

## 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, **Rachel Sutherland** from **East & Central Sutherland Citizens Advice Bureau** shares how she and her colleagues are learning from evaluation.



East & Central Sutherland CAB provides advice and support to the local communities in East & Central Sutherland.

Rachel shares that their organisation had an unexpected upsurge in volunteers during lockdown. They are evaluating to find out "what changed for you" so they can see if there's anything about what they did (messaging, recruitment, opportunities) that they can maintain once the crisis is over to keep getting volunteers.

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.