



superhighways

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

Top Digital Tools for Monitoring and Evaluation

May 2018



Voluntary
Action
Lewisham

About Superhighways....

Providing tech support to the sector for 15 years

- Support
- Training
- Consultancy
- Digital inclusion
- E-news sign up



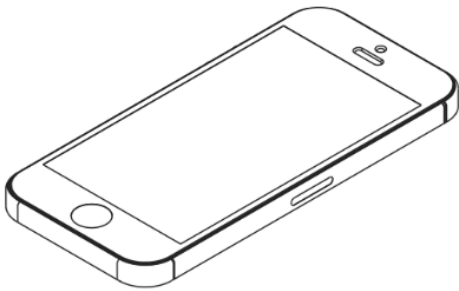
www.superhighways.org.uk

@SuperhighwaysUK

Over to you...



Go to www.menti.com and use the code **67 53 5**



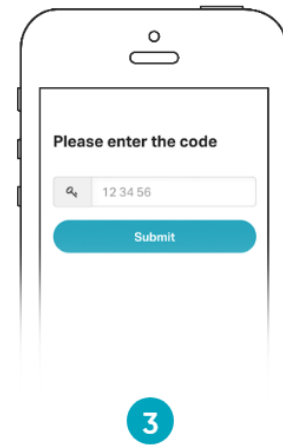
1

Grab your phone

www.menti.com

2

Go to www.menti.com



3

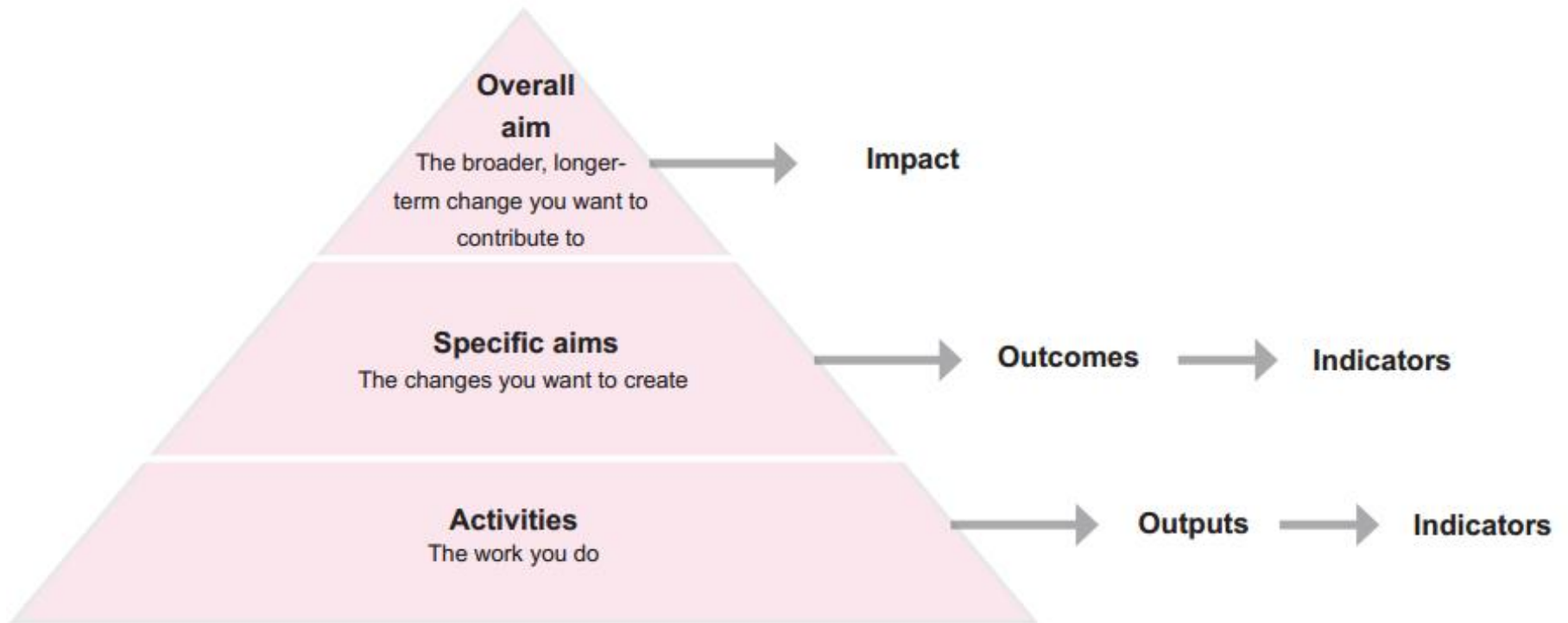
Enter the code **67 53 5** and vote!

What difference do you make?

Do you have an outcomes framework?

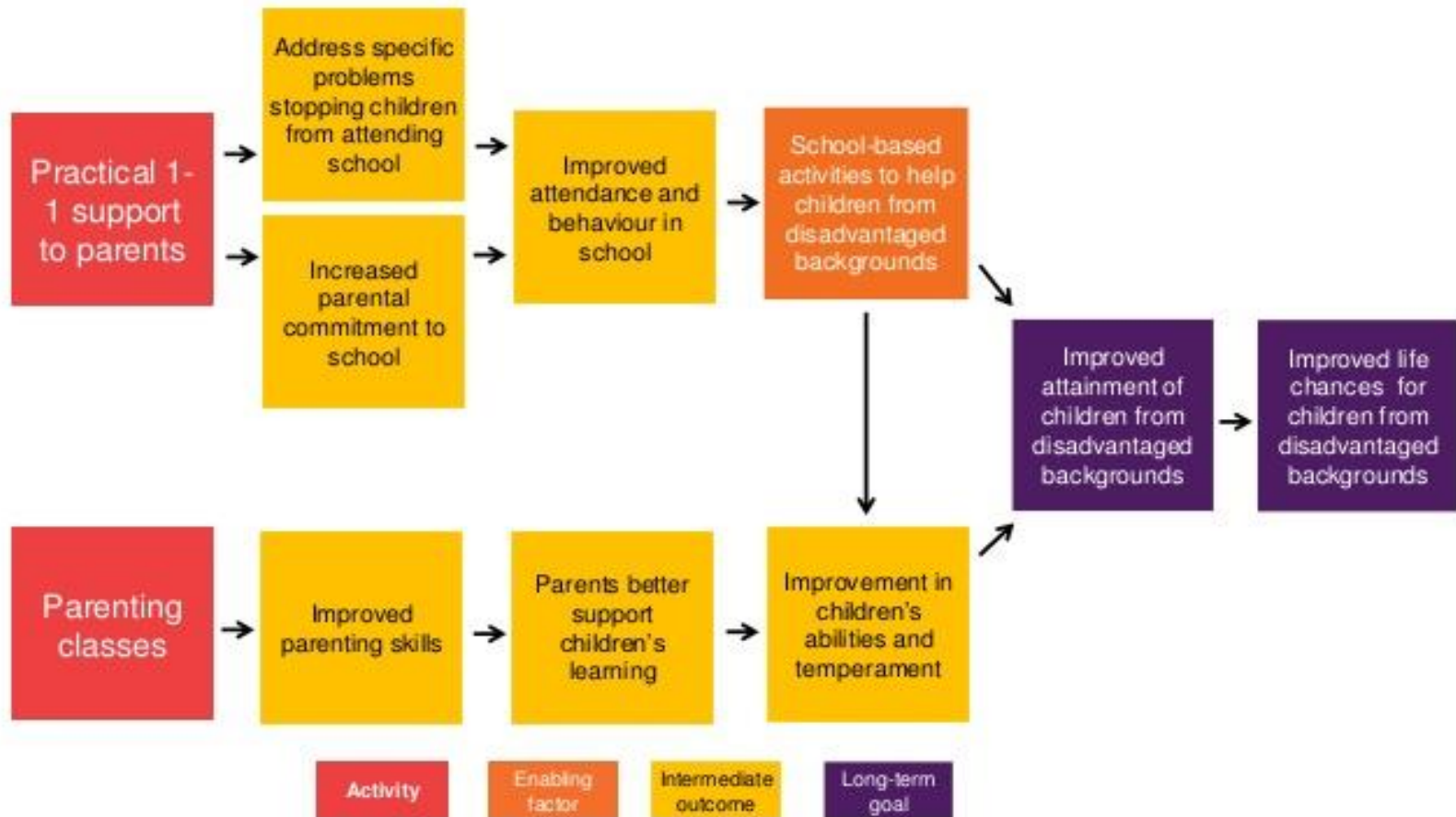


Planning triangle



© 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

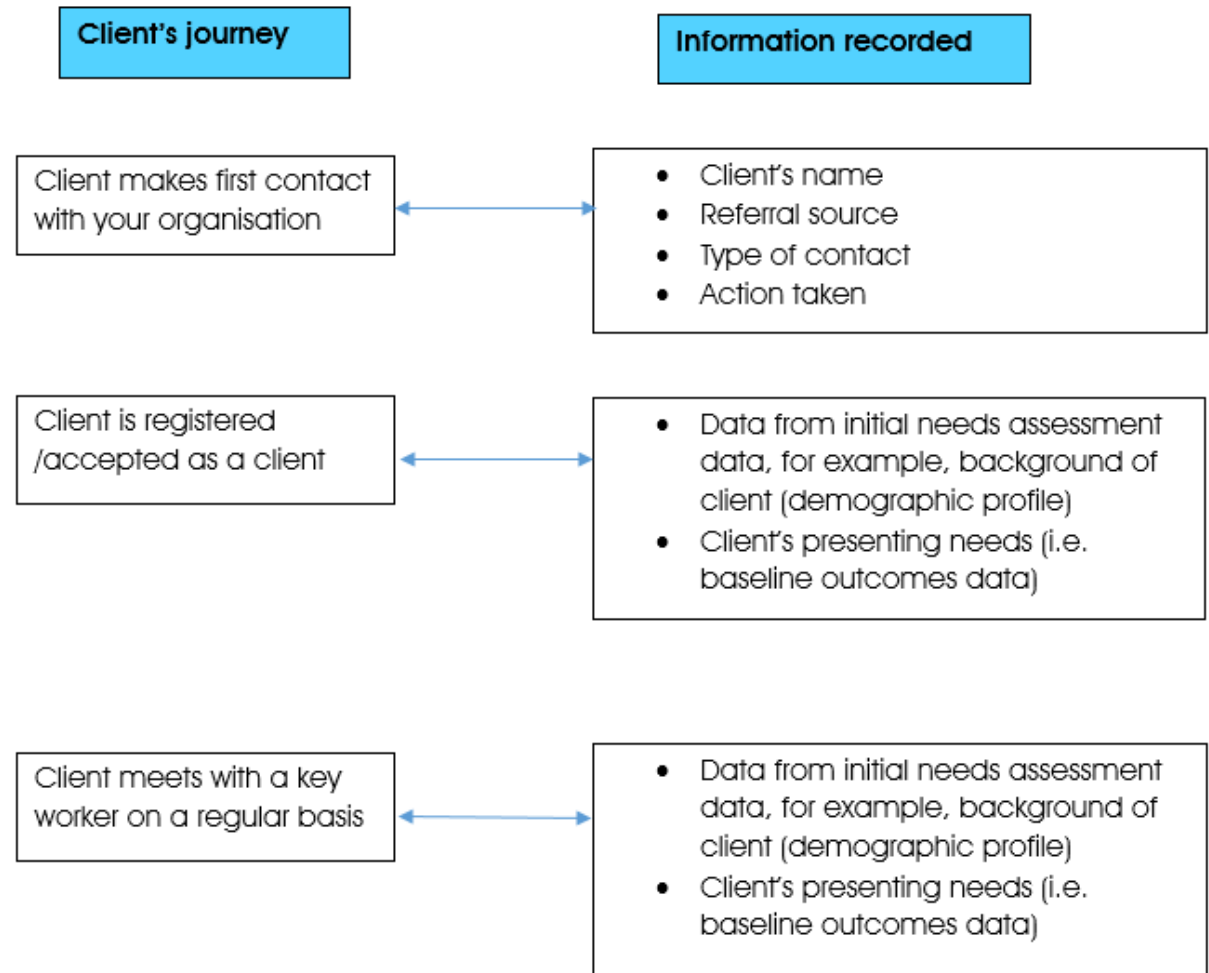



Who
am I?

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.



A woman with short blonde hair and glasses, wearing a blue blazer over a white top, sits at a wooden desk. She is surrounded by a massive, chaotic pile of papers, documents, and sticky notes that reach up to the ceiling. She looks directly at the camera with a weary expression. On the desk, there is a rotary telephone, a pen, and a wastebasket overflowing with crumpled papers. The scene is a classic metaphor for information overload.

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

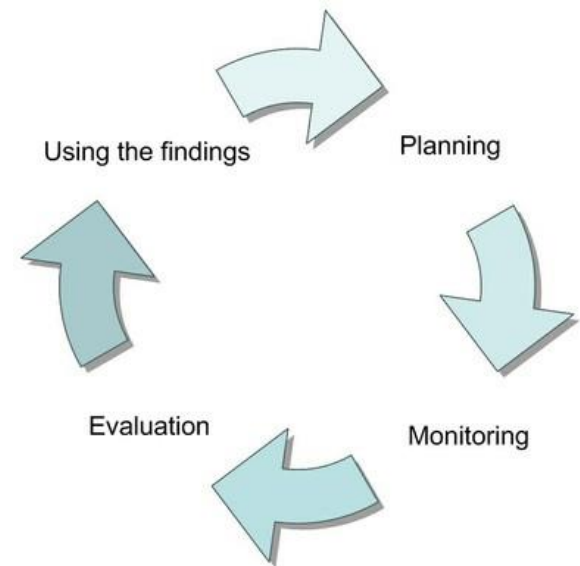
Why digital can help?

Greater efficiency:

- Automating manual processes
- Reducing paperwork
- Reducing staff time

Greater effectiveness:

- Sharing / accessing information
- Analysing data in more sophisticated ways
- Presenting information with greater impact & to a wider variety of audiences
- Engaging your audience in monitoring and evaluation





“Where do I start?”



Typeform |



Grab your phone again!

- bit.ly/TopToolsCap

Capture your impact – mobile surveys



But don't forget...

It's all about the questions!!

Writing better questions, getting better data –
CES report

Inspiring Impact website

Benchmarking & scales

Youth Star™ Quiz

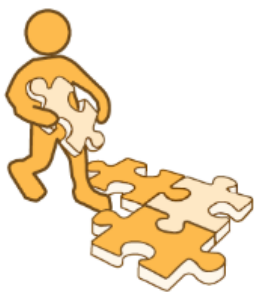
The Outcomes Star for youth work

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

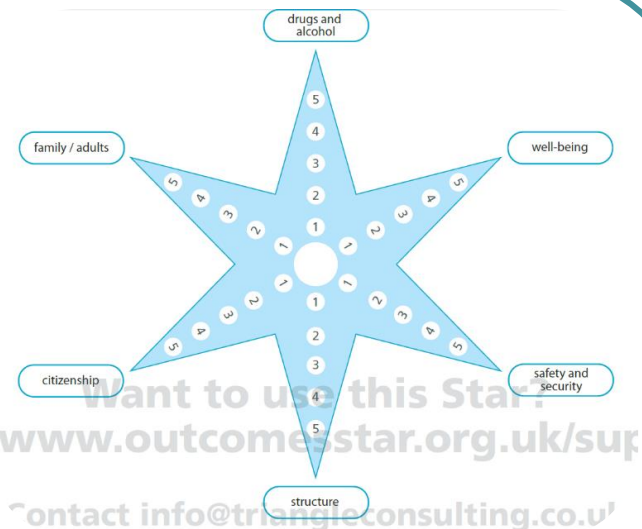
In each of the six questions, circle the description that best fits for you now.

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



Capture your impact - audio

The screenshot shows a SoundCloud profile for KingstonCYPNetwork. The profile header includes the name, location (Kingston-upon-Thames), website (http://www.kva.org.uk), and social media links. The main content area features a 'Small Charity Week' banner with a date range of 16th May - 21st June 2014. Below the banner are two audio tracks. The first track is titled 'A volunteer talks about Parent's Place' and features a woman smiling. The second track is titled 'Max Hamilton: a young ambassador for Expre...' and features a young man. Both tracks include a play button, a progress bar, and 'Like' and 'Playlist' buttons.

audio Boom Browse Store Sign up Login More Q

Activity 13 Posts 0 Likes 1 Playlist

Share Embed

SMALL CHARITY WEEK 16th May - 21st June 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 0:50

Like Playlist

Max Hamilton: a young ambassador for Expre...
KingstonCYPNetwork

0:00 1:10

Like Playlist



Audioboom

Who else can
talk about your
Outcomes?

[See our
Audioboom
account](#)



Officeboo
Superhighways

0:14



1:05

Dave. Superhighways. volunteer

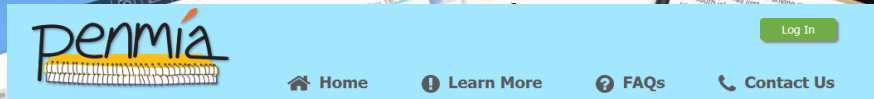
Over to you...



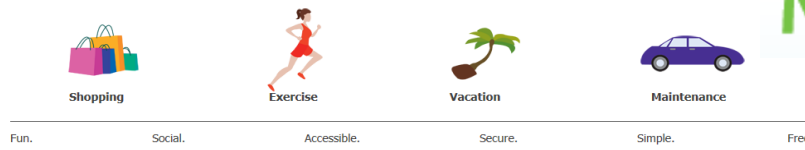
- Interview each other
- Ask people to introduce themselves and give one example showcasing the impact your organisation makes?

In their Own Words – the Power of Audio
Storytelling, 4th July

Capture your impact - diaries



You have a lot to remember...



[Join Penmia](#)

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!

Moodtrack Diary



Capture your impact - photos

flickr™



Capture your impact – social media



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 ****

The image features a collage of several Bank of England £20 banknotes. The notes are layered, with some showing the portrait of Queen Elizabeth II and others showing the architectural details of the Bank of England. The text 'Bank of England' and '£20' are visible on the notes. Overlaid on the center of the collage is the text '40 / 60 %' in a large, bold, pink font.

40 / 60 %

Analysing data

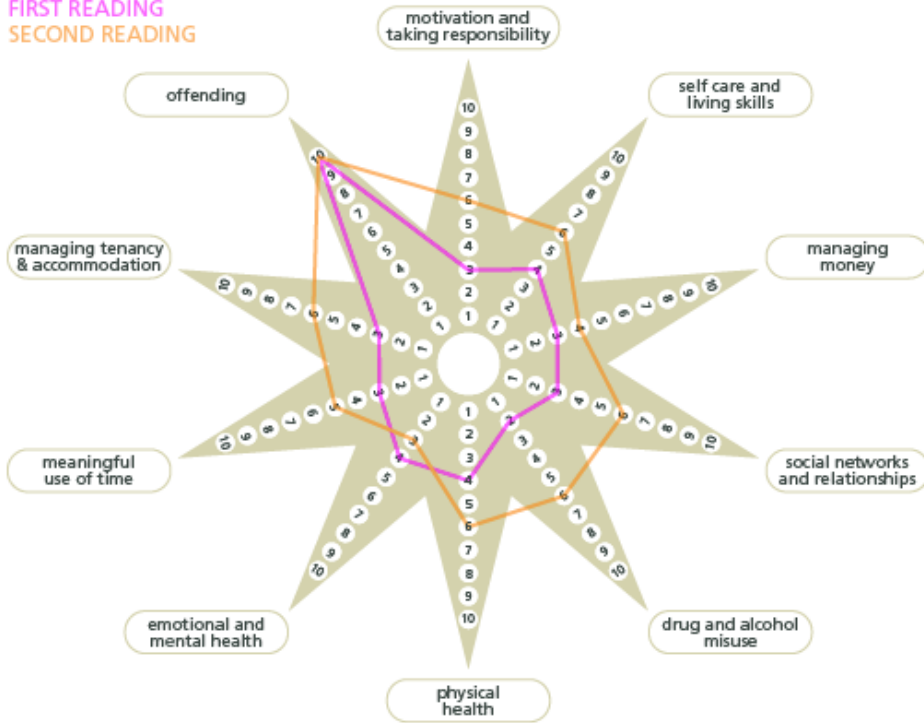
- Spreadsheets – filtering, sorting, formulae & functions, pivot tables etc
- Database - queries & reports
- Exporting as csv files & importing to Excel
- Dashboards & data visualisation tools



Power BI



FIRST READING
SECOND READING

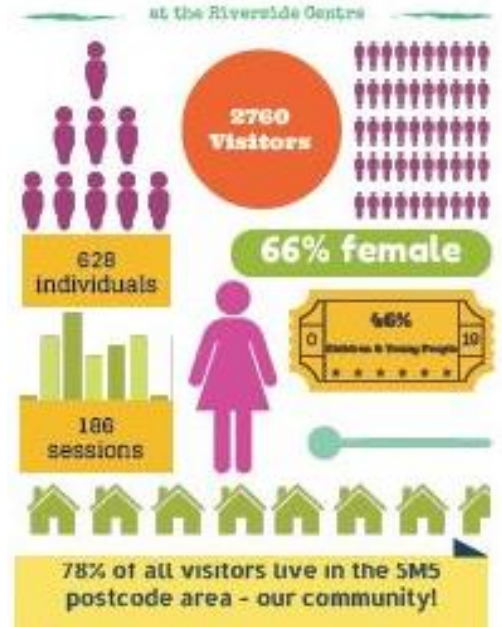


The Outcomes Star - Homelessness version

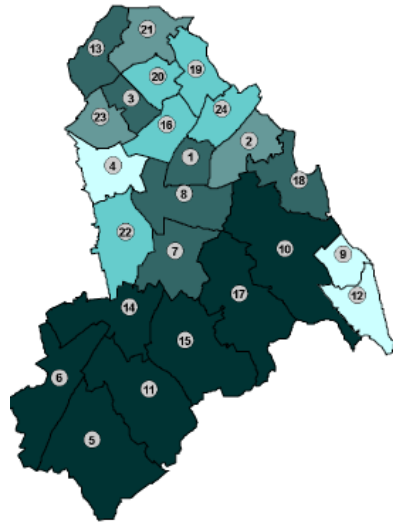
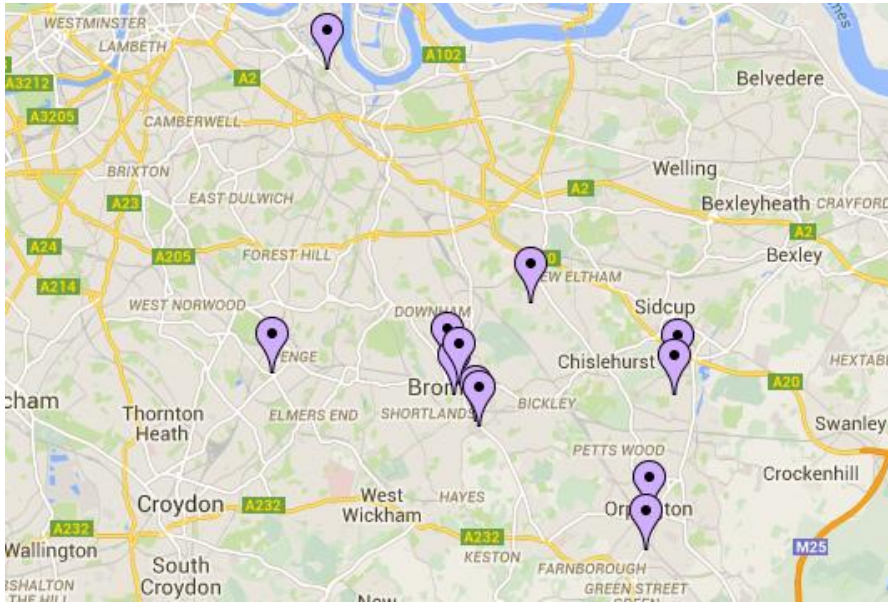


Infographics

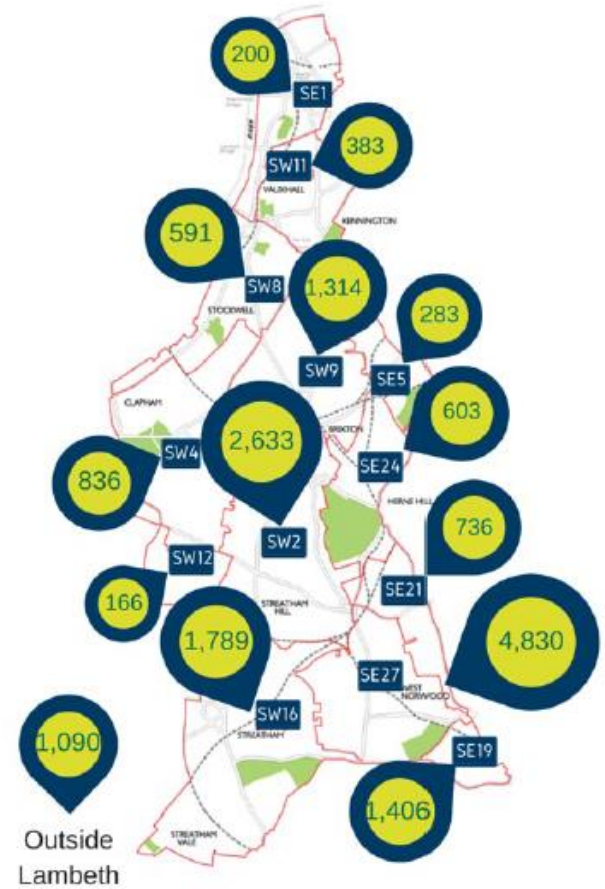
OCTOBER '14



Mapping



Key	Ward name	Indices of Deprivation
9	Fieldway	56
12	New Addington	116
4	Broad Green	143
16	Selhurst	156
19	South Norwood	214
20	Thornton Heath	231
22	Waddon	232
24	Woodside	242
21	Upper Norwood	282
23	West Thornton	310
2	Ashburton	349
8	Fairfield	357
3	Bensham Manor	359
1	Addiscombe	374
13	Norbury	384
7	Croham	442
18	Shirley	444
10	Heathfield	454
14	Purley	462
11	Kenley	466
5	Coulsdon East	518
6	Coulsdon West	532
15	Sanderstead	533
17	Selsdon and	600



Outside Lambeth

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

0208 255 8040

impactaloud@superhighways.org.uk