

Demonstrating Impact of the Surrey VCFS

The Surrey Impact Framework

Introduction

The benefit of demonstrating impact is becoming widely recognised. Not only does it show funders the social return that has been made on their investment, but it also helps organisations to monitor, evaluate and improve their own services to deliver outcomes more effectively.

This framework is designed to help organisations in Surrey to work through good practice and demonstrate their impact in an accessible way, shared with other Surrey organisations, and recognised by Surrey Commissioners. The framework will help organisations to adopt an outcomes approach to their work and provide evidence to funders that they are following good practice. It can be applied to your whole organisation or to an individual project. It starts with your planning and ends with how you reflect on what you have achieved and whether you can adapt your services to improve outcomes and efficiencies.

The framework expects organisations to be working within their capabilities and capacity to demonstrate impact in a way that is *proportionate* to their size and the scale of their activity.

The framework has been developed in line with developments of the Inspiring Impact Coalition and of major grant funders such as the Big Lottery. Surrey Commissioners have welcomed the framework.

A template has been designed to accompany the framework. This can be downloaded from www.surreyca.org.uk This will help you to plan and embed your methodology at each stage and to capture the main findings in one place. You may use the template initially to see where the gaps are in what you are currently doing, and decide how you want to do things differently in future.

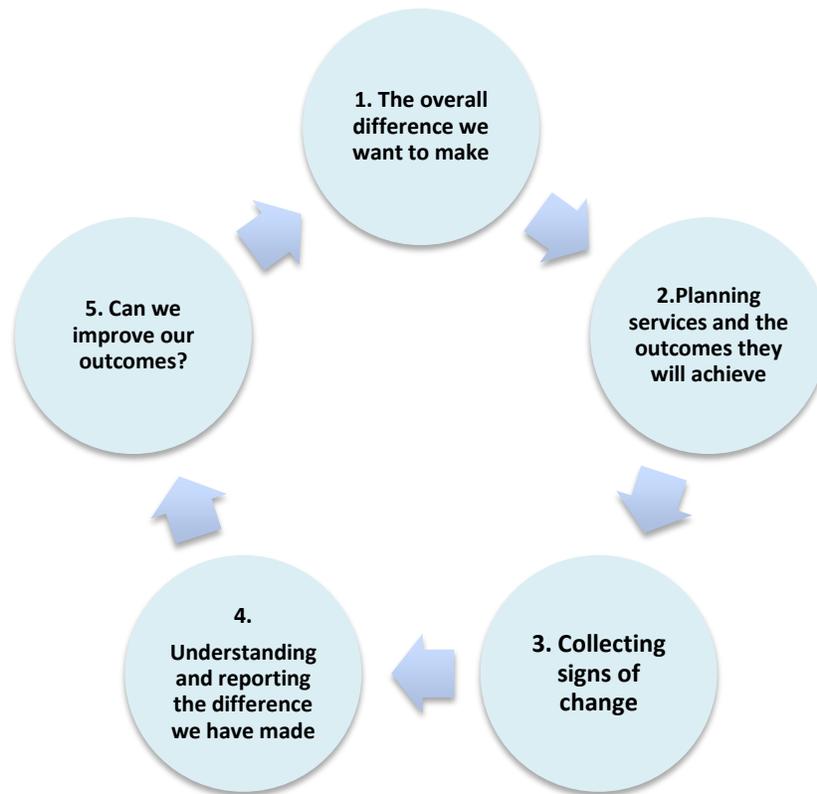


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Encouraging frontline organisations in Surrey to adopt the
Surrey Impact Framework

The Surrey Impact Framework



1. The overall difference we want to make

Organisations are reviewing the need that they are trying to address and the overall difference that they intend to bring about, and how this will lead to wider impact.

This demonstrates that organisations are aware of the landscape they are operating in, other players who are also involved and the particular role that each can play.

2. Planning services and outcomes

Organisations are working with staff, volunteers and beneficiaries to plan the services that they believe will deliver the overall difference they are seeking. They identify the specific outcomes they intend each service to bring about and can show how that links to the overall difference. They are clear about the assumptions they are making regarding the change that will result from the services.

This demonstrates that organisations are thinking about the most effective ways of achieving change, and are working with stakeholders to shape their work.

3. Collecting signs of change

Organisations can show what *signs of change* (indicators) they will be looking for, so that they will know whether change is occurring. Specific targets will be given so that organisations will know whether they can be satisfied with the level of change they have made.

They will have a plan to collect information. The plan will have considered what methods and frequency of information gathering are realistic and appropriate for beneficiaries and staff. They will have simple, embedded systems in place that enable them to collect and collate information.

This demonstrates that organisations are determining what information to collect and doing it in a proportionate way.

4. Understanding and reporting the difference we have made

Organisations can show that at regular intervals they are analysing the information and using it to determine to what extent change has occurred. This information will be reported to different stakeholder audiences in appropriate ways: funders, senior managers and staff, volunteers, trustees, partners, beneficiaries.

This demonstrates that organisations are analysing and communicating their impact.

5. Can we improve our outcomes?

Organisations can show that regular review and evaluation of their work is undertaken. They can show that consideration has been given to where targets have been achieved and where they haven't. They can show how they have learnt from what they have done and demonstrate how they have adapted their work to increase its effectiveness.

This demonstrates that organisations are learning and moving forward.

The development of the Surrey Impact Framework has been funded by a Government grant through Transforming Local Infrastructure, which is being delivered by Big Fund, the non Lottery funding arm of the Big Lottery Fund. Transforming Local Infrastructure is providing better support for frontline civil society organisations by transforming local infrastructure services.

