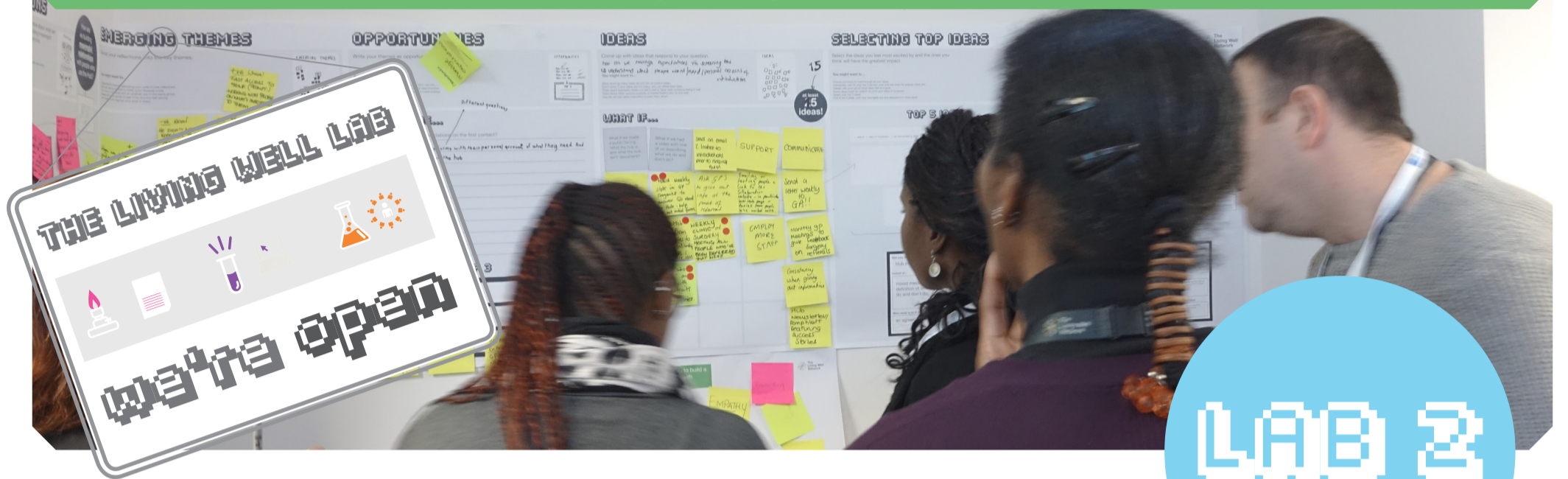


What we learnt about building meaningful relationships with people who use the Hub



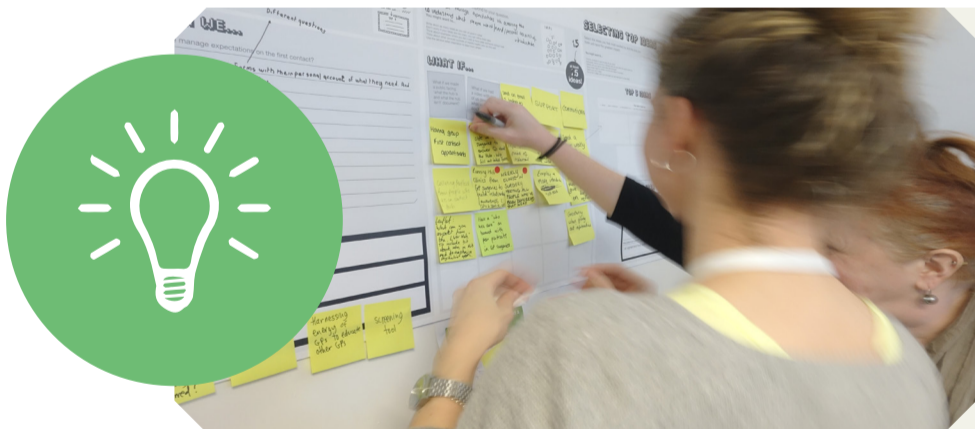
In December we came together to explore stories from people using the Hub and the Living Well Network, reflect and learn from them, uncover opportunities, and test meaningful, actionable ideas.

What we did



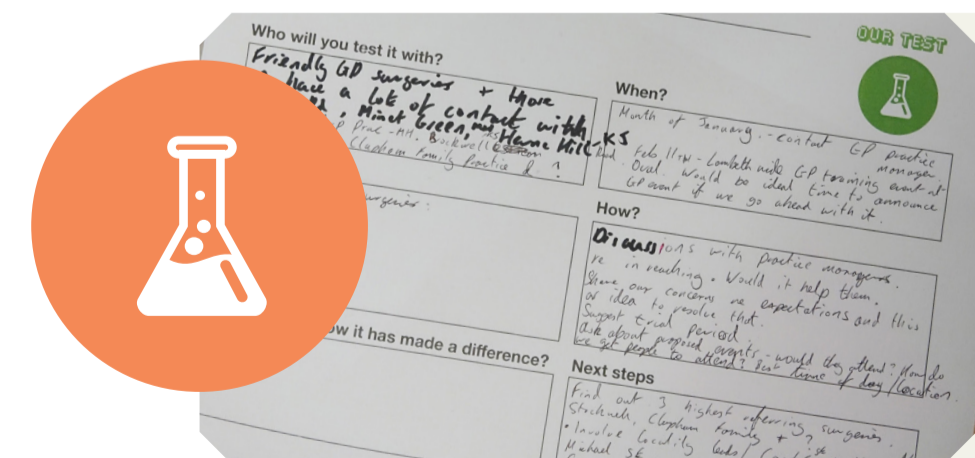
Stories

We listened to two in-depth stories of people who have experienced the Hub and 5 short stories captured by the story detectives team to reflect and learn about the opportunities to improve.



Ideation

We had fun coming up with 30 actionable ideas in response to the stories heard and current practice. From the 30 we selected 2 top ideas.



Testing

We planned how we will be testing our ideas to understand how the idea best works in practice and how it might be adapted. We will test our ideas in January and share the learning in Lab 3, on 25th February.