

Case Study
30th | April | 2021
Suffolk Rape Crisis

Diane Wilson
Head of Operations and
Development

Suffolk Rape Crisis

Suffolk Rape Crisis (SRC) sought to contract a freelance monitoring and evaluation partner to support the organisation to undertake the monitoring and evaluation of current funds, and to develop the monitoring and evaluation systems and processes across its direct services: counselling; outreach; and helpline.

Impact Funding Partners (IFP) undertook a user led design approach to engage with the different teams involved in gathering, inputting and using monitoring information. This included an initial survey followed up by one to one interviews and focus groups with the three distinct groups: staff; counsellors; and volunteers. To maximise participation and remove potential barriers, a range of methods was used including offering evening sessions.

As part of this commission, IFP was given access to highly sensitive and confidential client information held on SRC's DPMS database and SharePoint system. We carried out a review of the information held, adhering to GDPR and good practice. We considered whether the right information was being gathered, was it at the right time in a client's journey and were the questions being asked appropriate, could they be overly intrusive or triggering? This was then followed up and explored via the survey, interviews and focus groups, all leveraging a user led design methodology of co-production so that lived experience of service users threaded through this approach.

From the desk research and initial survey, some key themes emerged. Our final report included an in-depth monitoring and evaluation framework which was segmented to support SRC in the three areas requested: reporting to funders; accessing evidence for future funding applications and supporting organisational planning and development. IFP split recommendations into short, medium and long term to assist SRC on its journey to becoming an active monitoring and evaluation organisation.

We provided added value by producing a bespoke Suffolk Rape Crisis Monitoring and Evaluation Toolkit, sharing a Twitter analytics guide and developing templates to easily gather monthly highlights for social media and to report to outreach service funders, clearly linking back to funding applications and national outcomes. Tailored funding searches were offered as part of our support, both for the organisation and the clients.

At the conclusion, IFP met again with the three teams separately to review the process, the outputs from the process and to demonstrate how some of the tools could be used in their work. This conclusion built confidence, ensured that everyone remained engaged and that there was buy in to the next steps to move forward with monitoring and evaluation as an organisation.

We held a final implementation meeting with the Director to go over all the materials and to ensure that they had what they needed. Feedback received was positive including "The tools look great". "It has been incredibly helpful and has been so great at getting everyone to think more about the processes internally".

" IFP worked collaboratively and supportively with the team to create processes that worked for them. I would thoroughly recommend IFP and look forward to working with them in the future". Amy Roch, Director

 info@impactfundingpartners.com

 01383 620780

impact | FUNDING PARTNERS



www.impactfundingpartners.com

Impact Funding Partners

Robertson House, 152 Bath Street, Glasgow, G2 4TB

Scottish Charity Number: SC035037

Company Number: SC261186

@Impact_Funding

