Co-producing evaluation: Asking the questions that matter

Noreen Blanluet
Co-production Network for Wales
@copronetwales #coproduction
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.

It creates opportunities for people to access support when they need it, and to contribute to social change.
5 co-production principles

1. Value all participants, and build on their strengths.
5 co-production principles

1. Value all participants, and build on their strengths.

2. Develop networks of support.
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.
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 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)
  • 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: down to 0
- child protection rates: down 42%
- overall crime rate: down 50%
- unemployment: down 71%
- educational attainment: up 100%
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?

- Monitoring
  - Measuring repeatedly
  - Evaluation

- Body of evidence
Why does it matter?

Are we on track? Did we have an impact?

Are we on track? Did we have an impact?

Are we on track? Did we have an impact?

Learning
- e.g. other projects
+ Decision making
  - e.g. policy
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.

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

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

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

20 callouts: £40,000

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

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

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

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

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.

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

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

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

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

MARAC: £11,900

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

Marriage: £146,982

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.

Other son - SEN, housing, prison: £1,124,340

Drop-in: £305

Twin 2 - SEN & offences: £1,142,920

Twin 1 - SEN & mental health: £5,092,330

The youngest child improves, and her daughter isSecured!

The second youngest son’s behaviour improves, and the youngest no longer require special educational support at school.

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

fare: £5,092,330

www.womensaid.org.uk/change

women’s aid
until women & children are safe

#HearMe

fare: £78,235

fare: £78,235

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
hello@copronet.wales
copronetwales