Dear Partner,

Norfolk Children's Fund Service Self Evaluation Form

By evaluating your own service you will be making the decisions in terms of placing your project's performance and level of progress, and you will be choosing the options that best describe your service type.

This form is closely based on a newly developed social services project self evaluation form produced by the UEA. The form was developed over the space of a year as part of a larger piece of evaluation work at a cost of £40,000. The questions are designed to enable projects to self evaluate but also to facilitate decisions during funding reviews.

Questions have been adapted slightly so that they are applicable to a wider variety of services. The changes have been checked with the UEA to ensure that the form still fits the statistical formula that will be used to analyse the data.

This form will be available for you to use in the future as part of a larger service evaluation toolkit. Central Team officers will be contacting you in due course to arrange training sessions in the use of the toolkit.

Thank you for your willingness to answer the questions online. The analysis formula has been entered in to the survey system so that your answers will be analysed electronically and the results will then be forwarded to the Central Team for submission to the review panel. I hope you will agree that this is a completely impartial process that does not allow of any subjective judgements.

To access the Self Evaluation form please go to ----------
via the internet site ---------- .

If you have any difficulties with this site please contact----------

DEADLINE FOR THE RETURN OF THE SELF EVALUATION
30TH SEPTEMBER 2003

Thank you for your kind co-operation.

Your sincerely,

Nicky Dawson
Programme Manager

Norfolk Children's Fund Service Self Evaluation Form

Service name……

Contact person…….Telephone number…….

Complete the following questions, ticking EXACTLY ONE OPTION for each question. Please answer as honestly as you can. The analysis is not biased toward any particular kind of project so that there are not necessarily any 'right' or 'wrong' answers.

To work out a percentage on a calculator use the following method e.g. Total number of children attending a service = 120. Total number of children aged 5-13 years = 29. To calculate: 120 times 29 divided by 100 = 34.8 or to round up 35%.

Finance and best value

1. How do you work with the users of your Children's Fund service?

Choose 1 only

One to one e.g. Supervised contact	Specifically targeted e.g. domestic violence, special needs	Events and roadshows e.g. Anti bullying roadshow	Mixed delivery e.g. Transition projects	Drop in with self referrals e.g. activities clubs

2. What proportion of the Children's Fund money goes to direct service provision rather than on overheads (where overheads include Travel and Subsistence, Premises/Office/Overhead costs, Running/Admin costs)?

Choose 1 only

More than 80%	60-79%	40 - 59%	20 - 39%	Less than 20%

3. What type of premises do you use to deliver your Children's Fund service from (choose the nearest description)?

Choose 1 only

Owned	Rented	Premises shared with other agencies	Anywhere (e.g. room in library, school or community centre)	None (e.g. telephone helpline delivered from own home

4. What proportion of income for your Children's Fund service is provided directly by the Children's Fund?

Choose 1 only

More than 80%	60 - 79%	40 - 59%	29 - 39%	Less than 20%

Resources

5. Choose the closest description to the equipment required for this Children's Fund service (to include IT equipment and items such as play equipment):

Choose 1 only

Single purpose, fixed equipment, high maintenance costs, owned	Single purpose, fixed equipment, high maintenance costs, rented	Either single purpose or fixed equipment , with high maintenance costs	Either single purpose or fixed equipment, with no maintenance cost	Multiple purpose. Portable equipment with no maintenance costs

6.Choose the closest description to the renewable resources required for this Children's Fund service. Resources to include consumable items used by the clients during service participation such as: pens and pencils, art and craft materials, recording tapes and disks, food and drink (if free of charge). Do not include office stationery.

Choose 1 only

High replacement costs, more than £10 per head per year	Low replacement costs, less than £9.99 per head per year	Resources provided in part as an in kind contribution	Resources provided in full as an in kind contribution	Renewable resources not required

Staffing and service personnel

7. How is your Children's Fund service staffed? (If your service has no salaried staff please move on to question 8).

Choose 1 only

Salaried staff paid for solely by Children's Fund	Salaried staff part funded by Children's Fund	Salaried staff funded or part funded by Children's Fund and volunteers	Salaried staff paid for by other funding sources	Salaried staff funded by other sources and volunteers

8. Considering staff who are not salaried, do you have :

Choose 1 only

No volunteers, mentors or service in kind	Volunteers	Peer group mentors*	Volunteers and peer group mentors	Service in kind from salaried staff*

**peer group mentors* are children who help and support other children using the service.
**Service in kind* refers to work hours provided by salaried staff where the salary is paid by another agency as a partnership contribution e.g. support provided by school staff.

9. Choose the closest description to the salaried staff requirements for this service:

Choose 1 only

Difficult to recruit/replace, single skill	Difficult to recruit/replace, multiple skills	Easy to recruit/replace, no skills	Easy to recruit/replace, single skills	Easy to recruit/replace, multiple skills

*CPD = continual professional development

10. Choose the closest description to the volunteer staff requirements for this service:

Choose 1 only

No volunteers	Difficult to recruit/replace, single skill	Difficult to recruit/replace, multiple skills	Easy to recruit/replace, single skills	Easy to recruit/replace, multiple skills

Children's Fund service criteria

11. What proportion of past and current users of your Children's Fund service are from the Children's Fund target age group of 5 - 13 years?

Choose 1 only

More than 70%	50 - 69%	40 - 49%	20 - 39%	Less than 20%

12. Considering the impact of the Children's Fund service upon social exclusion and community cohesion (capacity building), would the scheme in general:

Choose 1 only

Increase both social inclusion and community cohesion	Increase either social inclusion or community cohesion	No change	Decrease either social inclusion or community cohesion	Decrease both social inclusion and community cohesion

13. Considering Criminal Record Bureau (CRB) checks, choose the closest description to your service:

Choose 1 only

All staff working with this service have been CRB checked, including ancillary staff such as caterers, cleaners and voluntary staff (down to age 12 if peer mentors).	If a mixed staff service only salaried staff have been CRB checked	If a mixed staff service only volunteers have been CRB checked	CRB checks are in progress but not complete	Staff or volunteers have not been CRB checked

14. Consider the impact of the service delivery on the prevention levels on your client group this service chose at the start of the service. Choose the closest description to your service:

Choose 1 only

Prevention levels of client group have gone up	Prevention levels of client group have remained stable due to service type (e.g. child will continue to need regular support to adult hood, at which point service will impact by preventing adult social exclusion)	Prevention levels of client group have gone up due to advocacy e.g. special needs services	Prevention levels fluctuate as new clients register or existing clients withdraw, or client needs vary according to service type e.g. client needs could be seasonal	Prevention levels of client group have gone down due to service impact e.g. non attender now attending school

15. Which method of user participation does your service *mainly* use? (How do the clients put forward their views on the service and engage with development and planning?)

Choose 1 only

Surveys, questionnaires, Consultation exercises, comment books or boxes, informal feedback	One to one or small group meetings with staff	Through service events or multi-agency local events	Other means e.g. drawings, photographs	Client forums or committees

Evidence

16. Is the external evidence base for this scheme *mainly* from*:*

Choose 1 only

Baseline data from reports, consultation, surveys etc., local or national	Partners	Service users	Other e.g. press cuttings	No evidence

Partnership

17. In terms of service innovation does the Children's Fund service involve:

Choose 1 only

New partnerships and new practice	New partnerships and adaptation of practice	New partnerships	New practice	Adaptation of practice

18. Choose the closest description of partnership working to this service:

Choose 1 only

Joint service delivery with partners, attends Local Group* meetings, and joins up with similar services across other geographical areas	Joint service delivery with partners and attends Local Group meeting	Joint service delivery with other partners but does not attend Local Group meetings	Service has partners but not joint service delivery and attends Local Group meetings	Service has partners but not joint service delivery and does not attend Local Group meetings

*Local Group meetings = Children's Fund Local Partnership Group meetings in local districts.

Strategy

19.In thinking about mainstreaming, which description best fits your Children's Fund service?

Choose 1 only

General staff skill mix ,non specific client group	Specific staff skills, non specific client group	General staff skill mix, specific client group	Specific staff skills, no specific client group	Specific staff skills, specific client group

20. Choose the closest description to the future vision of this service:

Choose 1 only

Service is willing to develop and diversify, move/expand to a different geographical location	Service is willing to develop	Service is willing to diversify	Service is willing to move/expand to a different geographical location	There is no need for this service to change

Customer satisfaction

21. What proportion of children and young people are extremely or highly satisfied with this service?

Choose 1 only

More than 80%	60 - 79%	40 - 59%	20 - 39%	Less than 20%

22. What proportion of parents or guardians are extremely or highly satisfied with this service?

Choose 1 only

More than 80%	60 - 79%	40 - 59%	20 - 39%	Less than 20%

23. What proportion of staff/volunteers are extremely or highly satisfied with this service?

Choose 1 only

More than 80%	60 - 79%	40 - 59%	20 - 39%	Less than 20%

24. In terms of the aims and sub objectives of this service, what proportion of clients have experienced an improvement in quality of life?

Choose 1 only

More than 80%	60 - 79%	40 - 59%	20 - 39%	Less than 20%

25. Consider how this service answers the needs of the client, choose the closest description to this service:

Choose 1 only

Does not answer the needs of the client identified at the start of the service	Answers the needs of the client identified at the start of the service	Aims and objectives changed as other needs of the client identified by the service	Aims and objectives changed as other needs of the client identified by partner agencies	Aims and objectives changed as other needs of the client identified by the service and partner agencies through joint working

Referrals and access

26. What proportion of referrers are extremely or highly satisfied with this service?

Choose 1 only

More than 80%	60 - 79%	40 - 59%	20 - 39%	Less than 20%

27. How do clients access this service, choose the closest description?

Choose 1 only

Mixture of referral types	All self referral - voluntary attendance by child and adult clients	Self referral but child attendance imposed by parents and guardians	All referred by other agencies but by voluntary agreement (clients choose to come)	All referred by other agencies, attendance imposed by other agencies (clients made to come)

28. Is attendance at this service mainly:

Choose 1 only

Accessed once only although the service offers continual sessions	Regular but casual attendance (attends over a period of time but misses sessions for no apparent reason)	Timed attendance (a one off event or a course of sessions)	Regular attendance (attendance at each session available)	The service is regularly attended and there is a waiting list