Southern Area Outcomes Group Craigavon LPG – Scorecard Training 7th July 2017 (Gardner's Hall, Dungannon)



Background

Dungannon Locality Planning Group (LPG) was established in 2014. Membership of the group includes a range of community, statutory and voluntary organisations with a remit for children and young people in the area. The group aims to improve the well-being of children and young people through a multiagency planning approach.

The group set their six priority areas for 2015-2017; one of them being by equipping volunteers and staff with the awareness they need on co-ordination and collaboration across agencies.

The group decided that they wanted to host Scorecard Training to increase knowledge of the evaluation tool and its benefits in capturing outcomes.

The outcome of the workshop was to:

- Increase knowledge on the Scorecard Model and presentation.
- 2. Increase confidence to use the Scorecard as an effective means of evaluation and communication.

Outcome 6 (SOG Action plan)

Better co-ordination and collaboration across agencies in the Southern area.

How much did we do?

- Number of referrals
- Number of referrals accepted ages, ethnicity, gender, disability
- Number of young people
- · Number of:

activity sessions, courses, newsletters published, people subscribing to service, persons treated, clients enrolled

How well did we do it

- Percentage:
 - of staff turnover rate, in post, trained staff, staff with training qualification
- · Quality for clients:
 - % of CPSS-Internal-background pgb of clients saying they were treated well, completing the programme, disengaging from programme & reasons, % users who would refer a friend
- Quality of activity:
 - % of actions timely and correct, meeting standards, referring agency, % of people opening the e-zine

Is anyone better off?

- · User/Referrers View: feedback from service users, feedback from referrer, feedback from service provider
- Number/% with improved skills/knowledge/qualifications e.g. no. of service users gaining parenting skills
- Number/% with improved attitude/opinion e.g. no. of users of a service feeling they were helped with their problems
- Number/% with improved behaviour e.g. good school attendance
- No/% of people with improved circumstances (status measures): change in care status, change in educational
 abilities, change in legal status re, offending behaviour (youth justice outcomes), homelessness.



How much did we do?

How well did we do It?

- 9 people attended the training
- Half day training session delivered by Locality Planning Officer

- Community and Statutory Agencies attended
- Low/no cost activity

Is anyone better off?

7 completed evaluations out of 9 attendees

Most useful topic/what would you change in your practice:

- "Useful way of evaluating the hard and soft outcomes of training"
- "Graph's and presentation"
- "I will roll out Scorecard model in programmes"
- "To be more efficient in capturing outcomes"
- "Will suggest this resource at next team meeting to record participant's achievements"

Scorecard Training – Participant Knowledge

