



Establishing our Monitoring, Evaluation & Learning (MEL) Framework

Terms of Reference for Consultant

1. ABOUT OFF THE RECORD

We are a 50-year-old charity that exists to promote, support and defend the mental health of young people in Bristol and South Gloucestershire.

Young people present to us with a range of mental health issues, from anxiety and depression to self-harm and feelings of suicidality. But we do not believe that young people are 'broken' and need fixing - it is often the systems and environments around them that make things difficult. This has led us to transitioning from a provider of specialist services that 'treat' young people to a mobiliser of young people and communities so they can look after themselves.

We achieve our mission in three ways. First, we offer quality mental health support. We deliver creative projects so young people can look after their wellbeing and build resilience. Our rich portfolio includes; spaces for vulnerable groups to come together (e.g. 'Freedom', our peer support project for LGBTQ+ young people); projects built upon the mental benefits of sport, arts and nature (e.g. therapeutic groups at our allotment), and; workshops for young people struggling with issues (e.g. 'hARMED' for those self-harming). We continue to offer higher intensity 1:1 counselling for young people requiring more intensive support.

Second, we support young people to design and deliver social action projects to improve services, raise awareness and influence policies. For example, 'Mentality' features young people with lived experience of poor mental health designing and delivering campaigns on issues that affect them.

Third, we build the expertise of our community to improve young people's mental health and create environments in which they can flourish. Last year we trained nearly 700 professionals from 64 schools, companies and other organisations.

We reach 18,000 young people each year. Our work enables young people to manage and recover from mental health issues and to improve their wellbeing and psychological resilience to successfully transition through adolescence and into adulthood.

2. CONTEXT

It is vital that we understand the impact of our approach to mental health on young people's lives. We would like to improve our approach to monitoring, evaluation and learning in order to:

- Build a comprehensive evidence base for our approach to mental health to support and influencing efforts
- Adapt our services to ensure our support is outcome focused
- Develop a more consistent set of outcomes across our diverse range of services
- Attract new partners
- Support our fundraising and enterprise efforts

We are choosing to do this now because we have recently created new projects and approaches and received grants that require us to provide comprehensive information as part of their reporting requirements.

We have a solid base to start from. Currently, each of our service areas collect a range of information to understand the impact of their activities. These include validated mental health inventories (e.g. ORS and SRS), bespoke surveys, focus groups, interviews and creative methods, such as feedback postcards and art.

3. PURPOSE OF THE CONSULTANCY

A consultant is required to support OTR to develop a comprehensive Monitoring, Evaluation and Learning (MEL) Framework. The consultant will work with OTR to review and improve how we currently collect data to understand the impact we are making. The consultant will work with OTR to create an improved MEL Framework that sets out:

- Outputs that we collect
- Outcomes that we collect, appropriately broken down (e.g. short term/long term)
- The methodology used to collect data
- Frequency of data collection and data analysis
- How learning is identified and disseminated
- MEL processes and systems to capture and store data

It is important that our new MEL framework includes at least some outputs and outcomes that are captured across all of our services. This will enable us to understand and report on our impact at an organisational level. In line with our participatory approach, we wish to explore how young people can be more involved in our efforts to monitor, evaluate and learn our work.

4. TASKS

The consultant will:

- Design a workshop that will support each of OTR’s service areas to create their own MEL Framework
- Create a template to present each service area’s MEL Framework
- Facilitate workshops for each OTR service area to develop. The length will be determined by the breadth and complexity of the service area’s work (see below). Workshops will include a mix of staff and young people
- Capture the results of the workshop using the template, ensuring that there are some outputs and outcomes that are consistent across all of OTR’s services
- Present each team’s MEL’s framework to OTR’s management team, together with recommendations for implementation of the framework

Service Area	Description	Length of Workshop
Community Partnerships	Our work that harnesses the mental benefits of sport, arts and nature through working in partnership with outstanding local organisations	Half Day
Diffusion	OTR’s portfolio of training, consultancy and other services to share our ideas and knowledge while generating income for the organisation	Half Day
Hubs	Led by young people, our hubs are safe, relaxed spaces for young people to find out what we offer and gain basic support	Half Day
Mentality	OTR’s youth social action project to improve services, raise awareness and influence policies.	Half Day
Freedom	OTR’s work with LGBTQ+ young people	Half Day
Resilience Lab	Our workshop that enables young people to look after themselves as they transition through adolescence and into adulthood	Half Day
Therapies	OTR’s 1:1 counselling service, Wellbeing Practitioner service (offering young people brief support) and therapeutic groups (e.g. Mind Aid, Shameless and hARMED)	One Day
Zazi	OTR’s work with Black, Asian and Minority Ethnic (BAME) young people	Half Day
NHS Commissioned contracts	Contracts that we deliver for statutory children’s and adult mental health services	One Day

5. TIMEFRAME

We expect the above tasks to be completed within twelve days over three months between January and March 2020.

6. PERSON SPECIFICATION

Training, experience and qualifications	Experience of working within or evaluating mental health services	Essential
	Experience of monitoring and evaluation (M&E), including developing MEL frameworks	Essential
	Experience of working in the non-profit sector	Essential
	Experience of co-creation alongside young people	Desirable
Knowledge and skills	Knowledge of quantitative and qualitative research methods used in youth and mental health services	Essential
	Creative thinker, able to develop new ideas and approaches	Essential
	Excellent written and verbal skills	Essential
	Excellent facilitation skills	Essential
Personal attributes	Collaborative style of working	Essential
	Systematic, methodological approach	Essential
	Self-confident, able to work with little supervision	Essential
	Energetic and proactive approach to work	Essential
	Conscientious, with a desire to produce quality work	Essential

7. TERMS AND CONDITIONS

Remuneration: Remuneration will be based on a day rate commiserate with experience.

Location: OTR Offices in central Bristol.

Working conditions: The consultant is expected to provide their own IT equipment. OTR will provide all other equipment for the consultant to be able to undertake the work.

Payment: Payment for the contracted amount will be made by BACS within 10 days of receipt of an invoice