Co-Designing For Real

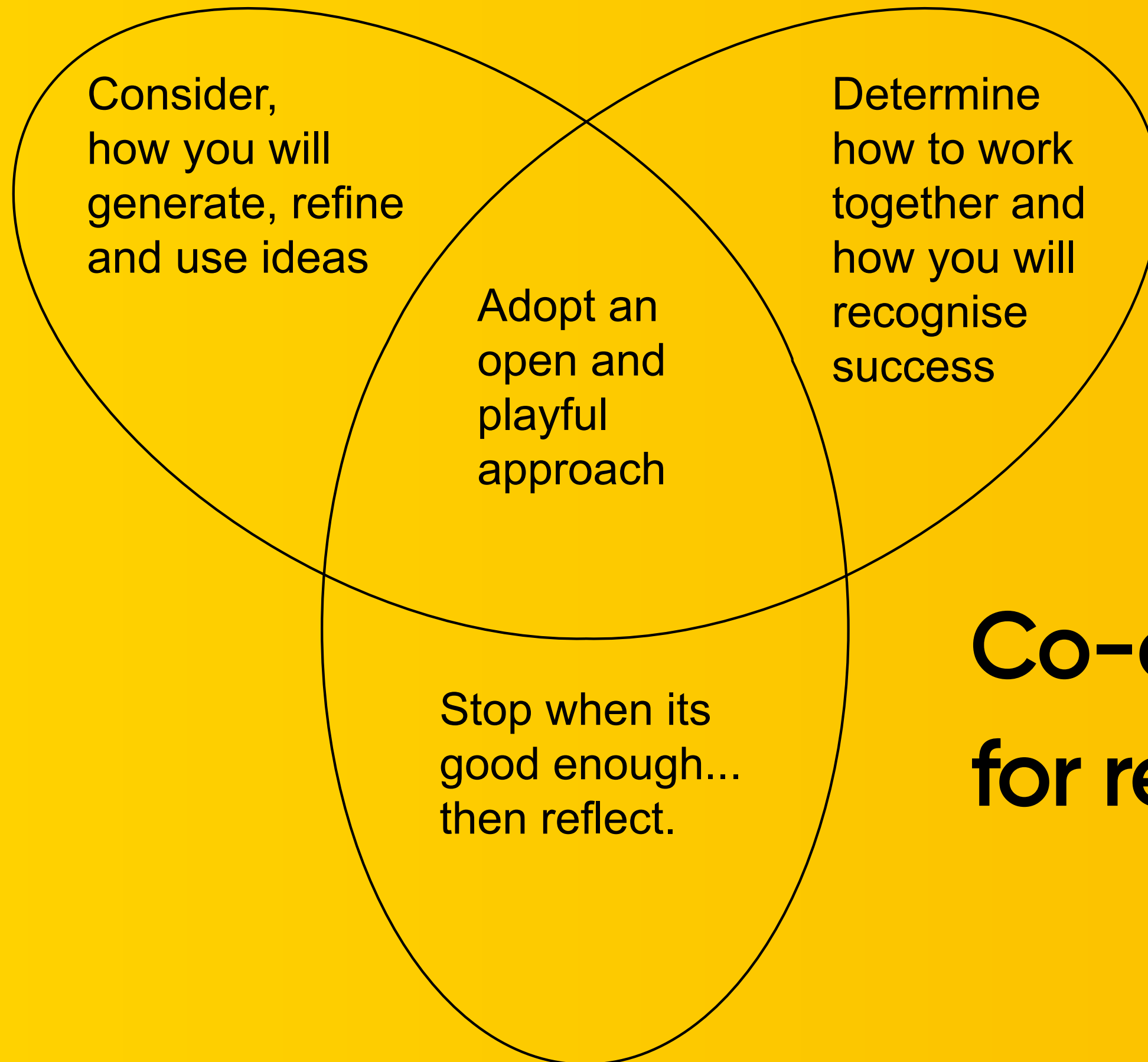**Professor Leon Cruickshank**

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Lancaster University

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Lancaster University

Imagination Lancaster

PROUD

Co-Design Project
Lancaster City Council

BEYOND THE CASTLE

2,000 Participants
700 Co-Designers
5 Design Facilitators

BEYOND THE CASTLE

PROUD

Investing in Opportunities

This project has received
European Regional
Development Funding
through INTERREG IV B.

INTERREG IVB

BEYOND THE CASTLE

BEYOND THE CASTLE

PROUD

Investing in Opportunities

This project has received European Regional Development Funding through INTERREG IVB.

NWE INTERREG IVB

"What has changed for us is a whole new way of trusting people"

Helen Ryan,
Public Realm
Development Manager
Lancaster City Council

Leapfrog:
transforming public engagement by design

3 year project
£1.28 million, funded by
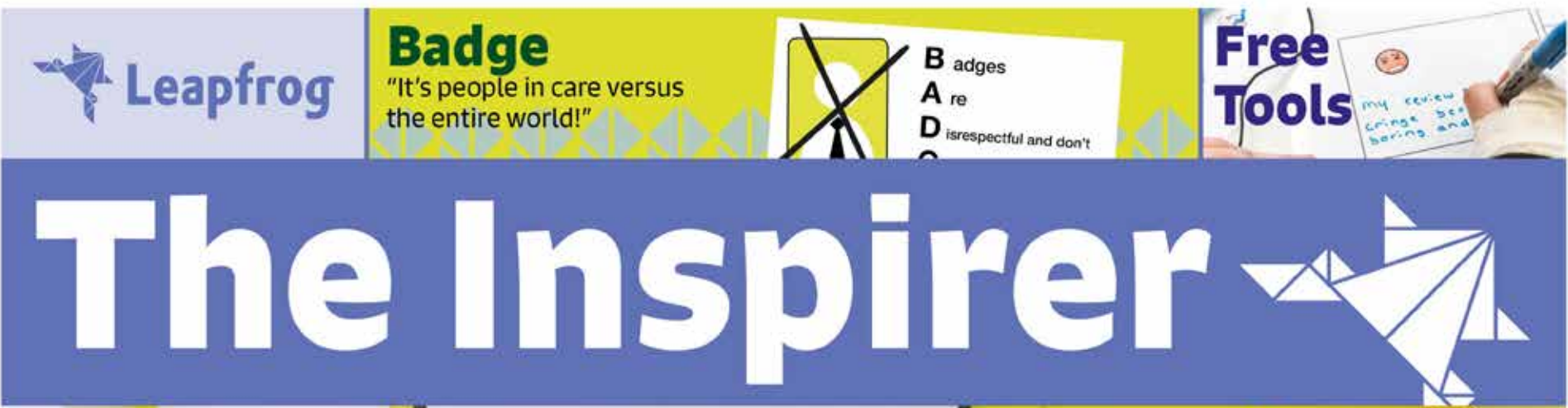The Arts and Humanities Research Council

Lead: Lancaster University
with Glasgow School of Art

https://imagination.lancaster.ac.uk/leapfrog-tools

![Leapfrog]

Badge
"It's people in care versus the entire world!"

B adges
A re
D isrespectful and don't
G

Free Tools

The Inspirer

The young designers showing their approval of a Leapfrog workshop at Child Action Northwest in Blackburn.

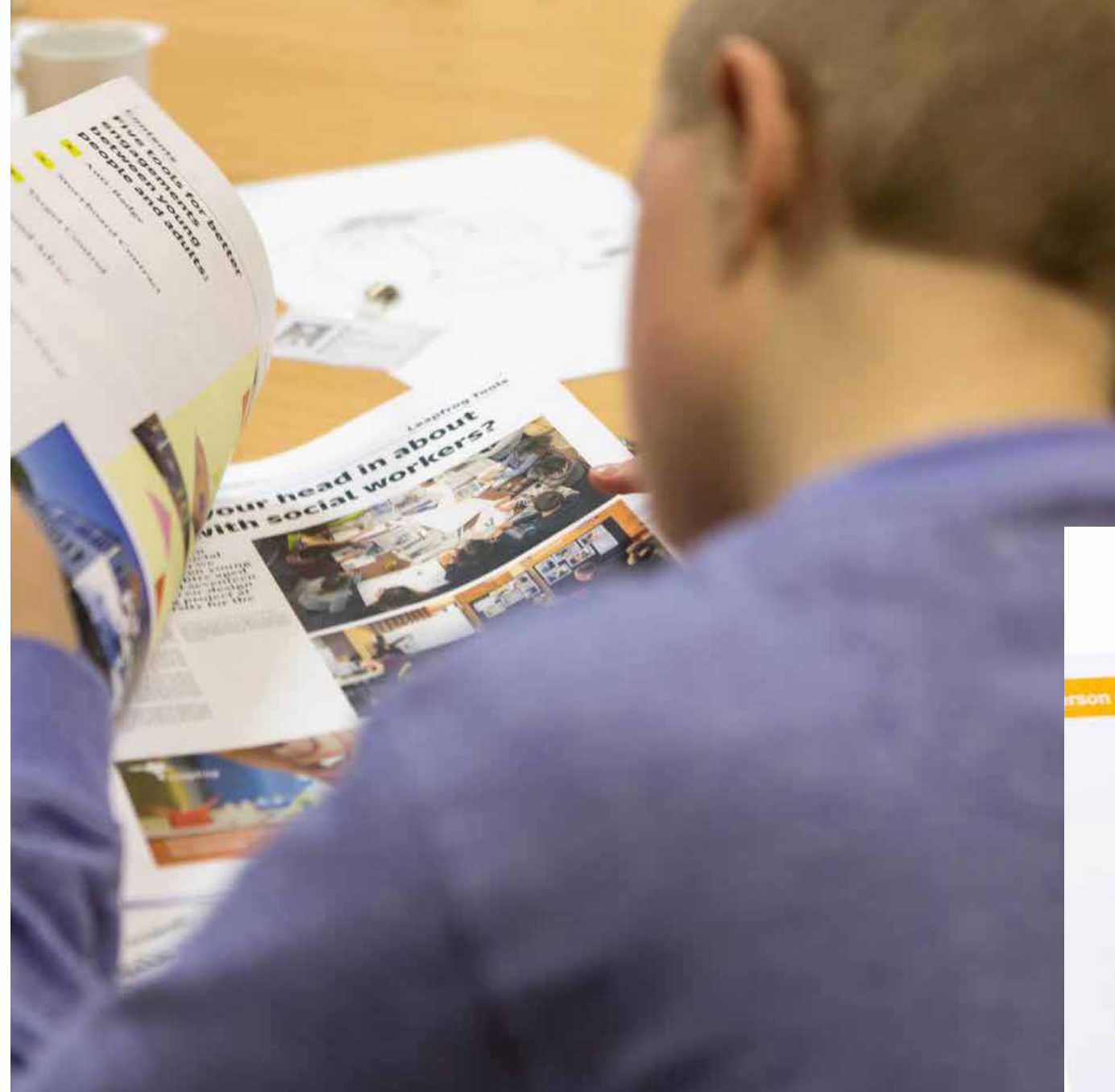# Young people make tools to ensure adults in authority hear their voices

A group twelve to seventeen-year-olds from Lancashire came together to think of new creative ways to fix their problems as part of a

The next day, they got to work refining and testing ideas for tools that would tackle the group's four most frustrating problems.

The group came up five diverse and flexible tools, which they named themselves; BADGE, Sound Advice, Topic Tally, Storyboard Contract and Target Control.

If you love them and want to use them again, they're all available (with the exception of Sound Advice because all you need is sound recorder) to print over and over again from the Leapfrog website www.leapfrog.tools. Some of them are simple enough that you could sketch out the basic tool yourself.

Whatever way you choose to use the tools, Leapfrog is really interested in finding out how you use and adapt them, so please get in touch.

Target Control

Working on individual target controls

It's Time to Get Control

Target control is a way to get young people to think about how they can gain more control over the things that frustrate them and make changes in their life.

Why should you use it?

The designers could think of lots of things that frustrated them about being in care but it was harder for them to think of ways to fix the problems.

Target Control helps young people to think about how much control they have over each of their problems

...and it also challenges them to think about if there is anything they can do to fix the problem for themselves.

For example, if social workers wearing identity badges really annoy them, they could decide to talk to the support worker about it and show them the BADGE tool.

How it works

Target Control is based on an idea called 'The Control and Influence Model' in Stephen Covey's book; 'The 7 Habits of Highly Effective People.'

Covey talks about using three circles to show what you have complete control over, what you can influence or change, and things that concern you but you cannot do anything about it.

The idea is to help anybody do more about the problems they can change and worry less about the problems they cannot do anything about.

We recommend that the young person write the problems into one of the three circles depending on how much control the young person thinks they have on each one.

When we did it, we collected all the words from the work the young people had done and printed them onto the Right Words sticker sheet tool that is free from our website but it's easy to just write them onto the circles with a pen

Below we've made a word cloud of some of the words generated our designers generated and used. Try it yourself with the Target Control on the opposite page

Download more at **www.leapfrog.tools/**
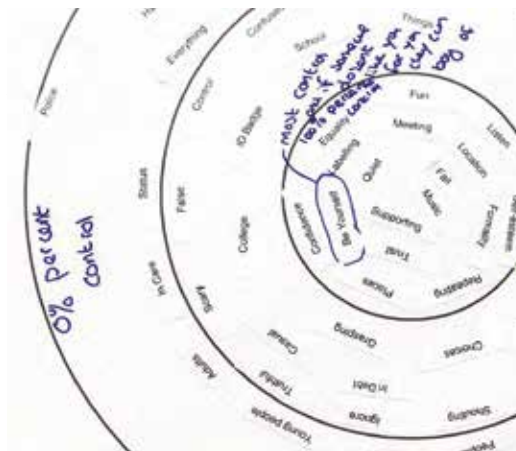
An example of how one of the young designers used Target Control

Young Designer:

My future meetings...

One young designer said the weekend had actually given him ideas about things could do in meetings with support workers.

He said he would...

Say what I want to happen and be more confident towards them.

A selection of the words generated by the young designers in a word cloud created on wordle.net, which they used on their Target Controls

Find more of Target Control to print and use on the Leapfrog website at **www.leapfrog.tools/target-control**

Make a change to make a difference...

Try Me

Things that I cannot control

Things I could control or change

Things I have total control over

Halving Confidence

Music

Identity Badges

Boring Meetings

School

How much control do you have over the things that annoy you?

Can you write your problems into the three circles above depending how much control you have?

Are there are things you could do something about to get more or less control?

Would you be able to then move any between the circles?

Print more at **www.leapfrog.tools /target-control**

Tools for Food Stories

Rethinking R&D in Museum Learning
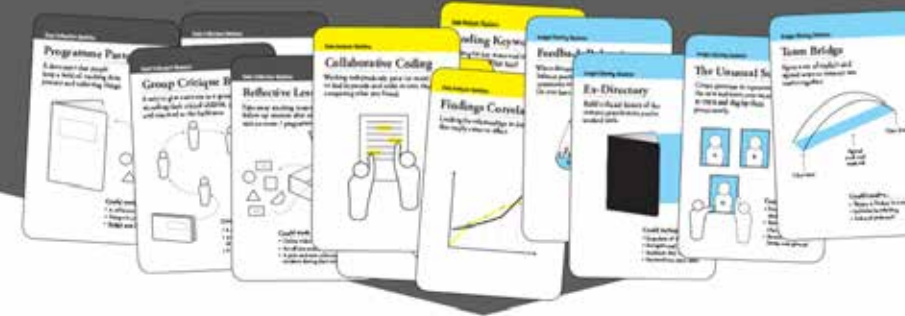
Conversations at SCALE

VALUING VOICES
Evaluation beyond tick boxes

NEW TEAM TOOLS

Working with YOUNG PEOPLE

CONNECT UP

https://imagination.lancaster.ac.uk/leapfrog-tools

Flexible ways to capture and tell stories about food and food poverty

Food Places: Scribble-on sheets to kick start discussion about buying and cooking food.

Dinner Plates: A playful placemat for talking about food together.

Tried & Tested Recipe Book: Invite people to contribute simple recipes to make a book together.

Food Snapshots: Capture how people shop, cook and eat day to day.

Talking Food Card Deck: 45 questions to help start conversations about food and food poverty.

Local Food Cards: 45 photos to inspire people to share funny stories and tales about food.

Food Safari Menu: Help people explore local food with a menu of 12 mini research challenges (and a big map).

9 Boxes: A flexible way to reflect on 9 days, 9 meals, 9 ingredients… 9 of anything that matters.

Download a zip file of Leapfrog Tools for Food Stories Toolbox

Tools for Food Stories

https://imagination.lancaster.ac.uk/leapfrog-tools

Supporting care professionals to conduct person centred evaluation that goes beyond just tick boxes.

Reflective Tools – Reflect on and record the experience of a service

Blog Builder: The Blog Builder is an evaluation tool that gathers personal reflections from people, rather than responses to set questions

Me Map: The tool can be used by providers to work with users to set aims, building on what is working now and their personal ambitions for the future.

What Why: The What Why tool supports service providers to quickly and visually gather and represent feedback

Snap Shot Tools – Take a snap shot of a service

Evaluation Dashboard: Evaluation Dashboard is a quick and visual way to evaluate different aspects of a service

Evaluation Meter: Evaluation meter is quick and visual way to gauge just how someone rates the service they have used and start that conversation

VALUING VOICES
Evaluation beyond tick boxes

https://imagination.lancaster.ac.uk/leapfrog-tools

Dec 15 Jan 16 Feb 16 Mar 16 Apr 16 May 16 Jun 16 Jul 16 Aug 16 Sep 16 Oct 16 Nov 16 Dec 16 Jan 17 Feb 17 Mar 17 Apr 17 May 17 Jun 17 Jul 17 Aug 17 Sep 17 Oct 17 Nov 17 Dec 17 Jan 18 Feb 18

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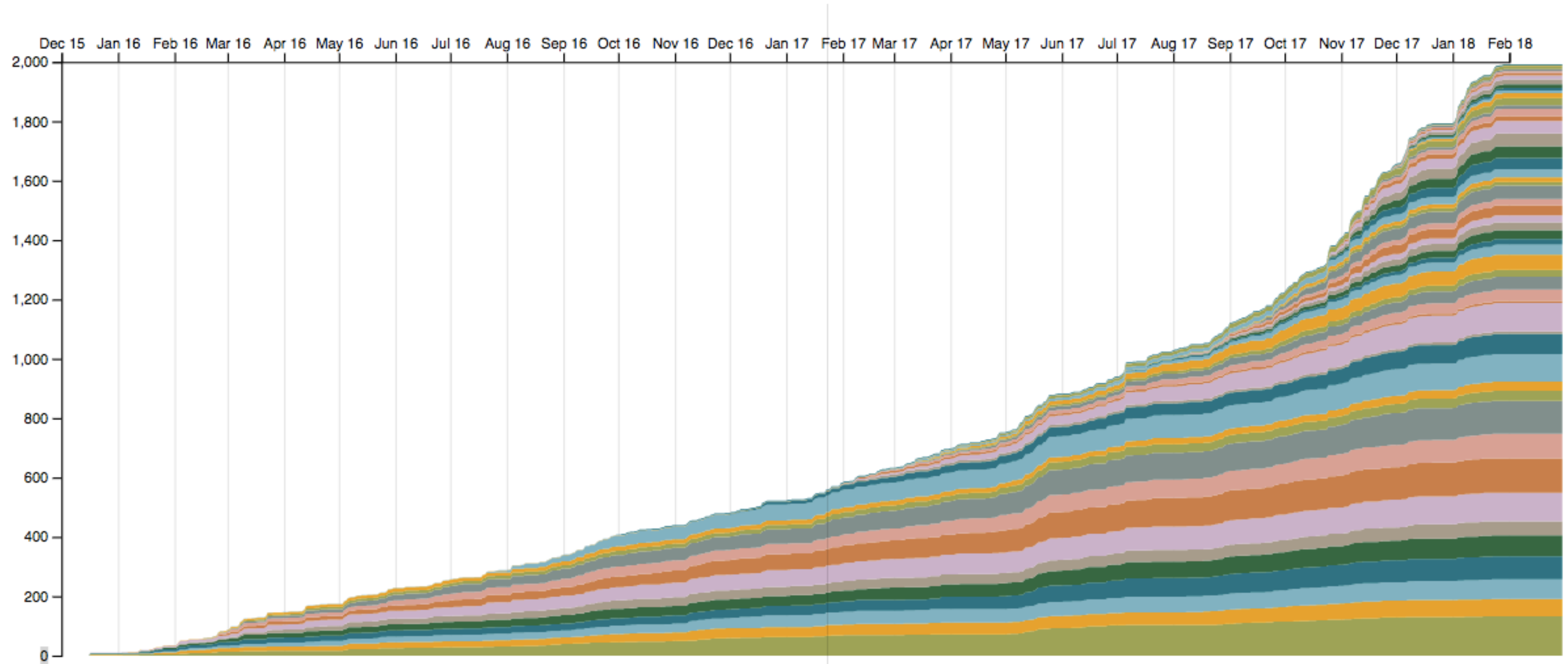
Events

47 Project Work

37 Community Dissemination

19 Academic Dissemination

Consider, how you will generate, refine and use ideas

Determine how to work together and how you will recognise success

Adopt an open and playful approach

Stop when its good enough... then reflect.
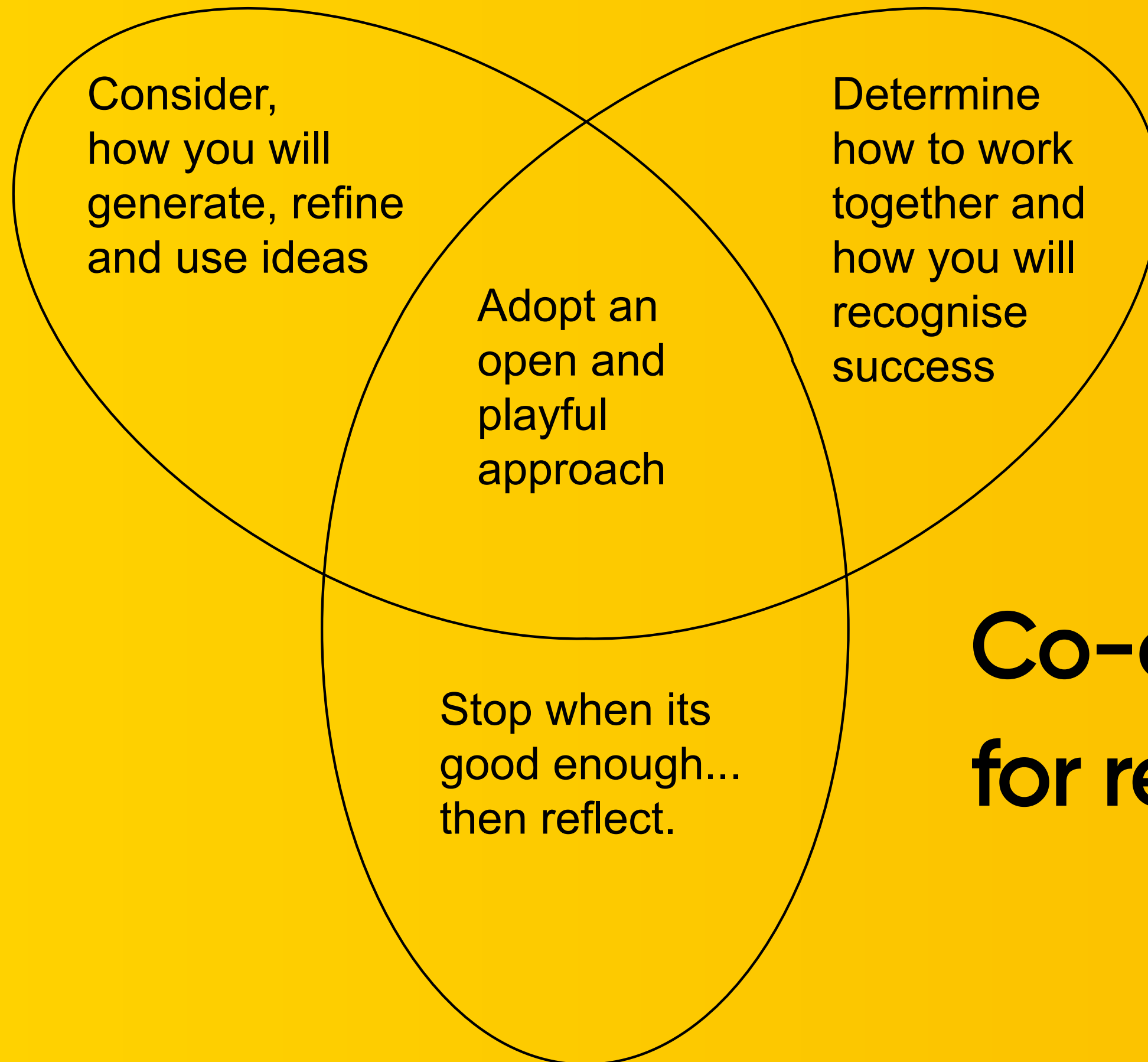
Co-designing for real

Born Into Care

A small project to co-design an accessible usable description of the process by which an unborn child may be taken into care at birth. Helping parents, family, social workers, health workers and others to better have a common understanding
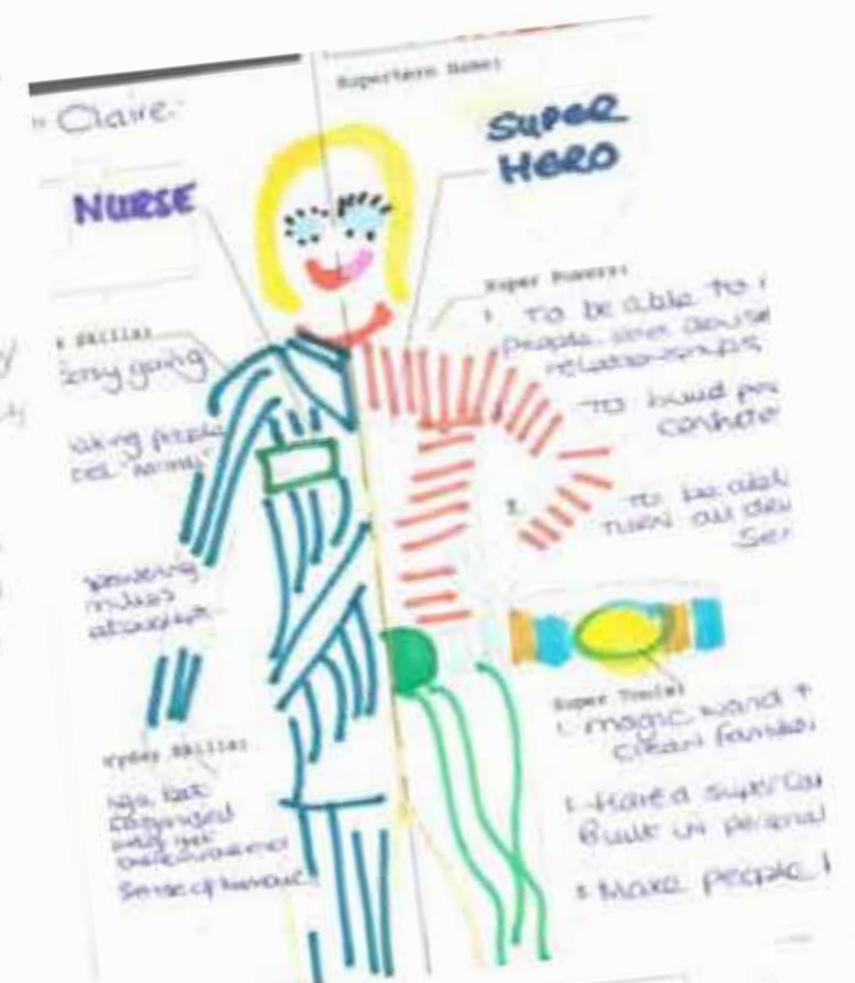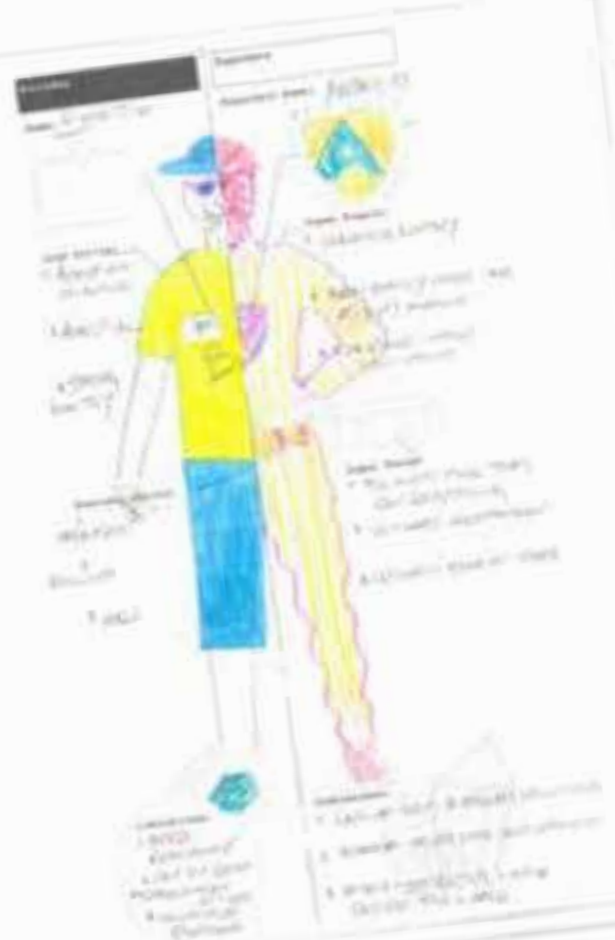
Superhero warm up

Everyday <Insert Job Title>

Name:
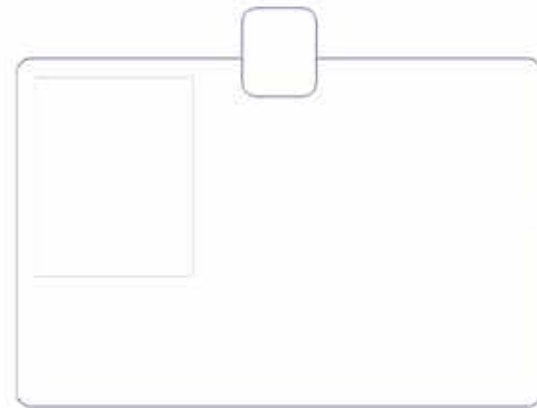
Core Skills:

1.

2.

3.

Superhero <Insert Job Title>

Superhero Name:
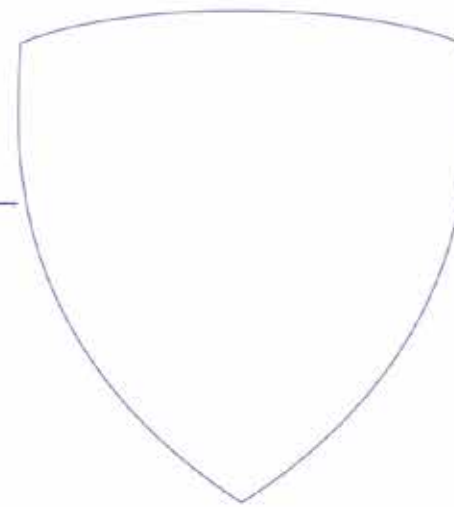
Super Powers:

1.

2.

3.

Superhero warm up

An editable PDF acting as a 'scaffold' to help people be creative

Email me if you would like a copy
L.Cruickshank@lancaster.ac.uk

Thinking about map style....

Emotional safety plan

You can add your words and pictures below to describe what you need to feel safe before, during and after birth

- My needs
- Baby's needs
- My partner's needs

©The For Baby's Sake Trust 2022. Emotional Safety Plan template created with support from the Safer Beginnings project in partnership with Best Beginnings and The White Ribbon Alliance UK. Free to use without adaption. www.forbabyssake.org.uk

Levels of Need – At a Glance

LEVEL 2/ UNIVERSAL PLUS

LEVEL 3/ INTENSIVE SUPPORT

Multi-disciplinary team led by a Lead Professional

Early Help Plan

LEVEL 1/ UNIVERSAL

LEVEL 4/ SPECIALIST SUPPORT

Child Safeguarding and promoting Welfare

Information Sharing
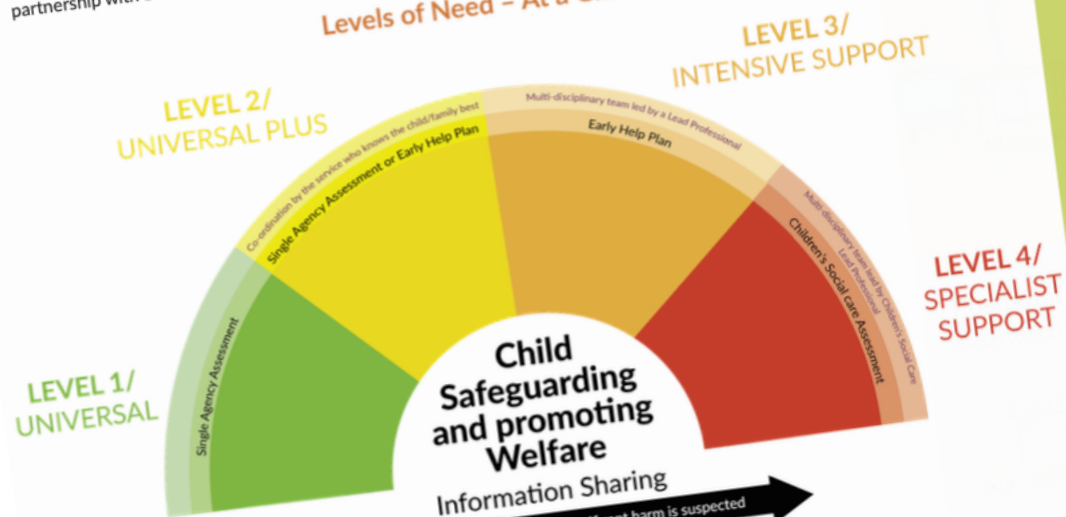
Go straight to Level 4 as soon as risk of significant harm is suspected

If in doubt, consult with agency safeguarding leads, or the Duty Social Worker in your area:
Lancashire 0300 123 6720; Blackpool 01253 477299; Blackburn with Darwen 01254 666400

Your Space

This is the property of

_____

(First Name Only Please)

Find our about your rights from the Family Rights Group - **www.frg.org**

Version 1

THE MAP

Understanding Your Family's Journey

This leaflet is for families, where there are worries with your unborn baby. A social worker or other care professional should help guide you through process described here.

Contacts

Person
Contact

Scan to go to the detailed document that explains this map.

BLACKPOOL Families ROCK WE ARE A KIND TOWN

Referral Further

When people continue to have ... your unborn baby or child

Moving Forward

...tial Child Protection ...ference (ICPC)

...CIN)

Moving Forward

Core Group

Child Protection Plan (CP)

Review Child Protection Conference (RCPC)

Early Help

...rocess

...en concerns for your unborn ...ontinue or have got worse.

Family Request /Agree Section 20 Accommodation - the child becomes Looked After or one of 'Our Children'

Legal Gateway Meeting

PLO Review Every 4 Weeks

Initial Public Law Outline (PLO)

Continue With Child Protection Plan

What order?

Start Care Proceedings

Discharge Planning Meeting

Continue to Child Protection Plan

Scan to access the detailed MAP

Document 1 A5 folded simple map

Starting the Referral

What might happen when people are concerned for your unborn baby or child

Why are we here? See Levels of Need

Referral Made

Moving Forward

Moving Forward

Strategy Discussion

Section 47 Assessment

Request for Support Hub Referral Considered

Early Help Assessment (EHA)

Child And Family Assessment (CAFA)

Moving Forward

Early Help

Moving Forward

Taking the Referral Further

Next steps when people continue to have concerns for your unborn baby or child

Moving Forward

Core Group

Child Protection Plan (CP)

Initial Child Protection Conference (ICPC)

Review Child Protection Conference (RCPC)

Early Help

Child In Need (CIN)

Moving Forward

Postnatal Process

Steps to end legal processes

Birth and Discharge Plan

Interim Order
Becoming Looked After or one of 'Our Children'

What order?

Final Order

What order?

Discharge Planning Meeting

Start Care Proceedings

Continue to Child Protection Plan

Scan to access the deatiled MAP

Prenatal Process

Legal steps when concerns for your unborn baby or child continue or have got worse.

Family Request /Agree Section 20 Accommodation
- the child becomes Looked After or one of 'Our Children'

Legal Gateway Meeting

PLO Review Every 4 Weeks

Initial Public Law Outline (PLO)

Continue With Child Protection Plan

Starting the Referral

What might happen when people are concerned for your unborn baby or child

Why are we here?

See Levels of Need

Referral Made

A referral is when someone contacts Children's Services because they have concerns about the safety and well-being of a child or unborn.

Who?

Moving Forward

Strategy Discussion

When Children's Services has reason to suspect that your unborn baby or child is suffering, or likely to suffer significant harm. The meeting involves other services such as Police and Health sharing evidence to make a decision. Parents and family will not be invited to participate or attend the strategy discussion.

Who?

Moving Forward

Section 47 Assessment

The assessment to decide if an unborn or child is suffering or likely to suffer significant harm.

Child And Family Assessment (CAFA)

An assessment used by children's social workers to understand the issues and the impact on the unborn and whole family.

Who?

Early Help Assessment (EHA)

Providing extra support as soon as a worry emerges.

Who?

Request for Support Hub Referral Considered

The family will be contacted within 2 working days of a referral. So may not be contacted over a weekend.

Moving Forward

Families leave the referral process.

Early Help

Providing extra support as soon as a worry emerges.

Who?

Moving Forward

Families leave the referral process with support from a range of 'universal' services, For a more detiled description follow the QR code to the apendix document.

Scan to access the detailed description of this process

Document 2 a 4 page detailed map

Starting the Referral

What might happen when people are concerned for your unborn baby or child

Why are we here?

See Levels of Need

Moving Forward

Moving Forward

Referral Made
A referral is when someone contacts Children's Services because they have concerns about the safety and well-being of a child or unborn.

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When Children's Services has reason to suspect that your unborn baby or child is suffering, or likely to suffer significant harm. The meeting involves other services such as Police and Health sharing evidence to make a decision. Parents and family will not be invited to participate or attend the strategy discussion.

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Request for Support Hub Referral Considered
The family will be contacted within 2 working days of a referral. So may not be contacted over a weekend.

Early Help Assessment (EHA)
Providing extra support as soon as a worry emerges.
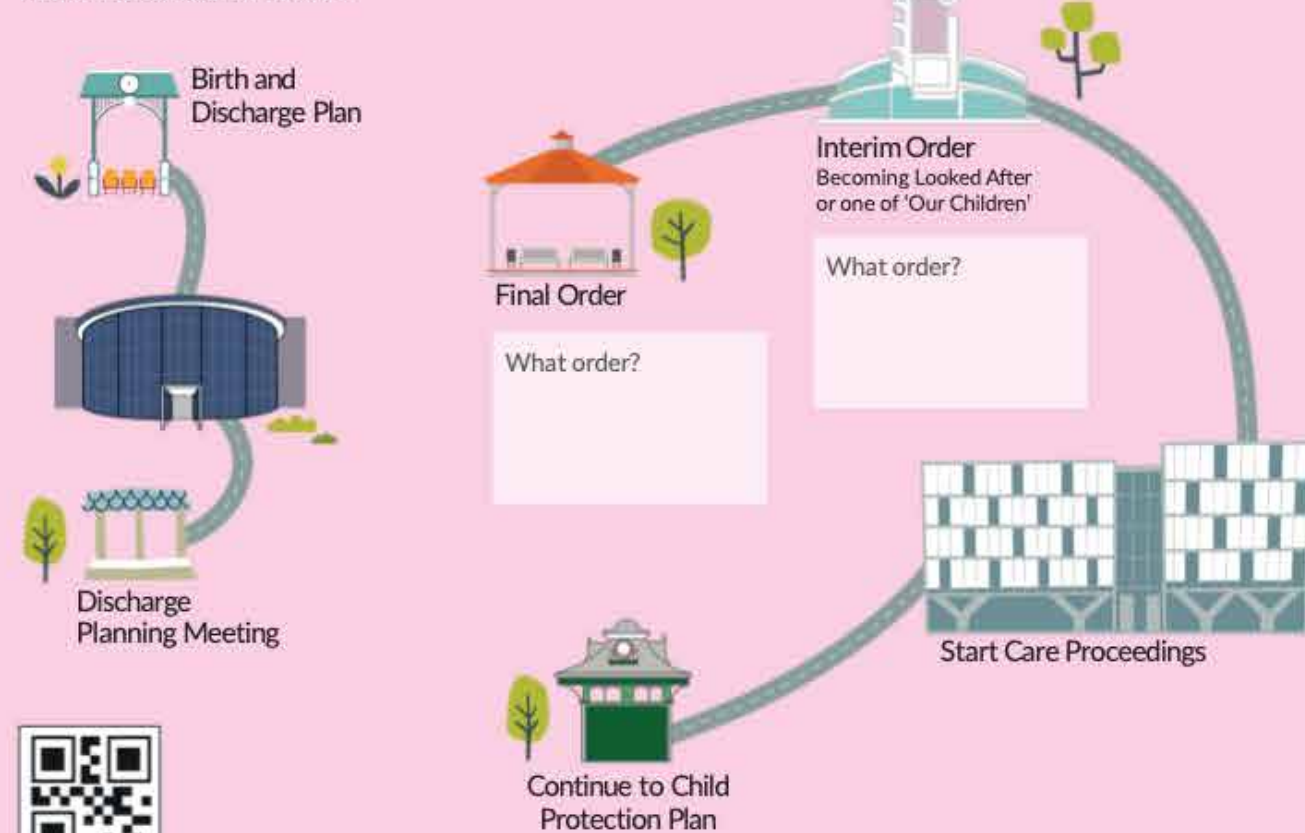
Who?

Moving Forward
Families leave the referral process...

Taking the Referral Further

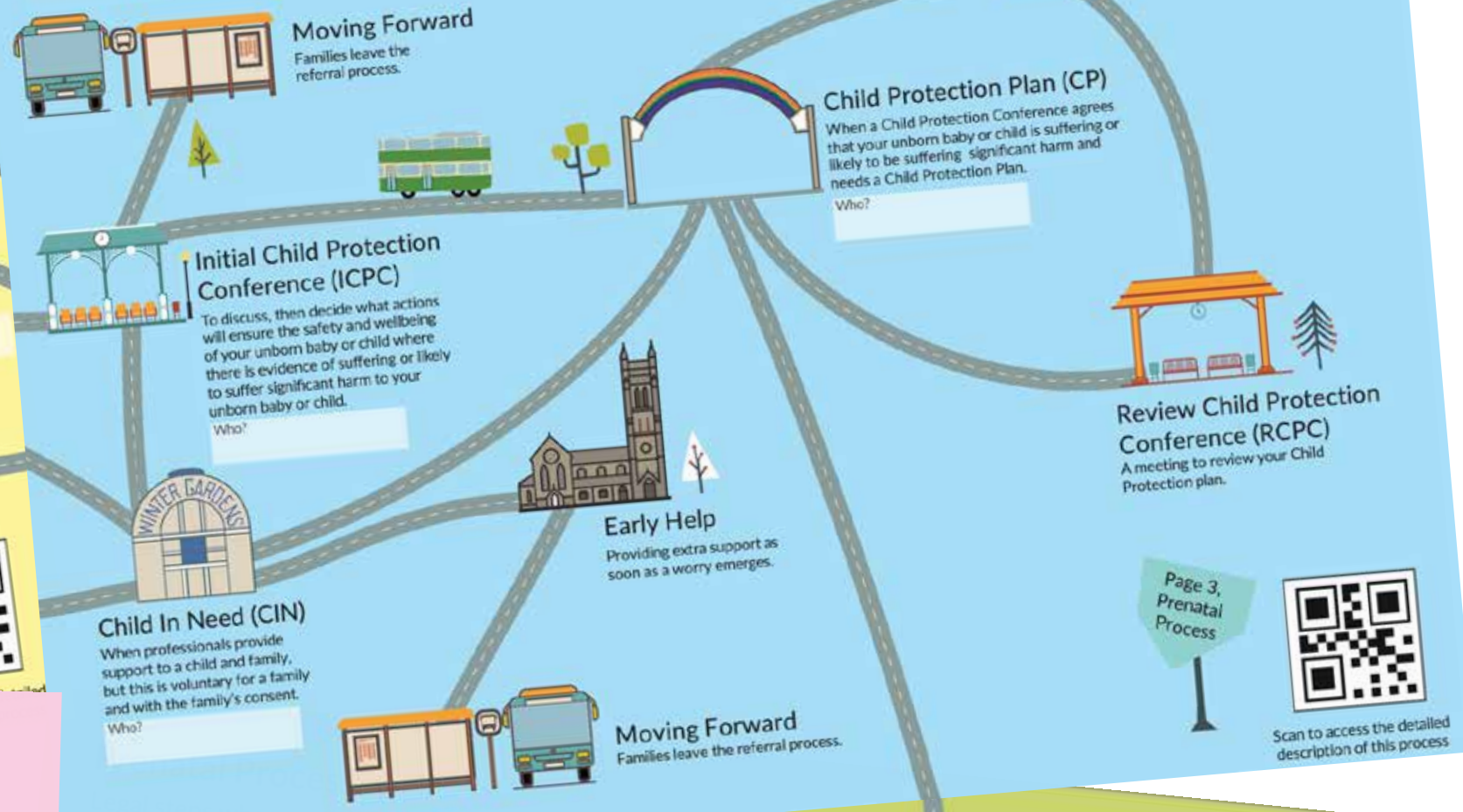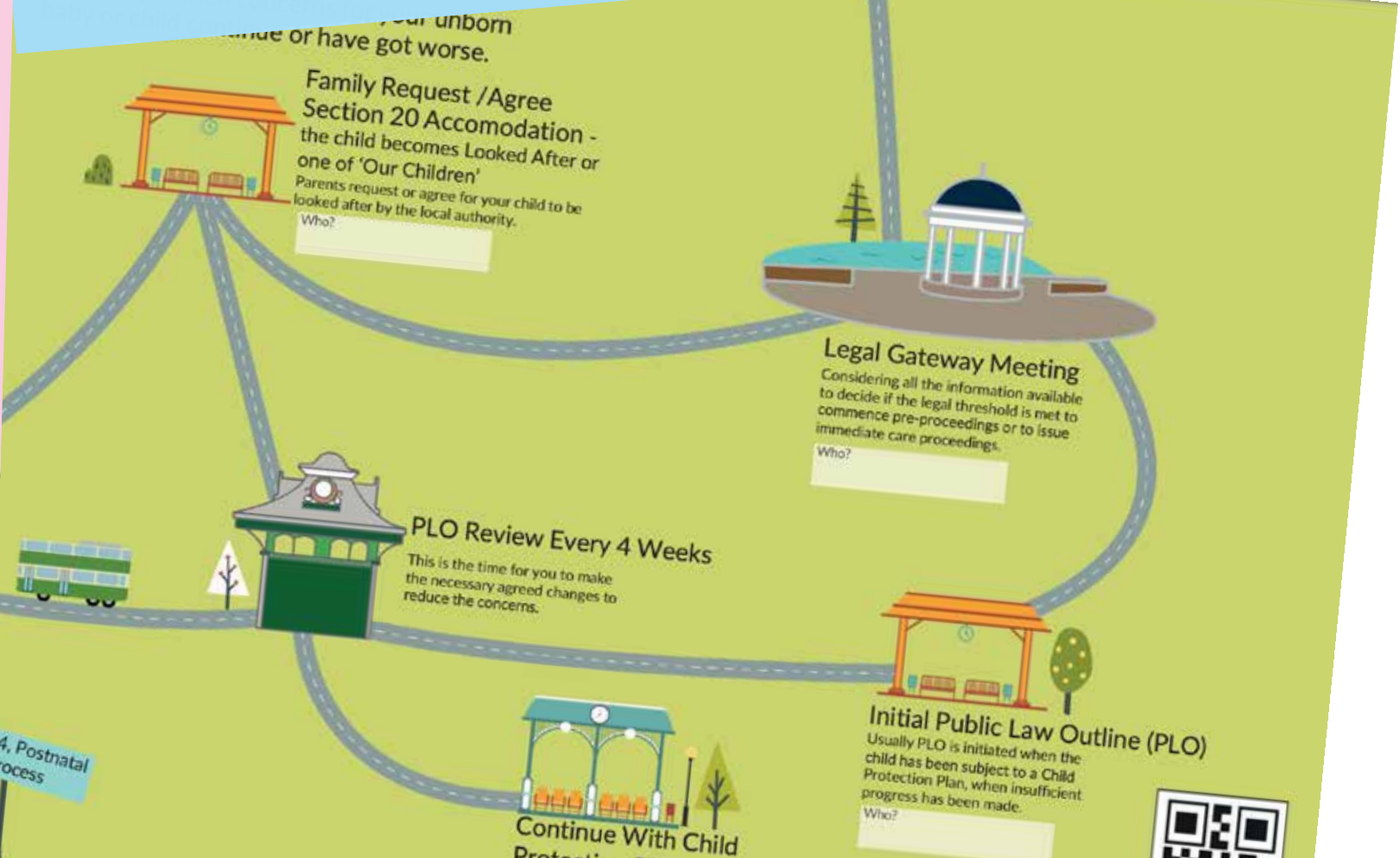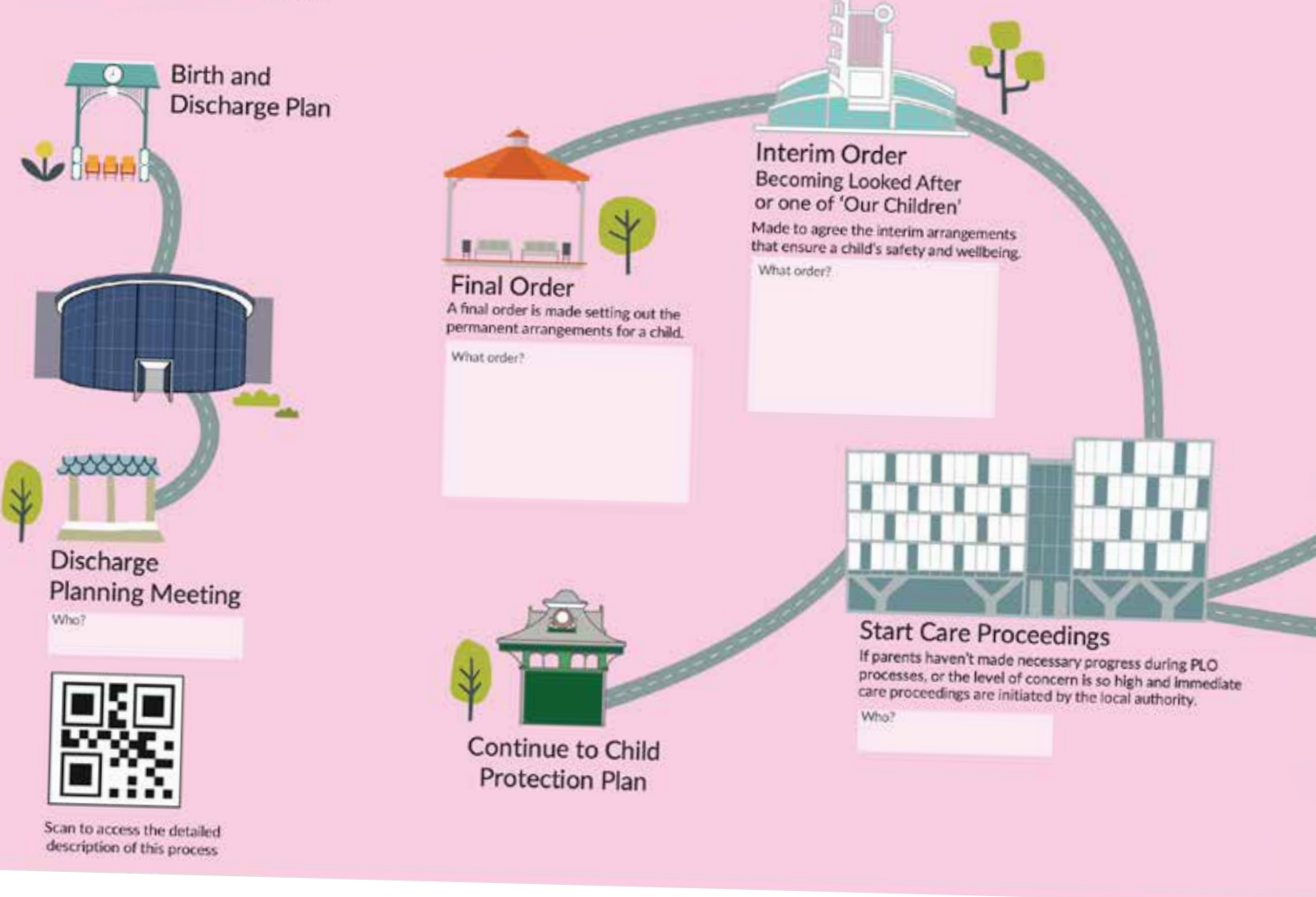Next steps when people continue to have concerns for your unborn baby or child

Core Group
The family members and professionals who are best placed to work together to achieve the goals and actions set out in the Child Protection Plan.

Who?

Moving Forward
Families leave the referral process.

Child Protection Plan (CP)
When a Child Protection Conference agrees that your unborn baby or child is suffering or likely to be suffering significant harm and needs a Child Protection Plan.

Who?

Initial Child Protection Conference (ICPC)
To discuss, then decide what actions will ensure the safety and wellbeing of your unborn baby or child where there is evidence of suffering or likely to suffer significant harm to your unborn baby or child.

Who?

Review Child Protection Conference (RCPC)
A meeting to review your Child Protection plan.

Early Help
Providing extra support as soon as a worry emerges.

Child In Need (CIN)
When professionals provide support to a child and family, but this is voluntary for a family and with the family's consent.

Who?

Moving Forward
Families leave the referral process.

Page 3, Prenatal Process

Scan to access the detailed description of this process

Postnatal Process

Steps to end legal processes

Birth and Discharge Plan

Interim Order
Becoming Looked After or one of 'Our Children'
Made to agree the interim arrangements that ensure a child's safety and wellbeing.

What order?

Final Order
A final order is made setting out the permanent arrangements for a child.

What order?

Discharge Planning Meeting
Who?

Start Care Proceedings
If parents haven't made necessary progress during PLO processes, or the level of concern is so high and immediate care proceedings are initiated by the local authority.

Who?

Continue to Child Protection Plan

Scan to access the detailed description of this process

...nde or have got worse.

Family Request /Agree Section 20 Accomodation - the child becomes Looked After or one of 'Our Children'
Parents request or agree for your child to be looked after by the local authority.

Who?

Legal Gateway Meeting
Considering all the information available to decide if the legal threshold is met to commence pre-proceedings or to issue immediate care proceedings.

Who?

PLO Review Every 4 Weeks
This is the time for you to make the necessary agreed changes to reduce the concerns.

Initial Public Law Outline (PLO)
Usually PLO is initiated when the child has been subject to a Child Protection Plan, when insufficient progress has been made.

Who?

4, Postnatal Process

Continue With Child Protection Pl...

Consider,
how you will
generate, refine
and use ideas

Determine
how to work
together and
how you will
recognise
success

Adopt an
open and
playful
approach

Stop when its
good enough...
then reflect.

Co-designing for real

Work in Progress

Book in devlopment

'We don't have time for short cuts: planning and commissioning effective, transformational co-design'

Contact me if you would like to know more...

System transformation project with Family Hubs in Blackburn

Open Access

Free to download for everyone

flourish
by design

EDITED BY
Nick Dunn, Leon Cruickshank,
and Gemma Coupe

Co-Designing For Real

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Professor Leon Cruickshank
Professor of Design and Creative Exchange
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Imagination
Lancaster