



ICT & Outcomes

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The challenges

- Organisation growth
- Delivery of public services
- Demand for outcomes information
- Reporting across multiple projects and sites
- Increased reporting requirements
- Multiple funders and multiple reports



The constraints

- Lack of information
- Lack of time and resources
- Perceptions about difficulties
- Being unaware of the benefits

The benefits





The benefits

'Generally it has massively improved the way we work, the standard of case recording, statistics, evidencing what we do, which has been very well received. We can produce detailed reports.'

'We're all better informed about everything – all very much in touch with what's going on and all very aware of the impact of our work in the local community.'



Critical success factors

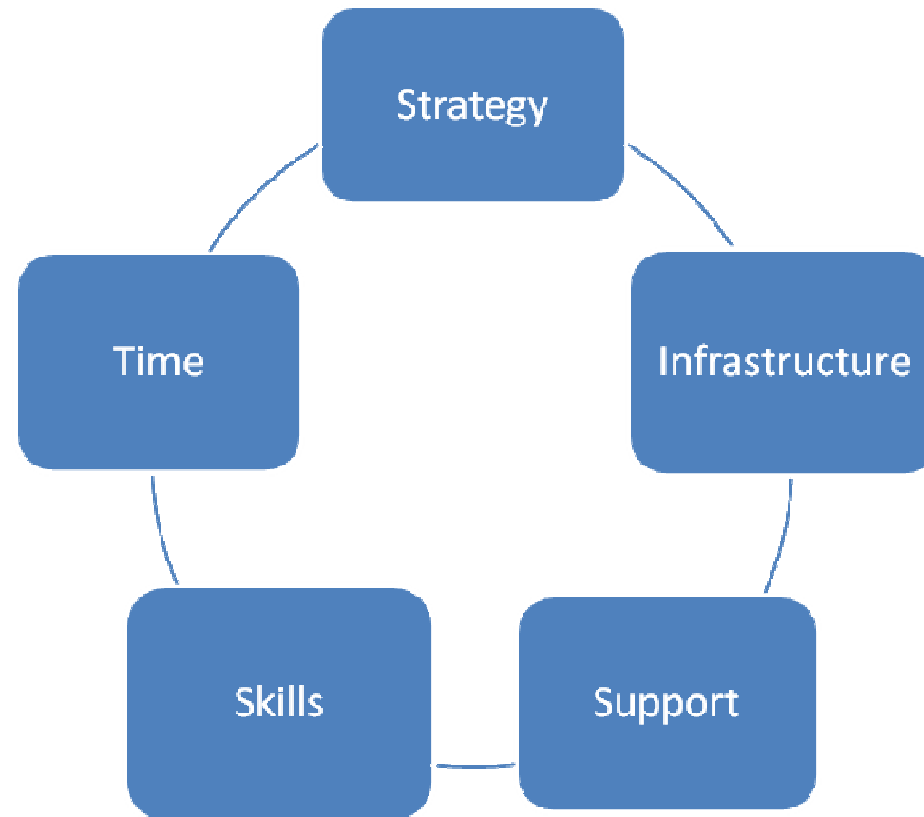
- Clarity
- Culture
- Capacity
- Commitment



A consideration

"It was tempting to think about the database before we had really thought through what information we needed to collect. Being clear at the beginning about what we needed to do was fundamental to success."

Making IT work





The big equation

- COST =
 - money spent on system
 - + staff time
 - + external adviser time
 - + impact on core organisation

System Providers



Outcomes Star System

The ten ladders

7	Mental health	4.8	6.0	1.2
8	Use of time	4.3	6.2	1.9
9	Managing tenancy	4.8	6.3	1.5
10	Offending	6.1	7.1	1.0
Overall		4.8	6.1	1.3

Number of service users covered: 45

[Show on Star Chart](#)

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Percentage of positive and negative changes

What does this table show me?

Scale	Positive outcome	Negative outcome	No change in score	
1	Motivation	62%	24%	14%
2	Living skills	57%	24%	19%
3	Managing money	71%	29%	0%
4	Social networks	52%	33%	15%
5	Substance use	48%	38%	14%
6	Physical health	52%	33%	15%
7	Mental health	62%	24%	14%
8	Use of time	67%	19%	14%
9	Managing tenancy	52%	33%	15%
10	Offending	48%	33%	19%
Overall		57%	29%	14%

Number of service users covered: 21

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Measuring the outcomes of your organisation's work

■ Average at assessment
■ Average for last Star Chart in chosen period

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Substance – Project Reporting System

Reporting

SPRS Home | My Account | Logout

Project Dashboard

- Outcomes
- Frameworks
- Statistics
- Contacts
 - Participants
 - Volunteers
- Schemes
 - Live Schemes
 - Archived Schemes
- Media
 - Latest

Live Schemes | Archive Scheme | New Scheme | Scheme Stats

Activities

Cloud

Arts Alive

1. ...

Female 41.18% (28)

Male 58.82% (40)

Total: 68

Date Range

From: / / Until: / /

Quick Dates: Custom Fencing Clear dates

Group By: Gender Agency Project: Run Report

Status:

- All
- Starters
- Involved
- Stopped

Scheme:

- Beats and Rhythms
- Boxercise
- Fishing
- Gavin's group
- Girls Football

substance.

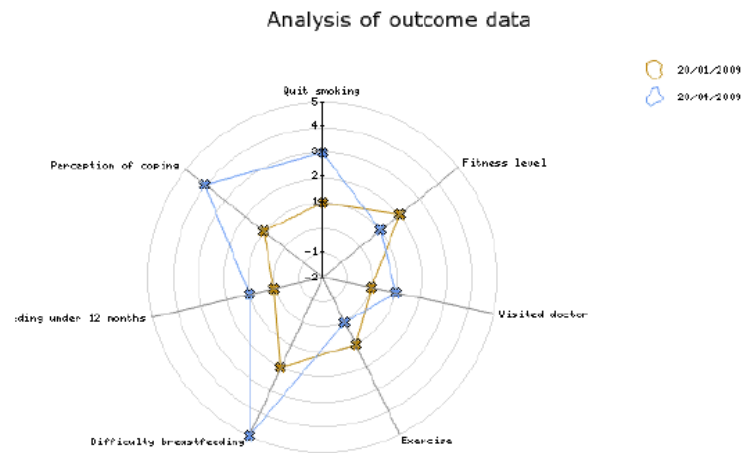
www.substance.coop

Lamplight Database

Seeing how an individual is doing

- Viewing individual progress (each coloured line is a date)

Analysis of outcome data between 20/11/2008 and 20/05/2009



Outcomes monitoring and IT

21st May 2009

Further Resources



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What is monitoring?

What is evaluation?

Why evaluate?

A framework for monitoring and evaluation

Data collection methods

Writing the evaluation report

CES help with monitoring and evaluation

Demonstrating effectiveness in the downturn

Innovation and evaluation

Outcomes online

Social Return on Investment

Accountability and learning research

System providers



The providers below attended the Outcomes Monitoring and IT conference in May and have put together some introductory information on their systems to help you make an informed choice.

Please note, the descriptions of each system is from the provider itself and do not necessarily reflect the views of CES.

[CharityLog](#) from Dizions Limited

[ContactLINK](#) from ITsorted

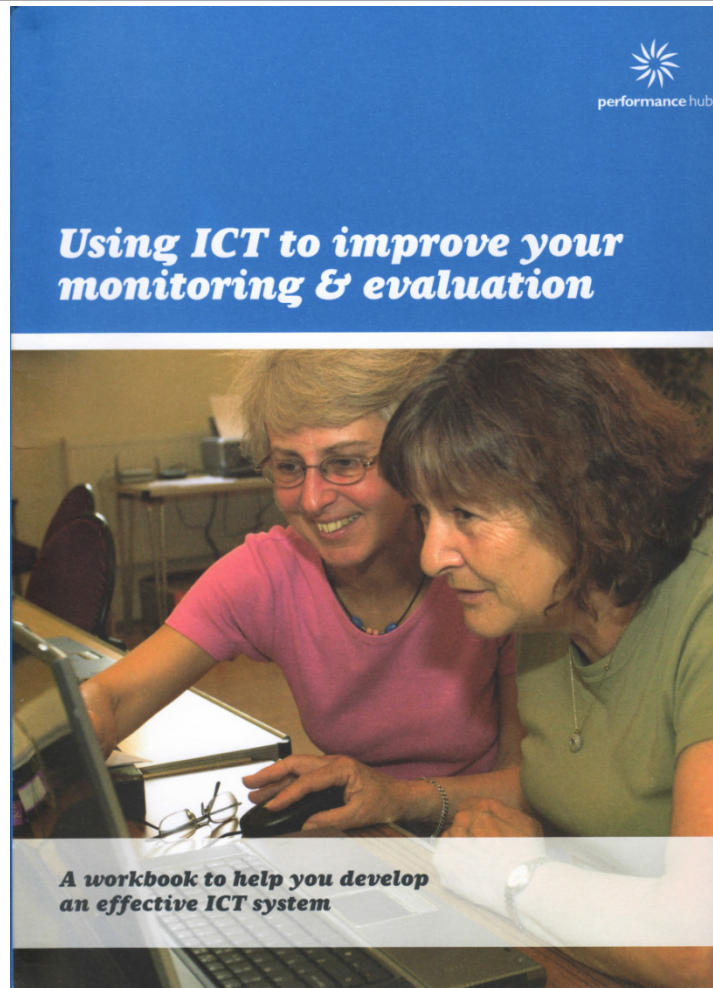
[Efforts to Outcomes](#) from Social Solutions Inc

[Lamplight](#) from Lamplight Database Systems Ltd



Birmingham 9th December 2009

Further Resources





Don't forget people

'The whole process is a lot more about people and a lot less about IT than people think.'