

# Live Learning Partnership

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## What's the *Live Learning Partnership*?

**Life is different now. Coronavirus has changed the way we live, work and play.**

Some things have changed for the better, others for the worse - and we want to learn from this to make things better in the future, for everyone.

We want to understand the ongoing impact of the pandemic on individuals, work, the community and the world around us.

We have set up the Live Learning Partnership to do just this. We have pooled our resources and invested in the online storytelling tool **Sensemaker®**.

## Who's involved?

**We are a group of ten organisations, representing business, the third sector, policy and academia.**

The **Institute of Welsh Affairs (IWA)** and the **Wales Co-operative Centre (WCC)** are co-leaders of the partnership, along with:

- **Business In the Community (BITC)**
- **Cardiff Business School (Cardiff University)**
- **Care Forum Wales**
- **Community Housing Cymru (CHC)**
- **Cymorth Cymru**
- **The Ethnic Minorities and Youth Support Team (EYST)**
- **Wales Council for Voluntary Action (WCVA)**
- **Y Lab (Cardiff University/Nesta).**

MAKING  
WALES  
BETTER



GWNEUD  
CYMRU  
WELL



Wales Co-operative Centre  
Canolfan Cydweithredol Cymru



The Prince's  
Responsible  
Business Network  
Cymru



Community  
Housing  
Cymru



### Why *Sensemaker*® and how does it work?

**To understand the ongoing impact of the pandemic on individuals, work, the community and the world around us, we need to listen to people's experiences or 'stories'.**

To gather these 'stories' we're using the online storytelling tool *Sensemaker*®. As the name suggests, Sensemaker® tries to make sense of the changing world around us by analysing people's experiences and stories, told from their perspective.

Unlike other surveys, *SenseMaker*® combines stories and numbers - human wisdom and data analytics, to ensure that the quantitative data always has the meaning and context of qualitative narratives.

Our aim is to collect experiences and stories from as many people as possible - and from as wide and diverse a population as possible.

We will then use *Sensemaker*® to identify patterns across various narratives. We will also have the

ability to gain intimate local insight because of these individual experiences.

We will share our findings with others in the partnership and beyond - because that's how we can improve services, or change things for the better for individuals and communities.

Stories will be gathered on a continuous basis, so we'll also be able to track the impact and effectiveness of decisions and interventions on a regular basis.

## Case Studies

**We thought it would be helpful to share a few examples of how *Sensemaker*® is being used.**

### **Palm Health Foundation**

[Palm Health Foundation](#) is Palm Beach County's leading community foundation for health. With the support of donors, they build strong community partnerships, advocate for their most vulnerable neighbours and inspire innovative solutions to lead change for better health now and for generations to come. The Palm Health Foundation have used *Sensemaker*® to help understand how their residents are impacted by coronavirus and how they can best provide the right support. The stories and experiences they are gathering are not only used by the foundation to improve their services, but are shared back with the communities too, so they can use the data themselves.

### **Future Generations Commissioner for Wales**

The office of the [Future Generations Commissioner for Wales](#) has used *Sensemaker*® as a platform to capture stories, statistics and suggestions from the people of Wales. They called it the '*People's Platform*' and the Commissioner's office has been able to create an archive of lived experience and a national ideas bank, helping them to better understand what communities are thinking and experiencing and highlighting opportunities and challenges that the Commissioner's office and public bodies across Wales need to listen to.

### Analysing the data

Each organisation in the partnership has a dedicated URL (web link) which they will share with their contacts. For example, Community Housing Cymru would share their dedicated URL with Housing Associations in Wales.

The dedicated URL means that each organisation will have access to the stories shared by their contacts. These stories can be viewed and analysed by the organisation concerned, as and when they wish.

It's not our intention to collect personal information about people, however it is possible that people could be identified if they provide details in their story which may be recognised. We therefore are asking contributors to not say anything in their story that would identify themselves. If they do, rest assured we will treat this data in line with data protection regulations and will anonymise it before doing any analysis or sharing.

In addition to this the partnership, through Y Lab, will analyse the free text responses from time to time to surface key stories that can be developed into useful case-studies for others to learn from.

### How can I get involved?

**The concept of Sensemaker® can be a difficult one to grasp at first, so the best thing to do is get started. It will become clearer once we have stories to analyse and you can see how this information can be used for good.**

For now, we are asking you to share your stories and experiences generously. Your answers are anonymous and the survey should take less than 10 minutes to complete. You are welcome to share as many stories as you want and there are no right or wrong answers, so please be as descriptive as possible. Put aside any concerns you may have about your story or experience being 'relevant'. All information is of value and may be exactly what someone else needs to know.

**Please use the following URL:**

**and feel free to share with others in your network, either in a work or a personal capacity.**

**If you have any questions, contact:**