

# we can help you

 **demonstrate outcomes**

 **become more effective**

 **focus on quality...**

 **...and prove your worth**

**Charities Evaluation Services**  
is the UK's leading provider of training  
and consultancy on evaluation and  
quality in the third sector

## how we can help

**We provide training and consultancy on monitoring and evaluation and quality. We are experts in the field with over twenty years' experience.**

### Training

We offer over 20 courses to help you improve your performance.

[www.ces-vol.org.uk/training](http://www.ces-vol.org.uk/training)

### Consultancy

We can help you by providing practical support, research and reports, tailored to meet the precise needs of your organisation.

[www.ces-vol.org.uk/consultancy](http://www.ces-vol.org.uk/consultancy)

### Publications

We provide guidance, demystify jargon and provide resources to help you demonstrate that you're making a real difference.



Many are free to download.

[www.ces-vol.org.uk/publications](http://www.ces-vol.org.uk/publications)

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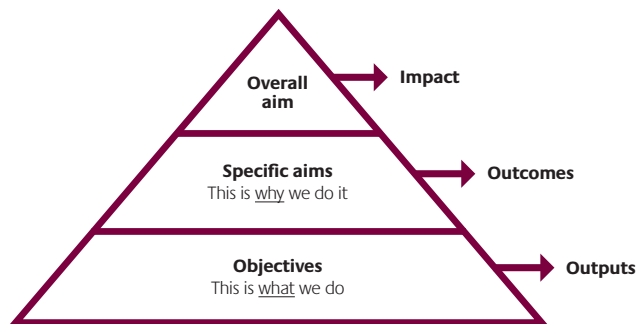
## demonstrate outcomes

We all need information about the outcomes of our work in order to plan and improve services, and to demonstrate our achievements to others.

At CES, we know that producing evidence of the outcomes you've achieved can be a challenge.

But, by systematically collecting data and analysing and interpreting your findings, you will be able to show the value of the work you do to all your stakeholders.

We have developed the CES planning triangle and a practical monitoring and evaluation framework to help you do this effectively.



© CES planning triangle

## become more effective

Demonstrating outcomes is not just for the benefit of funders or commissioners. By tracking the outcomes and impact of your work, you can learn from results, improve your services and celebrate your successes.

With our mix of publications, training and consultancy we can help you identify areas which are working well, plan for the future, and ensure that you stay on track to achieve your overall aim or mission.

**'My organisation is now more effective, offering demand led services within the community.'**

Caroline Underwood, Sure Start Children's Centres

**'Being able to demonstrate the value and added value of our project should help secure the year's funding.'**

Course participant

To find out how we can help you, please get in touch.

020 7713 5722

[enquiries@ces-vol.org.uk](mailto:enquiries@ces-vol.org.uk)

[www.ces-vol.org.uk](http://www.ces-vol.org.uk)

## focus on quality...

All organisations want to provide the best service possible for their users and show that they are working to high standards. They must also be accountable to regulators, funders, commissioners and the general public.

Assessing and improving quality is about learning what your organisation is doing well and how you can do better. Implementing a recognised quality standard will demonstrate that your organisation is managed efficiently, that you provide quality services, and are making a difference.

CES has its own award winning quality standard, PQASSO, which has sold over 13,000 copies and is the leading quality system in use in the third sector.

**'PQASSO enables organisations to know that they have everything in place to support improved service delivery and better outcomes for their users.'**

Vanessa Levy, Watford CVS

## ...and prove your worth

PQASSO encompasses all aspects of an organisation from governance through to how it delivers its services. Using PQASSO helps improve performance and leads to greater effectiveness and sustainability.

PQASSO is a self-assessment tool, but organisations can also apply for external accreditation through the PQASSO Quality Mark.

The PQASSO Quality Mark allows organisations to prove that they have attained a recognised level of quality, an achievement that will enhance their credibility with funders, commissioners and service users.



Charities Evaluation Services



**The PQASSO Quality Mark\* has been endorsed by the Charity Commission giving even greater recognition to the achievement of the award.**

\*Levels 2 and 3 of 3rd edition

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