



Support
After Suicide
Partnership
supportaftersuicide.org.uk

Monitoring & Evaluation Guidance Document

Last updated on: 15th January 2024

Contents:


Section 1: Introduction

Section 2: Monitoring

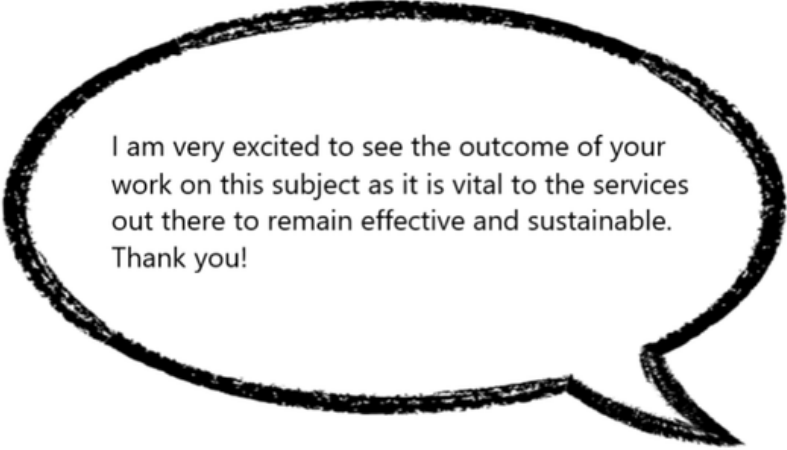
Section 3: Evaluation

Section 4: Conclusion

Insight from commissioned services, on the topic of monitoring and evaluation:



Any help on this subject would be appreciated and taken on board.



I am very excited to see the outcome of your work on this subject as it is vital to the services out there to remain effective and sustainable.
Thank you!

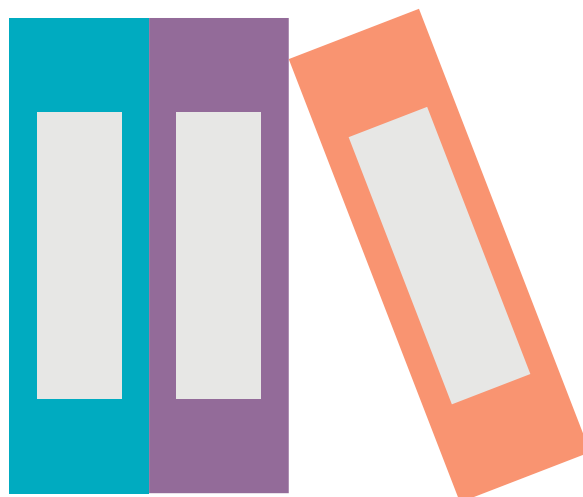
Section 1: Introduction

Why have we created this?

Last year, we reached out to all commissioned suicide bereavement support services across the country, with a survey on evaluations. The survey explored questions around experiences that services have had, when it comes to undertaking evaluations and we heard back from a huge number of services, like yourselves, representing areas across the country.

Your feedback and insights into what aspects you found difficult and what barriers might currently exist, fed directly into the creation of this toolkit. Our aim with the toolkit and the suite of resources you will find within it, is to offer suicide bereavement support services such as yourselves with all the support and guidance you might need, when undertaking an evaluation. We wish to keep this toolkit 'live' – as we learn more about how the resources are being used and what you're finding helpful/what else you'd like support on, we will update the toolkit with resources accordingly.

This is a supporting document to introduce both 'monitoring' and 'evaluation' – the purpose of both, their differences and how they work together.



Section 2: Monitoring

Monitoring is the routine collection and analysis of service delivery data to support operational, day-to-day decisions. These include the measures that you are collecting on a regular basis through everyday activities, that feed into reports such as monthly or quarterly reports. Example of such measures can be found in the table below.

When identifying indicators or data points to monitor, consider 'what will this information tell us' and 'what would be most helpful to learn from/to improve delivery from these measures? Below are some helpful tips to support you with these decisions:

- Ensure same measures are collected each period to allow for comparisons
- Decide what measures will be collected and what information is needed to track any growth or change
- Check on data collection/measurement methods and whether they are appropriate
- Check on processes such as who will be doing the measures collection and are there any regular reports to analyse measures for etc.
- How often will the measures be collected – timelines
- Who are the measures going to be sent to/what reports etc.

Examples of monitoring

- Demographic information from service users
- No. of referrals coming in over a month/quarter
- Routes of referrals
- No. of new contacts received in a month/quarter etc.

We have created another resource specifically looking at measures collection within this toolkit, so please do read the resource called '**Data Checklist**' to get more suggestions on data points/measures for monitoring.

Section 3: Evaluation

Evaluation is the systematic collection and higher-level analysis of monitoring data, to support strategic decisions on service operations, with a view to continuously improve the service offer. An evaluation will take routine information collecting/analysis into account and will give you an opportunity to learn and improve service delivery, through being able to identify trends as well as any gaps or areas of improvement..

When planning an evaluation, it would be helpful to start pulling together monitoring measures for the last few months/quarters/years. If you have been creating reports for regular time periods, they will prove useful in recording higher level reviews and highlight any case studies/situations you would like to bring to attention. Below are a few points to help get you thinking about evaluations:

- What to consider when evaluating/pulling together an evaluation framework?
- Any past measures – do you have any data collected, through monitoring measures over the last year (or few years) available?
- Are there are reports or collated versions of this information/these measurements available?
- Additional aspects of evaluating 'impact' such as including more qualitative measures to add to quantitative data
- Evidence/feedback on partnership working – looking at feedback from other local partner organisations to showcase work such as outreach and embedding into local systems/networks

Evaluations will also include a higher level review of any service user feedback and case studies you might have collected through routine monitoring and they will also give you a chance to work through these qualitative aspects of your information through involving steering groups.

Steering groups are also a great way to involve people with lived experience and as part of this toolkit, we are hosting a webinar that will look at how to include people with lived experience in your steering groups, so please do have a look at that resource when it is live. The webinar will also be followed by a supporting document with tips on the topic.

Evaluation Stages:

Stage	Tasks
Planning (monitoring can continue to take place during this stage)	<ol style="list-style-type: none">1.Create clear parameters for data you might want to include – check what you have through regular monitoring.2.Clarity who the evaluation is for and what information (if any specified) they want to see.
Evaluating	<ol style="list-style-type: none">1.Pull together data you want to include, including potential case studies/qualitative information.2.Try and find supporting information for your data, that will allow you to go beyond regular data analysis, and allow you to identify ways to improve service delivery.
Learning	<ol style="list-style-type: none">1.Work closely with your commissioners and steering group to work through the evaluation and identify learning points for future delivery.2.Integrate learning points and any gaps identified into planning for the next year of delivery and don't forget to adjust/update any monitoring measures as required.

We have also created an evaluation timeline template, for this toolkit. Please do consult that resource to gain further information on the stages and points in the table above.

Section 4: Conclusion

Although there are differences between monitoring and evaluation, they work together to support each other. Monitoring allows you to capture regular data on service delivery, providing you with consistent and ongoing insight into impact. This can be helpful for regular contract management meetings or just gaining insight into monthly/quarterly activities taking place. Evaluation allows you to analyse that insight on a higher level, take notice of any bigger picture trends or patterns, and identify gaps/learning points for the future. This can then, in turn, help shape what future monitoring might entail.

It is important to understand that monitoring can continue when an evaluation is being planned and taking place.

By undertaking both activities, and understanding how they work together as well as influence each other, you can get the most out of monitoring and evaluation. This will allow you to learn and evolve service delivery accordingly.

Contact Us

For questions or clarifications, please reach out to us: info@supportaftersuicide.org.uk



Support After Suicide Partnership