

# ABSTRACT

- insights from a snapshot of a qualitative evaluation of community connector activity across the three counties of West Wales. The role of a link worker/community connector/social prescriber/networker is to engage people in community activity to increase connections for all, to reduce loneliness and build wellbeing.
- The three counties deliver the service through the health sector, social care and the third sector.
- The challenge is to accurately evaluate the impact of these services when they are delivered from different perspectives with different governance, finance and process demands.
- Research, evaluation, quality improvement and audit are all important tools for understanding the effectiveness of delivering our services.
- The practicalities of using different protocols for answering different questions and how we best use and dissemination the learning from our attempts at evaluating the impact, efficacy and effectiveness of service delivery

# West Wales Research Innovation and Improvement Coordination Hub

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# The Transformation Funds Creating Connections for All

## **Learning from an Evaluation of a Community Networking Programme**

# Evaluation context

- The Transformation Fund is Welsh Government funding overseen by the West Wales Care Partnership through the Regional Partnership Board, which roughly covers the footprint of Hywel Dda University Health Board.
- The Transformation Fund in West Wales delivers 3 out of the 8 possible Healthier Wales - Welsh Government programmes. Creating Connections for All is part of programme 7. The aims and objectives are to essentially develop community engagement to reduce loneliness and enhance wellbeing.
- The community connector/networker/link worker/social prescriber roles were interesting to evaluate as they were seated in the different sectors in the different counties

# Research, Evaluation or Audit?

- **Research** is designed and conducted to generate new knowledge.
  - Question – Do you want to investigate a new service, treatment or technique?
- **Evaluations** are designed to answer the question “What does this service achieve?”.
  - Question – Do you want to evaluate effectiveness or efficiency?
- **Audits** are designed to find out whether the quality of a service meets a defined standard.
  - Question – Do you want to measure existing practice against a recognised standard?
- **Tools:** Metrics data, Surveys, questionnaires, interviews, observations, mapping

# Evaluation – Why?

- Measuring change?
- Measuring impact?
- Measuring outcomes?
- Measuring outputs?
- Understanding the engagement landscape – the big picture
- Understanding how the engagement landscape has changed – baseline, why and how – causal attribution
- Understand what helps and what hinders engagement
- Explore what could happen differently across the three counties

# Methodology

What method did I choose and why?

- Qualitative
- Semi structured interviews
- 26 people
- Service beneficiaries, CCs CC+ Management and senior Management
- No CC service users
- Thematic Analysis

# Results

- **The Role of the Community Connector/Social Prescriber**
- **Placement of link worker**
  - Voluntary sector placed community connectors**
  - Local Authority sector placed community connectors**
  - Primary Care Health sector placed social prescribers**
- **Funding**
- **Impact on community led services**
- **Catalyst for care or avoidance or delay to care.**
- **Skewed positive motivational narrative.**

# Results cont'd

- Overlap and Engagement with Transformation Fund services
  - Digital support
  - Time banking and the Connect Platform
  - The Connect to Kindness project
  - Info Engine and Dewis
- Training
- Cross Disciplinary working

# What to do with the results?

- What are the results useful for?
- Who will we share them with?
- Which results will we share?

Reasons to share

Reasons not to share

When will you share?

How will you share?

When we want to start a new project, where do we look for information – share where you would look?

Any Questions

