



Business Design Centre

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# Outcomes monitoring and IT

Finding the best solution for your organisation



# Case Study

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# Toynbee Hall

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- Multi-purpose community organisation
- In Whitechapel, East London
- 4 programmes (Advice, Well-being, Education, Financial Inclusion)
- 22 projects
- Evaluation and Research Manager role new in 2007
- The challenge!



## Initial thoughts (Jan '08)

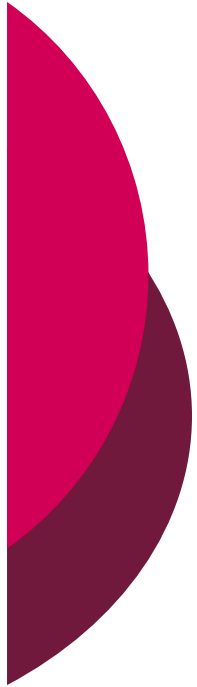
- Background papers – our monitoring practice, a review through interviews of existing monitoring practice and the ideas of peers
- Consultants to help us to develop a spec and hire a developer
- Develop a pilot database
- Implement in May, roll out six months later



# What actually happened...

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- Buy-in meeting (Jan 08)
- Some background papers (Feb 08)
- Consultants hired, reset timing and put internal reviews in place (March 08)
- Vision document, advisory group, internal reviews completed (August 08)



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# What would I do differently next time?