



west midlands
police and crime
commissioner

Victims Fund: Monitoring Guidance

Why do we ask for monitoring information?

- Explain where money has been spent and what it has achieved
- Public accountability
- Build up understanding of what works best
- Deliver value for money
- Get the best outcomes for the people we want to support

Why is monitoring information important for you?

- Satisfy grant conditions
- Provides evidence of your effectiveness for future bids to different funders
- Improve the service you deliver

What should you monitor?

| £ | Inputs | Activities | Outputs | Shorter-term outcomes | Longer-term outcomes |
|-------------------------|---|---|---|---|--|
| Resources you have used | What you have paid for with those resources | What you have done and how much you have done | Who you have supported and the characteristics of those supported | What positive change has been achieved for those you've supported | Longer-term positive change for those supported or wider community |

What should you monitor?

| £ | Inputs | Activities | Outputs | Shorter-term outcomes | Longer-term outcomes |
|-------------------------|--|---|---|---|---|
| Resources you have used | What you have paid for with those resources | What you have done | Who you have supported | What positive change has been achieved for those you've supported | Longer-term positive change for those supported or wider community |
| Amount of money spent | Number of staff, hire of buildings, equipment or materials | Face-to face meetings, group activities, provision of information | Number of people supported, level of need, ages, ethnicities, genders, location | Feelings of safety, movement into employment, qualifications gained | Improved well-being, better health, longer-term employment, improved community cohesion |

How will you monitor activities and outputs?

- What activities have you delivered?
- How long did activities last?
- Where were they delivered?

- Who did you support with each activity?
- What was the need that they were being supported for?
- What were their characteristics – age, gender, ethnicity, location?

- Database

How will you monitor activities and outputs?

| Category of Need | What activity did you undertake to achieve outcomes for victims? Please include your outputs – this means the numbers of victims you supported, the number of groups that you held <u>etc</u> |
|----------------------------|---|
| | |
| Mental and physical health | |
| Shelter and accommodation | |
| Family, friends, children | |
| Education | |
| Skills and employment | |
| Drugs and alcohol | |
| Finance and benefits | |
| Outlooks and attitudes | |
| Social Interaction | |



How will you monitor quality?

- For both activities and outputs it's important that we know about quality as well as quantity
- Not just how many activities were carried out but how good were they
- Not just how many people supported but the quality of support they received
- How did staff rate the quality of different activities?
- How did people supported rate the quality of different activities?
- Which activities did they find most helpful?
- How satisfied were people with the support they received?
- Did they receive enough support?
- Did they complete the intervention?

How will you monitor quality?

| | |
|--|--|
| Please tell us how you are evidencing user satisfaction. Please include comments from service users. | |
|--|--|

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Support received from your service
 Other support received
 Change in personal circumstances
 General economic, social conditions
 Time

How will you monitor outcomes?

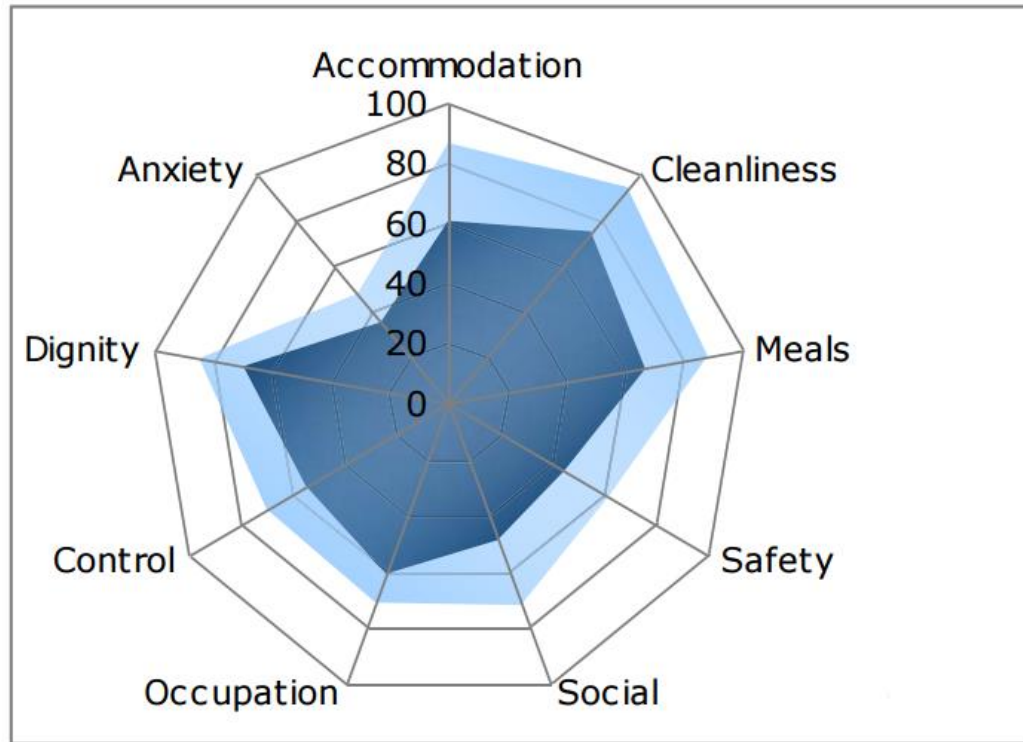
- Outcomes more challenging
- Change in outcomes can be driven by the support provided and by other external factors
- Would ideally know to what extent any change in outcome is due to the support you've delivered rather than improvements over time or due to some other factor
- E.g. employment programme – some would move into employment anyway as labour market changes
- E.g. victims – people might have access to support from more than one service or improve over time anyway
- Impact = the amount of outcome change the support service has delivered

How will you monitor outcomes?

- Outcome measure more meaningful if have something to compare with
- Could ask people the same question(s) before support received and after
- Could compare the group you've supported with other similar groups (e.g. by other groups supported in a similar way)
- Could ask people directly how much improvement they think is due to the support received
- Could ask people directly where they would expect to be without support

How will you monitor outcome?

- Number of tools available to help measure outcomes
- Could be a single question e.g. feeling of safety, fear of crime
- Or an outcome star tools (search online)



Dark blue = baseline
Light blue - improvement

How will you monitor outcomes?

| Category of Need | Outcomes for victims – this means the difference that your project made to the lives of the victims you supported |
|----------------------------|---|
| | |
| Mental and physical health | |
| Shelter and accommodation | |
| Family, friends, children | |
| Education | |
| Skills and employment | |
| Drugs and alcohol | |
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| Outlooks and attitudes | |
| Social Interaction | |

| | |
|---|--|
| Please detail the success that your project has achieved. How is success evidenced? What outcomes tools have you used? | |
|---|--|



Hints and tips

- Think about what you will monitor and how as you are writing the bid
- You'll need to monitor spend, inputs, activities, outputs and outcomes
- Use existing tools and questions where available and suitable
- Start collecting information as soon as possible
- Be proportionate
- Make use of the monitoring information you gather to improve services and in future bids