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