

Part 1

Connecting to families: Using personas



Purpose

Connect lived experience of families to the work.



How to use this tool

Pre session:

Design the worksheet and personas that you will use in this activity. The personas are to be created via the 'Our Family' tool and using the template below. Good personas bring the voice of families into design processes and conversations by truly reflecting how a family describes their lives, including their strengths and interests and what they want for themselves/each other. They are anonymised, and may be an aggregation of multiple families in a place/community.

Decide questions for the worksheet that both:

1. Make sense to work being done (e.g. Family Hub development)
2. Link to values designed in the 'Values' activity

See example worksheet used in Trailblazer work.

Activity:

- Read through the persona to understand a families lived experience
- Answer the questions on the template sheet
- Present back feedback & ideas and capture

Post:

- Distil ideas - some key principles will emerge and other more specific ideas - capture both
- Come back to distilled output - perhaps a quality checklist - did we meet our ideas for this family?

[Family name(s)]



[Illustration or graphic of family]

We are the [family name] family.

We are [name/relation/age], [name/relation/age], [name/relation/age], etc.

Words the family use to describe themselves.



[Illustrations or graphics of each family member]



[Name/relation/age]

[Description of this person including their interests, strengths and worries, and what they want for themselves and their family.]



[Name/relation/age]

[Description of this person including their interests, strengths and worries, and what they want for themselves and their family.]



[Name/relation/age]

[Description of this person including their interests, strengths and worries, and what they want for themselves and their family.]



[Name/relation/age]

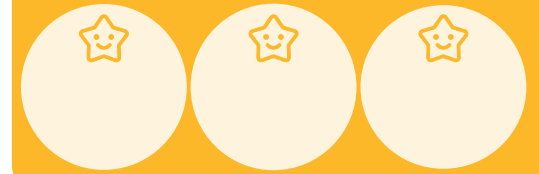
[Description of this person including their interests, strengths and worries, and what they want for themselves and their family.]



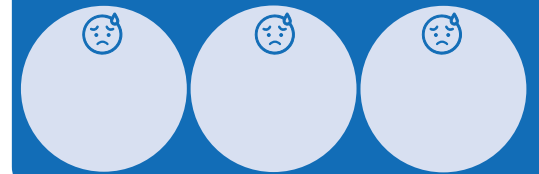
Together

[Description of family interests, activities and strengths they have together.]

Hopes



Fears



Things we would change

Our network of support



What might bring this family joy?

What might be the priorities of this family in building the lives that they want?

What should we offer in the Family Hub to **create moments of joy for this family?**

What should we offer in the Family Hub to **enable this family to have a better quality of life?**

What really matters to make the Family Hub attract and welcome this family?