

# The CAVEAT Study

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## Community And Voluntary Organisation EvAluation Toolkit

<https://research.kent.ac.uk/caveat/>

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### Introduction to the Project and our Collaboration:

The COVID-19 pandemic highlighted the vital contribution of charities, voluntary organisations, local community and faith groups in supporting older people at home. However, there is a need for these organisations to demonstrate the scope and nature of the work they do; that they provide value for money; and that services are of a high standard and meet the needs of the people they support.

A consortium of researchers, public members and local voluntary, community and social enterprise (VCSE) organisations have collaborated to develop and test an impact measuring 'toolkit' for use by the sector.

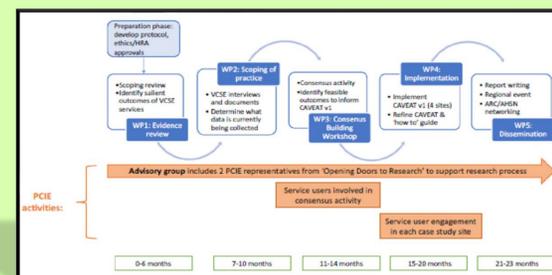
### Aims:

To develop and test a set of resources and guidelines - a 'toolkit' - that VCSE organisations can use to collect information and data to demonstrate their activity and impact.

### Objectives:

- 1) To carry out an evidence review of outcomes measured by VCSE organisations supporting older people in the community
- 2) To conduct Interviews with VCSE Leads and other key stakeholders, such as service commissioners, to determine what data is currently collected
- 3) To convene a 'consensus building workshop' with a range of experts and stakeholders to agree realistic outcome measures for inclusion in the toolkit
- 4) To produce a prototype Toolkit with a 'how to' guide.
- 5) To test the toolkit with 4 VCSE organisations (case sites) across the Kent, Surrey and Sussex region
- 6) To launch CAVEAT within the ARC network and nationally.

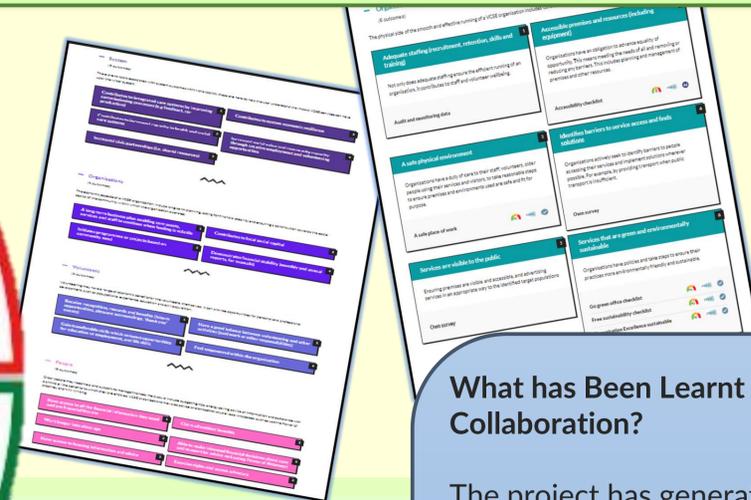
### Overview of the CAVEAT Project



### What has Been Achieved so Far?

The evidence review revealed 4 domains of outcomes represented within the CAVEAT Outcomes Framework - physical/health, social/interpersonal, economic, emotional/psychological. Outcomes can be applied at 4 levels within each domain - people, volunteers, organisations, system. Each outcome contains a description and links to measurement tools and suggestions for data collection methods. The Toolkit will be hosted on a website, this will also contain guidance for using the toolkit, key definitions and more general advice on research methodology.

Launching June 2023 during National Volunteers Week!



### What has Been Learnt Through the Collaboration?

The project has generated a lot of interest amongst VCSE organisations, commissioners and funders, health and social care providers and policy-makers including NHS England and the DHSE. We have learnt that by using participatory methods, a wide range of stakeholders can be brought together, each with different perspectives and priorities, to produce a useful and feasible resource for use by the sector.

Our Public Advisory Panel have been an integral part of how CAVEAT has developed. See here for our PPI blogs and Vlog: <https://research.kent.ac.uk/caveat/990-2/>

### What is Exciting About the Collaboration?

We are very proud to be able to provide this valuable resource free of charge to support VCSE organisations to demonstrate their crucial work

We envisage that the toolkit will help VCSE organisations secure funding and achieve equal footing with statutory providers in terms of strategic planning, decision-making and service delivery; potentially improving VCSE sustainability in the ARC KSS region and more widely