

COMMUNITY ACTION: MK

Monitoring and Evaluating Your Project

Monitoring and evaluation are important parts of any project as they help you to check you are on track, and allow you to see how you can better deliver your service to meet the needs of your users.

Monitoring is about checking your progress, often by reviewing your performance against pre-set targets, sometimes called 'Milestones'. Evaluation takes it one step further and looks at what you could do things better to improve your project.

There are lots of ways to monitor and evaluate your project, but you need to be able to evidence your progress with statistics and data which supports your activities. For example, if you plan to run a lunch club which attracts thirty people in the first six months, you need to keep data on how many people have attended (this is monitoring) but you may need to ask those people what they like and dislike about your service to evaluate it.

Ideas for evaluating your project

There are lots of ways you can collect evidence to evaluate your project. We have listed a few ideas below:

- Questionnaires
- Observation
- Case studies
- Attendance lists
- Feedback forms
- Video diaries
- Pictorial images about people's experiences
- Interviews
- Focus groups

When you are collecting this data, it is important that you use a system which suits your users' needs as well as your own. For example, if you are working with children, lengthy questionnaires may not be a suitable method, but you could ask the children to draw smiley faces about whether they liked your project.

Consider what information you are collecting and only collect data on things that will help you to run your service better. If you ask people to evaluate things too much, they will soon be fed up!

If your project is on-going, it is also a good idea to get 'baseline' data – this is a check of where people are at at the start of your project. You can then measure their progress at key 'milestones' in the project to show what difference your service has made.

Further Resources

[Charities Evaluation Services](#)

[Big Lottery Fund](#)

[Charities Information Bureau](#)

Talk to our Support Team for more help
Support@CommunityActionMK.org or call 01908 661623

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Information taken from Islington Voluntary Action Council, Pembrokeshire Association of Voluntary Services, and NCVO

This information sheet has been produced by Community Action: MK and was last updated in 2015. Community Action: MK has taken all reasonable precautions to ensure that information contained in this document is accurate, but stresses that the content is not intended to be legally comprehensive.