



Case Study: Pain Concern

[ESS principles for good evaluation](#)



What we did

The Pain Concern team had previously received tailored support from ESS. They wanted new manager Sam to receive support to evaluate their helpline service. We facilitated one tailored support session with Sam to review their evaluation plan and design appropriate collection methods and she then attended our [Let's Evaluate! workshops](#) (*Make to Measure* and *Telling my Story*).



The difference we made

We reviewed the indicators that had already been explored in previous support with ESS. By analysing a regular participant journey with the helpline service we also identified the natural points of contact when Sam and her team would more naturally be able to gather feedback, which in this case was during the phone calls and via email requests. This led to ideas about simple changes Sam could make to the contact log form, which they complete during the call, such as recording callers' feelings of positivity and ability to take next steps.

I really enjoyed the support session and found [the trainer] to have been super helpful and approachable. I came away feeling much more positive afterwards and knew what my next steps were.

– Sam, Pain Concern Manager, feedback on Tailored Support session



What we learned

The helpline team had a good foundation for their evaluation plan and had outcomes in place but ESS was able to provide more structure for evidence collection methods and reassurance that they were on the right track.

In this instance some people who had previously received our support had left the organisation and our input was needed again so a new member of staff would be on the same page as the rest of the team.

Check out [ESS's principles for good evaluation](#) to help you judge if your evaluation is good enough.

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If you would like ESS's support please contact us at info@evaluationsupportscotland.org.uk.