

# Evaluation and Impact Report 2018

## Highlights

- 37 training courses delivered in 2018. Of these, 29 were attended by 288 staff or volunteers from VCSE organisations; and a further 8 training events were delivered for other organisations.
- The understanding/knowledge of those attending was raised by an average of 66.4% per course.

## Introduction

2018 was Green Pepper's second full calendar year of operating, during which it continued to build on the activities of the previous year. Indeed, the number of individuals trained more than doubled, while the number of courses delivered nearly doubled.

Excellent relationships with a number of organisations were maintained and new relationships developed. Training was still the main activity but a number of commissions for consultancy were also undertaken.

## Training

In all, some 29 training courses were delivered for voluntary and community groups during the year, while a further eight were delivered for other non-profit organisations.

Ten of the voluntary sector courses were commissioned by organisations and provided for their staff, volunteers or members. The others, ranging in topics from promoting your organisation on social media, to understanding the GDPR, were open courses organised by Green Pepper, many in association with a local infrastructure organisation (see below).

In addition, two presentations were made to larger voluntary sector audiences on the GDPR, taking a question and answer format.

The eight courses for other non-profit organisations included one for a regional co-operatives body, two local authorities, and affiliates of the General Federation of Trade Unions (GFTU). A series of three webcasts were also made for the GFTU on the GDPR.

## Consultancy

A range of consultancy work was undertaken throughout the year. This included coaching for a senior manager, some policy work around data protection, and a small number of commissions for associates ranging from business planning to contingency planning.

## Clients and associates

Green Pepper is slowly building a wide client base. These are mostly small charities and voluntary sector organisations, but they also include at least one local branch of a national charity.

Of particular significance is the close relationship developed with some local infrastructure organisations. Indeed, CVS Bedfordshire, South Derbyshire CVS, Warwickshire CAVA and CASE in Leicester have been valuable stakeholders, enabling Green Pepper events to be promoted by and run in association with each of them. This type of relationship has been instrumental in bringing Green Pepper before a wider audience; and in return, Green Pepper has provided its training outcomes to the respective infrastructure organisation for them to use as appropriate. Their continuing support is greatly appreciated.

Green Pepper also continued its associate consultant relationships with Action Planning and Citrus Consultancy.

## Feedback

In evaluating the impact of training events, comments on content and delivery are invited from those attending. Here is a selection, demonstrating the very favourable nature of the comments received...

- *The training was concise and interesting, and has given me new ideas about how to go forward with social media for our charity.*
- *Excellent. Really engaging, and a range of activities and discussion. The facts were delivered in a fun and interesting way.*
- *Clear and engaging. Good balance of interactive content and delivery.*

- *Covered everything that I wanted to know to help me in my role.*
- *Content was good and very thought provoking.*
- *Delivered in such a way that I will remember what was taught and discussed.*
- *Confident, informed, engaging.*
- *Clear thought provoking content with clear handouts.*
- *Excellent, knowledgeable facilitator.*

Comments regarding consultancy work have also been excellent, for example:

- *The whole process has been a really positive one and David's report is already impacting on what we're doing.*
- *We couldn't have done this without support.*

## Social Impact

Green Pepper's mission is to help organisations working for social change to enhance the well-being, engagement and enthusiasm of their staff and volunteers through ethical leadership and management, training, good communications and employment relations best practice.

While the comments provide qualitative evidence of a positive social impact, a more quantitative measurement comes from an evaluation question asking for relative understanding or knowledge before and after each training event (scored out of 10).

This showed an overall average increase in understanding or knowledge, per course, of 66.4%, with six courses increasing understanding or knowledge by over 100%.

## Conclusion

Overall, 2018 was a busy but successful year and resulted in Green Pepper making a welcome and positive social impact.

