

Report to the Board of Trustees

The HCPT World Café Events:
May – June 2009

Presented by

Janet Orgill
July 2009

Contents	Page
Executive Summary	3
Introduction	4
Background	4
The process and World Café methodology	6
Themes from the World Cafés	9
• From Question One	9
• From Questions Two and Three	10
• Additional Tablecloth Comments	13
• Additional Town Hall Meeting Comments	14
Conclusions	15
Appendices:	
• Appendix 1 – London	16
• Appendix 2 – Bristol	23
• Appendix 3 – Glasgow	30
• Appendix 4 – York	34

Executive Summary

- Four World Cafés in London, Bristol, Glasgow and York were held in May and June 2009, the culmination of a process which has taken over nine months from first presentation at a Board of Trustees meeting to final delivery. The process was designed to engage as many of the stakeholders in the Trust as possible in a series of consultation events to provide information to the Trustees to consider alongside other data in determining the future direction of the Trust. Around 200 people took part in the events.
- The objectives behind the events were:
 - To gain a shared understanding of the things which were important to the Trust as a whole by obtaining the views and opinions of a spectrum of stakeholders within the Trust, covering the different types of work undertaken by HCPT
 - To begin the process of co-development of a shared vision for the future
 - To establish effective communication between the volunteers within the Trust and the Board of Trustees and HQ, enabling the development of stronger bonds of trust and support
 - To begin to develop a sense of transparency in the workings of the Trust
- The events consisted of a series of three conversations using questions to stimulate debate and discussion about the current and future focus of the Trust. Ideas, insights, views and comments were captured on post-it notes, tablecloths and through the medium of a general discussion (Town Hall Meeting) at the end of each event. These comments are attached as Appendices 1-4.
- The comments from Question 1 demonstrated how fundamentally valuable and meaningful the work of the Trust continues to be, and how it brings out the best in people (both volunteers and pilgrims).

Whilst at each event, a different emphasis came to the fore, there was a reassuring degree of consistency in the messages arising from the comments. The enthusiasm and energy that participants showed for the work of the Trust was truly impressive.

- The overriding sense from the second/third question was that the participants do not wish to change the ethos of HCPT– they want to continue doing what HCPT does, only better! The message was to 'keep the model' and build on what already exists.

Six key themes were identified from the output of the four events:

- Finance and fundraising
- Communication
- Marketing and PR
- Training
- Role of HQ
- Logistics

Concerns were raised in relation to all these areas and they are all areas for the attention of the Board of Trustees. Each has implications for the others eg logistics impacts on finance, marketing and PR on fundraising etc.

- Communication of the final output from the events is seen as critical to the perceived success of the process, as is the publication of a timetable of 'next steps' resulting from it.

Introduction

This report is the distillation of a process which has taken over nine months to come to fruition. The initial meeting between Claire Shanks (Trustee) and Janet Orgill (facilitator) to explore the possibility of running a series of world café type events around the country took place in November 2008. The idea had first been raised with the Board of Trustees by Claire at an earlier Trustees' Meeting. The outcome of the intervening months of design, development and planning were a series of four World Café events held over the length and breadth of the country, involving around 200 stakeholders of the Trust during the months of May and June, 2009.

The process undertaken by the Trust has been a significant departure in terms of engaging the 'grass roots' in contributing to the future direction of the Trust. It was a brave step to undertake a process which is still at the leading edge of large consultation methodologies and the Trust should be applauded for its commitment to the process.

However, it should be remembered that the events and this report are not the end of the matter. They are in fact the beginning of the process to determine the focus of HCPT moving forwards. It is essential that the Trust at large sees the outcomes from this process.

This report summarises the process to date, describing the reasons behind the events and the methodology used. It outlines the key themes arising out of the events which should contribute to the thinking of the Trustees in forming a basis for action moving forwards.

Background

There was a recognition within the Board of Trustees that it was time to focus its attention on its future vision and purpose. The 2008 Annual Report stated that "2009 will be a year of discernment – where do we go from here, what is our mission alongside people with disability, how is HCPT being called?".

At the same time, there was a sense of needing to reconnect with the people who make up the Trust, having a vision shared across the entire Trust and demonstrating that the opinions and views of Trust stakeholders were valued by those setting the future direction.

This was highlighted in the invitation to the events issued through the website, which stated that the output from the events 'will be used to help inform and influence the creation of a "Shared Vision" for the Trust that is meaningful to everyone. Our "Shared Vision" will set out our long-term direction and also help us tell people (both externally and internally) about our purpose, our aims and our aspirations for the future of the Trust, both operationally and strategically'.

Previously there was no obvious mechanism to hear the voice of those on the ground. There appeared to be a disconnect between the 'centre' and those out in the 'field' which threatened the sense of the HCPT 'family'.

The concept of a World Café was one that could help to address these issues, involving as many people as were able to participate in a major consultation, gaining their views, opinions and concerns. This would allow the Trustees to make their decisions based on as wide a knowledge base as possible. It would also give the Trustees confidence that they were representing the views

of the people who delivered the work of the Trust, and the helpers and supporters the confidence that their views were being heard.

However, in undertaking this route, the Trustees have committed the charity to a significant course of action. In the invitation to participate issued on the HCPT website, there was a commitment by the Trustees to 'ensure that all participants are kept informed about how we will be taking forward all the many issues identified as priorities. We will consider all feedback and produce a plan of how an highlighted changes can be implemented together with a full schedule of the key targets and objectives with realistic delivery dates. We will then review the "Shared Vision", procedures and resources regularly and systematically'. In other words, the events in themselves would just provide the starting blocks for ongoing developments – they would be the beginning of the process, not the end.

The events have provided data for the Trustees to consider along with other sources of information, but they cannot provide the 'solution'. By opening the process up to all stakeholders, the outcomes will be under greater scrutiny than they may otherwise have been, but the big advantage of such a process is the opportunity to gain broad commitment to the outcomes from the whole Trust. For the process to work, the Board of Trustees had to be committed to the outcome, which they have shown themselves to be.

Against this background, there were several objectives for the events:

- To gain a shared understanding of the things which were important to the Trust as a whole by obtaining the views and opinions of a spectrum of stakeholders within the Trust, covering the different types of work undertaken by HCPT
- To begin the process of co-development of a shared vision for the future
- To establish effective communication between the volunteers within the Trust and the Board of Trustees and HQ, enabling the development of stronger bonds of trust and support
- To begin to develop a sense of transparency in the workings of the Trust

But in the first instance, the key purpose was to gain the involvement of stakeholders and to have some fun!

The Process and World Café Methodology

Inviting Participation

Stakeholders within HCPT were invited to participate in the World Cafés through an invitation issued on the HCPT web pages in March as well as an invitation via email or letter in the same month.

The invitation was 'offered to all stakeholders of the Trust whether group leaders, helpers, regional officers, parents, children/adults who have been on a HCPT pilgrimage, supporters, staff and Trustees.' The purpose of the events was to 'provide an opportunity for all stakeholders of the Trust to "have their say" and help to shape and enhance the ethos of our organisation and take ownership of its future. This event will help reinforce who we are and what matters to us'.

Four events were held in:

London : Saturday 16th May 2009 (Cardinal Vaughan Memorial School, 89 Addison Road, Kensington, London W14 8BZ)

Bristol : Saturday 30th May 2009 (St Bedes College, Long Cross, Lawrence Weston, Bristol BS11 0SU)

Glasgow: Saturday 6th June 2009 (St Josephs RC Church, Mayberry Place, Blantyre, Glasgow G72 9DA)

York : Saturday 27th June 2009 (York Council for Voluntary Services, 15 Priory Street, York YO1 6ET)

The work of the volunteers and those at HQ who were involved in ensuring the events were so successfully staged must be recognised at this point – the World Cafés would not have happened without their help and support. Their contributions are greatly appreciated.

In total, around 200 people participated in the events. The Trust is indebted to all those who managed to attend and once there, participated so enthusiastically in the process. Many travelled significant distances to be at an event and gave up part of their weekend (and time spent watching major sporting events in glorious weather!) to be there and their commitment is greatly appreciated.

How did the World Cafés run?

In simple terms, the World Cafés were a chance for people to come together in a relaxed, café atmosphere to discuss questions of importance to them. Participants were given the opportunity to contribute their own opinions and ideas, and listen to those of others. There was an etiquette associated with the events to help the process along, of which participants were made aware:

1. Focus on what matters
2. Contribute your thinking
3. Speak your mind and heart
4. Listen to understand
5. Link and connect ideas

6. Listen together for insights and deeper questions
7. Play, doodle, draw – writing on the tablecloths is encouraged!!
8. But most of all – Have Fun!

During the afternoon three rounds of conversation took place around a question put to them by the facilitator. Each round lasted approximately 30 minutes. Towards the end of each round, the facilitator asked the groups to bring their conversation to a close and write the key themes, ideas and insights from their conversation onto post-it notes, using one post-it note per theme or idea. The post-it notes were then displayed on a board or wall for everyone to look at.

One person from each group was asked to remain at the table to act as table host for the next round. Their role was to summarise the conversation that had just occurred at that table to start off the conversation at the beginning of the next round. The rest of the group were asked to move to another table for their next conversation. This process was repeated again at the end of the second round.

The tables were covered with paper tablecloths and participants had access to lots of coloured pens at their tables. The purpose of these was to allow participants to draw, doodle, note down ideas and insights as they wished. They were positively encouraged to write all over the tablecloths and after some initial inhibitions, they entered into the spirit, some creating works of art! (See Glasgow and York Appendices for examples.)

Whilst participants were free to help themselves to tea and coffee etc whenever they wished, a break was incorporated after the second round to enable participants to look at all the various ideas already posted on the board or wall.

The role of the facilitator during the afternoon was to keep the process roughly on time, to guide participants through the process during the afternoon, posing the questions they were asked to discuss and to facilitate a general discussion of the whole café towards the end of the afternoon (the Town Hall Meeting) where participants were encouraged to contribute particular points they wished to share with the wider group. However, the facilitation was intended to be very light – the event was very much in the hands of the participants.

The Questions

Given the strategic purpose for holding the World Cafés in the first place, and recognising the need to keep the energy in the room positive, the questions were designed to focus participants on what the Trust already did, and then to look to its future. The first question, looking at the current situation, remained the same at each event. The second question, looking to the future, evolved slightly based on feedback given at the events. In Bristol, each round had a separate question, as feedback in London had suggested this may be more helpful. However, as there was no discernable benefit to this from the ideas and comments generated, we reverted back to the two question format in Glasgow and York.

The questions were:

Question One – “In 1956 HCPT was ‘revolutionary’ in the way children with disabilities could experience a trip to Lourdes. What does HCPT offer its pilgrims today?”

Question Two (London and Bristol) – “Where should we be focusing our efforts in the future to stay at the forefront of supporting pilgrims with disabilities or who are disadvantaged?”

Question Three (Bristol) – “Where should we be focussing our efforts to support our helpers?”

Question Two (Glasgow and York) – “Where should we be focusing our efforts in the future to stay at the forefront of supporting our pilgrims?”

The purpose of the questions was simply to provide some structure to the conversation and stimulate debate. They appeared to have worked from that perspective, given the volume of comments generated by the discussions (see Appendices).

Next steps

At the end of the afternoon, participants were given an indication of what would happen next. They were told that the facilitator would be responsible for transcribing all the post-it note comments from each event and any additional comments from the tablecloths and Town Hall Meetings. These would be incorporated in their entirety in a report for the Trustees. They were also invited to contribute any further thoughts by email, although nobody took this route.

After the report had been delivered to the Trustees, they would feedback on the series of events at the September Group Leaders’ Conference and this would be followed by a communication to the whole of the Trust giving a timetable for next steps.

Themes from the World Cafés

Themes arising from the World Café events have been extracted for separate consideration under the following sections:

- Question One
- Question Two/Three
- Tablecloth comments
- Town Hall Meeting Comments

However, it is recommended that Trustees take the time to review the attached appendices as the contributions are not replicated in full below. A review of the appendices will help Trustees to gain the fullest flavour of the ideas, insights, views, opinions and concerns expressed by the participants in the World Café process.

Question 1

"In 1956 HCPT was 'revolutionary' in the way children with disabilities could experience a trip to Lourdes. What does HCPT offer its pilgrims today?"

In reviewing the post-it note comments associated with Question One, the striking message that emerged was how fundamentally valuable and meaningful the work of the Trust continues to be, and how it brings out the best in people (both volunteers and pilgrims). Two particular quotes from the York event capture the essence of the responses to this question across the four events

HCPT offers much the same experiences as it always did

- a chance to grow
- a chance for fun
- chance to change

And

Opportunity

- To learn
- To teach
- To laugh
- To worship
- To holiday
- To socialise
- To make friends
- To develop
- To party
- To trust

In short, life changing experiences.

Whilst at each event, a different emphasis came more to the fore, what was interesting (and in many ways, reassuring) was the degree of consistency of the messages arising from the comments. They revolved around a series of common themes:

- Love: this featured strongly in the work of the Trust, both giving and receiving
- Respite: for both the families or carers of the pilgrims and for the pilgrims themselves, leaving their 'normal' lives behind for a while and enjoying a holiday
- Friendships: comments covered the quality of friendships made on pilgrimage and the opportunity to build lifelong friendships through the Trust
- Focus on the young people/children: providing individual and personal attention for each pilgrim
- Time out/escapism: for both the pilgrims and the helpers. A chance to renew themselves in an extraordinary setting
- Realising potential/personal development: this was a big theme for both pilgrims and helpers. Terms like broadening horizons, growth, maturing, and sense of achievement were commonly used
- Acceptance of the individual/a sense of belonging: the inclusion of and integration with all in Lourdes, not being judged, showing respect for each other and laughing with, not at, each other
- The importance of the Group identity
- The sense of 'Family': both within the Group and as part of one big family
- Spirituality: this underpinned the experiences, be it Catholic or ecumenical or a more personal and emotional basis for spirituality. Providing the opportunity to see religion in different and more practical context ('living the faith'). Renewing faith and belief
- Fun: lots of that!

What impressed the facilitator was the enthusiasm and energy that participants showed for the work of the Trust. Whilst concerns were raised through the conversations related to Questions 2/3, the focus was on making it even better, not dwelling on the negative.

Question 2/3

"Where should we be focusing our efforts in the future to stay at the forefront of supporting pilgrims with disabilities or who are disadvantaged?" (London and Bristol)

"Where should we be focussing our efforts to support our helpers?" (Bristol)

"Where should we be focusing our efforts in the future to stay at the forefront of supporting our pilgrims?" (Glasgow and York)

The overriding feeling from this question was that the participants do not wish to change the ethos of HCPT– they want to continue doing what HCPT does, only better! The message was to 'keep the model' and therefore the key is to take what already exists and to build on it, rather than throwing the baby out with the bath water.

Spirituality was still seen as the underpinning plank of the work of the Trust, although the definition of that spirituality was seen differently by different groups. For some, the essence of that spirituality must be Catholic, for others it was more ecumenical and for yet others, it was defined in less religious terms and more related to personal beliefs and emotions. This may prove a challenge for the Trust moving forwards – is HCPT to maintain its Catholic grounding or is it to move in the direction of a faith based organisation incorporating a much broader range of religious belief?

There were a number of key areas where stakeholders indicated that the Trust could focus its efforts to ensure that they are able to do their very best. The key areas were:

- Finance and fundraising
- Communication
- Marketing and PR
- Training
- Role of HQ
- Logistics

Each of these areas will be considered separately. In addition, other issues which do not fit neatly into these categories will be identified.

Finance and Fundraising

This area probably raised the most frequent comments in this section . Key concerns related to the increasing cost for helpers, particularly young helpers who were seen as being potentially excluded by the rising cost of going to Lourdes. Given that the young helpers are seen as the future of the Trust, this caused particular anxiety. Comments were made about increased support from the centre through subsidies for helpers and finding alternate funding streams. There were also suggestions that the centre could provide more support in providing fundraising ideas for local fundraising (perhaps a fundraising pack?) and by undertaking more fundraising at a national level. One suggestion was that fundraising be undertaken in Euros given the exchange rate and the fact that some of the costs are incurred in that currency.

One post-it suggested that finance was perhaps the single greatest threat to the future of the Trust.

Communication

Issues around communication were raised on many levels, from the simplest expression of a desire for emails to be answered promptly by HQ to the greater use of technology to benefit everyone within the Trust. One plea was for the Trust to find a way for helpers to connect across the Trust. Communication was seen as an issue between all areas of the organisation, but particularly between HQ and the Groups.

A suggestion for improving communication which arose on several occasions was for there to be a means of sharing best practice between Groups, even compiling a skills directory for helpers and enabling the pooling of resources, or at least having access to a list of central resources. The enhanced use of technology ie the website, mobile alerts, a virtual notice board etc would allow

volunteers and other stakeholders to network more effectively and perhaps stop the re-invention of some wheels where one Group had already found the 'answer' to a problem facing other Groups. The participants in both Glasgow and York were particularly keen on a more productive use of the website both for imparting and sharing information, but also for facilitating simpler administration (with the cost savings implicit in that).

Marketing and PR

Another frequent plea was to raise the profile of the charity. One comment indicated that whilst HCPT was the second biggest Catholic charity, no-one had heard of it whilst everyone knew about CAFOD. Comments ranged from the general ('we need more promotion' type comments) to the much more specific. The latter included the need for a higher profile and more active patron, consideration of rebranding the Trust (without losing the current ethos), finding sponsorship deals and partnerships with other organisations, providing educational packs for schools, collating and publishing feel good stories and even producing a promotional DVD.

In addition to the benefits for fundraising of an increased profile in general, specific marketing and PR efforts were seen as being required in two particular directions – towards potential young helpers who were seen as the future of the Trust (possibly by developing links with Universities and Colleges), and reaching out to those young people and children who could benefit from the work of the Trust but who remain ignorant of its existence (perhaps because they were not part of the traditional groups with whom HCPT has current links).

Whatever marketing and PR activity is undertaken, the appeal was that it must deliver a consistent message about who HCPT is and what HCPT does.

Training

This proved to be an area of wide concern for participants. They recognised the importance of 'getting it right' in terms of what they did and how they did it. The need to ensure that Group Leaders and new helpers in particular were properly prepared was recognised and there was a call for more standardised training across the organisation.

As the range of disability or disadvantage of pilgrims broadens, participants were conscious of the need to understand the associated needs and called for more training in the areas of behavioural issues, mental health, societal issues (such as drugs, unemployment, debt and the effect that these might have on the pilgrims), as well as basic medical and child protection training. Participants looked to the centre for support in providing such critical training.

Role of HQ

There was a sense that the role of HQ needed to be better defined and understood. At the moment it seems that there is a disconnect between HQ and the Groups that needs addressing – HQ is seen as too remote from the 'shop floor'. Whilst recognising that the Group identity is very strong, and participants appeared to want this to continue, they felt that HQ could provide a more supportive role for the Groups. Suggestions included being more supportive to Group Leaders (Group Leaders, who are volunteers, are seen as shouldering a particularly heavy burden); facilitating more Trust-wide events; providing specialist knowledge and undertaking an advisory function, providing guidance to Groups; gaining better facilities for pilgrimages; providing benchmarks for the Trust. It appears that the participants want HQ to be facilitators, enabling the Groups to deliver the best possible service they can.

Logistics

Many concerns were raised about the logistics of getting pilgrims to Lourdes. Requests for alternate forms of transport (particularly trains, though coaches were also mentioned) to be investigated (again) were frequent, largely because of the cost implications. Other comments included changing airports in France eg using Toulouse rather than just using Pau, to see if that would contain costs and make flights more flexible.

However, there were also comments concerning the need for facilities in Lourdes to be upgraded for pilgrims.

Other significant areas

Organisational structure: There was some discussion about the role of the Region within the Trust and whether that role could be strengthened. It appears that the Regional structure is better utilised in some areas of the country than others. The opportunity for sharing across Groups and providing 'economies of scale' for some activities eg training, sharing of resources, are not always being fully utilised at the moment.

There was also a view that the links between the different parts of the Trust's work ie the Easter pilgrimage, Hosanna House and the Villa, should be strengthened. At the moment, there is little crossover of either volunteers or pilgrims between the different parts. The revitalisation of the JetSet was suggested at a couple of the events. An alternative view was to recognise that there would be no crossover and stop trying to force the issue.

There were concerns that the skills of those supporters who no longer travelled with the Trust were in danger of being lost and a recognition that there were many ways in which they could continue to contribute significantly to the work of the Trust. One example cited was supporting new Group Leaders until they had found their feet (or indeed continuing to undertake the administration, freeing up the Group Leader to do other tasks).

Timing: A few comments were made about the timing of the Lourdes pilgrimage in relation to school holidays. There were suggestions that the pilgrimage should be on a specific date each year rather than being at Easter per se. One date suggested was Whitsun which coincides with school holidays.

Additional Tablecloth comments

The comments written on the tablecloths were, as would be expected, largely replicated on the post-it notes but there were several contributions which expanded on these points. These are summarised below:

- The importance of training for helpers and Group Leaders
- The need to improve the current website
- The need for more communication from 'above'
- The need for more follow up activities in between pilgrimages (the pilgrimage as a process rather than an event)
- How do we define 'disability' and what does that mean for our future pilgrims? Are we talking about 'disabled' or 'disadvantaged' or both or an even wider concept?
- How can we help HCPT people to know other HCPT people?

- How will the religious debate move forward within HCPT – its almost a taboo topic at the moment
- The pilgrimage at the moment is still essentially a 'white pilgrimage' – are we reflecting the society in which we operate, or even the Catholic Church to which we belong?

The types of comment on the tablecloths, which tended to be more expansive than those committed to post-it notes, demonstrated that participants (and probably many others within HCPT) had thought deeply about the future of HCPT, both practically and philosophically. If those thoughts and ideas are already in people's minds, perhaps the Trust should consider a mechanism for debating those points in a broader context?

Additional Town Hall Meeting comments

In general, the Town Hall meetings reinforced comments that had already been made on the post-it notes. However, some particular points are highlighted below which give substance to points already made or which make fresh points:

- HCPT needs to reach out to new people in new ways to ensure the sustainability of the organisation moving forwards
- There is a need to be proactive about telling people about HCPT – there's no need to hide the light under a bushel
- We should consider developing links with other youth groups
- There is a need to strengthen the Region without detracting from the Group
- We must be clear about what HCPT is and what it does
- The Pilgrimage should be thought of as a process, not an event
- We should be aiming to change the common perception of Lourdes and why people go there
- The spiritual input – what should it look like?

Conclusions

A wealth of information has been gathered from these events, providing food for thought for the Board of Trustees. The good news is two-fold. Firstly stakeholders are not looking for a radical departure from the current model, just a refocusing of effort to build on what is already there and successful. Secondly, there are many ideas contained within the output from these events which appear to be relatively simple things for the Trust to focus on and implement quite quickly. There are, however, some significant challenges, particularly around the financing of the pilgrimages and the potential vulnerability of the Trust in a litigious society if the helpers are not properly trained and supported.

The key areas outlined from page 11 are all areas for the attention of the Board of Trustees and each has implications for the others eg logistics impacts on finance, marketing and PR on fundraising etc. It may be that some of these issues have already been addressed and the problem is one of perception rather than a reality. However, if this is the case, it begs the question why the Trust at large does not know or recognise that these issues have been tackled? It would suggest that communication remains an issue – perception is the reality for the Trust.

In terms of a relatively 'quick fix', one area that could be addressed is the creation of a more user friendly website which is regularly updated and edited, with information people actually want to seek out so that they have a reason to go there. It could also be a great facilitator for bringing the organisation together, enabling the sharing of best practice, hints and tips, and war stories across the whole country. It may worthwhile to see if the skills and energy to do this are already available within the wider Trust.

For other areas, more detailed work will be required, perhaps using project groups of volunteers and HQ to take areas forward, building stronger relationships at the same time.

Whatever the outcomes, the Board of Trustees must ensure that the wider Trust is kept informed of progress. This includes acknowledging those concerns which have been raised but cannot currently be addressed, and ensuring that those issues which are being addressed are put into a realistic timetable with regular reports on developments. Communication is key to keeping faith with the process.

Finally, I would like thank all the people at the Trust with whom I came into contact during this project for their warm welcome and enthusiasm for the process. It has been a joy to work with such an inspiring group of people.

Janet Orgill
July 2009

Appendix 1 – London

Question 1 Post-it Note Comments	Question 2 Post-it Note Comments
Taking responsibility	HQ should respond to <i>every</i> communication received
Communication with everyone	Education – GLs Chaplains Helpers Processions Services Way of Cross
No labels	Forward planning to meet needs of individuals eg liaising with airline authorities
Presence throughout the year	Promote HCPT in the public arena
Enabling new lease of life (different environment to normal)	Notable fundraising events eg Irish Cycle Ride Walk
Multifaceted	Know our limitations
Access for everyone	We must be very clear about <i>what</i> it is that we are trying to achieve rather than how is achieved. Everybody is different, every group is different and those differences are valid and important
Subsidies!	Increase communications: <ul style="list-style-type: none"> • Website • Diocese links • Newspapers • Link to HCPT website from other sites eg Cathedral, Catholic Herald
Smiles!	Keep the family unit and structure we have today. We feel the structure we have now is good. HQ leads and allows groups to be expressive
Faith in action	Up to date communications
Great levier (sic) (<i>leveller?</i>)	Importance of the group as 'family' at Easter and HH <ul style="list-style-type: none"> • Small family groups at Easter • Ongoing contact of group members
Opportunity to mix	Moving with the times: <ul style="list-style-type: none"> • Up to date policies eg child protection • Including a greater range of people eg more "disadvantaged" • Profile raising: <ul style="list-style-type: none"> - So people know HCPT - Easier to raise money - Affordability – realistic
Openness	What specialist and advisory role can HCPT/HQ offer groups in relation to disability and disadvantage, best practice etc <i>(Added note – we have specialist financial, travel, marketing advice...)</i>
Respite care	Facilitate sharing within the groups and beyond groups (sharing with other groups)
Realising everyone's potential	HQ guidance benchmark? Provision of info, best practice as to preparation

	of helpers Need to cover training so that helpers are prepared and those being help[ed] have confidence that they [are]
Different concepts to caring	Vital need for groups to meet before going to Lourdes and if not, if looking after someone important to meet individually
Working as a community – everyone in the group a helper, all have needs of some type	Need for link web based? Open to Group Leader and Nurse. Providing location directory based on town/area/region unwieldy
Spiritual focus	Building... <ul style="list-style-type: none"> • On what we have – reviewing and analysing • Strong leadership – “trickle effect” • Affordability • Trust: <ul style="list-style-type: none"> - Group leaders - HQ - Families • Getting young people on board • Good policies
Family ethos including sharing, caring, friendship and fellowship	Finance/fundraising getting more difficult ∴ groups need more help
Still a unique experience	Preparation is key: <ul style="list-style-type: none"> • Choosing the “right” time for the child to come • Ensuring all helpers feel valued – especially young helpers • Flexibility • Building up relationships
Opportunity to build independence	Maintaining contact on return home – share the load
Better preparation of Group Leaders and helpers – for the wide range of disabilities of children/adults travelling to Lourdes	Importance of spirituality/Catholic ethos <ul style="list-style-type: none"> • Experience • Education • Influence Going to Lourdes not “holiday”
Group ethos	Increasing accessibility eg jumbulance?
A holiday with Mary	Helper support: <ul style="list-style-type: none"> • Financial! • Spirituality • Helper numbers = children taken
Caring environment	Some/better communication and relationships between Hosanna House and Easter – structures to support this
New opportunities	Watchful: <ul style="list-style-type: none"> • Pro-active • Self-criticism • Mindful of each other • Review post-pilgrimage
1:1 Time/support/love/care	Child protection:

Time for everyone. Personal experience	<ul style="list-style-type: none"> • Enabling • Systems: part of "what we do"
Home chaotic lives → Lourdes stability, consistency, safe, happy, boundaries, fun	Trust needs to take account of the fact that Group Leaders (mostly) have full time jobs
Group system: <ul style="list-style-type: none"> • More personal • Easier to fundraise • Trains helpers • Owns prayers and liturgy Other pilgrimages take less disabled people	Change to Whitsun? <ul style="list-style-type: none"> • All HCPT • Better weather? • Stable school holidays
Prayer life – relevant to group. Alleluia	We have to find a way to explain ourselves to young people and encourage them to travel with HCPT
Full-on fun etc <ul style="list-style-type: none"> • Love • Care • Selflessness • Commitment to each other • Children and helpers are very special • Equity of helpers and children • Very creative, unique and very different creation (unlike conventional holidays) • A close sense of bonding – extraordinary closeness 	We suggest Group 21 try a pilot camping trip
We offer young people/'guests' the chance to be <i>central</i> – the Trust's raison d'être	Cost: <ul style="list-style-type: none"> • Focus on assistance for younger helpers in particular • New sources of fundraising needed especially on a national level
Chance to be a 'tourist' <ul style="list-style-type: none"> • Normality • Chance to be fully human • Everyone can help • Positive relationships • personal 	Development and growth of the Trust: <ul style="list-style-type: none"> • Take interest in under represented areas of the UK • We don't need to grow for the sake of growth, but do need new people to replace natural turnover • Extra publicity for the Trust locally and nationally
Fun and continuing friendship	Hosanna House: <ul style="list-style-type: none"> • Maintaining the connection between Easter groups and HH • Helping the progression of helpers and children from Easter to Hosanna House
Opportunity to learn about faith	If it's not broken don't fix it!! <ul style="list-style-type: none"> • We need to maintain our levels of dedication
Opportunity to gain confidence from the experience of coping with being away from home/usual environment	Keep the model!! Keep spirituality with fun but be open minded Also cope with less/no priests
Opportunity to be in a group where you are accepted, understood and not stared at	Helpers: <ul style="list-style-type: none"> • Important to keep helpers involved outside of Lourdes week

	<ul style="list-style-type: none"> • Maybe younger helpers needed for Hosanna House • Preparation/awareness of helpers before Pilgrimage very important
What Our Lady offered – an invitation to Lourdes	How does regional structure support Easter/HH in its local base?
Small is good – families support	Potential of replicating Irish model (Kilcaun Centre) in GB?
<p>Freedom:</p> <ul style="list-style-type: none"> • For children/adults with disabilities • Helpers <p>To have fun in way can't "at home"</p> <p>To express themselves</p> <p>From restrictions of disability</p> <p>From everyday life and pressures</p>	<p>Administration</p> <p>Burden on Group Leaders now quite heavy. Has to be split</p> <p>HQ not as efficient as it used to be</p>
<p>Appealing to all ages and cultures:</p> <ul style="list-style-type: none"> • Children/youth/adults → Easter and HH • International <p>Potential threat is need to ensure we develop potential of youth groups and ensure they keep coming back – helpers/leaders of future</p>	<p>Funding</p> <p>Can we keep going with increasing costs?</p> <p>Particularly difficult with helpers</p>
<p>Spirituality:</p> <p>Importance of underpinning of Christian ethos:</p> <ul style="list-style-type: none"> • Difference between holiday at Butlins at Bognor Regis and Lourdes <p>But</p> <ul style="list-style-type: none"> • Acceptance of wider expression of spirituality • Less prescriptive re Catholicism <p>Danger that Christian ethos could be emasculated over passage of time because of increasing secular society further marginalising Christianity</p>	<p>Children</p> <p>Solve difficulty involving/recruiting children</p> <p>Difficult with children dropping out at last minute</p>
Opportunity to give → receive more back	How are we at retaining/recruiting our young helpers?
<p>Pushing the boundaries:</p> <ul style="list-style-type: none"> • Doing something different • Everyone has something to bring • Total acceptance 	<p>Increased profile of HH groups:</p> <ul style="list-style-type: none"> • Inclusion • Integrate into regional structure? • Children moving from Easter to HH as they become adults
<p>Being as One!</p> <p>A sense of family within groups and the Trust</p>	Remove cost barriers for younger helpers
Escapism: escape from everyday life	Support mechanisms for a group is larger than the group that travels and this needs to be nourished and maintained
<p>Friendship</p> <p>Trust</p> <p>Love</p>	<ul style="list-style-type: none"> • Communicating our message further • Making people aware of the Trust
<p>Top-up:</p> <p>Spiritual top-up and keeps you going <u>throughout the year</u></p>	<p>Cost:</p> <ul style="list-style-type: none"> • Meeting the needs of the present without compromising the needs of the future • Priority must be to accept any child!
<p>Social:</p> <ul style="list-style-type: none"> • Support 	<p>Preparation and aftercare:</p> <ul style="list-style-type: none"> • Preparing with the family

<ul style="list-style-type: none"> • Laughter • Friendships to last a lifetime 	<ul style="list-style-type: none"> • Aftercare for child and family • Education of helpers and Group Leaders on disabilities and needs • Keep the care going • Develop key links within the community
Life changing experiences	Individual focus: <ul style="list-style-type: none"> • Keep the focus on the individual throughout the week away • Supporting pilgrims whilst away and on return
The family groups enable all pilgrims to live and experience the Mission of the Church and the call to serve	Succession planning for Group Leaders – Easter and Hosanna House
Chance to see Religion differently – an expensive holiday!	Integrating youth groups more consistently into the whole HCPT experience – including family group
A week away from “the rat race” offering a week that is different	Increase profile of groups and the Trust: <ul style="list-style-type: none"> • Assisting with fundraising and therefore costs • Maintaining links which help find children/adults who are in need of a trip to Lourdes with HCPT
Respite for families	Spirituality: <ul style="list-style-type: none"> • Catholic pilgrimage • Develop and promote the ethos of the Trust • Develop of Chaplains
Quality of relationships	Regular group meetings to: <ul style="list-style-type: none"> • Support members • Generate knowledge • Fundraise • Raise profile of HCPT
Nurturing young people/helpers	Appreciation/Being valued – Group Leaders need this!
An opportunity to be part of a Catholic organisation open to people of all faiths and none	Money – barrier to the future of HCPT. Huge barrier
We offer fun and enjoyment and a different way of life	Cost: <ul style="list-style-type: none"> • Train (Eurostar) via Lille? Or charter train? • HCPT/Tangey partnership? • Reduce central costs? • More national fundraising to reduce helper fares?
	Keep true to the message of Lourdes Be <u>proud</u> of it! HCPT – a Catholic organisation welcoming and inclusive of all Do not be afraid to be what we are in a secular society
	Bad question! Why do we need to be ‘at the forefront’ so long as we continue to do an excellent job/set an excellent example of inclusion? <i>[Added note: Rather a vain notion!!!]</i>
	More Jet Set groups
	Who is the “we”?

	<ul style="list-style-type: none"> • Groups • HQ • Both <p>Are we/to what extent are we autonomous groups; where does our identity come from...</p>
	<p>Barrier – Cost</p> <p>If a group stays in a 'cheaper' hotel then it should benefit from this cost saving. Time to stop 'evening out' the more expensive/less expensive hotels so everyone pays the same, and let groups pay for the quality of service they experience</p>
	Sharing of good practice and preparation of helpers
	We should not get ever larger. Small is great. Group helpers need to be comfortable with what Lourdes is all about
	Spirituality of Lourdes is key! HQ should be as serious about spirituality as they are about risk assessment
	How far is the Trust prepared to go to ensure the quality of the care that we as relatively autonomous groups provide to vulnerable people...
	Everybody is equal? – except 70+ Group Leaders (who are more than fit for purpose!) Doesn't this go against everything we are about?
	What is the forefront? Do we still want to be in this position?
	<ul style="list-style-type: none"> • HQ operational... • Family groups live the message
	Publicity and advertising
	Engaging with young people who are the future of the Trust, to increase involvement
	Succession planning for groups and the Trust Capturing the experience before people move on
	Discussions about costs and flights cost being reduced
	Language of communication We are volunteers
	Is HQ thinking removed from the 'shop floor'?
	Must maintain spirituality in the Lourdes week

Additional Comments from Tablecloths

- Everyone feels the same on holiday – the group as one family
- Children feel valued
- Can we continue to raise enough money to take all children?
- It is not like the Trust to refuse a child – where is the focus?
- Push forward and find a way – not cut back to save ourselves
- Communication – do people actually know what we do? Can we help each other more? – financially? – helping take children?
- Ensure that advertising goes further – because the charity has expanded
- If a child is in residential care going to Lourdes at Easter means having to give up the limited time they can spend with their parents
- Does HCPT need to share its information more widely? People here today have different ideas about whether the numbers of children going at Easter is increasing or decreasing and on the changing balance of children with disabilities or from socially deprived backgrounds. Similarly I have been told that the number of children with disabilities is declining, due mainly to pre-mental screening, and that the number is increasing, as more and more very premature babies now survive but with multiple handicaps, and also due to improved medical care, children with conditions like cystic fibrosis now live longer than they would have done in the past. I don't know who is right...
- Was Q2 about whether we should focus on one particular group of beneficiaries ie children with disabilities, or keep it broad ie all children in need, or was it about what do we need to do to maximise the help we can give to all children in need?
- Reducing bureaucracy
- Targeting young people in mainstream schools. Reaching out more to find more pilgrims
- Develop key links in the community
- *Several references to pushing the boundaries*
- Support for helpers – financial/emotional/community
- Currently a great variation in how groups operate – what is the “minimum requirement” for groups to function and travel?
- Specialist groups focussing on particular needs reaching out to different populations
- Much better communication between HQ and Groups needed – no feedback ever given on queries on Risk Assessment evaluations etc

Rise and Shine and give God the Glory, Glory!

Comments from Town Hall meeting

- Strengthen the links across Hosanna House and Easter groups – should be feeding across both helpers and pilgrims
- Develop links with other youth groups and schools and reach out further into the community, particularly individuals not in any formal groups. Potential to miss an audience

Appendix 2 – Bristol

Question 1 Post-it Note Comments	Question 2 Post-it Note Comments	Question 3 Post-it Note Comments
Feeling of Belonging + Being Special	Training for helpers: <ul style="list-style-type: none"> • Manual handling • Protection issues • Mental health 	<ul style="list-style-type: none"> • Keep pursuing Gift Aid on helpers fares via HMRC • Fund raise in Euros
Holiday	Public awareness of the role of HCPT, the Easter Week, availability for parents/carers	Away Days – more Trust events to attend (without children!) (like today)
Self worth for helpers & VIPs	Need to support helpers – no helpers no pilgrims	Support with book keeping/finance/accounts
Everyone is a Pilgrim including parents/siblings at home	Don't change it!! Haha... xxxx 😊	Member of HQ to come to regional training days
Taste of Heaven	Make helpers more aware of the conditions – eg diabetic, epileptic, the need for medications	Communication between groups & HQ
Family networks of groups	HCPT to try & gain better facilities for disabled children ie hoists, lavair (??) toilets, ramps	Regions: <ul style="list-style-type: none"> • Essential in bridging the gap between Groups and HQ • Should be used to expand the scope of the CAFE exercise and to consult when any future designs are proposed
New friends + lifelong friendships	Needs to have young helpers – kids love young role models	Training: <ul style="list-style-type: none"> • Basic medical • Mental
Independence + hotel experience	National advice for groups re children they can take with certain needs (looking at groups size and membership)	Helper preparation: <ul style="list-style-type: none"> • Guidance and support to encourage youth helpers to develop into family groups helpers • Spiritual & emotional development; extra guidance for non-catholics • Support after the Pilgrimage – Groups to be encouraged to facilitate re-unions etc • Centrally governed Helper Handbook
Unexpected!	Balance of experience and novice	More spirituality for Helpers
Song + Dance	Outreach targeted Focused person to person contact	Encourage more Regional events: <ul style="list-style-type: none"> • Socials • Fun day • BBQs etc
Fun	Learning how to provide care and safety for all our children	Cost: <ul style="list-style-type: none"> • Links with other Trust Funds
Pilgrimage	Funding – subsidy? To attract young helpers	Lourdes offers challenge/journey – it's not easy/tailored
Individual attention	Evolving Willingness to adapt to needs	Training – more standardised? Group and Regional

Respite for carers/families at home	HCPT could contact parents to inform them of Hosanna House when they are beyond HCPT age. HCPT Plus	Emotional/de-briefing/counselling									
Won't be stared at for the wrong reasons	Lourdes – the focus of our pilgrimage Central to ethos of trust	Public awareness – sponsorship options once links are made									
Amazing week Who are the Pilgrims? <ul style="list-style-type: none"> • Children • Helpers ↓ Q: is that the reason we go? A: I go cos I get a lot out of it – you wouldn't go if you didn't receive	How?? <table style="border: none;"> <tr> <td>HQ</td> <td rowspan="4" style="font-size: 3em; vertical-align: middle;">}</td> <td>Support actively</td> </tr> <tr> <td>Group Leaders</td> <td>Support</td> </tr> <tr> <td>Helpers</td> <td>Support</td> </tr> <tr> <td>Pilgrims</td> <td>Support</td> </tr> </table>	HQ	}	Support actively	Group Leaders	Support	Helpers	Support	Pilgrims	Support	Difficulties when Easter Week doesn't fall in school holidays: 1. ↑ public awareness so that schools are happy to let helpers leave 2. change the week we go the Lourdes so that they always fall in a holiday 3. run the Pilgrimage over a 2 week period so that everyone can attend – Whitsun weekend?
HQ	}	Support actively									
Group Leaders		Support									
Helpers		Support									
Pilgrims		Support									
Lourdes special HCPT → ecumenical	Cost: <ul style="list-style-type: none"> • especially if more than 1 in some families travelling • ethos of HCPT not wrong just the cost 	Psychological support									
<ul style="list-style-type: none"> • Parents/carers get a break • Sociable – opportunity for those to mingle with other with disabilities (internationally) • 'Acceptance' – locally (shops, cafes etc) 	Reflect on the original message of Lourdes Look at group formation – take those in most need if poss	Money Cost									
Priority to give, result is take	Reaching more children/adults	Although Trust is growing we do not think helpers feel lost – but still part of a Big family									
Deeper spiritual emotional relationships	Magic of the experience as a place/location	Make Hosanna House/Bartres? Villa available for long weekends for groups or individuals to go out, create links, refresh etc									
Belonging	Shift in physical disabilities to more emotional, behavioural situations	Training: <ul style="list-style-type: none"> • <u>Enforcing</u> – 'OFSTED' check on groups random • Standardize <u>procedures</u> groups is stated (<i>can't read writing</i>) • Risk assessment preparation • Processes Hosanna House – more laid back • Guidelines 									
Selfless!	Providing better training/resources with behavioural problem children before we travel	Fundraising ideas									
Love ♥	Insurance – HCPT insurance deal of £10 per person taken is greatly appreciated	Travel: <ul style="list-style-type: none"> • More airport choice • Other means of transport: train? • Reduce costs – scheduled flight to Toulouse 									

		etc • Better flight times (ie not early!)
More rounded experience of Church More emphasis on VIPs More in <i>(can't read)</i> from Marian <i>(???)</i> SOS → Xt Openness to other denominations	Build links between Easter groups, Jet Set and Hosanna House groups	Reducing cost: • Reducing helper fare • Reducing required fundraising <ul style="list-style-type: none"> - Share the burden of fundraising (ie HQ help) - Reduce fare • Why can't more charitable funds be used for helper fares?
Go home changed & better Kids and helpers and adults	If its not broke don't fix it: • Open to all children regardless to faith or background • Staying in Lourdes • Keep with 'family' groups • Staying together in hotels	HQ staff to raise their own profile to helpers
Education: • People • Lourdes • Stereotypes • Faith • Values • Disability	Future: • Disability and disadvantaged are both as equally important as they are now • Accepting modern Health & Safety regs without it infringing on the week • Central funding for groups (sponsorship) • No drinking alcohol during the day • Standard training	Training for helpers
Pilgrimage for VIPs: • Facilities • Support • Access	Demographic of need is changing: • More social & behavioural need • Groups to maintain to choose their make-up	Communication between everyone
Prayer, love and play	Different methods of travelling	Training: • Health & Safety • Opportunity to share knowledge with other helpers • Specialist training around needs of individuals eg 'Challenging Behaviour'
Something for non-Catholics/'resting' Catholics – why do they come? 'Taste of Heaven' Humbling experience	Higher cost/journey Demand/commitment	More support for new group leaders – Buddy?
No prejudice	Re-build regional links (if not very strong)	• Cost - ↑ needs addressing for the future • Fundraising
Part of one BIG Family ☺	Lower cost (biggest barrier)	Support from HQ: • Better support from HQ for email enquiries

		<ul style="list-style-type: none"> Consider chaplain travel arrangements
Strengthening of Faith & Education	<p>Faith:</p> <ul style="list-style-type: none"> Faith Journey is important Important to maintain the spiritual element of the Pilgrimage Important to be inclusive 	<p>Financial</p> <p>Both individual and for group funds</p>
<ul style="list-style-type: none"> Time and space Broadens horizons Meet lots of people 'Special' location One-to-one attention (unlikely to receive @ home) 	The main artery of the week is the Bernadette story, is Lourdes, is France, is Pilgrimage	Introduction to Lourdes, de-mythologise, & induce (<i>sic</i>) catholicism to those helpers new to the experience
To laugh with each other not at each other	Train → transport	<p>New helper support:</p> <ul style="list-style-type: none"> Training Socials <p>Chance to ask 'stupid' questions</p>
Understanding and acceptance	Combination of groups (eg in some parts of London find it difficult to find children)	Development of a skills directory for helpers
<p>Inclusivity:</p> <ul style="list-style-type: none"> Unique atmosphere, everyone welcome regardless of disability All sharing God's love All faiths and no faith 	Raising profile of HCPT	A list of central resources eg from Hosanna House → published early
Something for all age groups 😊	Need to have new helpers so that there is continuous change	
Helpers can learn an awful lot from the children & how they cope with their disabilities and still have a smile on their faces	Offer or buy into the respite for parents on a more permanent basis when we return. As this is an area that parents have to fight for?	
<p>Faith:</p> <ul style="list-style-type: none"> Trust Developing and breaking barriers and trying new things Healing Energise, celebrate faith in a different way Comfortable in your faith 	<p>Cost:</p> <ul style="list-style-type: none"> How can this be lowered Do we need to go to Lourdes? Is one week a year the right thing? Are we reaching capacity with flights etc Is it important – demands a level of commitment 	
<p>Relationships:</p> <ul style="list-style-type: none"> Family Tears Happy Chaplains HQ Fun 	You wouldn't get the same outcome at a UK retreat centre	

<ul style="list-style-type: none"> • Hugs & kisses • Nurses • Children • Sad • Helpers • Romance 		
Inclusion and interaction	Change: <ul style="list-style-type: none"> • Helpers • Children Helpers cont → made friendships Can give all cos only 7 days Give everything	
Respite: <ul style="list-style-type: none"> • Child • Siblings • Parents 	We love HCPT! by Natalie Nash	
Self made entertainment based on old fashioned values Singing, drawing etc...		
Adults allowed to be children!!		
1:1 or 2:1 24° attention & care		
Family		
Teamwork 'Group'		
<u>Lourdes</u> is what makes it special (venue) Key things – self made entertainment not a fun fair – creative Level playing field		
Humbling		
Giving		
Unselfishness		
Respite for parents		
Can rather than can't		
Grow & develop		
Spiritual renewal		
Family groups/structure		
Refreshing experience: <ul style="list-style-type: none"> • Revitalised • Renewed 		
Ethos of supporting & caring		
Emotional journey		

Additional Comments from Tablecloths

- Helpers can learn a lot from the Lourdes Experience, sometimes more than the children
- More interactive awareness between groups
- Improved help with children having behavioural rather than physical issues
- Could HCPT coordinate a 'group' of helpers beyond Easter? Summer camp? Youth groups? Babysitting?
- I would like to take more disabled but easier to tap into "unrecognised" disadvantaged children – and is this the need – disabled are well catered for elsewhere/other charities → BUT for group leader to decide right balance/need
- Lourdes offers challenge/journey – it's not easy/tailored – you won't get that @ a UK retreat centre (higher cost/journey demands commitment)
- Contacts → immigrant groups, other racial groups. Still a 'White Pilgrimage' – does not reflect UK population in general or UK Catholic Church
- Is it a measure of 'contentment' that hundreds do not feel the need/desire to be here? [at the World Café]
- Who are the Trustees? Who's representing us? Provide better understanding/transparency of the workings/decisions by the "Trust"/HQ
- Regional Day is important – best practice
 - Sharing stories
 - Experiences
 - 'happened to me'
- Register of skills across the Trust that can be called on

Comments from Town Hall meeting

- Find ways to raise the profile of the Trust, reaching out to new people in order to sustain the organization
- Concerns were raised about the process of getting people on and off the planes, manual handling. Often helpers have a basic briefing on manual lifting and handling which is a concern
- There is a strong group identity so we often forget about other groups in the region and wider Trust. Consideration needs to be given as to how to use resources within regions to open the group identity. For example, providing an equipment list to share between groups to cut down on luggage. Sharing expertise of group members using central database so skills can be called upon by individual groups as and when needed
- Important to encourage regions to facilitate similar exercises at a local level to see how and when regions work at their best and what improvement can be made to strengthen the regions as a whole
- Ensure questions from World Café events are placed on the website so others who are unable to attend get the opportunity to contribute



Appendix 3 - Glasgow

Question 1 Post-it Note Comments	Question 2 Post-it Note Comments
Spirituality	Extended membership of HCPT – even when not travelling
Joy, love, care, a trip of a lifetime	Personal touch
Love	This year – find a way for helpers to connect
Helping Caring Praying Together	Groups own their Region/Area Strong links with <ul style="list-style-type: none"> • Community • Parishes • Schools & clubs • Helpers
A ladder to Mary and then to Jesus	Personal contacts with schools!
One to one	Events in the Trust/Region How do we encourage participants
Peace of mind	Create annual promotional DVDs to be sent to businesses, schools, churches, dioceses to promote work of the Trust
A sense of belonging	Enhancing the sense of belonging
Experience of Love	Support network for young people to reflect on their Lourdes experiences both as a region & national level
Self satisfaction & sense of achievement for helpers	Audit of skills, talents within the Trust in central database to be used to support groups & individuals
Children have respect for each other	More active & improved use of internet, eg web, mobile alerts, blogging
Friendships	Improved & targeted media & communication – ‘getting out there’, web site
Spiritual experience for helpers & children	High profile personality or patron to take the Trust forward
Opportunity for children & helpers to “be themselves”	Revitalise Jet Sets links to Hosanna House
Integration	Parishes not a good source of children
Family – but worldwide	Exec meetings should give quality time to discuss larger issues
Inclusivity	Hosanna House groups – join in training day??
Caring environment	The need for Jet Sets??
Child centred	Training for <u>lay</u> chaplain – will be required for the future!!!
Every person matters	Go out to the media! Evangelise!
Experience for youth	Transfer of information re children ending their tenure at Easter to Hosanna House groups
Open possibilities	Understanding disability – behavioural & social problems understanding
Can Do Attitude!	Communication is paramount!
Confidence	Easter → Jet Set → Hosanna House → <u>does not happen!</u>
Shared fun, friendly & family experience	Families – how do we include helpers families? Travelling?
Acceptance for everyone	SYG [Scottish Youth Group] v. important. How do we get more people through group 2 years max
To leave ‘Normal’ life behind for the week	Lourdes facilities – encourage hotels to improve facilities
Christianity in Action	Feeling belonged to HCPT all year round

We're All in this Together!	Update website and materials
Our Lourdes	Link between Easter & Hosanna House
Counter-cultural experience "Other People First"	Feelgood stories that parents can relate to
Depeditstalisation [sic] of the clergy (look it up!!!)	Bartres Villa to be marketed more forcibly
Chips Jumpers Ham Coronets	Money! Fundraise for helpers. Regional fundraising
Shared Experience Kids ↔ Helpers	Easter → Summer Children → Adults Hotels → HH (& Villa)
Antidistabshmentarianism [sic]	Up to date publicity
Community	To keep FAITH in the organisation and to keep our faith active
Humanise the clergy	Prolong the Lourdes experience (before, during & after) spiritually & socially
Acceptance	Welcome pack/mentoring '1 st timers'
Unconditional love	Sense of belonging
Connections	"Reaching out" is everyone's responsibility
Help them Mature (all pilgrims) – 'maturitisation'	Untapped resources/riches
Friendships	Conflict vs rules
A sense of responsibility	Finance Fundraising
A sense of belonging	Progression Easter/HH/Jetset
A sense of ... NAMES	Publicity
Friendship	✓
Secure & safe environment	Pro-Active
Sense of belonging	didnaeusedtocouldbut
Offers a week of celebration – singing in cafes, Trust Mass	Networking
Love ♥	Integration (pulling [sic] resources)
Fun, laughter, colour, music, peer support 🎵	Do what we do only better!
Respite for families	Find out + ? record experiences of families. Possibility of publishing.
Giving hope for the future	Transparency
Inclusion for <u>all</u> pilgrims	Expand without losing Dr Michael's vision
Sharing of life experiences	Bring message of Lourdes & HCPT home, into our communities, parishes
Renewing faith & belief	Re-branding of Trust ensuring we don't lose focus of ethos
Part of something bigger!	Personal learning & breaking down of prejudices
Mark is... 1. unemployed 2. in a band 3. smells [sic]	Education – re-education • Education pack for schools • Part of citizenship curriculum
	Publications ○ Personal experiences

	<ul style="list-style-type: none"> ○ 'Feel good factor' ○ Positive-ism!
	Consistency in how HCPT is conveyed eg through media pack
	Fluidity of developmental skills – 'not stuck in a rut'
	Training day – must be more specific and relevant
	Does the name need a bit of a 'Gok Wan'?! Words are inappropriate
	Engagement with all stakeholders (public bodies, schools etc)
	Is HCPT marketed <u>honestly</u> ? (religious aspect). And if not, why not...?
	Financial aspect of pilgrimage?
	Guidelines vs Rules?
	Group integration before, during and after pilgrimage

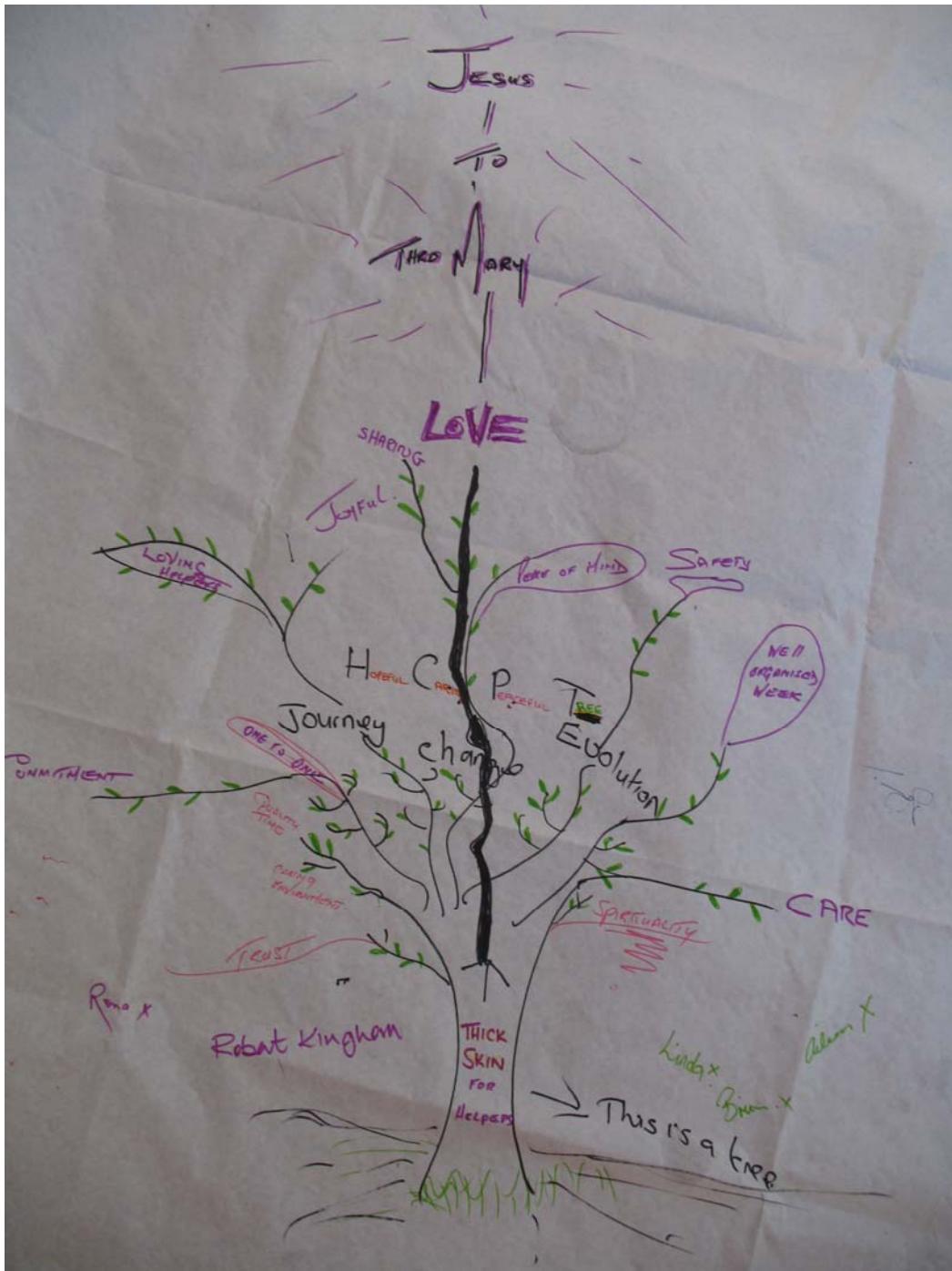
Additional Comments from Tablecloths

- Publicity – is there enough? Communication from 'above' – need more
- Could there be more follow-up activities between one pilgrimage and the next
- Can we co-ordinate our flights with those of the diocese to avoid empty planes and high prices?
- How will religious 'debate' move forward, has almost become 'taboo'
- Finance – is there a fair way? Buddying groups to help those in more remote areas? Why can Scotland not arrange flights?
- Could we do a 'world café' workshop at regional preparation day? Involve more people, keep getting views
- Offers laughter for children all week. Can do whatever they want all week, instead of not being allowed because of disability.
- How do we help HCPT people know other HCPT people?

Thanks for a great day!

Comments from Town Hall meeting

- This is the first time we've had integration across the groups – gives a chance to see different angles
- There doesn't appear to be a link between Hosanna House and the Easter Pilgrimage – don't get the throughput of children, no progression
- Jet Set system seems to have collapsed – it wasn't well known
- Those involved in the Pilgrimage don't know about Hosanna House
- How to encourage and help helpers – seems to be an apathy. What has to be done to get people involved
- Need to think of the Pilgrimage as a process, not an event
- Success of the training day is due to communicating its value
- Need to get out and tell people about HCPT – get out to parishes/schools – pro-active
- Need to be clear about what HCPT is and what it does – don't avoid the 'H' word
- Use the media to get the message out
- Finance a big issue – leads to an 'elitist group'. Puts off helpers
- 'Membership' of HCPT – valid whether travelling or not. Binds everyone together. At the moment, may not feel included if not travelling. How to draw on their skills



Appendix 4 - York

Question 1 Post-it Note Comments	Question 2 Post-it Note Comments
Love	Helping Group Leaders and other helpers with costs
Overheard near the baths: American wife to husband – "Gee Ed, aren't there a lot of disabled people in France!"	Improve support for Group Leaders – <ul style="list-style-type: none"> • Training Day • Share experience • Deputies
Holiday	Trust support financially Student helpers they are the future – form links with universities
Offers a new way of being community	More training for group leaders
HCPT gives respite care <u>to families</u> as well as care to the children We offer 'empowerment' to the disabled (they are treated with respect) We offer a holiday	Money fundraising <ul style="list-style-type: none"> • HQ • Regionally • Groups
HCPT offers each pilgrim 'A Personal Journey'	Partnerships with other charities
Pilgrims: Helper/Adults – offer group mixing – sharing – caring – considering Children: Holiday – confidence – interaction with group	Raise the profile of the Trust: <ul style="list-style-type: none"> • HQ • Nationally • Group level
Acceptance of the whole person	Alternative travel arrangements – Costs!
Understanding 'cures', 'healing' & 'mini-miracles'	Raising the HCPT profile
The 'shy' blossom Hidden talents are revealed Self-confidence flourishes Lots of laughter (and lots of tears) Development of <u>trust</u>	Promoting HCPT through: <ul style="list-style-type: none"> • 'Bishops on Board' Policy • Greater awareness in schools/parishes • Share with other successful HCPT groups on awareness & fundraising successes etc • Adult education in local parishes • Trustees to approach Church Leaders etc
Recognition – individuals within groups Choice – as to the level of participation (spiritual/physical/financial etc) Opportunity <ul style="list-style-type: none"> - To learn - To teach - To laugh - To worship - To holiday - To socialise - To make friends - To develop - To party 	Stronger regional structure: <ul style="list-style-type: none"> • Promote Trust • Encourage new groups • Better ambassadors • Make stronger links

- To trust There's no order, no priority Complimentary not compulsory	
HCPT offers FUN	Promote the Villa in parishes
Always putting the children first! They are the centre of what we do!	Simpler admin for volunteers & online
Equality	Look at other charities for examples of fundraising & promoting the charity
Shared faith	Financial support
Group experience Being open Friendship Not judged (too much!) A spiritual opportunity	Promoting HCPT <ul style="list-style-type: none"> - digitally - in schools - in parishes This will lead to fundraising which is badly needed Helpers are struggling!
Something different Trust Children ask "can I come back as a helper" Backup Support	Digital resources Exchange of ideas HCPT web-site needs to be re-vamped, user friendly, download sections, links, 'Members Area' → Web 2.0 collaboration
Opportunity	Raise profile
We give by – "Going" You go by – "Giving"	Emotional support Types of pilgrims we take now are changing Lots need emotional support
Pilgrims – are not just the children we take	Central resources for liturgy
Fewer ties More hats!	Supporting helpers re child protection issues Legal issues
HCPT offers different things depending on which group you travel with but overall, it offers the same to all – family, love, friendship, fun, a sense of togetherness and a large hole in the pocket of the helpers!! 😊	Better central fundraising <ul style="list-style-type: none"> • support for groups • buying power Better communications <ul style="list-style-type: none"> • put HCPT on the map! • to be a leading Catholic charity • promote in parishes/schools/diocese • stronger regional structure • also broaden focus outside church
Opportunities to reflect on (?) day and your experience (children & adults). Developing interpersonal skills, understanding your impact on others	Personal links
Family	Need to move forwards as "The Children's Pilgrimage Trust"
Diversity	Consistency of guidelines & rules from HQ cascaded
Liturgy	More specialist training to give helpers more confidence! ASD!! Makaton!! Positive handling!
Learning/discovering what you can "do"	Reduce the "red tape"
Chance to share and experience living faith and seeing it in action!	Young helpers are the future of the Trust. HCPT needs to be promoted in

	schools/universities
Positive experience	Improving moving and handling. (Lifting problems – need to tackle otherwise will end up only taking behavioural problems)
Structure + Teamwork	Channels of communication
Support	Publicising to local schools Mail shots – education packs to schools
HCPT offers much the same experiences as it always did <ul style="list-style-type: none"> • a chance to grow • a chance for fun • a chance to change 	Fix date <ul style="list-style-type: none"> • Latter (<i>sic</i>) in year • Lobby government to fix Easter holidays • Why Lourdes airport <ul style="list-style-type: none"> - Pau (?) - Toulouse • Alternative travel
Safe & supportive environment	All white tee shirts. Bulk buy – own group designs – save money
Fun	Raising awareness of who we are and what we do
Tolerance of one another – helpers as well as children	Can we support ex-helpers who want to stay involved
Respite	Be aware that being human needs to be aware of the 'Spiritual' "Is it growing less important?"
A chance to see different backgrounds/ways of life/people	Use the experience of ALL our helpers
Life changing experience for children/vulnerable adults and helpers	Finance How coordinated is fundraising – where, who Expand fundraising base!! The group structure is vital for fundraising as is. Raise profile of HCPT to share fundraising
Very quiet personal moments and huge celebrations with lots of people	Finance
Another side of the church eg Tiger-faced bishops	Yes Lourdes
Unity & Belonging	Good to use volunteer knowledge and talents
Love ♥	Should helpers be able to fundraise for their own trip?
New experiences/new friendships	<u>REDUCE</u> cost
What adults experience? Positive: <ul style="list-style-type: none"> • Personal reflection • Break from norm • Friendship • Grounding • Challenge • Numinous experience talent, confidence, friendship • Emotional roller coaster • Reality check 	Timing of pilgrimage <ul style="list-style-type: none"> - School holidays - Staff – how do they get holidays We need to go together – the timing doesn't matter (doesn't have to be Easter week)
Negative: <ul style="list-style-type: none"> • Debt • Tiredness – especially non teachers 	Promoting HCPT – create a 'Pilgrimage' pack for schools which could be use a s part of 'Here I am' scheme. This would promote HCPT, enable people to find out what we do & possibly lead to fundraising

<ul style="list-style-type: none"> • Taking annual leave 	
<p>What do kids experience?</p> <p>Positive:</p> <ul style="list-style-type: none"> • Equality • Consistency • Self worth • Love, laughter, fun • Rest bite (<i>sic</i>) • Belonging • Spiritual guidance → deeper understanding • Socialising with disabled children • New skills • God <p>Negative:</p> <ul style="list-style-type: none"> • Sense of loss • Back to normal 	<p>Should we just say we take children to Lourdes without any adjectives like 'disabled', 'socially disadvantaged' etc</p>
Spiritual dimension	New theme
Accessible masses for children	Raise HCPT profile!
"Faith"	<p>Financing the groups:</p> <ul style="list-style-type: none"> • Trust organised helpers fundraising • More regional support • Transparency to fundraising/funding of HQ • Could Trust pay for kids – groups responsible for helpers and group funding
Fun	Change perceptions of Lourdes (not just for sick/disabled miracle cures)
Still 'revolutionary' in certain aspects eg Hosanna House special needs pilgrims have a much fuller experience than pilgrims in the Accueils	<p>Preparation days:</p> <ul style="list-style-type: none"> • Same every year • Needs to reflect changing society • Needs to reflect opportunities from last year • HQ to complete training pack which is cascaded to region → group
Kate Rules!! ☀️	<p>Higher profile</p> <p>Openness</p> <p>Visibility</p>
<p>Laughter, equality, consistency, self worth, freedom, disciplined, respite (for both pilgrim + family), spiritual guidance, deeper experience, sense of loss (after pilgrimage), confidence , independent, new experiences, music + song, beach/mountains, socialising with others, joy, friendship, faith experiences</p> <p>Lose fear of the unknown. Seeing others with different handicaps</p> <p>Café experience</p> <p>Numinous experience</p>	<ul style="list-style-type: none"> • Don't change the name • Better marketing exposure of the Trust! • Cost? • Groups working together • Regulated guidelines to the number of people to a group • To be able to access products/and better ones online

<p>Adults:</p> <ul style="list-style-type: none"> • Debt to helpers!! • How lucky you are • Personal reflection • Constant affirmation • Break from norm • Reality check • Spirituality • Team work 	
	Partnerships
	Offer travel options Coach, train, flight etc
	Support youth groups – can more come?
	More and mixed groups to HH
	Head Office publicise HCPT from the top down ie Westminster → parishes
	Change perceptions of religion Address issues of wariness/disdain/bad media images
	Video of Lourdes story
	More behavioural problems training
	Higher profile
	HQ: <ul style="list-style-type: none"> • Should be more than a travel agency • More dynamic • More empathy with groups • Travel with groups from time to time • Stronger leadership
	Up to date HCPT/Lourdes video
	Supporting each other Gelling better as a Trust → as a Region → as a Group
	Video of Trust Sales in Lourdes
	Fundraising
	Raise awareness of Trust
	Partnership with other organisations!
	Broaden groups <ul style="list-style-type: none"> • Small groups • Youth groups • Mixed abilities
	<ul style="list-style-type: none"> • Better awareness/knowledge of current social issues – drugs/unemployment/crime and how these impact on children and helpers
	Alternative funding:

	<ul style="list-style-type: none"> • National lottery • Children in Need • Other local charities
	Cost! Central funds to support groups
	Why Easter? Fix date
	More of the same - please
	Catholic Church should be our No. 1 fan
	Group recommendations of guidelines about: <ul style="list-style-type: none"> • Smoking • Drinking • Children security • 24 hour supervision corridor duty?
	Use the skills of the people (not just teachers!!)
	Assist in lowering costs: <ul style="list-style-type: none"> • Centralisation of procurement (ie group kit, coaches etc) Groups may have to sacrifice individuality • Centralised 'menu' (for crisps/drinks/sweets etc)
	Visioning HCPT in a new digital age
	<ul style="list-style-type: none"> • Helpers should have better training with how to deal/change etc children • An education tab on the website • Raising capital through DVD and music DVD – also it's a good resource for teachers • Making our own documentary

Additional Comments from Tablecloths

- Training – specialists to give helpers more confidence!!
- We need to be better educated/more aware of various social issues – drugs/unemployment/debt and the need children have as a result
- More awareness must be given to groups of how to fundraise or different areas where you can fundraise such as Easyfundraising
- Opportunity to hear other peoples' views on religion (Catholic/non-Catholic)
- Not always seen as a 'pilgrimage' more of a holiday experience!
- Use the skills of people in the skills
- Strictly speaking, how do we define disability?
- Profile – short DVD Bernadette story? Flag up 2nd largest Catholic charity? Look at other charities eg Cafod for ideas
- HCPT website is hard to navigate. No web 2.0 collaboration – can't link in from other things – no notice board – no way for helpers, GLs to put their ideas, comments in. No downloadable photos – and can't get copies from HO. Downloadable pics could be available to GLs
- Confusion about how the two questions have made us feel

Comments from Town Hall meeting

- Raising the profile of HCPT
- Travel expenses – costs increasing and its more difficult to raise funds
- Spiritual input – mixed views about what this should look like. In some places spiritual aspects not focused on. Suggestion that it comes down to the children you are taking with you and their ability to understand
- Not just about a 'Catholic' or even a 'Christian' spirituality – more general than that. Need to increase the 'awe factor' for the children (their awe with life)
- Need to look at how the helpers support each other within groups and across groups (many under pressure at the moment due to credit crunch, longer working hours, etc)
- How should the Trust move into the 'digital age'? Need to capitalise on cost savings associated with going digital whilst recognising that all the Trust doesn't have access to a computer.
- More formal, prescriptive training for Group leaders required. Need to provide more protection for everyone, make information more accessible
- Need to change the perception of what Lourdes is about and why pilgrims go there to reach out to a wider audience
- Recognition that being faith/religion based inhibits fundraising