



Top tools for monitoring & evaluation

Sept 2018

www.superhighways.org.uk



About Superhighways

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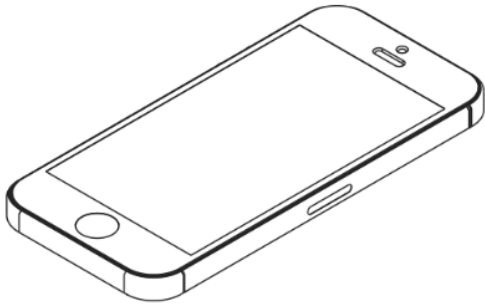
<https://superhighways.org.uk/e-news/>



Over to you...



Go to www.menti.com and use the code **23 45 26**



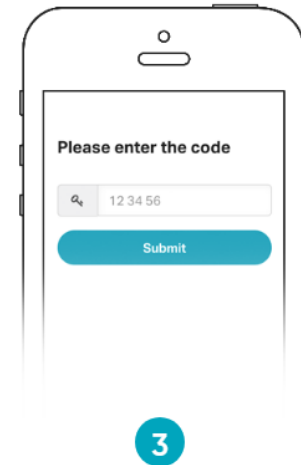
1

Grab your phone

www.menti.com

2

Go to www.menti.com



3

Enter the code **23 45 26** and vote!

[And here are the results from the session](#)

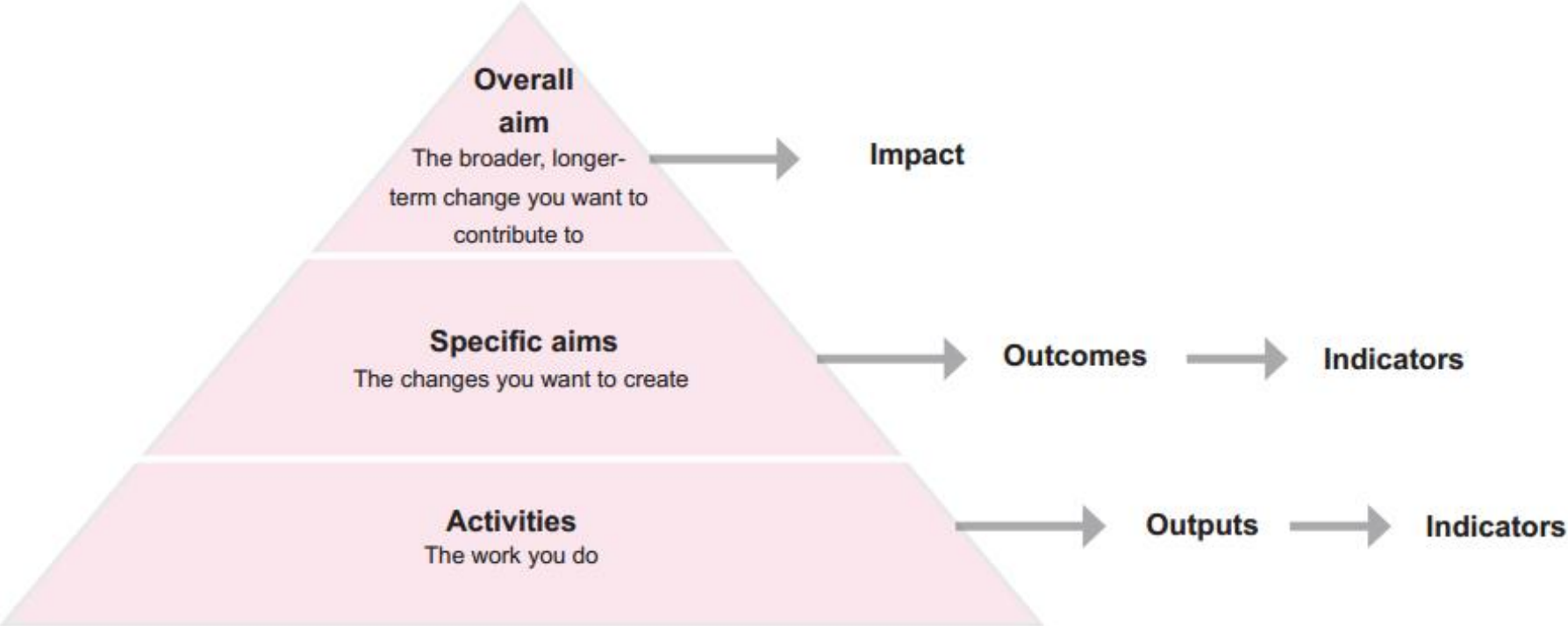


What difference do you make?

Do you have an [outcomes framework](#)?



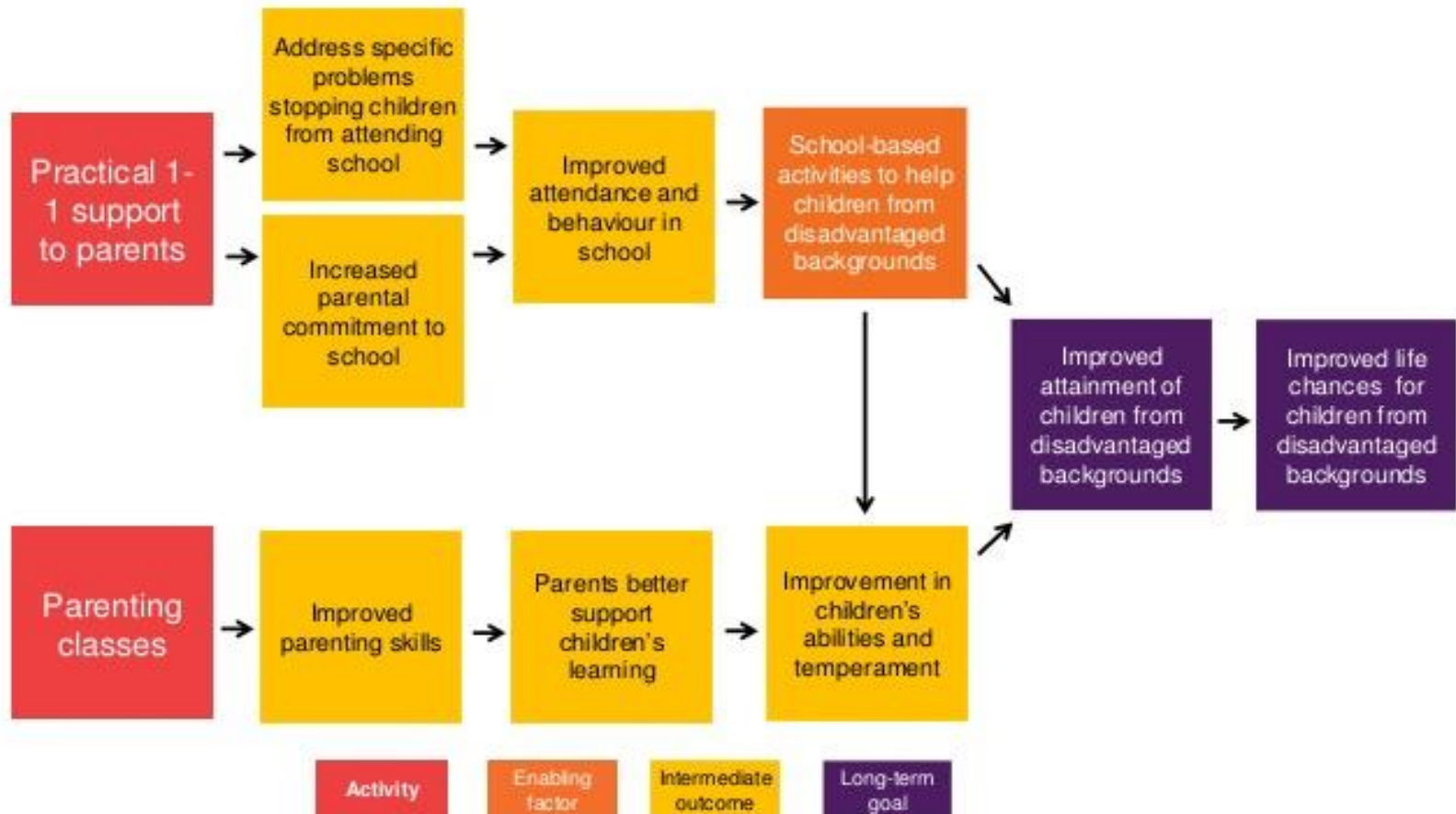
Planning triangle



© CES Planning Triangle



THEORY OF CHANGE FOR A PARENTING CHARITY: OUTCOMES CHAIN EXAMPLE



Levels of evidence



Credibility



Anecdotes /
quotes

Case
studies

Self-reported
change

Before and
after survey

Control
groups

Randomised
control trial

Basic

Advanced

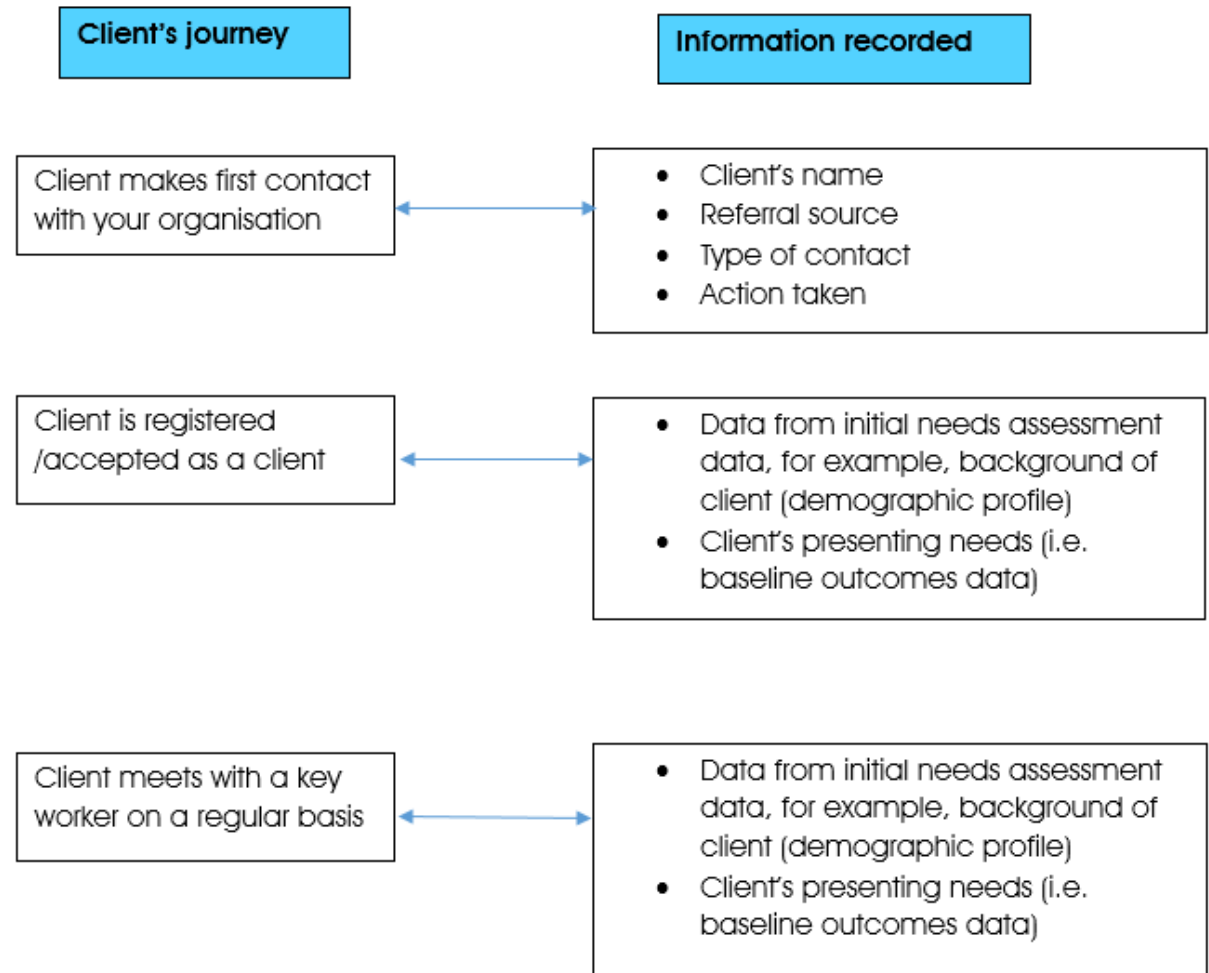





Client journey

Putting outcomes into practice: data gathering opportunities

Tracking a client's journey through your organisation can help you to identify information collection points that should inform the way you develop your system.





**“Do I look like I
have time for
digital?”**





“Where do I start?”



Typeform |



Grab your phone again!

bit.ly/0365form



Capture your impact – mobile surveys



Capture your impact – SMS surveys

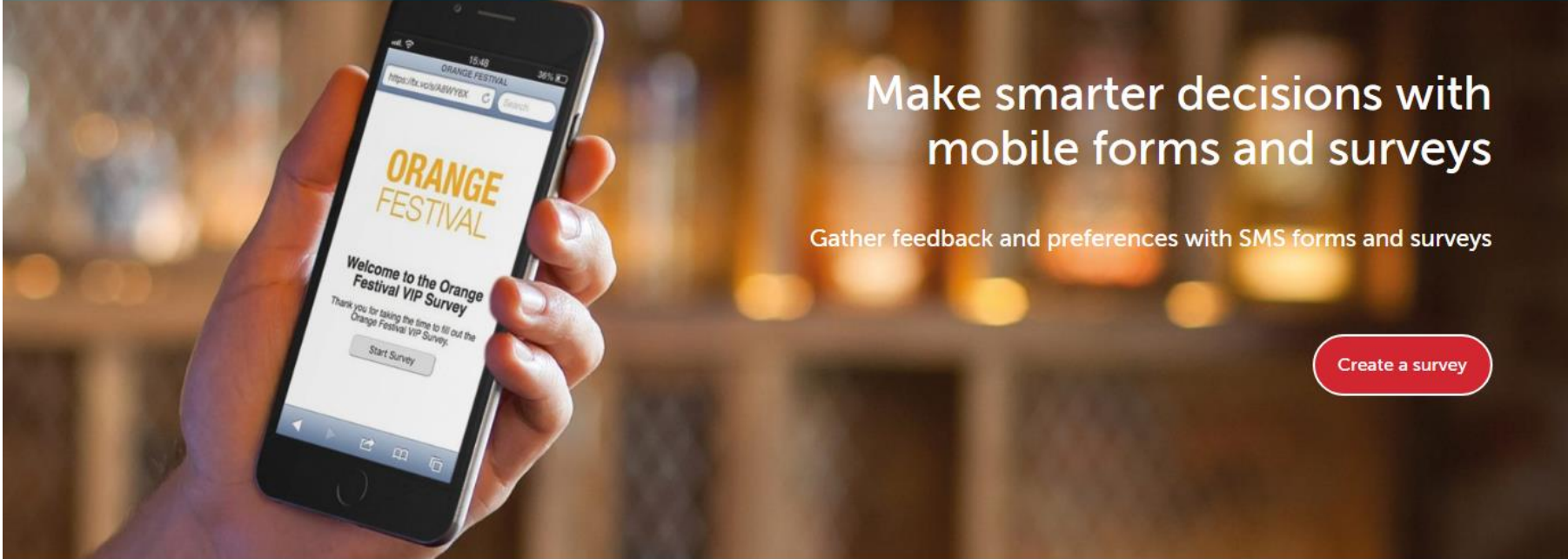


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Make smarter decisions with mobile forms and surveys

Gather feedback and preferences with SMS forms and surveys

Create a survey



But don't forget...

It's all about the questions!!

Writing better questions, getting better data –
CES report

Inspiring Impact website

And asking them sensitively...



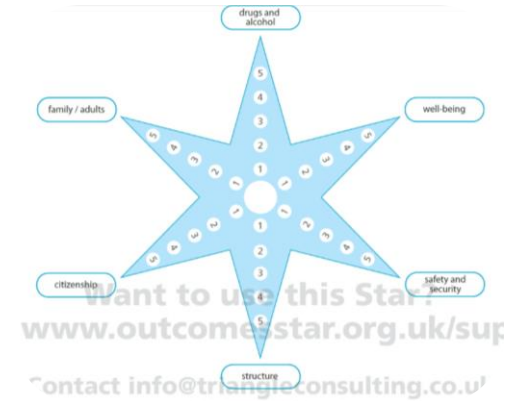
Benchmarking & scales

Youth Star™ Quiz

The Outcomes Star for youth work

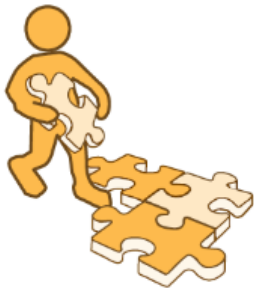
- 1 Not interested 2 Considering 3 Having a go 4 Working on it 5 Enjoying and achieving

In each of the six questions, circle the description that best fits for you now.



1 Making a difference

getting involved helping others community activities

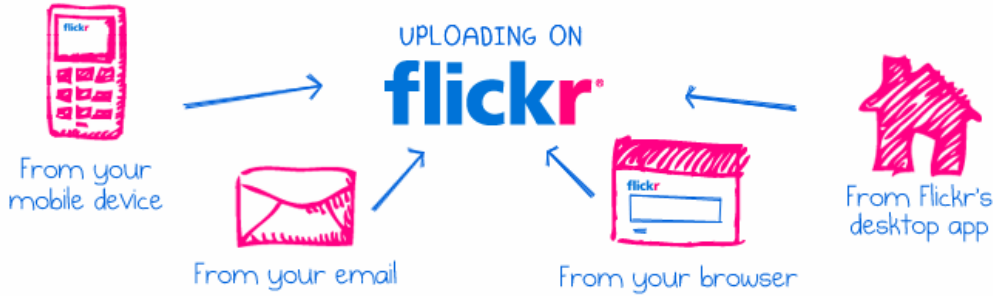


- 5 I really like taking part in things that help others and make a difference. I do as much as I can
- 4 I often get involved and help out but sometimes lose motivation
- 3 I do take part but lose interest easily
- 2 I wouldn't mind helping out a bit but I don't know what to do
- 1 I'm not interested. It has nothing to do with me



Images to tell a story

flickr™



Audio interviews

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SMALL CHARITY WEEK 2014

Small Charity Week

KingstonCYPNetwork
Kingston Children & Young People's Network
A peer learning network of community organisations working with children, young people and families focused on local and national developments in policy and practice, including safeguarding and child poverty. Organised by Kingston Voluntary Action.
Kingston-upon-Thames
<http://www.kva.org.uk>
Recent posts feed
Follow Message
0 Following / 0 Followers

THE PARENT'S PLACE

A volunteer talks about Parent's Place
KingstonCYPNetwork
0:00 0:30
Like Playlist

Max Hamilton: a young ambassador for Expre...
KingstonCYPNetwork
0:00 1:10
Like Playlist



Audioboom

Who else can
talk about your
Outcomes?



Officeboo
Superhighways

0:14



1:05



Dave. Superhighways. volunteer



Over to you...

- Get into small groups
- Take turns asking each other to introduce themselves
- Then ask them to talk about the impact of their organisation



Capture your impact – diaries

penzu

Home Products Mobile Why Journal? Buzz Blog

Write in Private.
Your own personal journal and online diary.

Create Your **FREE** Journal

Penzu | Free Online Diary and Personal Journal

Post from anywhere

Reach readers around the world from wherever you are, however you choose to reach them. Blogger is available in 60 languages and in countries across the globe. If you come up with an idea while you're on the go, use the Blogger iOS and Android apps to post it from your phone or tablet there and then.

Blogger

Family Trips

Journey of a Lifetime

Camp Trip

Wak

penzu

My Journ

A Day I'll Never For

Today was just one of those days when everything just fell into place.

Denmia

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You have a lot to remember...



Shopping



Exercise



Vacation



Maintenance

Fun.

Social.

Accessible.

Secure.

Simple.

Free.

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Organize your mind privately and securely with Penmia. Our encryption ensures your thoughts will be locked up for safe keeping.

For those of you who love to blurt them out... well, we have options for you, too!



Systematic data collection

- Excel
- Off the shelf affordable online databases (especially scales) – e.g. www.lamplightdb.co.uk, www.upshot.org.uk
<http://www.substance.net/views/>,
<http://www.outcomesstar.org.uk/>
- Digital filing – including online repositories e.g. Huddle, Dropbox, Google Drive, Sharepoint etc

**** BUILD IN TIME TO ANALYSE ****



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40 / 60 %



Analysing data

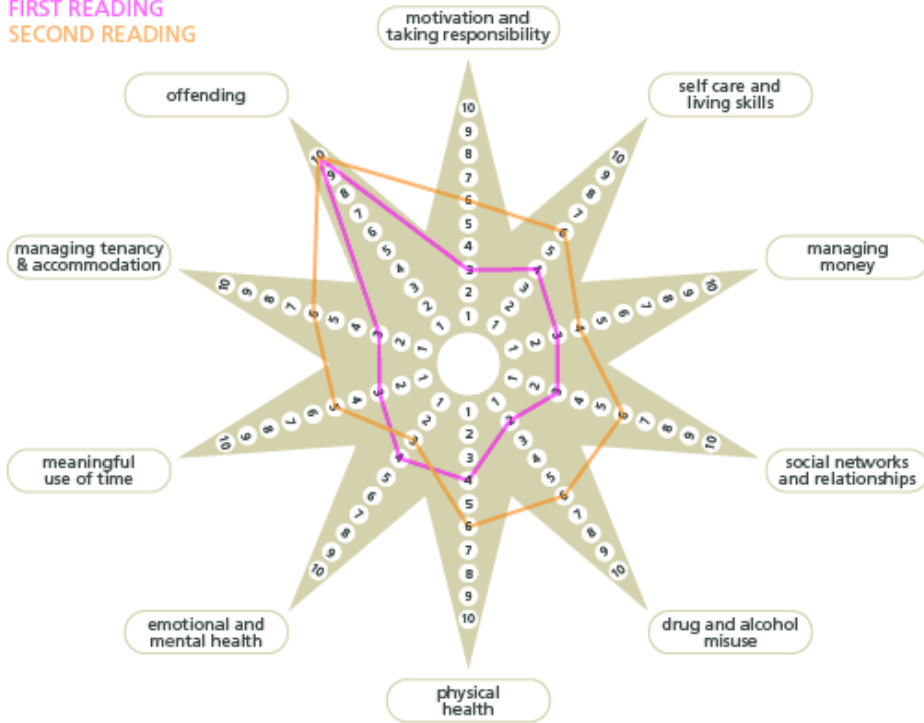
- Spreadsheets – filtering, sorting, formulae & functions, pivot tables etc
- Database - queries & reports
- Exporting as csv files & importing to Excel
- Dashboards & data visualisation tools



Power BI



FIRST READING
SECOND READING

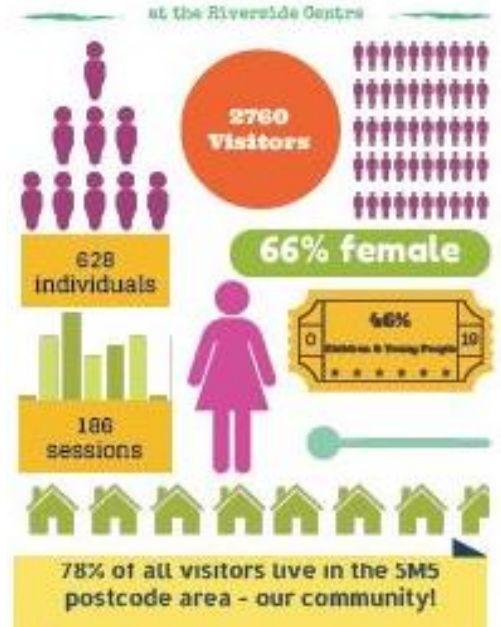


The Outcomes Star - Homelessness version



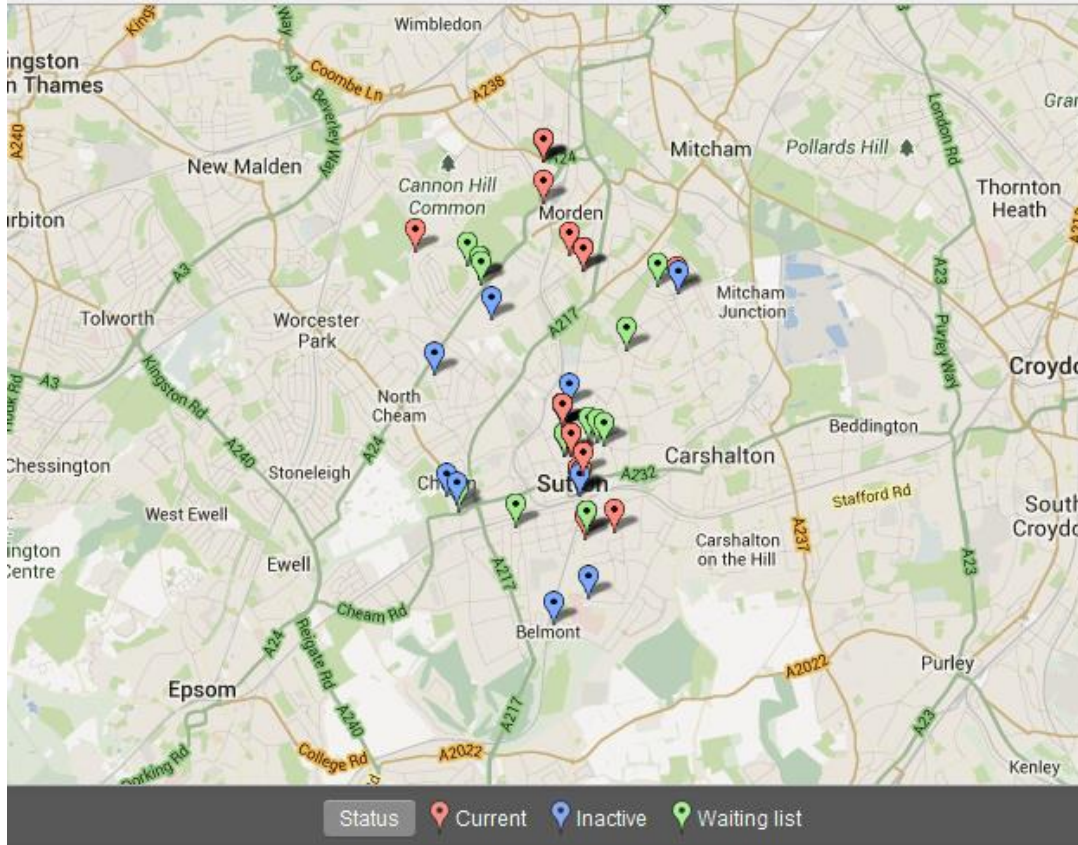
Infographics

OCTOBER '14



Mapping

See your map below. If you find any markers out of place - just drag and drop them to the correct location.



Upload data sets with postcodes & create a map!

Story Maps ▾



Best practice issues

- Do you need to be registered with the information commissioner? www.ico.org.uk
- Do you have a data protection & privacy policy and explain why you collect data and what it will be used for? *New GDPR enforceable from May 25 2018*
- Do you get consent to use photos / videos?
- Is your client data secure i.e. password protected, backed up, safeguarded with anti virus software and a firewall? [Infographic](#)





superhighways

harnessing **technology** for **community** benefit

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