

Youth Ambassadors leading on evaluation

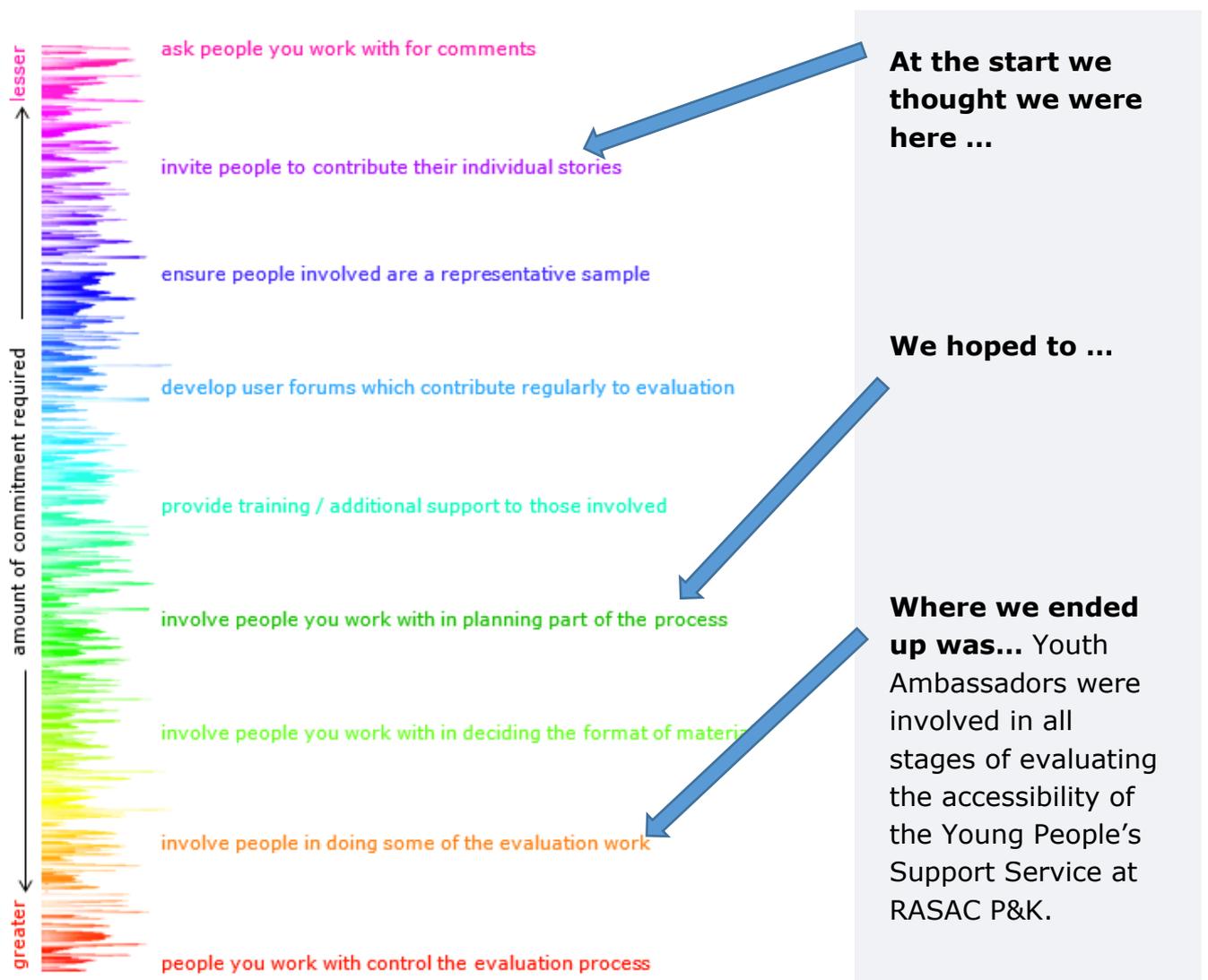


This case study is about the benefits of involving young people in evaluation and may be of interest to any third sector organisation keen to encourage service users to take the lead in the evaluation process.

In June 2019 Rape and Sexual Abuse Centre Perth and Kinross (RASAC P&K) asked their Youth Ambassadors (their young people's peer mentoring and campaigning group) to help evaluate the support services which they provide for young people affected by sexual violence. RASAC P&K asked them to focus on accessibility, quality and any service improvements that could be made.

The Spectrum of Involvement

On the next page, you can find out how RASAC P&K moved from asking young people for their individual stories to young people actually doing some of the evaluation.



What we did:

We chose to involve young people at all stages of evaluating the service from setting outcomes, to gathering evidence and analysing and reporting. We thought involving people young people would ensure that the methods and questions were more "young people friendly".



It was really good being able to work on a project like this together as a group

It feels good that we can make recommendations about how the service can be improved

How we did it:

14 Youth Ambassadors volunteered to work on this. They chose the following outcome "to identify the barriers young people experience in using RASAC support services". The Youth Ambassadors decided that an anonymous survey would help get the most responses, rather than face to face focus groups or discussions.

The Youth Ambassadors have previously accessed training on sexual violence and worked on projects related to our services (such as developing information for young survivors).

Successes:

Our Youth Ambassadors:

- Were committed to the project. They designed the survey, chose the questions in discussion with staff members and promoted it through networks, social media and through the support workers
- Analysed the findings and developed recommendations and presented their findings to the RASAC staff team and Board of Governors
- Were enthusiastic and helped keep the staff team on track!

Challenges:

- We didn't have many challenges, although some young people were frustrated with the time it took for the survey to be distributed
- We had to extend the survey deadline by a month due to the school summer holidays and staff leave

Our learning:

We found that involving young people in discussions about the evaluation project from the start developed their commitment and a sense of ownership.

Tell the young people how you will use the work they do. When the Youth Ambassadors presented their findings to staff team members and the Board they asked whether their recommendations would be implemented. This is a stage in the evaluation process we should have considered when designing the evaluation timeline and plan to ensure that the Youth Ambassadors knew that the organisation would take into serious consideration the findings and recommendations of the project.

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:
Be clear about why
you want the young
people involved in this
particular project

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