

Cheetham Hill Advice Centre Evaluation briefing

Summary

Cheetham Hill Advice Centre is a busy advice charity in North Manchester. For the last three years CHAC has been delivering two streams of advice services funded by the Reaching Communities strand of The National Lottery Community fund and The Henry Smith Charity. CHAC is commissioning two independent evaluations of these projects to look at the outcomes, the impact and any lessons that can be learnt from this work.

Scope

The evaluation needs to include two separate reports featuring:

- A short section on the local area and the demographic make-up of the community
- Analysis of data including number of people using the advice service
- A section on the current pressures facing the community including examples of how this impacts on individuals and households
- Summary of evidence of improvements in quality of life (e.g. increased income, improved housing situation)
- Gathering and evaluating case studies (via a small number of between 15-20 individual interviews with clients to identify what they found valuable about the service model and case studies to illustrate the impact on people, families and households)
- Any particular learning points from the project
- Recommendations for the future

Information / Resources

CHAC can facilitate the client interviews and cluster these to reduce travel time for the evaluator. CHAC can arrange and pay for independent interpreters where needed. CHAC can liaise with the evaluator to identify learning points that emerge from the data and the interviews. CHAC will provide suggested edits at two agreed points in the drafting process.

Scheduling the work

We are commissioning both of these reports together as there are common themes between both strands of work. We are happy to discuss with an evaluator whether they would rather work on both reports at the same time or whether to complete one and then the other.

Timescale

Please submit a short expression of interest describing how you would carry out this brief along with a brief summary of your experience by 10am on Monday 18 April 2022 (no more than two sides of A4). CHAC would like to have an evaluator confirmed by 25 April with the final draft of the evaluation ready for mid July 2022.

Contact

The contact for this piece of evaluation will be CHAC Manager Sinéad O'Connor and Karen Wall, CHAC Advice and Volunteer Manager. You are welcome to contact Sinéad or Karen to discuss this brief on 0161 740 2461. Expressions of interest need to be emailed to office@cheethamadvice.org.uk by 10am on 18 April 2022.

Cost

The total cost of these two pieces of evaluation is £6,000

