CONSIDERATIONS WHEN WORKING WITH VULNERABLE GROUPS IN HERITAGE

This toolbox resource has been developed to assist in the planning of heritage-based projects that are looking to achieve positive wellbeing outcomes.

The
Heritage
Alliance

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Preface

This resource has been produced by BGH in order to freely pass on the knowledge that we have obtained working with vulnerable members of society on heritage based projects.

This is by no means a complete guide on how to deliver a successful project, instead it is a supplementary document to aid with the planning of your own project.

The approaches that we suggest, have been formally evaluated and published in the Antiquity Journal, Everill, P., Bennett, R., & Burnell, K. (2020). Dig in: An evaluation of the role of archaeological fieldwork for the improved wellbeing of military veterans. Antiquity, 94(373), 212-227.

We ask that if you are using this toolbox resource, you cite BGH where applicable and let us know. We welcome any additions to this toolbox based on best practice, if you have any additions that you would like to include then please let us know.

Good luck in your future project

Dickie Bennett
Director BGH

Contents

1. Introduction

This resource has been developed by Breaking Ground Heritage (BGH), in conjunction with Operation Nightingale (Op N) and draws upon 10 years' experience of working with vulnerable members of society in heritage-based projects. This resource is not exhaustive and not all areas will be relevant to each project, however, it will give you some key considerations when developing a successful project of your own.

In our experience, the most successful projects have been delivered through a combination of a stimulating and exciting research, coupled alongside the 'best fitting' multidisciplinary staff. Staff who are able to bridge the gap between the 'professional's and the participants' effortlessly and the methodology in place to measure success.

At the back of this toolbox are the key forms that we use at BGH, so we can better understand our participants needs prior to the start of the project and make any last minute adjustments should they be required. This is often followed up by a telephone conversation to clarify any points and to ensure that the participant is ready for the project. The forms also help evaluate how the project has gone.

2. Project setup

Wellbeing must be built into any projects during the initial planning stages, to ensure an effective project delivery and a realistic management of outcomes.

2.1. *Project and site selections should consider the following*
- Is the site accessible?
- What mitigations can be put in place to make the site more accessible?
- Is the research accessible to all who wish to take part? If not, can it be made to be more accessible? Accessibility to facilities, educational barriers, specialist skills such as diving or GIS etc.
- Does the site or project naturally foster social/group cohesion? Will you be living in a friendly campsite environment with social elements naturally embedded or does the project promote isolation or lone working?
- Is the site or project stimulating?

3. Staffing a project

It is essential to the success of the project and the wellbeing and safety of both staff and participants that the right staff (or staff with the right skills) are selected.

- Select your essential criteria at the start and recruit accordingly
- Do you have sufficient staff to run the wellbeing element of the project?
- Have you enough staff robustness, that should a member of staff be unavailable, the project is still able to continue in their absence?

- Do the staff have the correct qualifications/training for the intended participant group? Mental Health First Aid (MHFA), British Sign Language (BSL), working with offenders, employment/education advise or Disclosure for working with minors.
- Are staff experienced enough in working with or alongside vulnerable groups?
- Are the staff that you have selected people focused?
- Do the staff understand the need for meeting the wellbeing outcomes?
- Do all project staff understand what the project is trying to achieve in addition to the research brief?
- Are your staff able to be proactive and improvise where necessary, so that people with physical limitations can participate? E.g. If access to the site is getting wet and boggy, are you able to be creative (but safe) to ensure participants with mobility issues can to get to site. This could simply be by using a vehicle to traverse the poor ground.

4. Considering Outcomes

4.1. Deliverable Outcomes

These outcomes are what will determine if the project has been a success from a wellbeing perspective. It is important to be as realistic as possible when identifying your projects outcomes and consider carefully what additional assets you may require, achieving more ambitious outcomes.

- What are the primary outcomes that you want to deliver through your project? Increased wellbeing, improved social networks, better employability prospects, better health, community ownership of a site?
- Consider the measures/indicators that will be used to evaluate outcomes. Use the attached basic logic model to assist in this process.
- Each outcome will need to be carefully considered and assessed as to its feasibility of being meaningfully met in the project.
- By the adaptation or development of simple components in a project, is it possible to widen initial deliverable outcomes.
- What additional assets/staff will you require for your outcomes
- Will the outcome benefit the participants/project or is it just included to meet a grant /terms condition?
- Are there any secondary outcomes? E.g. improved employability skills, CPD, socialising more.
- Have you capacity within the scope of the project to work on individuals' goals where applicable? E.g. I want to be more confident in my section drawing or I would like to learn how to plan an exhibition.

5. Recording Outcomes

This can sometimes be the most challenging aspect of the project. Simple questionnaires or written surveys can be very misleading if not interpreted correctly. This is equally true if a suitable relationship has not been developed between participants and mentors on projects.

5.1   Measuring Change

If you are measuring any changes in participants, it is important that you ensure that you have some baseline data to compare it with. It is not enough to simply hand out a questionnaire at the end of the project and expect qualitative and quantitative data to be obtained. Examples of the types of questions that you might want to be asking are available later in the document.

- There are a whole range of surveys that can be used to look at wellbeing or personal health in participants. However, it is important to understand the limitations of these surveys when used in conjunction with physically or emotionally challenging projects
- When is the right time to record any personal data? What is the correct frequency for this project and who is responsible for doing this?
- Have you a plan on when and how to obtain your baseline and end of project data?
- Do you require a follow up survey on completion (3-6 months) and if so, what results are you realistically going to achieve from doing so? Will the data be reliable?
- What measures do you need to implement to meet current GDPR guidelines if you are collating personal data?
- Are you willing to share your outcomes data for others to utilise?

6. Measuring Wellbeing

This is an area that requires the most thought and it is advisable to seek assistance from psychologists, to ensure that you are collating what you need. Included in this toolbox are some measures that have worked well for BGH.

6.1   Considerations
- **Do you have ethics approval?** This is essential to ensure that no harm is done to participants through your work, or if are wanting to publish your results in any academic context.
- **What exactly are you wanting to measure/record?** Anxiety, general wellbeing, depression, increased employability or something else?
- Are you looking for a short term 'snapshot' or a more comprehensive longitudinal study?
- **What additional information are you collating, and can that be used to further inform your data?** Age, ethnicity, previous experience etc.
- Who is responsible for the data and do they have the skills to understand what is being asked of them?
- What are you going to use your data for?
- Do you have in place measures to meet the GDPR guidelines?

7. Participant safeguarding

Inviting members of the public to become involved with a project, dictates that we must have certain levels of protection in place e.g. insurances, risk assessments etc. When we are

working with vulnerable people on projects, we must ensure that we have additional safeguards in place to guarantee the correct level of support for each individual.

7.1 Considerations

- What additional support is needed to safeguard participants?
- Do you require an action plan in place for the more vulnerable participants?
  - Who is responsible for producing the action plan and do you understand it?
- Does the participant require 1:1 support? If so, are you able to deliver this?
- Will you require medical/psychological support on standby?
- Are there any known/perceived 'triggers' that may cause distress for participants? Can you mitigate against them? e.g. Taking a veteran with PTSD onto a training area can be mitigated to an extent, by knowing when the ranges are in use and working in an area with minimal military activity. If this fails, taking the individual away from site for a time might be the only option.
- Do you require a medical disclosure from participants prior to acceptance on the project?
- Do you have a selection criterion? This might include exclusions of certain health conditions or physical limitations due to Health and safety concerns. Your selection criterion should be transparent and made available to anyone that wishes to see it.

This list is not exhaustive but gives an idea of what should be considerations for participants safeguarding on your project.

8. Code of Ethics

Working with vulnerable members in our community requires a certain level of attention that might not be expected in your normal role. In heritage this can be increased again as we also have a duty of care to the heritage that we are custodians of.

It is advised that a code of ethics and conduct sheet be available to all participants and staff as soon as is feasible. This will set out from the very start what behaviors are acceptable and what actions might be taken should individuals not meet them. A signed master copy should be maintained throughout the duration of the project.

At BGH we have developed the following code of ethics into our daily working routine. Both staff and participants are expected to abide by them.

By adopting the following 7 principles, project participants and staff should have an enjoyable experience.

1. **Beneficence -** The health and welfare of the participant and staff is paramount.

2. ***Do no harm*** - Participants should not be at further risk of harm by coming on projects.

3. ***Confidentiality*** – Participants must trust that their personal information is safe and will only be disclosed as agreed or in accordance with the Law

4. ***Responsibility, reliability and dependency*** – Ensuring that commitments to participants are met where possible

5. ***Treat everyone equally*** - Respectfully, patiently and politely

6. ***Integrity*** – Honesty and willingness to do what is right

7. ***Respect*** – The views, opinions and beliefs of others

9. Code of Conduct

Everyone is entitled to be treated with dignity, respect and courtesy in an environment free from bullying intimidation, harassment or victimisation.

It is important to enforce an open and transparent, zero tolerance policy for aggressive, harassing or threatening behavior, this also includes interpersonal communications. It is important to also clarify that malicious gossip – both in person, and online - just as serious and damaging as any other form of bullying and harassment.

In addition to providing general welfare, mental health and well-being services, the staff should be there to offer support and advice to anyone experiencing, or witnessing, bullying, harassment or discrimination. If there are any issues, a member of staff should be available/nominated for confidential assistance.

By taking part in projects participants should commit to the following code of conduct:

- **No insulting, abusive or threatening language or behavior towards staff, fellow diggers, or the visiting public and local community amongst whom we are living and working;**
- **Avoid profanity, gender/sexuality/ethnic jokes, and references to politics, religion, and other sensitive topics. Not everyone feels the same way about these issues, and even casual discussion can create a tense atmosphere;**
- **Understand and be sensitive to the many different social conventions of the people around you – not everyone feels comfortable socialising in the same way;**
- **Respect confidentiality if it is requested.**
- **Activity whilst using the projects and/or affiliates' internet connections will be legal, respectful and will not cause harm or bring this project into disrepute.**
- **Any communications you have whilst you are a part of our community - including online - will be held to the same standards as those above.**

Participants should also commit to abide by the following formal project Policies and these should be available:

- Bullying and Harassment Policy
- Equal Opportunities Policy
- Complaints Policy
- Whistleblowing Policy

(These policies should be provided electronically as part of a pre-arrival pack and also available to peruse on site.)

Do not pay lip service to this section. Should you need to remove or address a participant in a formal manor, this document will act as your proof that they understand what appropriate behavior is and it will be expected on your project.
The above section can be edited into a 'Code of Conduct' by personalising it to an individual document. You will need a signature block like the one below, to use as confirmation that it has been read. This will be your first point of reference should a misnomer occur, and further action is required.

By signing below, you indicate acceptance of the request to behave in an appropriate manner as outlined above, showing respect for staff and others working alongside or engaged with the wider community.

PRINT NAME:_____

SIGNATURE:_____

POSITION: _____ DATE: _____

10. GAD-7 Anxiety

ID_____

Pre / Post Project

Project Name

Over the last 2 weeks, how often have you been bothered by the following problems? *(Use "✔" to indicate your answer"*	Not at all	Several days	More than half the days	Nearly every day
1. Feeling nervous, anxious or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it is hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid as if something awful might happen	0	1	2	3
Column totals:	___ +	___ +	___ +	___

Total Score_____

If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all	**Somewhat difficult**	**Very difficult**	**Extremely difficult**
☐	☐	☐	☐

11.   PHQ 8 - Depression

		Not at all	Several Days	More than half the days	Nearly every day
PHQ.1	Little interest or pleasure in doing things?	☐ 0	☐ 1	☐ 2	☐ 3
PHQ.2	Feeling down, depressed or hopeless?	☐ 0	☐ 1	☐ 2	☐ 3
PHQ.3	Trouble falling or staying asleep, or sleeping too much?	☐ 0	☐ 1	☐ 2	☐ 3
PHQ.4	Feeling tired or having little energy?	☐ 0	☐ 1	☐ 2	☐ 3
PHQ.5	Poor appetite or overeating?	☐ 0	☐ 1	☐ 2	☐ 3
PHQ.6	Feeling bad about yourself-or that you are a failure or have let yourself or your family down?	☐ 0	☐ 1	☐ 2	☐ 3
PHQ.7	Trouble concentrating on things, such as reading the newspaper or watching television?	☐ 0	☐ 1	☐ 2	☐ 3
PHQ.8	Moving or speaking so slowly that other people could have noticed? Or the opposite—being so fidgety or restless that you have been moving around a lot more than usual?	☐ 0	☐ 1	☐ 2	☐ 3

Score _____

12. The Warwick-Edinburgh Mental Well-being Scale (WEMWBS)

ID_____

Pre / Post Project

Project Name

Below are some statements about feelings and thoughts.
Please tick the box that best describes your experience of each over the last 2 weeks

STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been feeling interested in other people	1	2	3	4	5
I've had energy to spare	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	1	2	3	4	5

Projects must register to use this survey
Register at
https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/using/register/

13.   Participation Safeguarding Disclosure

This questionnaire will be used to ensure that any potential limitations or restrictions that you might have are addressed prior to your arrival on site. It is imperative that this form is filled in as accurately as possible and that you are honest about what difficulties you might face (physical or mental). This form is in the strictest of confidence and only information relevant to the safety of the other people and the project will be released to the welfare representative and/or Project Manager.

Name	
Project name	
Dates on project	
Relevant medical disclosure <u>Physical</u> *(physical limitations that might affect your safety or the safety of others on the project)* **What can we do to ensure that you have the best experience possible with your limitations?**	
Relevant medical disclosure Psychological <u>Health</u> *(Psychological limitations that might affect your safety and well-being whilst on the project. Please include diagnosis and any triggers that we will need to be aware of)* **What is the best course of action for us to take if an event occurs?**	
Mobility *(please tell us if you have any difficulties in your mobility, walking around uneven ground, getting into or out of trenches)*	
Medication *(what prescribed medications are you taking)* Emergency Point of Contact *Name* *Address* *Relationship*	

Is there any other information that you feel is relevant to disclose to ensure the safety and wellbeing of yourself and other involved on the project	

The information provided by you on this form will only be disclosed if there is a perceived need and the Project Manager deems that it is in your best interest to make the welfare representative aware of any issues in line with our safeguarding policy.

On completion of the project this form will be archived and a new form will be required for each subsequent project that you attend.

Please tick this box if you agree with us releasing your data to the relevant emergency services should it be required.

I have read and completed this form to the best of my knowledge and provided all relevant information to ensure that my wellbeing can be maintained effectively.

Signed …………………………………………………………………………………………

Print ……………………………………………………………………………………….

Date ………………………………………………….

Office use:

Date received:
Action points:
Actioned by: *Name: ……………………………………………………………………* *Position: ………………………………………………………………..* *Signed: ………………………………………………………………*

Confidential when complete

14.   Project Application Form

Name:	
email:	
Mobile:	
Address:	
	Postcode:

Medical Disclosure:

Are you ok to be left unsupervised for periods of time?	Yes / No
Do you require constant medical/ Psychological supervision?	Yes / No
Do you have a physical impairment that we need to be aware of?	Yes / No
Do you have any mental health issues that we will need to be aware of?	Yes / No

Medical conditions:

Why do you want to get involved with this project? (please circle all that apply)

Try something new	Indulge in a hobby	Change of career	Meet new people
Academic studies	Recovery process	Other:	

What are your main areas of interest?

How did you hear about us?

Next of Kin:

Name:
Relationship:
Contact Number:
Address:

GPDetails:

Name:
Contact Number:
Address:

I give you permission to contact my GP if my health declines whilst on site   Yes / No

If you do not give us permission to use images taken on projects that may include yourself, please tick this box. All images used will be of a decent and respectful nature and used to promote our services   ☐

If you do not give us permission to store your data for the use on projects tick this box   ☐

15.   Initial Assessment

This form will provide a benchmark of your current wellbeing and help us understand what you would like to achieve from this project. There is a section at the end to highlight any additional issues/concerns that you might have so that we may look to signpost you to additional support.

Name:

Name of project and dates of participation:

Veteran ☐   Serving ☐   Veteran WIS ☐   Serving WIS ☐

Dependent ☐   Other…………………………………………………………

What do I hope to gain from this project? (Tick all that apply)

Improved wellbeing		New skills / experience / knowledge		Focus for ideas for future employment / education	
Improved employability prospects		Improved confidence		Meet new people	
Being part of a team/expand network …		**I am particularly interested in** *(please circle all that apply)* Excavations Photography Drawing Conservation Geophysical survey Landscape survey Research			

How do I feel about the following at the moment? (Please circle)

	Poor	Not very good	Okay	Good	Very good
My current wellbeing:					
My confidence overall:					
How I feel about my employability prospects:					

	Always	Most of the time	Sometimes	Occasionally	Not at all
Feeling isolated:					
I feel valued:					

Recommendations made by Facilitator for onward referral:
(e.g. signposting to keyworker)

Date of initial review:

Signed
(Role……………………………………….)

……..

Signed
(beneficiary)……….

16.   Post Project Evaluation Form

We need your feedback. We would be extremely grateful if you would complete this evaluation form and hand it to any member of staff or place it in the Amnesty box on site. Your feedback will be considered fully and respected. Thank you in advance.

Your name (optional)	
Referred from:	
Month/Year of Project and Project name:	

Please indicate your answers to the questions stated below by ticking in the relevant box.

PROJECT VALUE & WORTH						
	Disagree strongly	**Disagree**	**Neutral**	**Agree**	**Agree strongly**	**N/A**
I enjoyed this experience						
This project has helped me prepare and focus on my future						
The content of this project was relevant and useful to me						
Our staff						
	Disagree strongly	**Disagree**	**Neutral**	**Agree**	**Agree strongly**	**N/A**
The staff were welcoming and helpful						
The staff were knowledgeable & professional						
The staff built a good rapport with members of the group						

PROJECT ADMINISTRATION & FACILITIES						
	Disagree strongly	Disagree	Neutral	Agree	Agree strongly	N/A
The programme was well managed and communicated to me						
The facilities / adaptations during the project were appropriate for my needs						

PROJECT CONTENT	
Which activities did you gain the most from? **Why?**	
What activities did you gain the least from? **Why?**	

Would you recommend this project to others?	Yes	No
Please explain your answer		

OUTCOMES What have you gained from the experience? (TICK ANY/ALL THAT APPLY)					
Improved wellbeing		**Gain additional skills, experience and knowledge**		**Look at ideas for future employment / education / volunteering opportunities**	
Improved employability prospects		**Improved confidence**		**Expanded network for after the course (e.g. friends, professional)**	
Test my physical/psychological limitations in a safe environment		**I particularly enjoyed** (please circle all that apply) Excavations Photography Drawing Conservation Geophysical survey Landscape surveying Research			

What's next?					
I would like to return on future projects		I would like to look into employment opportunities in heritage		I would like to explore Higher/Further education	

Comments:

How do I feel about the following now? (Please circle)

	Poor	Not very good	Okay	Good	Very good
My current wellbeing:					
My confidence overall:					
How I feel about my employability prospects:					

	Always	Most of the time	Sometimes	Occasionally	Not at all
Feeling isolated:					
I feel valued:					

OVERALL PROJECT RATING									
Please indicate a score between 1 and 10 for your overall experience on this project (1 = exceptionally bad, 10 = exceptionally good)									
1	2	3	4	5	6	7	8	9	10
Please add any other comments you wish (ALL comments will be valued and considered)									

17.   Basic Logic Model

Statement of need:

Resources / Inputs	Activities	Outputs	Indicators/Tools	Outcomes	Impact
In order to accomplish our set of activities we will need the following:	In order to address our problem or asset, we will accomplish the following activities:	We expect that once accomplished, these activities will produce the following evidence or service delivery:		We expect that if accomplished, these activities will lead to the following changes in 1-3 then 4-6 years:	We expect that if accomplished, these activities will lead to the following changes in 7-10 years: