

(Co)Designing *in* Co-Production

Lessons learned from the independent National Evaluation of the *Social Services and Well-being (Wales) Act 2014*



Cardiff
Metropolitan
University



Professor Mark Llewellyn

Welsh Institute for Health and Social Care, University of South Wales

A study in co-production



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CYFRANTH GOFAL
CYMRITHASOL -
SOCIAL CARE LAW
 - I'R BOBL HYNY SY'N RHŴI A
 - FOR PEOPLE GIVING AND
 RECEIVING CARE...

YDDEU GWAGAMERBHU
 CYMRITHASOL A
 LLESIAU (GWAOS) 2014
 SOCIAL SERVICES
 AND WELL-BEING
 (WMAE) ACT 2014

**PEOPLE AT THE
 Y BOBL SYN**

GWYBODA
 A HAWLAU!
 STRENGTHS
 & RIGHTS!

BETH SY'N
 DWYSIG?
 WHAT MATTERS?

University of
 South Wales
 Prifysgol de
 Cymru

Swansea University
 Prifysgol Abertawe

PRIFYSGOL
BANGOR
 UNIVERSITY

CARDIFF
 UNIVERSITY
 PRIFYSGOL
 CAERDYDD

GWERTHUSIAD
AN EVALUATION

O'R
OF THE

DEDDF...
ACT...

Y DULL O'FYN AT I..
THE APPROACH..

YNG NGHANB
 Y FENDREFYNIADAU
 AT THE CENTRE OF
 DECISION MAKING

GHARAND
 MINT!

LLAIS A RHOLAETH
VOICE & CONTROL

YMYRAETH AMSEROL
 TIMELY INTERVENTION

ATAL
PREVENTION

5 EGWYDDOR
PRINCIPLES

EFFATH ECONOMAIDD
ECONOMIC IMPACT

CYDWEITHIO A PHROF -
 OGYMALLING I GYFLENIW!
 WORKING WITH PEOPLE
 DESIGN TO DELIVER!

CYD-GYNHYRCHIAD
CO-PRODUCTION

AML-ASiantaeth
MULTI-AGENCY

5 PARTH
DOMAINS

STUDY
QUESTIONS

1 ... wedi eu mynegi'n
 ystyrlon!
 ... Meaningfully
 articulated?

2 ... yn cael eu
 cadw o fewn y
 drefn ymarfer?
 ... Being adhered
 to in practice?

3 Yn arwain i'r
 canlyniadau a
 ddymunir?
 Leading to the
 desired results?

TEIMLO'N DDA AM FYWYD...
 FEELING GOOD ABOUT LIFE!

CEFNOGI
 ANNIBYNAETH!
 SUPPORT
 INDEPENDENCE!

LLESIAU
WELL-BEING

GWYBODA
 A HAWLAU!
 STRENGTHS
 & RIGHTS!

GWYBODA
 A HAWLAU!
 STRENGTHS
 & RIGHTS!

TEULU A GOFALWYR
 FAMILY AND CAREERS

CYMRUNDAU
 COMMUNITIES

YR UNIGOLYTH
 THE INDIVIDUAL

GWYBODA
 A HAWLAU!
 STRENGTHS
 & RIGHTS!

SEFYDLIADAU
 ORGANISATIONS

GWYBODA
 A HAWLAU!
 STRENGTHS
 & RIGHTS!

GWYBODA
 A HAWLAU!
 STRENGTHS
 & RIGHTS!

GWYBODA
 A HAWLAU!
 STRENGTHS
 & RIGHTS!



Michael Patton (2018) *Principles-Focused Evaluation*

“The distinguishing characteristic of principles focused evaluation is the focus on principles as the object of evaluation” (2018, p.55).

P-FE explores the **process, utility, and impact** of principles-based developments

- Complexity
- Messy and dynamic worlds
- Implications for attribution, contribution and judging the value / worth of something
- Three key questions – concepts, implementation, outcome

Evidence Papers

5 principles,
1 context



Co-production



Voice and control



Multi-agency working



Well-being



Prevention and early intervention



Financial and Economic Implications

A study of co-production



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Key messages from co-production study

1. Co-production depends on resources and relationships.
2. Co-production depends on a culture change towards more participatory, reciprocal, and relational ways of working.
3. Co-production is values-based, and depends on respect, listening, and building on people's strengths.
4. Learning from how pioneering third-sector organisations have implemented co-production is key.
5. There is an almost unanimous, strongly held view that co-production is full of potential and part of the solution to focusing on people's lives and well-being.

Reflections on co-producing the study



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Overall reflections

Developmental evaluation and co-production:

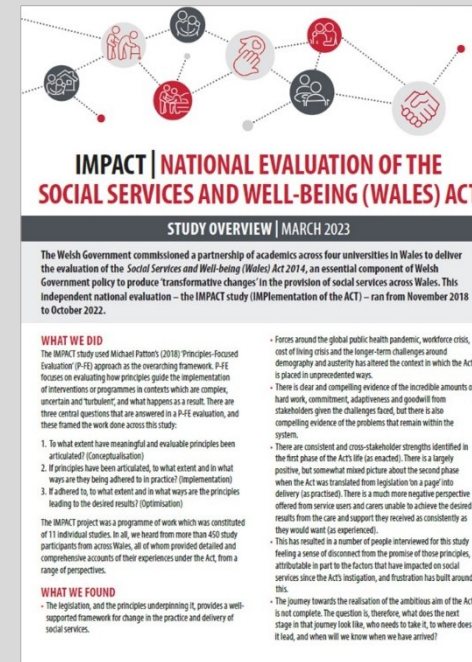
- Understanding policy implementation
- Complexity and variation
- Context matters
- Telling a contribution story
- Not easy to do...

Further information on the study can be found here:

<https://wihsc.southwales.ac.uk/evaluating-the-impact-of-the-social-services-and-well-being-wales-act-2014/>

Report repository:

<https://www.gov.wales/evaluation-social-services-and-well-being-wales-act-2014>



IMPACT | NATIONAL EVALUATION OF THE SOCIAL SERVICES AND WELL-BEING (WALES) ACT
STUDY OVERVIEW | MARCH 2023

The Welsh Government commissioned a partnership of academics across four universities in Wales to deliver the evaluation of the Social Services and Well-being (Wales) Act 2014, an essential component of Welsh Government policy to produce 'transformative changes' in the provision of social services across Wales. This independent national evaluation – the IMPACT study (Implementation of the ACT) – ran from November 2018 to October 2022.

WHAT WE DID
The IMPACT study used Michael Patton's (2018) 'Principles-focused Evaluation (P-FE)' approach as the overarching framework. P-FE focuses on evaluating how principles guide the implementation of interventions or programmes in contexts which are complex, uncertain and 'turbulent', and what happens as a result. There are three central questions that are answered in a P-FE evaluation, and these framed the work done across this study:

1. To what extent have meaningful and evaluable principles been articulated? (Conceptualisation)
2. If principles have been articulated, to what extent and in what ways are they being adhered to in practice? (Implementation)
3. If adhered to, to what extent and in what ways are the principles leading to the desired results? (Optimisation)

The IMPACT project was a programme of work which was constituted of 11 individual studies. In all, we heard from more than 450 study participants from across Wales, all of whom provided detailed and comprehensive accounts of their experiences under the Act, from a range of perspectives.

WHAT WE FOUND

- The legislation, and the principles underpinning it, provided a well-supported framework for change in the practice and delivery of social services.
- Forces around the global public health pandemic, workforce crisis, cost of living crisis and the longer-term challenges around demography and austerity has altered the context in which the Act is placed in unprecedented ways.
- There is clear and compelling evidence of the incredible amounts of hard work, commitment, adaptiveness and goodwill from stakeholders given the challenges faced, but there is also compelling evidence of the problems that remain within the system.
- There are consistent and cross-stakeholder strengths identified in the first phase of the Act's life (as enacted). There is a largely positive, but somewhat mixed picture about the second phase when the Act was translated from legislation to a 'page' into delivery (as practiced). There is a much more negative perspective offered from service users and carers unable to achieve the desired results from the care and support they received as consistently as they would want (as experienced).
- This has resulted in a number of people interviewed for this study feeling a sense of disconnect from the premise of these principles, attributable in part to the factors that have impacted on social services since the Act's instigation, and frustration has built around this.
- The journey towards the realisation of the ambitious aim of the Act is not complete. The question is, therefore, what does the next stage in that journey look like, who needs to take it, to where does it lead, and when will we know when we have arrived?



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COUNCIL FOR SOCIAL RESEARCH

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From Act to Impact?
Final Report of the Evaluation of the Social Services and Well-being (Wales) Act 2014

Mae'r ddogfen yma hefyd ar gael yn Gymraeg
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Professor Mark Llewellyn

Welsh Institute for Health and Social Care

University of South Wales

mark.llewellyn@southwales.ac.uk

