Why bovver involving people in evaluation?

Martha Lester-Cribb
Evaluation Support Scotland
I just want to improve people’s different services and make lives for people with disabilities a better life in the future.

I just love being part of it and it’s built up my confidence.

John
I’ve been able to be included in something. I’ve found it’s made me more thoughtful... and actually look at things in a different process.

It’s given me a purpose again. I’ve been able to... use skills that I’ve had in the past that had actually become dormant.

Why bother?

I’ve found it’s made me more thoughtful... and actually look at things in a different process.

Allan
Why bother?

...feel more included
...have more influence
...have opportunities for peer support
...learn new skills
...have an increased sense of ownership
...increase their self confidence
Why bother?

We ended up using the right evaluation tool which gave us more nuanced information.

Carers kept their ownership of the project.

[It helped us] keep true to the ethos of the project and retain its credibility.
Why bother?

...contribute to policy with more authority
...gain a broader perspective
...improve the quality of its service
...be reminded why it exists
...write stronger funding applications
...improve the design of future services

your organisation can...
ESS works with third sector organisations and funders so that they can measure and report on their impact.
Self-directed Support
Why bother involving people in evaluation?

Beyond feedback – a workbook

Evaluation Support Scotland

The Scottish Government
What are your priorities?

<table>
<thead>
<tr>
<th>Evaluation stage</th>
<th>The Future</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is your priority for this evaluation?</td>
<td>What does your priority mean for the future?</td>
</tr>
<tr>
<td>1. Setting objectives</td>
<td>2. Evaluating progress</td>
</tr>
<tr>
<td>3. Reporting progress</td>
<td>4. Learning from results</td>
</tr>
</tbody>
</table>

Planning

We recommend that at the planning stage you:

Set out clearly why you are asking the people you work with to become involved in evaluation. What is it for your organisation and for the people involved? Make sure your plans make sense given the type of service you run. Some projects inherently build long term relationships with the people they work with. Others may only have short-term or very occasional contact. Some projects work with people who are likely to have sparse time and energy, others less so. These are some of the factors which may influence to what degree it may be appropriate to involve the people you work with in evaluation.

Your notes:
- What kind of relationship does your project tend to have with the people you work with? What kind of time and energy do these people typically have?

Give one person responsibility for managing the process. Ask them responsible for evaluation as a whole or just for the involvement of the people you work with? Make sure they have enough time available to dedicate to this task. Keeping people informed and good communication generally is key to making this a success.

Your notes:
- Who will have responsibility for managing the involvement of the people you work with in evaluation? What do you need to do to make sure they have enough time to do this?
The Spectrum of Involvement

ask people you work with for comments

develop user forums which contribute regularly to evaluation

involve people you work with in deciding the format of materials

lesser amount of commitment required greater
The Spectrum of Involvement

where is your comfort zone?

ask people you work with for comments

people you work with control the evaluation process

lesser → amount of commitment required → greater
The Evaluation Pathway

**setting outcomes**
what difference are you trying to make?

**collecting information**
what evidence do you need to gather?

**analysing and reporting**
what does your evidence tell you? who do you need to tell and how?

**learning from (and acting on) findings**
how are you going to use what you have learned?
ask people you work with for comments
involve people you work with in deciding the format of materials
analysing and reporting
involve people in doing some of the evaluation work

learning from (and acting on) your findings
Why do you want to involve the people you work with in evaluation?

<table>
<thead>
<tr>
<th>your name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>organisation:</td>
</tr>
<tr>
<td>project (if applicable):</td>
</tr>
<tr>
<td>who are the people your project / organisation works with?</td>
</tr>
<tr>
<td>what do you hope will be the advantages of involving the people you work with to a greater degree in evaluation?</td>
</tr>
</tbody>
</table>
Principles

Share power and responsibility

Respect all diversity

Enable and support people to participate

Recognise and make best use of people’s experience

Do no harm (at the very least)
Approaches throughout the process
eg: be aware of individuals’ circumstances

at the planning stage
eg: be clear about how results will be used

during the action stage
eg: accept a bit of randomness and anarchy

at the end
eg: ensure what’s produced fully represents what has been said
Everyone has a story to tell.

Quick snapshots

Case studies

Links to further reading
My job is to help social work students do evaluations of the service... After a day’s work, I have a lot of confidence and this has a knock on effect into other areas of my life.
Let’s bovver!
Everyone has a story

• Improved understanding of experiences of children and young people with parents in recovery
• Collaborated with children, young people
• Practitioners gathered and analysed stories

Partnership Drugs Initiative

Lloyds TSB Foundation for Scotland
Why bother involving people in evaluation?

Beyond feedback – a workbook

it’s free