

Solace/IS Transformation Work

National Self Evaluation Framework

**How well do we meet the needs of
stakeholders?**

Self evaluation area:

2.1: Impact on service users



How well do we meet the needs of stakeholders?

Self evaluation area 2.1: Impacts on service users

Explainer

How well services are delivering meaningful, measurable, and equitable outcomes for the people they serve. These questions support scrutiny, planning, and improvement from a user-centred perspective.

Potential evidence

- Results of user surveys
- Results of community surveys
- Case studies of impact over time
- Longitudinal studies of impact and change
- Outcome-focused data trends
- Commentary from those with “lived experience”
- Results of consultations with users
- In-depth evaluations of themes, projects and approaches
- Results and impact of any relevant internal self-evaluation or improvement activity e.g. PSIF and Peer Collaborative Improvement
- Reviews against Delivering Good Governance in Local Government: Framework – Principle B

Reflective questions

Understanding Needs and Expectations

- How well do we understand the needs, experiences, and expectations of our diverse service users?
- Do we collect and use data on local demographics, inequalities, and lived experience to inform service design?

- Are we engaging with people who face the greatest barriers to accessing our services?

User Experience and Satisfaction

- How do we measure satisfaction and experience across our services?
- Are feedback mechanisms (e.g. surveys, complaints, consultations) accessible, inclusive, and acted upon?
- What do our service users say about timeliness, quality, fairness, and ease of access?

Outcomes and Quality of Life

- Are we tracking the longer-term impact of our services on users' lives — beyond outputs and throughput?
- Do we measure improvements in wellbeing, inclusion, safety, independence, and life chances?
- Are we achieving positive outcomes equitably across all population groups?

Equity and Inclusion

- How do we ensure services are inclusive and culturally competent?
- Are we reducing inequalities in access, experience, and outcomes for marginalised groups (e.g. disabled people, ethnic minorities, care-experienced young people)?
- Are we applying the Fairer Scotland Duty and Equality Impact Assessments meaningfully, not just procedurally?

Co-Design and Participation

- Are service users genuinely involved in the design, review, and improvement of the services they use?
- How do we support and resource community-led participation, particularly among those with lived experience?
- What evidence do we have that co-produced services lead to better outcomes?

Responsiveness and Adaptability

- How quickly do we adapt services in response to changing user needs or feedback?
- Are front-line services empowered to personalise support where appropriate?

- Do we regularly review and redesign services to remain relevant, accessible, and person-centred?

Prevention and Early Intervention

- Are our services reducing demand by addressing issues early or preventing escalation?
- Are we investing enough in preventative approaches that improve long-term outcomes for service users?
- How well do we work with partners (e.g. NHS, third sector) to provide joined-up, preventative support?

Digital Inclusion and Access

- Are digital services user-friendly, inclusive, and accessible to people with varying abilities and confidence levels?
- Are we monitoring and addressing digital exclusion as a barrier to service access?
- Do we offer flexible, multi-channel access to services — including face-to-face where needed?

Trust, Respect, and Relationships

- Do service users feel listened to, respected, and treated with dignity?
- How do we build trust, especially with people who have had negative experiences of public services?
- What do we do to ensure that services are trauma-informed and sensitive to individual needs?

Learning and Improvement

- How do we use complaints, compliments, case reviews, and evaluations to improve services?
- Are we closing the feedback loop — telling service users how their input has led to change?
- Do we share and scale up learning from areas where service user outcomes are strong?