flourish

Personhood and Collective Wellbeing

Giving Voice to Invisible and Challenged Communities

Institute of Design Innovation
The Glasgow School of Art

December 2014

scottish universities
insight institute
mobilising knowledge for a better Scotland

INSTITUTE
OF DESIGN
INNOVATION
THE GLASGOW
SCHOOL OF ART

Report Authors

Professor Irene McAra-McWilliam
Dr Lynn-Sayers McHattie
Dr Cara Broadley

Acknowledgements

Table of Contents

flourish

Personhood and Collective Wellbeing

Giving Voice to Invisible and Challenged Communities

1. Programme Team

- Professor Irene McAra-McWilliam;
  Head of School of Design, The Glasgow School of Art
- Dr Lynn-Sayers McHattie;
  Research Fellow, The Glasgow School of Art
- Dr Cara Broadley;
  Research Fellow, The Glasgow School of Art
- Professor Grant Cumming;
  Consultant Obstetrician and Gynaecologist, NHS Grampian
- Dr Jeremy Keen;
  Consultant Physician in Palliative Care, Highland Hospice
- Professor Stewart Mercer;
  Professor of Primary Care Research, University of Glasgow
- Harriet Hunter;
  Head of Organisational Development, The Scottish Government
- Sokun Tsushimoto;
  Zen Roshi, Medical Practice Tokyo

2. Executive Summary

To flourish is 'to live within an optimal range of human functioning, one that connotes goodness, generativity, growth' (Fredrickson and Losada, 2005). In Flourish we have explored the ways in which qualities of life are generated and sustained, how personhood and collective wellbeing can flourish, and specifically, how design can enable a flourishing society. Design Innovation is a way of structuring group creativity towards valuable outcomes using design practices. By engaging with a wide range of expertise, it is possible to address complex issues.

Through our creative and participatory design inquiries we have aimed to give voice to invisible communities, by working together with practitioners and professionals, including doctors in primary and secondary care, clinicians, chaplains and social care professionals amongst others to address complex civic challenges. Underpinning and weaving through the Flourish project is the drive to create sustainable solutions, building a legacy of repeatable improved performance; not one off interventions, and holistically addressing the following aims and objectives:

- giving voice to invisible or challenged communities
- making these communities visible: promoting 'hidden talent'
- considering ways in which their capabilities can be shared with others
- recognising how wellbeing can be improved and considering how this can be addressed by communities rather than recourse to professional services
- understanding how the qualities of design can contribute to enhancing the qualities of life and qualities of reflection
- contributing to wellbeing in our society

A major focus of our research is on ageing, dignity and end of life care and how our society can create and support wider compassionate and caring practices at the point of need. We have developed an interdisciplinary network of academics, practitioners, and policy makers throughout a series of Seasonal Seminars in Glasgow and Forres to together consider ways to elicit, capture, and communicate such community narratives and to demonstrate how wellbeing can or could thrive. This follows an assets-based approach to identify existing skills, talents, and capabilities from within communities, that may be hidden or ineffable (Foot and Hopkins, 2010; Glasgow Centre for Population Health, 2012; Baker, 2014) and to devise creative ways to share these strengths with others in order to 'flourish'.

Flourish's focus on 'giving voice' has thus provided scope to undertake preliminary primary research engagements, or Flurries. In *Ritual Respect* we have explored emotional and social support for women following miscarriage; in *Ionad Hiort* we have examined the role of nature and culture and the interplay of the two in community renewal and regeneration of a fragile island community; and in *Curated Care* we have investigated volunteering, citizenship, and a democratisation of care in communities. Our creative and visual approaches to participatory inquiry have allowed us to ascertain how we might reposition perceptions of these communities by representing and communicating the complex civic challenges that they face, and their individual and collective capabilities.

Spanning the Flourish timeline, the Seasonal Seminars and the Flurries have generated insights surrounding societal wellbeing, measurement, and promotion, as well as highlighting distinct concepts and themes that constitute qualities of life, qualities of design, and qualities of reflection.

Wellbeing and its Influences

- Giving Voice: addressing invisibility and silence in marginalised, challenged communities

- An Asset-based Approach: the need to address personhood and collective wellbeing through existing human capabilities

- Creativity and Materiality: central aspects of participatory design practice that can promote empathy, reciprocity, and dignity

Measurement and the National Performance Framework

- Participation and Impact: the results of our interventions are co-designed with and disseminated to organisations and citizens

- Stories above the Stats: our work is person-centred, creative, and deeply qualitative   this can inform a more nuanced and textured approach to complement Scotland's National Performance Framework (NPF)

- Transferability and Scalability: the methods used in the flurries are flexible enough to be applied in different sociocultural contexts, whilst the Flourish process is scalable to address issues of societal wellbeing on national and international levels

Promotion: Innovation in Policy and Practice

- Demonstrating a Commitment to Communities: a key factor of giving voice to communities and enabling participation

- A Democratisation of Society: our approaches are influenced by the premises of participatory design and participatory action research   we believe that an ethos of inclusivity and equitable dialogue can strengthen partnerships between academics, practitioners, policy makers, citizens and communities

- Creative Coalitions to Enhance and Embed Actions: a holistic approach to extreme collaboration is needed to have real societal impact

3. Introduction

This report provides an overview of the Flourish project, the Seasonal Seminars and Flurries we have carried out, and the key themes and insights that emerged through this work. Drawing from our interdisciplinary teams' knowledge and expertise, we have considered how a creative design-led approach can address complex civic challenges in sociocultural contexts, give voice to marginalised, challenged or invisible communities, and help to reposition notions of personhood and collective wellbeing. In setting out the ways in which academics, practitioners, and policy makers can collaborate, we propose that creative, participatory, and generative approaches can enhance the design of the NPF, and contribute to improving wellbeing in our society.

Background

The Institute of Design Innovation (InDI) exploits its core expertise in Design Innovation through three forms of action: Explore, Experience and Exploit. Our initial programme of work focuses on Work, Wealth and Wellbeing, appreciating that these are not separate domains but interlinked and integrated. Through our creative and participatory design inquiries we have aimed to give voice to invisible communities, by working together with practitioners and professionals, including doctors in primary and secondary care, clinicians, chaplains and social care professionals amongst others to address civic challenges and together to design solutions for the future.

Flourish is internally linked to InDI's *Cube* research approach. A Cube involves three people with interdisciplinary skills, working together three times, in stages of three days (McHattie, MacLean, and Dixon, 2013). The purpose is to address a theme in multiple ways with diverse teams of specialists working together for short periods. By developing and extending the Cube method across the Flourish project, the diverse background knowledge of a range of academics, practitioners, and policy makers working in health and social care settings, as well as citizens and communities themselves were applied and developed within a fast and pressurized collaborative space to generate quick results.

Context

The Flourish context is open and emergent, with areas of interest arising from the interdisciplinary teams' particular areas of expertise. Through a participatory action research framework (Chevalier and Buckles, 2013), and building on existing peer-reviewed and published work carried out by InDI (Cummings, McHattie, French, and Broadley, 2014; McHattie, Dixon, and Broadley, 2014; McHattie and Broadley, 2014), this openness allowed us to develop our Design Innovation approaches and methods to support our collaborations with health and care professionals, and subsequently, to engage with specific communities in the context of women and wellbeing, palliative care and ageing, and nature and culture. Employing our visual and participatory creative tools and approaches across these activities has allowed us to consider how the qualities of design can inform the qualities of life and the qualities of reflection.

4. Activities

The activities that were carried out in Flourish are visualised in *The Flourish Process* (Fig. 1). This diagrammatic representation was a key artefact designed by the research team at all stages of the project and proved useful in conveying the rhythm and flow of the Seasonal Seminars, Flurries, publications, interdisciplinary network, and key dates.

Flourishing Times

As part of InDI's ongoing dissemination activity, the *Flourishing Times* is a tabloid-format newspaper which communicates the development of Flourish and our accompanying methodological and philosophical reflections to diverse public and academic audiences. The inaugural issue was published in April 2014 and coincided with the official opening of The Glasgow School of Art's Reid Building. As a means of kick-starting the Flourish project and scoping participants and collaborators for our interdisciplinary network, this brought together a combination of narrative summaries, interviews, poetry, and visual representations from a range of projects already underway at GSA which focus on the relationship between design and societal wellbeing.

Seasonal Seminar One

The purpose of the Seasonal Seminars was to bring together members of the research team and other external partners towards sharing and galvanising our knowledge around redefining wellbeing and approaches to engaging with invisible communities. The first seminar took place in Forres in April 2014, and was attended by Professor Irene McAra-McWilliam, Dr Lynn-Sayers McHattie, Dr Cara Broadley, Carolyn Wyllie, and Heather Young from InDI, Dr Jeremy Keen, Consultant Physician at the Highland Hospice in Inverness, Harriet Hunter, Lead for Creativity in the Scottish Government, Dr Ewan Kelly, Chaplain at The University of Glasgow, Patricia Griffin, Systems Thinker at The Taos Institute, and Charlie Woods, Director at SUII.

Drawing from our individual areas of research and practice, we explored how personhood and collective wellbeing can flourish through engagements with palliative care communities, with a focus on the therapeutic benefits of semi-structured storytelling and dignity therapy (Chochinov, 2012). In this, discussions of appreciative inquiry as a socially empowering method of investigation (Cooperrider and Srivastva, 1987), alternative forms of non-medical support such as social prescribing (South et al., 2008; Friedli, Themessl-Huber and Butchart, 2013), and the motivations behind volunteering led us to conceptualise the broader themes of care in the community, empathy, and reciprocity, and consider how these are nuanced in different sociocultural contexts.
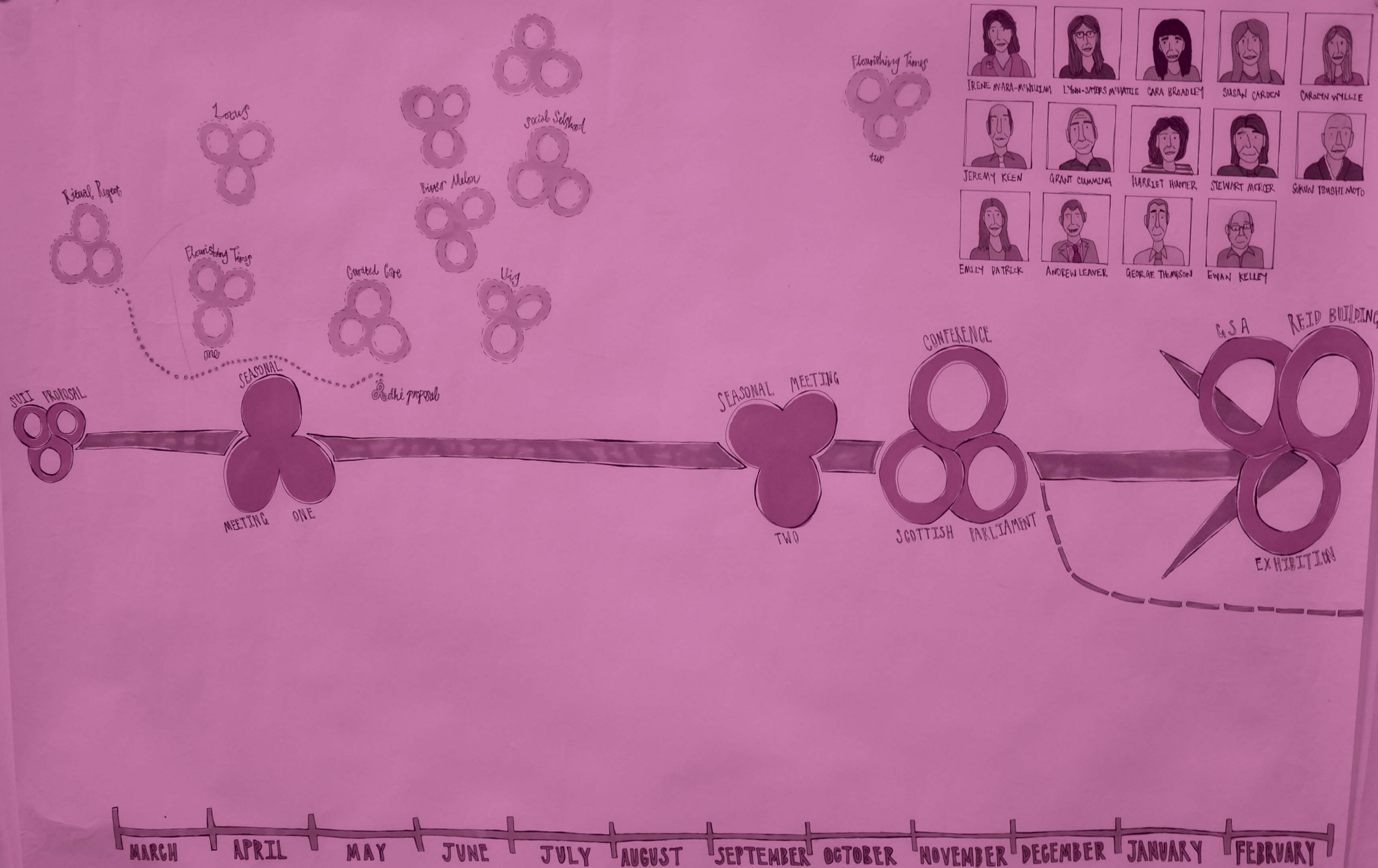
Fig. 1. *The Flourish Process*

Flurries

Flurries are short exploratory inquiries carried out by designers and researchers in InDI across the Flourish project. Through investigating defined sociocultural contexts and issues, each flurry approaches notions of wellbeing using specific design practices, engages with a range of health and care professionals and community stakeholders, and focuses on distinct concepts and themes that constitute qualities of life, qualities of design, and qualities of reflection.

• Ritual Respect:
Working with gynaecologists, midwives, and psychologists from NHS Grampian to explore emotional and social support for women following miscarriage (Cumming et al., 2007; Rowlands and Lee, 2010; McLean and Flynn, 2013), Ritual Respect is an example of InDI's *Cube* research approach, where three people work together three times to respond to a specific context. Initially examining current care pathways for women and their own coping mechanisms (Figs 2 4), Ritual Respect seeks to capture women's unheard voices in order to explore empathic opportunities for emotional expression and social interaction.

• Ionad Hiort:
Ionad Hiort, through engagement with the Ionad Hiort community group, examines the role of nature and culture and the interplay of the two in community renewal and regeneration of a fragile island community. Centring on co-designing and producing an annual exhibition in Lewis which showcases leading creative practitioners' and performers' work, this will be accompanied by engaging and giving voice to traditional Gaelic culture, which will include a series of youth projects constructed in response to the proposed exhibition (Figs 5 7).

• Curated Care:
Curated Care is a collaboration with clinicians and fundraisers from Highland Hospice and NHS Highland that focuses on a democratisation of care in communities. Building on existing research surrounding the impact of formal and informal volunteering on individual and collective self-esteem and resilience (Paylor, 2011; Fujiwara, Oroyemi, and McKinnon, 2013), concepts of altruism, generosity and reciprocity are central to Curated Care. Developing our visual and participatory approaches throughout this ongoing work (Figs 8 10), we seek to contribute to embedding a robust culture of volunteering and everyday care in Scotland (The Scottish Executive, 2004) with a view to communicating hospice volunteers' stories in a co-created event and publication, enhancing volunteer recruitment promotion and uptake, and developing deeper understandings of citizenship.

• Practice-led Flurries:
Experimenting with and reflecting on our design practices, three members of the InDI team have led individual flurries that focus on engaging with invisible communities and developing notions of personhood and collective wellbeing. Drawing connections between concepts of empathy, beauty, and materiality, *Lotus* seeks to better our understanding of the relationship that exists between the language of art and the world of art and design through a contemplative practice as a sort of slow unfolding of language that unites Zen Buddhism, sensory awareness, typography and poetry; *Social Selfhood* examines how craft practices and artefacts can be used to evoke personal memories and revive reflexive storytelling; and *Bitter Melon* investigates neighbourliness and cohesion in culturally-diverse communities through intuitive, observational, visual, and conversational design activities.

The Silence was Deafening

...a *silent environment* within which women experience miscarriage...

Bansen & Stevens, 1992

...the emotional burden of early pregnancy loss is commonly not recognised by healthcare professionals...

Cummings et al. 2007: 1138

Hospital-based interventions could also be combined with community-based interventions with the aim of building adequate social support.

Rowlands and Lee, 2010: 284

The Birds are Coming

St Kilda has always been part of our seascape, our landscape, it's always been here.

I'm fascinated with their songs and their poetry to do with the birds [...] and that's their food and it's their rent with the feathers, it was so critical to their lives.

There's all sorts of traditions associated with that, when they went to do the fowling at certain times of year and they also had rituals, different rituals [...] they would walk round in circles anti-sunwise.
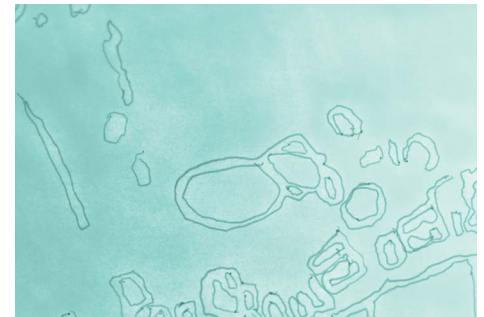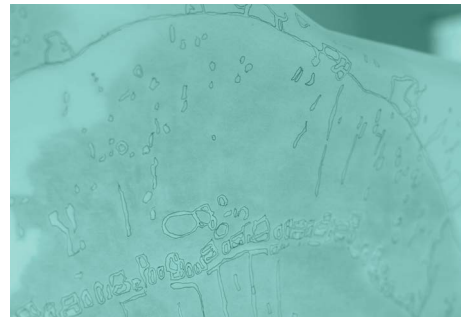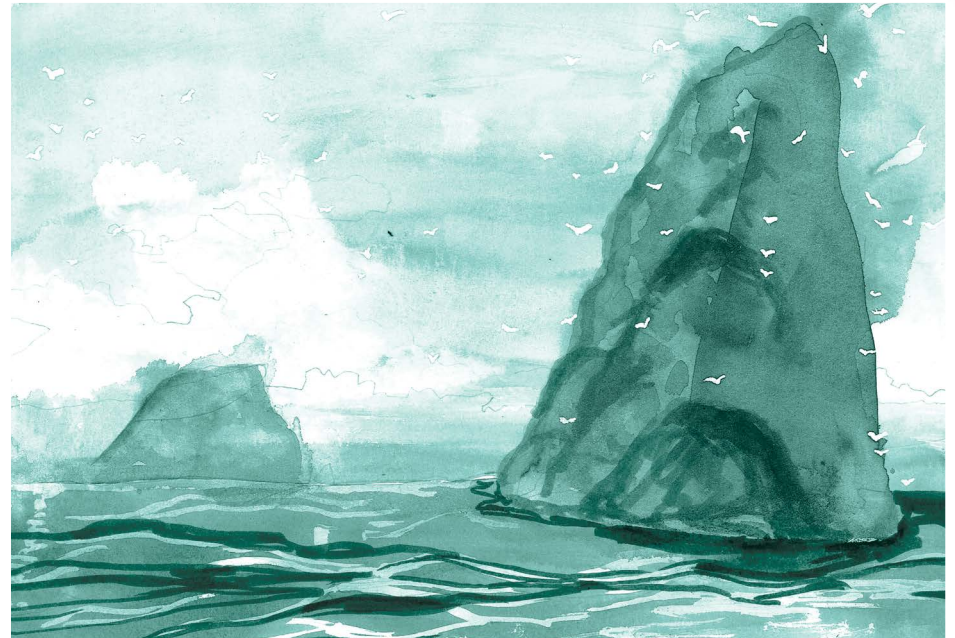
It's not about the individual; but what we do as a team

We all want to support this cause. It's about helping people and caring for people   and it is rewarding, but that's not why we do it.

The hospices' ethos of friendliness and care is pervasive. I think we all have this desire to help. A lot of people who volunteer here have lost someone, so it's a lot about empathy and considering sensitively how you would like to be cared for.
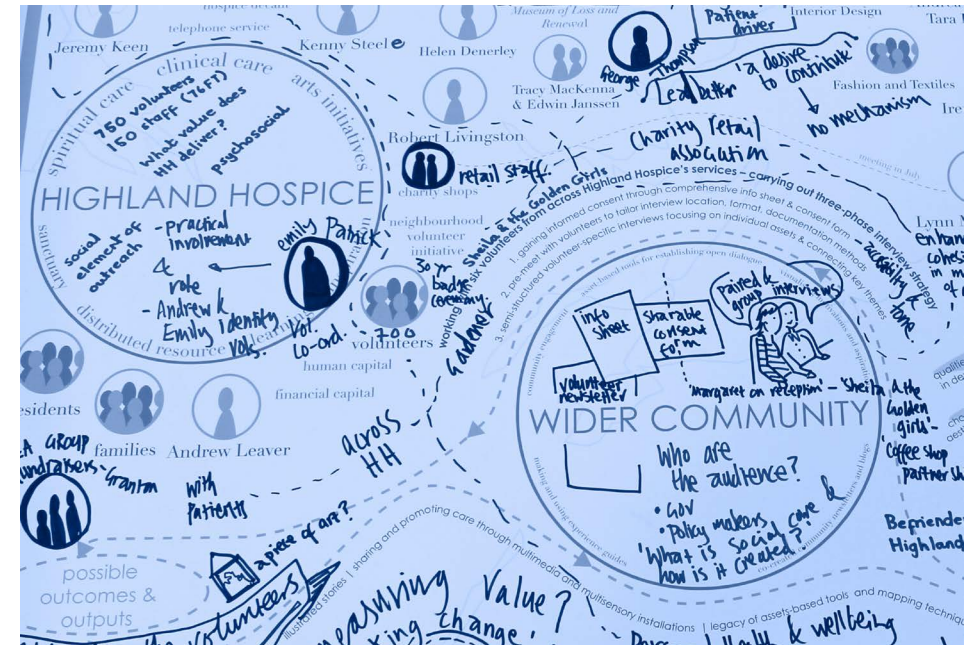
Citizenship requires a direct sense of community membership based on loyalty to a civilisation which is a common possession.

Marshall, 1950: 151

The second seminar was held in September 2014, and was attended by Professor Irene McAra-McWilliam, Dr Lynn-Sayers McHattie, Dr Cara Broadley, Carolyn Wyllie, Dr Susan Carden, and Angela Fernandez-Orviz from InDI. The purpose of this seminar was to collectively reflect on our experiences of being engaged in the research and begin to draw together emergent concepts and themes. Intuitively employing our Design Innovation tools and approaches, this took the form of a 'word hoard', through which we used fabric pens and a tablecloth to visualize pertinent concepts, phrases, and issues surrounding wellbeing, before distilling these onto squares of material and working together to cluster and code these into the *Wellbeing Quilt* (Fig. 11). This collaborative and reflective process of making and sharing has informed our consolidation of findings and outputs for the culmination of this phase of Flourish.

5. Key Themes and Insights

In the following section we describe the key themes and insights that arose from Flourish. Whilst we do not provide an exhaustive account of such insights at a macro level, more detailed and specific examples can be found in the conference papers and journal articles we have produced throughout the project (see section 6 of this report for a full list). Spanning the Flourish timeline, the Seasonal Seminars and the Flurries have generated insights surrounding societal wellbeing, measurement, and promotion, as well as highlighting distinct concepts and themes that constitute qualities of life, qualities of design, and qualities of reflection.

Wellbeing and its Influences

• Giving Voice:
In Flourish we have explored invisibility and silence amongst marginalised or challenged communities by giving voice through participation. Throughout our interdisciplinary collaborations in the Seasonal Seminars and our introductory engagements with communities and citizens in the Flurries, we have been drawn towards the richness of the stories that have been shared, compassionate accounts of healthcare practitioners' work with invisible or challenged communities, narratives of resilience in the face of adversity, and revelations of both professional and personal motivations to care for others. In this, we have identified a need to engage with marginalised communities and involve them not only as research participants, but as collaborative partners, in order for their needs to be seen, heard, recognised, and subsequently, empowered. This has been demonstrated in Ritual Respect, where we have begun to address a need to tackle the silence associated with miscarriage through developing opportunities for expressive storytelling, and in Curated Care, in which we have be investigating deeper understandings of care in communities through our work with Highland Hospice and our initial discussions with volunteers to elicit stories of their personal motivations, their roles within the volunteer community, friendship groups, and future aspirations.

• An Asset-based Approach:
Originating from community development and health and social care contexts, an asset-based approach has allowed us to address personhood and collective wellbeing through being guided by the skills and talents of the communities we are working with, and the local resources and services that exist therein (Foot and Hopkins, 2010; Glasgow Centre for Population Health, 2012; Baker, 2014). Our work in Ritual Respect acknowledges the emotional

distress experienced by women following miscarriage and the lack of social support provided by existing services, but in turn, proposes that women themselves have the ability to form an empathic network of care: a safe space to express and share a spectrum of experiences of grief and readjustment. Additionally, in Curated Care we began by exploring the nature of the hospice movement and the care provision for people approaching end of life, as well as the support services that are offered to their families. As this Flurry progressed, we have foregrounded the caring practices provided by the 700-strong volunteer community, and placed emphasis on what motivates people to offer their time and unique skills to help others, and how this, in turn, impacts upon their own wellbeing in transformative ways. Actively pursuing an asset-based approach from the offset, Bitter Melon focuses on defining the qualities that contribute to a cohesive place-based community, such as pride in the physical environment, neighbourliness, familiarity, and openness.

Unpacking how a design-led form of such appreciative inquiry (Cooperrider and Srivastva, 1987) can stimulate affirmative participant engagement and enhance positive research relationships in discussion with our network of collaborators, we have strived to investigate wellbeing with an open mind, whilst being guided by our collective and cumulative knowledge, skills, and aspirations for a better future (Steen, 2011, 2012). As such, Flourish reappropriates design's historical tendency to remain focused on problems (Mitchell, 1993), as being a means of enhancing inherent human capability and celebrating social qualities of compassion, empathy, dignity, reciprocity, conviviality, wisdom and cohesion (Nussbaum, 2003).

• Creativity and Materiality:
Drawing from participatory design's central tenets of inclusion and democracy (Ehn, 1989; 1993; Sanders and Dandavate, 1999; Bødker et al.,

2000, Sanders and Stappers, 2003, 2008, 2014; Lucero et al., 2012), we propose that creativity and materiality promoted empowerment in the research relationships that were formed and provided an approach for the Flourish network to externalise and articulate our experiences and aspirations.

Visualisation and reflective practice have been central modes of engagement, expression, collaboration, and dissemination across the Flourish project. In Ritual Respect, our practices of drawn reflection and re-description have allowed us to communicate insights and opportunities to develop a both digital and face-to-face creative storytelling platforms for women who have experienced miscarriage, whilst in Curated Care, our illustrative proposals and organisational maps have helped us foster trust with our stakeholders, develop a shared language, and underpinned our consensual aims and objectives. Weaving our co-created visual artefacts throughout the Flurries and the recognising the role of materiality and storytelling in the Seasonal Seminars, as is exemplified in our Wellbeing Quilt, we propose that a Design Innovation approach to asset-based inquiry has the power to render the hidden talents, anecdotal accounts, and relational connections within and between communities visible and accessible, and operate as tangible representations of collective wellbeing in everyday life.

Measurement and the National Performance Framework

• Participation and Impact in and with Communities:
From our design-led perspective, we engage in research with participants not as subjects, but as partners. The six month timescale of the SUII network grant has been beneficial as it has allowed us time to introduce ourselves to communities gradually, prior to undertaking structured and formalised phases of primary research. Our approach to community engagement in Curated Care, for example, has been to work with Andrew Leaver, Head

of Fundraising, and Emily Patrick, Voluntary Services Co-ordinator, from Highland Hospice to identify an initial group of volunteers willing to participate in a short introductory meeting. During these meetings in the Forres Highland Hospice Shop, the monthly Volunteer Coffee Morning, and the hospice itself, we did not make any video, audio, or photographic recordings, and only occasionally made written notes. In effect, the informal nature of these meetings has allowed us to begin to craft future patterns of engagement, aims, objectives, and potential outputs with the volunteers, thus harnessing the collective creativity of communities as experts of their own experience (Sanders and Stappers, 2008). As a result, our interventions are co-designed with and disseminated to the organisations and citizens in action.

• Stories above the Stats:
Scotland's NPF is based on seven high-level purpose targets of growth, productivity, participation, population, solidarity, cohesion, and sustainability, which are developed through overarching national outcomes and explicit national indicators. Respectively, Flourish primarily contributes to the outcomes of developing 'strong, resilient and supportive communities', and our work can be aligned to the indicators of 'improving support for people with care needs', and 'improving the quality of healthcare experience'. Whilst some of the objectives and indicators did not apply to the context of our Flourish, we reflected in our sessions on the flattening and amalgamation of a number of highly complex issues for the purposes of the framework. For example, whilst the indicator 'improve mental wellbeing' is clearly an issue that must be addressed urgently and will have a notable impact on societal wellbeing, the indicator 'widen use of the internet' is subject to a more gradual process of improvement. Additionally, while the language in the framework is on the one hand inclusive, accessible, and simple to understand, on the other hand, it can be deemed too broad and

thus be misinterpreted (for example, 'Improve Scotland's Reputation' can be interpreted in a number of contrasting ways).

The primary focus of our practice-based, person-centred, qualitative inquiry is on gaining an interdisciplinary and holistic understanding of collective wellbeing from diverse academic disciplines and professional practices, and capturing the intersubjective experiences of invisible communities surrounding a diverse and specific range of complex sociocultural issues. Such accounts were often told anecdotally in informal settings, captured and reflected upon through creative techniques such as drawing and making, and will later be displayed at the SUII exhibition in 2015 to communicate these narratives to wider audiences of policy makers. We therefore propose that the humanity and personal perspective evoked by stories can enrich quantitative and statistical measures of wellbeing, and that this can inform a more nuanced and textured approach to complement the NPF. We also suggest that the two-page, text-based format of the NPF be redesigned and adapted to incorporate more bespoke notions of wellbeing, to categorise and connect the indicators and objectives more clearly, and to contain links to appendices and additional reports pertaining to each. Such amendments would align the NPF with and be more responsive to the experiences and needs of communities.

• Transferability and Scalability:
The methods, tools, and approaches we have used in Flourish such as sketched fieldnotes, autoethnographic drawn reflection, and participatory mapping, have been responsive and chosen in action, and in consultation with interdisciplinary network of experts. Our approaches are flexible enough to be transferable to a range of community-based settings: these interactions are currently informing future research into contemporary concepts of care, addressing loneliness and social isolation, and exploring

notions of equality in relation to gender, age, geography, and ethnicity at local levels. Furthermore, the Flourish principles are at present being developed in collaboration with the Scottish Government and the Scottish Leaders' Forum as informing a space for unpacking insights around the future of equality, economy, and public services, acknowledging and celebrating existing assets and resources, and galvanising creative collectives to drive sustainable solutions. Flourish has thus contributed to building a legacy of repeatable improved performance, not one off interventions.

Promotion: Innovation in Policy and Practice

• Demonstrating a Commitment to Communities:
This is a key factor of giving voice to communities and enabling participation. The dialogue that emerged in the Seasonal Seminars informed and inspired our engagement with communities in the Flurries. Building on the networks within our team of interdisciplinary collaborators, we engaged with a wider range of individuals and began to embed our research at a community level. Jeremy Keen's introduction to Andrew Leaver and Emily Patrick from Highland Hospice was a key moment in Curated Care, in which our research was refocused towards the motivations and aspirations of the volunteer community. Moreover, through being immersed in the wider SUII network, we have made connections to George Thomson, CEO of Volunteer Scotland, who has in turn introduced us to a body of research exploring the relationship between volunteering and wellbeing. Similarly, in the Seasonal Seminars, chaplain Ewan Kelly shared with us his experience of employing social prescribing as an alternative to medical care (South et al., 2008; Friedli, Themessl-Huber and Butchart, 2013). This has informed the development of Ritual Respect from being specifically focused on emotional readjustment following miscarriage towards a bespoke woman-centred support service that is defined and driven by the capabilities of the women as both co-designers and end-users.

• A Democratisation of Society:
Our approaches are influenced by the premises of participatory design (Ehn, 1989; 1993; Sanders and Dandavate, 1999; Bødker et al., 2000, Sanders and Stappers, 2003, 2008, 2014; Lucero et al., 2012) and participatory action research (Kindon, Pain, and Kesby, 2008; Chevalier and Buckles, 2013), through which the relationships formed between practitioners, researchers, and participants directly set the research agenda, and can from this point influence and inform social change. As is advocated by the principles underpinning appreciative inquiry, action research that primarily responds to deficits and attempts to solve problems is laden with assumption, conjecture, and deductive reasoning:

> In problem solving it is assumed that something is broken, fragmented, not whole, and that it needs to be fixed. Thus the function of problem solving is to integrate, stabilize, and help raise to its full potential the workings of the status quo. By definition, a problem implies that one already has knowledge of what "should be"; thus one's research is guided by an instrumental purpose tied to what is already known.
>
> Cooperrider and Srivastva, 1987: 147

In approaching our work with collaborators and community partners with an open mind, and being guided by our collective and cumulative knowledge, skills, and aspirations for a better future (Steen, 2011, 2012), Flourish reappropriates design's historical tendency to remain focused on problems as being a means of enhancing inherent human capability (Mitchell, 1993; Nussbaum, 2003). As such, we believe that an ethos of inclusivity and equitable dialogue can strengthen partnerships between academics, practitioners, policy makers, communities and citizens.

• Creative Coalitions to Enhance and Embed Actions:
We thus propose that an integrative and holistic approach to extreme collaboration is needed in order to have a real impact on societal wellbeing. A recognition of community voices and a participative approach to consultation is necessary in enhancing societal wellbeing, yet these partnerships must be recognised by policy makers in order to make actionable, visible change and progression. Building on SUII's mission to promote knowledge exchange amongst academics, practitioners, and policy makers, the open format of the Seasonal Seminars functioned as an inclusive space to discuss both broad and granular notions of wellbeing. Consciously avoiding predetermined or fixed agendas, these sessions flowed organically as informal arenas for voicing experiences, thoughts, and reflections. The Seasonal Seminars also presented opportunities to share rich insights on existing wellbeing and community-based initiatives, relevant theories, and recommendations of other external partners to include in the network. This perspective has promoted our orientation in and development of the Flurries, where we have begun to engage with issues of wellbeing from the perspective of communities and citizens. We propose that such an approach be extended to include a wider range of policy makers working with designers and researchers at a grass-roots community level.

6. Follow-up Activities

Exhibition Series

These interdisciplinary dialogues and designed outputs inspired our interim dissemination of Flourish at the SUII conference at the Scottish Parliament in November 2014, and future planning of the Wellbeing Programme Exhibition 2015. With a focus on the themes of people, place, and participation (Kindon, Pain, and Kesby, 2007), we will use combinations of imagery, artefact, and installation to tell the story of each programme within the wellbeing series, and to highlight connections and synergies between our individual insights. Accompanied by textual narratives and an illustrated exhibition brochure, we will draw parallels between our visual documentation and outputs to the targets, outcomes, and indicators put forward in the NPF.

Scottish Leaders Forum

As a result of our work across Flourish, InDI were invited by the Scottish Government to be the creative partner for the Scottish Leaders Forum, held in November, 2014. The event, entitled 'Flourishing Scotland: Nurturing a Participatory Democracy', brought together delegates from the public and third sectors to consider Scotland's big challenges   achieving equality, creating jobs and sustainable economic growth, and transforming public services   from a holistic perspective and commit to taking action as by forming creative collectives.

Our work involved designing materials and facilitating creative breakout sessions with delegates, as well as engaging with community-based organisations in Flurries to curate content for a series of films which were presented at the event.

We anticipate that a second edition of the Flourishing Times will be produced in response to this event, combining stories, interviews, feedback, insights, and actions from the delegates, and full reports of the flurries and Flourish findings. Addressing how to create and sustain a participatory democracy, creative leadership, and civic engagement post-referendum, this context offers the opportunity to expand the Flourish network and continue to work towards qualitatively improving public policy pertaining to societal wellbeing.

Publications

Various publications have been produced as a result of the Flourish activities in the areas of women and wellbeing, interdisciplinary design-led collaboration, visual approaches to empathy, the role of materiality, beauty, and reflection, and the value of design-led approaches in health and care innovation.

• Lynn-Sayers McHattie, Cara Broadley, and Brian Dixon (2015 in review) 'Design Innovation Approaches to Healthcare and Collective Wellbeing', in *Visible Language,* special edition on Design for Health and Medicine

• Lynn-Sayers McHattie and Edwin Pickstone (2015 in review) 'LOTUS: The role of typography, contemplative practice and the artefact in extending the boundaries of communication design and meaning' in *Message: Communication Arts Research*

• Lynn-Sayers McHattie and Cara Broadley (2015 in review) 'Design Research and the Role of the Artefact: Ritual Respect', in *Studies in Material Thinking*, special edition on Visual / Textual: documenting the realities of research through design practice, vol. 13

• Grant Cumming, Lynn-Sayers McHattie, Tara French, and Cara Broadley (2014) 'Transforming Patient Experience: The Need for a Design Innovation Approach to Web Science and Medicine 2.0.', in *Medicine 2.0: Social Media, Mobile Apps, and Internet/Web 2.0 in Health, Medicine and Biomedical Research*, Malaga, October 2014

• Lynn-Sayers McHattie, Brian Dixon, and Cara Broadley (2014) 'Show me don't tell me: towards validating the visual', in *Visual In-Sights International Conference: theory, method, practice*, Newcastle, June 2014

• Lynn-Sayers McHattie and Cara Broadley (2014) 'Designing Empathy: Ritual Respect', in *The ACM CHI Conference on Human Factors in Computing Systems*, Toronto, April 2014

expression CONFIDENCE contemplative SL_OW a beautiful emotion compassion BALANCE love & beauty

aesthetics ways of being yticorpicer reciprocity yticorpicer VOICE Rose Window stories performative TRUST

poetic MAKING VISIBLE lovely wee things ways of making flourish Evolution Dignity

SEE ways of seeing awareness making care doing things together Caring Change

Invisible... Visisible Friendship humanity care at the point of need citizen ship ways of thinking Future

for someone gift Sharing PARTICIPATION cohesion just a chat hand made sharing morres

Fig. 11. Wellbeing Quilt

7. References

Baker, D (2014) 'Developing and implementing a robust asset-based approach to public health', in *Perspectives in public health*, vol, 134. no. 3, 129 130

Bansen, S.S. and Stevens, H.A (1992) 'Women's experiences of miscarriage in early pregnancy', in J*ournal of Nurse-Midwifery*, vol. 37. no. 2, 19 22.

Bødker, S., P. Ehn, D. Sjögren, and Y. Sundblad (2000) 'Co- operative Design perspectives on 20 years with "the Scandinavian IT Design Model"', in *Proceedings of The 1st Nordic Conference on Computer-Human Interaction*, NordiCHI, Stockholm, October 2000, 1 9

Chevalier, J. M. and D.J. Buckles (2013) *Participatory Action Research: theory and methods for engaged inquiry,* London: Routledge

Chochinov, H.M (2012) *Dignity therapy: final words for final days*, Oxford: Oxford University Press

Cooperrider, David L., and S. Srivastva (1987) 'Appreciative inquiry in organizational life', in *Research in Organizational Change and Development*, vol. 1. no. 1, 129 169

Cumming, G. P., S. Klein, D. Bolsover, A.J. Lee, D.A. Alexander, M. Maclean, and J.D. Jurgens (2007) 'The emotional burden of miscarriage for women and their partners: trajectories of anxiety and depression over 13 months', in *An International Journal of Obstetrics and Gynaecology*, vol. 114. no. 9, 1138 1145

Cumming, G., LS. McHattie, T. French, and C. Broadley (2014) 'Transforming Patient Experience: The Need for a Design Innovation Approach to Web Science and Medicine 2.0.', in *Medicine 2.0: Social Media, Mobile Apps, and Internet/Web 2.0 in Health, Medicine and Biomedical Research*, Malaga, October 2014

Ehn, P (1989) 'The art and science of designing computer artifacts', in *Scandinavian journal of information systems*, vol. 1. no. 1, 21 42

Ehn, P (1993) 'Scandinavian design: on participation and skill', in D. Schuler and A. Namioka, eds, *Participatory design: principles and practices*, New Jersey: Lawrence Erlbaum Associates, 41 77

Foot, J. and T. Hopkins(2010) *A glass half full: how an asset approach can improve community health and wellbeing*, Improvement and Development Agency, London

Fredrickson, B. and M. Losada (2005) 'Positive Affect and the Complex Dynamics of Human Flourishing', in *American Psychologist*, vol. 60. no. 7., 678 686

Friedli, L., M. Themessl-Huber, and M. Butchart (2013) *Evaluation of Dundee Equally Well Sources of Support: Social Prescribing in Maryfield*, Evaluation Report Four, available from <http://www.dundeepartnership.co.uk/sites/default/files/Social%20prescribing%20evaluation%20report.pdf> accessed 20/12/14

Fujiwara, D., P. Oroyemi, and E. McKinnon (2013) 'Wellbeing and civil society: Estimating the value of volunteering using subjective wellbeing data', in *Department for Work and Pensions, Working paper no. 112*, available from <https://www.gov.uk/government/publications/wellbeing-and-civil-society-estimating-the-value-of-volunteering-using-subjective-wellbeing-data-wp112> accessed 20/06/14

Glasgow Centre for Population Health (2012) *Assets in Action: Illustrating asset based approaches for health improvement*, available from ≤http://www.gcph.co.uk/publications/374_assets_in_action_illustrating_asset_based_approaches_for_health_improvement#sthash.ECl6GgFV.dpuf> accessed 20/10/14

Kindon, S., R. Pain, and M. Kesby (2007) *Participatory Action Research Approaches and Methods: Connecting people, participation and place*, London: Routledge

Kindon, S., R. Pain, and M. Kesby (2008) 'Participatory action research', in *International Encyclopedia of Human Geography*, London: Elsevier, 90 95

Lucero, A., K. Vaajakallio, and P. Dalsgaard (2012) 'The dialogue-labs method: process, space and materials as structuring elements to spark dialogue in co-design events', in *CoDesign*, vol. 8. no.1, 1 23

Marshall, T.H (1950) *Citizenship and social class, and other essays*, Cambridge: Cambridge University Press

McHattie, L-S., D. MacLean, and B. Dixon (2013) 'Design Innovation: Experimental Creative Research Approaches', in IASDR, Tokyo [Online], vol. 3. no. 1, 1 9, available from <http://design-cu.jp/iasdr2013/papers/1968-1b.pdf> accessed 30/08/14

McHattie, L.S., B. Dixon, and C. Broadley (2014) 'Show me don't tell me: towards validating the visual', in *Visual In-Sights International Conference: theory, method, practice*, Newcastle, June 2014

McHattie, L.S. and C. Broadley (2014) 'Designing Empathy: Ritual Respect', in *The ACM CHI Conference on Human Factors in Computing Systems*, Toronto, April 2014

McLean, A. and C. Flynn (2013) "It's not just a pap-smear": Women speak of their experiences of hospital treatment after miscarriage', in *Qualitative Social Work*, vol. 12. no. 6, 782 798

Mitchell, C.T (1993) *Redefining Designing: From Form to Experience*, London: Van Nostrand Reinhold

Nussbaum, M (2003) 'Capabilities as fundamental entitlements: Sen and social justice', in *Feminist Economics*, vol. 9. no. 2-3, 33 59

Paylor, J (2011) 'Volunteering and health: evidence of impact and implications for policy and practice', in *Institute for Volunteering Research*, available from <http://www.ivr.org.uk/component/ivr/volunteeringhealthevidenceimpacti mplicationspolicypractice> accessed 20/06/14

Rowlands, I. J., and C. Lee (2010) '"The silence was deafening": social and health service support after miscarriage', in *Journal of reproductive and infant psychology*, vol. 28. no. 3, 274 286

Sanders, E.B.N. and U. Dandavate (1999) 'Design for experiencing: New tools', in *Proceedings of the 1st International Conference on Design and Emotion*, Delft, November 1999, 87 92

Sanders, E.B.N. and P.J. Stappers (2008) 'Co-creation and the new landscapes of design', in *CoDesign*, vol. 4. no. 1, 5 18

Sanders, E.B.N. and P.J. Stappers (2014) 'Probes, toolkits and prototypes: three approaches to making in codesigning', in *CoDesign*, vol 10. no. 1, 5-14 Scottish Executive (2004) *Volunteering Strategy 2004–2009*, available from <http://www.scotland.gov.uk/Publications/2004/05/19348/36990> accessed 20/06/14

South, J., T.J. Higgins, J, Woodall, and S.M White (2008) 'Can social prescribing provide the missing link?', in *Primary Health Care Research and Development*, vol. 9. no. 4, 310 318

Steen, M (2011) 'Tensions in human-centred design', in *CoDesign*, vol. 7. no. 1, 45 60

Steen, M (2012) 'Virtues in Participatory Design: Cooperation, Curiosity, Creativity, Empowerment and Reflexivity', in *Science and Engineering Ethics*, 1 18, available online only from <http://link.springer.com/journal/11948/onlineFirst/page/3> accessed 20/04/13