

## Time to Shine Monitoring and Evaluation

Monitoring and evaluation has four main strands within Time to Shine.

1. National evaluation, led an independent research company called Ecorys
2. Local evaluation, led by the Centre for International Research on Care, Labour and Equalities (CIRCLE)
3. Evaluating progress towards the four Time to Shine outcomes agreed with the Big Lottery
4. Contract monitoring

### 1. National evaluation - what has been done and what has been learnt so far?

National evaluation is being undertaken by Ecorys, a research and consultancy company).

Ecorys in partnership with Brunel University and Bryson Purdon Social Research, has completed a baseline population survey for all Ageing Better areas including Leeds. A face-to-face, in-home survey collected a range of data on older people's social participation, social contact, social isolation, mental health and wellbeing. Participants will be recontacted in two - four years time to take part in a similar survey collecting data on the same outcomes.

In order to measure the impact of Time to Shine (compared to what might have happened in the absence of the programme) Ecorys will compare the outcomes of the population surveys to those of a matched group of older people who don't live in areas which have received Ageing Better funding and who have been surveyed separately as part of one or two national surveys.

In Leeds, key findings from the baseline population survey include:

- Overall, Leeds's older residents have higher levels of social contact and participation compared to those of older residents across the 14 Ageing Better areas.
- Overall, Leeds older residents are somewhat more likely than those living across the Ageing Better areas to be lonely, as measured by the De Jong Gierveld scale (an academic measure of both social and emotional loneliness).
- Overall, older people in Leeds are more likely than those living across the Ageing Better areas - as well as nationally - to present with issues around mental health and wellbeing.
- Older people in Leeds are less likely to report feeling that growing old is a positive experience (52% compared to 61% in all Ageing Better areas and 61% nationally)

In November 2016 there will be a series of workshops to present the key findings and data from this report and facilitate group discussions to explore what these findings mean to Leeds and how they can be used to shape future work.

Common Measurement Framework (CMF) questionnaires - All Ageing Better areas are required to participate in a national evaluation by asking participants and volunteers to complete Common Measurement Framework (CMF) questionnaires. Time to Shine has established a clear process for collecting and evaluating the CMF questionnaires. People over the age of 50 who are involved in all Ageing Better programmes in England are asked to complete two CMF questionnaires - which include standard questions relating to social isolation, feelings of loneliness, wellbeing, volunteering - one at the entry to an activity and one towards the end.

Over the last two years Time to Shine core partnership members and Time to Shine staff have given consistent and constructive feedback to Ecorys and the Big Lottery Fund about issues relating to the CMF. This has contributed to three significant changes in the national approach:

- i. the inclusion of the Revised UCLA Loneliness Scale, a more user-friendly measure of self-perceived isolation and relational and social connectedness
- ii. Overturning the decision to exclude all translated questionnaire responses from the national evaluation
- iii. The provision of written translations of the CMF questionnaires.

In Leeds we have invested time and money into ensuring that these CMF questionnaires are as concise and clear as possible and other Ageing Better areas are now interested in our approach. We have also provided information and support to delivery partners who administer the CMF questionnaires. Our intention is to collect high quality, academically robust evidence from as many beneficiaries as possible as this is a unique opportunity to find out 'what works'. This detailed information will be shared with colleagues across Leeds as required, in order to support evidence-led design, commissioning or review processes.

In September 2016, 308 entry CMF questionnaire responses were analysed by Dr. Sarah Alden at CIRCLE, the local evaluation partner for Time to Shine. Some of the main findings are included below. Characteristics of respondents:

- The majority of survey respondents were women (72.2%)
- Almost of third of survey respondents described themselves as coming from an Asian background (33.2%)
- The average (mean) age of survey respondents was 74 years
- Just over half of respondents live alone (53.7%)
- Over half of the respondents reported that they had either a disability or long-term health condition (55.7%)

Experiences of social isolation and/or loneliness by questionnaire respondents:

- Based on questionnaire findings, respondents appear to be fairly socially connected.
- A high proportion of respondents reported regularly speaking with people in their local area, with 77.9% doing so at least once a week
- Based on the De Jong Gierveld scale, respondents reported higher levels of emotional loneliness and lower levels of social loneliness. This indicated that whilst the respondents were not, in the main, socially

isolated, a fairly significant proportion experience feelings of emotional loneliness.

- Consistent with findings that some of the respondents experience loneliness, based on the UCLA loneliness scale most reported that they sometimes or often lack companionship (63.4%), and over half (53.5%) reported feeling isolated sometimes or always. A similar proportion felt sometimes or often 'left out' (49.5%).

The above is an excerpt from CIRCLE's Time to Shine Evaluation Interim Summary Report: The Beneficiary Experience by Dr. Sarah Alden and Dr. Andrea Wigfield, a copy of which is available to download from the Time to Shine website. A report from Ecorys is due in December 2016; this will aggregate and evaluate all CMF questionnaire data received across England. In early 2017 Ecorys will also carry out fieldwork to gather evidence for a baseline case study of Time to Shine in Leeds.

## 2. Local evaluation - what has been done and what has been learnt so far?

Local evaluation questions have been incorporated into the CMF questionnaire in Leeds in order to get further insight into feelings of wellbeing and levels of physical activity from beneficiaries. All the information gathered in the first two years of the Time to Shine programme will be analysed, evaluated and collated by CIRCLE in a report, due to be completed in Summer 2017.

## 3. Evaluating progress towards the four Time to Shine outcomes – what has been done and what has been learnt so far?

Time to Shine is working towards four outcomes:

- i. Each year beneficiaries report that they are less isolated as a result of a programme intervention
- ii. Beneficiaries feel confident and able to participate in their communities
- iii. Older people have been actively involved in managing, designing, delivering and evaluating the programme
- iv. Our wider partnership will expand each year and will work better together to coordinate services and support for isolated older people

These outcomes are supported by a series of 13 indicators and a set of targets to achieve by 2021. Everything that Time to Shine does relates in some way to these outcomes. In mid-2015 the Time to Shine monitoring and evaluation officer devised a system which encouraged delivery partners to share information with us in a standardised way so that their information contributes to the overall programme-level targets. Experiences of wellbeing and physical activity by questionnaire respondents:

- People with an illness or disability are less likely to report being very satisfied with life (33.3%) than people without a disability or long-term health condition (74%).
- The Chief Medical Officer's (CMO) guidelines for older people is 150 minutes of physical activity a week (Department of Health 2011). Based on

the entry CMF questionnaire just under half of the respondents who answered this question were not meeting CMO guidelines.

The local evaluation team at CIRCLE have also:

- Carried out 10 stakeholder interviews to create a baseline from which to evaluate system change by 2021.
- Recruited 11 peer researchers, 10 of whom are 50 or over, and provided training to 9 people
- Recruited a PhD student to focus on co-production, using Time to Shine as a case study
- Delivered two training workshops
- Held eight face-to-face interviews with Time to Shine beneficiaries and four focus groups
- Analysed CMF questionnaire responses and qualitative and quantitative data provided by delivery partners as part of their quarterly monitoring returns.

The Time to Shine Evaluation Interim Summary Report, The Beneficiary Experience, also includes findings relating to the views and experiences of loneliness and social isolation (collated from face-to-face interviews and focus groups). For example:

- It was felt that loneliness is time and context specific, with evenings and weekends frequently referred to. It was suggested that people may have relationships with family but nevertheless feel some degree of social isolation due to a lack of relationships with peers.
- It was suggested that particular life course experiences, or transitions, play a role in the likelihood of people experiencing loneliness in later life.
- A few of the 'younger old' beneficiaries alluded to the need to adopt a 'preventative' approach to ensure that they engage, so as to prevent becoming lonely in the future.
- With regard to general wellbeing, interviewees and focus group participants were unanimous that participation in Time to Shine made them feel good and happy:

*"It's like sunshine and sunshine makes me feel better"*

*"I feel happier. I look forward to Wednesdays"*

*"I feel it [Time to Shine] has given me a home, it brings people together, it offers people help, it gives them something to look forward to"*

In early 2017 CIRCLE plan to complete six case studies on selected Time to Shine projects and a second round of stakeholder interviews, recruit more peer researchers and analyse the CMF

As of between 1 April 2015 and 30 June 2016 (the end of quarter one reporting for 2016), Time to Shine has reached 3,072 people. Around a third of this total are older people who participate in activities and a further third are older people who have been involved in managing, designing, delivering and/or evaluating the programme.

Progress towards targets contributes to the way in which Time to Shine identifies gaps or future priorities. For example, we know that men are less likely to participate than women, so the focus of Leeds Community Foundation's second Time to Shine small funds commissioning round was on projects which engage and involve men.

Delivery partners help to bring the four Time to Shine outcomes to life by sharing lots of photos, quotes, ideas and case studies from a range of people involved in Time to Shine and equal emphasis is given to qualitative and quantitative data in the Time to Shine quarterly monitoring reports. The Big Lottery Fund, local and regional media and others take a keen interest in the difference that the programme makes to individuals and communities and this helps to raise the profile of work done in Leeds.

**Case study:** Adie Nivison, the Walking with Confidence Project Supervisor from Age UK Leeds, submitted this case study in partnership with Ellen and Janet.

Ellen has various long term health conditions and rarely left the house alone or without assistance. She is a lively vivacious person who has lived in her local community for many years but has seen it change and a lot of people she did know have moved away or died.

The care coordinator at her local GP surgery referred her into the project and said that she would benefit from having gentle exercise and getting out and about.

After an initial introduction volunteer Janet visited on a regular basis. Luckily Janet lives near Ellen and was able to walk to her home and then they would go out together.



When Janet first went out for a walk with Ellen she was very breathless and volunteer Janet was worried about encouraging her too much. Ellen literally had to stop every few paces. Ellen lacked motivation and felt worried about going out alone. However, week by week her confidence grew and she looked forward to Janet's visits and their outings. Ellen wanted to walk to a nearby cafe in her local village and chat to the other people there.

Ellen is confident about going out alone and feels more satisfied as a result. Ellen has lost weight, started to attend groups – like Menston Cares - and feels much more socially connected and plans to keep up the good work and carry on going to the café and meeting new people.

Ellen and volunteer Janet got on really well and had some great times together. Volunteer Janet says " Ellen was good fun and told me lots of stories about her family and working life. She also told me lots about the local area. I felt that I had made a positive contribution to the quality of Ellen's life".

Ellen says: *"It was a very positive experience and I would like to thank everyone for their help"*

#### 4. Contract monitoring - what has been done and what has been learnt so far?

- As part of the Big Lottery's Aging Better programme, Time to Shine is able to adopt a 'test and learn' approach. This ethos is also encouraged in individual delivery partners and embedded in the way in which delivery partner contracts are monitored and in the type of information requested in the quarterly monitoring cycles. Test and learn enables flexibility, creativity and adaptability - in delivery partners and in the decisions made by Time to Shine core partnership members.
- Regular contract meetings with delivery partners has highlighted learning which could influence the way in which future services are commissioned by Time to Shine. For example, fewer part-time workers, more information about monitoring and evaluation requirements before future commissioning rounds open and an understanding that projects which are heavily reliant on volunteers need a longer lead-in time before they become fully operational.