

0.00 Rob	<p>Hi. I'm Rob Hunter, Chair of Leicester Ageing Together</p> <p><b>...and I'm Bharti a community Connector with Leicester Ageing Together</b></p> <p>We'll be having a conversation about Bharti's work in developing a substantial learning community on Zoom at the height of the Covid lockdown</p>	
Rob	<p>I'd like to frame our discussion with one of my favourite models: the Kirkpatrick Hierarchy. It was devised to evaluate training events but for me it has equal implications for exploring the impact of learning on the way we live our lives.</p> <p>Show slide</p> <p>Level 1 Did you enjoy the event?</p> <p>Level 2 Did you learn anything</p> <p>Level 3 Has what you learned had any impact on the way you do your job/live your life</p> <p>Level 4 Has any resultant change in the way you live your life had any effect on those around you, family, friends, community?</p>	
0.03 Rob	<p>If you've seen the workshop abstract you may remember that by March 2020, Bharti had been a community connector in the Belgrave area of Leicester for 18 months working to address and prevent loneliness and social isolation among the 50+. While she was worried about slow progress, she had taken a key role in building a volunteer-led Belgrave Ladies Wellbeing group with a weekly attendance of 70+, brought the local Improving Access to Psychological Therapies group out into the neighbourhood to run a course on Anxiety and Depression, proved her worth to a group of older men in the library by helping them get tickets to the upcoming world cup – no small feat in her culture – set up an Action for Happiness group and built multiple relationships with individuals, groups and organisations by being 'around', accessible, friendly, informed and helpful.</p> <p>The lockdown struck. Chaos for a community connector! But somebody's son had this new thing Zoom. Gradually they got themselves (by phone calls and WhatsApps) on to it, enjoyed it, and started moving activity on to the platform. To cut a long story short, within 11 months in February 2020 they had 4400 log-ins to 17 groups.</p> <p>For the remainder of this session I'll be trying to tease out of a very modest Bharti what happened under four themes:</p> <ul style="list-style-type: none"> <li>• How participants took learning and ran with it</li> <li>• The central Chit Chat group</li> <li>• Social action emerging from the learning community</li> <li>• Some key processes and values</li> </ul>	
0.05 Bharti	<p>First, How participants took learning and ran with it outside the Zoom group</p> <ul style="list-style-type: none"> <li>• Singing. Some older people, extremely underconfident about their ability to sing, especially in public, were coached online, sought out new songs, tested out singing in public in a small supportive group of similarly-positioned peers, and then took part in another group of more experienced singers</li> </ul>	

	<ul style="list-style-type: none"> <li>• IT. Several who had struggled to access Zoom during lockdown, saw its possibilities for them leading bigger lives and engaged in more advanced IT training</li> <li>• For some gardeners it was the other way round. It started as an interest group with several beginners who then saw the value of of 'reading round the subject ' and together accessed online resources</li> </ul>	
Bharti	<p>The Chit Chat group</p> <ul style="list-style-type: none"> <li>• How it offered support and a focus for the community</li> <li>• Training volunteers to help people get access through a plethora of phones, tablets, l pads etc.</li> <li>• The transition from mike-off, camera-off to full participation and even leading e.g. the person who wanted to set up a Sudoku group</li> <li>• The value for e.g. health services of having such a large group to share information with</li> <li>• 99 present for a session on Domestic Violence, 100+ for a celebration of IWD</li> </ul>	
Bharti	<p>Social Action: learning leading to Kirkpatrick's Level 4</p> <ul style="list-style-type: none"> <li>• Knit and Knatter: each one teach one, adding crochet to the repertoire. High quality blankets initially for Action for Homeless and more recently for Ukraine</li> <li>• The war on plastics. Stimulated by one particular Zoom member: learning about the environmental crisis; addressing with shopkeepers the need to drop plastic bags and creating their own substitute bags out of remodelled cotton saris; changing the norm for community events by weaning them off plastic cups and crockery</li> </ul>	
Bharti	<p>Key processes and values</p> <p>Community-building according to Tonnies and Clark focuses on the 3Ss: building participants' sense of personal <b>S</b>ignificance, of physical and psychological <b>S</b>afety, and of <b>S</b>olidarity with the task, in this case, of acting collaboratively to support each other's learning and development. In practice this included:</p> <ul style="list-style-type: none"> <li>• Inclusion: several members with severe disabilities, usually marginalised in the SAsian culture played a central role. As in-person events came back on the agenda, we made particular efforts to involve wheelchair users in dance which is important in SAsian culture during Navratri</li> <li>• Several people were bedbound through physical impairment or depression. Ensuring that where possible they were made particularly welcome. And making individual phone calls around the edges to people who found technological access impossible</li> <li>• Building a small team of volunteers. Some had transformed their personal lives through gaining self-confidence</li> <li>• And trying to avoid dependency on me as the paid worker: a culture of 'OK so we've got as problem but what can <b>we</b> do about it?'</li> </ul>	