



Involving service users as programme evaluators

Learning from Future Choices

Presentation by

Dr Zoe Khor, OPM Group

Vicci Chittenden, Leonard Cheshire Disability Customer Action Network - TBC

What is Future Choices?

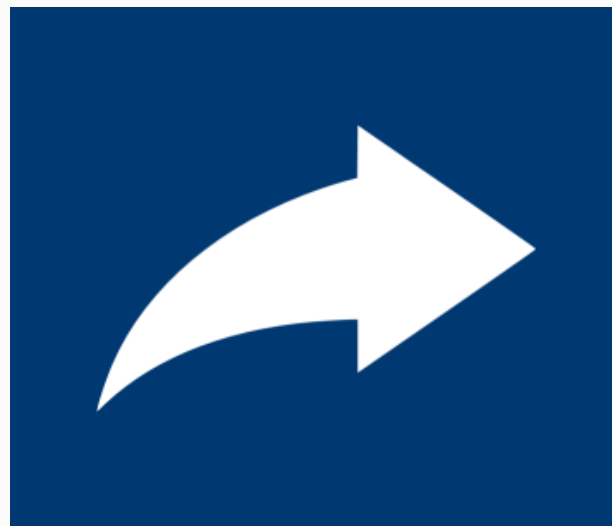


“ We believe that disabled people should have the freedom to live their lives the way they choose – to live independently, contribute economically and participate fully in society.”

Aims of the evaluation



Impact & Outcomes



Recommendations

3 ways to do that

1



2



3

Implementation

Difference made

Good practice

**Enablers &
barriers**

**How to improve
effectiveness**

**Improved
person-centred
outcomes?**

**Learning, case
studies**

**What is working
well**

Why involve service users?

Extend the ethos of co-production into the evaluation

Pilot phase

1st stage data collection

Final data collection

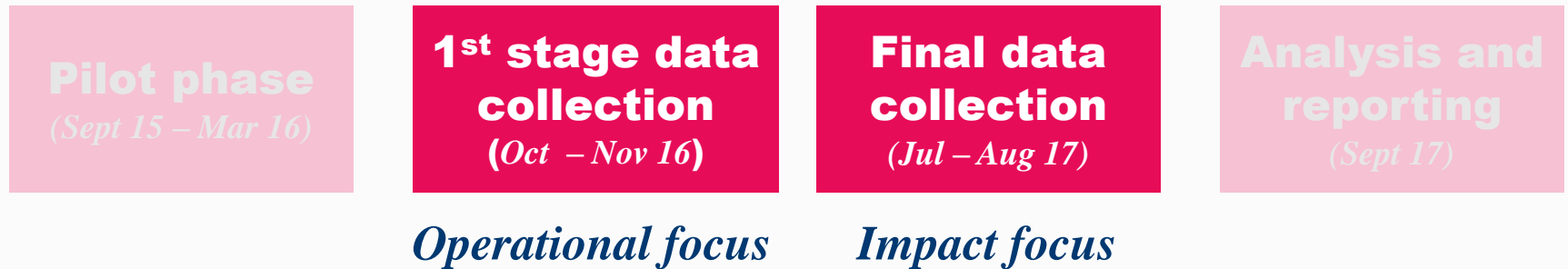
+

Opportunity for capacity building and knowledge sharing

Overview of evaluation



Overview of evaluation



CAN rep training, support and data collection

What evaluation is and is not

Theory of Change

Research techniques

1st round workshops

Reflection & feedback

Practical tips

Communicate benefits

2nd round workshops

Challenges encountered



*Quality
&
impartiality*



*Data
from
residents*



*Time
for
fieldwork*



*Staff
performance
review*

Addressing challenges



*Triangulation
of data
strands*



*Specific
communication
needs*



*Know
homes prior
to visit*



*Time to build
trust
Independence*

Peer-led interviews

Lessons going forward

Thank you

Dr Zoe Khor

Principal in Insight & Impact
OPM Group

zkhor@opm.co.uk

