

Live Learning Partnership

Update No 2 2 March 2021

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Agenda

- Welcome
- The importance of listening
- Feedback from the Live Learning Partnership
- Reflections from Future Generations Commissioner
- Q&A

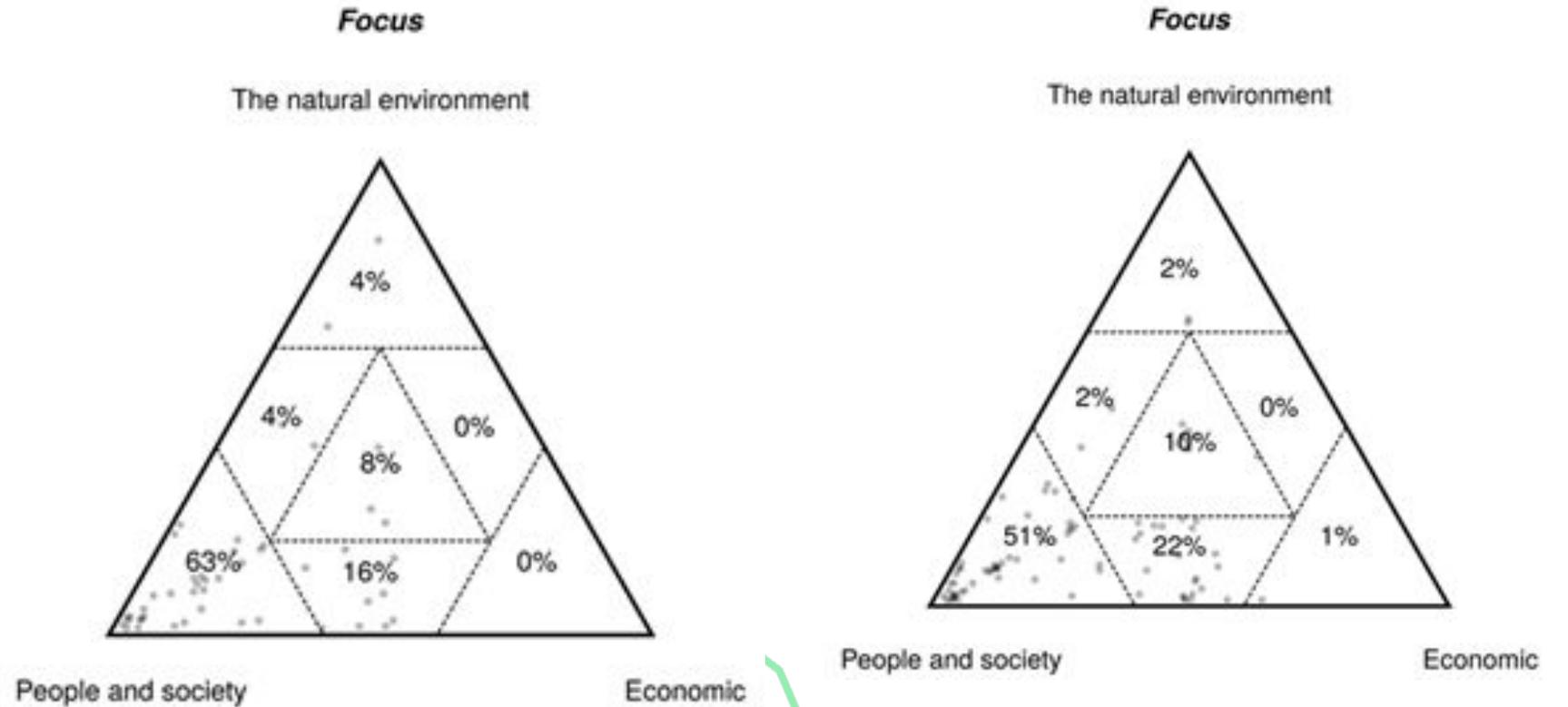
Context

- Since last July we have been gathering stories of people's experiences during the pandemic
- We're using a tool called Sensemaker - gathering stories of people's experience,
- Not just a survey tool - much richer data
- We have looked at the data in two phases.
Phase 1: July - Oct 2020
Phase 2: Nov 20 - Jan 2021
- Grateful to housing data analysts (Monmouthshire, Linc, Newydd, Family & Melin) and Michael Muthukrishna from the London School of Economics

Using triads

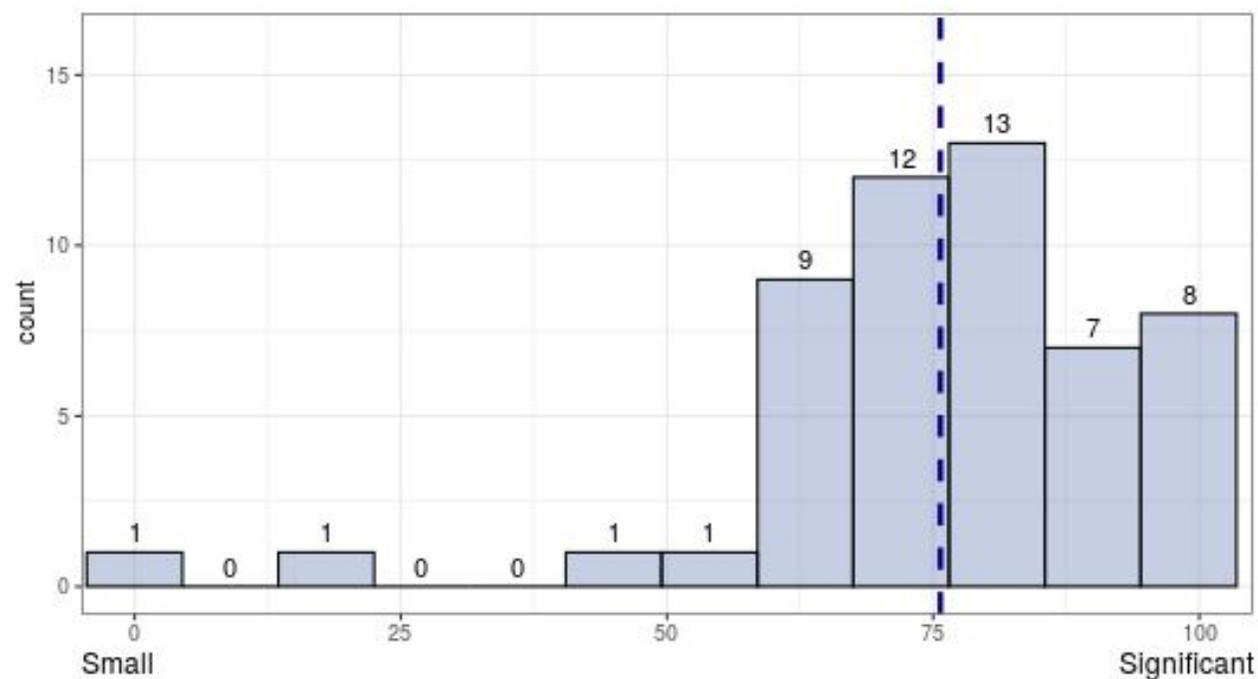
Phase 1

Phase 2



Using dyads

Impact



Why listen?

Sophie Howe

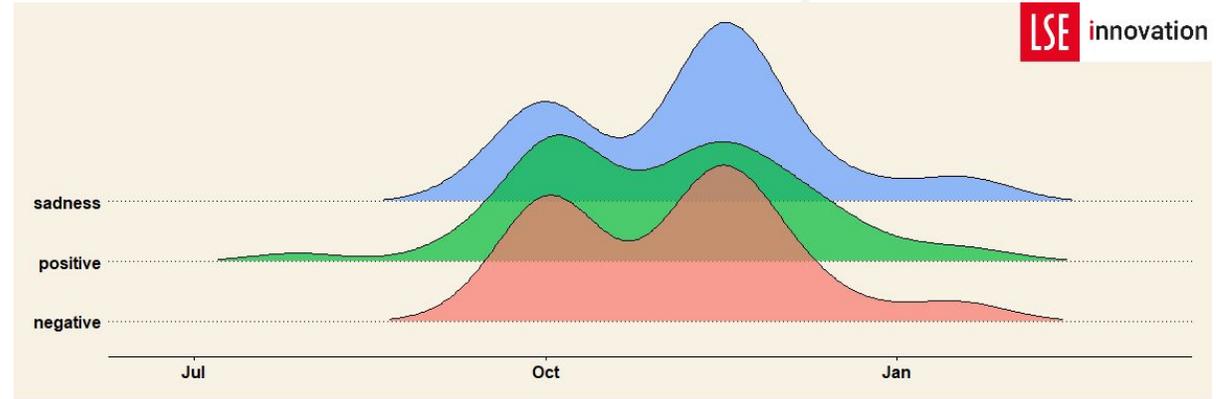
Future Generations
Commissioner for Wales

Sentiment Analysis

- Analysis conducted by Michael Muthukrishna from the London School of Economics
- Sentiment Analysis – analysis of the text and categorizing it as Positive, Negative or Neutral
- Why is this useful?

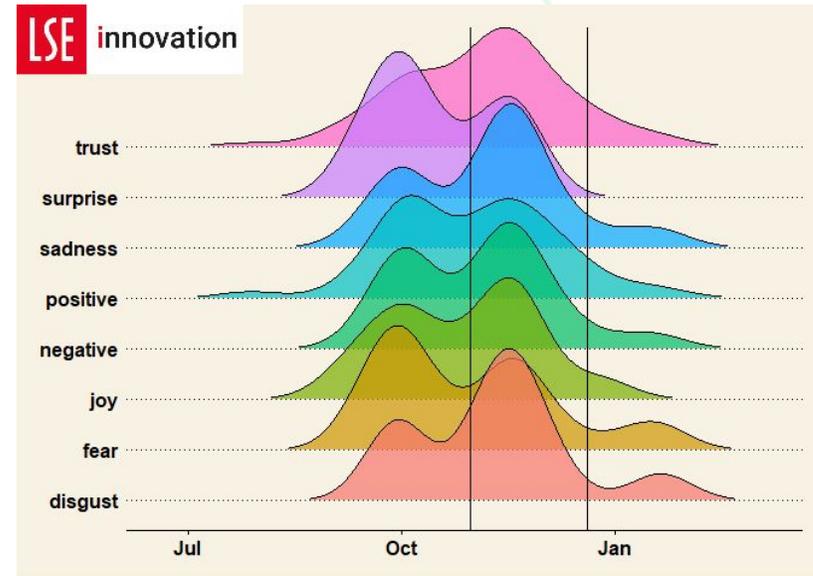
Results

Shift towards more negative language:



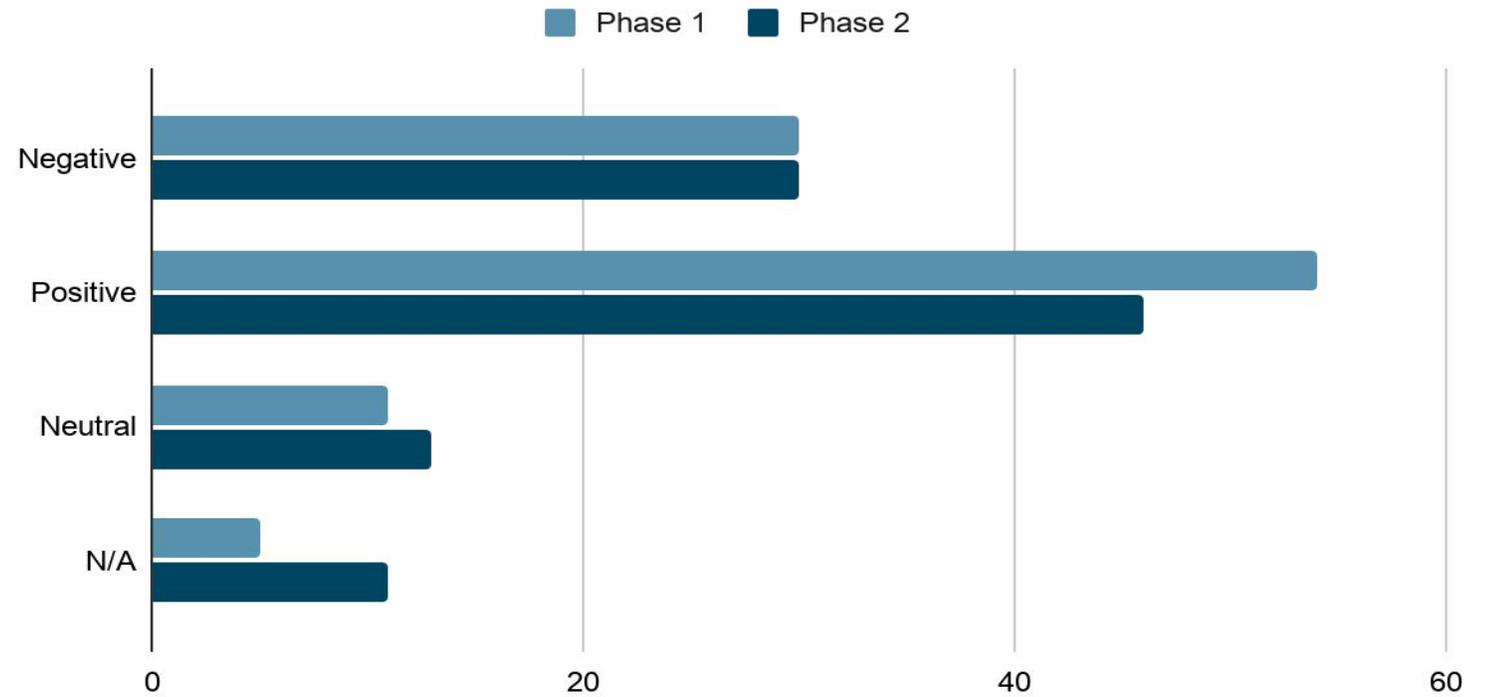
Further sub-categorization:

Shift towards categorization of the stories as reactive and adaptive (rather than proactive and innovative)



Language

Tone



‘Much of my life has moved on line: worship, business meetings, campaigning, learning, arranging online public meetings’

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- 'Very positive' & 'positive' stories combined, fall to 46%
- 'Very negative' & 'negative' stories combined, remain at 30%
- However, 'very negative' stories have gained ground on the 'negative' stories
- **Neutral stories** went up from 11% to 13%. It has been challenging to determine whether the stories are truly neutral, as there are a few positives and negatives within the stories. However, there does seem to be a shift more towards the negative overall in Phase 2. Pessimism about long term effect and struggles working from home

Language

Very
Positive/
Positive

‘A new way to organise and run businesses without the assumption that we must all sit in the same place (an office) in order to function as a team or group effectively. ‘

‘That it is possible to develop and grow interpersonal professional relationships via videoconference technology’

‘Working from home works! People are productive and happier’

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In Phase 2, the main theme are the benefits from changing attitudes towards work; specifically, flexibility around working patterns and the shift in emphasis from work being 'somewhere you go' to being more 'something you do' regardless of location and timing.

Remains in keeping with phase 1 - but with slightly more emphasis on working life rather than extra-curricular activities.

The language and tone used is very different between Phases.

Phase 2 responses are in the main shorter and more reflective with greater use of the past tense, with phrases such as 'I have...' or 'we did...' contrasting with the more forward-looking 'I am...' and 'we will be...' terminology used in Phase 1 stories.

No surprise as we're further into the pandemic.

Improvements to mental health and wellbeing is a recurring theme with respondent feels happier and/or that changes made because of the pandemic response have had a positive impact on different aspects of their lives. These tie in with the positive responses to flexible working and the indirect benefits, such as less time spent commuting, more time available to spend with family, time to exercise or take up a new project.

Mentions of mental health & wellbeing in Phase 2 are 100% positive, whereas in Phase 1, whilst the overall stories are categorised as 'very positive', half of the narrative appears neutral or slightly negative in tone.

Both phases mention working from home, having to adapt but looking at the positives. There was however a change in the language.

In phase 1 there is greater urgency, firefighting type responses, while in Phase 2, the language is softer and less tense. (Necessity rather than acceptance - now acceptance).

Language

Very Negative/ Negative

‘Unable to see colleagues or tenants. Processes we have used have changed sometimes on a daily basis making it very difficult to keep up with this way of working.’

‘It is hard now to establish when the work day starts and finishes. My work space is also where I eat, sleep and enjoy my downtime - so this lack of boundaries has started to take its toll.’

‘I am constantly waiting for responses from other people’

‘Becoming increasingly frustrated with people not responding to issues by email, not responding to chase ups and not being able to go and speak to them in person.’

‘It has been harder to ask colleagues questions as video calls do not really facilitate meetings in an open/ sharing information way.’

- The main theme with negative stories - lack of in-person contact with colleagues and tenants, waiting for responses and the lack of boundaries home/work. There is less mention of the negative impact on mental health and wellbeing. Although - some of these will undoubtedly have an impact.
- The number of very negative stories rose from 5% to 11%. There is a sense of pessimism with titles such as 'Bleak new reality', 'Loneliness' and from the stories, it appears the lack of face-to-face contact with family, friends and colleagues is the main issue.
- The theme emerging from stories about work highlight the disruption to processes, lack of or late responses, and the breakdown of work relationships.
- The very negative stories in the first phase also focused on the loneliness and lack of face-to-face contact.
- In Phase 2, there is an increased worry about the long-term effects of being physically away from each other/professional relation breakdown

Resilience

resilient

639

re-sil-ient (-yənt, -ē ənt) *adj.* [< L. prp. of resiliere < re-, back + salire, to jump] 1. springing back into shape, position, etc. after being stretched, bent, or compressed 2. recovering strength, spirits, etc. quickly —**re-sil'ient-ly** *adv.*

“I think **the longer people are working from home, the more the impact changes. People were quite positive at first.** It was nice to spend more time with family and whilst the weather was sunny people could enjoy their own gardens more. However, **as time has gone on,** children have returned to school and the weather has become bleaker, **I am finding it more of a mental struggle. Some days I find it hard to stay motivated and focussed, and don't feel I've achieved anything.** I am lonely a lot of the time. I am also finding that I'm putting weight on. Some days I just walk from my bed, to my desk, with a couple of trips to the kitchen and bathroom, and that's it.”

Resilience

“I need resilience and coping mechanisms in place myself. I just feel helpless - watching from afar.”

“Also makes me realise how relentless it is for front line staff, seeing this day in day out, with no light at the end of the tunnel.”

“It is hard now to establish when the work-day starts and finishes. My work-space is also where I eat, sleep and enjoy my downtime - so this lack of boundaries has started to take its toll.”

Resilience

Positive Things learnt

Importance of **quickly adapting**, physically and mentally, to changes, being careful, trustworthiness and **communicating properly**.

Importance of communication, caution to not destroy professional relationships, need to **find ways of coping** with the stresses, relaxing and **working as a community** to look out for each other

Self-reliance, **copng mechanisms**, effective communication and accountability and appreciation of contact with people‘

“Through this experience, I have become more resilient and dynamic in my self-management.”

Reflections

Sophie Howe

Future Generations
Commissioner for Wales

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& Ffwdym
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WcVA
CoGC



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Q&A

Over to you...

What next?

- We'll be making the data publicly available
- We will carry on gathering stories and use them to illustrate issues to do with policy and practice in our discussions with Welsh Government, local authorities and other stakeholders
- We are fundseeking for a data analyst/project coordinator

What next?

- The Live Learning Partnership will initially last until June 2021
- To join the mailing list to receive further updates please email:
livelearning@iwa.org.uk
- The IWA is grateful to the National Lottery Community Fund for their contribution to this project

Thank you