

The power of the emoji



This case study is about the benefits of involving young people in evaluation and may be of interest to any third sector organisation keen to encourage service users to take the lead in the evaluation process.

Gowrie Care's Streets Ahead Service provides 1-1 support and group education for 12-25 year olds who are at risk or are experiencing problems with drug or alcohol use. The service uses tailored support plans and psychosocial interventions to address and support the needs of young people.

Streets Ahead found that involving young people as volunteers, to design activities and deliver peer education programmes, was a very positive experience and were keen to build on this by encouraging young people to take on a role in shaping the project evaluation. Evaluation Support Scotland supported Gowrie Care and other organisations to involve young people in evaluation through a learning set and tailored support sessions. This work was funded by The National Lottery Community Fund.

The Spectrum of Involvement

On the next page, you can find out how Streets Ahead moved from asking young people for their comments to young people creating the evaluation tools.



Our learning:

We have learnt that challenges along the way are OK – maintaining focus, commitment and time constraints are some areas we overcame with time and effort. We now know to let the process unfold naturally and be confident that it will come together.

Tips for you:

For tips on planning how you can support your service users or participants to take the lead in evaluation check out ESS's [*Why bother involving people in evaluation? Beyond Feedback*](#)

Pages 20-25 guide you through the **planning** stage of involving service users or participants in evaluation. ESS suggest you:

- Set out clearly why you are asking the people you support to become involved in evaluation
- Define clear, meaningful roles for those involved
- Allow plenty of time



Our key message:
It won't always be
smooth sailing...
but that is ok!

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