



Definition of key terms

Monitoring: The routine and systematic collection of information against a plan. The information might be about activities, products or services or users.

Evaluation: Is making judgements about the value of any component part of an organisation or its products or services, or about the organisation as a whole.

Inputs: The resources needed to operate your programme or project. For example, time, money, raw materials, office space.

Activities: The things that you do with your resources. For example, holding advice sessions.

Outputs: Products, services or facilities that result from an organisation or project's activities. For example, the number of sessions delivered, the number of volunteers recruited.

Outcomes: The changes, benefits, learning or other effects resulting from what you do.

Impact: The longer-term, broader or cumulative and sustained effects of an organisation's outputs and outcomes.

Indicators or measures: Are specific, observable characteristics that can be assessed or measured to show the changes which take place as a result of an organisation's work.

Qualitative: Data often involves words or language, but may also use pictures or photographs and observations and is particularly useful for exploring how and why things have happened.

Quantitative: Data is numerical and uses numbers to quantify change.