



Rhwydwaith  
Cydgynhyrchu  
Cymru

Co-production  
Network  
for Wales

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Pawb gyda'i gilydd  
All in this together

# Co-producing evaluation: Asking the questions that matter

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@copronetwales #coproduction

# Co-production: what?

In the context of public services:  
an asset-based approach that  
enables people providing and  
people receiving services  
to **share power and responsibility**,  
and work together in equal,  
reciprocal and caring relationships.



LADRA SORVALA

**It creates opportunities for people to access support  
when they need it, and to contribute to social change.**

# 5 co-production principles

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# 5 co-production principles

1. Value all participants, and build on their strengths.
2. Develop networks of support.
3. Do what matters for the people involved.
4. Build relationships of trust and share power.
- 5. People can be change makers, and organisations become enablers.**



# **Why #1: austerity** **a tough socio-economic context**

decreasing budgets

fewer staff

increasing demand

+ failure demand



# Why #2: bad help disempowering services

*The world of helping others is built around **one-way transactions** which send two unintentional messages:*

- We have something you need, but you have nothing we need or want or value.*
- The way to get more help is by coming back with more problems.*

– Edgar Cahn

*We **understand ourselves**, our identities, through our relationships with others.*

– Nunkoosing & Haydon-Laurelut, 2013

# Why #3: legislation a growing body of Welsh policy

- **SOCIAL CARE AND HEALTH**

- Social Services and Wellbeing Act (Wales) 2014
- National Outcomes Frameworks (2016)
- Prudent Healthcare Principles (2015)
- Making Choices Together (Choosing Wisely): Changing clinical conversations (4 questions)

- **WELLBEING AND SUSTAINABILITY**

- Wellbeing of Future Generations (Wales) Act 2015
- Vibrant and Viable Places: New Regeneration Framework

# For citizens, staff and organisations

- empowerment and ownership
- improved health and well-being
- stronger, more cohesive communities



- more relevant and effective services
- sustainability and value for money



- happier, more fulfilled staff
- healthier organisations



# Falmouth Connecting Communities

post natal depression	down 70%
childhood asthma	down 50%
teenage pregnancy	<b>down to 0</b>
child protection rates	down 42%
overall crime rate	down 50%
unemployment	down 71%
educational attainment	<b>up 100%</b>

# Falmouth Connecting Communities

Savings 3.8 - 6.4 : 1



**TR14ers**

*"Through dance we can change ourselves, others, and the communities of which we are a part."*



# ACE Action in Caerau & Ely

## Time Credits / Time Bank

- 31,000+ hours volunteering
- 80+ community groups
- Community Ambassadors & Community Health Strategy
- **86% stronger networks**
- **77% greater quality of life**
- **60% healthier**
- **26% less social care support**

## 50% of organisations report

*improved services*

*same/fewer resources*



# Co-production and evaluation

## EVALUATING CO-PRODUCTION

Academic research  
Knowledge creation  
More time

## CO-PRODUCING EVALUATION

Delivery organisations  
Impact measurement  
Less time

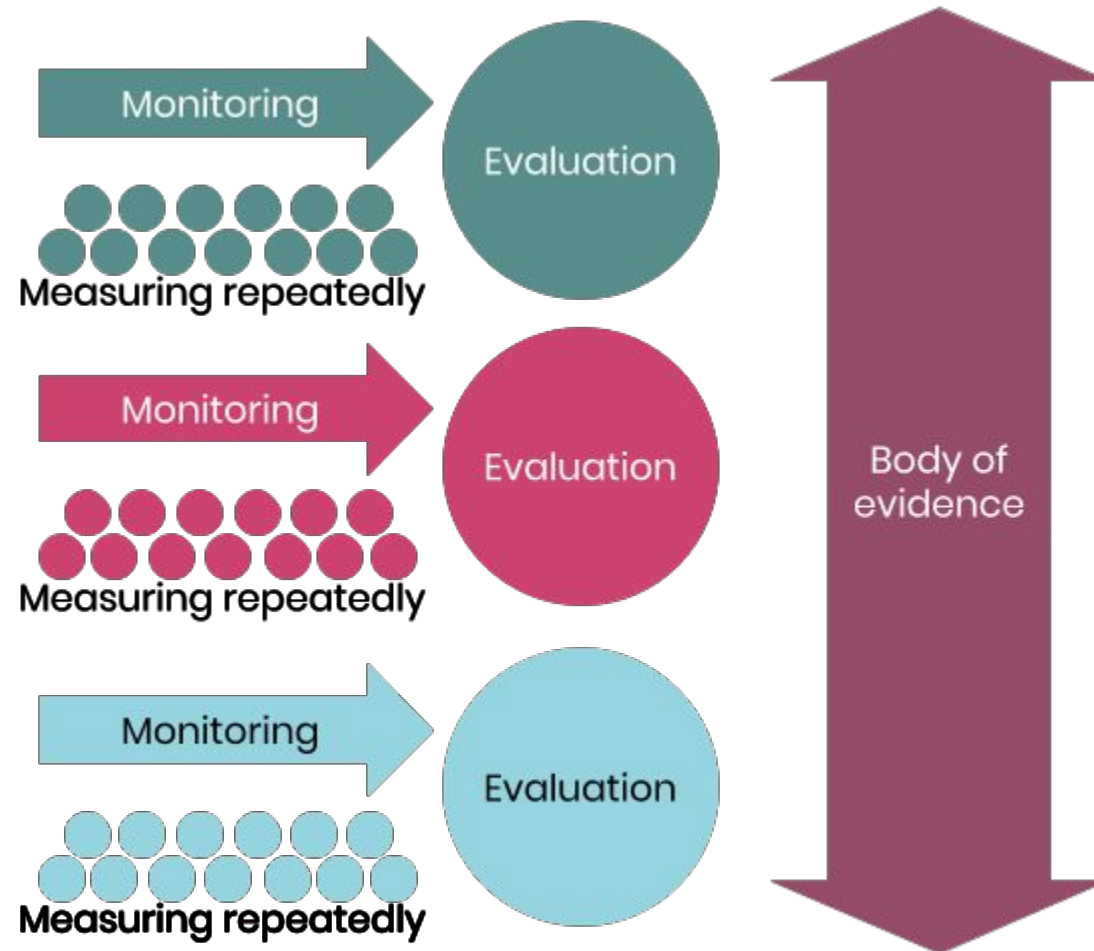
Co-commissioning

Co-design

Co-delivery

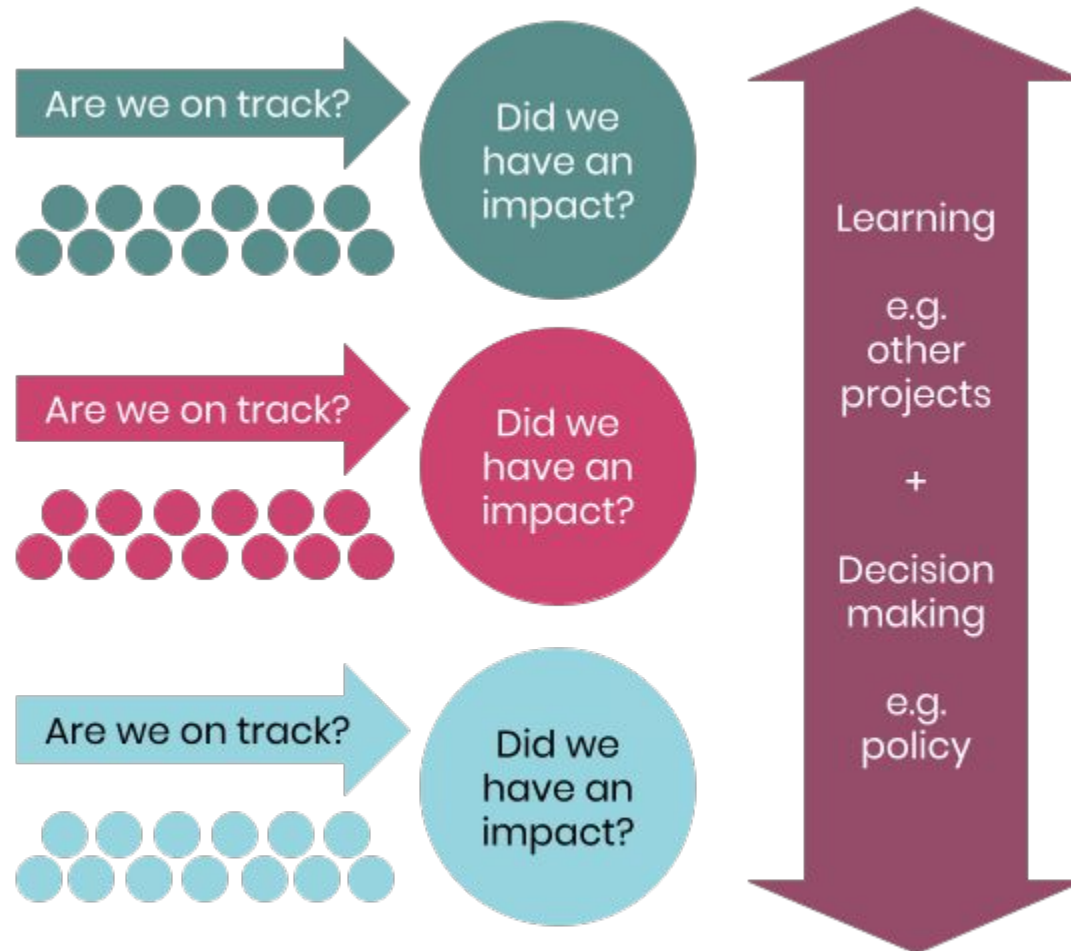
Co-evaluation

# What are we talking about?

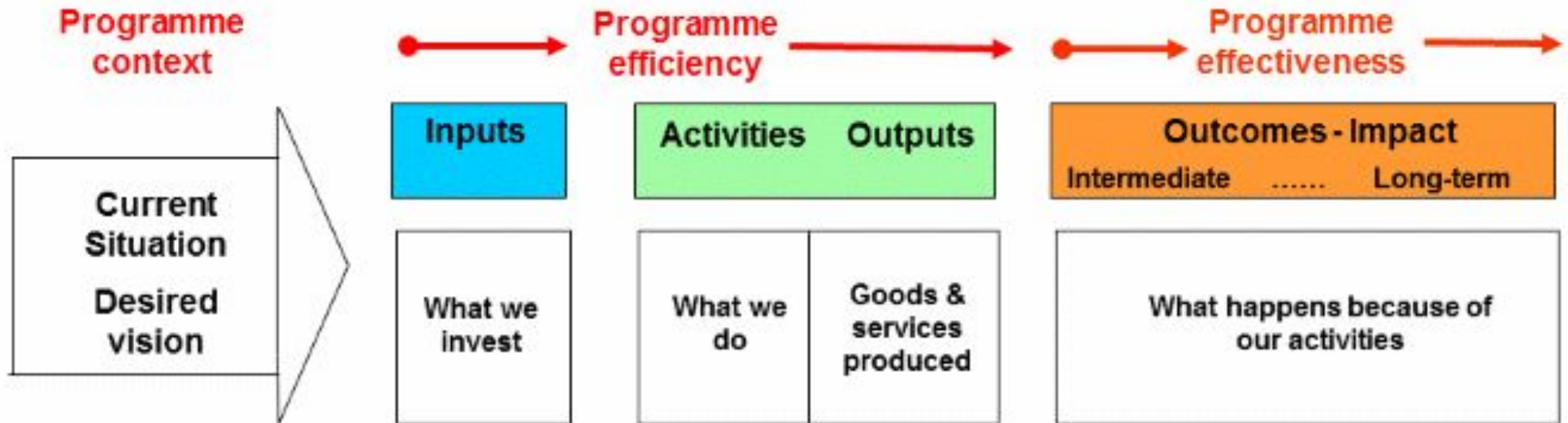




# Why does it matter?



# What do we measure?



efficiency  
=  
things

effectiveness  
=  
people

QUANTITATIVE

QUALITATIVE

# From outputs to outcomes



- **outputs** - *what the system does*
- **outcomes** - *the effect it has / the difference it makes*
- **personal outcomes** – *who decides?*

# What matters?

**Indicators shape delivery**

*aka:*

**What you measure gets done**

**Who decides what matters?**

**Who is the “expert”?**

*Spoiler: both citizens and professionals are*

# Sarah's Journey

The true story of a domestic violence survivor, and what could have been

- What **actually** happened
- What **could have** happened without any intervention



They met in 1996 and married in 1999.

The abuse starts gradually. He is first physically violent when she is pregnant.

Her son is diagnosed with autism as a toddler. Later they go on to have twins.



He starts to abuse the children, so she asks him to leave.

20 callouts:  
£40,000

She calls the police regularly about the violence, who always call social services. He isn't charged as she defends him, out of fear.

She feels isolated and unable to cope alone, so, hopeful he will change, she returns. Instead the abuse intensifies.



After two more years the children are taken into care. Sarah never feels supported to leave.

None of the children are adopted because of their age and complex needs. All stay in care until age 18.

care / year:  
£35,624  
(x3 until age 18)

older son -  
SEN, housing,  
prison:  
£1,466,982

The oldest son moves straight from care into residential support for adults with learning disabilities. Violent outbursts lead to a prison sentence for GBH.

One twin develops mental health problems, including self harm. The other twin is aggressive, violent and a regular truant. As young adults they become locked in the criminal justice system.

fare:  
£5,092,330

twin 1 - SEN  
& mental health:  
£1,124,340

twin 2 - SEN  
& offences:  
£1,142,920

She visits a drop-in run by her local domestic violence service. They see she is at high-risk, and insist social services open a case.

drop-in:  
£305

All three children have emotional difficulties and special educational needs (SEN) and the two youngest twins (age 3) cannot yet speak.

He makes threats to kill her, and a MARAC is convened. No mental health support is provided for her or her children.

MARAC:  
£11,900

SEN 2 yrs:  
£12,715  
1 year

group work  
for her:  
£60

child support  
therapy:  
£540

The domestic violence service supports her, and a pre-school supports the children.

All three children's behaviour improves, and the youngest two no longer require special educational support at school.

fare:  
£78,235

#HearMe

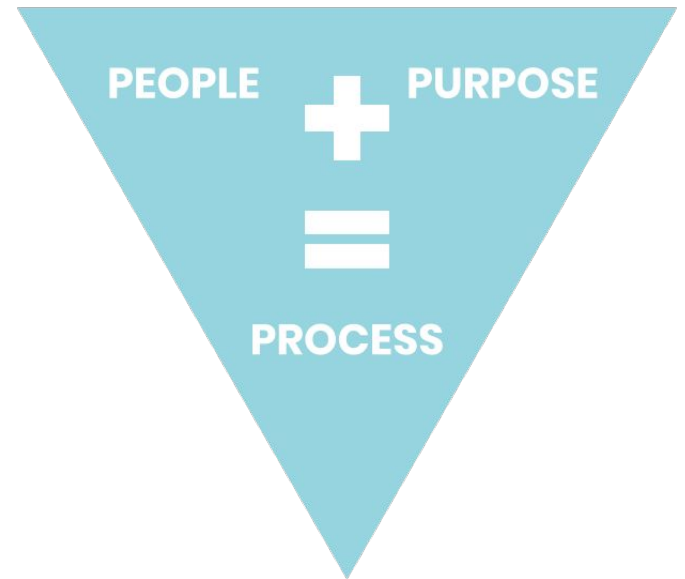
[www.womensaid.org.uk/change](http://www.womensaid.org.uk/change)

women's aid

until women & children are safe

# So how do you decide?

- What's your theory of change?
- Ask what matters!
- Co-create your indicators.
- Ask the right questions,  
of the right people,  
in the right way.
- People = both service users + staff
- Measure WHAT you do & HOW you do it.



# Join the movement.

[www.copronet.wales](http://www.copronet.wales)

[hello@copronet.wales](mailto:hello@copronet.wales)

  [copronetwales](#)



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