

Guidance Information on Setting Outcomes and Indicators

What is an outcome?

Outcomes are the changes or differences that you hope to make through your activity. It can be helpful sometimes to ask yourself the question, 'What is the problem we are trying to solve?' and then based on that problem, you can start to think about the outcomes you hope to work towards. We recommend having outcomes so that you can measure the difference that you are making, not only so that you can prove the value of your work maybe to funders or to an external audience but also so you can improve your activity/service as well.

How to write an outcome

Because outcomes are about change, they should always contain a change word and by that we mean a word like increase, decrease, reduce, improve. They should describe the 'who', 'what' and 'how' of change. So, for example, if we had an outcome that was 'older people will feel less isolated', the 'who' is older people, 'what we are hoping to change' is how isolated they feel, and how do we hope that will change is the 'less'. So, the 'how' refers to the direction of change rather than how will we change it. The direction of change is the increase, decrease, more, less. So, if an outcome is about change and describes the 'who', 'what' and 'how' of change then it's a well written outcome.

What is an indicator?

Once you know what changes or differences you're trying to make that's your outcomes. The next step is for each of your outcomes to set some indicators. Indicators are the things that you measure to tell you whether or not you're achieving your outcomes. Indicators will tell you what questions you need answers to and they'll tell you where you can get evidence about those changes happening. Indicators are especially useful when you are trying to measure softer outcomes – so things that are more subjective. An example might be an increase in confidence. Indicators will tell you what you need to measure to see if you're achieving that outcome of something like increased confidence.

For a simple video explanation of the above information please visit the link below:

<http://www.evaluationsupportscotland.org.uk/evaluation/stage-1-getting-started>

Guidance for answering Question 11 on the Application Form.

Emergency Assistance Food & Essential Supplies Grant Programme Outcome

Relief or prevention of suffering for Vulnerable citizens (Children & Families and other adults) who are struggling to afford food and other essentials due to COVID-19

You will need to demonstrate how your proposal will meet this outcome. We recommend you have no more than 3 or 4 project outcomes.

To help you, we have prepared a worked example for a food bank and shopping service.

Emergency Food Assistance Programme Outcome	Project Outcome	Outcome Indicators
Relief or prevention of suffering for Vulnerable citizens (Children & Families and other adults) who are struggling to afford food and other essentials due to COVID-19	<p>Increased access to food / emergency provisions</p> <p>Increased support for vulnerable citizens through a shopping service offer</p> <p>Increased resilience of individuals accessing food offer</p>	<p>Number of individuals accessing foodbank and in receipt of food parcels, case studies on impact of this service</p> <p>Shopping and prescription service take up, number of volunteers, case study on impact of this service</p> <p>Case studies on impact of the service and number of referrals to citywide accredited IAG or local IAG offer</p>

Outcome Evidence Collection

Grant recipients will be required to collect both outcomes and delivery outputs data including the demographics of the people/groups they help and the type of support provided.