

## World Café Training

**Date:** 31<sup>st</sup> August 2021  
**Venue:** Newquay Road, Knowle West  
**Time:** 10am – 3pm  
**Focus:** World café Training

### Attendees:

Name	Organisation
Andrew Fisher	MutualGain
Susan Ritchie	MutualGain
Michelle Graham McMorrow	Youth Worker
Paul Coyne	Youth Moves
Mark Thomas	Avon and Somerset Police
Dan Ashfield	Avon and Somerset Police
Brett Worthington	Avon and Somerset Police
Joe Markey	Avon and Somerset Police
Levi Hodge	Children Disability Service
Margaret Rawlins	Local Resident
Claudia Collins	Filwood Fantastic
Don Jones	Local Resident
Denise Clifford	Youth Moves
Court Mauro	Youth Opinions
Cayla Mauro	Youth Opinions
Harvey Betty	Youth Opinions

## Introduction

Andrew introduced the session, welcoming all participants to the programme and getting them to introduce themselves. He then described the outline of the programme.

The programme will focus on a strengths-based engagement technique known as World Café followed a Participatory Budgeting programme and a Community Curators programme – each programme was described in detail. Andrew then described the focus of the programme as building **social capital** through the models of World Café, Participatory Budgeting and Community Curators.

## Objectives

The Objectives for the day were shared as:

- Welcome everyone and see who is in the room
- To understand the philosophy and history of the World Cafe
- To understand the roles and responsibility of the World Café
- To plan and deliver a World Cafe

## Social Capital

Andrew explained the concept of connected communities being able to support each other to solve problems and that building social capital can help build levels of trust and networks, resulting in changed behaviours and norms.

The key to understanding how social capital works was demonstrated in a short exercise where people were asked to give consideration to a skill that they would like to learn or help that they needed. People shared information such as wanting brambles cleared from their garden, wanting to learn to play piano and wanting to learn to speak Russian. In each instance there was a member of the group who could either help or connect the person to someone who had the necessary skills or knowledge to help.

## Community Engagement

Andrew shared the fact that engaging communities involves more than listening to them. In order to understand this, Susan shared the NPIA definition of community policing as being:

*The process of enabling the participation of citizens and communities in policing at their **chosen level**, ranging from providing **information and reassurance, to empowering** them to identify and implement solutions to local problems and influence strategic priorities and decisions.*

*The police, citizens, and communities must have the **willingness, capacity and opportunity** to participate. The police service and partner organisations **must have a responsibility to engage** and, unless there is a justifiable reason, the presumption is that they must respond to community input.'*

*(National Policing Improvement Agency 2012)*

The various stages were examined using a series of analogies, such as the level of information the people shared on a first date. It is unlikely that people shared all of their 'skeletons in the closet' and yet agencies often expect communities to share information on the first occasion that they meet. The reality is that in any relationship, trust needs to be developed over time.

## Strengths Based Engagement

The concept of strengths based approaches was explored by Andrew, demonstrating that this looks at communities from the point of view of building on 'what is strong not what is wrong', accessing the assets that exist within communities, many of which were in the room. The programme is designed to identify such people and tap into their connections and networks for the benefit of the wider community.

## World Cafe

At this point, the group were shown a short film of a World Cafe and were asked to note down what the event looked, sounded and felt like. Their comments were collated and are shown below:

- Busy
- Vibrant
- Friendliness
- How did they get people there?
- Were there enough young people in the room
- Incentive to participate

There followed a discussion on the merits and alternatives in relation to incentivising the community. There were those in the group who disagreed with the use of incentives, and the merits for and against were discussed with Andrew and Susan sharing experiences of programmes where a lack of incentivisation has resulted in poor attendance at planned events. This is something that the planning group will discuss during the Supported Delivery programme.

The origins and philosophy of World Cafes were shared with the group who were then asked what would need to happen to ensure that the World Café is a success and what incentive would attract young people?

The comments collated are shown below:

## Success

- Know they will be heard
- Collaboration to avoid power bases and biases – how do we challenge this and avoid people thinking we are the problem?
- Fronted by young people
- Use social media to recruit AND within the café
- Venue must be:
  - Walkable (or transport provided)
  - Bus route
  - Accessible
- If some people feel it is not for them as seen in a different territory – could we do multiple – the Media Centre does hybrid
- Youth led – facilitators and recruiters
- Young people as role models
- Open and welcoming to all – a comfortable place – like the park (Filwood – is that neutral?)
- Mixed roles facilitating – staff from the various places where young people come into contact with adults
- Good reflective sample of the youth community
- Have fun!

## Incentives

- The right time
- Stuff they enjoy
- Fidgeting stuff
- Vouchers e.g. JJB or shopping vouchers
- Celebrity
- Money
- Trusted adults present
- Transport
- Food:
  - Cakes
  - Dominos
  - Nandos
  - Healthy
- Set tables for young people? Or definitely not one young person with 5/6 adults - get the balance right
- Cinema tickets
- Attendees – get the voucher/money
- Comfortable venue – (not a faith setting for example)
- Acknowledge everyone's contribution to the success eg:
  - Planning group – if from an organisation that organisation is acknowledged
  - Table hosts – young people – maybe Youth Parliament – get certificate of participation

The above comments resulted in a conversation that explored options and opportunities for collaboration with KWA media centre and various groups who are supporting young people. One person stated that they expected there to be more people at the training, and wondered why people who had stated they would attend had not turned up. This generated a further discussion about encouraging young people, families and those who engage with young people to participate.

Andrew explained that we would really welcome a greater number of participants, and that it is fine for people to join the next stage. Further outreach will be undertaken when the next stage is planned.

A number of actions arose from the discussion, and these will be picked up by Andrew and Becky from MutualGain over coming weeks. The majority relate to liaison with the Media Centre to explore a hybrid approach and a greater use of IT systems such as *Mentimeter*. This is a system that allows people to record their views at events and it was thought that this may be more attractive for young people.

In relation to the use of incentives, the majority of options discussed were valid apart from the attraction of inviting a celebrity. The problem with this is that this becomes the main attraction and people do not focus on the World Café. The use of incentives will be explored further by the planning group in the next stage of the programme.

## Roles at a World Cafe

The group were then introduced to the three roles associated with a World Café:

- Café Host
- Table Host
- Traveller

Each role was described in detail and the group were then shown a short film where they were asked to pick out those who performed the roles. This was then followed by a discussion relation to facilitation skills required to be a Table Host.

## Learning and recollection

The final session focussed on recall and an opportunity to participate in a mock World Café. This took the form of a fun quiz with teams playing against each other answering questions in relation to the training. We

then had two rounds of questions with volunteers playing the part of Table Host and Travellers.

Recollection, despite a bit of cheating, was very good and this brought the day to a fun close.

## Next Steps

Details of the Supported Delivery programme were shared in the next day or so. These will be **four x two-hour** sessions where we start to use the programme learning and shape the logistics for the event. The meetings will take place online and we will share a Doodle Poll for people to choose their preferred time/date. The meetings will be held every week or two weeks as we move closer to the event and people have actions to progress.

## Conclusion

This was a good start to the event with good levels of participation. Most of those in attendance knew each other and they were honest and forthright with their views. The young people in the group played an important part throughout the day and showed that the inclusion of more young people will pay dividends in the long run. This is something that we will pick up.

The feedback from participants was good with comments such as *“it’s opened doors, still a lot to improve”* and *“I learned new things and met new people”* being representative.

Further feedback was collected and is shown in the World cloud below.

