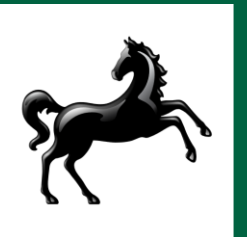


Lived Experience Leadership Programme Pilot – Session 8

May 2024

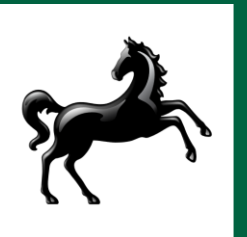
LLOYDS BANK
FOUNDATION
Channel Islands



Dr Lucy Wainwright Epic Consultants

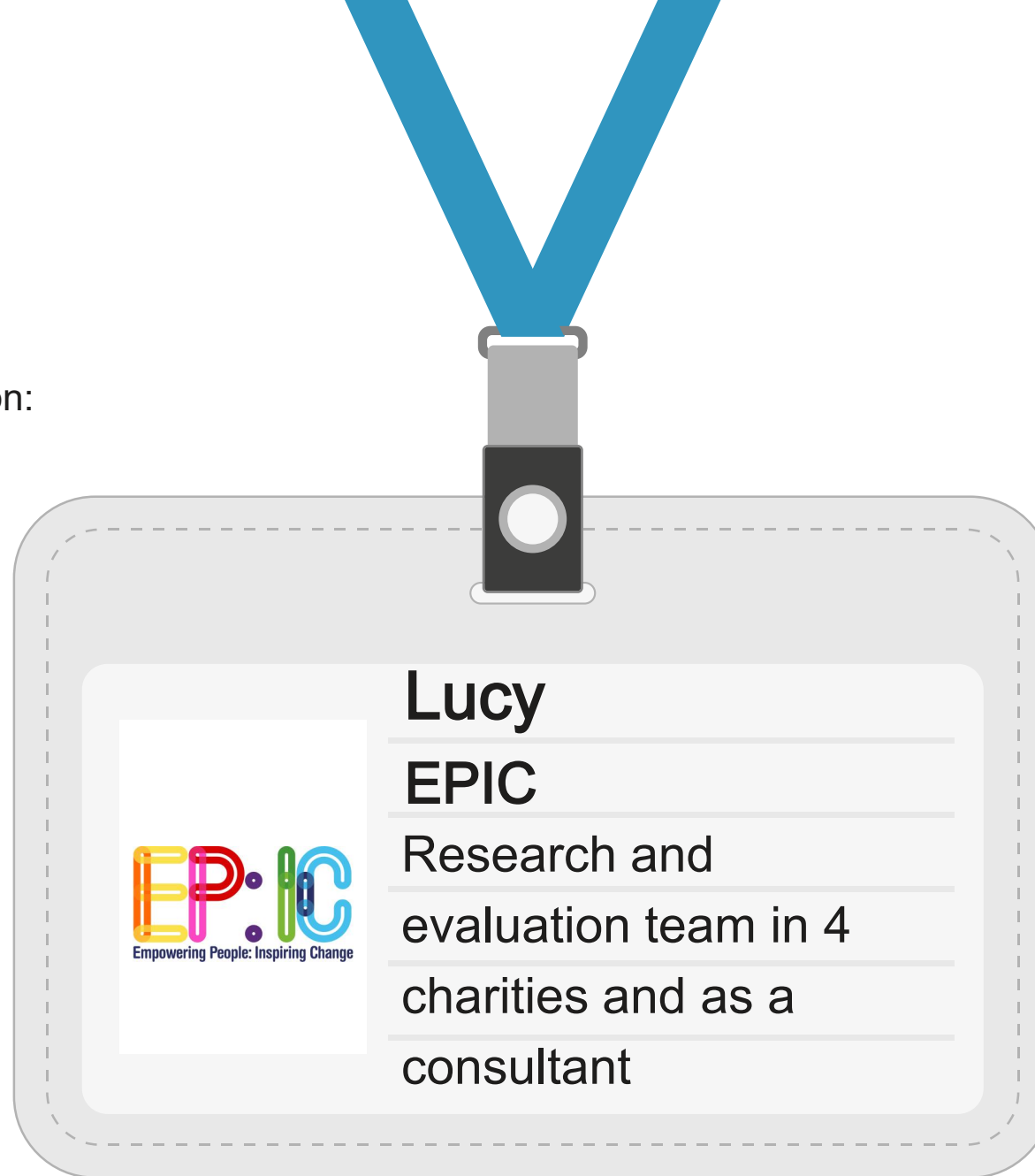
Evaluation

LLOYDS BANK
FOUNDATION
Channel Islands



Introductions

Name, type of organisation,
existing experience of
evaluation within organisation:



The word evaluation

DEF:

“
The making of a judgement about the amount, number, or value of something; assessment.
”

Lots of people fear evaluation.

And research.

Perception and fear can be biggest obstacle – both as an organization setting out on an evaluation, and as a participant.



This session

- ✓ Running through some elements of evaluation
– what is it, how do you approach it, and some of the key methods and principles.
If this is familiar to you – keep in mind how you might evaluate your Lex involvement.
- ✓ Considering how it feels to be a recipient of evaluation activity.
- ✓ Employing the skills of a peer researcher within the evaluation process.
- ✓ Considering how to evaluate impact of bringing lived experience into the organisation.

What is evaluation?

As people working in charities, its important to ask questions about the services provided:



Does the service I provide do what I think it does?



Are there any difference in outcome or experience according to the type of people involved?



Is there anything I could do to improve this service?



What can I learn from those who use my service?

Essentially these are the types of things we look for in evaluation.

Evaluation types

There are many types of evaluation (used in isolation or as a combination):

Formative evaluation

evaluation that takes place before or during a project's implementation with the aim of improving the project's design and performance.

- Need assessment
- Training (like this!)

Process evaluation

evaluating how well the programme ran:

Did you implement the programme according to your plan, and how well did it go?

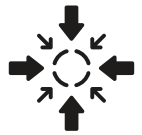
Outcome / impact evaluation

assessing the progress in the outcomes that the programme is seeking to address.

Economic evaluation

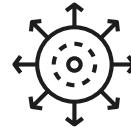
consider both resources used and outcomes achieved simultaneously. Useful in supporting decision-making when resources are limited.

Evaluation can be internally or externally facilitated.



Internal evaluation

- ➔ An extension of monitoring - work in practice and not finite
- ➔ Less intrusion.
- ➔ Can create bespoke assessments.
- ➔ Connections already made.



External evaluation (Lex Charter)

- ➔ Harder for others to suggest bias – independent.
- ➔ Someone else to manage this – not on staff time.
- ➔ Removes some social desirability bias.

Many go with both 😊

Theory of change

Useful to start evaluation by considering a Theory of Change (perhaps within formative evaluation)

Theory of change (Weiss, 1995) is a process of thinking through and documenting how an intervention is supposed to work, why it will work, who it will benefit (and in what way) and the conditions required for success.

A theory of change is ideally developed in the design phase of an intervention, but many people do generate these retrospectively.

Some theories of change draw from scientifically tested behaviour change theories because they can tell us a lot about how to positively influence people's behaviours.

Experience of Theory of Change around the room?



AVENUES OF CHANGE

MARCH 2018

INSPIRATION:

- Willingness of FAMILIES to Co-create - when they're SUPPORTED
- Families know they're not ALONE - there's HELP!
- We've ACCOMPLISHED So MUCH!

RESILIENT NEIGHBOURHOODS WHERE CHILDREN THRIVE!



CONNECTION

"it takes a VILLAGE to raise a CHILD"

CULTURAL Diversities in OUR NEIGHBOURHOOD

BENEFITS:

- grassroots FEELING HELPED PEOPLE JOIN IN
- WE IDENTIFIED GAPS: CHILD CARE... DAD PARENT GROUPS...
- it doesn't have to be FANCY: INFORMAL IS GOOD
- RELATIONSHIPS: People get INVOLVED when they KNOW SOMEONE

Sustain the MOMENTUM

... small steps START BIG THINGS!

COMMUNICATION

This isn't the PAST TENSE: KEEP TALKING!

ONGOING LEADERS

Building in Succession planning

DON'T THWART POTENTIAL

BUILD RESILIENCY WITHIN THE PROJECT WHEN THE GROUP YOU START WITH MAY NOT BE THE GROUP YOU END WITH

WHAT HELPS ENGAGEMENT: FEELING VALUED

We have DIFFERENT TYPES of communities

it's 2-WAY

COME TOGETHER

INFORMAL, DIVERSE ENVIRONMENTS ARE CATALYSTS FOR OPPORTUNITIES!

LISTEN AND WORK TOGETHER

THE NEED FOR SHARED GOALS, VALUES + SPACE TO BE HEARD - INSPIRING RESIDENTS + CIVIC LEADERS TO MOVE OUTCOMES OUTSIDE OF COMFORT ZONES TO BREAK DOWN BARRIERS!

Back in 2013...

We knew this AREA had HIGHER RATES of VULNERABILITY

SAFETY CHILD CARE TIME ACCESSIBILITY RESOURCES

Let's ASK PARENTS what they NEED...

OUR THEORY OF CHANGE:



RESOURCES INCLUDED:

- people
- leadership
- space
- funds
- food
- resources
- social media

STRATEGIES

- Leadership, collaboration
- advisories
- community champions
- partner organizations

and Connections

IN THE PROJECT EVALUATION WE HEARD:

CHALLENGES:	NEEDED RESOURCES:
• capacity	strong community champions
• resources	MORE FUNDING
• staffing & funding	staff who are multi-lingual
• space	community VENUE

"I'm HAVING a HARD TIME BECOMES 'Oh! the Community IS HAVING a HARD TIME'."

PLACE

LIBRARY SPACE + BEING MORE CONNECTED TO PLACE

THINGS BEING FREE help families



FAMILY HOLIDAY CHARITY THEORY OF CHANGE

Families:

- Have hope for the future
- Feel able to tackle challenges
- Are more active in their community

Including families in tourism is widely supported

Families feel supported and are planning more holidays

5

6 MONTHS LATER

THE DIFFERENCE WE WANT TO MAKE

Tourism is available for all families

Every family feels able to spend quality time away together

Government policy includes all families in tourism



6

A YEAR LATER

Barriers to taking part in tourism are reduced

Families:

- Wellbeing is improved
- Have positive relationships with referrers and in their communities

Including families creates savings for public services



Families:

- Are now trying new things
- Have more confidence
- Are getting on better
- Enjoy looking back
- Have a new outlook and are using new skills
- Have a stronger relationship with their referrer

Families feel part of a new community

Benefits and opportunities of including families is better understood

4

JUST AFTER THE HOLIDAY

3

DURING THE HOLIDAY

Families:

- Try new things
- Get a much needed break
- Feel closer to each other
- Mental health improves
- Feel rested and have fun
- Create happy memories

Key relationships are strengthened

- New customers are introduced to tourism
- Families want to do it all again

1

WHAT WE DO

- Provide holidays for families facing tough times
- Help families make the most of a holiday
- Support families to share their stories
- Show why including families in tourism is important
- Build partnerships with those who can help

2

BEFORE THE HOLIDAY

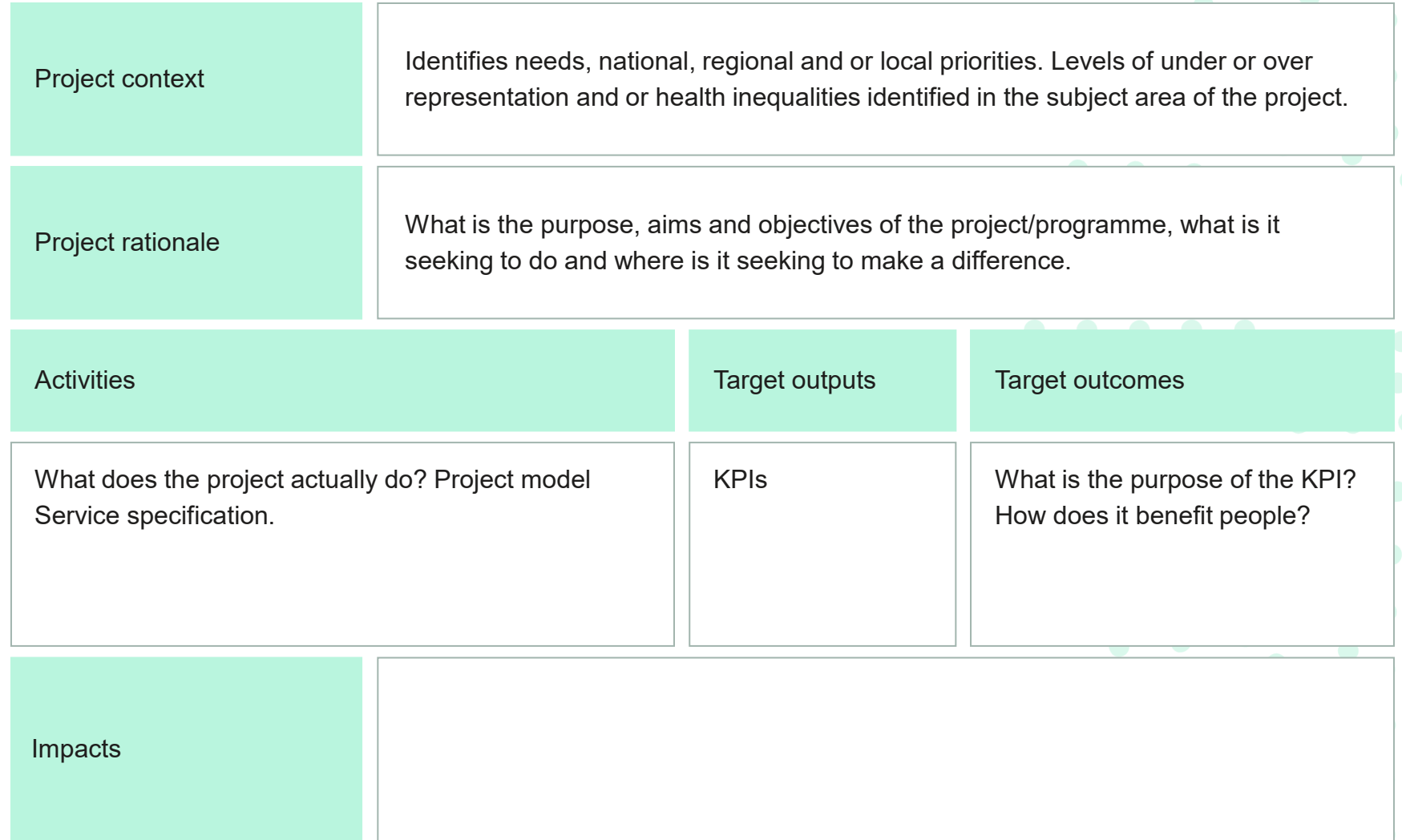
Families look forward to going away and the stress of getting ready is reduced

- Key relationships are strengthened
- Tourism meets new customers



Logic Model

A logic model is a matrix-based planning tool, based on your theory of change, to provide detail of activities for implementation and anticipated results:



Application to work



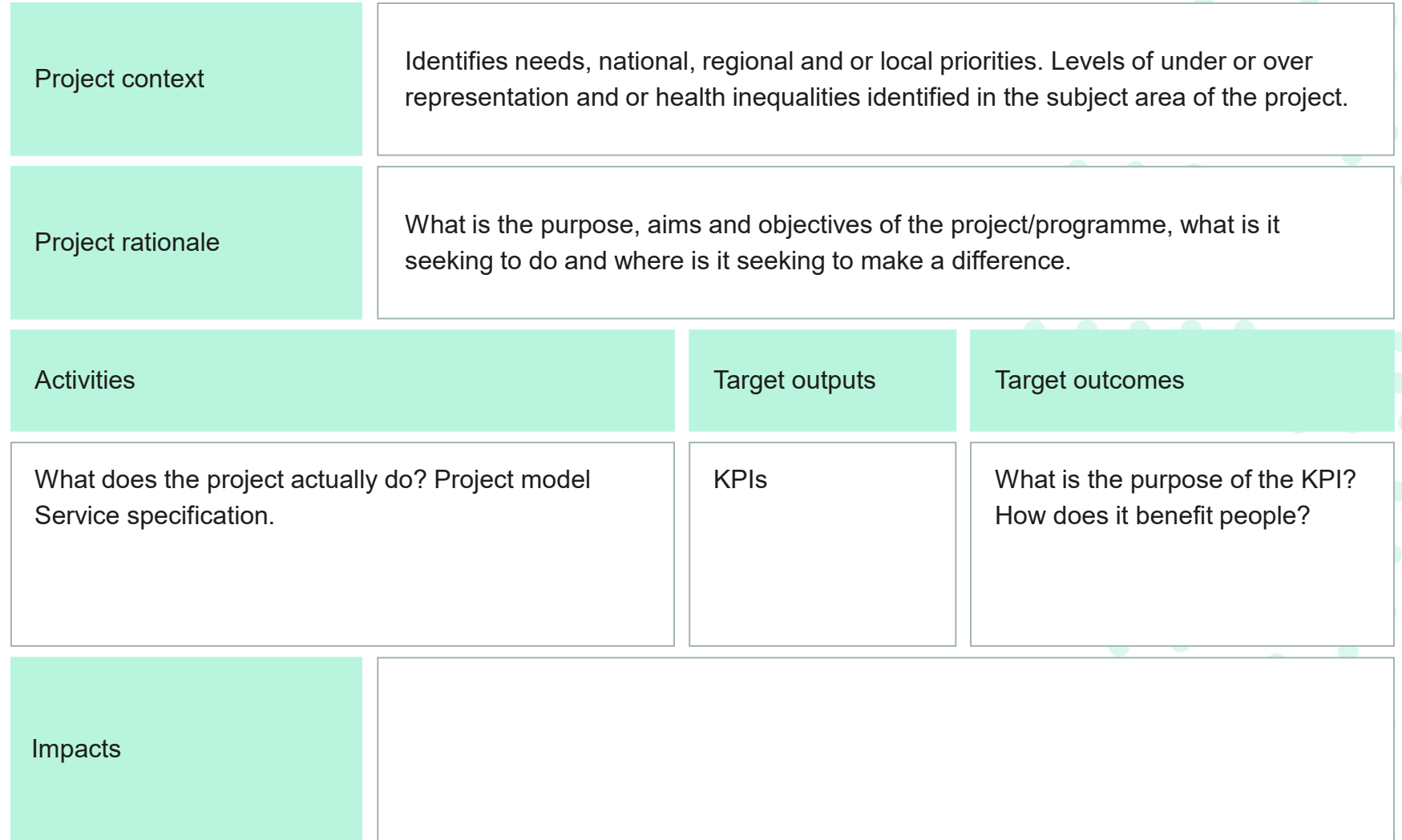
Give some thought to what you are trying to achieve within your organisation.

It might be an existing programme of work, or it could be thinking ahead to planning how to evaluate your work with lived experience.



Logic Model

A logic model is a matrix-based planning tool, based on your theory of change, to provide detail of activities for implementation and anticipated results:



Links with Lived Experience?

This is all quite generic evaluation work, linked for you in the sense that you can evaluate your own lived experience involvement opportunities.

But further to this, part of measuring impact is exploring how people feel about things.

Which involves speaking with those with lived experience.

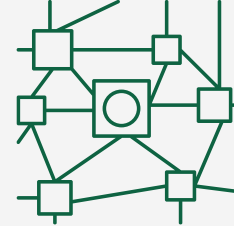
Quantitative



Numbers –
Generally with
quantitative, you
speak to more
people



Creates graphs
and percentages



Patterns – how
many people think
this way



Sample size
important – 10,000
people more
convincing than
100

Surveys



E-surveys or paper based

(subject to technology and access to it)



Lots of information, relatively quick to generate



Ideal to get baseline and follow up surveys to look for change



Demographic information can be used to provide perceptions from different diversity and equality cohorts

(Gender, Ethnicity, Age, Disability etc)



Mostly closed questions – choose from a set of answers



Standardised measures/psychometrics can be useful if wanting to compare to national populations

Survey example

Optimism scale, created by Dr. Marty Seligman, a Positive Psychology researcher and professor at the University of Pennsylvania.

Initial thoughts?

Follow by the perceived stress survey

The type of survey chosen is important.



What did you think about it?



How could it have been improved?



What questions were missing?



The Warwick–Edinburgh Mental Well-being Scale (WEMWBS)

Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience of each over the last 2 weeks

STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been feeling interested in other people	1	2	3	4	5
I've had energy to spare	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	1	2	3	4	5

Warwick–Edinburgh Mental Well-being Scale (WEMWBS)

© NHS Health Scotland, University of Warwick and University of Edinburgh, 2006, all rights reserved.

The Warwick-Edinburgh Mental Well-being Scale (WEMWBS) was developed by researchers at the Universities of Warwick and Edinburgh, with funding provided by NHS Health Scotland, to enable the measurement of mental well-being of adults in the UK.

WEMWBS is a 14 item scale of mental well-being covering subjective well-being and psychological functioning, in which all items are worded positively and address aspects of positive mental health.

The scale is scored by summing responses to each item answered on a 1 to 5 Likert scale. The minimum scale score is 14 and the maximum is 70. WEMWBS has been validated for use in the UK with those aged 16 and above. The average score is around 51.

Qualitative



Stories – deeper information



Understanding patterns – why do people think this way?



Takes longer – fewer people taking part



More flexible – two-way conversations

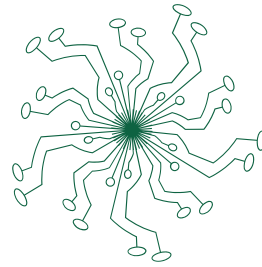
Interviews

A conversation with a purpose

Within your group - talk about a time when you have been interviewed:

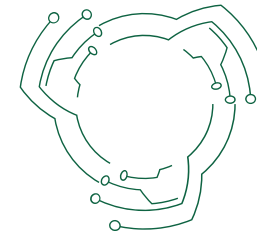
- What did you like about it?
- What did you not like about it?
- How could the interview have been improved?

Types of interview



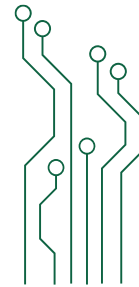
Unstructured

– a chat



Semi-structured

– a set of questions,
but some flexibility



Structured

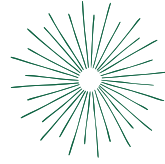
– ask everyone the
same questions



Focus groups

A conversation with two or more people

Positives



Can spark new ideas



Can identify differences in opinion



Can help to work out solutions

Challenges



Conflict – can get personal



Needs careful management



People might not feel comfortable talking

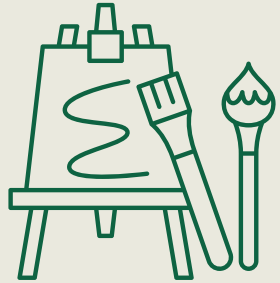


Power dynamics – e.g. if staff members in the room



Alternative methods

What else might work within your organisation?



Postcards/
art



Poetry



Text messages/
voice notes

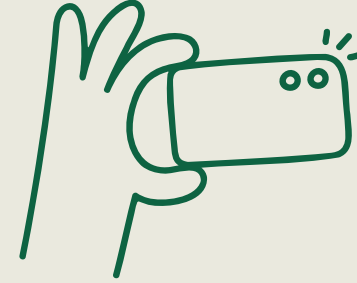


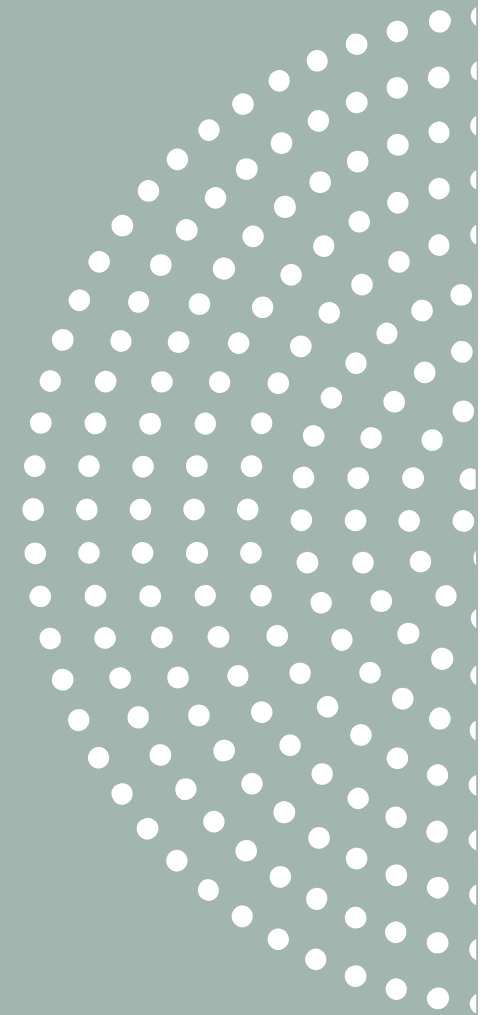
Photo voice



Outcomes harvesting
(emails, conversations, cards)
Impact@ email address



BREAK



Use of art

Video

How does it feel to be
a research participant?

Service users – being used

Growing recognition of the issues around data stripping, and ethical issues around evaluation:

“Whose endeavour are women actually participating in, and what control do they exert over the final product? Who owns and profits from the knowledge that is coproduced through user involvement in research? Whose voices and views are privileged in the discourse?”

Booth & Harriott (2021)



Service users – being used cont'd

Most research programmes are well intentioned and using university-based or national ethics procedures can certainly assist in safeguarding individuals during the research process.

But the experience of being involved in research is much bigger than just the process of collecting data, although service users rarely see the remainder.



How does this resonate with you, considering what you have covered in the programme so far?



Sensitive evaluation



Consent forms



Opportunity to
ask questions



Information
sheets



Anonymisation



Provide or
signpost people to
support
(if needed)

Utilising lived experience within evaluation



Steering group with lived experience
– sometimes known as PPI, Advisory
Group



Involving people with lived experience in
the design of the evaluation



Peer researchers



Analysis and
write up



Dissemination



So what is Peer research?



People who are affected by issues being involved throughout the research process



Peer research has participation at its heart – members of a community being researched to influence the way knowledge about them is produced and shared



Action research – research aimed at making change happen

Has anyone utilised a peer researcher?

Video

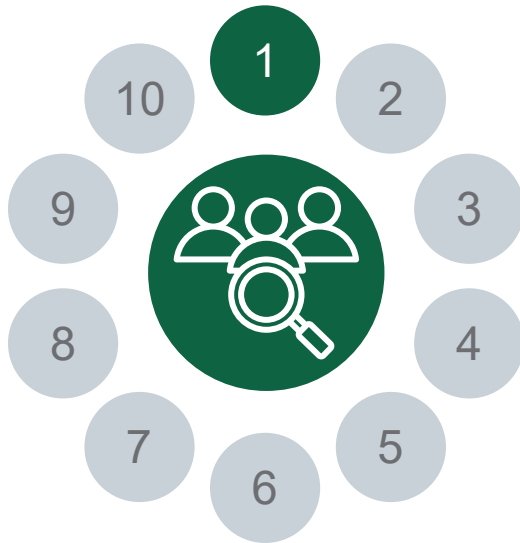
How does it feel to be
a peer researcher?

(3.54)



Ten principles of peer research

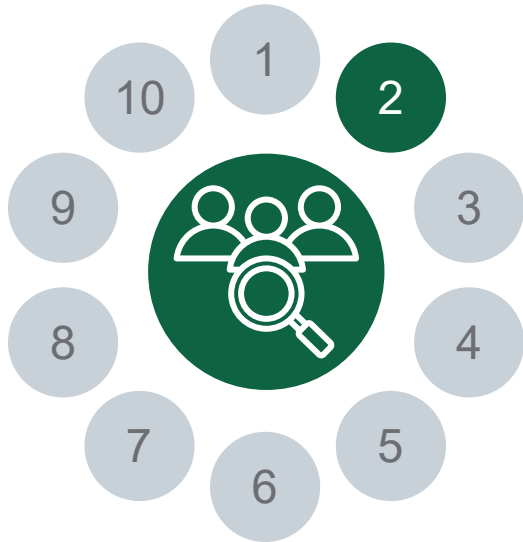
– Young Foundation’s peer research network



Peer research projects actively involve members of the researched community in the process of generating new knowledge about, or understanding of, their communities

Ten principles of peer research

– Young Foundation's peer research network

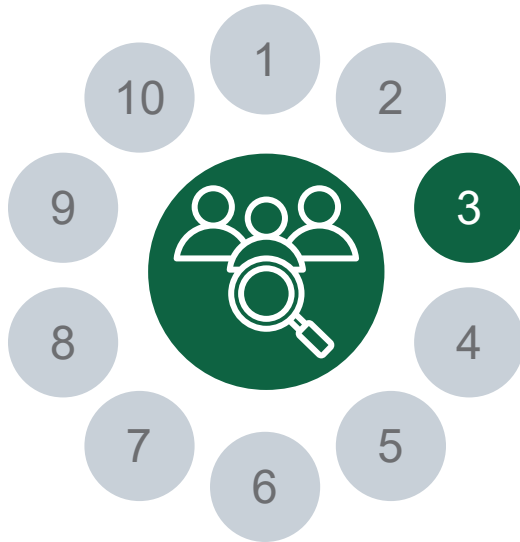


Peer research projects answer a genuine research question and seek to produce high-quality findings

Research not being done for the sake of it, to be part of the peer-research wave

Ten principles of peer research

– Young Foundation's peer research network

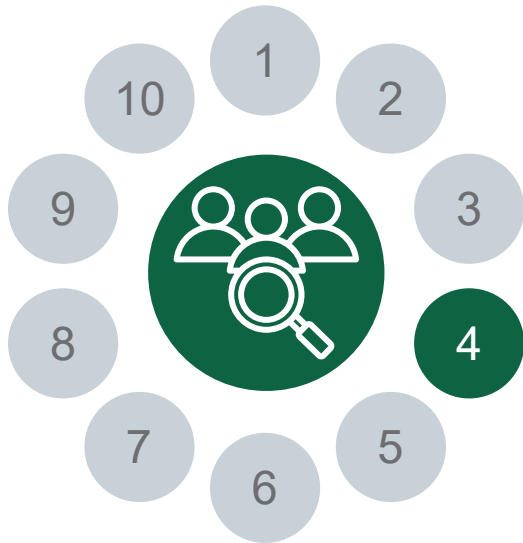


Both professional researchers and peer researchers benefit from taking part and gain new perspectives to help strengthen their research practice

- Appropriate training
- Skill development
- Ideas challenged and developed
- Are you prepared to be challenged?

Ten principles of peer research

– Young Foundation's peer research network



Peer research projects strive to involve peer researchers in as many aspects of the research process as possible

- Not just using them to meet with their community and to get numbers up
- Research and tool design, data collection, analysis and reporting back findings to their communities to 'close the loop' and ensure community research is not extractive

Ten principles of peer research

– Young Foundation’s peer research network

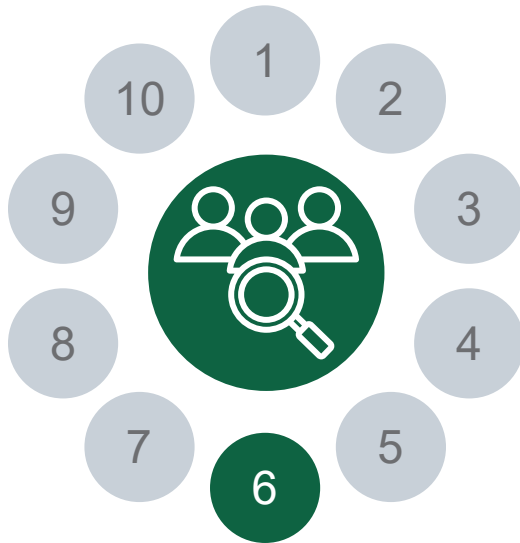


Peer researchers are informed about the impact of their work and how the findings are being used

- Maintain communication with peer researchers beyond the reporting stage of projects and keep them informed of, and engaged with, plans for sharing findings and any actions that happen as a result of these plans

Ten principles of peer research

– Young Foundation's peer research network



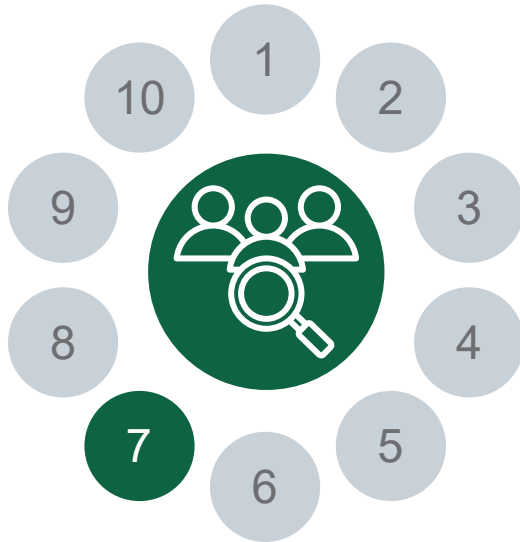
Peer research is considered a research approach like any other, with limitations and biases that should be considered and controlled for

- Quality assure to ensure that peer research is serious about producing high quality data
- Peer research has limitations and it is damaging to claim that it is the right approach for every kind of project



Ten principles of peer research

– Young Foundation’s peer research network



Findings produced via peer research are made publicly available where possible with the results published in an open and accessible formats for audiences including stakeholders and research participants

- Adapting reporting to suit different audiences is key, particularly for share outs with community members who took part in research

Ten principles of peer research

– Young Foundation's peer research network



Peer researchers are both adequately compensated and acknowledged in project results and publications and they are actively involved in 'sharing out' findings

- Where they are interested, peer researchers should have opportunities to develop and deploy presentation skills and be equipped to answer questions about research projects and findings
- Anonymisation – co-authorship
- Conferences

Ten principles of peer research

– Young Foundation's peer research network



Peer research programmes are evaluated for their research outputs, data quality, participant experience and wider societal or policy impact

- There is currently a lack of evidence about the impact of involving peer researchers in research projects
- Process evaluations to be encouraged

Ten principles of peer research

– Young Foundation's peer research network




The leaders of peer research projects take into consideration legal and ethical issues surrounding copyright, intellectual property, data-sharing agreements, confidentiality, attribution and the impact of any activities on communities


- Just as with any other research, issues around legal, ethical and data issues when designing and implementing peer research projects


Benefits and challenges


+ BENEFITS


 Access to 'less heard' voices

 Empowerment of participants through power sharing


 The added value of lived experience – bringing in own lived experience

 Gathering better data (more truthful?)


 Activating communities


 Benefits to peer researchers

! CHALLENGES

 Exploitation

 Bias

 Utilising lived experience but without research skills

 Retraumatization



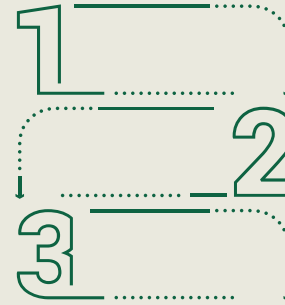
Feeding back



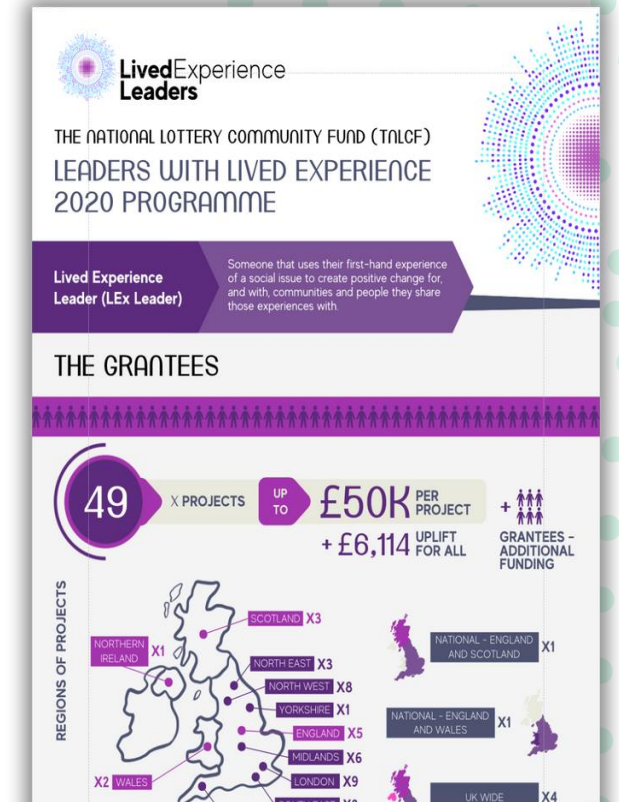
Reports are written, how many people get to see what they have contributed to? Why important?



Putting a lengthy report on a website – may not reach everyone







Use of infographics, animations







Measuring impact of peer researchers

IMPACT...




...THE RESEARCH

-  Asking the right questions
-  Asking questions in plain English
-  More people taking part - authentic
-  Diverse group of people taking part

...PEER RESEARCHERS

-  Meet new people
-  Gain new skills
-  Make change happen
-  Confidence

...POLICY

-  Evidence supports change to happen
-  Authenticity strengthens evidence
-  Opportunities to meet and talk to policy-makers

Q&A



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