

Second User Group Meeting

The second user group meeting took place on the 6 November 2020, once again via Zoom. Due to a number of factors the numbers were significantly down from the first meeting.

In total there were four attendees. Originally seven people were due to attend but two people sent apologies on the day and one did indicate that they would be attending but then did not.

In addition, only three members of the User Group returned their completed questionnaires, although discussion within the meeting gave feedback and raised important issues, one of which was the view that User Group meetings should be held more, not less, regularly.

The meeting started with a brief introduction. All attendees were happy to be invited to future meetings as part of the User Group.

Although one person in the meeting found Zoom difficult to use, particularly when attending workshops and classes, the remainder of the group felt that it worked well. It was suggested that moving forward the ideal offering would be a blended one of people attending the centre and workshop in person alongside those attending on Zoom and it was felt that this would work for all workshops and discussion groups, not just the user group.

All attendees indicated a strong wish to come back to the centre once it had opened, if it could be made 'Covid safe'. They also commented that the workshop might be better attended if they were offered at different times; that they did not always need to be scheduled at the same time each week. This would avoid people not being able to attend due to pre-existing, long-running clashes.

Mornings were preferred for workshops and putting them on straight after lunch was expressly discouraged, 2 pm was agreed as the earliest they should start. It was also felt that time should be specifically factored in after any workshop for people to chat. Apparently meetings were being ended promptly once the class ended.

Interest was indicated regarding the men's support group restarting, as well as new workshops on Food nutrition and Rag Rugs.

Once the questionnaire was placed online and advertised generally only eight people completed it with their comments, which is not a large enough sample size upon which we can safely draw substantive conclusions.

The Questionnaire was to assess interest in, and obtain suggestions of, future planned workshops. It may be that insufficient numbers of people were interested in this subject to respond.

The Questionnaire

Questions 1 to 3 were general questions regarding sex, age and race.

Question 4 asked whether and which workshops people had attended during lockdown. Two people did not attend any and question 5 asked why, with both saying that they were not interested in attending any group activity. Several of those who attended some workshops indicated that they couldn't make the times of others.

Question 6 offered four suggestions of activities that were planned for the future. Six out of 11 respondents voted for board games, five people picked "One Extraordinary Thing About Me", four

people chose card games and all three members of the user group picking “Facilitated Discussion on the Topic of the Month”.

There was space given for people to suggest topics that they would be interested in. Two people suggested that we should offer Shiatsu massage and one suggested a workshop about singing and music

One member of the user group suggested a workshop to show people how to make Rag Rugs, which she was happy to lead. The other attendees of the user group showed interest in attending this workshop.

Given the relative lack of interest, certainly in comparison with the first round, one topic for the future may usefully be how to obtain users’ feedback in future as I would like to increase the numbers answering the Questionnaire at least.

Conclusion

It is not possible to make any conclusions about whether workshops will be popular or not as too few people returned the questionnaire. The reasons for the low numbers of returns could be some or all of the following:

- A lack of interest in the subject matter.
- People not holding sufficiently strong opinions to make the effort to respond.
- A failure to advertise the questionnaire sufficiently so that most people did not see it. In contrast to the last exercise, we did not contact people separately to encourage them to answer the questionnaire.
- A badly worded questionnaire so that many people did not understand it
- Too many consultations so people became disinterested. As this is only the second one we have undertaken, this is unlikely to be a significant factor.

Some views were expressed as to the timing and design of future workshops, which may increase numbers. If possible, more time could be allowed after any workshop to allow for general “free-form” group discussions.

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