Key points

**Open Door**proportionality  
sensitivity in gathering info from customeras  
third party evidence – observation   
unanticipated outcomes (volunteer, Santa)  
external recognition – led to funding

**Kyle of Sutherland**Good volunteer retention rate / feedback from ex-volunteers  
Thanking volunteers every week  
customer feedback – makes volunteers feel valued  
(most) volunteers want to give something back  
using volunteer event to match up observation with survey feedback   
building trust – honesty from volunteers

**Kates Kitchen**Using approaches that fit activities  
make sure people understand evaluation processes  
easy to miss distance travelled by people – capacity / time   
easy to fall into trap of not evaluating  
unexpected feedback (-ve) from customers  
unexpected purpose of report – reinforce vale of volunteers, build confidence / morale  
use evaluation to build confidence - encourage to take ownership of project (gardening)

**North Edinburgh Arts**Conversations – important role  
role for observation  
volunteer tracker – development tool  
using volunteers as researchers  
using evaluation to support funding application

**Windmills**  
very structured approach – needed for type of work / activities run / provided   
about moving on to positive destinations  
tailored personal goal setting  
trainees can peak, then decline   
unanticipated sin-off – rewarding / empowering staff

**Sycamore Tree**good to ‘step back’  
conversations / deeper conversations very important to customers (but balance?)  
volunteers go ‘above and beyond’  
food not as important as building relationships for customers (reassuring !)  
about connected to café

All  
tools – appropriate, proportionate, manageable