



Storytelling for Insight

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Who are we?



We are a charity and a not for profit business founded in 1995. We work across Europe.

We specialise in gathering people's authentic voices and stories. These stories give insight that influence and inform people and organisations.



Stories of lived experience

Community Reporters



The community Reporter programme is an exciting and innovative way to build confidence, learn new skills and use technology in the pocket' devices.

voice

The community Reporter programme

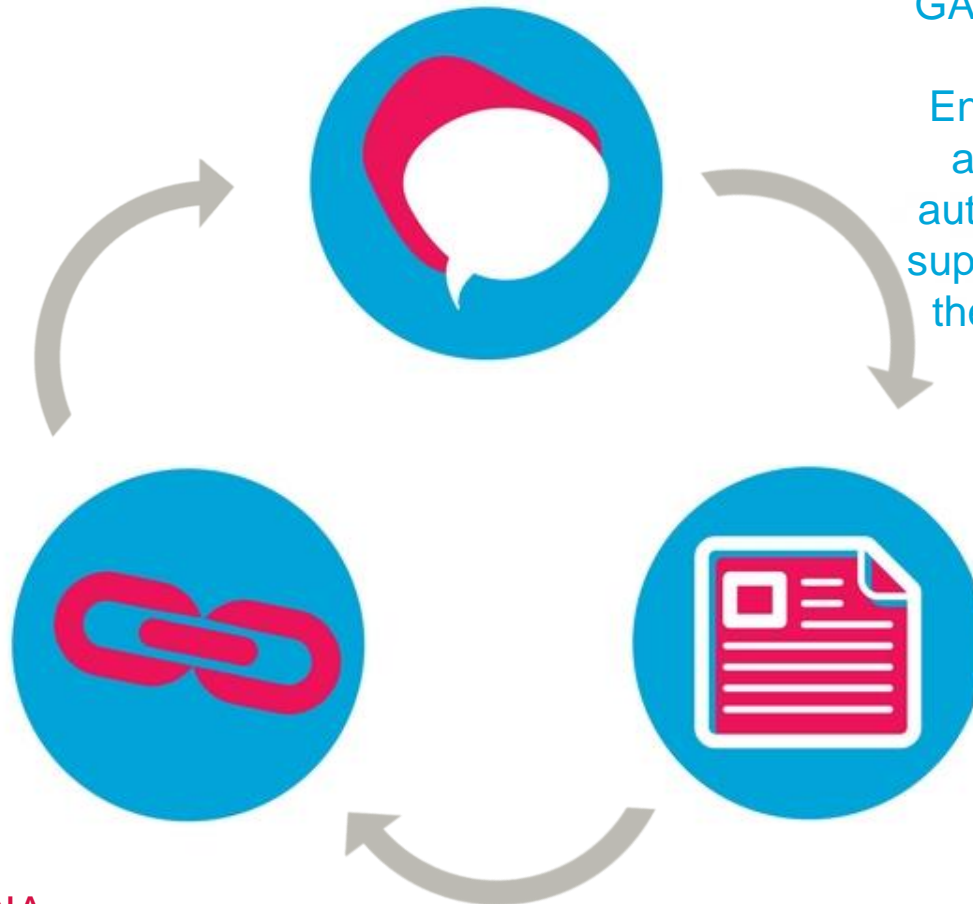
What we do

GATHERING STORIES

Enabling people to tell and share their own authentic stories and to support their peers to do the same using digital tools.

CURATING STORIES

Working with communities to identify the insights in their stories and package them for dissemination.



MOBILISING STORIES

Connecting curated stories to decision makers who can use the knowledge in them to create positive change.

Network of over 1800 reporters



Replicate 36 social licences



communityreporter.net

Who are the reporters?



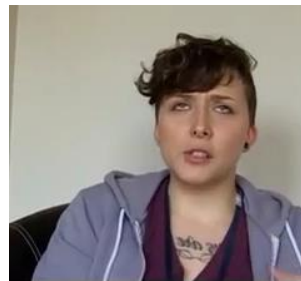
We support people to tell their stories from a range of demographics including:



BME, LGBT, white, disabled, employed and unemployed people, FGM, Older



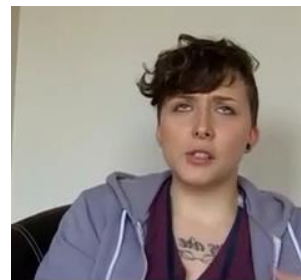
Age range from 11 to 80+





In addition each reporter receives training on:

- Responsible storytelling methods
- Story collection techniques
- Able to use “technology in the pocket devices” including video, audio and photography functions
- Digital literacy skills and confidence building
- Peer to peer collection



What Community Reporters receive



Become part of the Institute of Community Reporters movement and are able to share experience and thoughts online and in meet ups and provide ongoing story

Feel that someone is listening

Be recognised for their contribution through the Institute of Community Reporter badging and certification programme

Post course training on curation

Storytelling approach



Snapshot
Stories

Dialogue
Story

Personal
Monologues



Greater Manchester Public service Reform

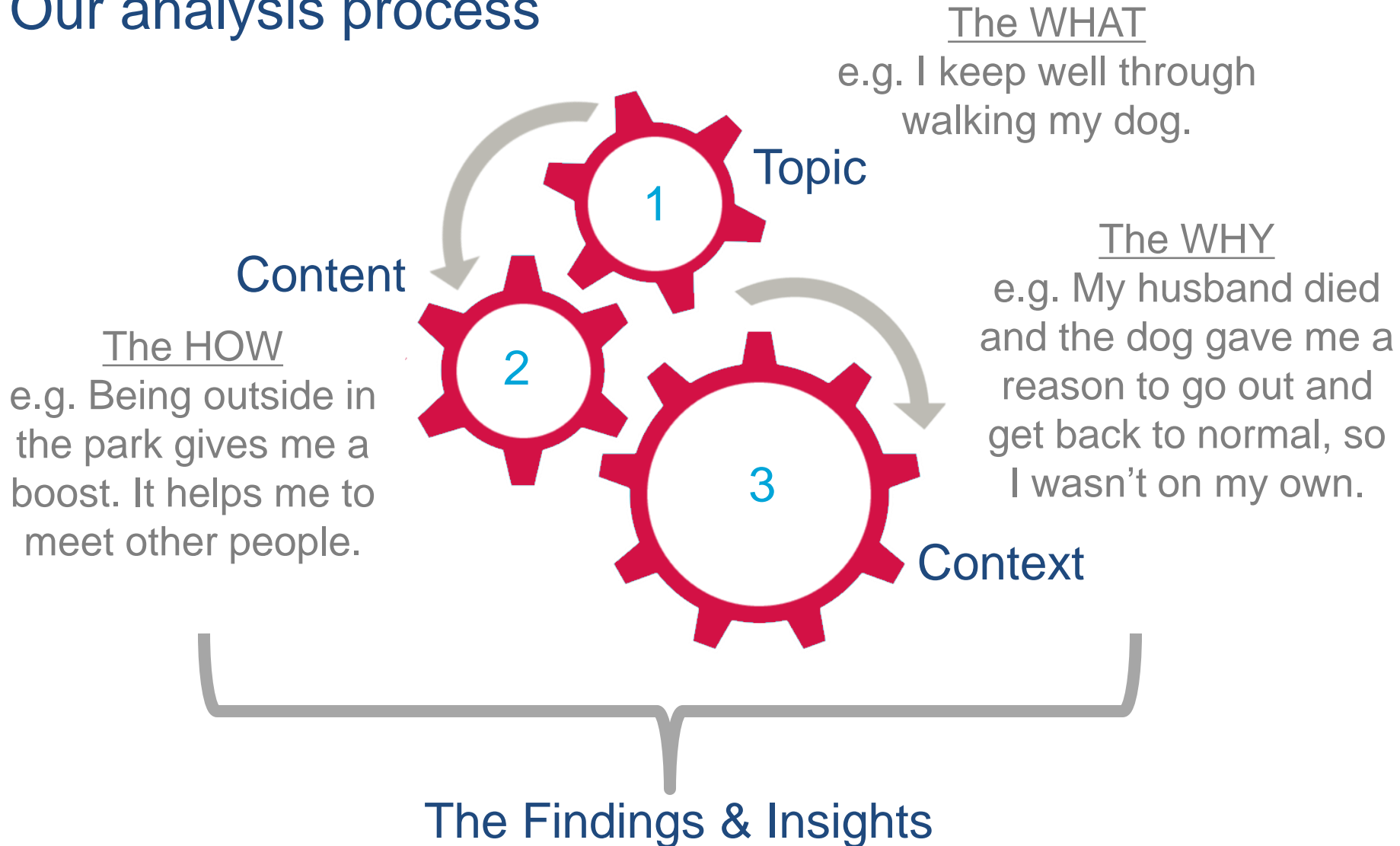
Snapshot story

Challenging Perceptions

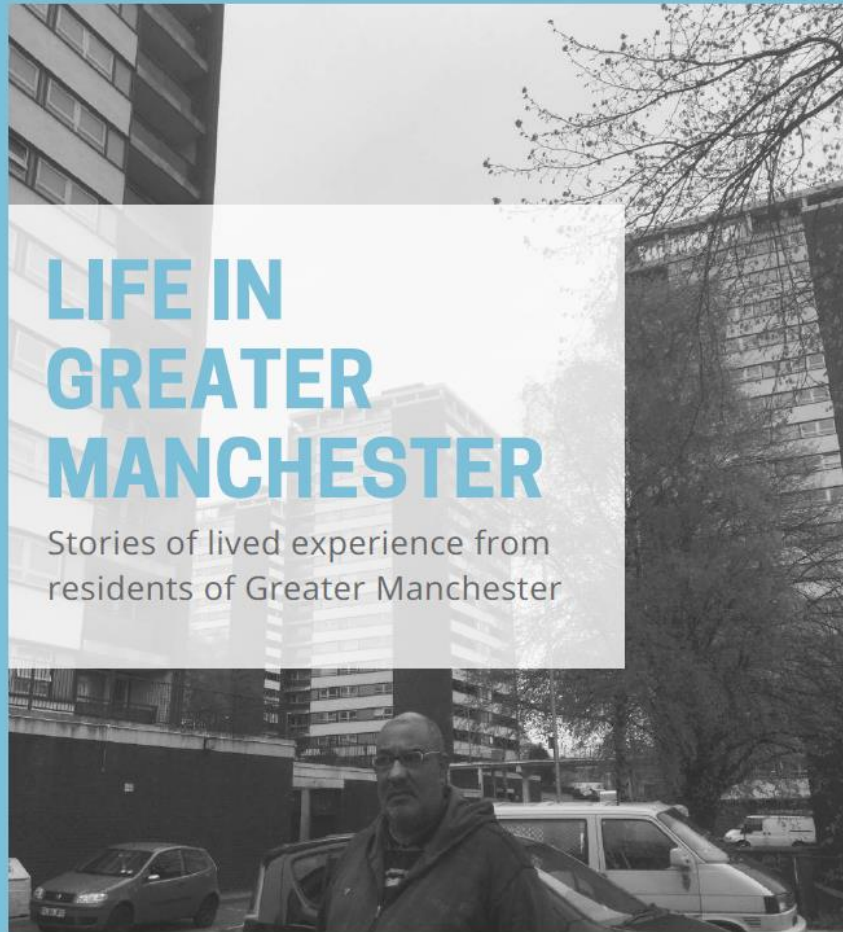


Curating Stories

Our analysis process



Published: September 2017



LIFE IN GREATER MANCHESTER

Stories of lived experience from
residents of Greater Manchester

Produced by
People's Voice Media &
The Institute of Community Reporters

In partnership with
The Greater Manchester Network of
Community Reporters (GMNCR)



Mobilising the story through report and Conversation of Change events

Community Reporting looking at the 360

Overcoming Barriers

Pennine Care **NHS**
NHS Foundation Trust

In partnership with:

Film produced by:



Community Reporting for Co-production



Aqua: CAMHS Transition Story in 5 Borough Partnership



MORE VIDEOS ^

Pan European project on Social Investment and Innovation



Partnership with 10 European Universities.
Our role was to provide insight on user perspective



This project has received funding from the European Commission
Horizon 2020 Programme Societal challenges: European societies
after the crisis under grant agreement no. 649189



Curating Stories

What we gave them



Peer support networks and social connections

InnoSI Themes

The experiences of unemployment depicted in the stories suggest a strong need for social innovation in both the design and implementation of social investment policies. The people's stories indicate that much of the support provision being provided, particularly by the Government, is not necessarily meeting their needs. In his story, [Jorge](#) describes an idea about how society can better make use of people's skills to share knowledge via an association or through using digital tools. Engaging service users in collaboratively generating solutions and ideas for services (as the [co-design work in Kainuu](#) advocates) can play a key role in creating investment policies that address people's needs in more meaningful ways.

Projects or initiatives that meet the multiple needs of people often contain elements of social innovation. The soup kitchen that [Juan Carlos](#) describes seems to be offering this multifaceted support. The soup kitchen provides people experiencing poverty with food, but also through Juan Carlos's knowledge and support it could also assist them in overcoming issues in their lives. Similarly, in reference to a co-design initiative in Kainuu, [Markuu](#) describes how his volunteer IT tutor role helps to reduce other people's digital exclusion whilst also increasing his social inclusion.

Summary of Insights

- **The role of the family:** The pivotal role that families play in supporting people is highlighted in these stories. The insights in these stories suggest that the family is not just offering emotional and wellbeing support, but also financial support. Both [Jorge's](#) and [Abu's](#) stories identify how their families have assisted them financially and what is particularly interesting about their stories is their ages; neither of the storytellers fall into the 'youth' bracket.
- **Sharing knowledge and supporting others:** Both [Juan Carlos's](#) and [Jorge's](#) stories advocate the need for individuals within society to share their knowledge to support others regardless of the adversities that they themselves are facing. Whilst needing support themselves, these individuals also want to give to other people. This reciprocal support culture is one that the social investment projects in various [residential neighbourhoods in Utrecht](#) are also fostering.

[Click here](#) or scan the QR code to view the feature story for this collection of 'User Voice' stories' stories.

InnoSI: H2020 - 649189
Deliverable 5.2: Analysis of Community Reporter material
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Connections

Support

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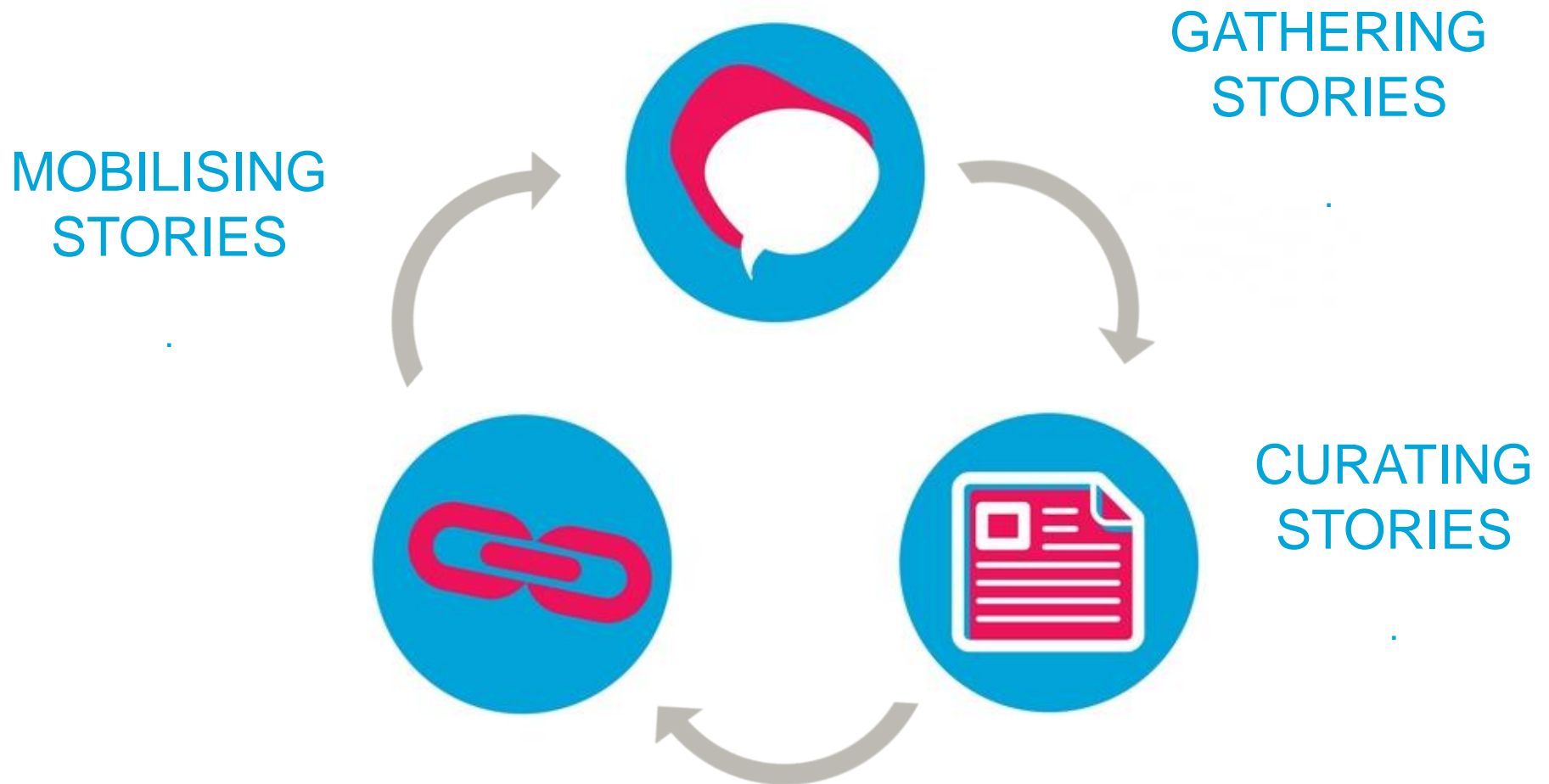


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<https://communityreporter.net/story/user-voice-innovation>

The Approach



Thank You!



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Twitter: @peoplesvoice

For reporter content see
communityreporter.net



Look at the whole story

