Be Included

Leapfrog Major Project Report

leapfrog.tools

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Summary

The Be Included project took place over a two month period where the Leapfrog team collaborated with a group of healthcare professionals and other stakeholders to co-design person-centred tools for adults with learning difficulties to evaluate the services that they use.

Alongside this, the Leapfrog team also wanted to use this opportunity to develop an approach that would support a co-design process taking place over a geographic distance, namely through the use of the mobile application WhatsApp.

The outcomes of the project is the Have your Say Toolkit. The kit comprises of a range of editable paper-based tools, which can be adapted for a range of abilities. There are three types of tool in the kit:

- snapshot tools which are a fun and visual ways to quickly get feedback on how someone feels about a service or activity.

- reflective tools which encourage someone to reflect on their experience of a service and to help with recording these.

- progress tools which help someone to set personal goals and to gauge how they are progressing.

Project Context

Care service providers and care service commissioners believe that a person-centered approach is crucial in supporting decision making for health and social care for adults with learning difficulties. Supporting people to articulate their needs and views is imperative to putting appropriate supports in place. The challenge is to enable adults with learning difficulties to have effective input into the ways in which they are supported, and to ensure people receive the right care and support they need for their life choices. To address this challenge it is important that an inclusive approach to the evaluation of current and future service provision is in place.

Currently services are evaluated based on existing frameworks developed as part of the national care strategy. Many of these standards do not encourage meaningful input from the users themselves. Current frameworks can be seen as 'tick boxing exercises' that serve only to gather basic information of services and miss the real impact on people's lives, their experiences and their preferred support for the future. Often service users have specific preferences or abilities that impact on how they communicate. For example one user might prefer speaking about their needs, whereas another might prefer using objects to communicate, whilst another might prefer visual methods such as drawing. Currently some service providers do use tools to help their evaluation and planning activity to be more inclusive and person-centred. The issue is that new users can require new tools. Restrictions on resources and the old standards result in a lack of quality engagement, which affects the quality of services and support. The National Care Standards Review has recently

looked at the care standards across all health and wellbeing in order to review and develop new standards across Scotland. The initial consultation has to date resulted on 5 key principles that guide the design of the new standards, and a draft set of new standards. Key is a focus on the rights and inclusion of the individual in future care. One of the 5 principles focuses on inclusion, and the 'Be Included' principle emphasises support to make informed choices and consideration of service users suggestions and feedbacks in wider decision making. The new standards impact on how services are reviewed and therefore the way services are inspected is also changing:

'Rather than just checking that a service is complying with basic inputs for all people, inspections are increasingly looking at what it's like to actually use the service. Inspectors from different scrutiny bodies now also work jointly to look at how individuals experience a range of services within the care system.' (New Care Standards, 2017)

In this project, we worked with service providers, user representation, and other stakeholders to design tools that can gather person-centred information and involve care service users of all abilities in reviewing current services and planning for the future. The challenge for this project was to develop evaluation tools that can gather person-centered feedback and ideas, and work with a range of adult abilities.

The aim for this project was to not only develop tools that support adults with learning difficulties to evaluate the services they use, but to also explore and test how co-design can be implemented at a distance through the use of the mobile application WhatsApp. Here we asked:

Can creative approaches to co-design generate evaluation tools that work with a range of adult abilities?

How can geographically desperate collaborators participate in a co-design process?

The Be Included project is a major research project contributing to a larger co-design research project called Leapfrog. Leapfrog is a three year AHRC funded research project working with the public and third sector to co-design simple and effective engagement tools. We are a collaborative project between Imagination at Lancaster University and the Innovation School at The Glasgow School of Art. The over-arching aim of our project is to co-design simple tools that give as many people as possible a say in the decisions that matter to them. We do this by working with communities and enterprises to co-design tools that make positive changes to citizen engagement.

Introduction

We began the project by exploring different ways of supporting a co-design process that could bring together a group of participants who were geographically dispersed - in this case, recruiting service providers and other health care professionals and stakeholders from across 8 regions in Scotland.

We explored a wide range of digital and non-digital approaches that could potentially overcome the barrier of physical distance to participation. Ideas discussed included the use of Instagram, radio, shopping catalogues, chain letters, and voice recorders. Whilst considering the ethical dimensions surrounding the use of social media in a research context, the Leapfrog team agreed that a digital mobile platform which utilises a camera function could provide an efficient way for participants to visually record insights and ideas, and upload these to a closed group for discussion.

Deciding on using the mobile application WhatsApp, and in not wanting to make any assumptions about the participants' prior knowledge of the app, time was spent developing a simple and straightforward WhatsApp video tutorial. This was sent out to the participants in a project induction pack.

At this early stage, it was critical to prepare participants fully before we began to ensure transparency so that the participants were aware of WhatsApp's own terms and conditions of use as well as the project's principles for participation. This information was contained in the project induction pack.

Once all of the participants had recieved their pack, we were able to launch the project. Our strategy for keeping participants engaged throughout the project was based on weekly cycles (see Figure 1), where the participants would be set missions to complete each week, the results from which uploaded to the group WhatsApp forum .

For each mission, we designed an information sheet which was uploaded to the group WhatsApp forum. On each sheet we posed a question, an aim and outlined a task to complete, providing guidance and prompts. These missions were based principally on activities that we would typically do in successive co-design workshops – namely problem-setting, ideation, prototyping, testing and refining.

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- co-design tools with service providers to enable a more
- develop an approach to co-design at a distance

Project Timeline

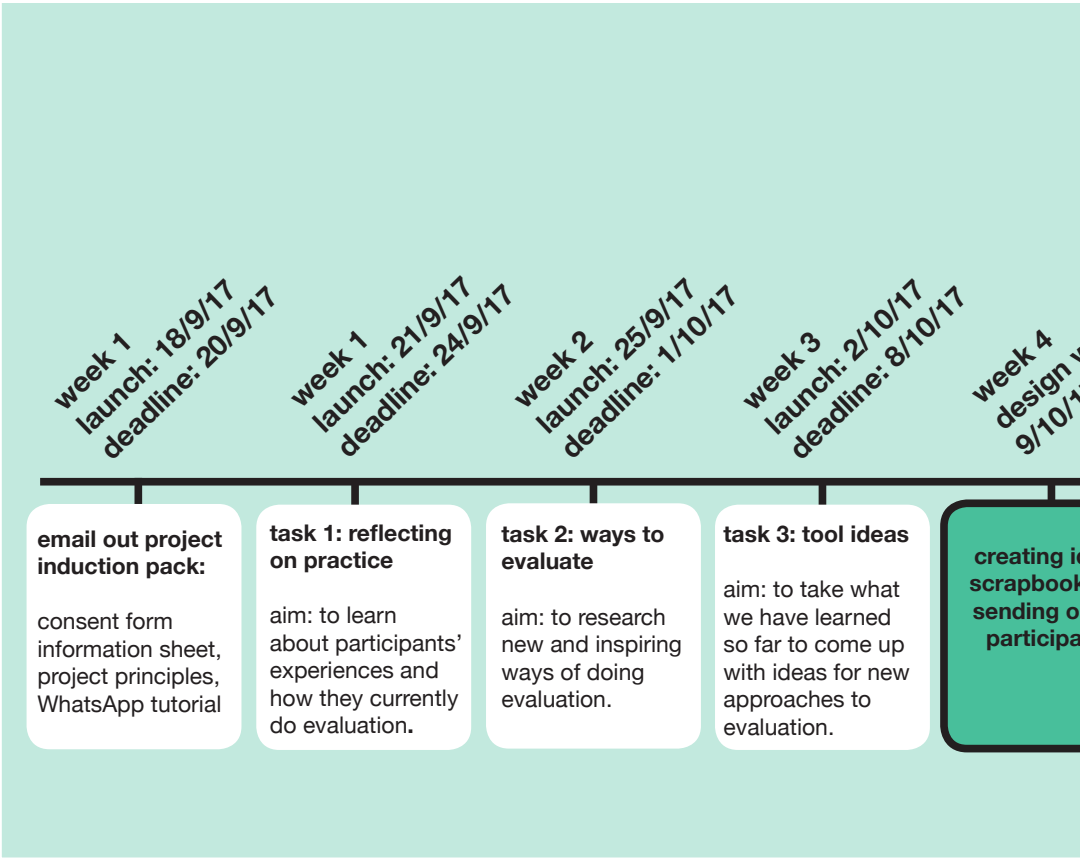
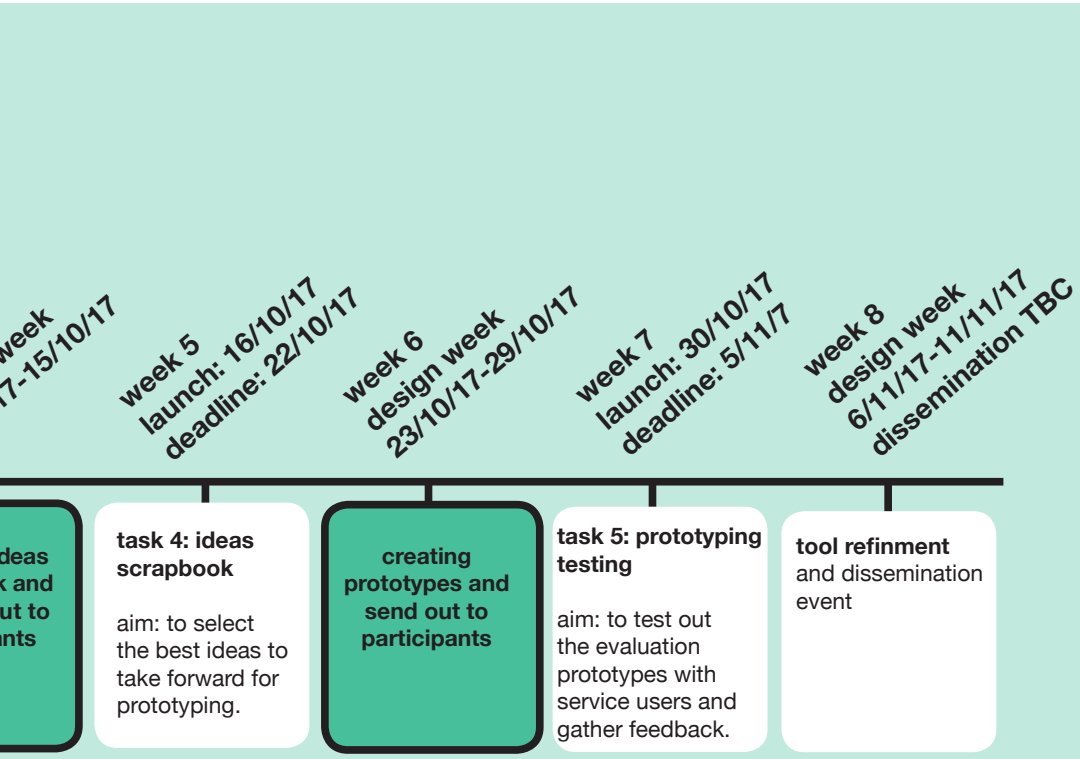


Figure 1.


week
7-15/10/17
week 5
launch: 16/10/17
deadline: 22/10/17
week 6
design week
23/10/17-29/10/17
week 7
launch: 30/10/17
deadline: 5/11/7
week 8
design week
6/11/17-11/11/17
dissemination TBC
deas
k and
ut to
nts
task 4: ideas scrapbook
aim: to select the best ideas to take forward for prototyping.
creating prototypes and send out to participants
task 5: prototyping testing
aim: to test out the evaluation prototypes with service users and gather feedback.
tool refinment
and dissemination event

Mission One: reflecting on evaluation

For the first mission, the Leapfrog team asked the participants to reflect upon their own current evaluation practices and share these with the group. We asked the participants to write a statement and/or take photos to show the group how evaluation is currently done by them individually or in their organisation. The participants were prompted to think about the physical things used for evaluation; their processes and procedures; how and where evaluation takes place; the questions asked; who the evaluation is for; and what works and what doesn't work so well.

In response to this, the Leapfrog team received an array of examples of approaches which included easy-read questioners, focus groups, photo stories to illustrate specific journeys or developments, tick box forms, visualisations and posters, talking heads to gain natural and spontaneous feedback, and evaluation trees that take written feedback on leaves and hang them on the trees branches. The key insights discussed during this time in the WhatsApp group was a need to move away from literacy-based approaches as well as tick box questionnaires. These were found to constrain user's responses, keeping, as one participant suggested, the process as creative and flexible as possible:

'Evaluation works if it is interactive, interesting and meaningful and not just a tick-box exercise. Key to this is that people genuinely feel that their feedback is valued and so reporting back on any findings or solutions based on what people have given is vital to maintain confidence.' (Be Included Participant)

The needs of funders were also raised in regards to evaluation processes, particularly as there can be a conflict between the methods by which funders collect the information they need, and how this can make service users feel. For example, through the use of certain kinds of deficit-based language that can have very negative connotations for users.

After the Leapfrog team collated the responses from the co-design group, mission two was posted to the WhatsApp group and the project moved forwards.

Mission Two: ways to evaluate

To build upon the insights from mission one, the second mission aimed to broaden the participants thinking beyond their own practice and asked them to research other new and inspiring ways to do evaluation. Here the participants investigated the ways in which other people and organisations do their evaluation, with a particular focus on any tools being used. They were encouraged to find out what other people in their field do, and also any other interesting examples of evaluation they have come across. Participants were prompted to share with the group examples of what they thought were the good, the bad, and the ugly, in terms of evaluation processes and tools.

Through the WhatsApp group the participants shared a range of alternative approaches to evaluation. Included in the discussion was the use of feedback apps in conferences, Talking Mats, the use of video and photographic evidence, as well as a 'feeling survey' one of the participants had used in their laughter yoga practice. The online discussion that followed focused in on the need for quick and efficient ways of collecting evidence for services, and how they can feel pressured to provide this evidence to funders. The participants shared their anxiety around unrealistic expectations, how they are left with little time to actually do their job, and the impact this had on their ability to be creative in evaluation.

'It would be useful to develop how we can evidence happiness, wellbeing and self-worth etc as this often comes into funding… Funders are asking for an evaluation plan which is usual. But thinking of all the ways to show an increase in those intangible and variable qualities is a real challenge.' (Be Included Participant)

Following mission two the Leapfrog team paused and reflected on all the participant's responses so far and developed a design challenge that would help stimulate the design of some evaluation tools. The challenge asked the co-design group to design creative tools for evaluation that could meaningfully capture and evidence emotional impact.

The next step in the project was to launch the third mission, which asked the participants to reflect upon what had been discussed so far and to start to think about new ways of doing evaluation.

Mission Three: gathering ideas

Once the participants had completed the first and second missions, the Leapfrog team went back through the conversations in the WhatsApp group, pulled out the key insights and complied these into a 'Story of Far' booklet. This was emailed out to the participants and enabled them to see the evolution of their thinking all in one place. In the booklet, as well as a summary of insights, the participants were presented with an over-arching design challenge that framed the tool design.

How can we design a creative tool for evaluation that can meaningfully capture and evidence emotional impact?

For the third mission launched through the WhatsApp group, the participants were asked to come up with tool ideas based on the insights collated in the booklet and submit these to the WhatsApp group through the use of an idea template (see Figure 2). The participants were given a week to develop some initial ideas for tools and post them to the group. By the end of the week the participants had submitted three distinct ideas for evaluation tools.

The first idea was the 'Swiss Army Knife Feedback Toolkit'. This tool would collate, develop and streamline existing tools, techniques and guidance for evaluating services with users. The idea was that the tool would support service providers to find, select and adapt existing tools in a way that reflects their users' different levels of communication needs.

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Task 3 idea template

Leapfrog

Use this template as a guide to help you record your idea(s). We want to gather as many ideas as possible so if you have more than one idea please share them all with us. Use one template for each idea. You can fill this in digitally or by hand and then upload to the group forum as an attached document.

Give your idea a name:

What does your idea intend to do?

Why is your idea different?

How would your idea work and what might your idea look like:

Figure 2.

The second idea was called ‘Value U’ and was based on enabling people who have literacy needs to efficiently evaluate their own progress and evidence how providers are meeting their support needs and aspirations. One concept for this tool was a creative kit which would offer blogging or video diary guidance and templates, with a bank of images and graphics to use. The idea was that the kit would support users to evaluate their own progress, against their own set of criteria, over time.

The third idea, ‘There’s an App for that!’ focused on ways of easily capturing feedback in real time in ways familiar to users and also about showing how that feedback had been responded too. One suggestion was a digital service building upon the technology already used in the NHS text-based monitoring app system called Florence.

The Leapfrog team collated the ideas posted to the group from all the participants and set the fourth task in the project.

Mission Four: ideas scrapbook

For the fourth mission, the Leapfrog team created and circulated an ideas scrapbook with the group (see Figures 3, 4, 5 and 6). The scrapbook contained all the ideas the group had come up with. Our aim for the scrapbook was to present all the ideas back to the participants with the objective of gathering the participant's' thoughts and feedback in terms of how these fledgling ideas could be taken forward and developed into more robust tool concepts. Along with the scrapbook, we asked the participants to think about the following questions in relation to each idea:

- how can I see myself using this idea in my work?

- how could this idea help in the evaluation process?

- how does this idea help to make the evaluation process more inclusive?

- how would I need to adapt this idea to use it?

At this stage there were still some key questions about individual tool ideas that the Leapfrog team felt needed to be addressed before movng forwards. So as well as the general questions to the whole group, the Leapfrog team developed more focussed questions that related to individual ideas, and sent these questions via email to the originators of the tool idea. This exercise aimed to add some more definition to the tool ideas and prompted participants to consider their ideas in some more detail.

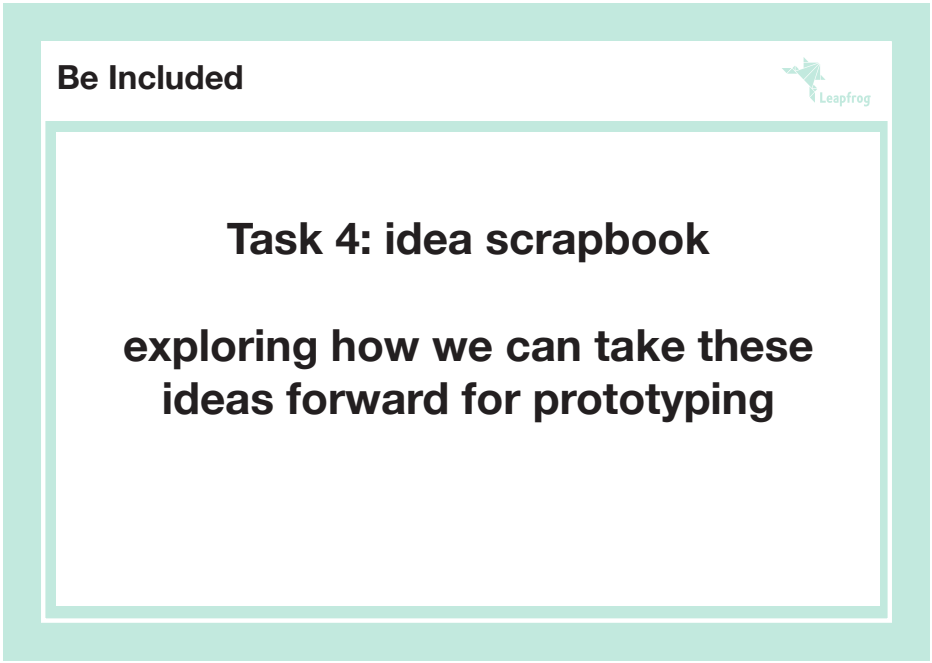


Figure 3.

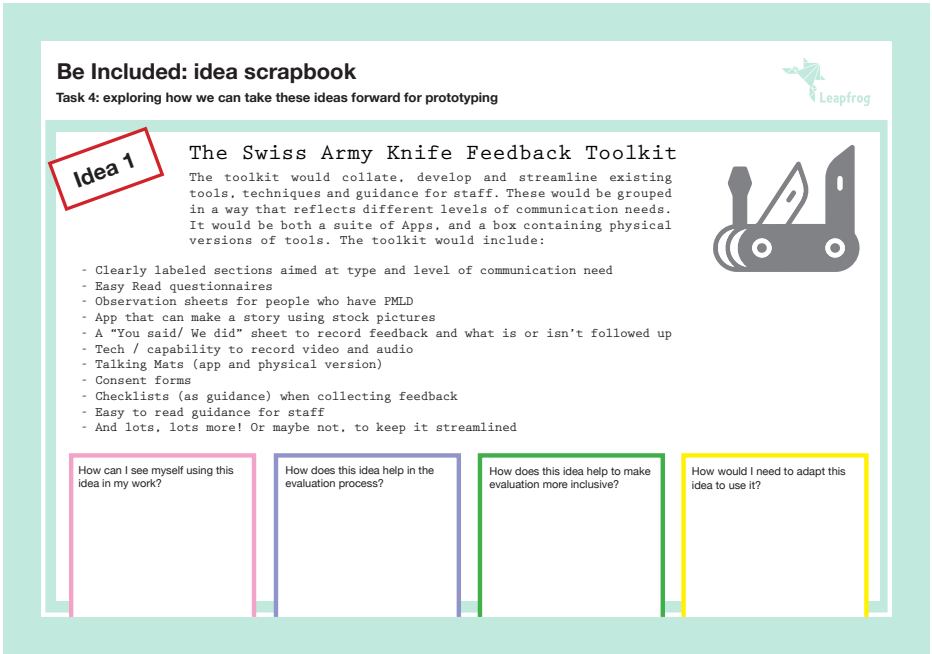


Figure 4.

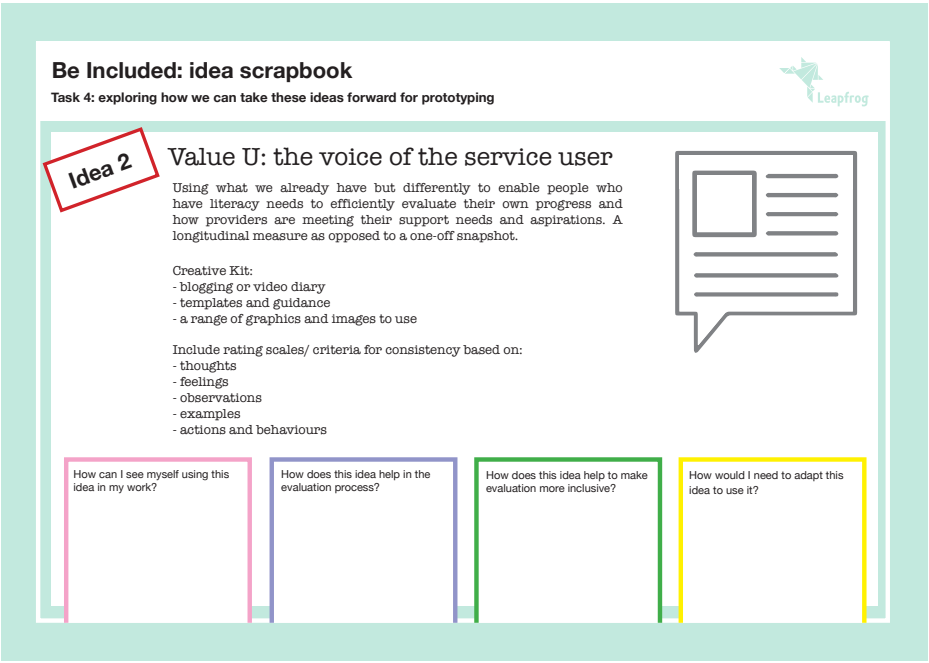


Figure 5.

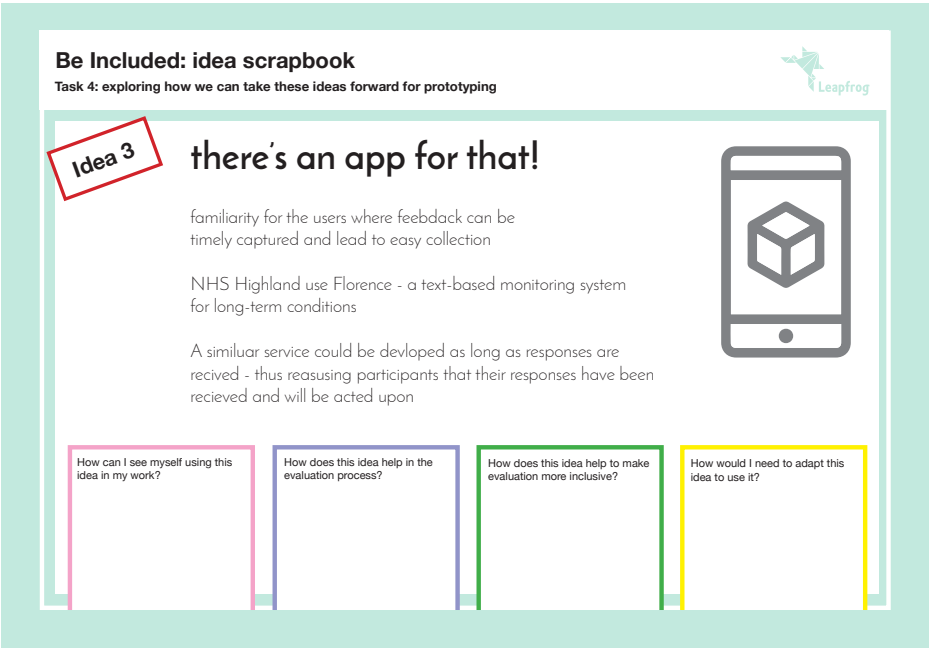


Figure 6.

For the Swiss Army Knife Feedback Toolkit the Leapfrog team asked:

Q1. Who is this toolkit for? Give us an idea of a typical user – 'A day in the life of….'

Q2. Is there a problem that this toolkit is responding to? For example, is there currently a lack of information out there where to find tools?

Q3. What would this toolkit do that currently isn't being done or is being done but needs changing? So, will it for example signpost people to different tools? Or will it help a user to pick an appropriate tool?

Q4. If this tool existed and then suddenly disappeared what would be the consequence?

The originator of the Value U tool idea was asked:

Q1. What information will this tool collect? What will you know after using this too that you didn't know before? Can you give us some examples of what kind of information this tool would be documenting?

Q2. What is this tool measuring? If a ruler measures centimetres and inches what does this tool measure? Is it time? emotions? experiences? all of these?

Q3. In terms of evaluating progress, what does 'progress' mean? How will you know that progress had been made? Who decides this?

Q4. How long is 'longitudinal'? Is it a week/month/ year? Can this be defined?

Q5. Does this tool need to be adaptable for different levels of ability? Would this tool be different for different levels of ability? Could this tool be flexible to be used by anyone?

The questions for the There's an App for That tool were:

Q1. Who users this tool? Will this tool be used by a user with a service provider present or would a user use it on their own? What are the steps someone needs to go through to use this tool?

Q2. In terms of reassuring that responses have been received and will be acted on, could this tool be similar to a 'You Said, We Did' approach?

Q3. What form could this tool take that would be familiar to users? What is 'familiar' to a user?

Q4. Would it need to be adaptable to different levels of ability? Do you have a person in mind who you would use this too with?

Q5. Can you give us some examples of the kind of information this tool would be collecting? What is this feeding back on? (is this about using a service for example?)

Q6. In a hypothetical world, what happens if no feedback is collected?

Tool Development

The participants were given a week to complete the fourth mission, which they did through a combination of posts to the WhatsApp group and email responses to the Leapfrog team's questions. Following the online discussions and the participants' responses to their individual emails, the Leapfrog team spent time reviewing and synthesising what had been said, and built up a richer picture of the potential final tools. As a result three tool thematics were developed, which framed the underlying functionality of the tool ideas, and helped categorise the tools into 'tool types'. Once they had been decided the Leapfrog team circulated the results through the co-design group. The three 'tool types' that were developed were:

- Snapshot Tools
- Reflective Tools
- Progress Tools

The Snapshot Tools were fun and visual ways to quickly get feedback on how someone feels about a service or activity (see Figure 7).

The Reflective Tools encourage someone to reflect on their experience of a service and to help with recording these (see Figures 8 and 9).

The Progress Tools help someone to set personal goals and to gauge how they are progressing (see Figure 10).

The exercise suceeded in building a framework that would guide the development of the tool ideas into a variety of more refined, tangible and meaningful tool concepts. Following on from this the next steps were

to start to develop and flesh out tool ideas that fit into the tool types.

In a rapid design session the Leapfrog team worked with the participants original ideas and worked up some initial tool prototypes for each tool type.

Tools developed for the Snapshot Tool type included: Quick Stick that used icon stickers to quickly answer questions about a service; Evaluation Metre that also used icon stickers to fill in or mark on an image of a metre a rating for the experience of a service; and Evaluation Dashboard, that used drawing to capture responses to different questions added by service providers onto different images of dials.

For the Reflective Tools ideas included: the What. Why tool, that used a visual gauge on one side of the tool to quickly rate an experience of a service, and then used sticker icons, writing or drawing to go into more detail on the other side; Me Map that encouraged someone to think about the things that make them happy as well as what they would like to change; Blog Blocks and Blog Builder were two tools that worked together to help someone write and construct a blog post about their experience of a service.

Ideas for Reflective Tools included: My Goals that mapped out personal goals for the future; and Evaluation Wheel, a tool that recorded how someone feelt about things that were important to them and their goals, and evaluated what stage they were at in reaching them.

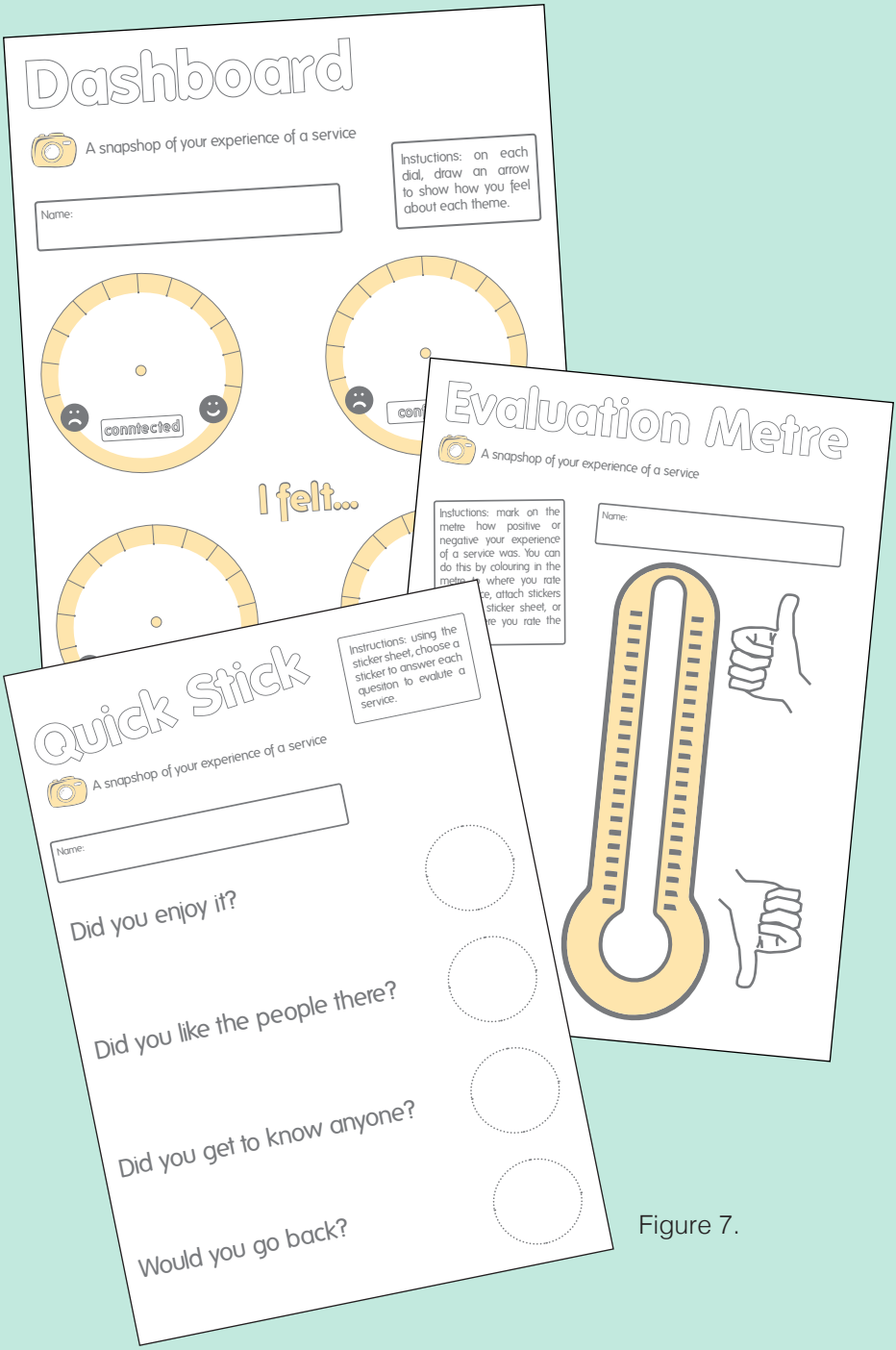
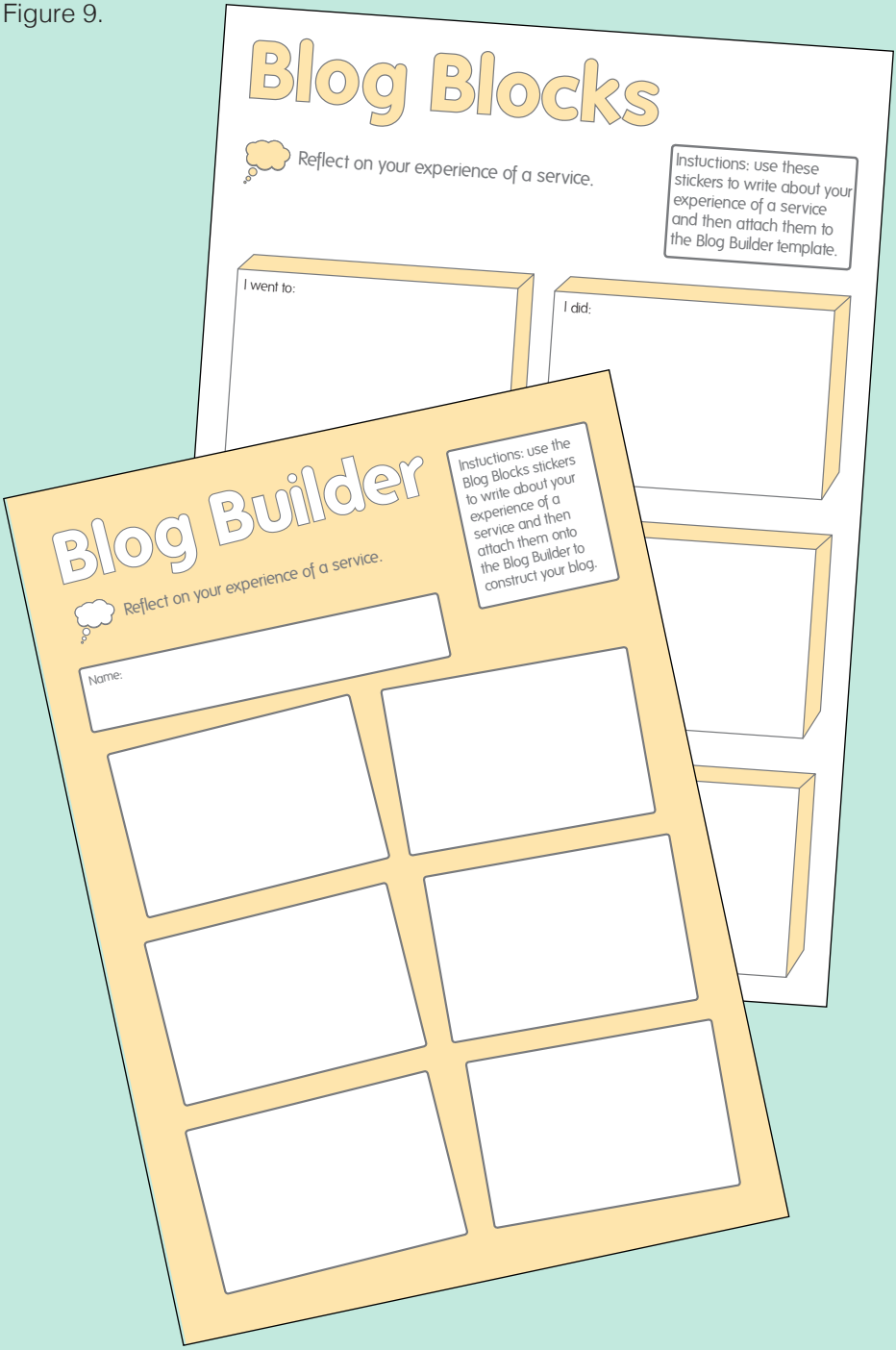

Dashboard
A snapshop of your experience of a service
Instuctions: on each dial, draw an arrow to show how you feel about each theme.
Name:
connected
I felt...
Evaluation Metre
A snapshop of your experience of a service
Instuctions: mark on the metre how positive or negative your experience of a service was. You can do this by colouring in the metre, where you rate
Name:
Quick Stick
Instructions: using the sticker sheet, choose a sticker to answer each quesiton to evalute a service.
A snapshop of your experience of a service
Name:
Did you enjoy it?
Did you like the people there?
Did you get to know anyone?
Would you go back?

Figure 7.

What. Why.
Reflect on your experience of a service
Instructions: mark on the thumbs up and thumbs down scale how you rated your experience. In the big box write, draw or use the stickers to tell us more about your experience.
Name:
Me Map
Reflect on what makes you happy and what you would like change.
Name:
what makes me happy
What I want to change

Figure 8.

Figure 9.


Blog Blocks
Reflect on your experience of a service.
Instuctions: use these stickers to write about your experience of a service and then attach them to the Blog Builder template.
I went to:
I did:
Blog Builder
Reflect on your experience of a service.
Instuctions: use the Blog Blocks stickers to write about your experience of a service and then attach them onto the Blog Builder to construct your blog.
Name:

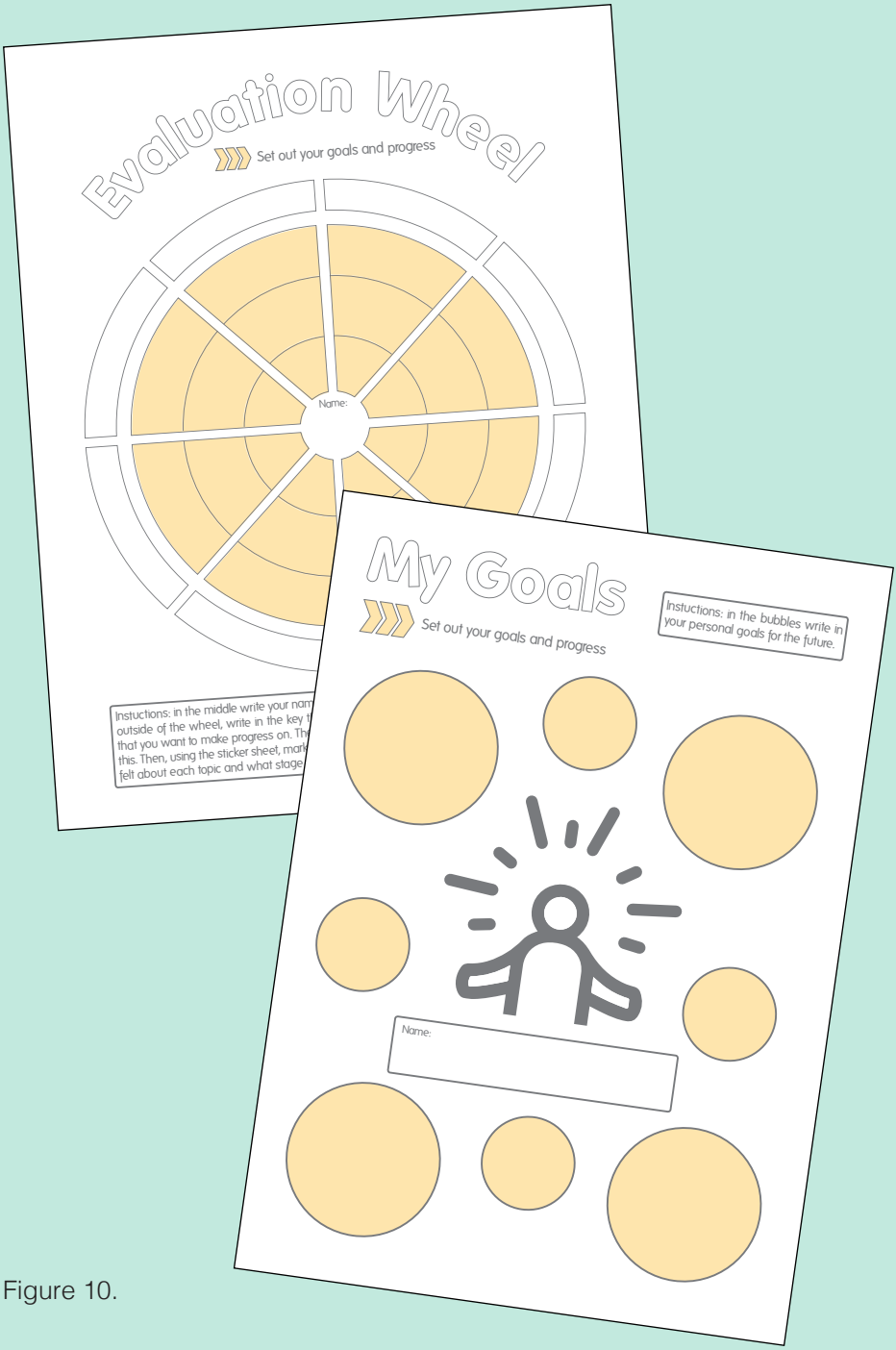

Evaluation Wheel
Set out your goals and progress
Name:
Instuctions: in the middle write your nam
outside of the wheel, write in the key t
that you want to make progress on. Th
this. Then, using the sticker sheet, mark
felt about each topic and what stage
My Goals
Set out your goals and progress
Instuctions: in the bubbles write in your personal goals for the future.
Name:

Figure 10.

Be Included
Evaluate your Services
Name:

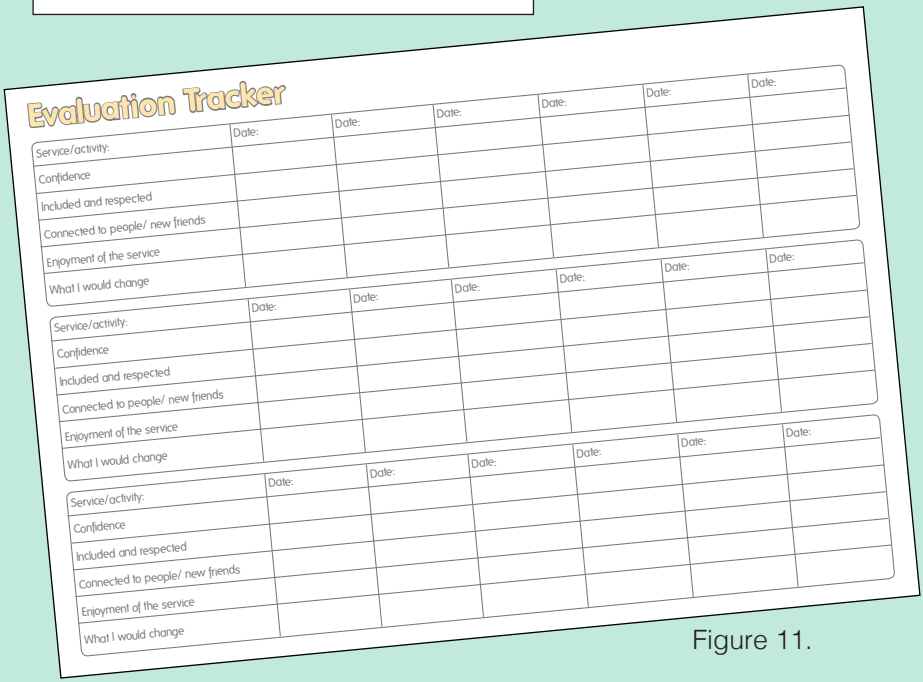

Evaluation Tracker
Service/activity:
Date:
Confidence
Included and respected
Connected to people/ new friends
Enjoyment of the service
What I would change

Figure 11.

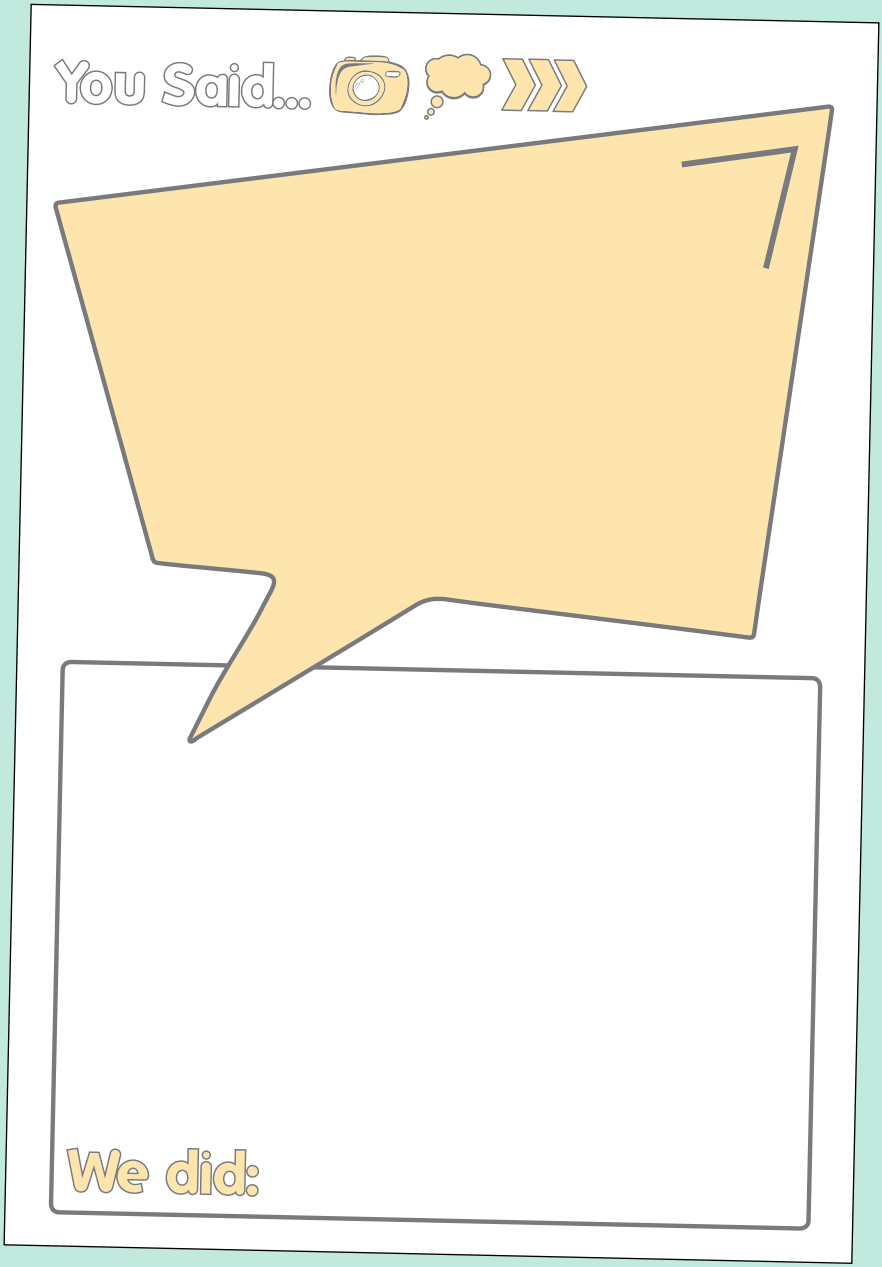


Figure 12.

In order to capture and collate the insights these tools would produced, the Leapfrog co-designers also created a further tool to be used in parallel to the kit of other tools. The additional tool was called Evaluation Tracker (see Figure 11). Whilst the other tools were to be used with the service users, the evaluation tracker tool was designed to be used by the service provider to record data over a longer period of time.

Following reflection and review of the rapid design session the Leapfrog team saw another oportunity and developed a final tool based on some of the insights and discussions from the first three missions. The tool the team developed would be used for feeding back on agreed upon actions to service users based on the service evaluation. This tool was inspired by 'You Said/We Did' approaches to reporting outcomes (see Figure 12). The You Said We Did appproach is a method for collecting user feedback and user input into changes for the future and then showing how that user engagement has been acted upon.

The next steps for the project was too distribute the tool prototypes to the co-design participants for user testing, feedback and developement.

Mission Five: testing tools

Mission five of the project was all about taking the tool prototypes and turning them into finished usable tools. The Leapfrog team emailed out all of the prototpe tools to each of the co-design participants for them to test and feedback. The mission instructions were posted to the WhatsApp group to notify the group of the launch of the new task and to start a new thread of conversation.

The ambition for the final mission was to encourage the participants to take the tools out and test them with potential users and peers over a week and to feedback their findings to the group for discussion. The aim was to move the tools along to an almost complete state and to flag the necessary changes the Leapfrog team needed to make before the tools were published. However, due to time constraints, the participants were unable to test the tools out with users and report back in the time of the task. They were able to print out and comment on the tools from their own perspective, and show the tools to some peers who gave their feedback. The feedback came through posts to the WhatsApp group and, even though not the intended outcome, gave some really useful insight into the potential of the tools and the direction the team needed to take them in to make them a success.

‘I printed this out and showed them to a couple of people. They thought they were great!’

‘Some would need support alongside them to complete but that is the same for every tool out there!’

The feedback the team received was mostly positive and the participants had a good response. The co-design group and their peers liked the look and feel of the tools and felt they would work really well with some of their service users. It was felt that the tools the group had co-designed were more appropriate for younger adults and so this was the demographic the tools would be developed for. The area that the review of tools flagged as key to be improved focused on the language the tools used. Some terms like ‘evaluation’, while an appropriate term for a service provider, was not suitable language for tools aimed at service users. The final tool development focused on updating the language of the tools and created the instructions to support them for their publication.

The insights from this final stage of the project helped refine the tools developed during mission four to a state where they were ready to publish and make available for use. The next and final steps for the project was to upload the ready to use tools to the Leapfrog website and close down the WhatsApp co-design group to end the project.

Final Designs

By the end of the co-design journey the participants and the Leapfrog team had worked together through the WhatsApp platform and developed ten new tools that could support care service professionals to capture person-centered evaluation. Initial exploration of the participant's current practice of evaluation and a broader look at evaluation practice in general brought to the surface some of what the participants were fundamentally aiming for when they evaluate services. These fundamentals underpinned what the Leapfrog team termed 'tool types', and it was these tool types that framed the development of the resulting ten new evaluation tools. Through an iterative process of conceiving, prototyping, testing and refining, the project produced the finished Have your Say Toolkit that have been presented in this report.

The tools co-designed in this project really resonated with the co-design group and will hopefully help and support them to connect the experience of people with the evaluation of the efficacy of health and wellbeing services for the future.

The Have your Say Toolkit has been published to the Leapfrog website and is available to download at: leapfrog.tools

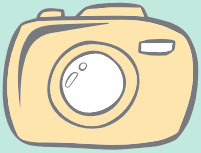
Have your Say

A Tookit to Evaluate Services

Evaluation Tracker

Record and keep track of everything that is evaluated

Snapshot Tools



Take a snapshop of a service

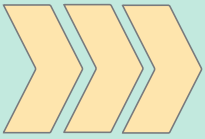
- Quick Stick
- Evaluation Metre
- Evaluation Dashboard

Reflective Tools

Reflect on and record the experience of a service

- What.Why
- Me Map
- Blog Blocks
- Blog Builder

Progress Tools



Set out goals and keep track of progress

- My Goals
- Rate and Review
- You Said. We Did

Leapfrog

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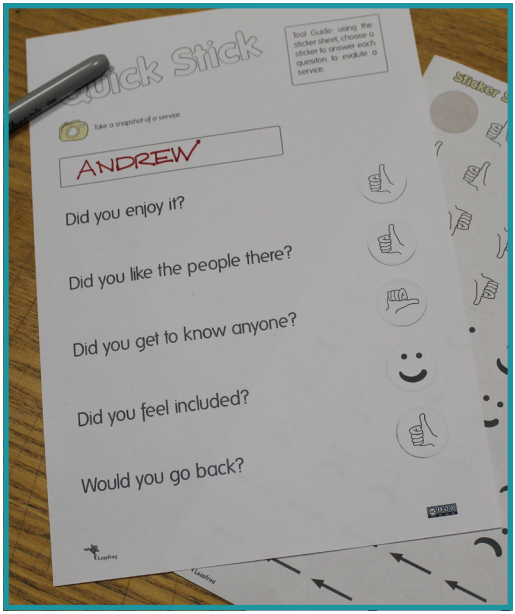
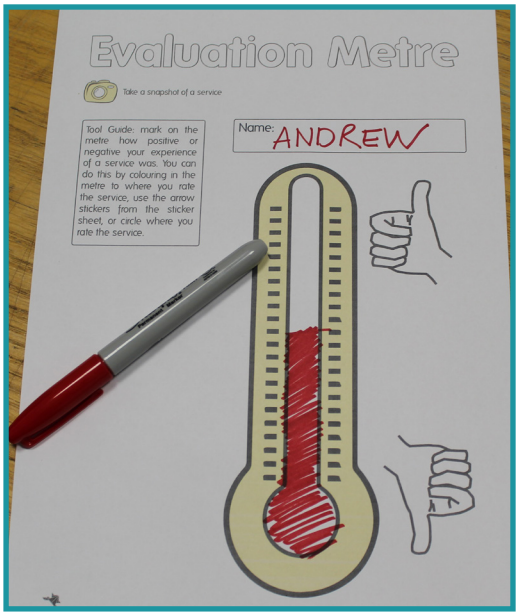
Quick Stick

Quick Stick is a quick way to ask questions about a service that captures a users experience using stickers. The questions and stickers can be edited to customise the tool in PowerPoint.



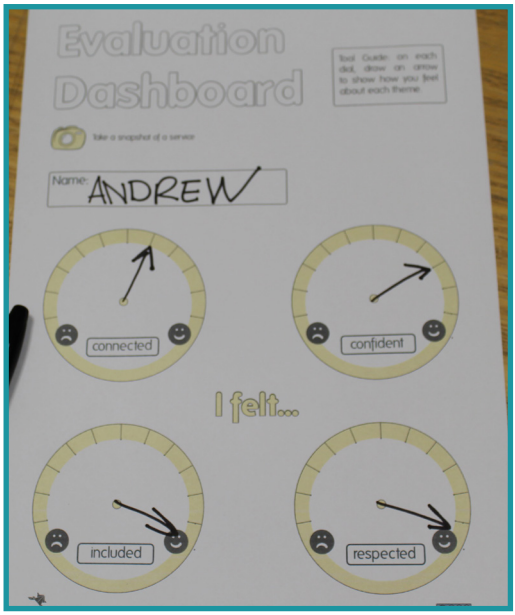
Evaluation Metre

Evaluation metre is another quick and visual way to gauge just how someone rates the service they have used. The metre can either be filled in or stickers can be used to indicate responses.



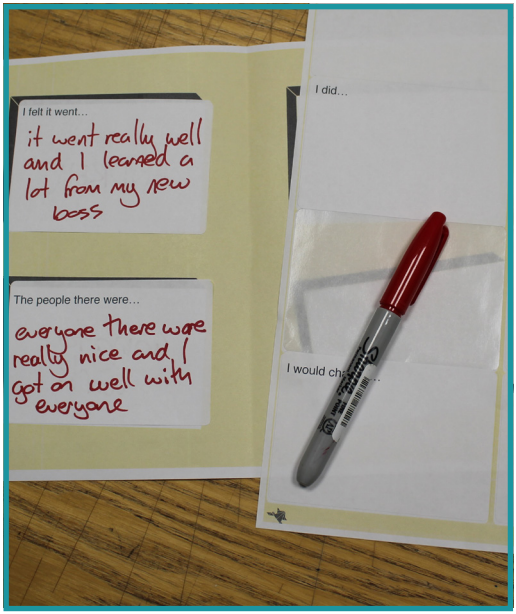
Evaluation Dashboard

Evaluation Dashboard is another quick and visual way to evaluate a service. Each dial asks the user to think about they felt about a particular theme in relation to a service and mark this on the gauge by drawing an arrow. These themes can be edited in PowerPoint to suit any particular needs or context.



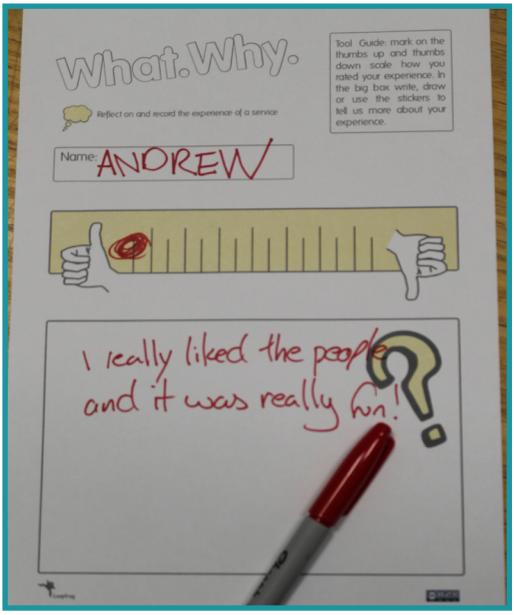
Blog Blocks and Blog Builder

Use both these tools together to reflect upon and write about a service in the form of a blog. Each blog block sticker begins a sentence which a user completes and sticks onto the blog builder template. These prompts can be edited in PowerPoint.



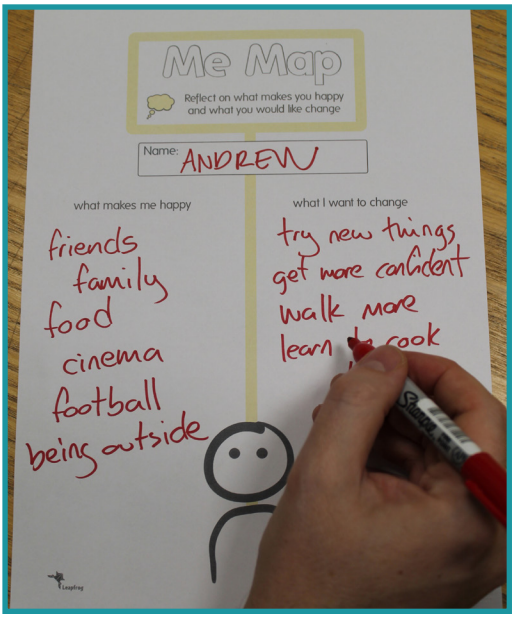
What Why

What.Why helps to quickly and visually represent feedback on a thumbs up or thumbs down scale and also asks for further reflection about this rating in the box below. Here a user can either write, draw or use stickers to provide more information about their experiences.



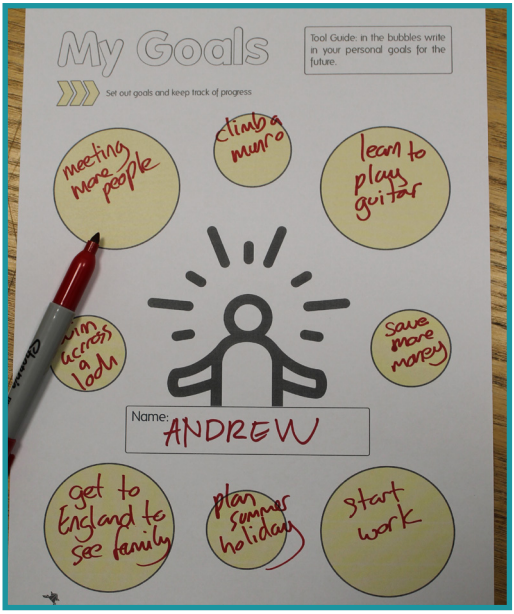
Me Map

Me Map asks the user to reflect on what makes them happy and also what they would like to change and record this down on each side of the page.



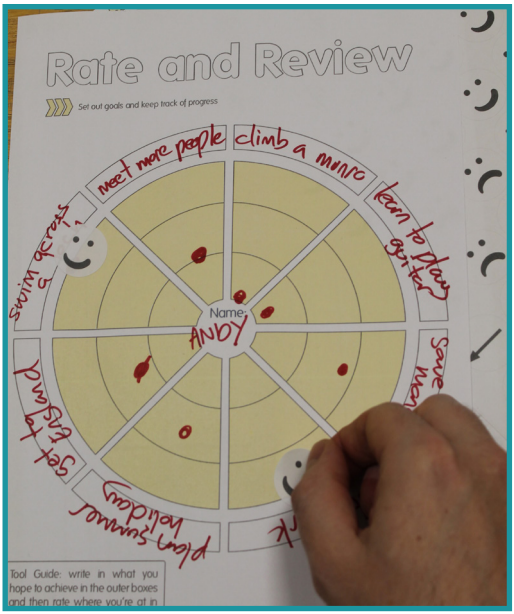
My Goals

My Goals asks the user to think about and record their goals for the future.



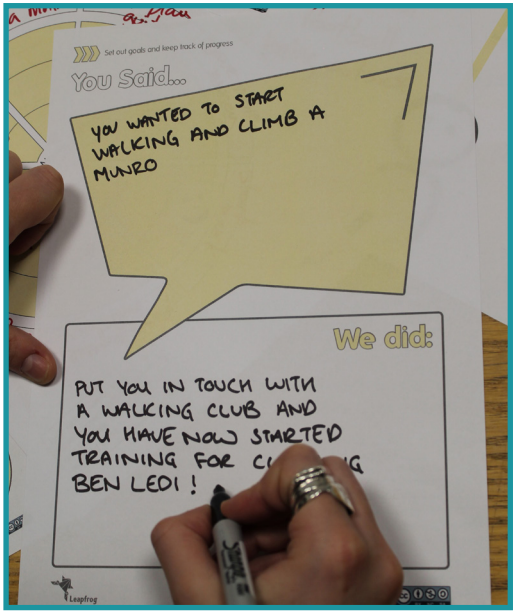
Rate and Review

Rate and Review asks a user to think about their goals, written in the outer boxes (the My Goals tool may help with this), and to rate they feel they are in achieving this in the yellow target. Here the user may wish to mark on, write or draw they responses or use the stickers.



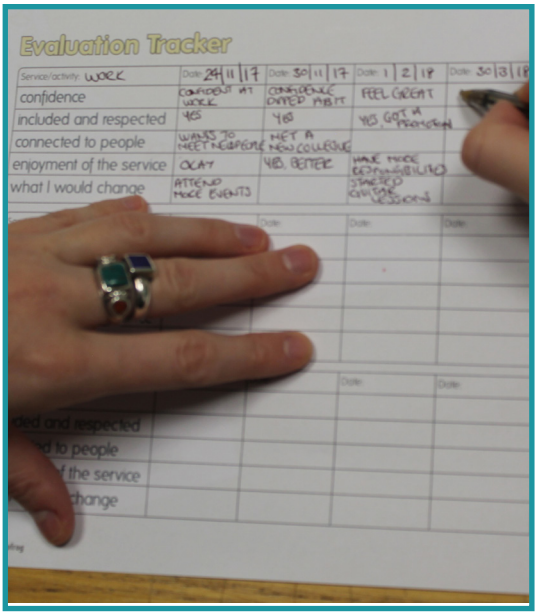
You Said We Did

The You Said, We Did tool is a simply way for a service provider to feedback to users actions taken based on their evlaution feedback. This could be given to an indiduval user or put up on display at particular public locations such a notice boards.



Evaluation Tracker

The Evaluation Track tool can be used by a service provider to keep record a user's reponse to the evaluation tools in the kit. The themes printed down the side can be edited to suit a particular need or context in PowerPoint.



Staging Co-design on WhatsApp

In this project we experimented with the use of the mobile application WhatsApp as a forum for co-design. The main driver for using WhatsApp was that it is one way of enabling a group of people who are geographically dispersed to participate in the project, a challenge that we often come up against. Typically when we co-design we work in relatively short, yet focused and face-to-face bursts of activity, often as individual co-design workshops. Attempting to stage similar collaborative activities and interactions over WhatsApp brought about several interesting and unexpected challenges.

At the outset of the project we aimed to maintain an iterative format, whereby at the start participants explored their current working practices and identified the design problem, then go through an ideation stage where they co-develop ideas and prototype solutions, and finally through to testing these prototypes in real-life scenarios so to fine-tune and refine how they work. We staggered these activities over weekly missions that were posted on the WhatsApp group, along with responses from the participants, and required careful forward planning before the project began with the creation of individual task information sheets sent out each week.

Having the project literally in the pockets of the participants and the members of the Leapfrog team changed its rhythm and tempo from what we would normally expect. Participants could upload a thought, reaction, or idea at any point during the weekly missions. The asynchronous nature of WhatsApp led to the dialogue being a little disjointed or sporadic at times, as conversations were naturally

picked up by different participants at different times. This did not however dilute the quality of contributions. What we found was that where we could in a workshop environment pick up on key points and encourage participants to expand on ideas, we were doing this by posting questions to the group as and when we picked up the thread. However, there were some tricks in WhatsApp that we used to our advantage. For example utilising the app's hashtag function became crucial in tracking responses to particular tasks. By requesting participants hashtag each post in accordance to the task (#task4 for example), we were able to track conversations about individual tasks. With the natural flow of dialogue we of course jumped back and forth in time and, in this case, from task to task. This, however, became more manageable with the tagging function.

Another of WhatsApp's functions that we grew to depend upon, so to directly address individual participants in the group conversation, was the @ icon followed by their name, that tags a participant in a post. These simple features greatly helped with managing the co-design process in, what was essentially, a continuous vertical stream of dialogue (both written and visual) between the participants and the Leapfrog team.

Being able to respond in real-time or at a time that suited participants allowed for highly flexible participation that fitted in with the participants' lives, and which did not require them to be geographically brought together. This was, however, also challenging in respect to sustaining consistent engagement with each mission, where we found ourselves having to have a much more active role to play in keeping the momentum going.

We would like to thank everyone who contributed their valuable time to this project and made it such a success. Everyone we met made such valuable contributions, gave great insights and contributed some really great ideas.

We would also like to thank the Arts and Humanities Research Council for funding the research.

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