

## LECTURE 8: Monitoring, Reviewing and Evaluation



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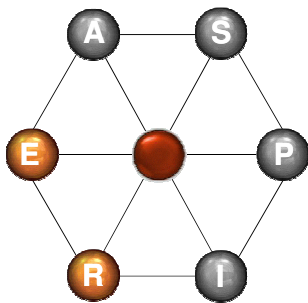
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**As-SESS**  
**P-LAN**  
**I-NTERVENE**  
**R-EVIEW**  
**E-VALUATE**

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### Lecture 8: Monitoring, Reviewing and Evaluation

- To become familiar with the concepts of monitoring, reviewing and evaluation as professional processes.
- To explore the interrelationship of these concepts
- To explore the practice of these concepts
- To consider some of the inherent tensions
- To explore the benefits of these processes

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**Definitions:**

- MONITORING
- REVIEWING - REVISING
- EVALUATION

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**MONITORING**

**The process through which a focus is maintained on the planned actions and hoped for consequences. Where actions deviate from the plan or where consequences are not favoured the process of active monitoring can aid reparative action being taken.**

**The process of "Reflecting" on and in practice is an essential aid to monitoring behaviours.**

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**REVIEWING**

**The process through which information obtained and judgements made on whether an intended course of action is producing the desired results.**

**Although often relying on a distinctive set of concepts, such as inputs and outputs or benchmarks and indicators, evaluation is really about one question:**

**Is effective work being done?**

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## REVIEWING

Through the process of monitoring, problems as well as positives, can be identified which require:

Subtle alterations to the planned intervention or the way in which it is engaged with

A major re-assessment and planning for intervention

It is important to distinguish formal reviewing processes which either through organisational procedure or external (legislative) requirements demand a focussed detailed re-examination of the case.

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### Distinguishing “Informal” and “Formal” contexts

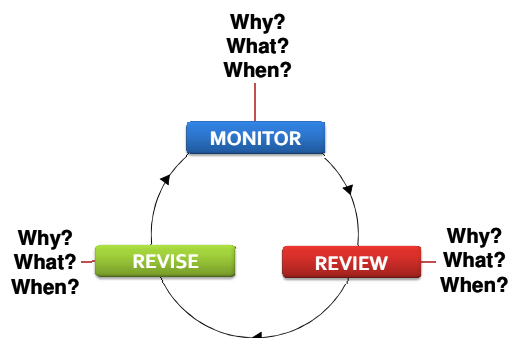
#### INFORMAL

Personal Reflectivity  
Professional Development  
Personal Curiosity  
Linked to PQ/PG Studies  
Self Assurance  
Personal Accountability

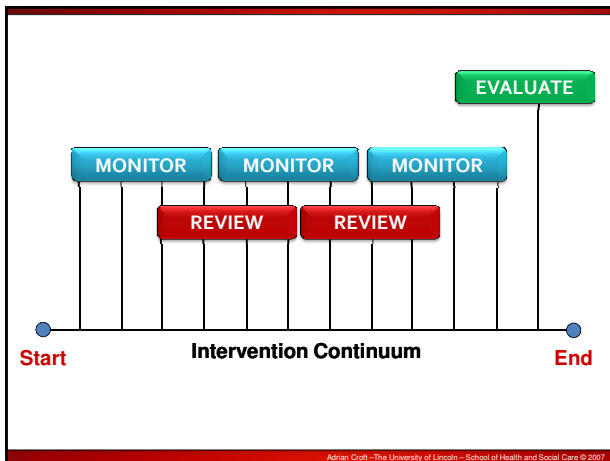
#### FORMAL

Statutory Requirement  
Professional Capability  
Internal Audit  
External Audit  
Complaint Initiated  
PQ Formal Scrutiny

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**HOW DO YOU MONITOR?**

- **Session by session - Fixed Interval – Supervision**  
**Annual staff appraisal**
- **How do you Review?**
- **How do you Evaluate?**

Workers in the welfare field must be accountable for the service they provide, the resources they expend and the outcomes they achieve.

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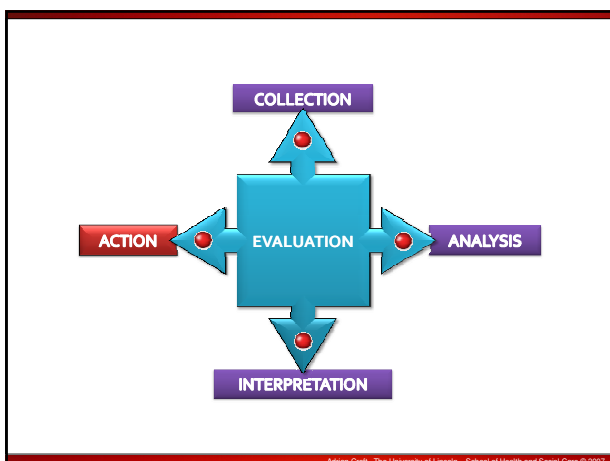
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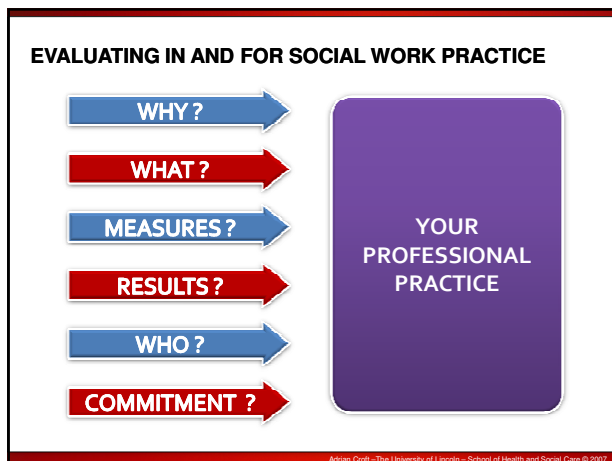
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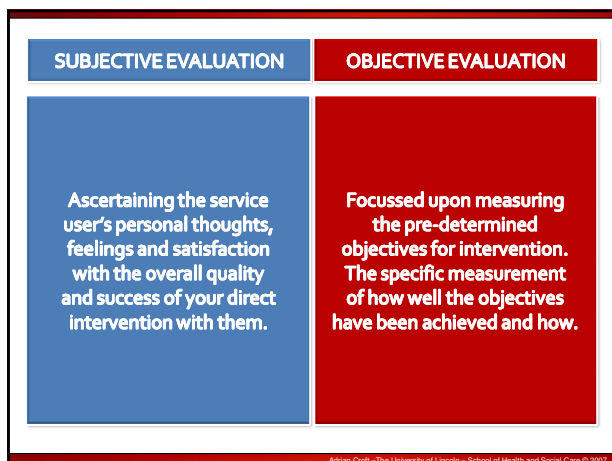
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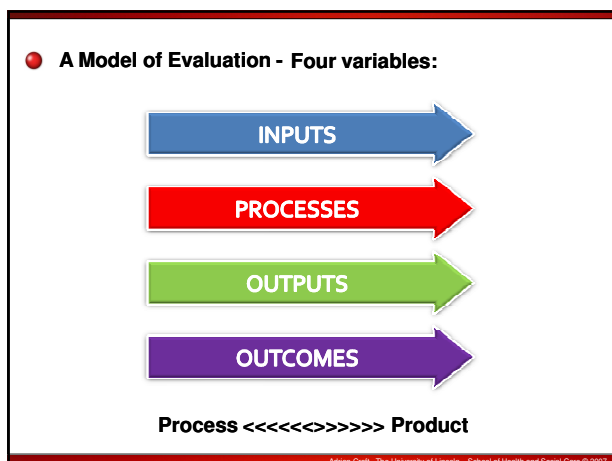
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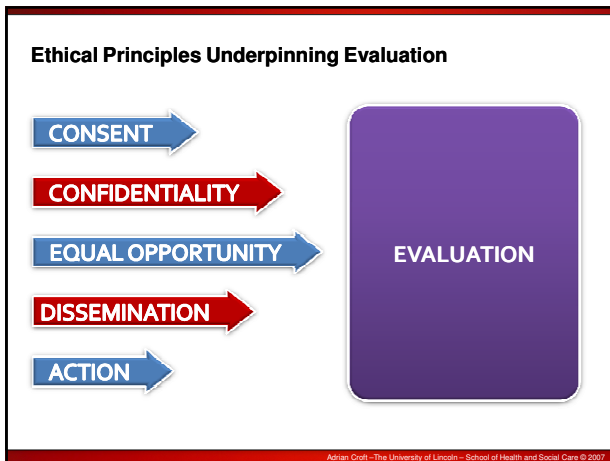
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● **Effectiveness**

**Effectiveness is that social work is effective in so far as it achieves its intended aims and objectives.**

**User satisfaction v Agency Outcomes**

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**The need to guard against competing notions of effectiveness.**

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