



**INDICATORS FOR THE EVALUATION OF GOOD PRACTICE FOR SOCIAL
ACTION / INTERVENTION PROJECTS THROUGH ART**

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Various types of indicators are described, which are to be measured with different tools:

- A- Indicators measured by survey.
- B- Indicators measured by structured interview.
- C- Indicators measured by auditing (existence and content of certain documents).
- D- Indicators measured by certain structural aspects or previous situations.
- E- Indicators measured by observation.
- F- Indicators measured by history-checking.

For the elaboration of these indicators, 10 descriptors or categories are described. The proposed indicators will have to be observable and, therefore, objectifiable, and will inform of the quality of the different aspects of the practice.

DESCRIPTOR I. Ethical guidelines of the project

- **Good will:** to act always to the benefit of the user, putting this before the interest of the personnel in charge, and avoiding or eliminating possible damage to the user.
- **Non-malevolence:** to protect the user of any harm and/or abuse deriving from the intervention, accepting one's own limitations.
- **Justice:** to help the underprivileged or more vulnerable and to respect the rights of third parties.
- **Autonomy:** to respect the right to self-determination of the user, her/his right to privacy and her freedom of election.

DESCRIPTOR II. Staff in charge

- Existence of reasoned regulations for the selection of staff members.
- Existence of reasoned ways for volunteer participation.
- Existence of specifically trained personnel.
- Participation of the various professionals in the processes of project elaboration and evaluation. Teamwork.

DESCRIPTOR III. Information transmission

- Existence of mechanisms to provide a clear and understandable information to the user about his/her rights and obligations.
- Existence of mechanisms to transmit distinctly and graspably the social dimensions of the proposals.

- Existence of forms of information gathering that allow to know and assess the user's personal and/or cultural characteristics and preferences.
- Existence of procedures, known by the personnel and the users, that prevent out-of-control actions or inadequate ones.
- Existence of reasoned and public criteria of inclusion/exclusion.

DESCRIPTOR IV. Evaluation of proposals and sustainability

- Assessment of the strengths and risks of the proposals of intervention.
- Balanced management of times and spaces.
- Prevention of disruptive behaviours and ways of intervention.
- Evaluation of personal and group needs and resources.
- Evaluation of the dropout risk and prevention of it.
- Implementation of means that assure the sustainability of the proposals.

DESCRIPTOR V. Social dimension of the proposals: goals

- Relative to the elaboration of loss (family, work, social, cultural, ecological).
- Relative to the development of coping resources to face the new situation (ecological, cultural, emotional, social context).
- Relative to the recovery, re-significance and integration of the user's personal history.
- Relative to work with anxiety, stress and uncertainty.
- Relative to the elaboration of feelings of rootlessness.
- Relative to the adjustment of expectations and the creation of life projects.
- Relative to the creation of sustaining bonds and social networks.
- Relative to the personal realization.
- **Relative to the ability to manage emotional expression, conflict or anxieties**

DESCRIPTOR VI. Qualification of the field

- Generation of a space for security and containment.
 - Adequate physical conditions (lighting, hygiene, security).
 - Qualified staff (with art and social training) and sufficient (in number).
 - Proposals adjusted to the resources and the capacities of the environment.
 - Proposals adjusted to the user's resources and capacities.
 - Proposals adjusted to the user's demands and needs.
 - Proposals adjusted to the goals that describe them.
- Generation of a space of acceptance, inclusion and equity.
 - Availability of flexible timetables, adapted to different publics.
 - Foreseeing of infant/child care, if necessary.
 - Gratuity of the activities or a symbolic charge, without detriment to their quality.
 - Offer of proposals that are non-discriminatory (for reasons of gender, religion, age, etc.).

- Availability of times and spaces to deal with doubts, questions and/or proposals.
- Participation of the users in the creation and development of new proposals.
- Availability of resources and strategies for conflict resolution.

DESCRIPTOR VII. Impact and scope

- Implementation of ways to evaluate the impact:
 - Regarding practical issues (public transport, commercial transactions, neighbour relations, bureaucratic procedures, etc.).
 - Cognitive and emotional adaptation.
 - Creation of social network/bonds.
 - Self-acceptance and personal realization.
 - Expectations and projects.
- Implementation of means for wide-scope (de alcance) evaluation:
 - In time.
 - In other contexts of the person (family, work, neighbourhood, etc.).

DESCRIPTOR VIII. Confidentiality

- Existence of sufficient mechanisms and information to guarantee confidentiality.
- The artistic and written productions, as well as the data and histories (if existent), are treated according to law.

DESCRIPTOR IX. Art and cultural reformulation

- The art proposals have an experiential character, are process-oriented and consider the result as one more part of these processes.
- The art proposals promote and facilitate the coexistence and the integration of people of different origins and cultural manifestations.
- The art proposals promote knowledge and depth, both in the host culture and in the culture of origin.
- The art proposals are close and accessible enough for the users, so that they can feel involved in them.
- The art proposals favour the visibility of the different cultural groups and gender differences as much as of the various participating individuals; they promote a social discourse that recognizes and values the users' singularities, and they aim at spreading their values and cultural richness.
- The art process encourages the collaboration between artist/facilitator and participant.

DESCRIPTOR X. Innovation

- Existence of ways to evaluate the needs and demands that may come up.

- Existence of means that allow to analyze and evaluate the projects, in order to adjust them to these emerging needs and demands.
- Existence of means to update specific resources and trainings.
- Existence of means of interaction with other similar organizations and/or associations.
- Existence of means for the enrichment and updating of the work from different perspectives and/or disciplines.
- The possibility is considered of establishing various intervention dynamics, according to the needs:
 - That consider the realization both in the spaces for the intervention, as well as in the users' spaces.
 - That each individual or the families may be attended to.
 - That the projects may take place occasionally or continuously (on a weekly, fortnightly basis, etc.).