acknowledgements

COMMUNITY FUND

Old's Cool

contents

Old's Cool

Citadel Youth Centre's award-winning Old's Cool Intergenerational Project was originally set up in 2015, with the aim of supporting young people at risk of disengaging from school, to facilitate intergenerational activities to older people and present a record of their work to the wider community.

Since 2019, we have continued to build on the project through funding from the National Lottery Community Fund (Young Start): https://bit.ly/3J7sW3m We have broadened our work to include delivering Old's Cool community groups alongside our school-based activity. To achieve this we have worked towards the following Young Start outcomes:

* children and young people have better physical, mental and emotional wellbeing

* children and young people have better connections with the wider community

* children and young people get access to new skills and training opportunities which will help them to get a new job or start a business.

You can find out more about how this was delivered from our previous toolkit here: https://bit.ly/3MHM3Dj and in the following conversation: https://bit.ly/3Ib7XeZ

> "My favourite thing about Old's Cool was meeting the older people and getting to know everyone."
> (Young person)

> "I enjoyed being with the young ones."
> (Older Person)

Toolkit Aims

This toolkit shares our learning of delivering digital Intergenerational Practice (IP) throughout the COVID-19 pandemic and was co-designed alongside young people from our final Old's Cool group.

Key Benefits

Our toolkit highlights how despite the challenges of COVID-19, you can:

* Deliver quality Intergenerational Practice regardless of the delivery approach you take.

* Make a positive impact on social isolation and loneliness.

* Support both young and older people to become more confident in how they engage with digital technology and media.

How to use the toolkit

This toolkit has been primarily designed for practitioners looking to learn more about delivering digital IP. Those aiming to deliver in person will also find lots of useful information and inspiration. If you are new to IP, we recommend you read our previous toolkit: https://bit.ly/3MHM3Dj It provides Top Tips on how to get started and guidance on how to develop your own Old's Cool programme.

Having been co-designed by our fantastic young people, please keep a look out for their individual Top Tips throughout.

The Old's Cool model of INTERGENERATIONAL PRACTICE

The Old's Cool model of IP innovatively draws together both Youth Work and Intergenerational Practice.

The foundation of Old's Cool is based upon a Youth Work approach. Youth Work has three essential and defining features:

* **Young people choose to participate**
* **The work must build from where young people are**
* **Youth Work recognises the young person and the youth worker as partners in the learning process.**

We recommend reading *YouthLink Scotland's Statement on the nature and purpose of Youth Work* to familiarise yourself with these key features[1].

Generations Working Together (GWT) use the Beth Johnson Foundation definition of IP[2]:

"Intergenerational practice aims to bring people together in purposeful, mutually beneficial activities which promote greater understanding and respect between generations and contribute to building more cohesive communities."

No one will know the needs of your group better than you and for that reason this toolkit does not try to enforce a detailed programme of activities to be followed. Rather you should look at it as a series of *guiding principles* you can adopt to deliver your own unique Old's Cool programme.

Youth Link Scotland
https://bit.ly/3Enq9Sn

Generations Working Together
https://bit.ly/3ECiK1u

YOUTH WORK APPROACH + **INTERGENERATIONAL PRACTICE** = **Old's Cool**

Benefits of Intergenerational Practice (IP)

The following is a list of the benefits of IP developed by staff from Citadel Youth Centre and Pilmeny Development Project (PDP), who have worked in partnership to deliver the New Spin Intergenerational Café since 2010. These can be applied to a wide range of intergenerational settings including schools:

YOUNG PEOPLE

Improved confidence in communication

Opportunity to develop relationships with older people

Equal status with older people *– breaking norms*

Positive contact with adults

Being listened to by older people

Improved self confidence *– 'I can do that'* (stretching comfort zones)

Opportunity to impart learning

OLDER PEOPLE

Opportunity to socialise *– Older people have a sense of belonging*

Reduce social isolation *'loneliness'*

Improved Mental Health and Wellbeing

Improved physical health

Improved resilience

SHARED LEARNING – cooking, arts and crafts
CHALLENGING STEREOTYPES
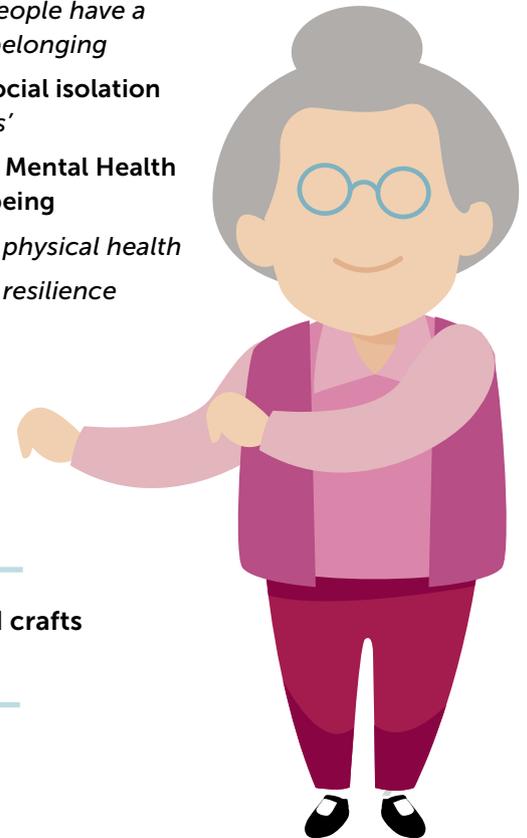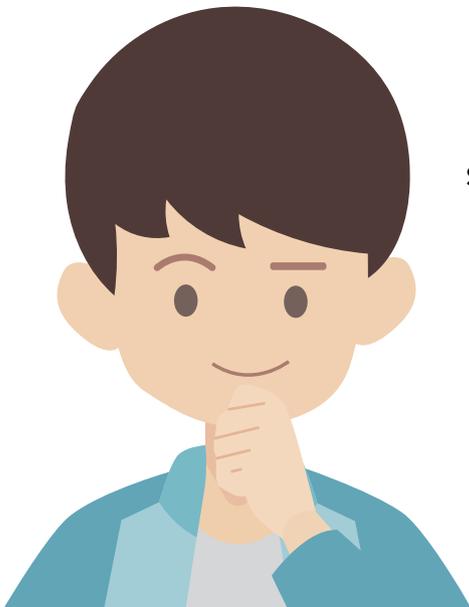
The catastrophic events of COVID-19 dramatically changed life for all of us. How we learn, play, work and connect with friends, family and our communities were all impacted. Digital skills and Digital inclusivity became a top priority. As a result, Old's Cool had to adapt and explore new ways of Digital IP to meet the challenge of connecting both young and older people in a safe and meaningful way.

Getting started with Digital IP can be overwhelming, the following podcasts provide information about The Citadel and some fantastic examples of our IP prior to and during the COVID-19 health crisis:

Living Leith Podcast with Willy and Connor
https://www.livingleith.com/podcast/episode/79b0dd39/willy-and-connor-from-the-citadel-youth-centre

CLD Talks – Intergenerational Practice with Ryan McKay
https://open.spotify.com/episode/0gDPRMRN0Oe1s0T4OJBx5N

For more on how we responded during the pandemic check out our Case Study Best Practice examples (pages 10-13)

What is Digital Intergenerational Practice?

Digital IP within the Old's Cool model is:

The use of digital youth work skills and technology to foster intergenerational connectivity and relationships. It may refer to activity which takes place in person, between generations online, via a hybrid approach.

Digital Youth Work can be described as:

'digital youth work means proactively using or addressing digital media and technology in youth work, digital youth work can happen in face to face situations as well as online environments and digital media and technology can be used as a tool, activity or a content in youth work'.

(EU expert group, 2017)

DIGITAL IP

ONLINE: taking place over Zoom, the young and older people are not together.

HYBRID: a combination of online and in person. Typically, the young people together in one space and the older people connecting online.

IN PERSON: young and older people together in person. May still draw on digital media and technologies.

Our Digital Intergenerational Practice Timeline

DEC 2019	MARCH 2020	DEC 2020	JAN 2021	JUNE 2021	OCT 2021

ESTONIA

Digital Youth Work conference, where we shared our Digital approach to delivering Old's Cool.

Our final in Person Old's Cool group pre-COVID-19

🔗 **Cinetopia film**
https://www.leithforever.org/100days/day98

COVID-19 PANDEMIC

UK goes into lockdown

ONLINE DELIVERY

Our first Online Old's Cool group is delivered

🔗 **SCVO - Connecting Scotland Digitally Across Generations**
https://bit.ly/3reUwUs

ANALYSIS

Enough time has passed for us to reflect on what we have learned

🔗 **ICS Blog**
https://bit.ly/2U0Eotu

New Spin Digital Tips Blog
https://bit.ly/3KGF63z

HYBRID LAUNCH

Our first hybrid Old's Cool group is delivered

RETURNING

Return to face-to-face Old's Cool sessions

Digital approaches to IP have only recently emerged. Our timeline charts our journey to embracing Digital IP both pre and post lockdown:

What Intergenerational Approach are you?

As we move out of COVID-19 restrictions you may be able to choose the style of Intergenerational Practice you would like to use. Use our *What Intergenerational Approach are you?* Framework to see what approach would best suit you.

Are you thinking of delivering Intergenerational Practice?

YES

NO

You're joking! Have you even read the Toolkit?

Do you have access to technology and are you confident with it?

Can your group meet in person?

YES

NO

YES

You are ONLINE
Connecting young and older people over Zoom is your thing. Making sure everyone can connect can be a challenge, but a great opportunity to improve the digital skills of both your young and older people.

Can you do both?

You are IN PERSON
You enjoy connecting face to face, just keep in mind not everyone may be able to attend.

You are HYBRID
You like to keep your options open and by allowing your participants to connect both online and in person, you can also maximize how many can take part.

Intergenerational Approach Comparison Chart

Similarities and individual qualities of each approach	IN PERSON	ONLINE	HYBRID	OLD'S COOL EXAMPLES
Creates meaningful intergenerational connection between generations	✓	✓	✓	These qualities form the basis of all our Old's Cool groups. For more on how these qualities can form the foundation of your intergenerational practice check out our previous toolkit: https://bit.ly/3MHM3Dj
Mutual benefit to both young and older people	✓	✓	✓	
Encourages greater understanding and respect between generations	✓	✓	✓	
Can improve digital skills	✓	✓	✓	In person example - our Leith photography project with Access Media used cameras and iPads with both generations.
May allow participants who can't join in person to take part		✓	✓	Hybrid example - older person attending over Zoom rather than in person.
Enables partners to deliver sessions who otherwise may not be able to		✓	✓	Online example - working with Leith Comedy Festival, they selected a comedian based in London to run sessions with our young and older participants in Edinburgh.

YOUTH WORK APPROACH

+
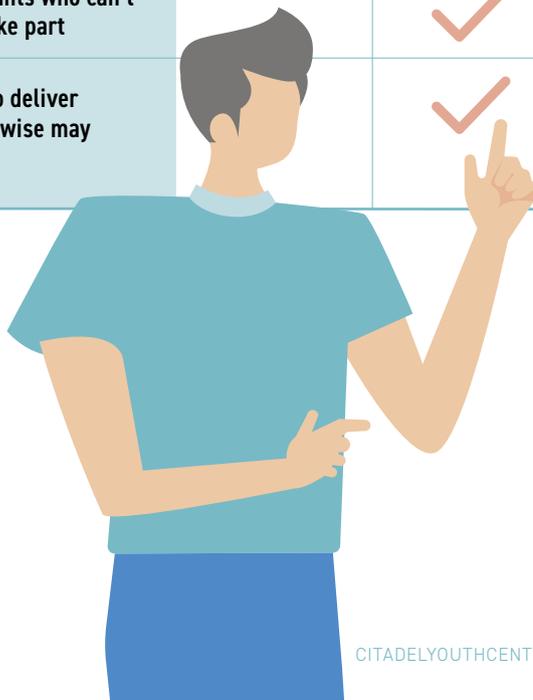
INTERGENERATIONAL PRACTICE

=

Old's Cool

Best Practice examples

The following case studies provide examples of how we delivered Intergenerational Practice online and via a hybrid approach.

Covid19 Stories
with Emer O'Leary

For this group we worked in partnership with local graphic visual facilitator Emer O'Leary to train the young people in the use of drawing and visual storytelling techniques. The young people then used these new skills to interview the older people about their experiences of COVID-19 over Zoom.

You can read more about this group here:
https://bit.ly/37j8taH

CHALLENGE:
Bringing young and older people together over Zoom for the first time.

Try this out: Icebreaker

1 Draw 3 shapes: a circle, a square and a triangle.

2 Then using your imagination transform the shapes into whatever you want!

3 Once you are finished, show us what you have drawn!

> " **Zoom can be hard at times, but it's always amazing to see the young people.**
> (Mary - Older person) "

> " **We used the ice breaker exercises to allow our brains to start thinking more creatively, as well as an exercise that all generations found easy and fun!**
> (Macie -Young person) "

Archaeology in Leith
with Archaeology Scotland

In this group the young people learned about Leith's archaeological past, working with the older people to create a custom set of Citadel 'Leith' Top Trumps cards. The young people learned about various archaeological time periods through a mixture of creative art play and local site surveys. They also connected with older people over Zoom to capture their historical stories of Leith.

CHALLENGE:

This hybrid group was delivered with significant COVID-19 measures still in place and this had to be factored into our sessions at the Citadel.

Try this out:

Why don't you have a go trying to create your own custom Top Trumps game

https://bit.ly/3CO7bDw

case Studies

Woman in STEM
with Edinburgh Science Festival & Artist Shona Hardie

Working with Edinburgh Science Festival and their Women in STEM Street Art Trail: https://bit.ly/35YP4Po our young people learned about various leading women in STEM, then selected the first British astronaut Helen Sharman OBE, to be commemorated in a mural portrait.

Over several Zoom sessions our young people passed on their new knowledge about their chosen STEM icon to the older people. They also created space themed activity packs and an art workshop which they facilitated.
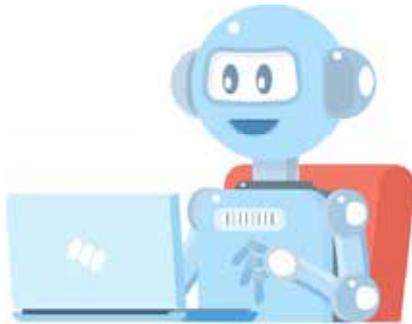
CHALLENGE:
Time had to be factored in to prepare and deliver all the activity packs to the older people

Try this out:
Zoom fatigue can often set in when delivering digital IP, but using the activity packs the young people were able to create engaging and fun sessions for the older people. What themes could you explore and what could you include in your activity packs?

> " I only work with this group one day a week but they have been amazing throughout it.
> (Volunteer) "

Games Design and Play
Edinburgh Sculpture Workshop (ESW) & Artist Fraser Gray

During design workshops at ESW, the young people had the opportunity to create their own game concepts through play based, free structured sessions and a variety of arts supplies and recyclable items. They were also encouraged to take their games home in-between sessions to process and amend what they had created at their own pace. This asynchronous learning experience led to even more creative and inspiring game concepts, which our young people were enthusiastic to present to the older people over Zoom.

> **A lot of people say that the young and older generations don't come together. But if you see through the lines, they can come really close to one another.**
> (Young person)
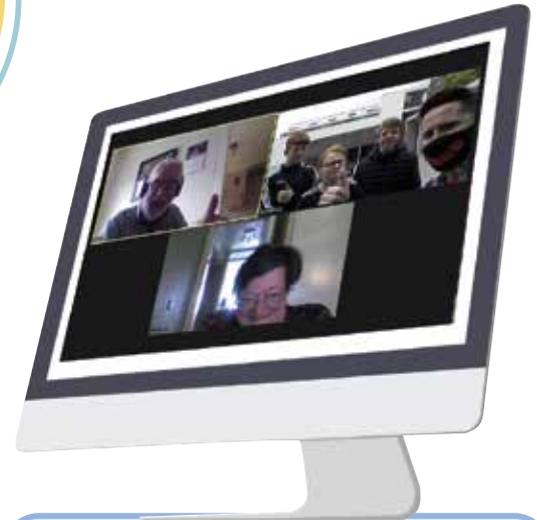
CHALLENGE:
Getting the young and older people to play meaningfully together when they couldn't physically meet.
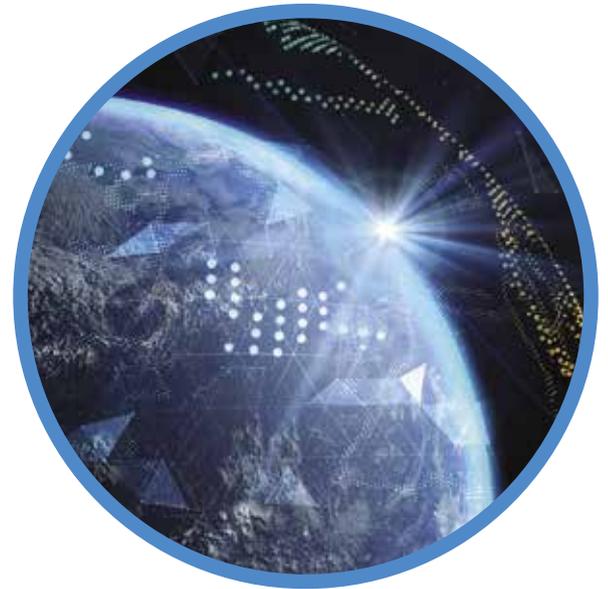
Try this out:
Everyone has items they can use to create their own games at home, anything recyclable is a great start. What things could you use in your own online and hybrid sessions?

To help engage our older people in Digital IP we provided 1:1 sessions both in person and online using Google Earth.

It's a fun way to build confidence with digital skills.

What is Google Earth?

Google Earth is Google's other mapping program, and it provides more of a satellite's eye view of the globe. Whereas Google Maps mainly focuses on navigation, Google Earth is more about discovery. Google Earth has captured approximately 98% of the globe, so there's plenty to explore.

You can use Google Earth to visit dream destinations, zoom in on the details of famous sites, interesting locations and even visit Mars and the Moon!

What else can you do with Google Earth?

You're able to upload your own photos and videos to the site or choose to share stories with others. You're also able to draw on the map, get 3D guided tours, dive in the oceans, travel back in time and much more.

> **I've never been on a plane before, but thanks to Google Earth I've visited the pyramids in Egypt and Niagra Falls!**
> (Older Person)

TOP TIP!
You can download Google Earth to a phone or tablet and use touch screen/and or a stylus to help navigate.
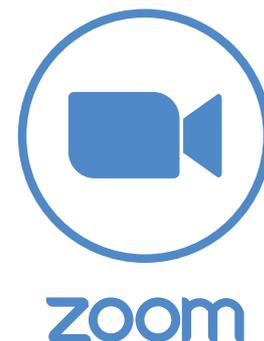
Try this out:
What dream destinations could you visit online with your older people?

What is ZOOM?

Zoom is a FREE online video communication tool that enables you to connect with people over the internet. You are able to see and hear others in the same session and have a conversation with them.

Using Zoom for the first time

❋ **You will need a device that is connected to the internet.**
The device can be a smartphone, tablet, computer or laptop.

❋ **You will need the Zoom app.**
If you don't have the Zoom app on your computer already, when you click on your first invite link, it will initiate the download (you only need to do this once).

❋ **Download the app and complete any prompts.**

What happens now?

❋ **The organiser of the Zoom session will send a link to you to access to the online session.**
A few minutes before the meeting, click the link, create your username and click '**Join Meeting**'.

❋ **You may be asked to type in the Meeting ID and Password provided by the session organiser.**

❋ **A few minutes before the meeting is due to start click on the link you have been provided with.**
The next screen will show an option to **Join a Meeting** and you need to click it

❋ **The next screen will ask if you want to join with video.**
This will allow you to see others in the session and for them to see you, this can be turned on and off during the session if you wish

❋ **You will then be asked if you want to join with audio.**
This will allow you to hear others in the session and for them to hear you, again this can be turned on an off during the session.

During the session

❋ **At the bottom of the screen there are some icons of a video camera and a speaker, by clicking those you can turn the video or sound on or off.**
The person who is speaking will be the one onthe big screen. Everyone else joining the session will be in the smaller screens.

How to leave the meeting

❋ **You can leave the session at any time. Click '**Leave Meeting**' at the bottom right-hand corner of the screen.**

helpful advice

How to turn your intergenerational project into a digital one

Top Tips from our young people

1 **Don't overcomplicate it** – sometimes using the tried and tested can work just as well. On one session we struggled to get Zoom working so we interviewed the older person over the phone, and it was great!

2 **Have a backup** – when thinking about this tip, our young people all agreed when you go on holiday you should always remember to pack extra underwear! This is a funny reminder to always have a backup plan, as delivering any digital work will inevitably have unexpected challenges.

3 **It's not all about technology** – when delivering digital IP, it can be easy to become preoccupied with technology. Remember it's relationships that really matter and don't forget to consider the feelings of the older people you are trying to connect with.

Top Tips from practitioners delivering digital IP

**✳ Build Positive Relationships**

Digital technologies have their place, but without relationships, you won't have a successful Digital IP project. Place building positive relationships, at the forefront and you will have a solid foundation on which both generations can digitally innovate together.

✳ Include the Five Senses

Build better digital connections by ensuring you capture the 5 senses in each session. Create activity packs that your participants can use to explore different smells, materials, textures, and tastes. In doing so you can make your sessions as sensory as possible.

✳ Time makes all the difference

Don't underestimate the amount of time it will take to plan and organise successful digital intergenerational activities. This is particularly relevant if you are organising the home delivery of activity packs, IT support, and resources.
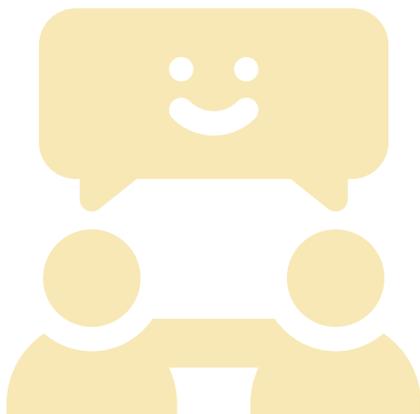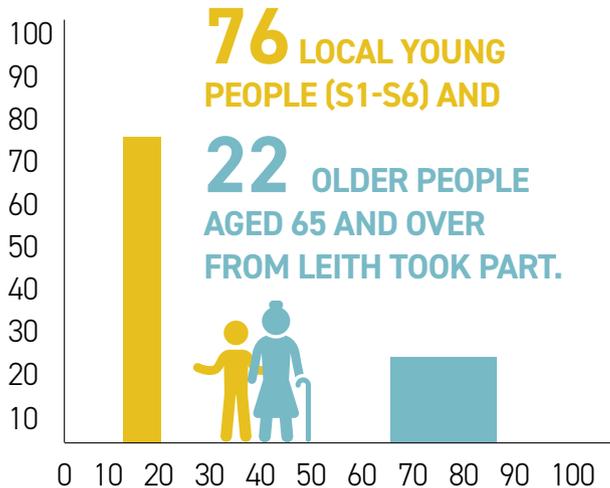
76 LOCAL YOUNG PEOPLE (S1-S6) AND

22 OLDER PEOPLE AGED 65 AND OVER FROM LEITH TOOK PART.

Ages ranged from **(12-17)** for the young people and **(65-88)** for the older people.

4 DIFFERENT AWARDS HAVE BEEN DELIVERED:

Heritage Hero Awards
Dynamic Youth Awards
Saltire Awards
Young STEM Leader Awards

Our young people presented their learning about digital IP online to a selection of worldwide stakeholders at the Dundee University led

Age-Friendly-Living-Ecosytem Project
https://bit.ly/3wePJXl

"Doing the presentation opened my eyes to how much we achieved with our digital intergenerational work.
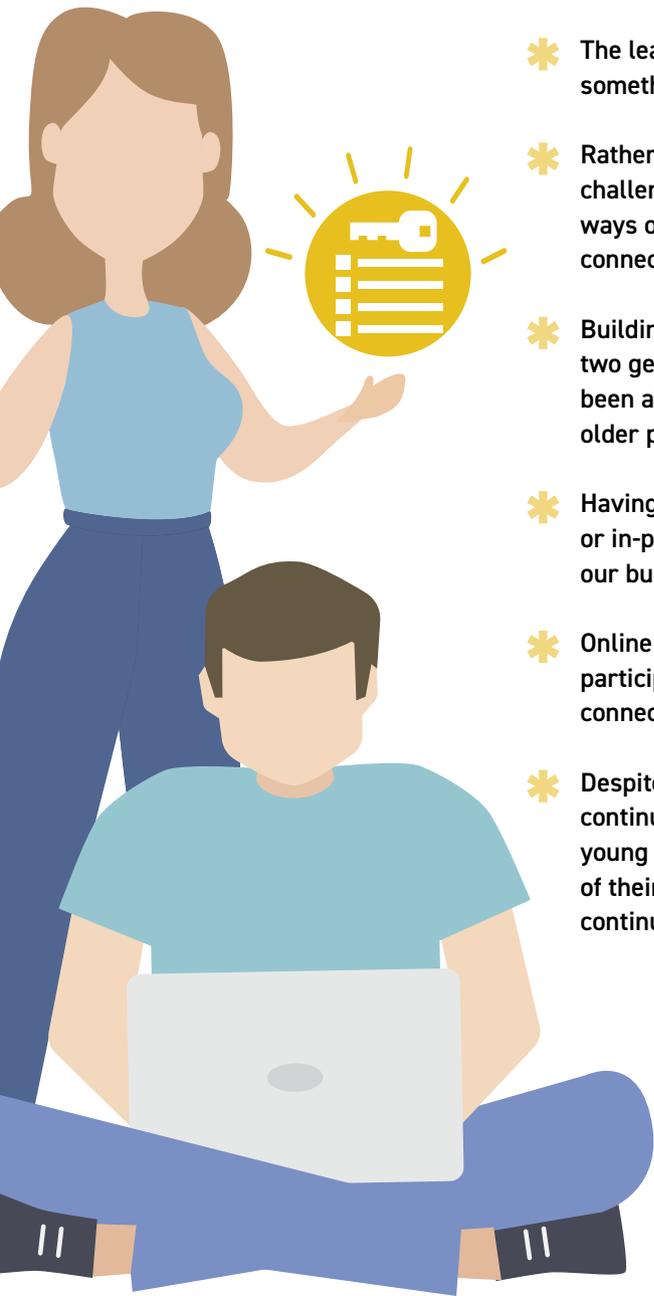(Young person)"

GENERATIONS WORKING TOGETHER EXCELLENCE AWARDS

In March 2020, we won the top award for **Promoting Achievement and Attainment in Education.**

WE WORKED WITH **17** DIFFERENT PARTNERS OVER 3 YEARS.

What we learned

✳ The learning we made about Digital IP is something we will utilise moving forward.

✳ Rather than see Digital IP approaches as challenges, we will welcome them as valid ways of enabling more generations to connect.

✳ Building on our young peoples' digital skills, we have enabled two generations to connect who otherwise would not have been able to. This has enabled socially isolated young and older people to continue building positive relationships.

✳ Having the ability to run entirely online, via hybrid approaches or in-person, offers us more flexibility in terms of how we use our building space.

✳ Online and hybrid approaches to delivery may allow participants and partners who can't attend in person to connect.

✳ Despite COVID-19, members of the wider community have continued to benefit from the intergenerational activities our young people have facilitated and recorded. Seeing examples of their media projects created with older people has continued to challenge the notion of a 'generation gap'.

> "We have enabled two generations to connect who otherwise would not have been able to."
> (Young Person)

Useful Links / Further Reading

Getting online support
https://bit.ly/3vnddaY

European Guidelines for Digital Youth Work
https://bit.ly/3vkKlAb

**Digital Youth Work -
Your Digital Resource Hub**
https://bit.ly/3EBNAY0

INN Hybrid meeting blog
https://bit.ly/3Mpivtx

Old's Cool Previous Toolkit
https://bit.ly/3MHM3Dj

REFERENCES

1 Statement on the nature and purpose of Youth Work. YouthLink Scotland

2 Beth Johnson Foundation definition of IP, Generations Working Together (GWT)

citadel

Working with the Leith Community since 1980

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