**Quality Considerations for Online and Remote Working**

**From discussion during The Question of Quality Workshop; 25th February 2021**

**Preparation**

1. **Digital access and tech**

* Find out in advance what the Wi-Fi connection is like?
* Will participants be on tablets, laptops or phones?
* How will this impact access and quality of engagement?
* Will the activity work if the connection is not good? Is there another way of inviting creative engagement that relies less on a good connection?
* Can you supply Wi-Fi dongles? Or get funding to offer tablets / tech support?
* Are there any digital ground rules you need to set?
  + Cameras on? Microphone muted?
* Do you need someone on site to help ensure camera angles work so that you can see how people are engaging?
* Would gathering people around one big screen work better than everyone having their own tablet or phone?

1. **Roles and responsibilities**

* Will there be someone alongside participants to support them to engage (dementia carer or health support worker for example)
* If so, what is their role / expectation?
  + Helping to set up to the room / materials / screen,
  + Engaging in the activity themselves, helping participants engage,
  + Supporting artist to facilitate,
  + Ensuring tech works?
* Does this person need some support / training beforehand so that are clear about what is expected?
* Would it be worth running a taster session for them so that they understand the activity?

1. **The venue**

* Where will participants be (at home, care home, day room?) and what will be going on in the room around the participant? How can you manage this?
* How might this impact on the activity?
  + Noise, disruption other people
  + Sense of safety - being watched by others impede freedom to participate?
* Is there a quieter / more private space where the activity could take place?
* Can the support worker on site help ensure privacy or manage disturbances?

**Delivery**

1. **Safety and boundaries**

* Is everyone aware of boundaries – time boundaries, expectations, confidentiality?
* Is some kind of group agreement needed?
* Will people connect online outside of the session – WhatsApp / Facebook etc – has everyone given permission for this and what boundaries are needed to ensure this is safe?

1. **Planning the structure and pace of the session / programme**

* Have you considered the arc of the session or the programme?
* Do you have a way of opening the activity / welcoming people / an opening round
* Have you considered the arc or journey the activity takes people on and what happens if someone has to leave before the end?
* How will you manage endings / closing round / space to reflect and say goodbye
* Is there space / flexibility for the artist to reflect and respond to what has gone before / adapt the process in response to the people in the room

1. **Considering materiality**

* Will people be making something they can keep / take back to their room / home?
* Is there a way to blend materiality with online – posting materials, objects as prompts / things from nature?

1. **Considering equivalency**

* Equivalency might deliver similar outcomes but using very different approaches
* How can activity be adapted so that it works online?
* What do people need and what ways of working might deliver these outcomes – connection, creativity, escape, imagination?

**Closing**

1. **Managing endings**

* How can you generate a sense of ending and celebration at the close of a session or programme?
* How can you enable people to say goodbye? Feel / share the love in the room?
* Will you follow up with the support person (dementia carer / staff support) in the room to check how it went for them and see what happened in the room after you logged off?

1. **Support and supervision**

* Do you have someone to debrief with afterwards? Time and space for reflection on how it went and where / how to adapt?
* Did anything happen in the session that you were left feeling uncomfortable about and is there someone you can talk this through with
* Do you have access to supervision?