

Annual review 2010-11



Evaluation Support Scotland works with the third sector and funders so that they can measure their impact, report on the difference they make and improve their services.

"If it didn't exist we would have to invent it as ESS meets a real and continuing need"

Quote from our 2011 stakeholder survey



Welcome to our annual review.

It gives a snapshot of what we did, what difference we made and what we learned.

There's more on www.evaluationsupportscotland.org.uk

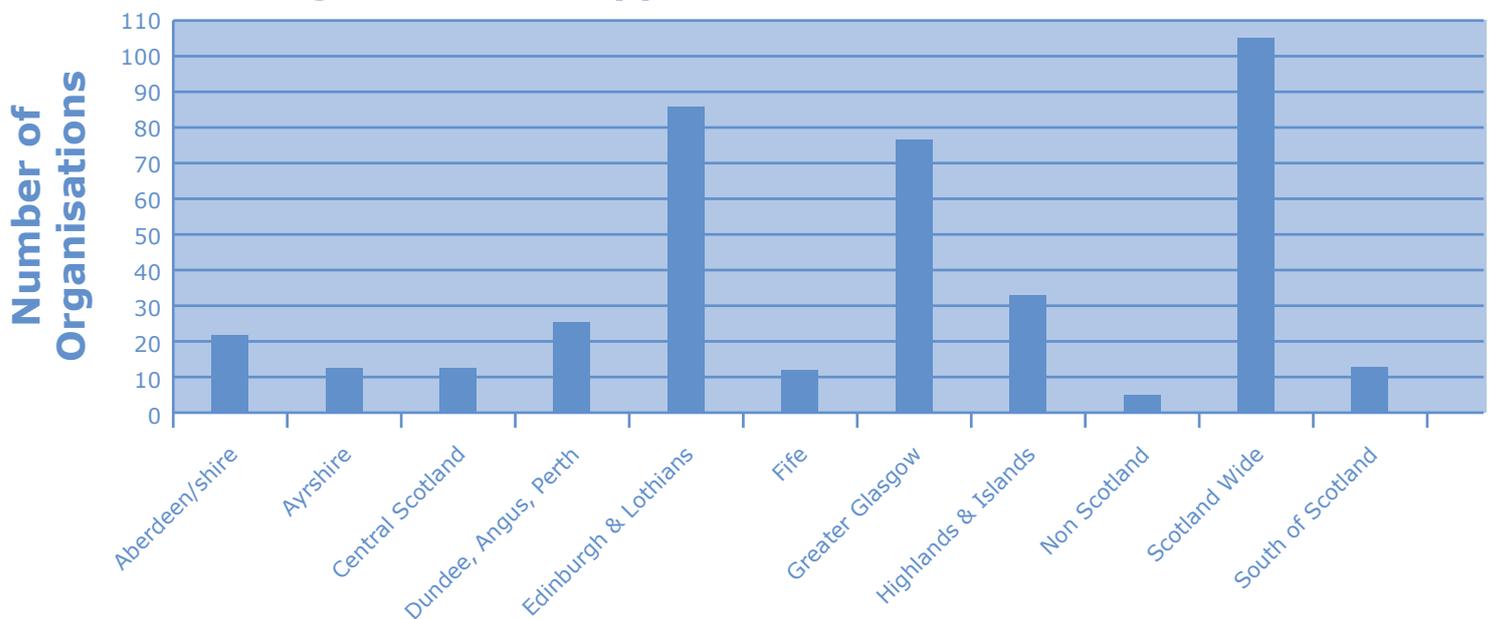
Steven Marwick, Director, August 2011

Who did we work with?

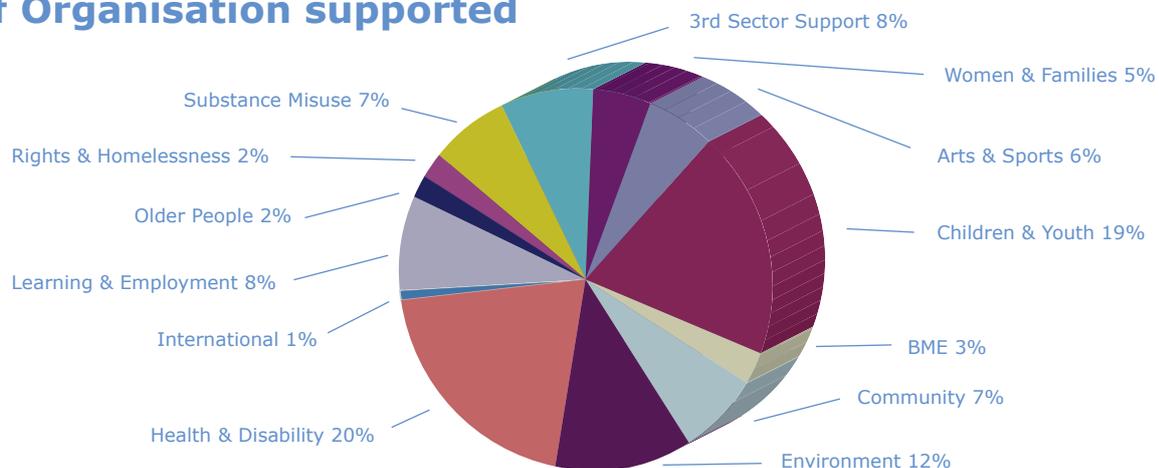
We worked with 400 organisations:

338 third sector organisations and the rest were funders and local and Scottish Government.

Location of Organisations supported



Type of Organisation supported



Supporting the third sector to measure their outcomes

What did we do?

- **Have you been WAMO'd!?!**
327 people were! They attended our "What are My Outcomes" (WAMO) workshop which helps people get to grips with the basics on outcomes and evaluation.
- In total 958 people from 273 organisations attended 93 ESS workshops. Other core workshops include Collecting Information to Report on Outcomes, Creative Approaches and Telling My Story (Analysing and Reporting).
- We provided one to one tailored evaluation support to 108 organisations.

What difference did we make?

9/10 organisations said we built their skills and confidence on evaluation and this led to practical improvements in their organisation's ability to measure its impact.

Stakeholder feedback

137 organisations responded to our stakeholder survey in early 2011 and 98% agreed that ESS had helped them fit evaluation into day to day work and that after our support they are left with the skills to continue evaluating.

They said that as a result of ESS support they ...

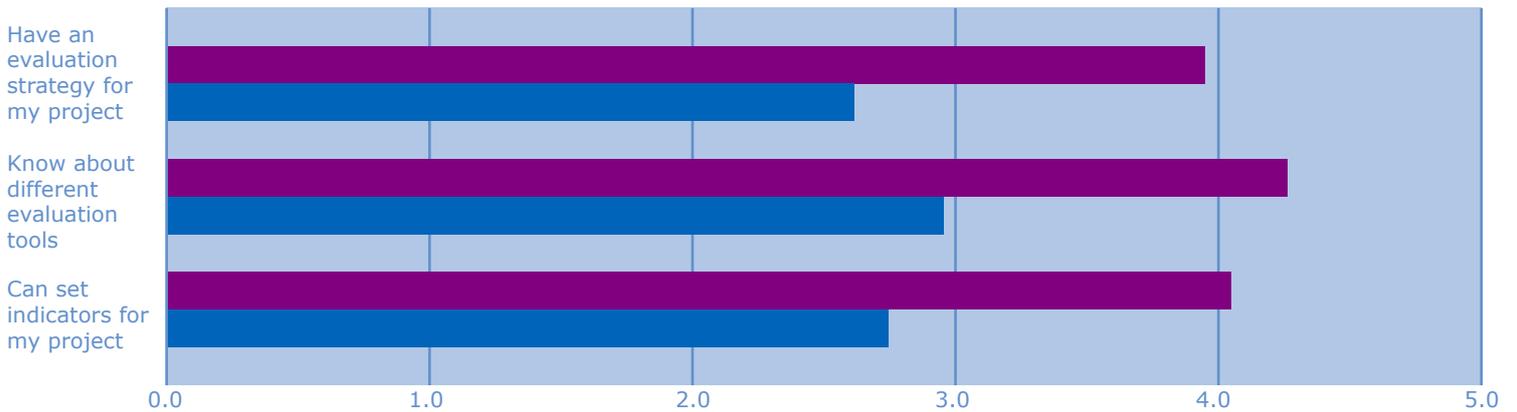
- Can explain better the difference they make (79%)
- Are using evaluation tools that work for them (75%)
- Understand better the difference they make (74%)
- Use evaluation to improve their work or planning (73%)

The most common feedback we get is that we make evaluation simple and practical:

"Their training was very practical. I came away with a finished set of evaluation tools tailored by me for my organisation."

"Friendly, approachable, no nonsense approach and make people feel they can ask anything and won't be treated like idiots."

Collecting Information Workshop - Typical feedback from a sample of 30 delegates



Average Delegate Score - 1 = need help; 5 = can do this

■ Average delegate score after

■ Average delegate score before



Improving reporting to funders

What did we do?



Harmonising Reporting was developed by ESS and the Scotland Funders' Forum. It is a set of practical tips, guidance and templates to help make reporting to funders more useful and less burdensome for funders and funded organisations.

What difference did we make?

- ✓ Funders tell us that Harmonising Reporting's clear guidance and usable templates help them get useful reports from funded organisations.
- ✓ Big Lottery Fund is using Harmonising Reporting tips on "what makes for a good report" with their applicants and grant-holders.
- ✓ Scottish Community Foundation and Scottish Government Drugs Policy Unit revised their reporting forms and guidance in line with Harmonising Reporting.
- ✓ Angus Council sorted out inconsistencies between their application and monitoring forms and made life easier for funded organisations.
- ✓ More funders are giving feedback on reports (after gentle persuasion from us!) which means funded organisations know what their funder wants.

We also worked with a dozen funders to provide evaluation support to their funded organisations. One example this year was with the Lloyds TSB Foundation for Scotland.

Connie Williamson from the Foundation said

"The benefits of us continuing to fund evaluation support training not only means that the Foundation receives clearer, better reports which tell us the difference our funding is making, but organisations should be better equipped to apply for funding and to report effectively to other funders."



Case study – Long Term Conditions Alliance Scotland

Our training for 47 projects funded through Long Term Conditions Alliance Scotland (LTCAS) self-management fund “made an enormous difference to the evaluation and reporting capacity of projects – we have seen a very clear difference between organisations who attended sessions and those that didn’t” said Kevin Geddes, Director of Self Manager at LTCAS. This meant LTCAS had evidence for Government and politicians about how best to support people with long term conditions. LTCAS has drawn up Special Reports to showcase learning about self-management. 10 of the 11 organisations featured as case studies in the Special Reports attended ESS workshops. Our support was successful because of LTCAS’s strong commitment to learning and because we provided support at the right time.

Case study – Highland Mobile Toy Library



Jan McCormack, Project Co-ordinator, attended ESS training and received 1-1 support through our evaluation support programme with Inspiring Scotland. We helped her to see that she was already collecting useful information as part of her daily work, but not recording it or linking it to outcomes. We assisted her to extend and develop tools. After our support she said:

“We now have an evaluation system in place that has really helped us to reflect on our practice. As we are strapped for time, the process has been made simple and quick but effective. The evaluation has helped us to paint a more powerful picture of the work we are doing with children. Evaluation will help us in future funding applications and telling our story to other organisations and interested people. We intend to evaluate future projects.”

Case study – Youth Scotland



We piloted a “train the trainers” programme with a team from Youth Scotland. The team then ran 11 evaluation training sessions for 101 local youth workers and volunteers. This programme built the skills of Youth Scotland’s team and in turn built capacity of local youth workers. The programme was successful because Youth Scotland drew on previous experience of cascading training and can reach a wide range of youth workers.

Sharing the evidence of third sector impact

What difference did we make?

Working with play projects funded through Inspiring Scotland's Go Play we created a framework to increase understanding of the outcomes of play organisations.

Explaining the Difference – our partnership programme with Learning Link Scotland has helped evaluate and explain the difference of voluntary adult learning. Learning Link Scotland used Explaining the Difference to help them successfully make the case for the role of the third sector in the Scottish Government Adult Literacy Strategy.

We worked with different parts of Government including health improvement, drugs policy and the third sector research forum to facilitate outcome-focussed funding relationships and generate third sector evidence for policy-making.

Learning point

Outcome frameworks and models built by the sector from their experience and self-evaluation evidence are effective in supporting evaluation and explaining impact to Government and funders.

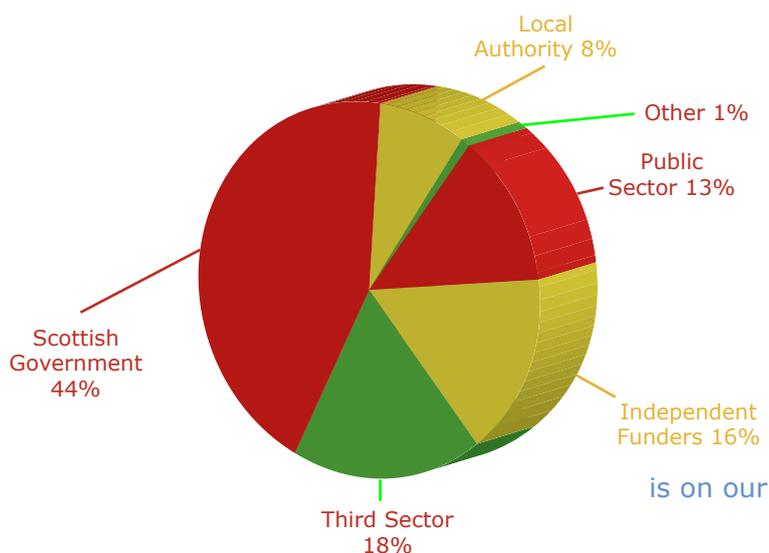
Challenges and learning

- We had success through workshops run with Lifelong Learning UK Upskilling. We built evaluation skills, helped improve reporting systems (Edinburgh) and trialled innovate ways to embed learning (Dundee). This has helped us create a new workshop "Bringing It All Back Home". However training fatigue and unrealistic timescales for getting money spent got in the way of the difference we could make. We, and local authorities, have identified lessons for the future.
- Relatively few organisations reduce ineffective monitoring as a result of our support. Some organisations say this is their job not ours. But we want to explore this further in future.
- Cuts in our funding meant we had to take tough decisions at the end of 2010/11 to reduce our team. But the third sector and funders tell us there is a greater need than ever for our services to help them show the difference they make. So ESS will continue.

Money

Our income was £270,844 and we spent £269,288. We received a grant of just under £120,000 from Scottish Government. The rest of our income came from contracts and fees. The graph shows the breakdown of who paid us for evaluation support (including Scottish Government).

Our full Annual Report and financial statement for 2010/11 website. Our auditors are Geoghegan and Co. Edinburgh.



is on our

Current Trustees and Company Directors

Mary Craig OBE- Convenor
Robin Sinclair – Treasurer
Patrick Boase
Emma Crawshaw
Dr Sam Gardner
Kirsten Gooday

Professor Linda McKie
Rev Barbara O'Donnell
Dr Nicola Richards
Keith Wimbles
John Arthur (until Sep 2010)
Fraser Falconer (until Sep 2010)

Staff in 2010/11:

Steven Marwick | Jennifer Challinor | Cecilia Corcoran | Dee Fraser | Diane Kennedy
Jacqueline McDowell | Graeme Reekie | Priyanka Satapathy

ADDRESS

Thorn House
5 Rose Street
Edinburgh
EH2 2PR
Phone: 0131 243 2770
info@evaluationsupportscotland.org.uk
www.evaluationsupportscotland.org.uk

FUNDED BY SCOTTISH GOVERNMENT



REGISTERED DETAILS

Registered Company: SC284843
Scottish Charity: SC036529
VAT number: 923 2102 72