





Jan Holden

Nick Little

Norfolk Library and Information Service



Norfolk County Council

Norfolk & Norwich Millennium Library

We hope you enjoyed today's session. We value your comments and would appreciate you spending a few minutes briefly summing up your experience today.

Thank you

Brilliant class Very fun
made an unusual poem
But very enjoyable !!

Get Digital Tablets (Week 2)

Your postcode:

	Strongly disagree								Strongly agree	
	1	2	3	4	5	6	7	8	9	10
I learned how to use online services safely and securely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I learned how to how to access the internet and save images	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know how to download apps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Following this activity, do you now intend, or feel inspired to do any of the following?

☐

Use computers, laptops, tablets more regularly

☐

Share what I've learned with friends and family

☐

Learn more about the internet

☐

Use the library more often

Do you have any additional feedback?

Thank you for taking part in this evaluation. It helps us understand the impact our activities have and allows us to make improvements.



- Libraries deliver wide range of outcomes
- Libraries are often unable to provide a detailed picture of the value of their work
- Evaluation within libraries and of soft outcomes generally, can be inconsistent, or of limited value



- Impact is a simple and quick evaluation framework that can evaluate soft outcomes
- Has been developed into a piece of software
- Can be used by local authorities, medium and large organisations and community groups
- Created by Norfolk Library and Information Service and shared with Norwich City Council



- Impact uses a series of evaluative statements, linked directly to outcomes, to assess value of interventions
- Evaluative statements are mapped against corporate priorities of each local authority
- Activity is also linked to international, national and local campaigns, funders, and other measures



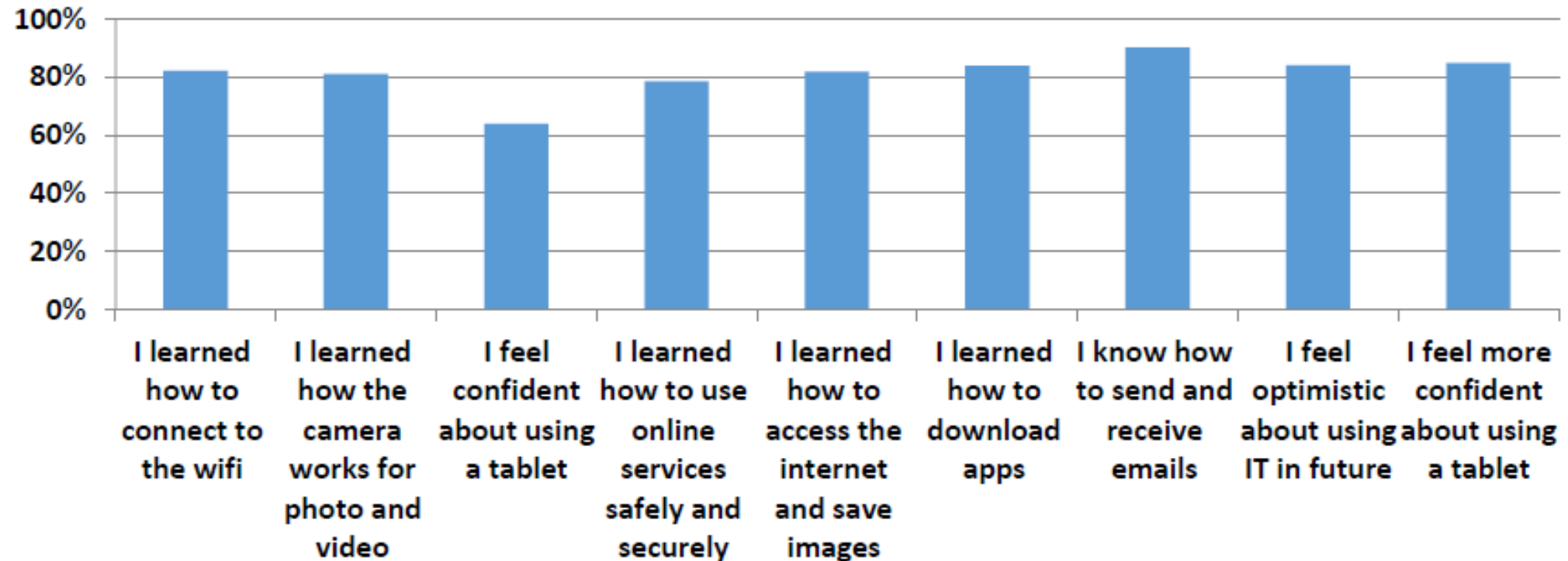
- Impact evaluates outcomes relating to Skills, Learning, Information, Leisure, Wellbeing, & Health
- Also evaluates outcomes relating to people's sense of community, the environment, equality and diversity, and places people live
- Further development will create highly specified outcomes that can be linked to beneficiary groups

Get Digital Tablets (Full Course) 2016-17

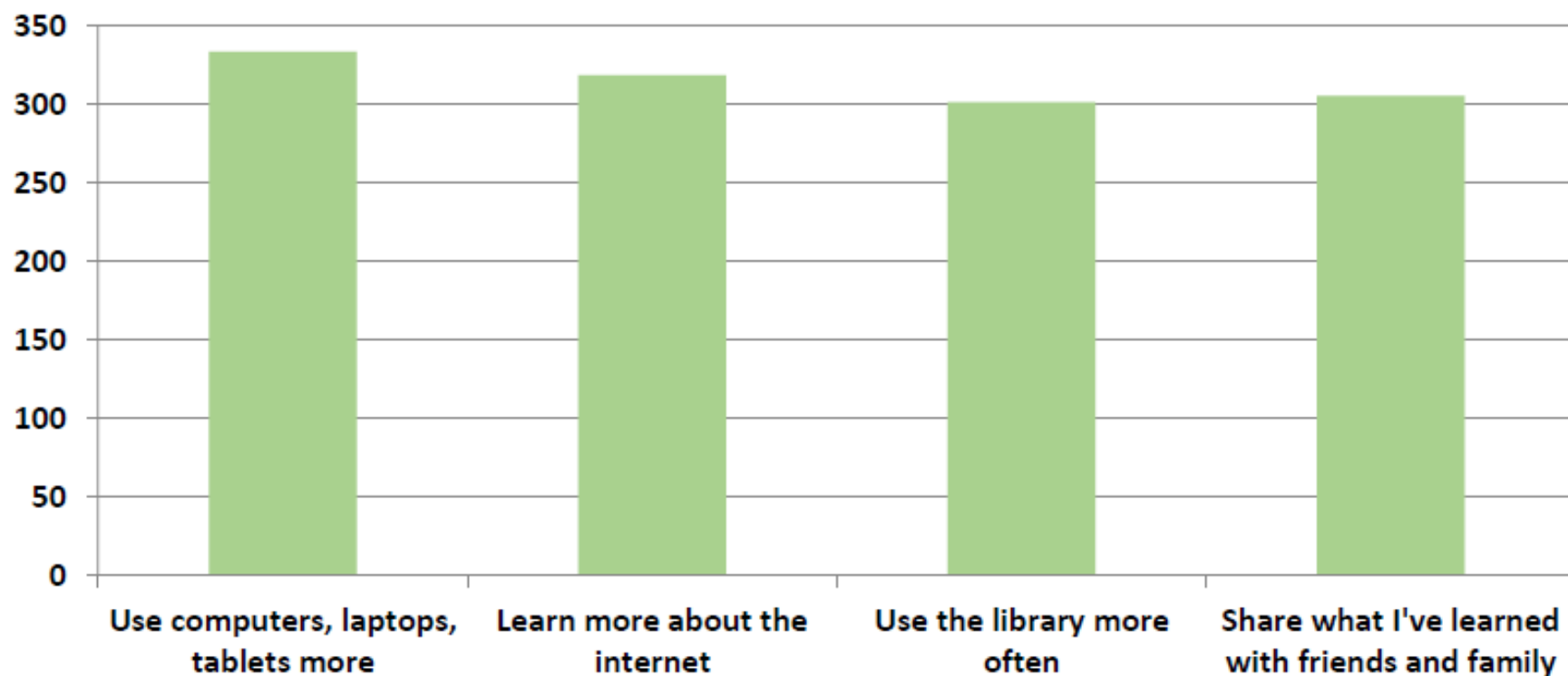
Number of attendees:

548

Statements

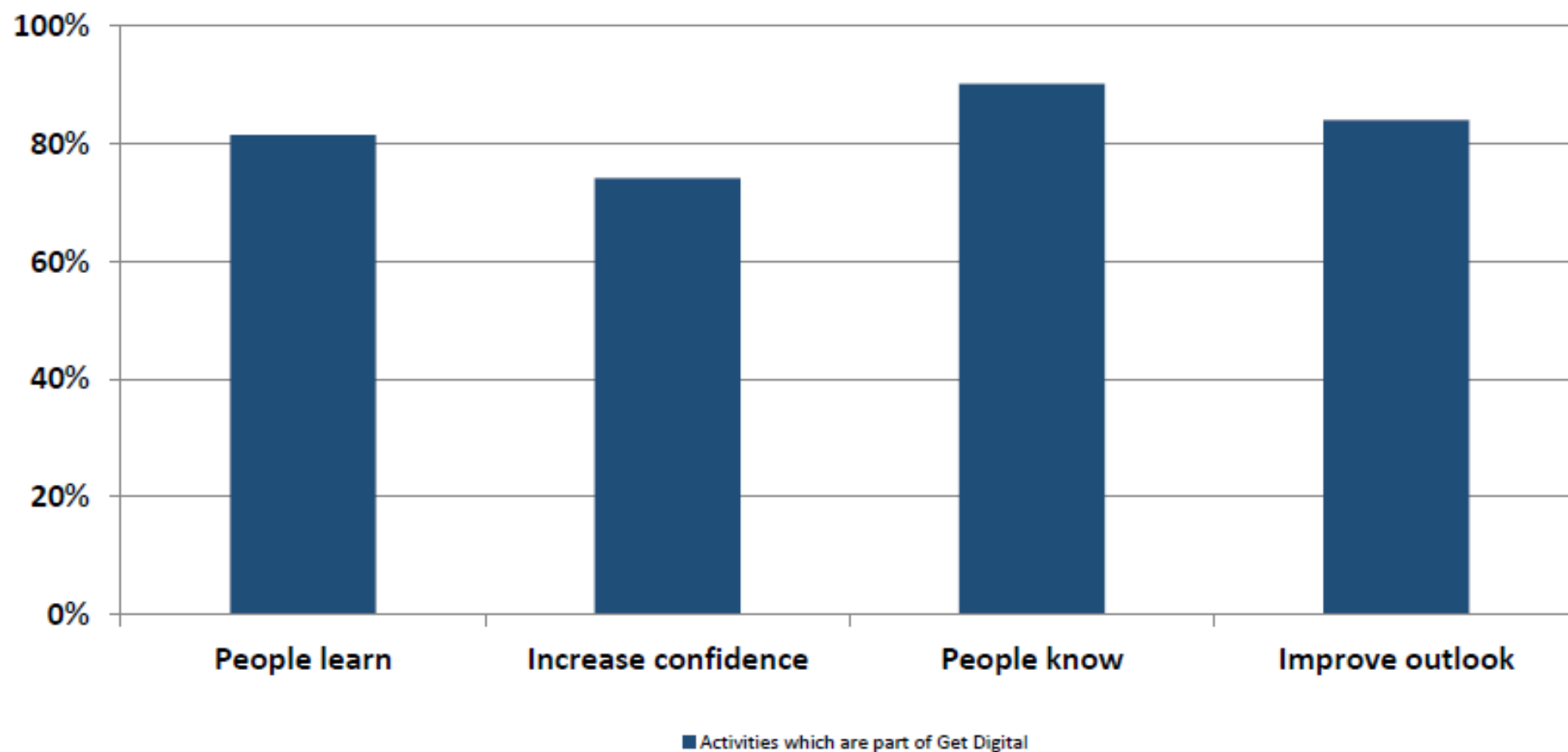


Progressions



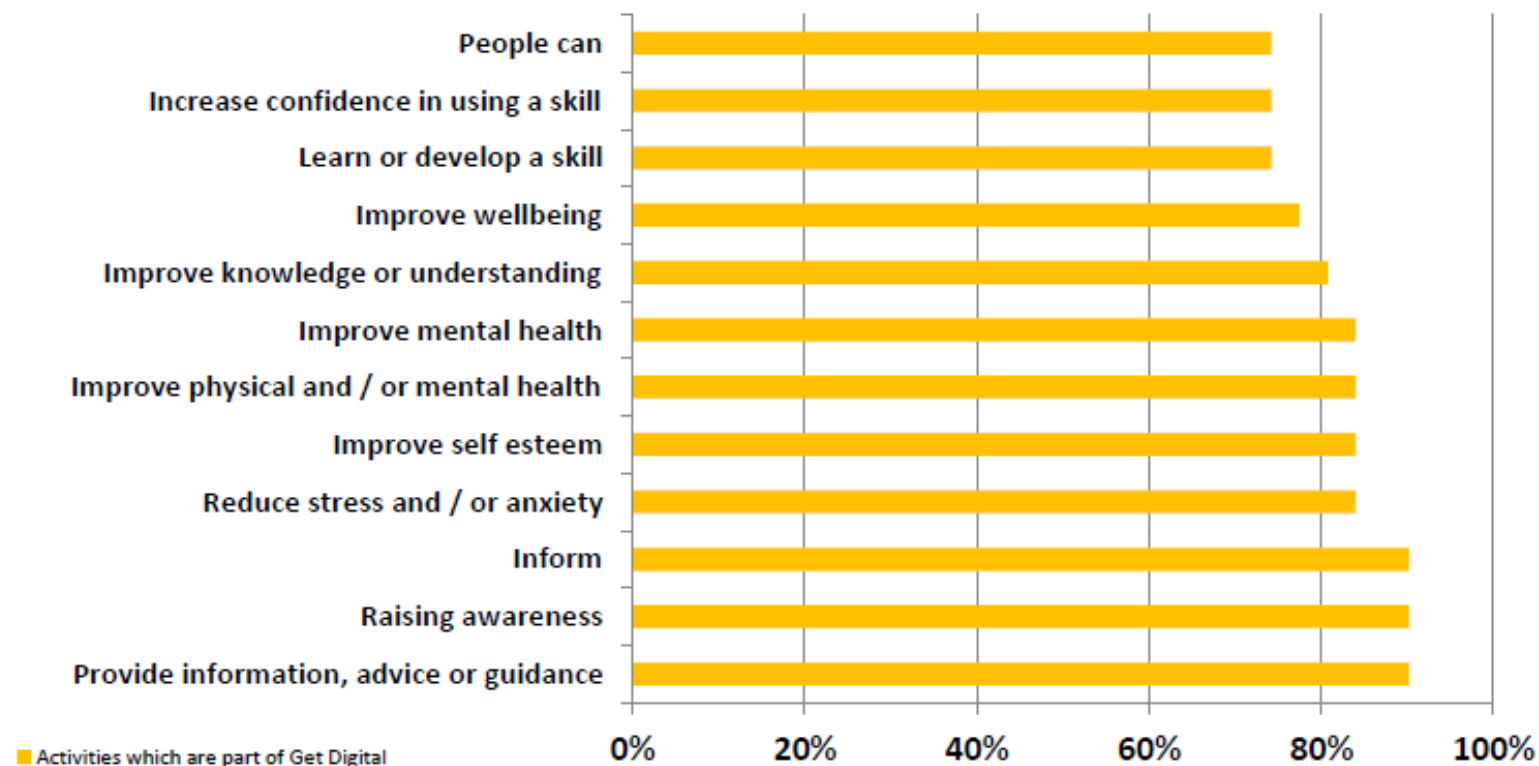
Get Digital Tablets (Full Course) 2016-17

Primary outcomes



Additional outcomes

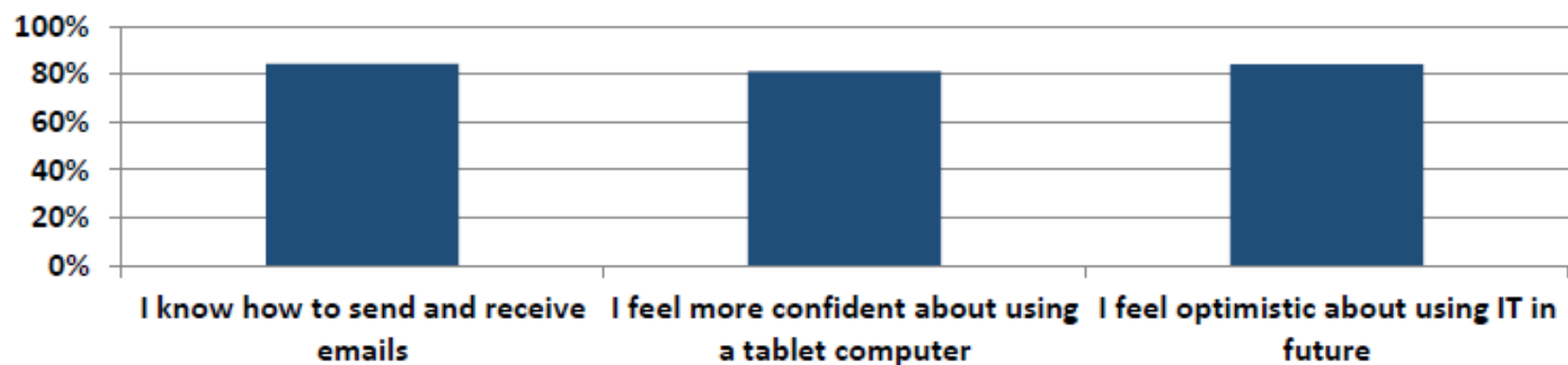
The chart below shows additional outcomes which your activity scored well on. Whilst these were not your primary outcomes, the questions you asked on your evaluation allowed us to measure these outcomes, too.



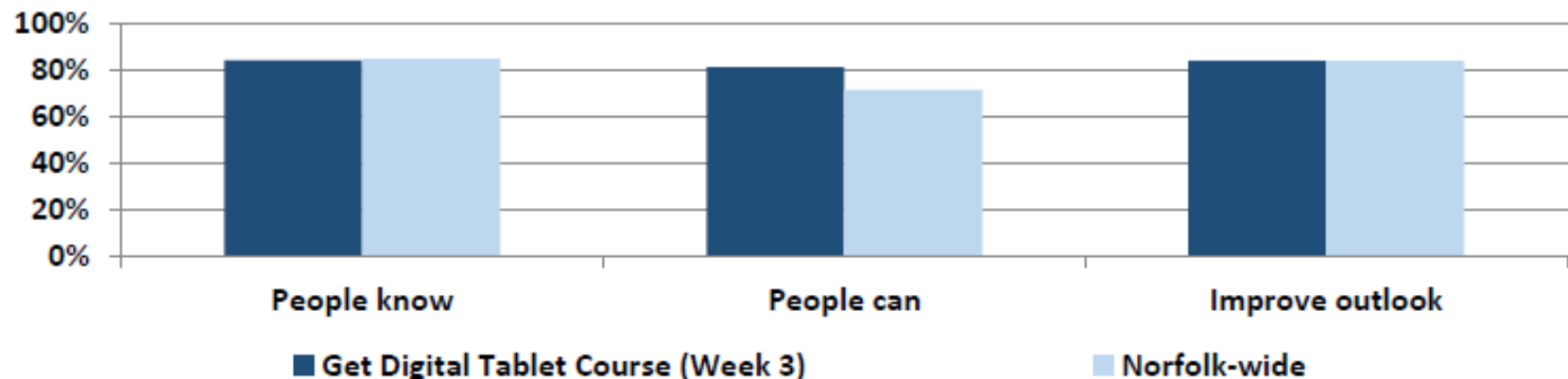
Get Digital Tablet Course (Week 3)

Number of beneficiaries: 50
Number of evaluations completed: 47 (94%)

Statements



Primary outcomes





Future development and scope

- Adding Impact stories to the software
- Business owned by Norfolk County Council and Norwich City Council
- Web-based product
- Free to all community groups
- Sold to local authorities, funders and large organisations and campaigns
- Potential incorporation of SROI calculations and monetary analyses

Welcome



Your dashboard

Max Griffiths

You have entered **10** activities, and **4** evaluations

Add a new activity

-- or select an activity from the list below to view --

Community litter pick

A community litter pick to tidy up the area and bring the community together

Evaluations: **1**

Add evaluation

View evaluations

Add attendance

Add Impact Story

Add evaluation results

You can't run reports until you have added data

Edit this activity

[Not you? Logout](#)



Add an activity: who?

Who is your audience?

the wider community

Who are your target beneficiaries? Select any which apply

The general public (no specific targeting)

Homeless

Living in poverty

BAME

Addiction issues

Unemployed

Long-term unemployed

Victims of crime

Long-term health conditions

Carers

LGBT

Ex-offenders

Older people

Children

Young people

Parents

Mental health needs

Gypsy / Roma / Traveller

Migrants

Disabled (learning)

Disabled (physical)

Refugees

<<

>>



Add Impact Story

Community litter pick

Date

5

June

2018

Venue

Jubilee Park

Please provide a brief executive summary

A community litter pick was held and an isolated family who spoke very little English and had recently moved into the area came along. By the time they left, they had made a number of new friends.

Who was the beneficiary?

A local family who spoke very little English

What was the situation for the beneficiary?

They had recently moved into the area, knew no-one and were very isolated.

What did you do?

Held a community litter pick, made sure they were introduced to people who lived locally.

What was the impact for the beneficiary?

They made their first meaningful connections with others in the neighbourhood. They no longer felt isolated and began to feel part of the community.

<<

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Add results

Max's Test

	Strongly disagree					Strongly agree					
	1	2	3	4	5	6	7	8	9	10	
The pace of delivery was good	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
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Questions