Delphi Questionnaire - Round 2

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Delphi Questionnaire Round 2- Please respond by 21st March 2021

Thank you for participating in the Delphi Round 1 Questionnaire.

Your responses to the first questionnaire were extremely thorough, and complex. We received a wealth of advice and guidance, which is well supported by your personal and professional experience. We have now analysed your comments and you can access a summary of the results [here](#) and an infographic [here](#). There is a longer version of the report available; if you would like a copy please email the team at eva.makri@solent.ac.uk and we will send it to you.

When writing the findings and designing Delphi 2 we tried to include as much of your original wording as possible. This was to avoid changing the context of your feedback. During instances where there were differing views, we have tried to ensure that we presented all perspectives. This meant highlighting areas of agreement, as well as disagreement. We eventually want to reach general agreement though, so the purpose of Delphi 2 is to steer the group towards consensus.

General Observations from Round 1

Before we move onto the areas we would like to seek consensus on, we'd like to share some observations with you from your Delphi responses overall.

We noticed that there were different types of participant and different types of projects being written about.

Participants with different types/severity of mental health issues

When we analysed the results, we found that projects that involve people with lived experience of mental health issues could aim to offer benefits to various groups of participants. These could range from:

- **heritage projects - open to everyone - that aim to generally improve mental health and wellbeing** e.g. taking part in an object interpretation workshop to reflect on mental health issues throughout history or a yoga class taking place in a historic building.

to:

- **heritage projects that aim to offer mental health benefits to groups that are identified as, or identify themselves as, currently experiencing mental health issues at the point of participation (and could be the reason for participation) that impact negatively on day-to-day living and require support,** e.g. an archaeological dig for veterans with mental health issues or object handling for those who have experienced trauma.

We would like to focus the questions for Delphi 2 around projects that would include participants coming from the **second group.** This is not to say that projects that harness heritage for general wellbeing cannot or should not use the guidelines we are collectively producing. Rather, we feel that projects aimed towards this **second group** need a greater level of preparation to ensure they are delivered in an inclusive and safe manner. Furthermore, focusing on that group would best meet the MARCH Plus funded project aims (https://www.marchnetwork.org/funding).

We recognise that the differentiation we make regarding 'types' of participants may be misunderstood. We believe that all participants taking part in these projects should be treated equally in terms of respect and dignity regardless of the presence or absence of mental health issues. However, we feel it is important to address any risks or barriers that might prevent individuals experiencing mental health issues from gaining benefits when participating in these projects.

Types of organisations initiating projects

Projects that aim to involve people with mental health issues in heritage could also be initiated by different types of organisations. These could be:

a. heritage organisations that already run a project and invite participation. They would already have some infrastructure in place in order to run these projects but would need to adapt them to ensure safeguarding of participants. e.g. a museum allowing any untrained individuals - regardless of their health status - access to certain objects in its collection would have procedures in place to ensure that they are safely handled but might need additional policies/support from mental health professionals to ensure the safety of their participants.

b. heritage organisations that create and run a project for the purpose of participation. They would need to put measures into place to ensure the safeguarding of participants and of their collections e.g. a restoration project that aims to aid mental health and wellbeing designed by an organisation that has no pre-existing experience on running these projects will need advice/support on how to design and run them appropriately.

c. mental health organisations that use heritage as an activity to support those with lived experience of mental health issues. They would need help from heritage professionals to plan and carry out these activities so that due process is followed in terms of minimising risk when

unveiling (through excavations), restoring or handling historic artefacts, e.g. an art therapy project that is taking part in a museum.

We would like **all of the above types of organisations (a, b and c)** to be able to use our guidelines to help them plan accordingly. Therefore, in some sections we specify which of the scenarios above you should consider before answering the questions.

Delphi Round 2

The Delphi Round 2 Questionnaire should take around 20 minutes to complete. It is structured differently to the first questionnaire. It contains lists of statements that we need you to rate, according to how much you agree or disagree with them. We will present you with the results of these ratings in the next questionnaire.

We grouped some of the statements together to avoid an extremely long questionnaire, but we tried to ensure that statements do not offer conflicting or opposing views, unless consensus was obviously lacking.

The closing date for your responses to Round 2 is **21st of March 2021.**

Information and consent

For a reminder on the Delphi study, and how we plan to use the details you have given us, please click here.

To participate in this questionnaire, you must give us your consent. After you have submitted your responses, you will still be able to withdraw consent **up until the closing date of 21st March 2021.** After this date, you will no longer be able to withdraw consent. This is because we will have already begun to analyse the results, in preparation for the next questionnaire.

You will be able to save a draft of your questionnaire and finish it later, but it must be submitted by the closing date. We also ask that you complete all questions, as this is important in enabling us to identify areas of consent.

All responses will be anonymous, to ensure that you feel free to express your opinions. Your answers will be known only to the research team and will only be kept for as long as necessary. On completion of the guidelines, you will be asked whether you would like your name to be added as a contributor. This is so that we can acknowledge your involvement as part of the expert panel.

The closing date for responses is 21st March 2021

Please contact the research team at **eva.makri@solent.ac.uk** if you need further information.

If you have questions about your rights as a participant in this research, or if you feel that you

have been placed at risk, you may contact: Dr Rhodri Davies, Chair of the Psychology Ethics Committee, Psychology Programme Group, Solent University, Southampton, SO14 0RF. Phone: (023) 8201 2057.

Please click the box below to confirm that you have read and understood the information provided above. ✱ *Required*

○ I confirm that I have read and understood the information provided and I agree to take part in the study on the basis set out in the information above.

Please click the box below to confirm that you are over 18 years of age. ✱ *Required*

○ I am over 18 years old of age

Which is the email address you use for the study? ✱ *Required*

Please enter a valid email address.

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SECTION 1. DESIGN AND INITIAL ENGAGEMENT

This section asks you to rank statements relating to:

- **Aims and benefits of heritage projects designed to support people currently experiencing mental health issues**
- **The composition of the group**
- **Contact prior to taking part and initial engagement**
- **Signposting**

Summary of Delphi Round 1 Results: Aims and benefits

Taking part in heritage projects can bring benefits to mental health and wellbeing- derived from connecting with the past or taking part in a purposeful activity with others- and/or to the heritage project- through conservation but also by the contribution of stories and experiences of participants.

We have now analysed and grouped your comments in themes in order to summarise them. We would like you to rate the importance of these themes so that we can identify if some or all of these could be objectives of a heritage-related activity that aims to improve mental health and wellbeing for people experiencing mental health issues.

We think that this could help organisations that plan such an activity to better identify and focus their aims.

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To what extent do you agree or disagree with the following statements? Any organisation that aims to design and deliver heritage related projects to people that are experiencing mental health issues should aim to...

	Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly disagree
Improve their overall wellbeing (e.g. by engaging in an activity that also improves physical health, enabling escape from rumination and intrusive thoughts, helping participants connect with the past).	☐	☐	☐	☐	☐
Educate (e.g. by providing formal and informal learning, inspiring further research and new projects, enhancing participants' skills, leading to further educational or employment opportunities such as further study).	☐	☐	☐	☐	☐

Create a purpose and a focus (e.g. by engaging in a meaningful activity with defined goals and outcomes).	☐	☐	☐	☐	☐
Promote diversity and inclusion (e.g. by enhancing access to heritage, by creating a sense of community, by creating awareness around mental health).	☐	☐	☐	☐	☐
Empower (e.g. by allowing participant's views to be valued, aiming to boost self-esteem and confidence, creating a sense of belonging).	☐	☐	☐	☐	☐
Allow participants to carry out an activity in a safe environment.	☐	☐	☐	☐	☐
Encourage social skills and connectedness (e.g. by promoting team working).	☐	☐	☐	☐	☐

Generate further support (e.g. by providing signposting to further support, by promoting social prescribing as an enabling mechanism).	☐	☐	☐	☐	☐
Enhance heritage (e.g. by widening the perspectives on heritage through engagement with a wide range of participants, by offering a new dimension to heritage by the contribution of the stories and experiences of those taking part).	☐	☐	☐	☐	☐

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Summary of Delphi Round 1 Results: Composition of the group

When asked whether a programme that uses heritage related activities to support people with lived experience of mental health issues should include everyone or specific cohorts, we received a variety of perspectives. However, the underlying theme was that when projects are developed and run for specific cohorts (e.g. an activity that only includes people that currently experience mental health issues), opening those groups up to including everyone should be the long-term goal. In summary:

- Some panel members suggested that the composition of the group should depend on the objectives of the programme.
- Other panel members suggested that efforts should be made for activities to include everyone- not just people with lived experience of mental health issues and allow participants to interact and help normalize wellbeing issues.
- A few panel members would like a project to be designed around the needs of people with lived experience of mental health issues and include only this group to offer them a good level of expertise and target its resources to those that would benefit the most.
- Lastly some panel members would like projects to be designed around the needs of a specific group of people with lived experience of mental health issues and include only this group (e.g. veterans) as they considered that it would be more beneficial to focus on people with similar issues and would make it easier to evaluate the short- and long-term effects of the project. Also, participants might find it easier to open up and share within groups of people that have similar experiences.

We would therefore like to investigate whether organisations should decide on the composition of the group based on the aims of the project, the goals and needs of the participants and the resources available to them.

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To what extent do you agree or disagree with the following statements? Any organisation that aims to design and deliver heritage related projects to people that are experiencing mental health issues should ensure that…

	Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly disagree
… the composition of the group is determined by the aims and objectives of the project organisers (i.e. to support those with a specific mental health issue or those who share type of experience e.g. veterans).	☐	☐	☐	☐	☐
… the composition of the group is connected to the resources available to the project (e.g. a group that seeks to engage people with complex mental health issues would need more resources to run it safely).	☐	☐	☐	☐	☐

… the composition of the group is connected to the goals of the participants (e.g. if the goals of the participants include building self-confidence a group that only includes a specific cohort might be best whereas if social reintegration is the goal, then a group open to all would better serve those purposes).	☐	☐	☐	☐	☐
… the composition of the group is connected to the preferences of the participants (e.g. a "mixed" group might put off some participants).	☐	☐	☐	☐	☐

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Summary of Delphi Round 1 Results: Contact prior to taking part and initial engagement

A number of you agreed that some contact should be established prior to the project to ensure that organisers are aware of the needs and goals of participants and inform participants of project specifics. This will ensure that systems are put into place to run the activity in a constructive way for all. Initial engagement to the process should be straightforward and should help the participant to decide whether the project is something they want to continue with or not.

A collaboration between organisations can help initial contact and engagement.

We would like to assess how useful the following methods would be to allow both participants and organisers to discuss and test whether participation would benefit both parties.

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To what extent do you agree or disagree with the following statements? A heritage organisation (a or b) that aims to design and deliver heritage related projects to people that are experiencing mental health issues should collaborate with other professionals and/or organisations (e.g. mental health professionals, social prescribers, volunteer organisations) to...

➕ More info

	Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly disagree
…arrange conversations or assessments with potential participants prior to the activity to identify individual goals and to co-create plans to support these.	☐	☐	☐	☐	☐
...arrange conversations or assessments with potential participants prior to the activity to identify potential triggers/needs and to co-create plans to cope with these.	☐	☐	☐	☐	☐
...refer participants to a project.	☐	☐	☐	☐	☐
...co-create a wellbeing plan with the participant.	☐	☐	☐	☐	☐

...ensure highly trained staff are present if a participant needs them.	☐	☐	☐	☐	☐
...offer access to external mental health support if a participant needs it.	☐	☐	☐	☐	☐

To what extent do you agree or disagree with the following statements? A heritage organisation (a or b) that aims to design and deliver heritage related projects to people that are experiencing mental health issues should...

➕ More info

	Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly disagree
...offer a taster session and/or easing period to help a participant decide whether they like the project.	☐	☐	☐	☐	☐

...offer participants an "orientation pack" with detailed information on what the project will entail (e.g. with project information and background, risk assessment, details/timings of the working day, etc.) prior to taking part.	☐	☐	☐	☐	☐
...ensure that signing up to the project is clear and straightforward.	☐	☐	☐	☐	☐
...allow a trusted contact, a peer or a former participant to accompany the person to the first session.	☐	☐	☐	☐	☐

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Summary of Delphi Round 1 Results: Involvement and signposting

When asked who should be involved in the design, delivery and signposting of projects that aim to involve people with lived experience of mental health issues in heritage, you suggested various options including mental health and heritage professionals, peers and support staff.

We would like to investigate now whether these projects should be co-created and delivered by a team of experts that include health professionals (to ensure the wellbeing of participants and help with signposting), heritage professionals (to provide any necessary training), peers and carers (for further support) and of course the participants themselves.

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To what extent do you consider essential that any organisation that plans to involve people experiencing mental health issues in heritage projects should ensure that…

	Very essential	Essential	Neither essential or not essential	Not essential	Not essential at all
… projects are multi-agency/multi-disciplinary?	☐	☐	☐	☐	☐
… projects include support/mentoring from heritage professionals.	☐	☐	☐	☐	☐
… projects include support/mentoring from mental health professionals.	☐	☐	☐	☐	☐
… projects are co-created with people with lived experience of mental health issues.	☐	☐	☐	☐	☐
… projects include peer support.	☐	☐	☐	☐	☐
… projects include support from volunteers.	☐	☐	☐	☐	☐
… projects include support from carers.	☐	☐	☐	☐	☐

… all individuals facilitating or offering support are vetted for their suitability.	☐	☐	☐	☐	☐
… the roles of those facilitating and offering support are clearly defined.	☐	☐	☐	☐	☐
… projects start small and build scale based on experience.	☐	☐	☐	☐	☐

Any organisation that involves people experiencing mental health issues in heritage projects would need to use methods to inform and direct individuals to these activities. How useful would you find the methods below?

	Very useful	Useful	Neither useful or not useful	Not useful	Not useful at all
Word of mouth and personal testimonials	☐	☐	☐	☐	☐
Online media (social media, podcasts, websites, videos)	☐	☐	☐	☐	☐
Local press	☐	☐	☐	☐	☐
Leaflets	☐	☐	☐	☐	☐
Events and fairs	☐	☐	☐	☐	☐
Signposting through social prescribing	☐	☐	☐	☐	☐

Signposting through health care networks	☐	☐	☐	☐	☐
Signposting through charity and community groups	☐	☐	☐	☐	☐
Signposting through cultural and heritage groups	☐	☐	☐	☐	☐

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SECTION 2. DELIVERY

This section asks you to rank statements relating to:

- **Overcoming barriers and risks and safeguarding**
- **Project structure**

Summary of Delphi Round 1 Results: Overcoming barriers and risks and safeguarding

You have indicated that emotional, organisational and practical barriers and risks can be associated with running an activity that involves people with mental health issues in heritage projects and a variety of measures could be utilised to enable safe engagement.

The following questions will help us identify the measures that an organisation should put in place when organising such activities.

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To what extent do you agree or disagree with the following statements? A mental health or heritage organisation (b or c) that aims to design and deliver heritage related projects to people that are experiencing mental health issues should ensure that...

➕ More info

	Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly disagree
...health and safety equipment appropriate to the activity must be in place (e.g. hard hats, appropriate clothing).	☐	☐	☐	☐	☐
...the heritage site should have policies and procedures in place to ensure the safety of its audiences and collections before the activity taking place.	☐	☐	☐	☐	☐
...training should be provided for any activity that requires it (e.g. restoring objects)	☐	☐	☐	☐	☐

...quality control standards should be in place for activities that require it (e.g. archaeological excavation) to define the quality of work, assist with quality management and define appropriate methods and practices.	☐	☐	☐	☐	☐
...the quality of work produced by a heritage related activity should not be compromised to accommodate the wellbeing component.	☐	☐	☐	☐	☐
...staff should receive appropriate preparation and debrief prior to the activity.	☐	☐	☐	☐	☐
...enough staff should be in place to run the activity.	☐	☐	☐	☐	☐
...ongoing support should be offered to staff/volunteers involved in programme delivery.	☐	☐	☐	☐	☐

...there should be reflective opportunities for staff and volunteers to talk about what went well/ not well.	☐	☐	☐	☐	☐

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To what extent do you agree or disagree with the following statements? A heritage organisation (a or b) that aims to design and deliver heritage related projects to people that are experiencing mental health issues should...

➕ More info

	Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly disagree
...offer Mental Health Awareness training to any of its staff/volunteers that are supporting the project.	☐	☐	☐	☐	☐
...offer Mental Health First Aid training to some of its staff/volunteers that are supporting the project.	☐	☐	☐	☐	☐
...offer Safeguarding of Vulnerable Adults training to some of its staff/volunteers that are supporting the project.	☐	☐	☐	☐	☐
...offer Coaching Skills Training to some of its staff/volunteers that are supporting the project.	☐	☐	☐	☐	☐

...offer Transformative Skills training to some of its staff/volunteers that are supporting the project.	☐	☐	☐	☐	☐
...offer Quality and Diversity training to any of its staff/volunteers that are supporting the project.	☐	☐	☐	☐	☐
...offer General Data Protection Regulation training to any of its staff/volunteers that are supporting the project and have not already received GDPR training before.	☐	☐	☐	☐	☐
...ensure that training is provided by a trained instructor or a reputable provider.	☐	☐	☐	☐	☐
...there should be at least one mental health first aider on site, with more first aiders for larger groups.	☐	☐	☐	☐	☐

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To what extent do you agree or disagree with the following statements? Any organisation that aims to design and deliver heritage related projects to people that are experiencing mental health issues should...

	Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly disagree
...provide practical support (e.g. food, transport, accommodation if the activity is taking place away from home) to participants.	☐	☐	☐	☐	☐
...for residential projects a responsible person should be available at all time to provide immediate assistance or support to individuals should the need arise.	☐	☐	☐	☐	☐
...allow flexibility for participants that have family or work commitments.	☐	☐	☐	☐	☐
...allow flexibility when someone is unwell to participate.	☐	☐	☐	☐	☐

...allow carers that participants would like to accompany them.	☐	☐	☐	☐	☐
...arrange shared mealtimes or snack times to encourage conversation and social bonding.	☐	☐	☐	☐	☐
...provide a range of activities that are interesting and at varying levels.	☐	☐	☐	☐	☐
...effort should be made for all participants to derive some benefit from the activities (e.g. enjoyment learning, etc).	☐	☐	☐	☐	☐
...monitor the wellbeing of participants throughout involvement.	☐	☐	☐	☐	☐
...provide a "safe space" for when people need it.	☐	☐	☐	☐	☐
… a code of conduct should be signed from all taking part.	☐	☐	☐	☐	☐

...reports of inappropriate or discriminating behaviour (caused by participants or staff) should be recorded and investigated.	☐	☐	☐	☐	☐
... have a duty to help a person seek appropriate support or report the information to relevant authorities if someone discloses risk of harm to self or others.	☐	☐	☐	☐	☐
...effort should be made to avoid participants developing dependency to support staff or the project.	☐	☐	☐	☐	☐

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Summary of Delphi Round 1 Results: Project structure

Some panel members thought that a programme that delivers heritage related projects to people with lived experience of mental health issues should have some structure in its delivery.

However, it was also argued that some flexibility and safe, individual adaptations could be made to allow for emerging interests and individual needs. Heritage and mental health professionals should recognise that this is a learning environment for them as well as participants. This would allow the project to evolve, to still achieve its objectives if a participant is e.g. too unwell, but also make its activities more engaging for those taking part.

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To what extent do you agree or disagree with the following statements? A project that delivers heritage related activities to people experiencing mental health issues should…

	Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly disagree
… have some structure on its delivery based on its objectives.	☐	☐	☐	☐	☐
… have some structure on its delivery based on the capabilities of those organising it.	☐	☐	☐	☐	☐
… allow flexibility to accommodate emerging interests.	☐	☐	☐	☐	☐
… allow flexibility to accommodate individual needs.	☐	☐	☐	☐	☐

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SECTION 3. POST PROJECT

This section asks you to rank statements relating to

- **Post project evaluation**
- **Post project support**

Summary of Delphi Round 1 Results: Post project evaluation

It was agreed that there should be some form of evaluation after a heritage project has ended.

The questions below will help us identify how efficient the following measures are when evaluating a heritage project that involves people experiencing mental health issues.

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To what extent do you agree or disagree with the following statements? Any organisation that aims to design and deliver heritage related activities to people that are experiencing mental health issues...

	Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly disagree
...should measure wellbeing by a method that is agreed by the participant (e.g. conversations, journals, etc).	☐	☐	☐	☐	☐
...should use a validated psychological measurement to assess wellbeing (e.g. wellbeing scale) that is administered according to the user manual.	☐	☐	☐	☐	☐
..could use feedback from participants to evaluate a project (e.g. whether the project should continue, safeguarding, alleviation of stigma surrounding mental health).	☐	☐	☐	☐	☐

..could use feedback from staff/volunteers to evaluate a project (e.g. whether the project should continue, safeguarding, alleviation of stigma surrounding mental health).	☐	☐	☐	☐	☐
...could use financial information to evaluate a project (e.g. whether the project should continue, positive economic impact, reduction in the use of mental health services)	☐	☐	☐	☐	☐
...could use organisation data to evaluate a project (safeguarding measures, new audience for the heritage site).	☐	☐	☐	☐	☐
...could use audience surveys to evaluate a project (e.g. alleviation of stigma surrounding mental health, new audiences for the heritage site).	☐	☐	☐	☐	☐

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Summary of Delphi Round 1 Results: Post project support

A few panel members felt that post-project support should not be offered to help participants gain independence or because they thought that post-project support should be the responsibility of other professionals/services. However, the majority would like to see some form of support offered after the project has ended.

The questions below will help us identify what type of support should be offered to people experiencing mental health issues after the project has ended.

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To what extent do you agree or disagree with the following statements? Any heritage organisation (a or b) running a project that involves people experiencing mental health issues in a heritage project should...

➕ More info

	Strongly agree	Agree	Neither Agree or Disagree	Disagree	Strongly disagree
...offer some post project contact with participants to check on their wellbeing.	☐	☐	☐	☐	☐
...inform participants if there are any possibilities to take part in further projects in the future.	☐	☐	☐	☐	☐
… offer guidance on career goals and progression for those that want it.	☐	☐	☐	☐	☐
… signpost to further support for participants that need it.	☐	☐	☐	☐	☐
… encourage post project contact with other participants (e.g. through social media).	☐	☐	☐	☐	☐

| … discourage creating dependency on project and/or project staff. | ☐ | ☐ | ☐ | ☐ | ☐ |

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SECTION 4 - ANY OTHER COMMENTS

Please use the box below to add any comments you might have on the results, the questions above or if you feel that there is something else you would like to tell us.

Have we missed anything? Please let us know in the box below. *Optional*

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Thank you very much for taking part. We will get in touch soon with the results of this survey and Delphi Questionnaire Round 3.

The March Plus Project Team