Live Learning Partnership
Frequently Asked Questions

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Frequently Asked Questions (FAQs)

1. Why has the *Live Learning Partnership* been formed?

The Live Learning Partnership has been formed by a group of organisations who have a shared desire for ongoing learning, prompted by the impact of Covid-19. To fully 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'. The Live Learning partnership has been formed to collectively listen and gather people's stories and experience.

We believe that we can learn more and share that learning further if we work together.

We are a partnership 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).**

2. How will information be gathered?

Each organisation in the partnership will have their own URL (web link) and will promote this to their contacts (e.g.: Community Housing Cymru would promote their URL to Housing Association in Wales). If you receive the URL, you are encouraged to log your experience or 'stories' into the online portal on a regular basis. You can fill it in based on personal experience or from a work perspective.

3. Am I capturing information on my own behalf, or on behalf of others? Can I fill it in on behalf of someone else?

Ideally the online portal should be filled in by the person who's telling the story or sharing their experience. This can be from your own personal experience, or something related to work.

In some cases, you may feel that it is appropriate to capture the information on behalf of another individual. If you are filling it in on behalf of someone else, please do it in real time and ensure that it's their perspective that's captured.

4. I don't have any interesting 'stories' or experiences to share.

Please share generously, you may not think that your story is worth sharing, but it could be exactly what someone else needs to hear. All experience and stories are important.

At this stage, we are simply gathering your stories and experiences.

5. Who will have access to the information?

The information will be anonymous and will be analysed by each organisation in the partnership on an individual basis in the first instance.

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. (e.g.: Community Housing Cymru will analyse the information submitted under their unique URL).

The information will also be analysed by the wider partnership to look at trends and patterns across sectors in Wales.

6. Why *Sensemaker* - why not a survey?

We want to understand the ongoing impact of the pandemic on individuals, work, the community, and the world around us and we believe that we can learn more and share that learning further if we work together.

We are using the tool *SenseMaker®*, which combines stories and numbers - human wisdom and data analytics, to ensure that the quantitative data always has the meaning and context of qualitative narratives - as told from the perspective of the person sharing their 'story'.

Our aim is to collect 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 gain intimate local insight from the individual's experience.

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

Unlike a survey, stories will be gathered on a continuous basis, so we will also be able to track the impact and effectiveness of decisions and interventions on a regular basis.

7. Why are we undertaking this work and what do we hope to achieve?

It is already apparent that organisations across Wales are developing novel and innovative ways of working in response to COVID-19. This is a common feature in any emergency or crisis. The aim of this work is to hear from people about their experience of what's going on, to analyse it rapidly to draw out relevant points of learning; and to share the resulting insights quickly with our key contacts (and anyone else who may benefit) across Wales.

8. What sort of 'stories' are we looking to collect?

The good, the bad, and everything in between! There really is no right or wrong answer here. Organisations and individuals will be reacting to this situation in many ways, we feel it is important to capture this - it is your experience that matters.

9. Why are we doing this? Aren't other institutions better placed than us to capture this sort of information?

The members of the Live Learning Partnership have a wide reach across various sectors in Wales. People's stories are rarely one dimensional - so the more organisations capturing stories from individuals the better. By working in partnership we can look at the stories through a wider lens and not just from the perspective of our own organisations.

We are also in close contact with a number of other organisations who have implemented, or will be implementing, their own version of the Sensemaker tool such as Audit Wales and the Office of the Future Generations Commissioner. We will look to share information to join up the learning - share what's good more widely and learn from what's not working or needs improving.

10. I'm too busy - I don't have time to fill this in.

The *SenseMaker®* tool consists of 17 questions. We do not anticipate this taking huge amounts of time for individuals to complete.

It is really important that we are inputting into the portal - we can only learn and share this learning if we have regular data to analyse.

If you are capturing information on behalf of an individual or organisation, please do it in real time to reflect the conversation. This will also hopefully reduce any burden of having to go back into the portal to fill it in at a later stage.

11. How will we analyse and use the information we capture. How will we identify what is useful and what is not?

Our own organisation will have the ability to analyse the data submitted via our unique URL on a regular basis. The *'Live Learning Partnership'* will also analyse the wider data and feedback any learning to the partnership organisations. It is up to them to filter this down to their respective contact.

The information may also be shared with local government, the Welsh Government and other stakeholders depending on the nature of it.

We may also share the information to a wider audience through blog posts, online webinars, podcasts etc.

12. Will our credibility be compromised if we share something which looks good initially but then turns out not to be?

As we said previously, we are simply capturing stories and experiences as they happen. These could be good, bad and anything in between. Recording information continuously means we can see how individuals, communities and organisations are adapting to the changing situation. If something changes or doesn't work, we are then able to share the learning with others.

13. Where there is already work underway in other organisations across Wales to capture innovative practice, how do we ensure that we do not duplicate this?

This partnership should complement any work already ongoing. The benefit of doing it as a partnership also means that we can share this across organisations and across sectors for mutual benefit.

It will be our responsibility to feed the findings and learnings from this project into existing groups. For example, within certain Health Boards there are Recovery and Innovation Groups and it would make sense to feed any relevant information into these groups.

14. Will Sensemaker be able to generate information which is immediately understandable and useful?

Yes. Several people across the *'Live Learning Partnership'* will be trained to analyse the data as it comes in and will be able to easily share this with managers and teams.

A key element of the process is regular meetings to identify issues of significance and decide on the best way of using and disseminating it.