

Examples of CES' Consultancy and Evaluation Work

Charities Evaluation Services offers a range of consultancy services on evaluation and quality. Examples of recent work include the following:

Measuring Social Value programme – Social Return on Investment

CES is part of a consortium delivering information and support on the Social Return on Investment (SROI) approach on behalf of the Office of the Third Sector, alongside the SROI Network, nef, NPC and NCVO. SROI is a framework for understanding, measuring and managing the outcomes of an organisation's activities. To find out more about this programme, visit CES' website at: www.ces-vol.org.uk/index.cfm?pg=494

A new publication, *A guide to Social Return on Investment*, has been produced for this programme, edited by Sally Cupitt at CES. It can be found on the SROI Network's website (www.thesroinetwork.org).

British Heart Foundation (BHF)

CES worked with BHF to develop an evaluation framework for all their externally delivered services. This extensive framework has both strategic and operational levels and BHF has started to use the frameworks to guide all their internal and external evaluations. CES also developed evaluation guidance to accompany the frameworks.

Crisis

CES undertook an evaluation of Crisis Skylight Newcastle, a learning and activity centre where homeless and non homeless people take part in practical and creative courses together. The evaluation had two purposes; to collect information on outcomes for centre members, and to bring together learning from the set up of CSN as a new project. . This evaluation can be downloaded from the CES website at: <http://www.ces-vol.org.uk/downloads/crisisreportjune09-424-432.pdf>

National Performance Programme

CES consultants undertook a piece of research for this CES project. This research investigated how infrastructure (or 'second tier') organisations demonstrate the difference they make. The report explores the use of monitoring and evaluation tools in the sector; theoretical and practical difficulties with demonstrating difference; and suggestions from respondents on what would help infrastructure organisations better demonstrate the difference they make. The report, *Demonstrating the difference*, can be downloaded from the CES website at: <http://www.ces-vol.org.uk/downloads/demonstratingthedifference-392-400.pdf>

Council of Ethnic Minority Voluntary Organisations

CES carried out a three-year evaluation for the Joseph Rowntree Foundation of CEMVO's pilot capacity building programme for black and minority ethnic voluntary organisations in London, a programme subsequently rolled out nationally.

Contact a Family

CES worked with Contact a Family to develop comprehensive monitoring and evaluation framework and monitoring systems for its three-year Families and Paediatricians Together project, providing data for annual evaluations contributing to project management and learning. CES also provided an end-of-project report.

Hope UK

CES worked with project staff to provide evaluation support to their Parenting/Children at Risk project. This involved developing an evaluation framework and monitoring tools, supporting staff in their annual reporting, and writing a final evaluation report.

National Osteoporosis Society Helpline

CES undertook a user evaluation for this helpline, focusing on outcomes for users and user satisfaction with the service. CES also wrote an evaluation strategy for the Helpline, to enable them to evaluate their work in the future.

Kidscape

Kidscape works to prevent bullying among children. CES helped them to define what success should look like (outcomes) and measure them systematically. CES then evaluated the outcomes.

Arthritis Care

Arthritis Care ran an innovative campaigning programme, using volunteers. CES helped Arthritis Care to clarify their intended outcomes and ensure all campaigning work is focused on these outcomes.

Peterborough City Council

Peterborough set up, ahead of most councils, a common assessment system to be used by all agencies looking after children. CES evaluated the initial stage of introducing this system.

P3 (formerly Good Shepherd Trust)

P3 is a large charity that offers a range of services to socially excluded people in the Midlands. CES worked with P3 over two years to help them develop a bespoke outcomes monitoring system throughout their organisation.

Home-Start

CES developed an integrated self-assessment and review process for use by Home-Start national and schemes throughout the UK. The self-assessment framework provides schemes with a set of quality standards so they can review their practice against essential and good practice criteria. The comprehensive review process supports continuous improvement within schemes and enables Home-Start national to assess compliance against essential membership criteria.

LB of Camden

CES helped with the development of a programme to strengthen BME organisations and then evaluated the results. CES also evaluated a community development programme in Camden.

National Mind

Mind has introduced a quality assurance system, tailor-made for the purpose. Once it was up and running, CES evaluated how far it was achieving what was hoped for, and made recommendations.

LawWorks

LawWorks provides free legal advice for small charities. CES helped them to strengthen their monitoring system, and provided an external evaluation.

Prisoners Education Trust

The Prisoners Education Trust helps prisoners to take educational courses while in custody, and as part of this develops prisoner mentors. CES evaluated the work with mentors.

Orchestras Live

Orchestras Live worked with CES to develop the way it monitors and evaluates its work in stimulating interest in live orchestral music.

Welsh Assembly Government

CES researched and wrote guidance for the Welsh Assembly Government on how to consult with homeless people. This will be used to help Welsh housing and homelessness organisations consult with their users about

service delivery, gaps in services and strategic planning. Available in English and Welsh, this guidance can be accessed at the following link:
<http://new.wales.gov.uk/desh/publications/housing/consultwithhomeless/guide?lang=en>

Clinks / Home Office Offenders Learning and Skills Unit

CES consulted widely and developed a guide for use by managers in the prison service, when they are managing activities in prison provided by voluntary organisations. The emphasis is on providing a structured approach to measuring outcomes for learners (prisoners).

Development Education Association

CES evaluated work undertaken by the DEA for the DFID. This included looking at the expectations about DEA held by various stakeholders, including their members and the DFID.

Connexions

CES helped the organisation to look at how outcomes for particular services to young people could be measured, and how this could be related to the requirements of government policy.

Crisis

CES undertook a programmatic evaluation for Crisis of their ReachOut programme. The latter funded outreach workers throughout the UK to work with homeless people with mental health problems. The evaluation focused on the outcomes and impact of the programme.

Fairbridge

Fairbridge helps disadvantaged young people across the county to develop personal and social skills, so they can move into education, training or employment. CES conducted a three-year research programme to assess rigorously what the organisation achieves and by what process.

Prison Advice and Care Trust

CES developed a self-assessment tool for visitors' centres which provides a framework for members to self-assess against agreed good practice standards and monitor and evaluate against agreed process, output and outcome indicators.

The Ismaili Community

CES assisted members of the Community to pilot evaluations in four of their social and religious education and formation programmes. The participants received training and technical coaching from CES throughout the 18 month programme.

Citizenship Foundation

The Young Citizen's Passport provides a guide to the law for young people. CES evaluated how far the aims of the Passport are achieved. The team responsible for the Passport participated directly in the evaluation, developing their monitoring and evaluation skills.

Field Lane

Field Lane asked CES to evaluate their residential service for families who are homeless, Andrew Provan House, and to ensure that their ongoing monitoring system was sound.

Parents for Inclusion

Parents for Inclusion helps parents to help their disabled children to be included in the local school and community. CES provided an independent evaluation, and also support to enable them to monitor and evaluate their work themselves, on a continuing basis.

Work With Funders

One of CES' explicit objectives is to play a bridging role between funder and funded organisations. As well as carrying out external evaluations of projects or programmes, CES has developed a variety of programmes with funders to help them develop their monitoring and evaluation policies, or to train their grant officers or grantees, particularly in how to provide evidence of outcomes.

London Councils

We have trained both grants officers and funded groups in how to identify and measure outcomes. We have recently completed a publication for the ALG to distribute to all their funded groups on identifying and measuring outcomes and using outcomes information to develop services.

BBC Children in Need

CES has worked with BBC CiN since 1995. We worked to design an evaluation policy and implementation framework and currently deliver self-evaluation training to their funded organisations (where CiN have funded a post). These courses are run across the nine English regions as well as Northern Ireland, Scotland and Wales.

City Parochial Foundation and Trust for London

CES has received funding from City Parochial Foundation since 2001 to deliver subsidised training to the projects that they fund in London. Recently CES has extended this work by developing and delivering bespoke training courses to TFL and CPF grant recipients on outcome-focused monitoring and evaluation. We have also researched and developed two new courses on 'monitoring and evaluating policy and campaigning work' and 'using evaluation influencing change'.

City Bridge Trust (CBT)

CES offer CBT grant recipients subsidised training. Since 2004, we have been working with CBT and CPF to offer a joint discount, enabling their grant recipients to access discounted training on all of the CES open training course. We have also delivered bespoke training to CBT grants officers.

Capacity Builders

Under the 'Improving Reach' programme we developed, with the Refugee Council, two publications. We also established an active user network of RCOs and delivered an extensive programme of free training course. In 2009 we developed and delivered training for CB grant holders.

London Borough of Greenwich

CES reviewed Greenwich Council's monitoring and evaluation framework, drawing up clear guidance and providing briefing sessions for both funding officers and funded groups.

London Housing Foundation

From 2002 – 2007, CES offered a programme of training and technical support in outcomes on behalf of this London trust to people working in the single homelessness sector. This included a conference and the publication of a book, *Managing Outcomes: a Guide for Homelessness Organisations*, which can be found at the following link:

<http://www.ces-vol.org.uk/downloads/managingoutcomes-16-22.pdf>

London Boroughs of Camden, Southwark and Tower Hamlets

CES helped the LB of Camden to measure the impact of their grants programme for local voluntary organisations. We also helped the LB of Southwark and the LB of Tower Hamlets in a similar way. This work includes relating outcomes to both the intentions of the individual organisations, and the corporate goals of the borough.

Bridge House Estates Trust Fund

CES worked with the Trust as soon as it was established, helping staff to develop an evaluation policy and to set up systems for putting the policy into practice.

Queen's Nursing Institute

The QNI supported a programme in which health visitors create and run innovative responses to local health needs. CES helped the QNI to set up a structured system for monitoring and evaluating the results, with a special emphasis on outcomes. CES also evaluated the outcomes.

Coram Family

CES helped Coram Parents' Centre to monitor their outcomes, which are various benefits for parents and children, and then provided an external evaluation of outcomes achieved.

Thrive

CES worked with Thrive and its partners in their Integrated Learning Project, targeted to hard-to-reach adults with learning disabilities.

CES developed a monitoring and evaluation framework, and drew on internal monitoring reports and external evaluation data to provide annual evaluation reports over the life of the project.

For more information, contact CES on:

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