



# Project Outline

## Development of What Works Process and Tools for Working with Clients

### **Background**

The CES What works Process is a set of activities done in partnership with client organisations. It uses a specially developed tool, the What Works Tool, to help them reflect on how evidence informed what they are doing in relation to improving outcomes for children and families, in terms of current research and thinking on 'what works'.

### **What is the aim of the project?**

This What Works Process is built on established tools from many different fields. It has been developed to help programmes and services undertake a facilitated needs assessment of how what they are doing relates to current thinking from research on what works. The aim has been to develop a process which can be applied in any service setting working with children and families, whether statutory or non-statutory.

It is designed to be of immediate practical use for a service or programme, in terms of reflecting where they are currently in terms of delivering evidence informed services.

It will also allow CES to suggest where it may be able to best offer support for a programme or service, or whether other specialist support may be sourced. It will compliment other tools developed by CES or partner organisations,

### **How will the project be carried out?**

The pilot phase is now completed and CES has invited expressions of interest from services and organisations to participate in the What Works Process. In phase 2 of this work we will be investigating how to enable the process to 'go to scale', that is, be developed so that it may be used very widely. This will include training more facilitators in using the What Works Tool and developing a guide to Needs Analysis.

### **Outputs from the project**

- Two-Four more services facilitated through the What Works Process
- Facilitator Guide and Training Workshop Held
- Undertaking work with two organisations on developing more widescale use of the Process
- Preliminary work on version 2 of the What Works Process

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### **About the Centre for Effective Services**

CES was set up in 2008 as a partnership between government and philanthropy to promote evidence-based policy and practice in child, family and community services across the island of Ireland. We are a multi-disciplinary team who provide assistance to service providers and to commissioning bodies to access and apply the latest international learning in 'what works'. Our funders are the Atlantic Philanthropies, the Office of the Minister for Children and Youth Affairs, and the Department for Community, Equality and Gaeltacht Affairs. See [www.effectiveservices.org](http://www.effectiveservices.org)