



CES Outcomes Report - summary

on training February to November 2008

*Excellent course. Don't think it could be improved upon. Absolutely excellent.
Trainer very good - got you all thinking - got your brain working.*

Attendee of the Implementing PQASSO course.

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1. Introduction

Every year, Charities Evaluation Services (CES) carries out an evaluation of our training service by contacting previous course participants. They are contacted either by telephone interview or online survey, and asked questions about what they have done with their learning from the course. We specifically contact participants that have been on training around 4-10 months ago, to allow time for them to implement their learning.

This report covers CES open training delivered between 11 February and 5 November 2008. Thirty-two training days within these subjects were delivered within the period. The courses included in the evaluation are:

- Foundation Course in Monitoring and Evaluation
- Evaluating diversity
- Running effective focus groups
- Collecting qualitative and quantitative data
- Analysing data
- Presenting evaluation findings effectively
- Implementing PQASSO.

Thirty-six people were interviewed between 6 February and 3 March 2009. This is a breakdown by subject area and by course:

Quality: 15 (42%)

Implementing PQASSO 15

Monitoring and evaluation: 21 (58%)

Foundation course in monitoring and evaluation 9

Evaluating diversity 3

Running effective focus groups 5

The monitoring and evaluation interviews included four interviews with 'multiple course attendees'. The respondents are named R1, R2 and so on in this table. This is the breakdown of the courses in which they were interviewed about:

Course	R1	R2	R3	R4
Foundation course in monitoring and evaluation		X		
Collecting qualitative and quantitative data			X	X
Analysing data	X	X		X
Presenting evaluation findings effectively	X	X	X	X

This summary report covers some of the key findings from the evaluation.

2. Key findings

2.1 Putting learning into practice

- 81% of participants had put their learning into practice.

2.2 Benefits of implementation

Service improvement

- 28% of those that had implemented their learning had used information collected from monitoring and evaluation/quality to improve their services

A respondent commented on the improvement PQASSO has brought to their organisation:

'Slicker as an organisation. PQASSO compliments what we already do.'

Improved internal processes

- 47% said they had a more positive approach to monitoring and evaluation/quality/PQASSO
- 44% said they had included monitoring and evaluation/PQASSO within planning cycles/planning documents.
- 36% said that they felt they were clearer about what they are doing and why.

One participant commented on the change it had brought about in their organisation:

'It's highlighted the importance of doing this [monitoring and evaluation]. Organisation wide it has become increasingly important.'

Improved external communication

- 36% said they are more able to demonstrate effectiveness to others
- 31% used information from monitoring and evaluation/quality to report to existing funders
- 14% said they had used the information to obtain further funding.

One participant reported on how the training had helped their communication skills:

'Given me confidence to articulate the process clearly. Given me confidence in talking to commissioners.'

Additional benefits of implementation

- 81% said they had shared learning with colleagues.

Methods of sharing learning included giving presentations, delivering a training session to staff, writing a paper for colleagues, sharing at staff and team meetings, and informally in daily work.

2.3 Difficulties experienced in implementing learning

- 81% of respondents experienced difficulties in implementing their learning.

The top reason for them experiencing difficulties was a lack of staff time, which 52% respondents referred to.

Other reasons given included other urgent priorities, resistance from other colleagues, a lack of money/funding, a lack of staff skills, and a lack of support and commitment from managers.

Of those experiencing difficulties, 38% had overcome them.

2.4 Other enablers to change

- 69% of respondents identified factors other than CES training as enablers to change.

Some of the other enablers were:

- 45% said support from line manager/supervisor
- 40% said other training
- 20% said commitment from senior managers/leadership.

2.5 Resilience in the recession

We wanted to find out if respondents felt their organisation would be more resilient in facing the recession following the learning they have implemented from the training. Not all respondents were asked this question, but of the 20 that were:

- 50% said that they did feel they would be better placed to face the economic downturn
- 35% said that it was too early to tell
- 15% said that they did not feel it would make them more resilient.

Of the 10 that felt they would be better placed to face the downturn, some of their reasons were as follows:

- new skills they had developed or acquired
- better relationships with funders/commissioners
- more or different funding they will be able to access

- acquiring more volunteers
- being able to afford or retain a new member of staff.

One of the respondents commented on how they felt the implementation of their learning would assist their organisation in the downturn:

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

If you have any queries about this report please email deborah@ces-vol.org.uk.

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