



Participatory evaluation to improve system performance and service quality and relevance

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Quotes from a participatory evaluation in Croatia

"It happened to me that I was left to fend for myself when I came out of a foster family. The social welfare centre was no longer interested in me either. No one asked where you were or how you were. And these first two years [at college in a new town], during the holidays, I have nowhere to go. I'm not in contact with a foster family and I can't be with my parents either. I'm left alone." (Young care leaver)

"It was hard for me that my opinion was not sought, even when it was a decision about me - I had no rights; no one asked me what I thought about it. That freedom of choice and the ability to negotiate things that concern us is important, but it bypasses us. I think that's a big problem." (Young care leaver)

"With the help of the centre and that workshop, I realised that love is important."

"It meant a lot to me to see that there were others with similar problems." (Mothers who took part in parenting programme)

"The problem is that we are so bombarded with information. At that point, it all makes sense, but it's like school. You study, you do your homework, but it evaporates after a while." (Father who took part in parenting programme)

THE STATE OF CHILDCARE: WHERE WE STAND AND WHERE WE ARE HEADED

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