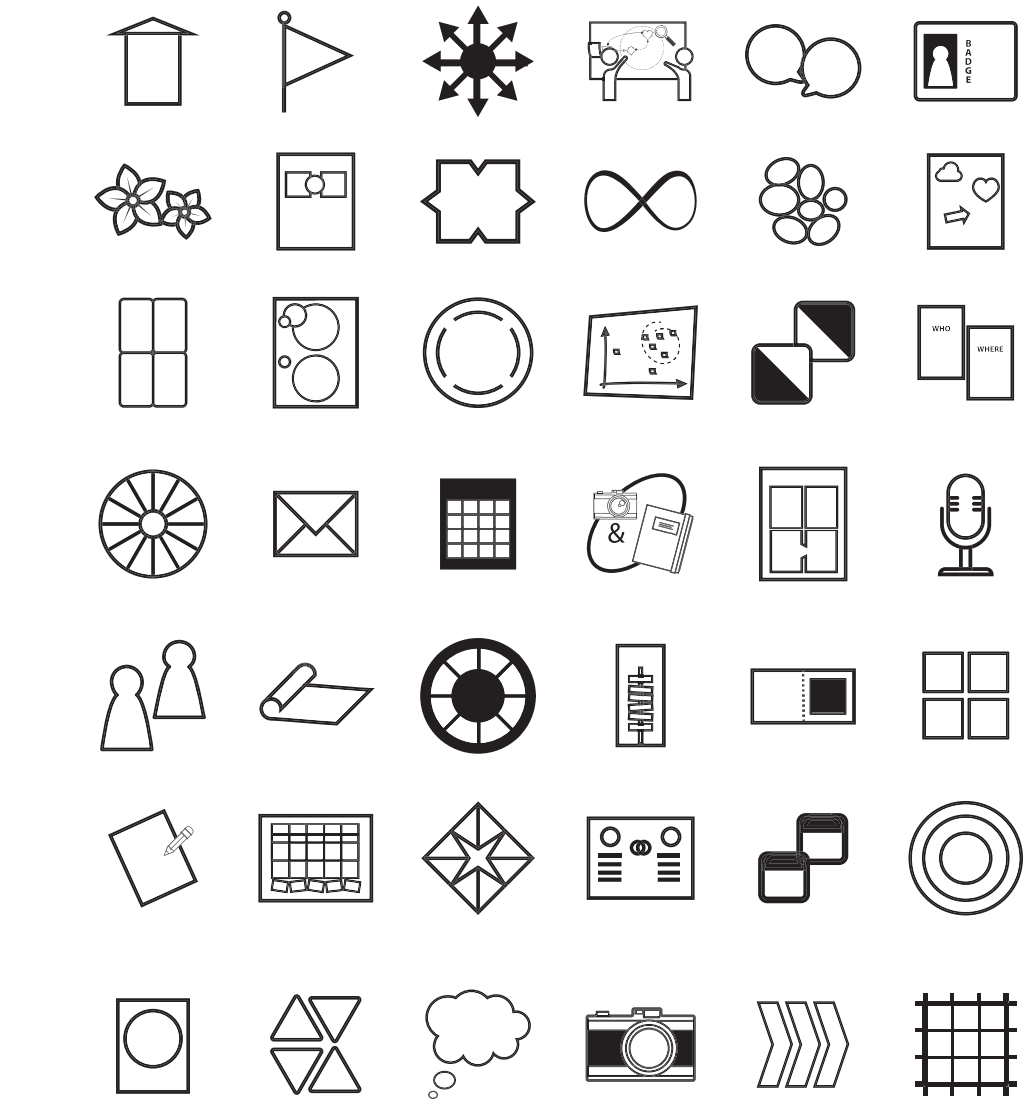
Leapfrog

Tool Catalogue



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Welcome to the Leapfrog tool catalogue!

Over the last three years Leapfrog has worked on 22 projects, producing 42 new creative engagement tools, and sharing those tools with over 3635 people from 285 different organisations (including services across local authorities, NHS, SME's, charities, and community groups). These unique tools were created during co-design projects, which range from small studies to larger projects - some involving co-design teams of up to 18 people.

This catalogue contains descriptions of all of the Leapfrog tools with an overview of each project. We invite you to explore the catalogue and then take a trip to the Leapfrog website:

www.leapfrog.tools

Here you can learn more about the tools, the project partners and our approach to co-design. Each tool is also available to download for free!

Project

Peer-to-Peer Engagement

This project worked with Highlands and Islands Enterprise, local community development trusts, and remote and dispersed communities in a series of research and co-design workshops to develop engagement tools to help communities conduct quality peer-to-peer engagement that spans a broad demographic, with a particular focus on developing tools that support community event planning. Many communities across the UK are taking control of their local assets and developing their own community services. Successful community-led initiatives often start with good quality engagement with the local community, engagement that garners a breadth of ideas and opinions from the beginning. The aim for the tools in this project were to support the drivers of community projects, often volunteers from the local community, to plan community engagement events, to engage members of their communities in the early stages of project planning, and to maintain that engagement beyond the project genesis.

Event Jigsaw

Reach out for people, skills and ideas to make events happen

Aim: Intended to help community event planners find skills, talents, and ideas in a community that can contribute to making events a success.

Summary: Don't limit yourself to only the resources available within your organisation or immediate group when planning an event. Use Event Jigsaw to uncover resources and ideas within your community and engage people with your event idea from the start. Event Jigsaw helps by finding resources in a community that can contribute to making events a success. It helps to find skills, talents and ideas in an inclusive and fun way. Write your idea in the centre of the asset map, put the map up in a public place and people can write what they can contribute or their ideas around the map.

Designed by: Co-designed by community members on the Kyles of Bute and Isle of Mull, Scotland

Tool available at:
www.leapfrog.tools/tool/event-jigsaw/

Target Support

Test out your ideas and see which stick

Aim: Intended to let you share ideas publicly so to generate interest and gather feedback.

Summary: A little bit of feedback can go a long way, and trying out ideas on paper is often far better than trying them out for real. Target support lets you share ideas publicly so to generate interest and gather feedback. Print out and put up the target template in a public place. Write a short description of what you want to do in the middle of the target. Write ideas for how you can achieve your goal around the target perimeter. People can mark or write on the target to show which idea they think is best. Or leave some of the perimeter blank so people can add their own ideas!

Designed by: Co-designed by community members on the Kyles of Bute and Isle of Mull, Scotland

Tool available at:
www.leapfrog.tools/tool/target-support/

Role Bingo

Decide what needs doing and who will do it

Aim: Intended to help you plan out all the tasks needed to make an event a success and then divide up the tasks in a fun and fair way.

Summary: One of the key parts of organising an event is dividing up the work and deciding who does what. Role Bingo helps a group agree what needs to be done, and makes allocating tasks less formal and more fun. Decide as a group what tasks need to be done and write each task in one of the bingo sheet squares. Divide and allocate tasks between a group and when they're done, cross them off your sheet.

Designed by: Co-designed by community members on the Kyles of Bute and Isle of Mull, Scotland

Tool available at:
www.leapfrog.tools/tool/role-bingo/

Plan B

Make sure jobs get done even when things change

Aim: Intended to help people think through what might go wrong and agree some alternative ways of getting things done if they do.

Summary: Important tasks can easily get delayed or halted if things don't go as expected. This tool helps people think through what might go wrong and agree some alternative ways of getting things done. Plan B helps teams to prepare for changes at the start when events are being planned. Write down your key tasks on the Plan B sheet, think of what could change in your plans and prepare alternative ways to move an event forward.

Designed by: Co-designed by community members on the Kyles of Bute and Isle of Mull, Scotland

Tool available at:
www.leapfrog.tools/tool/plan-b/

Event Canvas

Celebrate successes and reflect on challenges

Aim: Intended to help event teams learn from past events and from each other's experiences, drawing out what worked and what was challenging, to help make future events better.

Summary: The Event Canvas tool encourages a group to reflect, evaluate and record salient insights from events as they happen, acting as an archive so that valuable knowledge is not lost or forgotten and can be used by others when planning future events. The aim of this tool is to record all the useful information learned during and after an event so the next time a similar event needs planning, there is a place to start and find out what happened last time.

Designed by: Co-designed by community members on the Kyles of Bute and Isle of Mull, Scotland

Tool available at:
www.leapfrog.tools/tool/event-canvas/

Project

Be Included

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. The outcomes of the project was the Have your Say tool kit. The kit comprises of a range of editable paper-based tools, which can be adapted and used with adults with a range of abilities. The tools in the kit are primarily aimed at service providers and professionals to help them go beyond the usual way of doing evaluation so to find out more about how peoples' experiences of services impact on their lives.

Quick Stick

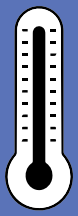
Tool for capturing snapshots of service users' experiences

Aim: Intended to help you gauge how someone rates a service they have used in a quick and visual way.

Summary: The Quick Stick tool was designed to help service providers find out just how service users feel about the services they use. It is an interactive way to ask questions and captures someone's experience that is more than just a tick box but also does not involve lots of note taking.

Designed by: Co-designed by healthcare professionals across the Highlands of Scotland

Tool available at:
www.leapfrog.tools/tool/quick-stick/



Evaluation Meter

Tool for capturing snapshots of service users' experiences

Aim: Intended to help you gauge how someone rates a service they have used in a quick and visual way.

Summary: The Evaluation Meter tool is a really quick, simple and visual way to gauge just how someone rates the service they have used, and to use as the start of a conversation. The aim of the tool is to include a service user in the evaluation of services, enabling them to set the criteria they think the service should be measured by.

Designed by: Co-designed by healthcare professionals across the Highlands of Scotland

Tool available at:
www.leapfrog.tools/tool/evaluation-metre/

Evaluation Dashboard

Tool for capturing snapshots of service users' experiences

Aim: Intended to help you gauge how someone rates different aspects of a service they have used in a quick and visual way.

Summary: The Evaluation Dashboard tool was designed to be a quick and visual way to evaluate different aspects of a service. The tool allows service providers to co-define themes with a service user and then asks the user to rate how they felt about each particular theme. The tool has space for four themes that can be edited to suit a service user's requirements.

Designed by: Co-designed by healthcare professionals across the Highlands of Scotland

Tool available at:
www.leapfrog.tools/tool/evaluation-dashboard/

What.Why

Tool for digging deeper into the things that matter

Aim: Intended to visually capture initial impressions of a service as well as some more rich information about how someone feels about a service.

Summary: The What.Why tool was designed to get initial feedback about services from a service user, represented visually on a thumb up or thumb down scale, and then expand their experiences with some more reflective comments, which a user can either write, draw or use stickers.

Designed by: Co-designed by healthcare professionals across the Highlands of Scotland

Tool available at:
www.leapfrog.tools/tool/what-why/

Me Map

Tool for digging deeper into the things that matter

Aim: Intended to visually capture, represent and share feedback and goals for improvement.

Summary: The aim of the Me Map tool is to help service providers to understand what people value about their own lives and what they think they want to improve. The Me Map tool is a really easy and quick way to support people to reflect on what makes them happy and also what they would like to change. The tool puts the person at the centre, and they write on one side of the tool what makes them happy, and on the other what they would like to change. It aims to set out personal goals that can then help to shape life plans and evaluate how things are progressing.

Designed by: Co-designed by healthcare professionals across the Highlands of Scotland

Tool available at:
www.leapfrog.tools/tool/me-map/

Blog Blocks and Blog Builder

Tool for digging deeper into the things that matter

Aim: Intended to visually capture, represent and share feedback and goals for improvement.

Summary: The Blog Blocks and Blog Builder tools were designed for service providers to gather more personal reflections of service user's experiences, rather than responses to set questions. The idea was that by supporting service users to write a short blog, it would help to uncover people's lived experiences about services and personal progress. The aim of the tool is to draw out personal stories of impact and empower people to express their feeling about their experiences.

Designed by: Co-designed by healthcare professionals across the Highlands of Scotland

Tool available at:
www.leapfrog.tools/tool/blog-blocks-tool/

Rate and Review

Tool for tracking and showing progress

Aim: Intended to help service users set personal goals and to show progress over time.

Summary: The Rate and Review tool was designed to help service providers work with users to set their personal goals and aims, and evaluate the impact of services on these goals. The tool asks a user to think about their goals and to then rate where they feel they are progressing in achieving these. The tool is designed to be used either between a service provider and user, or between a user and a family member or care provider. The aim of this tool is to find out what service users want to get out of their experiences of services and then find out how their service measures up.

Designed by: Co-designed by healthcare professionals across the Highlands of Scotland

Tool available at:
www.leapfrog.tools/tool/rate-and-review/

My Goals

Tool for tracking and showing progress

Aim: Intended to help set personal goals and to show progress over time.

Summary: The My Goals tool is a really quick and simple way to ask service users to think about and record their goals for the future. It was designed with the intention of setting some key personal aims for a service user that service providers can come back to and discuss with the user so to track their progress.

Designed by: Co-designed by healthcare professionals across the Highlands of Scotland

Tool available at:
www.leapfrog.tools/tool/my-goals/

You Said, We Did

Tool for showing what service users need and how service providers have responded

Aim: Intended to show what changes service providers have made in response to what service users have said.

Summary: The You Said, We Did tool is a simple way for a service provider to make visible what users have asked for from their service and what the provider has done on response. This tool could be given to an individual service user to show how things have changed in response to their own needs, or be put up on display at particular public locations, such as notice boards, to show to a whole group how a service is responding to feedback and input. The tool records what people have asked for, and then shows what has been done in response.

Designed by: Co-designed by healthcare professionals across the Highlands of Scotland

Tool available at:
www.leapfrog.tools/tool/you-said-we-did/

Evaluation tracker

Tool for tracking and showing progress

Aim: Intended to help record service evaluations in one place and to show change over time.

Summary: The Evaluation Tracker tool helps to record all of a service provider's evaluation in one place and shows change over time. The Evaluation Track tool can be used by service providers to record a user's response to service evaluations over time. The tool uses customisable themes in order to record what is important about a service and how a user's experience has changed over time.

Designed by: Co-designed by healthcare professionals across the Highlands of Scotland

Tool available at:
www.leapfrog.tools/tool/evaluation-tracker/

Project

Stories of Impact

The aim of this project was to explore possible tools that front-line volunteers can use to support them into volunteering and to gather feedback from their service users through good engagement. Volunteers and volunteer organisations see the opportunity to develop resources that can help volunteers to handle new and unfamiliar situations and support them to engage with users and gather feedback on service experience.

Bunch of Impact

Capture stories of impact people have on others

Aim: Intended to provide a creative and visual alternative to how impact is traditionally documented as a supplement to report-based approaches.

Summary: The Bunch of Impact tool presents the small but valuable stories of impact as brightly coloured flowers. The aim of this tool is to provide a creative and visual alternative to compliment how impact is traditionally disseminated. Originally designed with volunteer coordinators, it's focus was on articulating the missed impact of volunteering in the voluntary sector. The tool was not conceived as a replacement but as a supplement to the typical report-base format that captured the many little positive impacts of volunteering.

Designed by: Co-designed by volunteer coordinators working across the Highlands regions of Scotland

Tool available at:
www.leapfrog.tools/tool/bunch-of-impact/

Unwrap your Potential

Improve early stage volunteer recruitment

Aim: Intended to help new volunteers by giving them time to really think about what matters to them when preparing for an interview.

Summary: One of the key challenges for volunteer coordinators is having to, in a very short space of time, not only gain a lot of factual information about a perspective volunteer, but also try to get to know them. In the initial interview, and as part of the process of matching up a new volunteer to a role, this can include gauging their motivations for volunteering, what they want to get out of their volunteering experience, their time commitments, gaining an understanding of their interests and hobbies, their likes and dislikes, and personality traits. The aim of this tool is to support this early interaction.

Designed by: Co-designed by volunteer coordinators working across the Highlands regions of Scotland

Tool available at:
www.leapfrog.tools/tool/unwrap-your-potential/

Project

Tackling Loneliness and Isolation

The aim of this project was to improve the sharing of best practice and lived experiences between social enterprises working to tackle the issue of loneliness and isolation in later life. We explored the current issues social enterprises face in connecting with one another to share their practices, their current approaches to social engagements, and their ideas for making improvements that can make a real difference for the future.

Common Cards

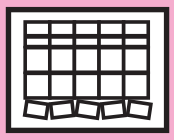
Find common connections and start good conversations

Aim: Intended to get conversations going by sharing stories, making connections and help building new relationships.

Summary: Key to building good relationships between people is finding things in common. Getting a conversation going by sharing stories is a great way to get to know someone and start to build that relationship. Common Cards helps to make starting a conversation and building relationships fun. Common Cards are a set of customisable playing cards co-designed and tested with social enterprises working to tackle isolation and loneliness to help them reach out and connect with their service users and build good relationships.

Designed by: Co-designed by social enterprises in the Highlands region of Scotland

Tool available at:
www.leapfrog.tools/tool/common-cards/



Stick with It

Connect people with services and make a plan of action

Aim: Intended to draw out any concerns people may have about taking part in activities and then come up with practical ways to overcome them.

Summary: The Stick with It tool helps to connect people with activities and groups that are right for them. It helps to discuss any concerns they may have about taking part in activities (such as how to get there), and then come up with practical ways and recommendations to overcome these concerns. The key objective is to develop a plan of action and supports that will be in place for them, which can be kept and pinned up on the wall or on the fridge to refer back to. The aim of the tool is to give the person a sense of reassurance and confidence, knowing that future plans have been considered and are in place.

Designed by: Co-designed by social enterprises and key workers in Moray

Tool available at:
www.leapfrog.tools/tool/stick-with-it/

Project

Engaging Young Families

The aim of this project was to collaborate with a particular section of society who are often hard to reach and do not respond well to, what might be viewed as, traditional engagement methods. The issue is one that is shared by many organisations, and unlocking the barrier to engaging with young families has the potential to greatly improve the design and delivery of services to better suit their needs.

Seeing Things

Gather ideas and solutions from people in time poor communities

Aim: Intended to provide a way to gather people's opinion about the community issues in an entertaining and easily accessible manner.

Summary: Seeing Things is an approach that uses sets of cards that focuses on the WHO, WHAT and WHERE of a community issue. The idea emerged from the concept for an engagement tool that could represent the diversity of the members in the community. The cards provide a way to gather people's opinion about the community issues in an entertaining and easily accessible manner. The tool can also act as a story board to summarise narratives form the different demographics of participants in the community anonymously and the narratives which could then be used to provoke new perspectives about the same community issues.

Designed by: Co-designed by engagement professionals in the Cairngorms National Park Authority

Tool available at:
www.leapfrog.tools/tool/seeing-things/

Project

Tools for Renewal

The aim of this project was to co-design creative tools to support social enterprises in a community engagement process during a renewal project. It explored how and in what ways the renewal of the facilities of a social enterprise could become the vehicle for long-term engagement with the wider community, as well as capture ideas for developing services that can make a real difference for the future.

Seeing Differently

Postcards to support your insights during a deliberative walk

Aim: Intended to help you organise a walk with space for collective discussion and reflection.

Summary: The Seeing Differently tool aims to capture people's feelings as they move through a physical space. The tool, in the form of a postcard, gathers observations and ideas about a physical space as someone physically engages with it. It also captures reflections and ideas for renewal of physical places once people have left a space.

Designed by: Co-designed by a social enterprise committed to sustainability in the North East of Scotland

Tool available at:
www.leapfrog.tools/tool/seeing-differently/

Project

Neighbourhood Centres

The aim of this project was to collaborate with library staff, community group members and representative groups from other public agencies to co-design tools to help new teams from different services to work together effectively. The tools have been used across Lancashire in the process of creating new neighbourhood centres and will be shared more widely with public sector partners looking to create multi-use spaces.

Flow Customer Tools

Match the changing needs of customers with what you offer

Aim: Intended to create an opportunity for people from different services to map out an understanding of different types of user.

Summary: Multi-service centres usually offer lots of different services and activities for different groups of people in the community. It can be difficult to really understand and remember what the services offer and most importantly, who is using them and why. Flow Customer Cards help by creating an opportunity for teams who perhaps work for different services to meet together and map out an understanding of who the different types of users are, what their needs are and how they match up to services and activities.

Designed by: Co-designed by librarians in Lancashire

Tool available at:
www.leapfrog.tools/tool/flow/

Comms Stretcher & Comms Focus

Be more adventurous in reaching out to customers and communities

Aim: Intended to help a team brainstorm and capture many different ways of communicating with customers.

Summary: It's easy to fall into the habit of using the same old posters, leaflets and tweets again and again. This tool helps by enabling teams to brainstorm lots of different and creative ways to reach out to the community. It also helps create a more detailed plan for how you will let areas of the community know about the activities and services on offer.

Designed by: Co-designed by librarians in Lancashire

Tool available at:
www.leapfrog.tools/tool/comms-stretcher/

Building Success

Work together to figure out how to use your building and space

Aim: Intended to facilitate conversations about sharing a building between different services.

Summary: It can be difficult to negotiate and plan space and resources in new teams and new buildings, especially when there are many different services and activities running at different times of the day. This tool helps by providing a process for teams to discuss and make plans for the best use of space and resources in a building they work in together. Use bricks as metaphors for building related issues, one at a time, and discuss them together to build a plan.

Designed by: Co-designed by librarians in Lancashire

Tool available at:
www.leapfrog.tools/tool/building-our-neighbourhood-centre-together/

The Small Things

Don't let the little issues get in the way of the big picture

Aim: Intended to offer a fun and friendly way for team members to prompt, provoke and feedback about everyday issues and questions.

Summary: Sometimes the small things such as who buys the milk and who puts the furniture back after an event can become big issues for teams. This is particularly the case for teams who work for different services and use the same building at different times of the day. This tool helps by offering a fun and friendly way for staff team members to prompt, provoke, ask questions and obtain feedback from each other.

Designed by: Co-designed by librarians in Lancashire

Tool available at:
www.leapfrog.tools/tool/the-small-things/

Flip

Draw attention to the unexpected variety in what you offer

Aim: Intended to enable you to create eye-catching materials to promote the contrasting services and activities you offer.

Summary: There is more than meets the eye in Libraries and Neighbourhood Centres. New and existing centre visitors are often surprised at the variety of services and activities available to them. This tool helps by enabling you to easily design eye-catching materials, such as bookmarks, postcards and plasma screen displays that promote the contrasting services and activities on offer. We have included a list of clever phrases for you to help inspire the words you use in your designs.

Designed by: Co-designed by librarians in Lancashire

Tool available at:
www.leapfrog.tools/tool/flip/

Any Ideas Cards

Encouraging and celebrating idea sharing in teams

Aim: Intended to inspire staff from across the service to generate and share innovative ideas.

Summary: Any Idea cards are a pack of cards to motivate library staff to think of and share their creative ideas with the rest of the team, their managers and Julie Bell, Head of Libraries at Lancashire County Council. Each prompt card has the address of Julie Bell on the back in the style of a postcard to encourage staff to send their ideas to Julie. There is also introduction card at the top of the pack which includes a message from Julie and instructions for how to use the cards on the back. The packs of cards have been distributed to library managers throughout Lancashire.

Designed by: Co-designed by the head of the Libraries Service in Lancashire

Tool available at:
www.leapfrog.tools/tool/any-idea-cards/

Think Outside

Encouraging staff to leave their comfort zone and think creatively

Aim: Intended to encourage staff to leave their desk or usual role and do something different that might give them some new ideas.

Summary: The Think Outside tool is a bookmark for library staff that contains eleven prompts that are on a scale from the safest to the most adventurous. It encourages and gives staff permission to leave the library or their normal job roles and do something different that might give them some new ideas. The inspiration from the bookmark came from Julie Bell, the Head of Libraries at Lancashire County Council, who talked about the ways that staff could stay creative and motivated in a time of change for libraries. Julie is sharing the bookmarks with library staff across Lancashire.

Designed by: Co-designed by the head of the Libraries Service in Lancashire

Tool available at:
www.leapfrog.tools/tool/bookmark/

Project

Working with Young People

Young people are often misrepresented or not represented in engagement processes despite being a key demographic in society and the group that will have to live with key decisions influenced by these processes. The aim of this project was to not only work with key stakeholders in the public sector but also with the young people themselves to co design new tools for engagement.

Everybody

A collection of tools to help young people communicate what they want

Aim: Intended to make a clear distinction between private information young people provide, allowing them to own and control their contributions.

Summary: When we engage young people in a conversation about their community and its people, services, places and events, how can we build trust with young people to share their ideas and needs without concern over who might see and judge their responses? In turn, how can we enable them to respond in detail about what they really think? Everybody is a collection of three tools; an envelope, a form and stickers. It aims to make a clear distinction between private information young people provide, which they can trust won't be shared and a public profile which they can construct and control in order to see their own contributions in an engagement process. The three tools can be used in a number of ways and combinations which are suggested in the guidelines.

Designed by: Co-designed by engagement professionals in Lancashire

Tool available at:
www.leapfrog.tools/tool/everybody/

Right Ideas

Find the right words, questions and opinions with young people

Aim: Intended to be used with young people to help find the right words to express their opinions and help them to generate ideas that other young people can respond to.

Summary: It's difficult to find effective and appropriate ways to encourage young people to attend consultations and stay engaged throughout the process. It is also hard to make sure the right language to use with young people. The Right Ideas is a collection of tools including The Right Words, The Right Opinions and The Big Idea that can be used together or separately with young people to help them find the right words to express their opinions and help them to generate ideas that other young people can respond to. This means that the young people receive ownership of the process and therefore more likely to continue to engage.

Designed by: Co-designed by engagement professionals in Lancashire

Tool available at:
www.leapfrog.tools/tool/the-right-ideas/

Word Play

Use origami to make, share and exchange words with others

Aim: Intended to tackle the challenge of translating language between young people and public services professionals in a fun and playful way.

Summary: Did you ever make origami fortune tellers when you were young? After creating one from a flat sheet of paper, you use your hands to pinch the four sections together either lengthways or across to reveal a second layer. Unfold this part of the layer to discover your fortune in the centre. Word Play uses the same origami as a tool for people to make, share and exchange with others. It aims to tackle the challenge of translating language between young people and public services both ways. Word Play can be a fun activity for young people and adults working in public services to use together to share the meanings they have for words.

Designed by: Co-designed by engagement professionals in Lancashire

Tool available at:
www.leapfrog.tools/tool/word-play/

BADGE

A reminder of how intimidating ID badges can be

Aim: Intended to let support workers know how it can feel to young people when they wear badges.

Summary: All of the young designers Leapfrog worked with had very strong feelings about their support workers wearing identity badges when they are out with young people in a public space, such as school. By giving BADGES to the adults who work with them, the young designers want to encourage them to think about how wearing badges makes young person feel labelled and consider if they really need to wear their badges all the time. Just looking at the BADGES the young designers created could spark an interesting conversation between the support worker and the young person.

Designed by: Co-designed by young people in care

Tool available at:
www.leapfrog.tools/tool/badge/

Sound Advice

Share personal experiences that could help someone else

Aim: Intended to provide an opportunity for young people to give advice to a person younger than themselves or someone going through something they have already experienced.

Summary: Sound Advice is a simple way of capturing and recording the voices of young people giving real advice to other young people on a sound recorder or mobile phone app. These real-life experiences and ways of coping become messages of support that can be listened to over and over. When young people have something to say or think sharing what they know would help someone else. Even a short recording lasting a minute or two can have an impact when played to other young people or to support workers.

Designed by: Co-designed by young people in care

Tool available at:
www.leapfrog.tools/tool/sound-advice/

Storyboard Contract

Make a storyboard to capture stories and present ideas in meetings

Aim: Intended to help young people have a stronger voice in meetings by telling stories visually in a storyboard format.

Summary: Our young designers talked about how they are the centre of attention in their meetings with adults such as social workers, teachers and foster parents but they all agreed that in those meetings they are the centre of attention but they do not feel involved and as a result, often feel both isolated and also bored. They would like to have more control over their own meetings, therefore we came up with and tested an idea for a storyboard. The storyboard acts as a way for young people to tell a story about how they feel about their meetings and explore ideas they have for how they could be made better.

Designed by: Co-designed by young people in care

Tool available at:
www.leapfrog.tools/tool/storyboard/

Target Control

Figure out what you can and cannot control to help make life changes

Aim: Intended to help young people think about how much control they have over problems, challenging them to think what they can do to address them.

Summary: The young designers Leapfrog worked with could think of lots of things that frustrated them about being in care but it was harder for them to think of ways to fix the problems. Target Control helps young people to think about how much control they have over each of their problems and it also challenges them to think about if there is anything they can do to fix the problem for themselves. The idea is to help anybody do more about the problems they can change and worry less about the problems they cannot do anything about.

Designed by: Co-designed by young people in care

Tool available at:
www.leapfrog.tools/tool/target-control/

Topic Tally

Let young people actively set the agenda for meetings

Aim: Intended to improve one-to-one meetings by letting both sides see and talk about what's important to include and create shared topics together.

Summary: The young designers talked about the meetings they attend about their lives with social workers, teachers and foster parents. While it is their lives other people are discussing, they do not feel involved or in control, which can lead to boredom, confusion and feeling put on the spot if they are asked a question. One of the designers had the brilliant idea of viewing the meeting topics before the meeting and then discussing the topics with her support worker and she wanted to give the idea the name Topic Tally. The tool is for both the young person and the support worker to fill in what they really want to talk about in the meeting and what would be nice to talk about if there is time.

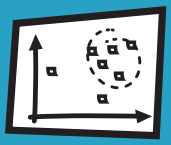
Designed by: Co-designed by young people in care

Tool available at:
www.leapfrog.tools/tool/topic-tally/

Project

Rigorous Stories

This aim of this project was to work with practitioners who regularly engage creatively with individuals or groups of people to gather ideas and opinions and then translate the results so to inform decisions, policy and reports.



Prioritise Together

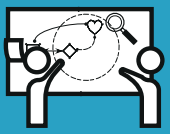
Work together to find out what matters the most

Aim: Intended to help people open up conversations about priorities and decisions to colleagues, managers and anyone else they work with.

Summary: We found that passing information from engagement activities around within an organisation (such as writing reports) almost always involves a great number of choices about what to include, exclude, summarise, combine and filter. This tool helps people open up these decisions to colleagues, managers and anyone else they work with by inviting others into a discussion about what is most important. Choose some dimensions for mapping and draw these out at scale on a large piece of paper or whiteboard, then map out stories, comments, quotes or anything else that needs to be prioritised.

Designed by: Co-designed by staff from the Blackpool teaching hospitals NHS Foundation Trust

Tool available at:
www.leapfrog.tools/tool/prioritise-together/



Engagement Map Key

Draw a map of how you use engagement data

Aim: Intended to prompt teams to come together and draw their process for translating engagement into evidence.

Summary: Through Rigorous Stories workshops, we found that bringing together people to discuss how they translate evidence from engagement and report it to different levels of the organisation helped the people involved understand the importance of their work and how it influences decisions. It also drew attention to the importance of making sure the people who originally engaged are kept informed about the effect their ideas and feedback have on services. This tool consists of a key to prompt teams consisting of members of staff from different levels in the organisation to come together to discuss and draw out their process for translating using the symbols suggested, and to develop their own symbols to use and share with others.

Designed by: Co-designed by staff from the Blackpool teaching hospitals NHS Foundation Trust

Tool available at:
www.leapfrog.tools/tool/engagement-map-key/

Feedback Cycle Request

Gather feedback on engagement outcomes from anyone in your organisation

Aim: Intended to give you a way to personally invite a colleague, manager or decision maker to feed-back on stories drawn from engagement activities.

Summary: In our co-design work we found that often information flows in only one direction, away from engagement activities (and practitioners) and into other parts of organisations. This tool offers a direct way to change this by giving you a way to personally invite a colleague, manager or decision maker to feed-back on stories drawn from engagement activities.

Designed by: Co-designed by staff from the Blackpool teaching hospitals NHS Foundation Trust

Tool available at:
www.leapfrog.tools/tool/feedback-cycle-request/

Snapshot and Story

Create an overview of engagement work to share with others

Aim: Intended to create and share quick overviews of the stories from engagement activities.

Summary: Staff and young people at Blackpool Victoria Hospital discussed the need to improve the cycle of feedback from young people to management level and how it should be captured in a snapshot that delivers the key information. We co-designed an A4 PowerPoint template that contains information about the story and how it matches performance measures on one page and then another page that is delivered to management that contains just the key information and space for managers to respond to the work.

Designed by: Co-designed by staff from the Blackpool teaching hospitals NHS Foundation Trust

Tool available at:
www.leapfrog.tools/tool/snapshot-story/

Project

Non-Written Consultation

This project was a collaboration between the Lancaster and Glasgow Leapfrog teams with an invited range of external partners who are looking for practical assistance in developing new approaches to consultation that does not rely on participants writing.

Interactive Journey

Guide people to explore a space and capture how they feel about it

Aim: Intended to help people enjoy exploring a space, using all their senses to pay attention to particular things there, and respond to them creatively.

Summary: Interactive Journey seeks to use all our senses in experiencing a place before recording our thoughts to uncover rich information and ideas about that environment. The place can be indoors or outdoors, and directed by the tool, we are asked to focus on particular elements and respond to them playfully through drawing or writing. We have envisaged it being used either by one person alone or within groups, like a family on a day out, for instance. It could either be used for participants to create their own journey or be used together with a map and plotted route.

Designed by: Co-designed by engagement professionals in Lancashire

Tool available at:
www.leapfrog.tools/tool/interactive-journey/

Visual Voice

Customisable activity sheets which don't require any writing

Aim: Intended to remove the need for respondents to write when responding to engagement, instead allowing them to peel and position stickers on a sheet of paper.

Summary: Text and writing are strongly associated with paper-based questionnaires. Not only can small text boxes and multiple-choice responses be excessively prescriptive, but the requirement to read and write can themselves be barriers to engagement. Visual Voice addresses this by removing the need for respondents to write; instead they peel and position stickers on a sheet of paper. We hope the tool can be used to get people thinking about ideas instead of the words they will use, spark discussion as people interpret the responses of others and create visually engaging outcomes which can be stuck to walls, photographed, remixed and reused.

Designed by: Co-designed by engagement professionals in Lancashire

Tool available at:
www.leapfrog.tools/tool/visual-voice/

Grid

Create interactive grids anywhere, any size

Aim: Intended to allow you to create a structure on any surface from stickers, tapes and magnets for gathering responses and preferences in an engaging way.

Summary: This interactive tool allows people to air and share their preferences in a large and easily readable format. It uses stickers, tapes and magnets to create structures for gathering responses using any surface indoors or out — such as metal, glass, walls or even the floor. The Grid can be used in a host of situations to create a grid matched to the space available and the responses you want to gather.
It allows you to attract people over to share their opinions if holding an event in a public space.

Designed by: Co-designed by engagement professionals in Lancashire

Tool available at:
www.leapfrog.tools/tool/grid/

Project

Make It Stick

The popular leapfrog tool, Visual Voice, is a customisable activity sheet using stickers to peel and position which don't require any writing. More fun and engaging than a questionnaire, it is designed to get people thinking about ideas instead of the words they use, producing visually engaging outcomes which can be stuck to walls, photographed, remixed and reused. Right now, to generate your own Visual Voice, we provide the blank sticker sheets and give you the option of three types of background with blank text fields to fill digitally before printing. However, we don't want to stop there. This project worked with partners to devise an easy, free way of creating, adapting, and re-mixing your own graphics for the Visual Voice tool to entirely match the tool to user's needs.

Make It Stick

Customise a Visual Voice template or create one from scratch

Aim: Intended to offer you an easy way of creating, adapting, and re-writing your own graphics for the Visual Voice tool using PowerPoint.

Summary: Since we launched Visual Voice, we've received lots of feedback from our partners indicating that many people wanted greater creative control over the choice and placement of image and text beyond the scope of the Visual Voice interactive PDFs. In response, we have created Make it Stick: a PowerPoint template allowing you to create your own bespoke graphics as accessibly, simply and flexibly as possible, ready to print on to blank Visual Voice sticker sheets. The images on this page are examples of what people have created using the PowerPoint template. Over time, we will add some of the PowerPoint files here too.

Designed by: Co-designed by engagement professionals in Lancashire

Tool available at:
www.leapfrog.tools/tool/make-it-stick/

Project

The Derbyshire Matrix

Local authorities hold the statutory responsibility for safeguarding but increasingly seek out innovative methods, approaches and protocols to enable them to engage other funders and key stakeholders in improved decision making for adult safeguarding. The aim of this project was to co-design a new tool that could support and guide the interactions between multiple agencies across Derbyshire that surround safeguarding an adult.

The Insight Matrix

Keep safeguarding in sight

Aim: Intended to help Derbyshire County Council staff make the right decisions in safeguarding every time.

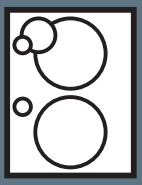
Summary: The In Sight Matrix is one of the tool outcomes from the Derbyshire Matrix project. It appears on the inside of a folder, which a front-line worker will give to anyone raising an adult safeguarding concern. The folder is a discreet place to keep together documents regarding the safeguarding process and the In Sight Matrix provides guidance on the person-centred communication that will happen from that point onwards between a named representative and the person who raised the concern.

Designed by: Co-designed by the Derbyshire Adult Safeguarding Board, Derbyshire County Council

Project

Healthy Stories

The health intelligence unit of Blackburn with Darwen Unitary authority ran a series of 5 events to determine how people can adopt a healthier lifestyle. The long-term aim is use prevention to reduce the resources needed to provide a good healthcare service. We explored how the results of this creative engagement could be translated and analysed in a consistent manner to inform decision-making. The aim here was to create a new type of engagement tool based on analysis, synthesis and translation into a form that has value for policy makers and decision makers and that would have a tangible benefit to people engaging in creative engagement in health prevention.



Personally Important

Help people record the issues that are important to them personally

Aim: Intended to give people a private way to record personal views and stories without sharing them with an entire group.

Summary: When using a tool in a group, such as Target Control, some members of the group may not have the confidence or want to share their personal views and stories but they may be more comfortable recording it on the A4 Personally Important tool and folding it in half to hand to the facilitator.

Designed by: Co-designed by health professionals in Blackburn

Tool available at:
www.leapfrog.tools/tool/personally-important/

Facilitator Notes Sheet

Providing facilitators the opportunity to record notes on engagement

Aim: Intended to enable the collection of information that can be used to back up the findings from engagement activities.

Summary: A prompt sheet for facilitators to record observations, useful quotes and anything that is standing out when a group works on an activity or uses tools together. This tool was designed to be used with the Target Control tool but it could be used to record qualitative for other activities and tools. It enables the collection of information that can be used to back up the findings from engagement activities.

Designed by: Co-designed by health professionals in Blackburn

Tool available at:
www.leapfrog.tools/tool/facilitators-notes-sheet/

Sorting Out Target Control

Dig deeper into responses to Target Control

Aim: Intended to follow up on an engagement activity using the Target Control tool, helping a group gather to analyse and discuss the results in more detail.

Summary: Following an engagement activity using Target Control, a group can be gathered together to analyse and discuss the results further. Responses stuck on Post-it notes can be removed from the original Target Control (after it has been recorded) and placed onto three separate corresponding circles; one for each level of importance. This encourages conversation and validation of the responses. There is a prompt on the tool for the group to summarise what the responses show overall.

Designed by: Co-designed by health professionals in Blackburn

Tool available at:
www.leapfrog.tools/tool/sorting-out-target-control/

Notes

Arts & Humanities
Research Council