



Monitoring and Evaluation Triangle

For help or support on monitoring and evaluating your service contact Devon Voluntary Action (DeVA) via email at support@devonva.org or call 0845 6099901

Action Point:
Identifies gaps in reach, outlines unit costs and value for money

Can ask questions such as:

- How many people benefit or could potentially benefit from the service?
- How many sessions did the service provide?

Action Point:
Plan and improve day to day running of services

Quality

Quantity

Monitoring

Evaluation

Impact

Action Point:
Consider your long-term planning and service development

Can ask questions such as:

- What worked well?
- What can be improved?
- What does the service need to provide now?

Can ask questions about the difference the service has made such as:

- What difference has it made to service users?
Ensure you clearly define your service users as it may involve more than one group of people (e.g. a children's centre will have children, families and parents as service users)
- Has it made a difference to the wider community?