







superhighways
harnessing technology for community benefit




Life Beyond Lockdown






Hybrid Working and
Delivery Going Forward







Digital, Covid & Bingo – any full houses?!







It makes it harder to switch off & have a good work / life balance    

Our clients struggle accessing services online   






Surprisingly, we've managed to reach more people     








Our trustees have really helped us move forwards with digital 

It's a pain – my home broadband keeps going down   

It forced us to think differently and we now have some exciting longer term plans      

Some people in the team have adapted really well      

We're now trying to plan for hybrid working AND service delivery      

We realised we didn't have enough work laptops or mobile phones       

* Read our blog [How micro charities & grassroots groups went digital: lessons from the pandemic](#)

THURSDAY 22 APRIL

Green Drinks: Earth Day Special

When & Where: 7.30 -



On 22 April, join Sustain
Champions and support
Green Drinks to celeb



Merton CIL - About Craftivism & C



At Merton CIL, we run a monthly
group called Craftivism and Chat.



0:08 / 3:01



YouTube



Tales from
The Train Shed
We run a



Centre 70 @Centre70 · Apr 21

Did you know, if you're on a low income you could be entitled to 50% off your annual water bill?

Join us TODAY for a short workshop to find out if you're entitled and how to apply:

Friday 10.30am

us02web.zoom.us/j/87895229286

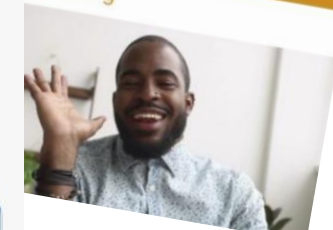
Meeting ID: 878 9522 9286



Equal Locomotion

Starts 11AM
Easy to join and have

edge, quiz
dation.org



Learning tools faster than our broadband speeds...

- ✓ Teams
 - ✓ Google Meet
 - ✓ Zoom
 - ✓ Whereby
 - ✓ Landline groups
- ...and so many more.



Name and the tool that's helped you most to collaborate recently



Forming closer relationships

“using something like Teams, or others, where you can just literally send a message from your phone almost like a text...it's meant that there's been a greater family dynamic for our members.

So they feel more comfortable and contact us, say myself or the other trustee members, to come forward with any problems”



We've moved spaces and places

- ✓ Move to the cloud
- ✓ Working from home
- ✓ New equipment



Collected information that counts

Food Hub Collection Form

Food Project Name *

Please select >

Has your project collected food from The Food Hub this week?

Please select >

Your Food Service This Week

Please select which week you are reporting data for *



Asked people to “Say what you see”



Devices



Conversations



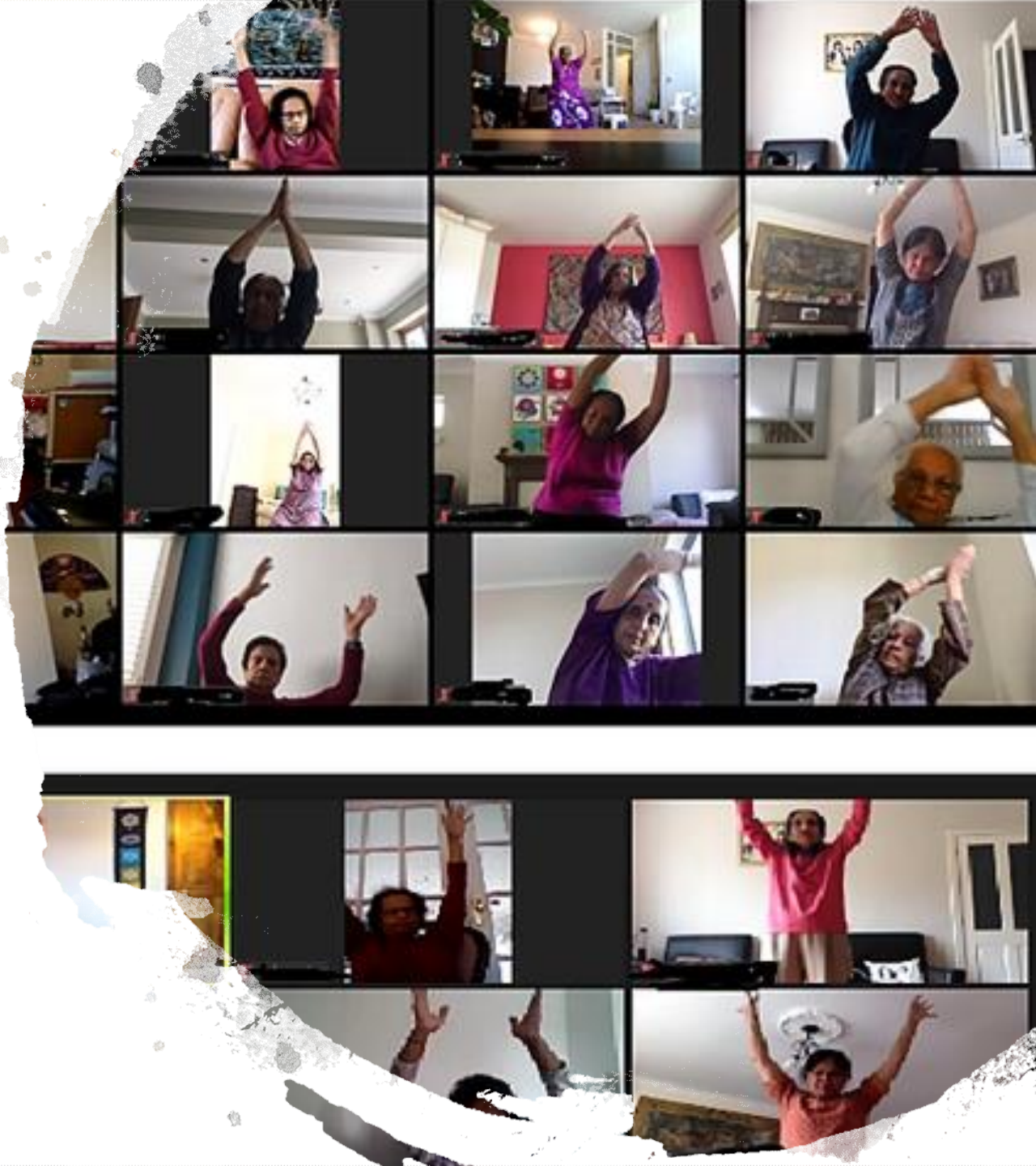
Connections



"We are providing essential digital skills training to our elderly service users.

"By acquiring these skills, they are now about to join video meetings; stay physically fit by joining online exercise classes; surf the internet to find resources and information; and most importantly take part in various online activities which help them cope mentally during this unfortunate crisis."

Sheetal Shettigar, Milaap Manager



Digital inclusion survey snapshot

19 organisations saw themselves playing a role in enabling service users / communities to be more digitally

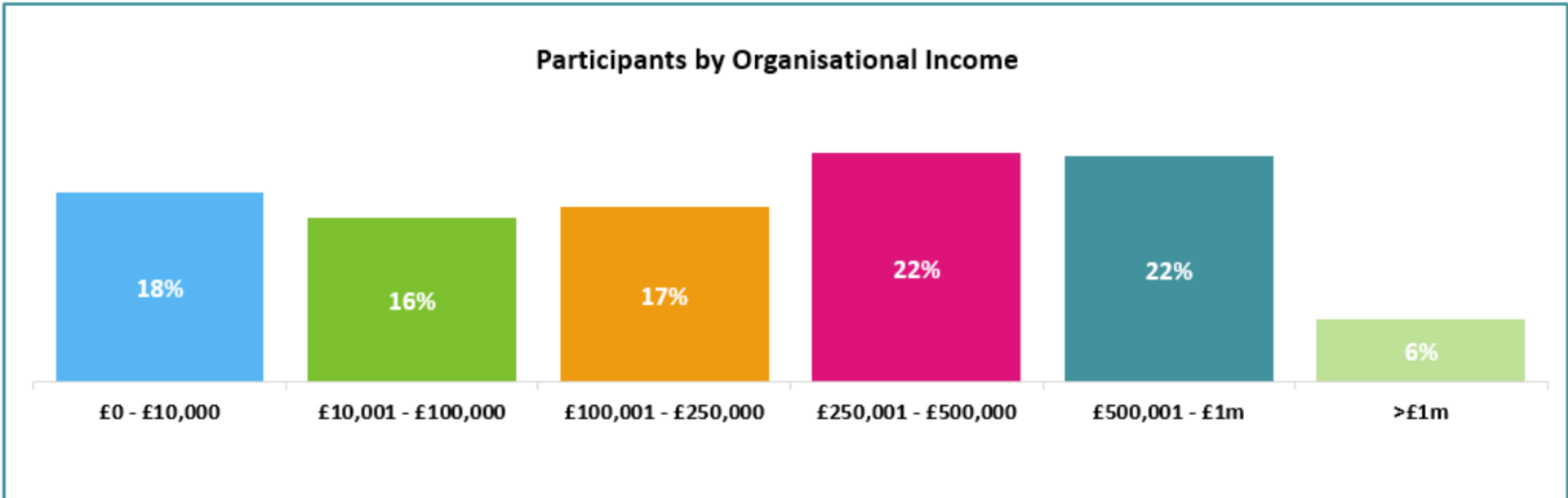
16 organisations reported their staff and volunteers need help to embed digital support within their programmes / activities for service users / their communities (only 4 saying No)

16 respondents said they'd be interested in joining a network of like-minded organisations tackling digital inclusion in the borough (with a further 7 unsure at this stage)

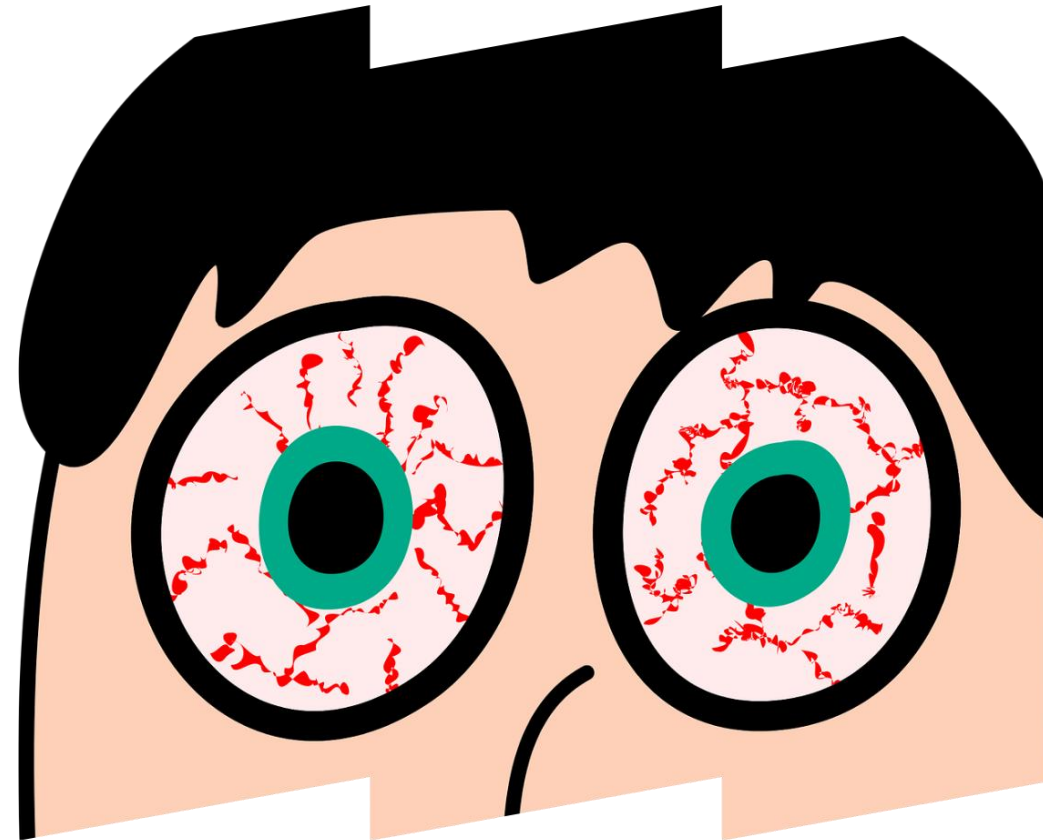


Digital support in a pandemic (6 month stats)

Participants	Unique organisations	Training sessions	Ask an Expert sessions	Delivery hours
352	151	32	57	142



The experience of digital transformation



Looking ahead...



December 2020



Wed, 12/9 · 5:50 PM
Clare NLCF Roundtable
1:04:05



Fri, 12/4 · 5:13 PM
NLCF Philippa breakout
1:04:09



Thu, 12/3 · 4:13 PM
NLCF Sorrel breakout and why Superhighways
1:05:25

Themes, quantifying and sentiment analysis



Catalyst About What we do Resources Success stories News Get Involved

Home Resources How micro charities and grassroots groups went digital: lessons from the pandemic

How micro charities and grassroots groups went digital: lessons from the pandemic

3.3.2021 - For charities & infrastructure organisations

Sorrel Parsons

The screenshot shows a Catalyst website article. The header includes the Catalyst logo and navigation links: About, What we do, Resources, Success stories, News, and a Get Involved button. Below the navigation is a breadcrumb trail: Home > Resources > How micro charities and grassroots groups went digital: lessons from the pandemic. The main heading of the article is 'How micro charities and grassroots groups went digital: lessons from the pandemic'. Below the heading is the date '3.3.2021' and the category 'For charities & infrastructure organisations'. The author's name 'Sorrel Parsons' is listed with a small profile picture. To the right of the text is an illustration of two people standing next to a large, stylized blue and purple graphic that resembles a digital interface or a data visualization. One person is holding a small red cube, and the other is holding a pair of scissors, suggesting a process of cutting or editing. The background of the illustration is a grid with various colored squares and lines.



✓ Consultation meeting with Director, Digital Third Sector Transformation at The Scottish Government



What does the future bring?

40%

of employers said they expect more than half their workforce to work regularly from home



“

We're also just about to launch a peer support group, which is online as well, which is good because then people can come from nationally, really wherever they are, which is really important for us

”





we now offer everything online, as well as face to face, and we'll keep that moving forward.

Because some disabled people that can't get out some mornings, they're still able to get involved in events, whereas before, if they weren't able to go, they would have missed out on our face to face event



Rethinking...

- ✓ The tech we use (and are used to)
- ✓ Spaces – again!
- ✓ Teamwork
- ✓ Processes
- ✓ Funding
- ✓ People and skills
- ✓ Governance
- ✓ Wellbeing
and more...

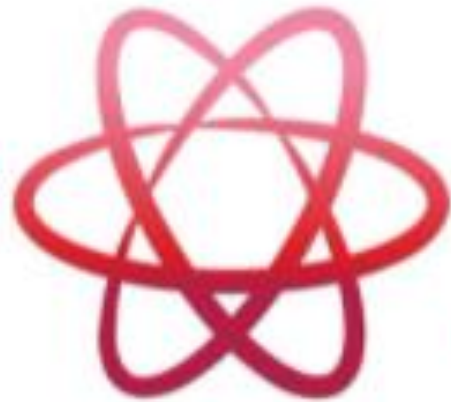


Quick question

What does hybrid mean to you and your organisation?

Short breakout
room discussion





GlamSci ©

Changing Perceptions in Science

Amy King

Glam Sci

<https://www.glamsci.org/>





Managing at a Distance





Managing an all-remote company is much like managing any other company.

It comes down to trust, communication, and company-wide support of shared goals



[Collection: Tips for All Remote Teams from GitLab & Almanac](#)



- ✓ Define what hybrid working means for your team
- ✓ Specify how it will work
- ✓ Define who is eligible and why – job role or task reviews / consultations
- ✓ Explain what's expected when working from home long term e.g. core hours the same as the office?
- ✓ Remember remote working is not exactly the same as a request for flexible working
- ✓ But you can adapt or update an existing flexible working policy

[Hybrid working – planning for the long term](#)



Thinking about digital...

- ✓ Review work equipment / connectivity
- ✓ Build in regular contact – check in at one to one / team level, but also wider teams
- ✓ Agree communication tools / protocols
- ✓ Build trust and a culture where people can approach you as and when needed
- ✓ What about recruitment & remote onboarding?





Not having to lug equipment round from place to place

Being at work not only on time but earlier than I ever have been as I'm regulating better

Our value across the team being recognised. Good to be able to help out

Weirdly - having to commute. I miss going somewhere (not just another room) to work

A day without any online meetings!



KW



Us working together as a Team and feeling that we are a Team

Loved

Longed

Seeing other places - don't miss rush hour /tubes/ buses but being in another place sometimes

Lots re ways of working as part of the Catalyst Digital Teams with other Digital Agencies e.g. Discovery, User

Learned

Planning time - being reactive all the time and not looking ahead

Lacked

How to be one step ahead of everyone asking questions. And, just how brilliant Youtube is when you need to learn

Lots about different remote working tools e.g. Teams & Zoom

Some training will be easier when you can see what someone's doing - but probably not much

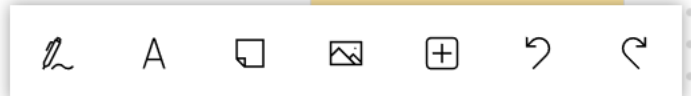
Being able to view M\$ webinars
We can be more connected when working remotely via Chats & Calls with regular Team meetings etc

Some techniques for collaborating as a group e.g. using Miro to project plan / test hypotheses

We can deliver lots of our training online. Takes time to hone sessions but can be effective.

Conviction to say No enough! Being pulled in lots of directions and expectations will

Home/work division - hard to forget about work when your desk is in your bedroom



	Daily	Weekly	Monthly	Quarterly	Annual
Everyone	Virtual: Check-in (0930)	Virtual: Staff briefing (Weds 0930)		In person: Physical get-together, sharing successes, connecting to vision and values, having fun	
Business Operations Team meeting	Virtual: Tue/Wed check-ins and check-outs	Virtual: Thursday main meeting	Virtual/in person: 6 out of 12 monthly meetings in person – strategic focus		
Leadership Team Meeting		Virtual: short update meeting	Virtual: 8 out of 12 longer LTM meetings (values, planning, briefing etc.)	In person: 4 out of 12 in-person meetings (end of each quarter)	
Wider teams	Virtual: Check-out				
Teams			Virtual: Core brief by manager Virtual/in person: Team meetings (managers to decide what's best for team performance)		
Individuals			Virtual/in person: 121s (at least 4 out of 12 in person*)	In person: 121s in person at least once a quarter	In person: Appraisal
Board			Virtual: Board Working Group meetings	Virtual: Quarterly board meetings (Jan/April/July)	In-person: Board meeting/strategy day) October one

Be clear about what face to face time people can expect – aim for a good balance.

[Remote working vs face to face – DSC blog](#)



What are your top tips?

As a manager?

Or as a team member?

Answers in chat...





Culture at Work



“

This is an unbelievable opportunity to remake culture. It's rare in a leader's lifetime to have such a clean drop for reshaping how you run the place

”

[Bill Schaninger, McKinsey](#) (Global Management Consultancy)



Some possible challenges

- ✓ Divisions between remote and in-office workers
- ✓ Siloes
- ✓ Too much choice?
- ✓ Sticking to the same way of doing things
- ✓ User centric vs organisation centric





Toolkits for Teams



Don't forget confidence, skills & security

“Cascading digital skills across whole teams is one of the next big challenges” [How micro charities & grassroots groups went digital: lessons from the pandemic](#)

See the National Cyber Security Centre's – [5 steps for small charities to take guide](#)



LET'S RETHINK





Running Hybrid Services



Digital skills support



Who needs what and when?

The future is blended



Example A

Orchard Trust
Virtual Summer Fair

- **What they did:**
 - 4 weeks of planning a team of 3 people working part-time
 - Overall end goal: Why not?
 - Facebook event with a mix of pre-recorded and live entertainment; dance workshop, face mask making & more
 - Fundraising through; raffles, pet show, virtual BBQ & more
- **Results:**
 - Raised £2,443 (target of £500, in-person events raise £2,000-£2,500)
 - Over 40% of donors opted into email marketing (13%)
- **What they learned:**
 - Be brave and go live
 - UGC is so valuable
- **Would they do it again?**
 - YES! Looking to combine events (go hybrid) in the future to accommodate for more donors



Building & retaining human connection

A Framework – 5 Conditions, Principles & Methods

Hopes & Fears

Create moments of 'togetherness' at the beginning of a service experience by sharing your own hopes & fears, and asking others for theirs.

Enjoy the silence

Create spaces for people to be together, doing things (e.g. work or activity), but not necessarily interacting.

Start straight away — Needs preparation

Conditions

Presence

Benefits

Being 'alone together' can create presence and a sense of togetherness - without social pressure or expectation to talk or interact.

Top tips

- Include moments of 'offline' activity in your services e.g. using pen and paper, going for a walk, having a break.
- If applying this to an static digital tool, consider how you can send your users

Needs preparation

Benefits

This creates space for people to share some of their whole selves, to enter a co-creation process and to be more fully seen and heard. Framed well this can work across phone, video and static web tools.

Top tips

- Start with fears. It's often easier for people to start with negatives and concerns. This also means you end on a positive with the hopes.
- Where possible, address people's fears and confirm their hopes.
- This exploration into your community's needs and aspirations can then inform your service design.

Engage with sound

Invite people to close their eyes and listen to the sounds around them for 30 seconds, then share.

Start straight away — Needs preparation

Conditions

Presence

Equality

Accountability

Autonomy

Whole self

Benefits

This helps people to be more aware of their environment and to be more present. It can also reveal information about everyone's environments, providing talking points.

Top tips

- Give people enough time to really listen so that they pick up more sounds gradually and tune into their own environment.
- Ask people to mute their microphones while they do this so they can only hear the sounds close to them.



Synchronous activities



Hybrid events combines traditional in-person elements with virtual components. People can attend the same event in person or online. The content that's created and adapted reaches both audiences equally over the same time period.

What are the pros and cons of this scenario?



Tips for running face-to-face at the same time as virtual events

- ✓ What's your goal?
- ✓ What do you know about your audience?
- ✓ Plan, plan, plan...and test
- ✓ Appropriate 'venue' in person & virtual
- ✓ Zoom fatigue v fear of missing out
- ✓ Keep it simple – we're all learning!

 **Mentimeter**

slido



LET'S RETHINK





Funding for the Future





Achieving Wellbeing



Work & careers

'It just doesn't stop!' Do we need a new law to ban out-of-hours emails?



Elle Hunt

Tue 29 Jun 2021 05:56 BST



777



deadline.

Home > News > Research > Study calls for employers to push for more work life balance for...

News Research UK & World

Study calls for employers to push for more work life balance for employees

By Shannon Milmine - June 29, 2021



employee benefits

NEWS JOBS TAX & LEGAL BENEFITS EVENTS

NEWS DELOITTE EMPLOYEE ENGAGEMENT EMPLOYEE WELLBEING EMPLOYEE ENGAGEMENT

Deloitte supports work-life balance with flexible working policy

By Zoe Wickens 21st June 2021 11:35 am

Nursing Times

HOME NEWS CLINICAL CPD ZONE INNOVATIONS STUDENTS OPINION EVENTS CAREERS SUBSCRIBE



'A few good reasons to think about World Continece Week' STEVE FORD, EDITOR

NHS nurses gain more flexible working rights under new agreement

29 JUNE, 2021 | BY STEVE FORD

Click on the images to read the articles



What's your duty of care?

74% of respondents **enjoy working from home**

79% of respondents are **worried about the effect the pandemic is having on their life**

50% of respondents said that their **mental wellbeing had deteriorated** during the pandemic

[Blackbaud: The Future of Work 2021](#)



“

Burn-out is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed”

”

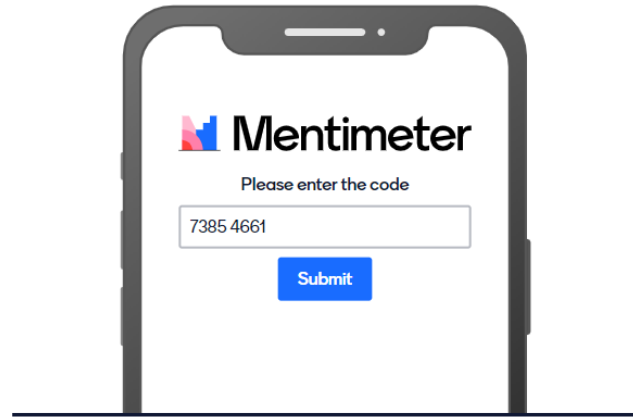
World Health Organisation classification of diseases



What wellbeing worries do you have?

Go to

www.menti.com



Enter the code

7385 4661

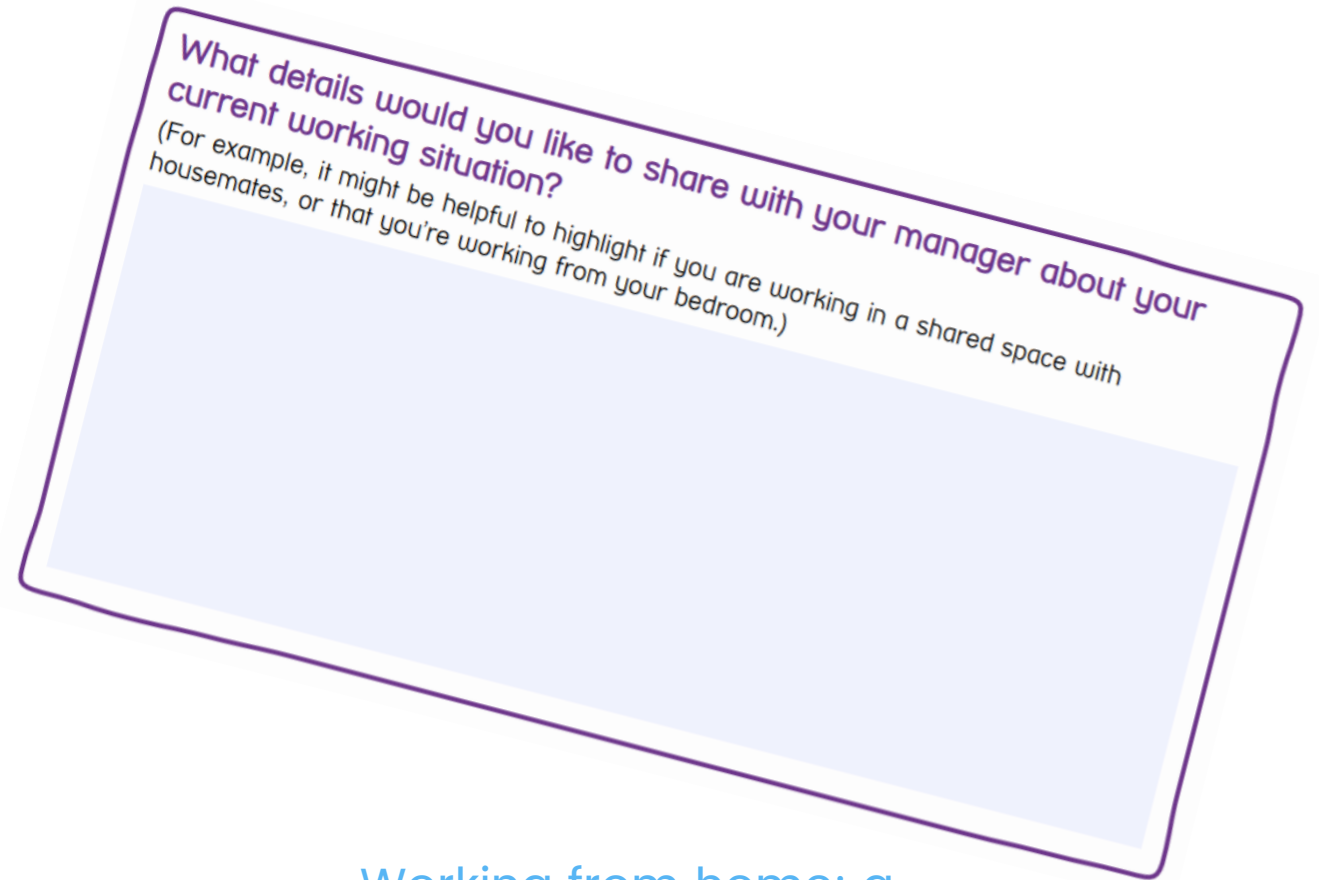
It can be personal or as a manager or colleague. This is anonymous. You are welcome to talk about it too but do not have to.

<https://www.menti.com/z6byuaqfk>



Possible manager actions...

- ✓ Lunch and regular breaks & leave expected across teams
- ✓ Team check-ins – short is best
- ✓ Use tech available but wisely e.g. Zoom free Fridays
- ✓ Be clear about working hours and expectations



[Working from home: a Wellness Action Plan by Mind](#)



Possible employee/volunteer actions...



- ✓ Reflect on your digital behaviour
- ✓ Take your breaks
- ✓ Turn off notifications outside of working hours
- ✓ Set boundaries – and stick to them
- ✓ Talk to your manager





Sharing Ideas, Tools & Solutions



Final thought...

“

when the pandemic started, we set up a whole new service in three days from covering the website, telephone lines, volunteers onboard, the whole nine yards, in three days....we could probably do it in two next time!

”

We've got this...



Resources

- ✓ [Hybrid Approaches to Fundraising Events](#) – Charity Digital webinar
- ✓ [Planning for Hybrid Working](#) – CIPD
- ✓ [Beating Burnout: A guide for supporting mental health at work](#) – Almanac
- ✓ [Digital Wellbeing](#) – Google
- ✓ [Culture in the Hybrid Workplace](#) – McKinsey Talks Talent podcast
- ✓ [Virtual and hybrid AGMs: A guide for charities](#) – Chartered Governance Institute





Thanks

for taking part today:

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