WP3: Setting the baseline and measuring results

WP3: Evaluation Survey report

Report of the results of the surveys and interviews combined for all I2I project beneficiaries

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Executive summary

This report provides an evaluation of the results of the surveys and interviews combined for all partners at the end of the Interreg North Sea I2I project. The baseline report was published in 2021, setting out approaches for collection the baseline for I2I project indicators.

Our approach in this project has applied a bottom-up and community-oriented mechanism to co-create intervention solutions based on identified local needs. This means that the approach used is:

- different across all partners.
- something that makes "an intervention" in people's lives.
- providing changes in the service delivery processes for decision makers and frontline staff, and quality of service delivery for end users.

This report has presented results on the partner level for each of the project Result Indicators. These have been compiled at a project level and show that the project has met or exceeded the target in each of the I2I Result Indicators. All partners have made a positive contribution to the overall project results.

I2I Result Indicators

	Result Indicators	Target	Result
1	Number of involved citizens in (neighbourhood) interventions feeling less lonely/isolated	300	508
2	Improved efficiency of delivery of public social services in order to improve social inclusion and counteract loneliness in NSR communities/neighbourhoods	10%	11%
3	Improved innovation capacity of the public sector to generate innovation demand and innovative solutions to combat social exclusion	10%	11%

In some cases, there was a clear move towards more accessible or more innovative services and practices, but these were difficult to measure. These activities, even if not measured in the project result indicators, have also made a significant contribution to the impact of I2I project on NSR.

Contents

1 Introduction

The purpose of WP3 was to determine the impact of the activities, new interventions, and services developed and implemented during the lifespan of the I2I project. This report provides an evaluation of the results of the surveys and interviews combined for all partners at the end of the project. Abertay coordinated with all I2I partners to develop approaches for evaluation data collection and the collation of this report. The baseline report was published in 2021, setting out approaches for collection the baseline for I2I project indicators.   Result Indicators 2 and 3 were defined at the project application stage with Indicator 1 developed following feedback from the Interreg Europe Joint Secretariat (JS). The final project result indicators are shown in Table 1.

Table 1 Result Indicators

1	**Number of involved citizens in (neighbourhood) interventions feeling less lonely/isolated**
2	**Improved efficiency of delivery of public social services in order to improve social inclusion and counteract loneliness in NSR communities/neighbourhoods**
3	**Improved innovation capacity of the public sector to generate innovation demand and innovative solutions to combat social exclusion**

The project partners jointly approached development of indicators with the following questions in mind to achieve JS intervention logic project outputs and results.

- How will we ensure that we can compare and contrast the evidence of our innovations?
- How will we obtain baseline measurements?
- Is it feasible to stick to the same measurements across the different stakeholder Pilot projects?
- Will there be enough data to enable us to link to Economic Measurements and potential cost savings?

From these questions, it was evident at the outset that we needed a strategy which ensured the tools are suited to all I2I partners across the North Sea Region. Key stakeholders from all project partners were involved in the creation of the evaluation tools.

Through the development of the approach during working groups, the partners planned the activities where baseline and evaluation measurements could be applied.

Stakeholder and neighbourhood analysis helped to identify who the users of the service were. Setting the scope activities and cocreation sessions helped identify and provide baseline information.

- The stakeholder analysis was designed to collect data for indicator 1
- The neighbourhood analysis was designed to collect data for Indicator 2
- The cocreation sessions were designed to collect data for Indicator 3

2 Evaluation approach

2.1 Evaluation Data collection approaches

Evaluation measurements were obtained by individual partners in the project using the co-developed evaluation tools. The premise of applying the evaluation tools is that they would be applied, either at the end of an individual intervention or the end of the I2I project to measure the effectiveness of an intervention in meeting the desired outcomes. To effectively collect baseline and end data we needed to determine when to undertake a survey and what type of approach should be used. The following timelines were identified as data collection points over the timescale of the I2I project.

- At the start of the intervention
- At the co-creation sessions developing the interventions/implementation
- At the end of an individual intervention or the I2I project

2.1.1 Indicator 1: Number of involved citizens (in community or neighbourhood) feeling less lonely or isolated

Result indicator 1 was measured as a number. This was the number of citizens feeling less lonely or isolated following the successful implementation of a new intervention or service – how these feelings changed over time i.e., before and after the intervention.   This indicator required questions that examine feelings of loneliness or isolation at a personal level.

2.1.2 Indicator 2: Improved efficiency of delivery of public social services in order to improve social inclusion and counteract loneliness in NSR communities and neighbourhoods

Result indicator 2 was measured as a percentage of service delivery improvements that increases social inclusion and counteracts loneliness across I2I partners. Linked to WP4 activity to improve effiency of service delivery, the multidimensional approach (the 7 items for accessibility of services) was adopted. Each partner developed questions around accessibility of service based on their target group and intervention. These were not worded exactly the same used the same framework for comparability of approach. Some partners felt that the number of questions were excessive or that some of the questions were not needed for their local situation. It was agreed that two core questions were required for measurement comparability: Availability and Accessibility of services.

Accessibility of services – multidimensional approach

- **Availability =** *The degree to which the service is easily available, including administrative and other barriers; but also the extent to which latent needs are met*. i.e., is the service available to me - it might only be available in certain parts of the town, or county, not to me, or only available to different age groups or other qualifying criteria?
- **Accessibility =** *How, when and where the service can be reached*. i.e., If it is available, can I actually access it? Does it meet my specific communication, mobility / access needs?

2.1.3 Indicator 3: Improved innovation capacity of the public sector to generate innovation demand and innovative solutions to combat social exclusion

Result indicator was measured as a percentage of improved innovation capacity of the public sector to generate innovation demand and innovative solutions to combat social exclusion across I2I project partners. Associated with WP5 activities, the Oslo manual for measuring public sector innovation (OECD, 2019)[1] was selected as the project approach to help identify opportunities to improve innovation capacity.

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[1] The Organisation for Economic Co-operation and Development (OECD), (2019). Measuring Public Sector Innovation Why, when, how, for whom and where to? Available at: https://oecd-opsi.org/wp-content/uploads/2019/05/Measuring-Public-Sector-Innovation-Part-5b-of-Lifecycle.pdf

- **Mobilising:** How effectively it is possible for new ideas or working practices to be mobilised within the organisation.

- **Experimenting:** How possible it is for individuals within the organisation to conduct experiments and test out new ideas in practice.

- **Institutionalising:** How successful the institution is at evaluating experiments and scaling up new ideas, or ideas that have been piloted at small scale, or turning small scale and time limited collaborations into structural forms.

- **Balancing:** How effective the organisation is at identifying risks, disadvantages and tensions around new ideas, and conducting debate around these. How effective the organisation is at managing conflicts within the innovation process and discussing ethics.

- **Coordinating:** How effective the organisation is at financially supporting new ideas, as well as facilitating knowledge exchange between stakeholders, including creating and maintaining a culture that facilitates and nurtures new ideas – i.e., training, information exchange, toolkits etc. To what extent the organisation has a vision around innovation.

2.2 Evaluation challenges

I2I has taken an integrated approach to ensure the outcomes transnationally as well as for each individual area. To do this we established pre-defined areas for consideration in the surveys and Interviews. Consideration was given to the challenges for transnational comparability recognising that all partners stakeholders and activities are different. The Strengths and limitations of approaches to assess loneliness were considered by the I2I project and partners used the approach most appropriate from their stakeholder group. To make the final project evaluation, the change in the I2I indicators associated with local interventions will be considered for each intervention at Partner level. The change in the I2I Indicator related to these interventions will be compiled, and then averaged to develop indicator on a I2I Project level.

Another area of consideration was measuring impact of interventions with no initial baseline. Where opportunities for interventions emerge, it is possible to ask questions retrospectively e.g., comparison of experience of a service before and after intervention. It can be very difficult to ask questions about loneliness before trust has been built, it can also disrupt the actual process of the intervention by highlighting the problem. Some interventions may have begun before the questions were ready. In such cases it is possible to ask participants how things were *before* they started the intervention, and then ask how things are now. They key to this process is to use a technique from Cognitive Psychology called 'Mental Context Reinstatement' to ensure people are correctly recalling how they felt at the time.

3 Evaluation surveys

Evaluation surveys were undertaken by all partners. The target groups were different for each partner based on the local interventions developed, with University of Agder, OCMW Turnhout/Stad Turnhout and Diakonie Bremen focusing on Elderly, Aarhus municipality , Abertay University, Assen municipality interventions for Young and Middle aged, and Aalst, Region Värmland developing project interventions for all ages.

In Evaluation surveys for Indicator 1, I2I partners used the different questions posed by the Campaign to End loneliness, UCLA[2] and De Jong Gierveld[3]. For example, the University of Agder decided to use UCLA's 3 questions about loneliness and include these in the questionnaire that was distributed to elderly home residents. Aalst and Assen used De Jong Gierveld surveys, adapted to their specific context and target groups. Abertay University administered their survey to the Young Adult Carers that attended a user workshop, which included CEL measurement tool questions for the users. Canal & River Trust engaged their target groups using the harmonised loneliness question and the three UCLA questions. Table 2 I2I Indicator 1 Partner Results presents a summary of the evaluation indicator collection activities for each partner and provides a result for indicator 1 on the partner level.

For Indicator 2, partners used the 7 items of accessibility approach. The University of Agder, Diakonie Bremen, Turnhout and Assen used a mixture of interviews and survey questions based on the 7 items of accessibility but adapted to their local context. Assen investigated this as part of their neighbourhood survey. Canal and Rivers Trust prepared a questionnaire for use with participants through a digitally (QR code) enabled for easy access. Aalst's measurement was undertaken through doorstep interviews with citizens where they explored accessibility. The questions were also used as a framing tool to better understand how to examine the service and what improvements it needs in a user centred way as experienced by Aarhus and Värmland. Table 3 I2I Indicator 2 Partner Results presents a summary of the evaluation indicator collection activities for each partner and provides a result for indicator 2 on the partner level.

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[2] Russell, D. (1996). UCLA Loneliness Scale (Version 3): Reliability, validity, and factor structure. Journal of Personality Assessment, 66, 20-40.
[3] Gierveld, J. D. J., & Tilburg, T. V. (2006). A 6-item scale for overall, emotional, and social loneliness: Confirmatory tests on survey data. Research on aging, 28(5), 582-598. https://doi.org/10.1177/0164027506289723

For Indicator 3, partners used a mixture of qualitative interviews and survey questions based on the Oslo manual for Measuring Innovation. Agder and Värmland designed qualitative studies using interviews. Abertay held an inter-agency stakeholder workshop and Interviews were held with key stakeholders. Turnhout developed an online survey and interview about innovation. Diakonie Bremen made two surveys with stakeholder experts and social work students. Canals and Rivers Trust surveyed 50 organisations involved in delivering services and Aalst developed of semi structured survey with staff of the local health centre. Table 4 I2I Indicator 3 Partner Results presents a summary of the evaluation indicator collection activities for each partner and provides a result for indicator 3 on the partner level.

To illustrate the types of data collection employed by the partners, an example of a partner evaluation report is provided in Appendix 1 Canal Rivers Trust Final I2I Evaluation Report.

Table 2 I2I Indicator 1 Partner Results

Partner	Evaluation Indicator collection activities	Result Number of feeling less lonely/isolated
University of Agder	A total of 45 elderly people in Arendal were involved in interventions during 2022 and 2023. Evaluation shows that they are feeling less lonely/isolated. This is based on the number of older people who have answered that they experience increased social contact and participation in the various interventions/projects (questionnaire, interviews and observations; 24 Komp users, 11 AKT svipp users, 10 elderly who reported from Meals and information). 1: Komp (digital social contact). This intervention has increased social contact among elderly in Arendal and their family and friends. 24 Komp machines have been implemented. UiA and Arendal have focused on service design and scaling the use of this intervention, during fall 2022 and spring 2023. 2: AKT svipp (transport service). The project started in 2022. Transport to and from various activities has proven to be a major challenge for the elderly in previous workshops in the I2I project. AKT svipp meets this need, as it turns out to be cheaper than public transport, they pick up elderly people at home, it is a carpooling service that is also social, and contributes to the fact that many elderly people can now be more socially active in Arendal. During May 2023, AKT svipp has 118 unique departure addresses in Arendal, some of which are used by many travellers. AKT svipp had a minimum of 60 unique users in the last 30 days, probably a lot more than this.	45

	Through interviews/survey with 11 users in addition to one bus driver, the transport service has affected everyday life for all in a positive way.	
OCMW Turnhout	The recruitment of a link worker for the elderly was an intervention that resulted from the COVID-19 call centre. The link worker for the elderly reaches and helps on average of 100 vulnerable elderly a year. The link worker for the elderly reached and helped 115 elderly (unique individuals) in 2021. Some of them have problems regarding social isolation or loneliness. Sometimes these problems are well hidden and take a while to be recognized. In 2022 and 2023, a total of 20 clients with a very clear problem and need for help regarding loneliness were detected and helped further. The link worker for the elderly guides these persons towards relevant services or meetings places. Telefoonster: a project of the local care centre: these are volunteers who regularly contact the person by telephone to have a chat. Buddy project of the local nurse-education-centre: weekly meetings between client and student; the goal is that the student lowers the threshold to existing services and meeting places. We questioned some of the participants of the social activities that were initiated as an I2I intervention (coffee moments and soup moments in Turnhout Oost, meet you neighbour activity in local service centre Albert Van Dyck). Survey results were very positive. 20 of them met new persons, have expanded their social network and 19 individuals report that their social life has improved.	39
Aarhus Municipality	Our baseline was to get more young people to utilize www.genlydaarhus.dk in order to be exposed to more open invitations to decrease social exclusion. We have experienced a growth in user profiles and posts on our website and witnessed 2 participants exchanging contact info and 3 other participants meeting at Folkestedet for lunch after the DIY-workshop. During this period, Aarhus has held three interventions in the form of a DIY club. A total of 32	41

	young people have participated here over the three times. After each club held, Staff sent out a quantitative questionnaire in which the participants were asked about their general well-being, their experience of participating in activities with others and whether participation in the DIY club has improved their daily lives (see questions and answer in attachment). Staff have received a total of 10 responses from the 24 individuals who have received the form. Of these, 8 out of 10 say that participation in the DIY club either ""In a high degree"" or ""Very high degree"" helps to improve their social life. The DIY-club that has been held at Dokk1, have been held 4 times during the past 6 months, and here there have been a total of 19 participants. The participants have gotten to know each other and have invited each other to other events. They have come back several times, to both the DIY-club at Dokk1 and the DIY-club hosted by the staff in Aarhus and have made new relations because of the club. Total 8 Questionnaire from DIY club to which have participated - enhanced their wellbeing, 51 participants (8 out of 10) = 41	
Assen Municipality	In spring 2023 we conducted our follow up survey in Pittelo for the final measurement. 221 inhabitants in Pittelo participated in this survey. Social loneliness decreased from 37% in the baseline measurement (2021) to 36% in the final measurement (2023). This would mean that 30 people (1% of the total adult population in Pittelo) are no longer (socially) lonely."	30
Diakonie Bremen	"Following the design of service evaluation, Diakonisches Werk Bremen decided to ask users and participants of the interventions designed by I2I tools, experience exchange and evaluative proceedings a set of questions (with variations due to subject and methodology of intervention) about a) participants of virtual excursions (15), b) participants of ""Hobbykeller"" presentations of leisure time activities (9),	73

c) participants of walking activities ""with different speed"" (9 at a first event April 2022, 7 in an evaluative survey among participants at an event March 23)

d) participants in the 3 Wo Brennts activity events July/Aug. 2022 (25),

e) participants of pilgrimage walks with special look of inclusion (3 Sept. 2022 with "Wichernhaus" group, 5 with Friedehorst Freizeithaus group March 2023).

These results a) – e) add up to 73 people mentioning explicitly this positive effect of the intervention. We notice that the number of people who liked the event / activity "in general" is much higher (double or 1/3 higher number in average) which shows very clearly that people distinguish the two effects and that service providers have to give both aspects of the intervention their full attention when they wanted to tackle lonely feelings.

In agreement with discussions among the I2I partners, like them Diakonisches Werk Bremen did not look for putting together "high numbers" for the sake of a high value at this indicator but intended to show how such indicators could be used for evaluation and continuous amelioration of service quality. It is convinced that the numbers counted are a very reliable evidence-based minimum for this purpose.

| Canal and Rivers Trust | Using the harmonised loneliness question, individual measurement at local level were taken once activities started, tracking not only loneliness but other relevant measures including resilience, happiness, and mental wellbeing. Online questionnaire designed; complete on registration for activity (Eventbrite) QR code enabled for easy access - just scan the code to complete the survey online after activity. Before and after survey questions on survey, collect the human story of canal users, green social prescribers programme. Also, a retrospective option was available if pre and post surveys were not possible. At the end of the Canal & River Trust's programme in England, there had been 228 participants in I2I activities, 60% of them reporting taking part had made them feel less lonely = 136 people. | 136 |

	There were a range of Trust activities in Leeds (127 participants) and Nottingham (101 participants) including paddleboarding, arts and crafts, canal maintenance, boat trips and others.	
Abertay University	Indicator 1 survey included CEL measurement tool questions for the users (young carers): Responses to the user questionnaire: 1/ 'content with friendships' 100% strongly agree; 2/ 'relationships satisfying' 33% agree, 67% strongly agree; 3/ 'have enough people comfortable to ask for help anytime' 33% agree, 67% neither disagree or agree. We also asked a question related to C-19 where there was a high response rate related to feelings of isolation since restrictions imposed 33% agree, 67% strongly agree. During the workshop it was identified that there was an area where there was a lack of service / support that was not related to Dundee Carers (see Ind 2) and the proposed intervention is underway. Number of people interacting with the intervention is 167 of those 20 people were surveyed. 20% felt more included following the interventions (Change from 33% to 53%) = 33 people.	33
Aalst	Based on the UCLA questions on loneliness, interviews were conducted in the pilot neighbourhood Ten Rozen/Mijlbeek (N=79). From the 79 citizens who participated in the interview, we were happy to have several interested to be involved in futures participative steps. (N=15) of the correspondents kept a dairy for 1 week to collect more information on social interaction. 2 co-creation sessions were organised. On social inclusion (CEL): 53% totally agreed to be content with friendships and relationships; 48% totally agreed to have enough people to feel comfortable asking for help at any time; 43% totally agreed that their relationships are as satisfying as they would want them to be. Major intervention: launch of the digital neighbourhood matching tool in spring 2023, goal of the tool is to connect neighbours in the pilot area, by asking and offering help to each other, supported by social organisations operating	71

	in the same area. Small interventions: art workshop, social walk and a talking bench. Extra event De Warmste Wijk (N=30) to connect people in the pilot area. The choice was made to focus on testing and launching the neighbour matching tool. This will have the biggest impact on the target group and will concentrate on lowering the obstacle of asking for help. The goal was set to convince 100 neighbours of the target group to register as a neighbour. On the 20th of June - 713 unique neighbours subscribed. 71 (10% of 713)	
Värmland	In the development of a social meeting place for university students, 42 (unique) students have been involved in the development and participation. Based on the tool "Campaign to End Loneliness" has conducted both surveys and interviews with the target group and seen that: • 97% said that this type of event can create social connections • 95% said that the exercises helped to get to know others • 93% felt included, 7% partially included. • 94% are willing to participate again • 91% can recommend others to participate in the meeting place In qualitative expressions, the students believe that the meeting place has above all contributed to strengthened self-esteem and self-confidence and increased security in social contexts, but also new contacts and inspiration to participate in more social activities. (95% of 42 =40)	40

Table 3 I2I Indicator 2 Partner Results

Partner	Evaluation Indicator collection activities	Improved efficiency to improve social inclusion and counteract loneliness in NSR
University of Agder	We distributed to elderly home residents who are moderate users of municipal home care services. Some of the questions are based on the 7 items of accessibility but adapted to our local context. The target group in Arendal municipality is older adults aged 65 + living at home. In a baseline survey (N=126) they were asked about access to information, access to relevant activities, barriers to attend activities, use of technology, knowledge about the digital activity calendar Friskus and social consequences of the corona pandemic. 1. Social support: None states that they don't have any in the networks who will show up if they need help, 38% have 1-2 persons, while the rest had 3 persons or more. 9% state that people show little or no great or little interest in how they feel, while 40% state that people show some interest. 6% state that it is difficult to get practical help and 15% state that it is neither easy nor difficult. 2. Social network: All have someone in the network who lives nearby, while 30% have 1-2 persons. 57% participate in social gatherings with friends either weekly or daily, while 22% rarely or never participate. 79% eat meals with someone either daily or weekly, while 7% eat meals with some less than once a month. 34% participate in organized activities weekly, while 44% never or rarely participate in organized activities.	Positive direction

3. Access to Information: 26% believe that it is difficult to find information about activities, while 47% think it is easy

4. Access to relevant activities: 43% experience that the events or activities offered in their immediate area are not very relevant

5. Access to activities: 21% state that there are social activities they would have participated in if there was nothing to stop them, while 16% state that they are not interested or that it is not relevant

6. Are prevented from attending events: 17% because they are dependent on having someone to follow them, 29% because they need help with transport, while 30% because they have health problems

7. Technology: 25% state that they don't have access to the internet at home (2% don`t know), 4% don't have a mobile phone, 50% have tablet

8. Digital activity calendar: 14% have heard about the digital activity calendar Friskus, while only 2 persons have used it to find activities

9. Corona: 25% have experienced that the restrictions that have been implemented due to the coronary pandemic have increased the feeling of being isolated, while 40% have not experienced an increased feeling of isolation at all due to coronary restrictions In May 2021 UiA arranged 4 workshops: 2 with the target groups (one group with older adults living alone) and 2 groups with stakeholders (one group with volunteers and managers at volunteer centres and one with employees in the municipality working with facilitation of social activities for the elderly who are recipients of municipal healthcare services). Based on results from the survey and from the workshops UiA decided to continue to work with the following problem areas: 1. Concerns about finding information, 2. Concerns about transport to and from activities, and 3. Concerns about having someone to join activities with.

	This was followed up by co-creation activities in a workshop with representatives (N=70) from public sector, business, users and academia (quadruple helix). Implementation of the digital communication tool Komp in Arendal has contributed to improved maintenance of social contact to elderly people living in their own homes in the healthcare service. Komp is now implemented as part of the ordinary service in Arendal.	
OCMW Turnhout	Related to this result indicator we measured the accessibility for seniors of this welfare centre. This information was complemented by information from the target group itself. In Turnhout, 3 surveys about accessibility of the welfare centre, with a total of 30 participants took place: 1. the team of social workers of the welfare centre: number of participants: 9 (online). 2. seniors advisory board (representation of the target group): number of participants: 17 (online), 3. target group: number of participants: (current users period of 1 year: September 2019 until September 2020): 4 (online & interview) Baseline: the results, average on these 3 surveys are: Accessibility: 55%, Availability: 54%, Familiarity: 35%, Usability: 70%, Comprehensibility: 71% In the survey that was set up in the neighbourhood Pittelo in Assen, the residents were also asked about the efficiency of social service delivery based on the items of accessibility of services. With this survey we got insight in the 0-situation of the social service delivery. In Turnhout 3 surveys about accessibility of the welfare centre, with a total of 35 participants took place: 1. the team of social workers of the welfare centre: number of participants: 10 (online);	23%

	2. seniors advisory board (representation of the target group): number of participants: 20 (online) 3. target group: number of participants: (current users period of 1 year: May 2022 until May 2023): 5 (online & interview) Evaluation: the results, average on these 3 surveys are: Accessibility: 71%, Availability: 68%, Familiarity: 49%, Usability: 73%, Comprehensibility: 83% Total increase of 23%	
Aarhus Municipality	We cooperated with a communications agency to launch social media campaigns to ensure we hit our target group (18-30 year olds living in Aarhus). We called it DIY-club to make the young people interested and used Facebook and Instagram stories to send out links to the invitations on www.genlydaarhus.dk. We also created kind of a script for how we were to host and approach the workshops - such as people writing nametags, greeting, and welcoming everyone, and having each person introduce themselves to the group. It was important to us, that it was not just a workshop where you made something creative and then left, but it was a place where everyone felt included and welcome and had a great time connecting with other people. The municipality of Aarhus is continuously supporting the social platform genlydaarhus.dk to be a stronger player in the field of fighting loneliness amongst the city's population and especially young adults. The approach that staff are using, is largely based on the 7 items of Accessibility. Staff are using this tool to better the service genlydaarhus.dk, and are finding it extremely useful as a framing tool to better understand how to examine the service and what improvements it needs in a user centred way.	10%

	I2i-partner in Aarhus has worked hard to get more users on www.genlydaarhus.dk as well as improve GENLYD all together to help people meet new people. Aarhus-partner has worked close together with GENLYD for the entirety of the project with a focus on the 7 items of accessibility. It has been a goal to help spread awareness by creating social media posts and handing out flyers for people to raise awareness and familiarity. Aarhus' partner has further helped implement new changes to the website as well as suggest more all to improve efficiency and usability of the website. For the physical meetings, Aarhus' partner has focused on 'the good welcome' and created an online document for GENLYD, and other stakeholders, to use in the future to ensure an activity lives up to the 7 items of accessibility and hereby making it easier and more appealing for people to participate. In January 2020, www.genlydaarhus.dk had 1401 users and in May 2023, there are 4255 user profiles. This is 2854 citizens that i2i-partner in Aarhus has helped become users. The first time GENLYD started tracking number of posts was in 2021, where there was an average of 81 posts in a 90-day period. In 2022 that number has risen to 90 posts. = 10% increase	
Assen municipality	Through collaboration mainly within our core group, we discovered we are able to accelerate the decision-making processes. We used our weekly meetings to share knowledge and experiences. By sharing our knowledge within our core and project group we've noticed that other parties also learn from our insights and that goes vice versa. We also learned that collaborating within a quadruple helix concept generates energy, it inspires because all angles are of value creation. In spring 2023 we conducted our follow up survey in Pittelo for the final measurement. 221 inhabitants in Pittelo participated in this survey.	13%

	Results on indicator 2: We asked about the accessibility of the neigbourhood centre (MaasStee). In the baseline measurement (2021) 51% thought the MaasStee was easlity accessible. The final measurement (2023) showed that this had increase to 64%." In 2021 and in 2023, Residents of Assen were presented some arguments about the neighbourhood team of Mijn Buurt Assen. The respondents were more positive about the accessibility of the location of the neighbourhood team: 63% of the respondents found the MaasStee easily accessible. In 2021, this was still 51%. The respondents are also satisfied with the website: 62% found it easy to find, also a higher percentage than in 2021. Furthermore, fewer respondents experience a barrier to approach the neighbourhood team. In 2021 this was still 13%, now it has dropped to 8%. The municipality of Assen achieved an important goal of the I2I project: better accessibility of social service providers.	
Diakonie Bremen	In the interviews 2020 Diakonisches Werk Bremen explained the seven items of accessibility used by I2I, using a scale of 1-5 (proposed from Belgium) for evaluation of the own institution or service, considering "3" as the basic level which fulfils all formal and official quality. Rated were the 7 items Availability, Accessibility, Publicity, Affordability, Comprehensibility, Usability, Reliability with valued 1-5 (5 "best" rate). A second round of meetings and interviews about the same issues were held in the last months of the I2I partnership, between March and June 2023. In centres of our network, we made experiments and installations of several additional services that were designed following "I2I" principles, as ideas were discussed in the co-creation sessions with quadruple helix	10%

	participation, developed further in cooperation between staff, volunteers, users and other stakeholders and evaluated with the tools for "indicator I" as described above. Summary: Against our hope when starting this kind of rating in summer 2020 it is not possible to show a success of I2I measures and activities directly in the "rating" of accessibility of the institutions. The effect of pandemic was just too strong a factor of change to leave a "visible trace" for the small means we could apply. Nevertheless, we are convinced that the methodical innovations and the new types of services applied and mentioned here and in the former reports gives us an equivalent value of a 10 point increase. To give some quantitative counting, nevertheless, counting the result values 2020 and 2023, the total number of points was 216 in 2020 and 226 in 2023 / 230,5 including the new interventions at the three institutions without a 2020 baseline (near to 7% increase). The decrease accessibility by pandemic effects is included here. The 10% increase would be appr. 238, but if we look at the qualitative steps forward and the achievements of the three institutions not included in the 2020 baseline, this confirms the "qualitative" proposition that we were moving visibly in the direction of the 10% indicator as whole network.	
Canal and Rivers Trust	Questionnaire prepared for use with participants. Digitally (QR code) enabled for easy access - just scan code after activity to complete the survey online. Canal & River Trust will use the I2I questionnaire / survey 'Monitoring the seven items accessibility of services survey' was designed for use with participants when activities commence in the Spring 2022. There were over 200 participants in the Trust's I2I activities across the period which demonstrates the increased accessibility. Some groups completed the accessibility questions and those doing the arts and crafts (13 participants) mentioned the free transport as being the most important factor in being able to	5%

	take part i.e. making the activity accessible to them both geographically and economically. These participants represent about 5% of the total participants, so the target of 10% was partially achieved.	
Abertay University	Target group, Dundee Carers, a charity supported by Scottish Government including Dundee City Council. They provide access to advice and support to unpaid carers about the range of services available to support them in their caring role. We had several meetings (2020) with Dundee Carers staff to explain the project and decided to work with their cohort of Young Carers specifically. A user workshop with the Young Carers (2020) completed the online Google Surveys related to the 7 items of accessibility of services to help us obtain baseline results. The Young Carers workshop and questionnaire responses highlighted that Dundee Carers function exceptionally well as service providers (primarily 5 on the Likert scale – 100% strongly agree for 6 out of 7 questions) but this group had real concerns about the support / service offered when transitioning from school to FE / HE. Following the development of the Abertay Carers Hub two surveys were taken to establish the users' views on accessibility of services. In 2023 Number of people interacting with the intervention is 167 of those 20 people were surveyed. 36% more felt that they access the practical support they need following the interventions (Change from 33% to 69%). This is due to the implementation of the dedicated student carer advisor as a result of the project.	36%
Aalst	2020-2021 Development of survey to assess the accessibility of services. Baseline measurement performed with citizens, based on doorstep interviews (N=79). Some important insights: Multicultural and intergenerational population with different needs; Opportunity to work on accessibility of the local health centre, since it is not well known; Time and price of actions/interventions are important. Fear to come together due to COVID-19 but even more the need to connect.	Positive direction

	2022 Extra survey was conducted amongst the patients of the local health centre Daenshuis.(N=73) to get more information on accessibility and social inclusion from this vulnerable target group. No measurable results on improved accessibility but continuous communication efforts on local health centre will certainly make the centre and its services better known amongst the target group. The neighbourhood matching tool will gradually involve more social organisations and neighbours, first in the pilot region and then in several neighbourhoods in Aalst. This digital tool will realise a major improvement on accessibility of services in the long run.	
Värmland	We have taken "Supporting graphic for 7 items of accessibility" as a starting point to shape and follow up whether the services that are designed are effective and accessible. Conversations with both students and stakeholders have given us insights such as: The social meeting place for students has been developed by the target group and supporting actors. It has been based on the students' different needs regarding how they want to make new friends. Conscious choices from an inclusive perspective for accessibility have characterized the design of time, place and structure. To make it understandable and meaningful, we have tried out how image and text material needs to be shaped to communicate in the right way and attract the target group. Reaching the "right" and most needy target group is difficult. An important part of communication and design is that it should not be perceived as stigmatizing. The message needs to be accurate and used in channels that reach the target group. We have also deliberately shaped the BY students FOR students with driven, supportive actors back office. It was important for the students who was the sender if the service was to feel attractive, reliable, and safe.	Positive direction

	Content and structure have also been designed through conversation and collaboration exercises where visualizations and creativity have been in focus. The arrangement has supported the conversation to get to know each other in a prestigious and fun way.	

Table 4 I2I Indicator 3 Partner Results

Partner	Evaluation Indicator collection activities	Improved innovation capacity of the public sector to generate innovation demand and innovative solutions to combat social exclusion
University of Agder	UiA designed a qualitative study asking questions based on the Oslo manual for Measuring Innovation. Staff has conducted interviews with 10 persons in Arendal municipality, representing employees/leaders from voluntary/public sector. The participants were asked to rate on a scale between 1 and 5 how they experience: a) Mobilising: The degree of opportunities to get people involved, try new ideas, activities, or ways of working (median 4), b) Experimenting: The degree of opportunities to test new methods/activities in practice (median 4), c) Institutionalising: The degree of opportunities to make projects as a part of normal operations (median 2,5), d) Balancing: The degree of raising conflicts of interest or challenges (median 3), e) Coordinating: The degree of opportunities to receive financial support for projects (median 2),	Positive direction

f) Coordinating: To what extent it is easy to collaborate across sectors (median 4), and

g) Coordinating: To what extent is there a culture of working with new ideas

(median 4).

The answers indicate that there is a high degree of innovation culture in Arendal municipality, but that the

opportunities to a certain degree limited by lack of funding.

UiA has analysed and summarized the results from the 10 qualitative interviews (employees` experiences

of innovation). The findings show important preconditions for success with social innovation in the public

sector. In addition, UiA and Arendal have conducted two co-creation workshops (2022, 2023) to evaluate

and implement Komp in the healthcare services. Through the project, UiA and Arendal have stimulated to

cross-sectoral collaboration, new ways of working and increased awareness of social innovation in public

sector. This has resulted in the establishment of a cross sectoral network in Arendal municipality. Here

leaders and professional supervisors can meet and share experiences, information and new project ideas

that can benefit older residents in the municipality. A brief summary of the interviews: Participants

experiences of important innovation prerequisites.

1. Perception of innovation: All participants were positive, but were also concerned that not everyone

thinks constant changes are positive – especially older volunteers.

2. Organizational capacity; The willingness to innovate may be limited by the organization's capacity.

Innovation requires resources, both funding and time. People who experience flexibility in their work are

also more likely to innovate. The biggest challenge concerns the transition from project to operation.

3. Leadership; The leadership role is important for implementing innovations. The manager must manage

the process and communicate clearly so that everyone has a common understanding. At the same time,

	some find that managers have higher expectations of what employees should be able to do than they themselves perceive that they have the opportunity and capacity to do. The manager also has a role in helping to ensure that work is structured (management) and follow up what is implemented. Both public sector employees and volunteers need to be seen and appreciated by managers during the process to build trust. 4. Collaboration and networking; A good network with partners is a prerequisite for implementing major changes. It is also important to have a culture of collaboration where everyone has a commitment to the project. A challenge in collaborative projects is that the participants have different interests and that it is therefore important to create a common vision. The participants said that it is easier to collaborate across units in the organisation than to collaborate across sectors, but that there is a desire to achieve this to a greater extent than so far. The participants emphasized the importance of a network organisation in the municipality that connects people and organisations and has thus succeeded in achieving cooperation across the municipality.	
OCMW Turnhout	"The outreach worker started working for OCMW the first of October 2020, but her working place is the 'Welzijnsonthaal' (welfare centre, which is a cooperation OCMW and CAW, the Centre for general welfare). From the start she made a connection with existing services on the job. These are the first steps in this result indicator, leading to a more formal collaboration regarding loneliness in Turnhout. A group of external stakeholders engaged with the implementation actions and interventions.	20 %

	For Kijk in de wijk = look into the neighbourhood, a second project group was set up. Special attention was given to the multidisciplinary constitution, so not only colleagues of different domains were represented, but also external stakeholders with very diverse expertise. The possibility of measuring innovation with this group, will be studied and taken into account. First measured quantitative results: In Turnhout an online survey + Interview about innovation was conducted, before and after the 3 workshops with external stakeholders: number of participants: 10. Mobilising: 3 -> 4.2 (increase: 24%) Experimenting: 3->4 (increase: 20%) Institutionalising: 3->4 (increase: 20%) Balancing: 3,1 -> 3.9 (increase: 16%) How: 3.1 -> 4.2 (increase 22%) Total : 20,4%"	
Aarhus Municipality	The invitations to the DIY-club-workshops were all made through the existing platform www.genlydaarhus.dk, an online bulletin board where people can invite other people to meet up or they can find invitations from others. Here, the participants were able to see who the other participants were, communicate to us and each other and connect both prior and after the event.	Positive direction

We used the platform to create an informal, online mini co-creation session, where we asked the participants what themes they would like at the DIY-club. This corresponds with both the municipality's and I2I's quadruple helix approach to involve the citizens in the decision-making process.

We decided to put a small cost on each workshop (20 DKK = about 2,5 Euro). This was to ensure participation, so that people did not sign up and then not show, taking away a seat from someone else. This was especially important because seats were extremely limited because of Covid-19. However, we made them cost low to ensure affordability for everyone.

Towards the end of 2020, we were not allowed to meet up physically because of the covid-19 pandemic, so we initiated a virtual meeting. In the Municipality of Aarhus has launched the "Innovation Engine". The innovation engine is a new mission-driven model, which will make it easier to implement and use innovation funds in Aarhus municipality for cross-cutting innovation with greater quality and effect. As a result, the organization according to the Oslo Manual is giving their staff the opportunity to experiment with innovation and new ideas. This should mean that the innovation more easily should have a chance of being institutionalized, but it is a very big organization, and this is sometimes a barrier in regard to the possibilities of mobilizing, balancing and coordinating the innovation and ideas that it seeks to foster. In addition to the Innovation Engine, the Municipality has a Centre for Innovation in Aarhus (CFIA). An internal innovation partner in the municipality, which organizes and executes design-driven innovation processes that ensure good coherence between the political and strategic management, employees, and citizens. The staff in Aarhus has assisted the staff from CFIA in the qualification of a workshop across the municipality where the goal was to kickstart new ideas on how to prevent loneliness amongst young people through innovation. Besides this staff also participated in the workshop.

	The baseline from the Oslo model provided a theoretical framework for measuring innovation: Mobilizing: GENLYD is great at mobilizing after getting an idea. Experimenting: Within GENLYD, it is possible to test out ideas, if it is within a certain budget. Institutionalizing: GENLYD prioritizes evaluation and is ready to make changes constantly. However, upscaling and broaden out ideas is a bit more difficult, as it is a huge municipality, both in terms of geography and number of people. This means, getting good ideas broadened out takes a lot of effort and requires economy. Balancing: GENLYD deals with a variety of people from all layers of society, and they spend a great deal of time and effort analysing both communication and events to check for areas with risks of people feeling excluded and potential tensions. However, getting a public debate is difficult on the topic of social isolation and loneliness. Because although it might be less taboo than pre Covid-19, it is still somewhat taboo. Coordinating: There is a huge budget within the municipality to support measures that seeks to reduce loneliness, but there are room for improvement when it comes to facilitating knowledge exchange between stakeholders. This is mainly because it is a huge municipality with a lot of cooperation between various stakeholders. Knowledge exchange and cooperation between stakeholders is a priority within the organization.	
Assen municipality	During our internal collaboration mainly within our core group, we discovered we are able to accelerate in decision-making processes. We also use our weekly meetings to share knowledge and experiences. By sharing our knowledge within our core and project group we've noticed that other parties also learn from our insights and that goes vice versa.	Positive direction

	The two-track approach within the municipality of Assen offer a great platform to on the one hand anticipate quickly on existing and new initiatives from inhabitants and on the other hand collect more data on the effects of new or improved playgrounds or meeting spots in Assen. I2I offered us the momentum to standstill and overthink the possibilities we have by creating a joint integral approach on this subject. So far, we think I2I created room for integral collaboration on innovative solutions. In spring 2023 we conducted our follow up survey in Pittelo for the final measurement. 221 inhabitants in Pittelo participated in this survey. We weren't able to measure an increase in the innovation capacity because: - The baseline measurement (2021) showed this was already very high. - Not all MBA people were sufficiently informed on I2I to form a funded opinion about this. - For I2I we mainly focused on loneliness and accessibility of the MaasStee and not so much on the innovation capacity.	
Diakonie Bremen	A baseline is laid down how our organisation is perceived by important stakeholders. On federal German and regional Bremen level there are many initiatives now to promote the innovative thinking and acting of public service delivery, using especially ICT and artificial intelligence tools, addressing social diversity, climate change and "new work" conditions. The pandemic condition did their part, too, to speed up such initiatives.	10%

In 2020/21 and 2023 Diakonisches Werk Bremen made two surveys with stakeholder experts and Social Work students about their impressions and comments on the innovation capacity of its network and core organisation, in order to monitor and evaluate developments and possible effects of I2I partnership and other factors.

The project coordinator asked the same questions to two groups of students of Social Work on two different academic institutions at Bremen All together Diakonisches Werk asked 180 persons for their feed-back and got back 89 answers. % of answers to the question is put in second.

Diakonisches Werk Bremen asked the questions about knowledge of Diakonisches Werk and rating of its innovative capacity again, in an online survey and on paper (at several meeting events). The kind panel (not necessary the individual persons) was the same as 2020 – a) students of social work and b) experts and stakeholders of social services partly designed during I2I or mentioned in reports. The number of answers is smaller (43) because the event with the part-time students is possible only later in the winter term.
46% of votes said that this was the first time they cooperated with Diakonisches Werk or learned about its activities (24% not the first contact, 22 % unsure). This way one found a considerable increase of knowledge and familiarity with Diakonisches Werk that is seen as a certain result of I2I proceedings. Last not least, people are now better "equipped" to rate the innovative capacity of Diakonie Bremen network.
How do you rate the capacity of DWB to develop innovative services
2020 2023
a) I do not expect any innovation from DWB 2 % 2%
b) Until now I have a good impression about its innovation readiness 7 % 33%

	c) DWB has yet to prove its capability to innovate	
	13 % 22%	
	d) It is an interesting partner in networks of innovation 12 % 33%	
	e) cannot tell 65 % 0%	
	Diakonisches Werk Bremen increased the familiarity of its capabilities considerably. There are some doubts about innovative capacity left in the panel, but there is a considerable added amount of trust in the organisation as a good partner in innovative networks and as an organisation ready for innovation by itself. Here, too, Diakonisches Werk expects to contribute in the partnership to reach the 10% target.	
Canal and Rivers Trust	CRT result = 50 organisations involved and surveyed. 30 of these reported improved innovation capacity and more likely to be creative and apply new ideas and working methods (= 60%) Improved innovation capacity of the public sector to generate innovation demand and innovative solutions to combat social exclusion	60%
	50 partner organisations worked with the canal & River Trust during the I2I programme; from different sectors including community and voluntary groups, CICs and charities and public sector organisations. Feedback from the innovation survey indicated that 30 of these organisations agree that working with the Trust helped them innovate and create new ideas and working methods e.g. using the canal for activities. This represents 60% of the total taking part, meaning this target was achieved.	
	A total of 50 partner and community groups collaborated with the CRT during the I2I programme. This was a great achievement. A questionnaire survey was also used to gather qualitative feedback from partner	

	organisations on the innovation in service design resulting from CRT's I2I project interventions. Summary of the results are: 30 respondents agreed that working with CRT on the I2I project has helped them innovate and create new ideas and working methods. 30 also agreed that working together on the I2I project has provided ideas for new and innovative places to carry out activities. Around half of respondents said working together with I2I and CRT made them innovate and change the activities they offer. Almost all respondents (90%) agreed that they have shared ideas and information with others as a result of being part of the I2I project – an essential part of innovation.	
Abertay University	"During the stakeholder workshops we trailed the digital white board app Miro. This new technology was hailed as a success with Dundee Carers later reporting that they now use this tech for ideation / brainstorming processes during zoom meetings. We undertook an inter-agency stakeholder workshop (7 stakeholders - 2 x Dundee Carers, 2 x secondary school, 2 x Dundee City Council, 1 x independent business). A link to Google Surveys was emailed before the workshop to obtain baseline measurements for indicator 3. The survey had 12 questions related to Oslo Manual for Measuring Innovation Criteria (Measuring Public Sector Innovation: Why, When, How, For Whom and Where To. 5 responses were received; age range 36-65; all female. Responses to the stakeholder questionnaire: 100% responses indicated that their agency did not fall into the lowest range on the Likert scale of 'not very effective / ineffective'. Analysis across the agencies: 1/ 'new ideas be mobilised' 40% not effectively, 20% neither effectively nor effectively, 40% effectively; 2/	10%

'ease for individuals to test new ideas' 20% difficult 20% neither difficult nor easy, 60% easy; 3/ 'piloting, evaluation, scaling up small scale ideas' 20% not effectively, 20% neither effectively nor effectively, 20% effectively, 40% very effectively; 4/ 'identify / discuss risks around new ideas' 20% neither effectively nor effectively, 40% effectively, 40% very effectively; 5/ 'managing conflicts during innovations' 60% neither effectively nor effectively, 40% effectively; 6/ 'financial support new ideas' 20% not effectively, 20% neither effectively nor effectively, 60% effectively; 7/ 'knowledge exchange between stakeholders 20% neither effectively nor effectively, 60% effectively, 20% very effectively; 8/ 'nurturing new ideas / knowledge exchange' 25% neither effectively nor effectively, 50% effectively, 25% very effectively; 9/ 'training opportunities / toolkits' 40% neither effectively nor effectively, 60% effectively; 10/ 'opportunities for collaboration with other service providers' 20% not effectively, 60% effectively, 20% very effectively; 11/ 'communicating innovation vision' 80% neither effectively nor effectively, 20% effectively; 12/ 'personal confidence to develop innovative services' 40% not confident or confident, 60% confident;

 We also asked a question related to C-19 (how effective was the agency at adapting its service), with 100% of respondents 4-5 on the Likert scale (60% effectively, 40% very effectively), which is encouraging. Individual responses indicated that ensuring essential services / working with vulnerable groups was paramount – staff ideation across sectors was employed to ensure continuation of these services and also staff development to build digital skills indicating that the organisations may be more responsive to implementing change in the future – an example of shock change for improving services.

Interviews were held with key stakeholders in the Abertay Cares Hub, these were asked whether I2i had helped them innovate and create new ideas and working methods. They also agreed that working together

	on the I2I project has provided ideas for new and innovative activities, made them innovate and change the support they offer. The survey cannot be directly compared with the 2020 baseline as a different group of stakeholders were interviewed. However, respondents confirmed that for each of the questions the felt positive direction to improve innovation capacity of the partnership to innovative solutions and to reach or exceed the 10% target.	
Aalst	"Development of semi structured survey and baseline measurement with staff of the local health centre (N=6) Aalst conducted interviews with professionals in December 2020, analysis took place in January 2022. There is an atmosphere for experimentation throughout the organisation. Staff finds it difficult to collaborate with end-users. Staff sees added value on interacting with users/patients. Staff defines following thresholds in cocreating with patients: cultural and language barriers, time consuming and little direction from management. A final survey took place at the Health Centre Daenshuis. This reflected that changes are made ensuring more innovation and steps taken towards combatting social exclusion. An adaption was made in their main policy instrument. Innovation was defined as a priority in their organisation. The medical software was adapted, implementing the option to identify the risk of loneliness in patients. After the defining the risk, patient could get personal guidance and would be invited to group activities. Daenshuis joined another project regarding loneliness, working with neighbours (Samen Buiten Buurten) writing of a script for professionals in handling loneliness. Language and cultural barriers remain a big	Positive direction

	challenge for the Health Center. An intervention made to improve this, is that patients are involved in the writing and prove-reading of communication. Since the workshop on loneliness organized in the project was a success, the Cooperation of primary care of the region decided to continue working around the topic, this in the form of a 3 monthly intervention on the topic of loneliness with social partners and local authorities. This initiative started during the project and will continue afterwards.	
Vrmland	We have used the Olso manual for measuring innovation in the public sector (OECD 2019) when we have designed questions for the organizations we have collaborated with. We have conducted qualitative interviews and found that the people involved say that it has been a fun, challenging and developing process to participate in. They describe it like this: "It has been a completely new way of working to work more creatively and co-creatively. Enriching and rewarding, as we have used different skills and made different perspectives visible. Working co-creation together with students has been incredibly valuable. Prototyping and testing has led us to put down ideas that have created value and improved the ideas that better meet the needs that exist. New concepts and guiding principles have been created – strongest that what is designed should create value!" "It's unusual to work without knowing what to design. However, we have dared to trust the process, that each step has provided new insights and taken us forward." "It has been great to see how we have been able to engage and mobilize many actors and work together in a short time. Lack of time is sometimes good for getting started and DOING and testing, which creates learning on the journey. During the project, it has created space for us to experiment and it gives us more	Positive direction

security to continue doing it going forward. The corona pandemic has made it easier to rethink, think new and start from needs."

Karlstad University will implement and further develop the meeting place together with the students with design as a work process and tool. The inclusion design creates in the co-creative processes supports both engagement, implementation and loneliness. The process, tools and exercises that the project has packaged provide good support for further development. The university also has a couple of internal departments that can support and coordinate innovation-driven work.

4 I2I Project level results

The I2I project results contribute to NSR objective 1.3. "Number of improved or new innovation support measures launched for public service delivery". Our approach in this project has applied a bottom-up and community-oriented mechanism to co-create intervention solutions based on identified local needs. This means that the approach used is:

- different across all partners.
- something that makes "an intervention" in people's lives.
- providing changes in the service delivery processes for decision makers and frontline staff, and quality of service delivery for end users.

Following implementation of interventions, results of surveys and interviews were combined for all beneficiaries. At a partner level, this meant a repeat of the base line survey for the partner organisations and their stakeholders. These were combined on a project level based on the starting point (the baseline) and the change evidenced following intervention by the I2I partner /partner activity. Cumulatively, this enabled the change the project has achieved to be identified.

As part of the development of the baseline, consideration was given to the challenges for transnational comparability and combining partner level results. Partners used the approach most appropriate for their stakeholder group. Any difficulties encountered of the approach taken and the questions applied were documented and shared within the I2I partners to enhance the knowledge base. i.e., difficult to ask some types of questions. It is noted that some interventions relied on local government or national survey data. It is recognised that partners had less choice of method of data collection in this case.

The partners experienced a number of cases where they had to try to measure the impact of interventions with no initial baseline. This was often where opportunities for interventions emerged through engagement with their user group or collecting a baseline was not possible for a new service, or different user groups. In this case it was possible to ask questions retrospectively e.g., comparison of experience of a service before and after intervention. This often showed a positive direction for the indicator, although the results may be a more qualitative from interviews with involved citizens or storytelling.

Table 5 presents the result indicators for the project. In the result column, result"s per partner are combined to give an overall I2I result.

Indicator 1 is the total number of people feeling less isolated due to the intervention, the result is drawn from the sum of each of the partners indicators results. Indicator 2 Improved accessibility of services, and Indicator 3 Improved innovation capacity through collaboration are shown as a percentage. To make the project result, the change in the I2I indicators associated with local interventions was considered at Partner level. The change in the I2I Indicator related to these interventions was compiled, and then averaged to develop indicator on a Project level.

Table 5 I2I project level results

Indicator	Target	Unit	Definition	Result
1. Number of involved citizens in (neighbourhood) interventions feeling less lonely/isolated.	300	Number of people	Number of people feeling less isolated due to the developed interventions (10 per intervention on average and 3 interventions per partner on average)	45, 39, 41, 30, 73, 136, 71, 33, 40 **508**
2. Improved efficiency of delivery of public social services to improve social inclusion and counteract loneliness in NSR communities/neighbourhoods	10	Percentage	Improved accessibility of (preventive) services, interventions and / or technology introduced in neighbourhood / pilot location (based on the 7 dimensions of accessibility of services:)	23, 10, 13, 10 ,5, 36 = 97/9 **11%**

			(through mixed-method: survey and interview on results)	
3. Improved innovation capacity of the public sector to generate innovation demand and innovative solutions to combat social exclusion	10	Percentage	Improved innovation capacity through collaboration - Measuring scale of engagement in co-production / innovation, organisational support, red tape and personal autonomy (through "mixed method": Survey + interview on survey results) Baseline is 0 (Method: qualitative interviews with involved citizens, storytelling etc.)	20,10,60,10 = 100/9 **11%**

5 Conclusion

I2I has taken an integrated approach to ensure the outcomes are considered transnationally as well as for each individual partner area. To do this we established pre-defined areas for consideration in the surveys and interviews based on the four frameworks described in Section 2. To ensure the tools were suited to all partners so that they were locally applicable and developed into a user-friendly format, key stakeholders from all partners were involved in the creation of the survey and interview questions during the first 12 months of the project.   This process was described in the Baseline Report.

The Evaluation report for I2I has presented results on the partner level for each of the project Result Indicators. These have been compiled at a project level and show that the project has met or exceeded the target for each of the result indicators. For all the indicators, each partner has made a positive contribution to the overall project results. In some cases, there was a clear move towards more accessible or more innovative services and practices, but these were difficult to measure. These activities, even if not measured in the project result indicators, have also made a significant contribution to the impact of I2I project on North Sea Region.

6   Appendix 1

Canal and Rivers Trust

ISOLATION TO INCLUSION (I2I) PROGRAMME EVALUATION   Summary Report

Canal and Rivers Trust

ISOLATION TO INCLUSION (I2I) PROGRAMME EVALUATION   Summary Report

Jenny Shepherd
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I2I Evaluation Summary Report

Contents

1 Executive Summary

This important programme, Isolation to Inclusion (or I2I), funded by Interreg North Sea Region, started in June 2020 and ended three eventful years later in June 2023. A unique collaboration between 12 partners in 7 North Sea region countries to tackle loneliness and social isolation through collaborative working and innovation, connecting communities and increasing happiness. This [short video](#) sums up the I2I programme at the Canal & River Trust, what it achieved through the hard work of our community inclusion co-ordinators Katie and Sharron, and how the good work might be sustained beyond the end of the project.

Through a combination of social prescribing and community networks the I2I project delivered a wide range of activities designed to reduce social isolation and loneliness in some of the more deprived areas of Leeds and Nottingham. A key aspect of tackling social isolation is making things easily accessible for all, through free transport for example. This enabled people to attend activities who otherwise might not have been able to: giving them a chance to meet new people and try new things, as evidenced by the testimony in the video. Activities ranged from art and crafts and poetry sessions, making bird boxes, knitting (and yarn bombing!); to paddle sports and boat trips.

This evaluation confirms the achievement of not just the programme outcomes of reducing loneliness and social isolation, but some additional, unexpected benefits for participants including improved wellbeing and happiness, increased resilience and self-confidence, and nature connection. These unexpected benefits add to the great achievements of the I2I programme and should be factored into the planning for similar projects in the future (**Recommendation 1**).

Other key recommendations from this evaluation include:

Recommendation 2 – this project demonstrates the value of social prescribing activities for those taking part and should be replicated elsewhere on the inland waterway network.

Recommendation 3 - For future similar partnership programmes, a more formal and iterative process evaluation is recommended to include all the wider partners in the public, private and third sector to get the broadest experience and learning from the programme.

Recommendation 4 - Careful needs analysis is key to planning future programmes and ensuring the correct people are targeted and supported. This should be the first step in similar programmes in the future.

2 Programme aims and objectives

Programme Aim

The key objective for the overall and Trust-specific I2I project was to work with programme and delivery partners, and the local community, to co-design and implement innovative ways to reduce loneliness and social isolation. A needs analysis was conducted to identify areas around the inland waterway network in England with communities most at risk of loneliness. Anecdotally, older age groups might be considered most at risk, particularly for social exclusion and the consequent negative impact on wellbeing (Dahlberg & McKee, 2018). However, more recent evidence (WWCW, 2023) has highlighted that young people are also experiencing loneliness and social isolation. In fact, those aged 16-24 report the highest levels of loneliness in the UK with as much as 50% feeling lonely 'often' or 'sometimes' (Figure 1).
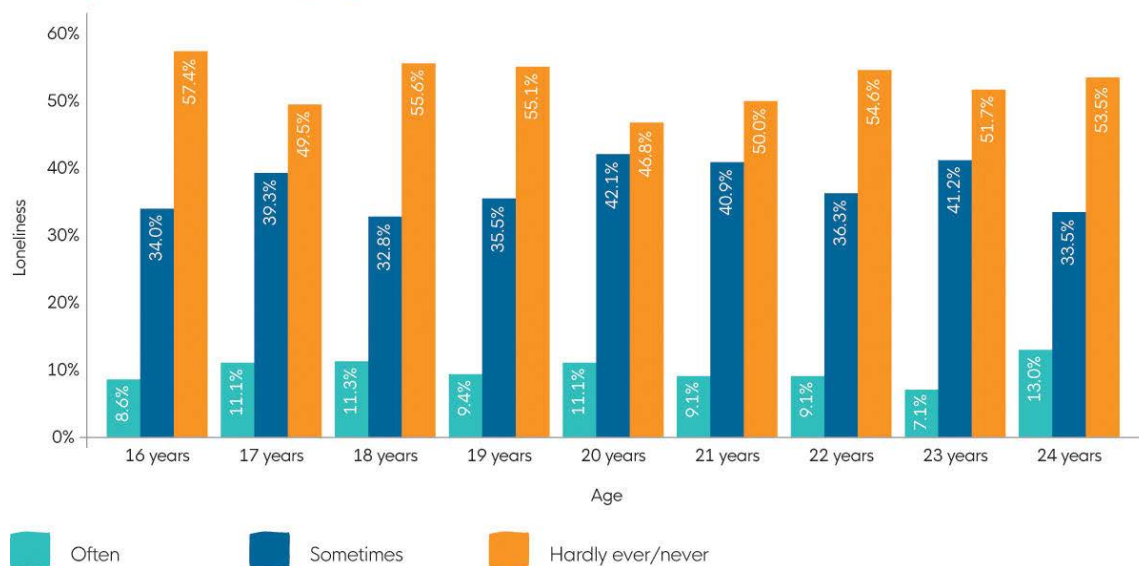
Feeling of loneliness by age

Figure 1 - Self reported feelings of loneliness by age

Programme objectives

What have we been trying to achieve? The I2I Work packages

THE DIFFERENCE BETWEEN LONELY, ISOLATED, ALONE AND SOLITUDE

Objective (observable) measure

Subjective (self-reported) measure

ALONENESS
An objective state of **having no one around** or being by oneself for protracted periods of time. (Haber, et al. 1987)

SOLITUDE
A state of **voluntary aloneness**, during which personal growth and development and creative activity may take place. Solitude is associated with self-discovery, rest, relaxation and escapism and happiness (Berkowitz, 2009; Morgan, 2016).

Social Isolation can increase the risk of loneliness.

But more social contact does not automatically reduce loneliness.

The quality of social relations is also important, as well as how people feel about those connections.

SOCIAL ISOLATION
Refers to a **quantitatively diminished** social network (Yang and Victor, 2012).

physically separated and/or excluded

Restricted social network of individuals based on counting

LONELINESS
A subjective experience arising from **qualitative and quantitative deficits** in a person's social relationships (Canham, 2015)

THREE TYPES OF LONELINESS

SOCIAL
Absence of social connection, the perception of social isolation and dissatisfaction with the quality of relationships.
Adams et al. 2016

EMOTIONAL
Absence or loss of meaningful relationships that meet a deeply felt need to be recognised and 'belong' to someone or to a group such as at work, or in a family.
Dong et al. 2011

EXISTENTIAL
An aspect of the human condition which expresses the separateness of the person from others.
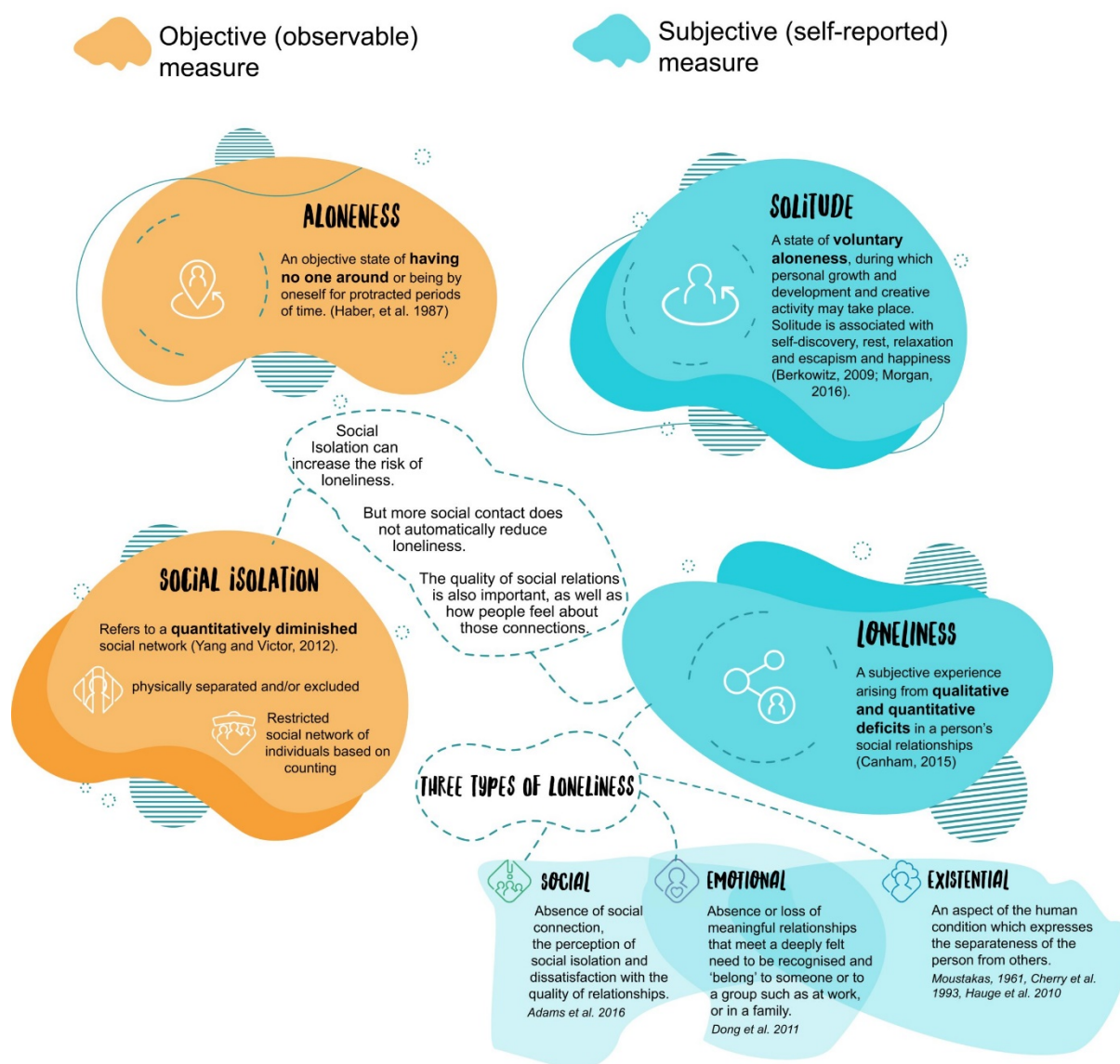*Moustakas, 1961, Cherry et al. 1993, Hauge et al. 2010*

Figure 2 – The different types and definitions of loneliness (Source: What Work Centre for Wellbeing, 2019)

Work package 3 – reducing loneliness and social isolation through the design and provision of relevant and social prescribed activities along our inland waterways. These included crafts, watersports (kayaking and paddleboarding), boat trips and restoration and maintenance of lock gates and keeping towpaths litter free.

Work package 4 – increasing accessibility to services through co-creation of activities and programmes with community partners. This has included provision of free transport to really remove barriers to attending in a direct and practical way.

Work package 5 – improved innovation capacity through networking and engaging with a wide range of partners from different sectors including the NHS and public health teams; local government and councils; private sector businesses and third sector organisations including charities and community groups.

3. I2I Canal & River Trust programme locations – Needs Analysis

The needs analysis identified two key areas in England (Leeds and Nottingham), in particular the more deprived geographical locations (LSOAs[4] or neighbourhoods, Source MHCLG, 2019) as illustrated by the dark red areas on the map below (Figure 3). The blue lines indicate the inland waterways which, particularly in Leeds and the Southeast of the Nottingham, run through some of the most deprived areas. There is also some correlation with the Age UK areas at risk of loneliness (for those aged 65+) shown as dark blue in Figure 4 (Age UK, 2016).

Nottingham
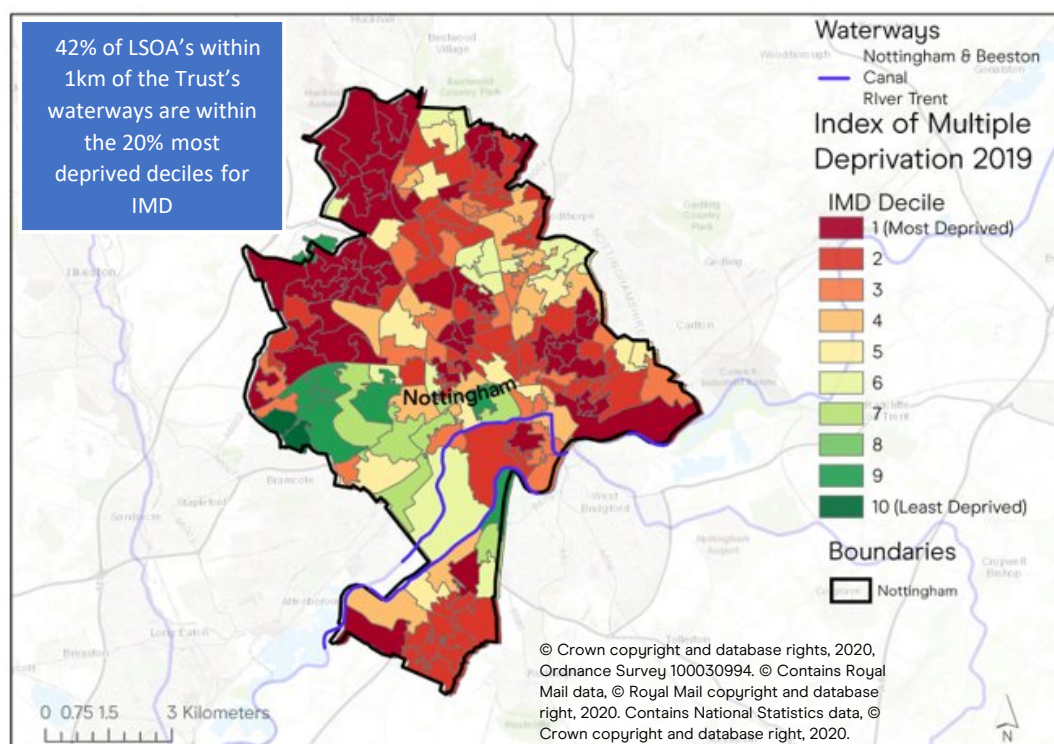
Figure 3 - Index of Multiple Deprivation (IMD) 2019 by LSOA in Nottingham

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[4] A Lower Super Output Area or LSOA is a geographic area used by the ONS to report small area or neighbourhood statistics. It contains an average population of 1500 people or 650 households
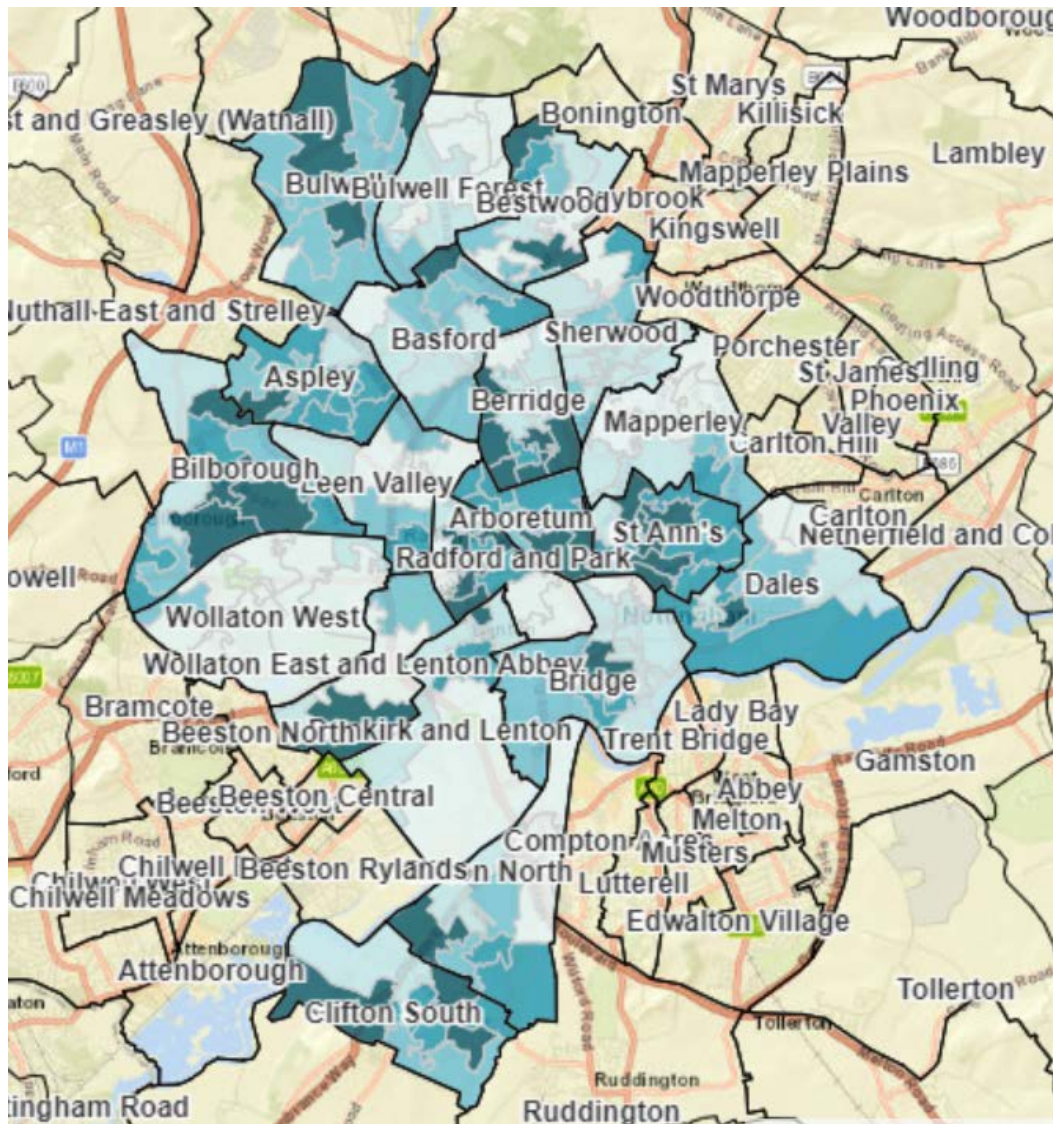
Figure 4 - Areas of Nottingham at most risk of loneliness

There is evidence that those who live in more deprived areas are at higher risk of loneliness than those who live in less deprived areas (DCMS, 2022) the pathway probably relating to inequalities of access to services. The provision of free transport in Nottingham also enabled people from other parts of the city to attend the activities; an opportunity which they may not otherwise have been able to afford.
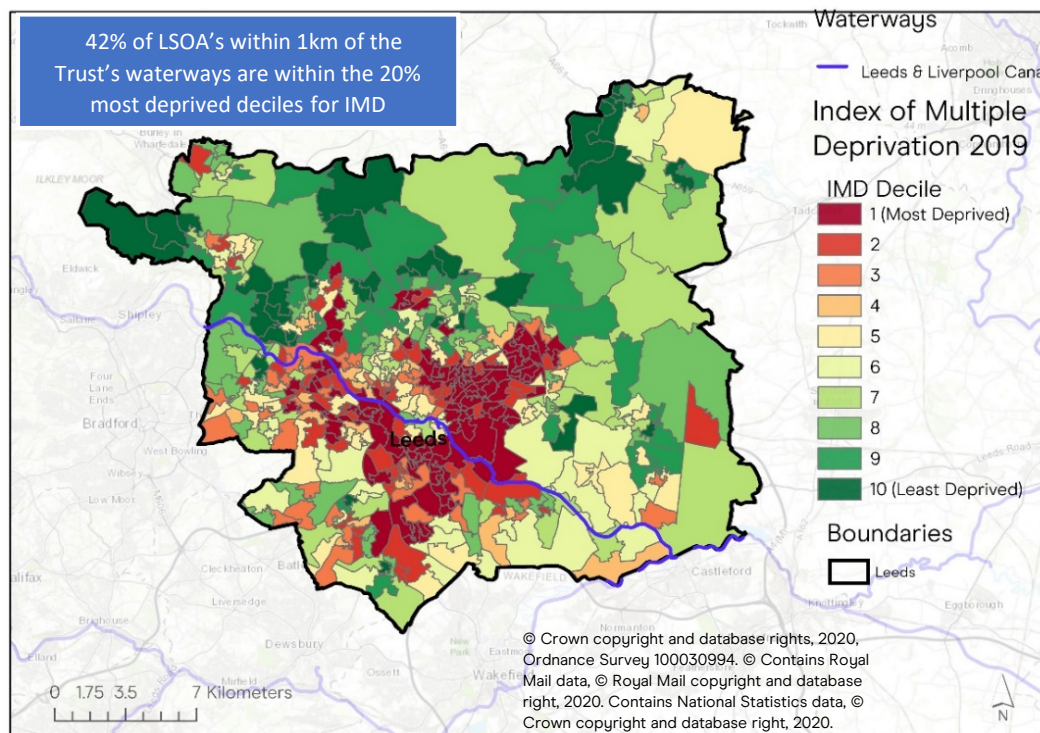
Leeds

42% of LSOA's within 1km of the Trust's waterways are within the 20% most deprived deciles for IMD

Figure 5 - Index of Multiple Deprivation (IMD) 2019 by LSOA in Leeds
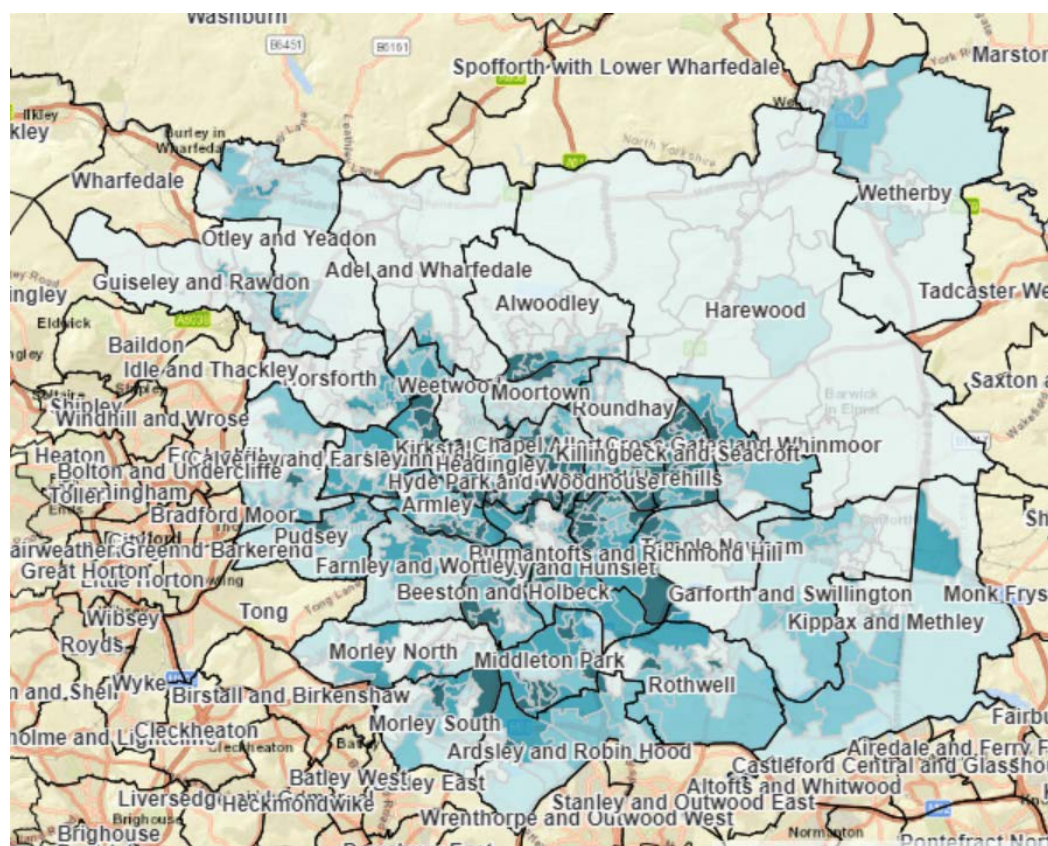
Figure 6 - Areas at more risk of loneliness for people aged 65+

Similarly for Leeds there is a correlation between the most deprived wards (dark red in Figure 5) and the areas most at risk of loneliness for those aged 65+ (Figure 6).

4. Project activities

How have we been trying to achieve it?

In partnership with local community groups and businesses, the community inclusion co-ordinators have co-designed and co-created activities and interventions to reduce social isolation and loneliness that are relevant to the local population. This has included using NHS link workers to refer people into the I2I scheme via social prescribing.
- Green/blue social prescribing interventions with partners in Leeds and Nottingham
- Activities including canoeing, paddleboarding, arts and crafts, lock and bridge maintenance, boat trips, litter picking etc.

- Regular partnership meetings to co-create activities and support the programme
- Designing sustainability into the projects by involving local community groups to encourage continuation of the activities even when the I2I project has finished.

3   5. Results

Objective	Tally	Target	achieved
	Number		
WP3 - Number of people feeling less lonely/isolated	42	30	170%
WP4 - Improved accessibility of services – number taking part in I2I activities	228	10% increase	YES
WP5 - Improved innovation capacity – number of stakeholders involved	50	10% increase	YES

Figure 7 - Progress on indicators

Figure 7 demonstrates that all three indicators have been achieved;

4   Progress on Indicator 1 reduce loneliness and social isolation

60% of people taking part in I2I activites (i.e. 136 of a total of 228 participants) reported feeling less lonely – this means the target of 30 has been achieved. Evidence suggests that one key pathway for reducing loneliness is being active and taking part for example through volunteering, common to many participants in Trust activities (Figure 8). A lowerer proportion of people who stay active and take part in things like volunteering report feeling lonely always or often (only 5.7%) versus those who are not active and don't volunteer (9.4%).
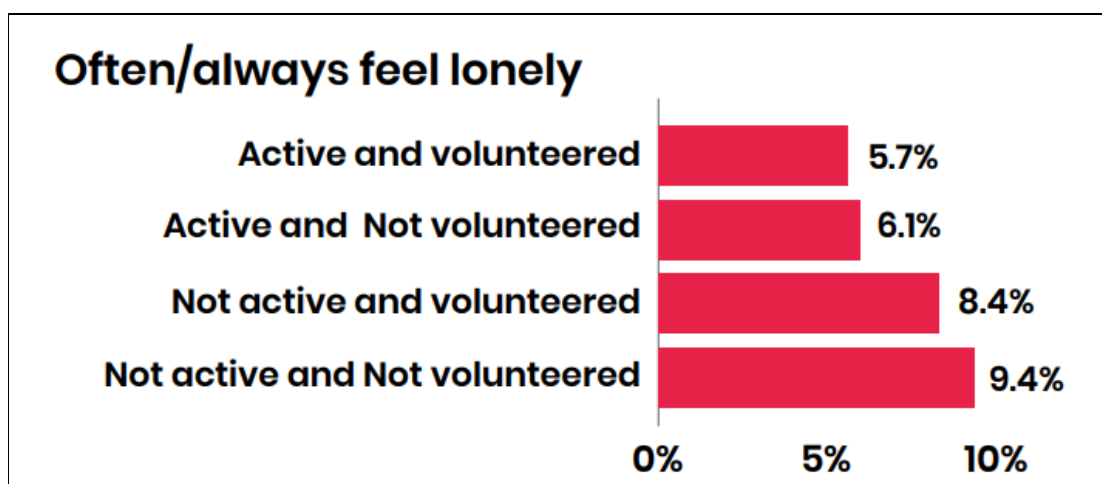

Often/always feel lonely

Active and volunteered	5.7%
Active and Not volunteered	6.1%
Not active and volunteered	8.4%
Not active and Not volunteered	9.4%

Figure 8 - How staying active and volunteering can reduce loneliness (Source: Active Lives Survey 2020-21)

Progress on Indicator 2 – Improve accessibility

The very fact that so many individuals have taken part in the I2I activities demonstrates the accessibility of them. There have also been deliberate efforts made to ensure they are as accessible as possible, for example by providing transport to the arts and crafts groups in Nottingham. This meant people who might otherwise not have been able to attend could benefit from meeting new people from different backgrounds and learning new skills. The outcomes of the I2I programme are explained in the next section.

As part of the evaluation for Indicator 2, participants in Nottingham were asked about accessing the activities and it is clear that having free transport was the key facilitator. All twelve participants in the arts and crafts activities said they could not have attended without the offer of transport. (See Appendix 3c for more details)

## Progress on Indicator 3 – Improve innovation capacity

A total of 50 partner and community groups collaborated with the Canal & River Trust during the I2I programme. This is a great acheivement in iteself with the innovation of partnerships resulting in co-creation of activities including wellbeing arts and crafts classes, the Leeds Canal Crew (learning about canal maintenance and restoration), to knitters and clickers making 800 woolly hats to create seasonal yarn bombing along the canal bank. But more importantly, these partnerships will ensure the legacy of the programme even when the I2I programme has finished.

A questionnaire survey was also used to gather qualitative feedback from partner organisations on the innovation in service design resulting from the Canal & River Trust I2I project too. Here is a summary of the results (Figure 9 and Figure 10)

- 60% of respondents agreed that working with Canal & River Trust on the I2I project has helped them innovate and create new ideas and working methods.
- 60% also agreed that working together on the I2I project has provided ideas for new and innovative places to carry out activities.
- Around half of respondents said working together with I2I and the Canal & River Trust has even made them innovate and change the activities they offer.
- Almost all respondents (90%) agreed that they have shared ideas and information with others as a result of being part of the I2I project – an essential part of innovation.

Has working with the Canal & River Trust changed the way you innovate and create new ideas/working methods?

Yes (6)	60%
No (2)	20%
Not sure (2)	20%
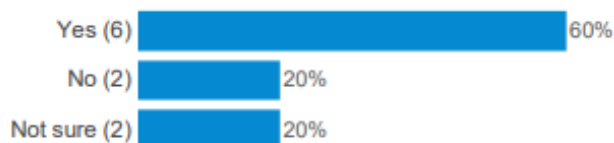
If yes, please tell us about any new ways of working and give an example if possible.

It has ensured that I look at how the canal is used as an asset in our work e.g. arranging heritage walks along canal.

Encouraged us to use our area more.

It has opened our horizons to working with in nature to help our local residents within green social prescribing.

It has made me more aware of access issues. And the information received was very clear.

Sharron has really opened my eyes to the possibilities of using blue spaces to enhance people's wellbeing. Through working with her I've made loads of great contacts with various practitioners in the area too. In particular she has fostered a sense of community ownership in the canal area, a lot of the guys feel more invested in keeping the canal clean and being involved in the general maintenance of the canal.

We have hosted workshops by CRT at our networking meetings and have promoted their activities in our newsletter and activities directory.

Has working with the Canal & River Trust helped you innovate and use new places for activities?

Yes (6)	60%
No (2)	20%
Not sure (2)	20%
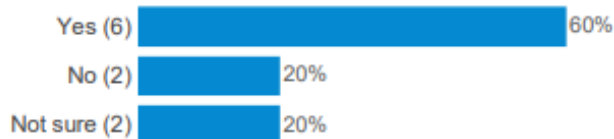
If yes, please tell us about any new places used for your activities.

The canal is seen as a greater asset

The canal, Newly locks area and surrounding wooded areas.

Signposting partners clients to your activities and encoraging canal routes as new walking avenues.

Hoping to arrange a second trip

Yes the canal, woodlands around the canal and river, local farms, stretches of the canal further away from the city.

Using the canal for kayaking with a group

We do not provide activities as it's a network, but the inclusion of male-friendly activities amongst the network makes us all the stronger for it.

Figure 9 - Results from Stakeholder Service Design Survey Part 1

I2I Stakeholders Service Design Survey

Has working with the Canal & River Trust changed the activities you deliver or offer?

Yes (5) ████████████████ 50%
Not sure (3) ██████████ 30%
No (2) ██████ 20%
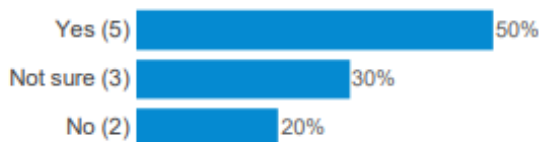
If yes, please tell us about any new activities.

more inclusion of canal
Increased community rambles around our area and Easter trails for the Easter Holidays.
It has extended what we advertise
It's helped us to understand the value of blue spaces
We had never kayaked with the group before

Have you shared ideas, activities and information with others as a result of working with the Canal & River Trust?

Yes (9) ██████████████████████████ 90%
No (1) ███ 10%
Not sure (-)

If yes, please describe the types of things you have shared and with whom.

a lot more networking with like minded people
Promotion of events
Across the company we have shared activity ideas.
We share the trust's activities with our Local Care Partnership organisations
The team
Various further opportunities with the service users.
Shared information about the open activities the canal and river trust run with communities
See previous answers re workshops and promotion

Figure 10 - Results from Stakeholder Service Design Survey Part 2

Other outcomes of the I2I programme

We also tracked other outcomes beyond the overall I2I programme objectives; these included any impact on wellbeing including happiness. There were some other unexpected outcomes too, including improved resilience, nature connection, restoration, and a variety of social skills.

Wellbeing

One aspect of the I2I project delivery was the use of NHS and public health link workers to use social prescribing to activities offered by the Trust on our network with the benefits

that being outdoors and closer to nature bring. The participants in the activities completed a survey before taking part and again soon after taking part to track any change in wellbeing using the ONS4 measure of subjective wellbeing[5] (ONS, 2018).

The wellbeing scores after people had taken part in social prescribing activities are around 5 points higher than their scores before taking part (Figure 11). This represents a statistically significant increase in wellbeing of participants in the green social prescribing activities offered by the Trust, which hopefully will continue beyond the life of the I2I project.
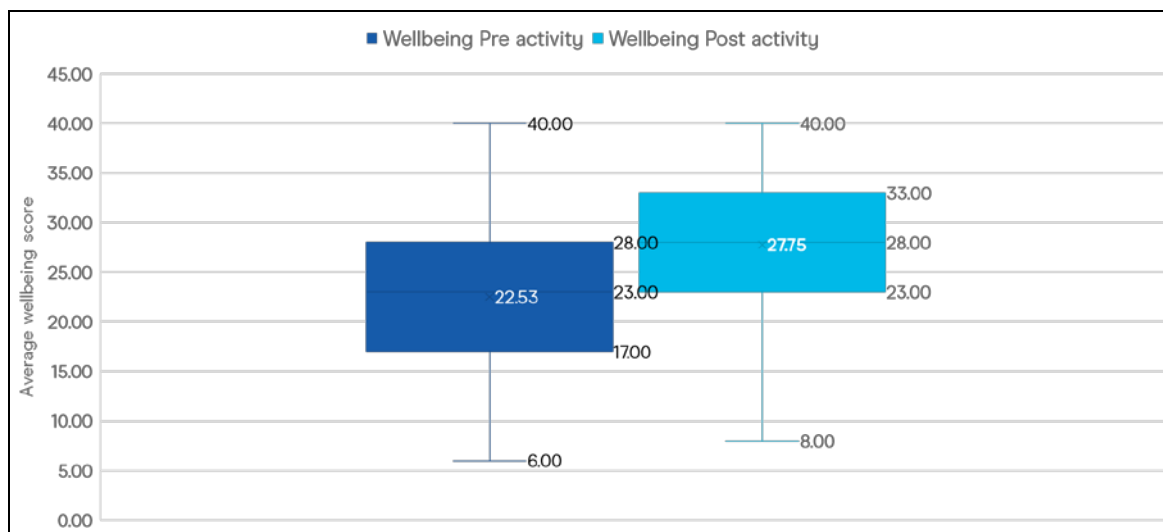
Figure 11 - Wellbeing of participants pre and post social prescribing activity

Similar changes were detected post versus pre a youth I2I programme run over two days in Nottingham.

Youth programme in Nottingham

A survey was conducted to evaluate a two-day programme of activities designed for young people aged between 7 and 14 as part of the I2I programme in Nottingham. This section summarises the responses to questions about various aspects of wellbeing and resilience, the same question being asked before and after the activities. Although it is a small sample, it does provide evidence of the short-term impact of the activities with a generally positive effect, particularly for 'confidence', 'pride' and 'connecting with others'. These are particularly important outcomes in the context of reducing social isolation.
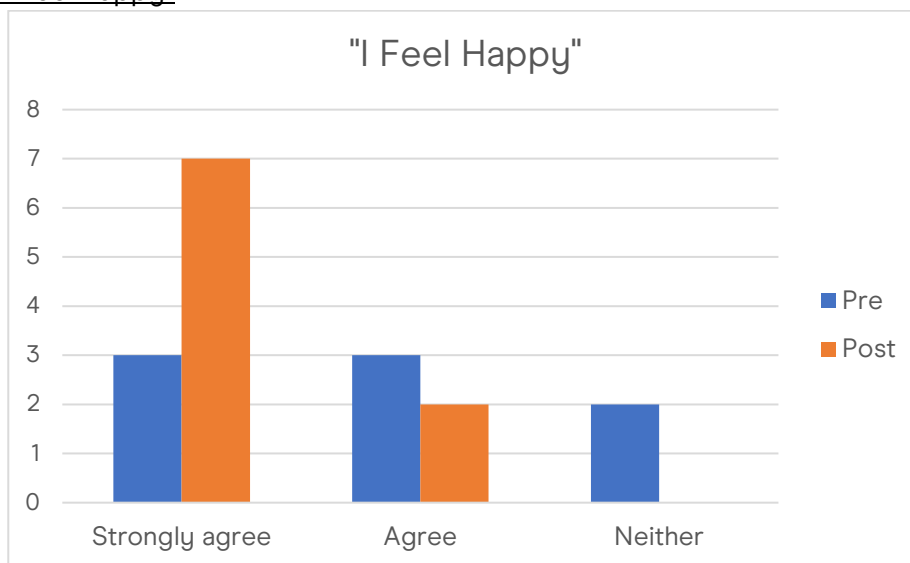
<u>"I feel happy"</u>

Figure 12 - Agreement with 'I feel happy' pre versus post activity

There is a definite increase in the number of respondents 'strongly agreeing' that they feel happy after taking part in the programme of activities (Figure 12). However, there are many variables that could influence how people are feeling so please treat these results with caution.
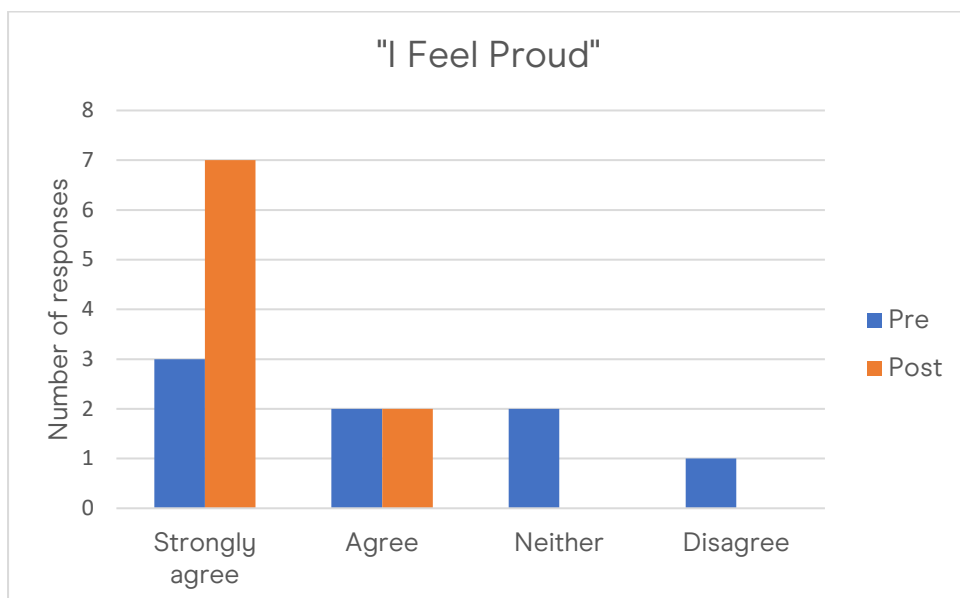
<u>"I feel proud"</u>

Figure 13 - Agreement with 'I feel proud' pre versus post activity

This measure has seen the largest shift from only three respondents 'agreeing' that they feel proud before taking part in the activities; to the majority 'strongly agreeing' that they feel proud after the programme (Figure 13). This is an important contributor to resilience.
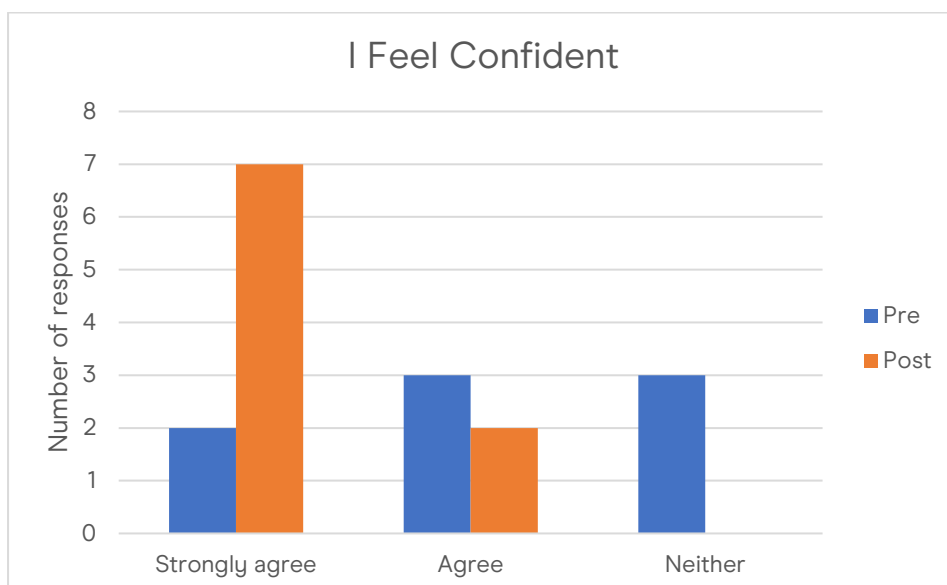
<u>"I feel confident"</u>

Figure 14 - Agreement with 'I feel confident' pre versus post activity

Again, there is a noticeable shift towards respondents selecting 'strongly agree' with the statement "I feel confident" after taking part in the I2I programme (Figure 14). Confidence is another key dimension of resilience.

<u>"I connect well with others"</u>
Being able to connect with others is a key part of reducing social isolation. There is an increase in participants strongly 'agreeing' that they connect well with others after taking part in the two-day programme of I2I activities (Figure 15). Before the programme, half of respondents 'disagreed' or 'neither agreed nor disagreed' that they connect well with others.
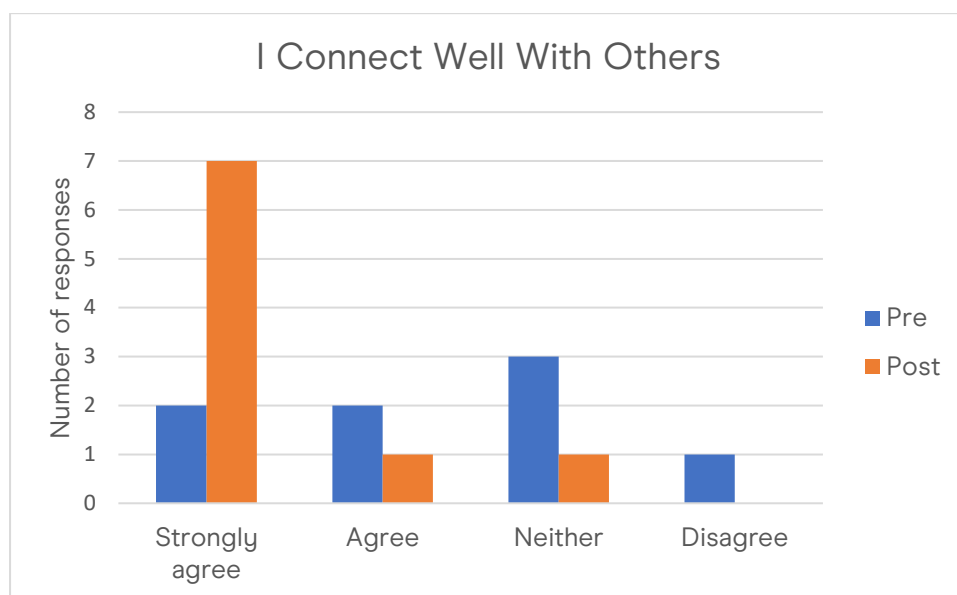

Figure 15 - Agreement with 'I connect well with others' pre versus post activity

Other unexpected outcomes

The qualitative research as part of the I2I evaluation has highlighted several benefits that had not been planned for or expected. This demonstrates the added value of all the activities (many in the form of social prescribing) to the participants beyond reduced loneliness. These include:

Nature connection – many of the activities are outdoors by the canal and in nature. This poem written by one of the Leeds 'Canal Crew' summarises the impact:

Leeds Canal Crew – Participant poem
"It was great spending time by canal with the crew
Learning about locks and positive things we can do
Starting a fire, building shelters and a litter pick
Working to reduce isolation that gets a big tick
Spending time in nature, soaking up its beauty
I really enjoyed the group it's been of real value to me"

Resilience – learning new skills and going to new places, even just getting out of the house can build resilience in those who have experienced health difficulties

Restoration – there is compelling evidence that being by water can have a restorative effect and improve mental wellbeing (Bergou et al., 2022).

Social skills – meeting new people can help develop social skills

We collected qualitative data (through interviews or surveys) to generate a few case studies to demonstrate the breadth of benefits this programme has created for the participants. Here are some examples ranging from individual to organisational beneficiaries. Each case study lists the comments received from the interviews or open-ended survey question responses and the relevant outcome or benefit indicated.

Although there are clearly some common outcomes between the case studies, including connections and friendship; each one has unique benefits too depending on the location and type of activity e.g. nature connection, happiness and positivity, increased resilience, and new skills.

There is the added dimension that most of these outcomes and benefits were unexpected in the sense that they were not in the original objectives of the programme. This is a bonus and should not be underestimated as achievements of the I2I project. This learning can be applied to future collaborative projects using similar activities.

6. Case studies

Case Study 1 – Kirkstall Forge

Comment	Outcome/benefit
Support local community	• Social value – work with local groups and charities • Community cohesion
Activities for local people e.g. nature rambles, litter picks, lunchtime walks	• Improved mental and physical wellbeing • Nature connection • Reduced litter
Additional unexpected outcomes	• Increased awareness of the canal • New groups and friendships
Legacy of the I2I project	• More connected community • Increased and continuing connection with the local area • Ongoing activities to help maintain the canal e.g. litter picks using litter pickers provided by the Forge

Figure 16 - Kirkstall Forge case study

Case study 2 – Nottingham Arts & Crafts

Comment	Outcome/benefit
Support local community	• Social value – work with local groups and providers • Providing transport, a key barrier to taking part
Arts and craft activities for local people e.g. woodwork, clay creations	• New skills • Increased confidence • Improved mental wellbeing • Reduced social isolation
Additional unexpected outcomes	• Happiness and positivity • Togetherness • New groups and friendships
Legacy of the I2I project	• More connected community • A successful model of collaboration • Great partnerships

Figure 17 - Nottingham Arts & Crafts case study

Case study 3 – Volunteer

Comment	Outcome/benefit
Canals can be of great benefit to everyone particularly those with anxiety	• Beauty • Serenity • History
Activities for local people	• Making bird boxes for the local area • Canal boat trips
Positive influence of project on attendees	• Increased resilience • New groups and friendships • Improved social interaction skills
Legacy of the I2I project	• More connection with canals • Increased social connections • Benchmark for future projects

Figure 18 - Volunteer case study

Case Study 4 – Leeds Canal Crew

A group of men worked together on a regular basis on the Leeds & Liverpool canal during the I2I project, doing litter picks, painting locks and maintaining the towpath areas. Many of them were struggling with depression and some were dealing with addiction or unemployment. The Canal Crew gave them a reason to get up, leave the house and spend some time outdoors, by water and in nature.

Several of the participants agreed to be interviewed about what they had experienced as part of the 6 or 8 weeks of Canal Crew sessions. Thematic analysis was carried out on the interview transcripts summarised in a word cloud (Figure 19). The more often participants mentioned a word, the larger its text size in the word cloud.

There are some words that would certainly be expected to appear frequently such as 'Canal' and 'Crew.' However, other popular words, which point to the wide range of outcomes of the Canal Crew project beyond the central aim of reducing loneliness and social isolation, include 'improved wellbeing', 'active', 'positive', 'trust' and 'helped'.
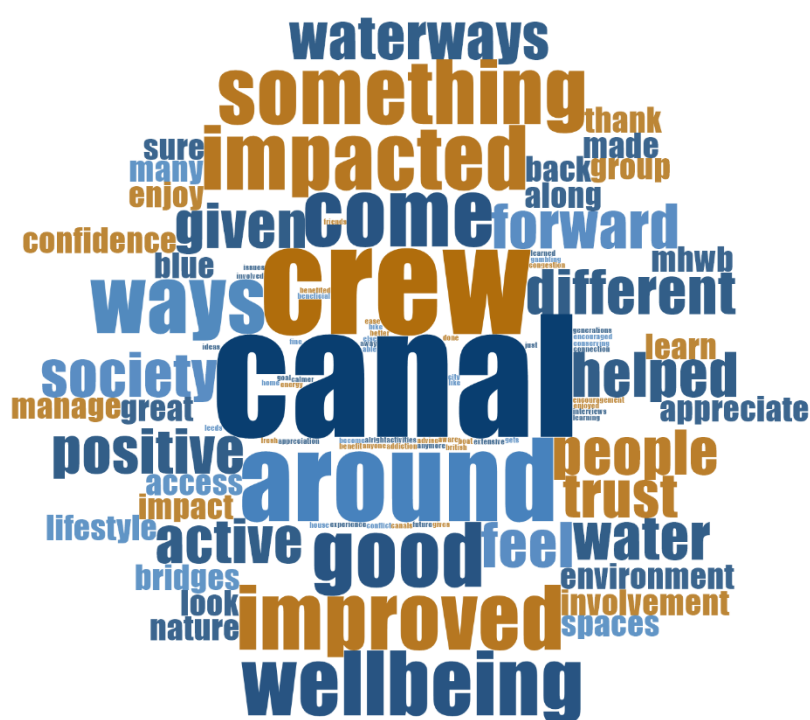
A summary table of the themes and how often they were mentioned was also prepared which elicits an even wider array of outcomes from the canal crew sessions including 'confidence', 'learn' and 'look forward', all signs of the wide range of benefits of the scheme (Figure 20).

Figure 19 - Leeds Canal Crew interviews word cloud

THEME	Mentions
Wellbeing	4
Good	4
Learn	4
Active	3
Positive	3
Appreciation	3
Confidence	2
Environment	2
Stress	2
Look forward	2
Nature	2

Figure 20 - Themes from Canal Crew interviews

7. Partner meeting in Leeds & Nottingham – Feedback

Each I2I programme partner took a turn over the three years of the project to host a partner meeting. Unfortunately, several were limited to virtual online events due to the restrictions imposed by the covid pandemic. However, the latter few partner meetings were in person, including the Canal & River Trust's joint event in Nottingham and Leeds, held in September 2022.

We were very pleased to welcome many representatives from all the partners who travelled over to England, despite it sadly coinciding with the Queen's funeral (which caused some travel disruption). There was a packed schedule of visits, boat trips, kayaking, arts and crafts alongside the usual talks and workshops. We were pleased to host several very successful social events too including the partner meeting dinner in Nottingham and tasty (and plentiful) tapas in Leeds.

A feedback survey was circulated to the partners at the end of the two days, with the following charts (Figure 21 and Figure 22) and comments summarising the generally positive results.
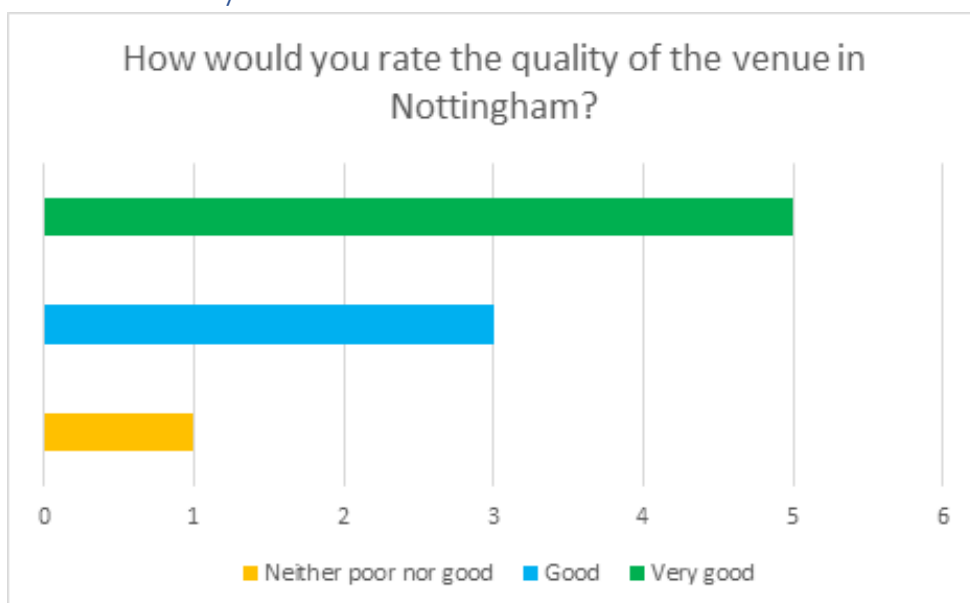
Feedback survey results

Figure 21 - How would you rate the quality of the venue in Nottingham?

The majority of respondents rated the venues in both Nottingham and Leeds as Very good or good (Figure 21 and Figure 22).
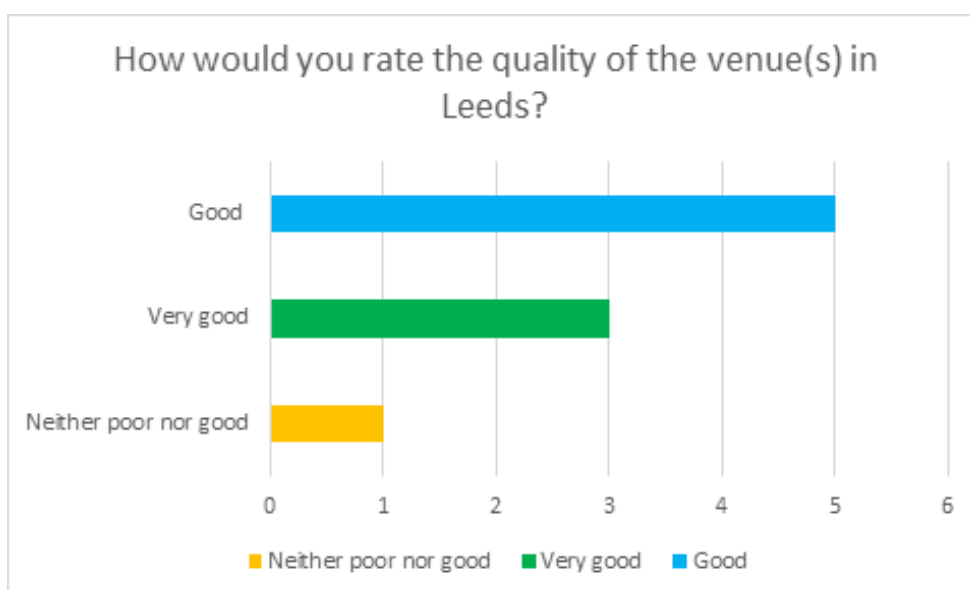

Figure 22 - How would you rate the quality of the venues in Leeds?

Feedback survey comments

I really enjoyed these two days in Nottingham and Leeds!

There was so much to tell and show that the program might have been better spread over 3 days rather than 2.

You all did an amazing job and are clearly proud of your regions, you showed them off brilliantly. Well done.

Great Food :D

8. Conclusions and Recommendations

The Interreg I2I collaboration was successful and resulted in a good deal of knowledge sharing and innovation based on the different experiences and conditions in the various countries.

The key objectives of the I2I programme have been met; reducing loneliness and social isolation amongst the participants in activities designed and run by the partners.

There were additional unexpected outcomes and benefits, highlighted by the qualitative research, in addition to the key aim of reducing loneliness. These included improved wellbeing, increased resilience, acquisition of skills and nature connection.

Recommendation 1 - It is recommended that these additional outcomes are added to the programme planning for similar projects and programmes in future.

Recommendation 2 - These outcomes demonstrate the value of social prescribing activities for those taking part (as evaluated and described in this report) and this programme should be replicated elsewhere on the inland waterway network.

The partner meeting hosted by the Canal & River Trust was well received by the partners with some positive results to the feedback survey and complimentary comments.

Recommendation 3 - For future similar partnership programmes, a more formal and iterative process evaluation is recommended to include all the wider partners in the public, private and third sector to get the broadest experience and learning from the programme.

Recommendation 4 - Careful needs analysis is key to planning future programmes and ensuring the correct people are targeted and supported. This should be the first step in similar programmes in the future.

Despite the covid pandemic partner meetings were still successfully held as virtual online sessions, enabling a wider range of partners and colleagues to attend. However, there is still value in face to face events which facilitate more social events and networking.

9. Glossary

CRT – Canal & River Trust

DCMS – Department for Culture, Media and Sport

I2I – Isolation to Inclusion

IMD – Index of Multiple Deprivation

LSOA – Lower Super Output Area

MHCLG – Ministry of Housing, Communities and Local Government

NHS – National Health Services

ONS – Office for National Statistics

WP – Work package

WWCW – What Works Centre for Wellbeing

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