D.I.Y. Circles

Your guide to creating a Community Circle independently





Welcome to the guide to D.I.Y. Community Circles!

At Community Circles, it's our mission to support as many people to benefit from Circles as possible.

Part of how we do this is by giving people the tools to create their own Circles, using our tried-and-tested ways of working. With that in mind, we're really pleased to be able to offer free resources – like this guide – that are designed to help you get started.

The D.I.Y. Circles part of our website contains films and supporting resources that you can use alongside this guide, so you have everything you need to develop a Circle for yourself or someone you know.

In here, you'll find a range of examples on how to create a Circle, as well as blank templates that you can print to help to keep your Circle meetings on track.

You can also become part of our wider community through our closed Facebook Group, where you can share learning and successes or post questions to hear from others with similar experiences.

If you've got any questions or feedback, please get in touch via our website at www.community-circles.co.uk. We'd love to hear from you!

The Community Circles team

Using this guide

This guide includes the text from the films in the D.I.Y. Circles area of the Community Circles website.

You can use this text as a reminder of what happens in the films, or just to read through in your own time.

The guide also contains templates that you can print out and use in your Circle meeting to record information, as well as examples of how to fill in the templates which you can use for guidance.

The guide is organised into sections based on the content of each film and the tools you need to take action.

If you have any questions, don't forget to join our Facebook group. You can find details of this group at www.community-circles.co.uk in the D.I.Y. Circles area. Just login to access this.

Film 1: Getting started with your Circle

"Hi, my name is Helen and I'm here to help you get started with a Circle. It might be for you or a friend or a family member. Each Circle starts with a really clear purpose and the purpose depends on what matters to you and what you want to achieve.

For example, the purpose of Kathleen's Circle is to help her make more connections through her love of knitting. Margaret's Circle helps her reconnect with her faith community and Harry's Circle helped him to find a job when he left school and Pauline's circle supports in her in her role as a carer to her son who has a disability.

The Circle works by getting together people in your life, people you already know, who come together once a month, usually for about an hour, to have conversations and share ideas which turn into action.

To help you think about the purpose of your Circle, you might want to think about these questions;

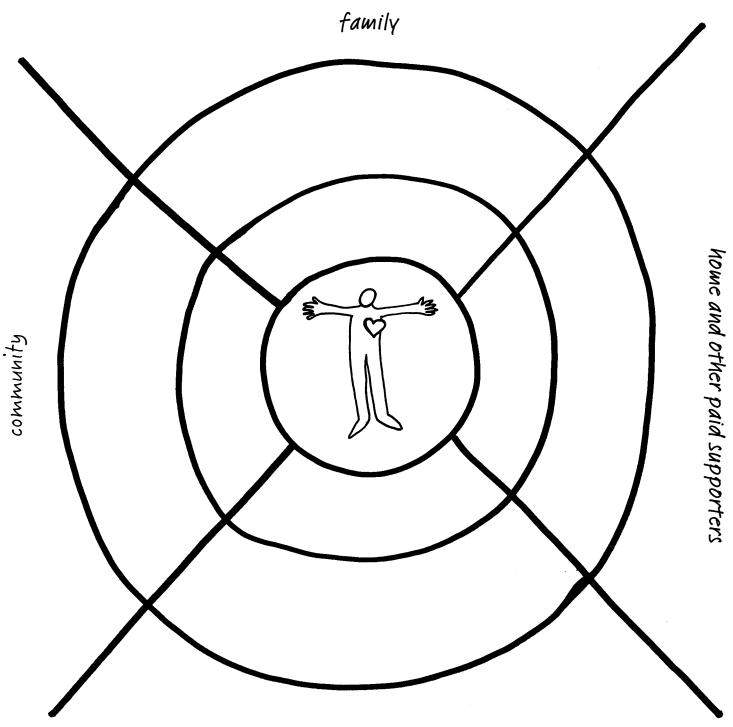
- Thinking about a year from now how would you like your life to be?
- If you could do anything, what would you do?
- Is there something that's not working well in your life at the moment that you would like to change?
- Is there something you used to do that you would like to do again?
- Is there something that you've always wanted to try but never got round to it or never had the opportunity?

Once you have thought about the purpose, the next thing to think about is the people in your life who could help you achieve this and how to invite them to be part of the Circle.

One way to do this is simply to list your friends, family, acquaintances and neighbours or you can put it on a relationship map. We've got a couple of examples for you in the guide that you can just download and use or simply use on a blank piece of paper."

Pause film

Refer to the Relationship Map template on the next page



friends and non paid relationships

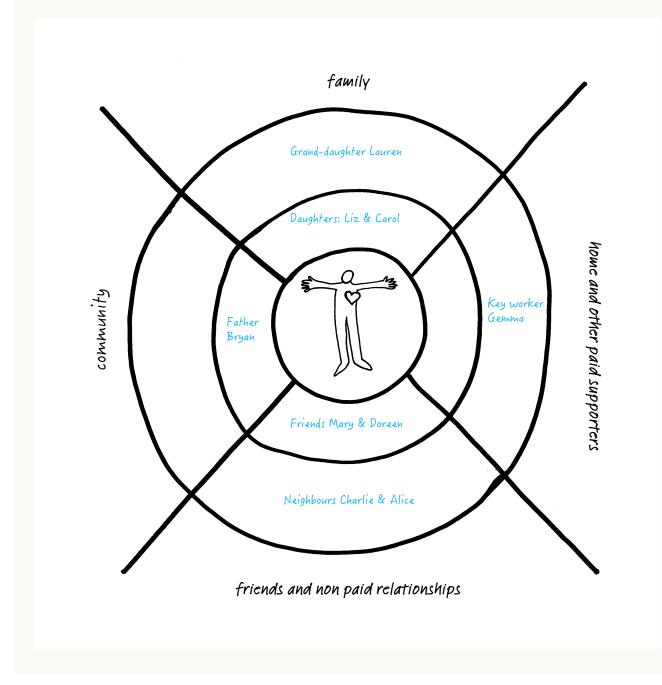
"So once you've listed or recorded all the people who matter to you or who are in your life, the next step is decide who you want to invite.

One way to do this is to simply to invite the most important people to you, the people who are closet to you, or you might want to think really carefully about who can specifically help you achieve the purpose of your Circle."

Kathleen's example

For example, Kathleen decided to invite her two daughters to be part of the Circle.

Here is Kathleen's relationship map:



"There are different ways you can invite people to be a part of your Circle meeting. You can phone them up or text them, email them, send a letter or create a Facebook invitation too.

Choose a day and a time that suits you best and you think will work well for the other people that you have invited. The meeting could be in your home or simply wherever you feel comfortable, just bear in mind that if you are in a public place people might be able to overhear you and that might limit what you feel comfortable talking about.

Some people prefer to call their Circle meetings 'get togethers' it really doesn't matter, it's simply about bringing people together with a clear purpose to have different conversations to help progress that."

When starting a Circle, you may feel worried about inviting people, some of the common things we hear are, 'people are too busy' or 'I don't want people to feel beholden to come.' Our experience is that people feel privileged to be asked and often want to help but don't know how. The Circle helps to let people know what they can do to help.

"In this film we have thought about the purpose of your Circle, who you might want to invite and how to invite. We hope this makes you feel prepared to get started with your first Circle meeting and there's more information in the guide aswell.

If you've got questions please post them on the closed Facebook Group and we'll make sure they get answered as quickly as we can. And on the Facebook Group you can hear from other people who've started their own Circle and what they are trying and learning too."

End of the first film

Film 2: Your first Circle meeting

"Hello, it's Helen here. This film is to get you started with your first Circle meeting. Now the purpose of the first circle meeting is to get everyone together to talk about how to make the Circle work for everybody and to get ready for the next meeting which is going to look at what's working and not working and take you to actions.

Now Circle meetings usually start with an 'opening round' which allows everybody in turn to introduce themselves and share something that's going well. So this good news can range from something big or something small. It could be sharing that you've booked a holiday or that you've just enjoyed a boiled egg for breakfast. The purpose of it is to start the meeting in a positive way and enable everybody to say something early on. It's also a great way for the circle members to get to know more about each other, and to find out the things that are going well. So pause the film here and have a go at your opening round. Simply go around, one by one, introduce yourself and share one thing that's going well right now."

Pause film

Using rounds means people take it in turn to speak, whilst others listen well. Rounds give everyone an uninterrupted chance to contribute, ensuring everyone's contributions are heard. Sharing good news or something that's going well helps everyone to get to know each other and start the meeting in a positive way.

"Welcome back. So the next thing we want to do at this first Circle meeting is to make sure everybody understands what a Circle is and how it works. So it may be useful to play this short animate now."

Pause film

The animate can be found in the D.I.Y. Circles part of our website, in the section for film 2.

"Now if you have any questions after the animate, you might want to go on the closed Facebook page and record your questions there, and again, we'll get back to you as soon as we can but don't let that hold you up.

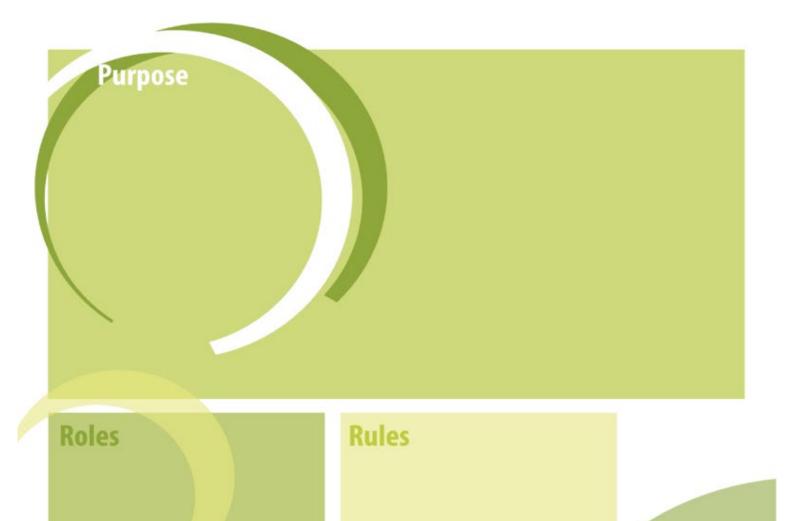
Now one of the things that we know can really help Circles is by recording the purpose of the circle, so that you know what you want to keep the conversations focussed on. One of the ways we do this is called a Purpose Poster but you can do it in any way you want to.

And the other thing that is great to do at this stage is to think about how you want to share the roles that we need to have in the circle and whether there are any guides, agreements or rules that you want to make too.

So you'll find a blank Purpose Poster in the guide but you can use anything you want."

Pause film

The blank Purpose Poster is on the following page



Circles

Kathleen's example

Here's an example of Kathleen's Purpose Poster.



"There are four roles that we recommend to get started.

The first is the role of the facilitator and your role is simply to keep the conversation going. It's making sure that you are listening to these little films and then keeping the conversation going after that.

A second role is timekeeper and that's simply to make sure that we stay on track and stay to time and that the meetings don't overrun.

Another role is hospitality, this is the person who makes sure we have milk and tea and coffee available and whether you decide to have cakes and biscuits too.

And finally the note taker, and this is the person who simply makes sure there's a record of your decisions and actions and this can be done on paper, there are several apps that we know that could be useful aswell, or done on a computer to email to people afterwards.

You might want to pause the film and chat about who wants to take on what role."

Pause film

Role of the facilitator

- Work through the agenda
- Make sure time is spent efficiently and effectively
- Ensure dates for next meeting are arranged
- Support everyone to contribute to the conversation

Role of the hospitality host

- Prepare the room you are meeting in to be welcoming and comfortable
- Organise food and drinks; tea, coffee, juice, biscuits or whatever you fancy
- Music if you choose

Role of the timekeeper

- Start and finish on time
- Begin session after any breaks on time
- Keep time for each agenda item and remind the facilitator when time is almost up

Role of the Recorder

- Records decisions and actions from the meeting
- Decide as a group how to record and share the information with each other; paper, photo, computer

Kathleen's example

At Kathleen's Circle meetings, Liz took on the role of hospitality and made sure everyone had a drink and a selection of Kathleen's favourite biscuits. Carol agreed to record the notes in the circle folder.

For Lynda's Circle, each member took it in turns to take on the role of hospitality at each circle meeting. Lesley offered to be the recorder and typed the notes directly on her IPad and then emailed them to everyone in the Circle

Ground rules don't make the meeting formal but they do help the meeting to run smoothly. Have a think if there are any rules that will make you feel comfortable. Some examples of ground rules are:

- No such thing as a silly question
- Phones off or on silent
- Help yourself to biscuits
- Make sure everyone can have their say
- One person talking at once

Remember, it's your meeting so you can decide what works best for you.

"Once you've decided, the recorder can record that on your purpose poster, on an app, on a piece of paper or on your computer.

So your first Circle meeting is nearly over. Just before we close, with the closing round, please make sure that everybody knows the date and time of the next meeting, and that any actions or notes that you've agreed, you know how those are going to be shared.

And now let's finish with a closing round. So all that means is going round and inviting everybody just to say one thing that they have appreciated or has been good about the meeting. Just like the opening round really, so just go round and let everybody say one thing without interruption, let's pause here

So well done, that's your first Circle meeting over, that's fantastic! So we'll see everybody again at the next meeting.

In the meantime, if you've got any questions please post them on the Facebook Group or even if you are brave enough to do a group selfie and post that to share that there we would love to see it.

So, I'll see you at the next meeting!"

End of film

Film 3: Your second Circle meeting

"Hi, it's Helen here and welcome to your second Circle meeting. This is where we are going to look at the purpose of the Circle and start to think together about what actions we can create to move towards it.

But let's get started in our usual way with an opening round, so please pause the film here while you take a minute to go round and hear from everybody in turn, to share something that has worked well for you since we last met, so it might be a big thing or a small thing. Let's hear from everybody now."

Pause film

"So, just before we get started let's check back on the purpose of the Circle, the agreements you made together and make sure everybody's remembered who's doing what role.

So just pause the film now while you take a moment to read back what you agreed the last time you met."

Pause film

"So now you have done your opening round, you've recapped on the purpose, the roles and the agreements that you have made, now let's get into it.

What we want to do is look at three things;

- 1. What's working or what's helping move towards the purpose
- 2. What's getting in the way or not working
- 3. What we want to do in the future

When we've thought about all of those things, we'll then get to who's going to do what by when

So see if you can hold off getting to actions until we've done this thinking together.

So let's start with what's working. So the note taker I hope you've got a pen and paper in front of you or however you have decided to record it. And the facilitator there's two different ways that we can do this; we can just go round one person by one person or kind of call out popcorn style, so whenever anybody thinks of something we write it down. So either of these ways can work really well. Let's try it perhaps doing it as a round and seeing if that works for you.

So let's start with each person saying one thing in turn that they think is helping moving towards the purpose; it might be a small thing or a big thing, don't judge them, just hear everybody's views, let's record all of them and then come back together again. So go round, person by person, what's helping, what's taking us towards the purpose the person wants. So let's pause the film here."

Pause film

"So welcome back, you should have a list, small or long, of what together you think is helping achieve the purpose. Let's read through that and get excited about it, here are things that are actually helping and in a few minutes we are going to ask the question "What does it take to keep those things going?" So you've got everybody's ideas down now, let's take a minute to read them out."

Pause film

"Hello again, so now we've done what's working and acknowledged those, let's do the slightly more difficult thing about what's not working. So what are the things that are getting in the way and stopping the person moving towards the purpose and again you can do that as a round and hearing from everybody or just people shouting out in turn, well perhaps not shouting! Calling out in turn the things that are getting in the way and the note taker recording them. So again, don't judge them, let's just have a list and we'll come back to which are the ones we really want to pay attention to and do something about in a minute. So pause the film here and let's hear from everybody about what's not working."

Pause film

"Welcome back, so you should have quite a long list now, or a short list, of things that are getting in the way. Take a minute to read through them and make sure everybody understands what they are and then we'll start thinking about what we'd like to see happening in the future. So let's pause the film here."

Pause film

"Welcome back again, so now we've got a list of what's working, we've got a list of what's not working, let's create a list of what we'd like to see in the future. They are a list of the things we would expect to see or would want to be present for the person to achieve their purpose. So again, let's hear from everybody or just call out the kind of things that would be happening when the person achieves their purpose. Let's pause the film here."

Pause film

"Welcome back, so now you should have three lists in front of you;

- The first are the things that are working
- The second are the things that aren't working
- The third are the things that we want to see happen in the future

So what we want to do now is prioritise them, to decide which top things are the most important that we keep working. Out of the list that aren't working, for things that are most important to change as much as we can. And what are the key things, the top things in the 'like to see in the future' list that we really want to make happen.

So now that you've got your three lists, let's take a break here. So this is a great opportunity to have tea or coffee and I'm sure whoever's done the hospitality role has got some of those things sorted.

Take a break for 10 or 15 minutes and let's come back, decide what our biggest priorities are and move those to action. See you in a few minutes!"

Pause film – 10-15 minute break

"Welcome back. I've had my cup of tea too!

The next task for us is to do the prioritization and then to go to actions. So one way to do this is a bit like everybody has two votes, so everybody votes on the top two things they think are the most important thing to keep going from the what's working list; two things that they think are most important to change from the what's not working list and the two things that feel the most important to move towards the future from the important in the future list." "So you might want to have different coloured pens, or just pens, and everybody take a minute to do their votes. It's easiest if you all do it at the same time, so that might mean reaching over and all putting your ticks on but then we can quickly see what everybody thinks the priorities are. And, of course, the most important priority is you, the person who the circle is for but it's great to get a sense of everybody's priorities.

So pause the film now, get your pens out and have two ticks each. So make two ticks on what's working, two ticks on what's not working and two ticks on what you'd like to see happening in the future, and then we'll see where we're up to. So pause the film now."

Pause film

"Welcome back, so you should have three lists with a number of ticks on it, so quickly add up the ticks and find out which are the biggest priorities or it may just be obvious by looking at it. And now what we want to do is take those priorities and move them to actions.

So let's start with the most votes of the what's working and to look at that and ask the question:

'What do we need to agree, or what do we need to do to make sure that this thing that's working well keeps going?'

Now it may not need any action, it's just checking that the things that are going well we can make sure that they continue.

So pause the film now, have a conversation about what we might want to do or commit to, to keep the things that are working, the top two priorities working."

Pause film

"OK, so you should have a couple of action ideas, let's keep a note of those and we'll turn them into SMART actions in a few minutes."

SMART – Specific, Measurable, Achievable, Realistic and Timely

"So what can we do together to address the things that aren't working and change them. So have a conversation now, look at each one in turn and come up with some ideas about what you think you can do. These are things that actually people in the room can do and it may be talking to somebody or connecting with somebody to get more information, it might be taking an issue forward to someone who can do something about it, but it's making sure that you can leave the Circle meeting today with some really practical things you can be doing to change what isn't working. So pause the film now and have that conversation."

Pause film

"Welcome back. So now you've got some ideas about what you can do to change what's not working. Let's go to the third column, the third list, of things you'd like to see in the future. Do the same thing again, look at the top two priorities and have a discussion about whether there's anything you can do that makes it more likely we're going to achieve those top two priorities. So pause the film now and have that conversation."

Pause film

"Hello again. At this stage you should have some lists, a list of things that you could do to keep what's working going and a list of things that you could do to change what's not working, and a list of things that you could do to move towards the future.

What we want to do now, and this is the last task for the meeting, is to take those into really specific or SMART actions.

SMART means Specific, Measurable, Achievable, Realistic and Timely, but for us it means simply knowing who's going to do what and when will they have committed to do it by.

So note taker in your guide you'll see a template as a possible way of doing that, but again, anyway that makes sense to you as a Circle.

So go through each one and makes sure if feels specific enough; would you know whether it's happened or not by the next meeting. Ask whether there's somebody in the room who wants to take responsibility for doing that and ask them when they think they will be able to have done it by.

Now I'm sure you're familiar with action planning in this way so do whatever works for you but at the end of the next conversation, we're looking for specific actions that you can do that keeps what's working working, to change what's not working and to move towards the future, but you are only doing the number of actions that you have energy for and that you can commit to. If you've got a list of eight areas and you only end up with two or three actions, that's absolutely fine.

We don't want people to feel burdened by things, we want people to commit to actions they are excited to be able to be a part of.

So pause the film now and see if we can get to some SMART actions."

Pause film

"Welcome back, now at the end of the Circle meeting and before we go into the closing round, let's just quickly recap on the actions so that everybody goes away knowing who's going to do what by when, what the date of the next meeting is and where it's going to be and making sure that any other actions around who's bringing tea or coffee, or any other practical things, you've got sorted aswell. So let's just recap on that and we'll be ready for our final round."

Pause film

"Welcome back, so just before we do the closing round, you might want to look again at the guide and see some example actions, and example what's working and not working and important in the future lists, if that's helpful to you."

Kathleen's example

Here's Kathleen's example of what's working and not working in her life, from her perspective and family's perspective and what's important to her in the future.

	What's working	What's not working	Important in the future
Kathleen's perspective	Enjoying knitting	Not having anyone to talk to about knitting Not having many people to chat with and share stories	Meeting new people through knitting Opportunities for chats and share stories, have good company
Family's perspective	Kathleen still enjoying her knitting	Nobody taking an interest in Kathleen's knitting Thinking Kathleen may be lonely	Meeting people through knitting who she can chat with and enjoy their company

Actions:

Who	Will do what	By when
Carol	Speak to support staff to see if anyone else who lives with Kathleen in the care home enjoys knitting and could be introduced to each other	13th March
Cath	Add to Kathleen's one page profile in the support section "know that Kathleen takes great pride in her knitting and enjoys the opportunity to chat about it and appreciates compliments about her knitting"	13th March

"Please if you've got any questions, come over to the closed Facebook Group and have somebody post them and we'll get back to you as soon as we can. We love group selfies or any photos from the meetings so please post them, we really want to know and see what people are doing.

So now we are ready for our final closing round, and as usual, it's asking everybody to go round and say one thing they have appreciated, or enjoyed or benefitted from, from the session that you've just had from this meeting. So one thing each in turn and then you're done and I'll see you next time, bye bye."

End of film

Film 4: Your next Circle meeting

"Hello, it's Helen here and welcome to your next Circle meeting. So this meeting and most of the next meetings will be about reflecting on what you've done, the actions you've been taking to move towards the purpose and keep looking at how you can tweak or develop them and what other actions we need to take.

And as usual we'll start with our opening round. So please take a few minutes to hear from everybody about something that's working well, something that's gone well over the last time since you met. And again, please remember this can be small things, shallow as a teaspoon or bigger things in your life. So please pause the film now while you hear from everyone."

Pause film

"Welcome back, so before we really get stuck into reviewing what we've been doing, let's just recap on the purpose of the Circle, roles and rules. Please just take a minute to pause the film again and just remind everybody, perhaps getting out the purpose poster, to look at why we're here and what we are trying to do, how we are working together and the ground rules or agreements that you made together right at the beginning."

Pause film

"Hello again, so we're going to use a process that's called Four Plus One Questions, and the four plus one questions are, since we last met;

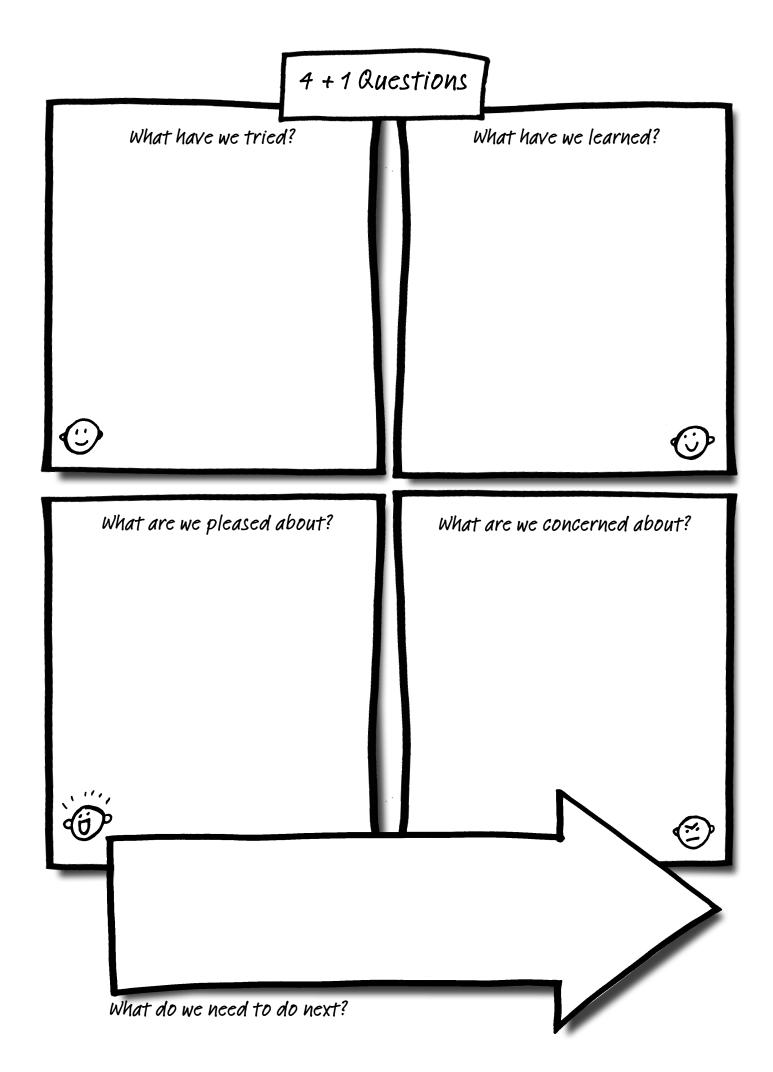
- What have we tried?
- What have we learnt?
- What are we pleased about?
- What are we concerned about?
- What do we want to do next?

So we'll take each of those in turn, so the first thing, and the first question we'll ask each other is, since we last met what have we tried, so what have we had a go at?

So, note taker, you might want to make a note of people's comments here so we've got a record of all of the things that we've tried, learned, pleased about and concerned about, so when you look back at the progress that you've made you've got an ongoing record of that."

Pause film

See the 4+1 Questions template on the next page to print out and use.



"So here's the question...over the last month, what have we tried? How have we got on with the actions, what are the things that we have been doing? So pause the film now, while you have a few minutes to have that conversation and record it."

Pause film

"Hello again, so now you know what you've tried, let's take a few minutes to look at what you've learnt together, so have you learnt anything new about the person, about how you work together, about the actions that you've been taking or how you've been making change?

So just a few minutes to say what are the things that you've been learning as we been moving towards the purpose and taking these actions. It might not be anything obvious but it's good to stop for a minute and pause and think about what are we learning as we work together. So pause the film now."

Pause film

"Hello again, so we've done, what have we tried and what have we learnt? Now let's look at what we're pleased about, what are the things that have gone well. You might have covered some of these in your opening round already but again let's take a few minutes and hear from everybody about what you're pleased about in relation to the progress that you are making. So pause the film now."

Pause film

"Hi, so we've looked at what have we tried, learnt, pleased about, now what are the barriers that we are still seeing, what are we concerned about? Have the actions that you've taken shown up some other things that are getting in the way? What are the things that we need to be focusing on now, for the concerns that we have, that are stopping us with the actions or moving towards the purpose. Let's pause the film and take a few minutes to think about this."

Pause film

"Ok, so we've looked at what have we tried, learnt, pleased about, concerned about. This is the best time for a break, so do you want to all grab a cup of tea or coffee, have a break and a chat and I'll see you in a few minutes."

Pause film

"Welcome back again, I've had a cup of tea too and now we want to move to actions again. So we want to look back over what have we tried, learnt, pleased about, concerned about and see what we want to do next and that might be really obvious from the discussions that you've had so far but in principle it's;

- How can we build on what we're pleased about?
- How can we change the things that we are concerned about?
- How can we keep going with our actions to move us towards our purpose?

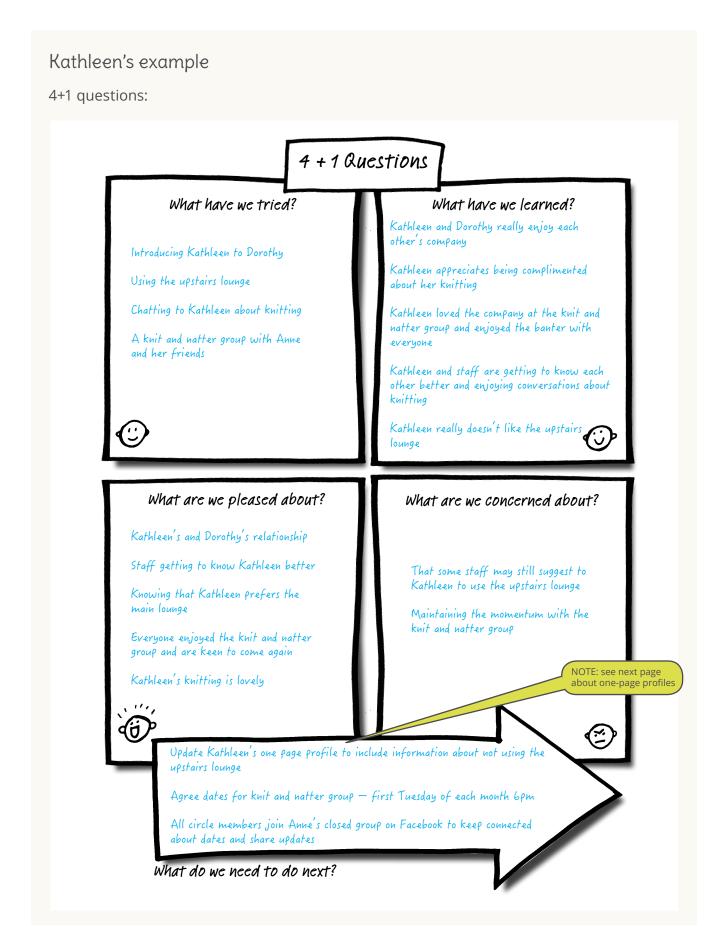
So again take a few minutes to see who's volunteering to do the things that we need to do, to think about what the most important things, if we do these, we'll really move towards the purpose together and make a note of these and then see if you can get towards our SMART actions, perhaps recording them on the template in your packs.

So by the time you finish this session, you'll know who's going to do what and when they are committing to do it by before we finish the circle. So pause the film now."

Pause film

"Welcome back. Please don't forget to keep looking at the examples we've made available to you on the website, so you can see examples of four plus one's that other people have done."

Pause film to look at examples



Kathleen's one-page profile:

Tip: You can learn more about one-page profiles at www.helensandersonassociates.co.uk.



What people like and admire about Kathleen

Her great sense of humour

Wonderful storyteller

She's a great woman

She's very kind and always puts others first

What is important to Kathleen

Her family – seeing Liz and Carol, her daughters, several times a week

She loves to see her grandchildren and great-granddaughter Olivia

Her Roman Catholic Faith is very important to her

Drinking black tea without sugar

Kathleen is a great story teller and loves to tell stories, particularly about making clothes for the Queen

Kathleen takes great pride in her knitting and enjoys the opportunity to chat about it and appreciates compliments about her knitting, she always has her knitting things with her

Kathleen enjoys having her hair done every Tuesday morning when the hairdresser visits

Kathleen loves company and having a banter with people

Spending time with her friend Dorothy

How best to support Kathleen

Know that Kathleen responds well to banter and encouragement to get involved in things

Although Kathleen's faith is very important to her, she doesn't like going to the cinema room for Communion on a Tuesday morning. Ask if she would like Joyce to bring Communion to her in the lounge

Kathleen feels very comfortable where she sits in the lounge and often is reluctant to move. If she doesn't want to go somewhere to join in, bring the activity to her, she doesn't like to go to the upstairs lounge

Know that Kathleen walks using a frame

Kathleen loves to be complimented about her clothes, appearance or knitting, do this often and use this to start a conversation

"You've got your templates as well that might be useful but don't feel that you have to use those too.

Please remember to come and post on the Facebook Group if there's anything that we can help you with that you want to talk about.

And as ever, we love seeing your photos and hearing how you are getting on so if you can take a moment to take a photo and share that with us we'd just love that.

And now we're going to go into our final round but before we do that, take a minute to make sure everybody knows when you're meeting again and where and any final practical things to get sorted before the closing round.

Right so now it's time for the closing round and as usual this is just an opportunity to hear from everybody sharing one thing that they've appreciated about the time you are spending together, thinking about purpose and supporting each other.

So please go round and hear from everybody and then we'll say goodbye and I'll see you at the next meeting. Bye bye."

End of film

Want to learn more?

This guide is an introduction to creating your own Community Circle, but our website is packed with lots of extra information that could help you to:

- get the most out of Community Circles
- spread the word about Community Circles where you live or work
- develop Community Circles as a partner, helping us to change more lives than ever before!

Just visit www.community-circles.co.uk to find out more.

Connect with others and swap ideas

You can also join our Community Circles private Facebook group. To do so, visit www.community-circles.co.uk and login to read more. If you haven't registered yet, you can do so at:

www.community-circles.co.uk/get-a-circle/d-i-y-circles