time Credits!	

Staying Safe while being a Listener with Measuring the Mountain

As a Listener, you will be a member of staff of, or a Volunteer with, an organisation which is supporting the Measuring the Mountain project.

If you are undertaking the role of Listener independently, and not as part of an organisation, you must contact Katie to discuss this – kcooke@interlinkrct.org.uk / 07964 407 739.

We are incredibly grateful for your time and contributions, and want to make sure that you, and the people you speak to, are safe throughout this process.

You must ensure you have read **all** of your organisation's safeguarding policies and procedures, as well as any others that relate to being a member of staff or a Volunteer in the role of Listener. These may include, but aren't limited to, lone-working policies, out-of-hours policies, driving on official business, and processes for reporting and discussing concerns and issues.

As a Listener, some of the things you need to think about are:

- Where you will meet someone
- How you will be contact with that person
- How you will maintain good boundaries
- What you will do if you hear something you find upsetting or concerning

You should discuss *all* these things with your organisation so they can support you, and so you can ensure you are following all the appropriate policies and procedures.

Things to keep in mind:

- Meet people in public places that are easy to get to for both you and the person sharing their story
- If you are being a Listener as part of your usual role with an organisation ensure your organisation is aware of this, and aware of any extra time this means you will spend with people
- Make sure someone knows where you are, who you're with and that you have a process for keeping in touch with them
- Charge your mobile phone and ensure you have contact details for your organisation with you
- Make arrangements to meet someone using your organisation's contact information, do not give anyone your personal contact details
- Explain your role at the beginning of meeting with someone so they, and you, are clear about the purpose of you being there – you can also give them a project flyer
- You are a Listener with Measuring the Mountain, and so, you are not there to solve problems for anyone, or directly address issues that they are experiencing. You should report anything that concerns or upsets you to your organisation and ensure you follow their safeguarding processes

Thank you for supporting Measuring the Mountain and helping others to share their stories – we hope you enjoy being involved in the project.

For further information, including how to register for Time Credits if you are a volunteer, please visit www.mtm.wales / www.mym.cymru

Using SenseMaker® – A quick guide

We're using SenseMaker® because it captures stories, and creates statistical data through people's responses to questions about their story. It's very straightforward to use and you can use it to share your own story, or to help someone else share theirs.

Our survey has three pages – depending on how much you tell us, it takes about 30 minutes to share one story and respond to the questions. Your progress isn't saved until you submit the story on page 3 so you will need to make sure you have time for the whole thing.

This quick guide will be most useful when you are looking at our SenseMaker® survey:

<https://merlion.sensemaker-suite.com/Collector/collector.gsp?projectId=MtM&language=en#Collector>

Page 1

Page 1 tells you about the project and checks that you are happy to be involved. All stories and data are anonymous and we will hold all information we capture securely.

As part of the project reporting, we will share some of the stories we capture alongside the data that they generate. People can choose to:

- allow the project to share their story and the data it generates (top box) OR
- they can just share the data (bottom box).

For those that only want to share the data, the process is exactly the same, but the project will know not to share the story any further.

If you are supporting someone else to share their story, please make sure they understand what they're consenting to.

Page 2

Page 2 is the survey and has 23 questions on it – a number of these only require ticking a box.

First a story is typed in, or written down if you're using the paper version. The story is given a title and then there are questions about the story.

We take privacy very seriously so please don't use real names in the story.

Questions 5 – 9

These questions are triads – triangles with a statement or question above them, and words at each corner that are responses to that question. They have a ball in the middle of them.

To respond to a triad, you click or press and hold the ball, then move it closest to the response you want to give. The more strongly you feel something, the closer the ball should be to those words.

If all three things apply equally, then the ball will be in the middle. If two apply more than the other one, the ball will be closer to those two. If one applies more than the other two, the ball will be closest to that one.

If you're helping someone else, they may be able to move the ball themselves, or you can move it to where they say is best. If you're using a paper copy, you put a dot or a cross in the right place on the triangle.

All triads have a box under them to tick if 'none of these' apply.

Questions 10 - 12

These questions are sliders and you move the marker to give your response. Our sliders have less good situations at both ends, meaning the middle is where things were about right. There is no right or wrong answer to any of the questions on this survey, we just want to know what people's experiences were like.

All sliders have a box under them to tick if it's 'too hard to say' for any of the questions.

When responding to triads and sliders, the balls and markers will turn blue when you have pressed, moved and released them. You can continue to move them after they've turned blue.

Questions 13 – 21

These questions provide extra information about the story and the person who has shared it. They help the project to analyse and understand the information we've collected.

Question 22

This asks if someone is sharing their own story or if a Listener has collected it. If a Listener has collected the story, they are asked to provide their unique identification number.

The unique identification number is the last six digits of the Listener's mobile phone number (or landline if they don't have a mobile). This information helps the project understand more about how stories are collected and, for those Listeners that are earning Time Credits, this will enable Measuring the Mountain to let Spice know how many stories each unique number has collected.

Page 3

On this page the story is submitted. You won't be able to move to this page unless you've written in the story box, given it a title and responded to the triads and sliders. The story and the responses to the questions cannot be changed once they've been submitted.



For more information about Measuring the Mountain, registering for Time Credits and other aspects of the project including the Citizens' Jury, please visit our website www.mtm.wales / www.mym.cymru

Being a Good Listener

Thank you so much for supporting Measuring the Mountain and helping others to share their story. This document outlines some approaches, tips and suggestions for getting the most out of each story.

We want to hear stories rather than case studies: stories are personal, tell us a lot about context and perception, and they focus on a particular experience. People are telling each other stories all the time, so most people will have something to share.

Because these are stories and not case studies please:

- Write them in the first person ('I') as though it is the person speaking to you that is writing
- Don't worry if the story isn't highlighting something particularly good or bad – that doesn't matter at all - we'd like to hear about any experience a person would like to share
- Try to capture one experience with each story, rather than summarising someone's interactions with a service, or charting their progress in some way. If someone has several stories they'd like to share that's great, and we'd love to hear them all
- Use their words as much as possible

One good way to help someone share their story is to:

- Ask them the prompt question (question 1 of SenseMaker – you'll have been through other aspects of the project already by then)
- Let them tell you the story without you writing anything down – just listen, and maybe ask some questions
- Then write it down
- Read it back to the person, and check that this is what they wanted to say and that the language is about right
- Make any changes they say are needed

You'll remember a lot more than you might think by just listening the first time around, and you'll make sharing the story much more enjoyable for the other person.

Please keep in mind:

- The person sharing the story may need to stop and think – silences can feel uncomfortable, but sometimes they're needed
- Try not to rush someone, make sure you've allowed enough time for each story. You can let the other person know at the start how long you've got and, if needs be, keep a clock in sight
- Don't put words in someone's mouth, it's really tempting at times to finish someone's sentence but it is usually more annoying than helpful

- You may not agree with someone’s interpretation of an event, or how they’ve expressed an experience – please don’t let this influence how you document it, or how you help that person to answer the SenseMaker questions
- You may have a story in mind that you think that person should share but don’t let this stop them sharing something else

We want people to share any experience or story that stands out for them which means some of them will be very positive, some negative, some will be recent and so come to mind more easily; there will be long stories, short stories; stories that involve lots of people, those that involve no-one else; some of them will be fragmented and half-remembered, and others will be detailed and precise. All of these are totally fine, and we’d love to hear them all!

Staying impartial

This can be really difficult! If you follow the guidance above then you will be most of the way there with being impartial.

The most likely way to influence someone’s story is if they aren’t sure what is meant by ‘social care’ and ask you to give an example of the kind of story they could tell. Your first thought may be something specific to them, eg if they have a carer, you might suggest they tell you a story about their carer.

This may mean they then tell you exactly the story you’ve just suggested.

On the first page of SenseMaker are some examples of what we mean by social care. You may want to create short list for yourself so you can give examples that don’t apply to the person you’re speaking to.

For example, you may say to someone who doesn’t have meals on wheels – ‘well, someone who has meals on wheels, might tell a story about that’. Or to someone who doesn’t have, or provide, respite care – ‘well, someone who has respite care might share a story about their most recent stay there’.

Questions and approaches you might want to use in different situations

As you help people to share their stories, you may encounter some situations that are trickier than others to manage. We’ve outlined a few suggestions for approaches to take in these, and you’ll need to use your knowledge, skills and judgement to decide on the best thing to do.

<p>The story is about something abusive or about criminal activity</p>	<p>You need to report this. Depending on what you’re told you may need to call 999 or 101 to speak to the police. In ALL cases, you MUST follow your organisation’s safe guarding policies.</p>
<p>Story is very long and detailed</p>	<ul style="list-style-type: none"> • Offer a timeframe for the story collecting saying it should take a few minutes for the story or that you’ll need to leave by... • Summarise as much as you can as you go – ‘It sounds like you’re saying...’, ‘Can I just check that...?’ • Suggest focusing on just one element of what they’re saying, and to focus on their experience

	<ul style="list-style-type: none"> • If there are multiple stories in there, try to identify and summarise them, then suggest you can hear them each individually, or ask that they choose one • Details are nice, but not always necessary especially if someone is struggling to recall them
Story is very short	<ul style="list-style-type: none"> • Ask open questions like ‘How did you feel about that?’, ‘What happened next? Before that?’, ‘Can you tell me a bit more about that?’ • Once you’ve answered the SenseMaker questions, ask if there’s anything else they’d like to add to the story – you may have some additional prompts from the questions • The story may only be very short and that’s fine. It may also be just a fragment rather than a whole story and that’s also fine
You’re not sure the story is quite what the project is after	<p>That’s fine! The project is primarily about social care but we are anticipating stories about health services, social groups and activities, and any number of other topics.</p> <p>Social care is a part of people’s lives and we’re expecting that the stories we hear will reflect this.</p>
The story is about someone another person, not the person telling it	<p>This may be fine – in some cases a story may focus on someone else but the person sharing it was there, and was involved. What we don’t want, are second-hand stories from the perspective of a person who isn’t there to contribute.</p>
The story is confusing	<p>Try to clarify the story as much as you can. Use questions like:</p> <ul style="list-style-type: none"> • Can I check that..? Am I right in thinking that..? <p>Don’t worry if you can’t really understand the story, especially if you’ve listening to it for a while – the answers to the questions will still be incredibly helpful, and answering those questions may make some aspects of the story clearer.</p>
You don’t know if their story is true	<p>That’s fine – we’re asking for stories because a person’s perspective is such an important factor in their experiences.</p> <p>We want Listeners to support people to share their stories but, as much as possible, to not influence them. This can be especially difficult if you know someone, and think that something in their story isn’t quite right, but please don’t write down anything that the other person hasn’t said – their understanding of a situation is critical to our understanding of social care experiences.</p>



Time Credits

Volunteer Listeners can join the Spice Time Credits scheme. Time Credits work very simply: for every story a volunteer contributes, they 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.

You can also give your Time Credits away so, if you think you might not use them, but you know someone who would, then you can give them as a gift to them.

You can find out more about spending your Time Credits here: <https://timecredits.com/>

Registering for Time Credits is very easy – you can go to our website www.mtm.wales/be-a-listener and there is a button called 'Register for Time Credits'.

This will take you to Spice's registration form where you can fill in a few contact details about yourself. This will register you with their network; closing the form will return you to MtM's website.

When you join the Time Credit Network, Spice asks you for personal information to help run and evaluate its Time Credit service. We'll explain a little bit more about this when you complete the Spice Membership form, but it's good to know now that we will ask for your name, address, contact details and date of birth. We also ask for your consent to collect information on your health, income and race and ethnicity to help us learn who is using our services so we can improve them. You can choose how much or how little to share.

As part of the SenseMaker process, at the end of collecting a story, we ask Listeners to provide the final six digits of their mobile number, or, if they don't have a mobile, their landline number - if you are happy to give this to Spice as well, we will be able to use it to see how many stories you've collected.

Measuring the Mountain will not be able to identify you from the last six digits of your phone number and any information you choose to provide Spice with will not be shared with us.

You do not need to provide your whole phone number, and if you would like to be volunteer Listener and you don't have a phone number, or would prefer to not share the final six digits, please contact Katie – kcooke@interlinkrct.org.uk.

For more information about Time Credits please visit www.justaddspice.org

What is Measuring the Mountain?

Measuring the Mountain is funded by Welsh Government for one year. It's a co-productive approach to evaluating the impact of the Social Services & Wellbeing (Wales) Act 2014 and focuses on the experiences of individuals rather than those of social care professionals or organisations.

The project has two phases which, at their core, will help us (and so Welsh Government) understand what social care is like for the individuals involved in it.

The two phases are:

- Story-collecting – we want to collect 2000 stories by early autumn, and we'd like to collect as many as possible by June
- A Citizens' Jury – this will be informed by what we find out from the stories. Further information about being part of the Jury will be on our website – www.mtm.wales

We will report on the project activity and findings at intervals throughout the year, and we will compile final reports of all of our findings at the end of the year.

What's the point in sharing a story? Will anything change?

This project is about building a picture of social care and how it feels for the people involved – we expect to highlight areas of very good practice and some areas of less good practice, as well as lots of key themes, issues, activities and ideas. These will be shared with Welsh Government and with their evaluation team, who will be spending at least 3 years looking at the impact of the Social Services and Well-being (Wales) Act 2014.

We will also be share our findings with organisations, social care professionals and people in Wales through events, presentations and various reports.

This project will not immediately change services, and we are aware of the frustration this may cause for some, however, it will enable the people who can change services to understand far more about what's needed.

What will happen to the stories and the data?

We're collecting the stories using SenseMaker and all stories will remain confidential. This means we won't be able to identify individuals from their story or from their responses to the questions.

We will share our findings, anonymously and as widely as we can and it is important that people know what they are agreeing to.

At the start of SenseMaker we ask if people are happy to take part and offer two options:

- That we can share their story and the data that comes from the questions they answer OR
- That we can only share the data

In both cases, the person would share a story, and this would go into SenseMaker, but if they only want to share the data, then the story will go no further than into the survey database.

The database of information from the survey is held securely and in accordance with the Data Protection Act 1998 (UK).

If someone later decides they would like their information withdrawn from the project then they can contact Beth Smith – Bsmith@interlinkrct.org.uk who will be able to do this.