

USER EVALUATION HOLBÆK FREDERIKSHAVN



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Forandring af organisationer - til glæde for mennesker

Customer	The municipalities of Holbæk and Frederikshavn
Task	A user driven evaluation of the activities for young people in the two municipalities. The goal is a solid foundation for the municipalities to evolve their youth activities and at the same time: Inspiration for other municipalities learn from each other by comparing.
Origin	Unofficially Holbæk and Frederikshavn are twin towns as regards the youth area. Both municipalities have assembled the municipal youth assignments in a youth area with the Youth School placed as the key player. The background for this project is a need for documentation and strengthening of the Youth Schools role regarding the assembled youth areas.
Solution	MillerQuest designs and carry out the user driven evaluation through an internet survey, workshops and a number of interviews with the young users, the professionals and the politicians in the two municipalities.
Results	<ul style="list-style-type: none">• Documentation and recommendations for better future practice on the youth area in the two municipalities• Comparison of the two municipalities youth work• Kick start on implementation of better future practice through a "Next Practice Workshop" with the youth area managers from both municipalities
Testimonial	<p><i>"We have had great use of MillerQuest in this untraditional and ambitious evaluation. We had a giving cooperation regarding designing the evaluation. The results are a thorough report and a "light version". We have used the evaluation in benchmarking of our performance as well as in learning within the separate organizations. The cooperation with MillerQuest has been very fruitful. The MillerQuest appreciative tools and methods are energy giving and Gitte has expertise and knowledge of the youth area which all together has made the process very motivating in a time where there is a need for documentation and development of public services."</i></p> <p>Finn Lillelund Christensen, Youth School Manager, Frederikshavn</p> <p>&</p> <p>Søren Myrup Pedersen, Youth School Manager, Holbæk</p>