

Monitoring & Evaluation Toolkit



asian resource centre
croydon

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ARCC Monitoring and evaluation toolkit

Comparative study

Current quality assurance systems out there and what areas do they cover?

	PQASSO	Customer Service Excellence	Excellence Model	Investors in People (IIP)	Investing in Volunteers	ISO 9001	Quality First	VISIBLE
Leadership / Management	✓	x	✓	✓	✓	✓	✓	✓
Financial Management	✓	x	✓	x	x	x	✓	✓
Staff / volunteer management	✓	x	✓	✓	✓	✓	✓	✓
Process Management	✓	✓	✓	x	x	✓	x	x
Learning and Development	✓	x	✓	✓	✓	✓		
Governance	✓	x	✓	x	x	x	✓	✓
Equality and Diversity	✓		✓	✓	✓		✓	✓
Involvement of users	✓	✓	✓	x	x	✓	✓	✓
Outcome Focused	✓	✓	✓	x	x	x	x	x
Environmental Issues	✓		✓	x	x	x	x	x

	PQASSO	Customer Service Excellence	Excellence Model	Investors in People	Investing in Volunteers	ISO 9001	Quality First	VISIBLE
Experience of use in the sector	High	Low	Low	High	Medium	Medium / high	Medium	Medium
Suitability for size and type of organisation	All voluntary and community organisations	All	Not well suited to small organisations	All	All organisations	using volunteers	All Small / no paid staff Community	Community organisations
Areas covered	All areas	Focuses on service users	All areas	Focuses on development of people to support your objectives	Focuses on management of volunteers.	Focuses on your quality management system.	All areas	Operating standards for community organisations
Demand on staff time	Medium	Medium	Medium / High	Medium	Medium	High	Low / medium	Medium
Cost to buy a copy of the standards	Low	Free online	Low	Free online	Free online	Low	Low	Low
Complexity	Low	Medium	High	Medium	Low	High	Low	Low
Support / training available	Workbook and CD-ROM for doing it yourself Local network of mentors Training	Free online self-assessment tool and guidance Consultancy and Training	Publications Training	Free online diagnostic tool Support is built into assessment process.	Free online toolkit E-learning programmes Support is built into assessment process.	Publications Training Consultancy	Not available	Free online support, guidance and resources Network of local agents
Cost of face-to-face support / training	Low	Medium	High	Medium	Low	High	Not available	Low
Availability of external accreditation	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes

Quality standards areas

Organisational elements

1. Organisations mission, aims and objectives

The organisation has clearly defined purpose and values, and plans how to go forward in the short and medium term. The organisation understands the changes it wants to bring about to or on behalf of its clients and plans how to achieve the change.

2. Leadership and management

The organisation provides effective leadership and clear direction to make the most of their people time and resources to deliver high quality services. Leaders adopt a culture of support and learning for their staff.

3. Governance

The organisation is well run and responsible. The organisations work reflects its purpose and objectives. This involves planning for the future, managing money effectively and being accountable for the organisations activities and decisions.

4. Financial management

The organisation's income is sufficient for running its planned activities, the money is well managed and financial controls are in place to ensure the organisations money is well accounted for.

5. Monitoring and evaluation

The organisation has a system to regularly collect information about the organisations progress. The information is used to plan, improve and develop the service. The organisation evaluates the actual impact of its projects against its set aims. It analysis the information to establish whether it has achieved what it set out to do and draws out learning for future projects.

Service delivery elements

1. Customer service

The organisation involves its beneficiaries in project design, development, management and evaluation. Service user's views and opinions are actively sought by the organisation on how to improve existing services; people are treated fairly, respecting individual needs.

2. Managing human resources

The organisation acts to understand that one of the most valuable resources it has is its people as it is through them that its vision will be realised. The organisation supports, motivates and takes care of its staff and volunteers to better equip them to meet the needs of it beneficiaries. Competent staff who are happy with their job roles are recruited to ensure productivity, loyalty, long term sustainability and program success. The organisation seeks and utilises training and learning opportunities for individual and organisational development.

3. Partnership working

The organisation works with other organisations and agencies to create new opportunities, better services and sustainability for projects. It builds good relationships with its partners to overcome the challenges and realise the benefits of partnership working such as better outcomes for beneficiaries.