

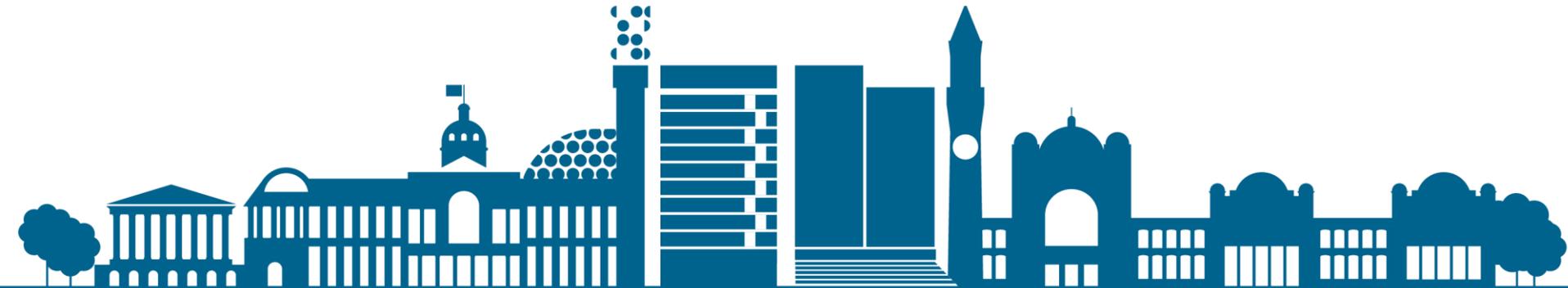


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# Conducting evaluations with service users and members of the public

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**BRACE Rapid Evaluation Centre**



# About us, about the session....



- Why involve?
- What might it look like in practice?
- What are some of the issues and challenges that might crop up?



# Why involve members of the public in evaluation?

So that evaluations focus on the things and answer the questions that are important to people who use services

So that when we ask 'does it work' we consider all the different ways that success might be understood

To improve the relevance of the evaluation and its findings

Because funders and commissioners increasingly expect it

Because the public has a right to be involved in research about the services it pays for and uses

To inform services that are needed, accessible and beneficial to those who use them





What are some of the ways that people can be involved in evaluation?



# Ways that people can be involved in evaluation

Prioritising topics or services to evaluate

Shaping evaluation questions

Defining outcomes and how these will be measured

Disseminating findings

Analysing data, making sense of findings, drawing out key messages

Advising on or doing participant recruitment

Peer reviewing proposals and outputs



Undertaking data collection

Considering and responding to ethical issues



Consultation

Collaboration

User-led



# Involvement in the BRACE Centre

Level	What skills and qualities are needed?	Who?
Strategic	Governance skills, a big picture perspective, decision-making	National Voices, Richmond Group, Service User Consultant
Advisory	Constructive challenge, knowledge of the research process, a broad interest in health and social care	Eight service user and public advisors – all with research and/or service delivery experience
Project delivery	Lived experience of services and/or knowledge of and networks into local communities	Local service users and service user groups, voluntary and community groups



# Issues to think about



Payment



Learning and development needs



Voluntary sector expertise, and capacity



Be pragmatic – especially in rapid timescales



There are a wealth of great resources (for example, [www.invo.org.uk](http://www.invo.org.uk))



# Thank you!

BRACE Rapid Evaluation Centre

<https://www.birmingham.ac.uk/BRACE>

