



Evaluating at a Distance The role of evaluation in these tough times

Is there a role for evaluation in Virus Lockdown?

You are busy making radical changes to your service and keeping yourself safe. Is this really a time to worry about measurement?

In fact, evaluation – **simple** evaluation – is crucial. As we all deliver services virtually, help more or new beneficiaries, or meet new needs arising from the pandemic we all need to check we are **doing the right things** and **reaching the people** who need us.

We need to find successes to **celebrate** to keep us positive in tough times. And we should record **learning** now that we can use in future.

Plus, while the helpful message from most funders is flexibility and support, we will still need to **report** at some point.

So ESS's top message - **Find quick and easy ways to record:**

- **What you do**
- **Who with or for**
- **The difference you are making**
- **What you're learning**

Now more than ever keep evaluation simple! The free tools on our website might help. Our **[change record](#)** might help you record the changes you are making to your services, or the changes in beneficiaries' needs. Our **[capturing casual moments method sheet](#)** might help you jot down a few words beneficiaries give you at the end of a phone call. Our **[support guides](#)** and **[webinars](#)** might give you ideas. Please adapt any of our tools to meet your own needs.

ESS is developing more tools, for example about evaluating online support and to help with reflective practice. We have a new method sheet about [using contact forms to gather evidence during a call](#) and [a new case study about measuring the impact of a remote service](#). We'll keep you up to date in our e-bulletins.

We are also keen to help the third sector as a whole capture learning about flexibility and co-operation that we can use in the post-pandemic world.

So please get in touch if you need practical help or have ideas about how ESS can support you and the sector. We are physically distant but still here to help.

Please email us info@evaluationsupportscotland.org.uk or tweet us [@EvalSupScot](https://twitter.com/EvalSupScot) #IsolationEvaluation

Thank you and stay safe.

**EVALUATING
AT A DISTANCE**
#IsolationEvaluation
eS Evaluation Support Scotland

In these tough times remember to
Keep your evaluation simple
Celebrate your successes
Record your learning

Our top message - Find quick and easy ways to record

- What you do
- Who with or for
- The difference you are making
- What you're learning



New Resources from ESS

Biteable video

- ['Good enough' evidence - TREBL framework](#)

Support Guide (updated)

- [ESS Support Guide 3a - Analysing information for evaluation](#)



Our updated guide includes links to new supplementary **'Making Sense'** sheets:

- [Making Sense: Analysing as you go](#)
- [Making Sense: Analysing qualitative information](#)
- [Making Sense: Analysing quantitative information](#)

Method Sheet

- [Using contact forms to gather evidence during a call](#)

Guide

- [Measuring what matters framework](#)

Case studies

- [Pain Concern Helpline: Measuring the impact of a remote service](#)
- [Measuring What Matters Case Study: Professionals, partners and service providers – water safety \(RoSPA\)](#)
- [Getting the balance right - \(SWYDT\)](#)

Webpage

- [Measuring what matters](#) - This webpage is about the programme of work that ESS is undertaking in partnership with the Scottish Community Safety Network (SCSN) to develop a way to evaluate the activities community safety practitioners deliver to prevent unintentional injury.

Example



Contact form for telephone delivery

Outcomes	Indicators	
Young people at risk of homelessness feel better able to manage day to day tasks	I can cope	✓
	I have access to essentials (food, alcohol)	✓
	There are people I can turn to for help	

Any additional comments

Make any other notes about the call in a comments section like this. Use this space to record anything surprising or unexpected the person said.



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