



superhighways

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

Top Digital Tools for Monitoring and Evaluation

June 2018

About Superhighways....

Providing tech support to the sector for 15 years

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



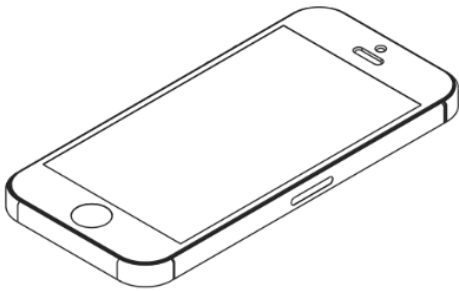
www.superhighways.org.uk

@SuperhighwaysUK

Over to you...



Go to **www.menti.com** and use the code **23 51 70**



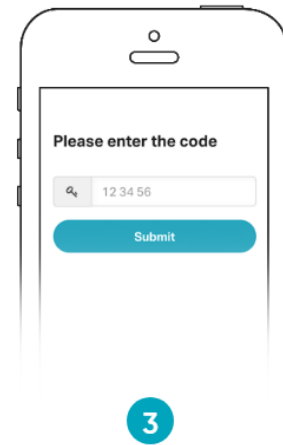
1

Grab your phone

www.menti.com|

2

Go to www.menti.com



3

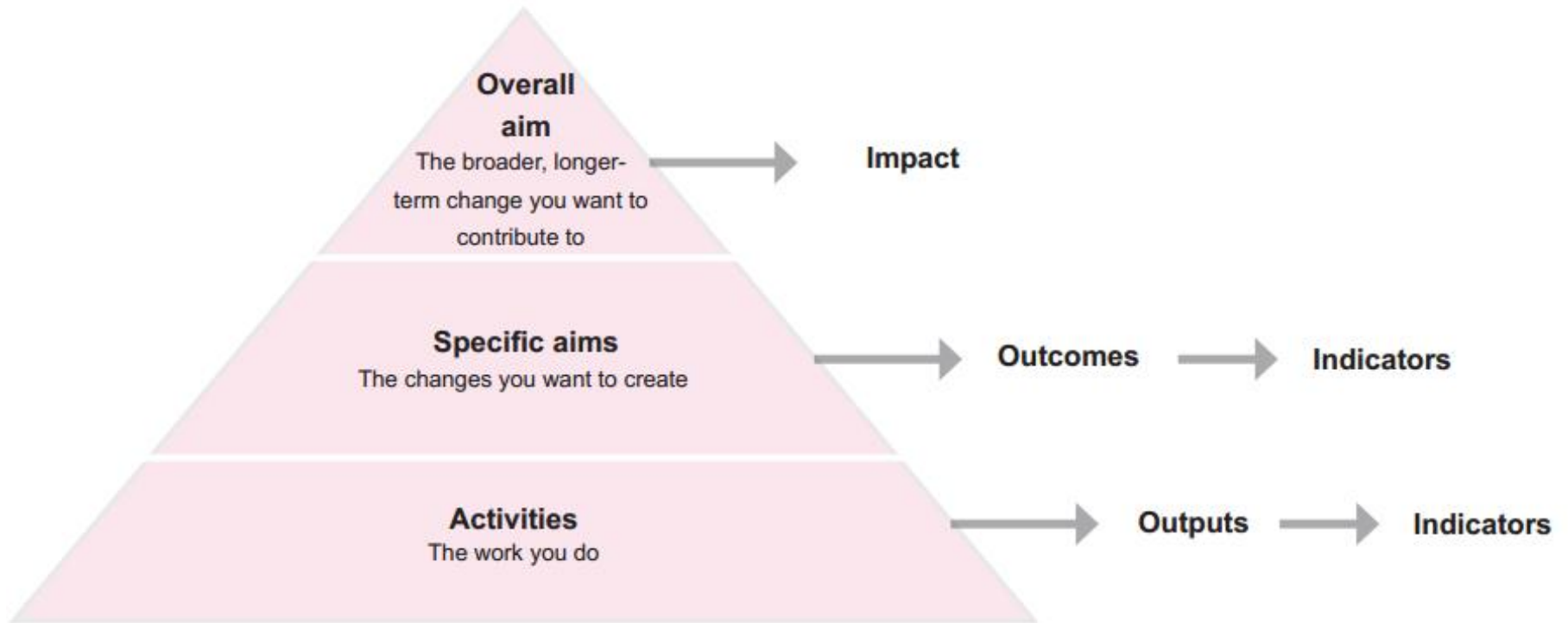
Enter the code 67 53 5 and vote!

What difference do you make?

Do you have an outcomes framework?

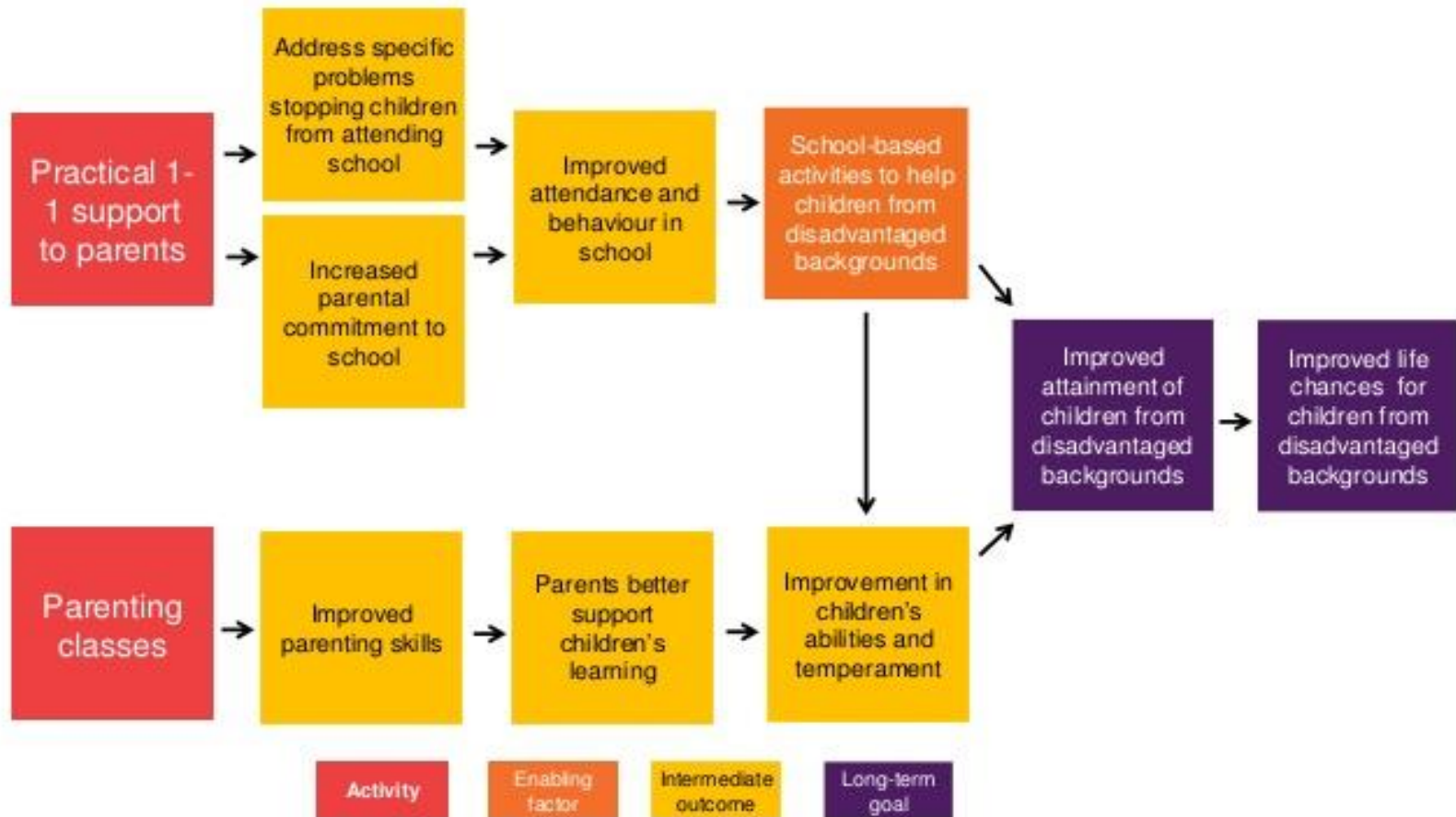


Planning triangle



© 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

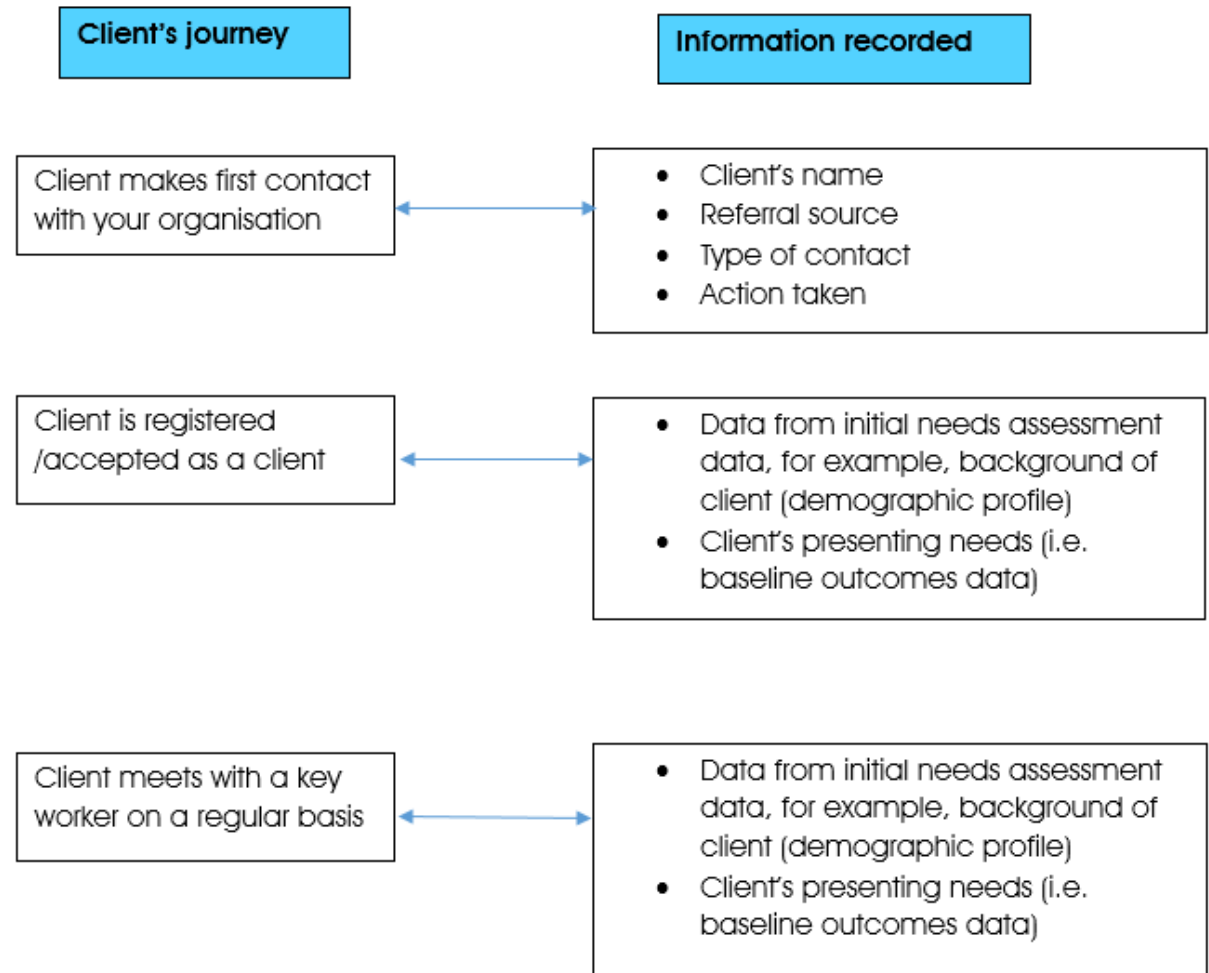
A cartoon character composed of five overlapping colored circles: a red circle at the top, a blue circle on the left, a yellow circle on the right, an orange circle at the bottom left, and a green circle at the bottom right. The character has thin blue stick-figure legs and arms. A white speech bubble with a blue border is positioned in the center of the character, containing the text "Who am I?". The background features a stylized landscape with a light blue sky, a green horizon line, and black outlines of hills and winding paths. The entire scene is enclosed within a rounded teal border.


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.





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

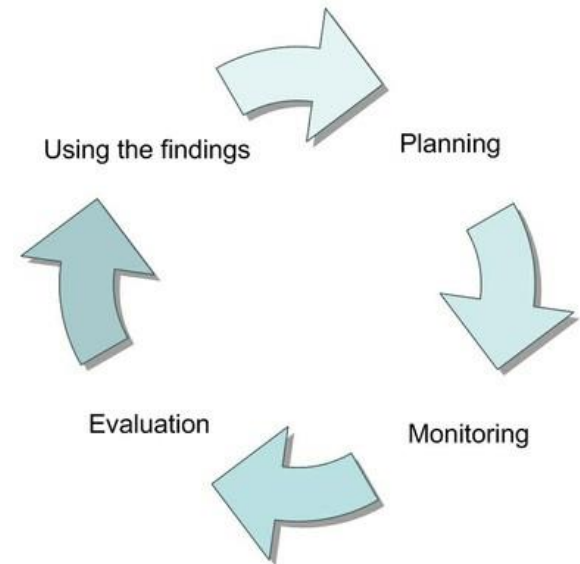
Why digital can help?

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



Benchmarking & scales

Youth Star™ Quiz

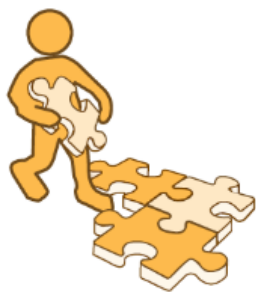
The Outcomes Star for youth work

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

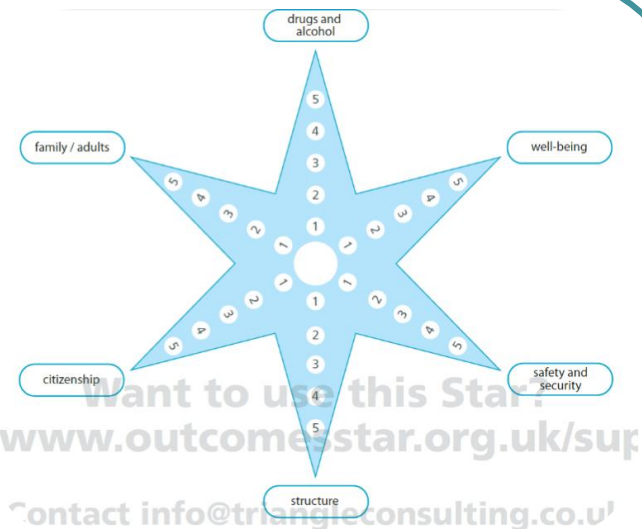
In each of the six questions, circle the description that best fits for you now.

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



But don't forget...

It's all about the questions!!

Writing better questions, getting better data –
CES report

Inspiring Impact website

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 is 0:50 long. The second track is titled 'Max Hamilton: a young ambassador for Expre...' and is 1:10 long. Both tracks have a play button icon and a waveform visualization. The profile also shows 13 posts, 0 likes, and 1 playlist.

audioBoom 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

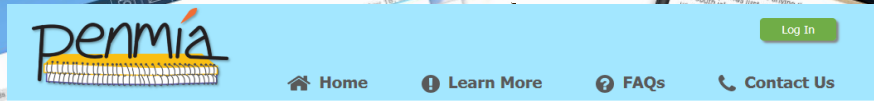
Over to you...



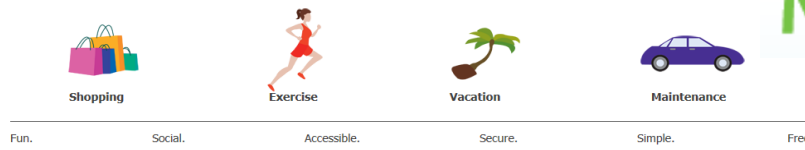
- Interview each other
- Ask people to introduce themselves and give one example showcasing the impact your organisation makes?

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

Capture your impact - diaries



You have a lot to remember...



[Join Penmia](#)

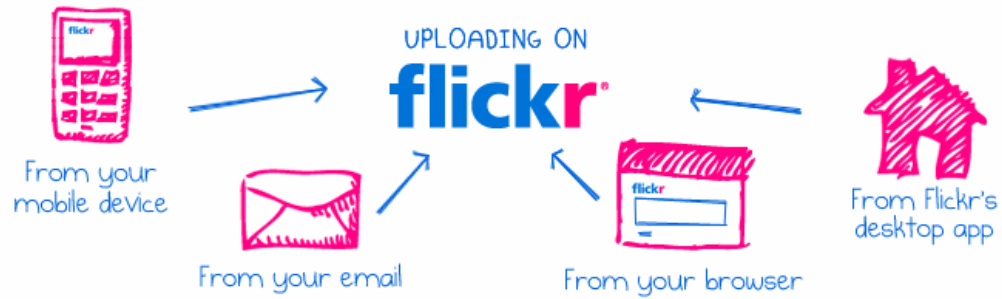
Organize your mind privately and securely with Penmia. Our encryption ensures your thoughts will be locked up for safe keeping.
For those of you who love to blurt them out... well, we have options for you, too!

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 overlapping and slightly tilted. The central focus is the text '40 / 60 %' written in a large, bold, pink font. The background shows the intricate details of the banknotes, including the portrait of Queen Elizabeth II, the 'Bank of England' logo, and the denomination '£20' and 'Twenty Pounds'.

40 / 60 %

Analysing data

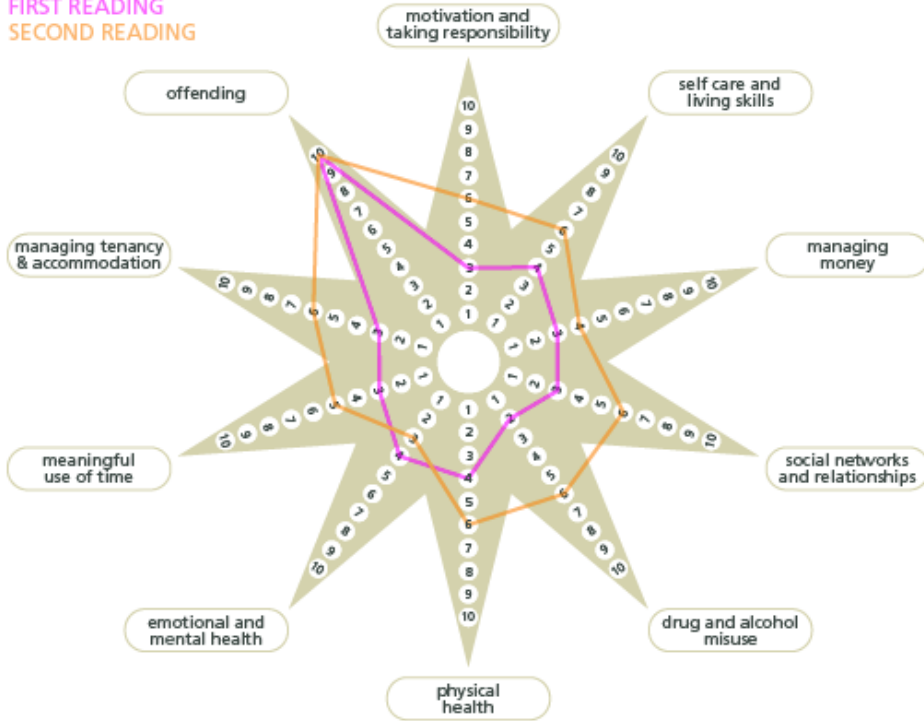
- Spreadsheets – filtering, sorting, formulae & functions, pivot tables etc
- Database - queries & reports
- Exporting as csv files & importing to Excel
- Dashboards & data visualisation tools



Power BI



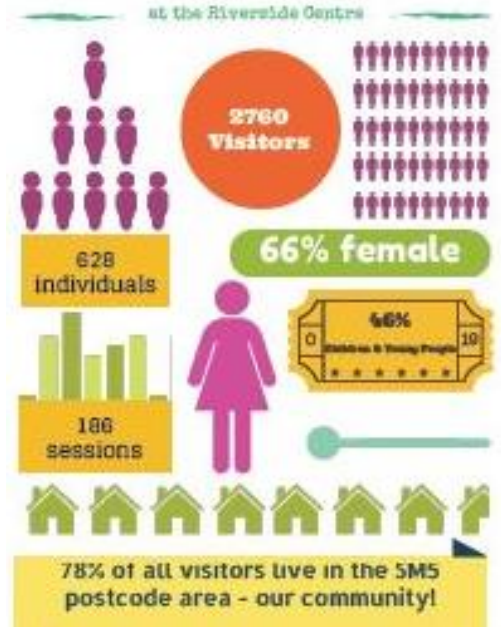
FIRST READING
SECOND READING



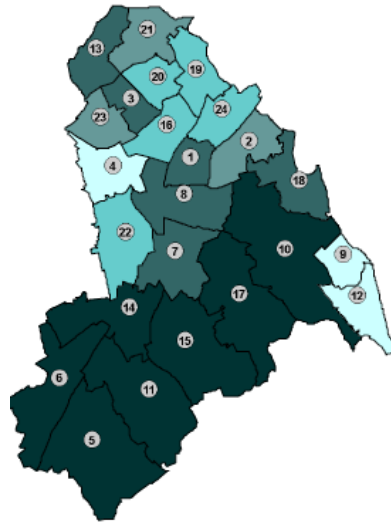
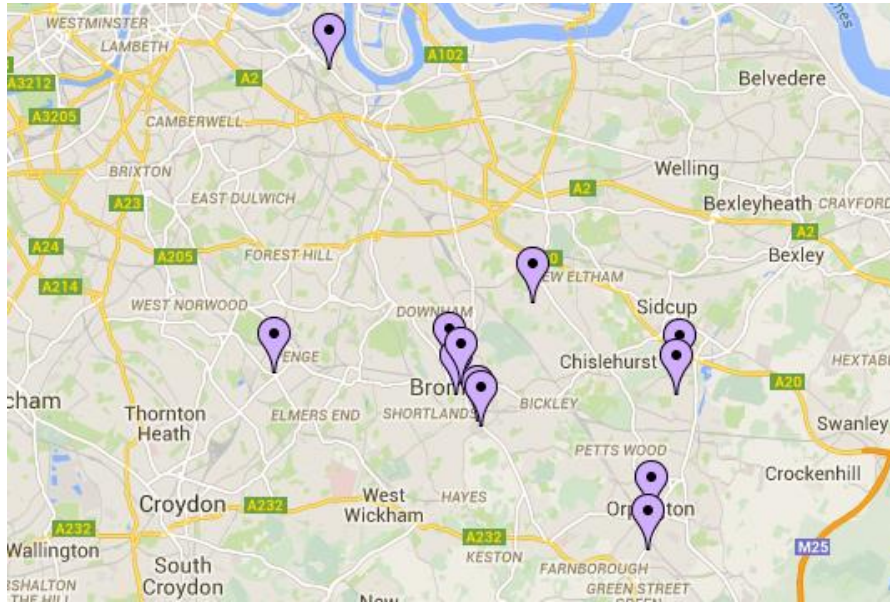
The Outcomes Star - Homelessness version

Infographics

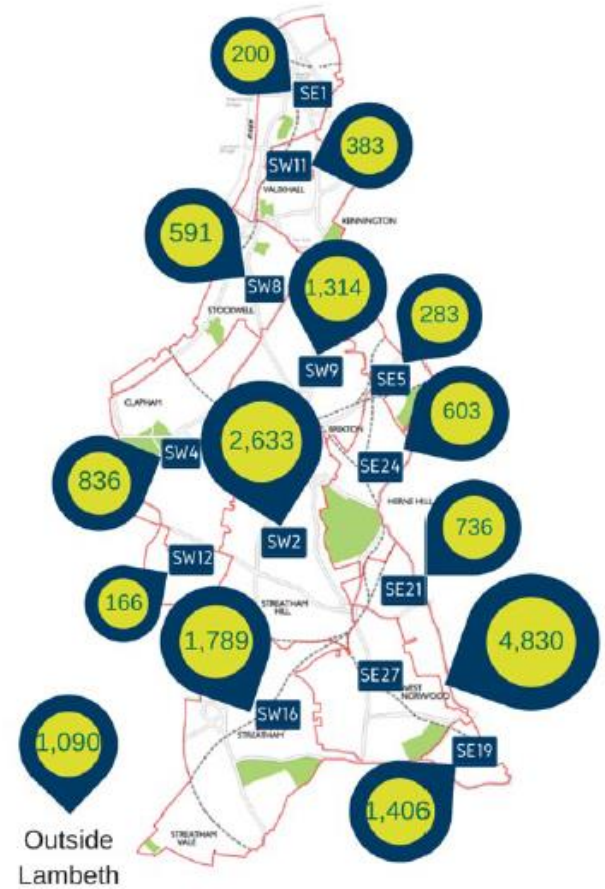
OCTOBER '14



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