

# Controlling Migration Fund evaluation report: Appendices



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August 2022

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# Appendix 1: Methodology

## Overview and aims of the evaluation

There were four key objectives for the evaluation:

1. Identify what works within different local areas and contexts to relieve pressure on local services due to migration and assess the cost benefit of different approaches implemented in different contexts;
2. Identify best practice for developing new sources of data and intelligence on the relationship between migrant groups and local communities;
3. Identify realised and perceived benefits of different approaches on residents and the wider community; and,
4. Identify best practice to share learning across Local authorities and partners.
5. Given the unique nature of each project granted funding through the Controlling Migration Fund (CMF), a key aim for the evaluation was to assess 'what works' to mitigate the issues identified within the contexts of the local areas and communities. The evaluation draws on realist principles to seek to understand 'what works, for whom, and under what circumstances'<sup>1</sup>. This is underpinned by a theory-based approach<sup>2</sup>, which sets out the overarching logic of the delivery of the fund while accounting for the flexibility of project-level circumstances.

## Scoping stage

The scoping stage was conducted between June and August 2018 to inform the "main stage" evaluation approach. As part of the scoping activity, the evaluation team developed a set of key evaluation questions, aligned to each objective, which the evaluation sought to answer. Activities included:

- An inception meeting between the evaluation team and DLUHC took place in May 2018. The evaluation team also drafted a short information leaflet about the evaluation that DLUHC shared with successful projects to promote the evaluation and explain the next steps should they be selected to take part.
- Desk-based review of programme and policy-relevant documentation: Key documents reviewed included:
  - a. Relevant policy documentation (e.g. The Casey Review and the Integrated Communities Strategy);
  - b. CMF-focussed documentation (e.g. House of Commons Library Briefing on the CMF, CMF infographic);
  - c. Application materials, including the prospectus (November 2016) and revised prospectus (August 2018), application forms, bidding criteria checklist, frequently asked questions, and scoring criteria;
  - d. Internal databases and summaries of funded projects, including the results of the Year 1 review and a survey assessing projects' evaluation plans; and,
  - e. Internal criteria for identifying bids for inclusion in external evaluation.

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<sup>1</sup> Pawson, R. & Tilley, N. (1997). *Realistic Evaluation*. London: Sage.

<sup>2</sup> Theory-based approaches to evaluation use an explicit theory of change to draw conclusions about whether and how an intervention contributed to observed results. For more information, see: <https://www.canada.ca/en/treasury-board-secretariat/services/audit-evaluation/centre-excellence-evaluation/theory-based-approaches-evaluation-concepts-practices.html>

- Six familiarisation interviews with DLUHC stakeholders involved in delivering and/or designing the fund were carried out between June and July 2018 in order to capture more detailed perceptions of the rationale and goals of the fund.
- Development of the fund-level Theory of Change: Based on the document review and familiarisation interviews, the evaluation team developed a detailed fund-level Theory of Change outlining the inputs, activities, outputs, outcomes and impacts of the CMF (contained in Appendix 2). A high-level version also identified the associated key risks and assumptions underlying the theory of change.
- Development of a project typology to inform shortlisting for project-level evaluations: A review of the 174 successful project applications including full proposals, short project summaries, and multiple internal databases used by DLUHC supported the development of a comprehensive typology. Using a set of qualifying, primary and secondary criteria, the evaluation team put forth a longlist of potential projects for project-level evaluations. Following feedback from DLUHC, a final shortlist of 15 projects was proposed (outlined in more detail below).
- Development of the Commons Outcomes Framework and review meeting: The Common Outcomes Framework builds on the outputs and outcomes in the theory of change by identifying key measurement indicators mapped across audience groups to provide a practical monitoring and evaluation tool for project-level evaluations. The evaluation team met with DLUHC stakeholders in August 2018 to discuss the ongoing development and potential implementation of the Common Outcomes Framework.
- Interviews with ten shortlisted local authorities were conducted to explore local drivers and context and to assess whether the theory of change and Common Outcomes Framework were fit for purpose and resonate with their projects.
- There were a number of elements of the CMF that were deemed out of scope and therefore not assessed by the evaluation. Most crucially, the evaluation did not assess the impact or effectiveness of the £40million immigration enforcement component of the CMF managed by the Home Office. In addition, the £1.1million for Modern Day Slavery pilot projects were evaluated separately by the Home Office and therefore, to avoid duplication, were not evaluated as part of the CMF evaluation. Similarly, the £11.2million to build the capacity of local authorities to support Unaccompanied Asylum Seeking Children (UASC) and UASC care leavers remains out of scope due to the nature of the projects; the Department for Education (DfE) and the Local Government Association (LGA) are also focusing on these projects. The impact of the CMF at a national level was also considered out of scope due to the unique nature of the projects and the challenges in identifying a national-level counterfactual to establish what would have happened in the absence of the fund.

Table A.1 below outlines how the overall evaluation activity expected to address the key evaluation objectives and evaluation questions.

**Table A.1 Overview of the evaluation design**

		Evaluation tasks			
Objective	Evaluation questions	Project Level Evaluations	Data-only project consultations	Review of data collection outputs	Common Outcomes Framework and thematic learning
Establishing Impact	<ol style="list-style-type: none"> <li>1. What works within different local areas and contexts to relieve pressure on local services on account of migration?</li> <li>2. What is the cost effectiveness of different approaches implemented in different contexts?</li> </ol>	✓✓✓			

<p>Understanding the Local Migration Data Landscape</p>	<p>3. What is best practice for developing new sources of data and intelligence on the relationship between migrant groups and local communities?</p> <p>4. What issues or tensions are perceived to have arisen between migrant groups and local communities in areas of particularly high migration?</p>		<p>✓✓</p>	<p>✓✓</p>	
<p>Capturing benefits to residents</p>	<p>5. What are the benefits of different approaches on residents impacted by the project?</p> <p>6. How have resident concerns been identified and addressed?</p> <p>7. What is the relationship between the contents of a project and benefits to the wider community?</p>	<p>✓✓✓</p>			<p>✓✓✓</p>
<p>Identifying and sharing good practice</p>	<p>8. What is best practice for sharing learning across Local authorities and partners?</p>	<p>✓✓</p>	<p>✓✓</p>		

✓ denotes the strength of evidence of each evaluation task. The greater the number of ticks, the greater the strength of evidence.

## Common Outcomes Framework

### PURPOSE AND OVERVIEW

The common outcomes framework was developed in order to capture a consistent set of measures for the fund, to enable the evaluation to assess the extent to which the output/ outcome has been achieved as intended.

The fund was deliberately designed as a bottom-up approach, to allow local authorities to consider how best to alleviate perceived service pressures in their local areas. However, the distinct nature of the different projects funded and lack of systematic framework to monitor the outputs and outcomes to date, presented a challenge to assessing the overarching performance of the fund. The evaluation team therefore proposed setting out a common outcomes framework.

Consultations with a sample of local authorities invited to take part in the project level evaluations were conducted to provide an audit of local monitoring systems in place and ways in which local authorities were assessing distance travelled as well as guidance and support that they may wish to receive from their Ipsos MORI Relationship Manager. This provided a more detailed assessment of the practicalities and appetite for introducing a common set of measures.

The proposed framework was designed to both allow the fund to capture a set of systematic measures, and also provide an opportunity for each local authority to input its own targets and a timeframe in which to reach these targets. This enabled each local authority to be assessed against their own local needs as opposed to a set of top-down fund targets, while still providing a systematic set of measures for the fund evaluation. Local authorities could select the outputs and outcomes deemed most appropriate to their project (as well as develop their own outcomes and measures).

Table A.2 outlines the types of data collection sources required in order to assess the performance of the fund against the anticipated outputs, outcomes and impacts. Where possible, the outcomes framework provides a triangulated approach so that evidence can be verified by multiple evidence sources, both qualitative and quantitative. A template for local authorities and the Ipsos MORI Relationship Manager to provide an assessment of outcomes achieved was also developed. This included a proposed set of questions or metrics for each output and outcome across specific target audiences (project delivery teams, residents and end-beneficiaries/migrant groups) and a way in which to assess performance at frequent stages during the project level evaluation.

This framework also has potential to be rolled out to Local Authorities not taking part in the project level evaluations along with a set of accompanying guidance. This is discussed in more detail in section 4.5.

The outcomes framework can be divided into two key elements - outputs and outcomes. Longer term outcomes and impact are included in the outcomes framework but have not been developed further in the template document, as projects were not expected to be able to capture evidence against these outcomes within the project time scale.



## **OUTPUTS**

Outputs were intended to be predominantly quantifiable with DLUHC or project level targets attached that can be tracked over time. For example, at the project set-up stage, the project lead may be expected to engage and recruit volunteers. The project lead can append a target number to this output and a timeframe in which this is expected to be complete and thus, provide an assessment of whether they have been successful in achieving this.

Evidence related to outputs were intended to be captured through consultations with either MCHLG or the project partner (depending on the type of output) as well as DLUHC or project level secondary data sources (e.g. monitoring forms, performance management data).

## **INTERMEDIATE OUTCOMES**

The CMF is expected to lead to benefits among three key audiences:

- **Local Authorities;**
- **Residents;** and
- **End-beneficiaries/ migrant groups.**

**Table A.2 CMF Outcomes Framework**

<b>Key:</b> <b>DLUHC = DLUHC delivery team; Project = Project delivery team; Partners = Project partners; Residents = Affected residents; Migrants = Targeted/ participating migrant groups/beneficiaries; local authority = local authority project delivery team monitoring outputs; Ext. = External secondary datasets</b>				Data collection sources							
				Qualitative evidence		Qual or Quant <sup>3</sup>		Quantitative evidence			
Theory of Change	Measures	Targets <sup>4</sup>	Timeframe	DLUHC	Project	Partners	Residents	Migrants	DLUHC	LA	Ext.
<b>OUTPUTS</b>											
<b>Local Authority</b>											
Project teams/taskforce put in place	Number of project teams established in LAs	e.g. 174 project teams established	e.g. prior to postponement of the fund in Nov 2017								
Data collection/ monitoring put in place	Monitoring form designed/implemented										
Increased analysis and review of local issues	Context/data collection activity										
Co-ordination and delivery of events to share/disseminate best practice	Number of events organised; number of other dissemination activities (e.g. papers produced, reports shared)										

<sup>3</sup> Dependent on sample sizes

<sup>4</sup> To be set by the Local Authority: these could be quantitative or qualitative targets dependent on the measure and data collection source

<b>Key:</b> <b>DLUHC = DLUHC delivery team; Project = Project delivery team; Partners = Project partners; Residents = Affected residents; Migrants = Targeted/participating migrant groups/beneficiaries; local authority = local authority project delivery team monitoring outputs; Ext. = External secondary datasets</b>		Data collection sources									
		Qualitative evidence	Qual or Quant <sup>3</sup>	Quantitative evidence							
Project set-up											
Investments made & projects initiated	Funds disbursed to Local authorities as per grant agreement										
Staff and organisations trained/employed/commissioned	Number of recruitment/training activities taking place										
Volunteers engaged/recruited	Number of recruitment/training activities taking place										
Liaising and networking with local and regional partner agencies	Number of partners established between agencies and project lead										
Project delivery											
Volunteer/staff in post/ partner networks established	Number of volunteers/staff in post										
Target groups signposted to relevant projects	Number of target beneficiaries engaged										
Project materials and resources developed	Number of project materials/resources developed as part of project										
Target groups reached	Number of target beneficiaries reached										

<b>Key:</b> <b>DLUHC = DLUHC delivery team; Project = Project delivery team; Partners = Project partners; Residents = Affected residents; Migrants = Targeted/participating migrant groups/beneficiaries; local authority = local authority project delivery team monitoring outputs; Ext. = External secondary datasets</b>				Data collection sources								
				Qualitative evidence			Qual or Quant <sup>3</sup>			Quantitative evidence		
Sessions attended/activities completed	Number of sessions delivered or activities completed											
<b>SHORT-TERM OUTCOMES</b>												
<b>Local Authority</b>												
Increased insight into local migration patterns and community impact	Change in perceptions of understanding/knowledge of local migration patterns. Types of data being collected about local migration patterns.											
Expanded networks of community and statutory partners	Number of relationships with partner agencies											
Increased co-ordination and co-operation between agencies	Perceived changes in ways of working between local authority and agencies											
Acquired expertise and structures in place to deal with local issues	Increase in local authority capacity/skills for dealing with local issues as a result of migration patterns Increase in structures to help deal with local issues											
<b>Residents</b>												

<b>Key:</b> <b>DLUHC = DLUHC delivery team; Project = Project delivery team; Partners = Project partners; Residents = Affected residents; Migrants = Targeted/participating migrant groups/beneficiaries; local authority = local authority project delivery team monitoring outputs; Ext. = External secondary datasets</b>				Data collection sources							
				Qualitative evidence		Qual or Quant <sup>3</sup>		Quantitative evidence			
Perceived reduction of pressure on public services and private facilities (i.e. gyms)	Changes in resident and delivery team perceptions of use of public services										
Increased access to public services	Frequency of resident access to public services. Number of residents using [public service]									Project level MI	
Increased involvement in community-led integration activities (i.e. volunteering)	Change in level of involvement in community activities										
Increased opportunities for social mixing	Perceived ability for residents to interact with people from different backgrounds in their local area.										
Improved quality of public space (i.e. related to overcrowding)	Resident rating of quality of public spaces in their local area										
Increased understanding of other cultures and nationalities	Self-reported rating of knowledge of local cultures/nationalities in the area. Delivery staff perceptions of resident knowledge of local cultures/nationalities in the local area.										
Migrant Groups											

<b>Key:</b> <b>DLUHC = DLUHC delivery team; Project = Project delivery team; Partners = Project partners; Residents = Affected residents; Migrants = Targeted/participating migrant groups/beneficiaries; local authority = local authority project delivery team monitoring outputs; Ext. = External secondary datasets</b>				Data collection sources								
				Qualitative evidence			Qual or Quant <sup>3</sup>			Quantitative evidence		
Increased understanding of and access to public services (i.e. NHS, schooling)	Change in perception of understanding of how public services work Change in level of access to public services											
Housing issues identified (i.e. overcrowding, substandard provision)	Perception of delivery team in relation to changes in housing issues Number of rogue landlords identified in local area over course of project Number of rough sleepers in the local area over course of the project											
Housing issues resolved (i.e. improved housing standards)	Perception of delivery team in relation to improved standards of living Reported standard of living among migrant groups											
Access to ESOL provision	Number of beneficiaries provided with access to ESOL through the project Perception of improvement in English language Perception of ability to access ESOL services									Project level MI		

<b>Key:</b> <b>DLUHC = DLUHC delivery team; Project = Project delivery team; Partners = Project partners; Residents = Affected residents; Migrants = Targeted/participating migrant groups/beneficiaries; local authority = local authority project delivery team monitoring outputs; Ext. = External secondary datasets</b>				Data collection sources							
				Qualitative evidence		Qual or Quant <sup>3</sup>		Quantitative evidence			
Access to labour market skills, training and accreditations (courses, qualifications)	Number of beneficiaries attending training or in education through the project Perception of improvement in labour market skills/training Perception of ability to access labour market skills/training									Project level MI	
Increased understanding of British culture and social norms	Perceived understanding of British social norms and culture among migrant groups										
Increased civic society participation	Change in level of involvement in community activities										
<b>LONG-TERM OUTCOMES</b>											
<b>Local Authority</b>											
Reduced cost on public services	Perceived reductions in costs on public services Available secondary evidence on expenditure on local authority public services										e.g. local authority Public Expenditure Statistical Analysis

<b>Key:</b> <b>DLUHC = DLUHC delivery team; Project = Project delivery team; Partners = Project partners; Residents = Affected residents; Migrants = Targeted/participating migrant groups/beneficiaries; local authority = local authority project delivery team monitoring outputs; Ext. = External secondary datasets</b>				Data collection sources							
				Qualitative evidence		Qual or Quant <sup>3</sup>		Quantitative evidence			
Evidence to make further funding cases	Reported evidence of project findings used in future funding applications										
Building the evidence base of 'what works' locally	Local authorities report sharing and disseminating findings from their projects with other Local authorities and DLUHC										
More established relationships between Local authorities and DLUHC	Perceived changes in ways of working between Local authorities and DLUHC										
Increased revenue from enforcement of civil penalties (e.g. rogue landlords)	Change in revenue from rogue landlords										e.g. local authority Public Expenditure Statistical Analysis
<b>Residents</b>											
Perceived faster access to public services	Perceived increase in accessing local services (e.g. GP, council, housing association, jobcentre)										
Reduced public concern on access to public services	Perceived increase in ability to access public services and ease in service pressures										



<b>Key:</b> <b>DLUHC = DLUHC delivery team; Project = Project delivery team; Partners = Project partners; Residents = Affected residents; Migrants = Targeted/participating migrant groups/beneficiaries; local authority = local authority project delivery team monitoring outputs; Ext. = External secondary datasets</b>				Data collection sources								
				Qualitative evidence			Qual or Quant <sup>3</sup>			Quantitative evidence		
Increased levels of social mixing	Perceived increase in level and ability to interact with people from different backgrounds											
Increased sense of belonging	Perceived increase in sense of belonging in the local community											
Improved cleanliness and quality of local area	Perceived outlook on quality of public spaces in local area											
Reduced crime and anti-social behaviour	Perceived reduction in crime and anti-social behaviour in area where project is operating Local level reduction in numbers of anti-social behaviour/crimes reported											e.g. ONS local authority crime statistics
Improved perceptions of recent migrants to local area	Perceived increase in benefits of recent migrants to the local area and wider community											
<b>Migrant Groups</b>												
Increased well-being (e.g. mental and physical health, levels of confidence)	Perceived increases in migrant levels of confidence and health											

<b>Key:</b> <b>DLUHC = DLUHC delivery team; Project = Project delivery team; Partners = Project partners; Residents = Affected residents; Migrants = Targeted/participating migrant groups/beneficiaries; local authority = local authority project delivery team monitoring outputs; Ext. = External secondary datasets</b>				<b>Data collection sources</b>							
				Qualitative evidence		Qual or Quant <sup>3</sup>		Quantitative evidence			
Increased living standards	Perceived increases in quality of living for migrants (i.e. 'decent' homes for social housing)										e.g. English Housing Survey at local authority level
Increased ability to contribute to British society (through volunteering or employment)	Perceived increase in ability for migrants to actively participate in British society										
Increased English proficiency and labour market skills	Increased number of migrants with qualifications/accreditations Perceived increase in confidence speaking English and gaining employability skills										e.g. local authority specific MI
Increased sense of stability	Perceived increase in sense of stability for migrants in the local community										
Reduction in exploitation (e.g. victims of modern day slavery, organised crime)	Perceived reduction in experiences of exploitation Reduction in number of victims of modern day slavery in local area										e.g. National Referral Mechanism to identify MDS victims

<b>Key:</b> <b>DLUHC = DLUHC delivery team; Project = Project delivery team; Partners = Project partners; Residents = Affected residents; Migrants = Targeted/participating migrant groups/beneficiaries; local authority = local authority project delivery team monitoring outputs; Ext. = External secondary datasets</b>		Data collection sources									
		Qualitative evidence	Qual or Quant <sup>3</sup>	Quantitative evidence							
IMPACT											
Evidence & dissemination											
Evidence base of what works in what contexts established and shared between LAs	Reported increase in delivery of social integration projects and knowledge sharing between Local Authorities										
Evidence influences mainstream policy and service provision	DLUHC and Home Office report applied learning from CMF funded projects Examples of applied learning										
Capability & capacity											
Increased local authority capabilities to address local migration issues through delivery and evidence collection	Local authorities delivering effective social integration projects Local authorities report increased understanding of best practice for collecting evidence on the migration landscape										
Increased knowledge of local/hyper-local migration patterns and what works to address migration pressures	Local authorities report ability to identify migration patterns working in their area and find effective methods to address pressures										

<b>Key:</b> <b>DLUHC = DLUHC delivery team; Project = Project delivery team; Partners = Project partners; Residents = Affected residents; Migrants = Targeted/participating migrant groups/beneficiaries; local authority = local authority project delivery team monitoring outputs; Ext. = External secondary datasets</b>				Data collection sources								
				Qualitative evidence			Qual or Quant <sup>3</sup>			Quantitative evidence		
Improved perceptions about local impacts of immigration	Reported increase in understanding about the impacts of immigration in the local community											
Perceptions & access to local services												
Accessible public services to all	Reported increase in use of public services by both existing residents and new migrant groups											
Adequate and relevant services to address specific local issues	Local authorities report greater confidence and resources to address their local community needs											
Residents most affected can see difference that has been made	Residents in areas of high recent migration perceive a positive change in their access and use of local services											
Sense of belonging												
Increased sense of belonging in the local community	Residents and recent migrants report a greater sense of belonging in their local community											

<b>Key:</b> <b>DLUHC = DLUHC delivery team; Project = Project delivery team; Partners = Project partners; Residents = Affected residents; Migrants = Targeted/ participating migrant groups/beneficiaries; local authority = local authority project delivery team monitoring outputs; Ext. = External secondary datasets</b>				Data collection sources									
				Qualitative evidence			Qual or Quant <sup>3</sup>		Quantitative evidence				
Successful social mixing	Residents and recent migrants report greater levels of positive interaction with people from different backgrounds in their local community												

## **Project level evaluations**

### **PROJECT TYPOLOGY AND SHORTLIST SELECTION**

With 174 funded projects in the CMF portfolio, and the unique nature of each individual project, it was critical for the evaluation to develop an understanding of how these projects compare with one another and map across various characteristics early on in the evaluation period. A review of the 174 successful applications, short project summaries and DLUHC databases was conducted and key information about each project was extracted to develop a typology of the full CMF portfolio. Examples of the types of information extracted include: project name, lead LA, approved budget, theme(s), specific migrant communities being targeted, evaluation budget and so on.

The development of this typology had two primary objectives: firstly, to assess the spread and variety of interventions being delivered and secondly, to identify a short list of 15 projects to inform the main stage of the evaluation. Shortlisted projects were invited to participate in in-depth project-level evaluations during the main stage evaluation, supported by a dedicated Ipsos MORI Relationship Manager. This section discusses the sampling approach used to select the shortlisted projects and describes the characteristics of the resulting shortlist.

### **SAMPLING APPROACH AND SELECTION CRITERIA**

In order to select 15 projects that reflected the breadth of characteristics across the portfolio, the sampling approach drew on a diverse strategy technique. This approach sought to include projects that covered a variety of characteristics in line with a set of criteria agreed with DLUHC research and policy teams. The selection criteria were divided into qualifying (or eligible) criteria, which all cases had to fulfil, and priority and secondary criteria, for which targets were set to ensure diversity across these criteria. In addition, key project characteristics, which did not have associated targets, were incorporated into monitoring criteria to ensure adequate distribution across the sample. Table A.3 summarises these criteria.

While the sampling approach was not intended to produce a statistically representative shortlist, the range of sampling criteria and associated targets for inclusion were intended to be representative of the full range of characteristics in the CMF portfolio thus enhancing the representativeness of the selected sample.

**Table A.3 Shortlist sampling criteria**

Qualifying criteria	Primary criteria	Secondary criteria	Monitoring criteria
<ul style="list-style-type: none"> <li>• <b>Approved projects:</b> the shortlist will only include projects that submitted applications prior to the pause for the Year 1 review and have since been approved.</li> <li>• <b>Evaluability assessment:</b> based on available information regarding project timescales, beneficiary engagement, and existing evaluation activities</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Type of bid:</b> mainstream; UASC-specific; centrally directed (LAASLO/MDS)</li> <li>• <b>Theme:</b> English language; Rogue landlords; Migrant rough sleeping; Data/research; Cohesion; Other</li> <li>• <b>Approved budget:</b> Less than £50k; £50k - £100k; £100k-£250k; £250k-£500k; £500k+</li> <li>• <b>Area level:</b> Localised; local authority level; Sub-regional; Regional</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Region:</b> North West/ North East/ Yorkshire and The Humber; West Midlands/ East Midlands/ East of England; South West/ South East/ London</li> <li>• <b>History of migration:</b> High (more than 10% change); Moderate (5%-10% change); Low (less than 5% change)</li> <li>• <b>Partners:</b> Yes / No (or not mentioned)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Amenable to cost-benefit analysis</b></li> <li>• <b>Number of projects per LA:</b> Single / Multiple</li> <li>• <b>Target migrant groups mentioned in bid:</b> e.g. Eastern European; Roma; Refugee/ Asylum seekers; Unspecified/multiple</li> <li>• <b>Inclusion of area in Integrated Area strategy:</b> Peterborough; Blackburn; Walsall; Bradford; Waltham Forest</li> </ul>

### SHORTLIST

From a long list of 30 projects reviewed by DLUHC research and policy teams, a **final shortlist of 15 projects** was selected to retain the diverse spread of the longlist and to meet the sampling criteria targets. This final selection also took into account those projects supported by DLUHC where possible given their additional knowledge about project delivery and evaluability. These 15 projects were approached to take part in the evaluation as case study areas.

During the evaluation, there was two changes to the composition of projects. The *Tackling Rogue Landlords who exploit vulnerable migrant communities* project was dropped following the project consultation, due to a lack of capacity to support the evaluation. The project was subsequently replaced with the *Community Harmony* project. The *Southampton Community Advice* project dropped out of the evaluation due to lack of capacity at a later stage in the evaluation. In this case, due to the difficulty introducing a new project at this late stage, the project was not replaced and instead the remaining resource was allocated across the projects to enable additional evaluation activities to take place.

**Table A.4 Projects invited to project-level evaluations**

Bid #	Project name and summary <sup>5</sup>	Lead LA	Type of bid	Approved budget	Scale of Intervention	Region	Area migration concentration <sup>6</sup>	Status
293	<b>Southampton Community Advice Project:</b> The project aims to increase the capacity of Southampton Citizens' Advice Service to benefit both resident and migrant communities, through the recruitment and training of recent migrants as volunteers and the establishment of a new outreach centre.	Southampton	Mainstream	£54,000	LA Area	South East	13%	Dropped
251	<b>Wolverhampton Schools PEER Integration Accelerator programme:</b> The project aims to build the capacity of schools to receive migrant families, support them to become participating members of the community and benefit all children within those schools. The project focuses on training teachers, parents and children to provide practical support to new migrants in the 20 schools with the most significant levels of new arrivals. Parent ambassadors will facilitate "chatter groups" for newly arrived parents to support their successful integration into the local community and signpost them to other services (such as ESOL provision).	Wolverhampton	Mainstream	£125,350	Localised (Ward level)	West Midlands	6%	

<sup>5</sup> Source: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/733135/Annex\\_A\\_summary\\_of\\_projects\\_already\\_funded.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733135/Annex_A_summary_of_projects_already_funded.pdf)

<sup>6</sup> Difference in non-British population levels between 2005-2016



Bid #	Project name and summary <sup>5</sup>	Lead LA	Type of bid	Approved budget	Scale of Intervention	Region	Area migration concentration <sup>6</sup>	Status
161	<b>Tackling Alcohol Misuse:</b> The project aims to address social drinking and alcohol misuse among more recent migrant communities, thereby reducing alcohol-related crime, improving health outcomes and promoting the correct usage of public health services. The project also aims to promote greater social cohesion in Wisbech and Peterborough, through promoting positive media coverage and reducing anti-social behaviour and littering.	Cambridgeshire	Mainstream	£283,347	Sub-regional	East	Unknown	
255	<b>Tackling Rogue Landlords who exploit vulnerable migrant communities</b> The project aims to tackle rogue landlords and reduce the vulnerability of tenants, through funding x4 housing officers to work proactively on interventions, enforcement and property inspections. In addition, the project aims to protect the established resident communities through an area-based approach to controlling the private rented sector and improving housing standards.	Sandwell	Mainstream	£337,054	Localised	West Midlands	7%	Replaced
202	<b>Rogue landlords and rough sleeping:</b> The project aims to tackle private rented properties that are not covered by the selective licensing scheme for HMOs, unlawful dwellings (“beds in sheds”) and encampments. Tackling these issues aims to improve the safety, look and feel of the town, as well as reducing anti-social behaviour, crime and noise.	Oxford	Mainstream	£409,319	LA Area	South East	13%	

Bid #	Project name and summary <sup>5</sup>	Lead LA	Type of bid	Approved budget	Scale of Intervention	Region	Area migration concentration <sup>6</sup>	Status
144	<b>Sheffield Community Investment Deal:</b> The community-based project aims to respond to concerns from local people about the impacts of recent migration on public services and anti-social behaviour, through funding community development workers; on-the-ground education and enforcement officers; information and better organised local services; and ESOL classes. The project also aims to engage established and new communities through community development initiatives to improve their areas.	Sheffield	Mainstream	£835,000	LA Area	Yorkshire Humber	4%	
263	<b>Targeted health interventions:</b> The project aims to improve the health and wellbeing of the migrant community - encouraging healthier lifestyles and preventing the development of illnesses. The project also delivers cultural awareness training to frontline NHS staff to provide targeted support and improve access to NHS services for the Roma community. This will also make more efficient use of resources by, for example, shortening appointment times and reducing the frequency of missed appointments.	Kent	Mainstream	£853,106	LA Area	South East	Unknown	

Bid #	Project name and summary <sup>5</sup>	Lead LA	Type of bid	Approved budget	Scale of Intervention	Region	Area migration concentration <sup>6</sup>	Status
266	<b>Building Bridges:</b> The project focuses on increasing the independence of newly-arrived migrants, as well as encouraging positivity towards migration within the host community. These include a sustainable programme of community-led English language sessions; a migrant volunteer programme supporting learning and skills development; and a dedicated migrant letting agency aimed at reducing homelessness costs for the local authority and taking pressure off social housing. A youth-oriented strand also aims to offer safe environments within the local communities for young people from all cultures to come together to access vital support services and share experiences.	Coventry	Mainstream	£872,472	LA Area	West Midlands	10%	
285	<b>Connecting Communities in Barking and Dagenham:</b> The project has three strands: actions aimed at enhancing social networks (in particular across faith, youth and disengaged groups); interventions aimed at managing the impact of rogue landlords and supporting vulnerable tenants; and research aimed at improving understanding of the changes taking place within communities.	Barking & Dagenham	Mainstream	£1,363,073	LA Area	London	9%	

Bid #	Project name and summary <sup>5</sup>	Lead LA	Type of bid	Approved budget	Scale of Intervention	Region	Area migration concentration <sup>6</sup>	Status
282	<b>The World in One City- managing the changing dynamics of Liverpool:</b> A multi-faceted approach to recent migration across Liverpool and four other city-region authorities (Halton, Knowsley, St. Helens, Wirral). Activity aims to support refugees to obtain mainstream benefits and housing, freeing up emergency accommodation; support to migrants to access employment, easing pressure on job centres; and family learning support to enable migrant children to access education more readily. Across Liverpool, the programme will also tackle migrant rough sleeping, provide specialist educational support to migrant children to free up pressure on schools and provide ESOL to enable migrants to use services more effectively.	Liverpool	Mainstream	£2,448,658	Sub-regional	North West	5%	
206	<b>South East Region DCS Training Proposal and Development of a UASC specific Outcome Star:</b> The project engages a partnership of the South East Children's Services departments, the South East migration partnership and Brighton & Hove City Council to provide regional training on UASC specific needs for social workers in the region and to support the development of a national resource with external specialists for sharing best practise. The training is targeted at practitioners who are likely to interact with UASC and will help build consistency across the region and integrate communities.	Brighton and Hove	UASC	£156,609	Regional	South East	5%	

Bid #	Project name and summary <sup>5</sup>	Lead LA	Type of bid	Approved budget	Scale of Intervention	Region	Area migration concentration <sup>6</sup>	Status
223	<b>Foster care and supported lodgings recruitment:</b> The project aims to build capacity in Hackney to provide culturally appropriate, local foster care and supported lodging options for Vietnamese, Albanian and Eritrean UASC. This provision aims to ease accommodation pressures across the broader population of looked after children in Hackney, and increase the diversity of foster care by forging links with under-represented communities. Funds also cover specialist support to develop UASC's independence and integration	Hackney	UASC	£265,867	LA Area	London	-1%	
215	<b>Developing Regional Fostering Capacity and Expertise for Supporting UASC:</b> The funding will be used to recruit, train and support foster carers and supported lodgings providers throughout the region. In addition, the project will train and provide information and support to social workers, support workers and others, to enable them to more effectively support UASC.	York	UASC	£561,041	Regional	Yorkshire Humber	4%	
310	<b>LAASLO Pilot Project:</b> Funding for two LAASLOs.	Bradford	Centrally directed	£100,000	NA	Yorkshire Humber	4%	
312	<b>LAASLO Pilot Project:</b> Funding for 17 LAASLOs across 10 LAs.	Greater Manchester MET	Centrally directed	£850,000	NA	North West	Unknown	
	<b>Community Harmony</b>	Wakefield	Mainstream		Ward level			

The final shortlist met most of the criteria targets. In summary, the key characteristics of the shortlisted projects are as follows:

- Type of bid: The shortlist includes a spread of mainstream bids (10 projects), UASC-focussed bids (3) and centrally-directed LAASLO pilot projects (2).
- Themes: The shortlist includes a diverse representation of the main project themes, with individual projects incorporating between one and six themes.
- Approved budgets: Shortlisted projects have a range of budgets meeting the proposed targets, from £54,000 to £2,448,658. Higher-budget projects (over £250k) are more represented, with 11 shortlisted (including seven over £500k) compared to four shortlisted projects with budgets up to £250k; this reflects a preference for larger bids to maximise the funding captured and ensure projects with larger evaluation budgets and capacity are included.
- Project scale: Due to the focus on larger-budget projects, projects categorised as “localised” are slightly under the target. It is anticipated that projects with a larger focus (such as those covering the whole LA) will also include activities that target localised areas considered high priority for the intervention. Most projects are focused at a local authority level (65%) and 17% of projects are at a regional (2) or sub-regional (2) level.
- Regional spread: Projects in the south of England are slightly more represented (6) than those in the East of England and Midlands (4) and the North of England (5). Across the full sample of successful bids, projects are concentrated in Yorkshire and The Humber, the West Midlands and London.
- Migration history: Projects in areas with moderate or lower histories of migration (measured by the percentage change in non-British population between 2005 and 2016) are slightly over-represented in the shortlist (11) compared to those in the highest migration areas (4) .
- Working with external partners: Most projects in the shortlist are working with external partners (11); four projects that do not work with partners are included to ensure diversity.
- Multiple bids per LA: The majority of Local authorities have made multiple successful CMF bids. The shortlist therefore includes 11 Local authorities with multiple bids and four with single bids.
- Migrant beneficiaries: Five projects are working with Eastern European migrants, two with Roma/ traveller populations and four with refugee and asylum-seeking populations. The remaining six bids do not specify a target population.
- Integrated Strategy areas: Two of the five areas included in the integrated areas strategy are represented in the final shortlist: Peterborough and Bradford.

### **Project-level evaluation development stage**

Each project-level evaluation was appointed a dedicated Ipsos MORI Relationship Manager. The Relationship Manager developed a logic model for the project based on a review of the bid documents, which mapped project inputs, activities and outputs to CMF fund-level outcomes. The logic model was refined follow a face-to-face consultation with project leads. Based on the final logic model (contained in Appendix 3), the Relationship Manager drafted an evaluation plan of proposed evaluation activities to measure identified outputs and outcomes. The next sections outline the qualitative and quantitative activities undertaken during the evaluation for each project, as well as the monitoring information and secondary information received.

Quantitative data collection

Quantitative outcomes data was collected for 11 projects, (set out in table 1.4) including:

- 15 activities with beneficiaries,
- 2 activities with stakeholders; and
- 2 activities with wider residents

**Table A.5 Quantitative data collection**

Project	Audience	Approach	Administration	Responses
Building Foundations	Project beneficiaries: UASC	Pre and post Strengths and Difficulties Questionnaire (SDQ) (11-17 years old) designed by project	Paper questionnaire administered by project staff	Pre: 6 respondents Post: 6 respondents
	Project beneficiaries: UASC	Pre and post beneficiary questionnaire designed by Ipsos MORI	Paper questionnaire administered by project staff	Pre: 6 respondents Post: 6 respondents
Tackling Alcohol Misuse	Project beneficiaries: structured alcohol treatments	Pre and post questionnaire designed by Ipsos MORI with input from project staff	Paper questionnaire administered by project staff	52 respondents
LAASLO (Manchester)	Project beneficiaries: (refugees)	Post-only questionnaire designed by Ipsos MORI with input from project staff	Paper questionnaire administered by project staff	12 respondents (9 Manchester, 3 Oldham)
Schools PEER Integration Accelerator Programme	Wider stakeholders	Short questionnaire designed by Ipsos MORI with input from project staff	Digital questionnaire administered by project staff via email to school staff in 24 schools	11 respondents
Our Liverpool	Project beneficiaries: Local authority training participants	Combined pre and post questionnaire designed by project staff, with input from Ipsos MORI	Paper questionnaire administered by project staff	309 respondents
	Wider local authority staff	A "pre" questionnaire for staff who had not taken part in training	Online questionnaire administered by project staff	27 respondents
	Residents	Resident survey designed by Ipsos MORI with input from project staff	Digital questionnaire administered face-to-face by project staff	Baseline: 70 respondents Follow-up: 62 respondents

<b>Project</b>	<b>Audience</b>	<b>Approach</b>	<b>Administration</b>	<b>Responses</b>
	Wider stakeholders	Survey of VCS staff developed by project staff.	Administered digitally by project staff	Baseline: 15 responses Follow-up: 8 responses
Building Bridges	Project beneficiaries (Give Back strand)	Pre, midway and post questionnaire designed by project staff	Paper questionnaire administered by project staff	Pre: 50 respondents; Midway: 40 respondents; Post: 27 respondents
	Project beneficiaries (Learn strand)	Pre and post questionnaire designed by project staff	Paper questionnaire administered by project staff	Pre: 53 respondents Post: 24 respondents
Healthy Communities	Project beneficiaries: Health Visitor strand	Post-only client feedback surveys designed by project staff	Paper questionnaire administered by project staff	6 respondents
	Project beneficiaries: School Nurse strand	Post-only client feedback surveys designed by project staff	Paper questionnaire administered by project staff	40 respondents
	Project beneficiaries: Lifestyle Facilitator strand	Post-only client feedback surveys designed by project staff	Paper questionnaire administered by project staff	33 respondents
South-East Region UASC Training and Outcomes Star	Project beneficiaries: social workers	Designed by Ipsos MORI, with input from project staff	Digital survey administered by project staff	12 respondents
	Project beneficiaries: social workers	Post-training and Practitioner Forum feedback questionnaires for attendees designed by project staff	Paper questionnaire administered by project staff/ training provider	166 responses were received from questionnaires given out at 10 of the 25 training sessions.
Sheffield Community Investment Deal	Residents	Neighbourhood Barometer survey designed by external evaluator (Salford University)	Administered by project staff	198 respondents
Welcoming Young Refugees	Project beneficiaries (training participants)	Paper survey designed by Ipsos MORI with input from Migration Yorkshire	Paper survey administered by project staff and trainers	233 respondents



Project	Audience	Approach	Administration	Responses
Connected Communities	Project beneficiaries (Faith Forum attendees)	Designed by Ipsos MORI with input from project staff	Administered by delivery staff from the Faith and Belief Forum, who provided copies of the questionnaire to participants and encouraged them to complete it.	5 respondents
	Project beneficiaries (Faith Forum event school pupils)	Paper questionnaire designed by project staff, using Ipsos MORI CMF Questionnaire Toolkit	Administered by project staff	540 respondents

### Qualitative activities

The table below outlines the qualitative research activities undertaken for each of the project-level evaluations.

**Table A.6 Qualitative research activities**

Project	Project staff	Wider stakeholders	Beneficiaries
Building Foundations	5 interviews	3 interviews with VCS representatives and wider local authority staff 2 interviews with foster carers	Focus group with 7 beneficiaries (UASC)
Tackling Alcohol Misuse	4 interviews	5 interviews with delivery partners 1 interview with a wider stakeholder	10 interviews (alcohol misuse treatments)
LAASLO (Bradford)	3 interviews	5 interviews with stakeholders	8 interviews (refugees)
LAASLO (Manchester)	6 interviews	4 interviews with wider stakeholders	11 interviews (refugees)
Rogue Landlords and Rough Sleeping	7 interviews	5 interviews	3 interviews with Rough Sleeping project beneficiaries

Project	Project staff	Wider stakeholders	Beneficiaries
Schools PEER Integration Accelerator Programme	1 paired interview	<b>School 1:</b> 1 focus group with school staff  <b>School 2:</b> 1 paired interview and 1 telephone interview with school staff	<b>School 1:</b> 1 focus group with young interpreters; 1 focus group with INA parents; <b>School 2:</b> 1 paired interview with Parent Ambassadors; 1 focus group with young ambassadors; 1 focus group with parents 1 telephone interview with parents ambassador
Our Liverpool	6 interviews	1 focus group with VCS stakeholders 1 telephone interview with ESOL tutor 1 telephone interview with wider local authority staff	1 focus group with Migrant Voice representatives 1 focus group with ESOL course participants 1 focus group and 1 telephone interview with local authority training participants
Building Bridges	1 mini-group with overall project staff Learn Strand: 1 focus group with 4 participants Give back strand: 2 interviews Youth Strand: 1 interview	Youth Strand: 4 interviews	<b>Learn strand:</b> 1 interview 1 paired interview 1 mini-group with 3 participants 1 “Train-the-trainer” mini-group with 3 participants <b>Give Back strand:</b> 1 focus group with 8 participants
Community Harmony	3 interviews with local authority staff 9 interviews with project delivery staff	None	<b>ESOL strand:</b> 1 focus group with 15 participants <b>Youth strand:</b> 1 focus group with 4 participants <b>Environmental volunteers:</b> 1 focus group with 3 participants
Healthy Communities	5 interviews with delivery staff and leads	None	None

Project	Project staff	Wider stakeholders	Beneficiaries
South-East Region UASC Training and Outcomes Star	1 interview with project staff; 1 interview with a project delivery partner	None	3 depth interviews with social workers who had used the Planning Star tool; 4 depth telephone interviews with social workers who had not used the Planning Star tool; 4 10-minute interviews with UASC
Sheffield Community Investment Deal	6 interviews	2 interviews with stakeholders from partner organisations	None
Welcoming Young Refugees	2 single interviews 1 paired interview	3 interviews with local authority leads	8 interviews with training participants
Connected Communities	5 depth interviews 1 paired interview	1 interview with internal local authority stakeholder	<b>Community Amplifiers:</b> 1 focus group with 8 participants, including 1 project staff member <b>Create English learner and volunteers:</b> 5 face-to-face interviews <b>Youth Arts:</b> 1 focus group with 3 participants <b>Local authority training:</b> 3 telephone interviews <b>Interfaith Platform:</b> 1 telephone interview

### Monitoring information and secondary data

In addition, the majority of projects supplied monitoring information on project outputs and secondary data identified during the evaluation plan development stage.

Table A.7: Monitoring information and secondary data received

Project	Monitoring data	Secondary data
Building Foundations	<ul style="list-style-type: none"> <li>The number of information and outreach materials developed;</li> <li>Outreach activities carried out</li> </ul> <p>The number of beneficiaries accessing services.</p>	<ul style="list-style-type: none"> <li>UASC case files with examples of how beneficiaries had been supported, Pathway Plans (reviewed every six months);</li> <li>Looked-after child (LAC) reviews (held every six months).</li> </ul>

Project	Monitoring data	Secondary data
Tackling Alcohol Misuse	<ul style="list-style-type: none"> <li>• Number of information and outreach materials developed,</li> <li>• Outreach activities carried out and the number of beneficiaries accessing services.</li> </ul>	<ul style="list-style-type: none"> <li>• Statistics from Cambridgeshire police, CCTV data and Public Health England data on alcohol related incidents;</li> <li>• Data on activities to identify alcohol containers; and hospital alcohol-specific admissions.</li> <li>• Case studies with examples of how beneficiaries had been supported (including how they were engaged, their recovery plan and what happened once they received support).</li> </ul>
LAASLO (Bradford)	<p>Quarterly monitoring forms to DLUHC covering some of the key outcomes relating to the project, including the number of beneficiaries:</p> <ul style="list-style-type: none"> <li>• supported into housing (temporary and permanent);</li> <li>• supported with benefits, bank accounts, bills and payments;</li> <li>• supported with training, education, ESOL &amp; employment.</li> </ul> <p>The local authority also provided aggregate data (the total numbers from the start of the project in October 2018, to end of Q4 2019), which was provided together with data from 2017/18 (the year before the project started) to allow for a comparison of primary delivery support</p>	<ul style="list-style-type: none"> <li>• Anonymised dataset showing support into employment, or ESOL against each case</li> </ul>

Project	Monitoring data	Secondary data
LAASLO (Manchester)	<p>Quarterly monitoring forms to DLUHC, including data on the number of beneficiaries:</p> <ul style="list-style-type: none"> <li>• The number of beneficiaries supported into housing (temporary and permanent)</li> <li>• The number of beneficiaries supported to access public services (benefits, bank accounts, bills and payments, local services); and</li> <li>• The number of beneficiaries supported to access training, education, ESOL &amp; employment</li> </ul>	
Rogue Landlords and Rough Sleeping	<p>Progress reports for the Rogue Landlords strand, including:</p> <ul style="list-style-type: none"> <li>• The number of inspections,</li> <li>• accommodation use,</li> <li>• actions taken as a result of investigation</li> <li>• contextual information, such as Housing Health Calculator estimates and anti-social behaviour data from the Community Safety team.</li> </ul> <p>Progress reports for the Rough Sleeping strand, including:</p> <ul style="list-style-type: none"> <li>• basic demographic information of beneficiaries (age, gender, nationality),</li> <li>• accommodation outcomes,</li> <li>• ease and extent of engagement, access to public services or benefits,</li> <li>• settled status, employment status and needs around health, substance misuse and language support.</li> </ul>	<ul style="list-style-type: none"> <li>• Contextual information, such as Housing Health Calculator estimates and anti-social behaviour data from the Community Safety team.</li> </ul>
Schools PEER Integration Accelerator Programme	<ul style="list-style-type: none"> <li>• Activity log for the project detailing which schools had been audited and what, if any, activities they had chosen to implement.</li> </ul>	<ul style="list-style-type: none"> <li>• Academic progress of EAL pupils across Wolverhampton in 2019;</li> <li>• Information on the number of INA pupils in Wolverhampton and the language they speak;</li> <li>• Case studies undertaken by the project on various aspects of the programme.</li> </ul>
Our Liverpool	<ul style="list-style-type: none"> <li>• Activity trackers for 7 project strands</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>

Project	Monitoring data	Secondary data
Building Bridges	<ul style="list-style-type: none"> <li>• Aggregated client data for each of the three strands, detailing their age, gender, nationality, language(s) spoken, and status in the UK.</li> <li>• Monitoring data for the “Welcome to Coventry” app</li> </ul>	<ul style="list-style-type: none"> <li>• Exit Report to the Letting Officer for the discontinued Independent Living strand, and a report detailing Key Performance Indicators (KPIs).</li> </ul>
Community Harmony	<p><b>Environmental volunteering:</b></p> <ul style="list-style-type: none"> <li>• Number of volunteers recruited,</li> <li>• Complaints data from the local authority’s call centre.</li> </ul> <p><b>Youth work:</b></p> <ul style="list-style-type: none"> <li>• number of attendees for each activity programme,</li> <li>• number of young people approached during on-street detached work</li> </ul> <p><b>ESOL:</b></p> <ul style="list-style-type: none"> <li>• end of term reports and class registers covering attendance and progress of students.</li> <li>• Housing enforcement: data from the Strategic Housing Department logging the number of inspections, HMOs identified, legal notices served and landlords joining the Responsible Landlord Scheme.</li> </ul>	<ul style="list-style-type: none"> <li>• Crime statistics from the West Yorkshire Police,</li> <li>• Aggregate records from the local authority’s complaints call centre</li> <li>• An independent report from Theatre Royal Wakefield.</li> </ul>
Healthy Communities	<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• Thematic summary of research activities conducted by the external evaluator, including from 2 focus groups with delivery staff; 8 interviews with local stakeholders, strategic-level staff members of KCHFT and a delivery partner; 3 focus groups with migrant populations living in Kent</li> </ul>
South-East Region UASC Training and Outcomes Star	<ul style="list-style-type: none"> <li>• Take-up and usage of the Planning Star tool by local authorities,</li> <li>• Attendance at training events,</li> <li>• Numbers of local authorities involved in the National Transfer Scheme (NTS)</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>

Project	Monitoring data	Secondary data
Sheffield Community Investment Deal	<ul style="list-style-type: none"> <li>• Action Log completed by CDWs over a period of two months (October – November 2018).</li> <li>• Incomplete monitoring data for the Street Warden strand</li> </ul>	<ul style="list-style-type: none"> <li>• “Highlight” reports written by the project lead (February 2018, August 2018, January 2020);</li> <li>• Advisory Group meeting minutes (June 2018, September 2018, January 2019, March 2019, June 2019, October 2019, January 2020);</li> <li>• Draft Community Action Plans for ‘Page Hall, Wensley and Grimesthorpe’, Darnall, Lower Firth Park and Tinsley and a summary of the key themes from across the four plans;</li> <li>• An interim evaluation report written by the external evaluator, drawing on resident survey responses and staff and stakeholder interviews (Salford University, July 2019)</li> </ul>
Welcoming Young Refugees	<ul style="list-style-type: none"> <li>• Number of training participants, attendance at local authority strategic meetings (broken down by local authority)</li> <li>• Number of carers registering an interest in fostering to their local authority.</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>

Project	Monitoring data	Secondary data
Connected Communities	<ul style="list-style-type: none"> <li>• December 2019 progress reports on: Amplify Barking and Dagenham activities; Interfaith Platform activities; Youth Arts activities; TSO activities as part of the Managing Rogue Landlords strand; FLO activities as part of the Managing Rogue Landlords strand;</li> <li>• An anonymised report of feedback on the Effective Conversations Training as part of the Storytelling and Listening strand, including quantitative data collected through questionnaires designed and administered by the delivery staff at the end of each training session;</li> <li>• Short follow-up qualitative updates on the Effective Conversations Training from six local authority training beneficiaries collected three weeks after completing the training as part of the Storytelling and Listening strand.</li> <li>• Progress updates on Creative English classes outputs provided by project staff as part of the Managing Rogue Landlords strand.</li> </ul>	<ul style="list-style-type: none"> <li>• Summary report of findings from the Amplify Barking and Dagenham research activities as part of the Storytelling and Listening strand, delivered in December 2019.</li> <li>• Year 1 impact summary written by the Connected Communities Officer submitted to DLUHC;</li> <li>• Summary of the published Faith Policy designed by the Interfaith Platform as part of the Storytelling and Listening strand; and</li> <li>• Two case studies from the CABD demonstrating co-ordinated support from the TSO and FLO as part of the Managing Rogue Landlords strand.</li> </ul>



## Value for money analysis

The benefits accruing to the various projects fell broadly into the four categories listed in Table A.8 below. The table presents the project outcomes as well as the data source used to monetise the change in the value of this outcome brought about through project delivery.

**Table A.8: Secondary data sources used to monetize CMF project outcomes**

<b>Benefit Category</b>	<b>Measured outcome</b>	<b>Data source used to monetize outcomes</b>
<b>Health and wellbeing</b>	<ul style="list-style-type: none"> <li>• Number of individuals directly receiving the intervention (improved wellbeing must be evidenced e.g. improved scores on wellbeing survey)</li> <li>• Number of health care appointments prevented</li> </ul>	<ul style="list-style-type: none"> <li>• Greater Manchester Combined Authority (GMCA): Average unit cost saving from improving an individuals' wellbeing.</li> <li>• GMCA: Average unit cost of health appointment and Institute of Alcohol Studies</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Number of individuals supported into further higher education</li> </ul>	<ul style="list-style-type: none"> <li>• Greater Manchester Combined Authority (GMCA): Annual wage premia associated with a 1-level increase in education level</li> </ul>
<b>Housing</b>	<ul style="list-style-type: none"> <li>• Number of individuals prevented from sleeping rough or in sheltered accommodation</li> </ul>	<ul style="list-style-type: none"> <li>• Shelter: Unit cost of a homeless night (cost saved)</li> </ul>
<b>Employment</b>	<ul style="list-style-type: none"> <li>• Number of individuals supported into paid employment</li> </ul>	<ul style="list-style-type: none"> <li>• Greater Manchester Combined Authority (GMCA): Fiscal and economic benefit from a workless claimant entering work</li> </ul>
<b>Crime</b>	<ul style="list-style-type: none"> <li>• Number of criminal activities prevented</li> </ul>	<ul style="list-style-type: none"> <li>• GMCA: criminal justice cost of criminal activity</li> </ul>

Benefit Category	Measured outcome	Data source used to monetize outcomes
Productivity	<ul style="list-style-type: none"> <li>Number of individuals supported</li> </ul>	<ul style="list-style-type: none"> <li>Economic cost of alcoholism from Institute of Alcohol Studies</li> </ul>

**Table A.9: Value for money categorisation for project-level evaluations**

Project	Category	Further information
Building Foundations (Hackney)	CBA	Based on the available data on quantifiable and monetizable outcomes, the Building Foundations project was selected for a CBA. Perceptions of project costs and benefits were also explored through qualitative consultations with staff and delivery partners. Where it was not possible to quantify monetizable outcomes, secondary data on potential monetizable benefits was considered.
Tackling Alcohol Misuse (Cambridge)	CBA	Based on the available data on quantifiable and monetizable outcomes, the Tackling Alcohol Misuse project was selected for a CBA. Perceptions of project costs and benefits were also explored through qualitative consultations with staff and delivery partners. Where it was not possible to quantify monetizable outcomes, secondary data on potential monetizable benefits was also considered.
LAASLO (Bradford)	CBA	Based on the available data on quantifiable and monetizable outcomes, the LAASLO pilot project was selected for a CBA. Perceptions of project costs and benefits were also explored through qualitative consultations with staff and delivery partners. Where it was not possible to quantify monetizable outcomes, secondary data on potential monetizable benefits was considered.
LAASLO (Manchester)	CBA	Based on the available data on quantifiable and monetizable outcomes, the LAASLO pilot project was selected for a CBA. Perceptions of project costs and benefits were also explored through qualitative consultations with staff and delivery partners. Where it was not possible to quantify monetizable outcomes, secondary data on potential monetizable benefits was considered.
Rogue Landlords and Rough Sleeping (Oxford)	CBA	Based on the available data on quantifiable and monetizable outcomes, the Rogue Landlords and Rough Sleeping project was selected for a CBA. Perceptions of project costs and benefits were also explored through qualitative consultations with staff and delivery partners. Where it was not possible to quantify monetizable outcomes, secondary data on potential monetizable benefits was considered.

<b>Project</b>	<b>Category</b>	<b>Further information</b>
Schools PEER Integration Accelerator Programme (Wolverhampton)	CEA	Due to the lack of primary or secondary data available to monetise outcomes, the Schools PEER Integration Accelerator Programme project was selected for a CEA. In addition to the cost effectiveness analysis, a secondary data search was made to further inform the value for money assessment in the case where benefits could not be monetized. Perceptions of project costs and benefits were also explored through qualitative consultations with staff, and delivery partners. This analysis acts to supplement the quantitative value for money assessment.
Our Liverpool (Liverpool)	None	Due to the lack of quantifiable outcomes data or primary or secondary data to monetise outcomes, it was not possible to conduct a CBA or a CEA for the Our Liverpool project. As a result, a qualitative assessment of costs and benefits is included.
Building Bridges (Coventry)	CBA	Based on the available data on quantifiable and monetizable outcomes, the Building Bridges project was selected for a CBA. In addition to the cost-benefit analysis, a secondary data search was made to further inform the value for money assessment in the case where benefits could not be monetized. Perceptions of project costs and benefits were also explored through qualitative consultations with staff, and delivery partners. This analysis acts to supplement the quantitative value for money assessment.
Community Harmony	CEA	Due to the lack of primary or secondary data available to monetize outcomes, the Community Harmony project was selected for a CEA. Where it was not possible to quantify monetizable outcomes, secondary data on potential monetizable benefits was considered. Perceptions of project costs and benefits were also explored in qualitative consultations with staff and stakeholders and secondary data from local migrants. The analysis acts to supplement the quantitative value for money assessment.
Healthy Communities	CBA	Based on the available data on quantifiable and monetizable outcomes, the Building Bridges project was selected for a CBA. In addition to the cost-benefit analysis, a secondary data search was made to further inform the value for money assessment in the case where benefits could not be monetized. Perceptions of project costs and benefits were also explored through qualitative consultations with staff, and delivery partners. This analysis acts to supplement the quantitative value for money assessment.
South-East Region UASC Training and Outcomes Star	None	Due to the lack of quantifiable outcomes data or primary or secondary data to monetise outcomes, it was not possible to conduct a CBA or a CEA. Perceptions of project costs and benefits were explored in qualitative consultations with staff and stakeholders. Secondary data sources were also considered.

Project	Category	Further information
Sheffield Community Investment Deal	None	Due to the lack of quantifiable outcomes data or primary or secondary data to monetise outcomes, it was not possible to conduct a CBA or a CEA. Perceptions of project costs and benefits were explored in qualitative consultations with staff and stakeholders. Secondary data sources were also considered.
Welcoming Young Refugees	CEA	Due to the lack of primary or secondary data available to monetize outcomes, the Welcoming Young Refugees project was selected for a CEA. Where it was not possible to quantify monetizable outcomes, secondary data on potential monetizable benefits was considered. Perceptions of project costs and benefits were also explored in qualitative consultations with staff and stakeholders and secondary data from local migrants. The analysis acts to supplement the quantitative value for money assessment.
Connected Communities	None	Due to the lack of quantifiable outcomes data or primary or secondary data to monetise outcomes, it was not possible to conduct a CBA or a CEA for the whole of the Connected Communities project. As a result, a qualitative assessment of costs and benefits was undertaken, based on interviews with project staff, delivery staff, an internal stakeholder and project beneficiaries from Creative English classes, as well as a focus group with Community Amplifiers

## Data only strand

For each project, the evaluation methodology included:

- An interview at the start of the project with the local authority project leads
- A follow-up interview at a later stage with the project leads,
- A review of data collection tools, data analysis tools, and the project outputs that were made available to the evaluation team.

A thematic content analysis approach was used to examine the evidence. The baseline and follow-up interviews were digitally recorded, and the notes were coded into themes that structured the data into several analytical categories relevant to the evaluation questions. They were comparatively analysed with the aim to understand changes in project delivery between the two data collection points, as well as the project leads' perspectives about project outputs, and (to the extent possible) outcomes and impact.

Available project outputs, data collection and data analysis tools were collected from the project leads and then coded into a separate framework that examined the aspects relevant for understanding the projects' journeys to deliver activities, outputs, outcomes and disseminate findings. The coding framework focused in particular on the role, suitability and effectiveness of the data collection and/or analysis tools for the intended purpose of the project; the types and nature of the outputs produced; and the extent to which outcomes have been achieved and findings disseminated (in particular, with a view to improving data sources, quality and intelligence about the impact of migration locally). The analysis process involved the identification of themes, similarities, and differences across the projects selected for evaluation. The approach was iterative, in that the

evidence collected in interviews was systematically read and interpreted in conjunction with the coded outputs and tools.

### **DATA-ONLY PROJECT CONSULTATIONS**

For the data-only strand of the evaluation, 11 projects were shortlisted based on their predominant focus on improving understanding of the migration data landscape. 10 projects confirmed interest in taking part. The following activities were undertaken as part of this strand of the evaluation:

- 1. Initial consultations with project leads:** All 11 projects selected were invited to take part in the evaluation, and 10 confirmed interest in taking part. The 10 projects were interviewed once in face-to-face consultations with the project leads. The interviewers reviewed each project's application ahead of the consultation and a semi-structured interview guide was used to guide the discussion. The aims of these consultations were to:
  - develop our understanding of the rationale for the project and the issues they are seeking to address;
  - identify how the project fits in the wider local context, including with any other CMF-funded projects in the LA;
  - clarify the timescale for the project including data collection and delivery of final outputs (particularly if projects were already underway at the time of the initial interview);
  - outline the data they have collected and/or are intending to collect (and how); and
  - set out the expected outputs and outcomes of the research or activity, and what the projects would need to achieve in order to consider their activities a success.
  
- 2. Review of data collection outputs:** The evaluation team collected and reviewed project outputs (e.g. reports, toolkits, data collection and analysis tools) to the extent these were available (as interim or final versions made available to the evaluation within the reporting timeline for the 'data only' strand. Project documentation was the primary evidence (alongside interviews with project leads) used to assess the quality of evidence collected and examine the robustness of the strategies taken to facilitate data and evidence gathering.
  
- 3. Follow-up consultations with project leads:** The evaluation team conducted follow-up interviews with each project lead in order to gain a better understanding of the data collected and any other key outputs (e.g. new databases or tools), as well as outcomes that they had realised as a result of this. In some cases, the projects had been completed, but in most cases, they had been delayed or extended. This had implications for the evaluation, as the follow-up interviews could not assess the project leads' perspectives about outcomes and impacts. Therefore, the analysis included in this final report does not capture nor reflect on those projects' final outcomes, dissemination and impact. The aims of the follow-up consultations were to:
  - understand what has changed since the initial interview (in terms of the project leads' roles, the local authority context and the local migration context) and what were the implications for the projects;
  - understand project delivery progress and challenges, as well as enablers;
  - discuss project outputs, and the data collection and analysis tools (if relevant) used to produce them;

- understand the key project findings, assess the extent to which project outcomes have been achieved and findings disseminated and (to the extent possible) identify evidence of impact;
- assess the added value of CMF funding, the legacy and sustainability of the project;
- understand project scalability and key learnings;
- and (where relevant) plans for continued delivery.

Table A.10 below provides a summary of projects and fieldwork activities undertaken.

**Table A.10: Summary of projects and fieldwork activities**

	Approved budget (initial value)	Scale of Intervention	Region	Initial interview	Follow-up interview	Status: Available project outputs, data collection and/or analysis tools <sup>7</sup>	Project status in relation to completion
1	£157,603	Regional	East	✓	✓	Received	<i>Extended</i>
2	£119,500	LA Area	East	✓	✓	Received	<i>Extended</i>
3	£33,250	LA area	London	✓	Not relevant <sup>8</sup>	Received	<b>Completed</b>
4	£130,000	LA Area/localised	London	✓	✓	Received	<i>Extended</i>
5	£396,930	Region	Yorkshire Humber	✓	✓	Received	In progress as planned
6	£80,630	Sub-regional	East Midlands	✓	✓	Received	<b>Completed</b>

<sup>7</sup> Please note that this column refers to the project outputs that have been drafted/ are available to date. In some cases, the projects could not share all existing outputs or tools with the evaluation team, which is reflected in the table as 'partially received'. Further outputs are expected to be drafted by the projects that are yet to be completed, which could not be taken into consideration in this final report.

<sup>8</sup> This project had ended before the initial interview was conducted. Following agreement with DLUHC in September 2019, the evaluation team did not conduct a follow-up interview, as it was deemed no further relevant information could be retrieved.

	<b>Approved budget (initial value)</b>	<b>Scale of Intervention</b>	<b>Region</b>	<b>Initial interview</b>	<b>Follow-up interview</b>	<b>Status: Available project outputs, data collection and/or analysis tools<sup>7</sup></b>	<b>Project status in relation to completion</b>
7	£77,500	LA Area	North West	✓	✓	Received	<i>Extended</i>
8	£400,000	Sub-regional	North East	✓	✓	Partially received	<b>Completed</b>
9	£232,500	LA Area	Yorkshire Humber	✓	✓	Received	<i>Extended</i>
10	£60,000	LA Area	South East	✓	✓	Received	<i>Extended</i>

## Appendix 2: CMF Theory of Change

Theory of Change development is a common approach used to understand and formalise the set of planned activities and intended results of an intervention.<sup>9</sup> A theory of change defines the long-term goals for a programme or intervention and maps necessary preconditions for the intended outcomes to take place. It identifies the specific issues being addressed and aims to demonstrate the causal pathway through which an intervention's inputs and activities should lead to its desired outputs, outcomes and impacts. By illustrating the sequence of cause and effect relationships toward the desired result, it enables stakeholders to ensure that the resources mobilised and the activities delivered are adequate to deliver intended results. A theory of change can also take into account the context in which an intervention is operating in and the key assumptions that influence these causal processes.

The theory of change was developed through consultations with key policy stakeholders within DLUHC as well as documentation review. The theory of change is a living document and its key components and assumptions were revisited over the course of the evaluation. This theory of change provides an overarching set of activities, outputs and outcomes. Individual theories of change were also developed for each project level evaluation in order to account for project specific requirements (contained in Appendix 3).

### **Rationale for public intervention**

The CMF was first mentioned in the 2015 Conservative Manifesto as a commitment “to ease pressure on local areas and public services” . Then elected, the Conservative-led government committed to ease pressure from high or unexpected migration on local areas and public services including where there is a lack of data and evidence on local level migration patterns and subsequently evidence of local impact. This replaces the ‘Migration Impacts Fund’ (MIF), which was launched by Labour in 2009 to “assist local communities to manage the transitional impacts of migration on the provision of public services” although places a greater emphasis on enforcement and compliance activities. This has been backed by Policy Exchange in their Five Point Plan for Immigration Reform and the National Institute of Economic and Social Research as well as advocated by the TUC and the APPG on Social Integration .

The Casey Review conducted in November 2016 assessed the current state of integration and community cohesion among local populations in post-recession times. The review identified high levels of social and economic isolation and segregation, particularly in communities where cultural and religious practices “run contrary to British values and sometimes our laws”. This is coupled with a general sense of discrimination and lack of opportunities among those from marginalised backgrounds.

The cost to the UK of a lack of integration is estimated to be £6 billion each year on account of factors such as long-term unemployment, lack of specific skills and career progression. Successful

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<sup>9</sup> The evaluation approach draws on UK Gov (2011) The Magenta Book as a reference text.



integration is also considered to reduce financial pressures on public services by improving well-being, physical and mental health.

Local authorities are expected to bear the effects most strongly as evidence suggests that there is a lack of social integration among different ethnic groups within local communities. This is a potentially increasing issue as 16% of British residents are members of a minority ethnic group; a figure which is expected to more than double by 2050.

One policy stakeholder noted that there is a false distinction between service pressure and integration; they are “two sides of the same coin” and it is not possible to separate the two. For example, tackling rogue landlords and overcrowded housing addresses both pressure on services and facilitates integration. In March 2018, the Ministry of Housing, Communities & Local Government, (now DLUHC) published its Integrated Communities Strategy. A key objective is to understand and facilitate integration and social mixing in local communities.

The Controlling Migration Fund (CMF) has a specific remit to help improve local and national understanding of the impact of migration on integration and social mixing. Since 1992, net migration has continued to rise from minus 13,000 to 332,000 in 2015 (dropping slightly in 2016 to 84,000) . This general trend has led to perceived increased pressures on the availability and quality of local public services such as the NHS, schools and local housing.

Three key issues are identified in the Strategy as having a negative impact on integration.

1. Exploitation of newly arrived migrants (i.e. rogue landlords)
2. Increased pressures on public services (e.g. NHS, local council, schools)
3. Lack of existing information about local and hyper-local migration patterns

A review of programme documentation and consultations with policy stakeholders identified a number of key characteristics of the fund considered effective to address the challenges highlighted above:

- **Hyper-local nature of migration impacts:** the issues that local authorities face in relation to migration can take place at a ward or even street level, therefore they are not easily addressed and captured by local authority or regional interventions. Allowing site-specific interventions was considered an important element of the fund design to account for concentrated effects of migration.
- **Bottom-up approach:** the fund has deliberately been designed to support local authorities to design and deliver their own interventions dynamically and to encourage responsiveness and innovation.
- **Site-specific interventions:** a flexible fund design promotes understanding that the need for intervention is not necessarily about the absolute numbers of migrants, but rather about the speed and the level of change that an area is experiencing.

- **Evidence-building exercise:** due to the current lack of data and evidence on hyper-local migration patterns and the relative impacts, a priority for the fund is to establish solid data collection and project monitoring practices in order to build a body of evidence on what works where.
- **Evidence dissemination:** once good practice has been established the fund will support sharing and dissemination of findings across LAs.

## Planned work: inputs and activities

Inputs and activities are the processes, tools, events, technology and actions put in place in order to achieve the desired aims; they are the intentional parts of programme.

### INPUTS

Inputs for this intervention include £100 million funding allocated by DLUHC through bids submitted by LAs. DLUHC and local authority staff input their time and expertise to design bids and to anticipate the set-up required for their delivery. DLUHC staff support Local authorities to develop their bids and provide key documents to assess project delivery and impact assessment. On the local authority side, local authority staff mobilise their knowledge and expertise on the area and local issues to be addressed, as well as consulting stakeholders.

### ACTIVITIES

Activities can encapsulate multiple thematic areas. These include (though are not limited to):

- Activities to build community cohesion and encourage integration (e.g. learning English, youth outreach work, use of local sports facilities)
- Tackling the increase in rough sleeping by non-UK nationals (e.g. reconnection services)
- Tackling and mitigating effects of rogue landlords (e.g. identifying rogue landlords, building evidence of where they are operating)
- Evidence and local intelligence (e.g. developing a better evidence base of the local migration landscape)
- Service integration (e.g. building stronger partnerships between Local authorities and partner agencies)
- Supporting UASCs
- Recruiting LAASLOs
- Supporting victims of MDS

Activities for DLUHC include the management, soft monitoring (including informal conversations and site visits) and continuing support to local authorities delivering projects under these types of themes. Local authorities mobilize their own resources and structures to set up structures as needed and to deliver the bid as intended.

## Intended results: outputs, outcomes and impact

### Outputs

These relate to the products of activities as they are delivered to end-users and to the target audience. In this case, outputs include data collection and soft monitoring in place, staff recruited, trained and in post, as well as project-level sessions and activities being delivered.

### Outcomes

Outcomes are the expected changes in behaviour, knowledge, attitudes or skills– in the short and long term. Here, outcomes are distinguished between intermediate and long-term outcomes and broken down across audience group: LAs, residents and migrants (end-beneficiaries).

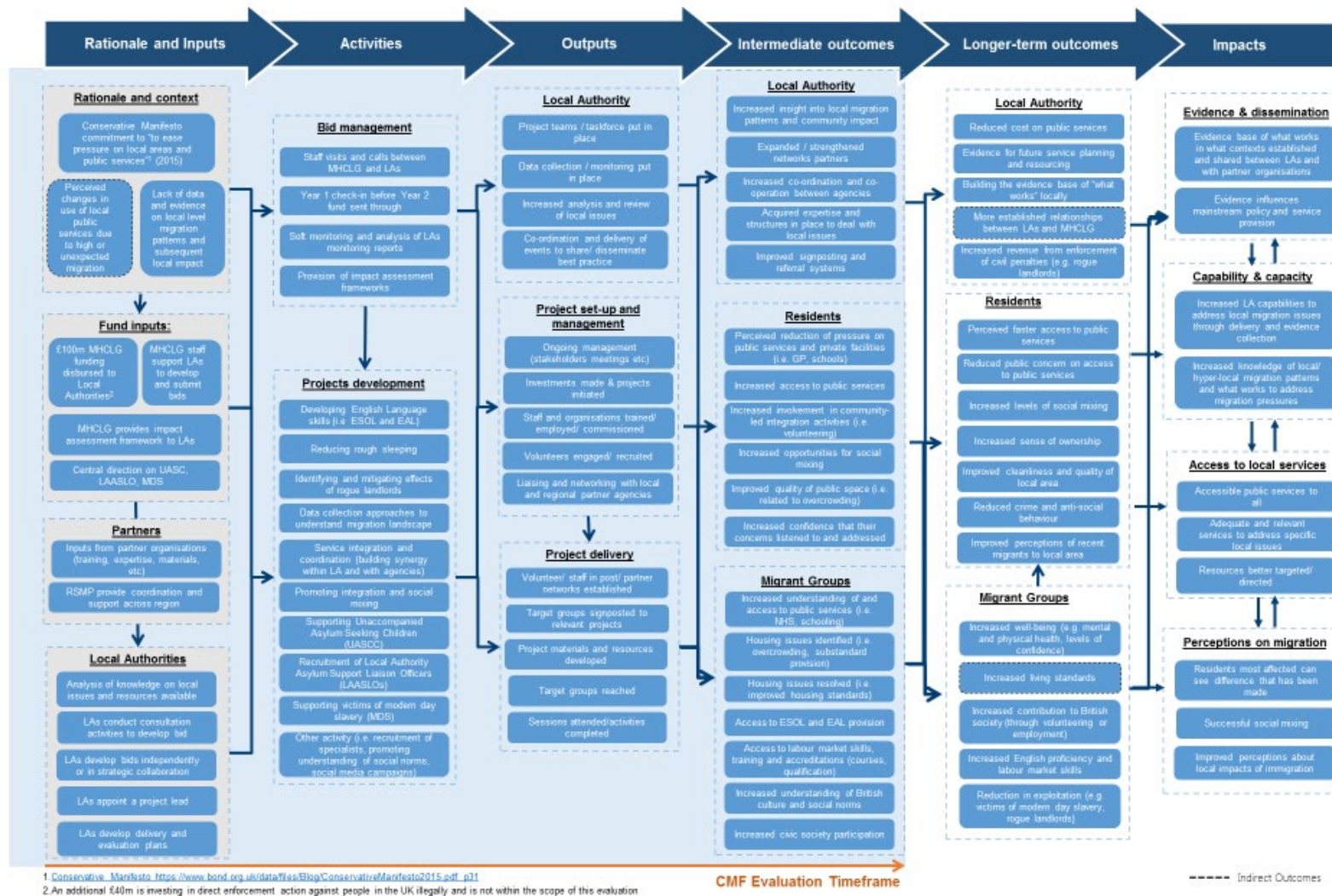
- **Intermediate outcomes** that the fund intends to reach include, for local authorities, an increased understanding of local migration patterns and their respective impacts, as well as expanded networks of partnership and coordination across agencies to address them. For residents, depending on the nature of the projects delivered, expected intermediate outcomes include increased access to public services and perceived reduction of pressure on local services. End-beneficiaries receiving the intervention are expected to benefit differently depending on the type of project; for example, if this focuses on improving English language, they would be expected to have greater access to ESOL provision while if the project intends to identify and mitigate against rogue landlords, the benefit would be to have improved housing standards and reduced overcrowding.
- **Longer-term outcomes** were considered likely to be out of scope of the evaluation, but were identified in the theory of change. For local authorities, they include increased levels of service integration, evidence collected and built to create a body of “what works where” in terms of interventions, reduced costs on public services, and issues addressed. For residents, they include better access to services, better public spaces around them (reduced fly-tipping, or littering, cultural norms such as street drinking addressed). For migrants, long-term outcomes include increased ability to contribute to British society. Overall, across the three groups, the aim is for key negative impacts from migration in specific areas to be ameliorated by the funding and for this to be recognised by migrants and resident communities.

### Impacts

These are the intended and unintended changes occurring in organisations, communities or systems as a result of program activities in the very long-term. They include here evidence and dissemination of what works where to address pressure on services in order to enable cross local authority sharing and the building of national understanding in intervention choice, influence of such findings on mainstream policy and service provision, increased local authority capabilities to address local migration-related issues and local migration-related issues addressed.

Figure 2.1 provides a more detailed view on the theory of change. It illustrates how different elements outlined in the overview theory of change interact to achieve the envisaged outcomes and impacts.

Figure A2.1: Controlling Migration Fund Theory of Change



1. Conservative Manifesto: <https://www.bond.org.uk/data/files/Blog/ConservativeManifesto2015.pdf>  
 2. An additional £40m is investing in direct enforcement action against people in the UK illegally and is not within the scope of this evaluation

## Assumptions and risks

### Assumptions

The overall assumption is that a bottom-up approach to funding is more efficient than a top-down, “one formula fits all” due to the hyper-localised and varying ways in which the impacts of migration are experienced locally. There are also a number of assumptions made at each stage of the programme:

- At input level: Local authorities have considered the impact of migration to them locally, local authorities have the capability to devise programmes to address these and the resources to look into them, they are responsive and innovative in their approach and in their bids. DLUHC has the capacity to support hundreds of bidding Local authorities to put together adequate and relevant bids.
- At activities level: Local authorities have the capacity to implement the devised activities and monitor their delivery; they are able to recruit and mobilise staff, involve local residents and engage the target populations. DLUHC has the capacity to support Local authorities in this delivery phase.
- At output level: Projects reach the appropriate audience; they are aligned to the needs of residents and to the needs of the target audience, and delivered with value for money.
- At outcome level: outcomes are achievable and measurable. Local authorities have the capacity to measure these adequately.
- At impact level: DLUHC can support local authorities to demonstrate value for money, the acquired evidence builds local expertise and will support future service planning and delivery.

### Risks

An overall challenge present at each of these stages is how broad the fund is in terms of the topic, delivery mode and targets of the projects funded.

- At input level: bids are not in scope of the fund, or used as a funding opportunity rather than to address migration issues as defined by DLUHC.
- At activities level: Local authorities lack human and material resources to deliver and oversee set-up of activities.
- At outputs level: projects do not reach target population; timeframe is too short for appropriate implementation, monitoring is not complete.
- At outcomes level: difficulties to isolate impact and outcomes from existing services and structures (i.e. NHS, DfE); some outcomes are harder to demonstrate (i.e. integration, reduced pressure on services); complex interventions that do not have linear trajectories can be misrepresented in terms of outcomes (e.g. some Local authorities use ESOL as a

strategy to reach people and have conversations about social norms hence their accurate metric of success will be changed social perceptions rather than ESOL).

- At impact level: longevity of outcomes is at risk if there is a vacuum when CMF funding stops. Lack of alignment between local authority and residents' concerns (i.e. local authorities invest in activities that are not seen as the priority for residents).

The name of the fund was also identified by stakeholders as a potential obstacle to more public communication about the fund and its work, potentially limiting its visibility.

### External challenges

Three main external challenges were identified that may have an impact on the delivery and perceived success of the fund:

1. Local authorities' lack of control on the funding stream of specific thematic issues (centrally allocated through DLUHC) may influence the effectiveness of the bottom-up approach.
2. Local authorities' lack of influence on migration related areas (e.g. dispersal policy, migrants' status, private rented sector and right to work) may impede the ability of the fund to deliver change.
3. Visibility of the fund: very few residents can be expected to identify where money comes from or where local authority money goes thus making it challenging to unpick the success of the fund activities versus other local activities.

### Risk register

Table 1.1 below outlines the key risks identified as potential issues for the evaluation.

Table 2.1: Risk register

Risks and challenge	Mitigation actions and considerations	Likelihood	Impact
Achieving realistic outcomes Projects will need to take into account the extent to which they will be able to achieve desired outcomes. Initially the evaluation activity will only be able to assess the impact of the project over a two-year period.	Outcomes such as sustained behaviour change are expected to be out of scope of the project level evaluations due to the short time frame. However, measures to capture intended/current behaviour change have been incorporated into the common outcomes framework and RMs will judge whether anything further can be included in the research tools to provide an indicative assessment.	High	Low

Risks and challenge	Mitigation actions and considerations	Likelihood	Impact
<p>Timing constraints Funding for projects was announced in November 2016 and therefore some projects may have already begun operating. Depending on projects' approach to delivery and to evaluation, and their current progress against these plans, this may limit the ability to collect baseline measures from participants.</p>	<p>There may still be scope to alter project evaluation plans if this has potential to produce better quality evidence; delivery plans are also likely to be adapted over time and evidence requirements could feed into this. Retrospective baselines could also be generated if this is necessary.</p>	High	Medium
<p>Diversity of approaches The types of support offered to beneficiaries differ not only between projects, but within projects, with each individual receiving a programme of support that is to some extent bespoke. This may create challenges for understanding or comparing the approaches adopted by different projects, as projects are unlikely to offer a standard package of support to all their beneficiaries.</p>	<p>The common outcomes framework will be crucial to ensuring that outcomes are captured in a systematic way. However, analysis and synthesis of findings must also recognise the differences between and within projects in order to report findings accurately, hence our desire to include qualitative research approaches for projects.</p>	High	Medium
<p>Project capacity We are fully aware of the resource burdens and capacity strains of project leads in delivering their projects as intended. This can often lead to challenges in engaging with the project and planning evaluation activity as intended. Where the scope of the project may change, this is not always communicated in timely manner in order to make any amends to the evaluation design.</p>	<p>Each project will have an experienced evaluation RM to ensure the delivery of the evaluation activity, outputs.</p> <p>The CMF delivery teams will need to emphasise the importance of the evaluation requirements to the project lead. The LA should also feel comfortable raising any concerns regarding capacity and resourcing challenges with the delivery team, which can subsequently be shared with the evaluation team. Where capacity has become a significant hindrance in supporting the delivery of the evaluation which cannot be resolved through the CMF or LA, the RM will seek to identify mitigating strategies to address this such as through an adapted scope evaluation.</p> <p>A dedicated RM will be expected to be in regular communication with the project lead to ensure they are aware of project progress and any changes in scope.</p>	Medium	Low

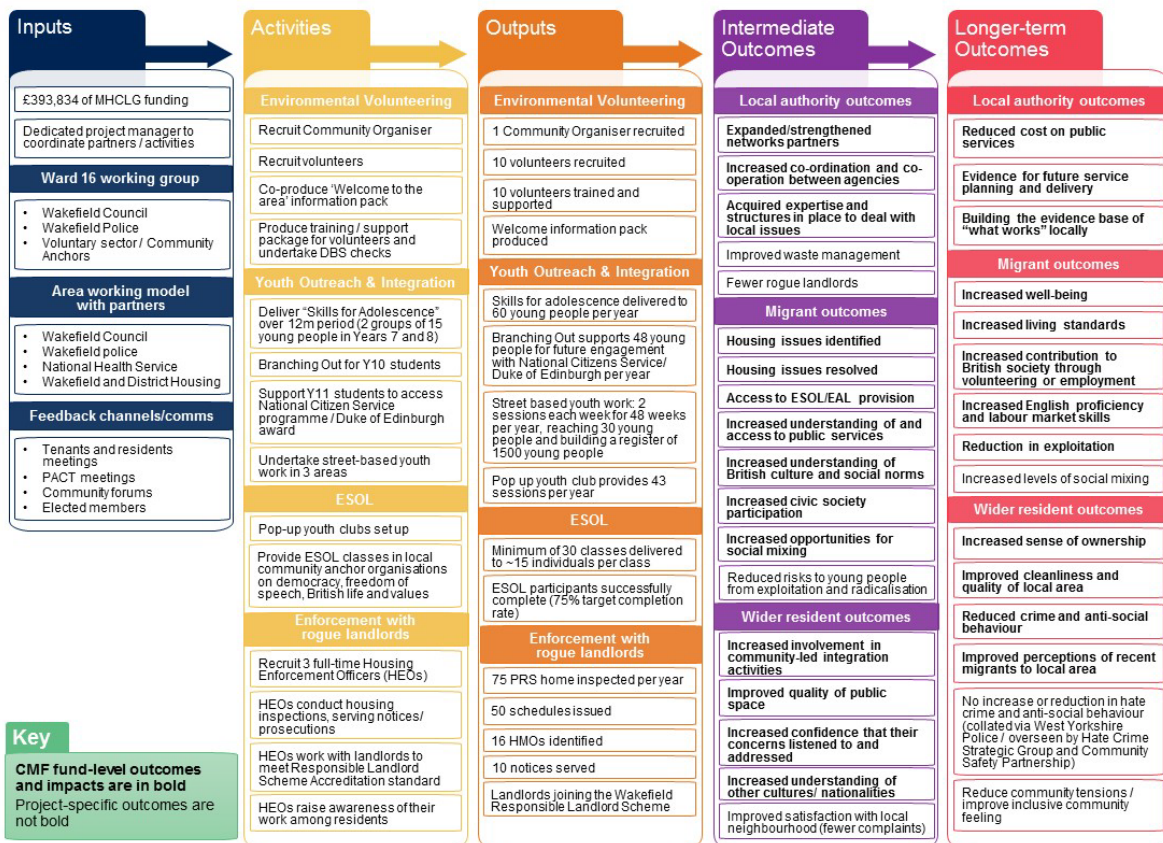
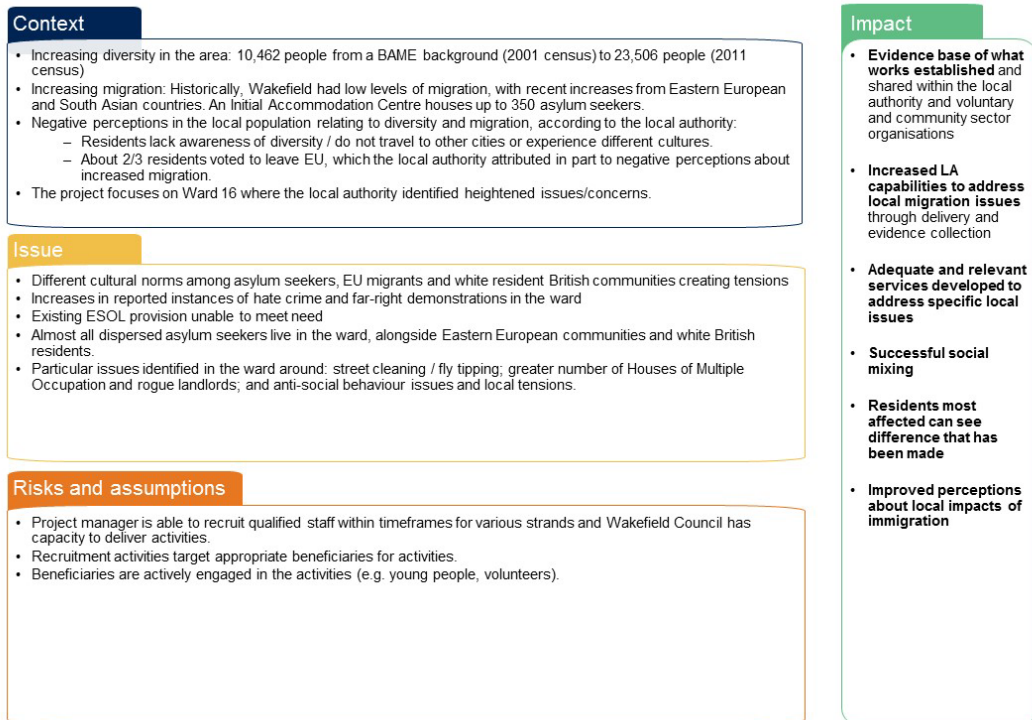
Risks and challenge	Mitigation actions and considerations	Likelihood	Impact
<p>Project Evaluation Capability LAs are likely to have different experiences in delivering evaluations and therefore there is likely to be a variety of support required with some projects already conducting their own evaluation activity.</p> <p>Some LAs may also be working with external evaluators to gather learning from their project. This can create challenges in ensuring there is an aligned, joined up approach to assessing project impact as far as possible.</p>	<p>Consultations with the project lead will allow the designated RM to assess project capability and will be able to provide tailored and appropriate support.</p> <p>It will also be important that any local evaluators are included in discussions at an early stage and that, where possible, the RM is making the most of data collection activities that are already taking place, careful to avoid duplication of their work.</p> <p>On completion of the evaluation plan, the RM will provide a 'confidence rating' on the project. This will comprise of an assessment of the project's engagement, capability and capacity and encapsulate any risks to the evaluation of which the project lead needs to be made aware. This rating should be updated as needed throughout project delivery.</p>	Medium	Low
Project delivery			
<p>Participation of beneficiaries and residents New GDPR guidelines means that informed consent will be a continued and significant focus of any fieldwork.</p>	<p>A detailed and comprehensive process to achieving informed consent will be implemented to ensure that all participants are given the right to opt-out of any evaluation activity. This will take the form of a set of information leaflets and consent forms that will be administered for every fieldwork activity.</p>	Low	High
<p>Working with vulnerable groups Many beneficiaries may be from marginalised or vulnerable backgrounds and may be concerned with divulging potentially personal or sensitive information or may have challenges communicating in English.</p>	<p>The evaluation team will ensure that research methods are appropriate to the research question being addressed. No individual will be asked to disclose personal information if they are not comfortable doing so. Every participant will be reassured of the confidential nature of any data collected and the purpose of the data collection.</p> <p>It is of utmost importance that any data collection taking place with beneficiaries is sensitive to these needs, does not place an unnecessary burden on participants and follows high ethical standards.</p> <p>Any research tools will also be designed in a simple and accessible way in order to account for individuals for whom English is not a first language.</p>	High	Medium



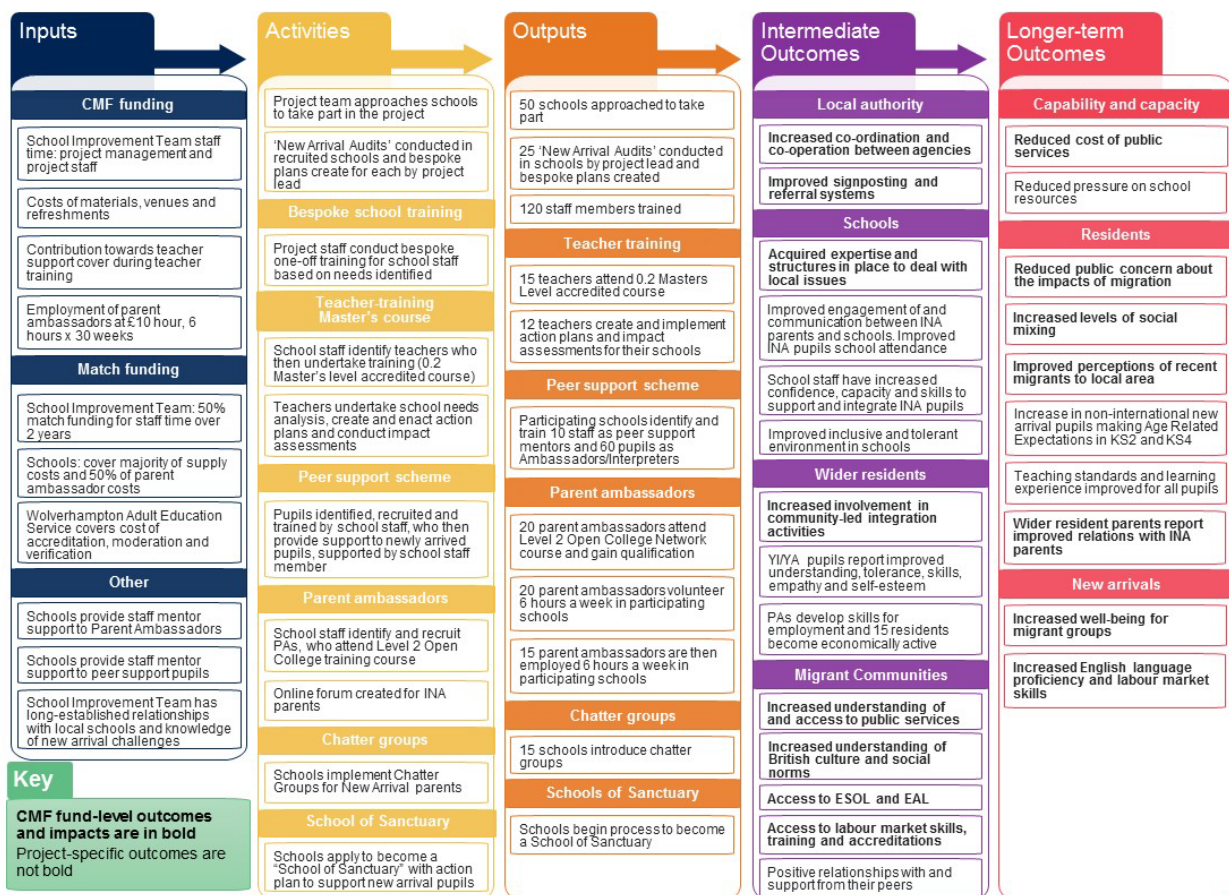
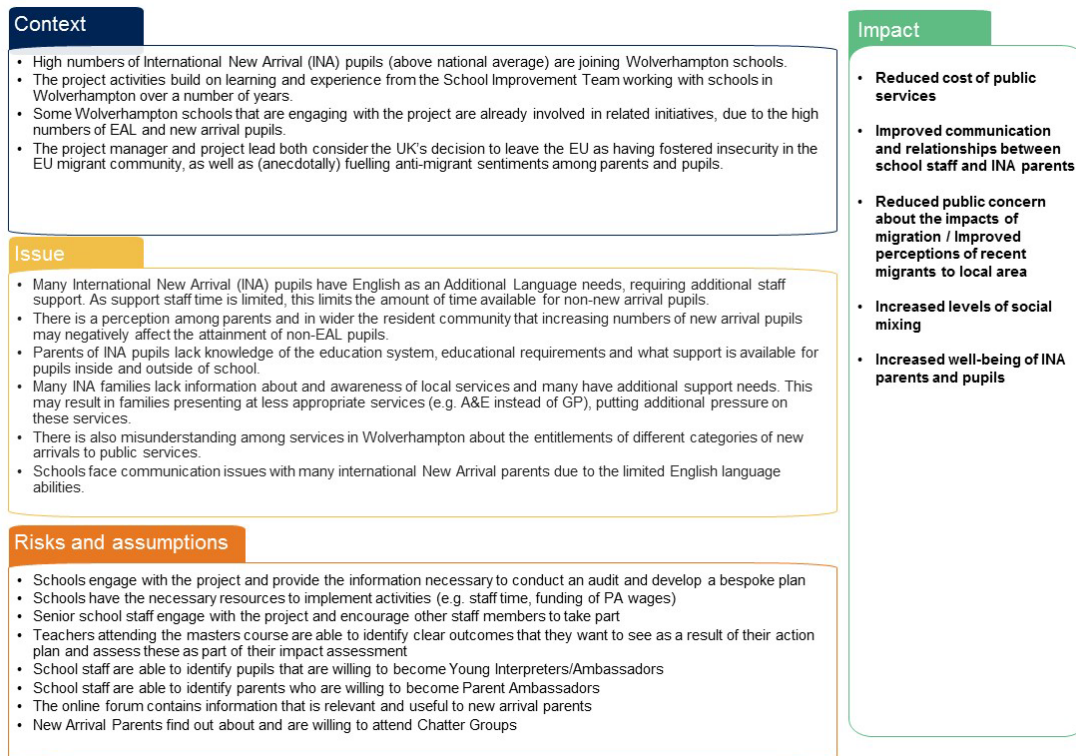
<b>Risks and challenge</b>	<b>Mitigation actions and considerations</b>	<b>Likelihood</b>	<b>Impact</b>
<p><b>Attributing impact</b> It may be challenging to know to what extent to attribute any outcomes that may be realised to the CMF project due to the role of other contextual factors.</p>	<p>Consultations with LAs are ongoing to assess project evaluability, which will be done in further detail by each RM advising the project lead.</p> <p>The identification of a project level counterfactual or comparison group will improve a project's ability to attribute change. Clear project boundaries, scope and fidelity of their delivery model will also be important.</p>	High	Medium
<p><b>Measurement of outcomes</b> Some beneficiary outcomes, such as entering employment or improving English Language skills, may be relatively straightforward to identify and measure. However, others, such as wellbeing and reduced isolation will need to be measured through the use of validated scales.</p>	<p>The common outcomes tool along with a strong project level theory of change will be crucial to ensuring that outcomes are captured in a systematic way. We have experience of successfully capturing change for internalised outcomes such as well-being and reduced isolation through our previous work – see Section 3 for further detail.</p>	Medium	Medium
<p><b>Availability of key documentation</b> There is a possibility that key data is not available to the evaluation team where necessary to inform design and delivery of the project-level evaluations (e.g. operational documents, proposal forms, LA statistics).</p>	<p>The evaluation team will work closely with both the CMF evaluation lead, the Local Authority and our partner the Migration Observatory in order to ascertain 1) the availability of data and 2) the quality of this data.</p>	High	Medium
<p><b>Reviewing sensitive or personal data</b> Some of the data that will be requested from projects may be highly sensitive and LAs may be reluctant to provide this information to the evaluation team.</p>	<p>Ipsos MORI abides by the MRS Code of Conduct and adheres to ISO 9001:2008, ISO 20252:2006 and ISO 27001:2005. As such we work to the highest standards in the market research industry and the appropriate data security systems and confidentiality are in place to minimise any risk.</p> <p>The evaluation team will be sure to emphasise these standards and Ipsos MORI processes when requesting to review sensitive data. Our Business Excellence team can prepare and liaise with DPOs at LAs to put in place data transfer agreements if required.</p>	Medium	High

# Appendix 3: Project-level logic models

Figure A3.1 Logic model for the Community Harmony project, Wakefield

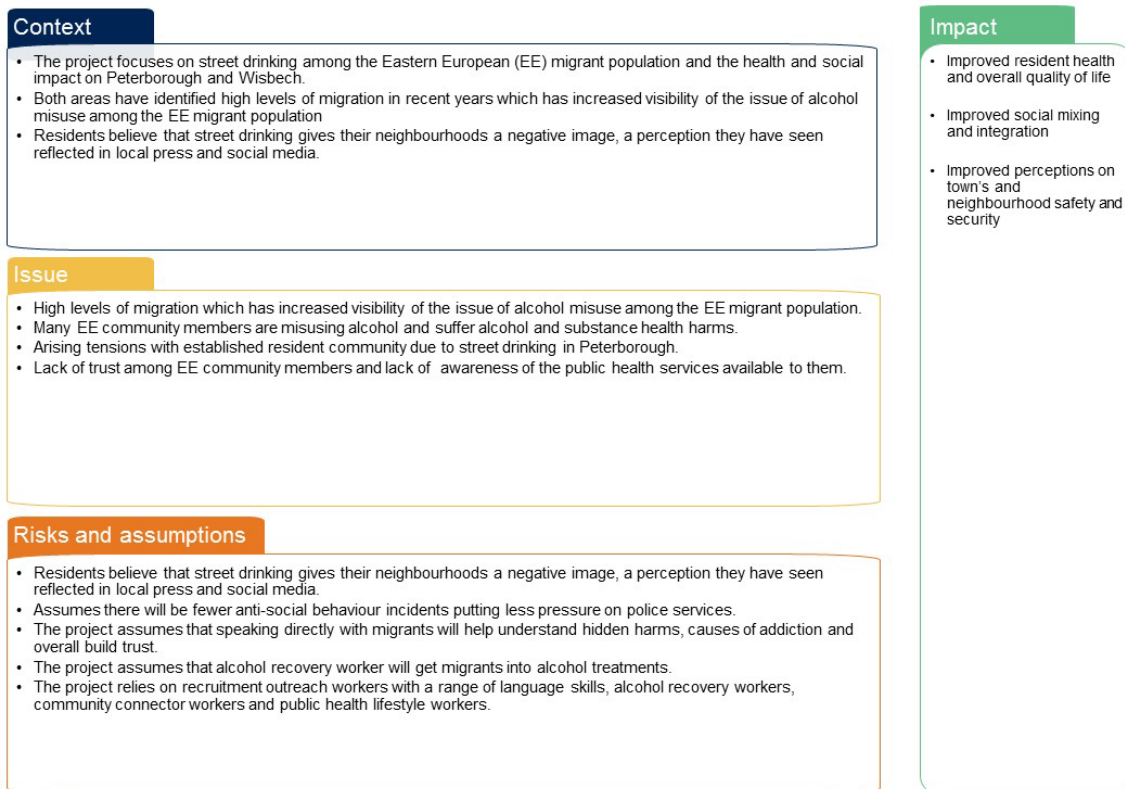


**Figure A3.2 Logic model for the Schools PEER Integration Acceleration Programme project, Wolverhampton**

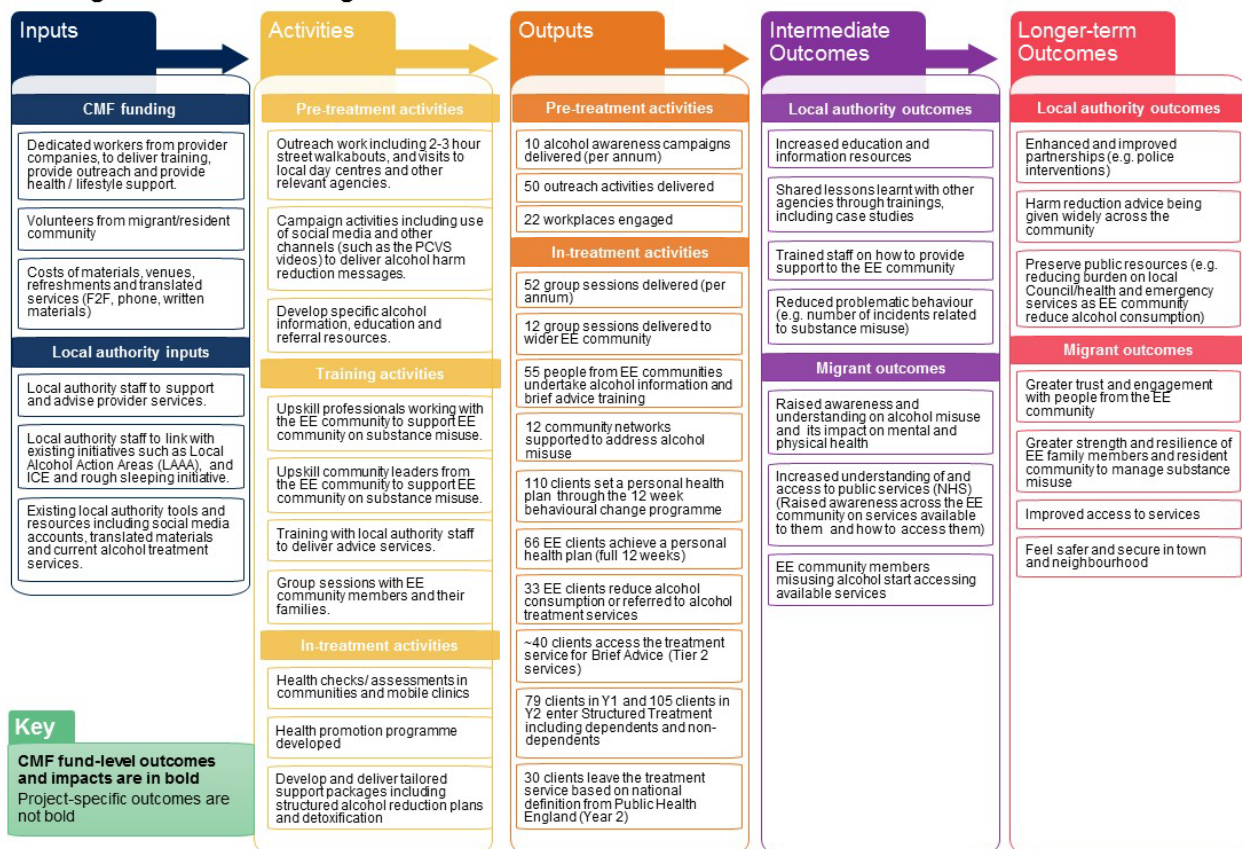


**Key**  
**CMF fund-level outcomes and impacts are in bold**  
 Project-specific outcomes are not bold

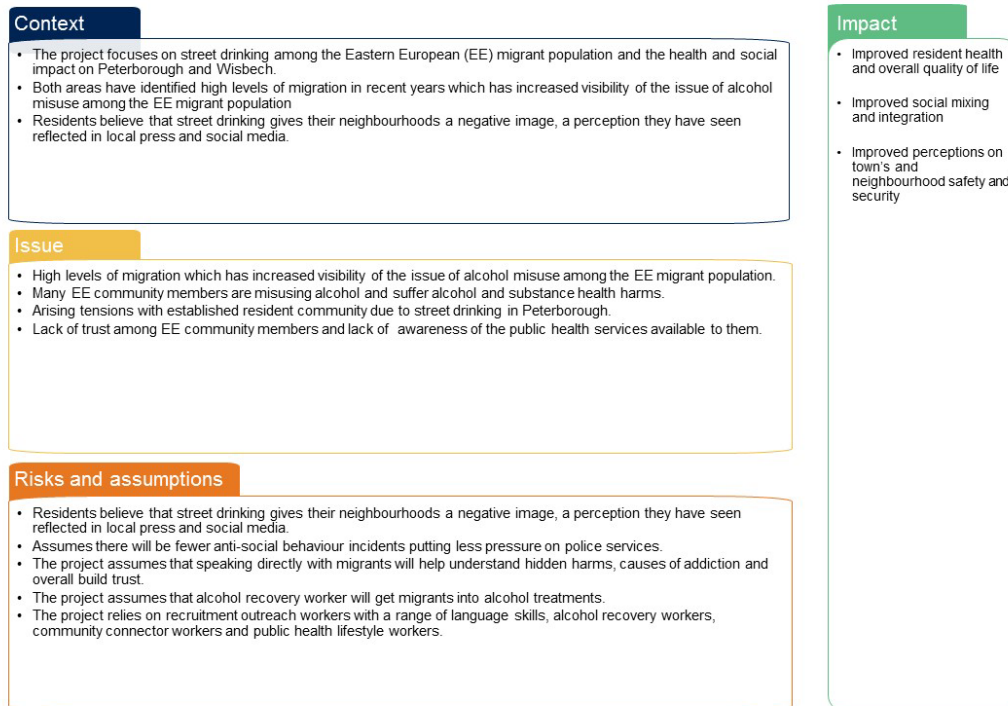
**Figure A3.2 Logic model for the Tackling Alcohol Misuse project, Cambridgeshire, Area 1 (Peterborough)**



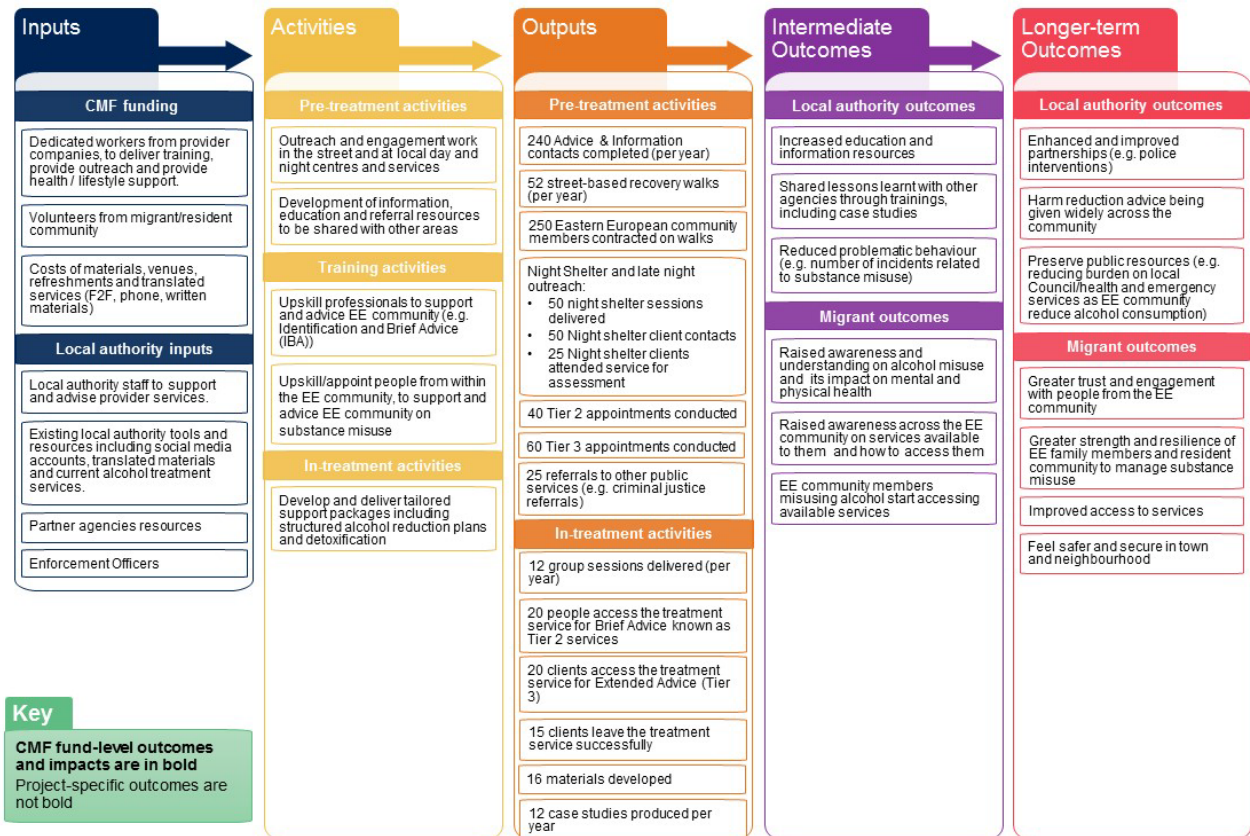
**CMF Logic Model Peterborough**



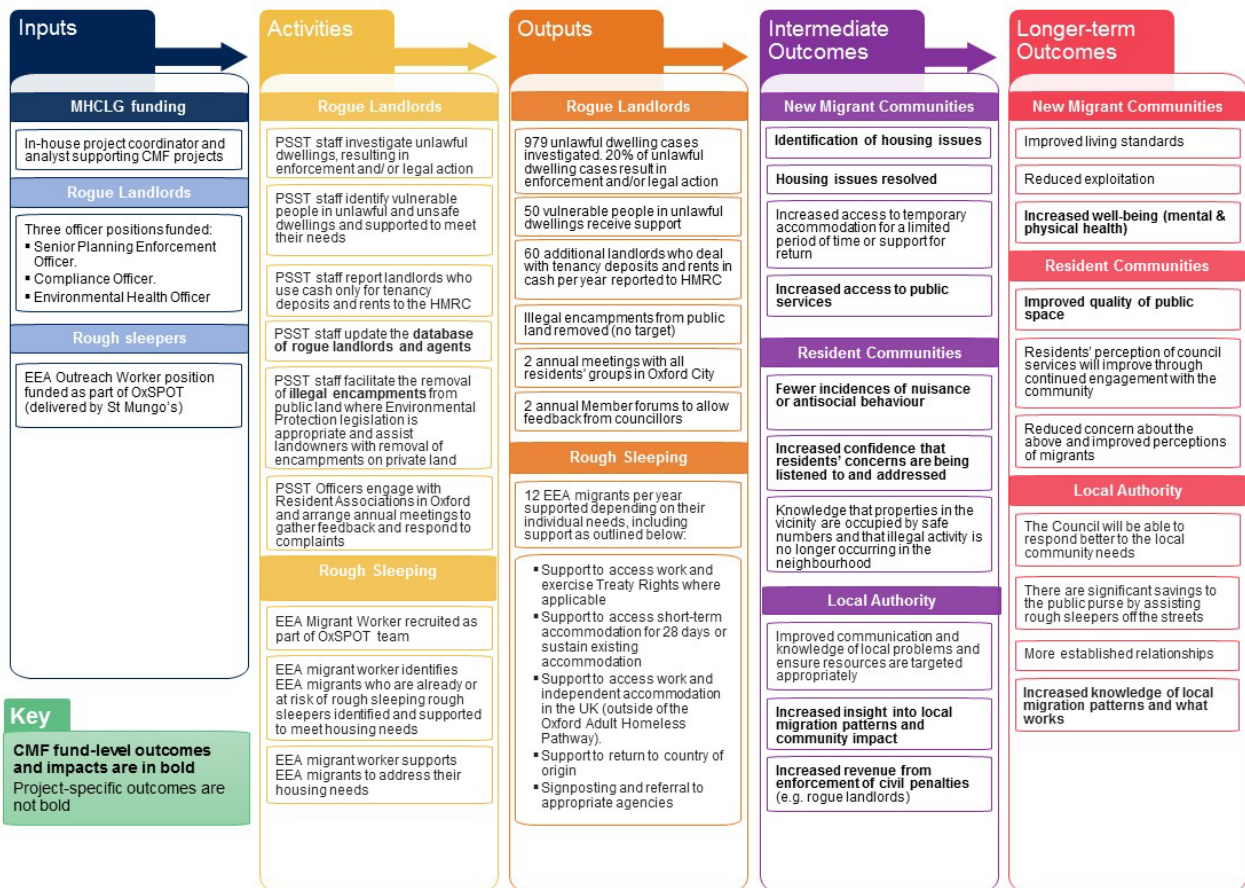
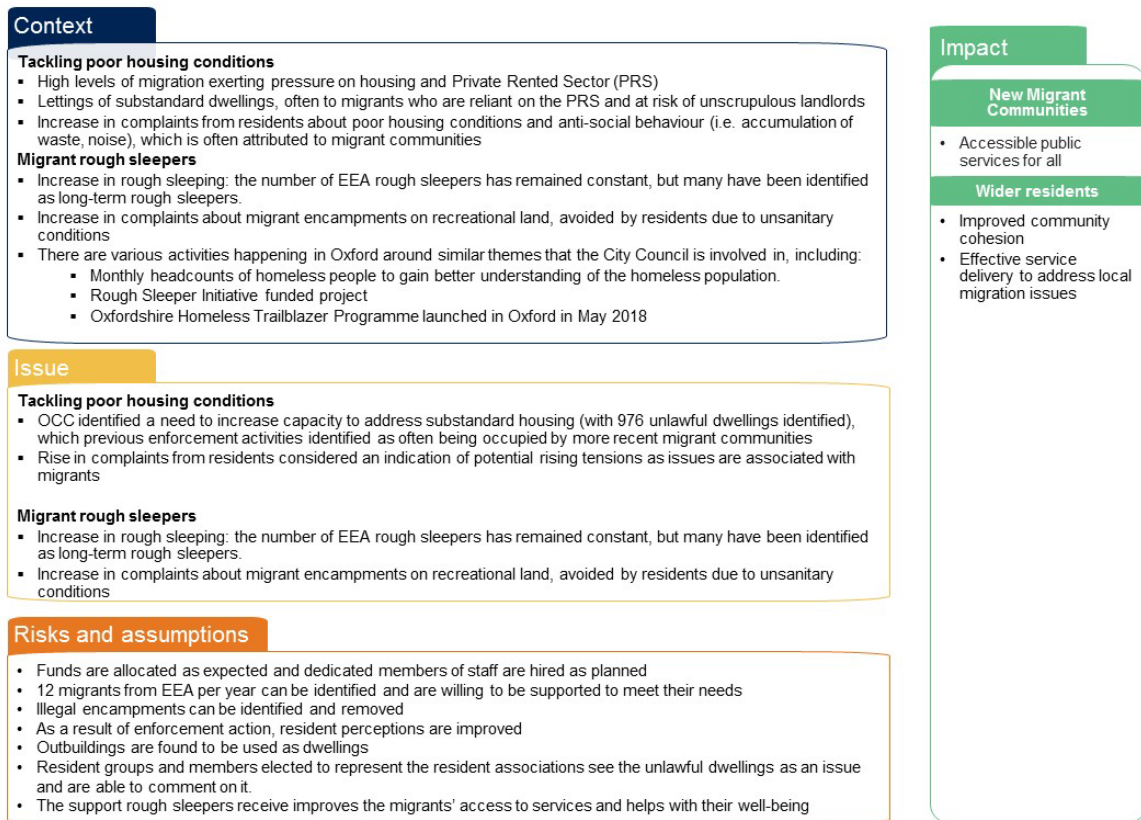
**Figure A3.4 Logic model for the Tackling Alcohol Misuse project, Cambridgeshire, Area 2 (Wisbech)**



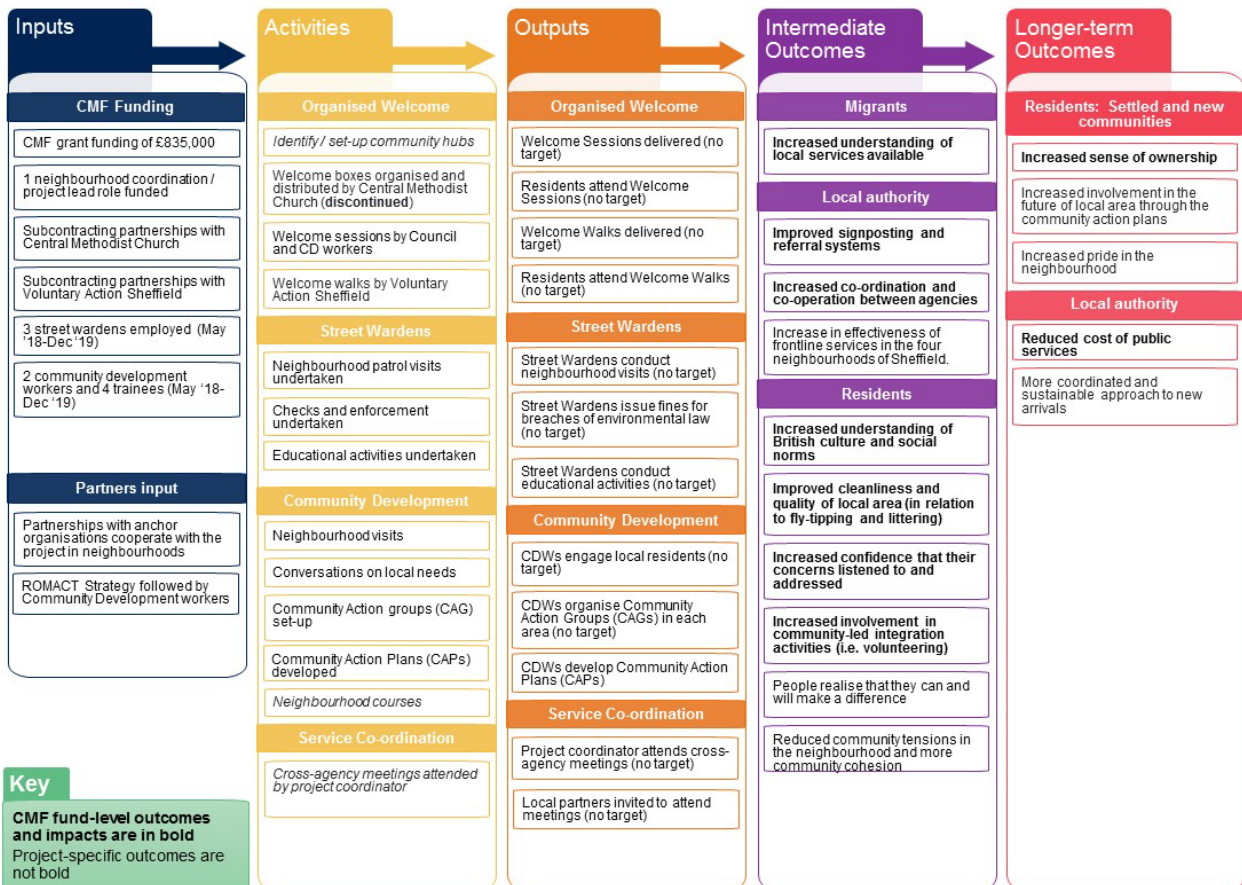
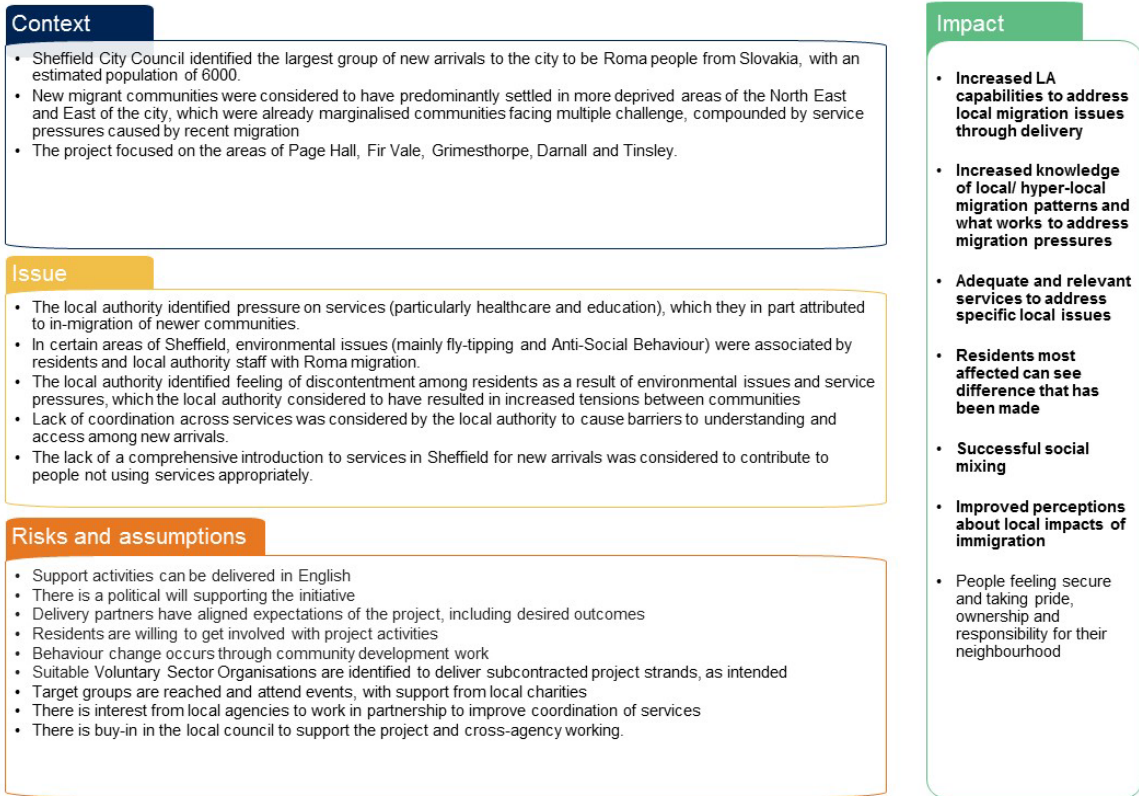
**CMF Logic Model Wisbech**



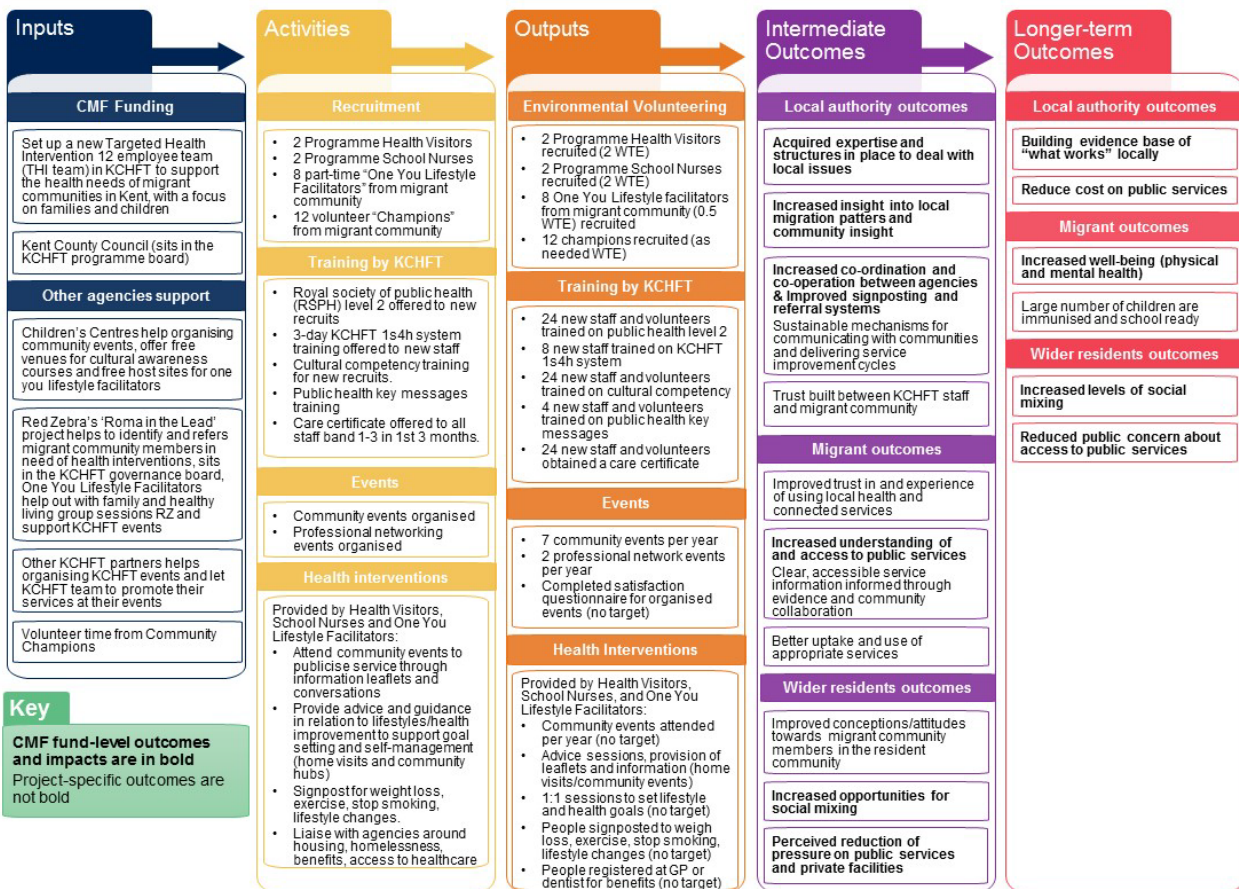
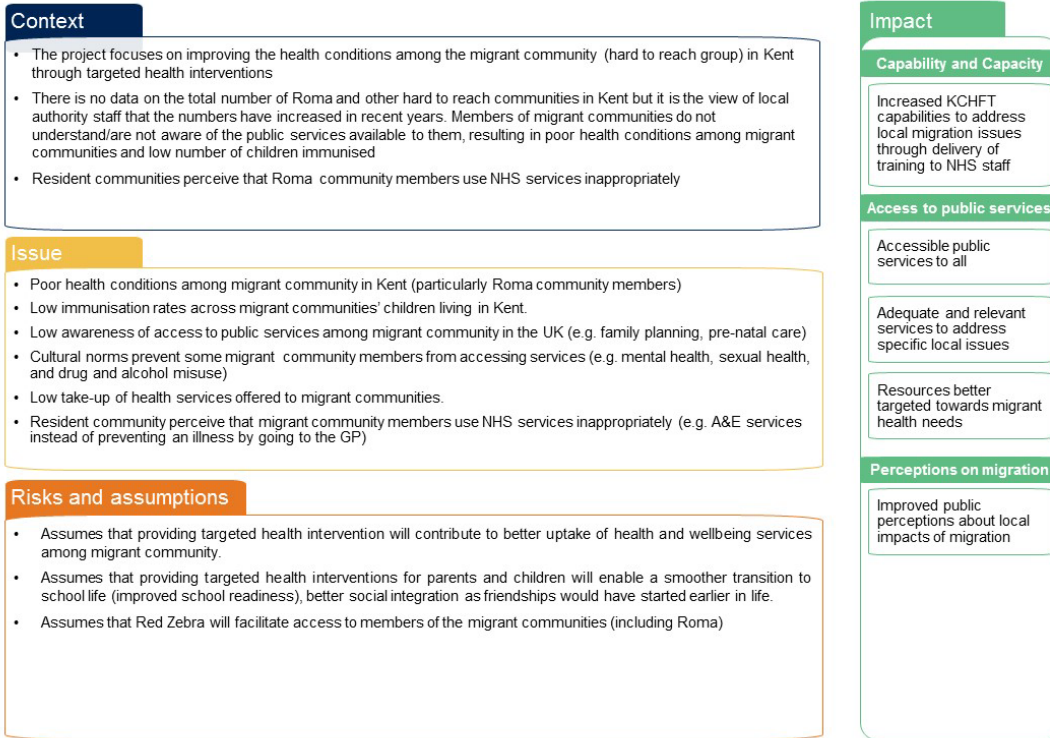
**Figure A3.5 Logic model for the Rogue Landlords and Rough Sleeping project, Oxford**



**Figure A3.6 Logic model for the Sheffield Community Investment Deal project, Sheffield**

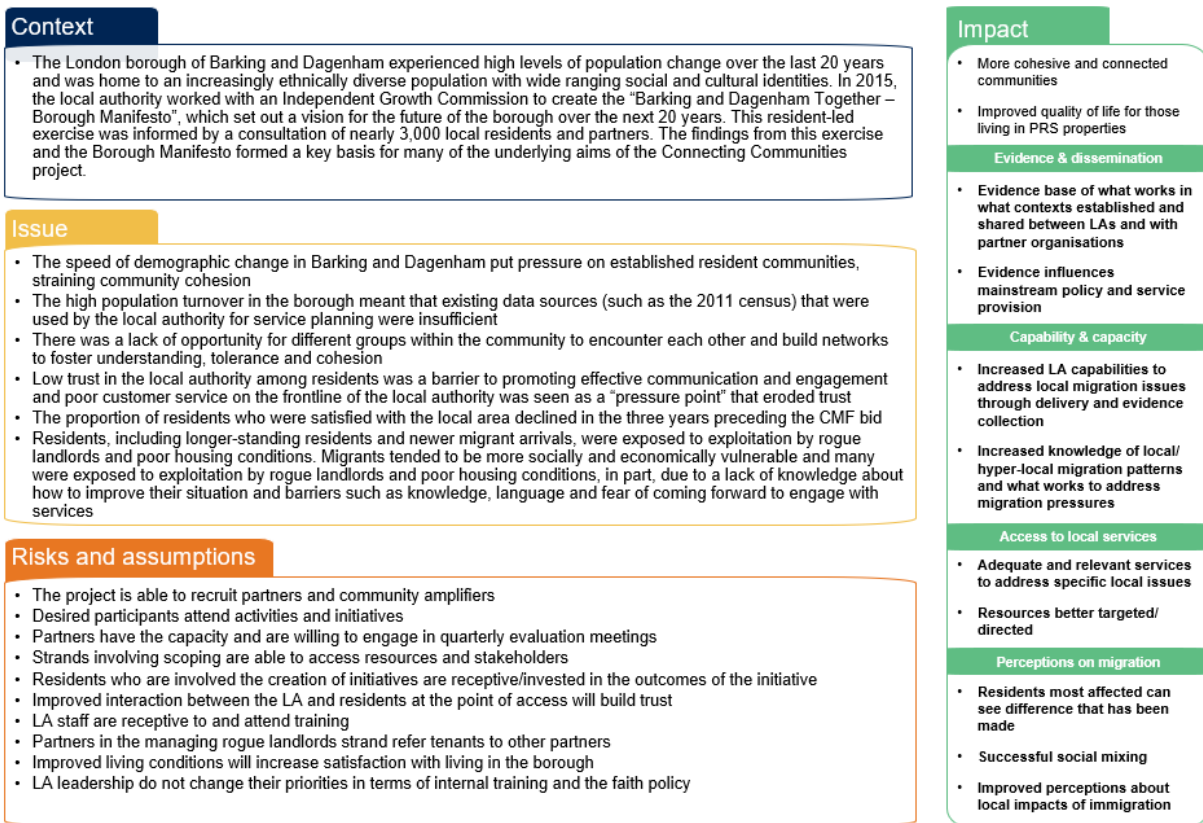
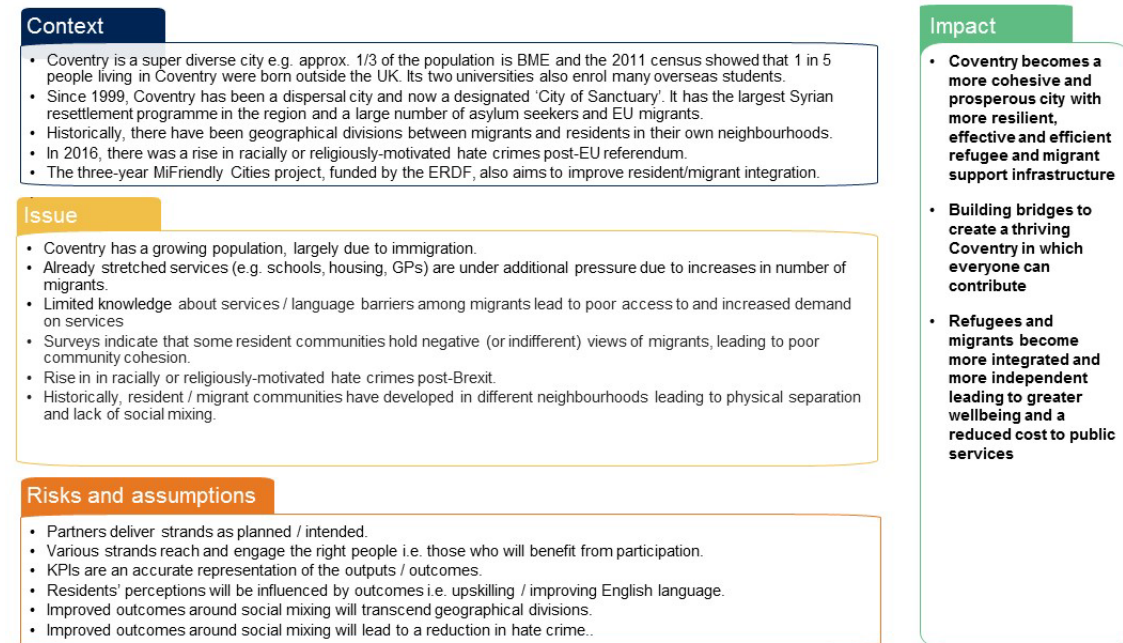


# A3.7 Logic model for the Healthy Communities project, Kent

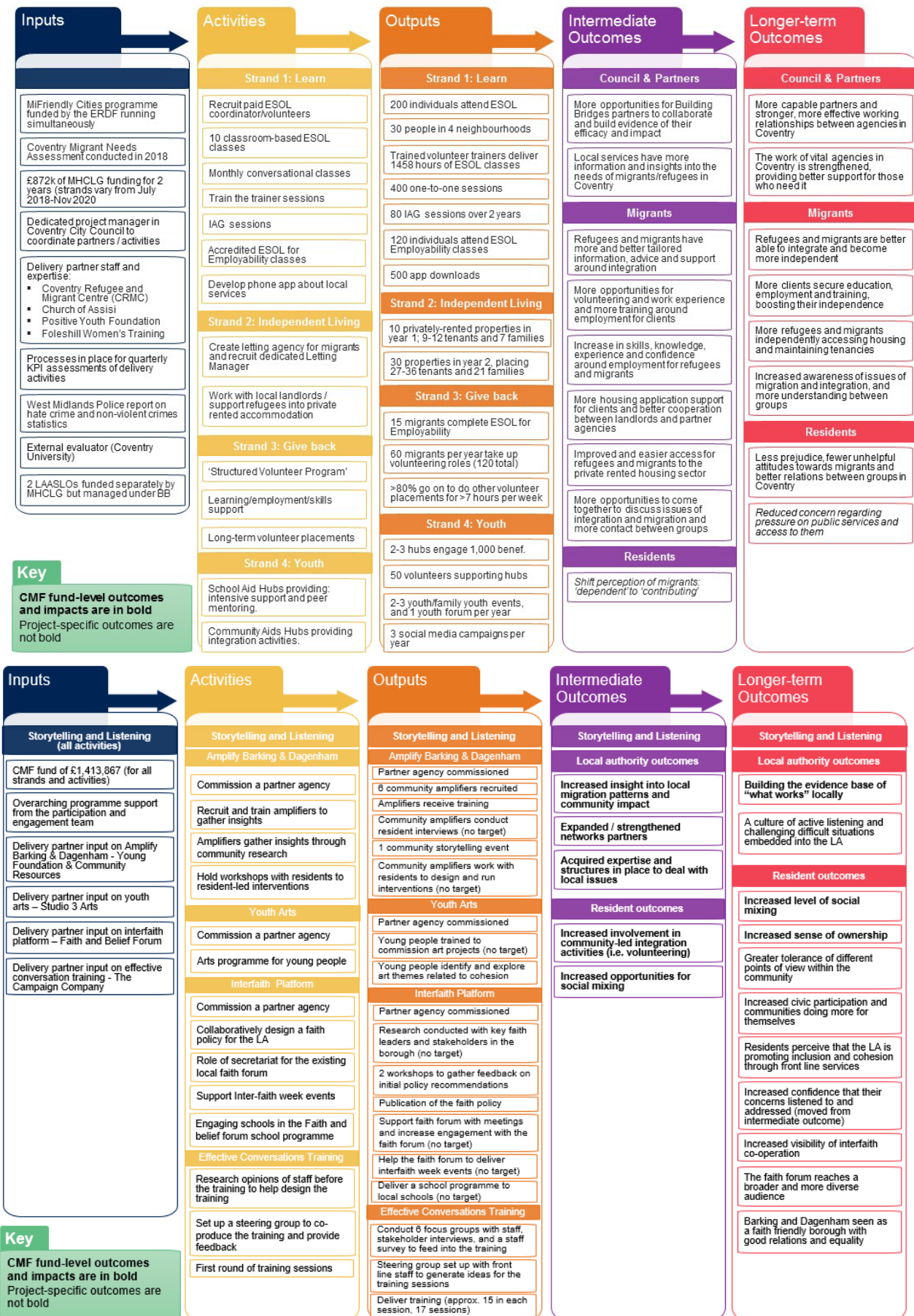


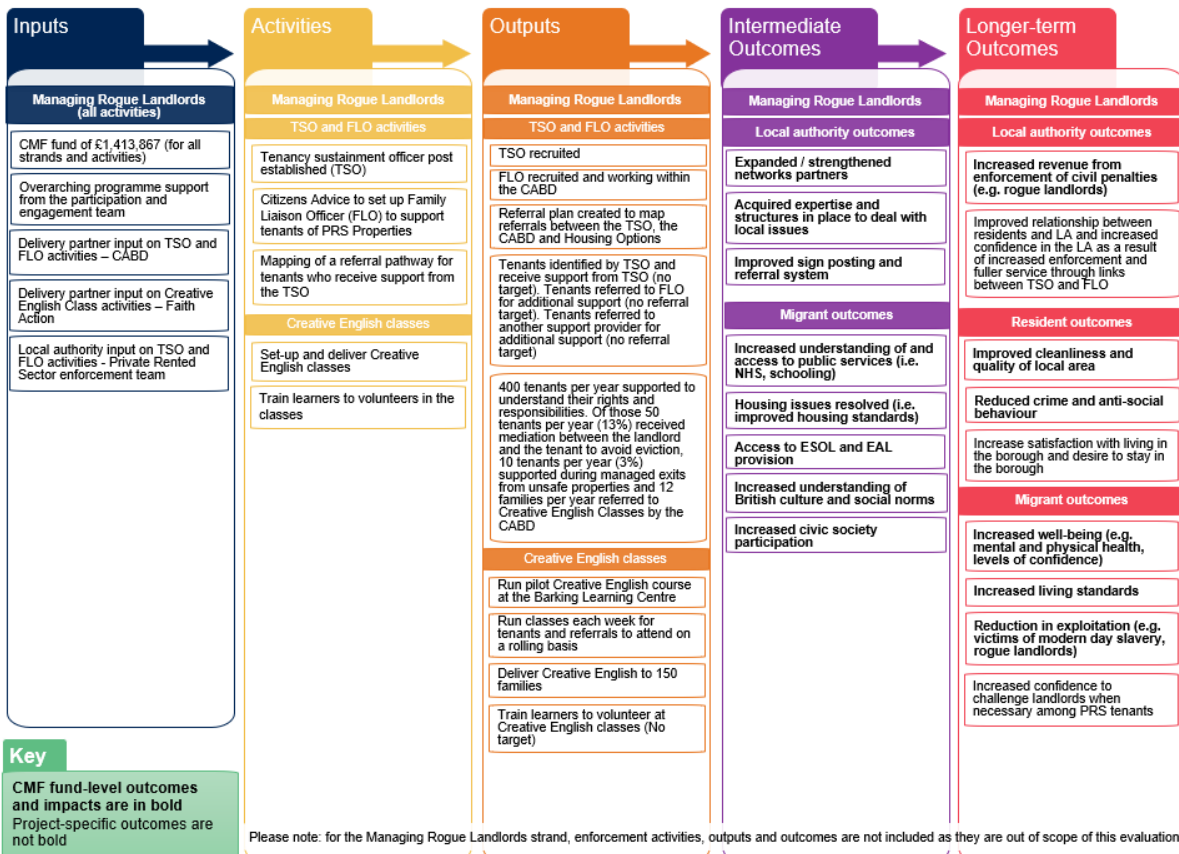
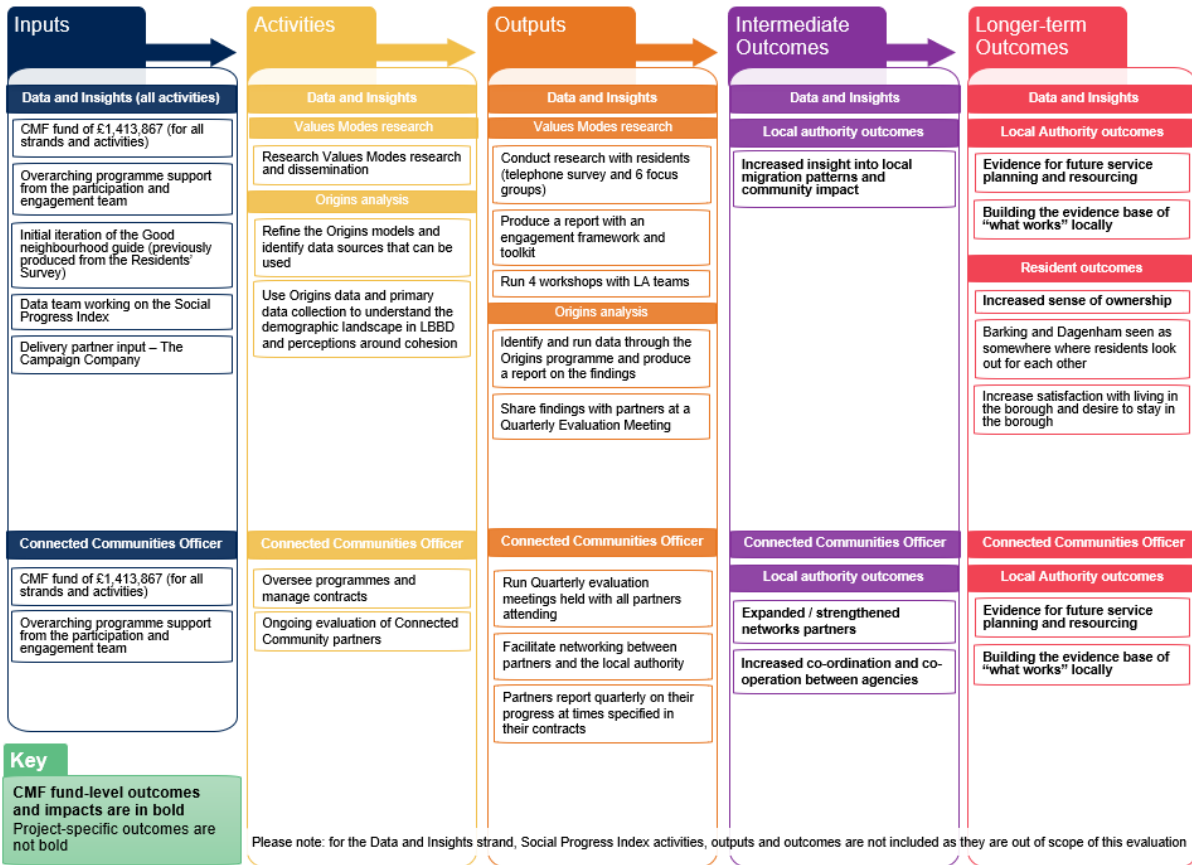


**Figure A3.8 Logic model for the Building Bridges project, Coventry**



**Figure A3.9 Logic model for the Connected Communities project, Barking & Dagenham**





### A3.10 Logic model for the Our Liverpool project, Liverpool

#### Context

- Liverpool hosts the largest number of asylum seekers in England (1807, Serco August 2017) and also hosts Initial Accommodation blocks for the North West. The majority of refugees remain in the area. Liverpool is also participating in the Syrian Resettlement programme.

#### Issue

- Statutory services are often not familiar with the needs and entitlements of asylum seekers, refugees and vulnerable migrants (AS,R&VM). This is despite Liverpool being an asylum dispersal area. The VCS sector is also not equipped currently due to lack of funding.
- Community Cohesion report for Liverpool, published in July 2017, sets out the challenges the city faces, including lack of ESOL support, rising tensions and mistrust between new communities and public sector authorities.
- AS&R/ new migrant communities face specific challenges and lack representation in regional and local decision-making.
- Some neighbourhoods (Kensington, Picton and Tuebrook) have experienced rapid population change in 10yrs. This has led to ASB complaints about new migrants. These areas have also seen an increase in certain types of crime.
- LCC staff have found that new migrant communities often do not understand their rights & responsibilities and lack awareness of how to exercise their rights, leading to poor conditions, exploitation and a lack of access to redress.

#### Risks and assumptions

- Local charities have the capacity to engage with the project
- Stakeholders and local representatives have the capacity and are willing to engage in thematic sub-group meetings
- CDWs are able to identify and engage local partners (new community representatives, VCOs, statutory services)
- Desired participants attend subgroups
- LA staff are receptive to and attend training
- Participants for migrant user group are able to volunteer time to take part
- Wider residents are aware of and engage in CDW community events and activities
- Events and activities are able to educate local residents about new communities
- Learning from workshops and engagement events is adopted by LCC services/VCOs/ statutory partners
- LCC staff are receptive to training and apply understanding to service delivery

#### Impact

- New Migrant communities are empowered to enjoy the best possible quality of life and reach their full potential

#### Evidence & dissemination

- Evidence base of what works in what contexts established and shared between LAs and with partner organisations

#### Perceptions of migration

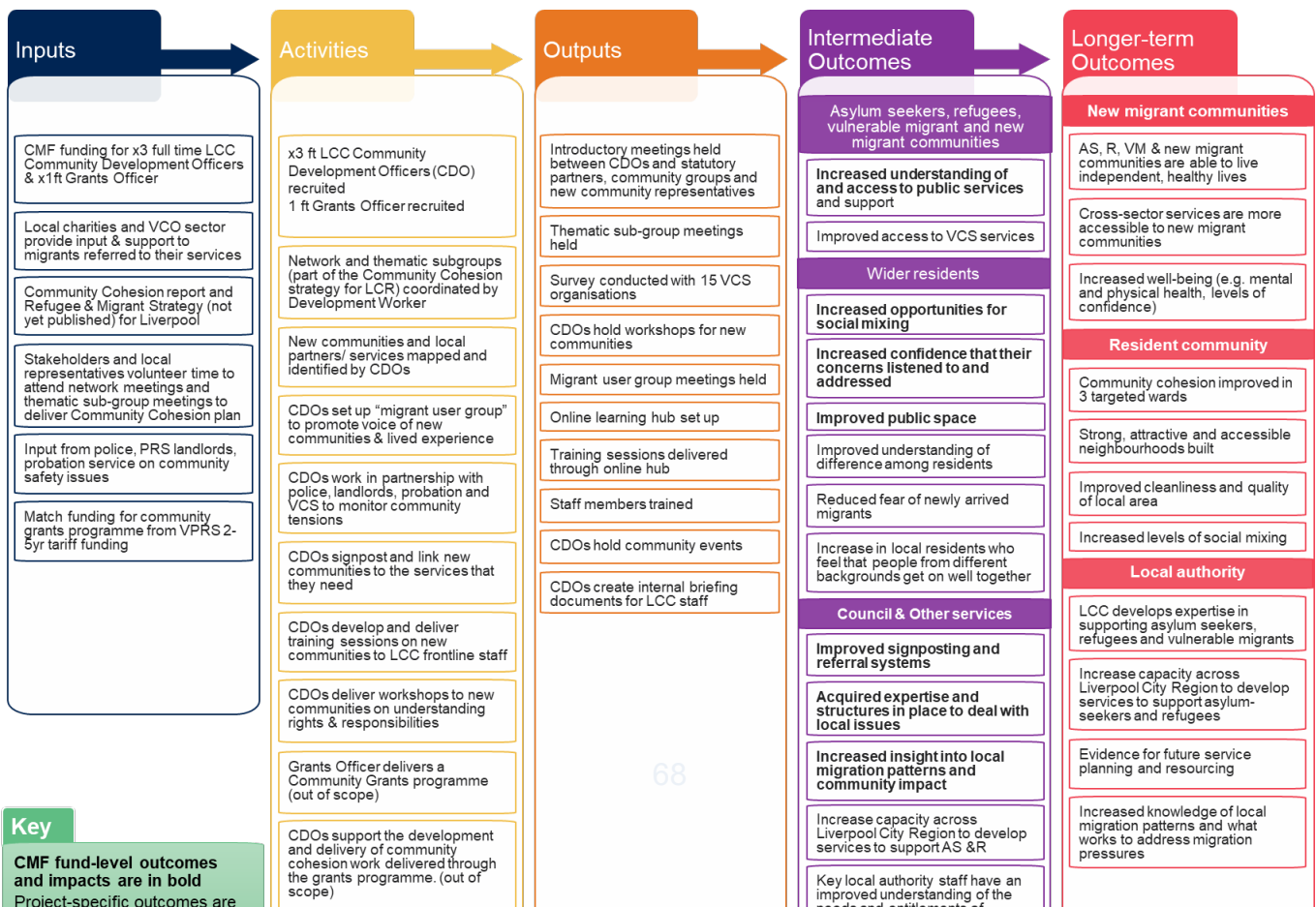
- Residents most affected can see the difference that has been made
- Improved perceptions about the impact of migration

#### Access to local services

- Accessible public services to all

#### Capability and capacity

- Adequate and relevant services to address local issues



**Figure A3.11 Logic model for the South East Region UASC Training and Outcome Star project**

**Context**

- Distribution of UASC is disproportionately high in some LAs, placing additional strain on public services
- There is no standardised approach to working with UASC, when it comes to UASC data only statutory LACs (Looked After Children) metrics are collected.
- In addition to the knowledge needed to support LACs, working with UASC requires knowledge on issues specific to UASC (e.g. age assessments, the Human Rights Act,) or on issues more prevalent among UASC (e.g. Trafficking, PREVENT, Trauma).

**Issue**

**National Transfer Scheme**

- Lack of social workers with confidence and experience of working with UASC is contributing to a decline in LA engagement in the voluntary National Transfer Scheme (NTS) as part of the South East Strategic Migration Partnership (SESMP)
- Average waiting time for a transfer is 15 weeks compared to the target 5 days due to under-engagement in the NTS

**UASC guidance tool**

- The tools currently used by social workers do not cover the specific needs of a UASC. The absence of a tailored tool to guide the relationship (and lack of training) can mean social workers find it challenging to address immigration and integration concerns in their care plan.

**Social worker knowledge gaps**

- Social workers with less/no experience of working with UASC may have knowledge gaps in these areas and therefore may be hesitant in participating in the NTS
- Some social workers lack confidence to complete a Human Rights Act Assessment on UASC who are 18+ and appeal rights exhausted, resulting in time and resources being side-tracked away from children's care..

**Risks and assumptions**

- Local authorities will implement the Planning Star tool.
- Social workers will find the Planning Star tool useful and will implement the tool in their work.
- Standardising data across local authorities will increase their willingness to participate in the NTS.
- Social workers will attend the training sessions offered.
- Improving the knowledge and expertise of UASC support workers will increase local authorities' willingness to participate in the NTS.

**Impact**

**Evidence & dissemination**

- **Evidence base of what works in what contexts established and shared between LAs and with partner organisations**

**Capability & capacity**

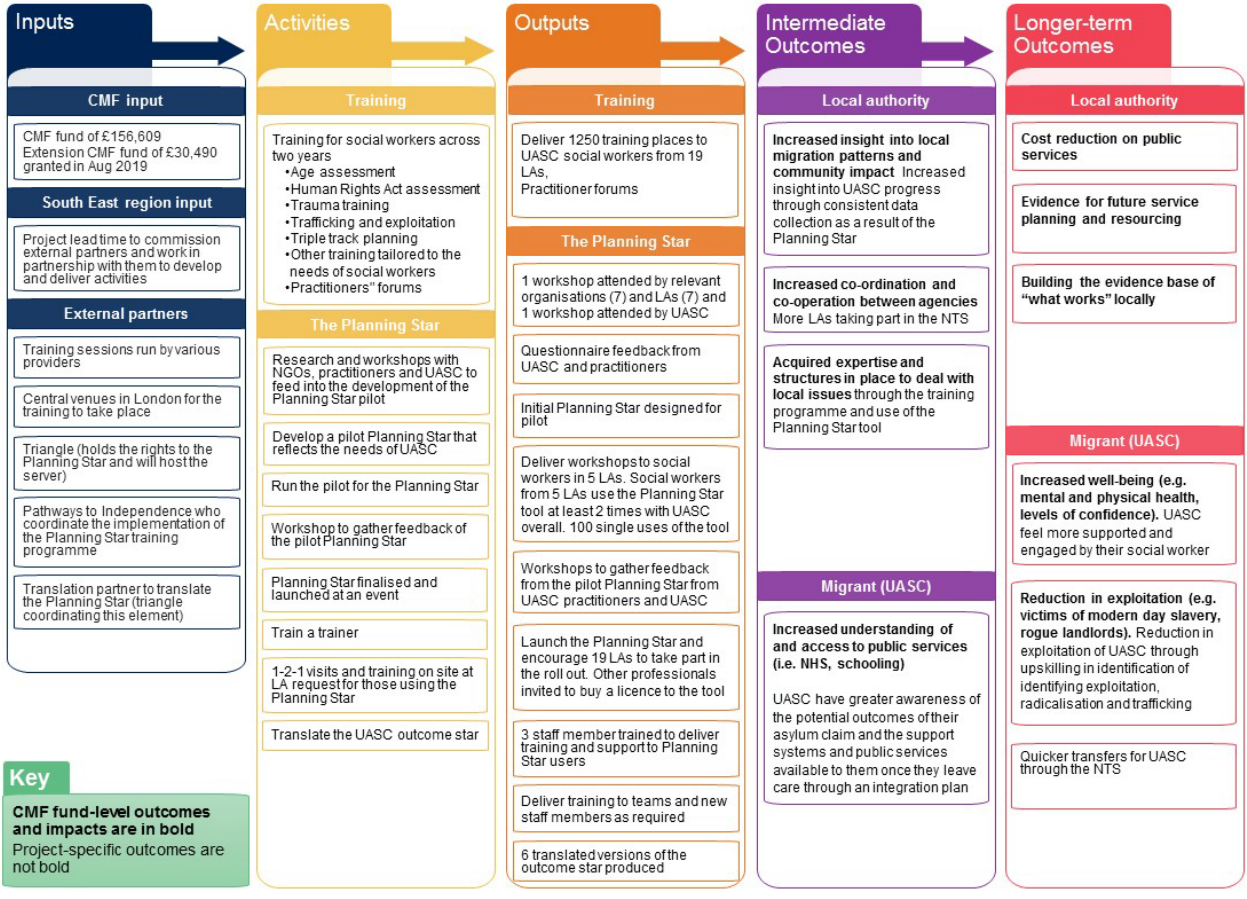
- **Increased LA capabilities to address local migration issues through delivery and evidence collection**

**Access to local services**

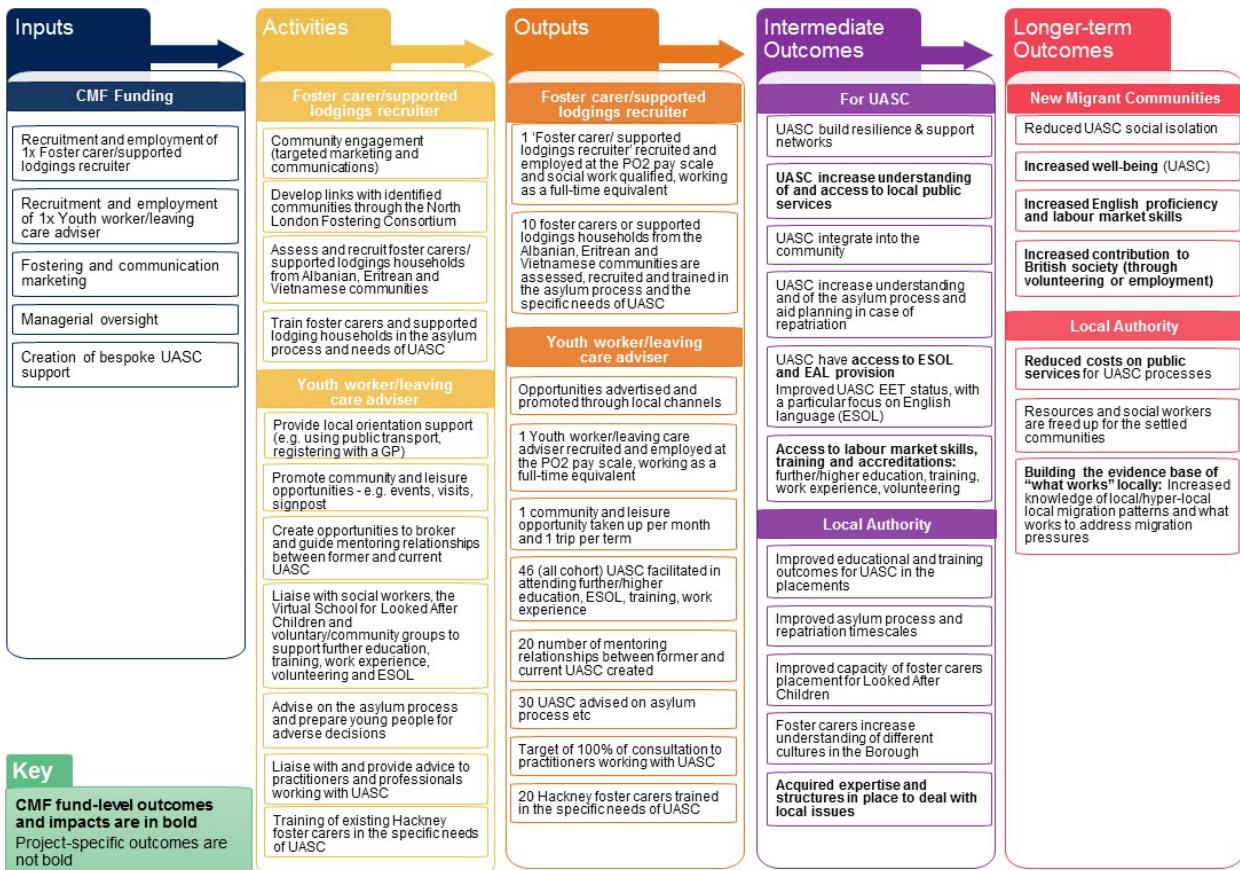
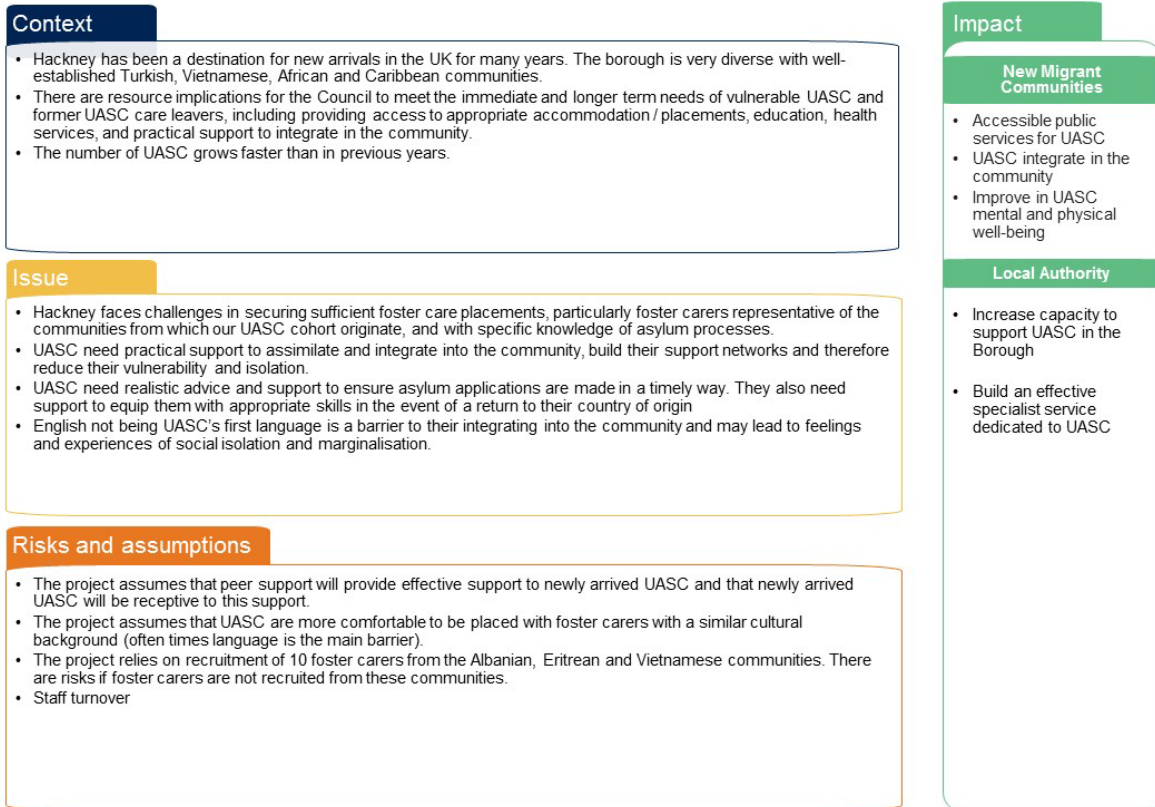
- **Accessible public services to all**
- **Resources better targeted/directed**

**Perceptions on migration**

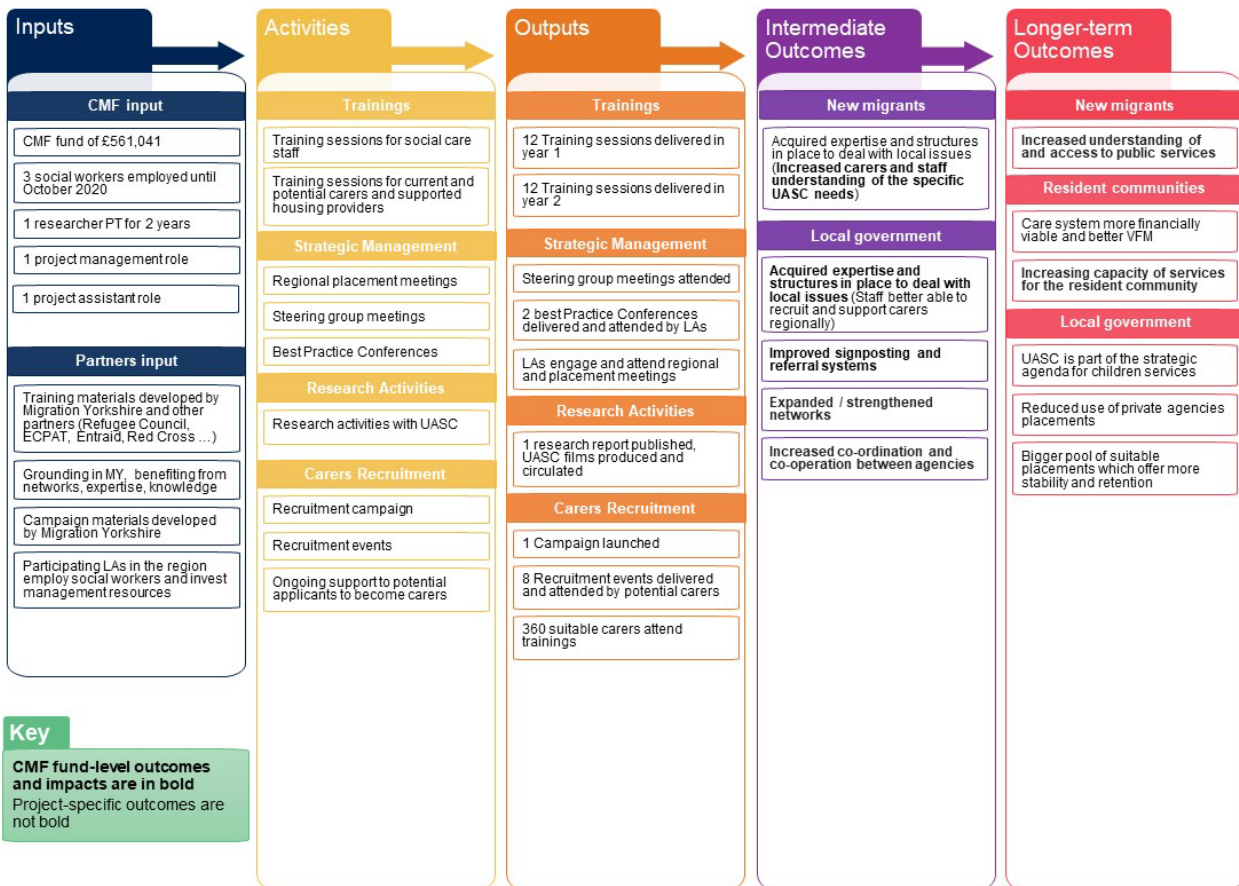
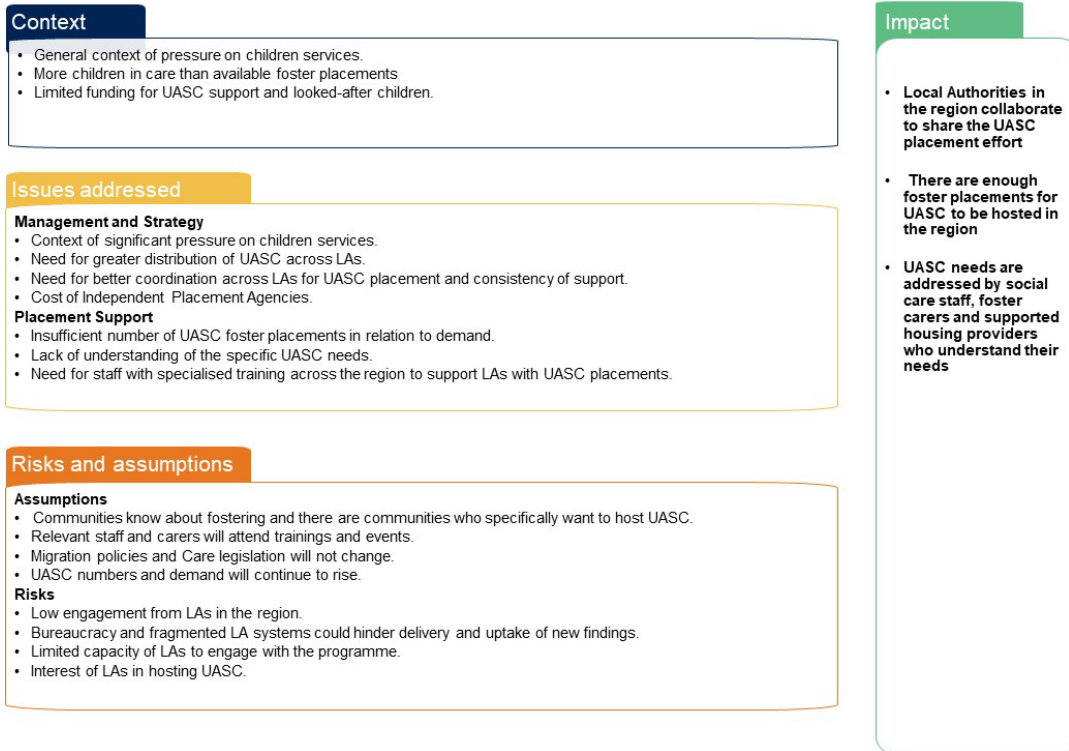
- **Successful social mixing**



**Figure A3.12 Logic model for the Building Foundations project, Hackney**



**Figure A3.13: Logic model for the Welcoming Young Refugees project, York**



**Figure A3.14: Logic model for the LAASLO pilot project, Bradford**

**Context**

- Bradford Metropolitan District Council applied to run a pilot project to support newly granted refugees with moving out asylum accommodation and integrating into local communities
- Bradford has a high number of migrants, as an asylum dispersal area and therefore many refugees that need some form of support into housing and with integration
- There are a number of voluntary community sector organisations supporting refugees, but before the pilot LAASLO project there was no such formal support provided the local authority

**Issue**

- Those with newly granted refugee status are at risk of homelessness, particularly those not in priority need who are not entitled to a home.
- Homelessness and destitution can lead to longer term impacts on health and refugee's status in society.
- Refugees don't have the first point of contact they need to access housing, benefits, paying bills etc.
- Bradford is not deemed a desirable place to live and refugees often fare worse elsewhere.
- Family reunions can cause instability for individual refugees who need to support them.
- Refugees who feel isolated are less likely to integrate into the wider community.

**Risks and assumptions**

**Risks**

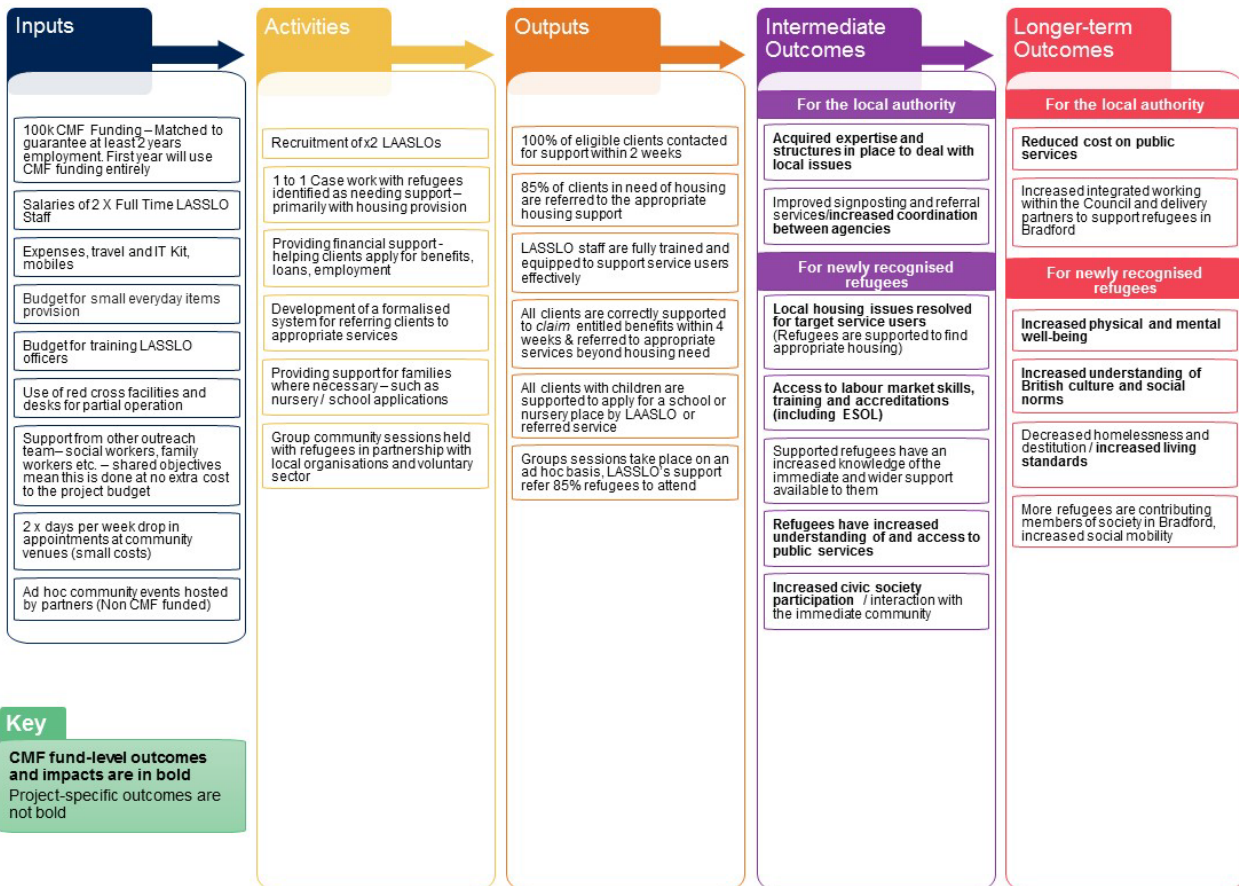
- Only 2 carefully selected LAASLO's based on skillset means difficult to replace if one leaves or is ill
- Low engagement or interest in the project amongst refugees, such as unwillingness to attend community sessions or drop ins
- Language / communications barriers may make it difficult to collect data on the beneficiaries

**Assumptions**

- There is a need for this support, and the provision will be sufficient to meet the needs of refugees
- The LAASLOs will operate as part of the support landscape for refugees in Bradford, creating a synergy which achieves better outcomes for service users for the available funds.
- Operations will work on the basis that the project will be sustainable long term

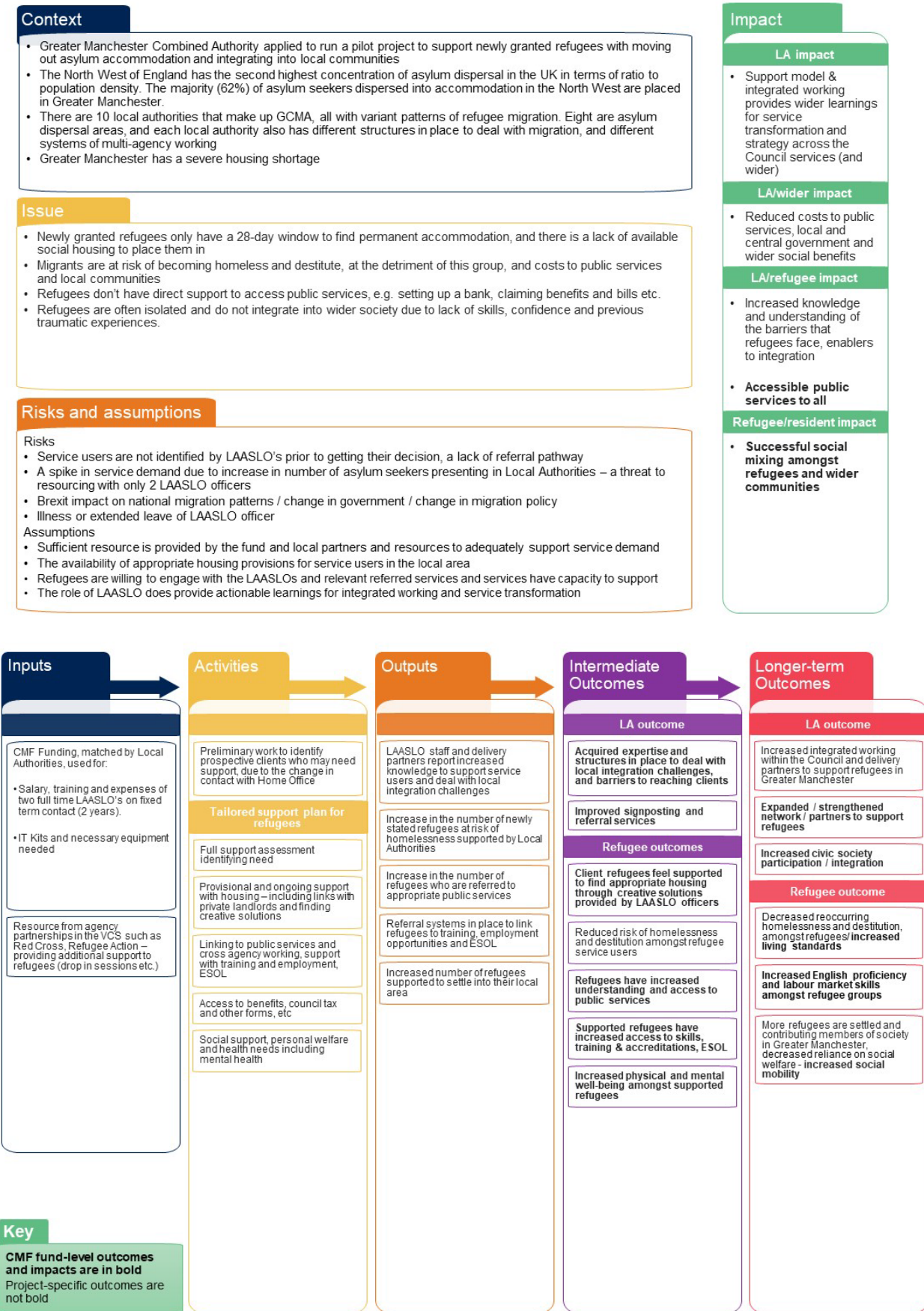
**Impact**

- **Reduced costs to public services providing temporary accommodation / welfare provision**
- Refugees have a greater desire to live and be part of local communities in Bradford
- Support model & integrated working provides wider learnings for service transformation and strategy across the council services
- **Successful social mixing amongst refugees and wider communities**





**Figure A3.15: Logic model for the LAASLO pilot project, Manchester**



## Appendix 4: Research materials

### Data only strand

#### **BASELINE INTERVIEW GUIDE**

Controlling Migration Fund Evaluation

Understanding the Local Migration Data Landscape: Data only project assessments

Baseline Interview Discussion Guide with Project Leads

For researchers: summary of the research objectives

CMF aims at identifying the best approaches to collate high quality data which explore the interrelationship between migration and impacts on local communities. Based on the typology task, 30 of the funded projects include a data collection/mapping exercise and about one third of these projects are solely or mainly focused on improving the quality of data sharing and intelligence. These include activities such as developing and building on datasets or generating maps to demonstrate variations in socio-economic status, deprivation rates, unemployment and health outcomes at a local level.

This strand of the evaluation aims at understanding enablers and barriers that projects face to improve data sources and to share intelligence. The evaluation will review the proposed approaches for improving data quality and sharing as well as the effectiveness of these approaches.

DLUHC will be provided with a synthesised report outlining these assessments as well as providing a set of recommendations for how these approaches can be employed more widely.

It is important to emphasize to respondents that information Local Authorities share with us will not be passed on to DLUHC and will not inform any decisions about the disbursement of CMF funds or future grant-making. DLUHC will receive a synthesis report that draws out overall lessons from the data projects.

Please note that respondents might be managing multiple CMF-funded projects which they might not consider as separate and that researchers might need to explicitly anchor the interview to focus on the “data-only” project.

#### **Summary of research approach**

Through a review of the project applications, 11 projects were identified as ‘data only’ projects. Each project will be evaluated following these stages:

Baseline assessment: based on consultations with project leads and review of data collection documents to ascertain the effectiveness of the approach (this stage)

Follow-up assessment: based consultations with projects leads, and documents review.

The evaluation team reviews the project outputs and provides an assessment of the quality of evidence collected, based on robustness of the strategies taken to facilitate data and evidence gathering and the final outputs achieved. This will also consider how the data compares to other publicly available data at a Local Authority level.

Data strategies report to DLUHC: collating the assessments conducted across these projects, it will provide a final assessment encapsulating the types of data collection strategies implemented, the robustness of the strategies and potential for scaling up and for replicability in other LAs.

## **This interview**

The evaluation team is conducting face to face consultations with the project leads in order to improve our understanding of the proposed data components of the project (based on the proposal form), the issues they are seeking to address, the data they are intending to collect (and how) and expected outcomes of the research or activity.

INTERVIEWER: review bid and adapt guide as all sections will not be relevant to each project and interview.

Introduction (5min)

DLUHC has commissioned Ipsos MORI to conduct an independent evaluation of the Controlling Migration Fund (CMF). A key aim for the evaluation is to identify what works within different local areas to relieve pressure on local services due to migration and the benefits of different approaches on residents and the wider community.

Today is the first of two interviews we would like to conduct with you as part of a review exercise we are running, looking at 11 CMF-funded projects that work on data collection and monitoring.

Our understanding is that you confirmed your interest in taking part in this evaluation exercise with us. Is this correct and still the case?

INTERVIEWER: ask respondent to sign the consent sheet or give recorded verbal consent over the 'phone

The interview should last about 1 hour, but may be a little shorter or longer, depending on your responses.

Your participation in this interview is voluntary and you can change your mind at any time. Anything shared with us is confidential and will be anonymised. Your responses will not be attributed to you and will only be reported in aggregate. We will retain your contact details for quality purposes and this data is typically destroyed within three months of the end of the evaluation.

IF NECESSARY: If you would like to read the Privacy Notice beforehand I can send a copy to your email address/have a copy to hand.

We would like to record this conversation so that we have an accurate record of what you said. Is that ok with you?

Do you have any questions for me before we start?

### **I. Respondent role and policy driver (10min)**

To start with, I'd like to ask you some questions about yourself and your LA.

We understand that you are the Project Lead for the Controlling Migration Fund (CMF) [project name] in [LA name], so to start with, it would be helpful for us to better understand what this role involves, as well as the local context in which you are working.

What are your role and key responsibilities in relation to the fund?

What do you see as the key objectives of the fund as a whole?

What do you think were the key drivers to apply for CMF funding?

Probe: policy drivers, local issues, funding issues, other

Who was involved in making the decision to apply?  
Now I'd like to ask you some questions about your local authority context.  
How would you describe the migration landscape in [LA]?  
Probe: migration in terms of numbers, of origin, change experienced, data sources  
What is the main data-related challenge that you're trying to address through this project?  
What information do you think you're currently lacking?  
Why do you think this information is missing?  
How will collecting this data help your understanding to address these challenges?  
What are the negative consequences, if any, of not having the data?  
Probe: impact on provision, policymaking, other local authority activities

## **II. CMF project (10-15min)**

Now let's focus on your CMF project [project name], can you tell me more about it?  
Purpose of the project:  
What are you trying to achieve?  
Which specific questions do you hope to answer through this project?  
Which local authority activities or services need the data and why?  
Issue addressed, probe for details on  
How long have you been aware of the issue?  
Any current activities taking place to address it?  
Any other CMF-funded activities taking place?  
Origin of the project  
How did it originate?  
Have there been previous attempts at collecting/ monitoring data on this issue?  
What resources do you expect to need?  
Will you rely on or use secondary datasets or databases?  
Will you be working with any other partner/agency?

## **Application form and implementation**

Thinking back about the application that you submitted, has anything changed?  
Probe for reasons for change and how it affects project and delivery  
We understand there were some delays in funding being allocated and this impacted on the ability of Local authorities to launch their projects. Where are you in terms of implementation?

## **III. Data collection and monitoring (15min)**

Now let's discuss the details of your data collection.  
What data will you be collecting? (probe for detail)  
Why have you chosen this kind of data?  
What mode will be used to collect the data  
Primary / secondary  
Qualitative / quantitative  
When and how often will the data be collected?  
Who will be responsible for the data collection?  
If other partners are on the project, what will their role be?  
How about data analysis and monitoring?  
What kind of analysis, if any, do you plan on doing with the data?

Are you planning on doing any data monitoring – by this I mean checking that the data is collected according to plan, for example by checking it or producing outputs for early review?

If so, who will be responsible for it?

And how regularly will the data be monitored?

Are there any other sources of data that look at the same or similar issues locally/regionally/nationally?

If so, how will this new data collection/analysis differ from that?

What will you be able to get from this data that you can't get from this existing data?

Could you explain the timeline of your project to me please?

Particularly it would be helpful to understand when you expect the structures to be in place/ when the data collection / data monitoring will take place?

What would completion mean for you on this project?

When do you expect the project to be complete/ in place?

Do you anticipate any difficulties?

Related to data collection

Related to data monitoring

Related to the quality of the data collected

Related to the timeline

Related to the staff / local authority resources

Related to project partners

#### **IV. Expected outputs and outcomes (10min)**

What outputs are you planning on producing, if any, from the data collected?

When are you expecting to produce them? Are there any specific moments when they will be needed?

What format are you expecting the data to be in?

Who will have access to this data?

LA departments? If so, which and what use do you expect they will make of it

Partner agencies?

Other?

Will it be made public?

How will the data be used?

Probe: will it be used for decision making? If so, how, when, by who?

Probe: Which service areas might benefit from the data?

What impact do you expect/ hope for this project to have?

How might it impact on policy locally/ regionally?

How might it impact related activities and services locally/regionally?

What impact, if any, might it have on local residents (Might it help with policy making, such as making a case for services or funding needed to address local needs)?

#### **V. Next steps (10min)**

As explained, the method for this evaluation is for us to review your set-up documents now, and then when the project is complete, to interview you again to understand your experience of delivering this project and to review the outputs that have been created and the methods put in place.

[Interviewer: probe extensively to cover what documents could be reviewed at this stage]

As a reminder, our purpose is not to audit your project, but to build understanding on how it is working.

Are there any documents you think would be helpful for us to review now to understand your project better? What would be possible for you to share?

Explain: these could be monitoring data, spreadsheets of new/updated databases, questionnaires, data collection strategy documents, working documents etc

When do you expect will be a good time to get in touch again to discuss your experience of delivering this project and to review your outputs?

That's all the questions we had for you today, but is there anything else you wanted to mention or anything you would like to ask?

## **Follow-up interview guide**

Controlling Migration Fund Evaluation

Understanding the Local Migration Data Landscape: Data only project assessments

Follow-up Interview Discussion Guide with Project Leads

For interviewers: Summary of the research objectives

The CMF aims to identify the best approaches to collate high quality data which explore the interrelationship between migration and impacts on local communities. Based on the typology task, 30 of the funded projects include a data collection/mapping exercise and about one third of these projects are solely or mainly focussed on improving the quality of data sharing and intelligence. These include activities such as developing and building on datasets or generating maps to demonstrate variations in socio-economic status, deprivation rates, unemployment and health outcomes at a local level.

This strand of the evaluation aims to understand enablers and barriers that projects face to improve data sources and to share intelligence. The evaluation will review the proposed approaches for improving data quality and sharing as well as the effectiveness of these approaches. We will bring key learnings together and provide an overall assessment on the extent to which projects met their intentions, and what enabled and prevented them to do so. A short data strategy findings report will collate the assessments conducted across these projects, including the robustness of the strategies, challenges and limitations, and the potential for scaling up the approaches and replicability in other LAs.

DLUHC will be provided with a synthesised report outlining these assessments as well as providing a set of recommendations for how these approaches can be employed more widely. It is important to emphasise to respondents that information Local Authorities share with us will only be included in the synthesis report in an aggregated form that draws out overall lessons from the data projects and is not aimed at informing decisions about the disbursement of CMF funds or future grant-making.

Please note that respondents might be managing multiple CMF-funded projects which they might not consider as separate and that researchers might need to explicitly anchor the interview to focus on the "data-only" project being included in the Ipsos MORI evaluation.

For interviewers: Summary of research approach

Through a review of the project applications, 11 projects were identified as 'data only' projects and 10 were selected for evaluation. Each project is evaluated following these stages:

- Baseline assessment: based on consultations with project leads and review of data collection documents to ascertain the effectiveness of the approach (completed).
- Follow-up assessment: based on consultations with projects leads, and documents review. The evaluation team reviews the project outputs and research tools used by the project and provides an assessment of the quality of evidence collected based on robustness of the strategies taken to facilitate data and evidence gathering and the final outputs achieved. This will also consider how the data compares to other publicly available data at a Local Authority level (current stage).
- Data strategies report to DLUHC: collating the assessments conducted across these projects, it will provide a final assessment encapsulating the types of data collection strategies implemented, the robustness of the strategies and potential for scaling up and for replicability in other LAs.

Interviewer to summarise for the project leads being interviewed

The Ministry of Housing, Communities and Local Government (DLUHC) has commissioned Ipsos MORI to conduct an independent evaluation of the Controlling Migration Fund (CMF). A key aim for the evaluation is to identify what works within different local areas to relieve pressure on local services due to migration and the benefits of different approaches on residents and the wider community.

This is the second of the two interviews we are conducting with you as part of a review exercise we are running, looking at 10 CMF-funded projects that work on data collection, monitoring and sharing of intelligence.

You confirmed your interest in taking part in this evaluation exercise with us. Is this correct and still the case?

Your participation in this interview is voluntary and you can change your mind at any time. Anything shared with us is confidential and will be anonymised. Your responses will not be attributed to you and will only be reported in aggregate form in a synthesised report discussing the various approaches used by the selected projects. Findings will be shared with DLUHC and you.

The projects themselves will not be named in the report, but DLUHC are aware of the projects that have been selected for evaluation and as a result, it is possible that some of the details we will include in the report (e.g. a broad outline of the approach used) might mean that your project could be identified by DLUHC. We will, however, attempt to minimise the possibility of identifying specific projects in all aspects related to reporting (e.g. in the way project approaches are described or the presentation of challenges encountered).

We will retain your contact details for quality purposes and this data is typically destroyed within three months of the end of the evaluation.

I have sent you the information sheet (which also includes the privacy notice) in the confirmation email for this interview. Would you like to go through it together?

The interview should last about 60 minutes, though it may take longer depending on your responses.

We would like to record this conversation so that we have an accurate record of what you said. Is that ok with you?

Do you have any questions for me before we start?

INTERVIEWER to review the project bid and baseline interview notes, then adapt this guide if needed, as all sections will not be relevant to each project and interview.

### **Respondent role and project context (10 min)**

For INTERVIEWER: This section should focus on any changes since the baseline – be careful not to be repetitive and ask the same questions that were asked in the baseline interview. Summarise what was said at the time and then focus on the changes that have occurred since then.

To start with, I'd like to ask you some questions about yourself and your LA.  
Your role as the CMF project lead has involved [baseline information on role].  
Has your role changed at all since we last spoke?  
If so, how has it changed and what has caused these changes?  
Has this had any impact on the delivery of the project?

Now I'd like to ask you some questions about your local authority (LA) context.  
Interviewers to refamiliarise themselves with the context discussed in baseline interview.

When we last spoke you mentioned [specifics from baseline interview] about the context.  
Is this still the case? Have there been any changes since then in the local authority context/migration landscape?  
If so, what do you think has caused these changes? Probe: migration in terms of numbers, of origin, change experienced, data sources.

When we last spoke you mentioned that [baseline information] was the main data-related challenge you were trying to address. Is this still the case or have new issues emerged?  
Probe specifically on: Are there any particular issues or tensions perceived to have arisen between migrant groups and local communities that your project has been aiming to address?  
Probe specifically on: Are there any other aspects related to the impact of local migration on the local context/ community that your project has been aiming to address?

To my understanding, your project's objectives are [baseline information/ bid information].  
Have the objectives changed at all since our initial interview?  
If objectives have changed: How have they changed? What has caused these changes?  
How might that impact/ has impacted project delivery and intended/ achieved outcomes?  
[For INTERVIEWER: Detailed questions on outputs and outcomes will be addressed later.]

### **Project delivery (15-20 min)**

For INTERVIEWER: This section should focus on the delivery of the project, e.g. the process of data collection etc. Outputs and outcomes will be covered in detail later.



In this section of the interview, I would like to ask you about the delivery of the project – logistics, timeline, processes. This will help me set the context of the project before I ask you about outputs and outcomes.

- Overall delivery
- What is the current status of the project?
- What activities have you undertaken so far?
- Is this where you planned to be at this stage?
- Probe on any specific activities mentioned in the baseline interview
- Have you completed [add baseline information on activities]?
- Are there any activities that have not yet started? Was this planned or are there delays? Could you briefly tell me what has affected delivery?
- Have there been any changes to the planned activities?
- What has changed?
- What has caused these changes?
- Has the timeline for the project changed?
- What is the new timeframe?
- What has caused these changes?

### **Data collection tools**

I'd now like to understand more about the concrete tools and/or analysis documents you have used/ are using to deliver your project.

So please tell me about the concrete tools and/or analysis documents you used to deliver the project (thus far) and how you decided to use these rather than others.

What tools and/or analysis documents did you use? Probe: for example: have you developed any questionnaires to collect or analyse data, any strategies for reviewing the quality of existing data sets, etc. [Interviewer to request these at the end of the interview].

Why these tools and/or analysis documents rather than others?

Source: Who developed these tools and/or analysis documents? Had they been used before? Were they created for the purpose of the project?

Quality Assurance processes: Are there any procedures in place to check the quality of the research/ data or analysis? If so: please elaborate. If not: please explain why this was not deemed as necessary.

Have these tools and/or analysis documents been effective in supporting project activities and objectives?

How well did they work? Were there any challenges?

Would you do anything differently going forward?

### **Enablers and barriers to delivery**

Have there been any (enabling) factors that have been particularly helpful in the delivery of the project?

What were these? (explore if these enablers are contextual or systematic)

Probe: Staff knowledge of the topic; support from partners; changes in the external environment (e.g. changes in the challenges related to migration); any other factors that

the project lead believes have had an important (positive) contribution to facilitating the delivery of the project

Are these the same factors that you expected would play a role when we talked before [add baseline information]/ at the onset of the project?

Have there been any unexpected enabling factors? Probe: factors that you may not have anticipated will prove to facilitate project delivery.

- Have there been any key barriers to delivery/data collection?
- What are these barriers?
- Probe on barriers related to:
  - Data collection
  - Data monitoring
  - Intelligence/ Knowledge sharing
  - Timeline
  - Staff / local authority resources
  - Project partners, other factors.
- Were these barriers expected/unexpected?
- Were any actions taken to mitigate these barriers? If so, please explain briefly what they were and their result.
- Were there any barriers that you didn't manage to resolve? Why was this?

### **Output review (10-15 min)**

Thank you for taking the time to clarify these elements related to the delivery of the project. Now I would like to focus on the outputs that may have been created by the project – by this I mean the deliverables of the projects, what has been produced as a result of the project activities. That may be datasets, findings documents, research briefings, policy papers, reports, training documents, etc.

#### Overview of outputs

So let us discuss the details of your outputs. Based on our last conversation, the outputs you were intending to produce were [information from last call and emails]  
Is my understanding accurate?

Would you like to add anything about these outputs, e.g. describe them further, explain their purpose, discuss whether any of them were replaced/ are no longer likely to happen – and if so, why that is?

Probe on specific outputs mentioned in [baseline information].

What - if any - other outputs have been produced so far?

Have you produced any outputs you hadn't initially planned on producing?

#### Enablers and barriers to production of outputs

Have there been any enabling factors that have particularly helped you produce these outputs, which are different to those you mentioned already in relation to project delivery? IF YES: What were these? Probe: any factors that the project lead believes have had an important (positive) contribution to facilitating the outputs being produced, e.g. related to the delivery team, partners, local context etc.

Have any of the factors you just mentioned been particularly unexpected? Probe: factors that you may not have anticipated to facilitate the production of the outputs.

Have you experienced any barriers in producing these outputs, which are different to those you mentioned already in relation to project delivery? IF YES, probe:

Related to data collection

Related to data monitoring

Related to intelligence/ knowledge sharing

Related to the quality of the data collected

Related to the timeline

Related to the staff / local authority resources

Related to project partners, related to other factors.

Were these barriers expected/unexpected?

Were there any actions taken to mitigate these barriers? What were the results?

Were there any expected barriers that you didn't manage to resolve? Why was this?

Use of outputs

Have these outputs been used?

How have they been used?

Probe for specific/tangible answers about dissemination or internal use (e.g. xx report was used to influence xx strategy).

Are you aware of any consequences/ impacts of this use? E.g. on the activity of other organisations/ agencies or the activity of your colleagues/ local authority staff. If so, please elaborate.

How do you expect these outputs (or any future outputs you have yet to produce) to be used in future?

What impact do you anticipate they will have? Is this what you have planned since the onset of the project? If not, what changed and why?

### **Availability of outputs**

Did organisations/stakeholders/ the local community have access to the project's outputs?

If so, who had access to them?

Were the outputs disseminated?

If so, how was this done?

Are there audiences you think would be interested in the outputs who have not (yet) had received or access to them?

Would you do something differently going forward? Probe: What do you think was/will be the best way to share learning from this project with other LAs/ partners/ local organisations?

Were there any challenges in sharing these outputs or disseminating knowledge from the project? If so, please explain what these were.

[If relevant based on answers to the questions above]: How were the outputs received by other stakeholders?

Have you received any feedback on the outputs? If so, could you summarise this briefly? (e.g. what was most appreciated/ useful and if there were any suggestions for further development).

Future outputs

Are there any more outputs you plan to produce?

If yes:

Could you describe them briefly?

When do you plan on producing them?

How will these outputs be used?

Will they be disseminated to other organisations/stakeholders? Who will receive them?

How will they be disseminated?

### **Outcome review (10-15 min)**

For the remainder of the interview I would like to focus on the outcomes that your project was set to achieve.

When we last spoke you mentioned that the expected impact of the project was [project specific impacts]:

Are these still the impacts you expect from the project?

Has the expected impact changed? If so, why?

[If the interviewee has not already discussed this specifically, then ask:] Has the project improved [or aims to improve] data/ intelligence quality and sharing related to: migration/ migrants, the relationships between migrants and residents and/or impact of migration on residents in the area? Please explain to what extent and in what ways.

What new knowledge or information has the project generated (e.g. key findings or insights into the migrant or resident population and/ or the impact of migration at the local level)?

Is this what you expected at the beginning of the projects? Have there been unexpected findings?

Have there been aspects you could not research or understand as well as you had hoped initially? Please explain.

Have the findings indicated any remaining gaps related to the topic of your project that need to be filled at the local level? If so, do you have any plans to fill these gaps? Please explain.

What can this information you gathered be used for (e.g. to inform policy decisions, service provision, communication with residents, etc).

Have you seen any impact of the project so far?

Probe on impact for and ask for a description of the observed changes:

Your organisation? Are there any specific service or policy areas that have improved as a result of the research?

Other organisations working in this area?

The region/communities?

Individuals (residents and migrants)?

Please explain what you think worked well and less well with project. If possible, provide concrete examples. Probe: Would you do anything differently going forward/ next time to maximise the effectiveness of the activities and strategies you developed, in view of reaching the project's objectives?

What do you think will happen when the CMF funding ends?

Will the project continue after the funding ends? How will this happen? For how long?

What will be the legacy of the project?

What do you think would have happened without the CMF funding?

Would/ could you still have undertaken the project?

Would/ could you have been able to find funding from other sources?

Would the timeline/outputs have been the same?

Without CMF funding for this project, would you have expected any of the mentioned impacts/outcomes to have happened? Would they have happened in the same timeline? What has been the impact, if any, of the project having been funded by CMF rather than another source?

Had you previously applied for funding for this/a similar project? What happened? Probe: differences related to delivery, production of outputs and the impact in comparison with the CMF funded project.

### **Wrap up (5-10 min)**

We are nearing the end of the interview. The last couple of questions are related to the future.

Looking back, what (if anything) would you have done differently (in particular with a view to maximising the project's impact)? Probe: anything related to planning and delivery stages, types of activities, outputs, process, outcomes etc.

How will you use these learnings going forward?

Do you think this approach you've taken can be scaled up and/or replicated in any way? How so?

Do you have any plans for new/continued projects in this area? IF YES:

Could you tell me more about these plans?

How do you expect to fund these projects?

These are all the questions I had for you today, but is there anything else you wanted to mention or anything you would like to ask?

### **For INTERVIEWER:**

Interviewer to ask project lead to share:

data collection materials (e.g. questionnaires, methodology for data collection, dissemination plan)

analysis documents

any project outputs that are available (e.g. reports, toolkits, anonymised data sets)

If the project has reviewed existing data sets, interviewer to ask for the full name of these data sets and the years for which the data was consulted, as well as the source.

Interviewer to reassure the project lead that these documents are needed to help the evaluation team understand more about how the project was implemented and assess the proposed approach to improving data quality and sharing. Ipsos MORI will not share the documents received from the projects with third parties, will store them securely and will allow access to them only to the evaluation team.

### **THANK AND CLOSE**

### **Project-level evaluations**

A qualitative questions matrix was developed (see below), including example questions for all respondent groups (project staff, wider stakeholders, project beneficiaries). The matrix

included questions related to project processes; CMF outcomes and assessing value for money. Relationship Managers tailored the guides below according to the outcomes measures and activities delivered, as appropriate.

Template guide: project staff  
CMF Evaluation Mainstage Discussion Guide  
Project Staff

Before the interview

Please re-familiarise yourself with:

The project logic model including the causal mechanisms by which the project activities are hoped to bring the intended outcomes. If carrying out the consultations face to face, ensure you have a copy of the project logic model. This might be useful to go through output and outcomes sections of this guide

The contextual issues that may support the project rationale, including perceived local enablers or challenges (competing factors) that can explain the success of the project in achieving its outcomes

### **The overall CMF fund-level Theory of Change**

About this guide

This guide should be used by RMs when carrying out fieldwork consultations with project staff. This could be the local authority project lead or other relevant project staff (from the local authority or external service providers). The guide should be adapted to include relevant questions. The purpose of the interview /groups is:

- to understand how project participants and partners/ stakeholders were recruited and engaged in the project
- to understand what is perceived to have worked well and less well in terms of project design, how effective project activities have been in achieving the project's outcomes
- to assess the extent to which the project has met the intermediate outcomes for the local authority, migrants and residents, and what has caused the observed impact/ changes (factors related to the project, external factors)
- to identify what value for money looks like for the project and the impact of the funding

The interview should last up to 90 minutes. They should be carried out in principle by telephone, unless they can be carried out on the same day when beneficiary interviews are being conducted (face to face). If considered beneficial, the RMs can offer to the project staff that the interview is conducted in 2 stages: the first covering process and outcomes questions and the second covering the questions related to economic evaluations. A summary of the questions to be discussed (in particular aspects related to economic evaluation) should be sent in advance to the local authority project leads. If considered useful by the RMs, a summary can also be sent in advance of the interview to the other project staff (not the local authority project leads) that are being interviewed.

Please ensure that:

You provide project beneficiaries the CMF information sheet that describes the aims of the research and sets out how data will be saved. This will need to be tailored for your project. That all face-to-face interviewees sign the CMF consent form at the start of the interview before proceeding. This will need to be tailored for your project.

All completed signed consent forms need to be scanned and saved down to the secure job folder following the interview.

You follow the usual GDPR protocol. This is your responsibility. This includes providing reassurances to participants that it will not be possible to identify them individually in published outputs, and that they can decline to participate at any point. However, it is important to explain that there are some circumstances where we may be required to share their personal information with DLUHC.

Ask for consent to record (and that this is captured on your digi).

You audio record the interview/ groups and save these in the secure folder. Ensure notes are written up into the interview grid asap after the interview is conducted. Template to be adapted by RMs as relevant. Completed notes must be saved in the secure folder.

## **INTERVIEW**

### **A: Introduction (2 mins)**

Thank you for finding the time to speak with us.

Ipsos MORI has been commissioned by the Ministry for Housing, Communities and Local Government (DLUHC) to undertake an evaluation of the Controlling Migration Fund programme. We are conducting an evaluation of the [PROJECT NAME] and are interested in understanding the impact of CMF and its benefits and identifying good practice.

As you know, the evaluation we are conducting is focused on specific aspects related to your project, which are the ones we will be asking questions about. We know that your project includes other activities/ strands that we are not evaluating and we will reflect that in the report that outlines the evaluation findings.

The discussion is completely voluntary and you are free to decline to answer any question or to stop the interview at any time. You will be at no advantage or disadvantage as a result of your decision about taking part.

Findings will be integrated into a final [PROJECT NAME] evaluation report. As part of this report, we might use quotes to illustrate findings. Your name will not be used in any reporting and the responses you give will not be attributed to you as an individual. While we strive to ensure that all research outputs are anonymous, responses will be attributed to the [PROJECT NAME] and therefore it may be possible for someone close to the project to identify you due to the small number of staff members participating. Findings will be shared with DLUHC and [PROJECT NAME].

Provide and run through information sheet and provide participant(s) with the opportunity to ask questions (where already provided prior to interview, run through main points quickly and provide opportunity to ask questions).

Provide and run through privacy notice and provide participant(s) with the opportunity to ask questions (where already provided prior to interview, run through main points quickly and provide opportunity to ask questions).

Ensure consent form is signed and collected

Do I have your permission to record this? This is for note-taking purposes. Recordings are stored securely and will be securely destroyed once the final report is complete.

Turn on the recorder.

## **B. Start**

Please include all questions from the matrix with the corresponding CODE.

Text in italics in the questions included in the matrix refer to interviewer instructions and are not to be read out loud.

Process questions

Background (5 mins)

ROLE\_S.1 Could you tell me a little about your role related to the CMF project? Probe: length of time in role, involvement in bid/ project set-up/ delivery/ oversight

ROLE\_S.2 [If interviewed previously] Has your role or key responsibilities in relation to the CMF project changed since we spoke last/ since the project started? If so, how and why?

AREA\_S.2 (If not interviewed before) What in your view are the key issues that the CMF project is seeking to address? Have these changed since the project started? If so, how? Probe: issues due to recent migration, issues related to resident concerns, other issues

[If interviewed before] Have the key issues changed since we last spoke/ since the project started? If so, in what ways? (refer to familiarisation interview)

AREA\_S.3 How have these issues been identified? Probe: any data sources used to identify problematic areas, anecdotal evidence, discussions with stakeholders, discussions with residents etc.

Recruitment & engagement (10 mins)

RECRUIT\_S.1 Have you been directly or indirectly involved in recruiting participants for the CMF project? If so, please describe your involvement briefly. IF YES, ask all recruitment questions below. IF NO, skip to question about REACHING targeted beneficiaries

RECRUIT\_S.3 How were participants recruited? Probe: How did you decide about which individuals to select (e.g. channels used, qualifying criteria, selection process)? What helped and hindered recruitment?

RECRUIT\_S.4 Was the recruitment of participants effective? Why/ why not?

RECRUIT\_S.2 To what extent were the right individuals targeted (i.e. the right individuals to meet the project's aims)? Please explain.

RECRUIT\_S.5 Would something need to be done differently next time? What?

INTENDED\_S.1 [Ask all interviewees] To what extent has the project reached the intended beneficiaries? Which groups benefited most from the project? Why? Was this expected? Are there any intended groups who did not benefit? Why not? Probe – was project reach affected by budget – did they target the easiest to engage, or more ‘hard-to-reach’ groups? What difficulties did they face in engaging with ‘hard-to-reach’ groups? How did this affect the outcomes achieved?

ENGAGE\_S.2/ ENGAGE\_S.3 What are the key barriers to engaging the right partners and stakeholders? Would you do anything differently next time? What?



### Design & relevance (5 mins)

DESIGN\_S.1 What is your view on how the CMF project was set up? What worked well/ what worked less well?

DESIGN\_S.2 What implementation challenges have you faced? What has made implementation easier? Probe: key enablers making implementation easier.

DESIGN\_S.3 Has the project been adapted/ re-designed since it started? What was the reason for this? How do these changes position it to address the local issues tackled by your project?

Outcome questions

### General outcome questions (10 mins)

include in all topic guides

GEN\_S.2 To what extent has your project effectively addressed the issues it identified? Why is this? Probe: Was the approach taken, the scale of the intervention and the activities conducted appropriate to address the needs you identified and the outcomes that you have aimed to achieve?

GEN\_S.3 What (if any) processes are in place to measure the effectiveness of the delivery model(s)?

GEN\_S.5 [To be asked for local authority project leads] How well have the project outputs translated into outcomes?

Has the project achieved / is on course to achieve the (number of) outcomes expected for the level of funding? Why / Why not?

Have any unexpected outcomes been achieved by the project (both positive and negative impacts)? What were these? What was the scale of achievement?

Have outputs been delivered as expected? Were the targets set realistic?

ALTERNATIVE questions to be used for other project staff that do not have in-depth knowledge of what we mean by outputs/outcomes]:

What would you say the main benefits of [project] are? What impact has [project] had on participants [or the target audience]?

How does this compare to your expectations?

What unexpected impacts have there been (both positive and negative)?

Have outputs been delivered as expected?

Were the targets set realistic?

GEN\_S.6 Which types of activities have been most and least effective? Why do you think this is? Probe: Which types of activities seem to work best to address the needs of the different beneficiaries (residents, migrants, the LA)?

GEN\_S.7 (If relevant for the project activities and aims) How has the CMF project addressed resident concerns? Please provide examples.

GEN\_S.8 To what extent has the project enabled benefits for the wider community in your area? Please explain and provide examples. Probe: Which activities/ content have contributed to this?

### Project outcome questions aligned with CMF ToC (10 mins)

include relevant outcomes aligned to the CMF ToC

### Project specific outcome questions (5 mins)

include relevant project specific outcomes (not aligned with CMF ToC)

## Economic evaluation

### Funding (5 mins)

ECONOMIC\_S.1 Is the project expected to use all the CMF funding it was awarded? Did it receive additional funding?

What percentage of the funding has been spent?

What proportion of the funding do you anticipate the project will spend on completion?

What were the reasons for overspend / underspend? Probe: Some elements not delivered? Smaller number of participants? Goods/services purchased at lower than expected cost?

Did overspend/underspend influence any delivery decisions? For example, overspend on one activity led to a decrease in activity in other areas?

ECONOMIC\_S.2 Have any other resources required to deliver the project that were not CMF funded? Probe: staff time, volunteers, existing local authority resources, venues, services referred to

For staff time, ask about average additional staffing resource used per week/month, and the type of staff used.

For venues, ask about size of venue and frequency of use

For services (e.g. local authority services), ask about frequency of use

### Value for money (5 mins)

ECONOMIC\_S.4 What processes does the project have in place to minimise costs? What are these? (e.g. procurement processes, ensuring lowest cost for products, using existing local authority purchasing frameworks)

ECONOMIC\_S.5 To what extent have the outputs achieved by the project been delivered in a cost-efficient manner?

How has cost effectiveness of outputs been monitored throughout the project?

Have the outputs been more / less costly to achieve than expected? Why?

What steps have been taken to maximise the outputs achieved for the cost of the activity?

### Responsible officer (2 mins)

ECONOMIC\_S.6 Who in your organisation is responsible for monitoring spending, outputs and outcomes achieved? Probe: One person or shared responsibility?

What is working well/ less well in monitoring the Value for Money of the project?

### Additionality (5 mins)

ECONOMIC\_S.7 What do you think would have happened in the local area without the CMF funding? For example:

Would the project have gone ahead in the absence of the funding? How? Funded by the LA? Another organisation?

Would it have looked the same or different? In what way? Probe: smaller scale, slightly different focus?

Would it have taken place at a different time – e.g. delayed, happening in future years?

Did the project mean that participants achieved the outcomes earlier than they would have in the absence of the project?

Would some of the outputs and outcomes have been achieved by the participants in the absence of any intervention (e.g. deciding to pay for their own ESOL course)? What proportion of participants?

ECONOMIC\_S.8 Are there other organisations undertaking similar work in the local authority area (or with similar target groups)? Probe: Who? How does their work differ?

ECONOMIC\_S.10 Are there any other potential sources of funding which could have been used for the project – other public funding, private, community, third sector? If yes, Were these explored by the project prior to applying for CMF funding?

ECONOMIC\_S.11 How would the outcomes achieved by the project have been impacted if the additional resources (none CMF funding - state the ones from above question) were not available? Probe: Would fewer outcomes have been achieved? What proportion?

ECONOMIC\_S.12 What are the key external factors that contributed to the outcomes?  
Probe:

Local factors – e.g. community infrastructure, local services available, local employers etc.  
National factors – e.g. economic conditions, Government spending etc.

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### Sustainability (5 mins)

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ECONOMIC\_S.13 Do you think the project is sustainable without further CMF funding? Why/ why not? Probe: Have you explored potential sources of alternative funding?

ECONOMIC\_S.14 Do you believe that the benefits of the project outweighed the costs? Probe: What is the evidence for this?

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### Monetary benefits (5 mins)

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### Wrap-up

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#### Wrap-up Qs (5 mins)

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WRAP\_S.3 Would you do anything differently going forward to maximise the achievement of the project's objectives? Probe: project set up, delivery, activities, staff, service providers, partners, recruitment of participants etc. Probe for the different outcomes discussed, if the respondent feels they can share specific lessons learnt about different activities.

WRAP\_S.1 What is the most important impact you think the CMF project has had so far and is likely to have in the longer term in view of relieving pressure on local services caused by migration? What is its added value relative to other interventions in your local area?

WRAP\_S.2 What are the key learning points you would like to share with other stakeholders based on your experience of delivering the CMF project's activities to date? Check if participants have any questions. Thank and close.

### TEMPLATE GUIDE: STAKEHOLDERS

CMF Evaluation Mainstage Discussion Guide

Wider Stakeholders

#### Before the interview

Please re-familiarise yourself with:

The project logic model including the causal mechanisms by which the project activities are hoped to bring the intended outcomes.

The contextual issues that may support the project rationale, including perceived local enablers or challenges (competing factors) that can explain the success of the project in achieving its outcomes

The typology

If carrying out the consultations face to face, ensure you have a copy of the project logic model. This might be useful to go through output and outcomes sections of this guide.

About this guide

This guide should be used by RMs when carrying out fieldwork consultations with wider stakeholders who are knowledgeable about the project but not directly involved in running or delivering the project. The purpose of the interviews/groups is outlined below. The degree to which stakeholders will be able to answer the questions will vary. RMs will need to assess which questions are relevant. For example, an initial summarised list of questions/ topic to be discussed can be sent by email to the stakeholders, who will then be able to say which aspects they can cover. The RMs can then just focus on those questions during the interview.

- to understand how project partners, stakeholders were engaged and participants recruited
- to understand what is perceived to have worked well and less well in terms of project design, how effective project activities have been in achieving the project's outcomes
- to assess the extent to which the programme has met the intermediate outcomes for the local authority, migrants and residents, and what has caused the observed impact/ changes (factors related to the project, external factors)
- to identify what value for money looks like for the project, and the impact of the funding
- to understand the role of other factors (not related to the project) that might have influenced project delivery and impact

The interview or focus group should last about 45-60 minutes. They should be carried out face-to-face or by telephone. They should be carried out in principle by telephone, unless they can be carried out on the same day when beneficiary interviews are being conducted (face to face).

Please ensure that:

You provide project beneficiaries the CMF information sheet that describes the aims of the research and sets out how data will be saved. This will need to be tailored for your project. That all face-to-face interviewees sign the CMF consent form at the start of the interview before proceeding. This will need to be tailored for your project.

All completed signed consent forms need to be scanned and saved down to the secure job folder following the interview.

You follow the usual GDPR protocol. This is your responsibility. This includes providing reassurances to participants that it will not be possible to identify them individually in published outputs, and that they can decline to participate at any point. However, it is important to explain that there are some circumstances where we may be required to share their personal information with DLUHC.

Ask for consent to record (and that this is captured on your digi).

You audio record the interview/ groups and save these in the secure folder.

Ensure notes are written up into the interview grid asap after the interview is conducted.

Template to be adapted by RMs as relevant. Completed notes must be saved in the secure folder.

## **INTERVIEW**

### **A: Introduction (2 mins)**

Thank you for finding the time to speak with us.

Ipsos MORI has been commissioned by the Ministry for Housing, Communities and Local Government (DLUHC) to undertake an evaluation of the Controlling Migration Fund programme. We are conducting an evaluation of the [PROJECT NAME] and are interested in understanding the impact of CMF and its benefits, and identifying good practice.

The evaluation we are conducting is focused on specific aspects related to the CMF project, which are the ones we will be asking questions about.

The discussion is completely voluntary and you are free to decline to answer any question or to stop the interview at any time. You will be at no advantage or disadvantage as a result of your decision about taking part.

Findings will be integrated into a final [PROJECT NAME] evaluation report. As part of this report, we might use quotes to illustrate findings. Your name will not be used in any reporting and the responses you give will not be attributed to you as an individual. While we strive to ensure that all research outputs are anonymous, responses will be attributed to the [PROJECT NAME] and therefore it may be possible for someone close to the project to identify you due to the small number of stakeholders participating. Findings will be shared with DLUHC and [PROJECT NAME].

Provide and run through information sheet and provide participant(s) with the opportunity to ask questions (where already provided prior to interview, run through main points quickly and provide opportunity to ask questions).

Provide and run through privacy notice and provide participant(s) with the opportunity to ask questions (where already provided prior to interview, run through main points quickly and provide opportunity to ask questions).

Ensure consent form is signed and collected

Do I have your permission to record this? This is for note-taking purposes. Recordings are stored securely and will be securely destroyed once the report is complete.

Turn on the recorder.

## **B. Start**

Please include all questions from the matrix with the corresponding CODE.

Text in italics in the questions included in the matrix refer to interviewer instructions and are not to be read out loud.

Process questions

### **Background (5 mins)**

ROLE\_PB.1 How long have you lived/ worked in the [area]?

ROLE\_W.1 Could you tell me a little about your involvement in the CMF project (including a few details about the profile of your organisation)? Probe: how did you hear about the project, how did you become involved, what is the nature of your involvement.

[If interviewed previously] ROLE\_W.2 Has your role or key responsibilities in relation to the CMF project changed since we spoke last/ since the project started? If so, how and why?

AREA\_W.2 What in your view are the key issues that the CMF project is seeking to address? Probe: issues due to recent migration, issues related to resident concerns, other issues GEN\_W.2 Is the CMF project addressing any of the issues you just mentioned?

AREA\_W.4 Do you feel that there is there a need for this project? Why/ why not?

AREA\_W.6 Are you aware of other work being undertaken on this issue in your local area? If so, please provide details. Probe: the name of the project, the organisation, source of funding, a short description of known objective.

#### Recruitment & engagement (10 mins)

RECRUIT\_W.1 Have you been directly or indirectly involved in recruiting participants for the CMF project? If so, please describe your involvement briefly.

[IF YES, ask all recruitment questions below. IF NO, skip to question about REACHING targeted beneficiaries.]

RECRUIT\_W.3 How were participants recruited? Probe: How did the project decide about which individuals to select (e.g. channels used, qualifying criteria, selection process)?

Was there anything that helped or hindered recruitment?

RECRUIT\_W.4 Was the recruitment of participants effective? Why/ why not?

RECRUIT\_W.5 Would something need to be done differently next time? What?

INTENDED\_W.1 [Ask all interviewees] To what extent has the project reached the intended beneficiaries?

Which groups benefited most from the project? Why? Was this expected?

Are there any intended groups who did not benefit? Why not? Probe – was project reach affected by budget – did they target the easiest to engage, or more ‘hard-to-reach’ groups? What difficulties did they face in engaging with ‘hard-to-reach’ groups? How did this affect the outcomes achieved?

ENGAGE\_W.1 To what extent is the project targeting and engaging the right partners and stakeholders? Why or why not?

ENGAGE\_W.2 What are the key barriers to engaging the right partners and stakeholders?

#### Design & relevance (5 mins)

DESIGN\_W.1 What is your view on how the CMF project was set up? What worked well/ what worked less well?

DESIGN\_W.2 What implementation challenges has the project faced? Is there anything that has made implementation easier? Probe: key enablers making implementation easier.

### Outcome questions

#### General outcome questions (10 mins)

include in all topic guides

GEN\_W.1/ GEN\_W.2 What do you consider the key issues in your area to be in relation to migration and pressures on local services? To what extent is the CMF project addressing any of the issues you just mentioned?

GEN\_W.4 Are you aware of the CMF project's delivery approach, activities and outcomes/objectives? IF YES: Was the approach taken and the scale of the intervention appropriate to address the needs identified by the project and the outcomes it has aimed to achieve?

GEN\_W.5 What would you say the main benefits of [project] are?

What impact has [project] had on participants [or the target audience]?

How does this compare to your expectations?

What unexpected impacts have there been (both positive and negative)?

Have outputs been delivered as expected [may need to provide examples of outputs based on logic model]?

Were the targets set realistic?

GEN\_W.6 Which types of activities have been most and least effective and why? Probe: Which types of activities seem to work best to address the needs of the different beneficiaries (residents, migrants, the LA)?

GEN\_W.7 (If relevant for the project activities and aims): How has the CMF project addressed resident concerns? Please provide examples.

GEN\_W.8 To what extent has the project enabled benefits for the wider community in your area? Please explain and provide examples. Probe: Which activities/ content have contributed to this?

Project outcome questions aligned with CMF ToC (10 mins)  
include relevant outcomes aligned to the CMF ToC

Project specific outcome questions (5 mins)  
include relevant project specific outcomes (not aligned with CMF ToC)

### **Economic evaluation**

Funding (5 mins)

ECONOMIC\_W.3 Are you aware of any resources used by the project that were not funded by the CMF grant? What were these?

Value for money (5 mins)

ECONOMIC\_W.4 Are you aware of any processes the project has in place to minimise costs? What are these? (e.g. procurement processes, ensuring lowest cost for products, using existing local authority purchasing frameworks)

ECONOMIC\_W.5 To what extent have the outputs achieved by the project been delivered in a cost-efficient manner?

Are you aware of the outputs the project has achieved / is expected to achieve?

[If aware] is this the level of outputs achieved that you would have expected for the project? Why / Why not?

[If not aware] Given the funding for the project (state value), what scale of outputs would you have expected the project to achieve? Why?

Is this based on previous similar projects? Which ones?

Additionality (5 mins)

ECONOMIC\_W.7 What do you think would have happened in the local area without the CMF funding?

For example:

Would the project have gone ahead in the absence of the funding? How? Funded by the LA? Another organisation?

Would it have looked the same or different? In what way? Probe: smaller scale, slightly different focus?

Would it have taken place at a different time – e.g. delayed, happening in future years?

Did the project mean that participants achieved the outcomes earlier than they would have in the absence of the project?

Would some of the outputs and outcomes have been achieved by the participants in the absence of any intervention (e.g. deciding to pay for their own ESOL course)? What proportion of participants?

ECONOMIC\_W.8 Are there other organisations undertaking similar work in the local authority area (or with similar target groups)? Probe: Who? How does their work differ?

ECONOMIC\_W.10 Are there any other potential sources of funding which could have been used for the project – other public funding, private, community, third sector? Were these explored by the project prior to applying for CMF funding?

ECONOMIC\_W.12 What external factors contributed to the outcomes? (This question was already asked for all outcomes questions in detail, but here we are looking for the key types of factors - a summary of their previous answers)

Local factors – e.g. community infrastructure, local services available, local employers etc.

National factors – e.g. economic conditions, Government spending etc.

Individual factors – family support networks etc.

#### Sustainability (5 mins)

ECONOMIC\_W.13 Do you think the project is sustainable without further CMF funding?

Why/ why not?

ECONOMIC\_W.14 Do you believe that the benefits of the project outweigh the costs?

(last question) What is the evidence for this?

#### Monetary benefits (5 mins)

### Wrap-up

#### Wrap-up Qs (5 mins)

WRAP\_W.3 Is there something that could be done differently going forward to maximise the achievement of the project's objectives? Probe: project set up, delivery, activities, staff, service providers, partners, recruitment of participants etc. Probe for the different outcomes discussed, if the respondent feels they can share specific lessons learnt about different activities.

WRAP\_W.1 As far as you're aware, what is the most important impact you think the CMF project has had so far and is likely to have in the longer term in view of relieving pressure on local services caused by migration? What is its added value relative to other interventions in your local area?

WRAP\_W.2 What are the key learning points you would like to share with other stakeholders based on your experience of participating in the CMF project's activities to date?

Check if participants have any questions. Thank and close.

## TEMPLATE GUIDE: PROJECT BENEFICIARIES (MIGRANTS)

### CMF Evaluation Mainstage Discussion Guide Project Beneficiaries (Migrants)

#### Before the interview

Please re-familiarise yourself with:

The project logic model including the causal mechanisms by which the project activities are hoped to bring the intended outcomes. If carrying out the consultations face to face, ensure you have a copy of the project logic model. This might be useful to go through output and outcomes sections of this guide.



The contextual issues that may support the project rationale, including perceived local enablers or challenges (competing factors) that can explain the success of the project in achieving its outcomes

## **The overall CMF-level Theory of Change**

About this guide

This guide should be used by RMs when carrying out fieldwork consultations with Project Beneficiaries (Migrants/ Refugees/ Asylum-seekers). The purpose of these interviews is: to understand how these beneficiaries were recruited and what activities they participated in

- to understand whether the project was relevant to these beneficiaries, whether they found the activities helpful
- to assess the extent to which the programme has met its outcomes and the impact of the project on the individual and the wider community (if relevant)
- to identify any other factors that might have contributed to the observed changes
- to identify areas for improvement

The interview (or focus group) should last about 45-60 minutes but may need to be shorter depending on responses and other factors. For this group, they should in principle be carried out face-to-face. Phone interviews are possible but given the limited English language skills migrant beneficiaries are likely to have and their potentially vulnerable situation, this arrangement should be discussed in advance with the CMF evaluation Project Manager to ensure that the optimal approach is taken.

Please ensure that:

- You provide project beneficiaries the CMF information sheet that describes the aims of the research and sets out how data will be saved. This will need to be tailored for your project.
- That all face-to-face interviewees sign the CMF consent form at the start of the interview before proceeding. This will need to be tailored for your project.
- All completed signed consent forms need to be scanned and saved down to the secure job folder following the interview.
- You follow the usual GDPR protocol. This is your responsibility. This includes providing reassurances to participants that it will not be possible to identify them individually in published outputs, and that they can decline to participate at any point. However, it is important to explain that there are some circumstances where we may be required to share their personal information with DLUHC.
- Ask for consent to record (and that this is captured on your digi).
- You audio record the interview/ groups and save these in the secure folder.
- Ensure notes are written up into the interview grid asap after the interview is conducted. Template to be adapted by RMs as relevant. Completed notes must be saved in the secure folder.

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## **INTERVIEW**

### **A: Introduction (2 mins)**

Interviewers may need to further adapt the terms used when explaining the purpose of the interview or when posing questions to vulnerable groups and/or those with limited knowledge of English.

Thank you for finding the time to speak with us.

I am a researcher working for Ipsos MORI (a research company). We were asked to conduct a study to understand more about your experiences with this project [PROJECT NAME]. The project is funded by the Ministry of Housing, Communities and Local Government (DLUHC) and they have asked my organisation (Ipsos MORI) to conduct an evaluation, so that they can understand what is working well and what can be improved.

I will be asking you questions related to your opinion about:  
how you started participating in this project  
the activities you participated in  
whether you thought the activities were relevant to your needs or the problems/  
challenges/ issues you are facing  
whether these activities were helpful  
whether you have any suggestions for improvement etc.

I will not be requesting any personal information about you or your family. This discussion will only be about your experience with the project.  
The discussion is completely voluntary and you are free not to answer any question or to stop the interview at any time. There will be no consequences for you as a result of your decision to take part or not to take part in this interview.  
The results of our research will be integrated into a final [PROJECT NAME] evaluation report. As part of this report, we might use quotes to illustrate findings. Your name or other information that can identify you will not be used in any reporting and the responses you give will not be attributed to you as an individual. However, responses will be attributed to the [PROJECT NAME]. In some cases, it may be possible for people close to you (for example, those who know that you have participated in the project) to identify you due to the small number of beneficiaries participating. Findings will be shared with DLUHC and [PROJECT NAME].

Provide and run through information sheet and provide participant(s) with the opportunity to ask questions (where already provided prior to interview, run through main points quickly and provide opportunity to ask questions).  
Provide and run through privacy notice and provide participant(s) with the opportunity to ask questions (where already provided prior to interview, run through main points and provide opportunity to ask questions).  
Ensure consent form is signed and collected

Do I have your permission to record this? This is for note-taking purposes. Recordings are stored securely and will be securely destroyed once notes have been written up and quality assured.

Turn on the recorder.

## **B. Start**

Please include all questions from the matrix with the corresponding CODE.  
Text in italics in the questions included in the matrix refer to interviewer instructions and are not to be read out loud.

## Process questions

### Background (5 mins)

ROLE\_PB.1 How long have you lived in the [area]?

AREA\_PB.5 How would you describe your local area in 3 words?

AREA\_PB.2 What, in your view, are the main issues/ problems facing your local area?

### Recruitment & engagement (10 mins)

RECRUIT\_PB.6 How did you hear about this CMF project?

RECRUIT\_PB.7 How did you start participating in the CMF project's activities? When was this and how did you get involved? Probe on process: who was involved in contacting and selecting them, what they were told, how active they were in this process or whether it was driven by those who selected them.

RECRUIT\_PB.10 Can you tell me about your participation? What type of activities did you go to? Probe: How many times, for what period?

ENGAGE\_PB.5 Did you experience any difficulties/ problems taking part in the project?

Probe: What were these? Why? Was a solution found?

INTENDED\_PB.2 How helpful did you find the project? What helped you the most? What was less helpful?

RECRUIT\_PB.12 Do you know any similar projects in [area]? If so, please provide details.

Probe: the name of the project, the organisation, project activities and aims.

INTENDED\_PB.1 To what extent does the project help the right people in your area?

Probe: Did the project's activities seem in general to be helpful for your needs and the needs of the other participants?

ENGAGE\_PB.4 In your view, was there anyone else who you think should have participated/ been involved in the project who wasn't? Probe: Would it have been helpful to have someone else present at the activities or provide you with other types of information/ support/ assistance?

### Design & relevance (5 mins)

DESIGN\_PB.4 Were the activities/ events relevant/ useful to you? How/ why not? Which were the most and least helpful?

DESIGN\_PB.5 Are there any events/ activities that you particularly enjoyed/ didn't enjoy?

Why? Probe: What did you enjoy most about taking part?

DESIGN\_PB.6 What, if anything, do you feel could be improved/ made better about [project]?

DESIGN\_PB.7 Would you recommend this CMF [project] to others? Why/ why not?

## Outcome questions

### General outcome questions (10 mins)

include in all topic guides

GEN\_PB.9 Has anything changed as a result of / with the contribution of this project in your life? If yes, what? Probe on positive as well as negative changes.

Were there other factors not related to this project that have had a role in this change?

Probe: Changes related to their situation (i.e. the need that is addressed by the project), to relations with the community of residents (British and non-British), relations to their own community, etc.

GEN\_PB.10 What other activities would you find helpful? Probe: suggestions that are relevant to their own needs/ issues/ problems they identified in the interview that the CMF project addresses.

Project outcome questions aligned with CMF ToC (10 mins)  
include relevant outcomes aligned to the CMF ToC

Project specific outcome questions (5 mins)  
include relevant project specific outcomes (not aligned with CMF ToC)

### **Economic evaluation**

Additionality (5 mins)

ECONOMIC\_PB.7 What would have happened without the project? For each outcome related to beneficiaries:

Do you think you would have (improved your wellbeing / gained employment / volunteering / qualification / be in better health) if the project had not gone ahead?

What degree of the outcome do they think they would have achieved? Why? Why not?

Would you have achieved the outcome at a later date?

Wrap-up

Wrap-up Qs (5 mins)

WRAP\_PB.1 To summarise, what do you think are the most important benefits for you personally (or your family) that have resulted from your participation in the project? How about the benefits for the wider community (e.g. other migrant and non-migrant residents of your local area)?

WRAP\_PB.2 What are the key learnings you would like to share with other (potential) participants based on your experience of participating in the CMF project's activities to date? Probe: key positive aspects that they consider helpful for them and recommendations about what the projects could improve to better answer their needs.

WRAP\_PB.3 Is there anything you think can be improved in the project to provide you with more support/ skills/ information? Probe: type of activities, duration, type of content, staff involved, location, hours when the activities are delivered etc.

Check if participants have any questions. Thank and close.

### **TEMPLATE GUIDE: PROJECT BENEFICIARIES: WIDER RESIDENTS**

CMF Evaluation Mainstage Discussion Guide  
Project Beneficiaries (Residents)

Before the interview

Please re-familiarise yourself with:

The project logic model including the causal mechanisms by which the project activities are hoped to bring the intended outcomes.

The contextual issues that may support the project rationale, including perceived local enablers or challenges (competing factors) that can explain the success of the project in achieving its outcomes

The overall fund-level Theory of Change

About this guide

This guide should be used by RMs when carrying out fieldwork consultations with Project Beneficiaries (Residents). The purpose of the interviews/groups is:

- to understand how these beneficiaries were recruited and what activities they participated in
- to understand whether the project was relevant to these beneficiaries, whether they found the activities helpful
- to assess the extent to which the programme has met its outcomes and the impact of the project on the individual and the wider community (if relevant)
- to identify any other factors that might have contributed to the observed changes
- to identify areas for improvement

The interview (or focus group) should last about 45-60 minutes but may need to be shorter depending on responses and other factors. For this group, they should in principle be carried out face-to-face. Phone interviews are possible in principle, but this arrangement should be discussed in advance with the CMF evaluation Project Manager to ensure that the optimal approach is taken.

Please ensure that:

You provide project beneficiaries the CMF information sheet that describes the aims of the research and sets out how data will be saved. This will need to be tailored for your project. That all face-to-face interviewees sign the CMF consent form at the start of the interview before proceeding. This will need to be tailored for your project.

All completed signed consent forms need to be scanned and saved down to the secure job folder following the interview.

You follow the usual GDPR protocol. This is your responsibility. This includes providing reassurances to participants that it will not be possible to identify them individually in published outputs, and that they can decline to participate at any point. However, it is important to explain that there are some circumstances where we may be required to share their personal information with DLUHC.

Ask for consent to record (and that this is captured on your digi).

You audio record the interview/ groups and save these in the secure folder.

Ensure notes are written up into the interview grid asap after the interview is conducted.

Template to be adapted by RMs as relevant. Completed notes must be saved in the secure folder.

## **INTERVIEW**

### **A: Introduction (2 mins)**

Interviewers may need to further adapt the terms used when explaining the purpose of the interview or when posing questions to vulnerable groups.

Thank you for finding the time to speak with us.

I am a researcher working for Ipsos MORI (a research company). We were asked to conduct a study to understand more about your experiences with this project [PROJECT NAME]. This project is funded by the Ministry of Housing, Communities and Local Government (DLUHC). This institution has also contracted my organisation (Ipsos MORI) to conduct this evaluation study.

I will be asking you questions related to your opinion about:  
how you started participating in this project

the activities you participated in  
whether you thought they were relevant to your needs or the problems/ challenges/ issues you are facing  
whether these activities were helpful  
whether you have any suggestions for improvement etc.

I will not be requesting any personal information about you or your family. This discussion will be only about your experience with the project, to help us understand if it has helped you and if so, in what ways.

The discussion is completely voluntary and you are free to refuse to answer any question or to stop the interview at any time. There will be no consequences for you as a result of your decision to take part or not in this interview.

The results of our research will be integrated into a final [PROJECT NAME] evaluation report. As part of this report, we might use quotes to illustrate findings. Your name will not be used in any reporting and the responses you give will not be attributed to you as an individual. However, responses will be attributed to the [PROJECT NAME] and in doing so, it may be possible to identify you due to the small number of beneficiaries participating. Findings will be shared with DLUHC and [PROJECT NAME].

Provide and run through information sheet and provide participant(s) with the opportunity to ask questions (where already provided prior to interview, run through main points quickly and provide opportunity to ask questions).

Provide and run through privacy notice and provide participant(s) with the opportunity to ask questions (where already provided prior to interview, run through main points quickly and provide opportunity to ask questions).

Ensure consent form is signed and collected

Do I have your permission to record this? This is for note-taking purposes. Recordings are stored securely and will be securely destroyed once the final report is complete.

Turn on the recorder.

## **B. Start**

Please include all questions from the matrix with the corresponding CODE.

Text in italics in the questions included in the matrix refer to interviewer instructions and are not to be read out loud.

### Process questions

Background (5 mins)

ROLE\_PB.1 How long have you lived in the [area]?

AREA\_PB.5 How would you describe your local area in 3 words?

AREA\_PB.2 What, in your view, are the main issues/ problems facing your local area?

### Recruitment & engagement (10 mins)

RECRUIT\_PB.6 How did you hear about this CMF project?

RECRUIT\_PB.7 How did you start participating in the CMF project's activities? When was this and how did you get involved? Probe on process: who was involved in contacting and selecting them, what they were told, how active they were in this process or whether it was driven by those who selected them.

RECRUIT\_PB.10 Can you tell me about your participation? What type of activities did you go to? Probe: How many times, for what period?

ENGAGE\_PB.5 Did you experience any difficulties/ problems taking part in the project? Probe: What were these? Why? Was a solution found?

INTENDED\_PB.2 How helpful did you find the project? What helped you the most? What was less helpful?

RECRUIT\_PB.12 Do you know any similar projects in [area]? If so, please provide details. Probe: the name of the project, the organisation, project activities and aims.

INTENDED\_PB.1 To what extent does the project help the right people in your area? Probe: Did the project's activities seem in general to be helpful for your needs and the needs of the other participants?

ENGAGE\_PB.4 In your view, was there anyone else who you think should have participated/ been involved in the project who wasn't? Probe: Would it have been helpful to have someone else present at the activities or provide you with other types of information/ support/ assistance?

#### Design & relevance (5 mins)

DESIGN\_PB.4 Were the activities/ events relevant/ useful to you? How/ why not? Which were the most and least helpful?

DESIGN\_PB.5 Are there any events/ activities that you particularly enjoyed/ didn't enjoy? Why? Probe: What did you enjoy most about taking part?

DESIGN\_PB.6 What, if anything, do you feel could be improved/ made better about [project]?

DESIGN\_PB.7 Would you recommend this CMF [project] to others? Why/ why not?  
Outcome questions

#### General outcome questions (10 mins)

include in all topic guides

GEN\_PB.9 Has anything changed as a result of / with the contribution of this project in your life? If yes, what? Probe on positive as well as negative changes.

Were there other factors not related to this project that have had a role in this change?

Probe: Changes related to their situation (i.e. the need that is addressed by the project), to relations with the community of residents (British and non-British), relations to their own community, etc.

GEN\_PB.10 What other activities would you find helpful? Probe: suggestions that are relevant to their own needs/ issues/ problems they identified in the interview that the CMF project addresses.

#### Project outcome questions aligned with CMF ToC (10 mins)

include relevant outcomes aligned to the CMF ToC

#### Project specific outcome questions (5 mins)

include relevant project specific outcomes (not aligned with CMF ToC)

### **Economic evaluation**

#### Additionality (5 mins)

ECONOMIC\_PB.7 What would have happened without the project? For each outcome related to beneficiaries:

Do you think you would have (improved your wellbeing / gained employment / volunteering / qualification / be in better health) if the project had not gone ahead?  
What degree of the outcome do they think they would have achieved? Why? Why not?  
Would you have achieved the outcome at a later date?  
Wrap-up

#### Wrap-up Qs (5 mins)

WRAP\_PB.1 To summarise, what do you think are the most important benefits for you personally (or your family) that have resulted from your participation in the project? How about the benefits for the wider community (e.g. other migrant and non-migrant residents of your local area)?

WRAP\_PB.2 What are the key learnings you would like to share with other (potential) participants based on your experience of participating in the CMF project's activities to date? Probe: key positive aspects that they consider helpful for them and recommendations about what the projects could improve to better answer their needs.

WRAP\_PB.3 Is there anything you think can be improved in the project to provide you with more support/ skills/ information? Probe: type of activities, duration, type of content, staff involved, location, hours when the activities are delivered etc.

Check if participants have any questions. Thank and close.



**Figure A4.1 Qualitative questions matrix: process questions**

		Process questions			
		Project staff	Wider stakeholders	Project beneficiaries (migrants/ established residents)	Counterfactual
GENERAL Qs - Background (5 mins)	Role/ involvement with the project	<p>ROLE_S.1 Could you tell me a little about your role related to the CMF project?</p> <p>ROLE_S.2 Has your role or key responsibilities in relation to the CMF project changed since we spoke last/ since the project started? If so, how and why?</p>	<p>ROLE_W.1 Could you tell me a little about your involvement in the CMF project (including a few details about the profile of your organisation)? Probe: how did you hear about the project, how did you become involved, what is the nature of your involvement.</p> <p>ROLE_W.2 Has your role or key responsibilities in relation to the CMF project changed since we spoke last/ since the project started? If so, how and why?</p>		<p>How long have you lived in the [area]? How would you describe your local area in 3 words?</p>
	Area context	<p>[Section lead in] I'd now like to discuss the key issues that the project is seeking to address</p> <p>AREA_S.2 (If interviewed before) Have the key issues changed since we last spoke? If so, in what ways? (refer to familiarisation interview)</p> <p>(If not interviewed before) What in your view are the key issues that the CMF project is seeking to address? Probe: issues due to recent migration, issues related to resident concerns, other issues</p> <p>AREA_S.3 How have these issues been identified? Probe: any data sources used to identify problematic areas, anecdotal evidence, discussions with stakeholders, discussions with residents etc.</p>	<p>[Section lead in] I'd now like to discuss the key issues that the project is seeking to address</p> <p>AREA_W.2 What in your view are the key issues that the CMF project is seeking to address? Probe: issues due to recent migration, issues related to resident concerns, other issues</p> <p>AREA_W.4 Do you feel that there is there a need for this project? Why/ why not?</p>	<p>AREA_PB.1 How long have you lived in the [area]?</p> <p>AREA_PB.2 What are the main issues/ problems facing your local area?</p>	<p>What, in your view, are the main issues facing your local area? Probe issues related to migration/ migration status.</p>
		<p>AREA_S.6 Are you aware of other work being undertaken on this issue in your local area? If so, please provide details. Probe: the name of the project, the organisation, source of funding, a short description of known objective.</p>	<p>AREA_W.6 Are you aware of other work being undertaken on this issue in your local area? If so, please provide details. Probe: the name of the project, the organisation, source of funding, a short description of known objective.</p>	<p>AREA_PB.5 How would you describe your local area in 3 words?</p>	

Process questions				
	Project staff	Wider stakeholders	Project beneficiaries (migrants/ established residents)	
Recruitment and engagement (10 mins)	Recruitment process	<p>RECRUIT_S.1 Have you been directly or indirectly involved in recruiting participants for the CMF project? If so, please describe your involvement briefly. <i>If YES, ask all recruitment questions below. If NO, skip to question about REACHING targeted beneficiaries.</i></p> <p>RECRUIT_S.2 To what extent were the right individuals targeted (i.e. the right individuals to meet the project's aims)? Please explain.</p> <p>RECRUIT_S.3 How were participants recruited? Probe: How did you decide about which individuals to select (e.g. channels used, qualifying criteria, selection process)? <b>What helped and hindered recruitment?</b></p> <p>RECRUIT_S.4 Was the recruitment of participants effective? Why/ why not?</p> <p>RECRUIT_S.5 Would something need to be done differently next time? What?</p>	<p>RECRUIT_W.1 Have you been directly or indirectly involved in recruiting participants for the CMF project? If so, please describe your involvement briefly. <i>If YES, ask all recruitment questions below. If NO, skip to question about REACHING targeted beneficiaries.</i></p> <p>RECRUIT_W.3 How were participants recruited? Probe: How did you decide about which individuals to select (e.g. channels used, qualifying criteria, selection process)? <b>What helped and hindered recruitment?</b></p> <p>RECRUIT_W.4 Was the recruitment of participants effective? Why/ why not?</p> <p>RECRUIT_W.5 Would something need to be done differently next time? What?</p>	<p>RECRUIT_PB.6 How did you hear about this CMF project?</p> <p>RECRUIT_PB.7 How did you start participating in the CMF project's activities? Probe on process: who was involved in contacting and selecting them, what they were told, how active they were in this process or whether it was driven by those who selected them.</p> <p>RECRUIT_PB.8 When did you start participating in this CMF [project]?</p> <p>RECRUIT_PB.9 Why did you get involved/ participate in this CMF [project/ activity]? Probe answers related to migration issues/ migrant status.</p> <p>RECRUIT_PB.10 Can you tell me about your participation? What type of activities did you go to? How many times, for what period?</p>
				<p>Have you heard about the CMF [project]?</p> <p><i>[If yes]</i> What have you heard?</p> <p><i>[If yes]</i> Is this something you would be interested in taking part in? Why/ why not?</p> <p><i>[If no]</i> Provide a brief project description and then ask: Would you be interested in participating in such a project? Why/ why not?</p> <p>Probe: would they find it helpful?</p> <p>Have you heard about other projects that are aiming at addressing issues relating to increased migration in this local area? E.g. improving access to services, raising awareness about existing services, organising English language classes or anything similar?</p> <p><i>[If yes]</i> Please provide details.</p> <p>What type of projects or activities do you think would be useful in addressing pressures related to local services as a result of increasing migration flows to this local area?</p> <p>Which organisations or institutions do you think should be involved?</p>

		Process questions			
		Project staff	Wider stakeholders	Project beneficiaries (migrants/ established residents)	Counterfactual
	Reaching intended beneficiaries	<p>INTENDED_S.1 [Ask all interviewees] To what extent has the project reached the intended beneficiaries? Which groups benefited most from the project? Why? Was this expected? Are there any intended groups who did not benefit? Why not? Probe – was project reach affected by budget – did they target the easiest to engage, or more 'hard-to-reach' groups? What difficulties did they face in engaging with 'hard-to-reach' groups? How did this affect the outcomes achieved?</p>	<p>INTENDED_W.1 [Ask all interviewees] To what extent has the project reached the intended beneficiaries? Which groups benefited most from the project? Why? Was this expected? Are there any intended groups who did not benefit? Why not? Probe – was project reach affected by budget – did they target the easiest to engage, or more 'hard-to-reach' groups? What difficulties did they face in engaging with 'hard-to-reach' groups? How did this affect the outcomes achieved?</p>	<p>RECRUIT_PB.12 Do you know any similar projects in [area]? If so, please provide details. Probe: the name of the project, the organisation, project activities and aims.</p>	
				<p>INTENDED_PB.1 To what extent does the project help the right people in your area? Probe: Did the project's activities seem in general to be helpful for your needs and the needs of the other participants?</p>	
	Engagement of partners and stakeholders	<p>ENGAGE_S.1 To what extent is the project targeting and engaging the right partners and stakeholders? Why or why not? Probe: How did you decide about which partners to approach (e.g. channels used, qualifying criteria, selection process)? What were the barriers (if any)? What were the aspects that facilitated the engagement process?</p>	<p>ENGAGE_W.1 To what extent is the project targeting and engaging the right partners and stakeholders? Why or why not?</p>	<p>INTENDED_PB.2 How helpful did you find the project? What helped you the most? What was less helpful?</p>	
		<p>ENGAGE_S.2 What are the key barriers to engaging the right partners and stakeholders?</p>	<p>ENGAGE_W.2 What are the key barriers to engaging the right partners and stakeholders?</p>		
		<p>ENGAGE_S.3 Would you do anything differently next time? What?</p>			
				<p>ENGAGE_PB.4 In your view, was there anyone else who you think should have participated/ been involved in the project who wasn't? Probe: Would it have been helpful to have someone else present at the activities or provide you with other types of information/ support/ assistance?</p>	
			<p>ENGAGE_PB.5 Did you experience any difficulties/ problems taking part in the project? Probe: What were these? Why? Was a solution found?</p>		

Process questions					
		Project staff	Wider stakeholders	Project beneficiaries (migrants/ established residents)	Counterfactual
		ENGAGE_S.2 What are the key barriers to engaging the right partners and stakeholders?	ENGAGE_W.2 What are the key barriers to engaging the right partners and stakeholders?		
		ENGAGE_S.3 Would you do anything differently next time? What?			
				ENGAGE_PB.4 In your view, was there anyone else who you think should have participated/ been involved in the project who wasn't? Probe: Would it have been helpful to have someone else present at the activities or provide you with other types of information/ support/ assistance?	
				ENGAGE_PB.5 Did you experience any difficulties/ problems taking part in the project? Probe: What were these? Why? Was a solution found?	
GENERAL Qs - Design and relevance (5 mins)	Key strengths and weaknesses of the project design	DESIGN_S.1 What is your view on how the CMF project was set up? What worked well/ what worked less well?	DESIGN_W.1 What is your view on how the CMF project was set up? What worked well/ what worked less well?		NA
		DESIGN_S.2 What implementation challenges have you faced? What has made implementation easier? Probe: key enablers making implementation easier.	DESIGN_W.2 What implementation challenges have you faced? What has made implementation easier? Probe: key enablers making implementation easier.		
		DESIGN_S.3 Has the project been adapted/ re-designed since it started? Why? How do these changes position it to address the local issues?			
				DESIGN_PB.4 Were the activities/ events relevant/ useful to you? How/ why not? Which were the most and least helpful?	
				DESIGN_PB.5 Are there any events/ activities that you particularly enjoyed/ didn't enjoy? Why? Probe: What did you enjoy most about taking part?	
				DESIGN_PB.6 What, if anything, do you feel could be improved/ made better about [project]?	
				DESIGN_PB.7 Would you recommend this CMF [project] to others? Why/ why not?	

Figure A4.2 Qualitative questions matrix: outcome questions

Outcomes questions		
Project staff	Wider stakeholders <i>[To be adapted depending on the type of external stakeholder being interviewed]</i>	Project beneficiaries (migrants/ established residents)
GENERAL OUTCOME Qs (5-10 mins)	<p>GEN_W.1 <b>What do you consider the key issues in your area to be in relation to migration and pressures on local services?</b></p> <p>GEN_W.2 <b>Is the CMF project addressing any of the issues you just mentioned?</b></p> <p>GEN_W.4 <b>Are you aware of how the CMF project's delivery approach, activities and outcomes/ objectives? IF YES: Was the approach taken and the scale of the intervention appropriate to address the needs identified by the project and the outcomes it has aimed to achieve ?</b></p> <p>GEN_W.5 <b>What would you say the main benefits of [project] are? What impact has [project] had on participants [or the target audience]? How does this compare to your expectations? What unexpected impacts have there been (both positive and negative)? Have outputs been delivered as expected <i>[may need to provide examples of outputs based on logic model]</i>? Were the targets set realistic?</b></p> <p>GEN_W.6 <b>Which types of activities have been most and least effective and why?</b> Probe: -Which types of activities seem to work best to address the needs of the different beneficiaries (residents, migrants, the LA)?</p> <p>GEN_W.7 <b><i>[If relevant for the project activities and aims]</i>: How has the CMF project addressed resident concerns? Please provide examples.</b></p> <p>GEN_W.8 <b>To what extent has the project enabled benefits for the wider community in your area? Please explain and provide examples.</b> Probe: Which activities/ content have contributed to this?</p>	<p>GEN_PB.9 <b>Has anything changed as a result of / with the contribution of this project in your life? If yes, what?</b> Probe on positive as well as negative changes.</p> <p><b>- Were there other factors not related to this project that have had a role in this change?</b> -Probe: Changes related to their situation (i.e. the need that is addressed by the project), to relations with the community of residents (British and non-British), relations to their own community, etc.</p> <p>GEN_PB.10 <b>What other activities would you find helpful?</b> Probe: suggestions that are relevant to their own needs/ issues/ problems they identified in the interview that the CMF project addresses.</p>
	<p>GEN_S.2 <b>To what extent has your project effectively addressed the issues it identified? Why is this?</b> Probe: Was the approach taken, the scale of the intervention and the activities conducted appropriate to address the needs you identified and the outcomes that you have aimed to achieve?</p> <p>GEN_S.3 <b>What (if any) processes are in place to measure the effectiveness of the delivery model(s)?</b></p> <p>GEN_S.5 <i>[To be asked for LA project leads]</i> <b>How well have the project outputs translated into outcomes? Has the project achieved / is on course to achieve the (number of) outcomes expected for the level of funding? Why / Why not? Have any unexpected outcomes been achieved by the project (both positive and negative impacts)? What were these? What was the scale of achievement? Have outputs been delivered as expected? Were the targets set realistic?</b>  <i>[ALTERNATIVE questions to be used for other project staff that do not have in-depth knowledge of what we mean by outputs/outcomes]:</i> <b>What would you say the main benefits of [project] are? What impact has [project] had on participants [or the target audience]? How does this compare to your expectations? What unexpected impacts have there been (both positive and negative)? Have outputs been delivered as expected? Were the targets set realistic?</b></p> <p>GEN_S.6 <b>Which types of activities have been most and least effective and why?</b> Probe: -Which types of activities seem to work best to address the needs of the different beneficiaries (residents, migrants, the LA)?</p> <p>GEN_S.7 <b><i>[If relevant for the project activities and aims]</i> How has the CMF project addressed resident concerns? Please provide examples.</b></p> <p>GEN_S.8 <b>To what extent has the project enabled benefits for the wider community in your area? Please explain and provide examples.</b> Probe: Which activities/ content have contributed to this?</p>	

SPECIFIC Qs - Intermediate outcomes: Local Authority (5-10 mins)	1. Increased insight into local migration patterns and community impact	L1_MIGRATION_S.1 To what extent (if at all) has the CMF project increased knowledge and awareness of local migration patterns? Please explain what has changed and what elements of the CMF project have caused or contributed to this change. Were there other (external) factors that have/ could have influenced the outcomes you have observed?	L1_MIGRATION_W.1 To what extent (if at all) has the CMF project increased knowledge and awareness of local migration patterns? Please explain what has changed and what elements of the CMF project have caused or contributed to this change. Were there other (external) factors that have/ could have influenced the outcomes you have observed?	L1_MIGRATION_PB.1 To what extent do the project staff understand local migration patterns and the impact of migration on the local community? Please explain.
		L1_MIGRATION_S.2 To what extent (if at all) has the CMF project increased knowledge and awareness of the impact of migration on the local community? Please explain what has changed and what elements of the CMF project have caused or contributed to this change. Were there other (external) factors that have/ could have influenced the outcomes you observed?	L1_MIGRATION_W.2 To what extent (if at all) has the CMF project increased knowledge and awareness of the impact of migration on the local community? Please explain what has changed and what elements of the CMF project have caused or contributed to this change. Were there other (external) factors that have/ could have influenced the outcomes you observed?	
		L1_MIGRATION_S.3 Has this insight been applied to the wider work of [organisation/ LA department, LA senior staff, locally/ regionally] - if so, how? Who will be able to access it? Will it be publicly available? Have there been any barriers to applying insights/ knowledge generated?	L1_MIGRATION_W.3 Has this insight been applied to the wider work of [organisation/ LA department, LA senior staff, locally/ regionally] - if so, how? Who will be able to access it? Will it be publicly available? Have there been any barriers to applying insights/ knowledge generated?	
		L1_MIGRATION_S.4 Has there been any observable impact resulting from increased insight on local migrants/ residents/ LA activity/ other organisation' activities?  Are there any remaining gaps in knowledge? What are these? How could these be overcome?	L1_MIGRATION_W.4 Has there been any observable impact resulting from increased insight on local migrants/ residents/ LA activity/ other organisation' activities?  Are there any remaining gaps in knowledge? What are these? How could these be overcome?	
		L1_MIGRATION_S.5 Are there any remaining gaps in knowledge? What are these? How could these be overcome?	L1_MIGRATION_W.5 Are there any remaining gaps in knowledge? What are these? How could these be overcome?	
	2. Expanded / strengthened networks partner	L2_NETWORK_S.1 What types of relationships/ partnerships/ networks have been established with partner agencies as a result of or with the contribution of the CMF project? Probe: Are these new or a continuation/ development of pre-existing contacts? What was the role/ impact of the CMF project in the process? (Types of relationships could be: formal or informal networks, regular contacts, formal agreements between partners etc.)  Were there other (external) factors that have/ could have influenced the outcomes you observed?  <i>(If this question was already answered - see process questions, skip to next. If the answer was not clear, probe again for details).</i>	L2_NETWORK_W.1 Are you aware of any new types of relationships/ partnerships/ networks that have been established as a result of or with the contribution of the CMF project? Probe: Between which organisations? Are these new or a continuation/ development of pre-existing contacts? What was the role/ impact of the CMF project in the process? (Types of relationships could be: formal or informal networks, regular contacts, formal agreements between partners etc.)  Were there other (external) factors that have/ could have influenced the outcomes you observed?  <i>(If this question was already answered - see process questions, skip to next. If the answer was not clear, probe again for details).</i>	
		L2_NETWORK_S.2 Were the right partners targeted and engaged in the CMF project? What could be improved in the future? Probe: How did you decide about which partners to approach (e.g. channels used, qualifying criteria, selection process)? What were the barriers (if any)? What were the aspects that facilitated the engagement process?	L2_NETWORK_W.2 Were the right partners targeted and engaged in the CMF project? What could be improved in the future? Probe: How did you decide about which partners to approach (e.g. channels used, qualifying criteria, selection process)? What were the barriers (if any)? What were the aspects that facilitated the engagement process?	
		L2_NETWORK_S.3 Are there any partners who could not be engaged or should have been engaged in the CMF project and were not? Who and why?	L2_NETWORK_W.3 Are there any partners who could not be engaged or should have been engaged in the CMF project and were not? Who and why?	L2_NETWORK_PB.3 Were there any people who you think should have been engaged with the project who weren't engaged?
	3. Increased co-ordination and co-operation between agencies	L3_COORD_S.1 Has the CMF project had any effect on how you work with other agencies/ organisations? If YES, please explain what has changed and what aspects of the CMF project have caused or contributed to this change. What are the barriers? Were there other (external) factors that have/ could have influenced the outcomes you have observed?	L3_COORD_W.1 Has the CMF project had any effect on how you work with other agencies/ organisations? If YES, please explain what has changed and what aspects of the CMF project have caused or contributed to this change. What are the barriers? Were there other (external) factors that have/ could have influenced the outcomes you have observed?	
		L3_COORD_S.2 What have generally been the key barriers to working with other agencies/ organisation for your organisation? Has your CMF project contributed to improving this situation in any way? If so, how? If not, why and what could be improved in the future?	L3_COORD_W.2 What have generally been the key barriers to working with other agencies/ organisation for your organisation? Has your CMF project contributed to improving this situation in any way? If so, how? If not, why and what could be improved in the future?	

	L3_COORD_S.3 Are learnings being shared between agencies/ organisations? If so, how? If not, why? How could the barriers be overcome?	L3_COORD_W.3 Are learnings being shared between agencies/ organisations? If so, how? If not, why? How could the barriers be overcome?	
4. Acquired expertise and structures in place to deal with local issues	L4_EXPERT_S.1 Have in-house capacity/skills for dealing with local issues as a result of migration patterns changed in any way as the result of / with the contribution of the CMF project? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that have/ could have influenced the outcomes you have observed?	L4_EXPERT_W.1 Have in-house capacity/skills for dealing with local issues as a result of migration patterns changed in any way as the result of / with the contribution of the CMF project? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that have/ could have influenced the outcomes you have observed?	
	L4_EXPERT_S.2 Have the structures/ systems that are in place in your organisation to help you deal with local issues changed in any way as a result of the CMF project? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that have/ could have influenced the outcomes you observed?	L4_EXPERT_W.2 Have the structures/ systems that are in place in your organisation to help you deal with local issues changed in any way as a result of the CMF project? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that have/ could have influenced the outcomes you observed?	
	L4_EXPERT_S.3 How effective (if at all) are the structures in place helping you deal with local issues? What are the barriers/ enablers? Are there any improvements that you would make to the new structures? What conditions would need to be in place for those improvements to be implemented and effective?	L4_EXPERT_W.3 How effective (if at all) are the structures in place helping you deal with local issues? What are the barriers/ enablers? Are there any improvements that you would make to the new structures? What conditions would need to be in place for those improvements to be implemented and effective?	
	L4_EXPERT_S.4 Are there any gaps in expertise or structures for helping with local issues?	L4_EXPERT_W.4 Are there any gaps in expertise or structures for helping with local issues?	
5. Improved signposting and referral systems	L5_SIGNPOST_S.1 To what extent has the CMF project had effects on your signposting/referral systems? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that have/ could have influenced the outcomes you observed?	L5_SIGNPOST_W.1 To what extent has the CMF project had effects on your signposting/referral systems? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that have/ could have influenced the outcomes you observed?	
	L5_SIGNPOST_S.2 Have any changes in signposting/ referral systems had effects on local migrants/ residents/ the local authority/ other organisations/ the local area? If so, in what ways? To what extent did the CMF project cause or contribute to this? What were the barriers? Were there other (external) factors that have/ could have influenced the outcomes you have observed?	L5_SIGNPOST_W.2 Have any changes in signposting/ referral systems had effects on local migrants/ residents/ the local authority/ other organisations/ the local area? If so, in what ways? To what extent did the CMF project cause or contribute to this? What were the barriers? Were there other (external) factors that have/ could have influenced the outcomes you have observed?	L5_SIGNPOST_PB.2 Has your understanding of [signposted service] changed since taking part in this CMF project? Has this changed throughout your involvement in [project]? IF YES: In what way/ to what extent? What do you think caused this change? Probe: factors related to the CMF project, external factors.
			L5_SIGNPOST_PB.3 How confident would you feel accessing [signposted service]? Has this changed throughout your involvement in [project]? IF YES: In what way/ to what extent? What do you think caused this change? Probe: factors related to the CMF project, external factors.
			L5_SIGNPOST_PB.4 How did the referral process work? Has it changed throughout your involvement in [project]? IF YES: In what way/ to what extent? What do you think caused this change? Probe: factors related to the CMF project, external factors
			L5_SIGNPOST_PB.5 Are there any improvements that you would make to the referral system?

SPECIFIC Qs - Intermediate outcomes: Migrants (5-10 mins)	1. Increased understanding of and access to public services (i.e. NHS, schooling)	M1_UNDEERS_S.1 Have you observed an increase in understanding of how to access local services (i.e. GPs, policy, schools) among [target group] since the project began? In what way? Can you provide examples for each situation? Do you collect any data that could be used to provide additional evidence? Probe for each type of relevant service.	M1_UNDEERS_W.1 Have you observed an increase in understanding of how to access local services (i.e. GPs, policy, schools) among [target group] since the project began? In what way? Can you provide examples for each situation? Do you collect any data that could be used to provide additional evidence? Probe for each type of relevant service.	M1_UNDEERS_PB.1 To what extent (if at all) has your [knowledge/use of] public services changed since taking part in the [X] project? Did the project contribute? How and to what extent? Were there other factors that contributed?	
		M1_UNDEERS_S.2 To what extent has the project increased understanding of and access to public services (i.e. GPs, policy, schools) among [target group]? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that could have influenced the outcomes you observed?	M1_UNDEERS_W.2 To what extent has the project increased understanding of and access to public services (i.e. GPs, policy, schools) among [target group]? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that could have influenced the outcomes you observed?		
			M1_UNDEERS_PB.3 To what extent (if at all) would you say public services (e.g. example service) are sensitive to the needs of people such as yourself? Prompt: The police, British courts, Government institutions, State primary and secondary schools, The NHS, Social services [ask about relevant service] Probe: Why do you say that? Have you had any personal experience		
			M1_UNDEERS_PB.4 How accessible do you find local [public service]? Has this changed through your involvement in [project]? IF YES: In what way? to what extent? What do you think caused this change? Probe: factors related to the CMF project, external factors.		
			M1_UNDEERS_PB.5 How confident would you feel to [access service]? Why is this? Has this changed since your involvement in [project]? IF YES: In what way? to what extent? What do you think caused this change? Probe: factors related to the CMF project, external factors.		
	2. Housing issues identified (i.e. overcrowding, substandard provision)	M2_HOUSEIDEN_S.1 To what extent (if at all) has the project contributed to identifying housing issues? Probe: Could you provide any examples? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	M2_HOUSEIDEN_W.1 To what extent (if at all) has the project contributed to identifying housing issues? Probe: Could you provide any examples? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?		
		M2_HOUSEIDEN_S.2 Have you seen any change in the number of housing issues identified among migrant groups as a result of the project? In what way? Can you provide examples? [probe data sources]	M2_HOUSEIDEN_W.2 Have you seen any change in the number of housing issues identified among migrant groups as a result of the project? In what way? Can you provide examples? [probe data sources]		
		M2_HOUSEIDEN_S.3 How did the project identify housing issues? Which approaches/ activities were most and least effective?	M2_HOUSEIDEN_W.3 How did the project identify housing issues? Which approaches/ activities were most and least effective?		
		M2_HOUSEIDEN_S.4 Have you seen any change in standards of living for migrant groups taking part in the project? Did the CMF project cause or contribute to this? Were there other factors that contributed to the results you observed?	M2_HOUSEIDEN_W.4 Have you seen any change in standards of living for migrant groups taking part in the project? Did the CMF project cause or contribute to this? Were there other factors that contributed to the results you observed?		
				M2_HOUSEIDEN_PB.5 Did you experience any housing issues? e.g. poor housing standards, risk of homelessness? Please explain. IF YES: Have your living standards (i.e. housing situation) changed since [time scale of the project]? IF YES: In what way? to what extent? What do you think caused this change? Probe: factors related to the CMF project, external factors.	
			IF seeking support because of rogue landlord. M2_HOUSEIDEN_PB.6 What support did you receive? What do you think about the support process? Has it changed since your involvement in [project]? IF YES: In what way? to what extent? What do you think caused this change? Probe: factors related to the CMF project, external factors.		



4. Access to ESOL and EAL provision	M4_ESOL_S.1 To what extent (if at all) has the CMF project contributed to increasing access to ESOL and EAL provision for the migrant residents? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	M4_ESOL_W.1 To what extent (if at all) has the CMF project contributed to increasing access to ESOL and EAL provision for the migrant residents? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	
	M4_ESOL_S.2 Could you provide any data related to the progress made by beneficiaries during the ESOL/ EAL course provided through CMF? Probe: data collected via questionnaires measuring improvements in the level of English of the participants, results of any tests for beneficiaries (e.g. how many passed, how many failed etc.).	M4_ESOL_W.2 Could you provide any data related to the progress made by beneficiaries during the ESOL/ EAL course provided through CMF? Probe: data collected via questionnaires measuring improvements in the level of English of the participants, results of any tests for beneficiaries (e.g. how many passed, how many failed etc.).	
			M4_ESOL_PB.3 Has your English improved since you started the [X] project? To what extent? Is this because of the project or other reasons?  OR Has your ability to communicate in English changed since being involved in the project? In what way? probe: confidence, ability to express simple concepts, everyday interactions, ability to express complex concepts
			M4_ESOL_PB.4 How confident are you having everyday interactions in English? Probe: neighbours, shopping etc Has this changed through your involvement in [project]? How/ why is this?  M4_ESOL_PB.5 How confident do you feel (accessing local services/ talking with your landlord/ looking for a job/ applying for a job) in English? Has this changed throughout your involvement in [project]? What do you think caused this change? Probe: factors related to the CMF project, external factors.  M4_ESOL_PB.6 How will you improve your english in the future? Probe: formal classes, daily interactions
5. Access to labour market skills, training and accreditations (courses, qualification)	M5_LABOUR_S.1 To what extent (if at all) has the project contributed to improving participants' job relevant skills/qualifications? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed? Could you provide any data to substantiate your assessment? E.g. individuals entering employment, accessing courses, gaining accreditations etc.	M5_LABOUR_W.1 To what extent (if at all) has the project contributed to improving participants' job relevant skills/qualifications? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed? Could you provide any data to substantiate your assessment? E.g. individuals entering employment, accessing courses, gaining accreditations etc.	
			M5_LABOUR_PB.2 Have you improved your job relevant skills/qualifications since you started the [X] project? IF YES: In what way/ to what extent? What do you think caused this change? Probe: factors related to the CMF project, external factors.
			M5_LABOUR_PB.3 What steps have you taken to improve your employment opportunities/ educational skills? If not yet, what steps are you planning to take? Do you have the support you need/ do you know where to get support?
6. Increased understanding of British culture and social norms	M6_NORM_S.1 To what extent (if at all) has the project contributed to increasing participants' understanding of British [culture/nationality] in their local area? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	M6_NORM_W.1 To what extent (if at all) has the project contributed to increasing participants' understanding of British [culture/nationality] in their local area? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	
			M6_NORM_PB.2 Do you feel that you understand British values [ e.g. add examples as relevant to your project] and social norms? Has this changed since taking part in the [X] project? In what way? What do you think caused this change? Probe: factors related to the CMF project, external factors.

SPECIFIC Qs - Intermediate outcomes: Residents (5-10 mins)	1. Perceived reduction of pressure on public services and private facilities (i.e. GP, schools)	R1_PRESSURE_S.1 To what extent (if at all) have you seen a reduction in pressures on [public service/facility]? Has the CMF project contributed in any way? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed? Is there any evidence of residents noticing this reduction of pressure? Please explain and offer examples if possible.	R1_PRESSURE_W.1 To what extent (if at all) have you seen a reduction in pressures on [public service/facility]? Has the CMF project contributed in any way? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed? Is there any evidence of residents noticing this reduction of pressure? Please explain and offer examples if possible.	R1_PRESSURE_PB.1 Have you seen any reduction in pressures on [public service/facility]? What changes have you seen? Probe: waiting times, accessibility, availability of appointments, changes relevant to the project.	Swapped 1 and 2	
				R1_PRESSURE_PB.2 To what extent (if at all) are public services meeting the demand of the local community? If not, why do you think this is? Can you provide examples? Probe: Different services relevant to project		
				R1_PRESSURE_PB.3 To what extent do you think this was this as a result of the [X] project? What other factors do you think could explain the changes you noticed? If not, why do you think this is?		
				R1_PRESSURE_PB.4 To what extent, if at all, do you feel immigrants in your local area put pressure on public services (e.g. housing, education)? Probe: Why do you think that?		
	2. Increased access to public services	R2_ACCESS_S.1 How many individuals in your local area are using [public service]? Probe data source.	R2_ACCESS_W.1 How many individuals in your local area are using [public service]? Probe data source.			
		R2_ACCESS_S.3 To what extent (if at all) has there been an increase in access to public services in your local area? Has the CMF project contributed in any way? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	R2_ACCESS_W.3 To what extent (if at all) has there been an increase in access to public services in your local area? Has the CMF project contributed in any way? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	R2_ACCESS_PB.2 To what extent (if at all) would you say public services (e.g. example service) are sensitive to the needs of people such as yourself? Then ask same questions about: location, ease of access, opening hours, translations. R2_ACCESS_PB.3 Has your use of [public services] changed in any way since the start of [x] project? In what way? Why do you think it has changed? Probe: factors related to the CMF project, external factors.		
	3. Increased involvement in community-led integration activities (i.e. volunteering)	R3_INTEGR_S.1 To what extent (if at all) do you think there has been an increased involvement on the part of residents in community led integration services (e.g. volunteering)? Has the CMF project contributed in any way? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	R3_INTEGR_W.1 To what extent (if at all) do you think there has been an increased involvement on the part of residents in community led integration services (e.g. volunteering)? Has the CMF project contributed in any way? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?			
				R3_INTEGR_PB.2 To what extent (if at all) do you feel you belong in your local area? Why do you say that? Has this changed since the start of [x] project? In what way? Why do you think it has changed? Probe: factors related to the CMF project, external factors.		
				R3_INTEGR_PB.3 To what extent (if at all) are you involved in your local community? Has this changed since the start of [x] project? In what way? Why do you think it has changed? Probe: factors related to the CMF project, external factors.		
			R3_INTEGR_PB.4 Can you tell me about any unpaid help or volunteering for any type of local, national or international organisation or charity you have done in the last 12 months? Prompts: sports clubs, youth clubs, religious groups such as a local church or local mosque Probe: What did it involve? Have you volunteered before? Why did you choose to volunteer?			

	4. Increased opportunities for social mixing	R4_MIXING_S.1 To what extent (if at all) do you think local residents have opportunities to interact with people from different backgrounds? Has this changed since the start of [x] project? Has the CMF project contributed in any way? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	R4_MIXING_W.1 To what extent (if at all) do you think local residents have opportunities to interact with people from different backgrounds? Has this changed since the start of [x] project? Has the CMF project contributed in any way? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	R4_MIXING_PB.1 To what extent (if at all) do you feel that you have opportunities to interact with people from different backgrounds to your own in your local area? By your area I mean within 15 minutes' walk from here. Has this changed since the start of [x] project? In what way? Why do you think it has changed? Probe: factors related to the CMF project, external factors.
	5. Improved quality of public space (i.e. related to overcrowding)	R5_SPACE_S.1 Have you seen an improvement in the quality of [public space] since the project began? Has the CMF project contributed in any way? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	R5_SPACE_W.1 Have you seen an improvement in the quality of [public space] since the project began? Has the CMF project contributed in any way? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	R5_SPACE_PB.3 How would you describe the quality of [public space] in your local area? Has this changed since the project began? In what way? Why do you say that? Has this changed since the start of [x] project? Why do you think it has changed? Probe: factors related to the CMF project, external factors.
		R5_SPACE_S.2 How has this impacted local migrants/ residents?	R5_SPACE_W.2 How has this impacted local migrants/ residents?	
	6. Increased confidence that their concerns listened to and addressed	R6_CONCERN_S.1 Have you seen an increase in confidence of residents that their concerns are listened to and addressed? Has the CMF project contributed in any way? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	R6_CONCERN_W.1 Have you seen an increase in confidence of residents that their concerns are listened to and addressed? Has the CMF project contributed in any way? If so, in what ways and what were the elements of the project that caused or contributed to this? If not, what are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?	R6_CONCERN_PB.1 To what extent (if at all) do you feel your concerns are listened to by the local authority? Has this changed through your involvement in [project]? In what way? Why do you say that? Has this changed since the start of [x] project? Why do you think it has changed? Probe: factors related to the CMF project, external factors.
				R6_CONCERN_PB.2 To what extent (if at all) do you have confidence in the local authority to address your concerns? Has this changed through your involvement in [project]? In what way? Why do you say that? Has this changed since the start of [x] project? Why do you think

**Figure A4.3 Qualitative questions matrix: economic assessment/ value for money**

	Project staff	Wider stakeholders	Project beneficiaries (migrants/ established residents)
<b>GENERAL Qs - Funding (5 mins)</b>	<p><b>ECONOMIC_S.1 Is the project expected to use all the CMF funding it was awarded? Did it receive additional funding?</b></p> <ul style="list-style-type: none"> <li>• What percentage of the funding has been spent?</li> <li>• What proportion of the funding do you anticipate the project will spend on completion?</li> <li>• What were the reasons for overspend / underspend?</li> <li>• Probe: Some elements not delivered? Smaller number of participants? Goods/services purchased at lower than expected cost?</li> </ul> <p><b>ECONOMIC_S.2 Have any other resources required to deliver the project that were not CMF funded?</b></p> <ul style="list-style-type: none"> <li>• probe: staff time, volunteers, existing LA resources, venues, services referred to</li> <li>• For staff time, ask about average additional staffing resource used per week/month, and the type of staff used.</li> <li>• For venues, ask about size of venue and frequency of use</li> </ul>	<p><b>ECONOMIC_W.3 Are you aware of any resources used by the project that were not funded by the CMF grant?</b></p>	
<b>GENERAL Qs - Value for money (Economy, efficiency, effectiveness, equity) (5 mins)</b>	<p><b>ECONOMIC_S.4 What processes does the project have in place to minimise costs?</b></p> <ul style="list-style-type: none"> <li>• What are these? (e.g. procurement processes, ensuring lowest cost for products, using existing LA purchasing frameworks)</li> </ul> <p><b>ECONOMIC_S.5 To what extent have the outputs achieved by the project been delivered in a cost-efficient manner?</b></p> <ul style="list-style-type: none"> <li>• How has cost effectiveness of outputs been monitored throughout the project?</li> <li>• Have the outputs been more / less costly to achieve than expected? Why?</li> <li>• What steps have been taken to maximise the outputs achieved for the cost of the activity?</li> </ul> <p><i>Please note that questions on effectiveness are included in the outcomes tab. (general questions section)</i></p>	<p><b>ECONOMIC_W.4 Are you aware of any processes the project has in place to minimise costs?</b></p> <ul style="list-style-type: none"> <li>• What are these? (e.g. procurement processes, ensuring lowest cost for products, using existing LA purchasing frameworks)</li> </ul> <p><b>ECONOMIC_W.5 To what extent have the outputs achieved by the project been delivered in a cost-efficient manner?</b></p> <ul style="list-style-type: none"> <li>• Are you aware of the outputs the project has achieved / is expected to achieve?</li> <li>• (If aware) Is this the level of outputs achieved that you would have expected for the project? Why / Why not?</li> <li>• (if not aware) Given the funding for the project (state value), what scale of outputs would you have expected the project to achieve? Why?</li> <li>• Is this based on previous similar projects? Which ones?</li> </ul>	
<b>GENERAL Qs - Responsible officer (2 mins)</b>	<p><b>ECONOMIC_S.6 Who in your organisation is responsible for monitoring spending, outputs and outcomes achieved?</b></p> <ul style="list-style-type: none"> <li>-One person or shared responsibility?</li> </ul>		
<b>GENERAL Qs -Additionality (5 mins)</b>	<p><b>ECONOMIC_S.7 What do you think would have happened in the local area without the CMF funding?</b></p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Would the project have gone ahead in the absence of the funding? How? Funded by the LA? Another organisation?</li> <li>• Would it have looked the same or different? In what way?</li> <li>• Probe: smaller scale, slightly different focus?</li> <li>• Would it have taken place at a different time – e.g. delayed, happening in future years?</li> <li>• Did the project mean that participants achieved the outcomes earlier than they would have in the absence of the project?</li> <li>• Would some of the outputs and outcomes have been achieved by the participants in the absence of any intervention (e.g. deciding to pay for their own ESOL course)? What proportion of participants?</li> </ul>	<p><b>ECONOMIC_W.7 What do you think would have happened in the local area without the CMF funding?</b></p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Would the project have gone ahead in the absence of the funding? How? Funded by the LA? Another organisation?</li> <li>• Would it have looked the same or different? In what way?</li> <li>• Probe: smaller scale, slightly different focus?</li> <li>• Would it have taken place at a different time – e.g. delayed, happening in future years?</li> <li>• Did the project mean that participants achieved the outcomes earlier than they would have in the absence of the project?</li> <li>• Would some of the outputs and outcomes have been achieved by the participants in the absence of any intervention (e.g. deciding to pay for their own ESOL course)? What proportion of participants?</li> </ul>	<p><b>ECONOMIC_PB.7 What would have happened without the project?</b></p> <p><b>For each outcome related to beneficiaries:</b></p> <p>Do you think you would have (improved your wellbeing / gained employment / volunteering / qualification / be in better health) if the project had not gone ahead?</p> <p>What degree of the outcome do they think they would have achieved? Why? Why not?</p> <p>Would you have achieved the outcome at a later date?</p>

<b>GENERAL Qs -Sustainability (3 mins)</b>	ECONOMIC_S.13 Do you think the project is sustainable without further CMF funding? • Why/ why not? • Have you explored potential sources of alternative funding?	ECONOMIC_W.13 Do you think the project is sustainable without further CMF funding? • Why/ why not?
	ECONOMIC_S.14 Do you believe that the benefits of the project outweigh the costs? (last question) What is the evidence for this?	ECONOMIC_W.14 Do you believe that the benefits of the project outweigh the costs? (last question) What is the evidence for this?
<b>GENERAL Qs (but need to be tailored to include specific elements as relevant for projects) - Monetary Benefits (5-10 mins)</b>	Benefits: Choose benefits that are relevant to your project (from logic model)  MONETARY_S.1 In what ways has the project increased participant wellbeing? For whom and in what ways? • Probe: Relationships, mental health, loneliness, physical health, local environment etc. • What aspects of the project resulted in this? • What is the scale of the outcomes achieved (have all participants benefitted, some, can the number be quantified?) Benefits: Choose benefits that are relevant to your project (from logic model)	Benefits: Choose benefits that are relevant to your project (from logic model)  MONETARY_W.1 In what ways has the project increased participant wellbeing? For whom and in what ways? • Probe: Relationships, mental health, loneliness, physical health, local environment etc. • What aspects of the project resulted in this?
	MONETARY_S.2 What has the impact of the project been on the local community? • probe: opportunities, public space, availability and accessibility of services, fly tipping and littering, criminal activity etc. • What aspects of the project resulted in this? • What is the scale of the outcomes achieved (have all participants benefitted, some, can the number be quantified?) Benefits: Choose benefits that are relevant to your project (from logic model)	MONETARY_W.2 What has the impact of the project been on the local community? • probe: opportunities, public space, availability and accessibility of services, fly tipping and littering, criminal activity etc. • What aspects of the project resulted in this?
	MONETARY_S.3 How has the project resulted in new opportunities for project beneficiaries in their lives? • What are these? (probe: volunteering, employment, involvement in the community) • For employment - full-time, part-time, apprenticeships, job security • For volunteering – number of hours, type of volunteering • What aspects of the project resulted in this? • What is the scale of the outcomes achieved (have all participants benefitted, some, can the number be quantified?) Benefits: Choose benefits that are relevant to your project (from logic model)	MONETARY_W.3 How has the project resulted in new opportunities for project beneficiaries in their lives? • What are these? (probe: volunteering, employment, involvement in the community) • For employment - full-time, part-time, apprenticeships, job security • For volunteering – number of hours, type of volunteering • What aspects of the project resulted in this?
	MONETARY_S.4 What skills have project beneficiaries developed? • probe: skills for employment, life skills, confidence, critical thinking • What aspects of the project resulted in this? • What is the scale of the outcomes achieved (have all participants benefitted, some, can the number be quantified?) Benefits: Choose benefits that are relevant to your project (from logic model)	MONETARY_W.4 What skills have project beneficiaries developed? • probe: skills for employment, life skills, confidence, critical thinking • What aspects of the project resulted in this?
	MONETARY_S.5 Have any health outcomes been achieved by the project? • What are these? Probe: changes in use of A&E, hospital admissions, GP appointments, better management of health conditions, improved physical health, improved mental health • What aspects of the project resulted in this? • What is the scale of the outcomes achieved (have all participants benefitted, some, can the number be quantified?)	MONETARY_W.5 Have any health outcomes been achieved by the project? • What are these? Probe: changes in use of A&E, hospital admissions, GP appointments, better management of health conditions, improved physical health, improved mental health • What aspects of the project resulted in this?



# **CONTROLLING MIGRATION FUND**

## **CMF question toolkit – Local Authorities**

***Guidance for local authorities on how to use the questionnaire toolkit for evaluation***

**January 2019**

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Annex 1 **Error! Bookmark not defined.**

## – Guidance overview

This document provides the following tools to help you when evaluating your project or projects:

- Guidance on how and when to use the question toolkit.
- Questions from the toolkit for each outcome of the logic model: this recommends key questions to use in order to assess performance against your anticipated outcome(s).

## – Why should I use the question toolkit?

The questionnaire toolkit is designed to **help you choose questions for any surveys or discussion groups** that you are conducting with your project staff, participants or with volunteers and partners as part of your evaluation activity. Originally, this toolkit was designed for the evaluation of the Controlling Migration Fund (CMF) being undertaken by Ipsos MORI, an independent evaluator, on behalf of the Ministry for Housing, Communities and Local Government. This has been updated for all projects being funded under CMF as a useful additional tool for you to consider as part of your evaluation of your project.

This toolkit allows you to pick and choose the questions that you wish to ask, while still ensuring a consistent set of measures across the evaluation.



Before using this toolkit it will be useful to refer to/to develop a logic model for your project. This should outline the inputs into your project, the outputs, the short term outcomes, the longer term outcomes and finally the overall impact you expect your project to achieve. You can find more information about how to develop logic models [here](#). Please see the overall CMF logic model in Annex 1.

Your choice of questions should be guided by the outcomes the project is seeking to achieve by the end of the project and the views they wish to seek. The outcomes that you select must be derived from your project level logic model.

While you are encouraged to choose from these questions included in this toolkit where possible you may also need to **develop your own questions for questionnaires and interviews that help you to understand what has worked** for your specific project.

If data are not already collected about participants age, gender, ethnicity or religion, we **strongly recommended** that you also use the questions outlined in the questionnaire toolkit relating to personal project participant information.

It is also important to note that the toolkit focuses only on primary data collection (e.g. qualitative interviews, surveys) but you may also want to also consider triangulating these views through secondary data sources for each outcome, for example from your own management information or other public data sources.

## – Who should I speak to?

We recommend that you aim to speak to a cross-section of those involved in the project – both from a delivery point of view and a participant point of view. The questionnaire toolkit provides a suggested set of questions for 3 core audiences – delivery staff (or partners), established residents and new migrants.

We recommend you aim to capture views from all audiences involved in your project. Below we have provided some short descriptions of how we have defined each type of audience. You may wish to redefine these for your project and there may be some outcomes and questions in one section that you may want to ask a different population according to your project outcomes.

### **Delivery staff:**

Members of the project team responsible for either the design of the project or delivery of project activities (e.g. carrying out sessions or workshops). They could be full time staff, part time staff or volunteers. You may also wish to include project partner agencies within this group (e.g. schools, police force, GPs etc.). If these partners are essential to data collection or project delivery we recommend they are included

### **Established residents:**

Individuals who have been residing in the local authority area for at least 10 years and who may benefit or be targeted by the project. This could include those who were born outside of the UK but have been living in the UK for a long time.

In addition, you may also want to include people who may have been affected by the issue that triggered the CMF intervention even if they are not established residents.

### **New migrants:**

Individuals born outside of the UK who have been living in the UK for less than 10 years and who are likely to be impacted or targeted as part of the project.

For each audience group, a set of questions has been provided.

## – How do I capture views among these audience groups?

To get the most of the toolkit, you will may need consider the best way to ask the research questions given the design of your evaluation (i.e. whether this question should be asked just once or multiple times during the project) and whether there are challenges accessing participants and time constraints. You may want to consider the following according to your project design:

Design	Considerations
PRE	Could this question be asked at the beginning or as near as possible to the beginning of the project in order to assess the initial status of a view/behaviour/skill/attitude etc. before the project has been implemented?
POST	Could this question be asked at the end or near the end of the project in order to see how a view/behaviour/skill/attitude etc. has changed since the beginning of the project? This question should be as similar as possible to the question asked at the beginning of the project in order to track change over time. The post question could also be asked at an interim point during the project.
POST ONLY	Could this question be asked at the end of the project only if it has not been possible to capture a baseline (i.e. because the project is already too far underway)? This asks the interviewee to reflect on whether they have seen a change since the beginning of the project and what this has looked like.
CONTROL GROUP	The control group is defined as the group in the study that does not receive treatment (been involved in CMF) by the researchers and is then used as a benchmark to measure how the other tested subjects do. Could this question be asked with a group of participants who are not part of your project intervention but have a similar set of characteristics? i.e. in another area, part of a waiting list?
SECONDARY DATA	For some outcomes there may be secondary data or monitoring data available which can validate the findings captured through available primary data.

Key	Significance
OPEN	This does not have fixed response codes and should be asked as a free form option to allow the interviewee to provide as much information as they like. This is better suited to interviews than surveys.
CLOSED	This is a closed question which has a fixed set of answers or codes that the interviewee must select. This is suitable for surveys.

Each question in the toolkit is accompanied by a note detailing the type of question.

## – How do I use other sources of evidence (i.e. secondary data)?

In some circumstances, you might find that the views across audiences conflict or that you have insufficient primary data in order to draw conclusions as to whether an outcome has been met. In order to validate the primary data and monitoring data available via the project, you may want to seek to triangulate this with secondary data sources. Secondary data sources are integral to understanding the potential impact of the project on the wider local area.

We recommend that you identify secondary data sources that could be used to verify views collected with secondary evidence.

*Example of secondary data assessment table:*

Outcomes	Indicator	Assessment (e.g. at end of the project) <i>Have there been any changes in patterns or trends in the data during the lifetime of the project?</i>	External data source	Source
<b>Increased insight into local migration patterns and community impact</b>	Change in number of NiNo registrations for migrant groups (by global region)		ONS: NiNo registrations by global "region", broken down by LA	Public
<b>Perceived reduction of pressure on public services and private facilities (i.e. gyms)</b>	% residents agree with statement: "in this organisation there are enough staff available to meet patient / service user needs. By hospital/CCG".		NHS patient experience questionnaire	Public
	Satisfaction with booking process, by ethnicity (change over time) By GP surgery		GP patient survey	Public

	Satisfaction with police response rates		Local Police data	Private
<b>Access to ESOL provision</b>	Participation in ESOL by local authority 2011/12 to 2016/17		Further education data library	Public

## – Further information

For further information about how to use the toolkit or assessment template, please contact Kirsty Hendry (DLUHC) [Kirsty.Hendry@communities.gov.uk](mailto:Kirsty.Hendry@communities.gov.uk) or Raynette Bierman (Project Level Evaluation lead) [Raynette.Bierman@ipsos.com](mailto:Raynette.Bierman@ipsos.com)

# QUESTIONNAIRE TOOLKIT

## – Intended outcomes: delivery staff views

We recommend you consider the questions or indicators below if your project is collecting views among delivery teams. You will need to adapt them depending on if they are pre/post or post only.

### Who to ask and how?

This type of information is best gathered from staff and volunteers involved in designing, delivering or implementing the project. We suggest that this is best asked as part of a one to one interview with the lead for the project and partners allowing for a free form, open response. This is best used when dealing with small sample sizes. More numeric information can be collated from secondary data or monitoring data, where available.

### When to ask?

Closed questions could be asked at the very beginning and very end of your project to assess whether there has been a perceived reduction of pressure on public services.

Open questions can be asked at the beginning, middle or end of your project among those closest to the delivery (e.g. project leads and partners).

## Local Authority outcomes:

### Increased insight into local migration patterns and community impact

---

- **What do you understand to be the current local migration patterns in your area? What data sources are used to monitor this? What is the quality of this data and are there any gaps? [OPEN]**
- **What types of data are you collecting about local migration patterns as part of this [X] project? Has this changed as part of the [X] project? [OPEN]**

### Expanded networks of community and statutory partners<sup>10</sup>

---

- **What types of relationships have been established with partner agencies as a result of the [X] project? Are these new or existing relationships? [OPEN]**

### Increased co-ordination and co-operation between agencies<sup>11</sup>

---

- **In what ways do you work with other agencies to deliver your project? In what ways has this changed since the [X] project began? [OPEN]**

---

<sup>10</sup> Can also be asked of partner agencies

<sup>11</sup> Could also be asked of partner agencies

## Acquired expertise and structures in place to deal with local issues

---

- What in-house capacity/skills does the local authority have for dealing with local issues as a result of migration patterns? Has this changed as the result of your project? [OPEN]
- What structures are in place to help you deal with local issues? [OPEN]

## Established resident outcomes:

### Perceived reduction of pressure on public services and private facilities (i.e. gyms)

---

- To what extent have you seen a reduction in pressures on [public service/facility] as a result of the [X] project? What changes have you seen? [OPEN]

### Increased access to public services

---

- How many individuals in your local area are using [public service]? [CLOSED QUESTION] How has this changed since the project began? Is this attributable to the project? [OPEN]

- Which ethnic groups are using [public services]? [CLOSED QUESTION]  
Select as many boxes as apply.

**A. White**

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White background, \_\_\_\_\_

**B. Mixed / multiple ethnic groups**

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed / multiple ethnic background, \_\_\_\_\_

**C. Asian / Asian British**

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background, \_\_\_\_\_

**D. Black / African / Caribbean / Black British**

- African
- Caribbean
- Any other Black / African / Caribbean background, \_\_\_\_\_

**E. Other ethnic group**

- Arab
- Any other ethnic group, \_\_\_\_\_

- How has this changed since the project began? Is this attributable to the project?[OPEN]

## **Increased involvement in community-led integration activities (i.e. volunteering)**

---

- To what extent do you think residents are involved in their local community? Has this changed as a result of the project? [OPEN]

## **Increased opportunities for social mixing**

---

- To what extent do you think local residents have opportunities to interact with people from different backgrounds? Has this changed as a result of the project? [OPEN]

## **Increased understanding of other cultures and nationalities**

---

- To what extent do you think local residents have a better understanding of [culture/nationality] in their local area? Has this changed as a result of the project? Has this impacted on levels of tolerance to other cultures/nationalities?[OPEN]

## **Migrant group outcomes:**

### **Increased understanding of and access to public services (i.e. NHS, schooling)**

---

- Have you seen an increase in understanding of how to access local services (i.e. GPs, policy, schools) among [target group] since the project began? In what way? [OPEN]

### **Housing issues identified (i.e. overcrowding, substandard provision)**

---

- Have you seen any change in standards of living for migrant groups since taking part in the project? In what way? [OPEN]
- To what extent has the project contributed to identifying housing issues? Do you have any examples? PROBE ON: overcrowding; substandard provision; trafficking; organised crime; other [OPEN]

### **Housing issues resolved (i.e. improved housing standards)**

---

- To what extent has the [X] project contributed to the resolution of housing issues? In what way? [OPEN]

## Intended outcomes: established resident views

We recommend you consider the questions or indicators below if your project is seeking to achieve outcomes related to the local resident community affected by the project; this could be a local ward, street or the broader local authority area.

### Who to ask and how?

Residents affected by the project.

Closed question can be asked in a pre-questionnaire and a post-questionnaire where there are more than approximately 30 residents affected. Questionnaires can be administered online or on paper during project delivery. You can then look at the results from participants' responses both before and after they have taken part in the project, helping you to understand any changes in attitude, behaviour or perception.

If you are working with non-English speaking groups please consider the possibility of using gatekeepers for translation or if the project can facilitate translation.

Open questions are best asked in a focus group setting with residents directly affected by the project. This is best used when dealing with small sample sizes.

### When to ask?

Closed questions can be asked at the very beginning and very end of your project to assess whether there has been a perceived reduction of pressure on public services. Open questions can be asked at the end of your project.

## Perceived reduction of pressure on public services and private facilities (i.e. gyms)

---

- **To what extent do you feel that [public service] is [oversubscribed/ overcrowded/ overused]?** [CLOSED]

PLEASE TICK ONE BOX ONLY

- A lot
- A fair amount
- Not very much
- Not at all
- Don't know

**What do you feel has caused this?** [OPEN]

- **To what extent have you seen a reduction in pressures on [public service/facility] as a result of the [X] project?** [OPEN]

- **To what extent do you agree or disagree that immigrants in your local area put pressure on public services (e.g. housing, education)?** [CLOSED]

PLEASE TICK ONE BOX ONLY

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree



- Strongly disagree
- Don't know

**Would you say that any of the groups on this list get too much access when it comes to public services in Britain, like benefits, housing, health services and schools?<sup>12</sup>**

[CLOSED]

PLEASE TICK ONE BOX PER ROW ONLY

	Yes	No	Don't know
Christian			
Muslim			
Hindu			
Sikh			
Jewish			
Buddhist			
No religion			
White			
Black			
Asian			
Gypsy, traveller or Roma communities			
Arabic			
Mixed			
EU migrants			
Migrants from outside of the EU			
Asylum seekers			
Refugees			
People claiming benefits			
Wealthy people			
Working class people			
People who are gay or lesbian, bisexual or transgender			
People with disabilities			

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<sup>12</sup> This is taken from the Community Life Survey

## Increased access to public services

- Can you tell me whether you think each of these public services are sensitive to the needs of people like you? [CLOSED]<sup>13</sup>

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Not applicable
The police							
British courts							
Government institutions							
State primary and secondary schools							
The NHS							
Social services							
Job Centre							

- On average, how often do you [or your family if in caring role] use [public service]? [CLOSED]

PLEASE TICK ONE BOX ONLY

- More than once a week
- Once every 1-2 weeks
- Once a month
- Once every 3-6 months
- Once a year
- Less often
- Never
- Don't know

[Response scale tailored to type of service]

## Increased involvement in community-led integration activities (i.e. volunteering)

- In the last 12 months, have you given any unpaid help or worked as a volunteer for any type of local, national or international organisation or charity?<sup>14</sup>
  - Yes
  - No
- Which types of community activities, if any, are you involved in? [CLOSED]

<sup>13</sup> This is taken from Community Life Survey

<sup>14</sup> From the Ipsos 'Understanding Society' survey

- Volunteering
  - Sports club
  - Youth club
  - Religious group (e.g. local church, local mosque)
  - Other [please specify]
  - None
  - Don't know/prefer not to say
- **In the last 12 months have you taken any of the following actions in an attempt to solve a problem affecting people in your local area?<sup>15</sup> [CLOSED]**  
SELECT ALL THAT APPLY
    - Contacted a local radio station, television station or newspaper
    - Contacted the appropriate organisation to deal with the problem, such as the council
    - Contacted a local councillor or MP
    - Attended a public meeting or neighbourhood forum to discuss local issues
    - Attended a tenants' or local residents' group
    - Attended a protest meeting or joined an action group
    - Helped organise a petition on a local issue
    - No local problems
    - None of the above
    - Don't know
    - Other
  - **How able do you feel to influence decisions affecting your local area? [CLOSED]**
    - Very able
    - Somewhat able
    - Unable
    - Don't know

## Increased opportunities for social mixing

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- **To what extent do you agree or disagree that you can interact with people from different backgrounds to your own in your local area? By your area I mean within 15 minutes' walk from here. [CLOSED]**  
PLEASE TICK ONE BOX ONLY
  - Strongly agree
  - Somewhat agree
  - Neither agree nor disagree
  - Somewhat disagree
  - Strongly disagree
  - Don't know
- **To what extent do you agree or disagree that your neighbourhood is a place where people from different backgrounds get on well together?<sup>16</sup> [CLOSED]**

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<sup>15</sup> From the Community Life Survey

<sup>16</sup> From the Community Life Survey

PLEASE TICK ONE BOX ONLY

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree
- Don't know
- Not applicable – all from same background
- Not applicable – too few people in my neighbourhood

- **How much of a problem is it for people being attacked or harassed because of their skin colour, ethnic origin or religion?<sup>17</sup> By your area I mean within 15 minutes' walk from here. [CLOSED]**

PLEASE TICK ONE BOX ONLY

- Very big problem
- Fairly big problem
- Not a very big problem
- Not a problem at all
- Don't know

- **In an average month, how often are you likely to talk to someone of a different background to you in each of the following places?<sup>18</sup> [CLOSED]**

PLEASE TICK ONE BOX ONLY

	<b>Most days</b>	<b>Very often</b>	<b>Fairly often</b>	<b>Sometimes</b>	<b>Almost never</b>	<b>Never/ not applicable</b>	<b>Don't know</b>
When you are walking around in in your local area (i.e. within around a 15-minute walk of your home)							
At work							
At social events							
At a community group or club							

- **How often are there opportunities in your local area to mix with people who are of a different background to you? [CLOSED]**

- Never

<sup>17</sup> From the Community Life Survey

<sup>18</sup> From the Community Life Survey

- Less than once a month
  - Once a month
  - Several times a month
  - Once a week
  - Several times a week
  - Every day
- **How often do you have any contact with people who are of a different race or ethnic group from most [country] people when you are in public and not at home?** This could be on public transport, in the street, in shops or in the local area.<sup>19</sup>  
[CLOSED]

PLEASE TICK ONE BOX ONLY

- Never
  - Less than once a month
  - Once a month
  - Several times a month
  - Once a week
  - Several times a week
  - Every day
- **Thinking about the people who live in this neighbourhood, to what extent do you believe they can be trusted?**<sup>20</sup> [CLOSED]
- Many of the people can be trusted
  - Some of the people can be trusted
  - A few of the people can be trusted
  - None of the people can be trusted
  - Just moved here

## Improved quality of public space (i.e. related to overcrowding)

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- **How would you rate the quality of [public space] in your local area?** [CLOSED]

PLEASE TICK ONE BOX ONLY

- Very good
- Good
- Neither
- Poor
- Very poor
- Don't know/not applicable

## Increased understanding of other cultures and nationalities

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- **How would you rate your knowledge of the way of life of [culture/nationality] in your local area? By your area I mean within 15 minutes' walk from here.** [CLOSED]

PLEASE TICK ONE BOX ONLY

- Very good

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<sup>19</sup> From the European Social Survey

<sup>20</sup> From the Community Life Survey

- Good
- Neither
- Poor
- Very poor
- Don't know/not applicable

- **Some people have positive feelings for different groups of people, some have negative feelings. Using a scale from 0 to 10, please indicate your feelings towards people from the following groups.** 10 means that you have very positive feelings and 0 means that you have very negative feelings and 5 means your feelings are neutral. <sup>21</sup>

[CLOSED]

PLEASE TICK ONE BOX ONLY

**Different religious backgrounds**

	0	1	2	3	4	5	6	7	8	9	10	DK
Christian												
Muslim												
Hindu												
Sikh												
Jewish												
Buddhist												
No religion												

**Different ethnic backgrounds**

	0	1	2	3	4	5	6	7	8	9	10	DK

**Different social and cultural backgrounds or particular characteristics**

	0	1	2	3	4	5	6	7	8	9	10	DK
EU migrants												
Migrants from outside of the EU												
Asylum seekers												
Refugees												
People claiming benefits												
Wealthy people												
Working class people												

<sup>21</sup> From the Community Life Survey

People who are gay or lesbian, bisexual or transgender												
People with disabilities												



## – Intended outcomes: migrant views

You should consider the questions or indicators below if your project is working with local migrant groups and is seeking to achieve outcomes related to the migrant community.

### Who to ask and how?

Migrant groups affected by the project and taking part in project activity (e.g. workshops, sessions, classes).

Closed question can be asked in a pre-questionnaire and a post-questionnaire where there are more than approximately 30 residents affected. Questionnaires can be administered online or on paper during project delivery such as before or after a class or workshop. You can then look at the results from participants' responses both before and after they have taken part in the project, helping you to understand any changes in attitude, behaviour or perception.

Open questions are best asked in a focus group setting or one to one interview with participants directly affected by the project or delivery staff working with participants. This is best used when dealing with small sample sizes.

### When to ask?

Closed questions can be asked at the very beginning and very end of your project to assess whether there has been a perceived reduction of pressure on public services. Open questions can be asked at the end of your project.

Secondary data sources or monitoring information can be utilised to verify findings from delivery staff and beneficiaries. To assess any changes in the number of rogue landlords identified in the local area, the rogue landlord database could be used. To assess the number of beneficiaries accessing ESOL attendance rates on ESOL courses collected by the delivery staff can be analysed.

## Increased understanding of and access to public services (i.e. NHS, schooling)

- Can you tell me whether you think each of these public services are sensitive to the needs of people like you? [CLOSED]<sup>22</sup>

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
The police						
British courts						
Government institutions						
State primary and secondary schools						
The NHS						

<sup>22</sup> From the Community Life Survey

Social services						
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- **To what extent do you agree or disagree with the following statement?**

**"I feel able to use local [public service]" [CLOSED]**

PLEASE TICK ONE BOX ONLY

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree
- Don't know

- **To what extent do you agree or disagree with the following statement?**

**"I know how to access [public service] when I need to" [CLOSED]**

PLEASE TICK ONE BOX ONLY

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree
- Don't know

- **On average, how often do you use [public service]? [CLOSED]**

PLEASE TICK ONE BOX ONLY

- More than once a week
- Once every 1-2 weeks
- Once a month
- Once every 3-6 months
- Once a year
- Less often
- Never
- Don't know

[Response scale tailored to type of service]

- **To what extent would you feel confident that you would be able to do the following?**

[CLOSED QUESTION]

PLEASE TICK ONE BOX ONLY

	<b>Very confident</b>	<b>Somewhat confident</b>	<b>Neither</b>	<b>Not very confident</b>	<b>Not at all confident</b>	<b>Don't know</b>
Discuss particular issues with an NHS doctor or nurse						
Go to the police about an offence that may have been committed against you						
Go to your local council to seek advice on accommodation or council services						
Attend a job centre to seek employment advice						

- **To what extent has your [knowledge/use of] public services changed since taking part in the [X] project? [OPEN]**

## **Housing issues resolved (i.e. improved housing standards)**

- **Have you seen any change in your standard of living since taking part in the [X] project? In what way? [OPEN]**
- **Which of the following, if any, do you have available to you in your home? [CLOSED]**  
PLEASE TICK ONE BOX ONLY
  - Hot and cold running water
  - Stable supply of electricity and heating
  - Toilet/bathroom/shower
  - Free from mould and damp
  - No faulty wiring or fire risks
  - Locks on the doors and windows
  - No pest problems
  - Other [please specify]
  - Don't know
- **Does [your/this] household have the whole of the accommodation to [yourself/yourselfs/themselves] or is any of it shared with someone outside [your/this] household (or would share if currently vacant accommodation was occupied)?<sup>23</sup>**  
[CLOSED]
  - Have the whole accommodation
  - Share with someone else outside household

## Access to ESOL provision

- **To what extent do you feel that your English has improved since you started the [X] project? Is this due to the project or other reasons? [OPEN]**
- **Which of the following best describes your level of English language? [CLOSED]**
  - Able to communicate in a simple way.
  - Able to deal with straightforward information
  - Able to express yourself on a range of topics
  - Able to communicate about unfamiliar topics
  - Able express complex concepts
  - Don't know
- **Apart from your English class, how many people did you speak to last week using English?<sup>24</sup> [CLOSED]**
  - 0 people
  - 1 to 2 people
  - 3 to 4 people
  - 5 to 6 people
  - 7 to 8 people
  - 9 to 10 people

<sup>23</sup>[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/658481/EHS\\_Questionnaire\\_documentation\\_Year\\_9\\_2016\\_17.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/658481/EHS_Questionnaire_documentation_Year_9_2016_17.pdf)

<sup>24</sup> From the CBEL RCT

- 11 to 12 people
- 13 to 14 people
- 15 to 16 people
- 17 to 18 people
- 19 to 20 people
- 21 or more people
- Don't know

## Access to labour market skills, training and accreditations (courses, qualifications)

- To what extent do you feel you have improved your employment skills/qualifications since you started the [X] project? In what way have you achieved this? Is this due to the project or other reasons? [OPEN]
- Which of the following activities have you done in order to improve your employment opportunities/educational skills? Please select all that apply. [CLOSED]
  - Registered/enrolled in a training course (e.g. computer skills, ESOL course)
  - Visited a job centre
  - Received a qualification (e.g. ESOL Entry Level 1-3)
  - Enrolled in a higher education course (e.g. college, university)
  - Asked someone to review your CV/Resume
  - Other [please specify]
  - Don't know

## Increased understanding of British culture and social norms

- To what extent do you feel that you understand British cultures and social norms? [CLOSED]

PLEASE TICK ONE BOX ONLY

- A great deal
  - A fair amount
  - Not very much
  - Not at all
- To what extent do you feel that you understand British values [ e.g. add examples as relevant to your project] and social norms? Has this changed since taking part in the [X] project? In what way? [OPEN]
  - To what extent do you agree or disagree with the following statements?<sup>25</sup> [CLOSED]  
PLEASE TICK ONE BOX PER ROW ONLY

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
'It is important to always abide by the law even if it clashes with my religious beliefs.						
It is important to always						

<sup>25</sup> From the Community Life Survey

abide by the law even if it clashes with my traditions or cultural practices						
--	--	--	--	--	--	--

**Where it does not go against UK law, to what extent do you agree or disagree that everyone should be freely able to the following<sup>26</sup>: [CLOSED]**  
PLEASE TICK ONE BOX PER ROW ONLY

	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither agree nor disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
Practice their religion						
Practice cultural traditions						
Publicly express their views						

## Increased civic society participation

- **Which types of community activities, if any, are you involved in? [CLOSED]**
  - Volunteering
  - Sports club
  - Youth club
  - Religious group (e.g. local church, local mosque)
  - Other [please specify]
  - None
  - Don't know/prefer not to say
  
- **In the last 12 months have you taken any of the following actions in an attempt to solve a problem affecting people in your local area?<sup>27</sup> [CLOSED]**  
SELECT ALL THAT APPLY
  - Contacted a local radio station, television station or newspaper
  - Contacted the appropriate organisation to deal with the problem, such as the council
  - Contacted a local councillor or MP
  - Attended a public meeting or neighbourhood forum to discuss local issues
  - Attended a tenants' or local residents' group
  - Attended a protest meeting or joined an action group
  - Helped organise a petition on a local issue
  - No local problems
  - None of the above
  - Don't know

<sup>26</sup> From the Community Life Survey

<sup>27</sup> From the Community Life Survey

- **Please tell me how strongly you feel you belong to each place.<sup>28</sup> [CLOSED]**  
PLEASE TICK ONE BOX PER ROW ONLY

	<b>Very strongly</b>	<b>Fairly strongly</b>	<b>Not very strongly</b>	<b>Not at all strongly</b>	<b>Don't know</b>
Your local area (i.e. 15-20-minute walk from your home)					
Britain					

- **To what extent are you involved in your local community? Has this changed as a result of the [X] project? [OPEN]**

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<sup>28</sup> From the Community Life Survey



## – Participant personal information questions

The following questions are used by the Office of National Statistics for the census. These are standardised ways of capturing key demographic information in questionnaires and are used across a wide range of surveys. We strongly recommend you include these in any questionnaires you design (such as have a more detailed breakdown of age or religion). These can help to structure your analysis to understand what impact your project has had on whom.

CATEGORY	QUESTION
AGE	What age were you on your last birthday? <ul style="list-style-type: none"> <li><input type="checkbox"/> 0-15</li> <li><input type="checkbox"/> 16-24</li> <li><input type="checkbox"/> 25-34</li> <li><input type="checkbox"/> 35-44</li> <li><input type="checkbox"/> 45-54</li> <li><input type="checkbox"/> 55-64</li> <li><input type="checkbox"/> 75-84</li> <li><input type="checkbox"/> 85+</li> <li><input type="checkbox"/> Prefer not to say</li> </ul>
GENDER	What is your sex? <ul style="list-style-type: none"> <li><input type="checkbox"/> Male</li> <li><input type="checkbox"/> Female</li> <li><input type="checkbox"/> Other</li> <li><input type="checkbox"/> Prefer not to say</li> </ul>
ETHNICITY	What is your ethnic group? <p><b>F. <u>White</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> English / Welsh / Scottish / Northern Irish / British</li> <li><input type="checkbox"/> Irish</li> <li><input type="checkbox"/> Gypsy or Irish Traveller</li> <li><input type="checkbox"/> Any other White background, _____</li> </ul> <p><b>G. <u>Mixed / multiple ethnic groups</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> White and Black Caribbean</li> <li><input type="checkbox"/> White and Black African</li> <li><input type="checkbox"/> White and Asian</li> <li><input type="checkbox"/> Any other Mixed / multiple ethnic background, _____</li> </ul> <p><b>H. <u>Asian / Asian British</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Indian</li> <li><input type="checkbox"/> Pakistani</li> <li><input type="checkbox"/> Bangladeshi</li> <li><input type="checkbox"/> Chinese</li> <li><input type="checkbox"/> Any other Asian background, _____</li> </ul> <p><b>I. <u>Black / African / Caribbean / Black British</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> African</li> <li><input type="checkbox"/> Caribbean</li> </ul>

- Any other Black / African / Caribbean background, \_\_\_\_\_

**J. Other ethnic group**

- Arab
- Any other ethnic group, \_\_\_\_\_

RELIGION	<p>What is your religion even if you are not currently practising?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> No religion</li> <li><input type="checkbox"/> Christian</li> <li><input type="checkbox"/> Buddhist</li> <li><input type="checkbox"/> Hindu</li> <li><input type="checkbox"/> Jewish</li> <li><input type="checkbox"/> Muslim</li> <li><input type="checkbox"/> Sikh</li> <li><input type="checkbox"/> Any other religion, _____</li> </ul>
RESIDENT	<p>How long have you live in the local area? By this I mean within a 15-20-minute walk of your home.<sup>29</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 6 months or less</li> <li><input type="checkbox"/> More than 6 months but less than 1 year</li> <li><input type="checkbox"/> 1 year or more but less than 3 years</li> <li><input type="checkbox"/> 3 years or more but less than 5 years</li> <li><input type="checkbox"/> 5 years or more but less than 10 years</li> <li><input type="checkbox"/> More than 10 years</li> <li><input type="checkbox"/> Don't know</li> </ul>
UK BORN	<p>How long have you lived in the UK?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 6 months or less</li> <li><input type="checkbox"/> More than 6 months but less than 1 year</li> <li><input type="checkbox"/> 1 year or more but less than 3 years</li> <li><input type="checkbox"/> 3 years or more but less than 5 years</li> <li><input type="checkbox"/> 5 years or more but less than 10 years</li> <li><input type="checkbox"/> More than 10 years but I was not born in the UK</li> <li><input type="checkbox"/> I was born in the UK</li> <li><input type="checkbox"/> Don't know</li> </ul>
LANDSCAPE	<p>How would you describe the area where you currently live?<sup>30</sup></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> An area where almost nobody is of a different race or ethnic group from most people in the UK</li> <li><input type="checkbox"/> Some people are of a different race or ethnic group from most people in the UK</li> <li><input type="checkbox"/> Many people are of a different race or ethnic group</li> <li><input type="checkbox"/> Don't know</li> </ul>

<sup>29</sup> From the Community Life Survey

<sup>30</sup> From the European Social Survey

