

Appendix 5 – TCDT Business Plan

Monitoring and Evaluation Plan

TCDT is committed to measuring the difference that the ownership and re-development of the Civic Centre makes to the Tullibody area and the people that use the facilities. TCDT intend to undertake continuous evaluation which will measure the social and community impact of the services delivered in the Civic Centre. This will provide valuable insights to help serve local people better. Regular monitoring and evaluation will provide a review of the diversity, breadth and depth of change the activities taking place in the Civic Centre has and the effect this has on improving people's health, skills, family lives and life chances. Monitoring and evaluation will also enable TCDT to report on their impact to funders and stakeholders such as Clackmannanshire Council.

TCDT have set in place a system for project review which will include the following:

- Monthly Trustee Meeting – after each meeting
- Once staff are employed a Trustee will meet with key staff monthly. After each meeting a list of action points will be produced; this will be reviewed at the next meeting.
- Monthly review meetings. These will be attended by Trustees, key staff and consultants such as the Design Team during the capital redevelopment and will review progress according to targets and budget, procurement, capital management during capital redevelopment, discuss any requirements for additional marketing, link in with the developments throughout the Civic Centre and develop an action plan for dealing with any ongoing problems.
- Regular reports to funders will enable TCDT to keep an eye on progress in terms of budgets, progress, challenges and opportunities and achievement of stated outcomes.
- Stakeholder and Partner feedback will be sought from all partners and stakeholders involved in the Civic Centre to ensure that the capital development and other projects meet their needs and that any challenges identified can be solved efficiently.
- User Group and Focus groups will be run to offer users of the Civic Centre the opportunity to feed back their thoughts on how the project is progressing and any new or different activities they would like to be included and to ensure co-production and management of services and facilities.
- Legislation and local strategies will be reviewed regularly for updates which would require TCDT to make changes in terms of the activities/facilities offered, methods of operation, policies and financial reporting.

To measure progress towards outcomes being achieved TCDT will undertake a range of monitoring and evaluation activities including:

1. Staff, Board, member and volunteer surveys – these will be completed annually to ascertain opinions on progress towards organisational objectives, asset ownership and the impact of the grants awarded.
2. Undertaking an annual survey of all organisations using space within the Civic Centre to ascertain whether the space is meeting their requirements and to ascertain recommendations for future development.
3. Undertake surveys with people accessing the many services taking place in the Civic Centre. The surveys will determine whether the facilities on offer are meeting individual's needs and are there other facilities required etc. Surveys will be both quantitative and qualitative and

will include open ended questions to ascertain the impact that having a community led community resource is having on residents lives.

4. Observation of activities taking place and monitoring of visitor numbers.
5. Organisations delivering services in the Civic Centre such as the Heritage Centre will have their details recorded including contact details and the services they provide. These organisations will be asked to provide additional information including the number of people they employ, numbers of volunteers and the number of beneficiaries/people they support annually.
6. TCDT will establish a user group which will meet twice a year to discuss issues that have arisen, challenges and opportunities. This will help to monitor and measure impact and changes that may need to be made.
7. Focus groups will be run annually with service users, cafe users, organisations renting space and fitness and event attendees to measure the impact that the different facilities/services provided are having on them, their families or the people they support. This will be valuable to ensure that we can detail the achievement of objectives both in relation to funders but also wider organisational objectives.
8. A Suggestion box in the café and at reception will allow Civic Centre users to make suggestions anonymously

TCDT will use the information gathered for the following purposes, and will ensure that all paperwork is managed in line with their GDPR policy:

- to track progress of outputs, outcomes and indicators particularly in relation to funding bids
- to improve implementation of services and facilities on offer in the Civic Centre
- to market the Civic Centre more effectively
- to ensure equality of access to the Civic Centre
- to disseminate best practice and showcase success
- Leverage of further funding

As described in the previous section information collated will be used to measure and track progress of the project to ascertain whether overall project outcomes and indicators are likely to be met. The use of an electronic database will ensure that information on project progress is readily available and can easily be fed into monthly project management meetings.

Reviewing progress will also facilitate dissemination to key stakeholders. This will be in relation to:

- Project progress and achievement to date
- Evidence of community participation and engagement
- Community usage of the different facilities offered
- Income and expenditure
- Participant feedback
- Opportunity for improvements and new projects which could be delivered.

Robust monitoring and evaluation systems are already in place to manage and monitor project progress and budget and these systems cover project specific outputs, results and financial management. Regular feedback will mean that the trustees can be more responsive to any challenges, with project or financial progress, and also identify best practice quickly.

TCDT acknowledge the need to assess the progress of the project on an ongoing basis and have developed outcomes according to SMART principles and have set a number of measures in place to allow them to track progress throughout the project lifetime.

Information gathered from tracking progress will help us to ensure that the capital project is on track. Using RAG status will allow TCDT to identify problems early on and to make changes so the project achieves its outcomes. Feedback will allow them to make improvements to delivery of the project to ensure people accessing facilities and services are happy with the quality and delivery. The project will be reviewed monthly throughout the project lifetime. Management meetings will allow staff to discuss challenges and achievements and to consider changes that could or should be made.

The monthly reviews will focus on:

- Project development
- Challenges and opportunities
- Income and expenditure
- Funding
- Marketing
- Achievement towards outcomes for the Civic Centre as a whole, organisations using its facilities and beneficiaries.

Fundamental changes will then be reported to the Trustees for their consideration and if necessary funders. This will support the trust ensuring that the project remains within budget, achieves milestones and outcomes. Reviewing progress will provide evidence to inform future project delivery.