



helping you do better what you do best

Are we making a difference?

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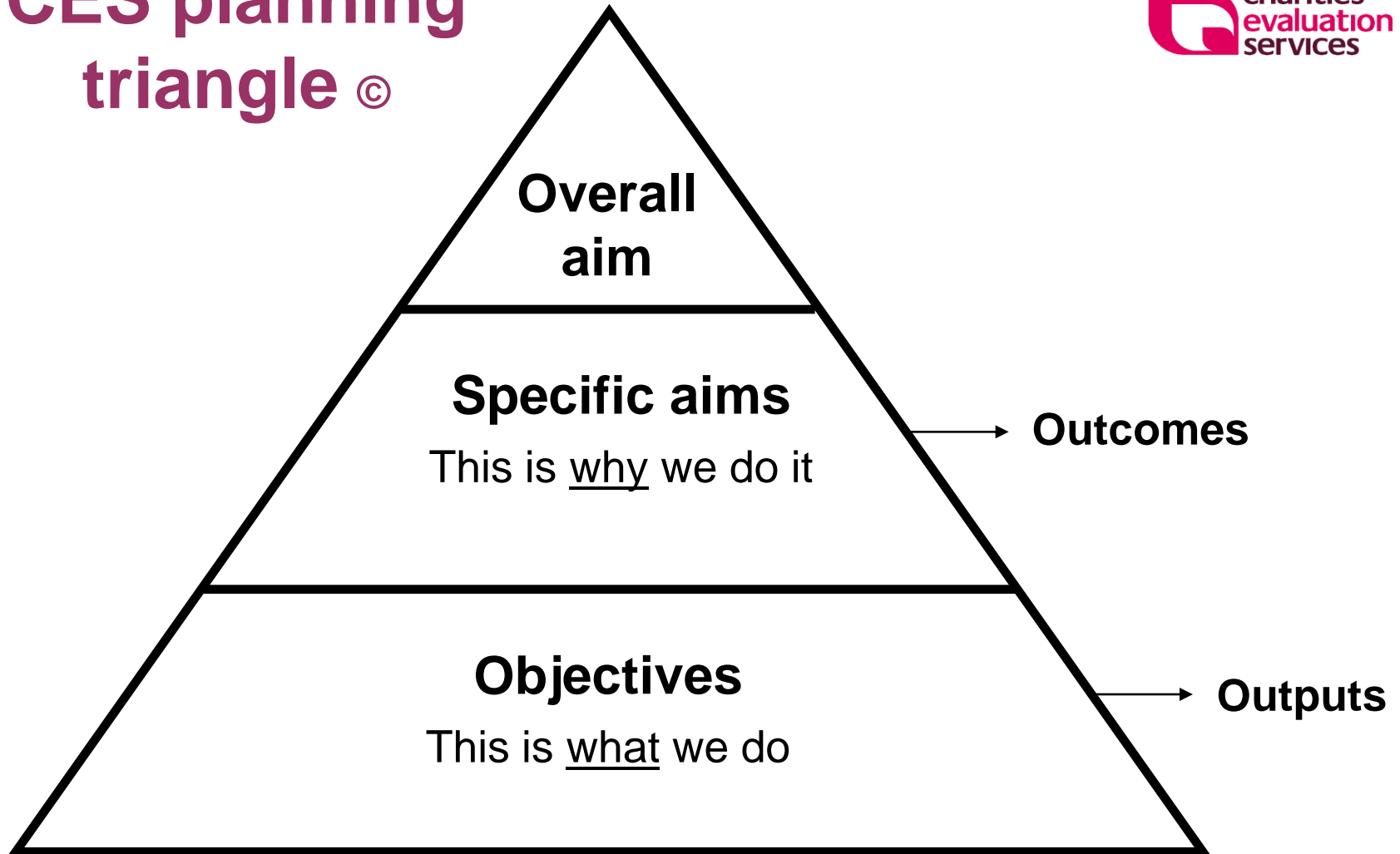
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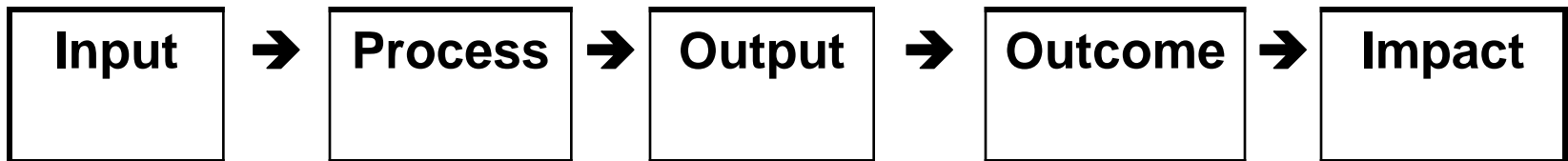
Workshop overview

- Defining outcomes and impact
- Assessing outcomes and impact
- Challenges

CES planning triangle ©



What can be evaluated?

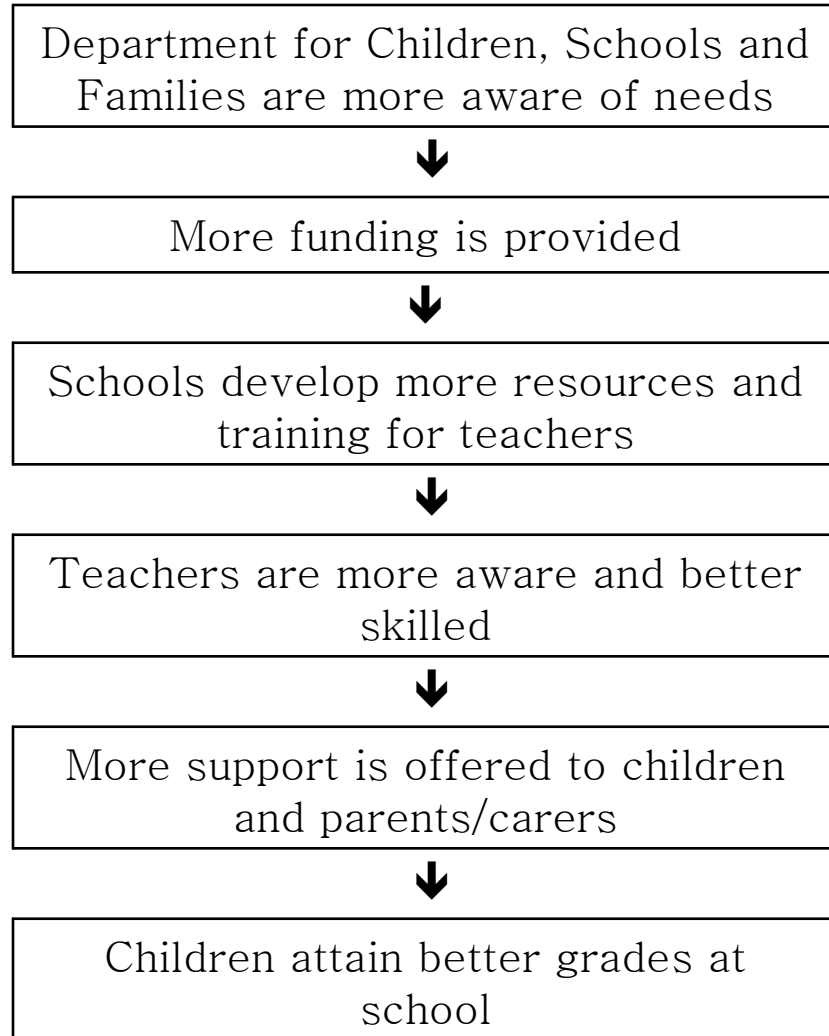


Context and values

Intermediate outcomes

Intermediate outcomes are steps along the way to end outcomes.

Often smaller changes that need to happen before the final, desired outcome can be reached.



Equal Results campaign

Outcomes	Outcome indicators
DCFS more aware of needs of African Caribbean boys	Amount of information available to DCFS Whether policy documents refer to needs Type of concerns raised by key figures in DCFS
Teachers provide better support to African Caribbean boys	Amount of support Frequency of support Type of support Extent to which students feel supported
Improved policy	Extent to which: <ul style="list-style-type: none"> -schools have explicit policy and practice -local educational policies address needs -local policies are implemented

Definitions of impact

NCVO:

all the changes resulting from an activity, project, or organisation. It includes intended as well as unintended effects, negative as well as positive, and long-term as well as short-term. (Wainwright, 2002)

nef (new economics foundation):

... is the broader, longer-term change [an organisation] has effected.

Also described as: 'outcome adjusted for deadweight and displacement. (nef,2004)

CES:

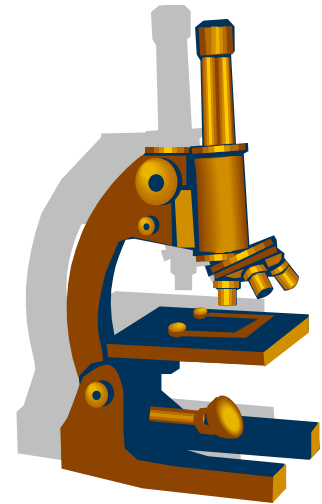
The effect of a project or programme at a higher or broader level, cumulative effects, or changes that affect a wider group than the original target. Impact often relates to the overall aim or mission of your project. (Charities Evaluation Services, 2005)

The nature of impact

- Longer term than outcomes, usually sustained or lasting
- Often goes beyond the original target group
- May be hard to distinguish from long-term outcomes
- May be the cumulative effect of a range of outcomes
- Outcomes necessary precursors to impact, but not sufficient
- Planned impact may relate to overall aim/mission
- Like outcomes, impact can be unexpected and/or negative
- May be hard to isolate your organisation's contribution
- May not be relevant for some small organisations

Gathering evidence of impact

- Be clear about who wants what information, why and by when
- Select indicators ... or not!
- Use tools that are:
 - Credible
 - Valid
 - Reliable
 - Easy to use and analyse
 - Appropriate to the service and users' views
- Agree on the extent to which users will be involved

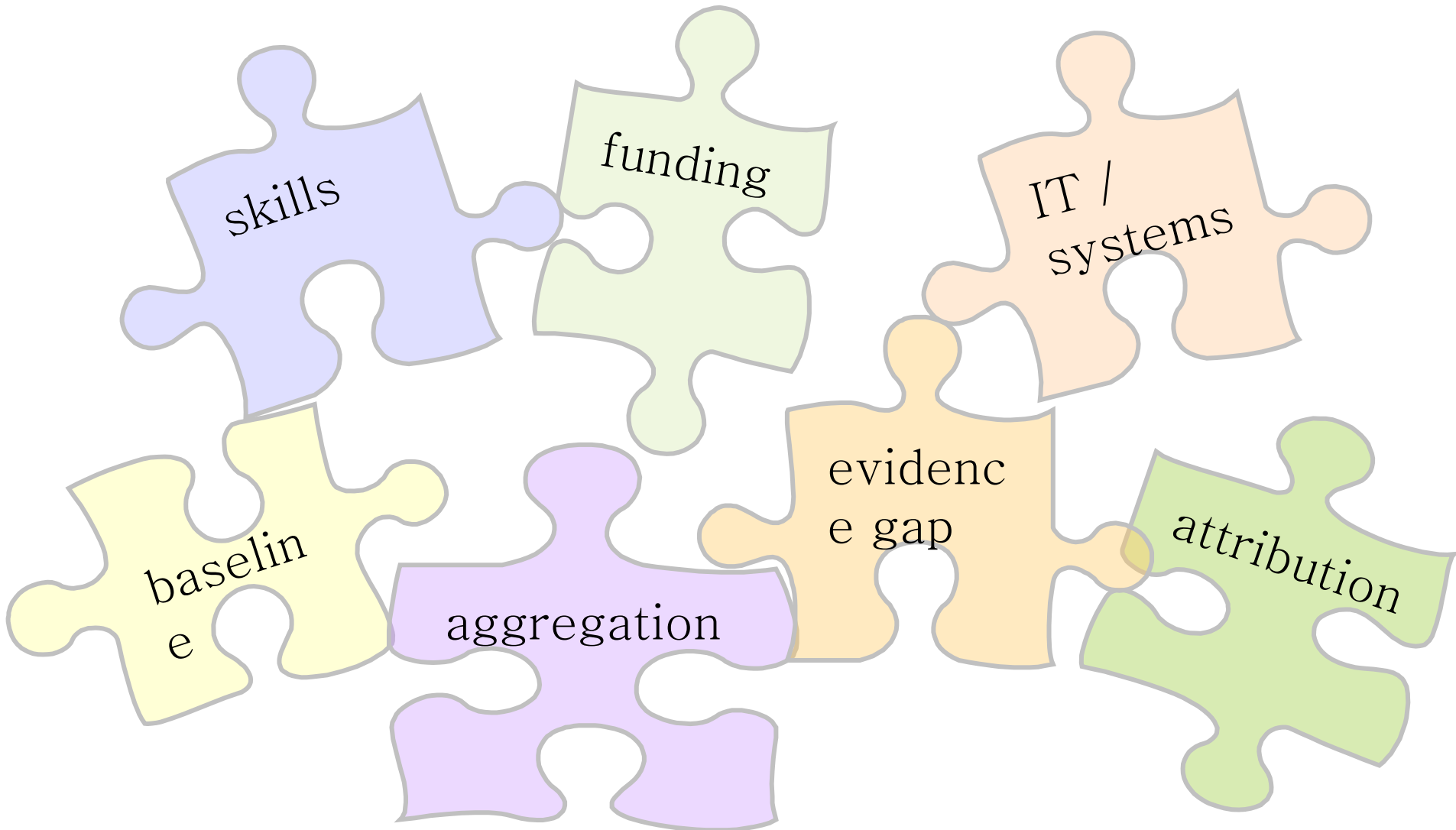


Using information

Outcome information	Impact information
<p>Learn and develop</p> <p>Be accountable</p>	
<p>Establish good practice</p> <p>Find models for replication</p> <p>Support innovation</p> <p>Make more informed operational funding decisions</p>	<p>Check sustainability</p> <p>Assess future risk</p> <p>Influence policy</p> <p>Develop funding strategy</p>

Remember: context

Challenges



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