

## Evaluation Method: Capturing Casual Moments



### Overview

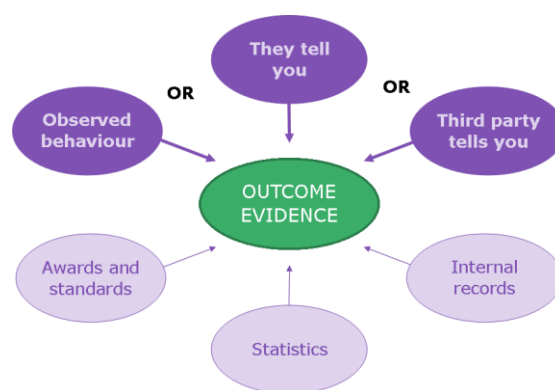
Staff or volunteers record comments in non-formal circumstances.

### What's required?

A simple means for writing down service-users' actual words.

### Process

- Ensure that all staff and volunteers are familiar with the outcomes and indicators
- Agree a method for capturing comments in order to be able to add them to your database later
- Use your indicators to decide which comments map to what outcome/s.



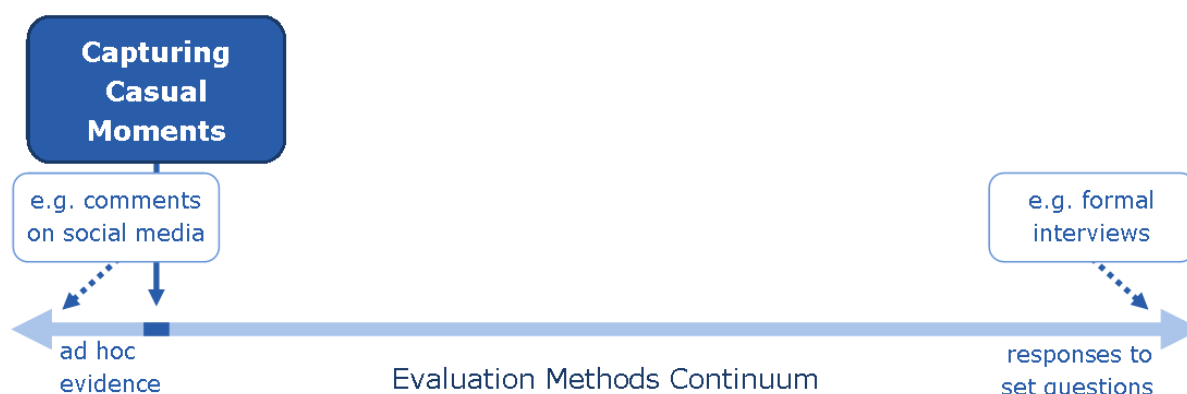
### Capturing evidence

You need to decide if you need a special tool for capturing comments or an extra section will be added to existing forms or records. See example on page 2.

You may simply keep notes in a comments book or add them to their file to come back to.

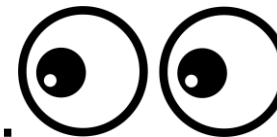
### Useful for

- Gaining honest responses when the pressure is off
- Following up in a more formal setting e.g. one to one support session
- Contributing to a good mix of evidence
- Getting the attention of your audience





# Something I heard... Something I saw...



Example: Template for capturing comments for a service supporting young people with learning disabilities

Name of service user: *Craig Wells*

Date: *8<sup>th</sup> June 2015*

Name of worker: *Maggie*

Context: *In the car when I was taking Craig home*

Notes: *Craig said with excitement:*

*I'm going to my new pal's house tonight! Mum let me pack my own bag. I've not spent a night away before but Jack says we can stay up late watching movies.*

## OUTCOMES



## INDICATORS

- I feel happy
- Ability to make friends
- I don't feel anxious
  
- I want to try new things
- I want to do things by myself
- I can cope