

Useful Contacts and Resources for Examples of Good Practice or Tools for Evaluation & Monitoring

Organisation or Resource	Name / title	Description	Contact details	Interesting because...	Key points for good practice	Comments
Uk Wide						
Organisation	Indo American Refugee Migrant Organisation	A community organisation run by and for Latin American refugees and migrants based in London. Aims to assist service users to integrate and access opportunities for education, employment etc whilst maintaining their cultural identity	Unit 8 Warwick House, Overton Road, London, SW9 7JP Tel: 0207 733 9977 Web: www.irmo.org.uk	* Represents a community organisation's approach to evaluation and impact measurement	* Verbal and written client feedback for clients (including support in the workplace, with landlords, debtors etc) * Signposting and referral services * A cultural outlook	* Offer mediation services
Resource	SOUL (Soft Outcome Universal Learning) for measuring outcomes. Developed by voluntary sector consortium in Norwich for Big Lottery	SOUL assesses a clients progress on a number of soft outcomes over a period of time. The method looks to chart progress in areas such as self esteem and interpersonal skills and identify further support and development needs	Clayton Anderton, Research Centre, City College, Norwich Tel: 01603 773 464 Web: www.theresearchcentre.co.uk/soul	* The tool represents a fairly user friendly way of measuring some of the soft outcomes that the arts are so effective at delivering	* Soft Outcome Survey charts in straightforward English with pictorial techniques * A range of techniques that can be transferred to other sectors * A way of looking at tracking soft indicators	* Recognised by BLF as a means of
Resource	QUASRO (The Quality Assurance System of Refugee Organisations)	A system of self assessment and a system of measuring service delivery designed specifically for RCOs and other agencies working in the refugee sector	National Refugee Forum	* Was developed by the National Refugee Forum in collaboration with RCOs * Is a recognised system in the refugee sector	* Offers a number of ready to use or adapt forms for RCOs	Not sure what application if any this system has for the refugee arts sector but clearly informs us about the ways many refugee sector organisations guarantee quality of service
West Midlands						
Organisation	Banner Theatre Ian Gasse: Development Coordinator Dave Rogers; Artistic Director	Political theatre company. Use a combination of theatre, music and recorded voices to create issue-led productions based on people's real-life experiences and in support of disenfranchised sections of society. Tour nationally to community audiences	Banner Theatre, Oaklands Centre, Winleigh Road, Birmingham, B20 2HN Tel: 0845 458 1909 Email: info@bannertheatre.co.uk web: www.bannertheatre.co.uk	* Work is researched and based on real experiences of refugees, migrants and asylum seekers. They are involved in decisions around how they are represented. * Productions are deliberately educational and provocative and push audience perceptions - according to evaluation from last show, 70% positive shift in attitudes towards R/AS and migrants	* Thorough research process * Developed work and relationships around migration over a number of years * Show and Tell performances of production in its early stages to audiences including R/AS interviewees to give people opportunity to feedback and contribute to how issues are represented * Workshops using popular education techniques that communicate more effectively with community participants	Currently working with the WEA to develop educational work for trade unions and community groups through delivery of short extracts of theatre followed by workshops that use popular education techniques to pull out issues raised
Organisation	Sound It Out Community Music Matthew Daniels: CEO Katherine Rogers: Inclusion Officer	Community Music Development Agency for the West Midlands. Create high quality music projects delivered in partnership across a diverse range of communities	Sound It Out, Unit F9, The Arch, 48-52 Floodgate St, Birmingham B5 5SL Tel: 0121 772 8655 web: www.sounditout.co.uk	* Carefully developed work that is appropriate to needs of exiled artists and communities * Long term investment in skills of exiled artists. Support needs thought through and accommodated * Strategic development of cohesion work in local communities and building of strategic links	* Evaluation and monitoring is intergral part of the project with artists, participants, stakeholders. Techniques adapted to needs of exiled participants/trainees * Longstanding relationships and support with exiled artists and their involvement in developing and planning work * Projects build on previous work in the field to ensure lessons are learnt and a level of sustained support and influence	
Resource	Development of Soft Indicators of Performance (12/10/2007) www.equal-works.com/resources/contentfiles/3572.pdf	An evaluation document for a range of integration projects (including Banner Theatre and Sound It Out) aimed at asylum seekers in Birmingham using soft indicators	Hans Schlappa, Research Manager, Aston Centre for Voluntary Action Research, Aston Business School E-mail: H.schlappa@aston.ac.uk	* Research was based on the concept of social capital and was developed through transnational collaboration and previous integration project findings	5 indicators of progress were used: * Meeting people from host community * Making contact with civil society organisations * Making contact with faith organisations with refugees and asylum seekers * Meeting other people from their own country of origin	In this report arts and music projects are noted as being most effective in creating social bridges between exiled and host communities.

England

Scotland

Wales

East Midlands

East of England

London

North East

North West

South East

South West

**Yorkshire & The
Humber**