

Northern Gas Networks

Young Innovators Council



Session 3: Carbon Monoxide Safety July 2021

Carbon Monoxide Safety Session
Internal use only



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(YIC, S4TP, Northern Gas Networks & other)
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1. Overview

Background

Northern Gas Networks’ Young Innovators Council (YIC) is the voice of young people at Northern Gas Networks. It will provide young people’s perspectives and Northern Gas Networks will ensure these young people’s thoughts and opinions are put at the heart of the business’ decision making. Each session agenda will be co-created by S4TP, Northern Gas Networks and the Young Innovators Council, leading to meaningful and relevant engagement which will provide a real opportunity to influence decision-making. The council is made up of 34 young people aged 14–18 who are based across the footprint of Northern Gas Networks.

Key principles of all sessions:

- Empower young people to use strategies and methods to acquire information and knowledge and to use that knowledge to make decisions.
- Empower young people by recognising their experience and expertise.
- Respect their leadership activities.
- Build mutually respectful relationships between adults and young people.
- Involve young people in cocreation at all stages of the process from defining the problem to gathering and analysing data for decision making.
- Include young people in the evaluation process.

All sessions follow a distinct format:

- Knowledge sense test prior to witnesses
- Key information and knowledge given by ‘witnesses’: the witnesses may be from Northern Gas Networks or other specialists in the field. Information about a subject may also be given prior to the session. This methodology ensures that the young people are prepared to ask questions of the witnesses and have a framework for understanding the content of the session.
- Break out to smaller groups to discuss, offer ideas and prioritise into:
 - NOW = quick wins, easy to implement
 - WOW = big impact, take a little time to implement
 - HOW = big impact, not possible now
- Decide who will feed back 1 or 2 ideas from each of the above categories
- Feedback to whole group

Session 3: CO (Carbon Monoxide) Safety

Total length: 120 minutes

People Involved: 2 S4TP facilitators, 1 S4TP tech support, 5 Northern Gas Networks facilitators, 1 Northern Gas Networks witness, 1 external witness
(plus observers, see Attendees)

Date and Time: 14th July 2021, 5pm

Panel attendance: 20

Panel apologies: 7

Objectives:

1. Establish what the Young Innovator Council know about CO poisoning – its symptoms and dangers.
2. What are some impactful and creative things we can do to deliver important safety messages to teenagers about the dangers of CO?

Prior to first session: The Young Innovators Council members were asked to think about a safety or public information campaign that they thought was successful. Why do you feel it was successful? What did you find informative, useful, interesting?

The Council was also sent newspaper articles covering real life cases of accidental CO poisoning.

TASK:

“Have a think about

- about any safety campaigns that pop into your head because they're particularly memorable
 - what can you remember about them?
 - why did they have an impact on you?
 - what made them effective?
 - do you remember any campaigns for negative reasons; were they ineffective in any way?
- you might think of campaigns that were advertised around your school, government safety campaigns, local authority initiatives, adverts on tv/radio, anything at all!
- make a note of your thoughts, memories and ideas, and we'll share these at the beginning of the session on 14th July”

2.Attendees

Young Innovators Council

Amiee	Lewis
Bernard	Lina
Charlotte	Lorna
Drew	Lucas
Ellie C	May
Ellie G	Maya
Imogen	Samuel S
Josie	Sophie
Kaitlin	Taylor
Kate	Yvanna

Solutions for the Planet

Jen Baughan	CEO
Claire Fitton	Youth Insights Manager
Fran Isherwood	Youth Insights Coordinator

Northern Gas Networks

Jenny Wilkinson	Stakeholder Manager
Alex Brightman	Northern Gas Networks facilitator
Ian Coates	Northern Gas Networks facilitator
Claire Spencer	Northern Gas Networks facilitator

Others

Simon Kilshaw	Witness, Green Doctor Manager at Groundwork
Steve Dacre	Witness, Vulnerability Innovation lead at Northern Gas Networks
Ivan Jepson	Observer

3. Session theme and materials

Theme: CO Safety

Materials:

Prior to the session Council members were asked to read three articles concerning CO safety and cases of accidental CO poisoning. This ensured that the Council members had a clear context for the session.

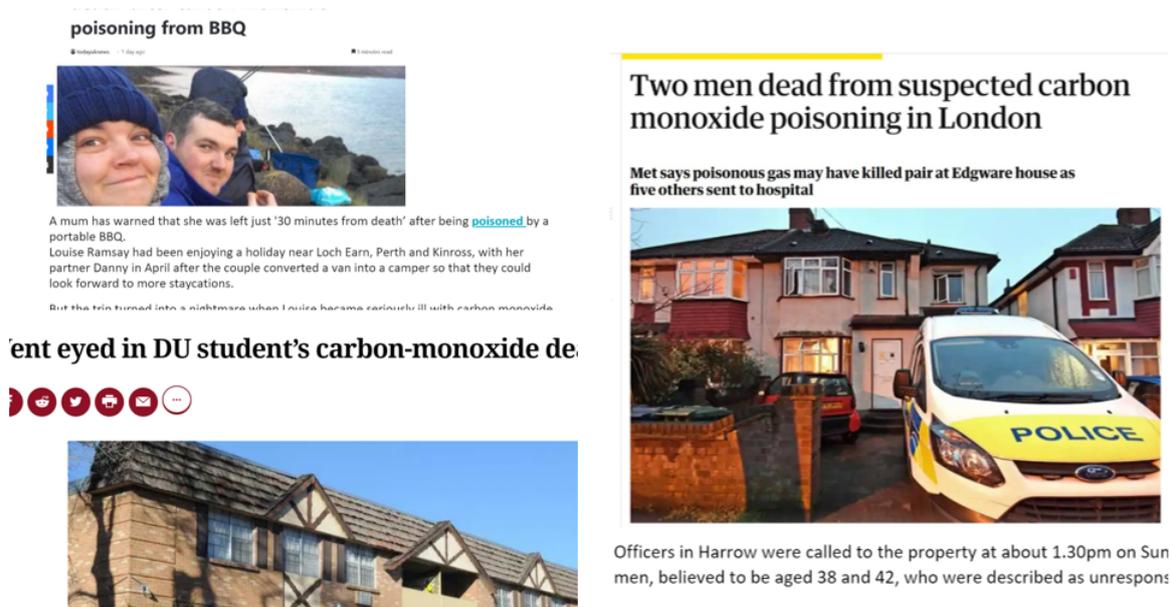


Figure 1: Prior to the session; newspaper articles sent to YIC; YIC Session 3

During the session, the YIC heard a witness presentation from Simon Kilshaw, Green Doctor Manager at Groundwork. The witness covered areas including:

- The causes of CO poisoning including from barbecues, wood fires, household appliances.
- The symptoms of CO poisoning
- Prevention of CO poisoning

This information and expertise sharing from a witness enables young people to gain a level of understanding of the subject area to have a meaningful input to both breakout sessions and main sessions.

Questions for Simon:

What age group is most vulnerable from CO poisoning?

CO alarms warn us when we are exposed to CO already but are there any technologies that warn us before that point?

How do Groundwork’s Green Doctors work as a charity, and what’s the demand?

Table 1: YIC questions to Simon Kilshaw; YIC Session 3

The council also heard a presentation from Steve Dacre, Vulnerability Innovation lead at Northern Gas Networks. This presentation covered what Northern Gas Networks are obligated to do in terms of CO education and safety, what they are currently doing in this arena and why they needed the YIC's input into their campaigns.

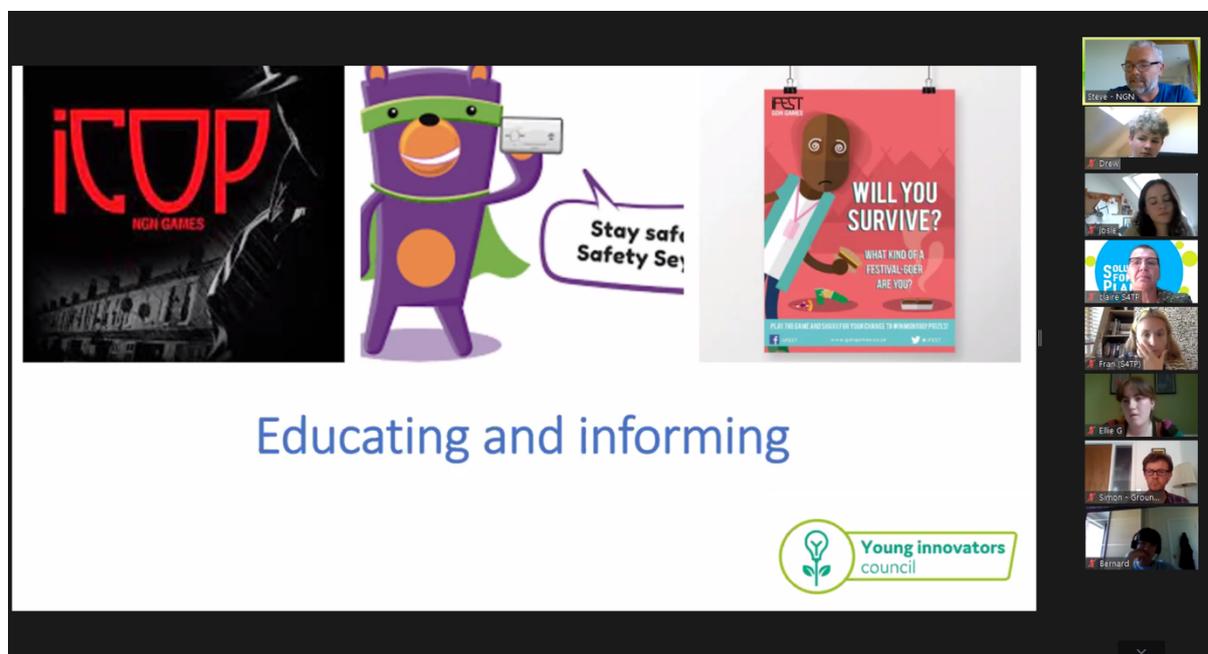


Figure 2: Screenshot of Steve Dacre's witness presentation; YIC Session 3

4. Engagement methods:

Feedback on actions from previous session – ‘You said / We did’

S4TP's methods of engagement crucially hinge on businesses feeding back on the actions they have taken after hearing the voices of young people. Northern Gas Network's Young Innovators Council is NOT a consultative body, it is a forum for co-creation and actions. Therefore, each session starts with Northern Gas Networks feeding back on any actions that they have taken in response to the previous session.

Things you want to do and see



You Said...

Visits should have competitions, challenges, puzzles and activities for school groups.

So we've.....

We are working with leaders in STEM activities to develop a range of exciting materials, including interactive displays, dashboards and animated guides.



Making you want to visit



You Said...

All the activities should show visitors the need for change to involve them in the transfer to hydrogen and show that by accepting hydrogen, it is helping towards a net zero transition.

So we've.....

This is all being incorporated into the visitor experience being developed by Alex!



Figure 3: Examples of 'You said / We did' feedback from Northern Gas Networks; YIC Session 3

Objective 1

Establish what the Young Innovators Council know about CO poisoning – its symptoms and dangers.

Slido Quiz

A live Slido quiz was used to gather information about the YIC’s existing knowledge of CO, with the results being relayed into the ‘meeting room’ as they came in. Council members were asked to answer a series of multiple-choice questions. This method set the scene for the session and visualized their responses, helping to warm up the YIC before they delved further into the subject.

	Quiz question	% Correct
1	Carbon monoxide smells like....	93
2	Which of these is a symptom of carbon monoxide poisoning?	100
3	Who is responsible for having gas appliances serviced in a rented house?	100
4	Which fuel sources can release carbon monoxide when burnt ?	63
5	How often should you get your heating appliances serviced?	72
6	How often should you test your carbon monoxide alarm	58
7	How many carbon monoxide alarms should you have?	58

Table 2: Slido CO quiz and results; YIC Session 3

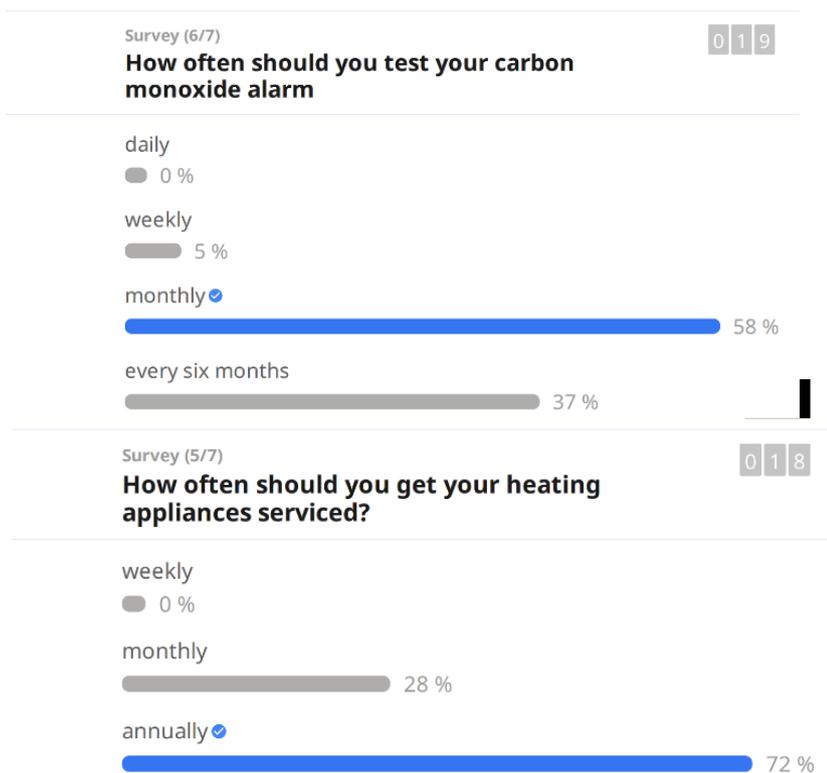


Figure 4: Example of Slido CO quiz questions and results; YIC Session 3

Pre-engagement knowledge share

Before moving into breakout rooms to explore the objectives, the council was presented with CO safety information by two expert witnesses. This information and expertise sharing from a witness enables young people to gain a level of understanding of the subject area in order to have a meaningful input to both breakout sessions and main sessions.

Polling using stamps inside the breakout rooms

One way to engage the council quickly and effectively about their preferences is using interactive polls. The council members were asked to 'stamp' their typed ideas and suggestions (which are displayed on an interactive whiteboard) with various icons, to highlight which suggestions could be done now or later, and which they felt were the most effective suggestions.



Figure 5: Example whiteboard 1; breakout rooms 2 – raising awareness about CO safety; YIC Session 3

Small group work

Small group work was written into the session plan as a result of feedback from previous sessions. It was indicated that many of the council members preferred the work undertaken in the breakout sessions. With such a large group, splitting into smaller groups facilitated deeper discussions on the topic. In Session 3 council members were put into groups of 3, 4 or 5.

Large group feedback

S4TP felt it important that the young people themselves fed back to the larger group, rather than the facilitators. We are aware that some of the same councillors are feeding back each

week, and will look to encourage some different voices for the large group feedback in the next session.

Co-creation

One of the most important parts of developing the Young Innovators Council is to build advocacy among the young people and, in turn, champion their views within Northern Gas Networks. Advocacy is built up over time and is the result of carrying out top quality meaningful engagement in partnership, to deliver results that work for everyone. Co-creation is a co-operative process in which, in this instance, young people with diverse experiences, skills and knowledge come together to address a common issue, and which enables them to be actively involved in shaping the things which impact their lives now and in the future.

Post-session feedback

In order to respond to the needs and the requests of the Young Innovators Council, post-session questionnaires are filled out (see Appendix). This ensures a holistic and innovative approach to responding to the young people's needs.

Agenda

Activity	Lead	Timings (mins)	Outcome
Welcome & feedback from previous session	S4TP/Northern Gas Networks	7	
Introduction to session & objectives	S4TP	3	
Breakout rooms 1	S4TP & facilitators YIC discussion	10	Discussion of best safety campaigns – what made them successful?
CO safety quiz	JW (Northern Gas Networks)	5	Sense check
What are the causes, symptoms of CO poisoning and how to prevent it, then Q&A	External expert: Simon Kilshaw, Groundwork	10	YIC receive the information and context they need to create campaign ideas
CO Safety at Northern Gas Networks	Steve Dacre (Northern Gas Networks CO lead)	5	YIC understand Northern Gas Networks' responsibilities within CO Safety
Introduction to task Breakout rooms 2	S4TP Experts to rotate (Simon Kilshaw, Sian Fletcher, Steve Dacre)	40	What creative ways would you use to raise awareness in your target group? What format should these take?
Return to main room: 6 groups feedback to everyone	S4TP & facilitators	15	List of suggested awareness raising ideas for Northern Gas Networks
Plenary Q+A with Simon Kilshaw End		10	Learn about Groundwork & Green Doctor

Table 3: Agenda; YIC Session 3

5. Key Discussion Point

Objective 2

What are some impactful and creative things we can do to deliver important safety messages to teenagers about the dangers of CO?

Key Messages	Where	Slogans	Other Ideas
You can't see it/smell it etc. - Orange flame imagery	Buses	Use acronyms or mnemonics – impactful and easy to remember	Moving house checklists; could a partnership be struck up with mortgage lenders to give out CO detectors to first time buyers?
Use celebrities young people will listen to i.e. Ronan Kemp	<ul style="list-style-type: none"> • Festival websites • Big screens at festivals • Back of festival tickets 	She wasn't just hungover	<ul style="list-style-type: none"> • CO song at festivals (by someone famous) • CO quiz to get discounts at these events
Follow instructions on BBQs	Posters around campsites	Why take the Risk?	Sign an agreement when buying tickets or campsite booking
Symptoms	Not in science lessons	'Do you feel – Nauseaus? Dizzy? Tired? If so, it might be CO'	<ul style="list-style-type: none"> • Use augmented reality &/or filters on Insta • CO countdown game - what will reduce your chances of CO poisoning?
3 S's – Short, Snappy, See it everywhere – max 2 min. film	Instagram – develop Northern Gas Network's hashtags	'Are you safe? – Notice it, Check it, Save a life'	A swipe up link on our ads linking to websites with CO alarms or symptoms or other information to help.
Use real life stories • Include stats	Forced adds on TikTok / Youtube		Create an 'Unsafe' room at Hydrogen house
Be disruptive; shock tactics stay with us • Skull and cross bones imagery	University open days / halls of residence		An escape room game

Table 4: Summary of the key discussions; breakout rooms 2 – raising awareness about CO safety; YIC Session 3

“...having smaller breakout rooms made me feel as if my ideas were listened to and I had time to talk”

Council Member



Figure 6: Example whiteboard 2; breakout rooms 2 – raising awareness about CO safety; YIC Session 3

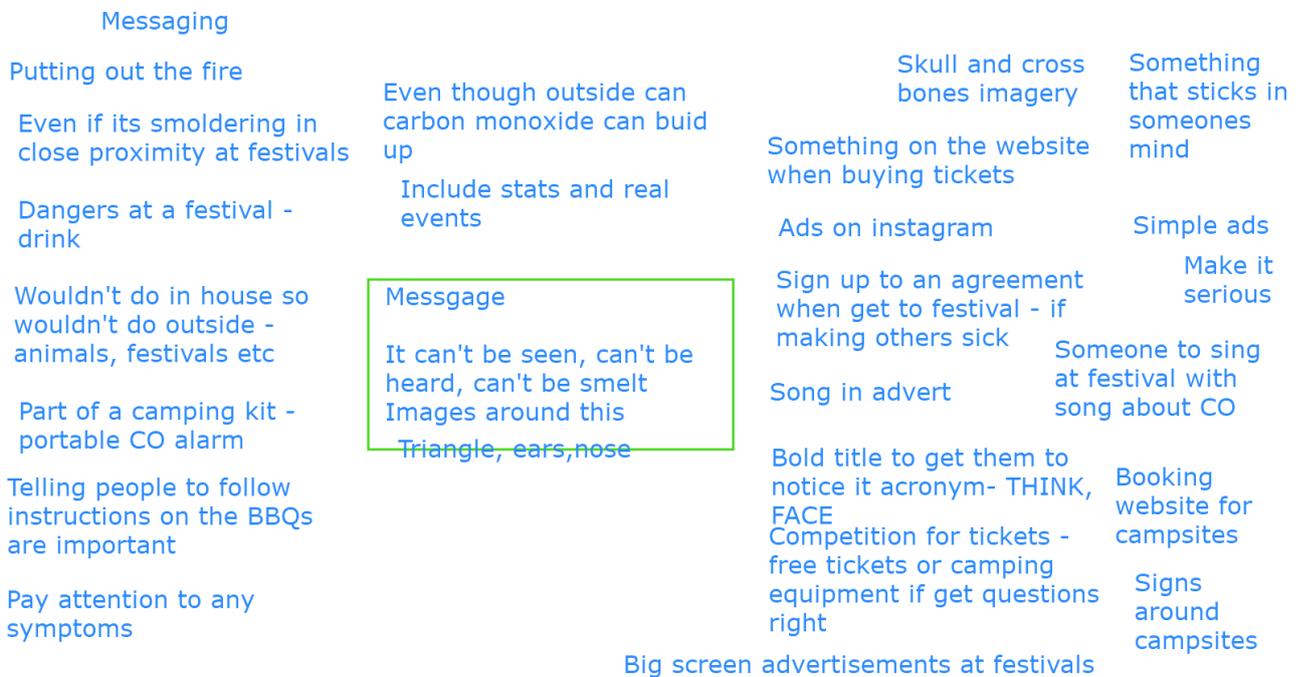


Figure 7: Example whiteboard 3; breakout rooms 2 – raising awareness about CO safety; YIC Session 3

6. Key recommendations (priorities)

- Ensure that all messages conform to the 3 S's – short, snappy, see it everywhere.
- Videos should be a maximum of 2 min.
- Use the key messages:
 - You can't see it, smell it etc. **NOW**
 - In imagery the Council thought that the orange flame as a sign of danger is powerful. **NOW**
- Key safety messages should be placed:
 - On buses/bus stops **HOW**
 - At university freshers' fairs **NOW**
 - On festival websites **NOW**
 - On festival big screens **WOW**
 - Forced adds on TikTok etc. **HOW**
- Possible slogans:
 - 'Do you feel nauseous, dizzy etc. if so, it might be CO' **NOW**
 - 'Are you safe? – Notice it, check it, save a life'
- Additional suggestions:
 - Create an 'unsafe room' showing CO risks in the home in the hydrogen house. **WOW**
 - Create a countdown or quiz about CO safety **HOW**
 - CO song at a festival (use someone famous) **WOW**
 - Use augmented reality &/or filters on Insta, & games etc **WOW**
 - Possible collaboration to get the attention of first time buyers **HOW**

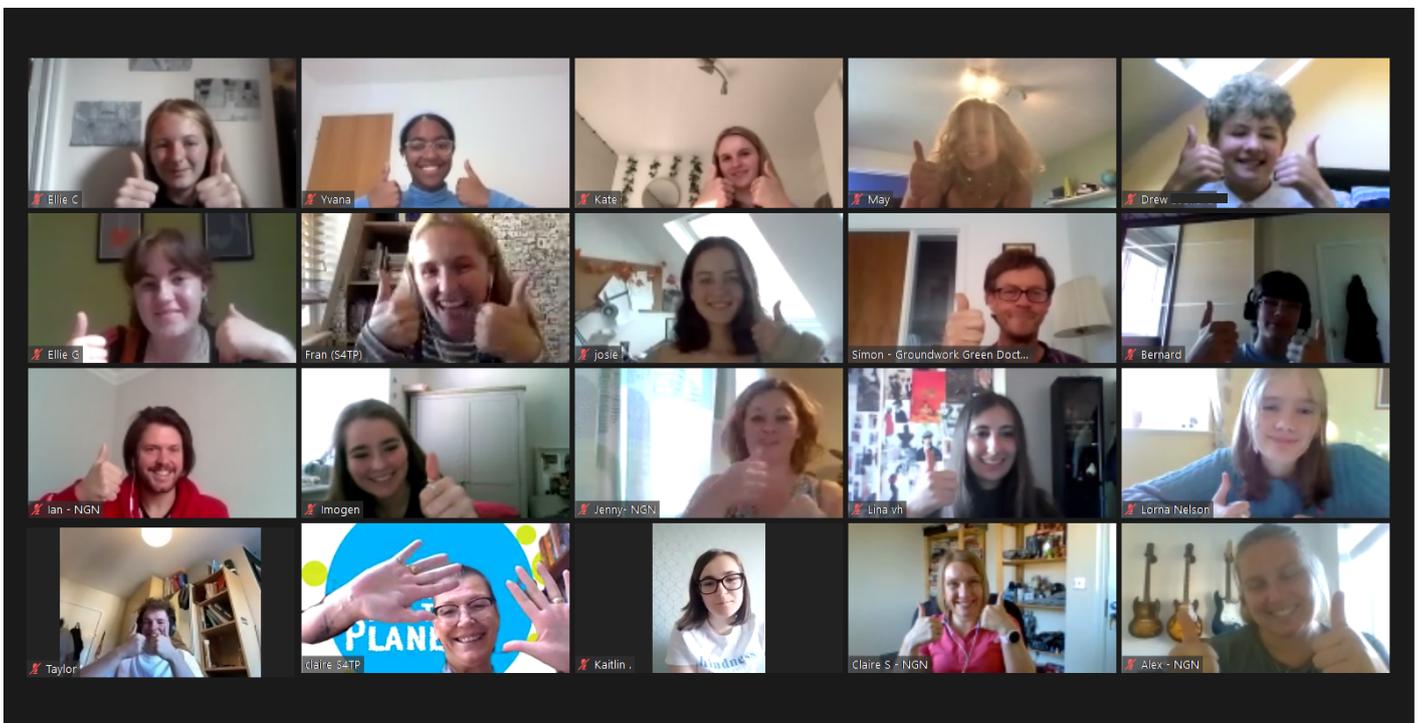


Figure 8: Screenshot of Young Innovators Council; YIC Session 3

7. Agreed Actions for the Young Innovators Council

- To fill in post-session survey
- To forward any research task work undertaken to S4TP

8. Summary of modifications to be made after feedback.

The YIC members felt that having more time in the breakout rooms and the groups being smaller was a success and led to more opportunities to share views and ideas. *“I really loved working in smaller breakout rooms! It made everything so much easier, and I felt as if there were more opportunities to share ideas as there was less people.”*

The council members highlighted the usefulness of having external witnesses to give further information on a topic. *“I liked having the guests to talk about what the topic that we were covering in the session.”*

Facilitators felt that overall, the session was successful and that the council members were becoming more relaxed. One facilitator felt that it was difficult to get the young people talking initially and examples of how to initiate conversations with young people will be covered in the next facilitators briefing.

The use of the Slido quiz worked particularly well and S4TP suggest that the use of a quiz to ‘sense check’ the council’s knowledge should be used in subsequent sessions.

9. Conclusion

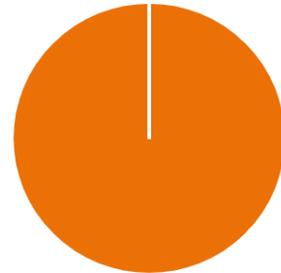
A high level of satisfaction was shown in the feedback from the council members for this session. Given the ‘dry’ nature of the subject matter this is particularly gratifying. Using techniques such as quizzing and pre-work ensured that the session was both lively and informative and it is recommended that using such techniques in future sessions will help to keep the council members connected, informed, and inspired. Clearly the members are enjoying their time on the council, and it may be worth considering giving more pre-work prior to the next session.

Appendix 1: Young Innovators Council Session 3 – Feedback

1. Do you feel the session was long enough for the topics covered?

[More Details](#)

● Too short	0
● About the right length	15
● Too long	0
● Other	0

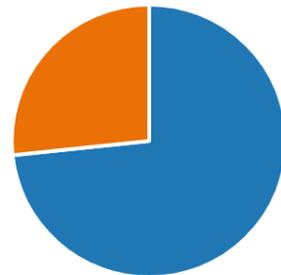


2. Did you feel that you had the opportunity to contribute?

[More Details](#)

[Insights](#)

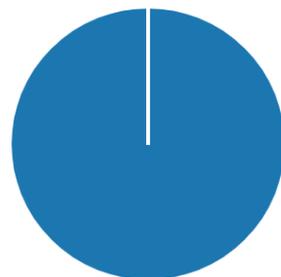
● Strongly agree	11
● Tend to agree	4
● Neither agree nor disagree	0
● Tend to disagree	0
● Strongly disagree	0



3. Did you feel that your ideas were listened to?

[More Details](#)

● Strongly agree	15
● Tend to disagree	0
● Neither agree nor disagree	0
● Tend to disagree	0
● Strongly disagree	0



4.

We tried out some new content this session with the Slido quiz, run by Jenny.
Did you enjoy this part of the session? Would you like to see more of this kind of thing?

Yes, it was very fun rather than just listening to people.

Yes I thought this was great but would have liked more time to answer the questions.

Partially, because for a lot of the questions I didn't get a chance to answer it, but I did learn some new things I hadn't learnt before!

Yes - I think this was fun and lifted the spirit a little!

Thought it was really good and engaging. Perhaps slightly longer to answer the questions before moving on to the responses.

Yes I did enjoy it and would like to see the quiz again in more sessions.

Yes it was very enjoyable

I enjoyed the quiz

Yes, I'd like for it to be used more.

Yes, I thought it worked really well!

Yes I enjoyed it and it would be nice to see more.

The quiz was very good

Yes this was a very good part of the session

The Slido quiz was amazing! I may be biased coming 2nd but I think the quizzes have their place in the sessions.

Yes, and was the right length of time

Any other comments?

It was a great session, thank you. I liked having more times in breakout rooms, and having smaller breakout rooms made me feel as if my ideas were listened to and I had time to talk.

Enjoyed the session thank you! 😊

Really enjoyed the sections from the guest speakers/witnesses. Always come away from the sessions with new information and topics I wasn't previously aware of. Really feels as if we are part of the projects :)

Social gathering! I want to know the council personally. There are so many brilliant people here and ever more connected we can do far more!

Extracted July 2021 (sample size: 15)