



## Case Study

[ESS principles for good evaluation](#)



### What we did

[Edinburgh Food Project](#) (EFP) runs food banks in Edinburgh and works to break the cycle of food poverty. They offer dignified immediate relief for people experiencing poverty, access to other support to address the causes of poverty and advocate for social change.

ESS ran a series of support sessions over 10 months. This included specific support in relation to the new Craigmillar Hub but was mostly about creating a new evaluation framework for EFP – that is outcomes, indicators and methods for the whole organisation. We supported the creation of surveys for clients, volunteers, referral partners, staff and trustees. We helped with the analysis of the data and facilitated the whole staff team to make sense of and act on the evidence.



### The difference we made

EFP now have clear outcomes and an evaluation plan in place and evaluation methods they've tested and improved. The Trussell Trust praised EFP's strategy and associated evaluation as good practice.

CEO Bethany Biggar said *"this evaluation process has been helpful, enjoyable and easy to understand. I particularly valued ESS's focus on being realistic and meaningful. We'll continue to work with ESS to help us continue to embed our evaluation practice"*



### What we learned

This work was successful because there was time to develop the evaluation plan and we were able to go through the whole evaluation cycle: setting outcomes and indicators → measuring them through the surveys → analysing and acting on/using the findings. EFP was clear about the importance of using evaluation for celebration, improvement and sharing.

The [EFP website](#) will have their evaluation findings. One key finding was the importance for clients of feeling welcomed and not being stigmatised. This came out most strongly in quotes and shows the value of having qualitative as well as quantitative survey questions.

EFP evaluation illustrates [ESS's principles for good evaluation](#) – in particular "good evaluation involves the people you support" (in this case children and families) and "good evaluation is used by you".

If you would like ESS's support please contact us at [info@evaluationsupportscotland.org.uk](mailto:info@evaluationsupportscotland.org.uk)

**May 2024**