



Using Impact Frequently Asked Questions

Community Rail Network has worked with Impact Reporting to develop a tool to enable members to track and record their activities and support them to demonstrate their impact.

We think the it will be useful for:

- Capturing data and feedback whilst out and about
- Gathering evidence for funding bids and communications
- Reporting to funders and partners
- Prioritising activities to maximise impact

Frequently Asked Questions

Please read the User Agreement first before reading these FAQs

- **Do we have to use Impact?**
- **How do I log-in?**
- **How can we use Impact?**
- **What activities are on Impact?**
- **I can't find the activities I want to track on Impact. What can I do?**
- **There are too many activities to choose from. Can we get rid of some of them?**
- **Do I have to enter against all the fields in an activity?**
- **How do we create reports?**
- **I've forgotten my password. What do I need to do?**
- **I work/volunteer for more than one Community Rail Network member organisation. Can I have 2 Impact accounts?**
- **What is the Beneficiaries function?**

Do we have to use Impact?

No. Community Rail Network has purchased a licence so that members can use the Impact platform. You can look at it and use it as much or as little as you like once you have logged in. It is free to use.

How do I log-in?

Send us a list of names and email addresses for those who want access when you return the user agreement. We'll register email addresses on the system and Impact will send a link that you can use to create a password (check your junk mail folder if it doesn't arrive) and then you are ready to get started. Once the agreement has been returned you can add additional users at any time by sending names and email addresses to impact@communityrail.org.uk. There are some basic tips included in this list of FAQs and further guidance will be published once people have started using the platform.

How can we use Impact?

- Impact can be used to track/record/measure your activities and activities and outputs, gather evidence, and in some cases, demonstrate the outcomes (changes) you are achieving.
- You can use it in any way you like. The more we all look at and experiment with the platform the more useful it will become.
- There may be a few of you in your organisation who want to have account or there may be one person. A user can log activities for themselves or for their own organisation/group. Both individual logs and organisation logs are visible to everyone attached to that organisation on the Impact platform but not to other member organisations. All users, logs and records are visible to the staff at Community Rail Network who are acting as Administrators. Please refer to the user agreement for reassurance about who can see your records.
- It is possible to set up a general user account for your organisation/group that people have access to if they don't want to have their own account. You would just need to send us the shared email address and we'll send the log-in link.
- You will only be able to see the logs and data for your organisation/group unless you have asked us to set up a joint project. Users can request to be anonymous which means that their activity would be logged against the organisation/group they belong to, but you would not be able to see their name. We suggest you do a trial first with a visible account owned by the organisation or an individual to see how things work.
- On the top right-hand side of the top menu bar you'll find a link to some basic Impact guidance. We recommend you download this guide and read it. We will produce more specific guidance once members have signed up.
- We'll be circulating tips and guidance once members start using Impact but if you want to book in a time for a chat about how you might use it contact impact@communityrail.org.uk and we'll be in touch.
- We suggest that you decide amongst yourselves how you want to use Impact and whether you want to have any protocols for entering data on behalf of others. You could do a test project to see how it works. Activity logs, made under your own name, can be edited/deleted so you can get rid of things that don't work. Contact us to get rid of other logs.
- All CRP members will have an Impact account that starts CRP followed by your name. All Community Station members will have CS at the front of their name and SA for Station Friends/Adoption groups. This is to make the administration of the system easier as we don't have a function to sort by membership categories. Contact us if you want to discuss how your name is displayed.

What activities are on Impact?

We have set up a range of activities on Impact using the outcome framework from the Value of Community Rail report with the four pillars of the community rail strategy as the categories. We have also added an *Organisation Development and Governance* category for general activities

How do I find and record activities?

Find activities by:

- typing in a key word on the search bar on your home page and then clicking '**add details**' or
- Clicking the **activities tab** on the top menu bar. You can refine your search by using the categories on the right-hand side which are aligned to the pillars of the DfT's community rail strategy. Clicking on a plus sign will give you activities under each of the pillars or the general Organisation and Development category and

then unticking boxes will refine the list. Once you've found the activity you want to track click on the '**Log Activity Data**' button

The activities you use frequently will appear on your home page and on your profile. Activities have two pages. The **reporting page** is the one that you reach from your home screen if you type in a key word and choose the activity. The **summary page** is reached via the Activities tab on the top menu bar. This will show the activity recorded for your organisation. Click on the Log Activity Data box on the right-hand side of the summary page to access the reporting page.

I can't find the activities I want to track on Impact. What can I do?

Please get in touch with us impact@communityrail.org.uk and let us know:

- What activities you want to track
- What you want to measure/record for each of these activities

We may be able to tweak an existing activity, or we can create a bespoke activity for your group. There might be several different measures that you want to combine into one activity page so that it's easy for your organisation to find and use. Have a look around the platform for ideas of the kind of measures you'd like to use and let us know. Bespoke activities we will only be visible to users within your organisation.

There are too many activities to choose from. Can we get rid of some of them?

Yes. As mentioned above we have used the outcome framework from the Value of Community Rail report as a starting point. We hope that they will give you some ideas about the potential for using the platform. Once you've had a good look around the platform please let us know if there are any activities you'd like to be hidden from your organisation's view to make things easier to find. We can always add them back in again later if needed.

Do I have to enter values against all the fields in an activity?

No. We have grouped things together to make it easier to report on activities in one place. You can choose which fields you fill in depending on what you would like to measure. You may have to enter a zero in any fields you are not using. Please note that the visual reporting screens for activities will show the top field even if it is blank. The rest of the data you have tracked is still there and will show on reports.

How do we create reports?

We can assign Reporter status to one or more of your group. This person will be able to create reports based on date, activity, reporting field, community rail strategy pillar etc. We will publish more guidance on this once people are using the system.

If there are certain aspects of your work that you'd like to be able to report on using Impact then get in touch and we can look at how this might work for you. There are various ways that we can add searchable fields to enable better reporting.

I've forgotten my password. What do I need to do?

Get in touch with us using impact@communityrail.org.uk and we can send a new log-in link

I work/volunteer for more than one Community Rail Network member organisation. Can I have two Impact accounts?

We have set up group types according to our membership categories i.e. CRPs, Station Adoption/Station Friends groups etc. If you work/volunteer for two or more groups in the same category, e.g. two CRPs, then you will need a different email address for each account.

What is the Beneficiaries function?

Please **do not** use the Beneficiary function (only available to those with Reporter status). This function is pre-set to be visible across all users of the platform, so it is not advisable to upload beneficiary details. We are liaising with Impact Reporting to see if we could use this in future. Goals and Surveys are also pre-set to be visible to all however there is more scope to use these. Please contact us if you'd like to explore using them.

Please get in touch with questions and requests for new activities to record.

Enjoy using Impact