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Sunderland

**Friday 23<sup>rd</sup> September 2011**

# **How to monitor & evaluate your Volunteering Programmes ?**





**Aim:** To introduce the principles behind monitoring & evaluation.

Why it is beneficial for the development of volunteering programmes ?



## Objectives:

- Define 'Monitoring'.
- Introduce why Monitoring & Evaluation is needed.
- Introduce what Volunteering Programmes should monitor.
- Introduce how info can be collected.



## Definition of Monitoring

‘Process of collecting info on the work that takes place within your organisation, so that processes & procedures can be reviewed & updated as necessary’.

Info for monitoring can be collected daily, monthly or quarterly (Volunteering England, 2008).



## Why monitor & evaluate your Volunteering Programmes?

- ?
- ?
- ?



## **Why monitor & evaluate your Volunteering Programmes?**

- Monitoring info - to evidence outputs (things you do / services provided).
- Measure - extent you are meeting aims of your Volunteer Programme.
- Determine - quality of volunteer's experience.



## Why monitor & evaluate your Volunteering Programmes?

- Equality & Diversity – evidence based rather than impression.
- Demonstrate – impact volunteers have – contribution & economic value.
- Volunteer Management – understand recruitment & retention rates. Identify areas – for improvement?



## Why Monitor your Volunteering Programmes?

- Planning – to improve / identify gaps / possible future projects.
- Reporting – accountability - about the activities of the group.
- Income Generation – show past record & needs. Funders may require you to monitor & evaluate your Volunteer Programme.



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## What should monitoring include?

- Number of volunteers
- ?
- ?
- ?



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## What should monitoring include?

- Demographic information (age, ethnicity etc)
- Records - how often & how long people volunteer



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## **What Monitoring can include:**

- Role that volunteers do
- Economic value of volunteer's contributions
- Costs of involving volunteers



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## What Monitoring can include?

- Monitoring information (quantitative).
- Feedback, Case Studies, Volunteer experiences (qualitative).



## Analysis & Evaluation

- How diverse are our volunteers ?
- How well the volunteer programme is doing ?
- How successful are our recruitment methods ?
- How well do we retain volunteers ?



## Analysis & Evaluation

- Identify – gaps / improvements you can make ?
- How volunteer involvement benefited service users ?
- How much volunteers contribute ?
- Demonstrate your outcomes - the difference involving volunteers makes.



## What do we need to know?

- Are volunteers properly supported?
- Are our policies and procedures relevant?
- How does the training we provided enhance the volunteer experience?



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## Collecting evidence?

- Application Forms
- Equality & Diversity Monitoring Forms
- Volunteer Timesheets
- Training Records



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## Collecting evidence?

- Info - quality of volunteering experience & the difference it makes.

Feedback from:

- Stakeholders (volunteers, staff & service users).



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## Using your findings?

### Outputs

- Did you meet - targets set for volunteer recruitment?
- Are your volunteers from a wide & diverse range of backgrounds?



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## Using your findings?

### Outcomes

- Did you achieve what you set out to do?
- Did some volunteers leave to take up paid employment?



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## What to do with the info collated?

- Consider explanations – for findings.
- Identify gaps
- Focus on - realistic, specific & achievable improvements.



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## What to do with the info collated?

- Review targets - for outputs & outcomes.
- Involve volunteers - discuss how improvements & changes can be made (record all decisions in the minutes).



## References

- Volunteering England (2008). *Monitoring & Evaluating a Volunteer Programme*. Volunteering England Information Sheet.
- Volunteering Good Practice. Monitoring & Evaluating your volunteer programme. Online: <http://www.bh-impetus.org/volunteeringgoodpractice/content/monitoring-and-evaluatin>
- Institute for Volunteering Research. *Monitoring Volunteers: a guide to collecting & using data*. Volunteering Hub. Volunteering England. [www.ivr.org.uk](http://www.ivr.org.uk)