



Project monitoring and evaluation

Portuguese Refugee Council (CPR)

Portugal. 2010

CASE STUDY

The challenge

CPR is a non-governmental organisation dedicated to the defence of refugee rights that develops projects of reception and integration of refugees.

Stone Soup was asked to assist the organisation in monitoring and evaluating CPR's project "Innovate in Reception and Strengthen Integration", financed by the European Refugee Fund III – 2009. Stone Soup's intervention focused on three dimensions: Project Team Performance, Development of activities and results, and Mobilisation and Involvement of organisations, companies and the local community in CPR's activities and support to refugees.

The process

Stone Soup, together with CPR, designed and adapted specific methodologies to address each dimension of the intervention.

- **Project Team Performance**

To create enabling conditions for a multidimensional monitoring of the project team effectiveness and suggestion of improvements in its working dynamics, Stone Soup facilitated collective and one-to-one coaching sessions, conducted a focus group meeting with refugees and worked closely with the Portuguese language courses' team.



- **Development of activities and results**

Drawing on the set of indicators previously defined for the project, Stone Soup supported data management and control and produced recommendations for future revision of indicators and monitoring tools. In parallel, it developed in depth analyses, data collection and surveys to evaluate awareness raising and information activities.

- **Mobilisation and Involvement of organisations and companies and the local community**

The intervention focused on assisting CPR in conducting stakeholder analyses, facilitating a participative workshop with local partners and advising on the planning and implementation process to develop a partnership strategy.

The results

Stone Soup's assistance to CPR's project team contributed to:

- A more integral knowledge and systematisation of concrete and measurable results directly connected with CPR's action;
- A characterisation of strong elements and areas for further improvement in the Refugee Reception Centre (CAR) main services;
- Deepening self-knowledge, strengthening competences and improving team spirit;
- Closer participation of refugees in CPR's work in general, and in CAR in particular;
- Deeper engagement of institutions, companies and local community in CPR's activities and in the support to refugees.

The future

Based on Stone Soup's recommendations and building on the systems created throughout our intervention, CPR's main challenge for the future is to further strengthen its stakeholder community, both by investing in the human capital of its team, better integrating services and departments and by bringing refugees and local community closer to its work.

More information available at: www.stone-soup.net

