

**PROJECT: Developing an Evaluation Tool for Children's Concerts**

England, Wales, Northern Ireland and the Channel Islands  
Chief Executive: Steve Rowland-Jones

Case House, 85-89 High Street, Walton on Thames KT12 1DZ  
Tel: 01932 260810  
Email: [info@musicinhospitals.org.uk](mailto:info@musicinhospitals.org.uk)

Royal Northern College of Music, 124 Oxford Road, Manchester M13 9RD  
Tel: 0161 9075387  
Email: [northoffice@musicinhospitals.org.uk](mailto:northoffice@musicinhospitals.org.uk)

Website: [www.musicinhospitals.org.uk](http://www.musicinhospitals.org.uk)

**ARTS EVALUATOR ROLE PROFILE**

Music in Hospitals (MiH) is seeking a freelance arts evaluator, with experience of evaluating arts in healthcare, to consider the challenges of obtaining feedback within a healthcare setting and identify barriers to collection of data, to liaise with service users to develop and to trial a practical and effective tool for use primarily by healthcare staff to improve our capacity for gathering both quantitative and qualitative feedback from our concerts for children (aged 0 – 10 years) in healthcare.

The evaluator will agree a timeframe with MiH's North Office to undertake a total of 23 days (8 hours per day) of research, development, trialling and finalisation of the tool, and to produce a user guide and a final report within a 6 month period. A detailed work plan is set out in the brief showing that the evaluator will attend 8 project concerts taking place in Manchester and Newcastle, and will be available for initiation, progress and final meetings with our North Office staff. The freelance fee will be £500 per day for 19 days (and £250 a day for 4 days initial desk research) to be completed with a six month time period, with a total fee of £10,500 to be paid in three instalments of £3,500. Reasonable travel and accommodation expenses will be provided where necessary.

The tangible output from this project will be an evaluation tool that will improve our feedback gathering by overcoming the limitations of our current evaluation mechanisms. The tool will also address the barriers we have identified to gathering direct responses from children and deepening our insight of their experiences and the positive outcomes of our music interventions that are not currently being effectively captured.

This position will be managed by our Director North, with input from our Concerts Coordinator North and our Development Officer North.

**PROJECT BRIEF**

Music in Hospitals delivers over 4,000 concerts per year across the UK in hospitals, hospices, care homes, day centres, clinics, special needs schools and outreach centres. Of these only around 6% of concerts are for children. On analysis, we found that this was partly due to a lack of demonstrable benefit. With the volume of concerts, it is impossible for MiH staff to attend even 10% of those, and so we rely heavily on feedback forms to be completed by care staff and returned to us by post. This current feedback mechanism works somewhat successfully in the context of elderly audiences, but we have found that it fails to capture the benefits for children – despite an abundance of testimonies and recommendations - on a number of levels:

- Often the feedback forms are not returned to us by care staff at all;
- There is no opportunity for direct feedback from children in their own words;
- There is no opportunity for direct feedback from children that are non-verbal;
- There is no opportunity for families or our professional musicians to give feedback;

- There is no mechanism for understanding longer term outcomes for the children or impacts, for example, on accelerated recovery.

We also identified a number of barriers to receiving any feedback at all:

- Ward staff are often extremely busy and their priorities lie in managing patient care;
- There is seldom a single lead contact within the NHS who will ensure feedback reporting;
- Care staff often already face huge amounts of paperwork and so are reluctant to fill in more forms;
- Our current feedback forms are not effective in capturing responses from children, family members or our musicians.

We expect the evaluator to analyse and address the above issues through working closely with healthcare staff, MiH staff and musicians and direct beneficiaries as follows:

<b>WORK PLAN</b>	<b>Timescale (days)</b>
Project initiation meeting in Manchester with North Office staff	0.5
Desk research of internal and external data and phone interviews with MiH staff	4
Phone interviews with existing healthcare partners taking part in the project	2
Development of interview questions for care staff, family members and MiH musicians	1
Attendance and observation at 4 concerts in Manchester and Newcastle children's hospitals/ hospices and interviews with staff, families and musicians*	4
Analysis of data from desk research, interviews and observations	1
Progress meeting in Newcastle	0.5
Development of evaluation tool	2
Application and findings of the tool at 4 concerts (50% split as above)*	4
Refinement of tool and drafting of user handbook	1.5
Final project meeting to discuss and finalise tools and handbook	0.5
Submission of final report and handover of evaluation tool	2
<b>TOTAL</b>	<b>23</b>

"The evaluator will need to work closely with the concerts team to ensure their availability to attend the project concerts.

## APPLY

To apply, please email a letter of application outlining the following:

1. Contact details;
2. Relevant experience and qualifications;
3. Initial thoughts on the brief and the final outputs, including any anticipated challenges;
4. Why you are the right person to help us achieve our objectives on this project;
5. Your availability for travel and completion of the project within the timescale;
6. Two references.

Please email your letter of application to [Alison.Forbes@musicinhospitals.org.uk](mailto:Alison.Forbes@musicinhospitals.org.uk) by Friday 17<sup>th</sup> February 2017. Interviews will be held in Newcastle during March with an expectation that the project will commence at the beginning of April.

For an informal chat, please call Alison Forbes on 0191 209 1932.

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