

The Use of Responsive Evaluation in the Framework of Community Planning of Social Services in the Municipalities in the Czech Republic

Lenka Caletková

University of Ostrava, Faculty of Social Studies

Abstract

Based on the analysis of available materials and research, it appears that there are no projects in the Czech Republic implemented for the purpose of anchoring and improving the quality of the community planning process, which would be based on responsive evaluation and strive to optimize the entire process. However, the municipalities identify the need to optimize this process. The aim of the research was therefore to evaluate the setting of the process of community planning of social services in the city of Ostrava. The methodology of the research was anchored in the principles of responsive evaluation and optimization. In the first (qualitative) phase of the research, we conducted interviews with 30 informants and the data were analyzed using thematic analysis. In the second (quantitative) phase, we conducted a questionnaire survey with the aim of validating the findings from the first phase and creating a model of the community planning process. In the third (participatory – action) phase, we created draft recommendations and a plan for piloting changes in the community planning process. The data collection technique was online panels of involved experts. The process of community planning of social services was rated above average across individual working groups and indicators. The main recommendations were aimed at greater participation with target groups, strengthening the quality of client participation and mapping the use and effectiveness of social services. The research results will be used to optimize methodologies for setting processes and evaluating the impacts of community planning in the city of Ostrava.

Keywords: responsive evaluation, community planning, social services, municipality