

Evaluation Method: Interview

Overview

1 to 1 discussion to investigate people’s perceptions, opinions, beliefs, and attitudes.

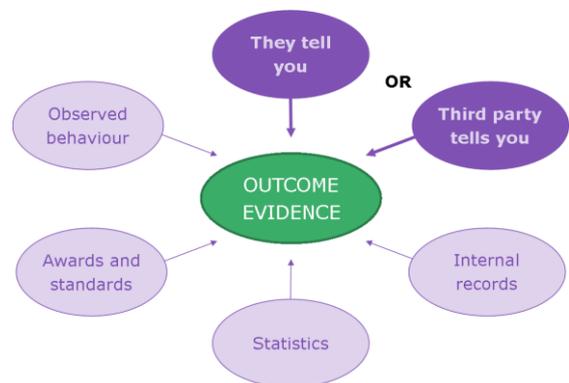
What’s required

Comfortable room with refreshments available. An interviewer who understands the personal/project outcomes being discussed. Can take anything up to 2 hours.



Process

- Plan when and where the interview will take place.
- If on-street make sure have the equipment required.
- Depending on type of meeting may need quiet/private space.
- Get any licenses or permissions that might be required.
- Ensure the interviewer has necessary skills and abilities. Also should have a good understanding of person’s issues and projects outcomes.
- Consider if any activities or visual aids may be necessary.



Capturing evidence

You can record (video or sound) the interview with the person’s consent or take notes throughout the discussion.

Useful for

- Collecting in-depth qualitative information.
- Linking activity with evaluation if you are doing 1-1 work anyway.
- In-depth discussion allowing personal exploration of the issues.
- Combining different types of questions.





**Exit Interview with child's mother
when the child is ready to exit the service**

1. How did you come to know about the Children and Young People's Service?
2. How did you find your first contact with the service?
3. Your child's Key Worker at Perthshire Women's Aid is XXX. Can you tell me what value (Key Worker) has brought to supporting you and your child?
4. How has the Children and Young People's Service met your child's diverse needs, for example, if your child has additional needs in terms of their behaviour, your child may speak more than one language?
5. In what ways, if any, has the Children and Young People's Service supported your child to be involved in decisions that affect their lives?
6. How has the Children and Young People's Service developed your child's understanding of how to maintain and develop healthier relationships?
7. Can you tell me how the Children and Young People's Service has helped your child to understand their feelings and how to deal with them?
8. How has the Children and Young People's Service helped to develop your child's understanding of Domestic Abuse and how it affects them?
9. In what ways, if any, has the Children and Young People's Service helped your child to feel safer?
10. The Children and Young People's Service provides one to one support, group work, family support, advocacy and refuge accommodation (safe houses for those fleeing Domestic Abuse). If you could choose one area of support you believe had the most positive impact on supporting your child, what would it be, and why?
11. The Children and Young People's Service is committed to making continuous improvements. How can we improve the services that we provide and what support could we offer that isn't currently available?
12. What would you say to someone thinking about referring their child to the Children and Young People's Service?

Identification Number: ___/___

Thank you for answering these questions. Do you have any other comments?

Involving mums in the recruitment of new workers

What question could we ask candidates at interview when recruiting new Children and Young People's Workers, from the perspective of a mother whose child is receiving support from the CYP's service?

How would you like the person to answer?

Is there anything else you'd like to say?