Delphi Questionnaire - Round 3

Page 1

Delphi Questionnaire Round 3- Please respond by 16th May 2021

Thank you for participating in the Delphi Round 2 Questionnaire.

You have now received your response percentages for Delphi 2 and have seen how your responses compare to the responses of the rest of the panel.

Prior to running Delphi 2 we decided that when 75% of you agree with a statement, we would consider that as group consensus (Diamond et all, 2014). Ratings with less than 75% of agreement we consider to indicate a lack of consensus. Furthermore, we also looked at the interquartile range, a statistical measurement that shows us the dispersion of opinions amongst the group. When a statement received IQR greater than 1 we also consider this indicates a lack of consensus (Heiko, 2012).

In Delphi 3 - our final round - we would like to focus on the areas where there was a lack of consensus. We will revisit the statements of disagreement with the aim to understand the different points of view. We will provide you with arguments as to why these statements were included in the first place, adjust them slightly and ask you to re-rate them. After you re-rate them and if you continue to not agree with them, we will ask you, if possible, to explain to us the reasons for your disagreement.

We will not ask you to re-rate all the statements from Delphi 2 on this questionnaire, only the ones that have not received agreement. However, if you feel that you want to change any of your answers from Delphi 2, please feel free to do so. You can change your answer on the excel spreadsheet that was sent to you and email it back at <u>eva.makri@solent.ac.uk</u>

Lastly, we would also like to explore some of the open-ended comments given to us on Delphi 2. We think that they raise some very valid points and we would like to know your thoughts.

The Delphi Round 3 Questionnaire should take around 30 minutes to complete.

The closing date for your responses to Round 3 is 16th of May 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 <u>here</u>.

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 **16th of May 2021**. After this date, you will no longer be able to withdraw consent.

You will be able to save a draft of your questionnaire and finish it later, but it must be submitted by the closing date.

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 Delphi 3, you will be asked whether you would like your name to be added as a contributor to the guidelines, which will be hosted by Historic England. This is so that we can acknowledge your involvement as part of the expert panel and your contribution to the co-creation of the guidelines.

The closing date for responses is 16th May 2021

Please contact the research team at <u>eva.makri@solent.ac.uk</u> 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 Joe Levy, Chair of the Psychology Ethics Committee, Psychology Programme Group, Solent University, Southampton, SO14 0RF. Email: <u>consultant1707@solent.ac.uk</u>

Diamond IR, Grant RC, Feldman BM, Pencharz PB, Ling SC, Moore AM, Wales PW. Defining consensus: a systematic review recommends methodologic criteria for reporting of Delphi studies. J Clin Epidemiol. 2014 Apr;67(4):401-9. doi: 10.1016/j.jclinepi.2013.12.002. PMID: 24581294.

Heiko A. von der Gracht, Consensus measurement in Delphi studies: Review and implications for future quality assurance, Technological Forecasting and Social Change, Volume 79, Issue 8, 2012, Pages 1525-1536, ISSN 0040-1625, https://doi.org/10.1016/j.techfore.2012.04.013.

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.

Section 1. Re-rating of statements that did not receive consensus

In this section you will be able to re-rate the statements that did not receive consensus. We have revised those statements and we are going to ask you to rate the revised versions.

Composition of the group

We would like to explore further what should be taken into consideration when planning participation on heritage activities that involve people experiencing mental health issues.

The two statements below are the ones that we asked you to rate on Delphi 2:

Original statements: 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 the composition of the group is connected to the goals of the participants. *(overall agreement 75%)*

Any organisation that aims to design and deliver heritage related projects to people that are experiencing mental health issues should ensure that the composition of the group is connected to the preferences of the participants. *(overall agreement 50%)*

The composition of the group was an area that attracted a variety of opinions and conversations.

You agreed that the objectives of the project and resources should influence the composition of the group. However, there is a disagreement as to whether the group composition should be related to the goals and preferences of participants (75% of you agree that the composition of the group should be related to the goals of the participants, however, the interquartile range shows that there is statistical dispersion; a disagreement amongst the group).

Some of you disagree with the statement because you would like mixed groups that include everyone. Mixed groups can promote a more understanding environment; mental health is not seen differently from physical health. Furthermore, mixed groups can be beneficial to people that unknowingly live with mental health issues or those with physical problems that do not realise how their mental health affects their physical recovery.

But others suggested that the composition of the group should be connected to what the participants want and what the participants want to achieve. So, e.g. if participants are apprehensive about being within a wider group, they should have the option to start out with a group that they would feel more comfortable with. Similarly, if participants had a particular experience that is associated with their mental health then it might be important that the group composition is related to that experience.

We would therefore like to adapt the statements above and ask you the following:

To what extent do you agree or disagree with the following statement? An organisation that aims to design and deliver heritage related projects to people that are experiencing mental health issues should ensure that potential participants are asked what they feel the composition of the group should be. ***** *Required*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- O Strongly disagree

Referrals

We would like to further explore how referrals can help a heritage organisation create awareness about a project that aims to involve people experiencing mental health issues in heritage projects.

Original statement: To what extent do you agree or disagree with the following statement? A heritage organisation 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 refer participants to a project. *(overall agreement 70%)*

Some of you commented on the difficulty to create awareness around projects when they are organised solely by heritage organisations. It was therefore suggested that heritage organisations should actively seek to establish links with professionals or organisations that could refer individuals to the project.

It was advised that referrals should be only one of the ways to create awareness around the project and that other -potentially more informal methods- should also be employed. We would like to adjust the statement so that referrals could be an option rather than an essential method to create awareness around a project.

To what extent do you agree or disagree with the following statement? When organising a heritage related project for people that are experiencing mental health issues a heritage organisation *could* collaborate with other professionals and/or organisations (e.g. mental health professionals, social prescribers, volunteer organisations) in order to generate greater awareness among potential participants, or to actively refer participants to the project. ***** *Required*

More info

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- O Strongly disagree

Taster session

We would like to investigate whether a taster session offered by a heritage organisation might help those participants that are unsure on whether they want to join a project that involves people experiencing mental health issues in heritage.

Original statement: To what extent do you agree or disagree with the following statement? A heritage organisation that aims to design and deliver heritage related projects to people that are experiencing mental health issues should offer a taster session and/or easing period to help a participant decide whether they like the project. (overall agreement 68%)

Some of you think that a "taster" session or open day offered by a heritage organisation can allow individuals to see if the project is of interest to them. It can also help overcome any initial anxiety/ hesitation to join a project.

We would like to explore whether a taster session could be an option (rather than an essential component) that heritage organisations can offer to potential participants.

To what extent do you agree or disagree with the following statement? A heritage organisation that aims to design and deliver heritage-related projects to people that are experiencing mental health issues *could* consider offering taster sessions and/or open days to help individuals overcome anxieties or other barriers to full participation. ***** *Required*

More info

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree



Partnering with other organisations

We would like to explore whether there are benefits in partnerships when creating projects that aim to involve people with mental health issues in heritage related activities.

Original statement: 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 projects are multi-agency/multi-disciplinary? (overall agreement 55%)

Partnering with other organisations or individuals has the advantages of offering more resources to the project, provide important knowhow from experts and can help with signposting and organisation of the activities. Cooperation and communication between organisations and individuals can establish relationships and networks that can jointly apply for funding and co-create well supported activities, share learning and build more projects in the future.

We would like to investigate whether disagreement with the statement is due to the fact that partnering with other organisations is not considered an essential component when organising a project. We would like to phrase the question differently and explore whether partnerships should be desirable rather than essential.

To what extent do you agree or disagree with the following statement? An organisation that plans to involve people experiencing mental health issues in heritage projects *could* benefit from partnering with other organisations and/or individuals to organise and carry out those projects? ***** *Required*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- O Strongly disagree

Involvement and support from peers, volunteers and carers

We would like to explore whether there are benefits in seeking support from peers, volunteers and carers when creating projects that aim to involve people with mental health issues in heritage related activities.

Original statements: 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...

...projects include peer support. (overall agreement 68%)

... projects include support from volunteers. (overall agreement 43%)

... projects include support from carers. (overall agreement 58%)

When asked who should be involved in the projects some of you thought that peer support from those that have already taken part in a heritage project can highlight the benefits of joining. Furthermore, peers can also help monitor wellbeing and act as mentors for new participants.

Volunteers – which can include past participants, site volunteers, etc- can offer valuable knowledge and support, especially if there is lack of resources.

Lastly, carers could also be part of the projects and offer emotional support should participants wish them to be there.

Again, we would like to investigate whether disagreement with the statements above is due to the fact that they are not considered essential components when organising a project. We would like to phrase the questions differently and explore whether input from peers, volunteers and carers would be nice to have if possible rather than essential.

To what extent do you agree or disagree with the following statement? An organisation that plans to involve people experiencing mental health issues in heritage projects *could* benefit by support offered by peers. ***** *Required*

- Strongly agree
- O Agree
- Neither agree or disagree
- O Disagree
- O Strongly disagree

Could you please explain why you do not agree with the statement above?

To what extent do you agree or disagree with the following statement? An organisation that plans to involve people experiencing mental health issues in heritage projects *could* benefit by support offered by volunteers. ***** *Required*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree



To what extent do you agree or disagree with the following statement? An organisation that plans to involve people experiencing mental health issues in heritage projects *could* benefit by support offered by carers. ***** *Required*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- O Strongly disagree

Developing the project

We would like to investigate whether less experienced organisations should start with smaller projects when they lack resources or knowledge in designing projects that involve people experiencing mental health issues in heritage activities.

Original statement: 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 projects start small and build scale based on experience. *(overall agreement* 65%)

A few comments suggested that projects should start small and scaling up with experience, transparent evaluation and shared learning. Starting with small group activities would be less costly, would not require lots of resources and would allow projects to grow organically.

We would like to explore whether you would consider it beneficial (rather than essential) starting with smaller projects on those cases that an organisation lacks experience on organising heritage projects for people experiencing mental health issues.

To what extent do you agree or disagree with the following statement? An organisation that wants to organise heritage projects for people that are experiencing mental health issues but lacks resources and knowledge to do so, *could benefit* from starting by engaging with small projects and build scale based on experience. * *Required*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- O Strongly disagree

Promotion of heritage related activities

The questions below seek to assess the benefit of local press, leaflets and events/fairs when promoting a project that involves people experiencing mental health issues in heritage activities.

Original statements: 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?

Local press (overall agreement 63%)

Leaflets (overall agreement 60%)

Events and fairs (overall agreement 60%)

Although online media and signposting were the most popular methods to create awareness about a project it was suggested that local newspapers and leaflets at GP surgeries was a good way to promote projects to those that are digitally excluded or are not affiliated with any organisations that can signpost them to the projects. Furthermore, events and fairs can offer face to face information to local people or can be part of a campaign that aims to alleviate the stigma surrounding mental health.

An organisation that involves people experiencing mental health issues in heritage projects would need to use ways to inform and direct individuals to these activities. How useful would you find local press to inform those individuals that are digitally excluded and not affiliated with any organisations that can signpost them to projects? ***** *Required*

- Very useful
- C Useful
- Neither useful or not useful
- O Not useful
- O Not useful at all

Could you please explain why you do not agree with the statement above?

An organisation that involves people experiencing mental health issues in heritage projects would need to use ways to inform and direct individuals to these activities. How useful would you find leaflets to inform those individuals that are digitally excluded and not affiliated with any organisations that can signpost them to projects? ***** *Required*

- O Very useful
- O Useful
- Neither useful or not useful
- O Not useful
- Not useful at all

Could you please explain why you do not agree with the statement above?

An organisation that involves people experiencing mental health issues in heritage projects would need to use ways to inform and direct individuals to these activities. How useful would you find events and fairs to inform those individuals that are digitally excluded and not affiliated with any organisations that can signpost them to projects? ***** *Required*

- Very useful
- O Useful
- Neither useful or not useful
- O Not useful
- O Not useful at all

Quality of heritage work

Below we want to investigate whether organisations should ensure both a) that participants are receiving wellbeing benefits when involved in heritage related activities for people experiencing mental health issues and b) that professional standards are adhered to when delivering those activities.

Original statement: To what extent do you agree or disagree with the following statements? A mental health or heritage organisation that aims to design and deliver heritage related projects to people that are experiencing mental health issues should ensure that the quality of work produced by a heritage related activity should not be compromised to accommodate the wellbeing component. *(overall agreement 73%)*

This is another important area that attracted a variety of opinions.

Some of you suggested that public participants in any heritage project should not be in the position of worrying about the outputs of their work and that when there is involvement in something with quality controls e.g. excavation - people should be given tasks commensurate with their experience.

However, others think that benefits are delivered to individuals when their contribution to a project is authentic and purposeful and so, when dealing with tangible and finite objects, care should be taken that any work does not irreplaceably damage them. Furthermore, there is an ethical consideration when dealing with certain objects, e.g. human remains.

We would like to investigate whether the range of opinions might be due to the various types of 'heritage projects' you were thinking of when answering the questions. We recognise that some activities - such as archaeological excavation - are irreversible, while other activities involve interaction with objects, buildings, or landscapes in a different way.

We also recognise that the term 'quality' might itself be problematic. We used it as shorthand for compliance with the various ethical standards and codes of conduct required of heritage professionals by bodies such as the Chartered Institute for Archaeologists etc. In that context the statement was seeking to determine whether heritage-related projects involving people experiencing mental health issues, should still adhere to those standards, rather than asking if the participants themselves should be delivering work of a professional quality. In this sense it might not be dissimilar to a university training excavation, through which newcomers to archaeology receive close on-site supervision to monitor the quality of work being undertaken and to provide guidance/ training.

To what extent do you agree or disagree with the following statement? An organisation that aims to involve people that are experiencing mental health issues to heritage related projects should ensure that engagement in activities that will irreversibly impact on the historic environment (e.g. through archaeological excavation), or might cause damage to objects, buildings etc (e.g. through restoration activities), is appropriately supervised so that the project complies with the standards of the relevant professional body while also delivering benefits to its participants. ***** *Required*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- O Strongly disagree

Training

The questions below investigate the benefit of Coaching Skills and Transformative Skills training when delivering projects involving people experiencing mental health issues in heritage projects.

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

...offer Coaching Skills Training to some of its staff/volunteers that are supporting the project. (overall agreement 73%)

...offer Transformative Skills training to some of its staff/volunteers that are supporting the project. *(overall agreement 55%)*

Coaching skills training can teach techniques on how to listen better, how to offer constructive feedback and how to enhance conversations. Transformative skills training can help individuals break patterns and beliefs that hold them back and helps a person identify who they are and what they want to become.

Again we would like to phrase the question differently and explore whether Coaching Skills and Transformative Skills training would be nice to have rather than essential.

To what extent do you agree or disagree with the following statement? Staff and volunteers that are supporting a project that aims to design and deliver heritage related projects to people that are experiencing mental health issues *could* benefit from Coaching Skills Training. ***** *Required*

- Strongly agree
- Agree
- Neither Agree or Disagree
- Disagree
- O Strongly disagree

Could you please explain why you do not agree with the statement above?

To what extent do you agree or disagree with the following statement? Staff and volunteers that are supporting a project that aims to design and deliver heritage related projects to people that are experiencing mental health issues *could* benefit from Transformative Skills training. ** Required*

- Strongly agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly disagree

		_
		_

Post project evaluation

We would like to assess here the value of validated psychological measures and financial information when evaluating a project that involves people experiencing mental health issues in heritage projects.

Validated psychological measures

Original statement: 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 should use a validated psychological measurement to assess wellbeing. *(overall agreement 70%)*

77% of you answered on Delphi 1 that you would use a formal method to measure the wellbeing of participants but there is a disagreement on whether a validated psychological measurement should be used to measure wellbeing.

We recognise that some of our panel are not familiar with the term 'validated psychological measures' used in the second Delphi consultation, and that it might be worth offering clarification. A validated psychological measure is a type of questionnaire that has gone through a rigorous development and testing process to ensure that it measures what it intends to measure (e.g. wellbeing) rather than something else (e.g. happiness or quality of life) and has been shown to do so reliably time after time. These measures are 'standardised', which means that their scores can be used to accurately compare different projects and services to demonstrate effectiveness. Some validated psychological measures can be completed by the participant, others need to be administered (sometimes by somebody trained). Many of them also have rules about how to deal with missing data (i.e. when a participant misses a question).

The development of scales that are valid and reliable measure outcomes requires a particular skill set, and take years of development and testing. These scales are then published, along with the evidence to demonstrate their validity and reliability before being accepted and adopted by the clinicians and researchers. Without these steps being taken, we cannot be confident that a set of questions will be able to accurately measure the outcome of interest and we need to be aware of the limitations in self-constructed questionnaires when evaluating services.

In the question below we would like to explore whether organisations **could** use a validated psychological measure (an option rather than an essential) that has been agreed in advance with the participant. This would be especially helpful for organisations that would like to rigorously evaluate their projects.

To what extent do you agree or disagree with the following statement? An organisation that aims to design and deliver heritage related activities to people that are experiencing mental health issues *could* use a previously agreed upon validated psychological measurement to assess wellbeing. ** Required*

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- O Strongly disagree

Financial information

Original statement: 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 could use financial information to evaluate a project. (overall agreement 63%)

Although some of you proposed to use financial information such as Gross Added Value, Profit and Loss Reports/ Secondary Spend, Social Return on Investment etc to evaluate projects there was disagreement whether financial information should be used to evaluate a project. We would like to break this question down a bit more to see as to whether there was lack of consensus because the statement was too generic and if so to also see which of the points below you agree or disagree with.

Also we would like to adapt the statements so that financial information could be used (as an option rather than an essential) as a way to evaluate a project.

To what extent do you agree or disagree with the following statement? An organisation that aims to design and deliver heritage related activities to people that are experiencing mental health issues *could* use financial information to evaluate the sustainability of the project. ***** *Required*

- Strongly agree
- Agree
- Neither Agree or Disagree
- Disagree
- O Strongly disagree

Could you please explain why you do not agree with the statement above?

To what extent do you agree or disagree with the following statement? An organisation that aims to design and deliver heritage related activities to people that are experiencing mental health issues *could* use financial information to assess positive economic impact derived from the project. ***** *Required*

- Strongly agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly disagree



To what extent do you agree or disagree with the following statement? An organisation that aims to design and deliver heritage related activities to people that are experiencing mental health issues *could* use financial information to measure reduction in the use of mental health services after participation on the project. ***** *Required*

- Strongly agree
- Agree
- Neither Agree or Disagree
- Disagree
- O Strongly disagree

Could you please explain why you do not agree with the statement above?

To what extent do you agree or disagree with the following statement? An organisation that aims to design and deliver heritage related activities to people that are experiencing mental health issues *could* use financial information to assess whether new audiences for the heritage site were created as a result of the project. ***** *Required*

- Strongly agree
- Agree
- Neither Agree or Disagree

- O Disagree
- O Strongly disagree

Post project support

Lastly we would like to investigate statements relating to guidance on career goals and dependency on projects or project staff after a heritage project for people experiencing mental health issues.

Guidance on career goals

Original statement: To what extent do you agree or disagree with the following statements? Any heritage organisation running a project that involves people experiencing mental health issues in a heritage project should offer guidance on career goals and progression for those that want it. *(overall agreement 73%)*

On Delphi 1 you suggested that future involvement in other heritage (or other type) projects or career advice is a form of long-term support that could be encouraged, especially if it leads to further education and employment opportunities. Furthermore, ex participants could contribute to future projects by volunteering, mentoring, or offering peer support. However, results of Delphi 2 showed a slight disagreement on whether advice on career goals and progression should be offered to those that want it.

Again we would like to explore the possibility of advice on career goals and progression as an option rather as an essential.

To what extent do you agree or disagree with the following statement? Individuals that are interested in being involved in future projects or seek employment/education opportunities following participation on a heritage project for people experiencing mental health issues, *could* benefit from guidance on career goals and progression offered by the heritage organisation that runs the project. * *Required*

More info

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- O Strongly disagree

Dependency on projects or project staff

Original statement: To what extent do you agree or disagree with the following statements? Any heritage organisation running a project that involves people experiencing mental health issues in a heritage project should discourage creating dependency on project and/or project staff. *(overall agreement 70%)*

Comments relating to dependency suggested that there should be differentiation between a potentially problematic dependency on staff/volunteers and programme members as opposed to generating a healthy enthusiasm and actively participating in cultural heritage (e.g. by volunteering or taking up a new role within the project) in the longer term.

To what extent do you agree or disagree with the following statement? A heritage organisation running a project that involves people experiencing mental health issues in a heritage project should encourage independent participation within heritage or progression to new roles within the project to those individuals that are interested in future involvement. ***** *Required*

More info

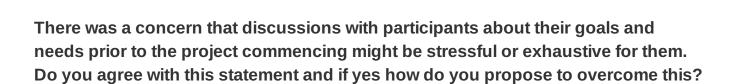
- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree



Section 2. Questions relating to your open-ended comments

The questions below are relating to some of the open-ended comments we received on the Delphi 2 questionnaire. We believe that they raise some very valid points and we would like to investigate them further.

What methods would you use to ensure that projects are co-produced and offer meaningful engagement to those that take part? *Optional*







A concern was raised that if an organisation was to run a programme based on the answers of this study the costs would be prohibitive. Do you agree with this statement and how do you propose to overcome this?



Section 3. And lastly some questions about your involvement in the study

Do you feel you learned anything from your involvement in the Delphi process?

Optional





- Yes
- O No
- I would rather make that decision when I see the guidelines

Please write below how you would like your name to appear in the guidelines e.g. title, name and whether you would like your job title and organisation you work for or volunteer for to also appear.

Page 31: Final page

Thank you very much for taking part.

The March Plus Project Team