



## Evaluating participation - performance indicators

In every field of children's services there are performance indicators given which seek good quality involvement of service users.

Getting participation right will go a long way to improving individual staff performance and service delivery across the national standards.

Self-evaluation requires capturing the voice of service users in a robust but simple way. There is no advantage to children and young people if capturing their experience detracts from it by not being interesting, being time consuming or by taking quality time with practitioners away from their direct work with children.

Performance indicators from other bodies around the need for participation:

[Her Majesty's Inspectorate Education](#)

[Care Commission](#)

[Quality Improvement Service](#)

[Social Work Inspection Agency](#)

[Skills for adults as described by Highland Youth Voice](#)

[The Continuous Learning Framework](#)

The Highland Children's Forum toolbox has a range of tools for listening to children and young people but here are a few ideas for gathering information for service evaluation:

- For regular confidential feedback a graffiti board or suggestions box could be offered. Responses to suggestions can be posted up to show that issues raised are heard and acted on.
- Service users should have at least two people in the service listed as willing to listen and able to take action about any aspect of the service.
- Materials from service activity such as drawings, quotations, photos can be displayed and comments invited.
- Develop a simple system of gathering anecdotal information as it occurs such as post-it notes in a folder, daily log book for staff, regular team meetings. These can be brief so long as dated and with enough information to prompt someone about the full story.
- Regular review, with planned fun activities where service users are able to enjoy the activities as well as contribute to a discussion to evaluate the service.