

# Stakeholder survey results 2020





Three quarters of the respondents worked for third sector organisations and **7%** were funders whilst **17%** came from different sectors such as public and higher education.

114 responses:  
75 % (86 TSOS)  
7% (8 Funders)

76 % of people said they **HAD** recommended ESS

Of those who hadn't  
84% said they **WOULD**

**People think it is VERY important for ESS to:**

- Provide training (78)
- Promote outcomes approach (70)
- Work with funders (69)

**ESS services accessed:**

- Face to face workshops 54% (62)
- Website 47% (54)
- Newsletter 40% (46)
- Online workshops 33% (37)
- Follow on Twitter 20% (23)



## What we do well (98 responses):

Explain evaluation 38%

Our approach 18%

Training 23%

Communications and Resources 14%

Sharing learning and bring  
fundes/funded together 8%

## What we could do better (78 responses):

Nothing 35%

More or different services 14%

Communications related 20%

Our approach 11%

Specific evaluation topics 10%

Influence/collaborate 7%

Cost 3%





## How well known are our services?

Our online workshops and webinars are known by 47% and 46%

Our publications are less known:  
Evaluating publications 26%  
Evaluating partnerships 14%

## The importance of ESS's role in supporting self-evaluation

Respondents told us that it was very important or important to

- Provide training and support (n=109)
- Promote an outcomes approach n=(108)
- Work with funders (n=105)
- Facilitate peer learning (n=93)
- Train and support on challenging topics (n=86)

## Respondents said...

Outcomes are very important for reporting to funders, understanding their contribution and impact, applying for funding and planning, improvement, and ongoing learning.

## Respondents said...

Outcomes are important but less so for celebrating success, explaining their organisation to service users, encouraging staff and volunteers, and communicating and raising awareness of their services.

## Who leads evaluation in third sector organisations?

CEO 27%  
Group of champions 21%  
Dedicated post 13%  
No-one 13%  
An evaluation champion 9%

## The role trustees play in evaluation

Three quarters receive some sort of internal evaluation report (n=77) and agree organisational/project outcomes (n=73).

Fewer trustees are involved in report writing (n=68).

# Some quotes from our survey



'Lots of resources available/online tutorial very good/great at contacting to keep offering services/organisation exudes a friendliness and openness.'

'Engaging, focused but flexible in that the trainer responded to and entered into discussion of individual organisational needs.'

'You are available when approached, you are well respected in the sector, you are known as the go to org re M&E.'

'Gave practical information, skills and empowered staff to create a robust evaluation system that can be adapted to suit the changing needs of the participants and funders.'

'Provide clear, sensible advice. Explain the importance of evaluation and outcomes. Keep the scope of projects reasonable and achievable.'



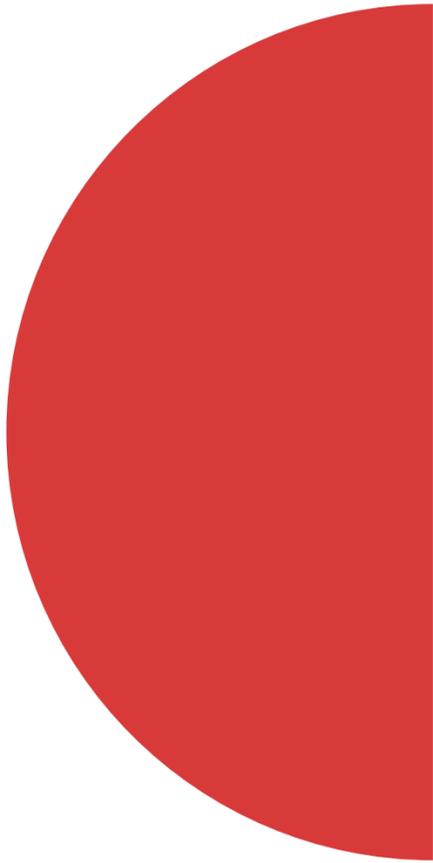
Although we didn't ask specifically about our response to the pandemic respondents commented about the way we had quickly adapted to the pandemic and quickly offered online training.



"Like so many organisations across the third/charity sector you adapted quickly, responding to immediate challenges and sharing knowledge/new ways of working and ideas in a way that was actually useful."



"The online training workshops that I participated in during May were very well run. I believe this was one of, if not, the first time they had been delivered online and they were great!"



We'll use the feedback we received to **improve** our future work and to **share third sector evaluation learning** with others.

Thank you to our stakeholders for taking the time to respond to our survey!



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