

POST CAMP ASSESSMENT

A suggestive framework

NATIONAL LEGAL SERVICES AUTHORITY

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POST CAMP ASSESSMENT

1. Rationale

Legal Services Camps are being organized by State Legal Services Authority by following the operational framework spelt out in the Legal Services Camp Module devised by NALSA. It is quite imperative to assess as to whether Legal Services Camps are achieving the contemplated objectives or not. After completion of the camp, assessment is also required to identify and learn from successes and failures. Primarily, with this in view, a post camp assessment framework is required so that post camp assessments are carried out by Legal Services Authorities to capture the lessons learnt from past success and failures, with the goal of improving future performance.

2. About the Post Camp Assessment

Organizational learning requires that there is continuous assessment of performance to identify and learn from successes and failures. Post Camp Assessment is a tool that facilitates this assessment with regard to Legal Services Camps. It is a structured approach for reflecting upon the Legal Services Camp and identifying strength, weaknesses and areas for improvement.

Post Camp Assessment shall revolve around the following:-

- What was expected to happen?

- What actually occurred?
- What went well and why?
- What can be improved and how?

3. Steps in Post Camp Assessment

3.1 STEP 1 - PLANNING A POST CAMP ASSESSMENT

The success of meeting for post camp assessment often depends upon the amount of time spent in planning for the meeting.

- (i) Schedule the Post Camp Assessment, ideally, within two weeks of completion of Legal Services Camp.
- (ii) Select the facilitator who may be the Secretary, DLSA. Facilitator's job is to keep the meeting focussed and moving.
- (iii) For best results:
 - Plan to conduct the team meeting in person, rather than by phone.
 - Ensure participation of all team members.
 - It is recommended that a time equal to 10 minutes per team member is set aside. If necessary, the assessment can be continued on second day meeting.
- (iv) **Note taker:** Assign a team member to take notes on the flip charts. If the Post Camp Assessment is an hour or longer,

consider having team members rotate this job so everyone can participate fully.

- (v) **Timekeeper:** Assign times to the sections of the Post Camp Assessment in advance and ask someone to play the role of time keeper (*this is important- it is easy for groups to get lost in conversation and not have time to cover all sections of the assessment*).

3.2 STEP 2 – CONDUCTING POST CAMP ASSESSMENT

- (i) Introducing the Post Camp Assessment-

The task of the facilitator is to guide the group through assessment of the Legal Services Camp, using a standard set of questions:

- What was expected to happen?
- What actually occurred?
- What went well and why?
- What can be improved and how?

Start by reminding the team of the purpose and context of the meeting. The following points need to be kept in view:

- The Post Assessment Camp does not grade success or failure.
- There are always weaknesses to improve and strengths to sustain.
- Participants should share honest observations about what actually happened (objective data) without assigning blame or praise.
- No one has all the information or answers. Everybody has something important to contribute.
- Set an atmosphere of openness. If necessary facilitator can introduce ground rules or expectations for the session.

(ii) Closing the Post Camp Assessment

- a. To close the Post camp assessment, summarise key points identified during the discussion. The session should end on a positive note, linking observations to recommendations for future improvements.
- b. Assign roles for follow up: The Facilitator should discuss in advance the process for writing up the post camp assessment report.

3.3 STEP 3: PREPARING REPORT & SHARING THE POST CAMP ASSESSMENT

Report shall be prepared. The following points may be kept in view:

- (i) Provide a clear summary of concrete and actionable recommendations that will improve the process.
- (ii) Identifying tasks and topics requiring leadership attention.
- (iii) Share the Post Camp Assessment Report with DLSAs.

The greatest benefit of a Post Camp Assessment comes from applying the lessons learned to future work and teams. The conclusions drawn must be applied in future camps so as to make them more effective.

4. KEY POINTS AND PRACTICAL TIPS

- ✓ Post the questions on flipchart sheets prior to the session. Write answers on the sheet as the session progresses.
- ✓ The Facilitator should prepare some lead-in questions and may have to directly solicit answers.
- ✓ If there are issues with either openness or time, it may be worthwhile to gather individual ideas first and then facilitate a group discussion.
- ✓ Actionable recommendations should be as specific as possible.
- ✓ Participants of a Post Camp Assessment should include all members of the team.
- ✓ Post Camp Assessment should be carried out immediately, while the team is still available and memories are fresh.