Useful information and quick tips for using the self-evaluation guide

How does the self-evaluation guide fit with the Outcomes, Performance and Improvement Framework?

The OPI Framework is the main mechanism for partners to be able to measure progress and report on different aspects of performance. The self-evaluation guide is a mechanism for partners to step back and reflect on what difference they are making and how they know. It should enable partners to take a strategic approach to considering their strengths and areas for development and what they need to do to achieve excellence. It allows partners to take a step back to focus, and refocus, on key and changing priorities depending on what they conclude. You will see the guide makes ongoing reference to different parts of the OPI Framework. Use of information gathered when reporting on certain aspects of the OPI Framework can be used as evidence for self-evaluation.

How should partners use the self-evaluation guide?

There are different ways to approach using the guide. Adopting a RADAR (Results, Approach, Deploy, Assess, Refine) logic model is one helpful way. This provides a structured approach to questioning performance of an organisation or partnership. Using this type of logic model will assist robust self-evaluation.

- Results: know what you want to achieve.
- Approach: how you are going to achieve.
- Deploy: actually do it, put it into practice.
- Assess and Refine: reflect on what has been achieved, check effectiveness of deployed approach and amend as required.

Another way could include this four-step process.

1. Partners can address the quality indicators by making a confidence statement based on the assessment of their performance under each of the quality indicators. This would include what they see as strengths and areas for improvement.
2. In doing this, partners need to consider what evidence they have to support their performance statement. As part of the self-evaluation partners should not have to find, develop, create new evidence as they should draw on what is already in existence.

If there is an absence of evidence to support the statement made then they may wish to reconsider and reflect on the veracity of the confidence statement. By considering what evidence there is to support the confidence statement, partners can reflect and amend step one as appropriate.

3. Once the process has been completed, partners can apply an evaluation using the illustrations and the six point scale as a guiding reference.

4. An action plan or improvement plan can be drawn up to take forward improvement actions that come from the self-evaluation.

What is meant by 'evidence?'

The process of robust self-evaluation will require resources such as staff and time to deliver a high quality product that will help partners in their journey to strive for excellence in community justice. In doing this, it is important that partners draw on reliable evidence to support their collective statements and evaluations. However, partners should not have to create and develop new evidence. If it is not in existence then that may be one of the learning points and areas for improvement. Evidence can come in many forms and be pulled from a wide range of sources. Taking an innovative approach, that considers evidence that may not be from the most obvious sources, can be helpful. There is no prescriptive or exhaustive evidence list that we can provide, as each local area is different. However, it may be helpful to consider some of the examples below. These will also show how the OPI Framework and guide are linked.

Quality indicator 1.1: Improving the life chances and outcomes of those with lived experience of community justice. Theme 2: How well can we demonstrate improvement in performance of the person-centred outcomes?

Partners will be gathering information in relation to the seven outcomes (four structural and three person-centric) using the indicators set out in the OPI Framework. This will be reported locally via agreed governance and accountability arrangements. Partners will also prepare an annual report which will be published and shared with Community Justice Scotland. For the purpose of self-evaluation, partners will refer to this evidence and make a statement on how well they are achieving, what they are doing well and what they need to improve upon. Over time, partners will be able to better demonstrate whether they are improving trends in this area, calling on the data and evidence gathered.

Quality indicator 8.2: Commissioning arrangements. Theme 3: How well are we monitoring and reviewing quality?

Partners could provide evidence through examples of when and how they review commissioned services, such as using the "Justice Analytical Services 5-step approach to evaluation" as a tool for evaluating the quality of individual services. This will enable them to show why they evaluated the service area as they did what this told them and what action was taken as a result of this. Partners may also have documented evidence of how they monitor and evaluate services through contract and procurement meetings, annual reports, performance reporting and tendering processes. Linking these back to the strategic needs assessment will help consider effectiveness.

Quality indicator 9.3: Leadership of people. Theme 2: To what extent are we building and sustaining relationships?

Leaders will know how they perform in this area by drawing on evidence found from sources such as staff surveys, but more importantly what action they have taken as a result of surveys. Knowing what types of effective communication mechanisms are in place to communicate and engage with and adapting them as required is another important consideration. Leaders could also draw upon self-evaluation activity that may have been undertaken for different purposes, such as evaluation of community planning partnerships. This may provide useful evidence for this and many others areas under the quality indicators for leadership and direction.