

# World Café: Using Consultation to build capacity and support change

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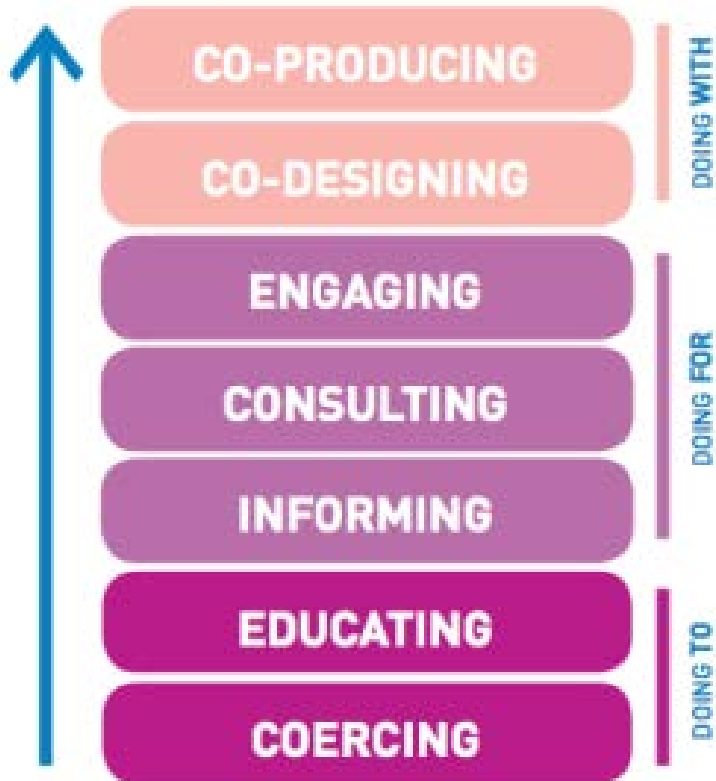
# Contents

- Overall Consultation Process and context
- World Cafe approach and how it worked for us
- Key Learnings

# Context

- Adult Mental Health Services in CHO7 (Kildare West Wicklow, Dublin West and South West)
- Service Reform Fund identified four streams for funding application
  - Advancing Recovery
  - Community Living
  - Homelessness
  - Employment
- 3 person team working halftime as Service Reform Fund Project Leads

# Starting Point



Source: new economics foundation

## Spring 2017

- Service operating largely in 'doing to' space
- Spectrum of practise across region
- Pockets of co-production across service
- Decided midpoint was a good place to start!

# Why did we decide to use World Café?

- Previous consultations/events in other areas dominated by hostile unconstructive monologues
- Previous positive experiences of World Café Approach
- In line with our values
- Way of inviting voices of people who do not recognise their own expertise

# Context of World Café consultations



Project Board



Quality Assurance Group



World Café  
Consultation and  
Engagement  
Workshops

Relationship between groups facilitated by SRF Leads

# World Cafe – Design Principles

- 1) Set the Context
- 2) Create Hospitable Space
- 3) Explore Questions that Matter
- 4) Encourage Everyone's Contribution
- 5) Connect Diverse Perspectives
- 6) Listen together for Patterns and Insights
- 7) Share Collective Discoveries



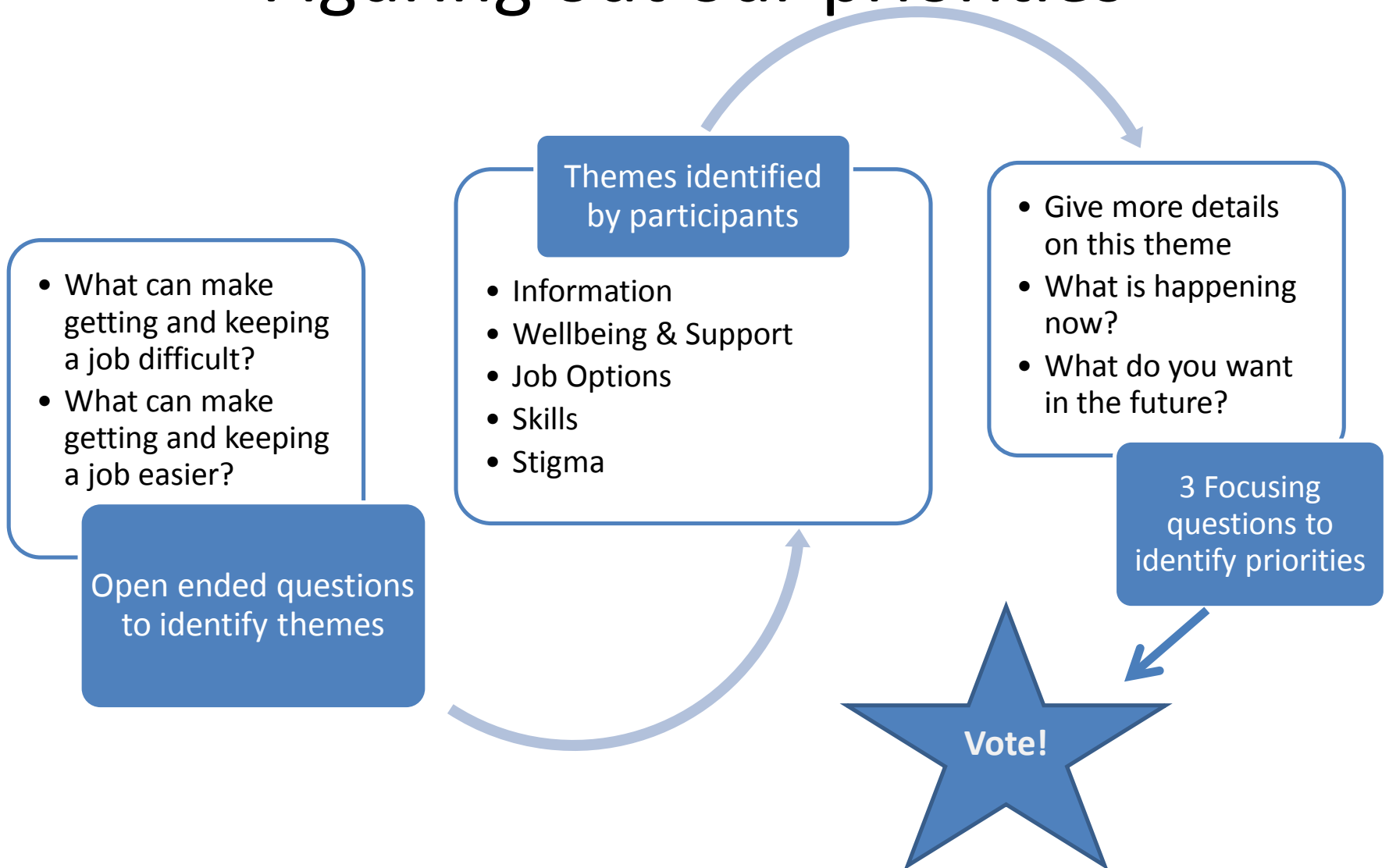
# Development of Questions and Themes

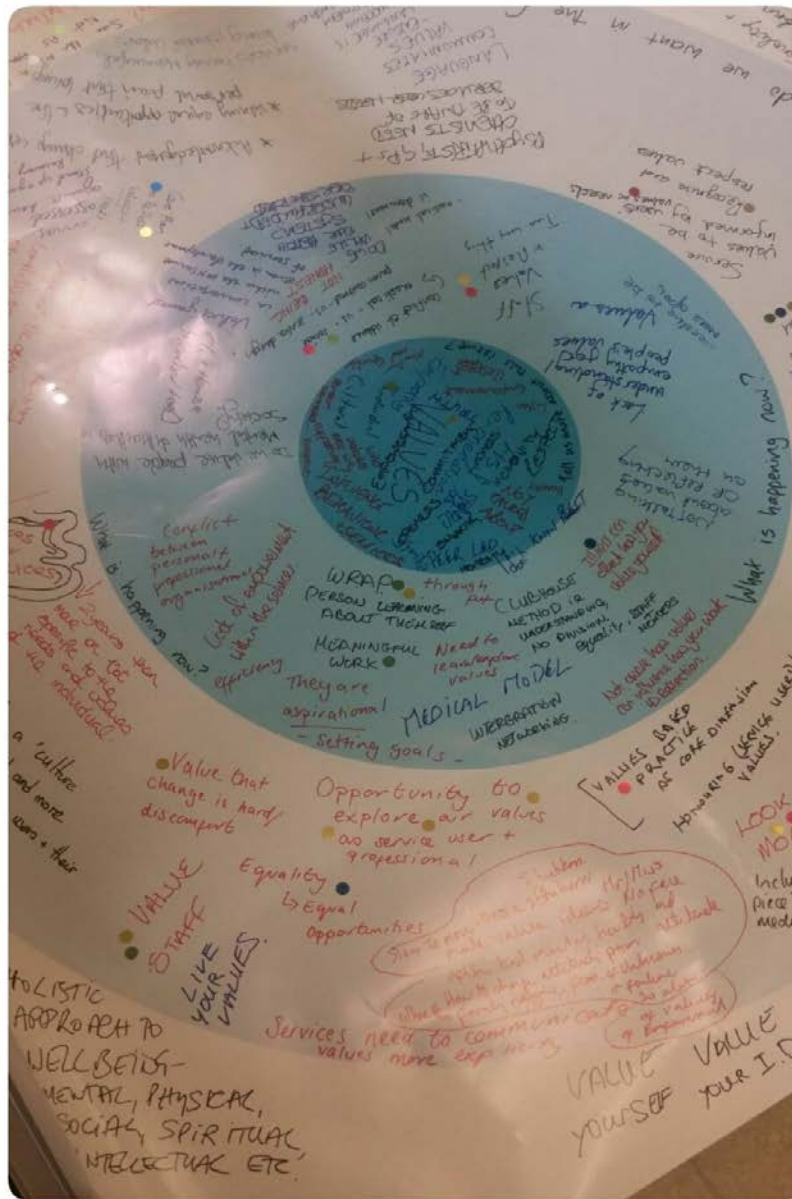
- Use of questions in World Café is critical to success.
- Questions developed with mixed perspective 'Quality Assurance Group'
- **A Powerful Question:**
  - Is simple and clear
  - Is thought provoking
  - Generates energy
  - Focuses inquiry
  - Surfaces unconscious assumptions
  - Opens new possibilities



# Workshop One: Employment

## Figuring out our priorities



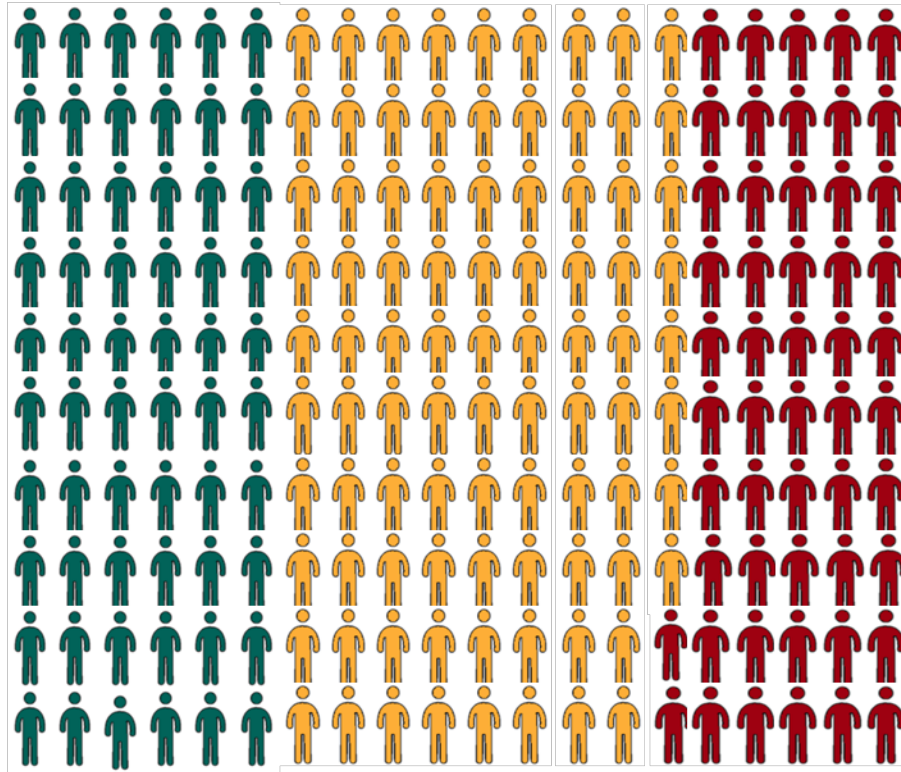





Staff that are trained and supported and fit for purpose  
 → always needs to believe!

Fully Staffed & functioning Rehabilitation Teams.

Needs led services!  
 Not service led!  
 Flexible, individualised Support!

# Consultation participants by perspective



-  Family members and service users (30%)
-  HSE Staff members (44%)
-  Community Agencies (26%)

# Feedback on Workshop Experiences



# Key Learnings

- Opportunity for range of people, who may not otherwise been involved in service development, to have their say
- Strengthened voices of service users who's voice was equal to other stakeholders
- Capacity and willingness to work together was harnessed
- Energising and engagement of decision makers through connection
- Vision identified shaping use of resources