

# EQ STREET WORK

What is quality in Street work?  
And, how can we do follow up and show its outcomes?

## Street work?

“Street workers act outside the institutions to work with young people in their own environment, the target group is mainly young people that move in the outskirts of society, being marginalized or in some other way in conflict with themselves and/or society.”

## Aims of the project

The project addresses two crucial questions:

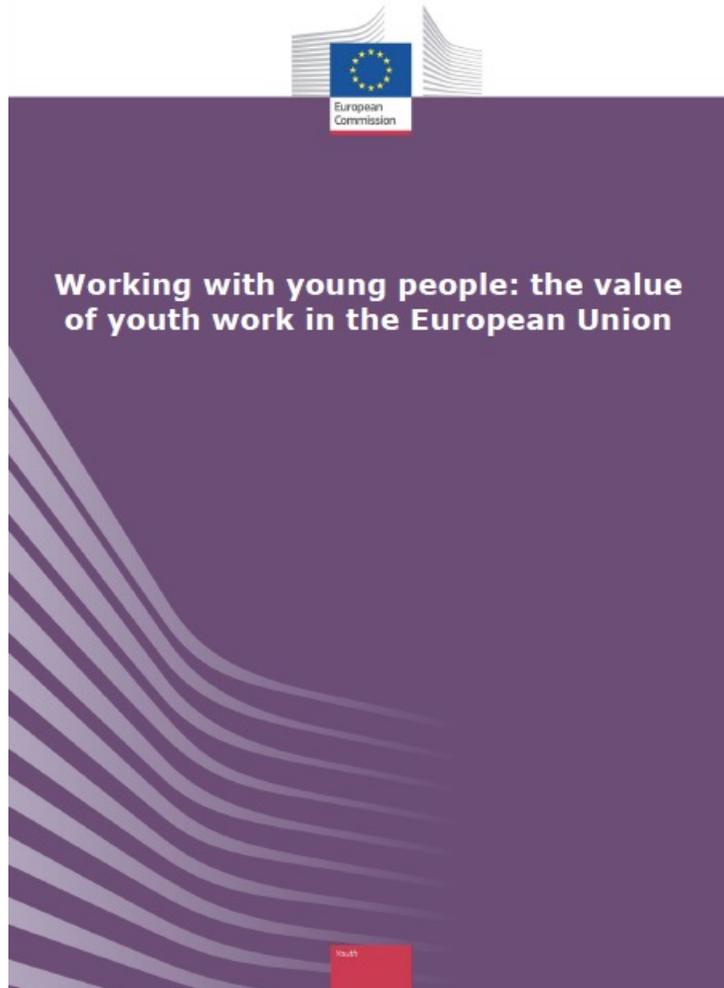
- What constitutes quality in street work?
  - How can we gather the knowledge needed to assess the level of quality?
- ➔ Create a common set of quality indicators for street work.
- ➔ Develop a web-based system for continuous documentation and follow up of street work.

## Why set quality indicators?

Because they help us ...

- ➡ To create a common understanding of what constitutes good street work
- ➡ To know what information and knowledge we need in order to improve
- ➡ To set measurable aims
- ➡ To get a recipe on the work done
- ➡ To show our outcomes to others and to do knowledge based advocacy

# Background



“... a blurred picture ...”

“... providing evidence can allow youth work to illustrate some insight into what it is doing and where its strengths lie, not only externally (e.g. to funders), but internally when reflecting on its own practice and processes.”

Recommends that the governments of the member States, within their sphere of competence, renew their support for youth work by

“supporting the development of appropriate forms of review and evaluation of the impact and outcomes of youth work ...”

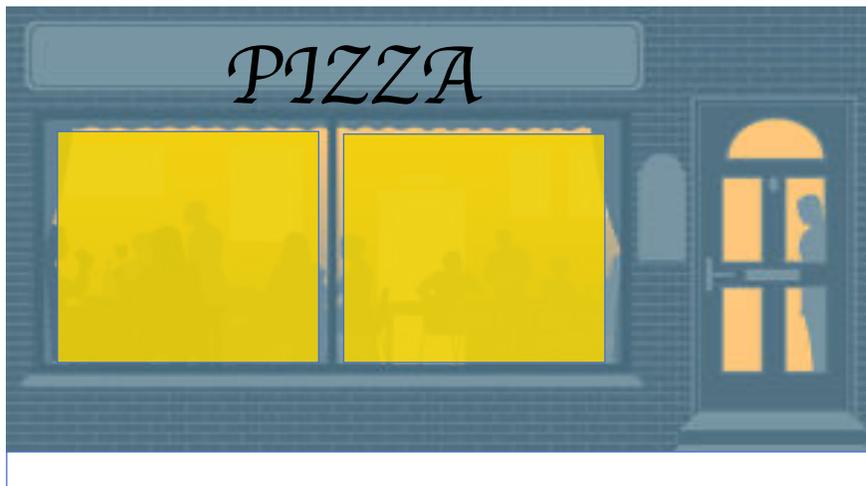


So,  
everybody talks about  
quality development ...  
but ...

## What do we mean by “quality”

Here you see the pictures of two pizzerias.

They are situated close to each other and have exactly the same very nice pizzas and service

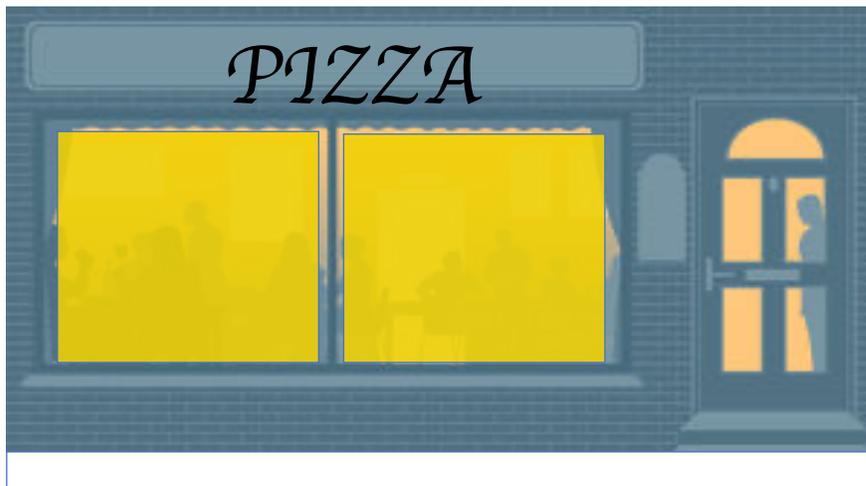


# What do we mean by "quality"

As you can see the one on the left has no guests, whereas the one on the right is almost full.

The question is:

Which one would you go to?



# What do we mean by "quality"

Most people would choose the one on the right.

The conclusion from this is?

Quantity might be a quality!

# What do we mean by "quality"

Based on this we need to  
distinguish between:

Quality and qualitative

Quantity and quantitative

# What do we mean by "quality"

Quality might be built on both  
qualitative and quantitative  
elements

# What do we mean by "quality"

Now, let's have a look at two  
pairs of jeans



# What do we mean by "quality"

The question is:

Which of these jeans has the  
highest quality?



# What do we mean by "quality"

This question is of course  
impossible to answer!

# What do we mean by "quality"

The answer totally depends on  
in which context and with  
which purpose you plan to  
wear them?

“Quality” therefore needs to be defined as:

“How well something fulfils its function”

Or in other words:

“To what degree the actual outcomes meet what we want to achieve”

Which might have both qualitative and quantitative dimensions

## Indicators ...

... are points of reference in relation to which reality could be compared, analysed and assessed

➔ Quality indicators are your answers to the question;

What characteristics are important if you should be able to see if street work is of high quality?

## Indicators could be set in relation to ...

Preconditions:

➔ Street worker competence

Work processes:

➔ Process for documenting encounters with youth

But before setting such indicators, we need indicators on ...

## Outcomes:

- ➔ Quantitative outputs, e.g.
  - ✓ Number of encounters
  - ✓ Number of activity hours
- ➔ Qualitative effects, e.g.
  - ✓ Young people's self-esteem
  - ✓ Young people's personal development

It is first when you know what you want to achieve that you can decide and set indicators on what preconditions and work processes that are needed.

## Indicators

An example:

If we say that young people's participation is one of the things that characterises quality street work ...

What would then be a good, clear and stringent definition of 'participation'?

Suggestions?

Participation is:

➔ "The active creation, preparation, delivery and evaluation of initiatives and activities that reflect their needs, interests, ideas and experiences"

This then needs to be turned into "points of reference in relation to which reality could be compared, analysed and assessed"

- ➔ Indicators on participation are, e.g., that young people
  - ✓ Take part in preparations
  - ✓ Take part in delivery
  - ✓ Take part in evaluation
  - ✓ Feel that the process
    - Meets their needs
    - Meets their interests

➔ Indicators define what we mean (with participation) and are possible to measure. The more indicators we have, the more precise is our definition. When we ask young people questions related to these indicators ...

➡ Their answers will tell us to what degree reality meets the indicators

This also illustrates the fact that 'quality' is not a question of total failure or success, it is a question of degrees

And there is also always room for improvement!

## Aims, objectives, goals ...

Are descriptions of to what degree we want reality to correspond with the indicator

➡ An example:

- ✓ Indicator: Young people take part in evaluation
- ✓ Aim: 50 % of young people that take part in youth work take part in evaluation

## Tools for follow up ...

We need different tools to gather the information we need in order to see to what degree reality corresponds with the indicator, for example:

- ➔ Sheet for documenting statistics
- ➔ Questionnaires to young people
- ➔ Template for documenting work processes

## So ...

based on this, we have started to:

- ➔ Formulate questions to young people on what they get out of youth work and how they perceive it
- ➔ Define which statistics and notes we should gather and how