

Learning from unexpected outcomes



In June 2020, ESS ran '**Why Evaluate?**' - a series of free Covid-19 peer learning events to help third sector organisations reflect on why it is even more important to evaluate in difficult times.

In this mini-case study, **Sara McHaffie** from **Amina Muslim Women's Resource Centre** shares how she and her colleagues are learning from evaluation.



Amina provides support for Muslim women to ensure they are able to fully participate in society without fear of discrimination or inequality.

Sara has been capturing unexpected outcomes around digital inclusion of the BME families they work with. This in turn has fed into new services Amina will be offering including a Digital Inclusion project, as well as changes they will make on their new website. While she feels some frustration at no longer being able to use creative evaluation tools like body maps given changes in their face to face services, she finds that she is able to rely more on observation and capturing casual feedback at this time.

For more mini-case studies from our 'Why Evaluate' events, visit our [COVID-19 learning resources](#). The seminar series was supported by [The National Lottery Community Fund Scotland](#), and was part of the [Inspiring Impact](#) UK-wide programme.