STRATHCLYDE REGIONAL COUNCIL

DUMBARTON/ARGYLL DIVISION

DEPARTMENT OF SOCIAL WORK

Urban Aid Projects/Monitoring

1. The matter of valuation and monitoring is an ongoing technical function associated with all forms of intervention. However, there is one peculiar and specific aspect to the monitoring process with Urban Aid projects that has a direct influence on the process itself - the time element. Normally monitoring is carried out within a flexible time-scale. Whether it be with a client or family or a community group the measurement of change and effectiveness because of the worker's intervention is dependent upon the nature/scale of the problem/issue and a relevant time-scale to meet objectives (short, medium, long) is set. This will apply to Urban Aid projects as part of this normal process,i.e. developmental work will be gauged against appropriate time-scales and types of issues or problems. The one qualifying difference with Urban Aid schemes is a recognisable and fixed termination date in which to achieve, or otherwise, the stated objectives associated with the project. Workers will obviously be aware of trying to function within this fixed time scale but should not be totally affected, nor curtailed, to prescribe long-term objectives, i.e. a natural outcome of their work may be to show that work with groups or families need longer term support or the generation of new work will be as valuable an outcome of the project when the termination date is reached.

2. Each Urban Aid project is unique and should be viewed as a distinct and seperate entity. Although a major feature of intervention is collaboration and co-operation with other agencies the primary objectives set out in the project will be those adhered to by the worker and should, therefore, be seen as the specific remit to which the worker will operate. Reference to Q.5 of the project forms will assist the Monitoring Group to establish and to understand the main thrust of the project's aim.

3. Monitoring Groups will obviously use as its main guideline the aim and objectives set out in each individual project. It is against this criteria that monitoring takes place. However, it should be noted that other aspects affecting implementation and delivery may have little to do with the aims but more to do with unforseen, but necessary functions, or limitations due to financial constraints.

The following list is offered as a guideline which may assist the design and nature of how to monitor a project:-

(A) General

Project Initiation: recruitment of staff
                                       establishing a base
                                       resource building

Project Planning: setting objectives
                                       making contacts
                                       identifying issues
                                       beginning work

Project Recording: modifying objectives
                                       monitoring objectives
                                       assessing service
                                       agency relationships

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(A) Continued

Project Support: support to staff (inter-agency)
                                 contacts between staff (inter and intra agency)

(B) Specific

Effects: what was the outcome of intervention?
                                 was this due to the project/worker?
                                 did the effects reflect the objective?
                                 how did the sponsoring agency respond?
                                 how did the client/family/organisation respond?

Process: how has the worker performed/gained in knowledge and
                                                experience?
                  has the agency increased its knowledge about the
                                                project?
                  has the community increased its understanding of the
                                            process of intervention?

Performance: did the worker, as key actor, assist the project's
                                       objectives to be met?
              impediments identified by the worker?
              how did the project help to assess the worker's own
                                   strengths and weaknesses?

Needs: recommendations on design of project
                                 recommendations on agency service
                                 identification of "hidden" needs

4.   Monitoring should be concerned with meeting objectives, indentifying
obstacles, increasing knowledge, assisting workers, changing understanding
and attitudes, recommending future trends and resources.

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