

## Evaluation Summary

The current system does not always best serve adults with complex and multifaceted needs often leading to chaotic adults seeking to access services in a chaotic manner. The pilots will examine the system and implement changes that will positively affect both the determinants of chaos within adult's lives but also improve the structure and accessibility of services which they use.

**The evaluation aims to establish the impact on outcomes which has been made for service users, services and assess the cost effectiveness of the interventions.**

**The evaluation has three parts:**

a) The **Process evaluation** aims to answer the following questions:

- How did each pilot perform against its initial plan?
- What are the skills, knowledge and capacity required to offer effective services to the client group? How well did the pilots meet these needs?
- Are the models of working demonstrated by the pilots sustainable and able to be generalised, and if so, in what contexts to demonstrate how they could be used more widely?
- What are the specific processes / methods of intervention used by each pilot
- How focused was the pilot on the most excluded clients?

b) The **Impact evaluation** aims to answer the following questions:

- What were the common and specific outcomes on individuals, families, community?
- What were the user perspectives on the pilots?
- Have the clients of the pilots begun to use services more appropriately than previously?
- Were there common and specific outcomes which relate to local and wider service use?

c) The **Economic evaluation** aims to answer the following questions:

- What impact did the pilots have on cost (including distribution of costs) in relation to the achievement of outcomes and use of services whilst on the programme and progressing on from the programme?
- Did the pilots demonstrate that money for services could be re-allocated to make local or national savings whilst maintaining or improving outcomes?

The Evaluation conducted by Matrix will produce

<b>Outputs</b>	<b>Timetable (end of)</b>
<b>PHASE 1</b>	
Delivery of Project initiation document	July 2007
Visits to each pilot to establish logic models	August 2007
Methodology review	August 2007
Development of research tools	September 2007
Submission of Research ethics application	September 2007
Begin data capture process with data management tool in place by end of October (aiming for 1st October for most pilots)	October 2007
Process model development	December 2007
Economic approach finalised	December 2007
<b>PHASE 2</b>	
Attend collaborative meetings	September 2007– August 2010
12 Quarterly data reports	December 2007- August 2010
Equality Impact Report	December 2009
Cost Benefit analysis findings	September 08/09/10.
Attending the Peer Analysis Group and providing update reports	December and June 07/08/09/10
Interim findings report	August 2008 August 2009
Final findings report (first draft)	June 2010
<b>PHASE 3</b>	
Final findings report	August 1 <sup>st</sup> 2010
Peer review of evaluation	September 2010

**Quality Statement:**

All outputs must be of a high quality, agreed and signed off by the Adults facing Chronic Exclusion Team. The annual and final findings report must be of a publishable standard to be released to the Public, as agreed with the ACE Programme team.

The methods used to achieve these outputs will be:

- Cost-benefit analysis of the ACE pilots
- A description of the process models of each project
- Analysis of characteristics, pathways & outcomes for individual service users
- Visits to the pilots and consultation with staff, commissioners and stakeholders
- Service user involvement and peer-led research.

**Adults Facing Chronic Exclusion Programme**



**CSIP**

**Pilot Liaison**

**Data Collection**

**Stakeholder Consultation**

**Peer Involvement**

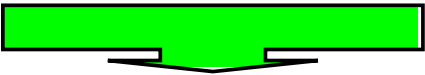
**Pilot Scope**

- System change
- Individual support
- Transition specific interventions

**Pilots**

**Pilots**

**Pilots**



**Process Evaluation**

**Impact Evaluation**

**Economic Evaluation**

**Interim Reports**

**Management Reporting**

**Final Report**

**Dissemination Programme**

**Collaborative Network**

