

# CAP+ M&E Toolkit



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*Developed with support from*

**inFocus**

# Preparing to use this toolkit

This document is intended as a resource for Terre des hommes (Tdh) staff teams who are seeking to implement CAP+ programmes at the country level within East and Southern European countries.

Based on the CAP+ theory of change this guide provides links through to indicators and data collection tools that can be used by Tdh staff to measure the **impact** of CAP+ programmes.

The structure of the guide follows the inFocus *7 steps to measuring social impact* curriculum shown below which takes organisations through seven key steps to conducting effective monitoring and evaluation, from preparing to conduct M&E through to using data effectively.



This guide can help you to:

- 1 Develop a country-specific theory of change for CAP+ programmes across Eastern Europe
- 2 Develop an indicator framework by providing indicators you can pick and choose for your programme
- 3 Provide data collection tools you can use/amend to measure against the indicators, either using the complete tools or selecting specific questions relevant to your region
- 4 Highlight considerations for implementing the data collection tools e.g. sampling and how to choose relevant tools



This toolkit is packed full of downloadable tools and resources that you can use for your M&E. You can click to access these tools and resources wherever you see the toolkit icon to the left and the icon to the right.



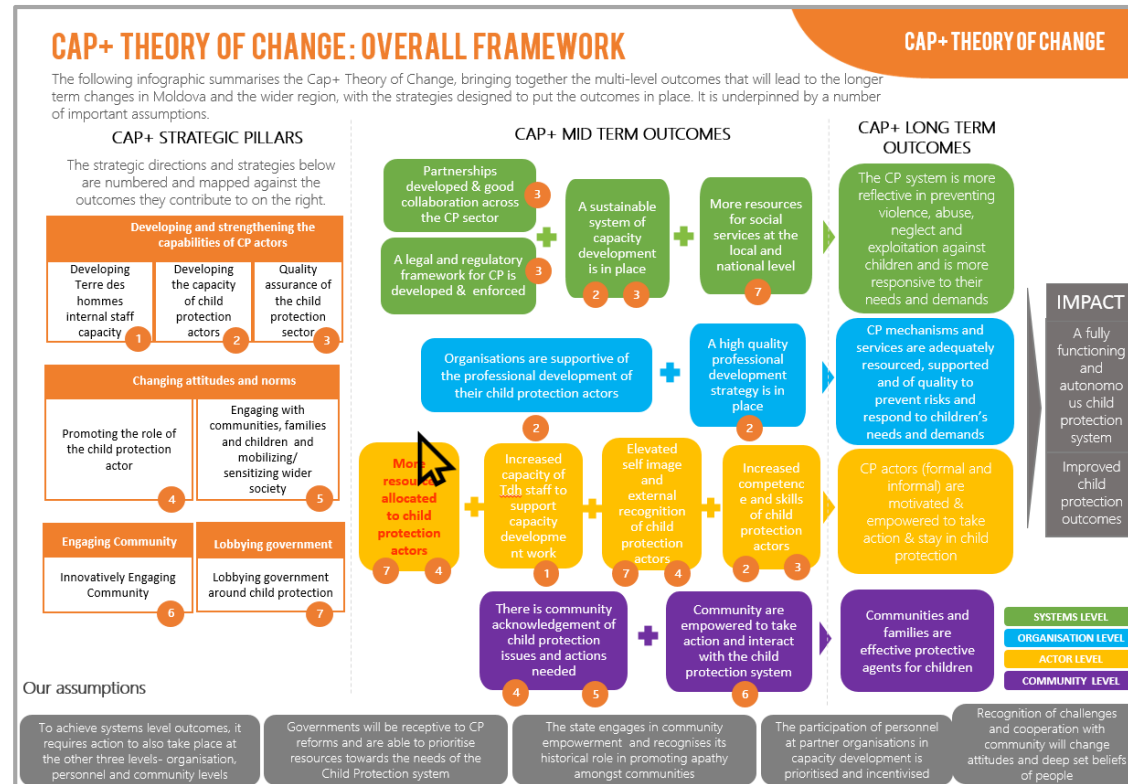
The guide is developed in Microsoft PowerPoint and easy to update and amend. Click on the icon to the left to view a short video on how to edit the guide.



*\*This framework covers how to measure outcomes generated by the CAP+ programme and not activities*

# Theory of change

The indicators and data collection tools contained in this toolkit are based on the outcomes identified in the Tdh CAP+ theory of change, developed across 2017, which highlights the key strategies, outcomes and assumptions for the CAP+ programme in Moldova. The outcomes in the theory of change are explored further with *evaluation/learning questions* in the indicator framework introduced on page 4.



## Tools and Resources



Click here to access the full theory of change documents for the CAP+ programme



Click here to access an eLearning introduction to the topic of theory of change



Click here to access a video giving the background to theory of change in 3 ½ minutes



# Indicators



The indicator framework is a *reference document* that includes a range of indicators and corresponding data collection methods and tools that could be used to measure different outcomes in the CAP+ theory of change. Each outcome is broken down by a number of learning/evaluation questions that explore the outcome in more detail. It is not expected that you will use every indicator, method and tool when using the framework and indicators can be selected depending upon the programmes you are running in your region. If useful, you can also use the Excel framework as your own internal indicator framework, deleting out the columns and rows that you do not need.

	A	B	C	E	F	G	H	I
	Outcome	What question should our M&E answer?	Indicator	Data Collection Method 1	Data Collection Tool 1	Question	Question Type	Question Source
1	Partnerships Developed and good collaboration across the CP sector		Extent to which partnerships we create are targeted towards mutual goals/common objectives (clear mandate)	Assessment	Partnership Assessment Scorecard	To what extent have partners identified SMART objectives shared by all its partners?	4-point Likelihood scale (To a Great Extent, Somewhat, Very Little, Not at All)	Partnership Assessment Toolkit, Canadian Coalition for Global Health Research
2			Extent to which partnerships we create have clearly defined/tangible benefits/outcomes (which are mutually beneficial)	Assessment	Partnership Assessment Scorecard	To what extent have partners jointly identified the outcomes that they are working towards?	4-point Likelihood scale (To a Great Extent, Somewhat, Very Little, Not at All)	Custom
3			Extent to which there are strategies/resources in place for partnership preservation in the face of change ( e.g staff changeover)	Assessment	Partnership Assessment Scorecard	To what extent have the partners (individually) defined any change management processes or strategies to deal with changes that may occur with the partnership?	4-point Likelihood scale (To a Great Extent, Somewhat, Very Little, Not at All)	Custom
4			Extent to which partners are complementary, correlatory and well - matched (skills, expertise, experience, resources)	Assessment	Partnership Assessment Scorecard	To what extent have the partners jointly discussed and formalized in an agreement what resources each partner will provide (fi nancial, human resources, equipment, indigenous knowledge etc)?  To what extent does the partnership have the necessary skills to fulfil its objectives?	4-point Likelihood scale (To a Great Extent, Somewhat, Very Little, Not at All)	Partnership Assessment Toolkit, Canadian Coalition for Global Health Research  LHA2 Partnership Self-Assessment Toolkit
5			Extent to which partnerships are guided/driven by a common plan (formal or informal e.g. MOU or written strategy)	Assessment	Partnership Assessment Scorecard	Is there a formal Institutional Agreement for the partnership? (yes, no, to some extent)	Yes/No/To some extent	Partnership Assessment Toolkit, Canadian Coalition for Global Health Research
6								
		Definitions	System Outcomes	Organisation Outcomes	Actor Outcomes	Community Outcomes		



## Tools and Resources



Click here to access the Excel indicator framework shown above. The first tab in the Excel workbook includes instructions.



Click here to access the inFocus guide on developing indicators that was developed with support from Tdh



Click here to find out more about indicators on pages 27-29 of the Tdh Monitoring Guide



Click here to find out how to create a indicator monitoring plan on page 3 of the Tdh Annex to the 'Design and implement a monitoring system' Guide

# Planning Data Collection

When selecting the data collection methods to use to measure outcomes in your CAP+ Programme, it's important to ensure that the method is suitable for your context. We advise considering the following questions when selecting methods:

- 1 How well does the method fit the indicator?  
Could you use a mixed method approach?
- 2 What resources are required to use the method?
- 3 Who are the respondents?
- 4 What methods and tools are we currently using?  
Can they be reused?
- 5 How participatory do you want to be?
- 6 What skills and experience do you have to use the method?
- 7 Do tools relating to the method already exist in the sector?
- 8 What are the advantages and disadvantages of each method?



## Tools and Resources



Click here to access the recording of the *How to Select Data Collection Methods* training on which the guidance above is based (you will need to add basic registration details to access)



Click here to access a 1-page guide from Tdh on *Choosing the right method : quantitative or qualitative?*



Click here and turn to page 26 of the Tdh Monitoring Guide to read about factors that take into account the challenge in data collection methods



# Data collection tools



We have developed twelve data collection tools for use against the indicators in the CAP+ indicator framework. You can access the Word version of each data collection tool by clicking on the link underneath the image of each tool below and they can be used as complete tools (with the exception of the Community Focus Group Guide, which uses more questions than we would recommend) or amended for use in your particular context. You are also welcome to take specific questions from the data collection tools and copy and paste into your own tools. The questions/items included in each of the tools are primarily customised and bespoke for Tdh to ensure that they collect the right data against indicators, although existing/validated tools were always consulted in the first instance.



## Partnership Questionnaire



This tool can be either completed on paper/online by the management/key contact within organisations receiving capacity development support from Tdh (Child Protection Actors). It explores which partnerships have been developed as a result of Tdh support and extent and sustainability of these partnerships. Ideally the tool would be used 6 months into an intervention and every 6 months after.



## Partnership Assessment Guide



This tool can be used by Tdh staff as a guide to assessing 1. the responses from the partnership questionnaire and 2. any documentation relationships formed between child protection actors responding to the questionnaires. Ideally the tool would be used 6 months into an intervention and every 6 months after.



## Family Member Interview Guide



An interview guide to use with the family members of children that have accessed services from Child Protection Actors supported by Tdh. Ideally it would be used before and after the support provided by Tdh.



## Family Member Focus Group Guide



A Focus Group guide to use with the family members of children that have accessed services from Child Protection Actors supported by Tdh. Ideally it would be used before and after the support provided by Tdh.



## Tools and Resources



Each of the individual data collection tools above can be accessed by clicking on the cursor icon to the right of each tool title



Click on the icon above to access a guide from Tdh on errors and bias in surveys .

1. Prepare
2. Decide to focus on
3. Develop indicators
4. Plan your data collection
5. Develop data collection tools



# Data collection tools



## CP Actor Questionnaire

A questionnaire for use with child protection actors (both formal and informal) that explores any changes that have occurred in relation to their role and performance of their role as a result of capacity development support from Tdh. Ideally the tool would be used at the start of a Tdh intervention as a baseline and then again every 6 months to 12 years.

## CP Actor Focus Group Guide

A focus groups for use with child protection actors. The focus group explores the attitudes/knowledge/views of child protection actors in relation to the response from communities to their work and the motivation for their work. Ideally the tool would be used at the start of a Tdh intervention and then again at the end of the intervention.

## Tdh Staff Questionnaire

An questionnaire for use with Tdh Staff to explore their child protection role, for example the extent to which they feel they have capacity and what support they feel they need to carry out their role. Ideally the tool would be used as a baseline/midline/end line questionnaire.

## Community Member Questionnaire

A questionnaire for members of communities in which child protection actors work. The questionnaire explores the attitudes/knowledge/views of community members towards child protection actors in their communities. Ideally the tool would be used at the start of a Tdh intervention as a baseline and then again every 6 months to 12 years.

## CP Actor Management Interview Guide

A interview guide for use with management within organisations (supported by Tdh) that manage child protection actors. The interview explores how the management feel their staff have developed/changed with support from Tdh. Ideally the tool would be used at the start of a Tdh intervention as a baseline and then again every 6 months to 12 years.

## CP Actor Management Questionnaire

An questionnaire for use with management within organisations (supported by Tdh) that manage child protection actors. The questionnaire explores how the management feel their staff have developed/changed with support from Tdh. Ideally the tool would be used at the start of a Tdh intervention as a baseline and then again every 6 months to 12 years.

## Tdh Staff Interview Guide

An interview guide for use with Tdh Staff to explore their child protection role, for example the extent to which they feel they have capacity and what support they feel they need to carry out their role. For this technique we recommend using the *Self Recording Interview* method. You can find a short guide (for internal Tdh use) [here](#)

## Community Focus Groups Guide

A focus groups for members of communities in which child protection actors work. The focus group explores the attitudes/knowledge/views of community members towards child protection actors in their communities. Ideally the tool would be used at the start of a Tdh intervention and then again at the end of the intervention.





# Data collection and management



Once you have collected your data, it is important to think about what software you will use to enter, store and analyse your data and how you will ensure that your data is **fit for purpose**. At this stage it is important to think about how to ensure that data from respondents is protected. We have included different *examples* for M&E software/applications below to give you an idea of what types of software are available to use for M&E:



Spreadsheets such as Excel or Google Sheets are one of the most common tools used to enter, store and analyse data from data collection tools. You can find a guide from inFocus on how to analyse quantitative baseline and end line data below.



There are also specialist online survey tools that can help both with adding data from data collection tools online and also (in some cases) the analysis of the data. Options you may want to explore include:

[KoBo](#)  
[Survey Monkey](#)  
[Zoho Survey](#)  
[Google Forms](#)  
[Typeform](#)  
[Client Heartbeat](#)  
[Survey Gizmo](#)  
[Survey Planet](#)



[NVivo](#) is software that supports qualitative and mixed methods research. It's designed to help you **organize, analyze and find insights in unstructured, or qualitative data** like: interviews, open-ended survey responses, articles, social media and web content.



## Tools and Resources



Click here to access the recording of the *How to set up a data quality process training*



Click here to access the Introduction to the Tdh Data Protection Starter Guide and Data Protection Risk Assessment



Click here to access a guide on generating graphs for baseline and end line surveys in Excel

1. Prepare
2. Decide
3. Develop
4. Plan
5. Develop
6. Collect and manage your data



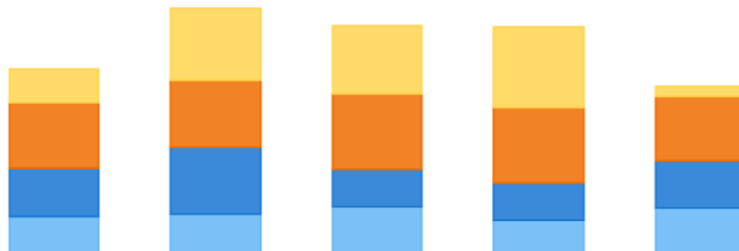


# How we use our data



Learning from your data is about telling the story of what happened as a result of your activities. We recommend going through 5 steps to get to the point where you can interpret and learn from your data:

1. Review learning questions and indicators
2. Select tools for analysis (e.g. Excel)
3. Prepare your data
4. Display your data - our guide [here](#) provides an overview of different options for displaying your data
5. Interpret and draw conclusions from your data



There are many different ways to use the learning from your data. A good starting point can be to create a calendar to plan when you can use your data across the year, for example:

- ▶ When/if data is needed by funders as part of the condition of receiving funding e.g. at the beginning or end of a grant
- ▶ When you could use the data as an opportunity for learning (what we call a 'learning event') e.g. monthly meetings and/or in an annual retreat
- ▶ When you could share data with key stakeholders or beneficiaries e.g. through an annual report or focus group
- ▶ Where you could use data for communications and marketing e.g. in a newsletter.



## Tools and Resources



Click here to view a short guide on different options for displaying data



Click here to access a training video, produced for Tdh, on qualitative and quantitative analysis



Click here to access a 1-page guide with 4 questions on how to analyse data



Click here and turn to page 36 and 39 of the Tdh Monitoring Guide to find out more about how to share information so it can be of use



Click here to access the Tdh Survey Data Analysis Plan or analytical framework

