



Why bowver
involving
people in
evaluation?

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Why bother?

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

I just want to improve people's different services and make lives for people with disabilities a better life in the future.



John

I've been able to
be included in
something.

I've been able to... use
skills that I've had in the
past that had actually
become dormant.

**Why
bother?**

It's given me a
purpose again.

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



Allan

Why bother?

**...have
opportunities
for peer
support**

**...feel more
included**

**...have more
influence**

**people you work
with can...**

**...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

**your
organisation
can...**

...be
reminded why
it exists

...write
stronger
funding
applications

...improve
the design of
future services



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

es Evaluation
Support
Scotland



What's inside?

interactive PDF

type – save – edit – share – collaborate – print...

What are **your** priorities?

Find out about the spectrum of involvement on page 13

	Now...	The future...	
evaluation stage	At which position(s) on the spectrum are the people you work with currently involved?	At which position(s) on the spectrum would you like to involve the people you work with in the future?	What level of priority does this have?
1. setting outcomes			
2. collecting information			
3. analysing and reporting			
4. learning from (and acting on) findings			

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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 in 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 spare 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 eg: 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. Are they 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 eg: 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?

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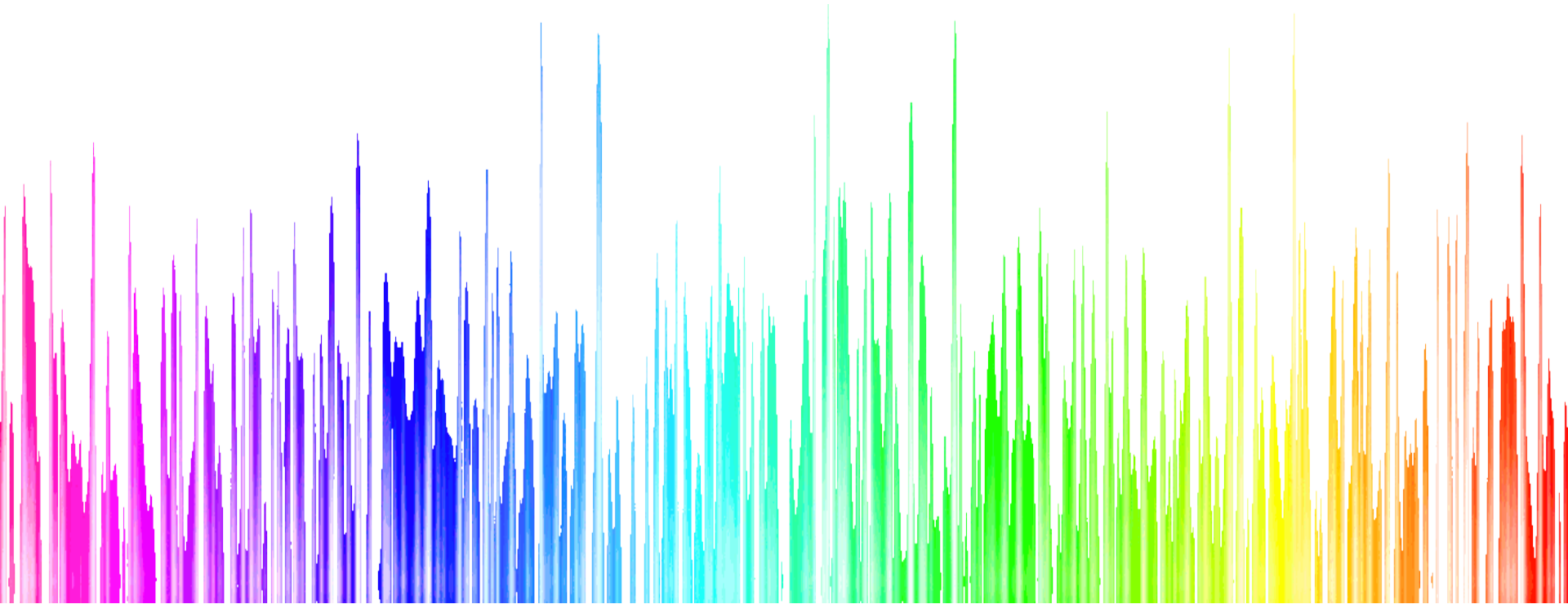
The Spectrum of Involvement

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

people you work
with control the
evaluation
process



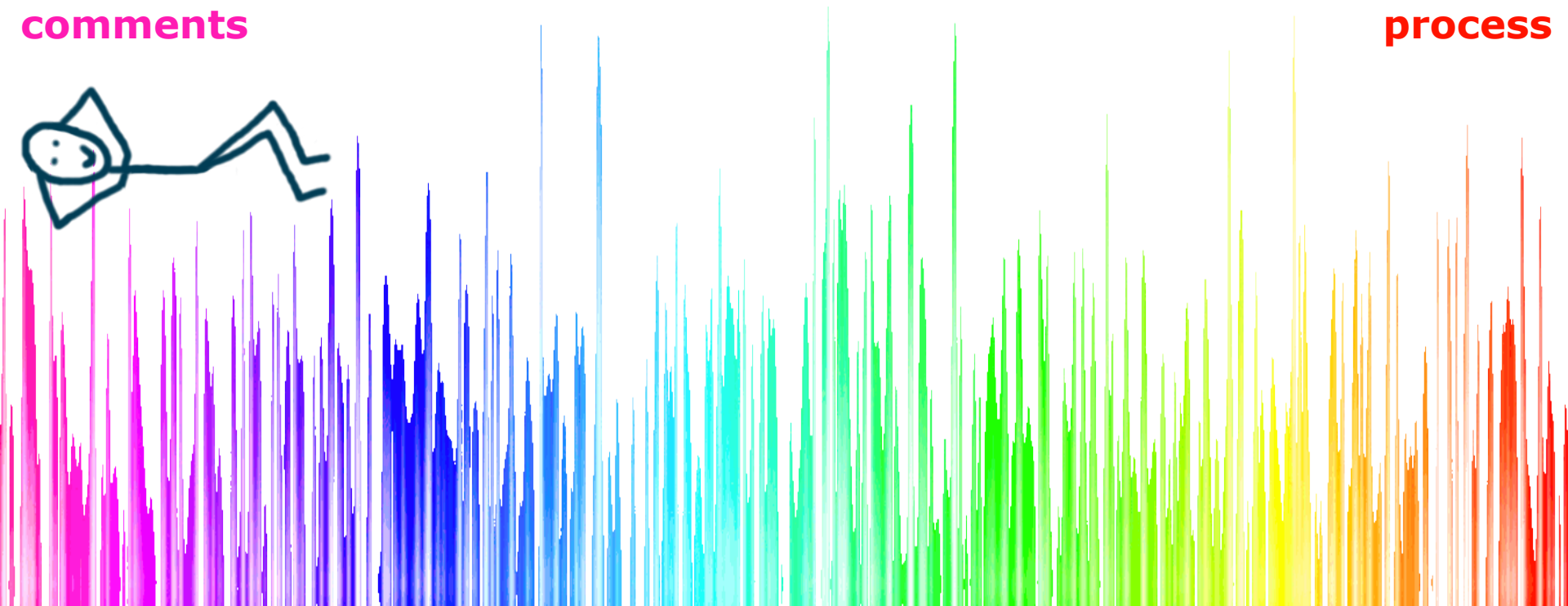
lesser ← amount of commitment required → greater

The Spectrum of Involvement

where is your comfort zone?

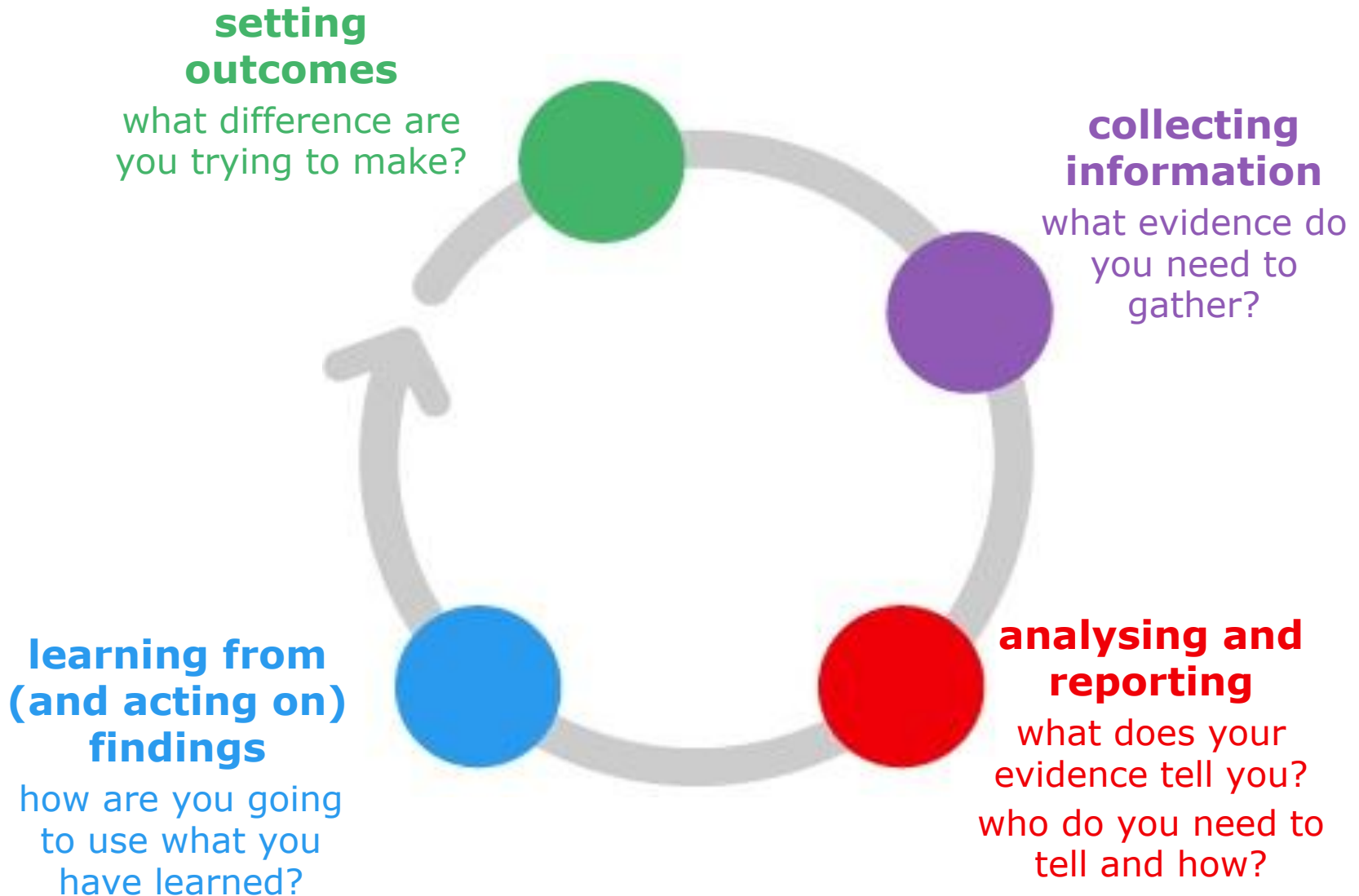
**ask people
you work
with for
comments**

**people you work
with control the
evaluation
process**



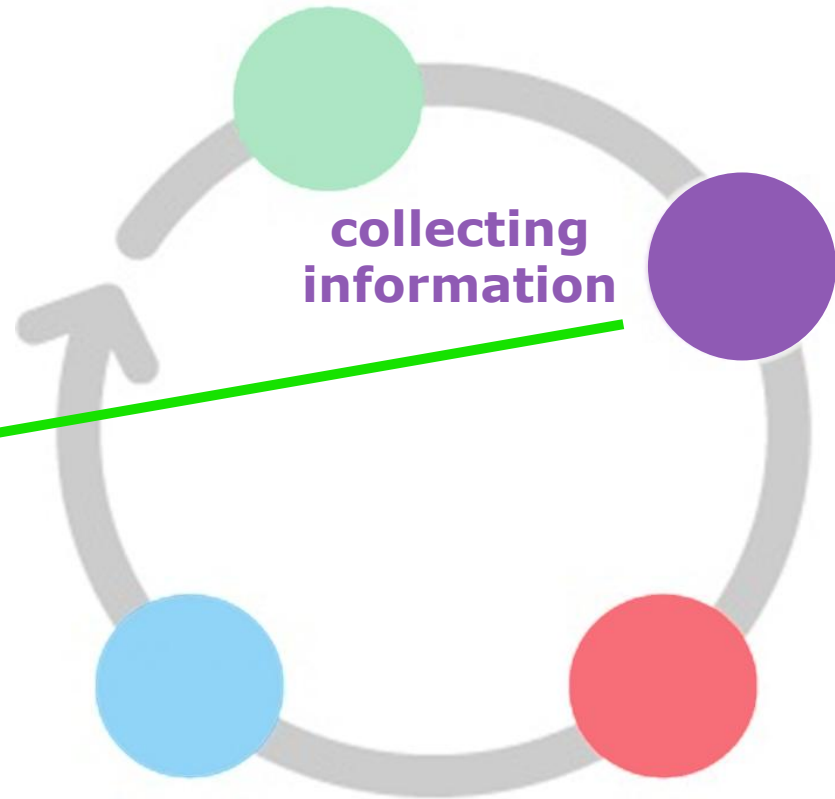
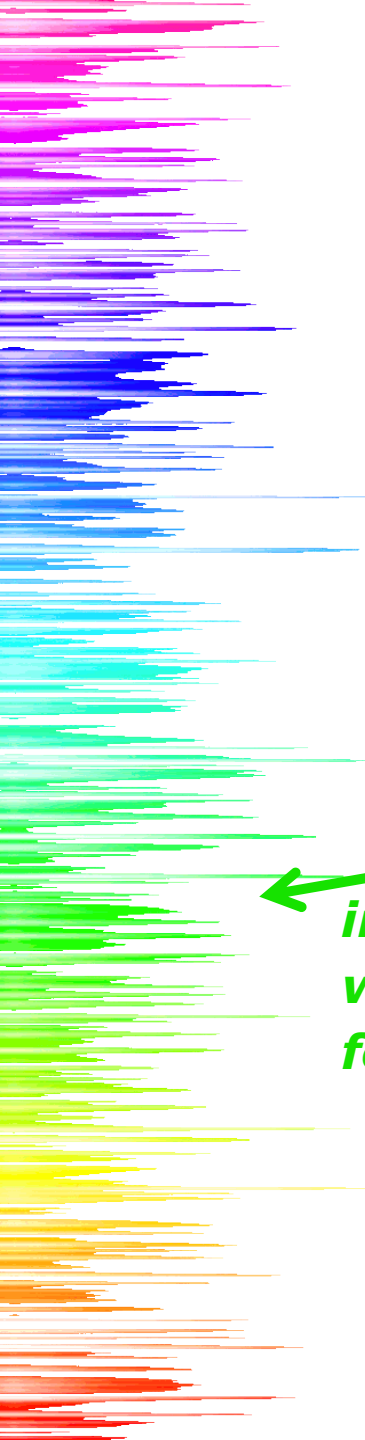
lesser ← **amount of commitment required** → **greater**

The Evaluation Pathway



ask people you work with for comments





*involve people you work
with in deciding the
format of materials*





involve people in doing some of the evaluation work

What are your priorities?



Find out about
the spectrum
of involvement
on [page 13](#)

Why do **you** want to involve the people you work with in evaluation?

your name:

organisation:

project (if applicable):

*who are the people your
project / organisation
works with?*

what do you hope will be the advantages of involving the people you work with to a greater degree in evaluation?

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



**case
studies**



**links to further
reading**

My job is to help social work students do evaluations of the service... After a days work I have a lot of confidence and this has a knock on effect into other areas of my life.

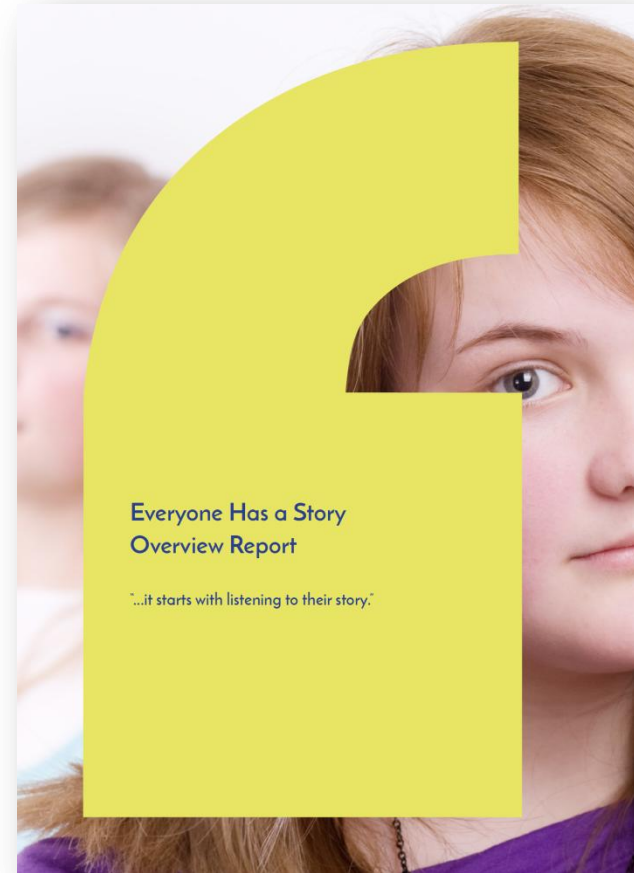
**Let's
bovver!**



Everyone has a story

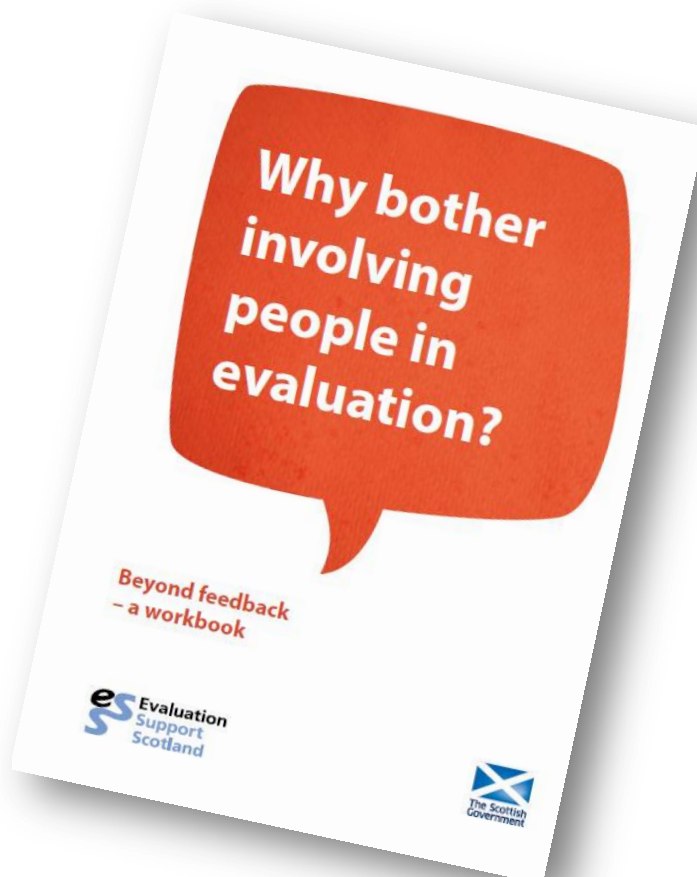
- Improved understanding of experiences of children and young people with parents in recovery
- Collaborated with children, young people
- Practitioners gathered and analysed stories

Partnership Drugs Initiative



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www.evaluationsupportscotland.org.uk



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Scottish Charity Number:
SC036529