



Date: 06 September 2013

Contact: Jill Boardman
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To Whom It May Concern

RE: REFERENCE FOR GRAVITAS OUTCOME SERVICES

Right from our initial enquiry about help with monitoring the work our Charity provides, I can only say the advice, support, training and systems provided from Gravitas have been exemplary.

Karen Spencer and her team have provided our service with a tailored and workable system that does what we want it to. They listened carefully to our needs and requirements and come back with exactly what we want. They are flexible, forward thinking and always open to new ideas and concepts. Nothing is ever a problem for them; they are always extremely helpful and supportive.

I would recommend any organisation that is serious about monitoring and evaluation using this company. They have put our Charity on the right track and ensured our team fully understand how and why we need to monitor the work we do.

Their CORS system enables our team to monitor and stay on track with client's support, and provides an accurate record of goals and achieved targets, and a report at the end of support to referrers which is really important. The system enables us to demonstrate to our grant funders exactly how their financial support has helped meet agreed outcomes.

Their support has helped bring our team together working as one on this often confusing subject, enhancing their understanding, skills and abilities in the use of the software.

The team at Gravitas are exceptional, professional and accommodating at every level, we look forward to continuing our relationship with them for the long term.

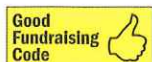
Yours sincerely

Jill Boardman
Charity Manager

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