CTWWC
Care System Assessment Framework

Module 4: Assessment Workshop

Session Contents

- Considerations for implementing the care system assessment through a workshop setting

  - Group work

  - Building consensus during the workshop

  - Drafting priority recommendations during the workshop

This session should take 1 hour.

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Session purpose

By the end of this session, participants should:

- be able to craft a workshop agenda and participant list

- consider how and who should facilitate processes of the assessment

Workshop considerations

Group work

'Core Team' to facilitate a participatory workshop

- Involve national and sub-national actors; government and non-governmental actors; and a range of government Ministries/departments.

- Invite key experts in specific areas of care, people with lived experience in residential care, residential care facility managers, other actors involved in the current care system

- During the assessment workshop, stakeholders will form small groups to answer specific questions in the assessment framework.

An example workshop agenda is included in the care system assessment guidance document

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Group work

Majority of the workshop is group work and report-back

Two approaches to group work:

1. Each tab is assigned to one group only. No groups answer the same set of questions.

2. Each tab is assigned to at least two groups.
   - Two or more groups answer the same set of questions and responses are compared to identify any responses that are not aligned across the two groups

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Considerations for determining assessment groups

There are trade-offs that should be considered when determining the formation and number of the groups, such as the expertise of individual respondents, and the available time, reliability of results and complexity in analysis.

Approach to forming groups	Description	Trade-offs		
		Less Time	Higher Reliability	Higher complexity in analysis
Only one group answers each set of questions	This is when each set of questions is assigned to only one group. Groups work simultaneously answered different questions and present a high-level summary in plenary, including presenting questions for which consensus was not reached by the group.	X		
Two or more groups answer the same set of questions	This is when each set of questions is answered by at least two groups. In doing so, it is likely that no two groups will have the exact same answers for all questions.*		X	X

see below for further guidance

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Considerations for group work

Assign a group lead:

an expert in the area, senior leader, member of 'core team'

Assign a note-taker:

someone to take notes of key issues discussed by the group when answering questions; guidance may be useful to help note takers capture the right information

Maintain one file:

someone who will keep all answers from group in one file and submit to facilitators

Report back:

a person to report back in plenary for each tab and someone to help them keep track of time

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Group report back considerations...

- Inform groups of how much time they have to present

- Leave time for group discussion

- Focus report-backs on discussion and consensus building for uncertain areas

- **Give groups guidance on report-back, such as:**

  - What are the key weaknesses identified?
  - What questions was your group uncertain about or did not reach consensus on?

  - What are the groups' recommendations?

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How are you considering forming the groups for the workshop?

Workshop considerations

Building consensus during the workshop

Building consensus

- Small groups discussing the assessment questions together

- Allowing differing opinions and perspectives to be shared

- Coming to an agreement on the best response to questions where there is not automatic agreement

Reaching consensus can be time consuming but it is an important part of the process to bring actors together on the assessment results and use of findings.
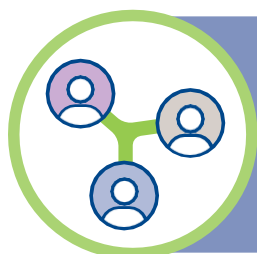
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Considerations for building consensus

Where there is uncertainty about the answer to a question, the group should indicate this and present it in their report-back.

Where possible, uncertain issues should be discussed in plenary whereby the larger group reaches consensus about the answer.

It may be useful for the "core team" to plan on meeting after the assessment workshop to discuss issues that were not resolved during the workshop.

Having key reference documents available during the workshop can both help groups answer the question and help resolve any uncertainties

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Considerations for building consensus when two or more groups answer the same questions

If you have two or more groups answer the same questions, you will need to compare the groups' responses during the assessment workshop and build consensus where they did not respond the same.

- To do this, compare where there is divergence between groups' responses.

- For time considerations, consider only discussing when there is a divergence of responses between positive (i.e. "completely" and "mostly") and negative (i.e. slightly and not at all); it is not necessary to discuss questions that both "lean" the same direction (i.e. one group answered completely, the other group answered mostly).

- For example if one group responded "not at all" and the other group responded "completely", this question needs to be discussed to reach group consensus.

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Workshop considerations

Drafting priority recommendations during the workshop

Priority recommendations are...

- Recommended activities/interventions that workshop participants have

- These are draft recommendations, or suggestions for consideration during action planning

Considerations for drafting recommendations

- There is an area of the Excel document for groups to include their recommendations – see image below

- These recommendations are likely to need refinement and expansion after the assessment workshop

- Encourage each group to write down at least 3 recommendations for each tab; more can be added if time allows

Summary and Recommendations		
A.	What are the key ways in which prevention guidelines and services need to be improved to be consistent with the U.N. Guidelines?	Qualitative
B.	List key recommendations here:	
1		
2		

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Q&A and Discussion