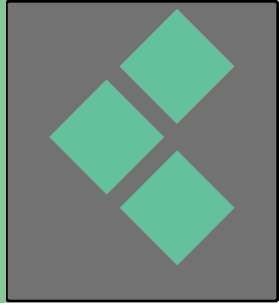


Shropshire Partnership for Advice and Advocacy (SPAA)



“Their Evaluation report was invaluable. It was open and honest about the results. They worked as our ‘critical friend’ .

MRE have a good understanding of the sector. They are brilliant at coping with project changes to reflect organisational changes and needs. They are very patient, flexible and responsive. “

Tereza Hayek, Partnership & Development Manager, Citizens Advice Shropshire



Benefits:

- ◆ Day to day communication was good, MRE associates were steps ahead on the organisation front.
- ◆ Initial project evaluation of the data captured was able to showcase how an Informal CVS partnership could develop Income generation streams for the County.
- ◆ The data was used in a commissioning process with Shropshire Council - It illustrated the effectiveness of charities delivering new ways of working.
- ◆ Provides independent evidence for other external bodies when tendering for contracts as it supports our applications and we can quote from 3rd party findings.

Background:

The SPAA partnership between 13 CVS organisations was undertaking a 2 year project with funding from the Big Lottery. As part of the project, the results and impact needed to be reported back to the funder.

The Evaluation was done in two phases, both phases included client satisfaction survey and interviews with partners and other key stakeholders.

Solution: Stage 1 of the Big Lottery funded ASTF program included a review of documentation, a workshop session with a number of SPAA partners and a survey of clients. The findings were written up into a report which was presented to the Project Management team along with recommendations for Stage 2 of the evaluation.

Stage 2 of the evaluation included a survey with SPAA clients following the same methodology and questionnaire as in Stage 1. We also consulted all the SPAA partners individually (either face to face or by telephone) to understand their perspectives of the SPAA project, and what benefits it had given them. We undertook an additional review of management information. The findings were summarised in a detailed report, which was presented to the Partnership at a session in Shrewsbury, and was also shared with Big Lottery.

Additional project. CAAN, partnership of seven organisations, needed a way to monitor and report back to the council for a second project. The challenge was that each organisation had very different management information systems that ranged from simple spreadsheets to sophisticated MIS tools but reporting needed to be identical outputs and outcomes. MRE was able to create a tool allowing CAAN to capture the data in a foolproof way, instead of using manual input, which would be subject to human errors occurring.

The excel based tool MRE developed had a template that could be sent to each individual partner for them to input their numbers and was designed to be easy for the organisations to use. It made it easier for the project manager to collate all 7 responses, add into the tool, manipulate the data and generate the complete report.

Expert support for community enterprise and business

MRE Unlocking Enterprise is a trading style of Midwest Rural Enterprise CIC 34 Redcliffe Street, Worcester WR3 7AP

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