



## Evaluating Peer Support in Aotearoa/New-Zealand

### Project Update November 2012

#### Website

Toka Tū now has its own website at [www.tokatu.org.nz](http://www.tokatu.org.nz). Here you will find explanations of the project title and whakatauki, details of participating organisations and updates on current learnings and resources.

#### Ethics Approval

We are very pleased to announce that Toka Tū has obtained approval from the Multi Regional Health and Disability Ethics Committee. There have been some changes to the methodology of the project however, these changes do not compromise the research questions, which are;

1. What are the resources and procedures that will support NGOs to initiate and undertake ongoing evaluation?
2. What are the outcomes being supported by peer support services?

It is envisaged that the changed methodology will result in the project having more information than previously anticipated in order to answer the above questions.

The evaluation within this project includes both process and outcome evaluation. Broadly speaking, process evaluation will be focused on how well the peer-support services are being implemented and delivered and outcome evaluation will be based on the extent to which outcomes of value to consumers are being realised.

The following evaluation questions will be addressed in Toka Tū:

**Process Evaluation Question:** *How well are the peer-support services are being delivered and implemented?*

Evaluative thinking and practice requires understanding what quality and value mean for the stakeholders. The leadership group developed criteria based on their knowledge of best practice peer support and their values of what constitutes effective peer support. Based on this, the leadership group have developed an Evaluative Rubric for Peer Support which incorporates training and supervision, resourcing and funding and evaluating service related peer outcomes.

**Outcome evaluation questions:** *What are the outcomes of value to consumers? To what extent are the outcomes of value to consumers being supported by peer support mental health services?*

The leadership group reviewed a number of outcome tools to see which would be useful for this project. Due to the diversity of the peer support programmes they deliver, it is not possible to choose and implement one outcome tool across all the NGOs. Therefore we have adapted the methodology of this project to support programmes (overall) evaluation and individual programme evaluations (through using outcome tools).

### **Outcomes evaluation (Programmes)**

A semi-structured question protocol will be developed to address the outcome evaluation questions through focus groups held with consumers at each site of the participating organisations. The qualitative analysis software NVivo will be purchased and used to support the analysis of focus group data.

### **Individual outcome evaluation**

Individual outcome evaluation will occur through using a range of outcome tools. The participating organisations will be supported to identify and/or develop the resources and procedures necessary to collect, analyse and report outcome measurement data at a local level. Each participating peer support service has decided on an outcome tool to use with their service. These were selected from a selection of outcome tools based on criteria relevant for this project. To see this list of outcome tools, visit [www.tokatu.org.nz](http://www.tokatu.org.nz)

The results of the programmes outcome evaluation (focus groups ) will then be compared with the individual outcome evaluation (results from outcome measures).

### **Data Systems**

The data systems, and protocols to guide operation, will be designed to be localised rather than centralised. This will involve more face to face visits by project team members with each organisation to identify and respond to their needs.

### **What's Next?**

- Participating peer support services will undertake a 2 day train-the-trainer course in February 2013 where they will learn about the process of delivering outcome tools in their services
- Members of the Toka Tū project team are meeting to discuss any requirements they have for collecting information from outcome tools, particularly I.T systems

### **Conferences, Meetings and Training**

Marge Jackson and Kate McKegg presented at the ANZEA (Aotearoa New Zealand Evaluation Association) conference

Sarah O'Connor presented at NGO WHOqol conference

If you would like to be added to our mail list to receive on-going updates or have any questions please email [tokatu@kites.org.nz](mailto:tokatu@kites.org.nz)

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