



# BRIGHTLIFE LEGACY REPORT

## 9. BRIGHTLIFE

### COMMISSIONED PROVIDERS

#### SURVEY

#### EXECUTIVE SUMMARY

*Feedback from  
the July 2017  
Online Survey,  
Evaluation  
Status Report*

The University of Chester Evaluation Team

Originally August 2017

## 9. Brightlife commissioned providers survey

### Executive Summary

This summary provides an analysis and evaluation of the second wave of commissioned providers (CPs) (n=7) on the Brightlife Project and is the second report related to CPs in the Brightlife evaluation.

Results from this pre-phase collection point will form a baseline from which to evaluate post-phase progress in six months (December 2018). Survey questions were designed to identify and understand challenges and enablers related to CP experiences in three key areas (table below).

The online survey was completed by 86% of CPs (n=6). As such, key findings are reported as a percentage of the six responses received around three main themes:

#### Participant recruitment

All (100%) of CPs use some form of evaluation to establish if potential participants are part of the Brightlife target group. Participant recruitment is primarily sought through existing support groups within local businesses that are typically targeted towards older people. The most effective method of recruitment for 50% of CPs was through taster sessions and word of mouth, although four CPs answered they would like more support or information to help recruit from the Brightlife target group

#### Commissioned service design and delivery

All (100%) of CPs currently involve, or plan to involve older people in design and delivery of activities; two CPs reported they have formed focus groups to inform on planning and provision. Four (67%) CPs reported they regularly used feedback from volunteers and service users to shape future delivery. Equally, CPs provided a range of suggestions which could assist in delivering services including:

- More volunteers are required in the area.
- Links to other commissioned services who may have a gap in provision around specific needs such as LGBT delivery.
- Freedom to try new approaches with reporting updated to reflect findings.
- Prompt payment each quarter.
- Flexible approach of staff to work evenings and weekends

## Service support mechanisms and sustainability

All (100%) CPs stated they are planning, or have a strategy for sustainability. Strategies included recruitment of volunteers and fundraising. However, none of the CPs requested further support or information at this stage

From these key findings, we conclude most CPs report effective participant recruitment using existing support groups within local businesses. CPs report involvement of older people in planning and design of activities, however would like more support or information to ensure they are reaching the Brightlife target group. Consideration of sustainability was reported by 100% of CPs, although ongoing delivery appears heavily reliant on volunteers and fundraising activities. None of the CPs requested further support or information regarding sustainability at this stage.

## **Recommendations**

- All commissioned providers to complete the online pre-phase survey within the first request period.
- New commissioned providers to be issued a list of sources of information and services (for example, Brightlife commissioning workshops, contract management meetings, CVA, University of Chester, University of Chester Co-researchers)
- Commissioned providers to attend training or information sessions to discourage ageing stereotype attitudes. For example, the University of Chester Ageing: Myths and Misconceptions Workshop.
- Commissioned providers to be reminded activities should include allocated time for administrative duties and consideration for sustainability.
- Sustainability of activities to be thoroughly considered by all commissioned providers as part of initial planning. Potential sustainability mechanisms should be transparent.

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