**FCO SPF PROJECT EVALUATION**

Sections 1-3 to be filled out by Programme Teams / Post

1. **Project Details**

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| Project Number | **GB-3-231301 CHN** |
| Project Title | **Complaining with confidence: promoting best practice in investigating complaints from detainees** |
| Project Cost (total cost / cost to FCO if different) | **£97,730** |
| Project Start/End Dates | **June 12 – February 13** |
| Programme | **Human Rights and Democracy** |
| Country/Countries | **China** |
| Official Development Assistance Y/N | **Y** |

1. **Project Purpose** (from proposal form)

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| To promote new procedures and improve complaints mechanisms at pre-trial detention centres across China |

1. **Project Background / Context** including what the project set out to achieve (150 words max)

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| This project will build on the progress made through the current (EU-supported) complaints mechanism pilot in Wuhu, Anhui to promote a more effective and relatively independent mechanism to investigate mistreatment and sub-standard conditions. The Wuhu pilot has seen the number of complaints rise since its inception as faith in the complaints system amongst detainees has risen, and officials have granted more decision making powers to the independent complaints committee. |

1. **Evaluation summary** (150 words max)

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| A well managed and effective project. With fresh government commitment to reform in this area, the implementer spotted an entry point in support of a key UK priority. Based on China-UK professional exchanges at the working level, the project developed good traction and became a successful model for a detainee complaints handling system, which is still active in the pilot areas and is now wider policy. The benefits of this project are likely to continue as this might be adopted in law, with potential for wider roll-out. For this project to be more effective, more critical stakeholder voices and independent data, baselines, and monitoring are required; although politically this is difficult in China. However, what has been developed by the project is a step in the right direction, and has started to bring about a greater degree of transparency and confidence for citizens, as well as more state institutional ownership of human rights principles. |

1. **Questions**

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| Did the project achieve the project purpose? | Yes |
| Did the project come in on budget? (Y/N)  If no, why and what was the difference in cost? | Yes |
| Was the project completed on time? (Y/N)  If not, why not? | Yes |
| Were the Project benefits sustained after project completion? | Yes |

1. **Overall Red / Amber / Green rating** for project

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| --- | --- | --- |
| Overall Rating for project (put **X** in relevant box) | | |
| Red | |  |
| Red | Amber |  |
| Amber | Green | **X** |
| Green | |  |

Guide to overall rating:

Green- project performed well under each of the evaluation criteria: relevance, efficiency, effectiveness, sustainability, impact and management

Green/Amber – project performed well under most criteria and adequately in others

Amber/Red – project performed adequately under some criteria but poorly in others

Red – project performed poorly under most criteria

1. **Top 5 Lessons learned**

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| 1. When there is a strong political appetite, there are opportunities in China to deepen government technical expertise, and therefore slowly push reform, including more sensitive subjects. 2. Project initiatives could be enhanced where appropriate by a follow-up strategy after project completion to continue the momentum, including at the political level. 3. Study visits based on the premise of professional to professional exchange, targeted to positions of influence and linked to a well designed programme can work well. This is important when trying to get buy in to pilot new work in a sensitive area, and where exposure to UK experience and practice can create a strong shift of support. 4. Baselines (with good indicators) are key to substantiate a project and measure its success. In China, it is profoundly difficult to assess impact without access to independent data to verify and look behind government data/evidence. There is a need for continued checks and balances and when independent monitoring/data is not possible, this should be acknowledged and considered more thoroughly at project design phase, and throughout M&E. 5. It is important to try to ensure full stakeholder representation in projects, including a critical voice. This is not easy in China, and so may mean varying degrees of involvement and profile for such stakeholders. |

1. **Recommendations for future projects**

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| 1. Rolling this pilot out with the inclusion of a wider range of representative stakeholders (ie defence lawyers). Further, while the independent complaints committees have started to come to fruition, more thought to their role and ability to confidently exercise a degree of challenge would further enhance the project, as well as more transparency of complaints/actions taken. 2. Focusing more on surveying opinions of detainees and their families, the issue of protection from victimisation, as well as looking behind the substance of complaints (rather than just the quantity). 3. Building in more of an independent (external) monitoring system of implementation, accepting that openness to this may take some time. |