




# Get it Done: Outcomes and Measuring them



# Who's the Impact Officer?

-  20 year's experience in the charity sector
-  15 of these helping charities prove the difference they have made
-  Normally working with small organisations. Most recently in Bromley and Bexley.





Partnership  
work

Children's and  
Young people's  
Network

Adult Health and  
Social Care  
Network



**IMPACT IN  
ACTION**





Impact In Action:  
one of BVSC's  
projects funded by  
the City of London  
Corporations' charity,  
City Bridge Trust





# Benefit from FREE support until July 2022



## **1-2-1 targeted support**

One-off, or a more ongoing mentoring approach, this support is tailored to the problems you want to solve so can pinpoint solutions quickly.



## **Training**

We will be offering a range of bite size training. Keep an eye on [www.bvsc.co.uk](http://www.bvsc.co.uk) under the Impact in Action section or request in house training.



## **Resources**

Our website will be brimming over with resources that we've researched so that you don't have to. We've made a start, but keep returning as we add more.

## **Way Up Quality Assurance scheme**

# What the session is about

By the end of this session you will... have a better understanding of what outcomes means in community development terms

...be better able to articulate your outcomes.

...be better able to measure outcomes





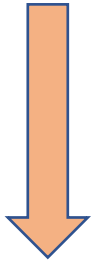
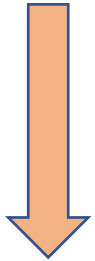
# Definition Outcome

More  
in my  
control

Easier/  
Quicker  
to  
measure

Outputs

Products, services or facilities that result from an organisation's or project's activities. For example, workshops, leaflets, case work sessions or a brokerage service.



Outcomes

**The changes, benefits, learning or other effects that result from what the project or organisation makes, offers or provides.**

Less in  
your  
control

Harder/  
Longer  
term

Impact

Longer-term effects of a project or organisation's work that people achieve for themselves. This can include effects on people who are direct users of a project or organisation's work, effects on those who are not direct users, or effects on a wider field such as government policy.

<https://www.inspiringimpact.org/what-is-impact-practice/>

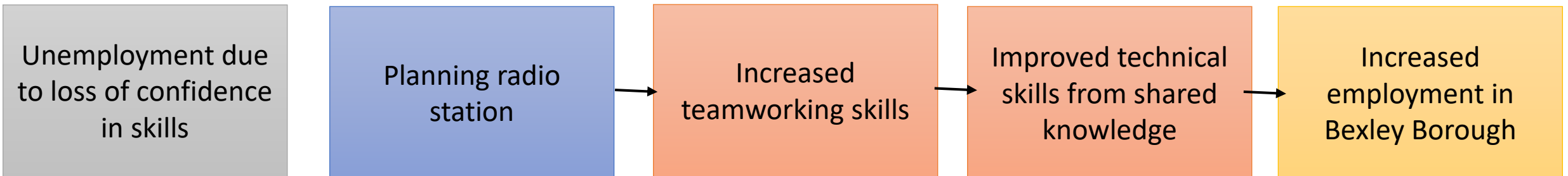


# Work out your outcomes (and their order) based on your needs and impact

Impact ↓

Short-term outcomes ↓

Longer-term outcomes ↓



Needs ↑

Activities ↑





# Words of change

Increased/Decreased  
Decreased/Reduced



# Remember whatever outcome you have you'll have to measure it

Impact	Outcomes	Outcome indicator/targets	Methods of data collection	When/by whom	How to report and use
Increased employment in Bexley Borough	Improved technical skills from shared knowledge	1) 70% of those supported by our group gained online qualification in Radio Software Level 1. 2) 80% of participants noted increased technical skills from shared knowledge. 3) Case studies demonstrate improved ability to liaise with the Council.	1) Log of those who started/completed and passed the training. 2) End of term survey. 3) Staff/volunteer observations, quotes from survey.	1) Quarterly, project lead 2) Quarterly, project lead 3) Updated on database by key worker following each 1-2-1 session.	<ul style="list-style-type: none"> <li>Staff meeting feedback</li> <li>Headlines in Newsletter to supporters (NB Confidentiality)</li> <li>AGM</li> <li>Snippets on social Media</li> </ul>
	Other outcomes here				



# Activity

Add your outcomes to a Jamboard (this will be used to make your Theory of Change next time)

If time: Add your outcomes to the logframe that you may have started after the last session and explain how you will measure them.

<https://www.bvsc.co.uk/resources/outcomes-framework>



# Homework

Write up your outcomes and measurement ideas into the logframe:

<https://www.bvsc.co.uk/resources/outcomes-framework>

Think about how to include others in checking over whether the work you have been doing so far (needs, outcomes, measures) is what they think too. For instance, do you want to be asking others in your organisation, or your beneficiaries if what you are creating rings true. (Karen may do another session on Participation if there is interest).

If you want you can send these to Karen who can provide feedback.

Please fill out

<https://bvsc.co.uk/training-evaluation-form-impact-action>

