Appendix D

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Evaluation: development of evidence scoring (2017 vs 2018)

Background

As part of an on going evaluation of the "West Suffolk Way" approach and underlying model, officers of the Families and Communities Team undertook two scoring exercises (2017 and 2018).

The exercises involved scoring a selection of projects they had worked with.

Lessons from the 2017 exercise were applied to the refine the scoring model in 2018. On both occasions

1. Communities involved with the project were 'scored' on a scale of 1-10 against each element of the model's five assessment points. This generated quantitative data.
2. Differences in the before/after assessments were calculated to give an indication of change during the time of the Family & Communities involvement
3. Notes and case studies (qualitative data) were also captured to develop the all-important story behind the figures (see Appendix E for case study examples).

Conclusions

1.	The scoring methodology is robust, practical and offers helpful insights into the application of the model and understanding of impact.

2.	The way the data is presented has developed and assists in understanding where an impact has been made and its scale.

3.	Using quantitative and qualitative data side by side helps explain unexpected results and gives extra insight into impacts.

4.	Next steps are to:

   – 	build up a bigger body of data (adopt a standard reporting)
   – 	introduce internal validation to ensure consistency of the scoring
   – 	understand benefit in financial terms
   – 	integrate information with other data sets

Exercise 1: change in project scoring before/after F&C involvement (Forest Heath, 2017)

PROJECT	A Safe Place	Recognising Individuals	Under-standing Relationships	Encouraging Agency	Developing Vision	Total by project
Community Venue 1	1.8	1	1.33	0.67	2.67	7.47
Community Venue 2	0.8	0.75	0.33	0.33	1	3.21
Community Venue 3*	0.8	1	0.33	0.33	-0.33	2.13
Youth Project	0.6	1	2.33	0.33	1.67	5.93
Residents Association 1	0.8	1.75	0.67	0.33	0	3.55
Dementia Project	1	1.5	1	0.67	1	5.17
Total Difference	5.8	7	5.99	2.66	6.01	27.46
Average Difference	**0.97**	**1.17**	**1.00**	**0.44**	**1.00**	**4.58**

* Note that the vision of the group scored less favourably after, F&C involvement (a negative value). This reflects the loss of a key community connector. This illustrates how scores reflect real changes in project status – and that not all projects reach their goals at planned assessment points.

Key Impact Areas (2017)

ELEMENT	A Safe Place	Recognising Individuals	Understanding Relationships	Encouraging Agency	Developing Vision
Community Venue 1		• Forming group • Growing confidence	• Forging links		• Sourcing investment
Community Venue 2	• Securing venue		• Forging links • Increasing engagement		• Sourcing investment
Youth Project		• Forming group	• Forging links	• Action planning	
Community Venue 3		• Improving quality		• Action planning	• Sourcing investment
Residents Association 1		• Forming group	• Forging links	• Problem solving	
Dementia Project		• Forming group	• Forging links		• Sourcing investment

Plotting the key areas of impact, by elements, for each project reveals any pattern.

Observations (2017)

- From these two charts, simple observations can be made:
  - The changes (by element) are all significant, however the lowest score (positive change) measured "encouraging agency"
  - A range of scores (by project) were achieved showing the potential to impact a wide range of projects

- This is a small, illustrative sample only. Across the wider body of work, common themes are emerging suggesting interventions and areas where impact is greatest includes:
  - Helping groups to form and set up, involving key community connectors
  - Making introductions and exploring collaboration with other individuals and organisations, including ward members
  - Encouraging and initiating wider community engagement
  - Helping communities to source funding, including Locality Budgets
  - Problem solving and 'smoothing the way' through bureaucratic processes

F&C Team feedback on using the model

- The underlying model and five elements worked well

- Some assets needed moving to areas where they fitted more naturally

- Not all elements are relevant to every community – and that's OK

- Some guidance and prompts would be appreciated to enable conversations and action planning and to ensure consistency of approach

- An initial assessment may be best carried out once a relationship has begun to be developed with a community and trust has been established to a point where an honest conversation can be had

Learning and Adaptations

- The model was adapted following feedback from the team after Exercise 1, and the FirstCare consultant report.

- An officer toolkit was developed (Appendix C).

- The Families and Communities team then undertook a second exercise in 2018.

- This involved both a retrospective consideration of projects as a comparison with the first exercise, and introducing communities to co-producing an assessment for the first time.

- The results were presented in a different way, and are shown on the following slides. Initial assessments only have been co-produced with communities so results will follow as projects evolve.

Exercise 2: change in project scoring before/after F&C involvement (Forest Heath, 2018)

PROJECT	A Safe Place	Recognising Individuals	Understanding Relationships	Encouraging Agency	Developing Vision	Total by project
Community Venue	4	2	1	2	2	11
Residents' Association	3.5	1.33	1	2	6	13.83
Parenting Support*	1	1.33	0	0	2	4.33
Total Difference by element	8.5	4.66	2	4	10	29.16
Average Difference	**2.83**	**1.55**	**0.67**	**1.33**	**3.33**	**9.72**

* Note that the zero scores here show no change. This would be typical of an active and well connected group (such as motivated parents) that needs assistance with vision setting or defining their identity. It does not show that an organisation is weak or failing in these areas.

Exercise 2: change in scoring before (1)/after (2) F&C involvement (Forest Heath, 2018)
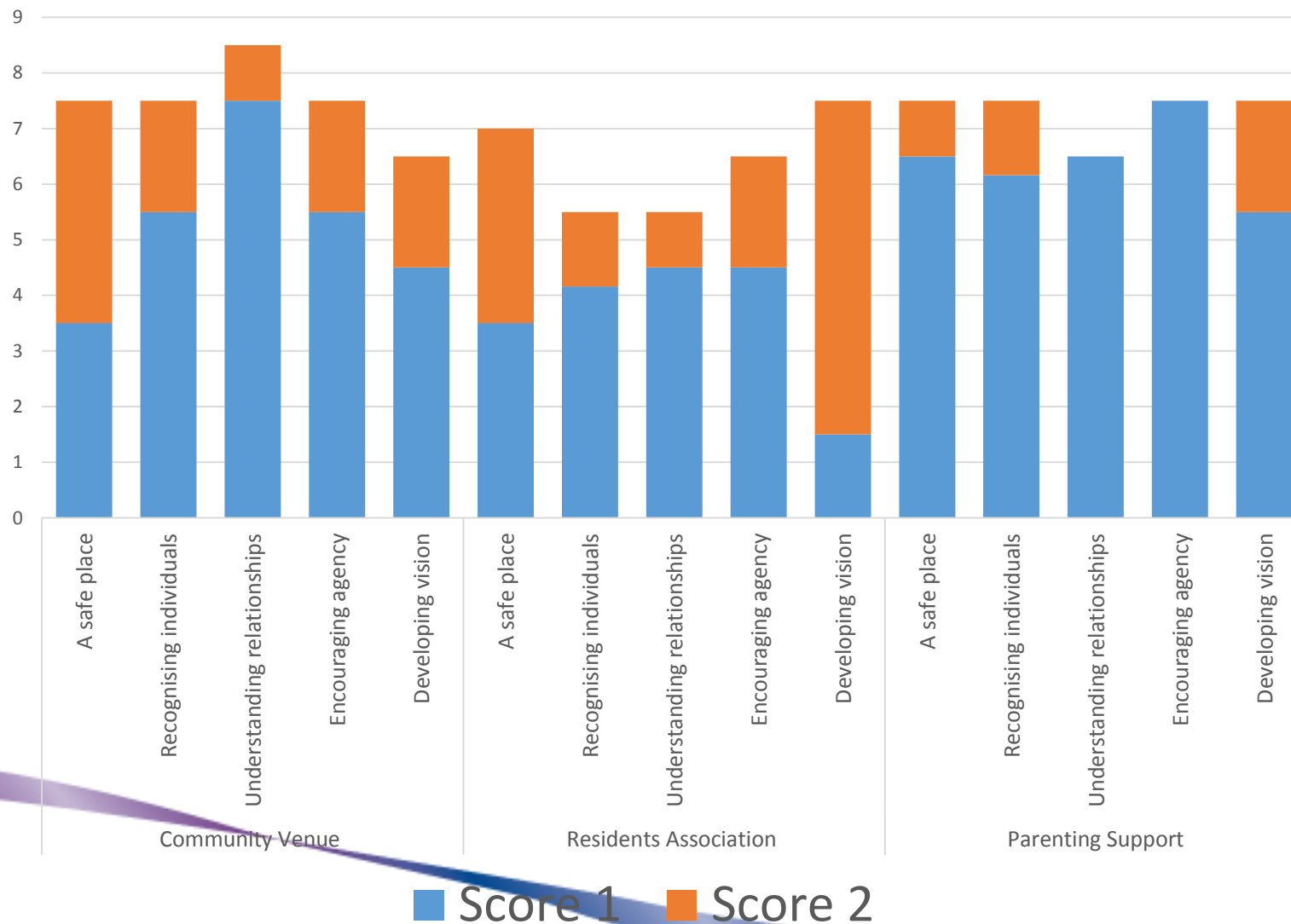
Observations from Exercise 2 (2018)

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- The second scoring exercise shows the greatest impact the Families and Communities team contributed was 'Developing Vision'.

Eg. the Residents' Association recognised there was a problem but were unsure what to do about it. After the intervention of F&C, they had made solid plans to resolve the issue, using links and networks the had helped enable.

- A further area of significant impact was to a 'Safe Place'.

E.g. In the Community Venue project, feelings of safety and security (the availability of the facility and quality of delivery) were significantly improved when a partner organisation took over the facility and formed a multi-agency steering group of all key stakeholders. This was all enabled by the Families and Communities support.