

The Conversation Solution project charter

KAN Keynsham Action Network

Aim: To pilot an approach to transformative community development through the promotion of “Good Conversations” in Keynsham

Goal

Support a change in community culture which enables individuals to flourish through connection and purpose and the community to become health-creating.

Funder

St Monica Trust

Background

- Training provided in 'Good Conversations' to 25 health and social care workers by Thistle Foundation in March 2018
- Appointment of project manager / development worker or 'Producer' (EB)
- Relationship with SHINE Project, Fife
- International Futures Forum, Fife
- Evaluation support from Richard Kimberlee, UWE

Resources

- William House (vision holder), Elly Bernard (Project Manager/ Development worker/ 'producer')
- Julie Wevill (group training support)
- KAN-Do support group
- KAN community network
- £15,000 funding from St Monica Trust
- Good Conversations Skills
- Good Conversation Training
- Stakeholder resources

Key Activities

- Discovery – Survey & Interviews
- Co –Production with stakeholders
- Stakeholder Engagement
- Reflection, Practice & Training
- Tool/ resource development
- Comms eg website, podcast
- Training
- Evaluation

Objectives

- Support trainees to take an asset-based approach in helping people who live or work in Keynsham to articulate their needs, identify and achieve their personal outcomes.
- Develop a local training programme in the *Good Conversations* technique (Fife) and facilitate local training of health, social care and others in using the approach.
- Identify and co-ordinate a responsive network of community resources to support recipients in achieving their personal outcomes.
- Develop a framework for evaluation of the project, focusing primarily on the collection of stories and experiences amongst all involved.

Dependencies & Constraints

- Volunteer - conflict of commitments
- No specific funding for training venues, back-fill time or advertising for recruitment
- Availability of team in Fife to provide training for local trainers in Good Conversation technique
- Stakeholder resources

Key Risks

- Ambitious in scope
- Lack of engagement
- Changing context of other services
- Community may not want to engage

Initial Success Criteria

- 25 individuals trained as Conversation Makers are active in Keynsham
- KAN Development worker trained and competent
- Tools and resources are available
- Connections made with local authority departments
- Stakeholders satisfied

Outcomes

- Cohort of conversation makers
- Capacity to train further people
- Increased understanding of approach
- Access to information on Good Conversations
- Lessons learned documented

Outputs after one year

- Minimum trained 25 “conversation makers”
- Minimum 1 qualified trainer
- Tools/resources
- Evaluation report
- Built relationships with members of team in Fife

Expected Benefits/ Impact

- More Individuals able to make decisions about their health and wellbeing
- Reduction in GP consultations
- Improved staff morale
- Reduction in A & E attendances
- Improvement in referral systems
- More connections between statutory agencies and community