Resources Available for Implementation: Support for Your Journey

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Scope of Presentation

1. Background
2. Challenges faced by the Social Service Sector
3. 8 Steps to adopt when conducting evaluation and research

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CONDUCT RESEARCH & EVALUATION (R&E)

- Research to build knowledge
- Evaluate the impact of the social service sector and programmes
- Sense-making on perceptions and attitudes

CAPABILITY BUILDING

- Initiatives to build research capabilities
- Input to research training programmes for R&E (SSI/SSR)
- Channel SSAs and staff to appropriate training

REVIEW & COORDINATE RESEARCH/RESOURCES

- Review research by NCSS members
- Ensure methodological rigour in R&E projects
- Review R&E funding process
- Match resources to SSAs (e.g. funding, researchers)

RESEARCH ENGAGEMENT

- Engage with NCSS divisions to support their work
- Engage with SSAs to encourage R&E
- Engage with external experts

KNOWLEDGE MANAGEMENT & DISSEMINATION

- Translate research
- Ensure findings are accessible and applicable for policy and services
- Create sharing and dissemination platforms

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Research and Evaluation (R&E) Promotes More Effective and Efficient Services

- Globally, there has been a greater interest in evaluating and demonstrating impact. As we move towards that direction, our social service sector is increasingly looking at "What works" through research and evaluation of our programmes.

1. Validate Programmes and Services	2. Impact Decision Making	3. Priortise Needs and Interest of Service Users
○ **Understands the impact effectiveness** of our programmes and services. ○ **Public services providers**: in establishing how best to deliver public services and how to improve their service.	• **Provides greater accountability** for funders and policy makers. • **Funders, Donors:** on how best to spend public money. • **Policy makers**: coming to an informed view of what is and is not cost-effective in public services.	• **Promotes sector to be person-centred** in its service design and delivery, and towards a quality of life, ecosystem or lifespan approach. • **Practitioners**: on *which* and *what* and *how* to implement.

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The 2021 Social Sector Survey revealed three broad challenges that social service agencies face in evaluation and research:

1. Manpower constraints
2. Insufficient financial resources
3. Limited knowledge, skills and know-how
4. Lack of platform to cross-share best practices

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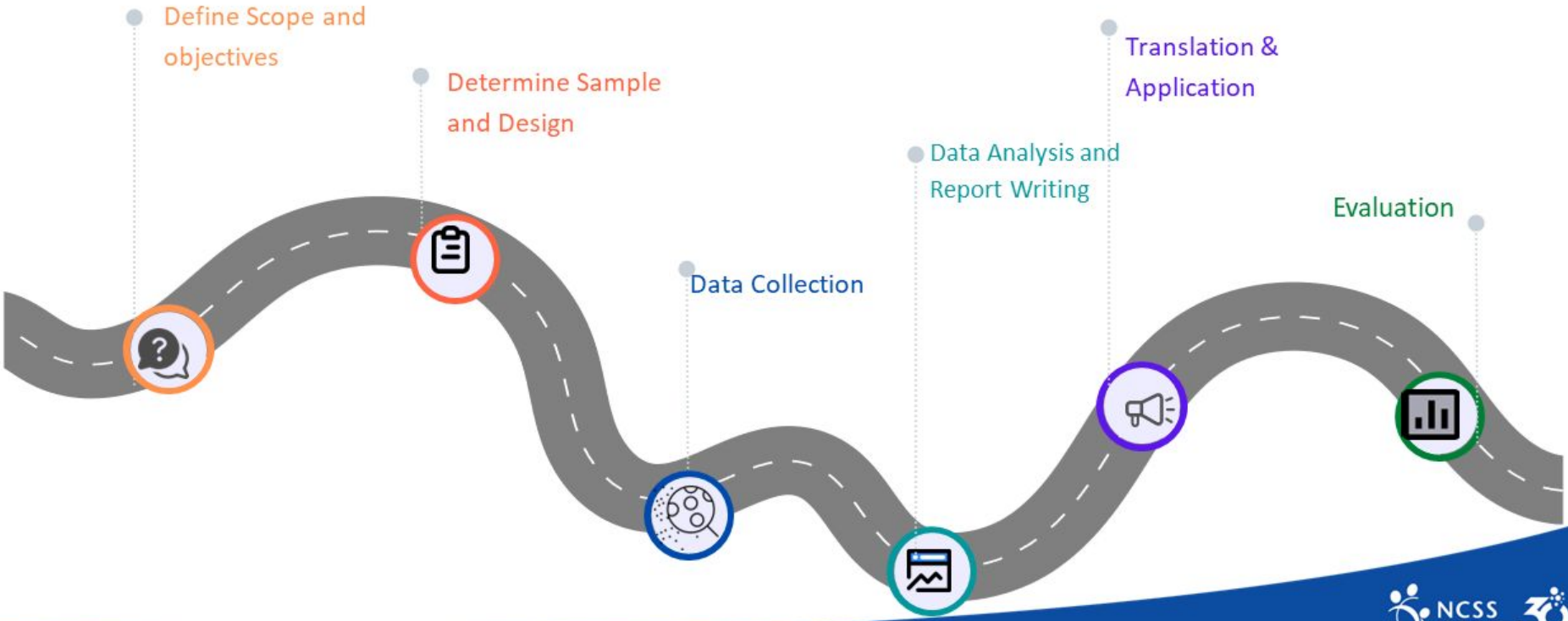
Many may have limited Knowledge, Skills and Resources when Conducting R&E



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NCSS is Committed to Providing Resources at Every Stage of Your Journey

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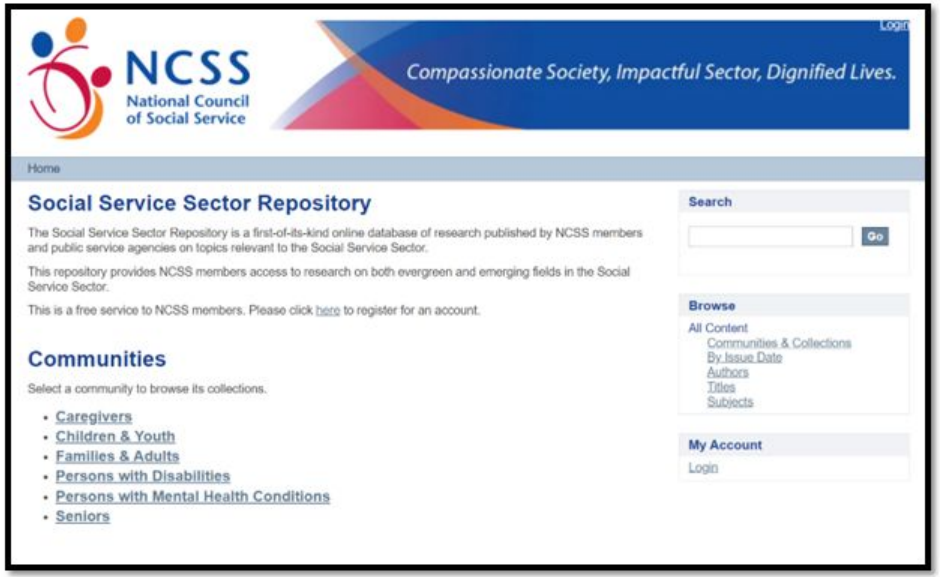
#1 Register for NCSS Repository Now

Local platform for greater access to knowledge and evidence.



- A first-of-its-kind online database of research on the local social service sector, for NCSS members' use.
- The repository houses rigorous research (e.g., persons with disability or mental health issues, caregivers, children and youth, seniors, families) by NCSS member organisations and public service agencies.
- Free service for NCSS members.

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Register for the Repository!

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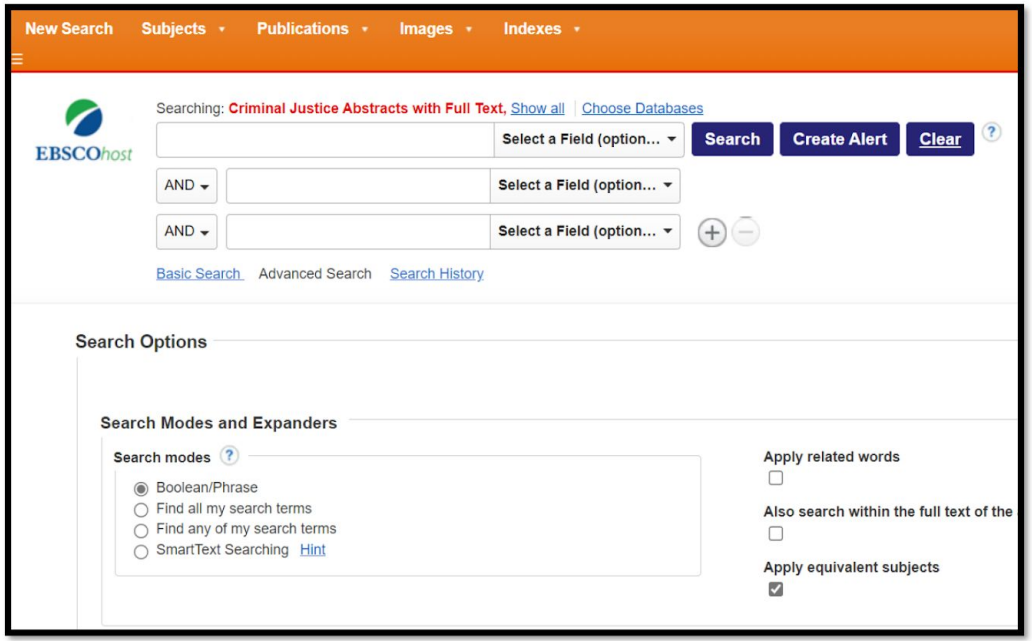
#2 Sign Up for Free EBSCO Journal Database

International platform for greater access to knowledge and evidence.



- NCSS members can access quality research content in the EBSCO database.
- Houses e-journals in the areas of Social Work, Psychology & Behavioural Sciences, Education Research and Nursing.
- Free service for NCSS members; **one shared account per agency.**
- Email *research@ncss.gov.sg* for an account today .

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#3 Apply for Ethics Review Committee (ERC) and Ethics Training

Ethics review committee set up to guide researchers in steering clear of ethical quandaries

The NCSS Ethics Review Committee (ERC) reviews research studies conducted by social service agencies to ensure that the welfare and rights of human study participants are protected.

- Provide free online training on research ethics
- Meet existing demand for research ethics reviews
- Provide guidance and advice for research projects
- Applicants can contact ERC Secretariat at research@ncss.gov.sg

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#4 Consult our Volunteer Researchers!

Volunteer Researchers to guide SSAs on research design and methodologies.

- NCSS manages a pool of volunteer researchers and helps to match Social Service Agencies that require assistance with research projects.

- These volunteer researchers (6-month commitment period as default) are from Institute of Higher Learning and the public sector in the following:
  - Designing methodologies
  - Crafting questionnaires
  - Discussion/interview guides and analysing results

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SSAs may Apply here!

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Academics/ Researchers can volunteer here!

Social service agencies with potential research projects

Matching

Volunteer Researchers (Govt, Academics)

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#5: Find out More about NCSS Research

Data and reports to help SSAs in identifiying new areas of needs or concerns.

Bitesize Articles

The Research Pulse is a new initiative that consolidates and highlights key announcements/ research findings from the National Council of Social Service (NCSS). These issues aim to keep readers updated, with content ranging from bite-sized articles on the latest research findings to research resources developed for NCSS members.

Research Reports

Access our reports at:
https://www.ncss.gov.sg/our-work/translational-social-research

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To visit the website

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#6: Adopt the Sector Evaluation Framework (SEF) for Your Programme Evaluation

A tool and common language to help evaluate and validate programmes.

- Tool and common language
- Helps us understand effectiveness of our programmes
- Allows us to validate best practices and programme design, potentially influence policies, for service users' benefit
- Helps us ensure programmes are effective and resources are allocated appropriately, leading to better service quality and outcomes for the service user
- Tentative plans to include Environment Social Governance (ESG) indicators in SEF

Do approach the evaluation team for more information.

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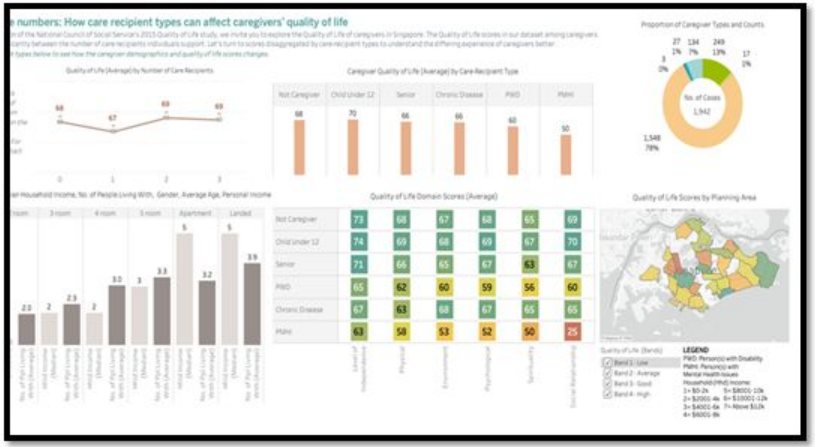
#7: Stay tuned for Online Dashboard on Quality of Life Study

Data and reports to help SSAs in identifying new areas of needs or concerns. Having sights of subsector trends allows SSAs to plan ahead strategically.

- NCSS regularly conducts studies on the quality of life of various population groups (e.g. caregivers, adults with disability, children and youth.
- New and innovative modes in which our findings can be released on NCSS website.
    - Dashboard gives a **holistic view of impact**.
    - Data are **aggregable at different levels** (programme, fund, sub-sector).
    - Assess the **needs of their clients** holistically, and compare against NCSS' population benchmarks.



Mock-up Dashboard of QOL findings

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#8: Join Other Platforms to Cross-share best practices

Other external platforms for SSAs to connect with one another.

Seminar and Talks

Roundtable Discussions on Sector Evaluation

Community of Practice on Research and Evaluation

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Thank You

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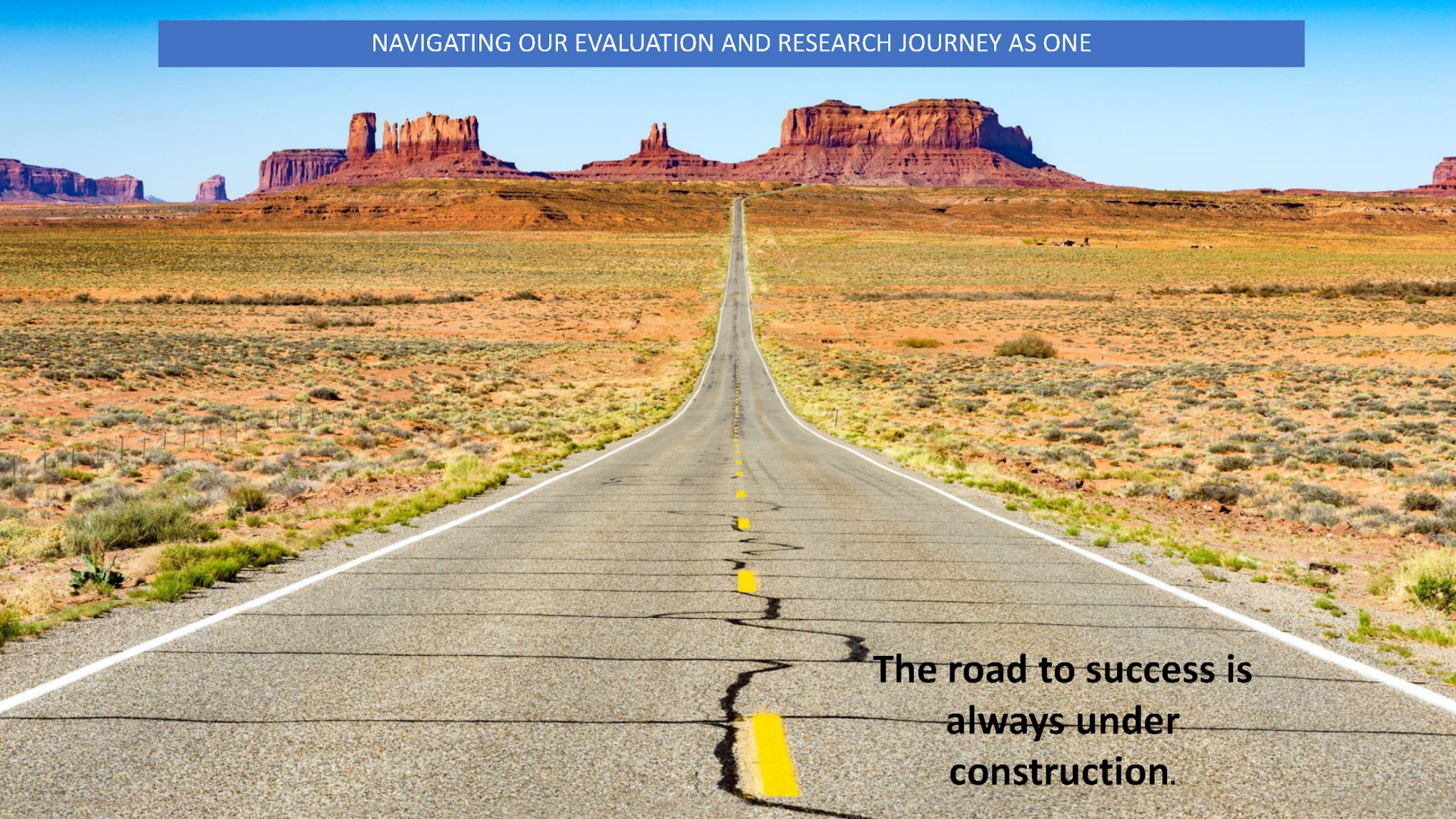
NAVIGATING OUR EVALUATION AND RESEARCH JOURNEY AS ONE