

MIRROR Leadership Training



Workshop 7 Evaluating Services

The course that switches you onto politics
and creates leaders for the future



Evaluating Services

- What has it been like using this training room?
- Shout out your thoughts and opinions
- Your answers will be written on the flip chart



Evaluating Services

What helps you decide whether it is good or not?

- Access
- Cleanliness
- Toilets
- Lighting
- Space
- Refreshments
- Staff
- Anything else?



Your skills and experience

What skills do you need to evaluate service?

What experience do you have of evaluating services

- Questionnaires
- Online questions
- Yes/No answers
- Thumbs up

Questions



1. What do you think about it?

Good

Bad

Not sure



Evaluating Services

- What could you do if you were not happy with the venue
- Shout out answers
- Your answers will be put on the flipchart



Evaluating Services

- How easy would it be to evaluate the services you use?
- Group discussion
- What can you compare them to?
- Is there a choice?



Evaluation exercise

- Split into 2 team
- Go into the local town and visit a venue or facility
- Evaluate the venue or facility in terms of access for disabled people
- Before you go discuss in your group how you are going to do the evaluation



Evaluation exercise – be prepared

- Who is going to take notes – 1 person or all of you?
- What are you looking for?
- Will you all agree?
- What will you do with the information?
- Do you need to take photographs?



Feedback from the evaluation exercise

- What did you find out?
- Feedback in your groups
- Will you have a spokesperson or will everyone talk?



Feedback from the evaluation exercise

- What skills did you use?
- What can you do with the information?
- How are you going to present your information?
- Would the management listen?



Feedback from the evaluation exercise

Are there other ways to find out if facilities are any good?



Reviews



Reports



Surveys



Word of mouth

Example of an evaluation of a service

The evaluation of the Social Services and Well-being (Wales) Act 2014 started in November 2018

It will run for at least three years.

The evaluation will look at how the Act has affected the well-being of people who need care and support, and their carers.

Easy Read version of the Framework for Change for the Evaluation of the Social Services and Well-being Act



This easy read document explains something called the Framework for Change.

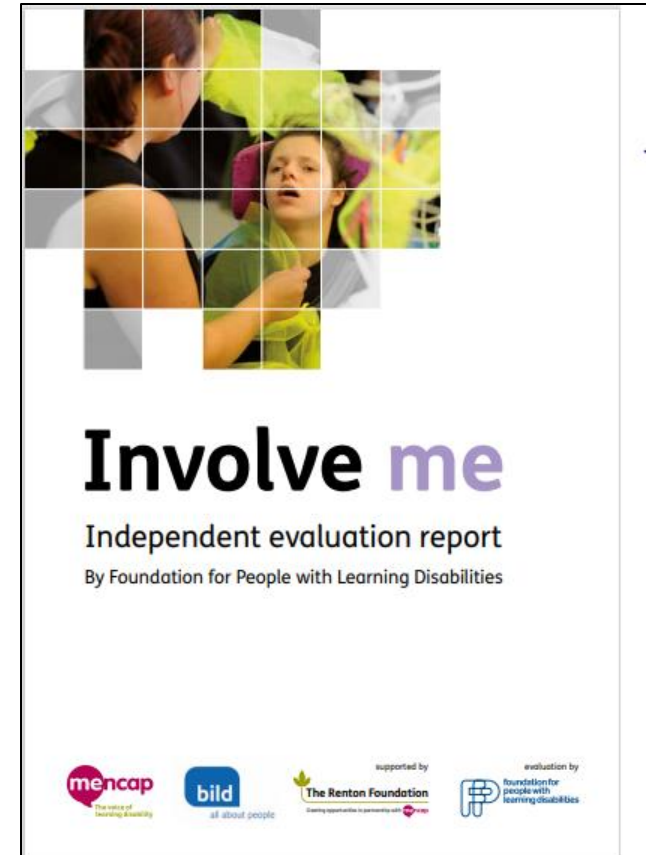
This is part of the Social Services and Well-being Act Evaluation.

More information on the Act can be found in [easy read form](#).

Welsh Government has asked for the Act to be evaluated to see how effective it is.

Involve me is an independent evaluation report By Foundation for People with Learning Disabilities

- 4 creative approaches to involving people with Learning Difficulties and staff in evaluation of services
 1. creative communication
 2. sharing stories
 3. multimedia advocacy
 4. peer advocacy.
- People were supported to communicate in the best way for them



You as evaluator

- Are you confident that you could do an evaluation?
- Online – councils, services
- Informal – thumbs up, show of hands
- Personalised – your own research



Feedback

It would be great to hear from you

Please let us know how useful you found this training and send any other comments to:



Tracey Drew

tracey@allwalespeople1st.co.uk

or



Sarah Ansell

sarah@allwalespeople1st.co.uk