

# SP Business Improvement Project

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## Terms of Reference & Suggested Evaluation Criteria for Outcomes Pilot

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Workstream: Workstream 2 (Effective Delivery)

Stage: Stage 1

Description: Product (Terms of Reference)

Version History: Version 0.1

Date: 26.5.16

Status: Draft

## **Outcomes Pilot – Terms of Reference (25.5.16)**

### **Purpose / role of the group:**

#### **Overall Aim:**

- As part of Workstream 2 of the SP Business improvement project, to develop and pilot approaches to the measurement, collection, reporting and analysis of outcomes data, across a representative sample of SP funded housing support providers in NI.

#### **Specific objectives of pilot:**

- To identify and agree a set of outcome indicators for each client group
- To develop and test approach to outcomes measurement based on the 5 high level CLG national indicators
- To develop and test methodology for outcome data collection and exchange using SPOCC Outcomes Monitoring Returns Template
- To identify and agree scope and frequency of outcome reporting by providers to SP
- To develop and test MI reports to inform SP of the extent to which Programme objectives are being delivered
- To test SP and provider systems capacity to support the implementation of outcomes monitoring
- To identify and resolve any issues prior to wider roll out of outcomes monitoring across the provider sector

#### **Anticipated benefits:**

- Better quality of SP management information
- Increased ability to evidence programme effectiveness
- Increased quantity of outcome data
- Identification of issues, risks, benefits and dis-benefits to inform wider roll out of outcomes monitoring

## **Membership:**

- The pilot will include representatives from the SP Team and 10 provider organisations. The latter have been selected to reflect the range of organizations in terms of type, size and geographical location

SP Representatives: Darren Stockdale

Provider Representatives from the following organisations:

- |                  |                       |
|------------------|-----------------------|
| - Age NDA        | - Causeway Womens Aid |
| - Fold           | - L'Arche             |
| - BCM            | - BHSCT               |
| - FHASS          | - Praxis              |
| - Queens Quarter | - WHSCT               |

## **Scope**

- Each of the 10 provider representatives will submit outcome returns for 1 of their services (14 in total as Fold HA have agreed to report on 3 services, which will include returns from 2 sheltered services and Belfast HSCT will report on 2 services). The selection of the services will be agreed by SP and the provider representatives.
- The services to submit returns will include both floating support and accommodation based. Accommodation based services will include both long and short term services.
- The services will cover each of the main thematic client groups: older people, LD/MH and homelessness

## **Duration of Pilot:**

- The pilot will run for 2 quarters (6 months) from the start of October 2016 to the end of March 2017.

## **Frequency of Reporting:**

- Outcome monitoring returns will be made on a quarterly basis to SP

## **Accountability:**

- Each provider representative will identify an individual or individuals who will be responsible for ensuring outcomes data is collected, input and submitted to SP in accordance with the agreed timelines. Providers will be responsible for ensuring there is backup for this resource in the event of their absence.

- SP will identify an individual within the SP Team who will ensure that outcome returns are actioned within the specified number of days from receipt (5 working days) as will be agreed by SP and participating providers. SP will be responsible for ensuring there is backup for this resource in the event of their absence.
- SP will identify a member of the SP Team who will act as a point of contact for provider communication during the duration of the pilot.

### **Review:**

- There will be a formal evaluation at the end of the 2<sup>nd</sup> quarter. It is proposed to conduct a review following submission of the initial monitoring returns at the end of the 1<sup>st</sup> quarter. Any issues arising from this review will be discussed and any changes arising will be implemented for the 2<sup>nd</sup> quarter.

### **Working methods / Communication:**

- There will be an initial workshop prior to implementation of the pilot, arranged for 9.6.16 and meetings will be held after the initial review and at the end of the pilot.
- Between these meetings, there will be regular informal communication between SP and providers