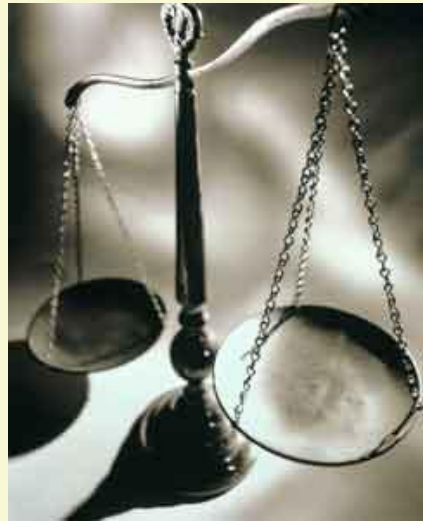


# VCS evaluation: Current and future funder expectations



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## Statutory CJS organisational context

- Legal limits on powers & responsibilities
- Balance competing interests (victim/suspect/public)
- Budget constraints/Fighting off extra demands
  - Prioritisation and targets
  - Cases not people

NAO (2011) 3 requirements:

- Efficiency and financial transparency
- cost-effective delivery
- Decisions based on **reliable, comprehensive & comparable** information



## According to NAO

- Understand needs of service users & communities
- Close to those the CJS needs/wants to contact
- Delivers outcomes that the CJS cannot
- Scope to be innovative in developing solutions
- Individualised/flexible service delivery

## Additionally

- Financial - funding supports a service not the organisation

## Some key tensions

	<b>VCS</b>	<b>Statutory CJS</b>
Aims	Support people	Exit cases from system (ideally never to return)
Organisation/ relationships	Collaborative Partnerships	Hierarchy Contracts
Delivery	Individualised/local Developed in-house Knowledge of best practice variable	Formal processes (limits on discretion)
<b>Data</b>	<b>Narrative</b> <b>Numeric unique to organisation</b>	<b>Aggregate, numeric, nationally defined</b>
<b>Impact</b>	<b>Stories</b>	<b>Outputs &amp; Outcomes</b> <b>Historic trends</b>

# The consequences for assessing impact

	VCS1	VCS2	VCS3
Referred	1464	871	1121
% Assessed	63%	45%	89%
% Needs (of Assessed)	89%	99%	108%
% Support (of Needs)	44%	45%	51%

- Funding for data collection but expert assistance too late/too limited
- VCS3 usually only recorded referral if assessed
- Workers did not record support they gave routinely
- Could not aggregate needs & support data across centres
- Real dangers in basing judgements on these data

(data from Jolliffe et al, 2011)

## In a 'contracting out' world....

- Outcome data may become the **only** data of interest for funders
- Those who can 'prove' impact are best placed to get contracts
- Info on how and why outcomes are achieved becomes too valuable to share
- VCS 'Umbrella groups' to agree objectives & measures, enabling **appropriate** comparability?
- Keep data collection simple/minimal
- Recognise the resource implications
- Bring in evaluation and research expertise early