



Compassionate Communities Active Learning Programme 2020

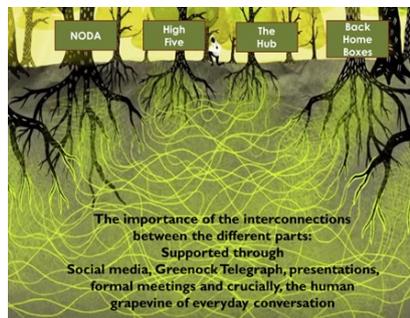
Session Thursday 19th November 2020

Understanding outcomes, resource use and unintended consequences

Evaluation – the clue is in the name ‘value’

We explored various evaluation approaches which lend themselves to the context of Compassionate Communities. Session facilitators Sarah McGhee, Scholl Academic Centre, Isle of Man and Emma Miller, Personal Outcomes Network Facilitator, led our interactive session giving us much food for thought. They outlined approaches which they had used before and could be used to build on participants’ experiences of evaluation.

Emma shared the Realist Evaluation approach taken to evaluate Compassionate Inverclyde where ‘Ordinary people help ordinary people’. She shared the analogy of trees in a forest where the roots enable growth, share information and give a sense of connectedness. Rather like the human grapevine.



Sarah ask us to consider economic evaluation through the lens of Benefits and Costs. Benefits are the outcomes realised. Costs include resources that are tangible and can be costed plus the wider intangible resources of people’s time or consumables.

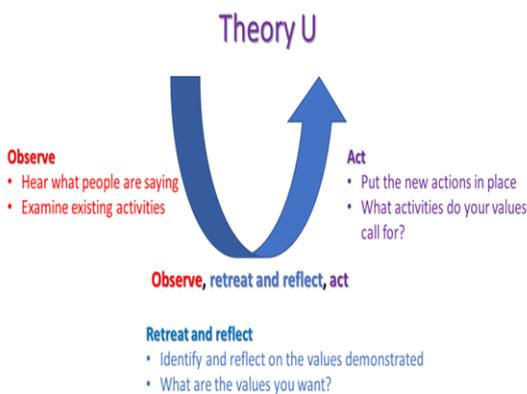
Be innovative and include them all.



Note down all tangible and intangible resources. Document and measure what you can - particularly all benefits

Being clear about our values helps us understand what activities need to be valued in our compassionate

Relating Theory U to evaluating



A further iteration of a logic model is Outcomes Mapping which focuses on the value of relationships, capturing unintended outcomes. It allows for adaptation over time. Headings are:

- What we do
- Who with
- How they feel
- What they learn and gain
- What they do differently
- What difference does this make

Valuing Social Capital is a growth area

Quantitative v Qualitative
Stats v Stories
Middle Ground
Middle ground seeks multiple stories to tell a stronger story

Session reflections

- ⇒ Collective leadership of Compassionate Inverclyde is humbling – no sense of competition but a sense of buy in
- ⇒ Absolutely agree that Covid-19 has been a catalyst for kindness...hold on to this with both hands!
- ⇒ Valuing not only what you can measure but also things like relationships
- ⇒ There is a lot of resonance across these spaces in taking part
- ⇒ Give time and energy to building something better and what value we place on it and how we talk about it.
- ⇒ Evaluation can be challenging but Compassionate Communities are leading to healthier lives – its about making connections

Taking a step back to remember and reflect on what we mean by Personal Outcomes

<https://personaloutcomescollaboration.org/>

Compassionate Communities seemed to emerge naturally in the form of Community Resilience and how ordinary people all pulled together to help each other.

Some questions to consider for your Compassionate Community:

- What can you tell about the values of the community you work/plan to work with?
- How can you determine the most appropriate outcomes (i.e. long term, holistic) to aim for?
- Who might need to be involved?

What might you measure in the shorter term?

Access November 2020 session recording:

<https://vimeo.com/469918071>

All CC ALP resources and recordings are available at:
IFIC Compassionate Communities Special Interest Group:

[Compassionate Communities - IFIC \(integratedcarefoundation.org\)](https://www.integratedcarefoundation.org/)



Useful resources and links

World Economic Forum website. What is social capital value and how do we measure it?

<https://www.weforum.org/agenda/2017/05/how-to-measure-the-value-of-the-homeless-world-cup/>

More information and Compassionate Communities evaluation reports on Ardgowan Hospice website

<https://ardgowanhospice.org.uk/how-we-can-help/compassionate-inverclyde/>

The Secret Life of Trees 'How trees secretly talk to each other'

<https://www.youtube.com/watch?v=yWOqeyPIVRo>

Personal outcomes website <https://personaloutcomescollaboration.org/>

Connecting to source: the U process by Zaid Hassan:

<https://thesystemsthinker.com/connecting-to-source-the-u-process/>

NouLAB Playbook - Theory U:

<https://playbook.noulab.org/mental-models/theory-u>

