

1. Stronger and Safer Communities

Hints and Tips

- Set GSOs that are as specific and measurable as possible.
- Select indicators for which strong, reliable and compelling evidence can be collected. Factors such as the participants, type of activity and timescale will determine what type of evaluation is possible and appropriate.
- Refine generic questions as appropriate to suit your own audiences and activities.
- Allow for unexpected outcomes as they are sometimes the most interesting.
- Remember some GSOs may not easily apply to key areas of your work or may not be easily measurable because of the nature of contact with participants.

Key to mapping to the Generic Learning Outcomes (GLOs)

The letters following each 3rd Tier outcome indicate integration with the GLOs as follows:

K, U	Knowledge and Understanding
S	Skills
A, V	Attitudes and Values
B, P	Behaviour and Progression
E, I, C	Enjoyment, Inspiration and Creativity

1.1 Stronger & Safer Communities: Improving group and intergroup dialogue and understanding

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.1.1 People spoke to others about their experience either during or after their visit to the museum / library / archive. B, P	Did you speak to new people today? Who were they? What did you learn from the conversations you had during this session? (Longitudinal) Have you spoken to other people about your experience since your visit to the museum / library / archive? What did you talk about? I have spoken to other people about my experience since my visit to the museum / library / archive. (true / false)	"Parents, carers, grandparents and children still talk about their experience at the Discovery Museum with Captain Flapjack and the Miffy exhibition." Carol Lloyd, Walkergate Early Years Centre
		"The children and their families continue to talk about it and now feel confident enough to independently explore other museums in their locality." Abigail Wilson, Gateshead Supporting Children
		"22% spoke to other visitors about the exhibition / event / performances." Cinema India, The Art of Bollywood, Tyne and Wear Museums
1.1.2 People say that they enjoyed meeting other people. E, I, C	What did you enjoy about this session? How did you feel about the other people you met today? What would you tell a friend about the people you met today? I enjoyed meeting other people today. (true / false)	"I enjoyed being part of a group and meeting different people." Parent, Newcastle Discovery Museum
1.1.3 People say they made new friends or formed positive relationships with others. B, P	Who did you enjoy meeting here? How has your relationship with other people in the group developed (including group leaders)? Did your community group behave in a new way? How? I have made new friends as a result of the experience. (true / false)	"I really enjoyed the YAP group as it gave me the chance to socialise with people as I felt isolated before." Participant, Young Ashington Parents Christmas Crafts, Tyne and Wear Museums
		"It is good to be involved in events like this. It makes you feel part of something." "I don't often meet different people." Ryedale Folk Museum Volunteers, Eastern European Cultural Diversity at Ryedale Folk Museum

1.1 Stronger & Safer Communities: Improving group and intergroup dialogue and understanding (cont.)

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.1.4 People from different cultural or socio-economic groups say that they have increased awareness or understanding of each other. K, U / A, V	What has surprised you about the different people you have met during this experience? What have you found out about local communities in this area? What memorable things have you learned about others during this experience? I have a greater understanding of the different people in my community. (true / false)	"It introduced [group members] to some of the history and culture of the area in which they are settling." Worker, ESOL group visit to Woodhorn "I loved this exhibition - it was really interesting to find out so much about one of the communities living in Sheffield. It would be nice to see more of this kind of thing as I feel it has helped a little to develop my understanding and can only help bring communities together." Participant, Coal Frankincense & Myrrh: Yemen and British Yemenis exhibition at Weston Park Museum "I didn't know very much about Yemen or the people so this has been a real learning experience - thank you!" Participant, Coal Frankincense & Myrrh: Yemen and British Yemenis exhibition at Weston Park Museum
1.1.5 People say they have an increased sense of being able to trust people / feel more tolerant towards others. A, V	As a result of this experience how do you feel about other people in your community? Has this experience made you feel more confident around others in your community? As a result of this experience I feel that I am more able to trust people / am more tolerant towards people in my community. (true / false)	
1.1.6 Participants feel empowered to promote values of equality, acceptance etc. A, V	Do you feel your views and role have been valued here? Do you think this experience has helped you value the views and roles of others? I feel confident to challenge inappropriate comments about other cultures or communities. (true / false)	"On the rare occasion where some of the RAS [refugee/asylum seeker] participants would receive racial comments from local people or local people would hear others talking inappropriately about the RAS participants; the local families would be the first to address the situation and promote good community relations." Same Place Different Beginnings project, Tyne and Wear Museums

1.2 Stronger & Safer Communities: Supporting cultural diversity and identity

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.2.1 Events, programmes, activities and exhibitions attract a diverse profile of visitors. Output	What new audiences have been reached through this event, programme, activity, exhibition etc? How culturally diverse do you feel that the group was?	"The day attracted a new audience who were not regular museum visitors with 90% pledging to return or to visit other museums." Sunderland Museums and Winter Gardens
		"New audiences were attracted to the museum as a result of this event, There were also family groups from within the local Buddhist community." Meditational Dance with Tibetan Nuns, Captain Cook Birthplace Museum
		"This group is the most diverse group I have ever worked with. They meet in a deprived area of Gateshead with a history of small incidents of racism. Their caring, open attitude will hopefully spread across the area and continue to attract new RAS [refugee/asylum seeker] members." Museums Officer, Bede, Goywa Group, Same Place Different Beginnings, Beamish Museum
1.2.2 People say that the activity, exhibition etc., was relevant to their cultural identity or that they have connected better with their own cultural identity or community. A, V	What do you remember about how you saw your culture / community today? How would you describe your own cultural identity? Was the experience relevant to your own cultural identity? The museum / library / archive values my cultural identity (true / false) The experience connected to my own cultural identity. (true / false)	"A well presented and very informal exhibition and I learned a lot about my own people. I hope this exhibition will remain longer at Weston Park and I hope that this exhibition will go to other places throughout the UK." Participant, Coal Frankincense & Myrrh: Yemen and British Yemenis exhibition at Weston Park Museum
		"Thank you for this event it has given me and my family the motive to go back to my home land and to also understand how hard our fathers had to work to be where we are now. Its good that my culture was shown openly to people who don't know what hardship a yemeni man had to go through [sic]." Participant, Coal Frankincense & Myrrh: Yemen and British Yemenis exhibition at Weston Park Museum
1.2.3 People feel that they have a greater sense of self identity, pride and confidence. A, V	Is there anything about this project that made you feel special / made you feel you come from a special place? Has the experience made you feel more connected to your local area? Why? Has the experience made you feel more connected with or proud of your own cultural identity? Why? I have a greater sense of self identity and pride. (true / false)	"Participants have found out more about their past and family connection to the area and more about the local history of Ashington and Newbiggin." Project Officer, Woodhorn Our Woodhorn project
		"I am surprised and pleased that people here are interested in Poland." Polish visitor, Malton, North Yorkshire Eastern European Cultural Diversity at Ryedale Folk Museum

1.2 Stronger & Safer Communities: Supporting cultural diversity and identity (cont.)

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.2.4 People have discovered new information or have a better understanding about their own or other cultures. K, U	What do you know / understand after this experience that you didn't know / understand before? How has the experience helped you to learn / understand more about your own cultural identity or community? I have a better understanding of the cultural diversity within my own community. (true / false)	"Young people ...discovered that in previous generations their only job opportunity might have been down the pit. In contrast now they have much wider opportunities and choices for employment through apprenticeships and other training." Project Officer Woodhorn Our Woodhorn project
		"Woodhorn is now a great place to learn about our cultural background." Participant, Woodhorn Our Woodhorn project
		"I never realised Poland was so interesting." Y6 student, Pickering Junior School Eastern European Cultural Diversity at Ryedale Folk Museum
1.2.5 New relationships have been forged between the museum / library / archive and local communities. B, P	What do you think museums / libraries / archives have to offer your organisation? How has working with museums / libraries / archives benefited your group? Is there something you would like to do next with the museum / library / archive? I feel that our community has developed new relationships with the museum / library / archive. (true / false)	"As a result of this event, the museum has developed a strong relationship with the local Buddhist community." Meditational Dance with Tibetan Nuns, Captain Cook Birthplace Museum
1.2.6 People from a range of cultural backgrounds felt that they were consulted and were able to contribute to planning and development. B, P / A, V	How do you think you were included in this project? How did you influence the plans for this project? Was working with this organisation a positive experience in making things happen? I contributed to the planning and development of this project. (true / false)	"Participants felt that the Hall needed to be brought to life. Draft interpretation was tested in rooms using sounds, smells and objects." Belsay Hall consultation with East End Women's Art Group, North East Refugee Service and Good Neighbours Project, Northumbria for All

1.2 Stronger & Safer Communities: Supporting cultural diversity and identity (cont.)

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.2.7 The museum / library / archive staff go out to reach and meet the diverse needs of its communities. Output	Planning evidence and promotional materials for outreach activities events and meetings.	
1.2.8 People say that they have a more positive attitude towards their own or a different culture as a result of the experience. A, V	Has your attitude towards X changed as a result of this experience? How? The museum / library / archive gave a positive message about X culture (true / false) As a result of this experience I have a more positive attitude towards X (true / false)	"Really appreciate the opportunity to see this type of cultural event." (Visitor) Meditational Dance with Tibetan Nuns, Captain Cook Birthplace Museum
		"85% agree or fully agree that the exhibition / events / performances gave a positive message about South Asian culture", Cinema India: The Art of Bollywood, Tyne and Wear Museums
1.2.9 People expressed an interest in finding out more about their own or other cultures. B, P	Is there something you would like to find out more about as a result of this experience? I am interested in finding out more about X culture (true / false)	"58% intend to learn more about South Asian culture after seeing the exhibition / taking part in events" "73% intend to learn more about other cultures generally after seeing the exhibition / taking part in events." Cinema India: The Art of Bollywood, Tyne and Wear Museums
		"I enjoyed the exhibition and learnt a lot about Yemeni culture and about the Yemen but less about the history of the relationship especially re the politics I would like to have had a section on that." Participant, Coal Frankincense & Myrrh: Yemen and British Yemenis exhibition at Weston Park Museum

1.3 Stronger & Safer Communities: Encouraging familial ties and relationships

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.3.1 Numbers / percentage of families attending. Output	Quantitative analysis of figures. How well attended were the sessions?	"The trip was very successful in terms of numbers attending bearing in mind the poor history of parental involvement in the area." Abigail Wilson, Gateshead Supporting Children
		"There were six sessions during the summer which were all fully booked with over 240 family members taking part." Bones and Burials at Arbeia Roman Fort
1.3.2 Family groups say that they have learnt more about their families. K, U	Please tell us what you have learnt about your family through this experience? How has this project helped you to learn more about your family? We have learned more about our own family history / origins / tree. (true / false)	"The family tree activity was a way of opening up dialogue between group members through talking about the past. Two sisters....discovered that they are related to one of the helpers and to a friends' cousin and were proud to say that they are related to Emily Pankhurst." Worker, Woodhorn Our Woodhorn
1.3.3 Families say that they took part and enjoyed spending quality 'fun' time together. E, I, C	What did you enjoy about this experience as a family? We enjoyed spending quality fun time together. (true / false)	"All of the fathers and male carers have told us how much they have enjoyed it and how they have appreciated the opportunities it has given them to spend 'fun' time with their kids." Roger Olley, Fathers Plus
		"My Grandson loves archaeology and this seems so real because it is outside""Excavating on a real roman fort was so exciting!" Participant, Bones and Burials at Arbeia Roman Fort
		"I enjoyed working with my daughter, using our imagination and doing the pictures together." Parent, Discovery Museum
		"....talking to my kids - enjoyed thoroughly - most important of anything!" Dad, Durham
		"Working in partnership with the museums / libraries / archives hub has enabled our families to experience a rich array of local culture, art, music and history, the response has been overwhelmingly positive!" Michelle Hurn, SureStart Sunderland North West

1.3 Stronger & Safer Communities: Encouraging familial ties and relationships (cont.)

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.3.4 Parents / carers said they understood more how their children learn and their own role in supporting their children's learning. K, U / S	What do you think your children enjoyed about today? Have you been inspired to try some of these techniques, with your children, at home? How has this experience supported your parenting skills? Do you feel that this experience has helped you to understand more about how your child learns? I understand better how to support my own children's learning.(true / false)	"Trips, activities, partnership working with schools and with the fathers plus project have led to a significant increase in fathers' involvement in their child's education." Roger Olley, Fathers Plus
		"I learned about fathers' responsibilities in bringing up children in positive and healthy environments." Dad, Sure Start West Derwentside
		"The museum project gave me the opportunity to be part of my child's school day and to learn with them. It gives you something to share and talk about." Parent, Roman Road Primary School Gateshead
1.3.5 Parents have increased confidence in themselves as learners and as role models for their children. A, V	What new skills have you gained? How will you use these skills in other activities with your children? I now see myself as a positive role model for my child in terms of learning. (true / false) I am more confident as a learner. (true / false)	"Some of them [parents] have also realised that they too are in a position to be able to continue learning themselves and have been encouraged to investigate possible courses and training." Abigail Wilson, Gateshead Supporting Children
1.3.6 Children and parents /carers feel that their needs and interests were taken into account when resources, exhibitions, projects were developed. A, V	How were you involved in the planning stage for this resource, exhibition, project etc? What did you enjoy most about this experience? What would you change? We were asked about what we were interested in before the project started. (true / false)	"...it was an inclusive activity where the teachers, children and their parents/carers were very much part of the planning process and therefore felt ownership of the event." Abigail Wilson, Gateshead Supporting Children
		"A consultation session was held with some of the families...[it] revealed that the families wanted to visit Beamish and also to work on a global warming project and an art project." International Families Summer Museum Project, Tyne and Wear Museums

1.3 Stronger & Safer Communities: Encouraging familial ties and relationships (cont.)

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.3.7 Families say that they have improved communication and relationships within the family following activity at the museum, library or archive. S / A, V / B, P	How has your relationship /communication with your family improved as a result of this experience? What do you do differently with your children as a result of participating in this project? As a result of this experience we now talk to each other more. (true / false)	"...where we have had repeated family and early years projects I can see a huge improvement in the communication skills, social interaction and development of those involved." Tony Wilson, Storyteller
		"...we were given an excellent atmosphere to build strong and interactive bonds between fathers and kids." Dad, Sure Start West Derwentside
		"It has helped me build a good bond with my two sons and without the help of the museums this would have been very difficult to achieve." Dad, Surestart Leadgate
		"On many occasions people have started completing their pedigree charts ...and have immediately telephoned other family members for further information... the project has spurred people on to ask further questions about their family." Worker, Woodhorn Our Woodhorn project
1.3.8 Families keep in touch or do more things together as a result of the experience. B, P	Please tell us about anything your family has done that is new or different as a result of this experience. This experience has inspired me to get in touch / stay in touch with other members of my family. (true / false)	"Learners felt that the ICT skills they had learned helped them stay in touch with families and have more in common with younger members of their family." VIP Project Evaluators, MLA South East
1.3.9 Families say that they learnt together and from each other. K,U / S	What surprised you about working with your family today? Have you learned something you didn't know about someone in your family? We felt that we could discuss a range of views as a family. (true / false)	"The kids look at things differently so it's interesting to hear their views", "You have family discussions when you visit museums", "It is a good opportunity to bring topics up you would not usually bring up", "You are learning together." Parents' views taken during a survey of participants in Yorkshire

1.3 Stronger & Safer Communities: Encouraging familial ties and relationships (cont.)

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.3.10 Children and young people feel more confident about their learning. A, V	What do you think you did well today? What are you proud of today? What would you like to do next? How confident do you feel about learning? I feel more confident about learning. (true / false)	"I feel good because I can't make any mistakes." Child participant, Bowes Museum
1.3.11 School / community group visitors subsequently visit with family members. B, P	Analysis of visitor statistics and information.	

1.4 Stronger & Safer Communities: [Tackling fear of crime and antisocial behaviour](#)

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.4.1 People say that they have a changed / more positive attitude towards social groups often accused of crime and anti social behaviour. A, V	What were your perceptions and expectations of X before this experience? How have these attitudes changed? As a result of this experience I feel more positive about X group of people. (true / false)	
1.4.2 People say that they have an increased understanding of the facts about crime and antisocial behaviour in their area. K, U	What have you learned about crime and anti-social behaviour as a result of this experience? As a result of the experience I understand more about X, Y or Z aspects of crime and anti-social behaviour (true / false)	“The young people...learnt about drugs, about acting and the process of making a film and there were lots of positive role models...” Project Support Worker, Tackle It Project, Tyne and Wear Museums
1.4.3 People feel empowered to start their own crime prevention initiatives / community safety initiatives. A, V / B, P	What will you do as a result of your learning experience with the museum? We feel we can now set up our own crime prevention / community safety network / group. (true / false)	
1.4.4 People say they are more aware of community safety issues and ways to keep themselves safe. A, V	Do you think you are more aware of safety issues? Do you feel more confident about staying safe?	

1.4 Stronger & Safer Communities: Tackling fear of crime and antisocial behaviour

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.4.5 People say that they enjoy living in their area. A, V / E, I, C	As a result of this project do you feel more positive about where you live? This experience has helped me to appreciate and enjoy where I live. (true / false)	
1.4.6 People feel that they can trust people in their own area. A, V	How do you feel about other people in your local area? As a result of this project do you feel more familiar or more at ease with people in your community? As a result of this experience I feel that I can trust people in my local area more. (true / false)	
1.4.7 People say they feel safer and more familiar with their area. A, V	As a result of participating in this project do you feel more secure in your local neighbourhood? Please explain why... As a result of this experience I feel safer in my own area. (true / false)	“At the start of the project, refugee/asylum seeker (RAS) participants travelled to the sessions via taxis booked by Tyne and Wear. . . sessions were being held in an area of Gateshead where these participants had experienced racial intimidation and felt very threatened. Over the course of the project, the RAS participants began to gain friends with the local women in the group and felt a lot more comfortable walking to the sessions. By the end of the project, workers observed families walking their children to school together and being very comfortable and happy walking through the area.” Project worker, Same Place Different Beginnings project Tyne and Wear Museums

1.5 Stronger & Safer Communities: Contributing to crime prevention and reduction

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.5.1 Numbers of people engaged in positive activities through the museum / library / archive services (including outreach). Output	Analysis of figures from project, activity or event with for example offenders / ex offenders / people at risk of offending.	
1.5.2 Social workers / youth workers / care-workers report a reduced rate of crime amongst people engaging in the activity. B, P	Tracking young people through social programmes, what changes in the behaviour of the young people involved in this experience have you seen? There has been a reduced rate of X crime amongst the people involved in this experience. (true / false)	
1.5.3 People say that they understand the causes and impact on others of crime and antisocial behaviour. K, U	How can we work together to make our community safer? What 3 things do you think are important in addressing crime and antisocial behaviour? Has this experience helped you to understand some of the causes of crime and antisocial behaviour? Has this experience helped you to understand crime & the impact of antisocial behaviour on young people? I understand the impact of different crimes on others. (true / false)	“88% of participants ‘understand a lot’ or ‘a little more’ about the impact that committing a crime can have on your family, with 40% understanding a lot more. 83% of youth leaders agreed with the statement that ‘the mock trials increase young people’s understanding of the consequences that crime can have on their family.’ NCCL Nottingham Galleries of Justice: Contemporary Mock Trials
1.5.4 People say they have access to or participate in positive activities at the museum / library / archive. B, P	Do you feel that there are interesting things for you to do at the museum / library / archive? What did you enjoy most about this experience? What would make it better for you and your friends? There is lots for me to do at the museum / library / archive. (true / false)	“I wasn’t going to take part but when I saw others doing the banner I couldn’t stop myself!” (participant). “It’s good for them to make them feel valued – it really helps with their self-esteem to see something they have done go up on the wall. They often get so little praise in their lives.” Worker, North Eastern Prison Aftercare Society: Banner making project, Tyne and Wear Museums

1.5 Stronger & Safer Communities: Contributing to crime prevention and reduction (cont.)

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.5.5 People say that they understand the impact of committing crime on their own lives. K, U	What do you understand now about the legal process? How has this experience helped you reflect on the effects of your behaviour on your own life? I understand more about the impact of crime on my own life. (true / false)	"95% either 'understand a little' or a 'lot more' about the process young people go through if they are arrested and charged for a crime, with 83% of youth leaders agreeing with this statement." NCCL Nottingham Galleries of Justice: Contemporary Mock Trials
1.5.6 People say that they have a changed, more positive, attitude towards people in authority (e.g. the police / workers in their community / project workers). A, V	Do you feel that people in authority (true / false): listen to you / take you seriously / respect you / understand you? Has this experience helped you see people in authority in a different light? What do you see differently? I feel more positive towards people in authority (e.g. police / workers in the community / project workers). (true / false)	"All peer mentors stated the project changed their attitude towards adults in authority." NCCL Nottingham Galleries of Justice: Recycle project
		"I thought the project was really exciting. It was enjoyable taking part in the film with actors and working with specialists from the museums and film company." Young Participant, Tackle It Project, Tyne and Wear Museums
1.5.7 People say that the activities prevented them committing crimes and provided a space to spend time off the street. B, P	How does coming to this project help you? What is different about spending time at the museum/ library/ archive? Why did you take part in this project: because of friends / because I had to / something to do off the street / etc.	"60% of the Recycle project participants wanted to attend the project because it got them away from home or the street." NCCL Nottingham Galleries of Justice: Recycle project
		"Being here and getting away from home was great." Participant, Gateshead Crossroads: Animation project

1.5 Stronger & Safer Communities: [Contributing to crime prevention and reduction \(cont.\)](#)

Tier 3 GSO Indicator	Possible questions to ask	Examples of evidence
1.5.8 People say that they understand how they can make their area a safer and nicer place to live. K, U / A, V	What things do you think will make your community a safer / nicer place to be? This experience has given me more ideas for how I can make my area a safe and nicer place to live. (true / false)	"37% stated that the trials had given them some ideas of how they can make their area 'a safer and nicer place to live.' NCCL Nottingham Galleries of Justice: Contemporary Mock Trials