

Street Storage



Street Storage provides people experiencing homelessness (including those sleeping out, in vulnerable housing situations, leaving violent home situations or in the prison system) with free, secure and accessible storage for their belongings.



What happened through the collaboration?

We focused on developing simple tools for people using Street Storage's services to feed back on the service. The aim was to find creative and non-

intrusive ways to collate and collect data from a group for whom feedback on a service is not a priority - and for whom surveys and online forms are not an option.

The student and researcher group came up with some fantastic and creative ideas that do not strain staff time or overtake the more pressing priorities of our beneficiaries. Ideas came from the student group and from the Evaluation Exchange training sessions online (the wider team at UCL and charities working alongside them).

The group also looked at ways to collect statistical data more professionally using Salesforce and how to report the impact of this data monetarily and emotionally. It was very practical. The students and researchers met us at the stage that our charity is at, rather than providing grandiose and unachievable goals.

What is the legacy for the organisation?

We now have three or four creative feedback collation techniques in place and a solid statistical reporting system (demographics, length of storage, and outcomes). Both these can be implemented with immediate effect and are in place for the future to improve impact reporting and secure sustainable funding based on proven impact.

What is the legacy for students and researchers involved?

We found the sign-post from the Evaluation Exchange Delivery Team to the M&E Universe resources from INTRAC very useful. While the data stage we reached was a starting point it was a really good chance to see how early planning of data collection can be inbuilt into daily practice and then lead to a useful outcome to build up a cycle. As in research it was very satisfying to see the real-life application of data, and we would be interested to do more.

Students and researchers

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