



**national
performance
programme**

Demonstrating the difference

Sally Cupitt with Anastasia Mihailidou
Charities Evaluation Services
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Background and context

- ‘Accountability and learning’
- Increasing demands on the sector to demonstrate the difference it makes
- Recent investment in infrastructure (ChangeUp, BASIS)
- Significant challenges for infrastructure



What information is being collected

- Both outcomes and impact data
- More than is required of them
- Some funders still focus on output, but this is changing. Some want impact too
- Few differences for service types
- Many doing follow up

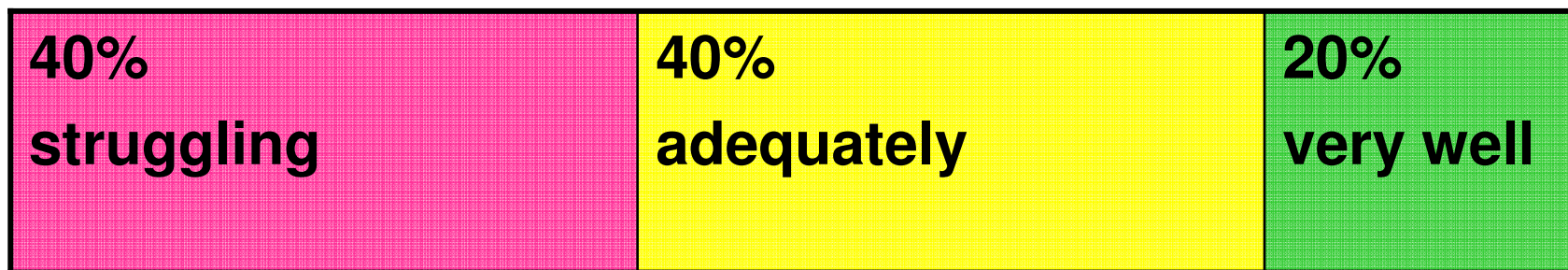


Use of tools

- Knowledge of tools was high
- Most commonly used were CES' approach, NAVCA standards and toolkit, VE toolkit
- Almost half using no tools, or only quality tools
- Inappropriate adoption of tools
- Use of multiple tools
- Growth of economic tools
- Some tools being developed to share



How well respondents demonstrate difference



Difficulties with demonstrating difference

Theoretical...

- Lack of shared understanding of infrastructure
- An inappropriate focus on impact?
- Attribution

...and practical

- Identifying indicators
- Data collection, especially for impact
- Aggregation from project to organisation



Recommendations

- Direct support
 - Training
 - Peer learning
- Resources
 - Bank of outcomes and indicators
 - Theory of change
 - Map of existing tools
 - Case studies
- Work with funders and commissioners




Discussion

What has your experience been with infrastructure organisations?

What do infrastructure organisations need to demonstrate in the current climate?





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