



# Monitoring and Evaluation Policy & Procedures

## 1. Outcomes

We have a set of outcomes that have largely been in use since 2010 and give a clear picture of the difference the service can make:

- For service users: More friends, improved happiness/mental wellbeing, physical wellbeing, confidence, self-esteem and lifeskills.
- For carers: Improved wellbeing, more opportunities to enjoy a life outside of their caring role and greater sustainability of that role.
- For volunteers: Increased learning disabilities awareness and confidence in forming relationships with people with learning disabilities.

## 2. Monitoring at Branch level

- Monitoring at branch level ensures links and groups are running smoothly and also produces evaluation material:
  - ❖ Service user reviews annually
  - ❖ Volunteer supervision 6-monthly
  - ❖ Group evaluation workshops for service users, carers and volunteers.
  - ❖ Evaluations by external, usually local, consultants & tutors.
  - ❖ Videos.
  - ❖ Photoreports.
  - ❖ Case studies
  - ❖ Scrapbooks
- Some material provides direct evidence of the outcomes we aim for, but some is more general.
- Where possible we ask about the continuing need for our service, potential developments and additional outcomes.

## 3. Organisation-wide evaluation

- Since 1998, we have carried out in-depth three-yearly evaluations of the whole service. Until 2010 evaluations were carried out by external consultants such as Befriending Networks. However in 2013 we moved to self-evaluation.
- The evaluation includes written questionnaires for service users, carers and volunteers and co-ordinated evaluation workshops across the four branches. Questionnaires and workshops also include a consultation element
- It produces qualitative and quantitative data about outcome levels which can be compared to previous evaluations, and the consultation results are used for future planning.

- Survey forms used in the three-yearly evaluation are attached as an Appendix
- Formal Evaluation Plans for the Adult Project and the Children & Young People’s Project, are also attached.

#### **4. Factors affecting evidence gathering**

- Our service users often have very limited communication, which can present problems in gathering information. However our service aims are relatively simple and we can draw on the observations of carers and volunteers, who are in an excellent position to see the difference made.
- Whilst volunteer and carer outcomes can be gathered fairly easily, questions for service users need to use proxies (in a similar way to the Warwick-Edinburgh Wellbeing Scale). We ask questions linked to the outcomes, for example, if service users “make friends easily” or if they are “happy with their life” and if Interest Link has helped with this.
- We aim to provide lifelong support, and our 1:1 links in particular focus on low-intensity sustainable relationships, many of which last at least 5 years. As a result the frequency of our formal questionnaires is often lower than other befriending projects.

#### **5. Equalities monitoring**

- We currently collect information on gender, age and disability through our registration and application forms.
- We do not currently collect information on sexuality, religion and ethnicity, but this is kept under review.

# Appendix: Survey Forms for Impact Reports.

N.B. These are templates and may vary depending on specific aims or circumstances of the evaluation

## Volunteer Survey

1. Your Name

2. The impact of your volunteering on you.

a. How has volunteering increased your awareness of the problems faced by people with learning disabilities?

b. Do you feel more confident making friends with people with learning disabilities? **Yes / No**

c. How else has volunteering made a difference to your life? For example, it might have made you more confident generally, or given you new social skills.

3. The impact on people with learning disabilities.

a. Have you noticed improved happiness, confidence or self-esteem? **Yes / No**

If yes, please give an example

b. Have you noticed improved social and communication skills? **Yes / No**

If yes, please give an example

4. What is your favourite befriending memory?

5. Would you recommend volunteering with us to your friends? **Yes / No**

6. What could we do to improve Interest Link?

# Family Carer Survey

- Every two-three years we survey everybody involved with our service. We use the results of the survey to report on our progress, win funding and plan for the future.
- Any personal information you give us will be kept confidential.
- If you have any questions, please contact the Project Co-ordinator Andrew Findlay (07785 734992 [andrewfindlay@interestlink.org.uk](mailto:andrewfindlay@interestlink.org.uk)) or your Branch Co-ordinator.

**1. Your Name:**

**Date:**

**2. Please tell us about the benefits the befriending link or group has had for the person you care for: please delete Yes/No options as appropriate and add comments/examples if you wish.**

Are they friends with other group members or their 1:1 volunteer? **Yes / No**

Are they happier? **Yes / No**

Are they more confident? **Yes / No**

Do they have more self-esteem (how they feel about and value themselves) **Yes / No**

Do they have better social and communication skills? **Yes / No**

Have you noticed any other changes? **Yes / No**

**3. Please tell us about any benefits the respite provided by the befriending link or group has had for you (and any co-carers): please delete Yes/No options as appropriate and add comments/examples.**

Have you had more opportunities to enjoy a life outside of your caring role? **Yes / No**

Do you feel better able to sustain your caring role? **Yes / No**

Has your happiness/mental wellbeing improved? **Yes / No**

**4. How could we improve Interest Link?**

**5. Are there other services you would like us to provide?**

**Thank you for completing this survey: it is very much appreciated.**

**Please return it in the envelope provided to Andrew Findlay, Interest Link  
Borders FREEPOST NAT11555, Platform One, Station Road, Duns, Berwickshire TD11 3BR.**

# Support Worker Survey

- Please complete this form if you have a good idea of Interest Link's impact on the person you support. Otherwise, please just assist them to complete their form and post it back to us.
- Any personal information you give us will be kept confidential.
- If you have any questions, please contact the Project Co-ordinator Andrew Findlay (07785 734992 [andrewfindlay@interestlink.org.uk](mailto:andrewfindlay@interestlink.org.uk)) or your Branch Co-ordinator.

**1. Your Name:**

**Date:**

**2. Name of the person you care for/support:**

**3. Please tell us about the benefits the befriending link or group has had for the person you support: please delete Yes/No options as appropriate and add comments/examples if possible.**

Are they friends with other group members or their 1:1 volunteer? **Yes / No**

Are they happier? **Yes / No**

Are they more confident? **Yes / No**

Do they have more self-esteem (how they feel about and value themselves) **Yes / No**

Do they have better social and communication skills? **Yes / No**

Have you noticed any other changes? **Yes / No**

**4. How could we improve Interest Link?**

**5. Are there other services you would like us to provide?**

**Thank you for completing this survey: it is very much appreciated.**

**Please return this form with the one completed by the person you support in the envelope provided to Andrew Findlay, Interest Link Borders FREEPOST NAT11555, Platform One, Station Road, Duns, Berwickshire TD11 3BR.**







## Member Survey

Please say if we have made a difference to your life. We can then report on progress, win funding and plan for the future. We will keep your answers private.

Your name:

Today's Date:

	Not at all	A little	Quite a bit	A lot	<b>Has Interest Link helped with this?</b> <b>Please circle your answer</b>
Please tick the boxes with your answers					
I have friends					Yes / No
I am happy					Yes / No
I like to go out and about					Yes / No
I like to talk to people					Yes / No
I feel good about myself					Yes / No
I can do things well					Yes / No
I can tell people what I mean					Yes / No
I make friends easily					Yes / No
I am good in a group					Yes / No

Please turn over to Page 2



1. What difference has Interest Link made to your life?

2. What is your favourite memory from your befriending link or group?

3. How could we improve Interest Link?

4. Are there other services you would like us to provide?

**Thank you very much for completing this survey. Please return it in the FREEPOST envelope supplied or give it to your parent or carer.**

**Interest Link Borders Learning Disabilities Befriending Project Evaluation Plan**

<b>Outcomes</b> (changes, benefits or effects)	<b>Indicators</b> (measures that show whether the project is achieving the desired change)	<b>Activities</b> (what you will deliver)	<b>Sources of evidence</b> (data and people)	<b>Evaluation methods</b> (tools and techniques)	<b>Responsibilities and timeframe</b> (who will do what, when?)
<p>Members with learning disabilities will have more friends and social connections and feel less isolated and lonely.</p> <p>Members with learning disabilities will have greater mental wellbeing/happiness and higher levels of confidence and self-esteem.</p> <p>Members with learning disabilities will have better social and communication skills.</p>	<p>1. 235 (90% of 260) people with learning disabilities report new 1:1 and group friendships.</p> <p>2. 235 (90% of 260) members with learning disabilities report feeling less isolated and lonely.</p> <p>3. 235 (90% of 260) members with learning disabilities demonstrate improved wellbeing/happiness, confidence and/or self-esteem as a result of the relationships experienced and activities undertaken</p> <p>4. 235 (90% of 260) members with learning disabilities report or demonstrate better social and communication skills.</p>	<p>Befriending groups: c23 groups with c133 members with learning disabilities at any one time</p> <p>1:1 friendships: c67 at any one time</p>	<p>Members with learning disabilities</p> <p>Family carers</p> <p>Volunteers</p> <p>Professional care and support providers</p> <p>Branch Co-ordinators</p>	<p>Interviews, questionnaires and workshops with members with learning disabilities.</p> <p>Interviews and questionnaires with carers</p> <p>Interviews, questionnaires and workshops with volunteers.</p> <p>Interviews and questionnaires with Professional care and support providers</p> <p>Case studies</p>	<p>Interviews, questionnaires and workshops carried out by Project &amp; Branch Co-ordinators and independent evaluators throughout the project. These will be used to produce branch &amp; group reports &amp; evaluations, films, photo albums, scrapbooks and other material annually, and a project-wide Impact Report at the end of year 2.</p> <p>16 Case studies written by Branch Co-ordinators annually.</p>

Outcomes (changes, benefits or effects)	Indicators (measures that show whether the project is achieving the desired change)	Activities (what you will deliver)	Sources of evidence (data and people)	Evaluation methods (tools and techniques)	Responsibilities and timeframe (who will do what, when?)
<p>Families caring for someone with learning disabilities and experiencing challenging circumstances will have better wellbeing, be more resilient and have more control over their lives through high quality respite, better family relationships and more opportunities to live a life outside caring.</p>	<p>1. 240 (80% of 300) carers say they have more time to live a life outside caring and/or more opportunity to connect with friends and the community in general.</p> <p>2. 240 (80% of 300) carers report improved family relationships and/or reduced stress and/or improved wellbeing and/or being reinvigorated in their caring role and/or better able to sustain that role.</p>	<p>Befriending groups: c23 groups with c133 members with learning disabilities at any one time</p> <p>1:1 friendships: c67 at any one time</p>	<p>Carers</p> <p>Volunteers, Professional care and support providers</p> <p>Branch Co-ordinators</p>	<p>Interviews and carer questionnaires.</p> <p>Interviews and questionnaires with volunteers, Social Workers and other professionals</p> <p>Case studies</p>	<p>Interviews &amp; questionnaires with carers, volunteers, Social Workers and other professionals who have close contact with carers, carried out by Project &amp; Branch Co-ordinators and independent evaluators throughout the project and used to produce project-wide Impact Report at the end of Year 2 and branch evaluations.</p> <p>At least 8 Case studies written by Branch Co-ordinators annually will include family carers.</p>