Controlling Migration Fund evaluation report: Appendices



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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'¹. This is underpinned by a theory-based approach², 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.

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

² 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-approachesevaluation-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	 What works within different local areas and contexts to relieve pressure on local services on account of migration? What is the cost effectiveness of different approaches implemented in different contexts? 				

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

✓ 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

Key:				Dat	ta c	ollection sources							
DLUHC = DLUHC delivery team Project partners; Residents = participating migrant groups/l project delivery team monitor	Affected residents; Migran peneficiaries; local authorit	ts = Target y = local a	ed/ uthority		Qualitative evidence		or		-		Quar	ntitative e	vidence
Theory of Change	Measures	Targets ⁴	Timeframe	DLUHC	Project	Partners	Residents	Migrants	DLUHC	LA	Ext.		
OUTPUTS						ľ							
Local Authority													
Project teams/taskforce put in place	Number of project teams established in LAs	e.g. 174 project teams established	e.g. prior to postponeme nt 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)												

 ³ Dependent on sample sizes
 ⁴ To be set by the Local Authority: these could be quantitative or qualitative targets dependent on the measure and data collection source

Key:			Da	ta coll	ection	sourc	es	
DLUHC = DLUHC delivery tear Project partners; Residents = participating migrant groups/k project delivery team monitori	Affected residents; Migran beneficiaries; local authorit	ts = Targeted/ ty = local authority	Qualitative evidence		Qual or Quant			
Project set-up								
Investments made & projects initiated	Funds disbursed to Local authorities as per grant agreement							
Staff and organisations trained/employed/commissione d	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							

		Da	ta co	llecti	ion s	sources			
Affected residents; Migrant peneficiaries; local authority	s = Targeted/ / = local authority	evi	Qualitative evidence		or		antitative evidence		
Number of sessions delivered or activities completed									
		·							
Change in perceptions of understanding/knowledge of local migration patterns. Types of data being collected about local migration patterns.									
Number of relationships with partner agencies									
Perceived changes in ways of working between local authority and agencies									
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									
	Affected residents; Migrant eneficiaries; local authority ing outputs; Ext. = External Number of sessions delivered or activities completed Change in perceptions of understanding/knowledge of local migration patterns. Types of data being collected about local migration patterns. Number of relationships with partner agencies Perceived changes in ways of working between local authority and agencies Increase in local authority capacity/skills for dealing with local issues as a result of migration patterns Increase in structures to	Number of sessions delivered or activities completed Change in perceptions of understanding/knowledge of local migration patterns. Types of data being collected about local migration patterns. Number of relationships with partner agencies Perceived changes in ways of working between local authority and agencies Increase in local authority capacity/skills for dealing with local issues as a result of migration patterns Increase in structures to	n; Project = Project delivery team; Partners = Qu Affected residents; Migrants = Targeted/ eneficiaries; local authority = local authority ng outputs; Ext. = External secondary datasets evi Number of sessions delivered or activities completed Image: Completed Image: Completed Change in perceptions of understanding/knowledge of local migration patterns. Types of data being collected about local migration patterns. Number of relationships with partner agencies Perceived changes in ways of working between local authority and agencies Increase in local authority capacity/skills for dealing with local issues as a result of migration patterns Increase in structures to Image: Completent of the patterns to migration patterns to migration patterns to migration patterns Increase in structures to	h; Project = Project delivery team; Partners = Affected residents; Migrants = Targeted/ eneficiaries; local authority = local authority ng outputs; Ext. = External secondary datasets Number of sessions delivered or activities completed Change in perceptions of understanding/knowledge of local migration patterns. Types of data being collected about local migration patterns. Number of relationships with partner agencies Perceived changes in ways of working between local authority and agencies Increase in local authority capacity/skills for dealing with local issues as a result of migration patterns Increase in structures to	n; Project = Project delivery team; Partners = Affected residents; Migrants = Targeted/ evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence evidence eviden	r; Project = Project delivery team; Partners = Affected residents; Migrants = Targeted/ reneficiaries; local authority = local authority ng outputs; Ext. = External secondary datasets Number of sessions delivered or activities completed Change in perceptions of understanding/knowledge of local migration patterns. 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ey:				a colle	ction s			
Affected residents; Migran eneficiaries; local authorit	ts = Targete y = local au	d/ thority	Qualitative evidence		Qual or Quant ³	Quantitative evidence		
Changes in resident and delivery team perceptions of use of public services								
Frequency of resident access to public services. Number of residents using [public service]								
Change in level of involvement in community activities								
Perceived ability for residents to interact with people from different backgrounds in their local area.								
Resident rating of quality of public spaces in their local area								
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.								
	Affected residents; Migran eneficiaries; local authorit ng outputs; Ext. = External Changes in resident and delivery team perceptions of use of public services Frequency of resident access to public services. Number of residents using [public service] Change in level of involvement in community activities Perceived ability for residents to interact with people from different backgrounds in their local area. Resident rating of quality of public spaces in their local area Self-reported rating of knowledge of local cultures/nationalities in the area. Delivery staff perceptions of resident knowledge of local cultures/nationalities	Affected residents; Migrants = Targete eneficiaries; local authority = local authority endetication = local authority = local authority = local authority = local authority = local authority endetication = local authority = local authority = local authority = local authority endetication = local authority = local authority = local authority = local authority endetication = local authority = local authority = local authority endetication = local authority = local authority = local authority = local authority endetication = local authority = local a	delivery team perceptions of use of public servicesImage: Construct of the service	n; Project = Project delivery team; Partners = Affected residents; Migrants = Targeted/ evidAffected residents; Migrants = Targeted/ eneficiaries; local authority = local authority ng outputs; Ext. = External secondary datasetsChanges in resident and delivery team perceptions of use of public servicesImage: Construct of the secondary datasetsFrequency of resident access to public services. Number of residents using [public service]Image: Construct of the secondary datasetsChange in level of involvement in community activitiesImage: Construct of the secondary datasetPerceived ability for residents to interact with people from different backgrounds in their local area.Image: Construct of the secondary datasetResident rating of quality of public spaces in their local areaImage: Construct of the secondary datasetSelf-reported rating of knowledge of local cultures/nationalities in the area.Image: Construct of the secondary datasetDelivery staff perceptions of resident knowledge of local cultures/nationalitiesImage: Construct of the secondary dataset	n; Project = Project delivery team; Partners = Affected residents; Migrants = Targeted/ evidenceQualitative evidenceAffected residents; Migrants = Targeted/ eneficiaries; local authority = local authority ag outputs; Ext. = External secondary datasetsImage: Calculation authority evidenceChanges in resident and delivery team perceptions of use of public servicesImage: Calculation authority evidenceImage: Calculation authority evidenceFrequency of resident access to public services. Number of residents using [public service]Image: Calculation authority evidenceImage: Calculation authority evidenceChange in level of involvement in community activitiesImage: Calculation authority evidenceImage: Calculation authority evidencePerceived ability for residents to interact with people from different backgrounds in their local area.Image: Calculation authority evidenceImage: Calculation authority evidenceSelf-reported rating of knowledge of local cultures/nationalities in the area.Image: Calculation authority evidenceImage: Calculation authority evidenceDelivery staff perceptions of resident knowledge of local cultures/nationalitiesImage: Calculation authority evidenceImage: Calculation authority 	r; Project = Project delivery team; Partners = Affected residents; Migrants = Targeted/ eneficiaries; local authority = local authority ng outputs; Ext. = External secondary datasets Changes in resident and delivery team perceptions of use of public services Frequency of resident access to public services. Number of residents using [public service] Change in level of involvement in community activities Perceived ability for residents to interact with people from different backgrounds in their local area. Resident rating of quality of public spaces in their local area Delivery staff perceptions of resident knowledge of local cultures/nationalities	Affected residents; Migrants = Targeted/ eneficiaries; local authority = local authority ng outputs; Ext. = External secondary datasets or Quant ³ Changes in resident and delivery team perceptions of use of public services Image: Projection of the second o	

Кеу:				Dat	a co	ollec	tion s	ources		
DLUHC = DLUHC delivery tear Project partners; Residents = participating migrant groups/k project delivery team monitor	Affected residents; Migran beneficiaries; local authorit	ts = Target y = local au	ed/ uthority	Qualitati evidence		• c	Qual or Quant ³	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		

Кеу:				Dat	a co	llecti	ion s	ources	;	
DLUHC = DLUHC delivery tean Project partners; Residents = participating migrant groups/l project delivery team monitor	Affected residents; Migrani peneficiaries; local authorit	ts = Targete y = local aut	d/ thority	Qualitative evidence		or		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								roject evel 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									
LONG-TERM OUTCOMES								1 1		L
Local Authority										
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

Кеу:				Dat	a coll	ectio	n s	ources	
DLUHC = DLUHC delivery tea Project partners; Residents = participating migrant groups/ project delivery team monitor	Affected residents; Migran beneficiaries; local authorit	ts = Targete y = local au	ed/ thority	Qualitative evidence		Qua or Qua		Quantitativ	ve 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
Residents						- 1 - 1			
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								

Кеу:				Dat	ta co	llect	tion s	n sources				
DLUHC = DLUHC delivery tean Project partners; Residents = participating migrant groups/l project delivery team monitor	Affected residents; Migran beneficiaries; local authorit	ts = Target y = local a	ed/ uthority	Qualitative evidence		0	lual r luant ³	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											
Migrant Groups												
Increased well-being (e.g. mental and physical health, levels of confidence)	Perceived increases in migrant levels of confidence and health											

Key:				Data	a colle	ectior	ı so	ources	
DLUHC = DLUHC delivery tear Project partners; Residents = participating migrant groups/k project delivery team monitori	Affected residents; Migran beneficiaries; local authorit	ts = Targete y = local aut	d/ hority	Qualitative evidence		Qual or Quant ³		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/accreditation s 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

Key:			Data colle	ection s	ources
DLUHC = DLUHC delivery tear Project partners; Residents = participating migrant groups/k project delivery team monitori	Qualitative evidence	Qual or Quant ³	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				

Key:				Dat	ta c	olle	ction s	ourc	es	
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						Qualitative evidence		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 se	ervices									
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									

Кеу:				Da	ta c	olle	ctio	n s	ourc	es	
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							Qual or Quant ³		Quantitative evidence		vidence
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.

Qualifying criteria	Primary criteria	Secondary criteria	Monitoring criteria
Approved projects:	Type of bid:	• Region: North West/	Amenable to cost-
the shortlist will only	mainstream; UASC-	North East/	benefit analysis
include projects that	specific; centrally	Yorkshire and The	 Number of projects
submitted	directed	Humber; West	per LA: Single /
applications prior to	(LAASLO/MDS)	Midlands/ East	Multiple
the pause for the	 Theme: English 	Midlands/ East of	 Target migrant
Year 1 review and	language; Rogue	England; South	groups mentioned
have since been	landlords; Migrant	West/ South East/	in bid: e.g. Eastern
approved.	rough sleeping; Data/	London	European; Roma;
Evaluability	research; Cohesion;	 History of 	Refugee/ Asylum
assessment: based	Other	migration: High	seekers; Unspecified/
on available	 Approved budget: 	(more than 10%	multiple
information regarding	Less than £50k; £50k	change); Moderate	 Inclusion of area in
project timescales,	- £100k; £100k-	(5%-10% change);	Integrated Area
beneficiary	£250k; £250k-£500k;	Low (less than 5%	strategy:
engagement, and	£500k+	change)	Peterborough;
existing evaluation	Area level:	• Partners: Yes / No	Blackburn; Walsall;
activities	Localised; local	(or not mentioned)	Bradford; Waltham
	authority level; Sub-		Forest
	regional; Regional		

Table A.3 Shortlist sampling criteria

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.

Bid #	Project name and summary⁵	Lead LA	Type of bid	Approved budget	Scale of Intervention	Region	Area migration concentration 6	Status
293	Southampton Community Advice Project: 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.	Southam pton	Mainstr eam	£54,000	LA Area	South East	13%	Dropped
251	Wolverhampton Schools PEER Integration Accelerator programme: 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).	Wolverh ampton	Mainstr eam	£125,350	Localised (Ward level)	West Midlands	6%	

⁵ Source: <u>https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733135/Annex_A_summary_of_projects_already_funded.pdf</u> ⁶ Difference in non-British population levels between 2005-2016

Bid #	Project name and summary⁵	Lead LA	Type of bid	Approved budget	Scale of Intervention	Region	Area migration concentration ⁶	Status
161	Tackling Alcohol Misuse: 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.	Cambrid geshire	Mainstr eam	£283,347	Sub-regional	East	Unknown	
255	Tackling Rogue Landlords who exploit vulnerable migrant communities 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	Mainstr eam	£337,054	Localised	West Midlands	7%	Replaced
202	Rogue landlords and rough sleeping: 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	Mainstr eam	£409,319	LA Area	South East	13%	

Bid #	Project name and summary⁵	Lead LA	Type of bid	Approved budget	Scale of Intervention	Region	Area migration concentration 6	Status
144	Sheffield Community Investment Deal: 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	Mainstr eam	£835,000	LA Area	Yorkshir e Humber	4%	
263	Targeted health interventions: 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.		Mainstr eam	£853,106	LA Area	South East	Unknown	

Bid #	Project name and summary⁵	Lead LA	Type of bid	Approved budget	Scale of Intervention	Region	Area migration concentration	Status
266	Building Bridges: 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	Mainstr eam	£872,472	LA Area	West Midlands	10%	
285	Connecting Communities in Barking and Dagenham: 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 & Dagenha m	Mainstr eam	£1,363,073	LA Area	London	9%	

Bid #	Project name and summary⁵	Lead LA	Type of bid	Approved budget	Scale of Intervention	Region	Area migration concentration ⁶	Status
282	The World in One City- managing the changing dynamics of Liverpool: 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	Mainstr eam	£2,448,658	Sub-regional	North West	5%	
206	South East Region DCS Training Proposal and Development of a UASC specific Outcome Star: 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 summary⁵	Lead LA	Type of bid	Approved budget	Scale of Intervention	Region	Area migration concentration	Status
223	Foster care and supported lodgings recruitment: 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		UASC	£265,867	LA Area	London	-1%	
215	Developing Regional Fostering Capacity and Expertise for Supporting UASC: 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	Yorkshir e Humber	4%	
310	LAASLO Pilot Project: Funding for two LAASLOs.	Bradford	Centrall y directe d	£100,000	NA	Yorkshir e Humber	4%	
312	LAASLO Pilot Project: Funding for 17 LAASLOs across 10 LAs.	Greater Manches ter MET		£850,000	NA	North West	Unknown	
	Community Harmony	Wakefiel d	Mainstr eam		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

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

Table A.5 Quantitative data collection

Project	Audience	Approach	Administration	Responses
	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.

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

Table A.6 Qualitative research activities

Project	Project staff	Wider stakeholders	Beneficiaries
Schools PEER Integration Accelerator Programme	1 paired interview	School 1: 1 focus group with school staff School 2: 1 paired interview and 1 telephone interview with school staff	School 1: 1 focus group with young interpreters; 1 focus group with INA parents; School 2: 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	Learn strand: 1 interview 1 paired interview 1 mini-group with 3 participants 1 "Train-the-trainer" mini- group with 3 participants Give Back strand: 1 focus group with 8 participants
Community Harmony	3 interviews with local authority staff 9 interviews with project delivery staff	None	ESOL strand: 1 focus group with 15 participants Youth strand: 1 focus group with 4 participants Environmental volunteers: 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	Community Amplifiers: 1 focus group with 8 participants, including 1 project staff member Create English learner and volunteers: 5 face-to- face interviews Youth Arts: 1 focus group with 3 participants Local authority training: 3 telephone interviews Interfaith Platform: 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	 The number of information and outreach materials developed; Outreach activities carried out The number of beneficiaries accessing services. 	 UASC case files with examples of how beneficiaries had been supported, Pathway Plans (reviewed every six months); Looked-after child (LAC) reviews (held every six months).

Project	Monitoring data	Secondary data
Tackling Alcohol Misuse	 Number of information and outreach materials developed, Outreach activities carried out and the number of beneficiaries accessing services. 	 Statistics from Cambridgeshire police, CCTV data and Public Health England data on alcohol related incidents; Data on activities to identify alcohol containers; and hospital alcohol-specific admissions. 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).
LAASLO (Bradford)	 Quarterly monitoring forms to DLUHC covering some of the key outcomes relating to the project, including the number of beneficiaries: supported into housing (temporary and permanent); supported with benefits, bank accounts, bills and payments; supported with training, education, ESOL & employment. 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 	 Anonymised dataset showing support into employment, or ESOL against each case

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

Project	Monitoring data	Secondary data
Building Bridges	 Aggregated client data for each of the three strands, detailing their age, gender, nationality, language(s) spoken, and status in the UK. Monitoring data for the "Welcome to Coventry" app 	Exit Report to the Letting Officer for the discontinued Independent Living strand, and a report detailing Key Performance Indicators (KPIs).
Community Harmony	 Environmental volunteering: Number of volunteers recruited, Complaints data from the local authority's call centre. Youth work: number of attendees for each activity programme, number of young people approached during on- street detached work ESOL: end of term reports and class registers covering attendance and progress of students. 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. 	 Crime statistics from the West Yorkshire Police, Aggregate records from the local authority's complaints call centre An independent report from Theatre Royal Wakefield.
Healthy Communities	• None	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
South-East Region UASC Training and Outcomes Star	 Take-up and usage of the Planning Star tool by local authorities, Attendance at training events, Numbers of local authorities involved in the National Transfer Scheme (NTS) 	• None

Project	Monitoring data	Secondary data
Sheffield Community Investment Deal	 Action Log completed by CDWs over a period of two months (October – November 2018). Incomplete monitoring data for the Street Warden strand 	 "Highlight" reports written by the project lead (February 2018, August 2018, January 2020); Advisory Group meeting minutes (June 2018, September 2018, January 2019, March 2019, June 2019, October 2019, January 2020); 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; An interim evaluation report written by the external evaluator, drawing on resident survey responses and staff and stakeholder interviews (Salford University, July 2019)
Welcoming Young Refugees	 Number of training participants, attendance at local authority strategic meetings (broken down by local authority) Number of carers registering an interest in fostering to their local authority. 	• None

Project	Monitoring data	Secondary data
Connected Communities	 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; 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; 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. Progress updates on Creative English classes outputs provided by project staff as part of the Managing Rogue Landlords strand. 	 the Amplify Barking and Dagenham research activities as part of the Storytelling and Listening strand, delivered in December 2019. Year 1 impact summary written by the Connected Communities Officer submitted to DLUHC; Summary of the published Faith Policy designed by the Interfaith Platform as part of the Storytelling and Listening strand; and

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.

Benefit Category	Measured outcome	Data source used to monetize outcomes
Health and wellbeing	 Number of individuals directly receiving the intervention (improved wellbeing must be evidenced e.g. improved scores on wellbeing survey) Number of health care appointments prevented 	 Greater Manchester Combined Authority (GMCA): Average unit cost saving from improving an individuals' wellbeing. GMCA: Average unit cost of health appointment and Institute of Alcohol Studies
Education	Number of individuals supported into further higher education	 Greater Manchester Combined Authority (GMCA): Annual wage premia associated with a 1-level increase in education level
Housing	Number of individuals prevented from sleeping rough or in sheltered accommodation	 Shelter: Unit cost of a homeless night (cost saved)
Employment	Number of individuals supported into paid employment	 Greater Manchester Combined Authority (GMCA): Fiscal and economic benefit from a workless claimant entering work
Crime	 Number of criminal activities prevented 	 GMCA: criminal justice cost of criminal activity

Table A.8: Secondary	v data sources us	ed to monetize CM	F project outcomes
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Benefit Category	Measured outcome	Data source used to monetize outcomes
Productivity	 Number of individuals supported 	 Economic cost of alcoholism from Institute of Alcohol Studies

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

Project	Category	Further information	
Building Foundations (Hackney)	СВА	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)	СВА	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)	СВА	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)	СВА	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.	

Project	Category	Further information
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)	СВА	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:

- 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 CMFfunded 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;
 - o 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;
- o understand project scalability and key learnings;
- o and (where relevant) plans for continued delivery.

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

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

Table A.10: Summary of projects and fieldwork activities

⁷ 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.

⁸ 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.

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

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.⁹ 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

⁹ 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 wellbeing, 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).

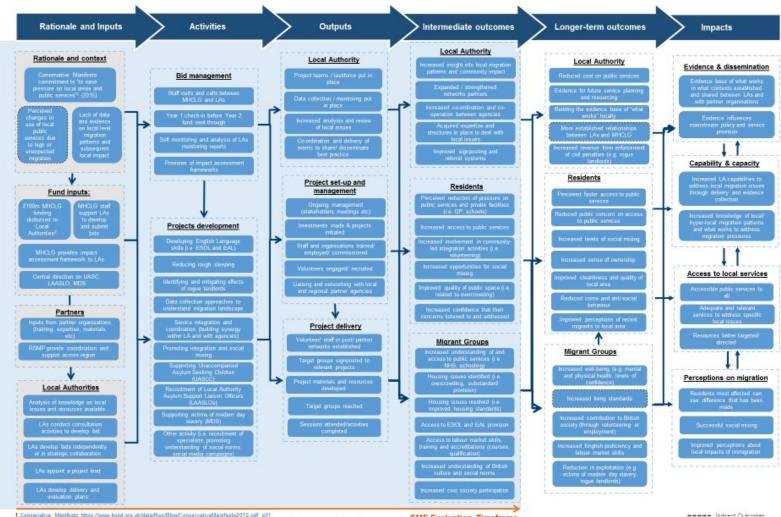
- Intermediate outcomes that the fund intends to reach include, for local authorities, an increased understanding of local migration patterns and their respective impacts, as well as expanded networks of partnership and coordination across agencies to address them. For residents, depending on the nature 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



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

CMF Evaluation Timeframe

----- Indirect Outcom

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	
	1	T		
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
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.	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.	High	Medium
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.	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.	High	Medium
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.	Each project will have an experienced evaluation RM to ensure the delivery of the evaluation activity, outputs. 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. 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.	Medium	Low

Risks and challenge	Mitigation actions and considerations	Likelihood	Impact
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. 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.	Consultations with the project lead will allow the designated RM to assess project capability and will be able to provide tailored and appropriate support. 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. 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.	Medium	Low
Project delivery			
Participation of beneficiaries and residents New GDPR guidelines means that informed consent will be a continued and significant focus of any fieldwork.	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.	Low	High
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.	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. 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. 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.	High	Medium

Risks and challenge	Mitigation actions and considerations	Likelihood	Impact
Attributing impact 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.	Consultations with LAs are ongoing to assess project evaluability, which will be done in further detail by each RM advising the project lead. 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	High	Medium
Measurement of outcomes 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.	of their delivery model will also be important. 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.	Medium	Medium
Availability of key documentation 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).	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.	High	Medium
Reviewing sensitive or personal data 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.	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. 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.	Medium	High

Appendix 3: Project-level logic models

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

Context

- Increasing diversity in the area: 10,462 people from a BAME background (2001 census) to 23,506 people (2011 census)
- Increasing migration: Historically, Wakefield had low levels of migration, with recent increases from Eastern European and South Asian countries. An Initial Accommodation Centre houses up to 350 asylum seekers.
- and South Asian countries. An Initial Accommodation Centre houses up to sou asyum seekers.
 Negative perceptions in the local population relating to diversity and migration, according to the local authority:

 Residents lack awareness of diversity / do not travel to other cities or experience different cultures.
 About 2/3 residents voted to leave EU, which the local authority attributed in part to negative perceptions about increased migration.

 The project focuses on Ward 16 where the local authority identified heightened issues/concerns.

- Different cultural norms among asylum seekers, EU migrants and white resident British communities creating tensions
 Increases in reported instances of hate crime and far-right demonstrations in the ward
- · Existing ESOL provision unable to meet need
- · Almost all dispersed asylum seekers live in the ward, alongside Eastern European communities and white British
- residents. Particular issues identified in the ward around: street cleaning / fly tipping; greater number of Houses of Multiple Occupation and rogue landlords; and anti-social behaviour issues and local tensions.

- Project manager is able to recruit qualified staff within timeframes for various strands and Wakefield Council has
 capacity to deliver activities.
- Recruitment activities target appropriate beneficiaries for activities.
 Beneficiaries are actively engaged in the activities (e.g. young people, volunteers).

- Evidence base of what works established and shared within the local authority and voluntary and community sector organisations
- Increased LA capabilities to address local migration issues through delivery and evidence collection
- Adequate and relevant services developed to address specific local issues
- Successful social mixing
- **Residents** most affected can see difference that has been made
- Improved perceptions about local impacts of immigration

Inputs	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
£393,834 of MHCLG funding	Environmental Volunteering	Environmental Volunteering	Local authority outcomes	Local authority outcomes
Dedicated project manager to coordinate partners / activities	Recruit Community Organiser	1 Community Organiser recruited	Expanded/strengthened networks partners	Reduced cost on public services
Ward 16 working group	Recruitvolunteers	10 volunteers recruited	Increased co-ordination and co- operation between agencies	Evidence for future service
Wakefield Council	Co-produce 'Welcome to the area' information pack	10 volunteers trained and supported	Acquired expertise and	planning and delivery
Wakefield Police Voluntary sector / Community	Produce training / support package for volunteers and	Welcome information pack	structures in place to deal with local issues	Building the evidence base of "what works" locally
Anchors	undertake DBS checks	Youth Outreach & Integration	Improved waste management	Migrant outcomes
Area working model with partners	Youth Outreach & Integration	Skills for adolescence delivered to	Fewer rogue landlords	Increased well-being
Wakefield Council	Deliver "Skills for Adolescence" over 12m period (2 groups of 15 young people in Years 7 and 8)	60 young people per year Branching Out supports 48 young	Migrant outcomes Housing issues identified	Increased living standards
Wakefield police National Health Service	Branching Out for Y10 students	people for future engagement with National Citizens Service/	Housing issues resolved	Increased contribution to British society through
Wakefield and District Housing	Support Y11 students to access National Citizen Service	Duke of Edinburgh per year Street based youth work: 2	Access to ESOL/EAL provision	volunteering or employment Increased English proficiency
Feedback channels/comms	programme / Duke of Edinburgh award	sessions each week for 48 weeks per vear, reaching 30 young	Increased understanding of and access to public services	and labour market skills
 Tenants and residents meetings 	Undertake street-based youth	people and building a register of 1500 young people	Increased understanding of British culture and social norms	Reduction in exploitation
 PACT meetings Community forums 	work in 3 areas	Pop up youth club provides 43 sessions per year		Increased levels of social mixing
Elected members	Pop-up youth clubs set up	ESOL	Increased civic society participation	Wider resident outcomes
	Provide ESOL classes in local	Minimum of 30 classes delivered	Increased opportunities for social mixing	Increased sense of ownership
	community anchor organisations on democracy, freedom of speech, British life and values	to ~15 individuals per class ESOL participants successfully	Reduced risks to young people from exploitation and radicalisation	Improved cleanliness and quality of local area
	Enforcement with	complete (75% target completion rate)	Wider resident outcomes	Reduced crime and anti-social behaviour
	rogue landlords	Enforcement with rogue landlords	Increased involvement in community-led integration	Improved perceptions of recen
	Recruit 3 full-time Housing Enforcement Officers (HEOs)	75 PRS home inspected per year	activities Improved quality of public	migrants to local area
	HEOs conduct housing inspections, serving notices/ prosecutions	50 schedules issued	space	No increase or reduction in hate crime and anti-social behaviour (collated via West Yorkshire
Кеу	HEOs work with landlords to	16 HMOs identified	Increased confidence that their concerns listened to and addressed	(collated via West Yorkshire Police / overseen by Hate Crime Strategic Group and Community
MF fund-level outcomes Ind impacts are in bold	meet Responsible Landlord Scheme Accreditation standard	10 notices served	Increased understanding of	Safety Partnership)
Project-specific outcomes are	HEOs raise awareness of their work among residents	Landlords joining the Wakefield Responsible Landlord Scheme	other cultures/ nationalifies Improved satisfaction with local neighbourhood (fewer complaints)	Reduce community tensions / improve inclusive community feeling

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

Reduced cost of public services

Improved communication

Increased levels of social

Increased well-being of INA

parents and pupils

mixing

Reduced public cond about the impacts of migration / Improved perceptions of recent migrants to local area

and relationships between school staff and INA parents

Context

- High numbers of International New Arrival (INA) pupils (above national average) are joining Wolverhampton schools.
- The project activities build on learning and experience from the School Improvement Team working with schools in Wolverhampton over a number of years. Some Wolverhampton schools that are engaging with the project are already involved in related initiatives, due to the high . numbers of EAL and new arrival pupils.
- The project manager and project lead both consider the UK's decision to leave the EU as having fostered insecurity in the EU migrant community, as well as (anecdotally) fuelling anti-migrant sentiments among parents and pupils.

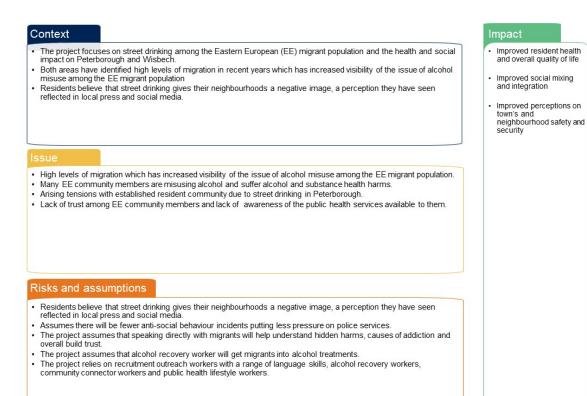
- Many International New Arrival (INA) pupils have English as an Additional Language needs, requiring additional staff support. As support staff time is limited, this limits the amount of time available for non-new arrival pupils.
- Support As support start time is thirted, this minute the information of time transmission of time transmission of time transmission.
 There is a perception among parents and in wider the resident community that increasing numbers of new arrival pupils may negatively affect the attainment of non-EAL pupils.
 Parents of INA pupils lack knowledge of the education system, educational requirements and what support is available for pupils inside and outside of school.
- Many INA families lack information about and awareness of local services and many have additional support needs. This may result in families presenting at less appropriate services (e.g. A&E instead of GP), putting additional pressure on these services.
- There is also misunderstanding among services in Wolverhampton about the entitlements of different categories of new arrivals to public services
- Schols face communication issues with many international New Arrival parents due to the limited English language abilities.

- · Schools engage with the project and provide the information necessary to conduct an audit and develop a bespoke plan
- Schools have the necessary resources to implement activities (e.g. staff time, funding of PA wages) Senior school staff engage with the project and encourage other staff members to take part
- Teachers attending the masters course are able to identify clear outcomes that they want to see as a result of their action plan and assess these as part of their impact assessment
 School staff are able to identify pupils that are willing to become Young Interpreters/Ambassadors

- School staff are able to identify parents who are willing to become Parent Ambassadors
 The online forum contains information that is relevant and useful to new arrival parents
- · New Arrival Parents find out about and are willing to attend Chatter Groups

Inputs	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
CMF funding	Project team approaches schools to take part in the project	50 schools approached to take	Local authority	Capability and capacity
School Improvement Team staff time: project management and project staff	'New Arrival Audits' conducted in recruited schools and bespoke plans create for each by project	25 'New Arrival Audits' conducted in schools by project lead and	Increased co-ordination and co-operation between agencies	Reduced cost of public services
Costs of materials, venues and	lead	bespoke plans created	Improved signposting and referral systems	Reduced pressure on school resources
refreshments	Bespoke school training		Schools	Residents
Contribution towards teacher support cover during teacher training	Project staff conduct bespoke one-off training for school staff based on needs identified	Teacher training	Acquired expertise and structures in place to deal with local issues	Reduced public concern about the impacts of migration
Employment of parent ambassadors at £10 hour, 6 hours x 30 weeks	Teacher-training Master's course	Level accredited course	Improved engagement of and communication between INA	Increased levels of social mixing
Match funding	School staff identify teachers who then undertake training (0.2 Master's level accredited course)	action plans and impact assessments for their schools	parents and schools. Improved INA pupils school attendance School staff have increased	Improved perceptions of recent migrants to local area
School Improvement Team: 50% match funding for staff time over 2 years	Teachers undertake school needs analysis, create and enact action plans and conduct impact assessments	Participating schools identify and train 10 staff as peer support mentors and 60 pupils as	confidence, capacity and skills to support and integrate INA pupils Improved inclusive and tolerant environment in schools	Increase in non-international new arrival pupils making Age Related Expectations in KS2 and KS4
Schools: cover majority of supply costs and 50% of parent ambassador costs	Peer support scheme	Ambassadors/Interpreters Parent ambassadors	Wider residents	Teaching standards and learning experience improved for all pupils
Wolverhampton Adult Education Service covers cost of accreditation, moderation and	Pupils identified, recruited and trained by school staff, who then provide support to newly arrived pupils, supported by school staff	20 parent ambas sadors attend Level 2 Open College Network course and gain gualification	Increased involvement in community-led integration activities	Wider resident parents report improved relations with INA parents
Other	member	course and gain qualification	YI/YA pupils report improved understanding, tolerance, skills,	
Schools provide staff mentor	Parent ambassadors	20 parent ambassadors volunteer 6 hours a week in participating schools	empathy and self-esteem	New arrivals
support to Parent Ambassadors	School staff identify and recruit PAs, who attend Level 2 Open		PAs develop skills for employment and 15 residents become economically active	Increased well-being for migrant groups
Schools provide staff mentor support to peer support pupils	College training course	15 parent ambassadors are then employed 6 hours a week in participating schools	Migrant Communities	Increased English language proficiency and labour market skills
School Improvement Team has long-established relationships with local schools and knowledge	parents	Chatter groups	Increased understanding of and access to public services	SKIIS
of new arrival challenges	Chatter groups	15 schools introduce chatter groups	Increased understanding of British culture and social norms	
Кеу	Groups for New Arrival parents	Schools of Sanctuary	Access to ESOL and EAL	
CMF fund-level outcomes and impacts are in bold	School of Sanctuary	Schools begin process to become a School of Sanctuary	Access to labour market skills, training and accreditations	
Project-specific outcomes are not bold	Schools apply to become a "School of Sanctuary" with action plan to support new arrival pupils		Positive relationships with and support from their peers	

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



CMF Logic Model Peterborough

nputs	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
CMF funding	Pre-treatment activities	Pre-treatment activities	Local authority outcomes	Local authority outcomes
Dedicated workers from provider companies, to deliver training, provide outreach and provide	Outreach work including 2-3 hour street walkabouts, and visits to local day centres and other	10 alcohol awareness campaigns delivered (per annum)	Increased education and information resources	Enhanced and improved partnerships (e.g. police interventions)
health / lifestyle support.	relevant agencies.	50 outreach activities delivered	Shared lessons learnt with other agencies through trainings.	Harm reduction advice being
Volunteers from migrant/resident community	Campaign activities including use of social media and other	22 workplaces engaged	including case studies	given widely across the community
Costs of materials, venues,	channels (such as the PCVS videos) to deliver alcohol harm reduction messages.	In-treatment activities	Trained staff on how to provide support to the EE community	Preserve public resources (e.g. reducing burden on local
refreshments and translated services (F2F, phone, written		52 group sessions delivered (per annum)	Reduced problematic behaviour	Council/health and emergency services as EE community
materials)	Develop specific alcohol information, education and referral resources.	12 group sessions delivered to wider EE community	(e.g. number of incidents related to substance misuse)	reduce alcohol consumption)
Local authority inputs	Training activities	55 people from EE communities undertake alcohol information and brief advice training	Migrant outcomes	Migrant outcomes Greater trust and engagement with people from the EE
and advise provider services. Local authority staff to link with existing initiatives such as Local	Upskill professionals working with the EE community to support EE community on substance misuse.	12 community networks supported to address alcohol	Raised awareness and understanding on alcohol misuse and its impact on mental and physical health	Greater strength and resilience
Alcohol Action Areas (LAAA), and ICE and rough sleeping initiative.	Upskill community leaders from the EE community to support EE	misuse 110 clients set a personal health plan through the 12 week	Increased understanding of and access to public services (NHS)	EE family members and resident community to manage substance misuse
Existing local authority tools and resources including social media	community on substance misuse.	behavioural change programme	(Raised awareness across the EE community on services available	Improved access to services
accounts, translated materials and current alcohol treatment services.	Training with local authority staff to deliver advice services.	66 EE clients achieve a personal health plan (full 12 weeks)	to them and how to access them) EE community members misusing alcohol start accessing available services	Feel safer and secure in town and neighbourhood
	Group sessions with EE community members and their families.	33 EE clients reduce alcohol consumption or referred to alcohol treatment services		
	In-treatment activities	~40 clients access the treatment service for Brief Advice (Tier 2		
	Health checks/assessments in communities and mobile clinics	services) 79 clients in Y1 and 105 clients in		
Кеу	Health promotion programme developed	Y2 enter Structured Treatment including dependents and non- dependents		
CMF fund-level outcomes and impacts are in bold Project-specific outcomes are not bold	Develop and delivertailored support packages including structured alcohol reduction plans and detoxification	30 clients leave the treatment service based on national definition from Public Health England (Year 2)		

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

Context	Impact
 The project focuses on street drinking among the Eastern European (EE) migrant population and the health and social impact on Peterborough and Wisbech. Both areas have identified high levels of migration in recent years which has increased visibility of the issue of alcohol misuse among the EE migrant population Residents believe that street drinking gives their neighbourhoods a negative image, a perception they have seen reflected in local press and social media. 	 Improved resident health and overall quality of life Improved social mixing and integration Improved perceptions on town's and neighbourhood safety and security
 High levels of migration which has increased visibility of the issue of alcohol misuse among the EE migrant population. Many EE community members are misusing alcohol and suffer alcohol and substance health harms. Arising tensions with established resident community due to street drinking in Peterborough. Lack of trust among EE community members and lack of awareness of the public health services available to them. 	
Risks and assumptions • Residents believe that street drinking gives their neighbourhoods a negative image, a perception they have seen reflected in local press and social media. • Assumes there will be fewer anti-social behaviour incidents putting less pressure on police services. • The project assumes that speaking directly with migrants will help understand hidden harms, causes of addiction and overall build trust. • The project assumes that alcohol recovery worker will get migrants into alcohol treatments. • The project relies on recruitment outreach workers with a range of language skills, alcohol recovery workers, community connector workers and public health lifestyle workers.	

CMF Logic Model Wisbech

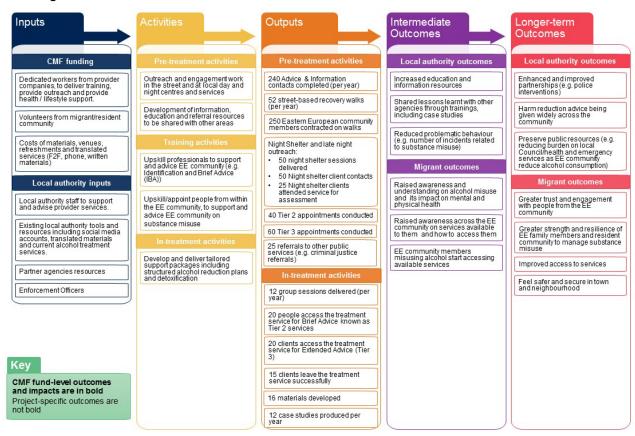


Figure A3.5 Logic model for the Rogue Landlords and Rough Sleeping project, Oxford

Context

Tackling poor housing conditions

- High levels of migration exerting pressure on housing and Private Rented Sector (PRS)
- · Lettings of substandard dwellings, often to migrants who are reliant on the PRS and at risk of unscrupulous landlords .
- Increase in complaints from residents about poor housing conditions and anti-social behaviour (i.e. accumulation of waste, noise), which is often attributed to migrant communities

Migrant rough sleepers

- Increase in rough sleeping: the number of EEA rough sleepers has remained constant, but many have been identified as long-term rough sleepers
- · Increase in complaints about migrant encampments on recreational land, avoided by residents due to unsanitary conditions
- There are various activities happening in Oxford around similar themes that the City Council is involved in. including: Monthly headcounts of homeless people to gain better understanding of the homeless population.
 - . Rough Sleeper Initiative funded project
 - Oxfordshire Homeless Trailblazer Programme launched in Oxford in May 2018

Tackling poor housing conditions

- OCC identified a need to increase capacity to address substandard housing (with 976 unlawful dwellings identified), which previous enforcement activities identified as often being occupied by more recent migrant communities · Rise in complaints from residents considered an indication of potential rising tensions as issues are associated with
- migrants

Migrant rough sleepers

- Increase in rough sleeping: the number of EEA rough sleepers has remained constant, but many have been identified as long-term rough sleepers
- Increase in complaints about migrant encampments on recreational land, avoided by residents due to unsanitary conditions

Risks and assumptions

- · Funds are allocated as expected and dedicated members of staff are hired as planned
- 12 migrants from EEA per year can be identified and are willing to be supported to meet their needs Illegal encampments can be identified and removed
- .
- . As a result of enforcement action, resident perceptions are improved Outbuildings are found to be used as dwellings
- . Resident groups and members elected to represent the resident associations see the unlawful dwellings as an issue and are able to comment on it.
- The support rough sleepers receive improves the migrants' access to services and helps with their well-being

nputs	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
MHCLG funding	Rogue Landlords	Rogue Landlords	New Migrant Communities	New Migrant Communities
n-house project coordinator and analyst supporting CMF projects	PSST staff investigate unlawful dwellings, resulting in enforcement and/ or legal action	979 unlawful dwelling cases investigated. 20% of unlawful dwelling cases result in	Identification of housing issues	Improved living standards Reduced exploitation
Rogue Landlords	PSST staff identify vulnerable people in unlawful and unsafe dwellings and supported to meet	enforcement and/or legal action 50 vulnerable people in unlawful dwellings receive support	Increased access to temporary accommodation for a limited	Increased well-being (mental & physical health)
Officer.	their needs PSST staff report landlords who	60 additional landlords who deal with tenancy deposits and rents in cash pervear reported to HMRC	period of time or support for return	Resident Communities
Environmental Health Officer	use cash only for tenancy deposits and rents to the HMRC PSST staff update the database	Illegal encampments from public land removed (no target)	Increased access to public services	Improved quality of public space
Rough sleepers	of rogue landlords and agents	2 annual meetings with all residents' groups in Oxford City	Resident Communities	Residents' perception of council services will improve through continued engagement with the
funded as part of OxSPOT (delivered by St Mungo's)	of illegal encampments from public land where Environmental Protection legislation is appropriate and assist	2 annual Member forums to allow feedback from councillors	Fewer incidences of nuisance or antisocial behaviour	community Reduced concern about the
	landowners with removal of encampments on private land PSST Officers engage with	Rough Sleeping	Increased confidence that residents' concerns are being listened to and addressed	above and improved perceptions of migrants
	Resident Associations in Oxford and arrange annual meetings to gather feedback and respond to complaints	12 EEA migrants per year supported depending on their individual needs, including support as outlined below:	Knowledge that properties in the vicinity are occupied by safe numbers and that illegal activity is no longer occurring in the	Local Authority The Council will be able to respond better to the local community needs
	Rough Sleeping	 Support to access work and exercise Treaty Rights where applicable Support to access short-term 	Local Authority	There are significant savings to the public purse by assisting rough sleepers off the streets
	EEA Migrant Worker recruited as part of OxSPOT team EEA migrant worker identifies	accommodation for 28 days or sustain existing accommodation	Improved communication and knowledge of local problems and ensure resources are targeted	More established relationships
ey l	EEA migrants who are already or at risk of rough sleeping rough sleepers identified and supported to meet housing needs	 Support to access work and independent accommodation in the UK (outside of the Oxford Adult Homeless Pathwav). 	appropriately Increased insight into local migration patterns and community impact	Increased knowledge of local migration patterns and what works
IF fund-level outcomes d impacts are in bold oject-specific outcomes are t bold	EEA migrant worker supports EEA migrants to address their housing needs	 Support or terum to country of origin Signposting and referral to appropriate agencies 	Increased revenue from enforcement of civil penalties (e.g. rogue landlords)	

New Migrant Accessible public . services for all Wider residents Improved community cohesion Effective service delivery to address local migration issues

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

Impact

 Sheffield City Council identified the largest group of new arrivals to the city to be Roma people from Slovakia, with an estimated population of 6000. New migrant communities were considered to have predominantly settled in more deprived areas of the North East and East of the city, which were already marginalised communities facing multiple challenge, compounded by service pressures caused by recent migration The project focused on the areas of Page Hall, Fir Vale, Grimesthorpe, Darnall and Tinsley. 	 Increased LA capabilities to address local migration issues through delivery Increased knowledge of local/ hyper-local migration patterns and what works to address migration pressures
 In certain areas of Sheffield, environmental issues (particularly healthcare and education), which they in part attributed to in-migration of newer communities. In certain areas of Sheffield, environmental issues (mainly fly-tipping and Anti-Social Behaviour) were associated by residents and local authority staff with Roma migration. The local authority identified feeling of discontentment among residents as a result of environmental issues and service pressures, which the local authority considered to have resulted in increased tensions between communities Lack of coordination across services was considered by the local authority to cause barriers to understanding and access among new arrivals. The lack of a comprehensive introduction to services in Sheffield for new arrivals was considered to contribute to people not using services appropriately. 	Adequate and relevant services to address specific local issues Residents most affected can see difference that has been made Successful social mixing Improved perceptions
Risks and assumptions • Support activities can be delivered in English • There is a political will supporting the initiative • Delivery partners have aligned expectations of the project, including desired outcomes • Residents are willing to get involved with project activities • Behaviour change occurs through community development work • Suitable Voluntary Sector Organisations are identified to deliver subcontracted project strands, as intended • Target groups are reached and attend events, with support from local charities • There is interest from local agencies to work in partnership to improve coordination of services • There is buy-in in the local council to support the project and cross-agency working.	 about local impacts of immigration People feeling secure and taking pride, ownership and responsibility for their neighbourhood

nputs	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
CMF Funding	Organised Welcome	Organised Welcome	Migrants	Residents: Settled and nev
CMF grant funding of £835,000	Identify / set-up community hubs	Welcome Sessions delivered (no target)	Increased understanding of local services available	Increased sense of ownership
I neighbourhood coordination / project lead role funded	Welcome boxes organised and distributed by Central Methodist Church (discontinued)	Residents attend Welcome Sessions (no target)	Local authority	Increased involvement in the future of local area through the
Subcontracting partnerships with Central Methodist Church	Welcome sessions by Council and CD workers	Welcome Walks delivered (no target)	Improved signposting and referral systems	community action plans
Subcontracting partnerships with oluntary Action Sheffield	Welcome walks by Voluntary Action Sheffield	Residents attend Welcome Walks (no target)	Increased co-ordination and co-operation between agencies	Local authority
3 street wardens employed (May 18-Dec'19)	Street Wardens	Street Wardens	Increase in effectiveness of frontline services in the four	Reduced cost of public services
2 community development workers and 4 trainees (May '18- Dec '19)	Neighbourhood patrol visits undertaken	Street Wardens conduct neighbourhood visits (no target)	neighbourhoods of Sheffield. Residents	More coordinated and
	Checks and enforcement undertaken	Street Wardens issue fines for breaches of environmental law (no target)	Increased understanding of	sustainable approach to new arrivals
	Educational activities undertaken	Street Wardens conduct	British culture and social norms	
Partners input	Community Development	educational activities (no target)	Improved cleanliness and quality of local area (in relation to fly-tipping and littering)	
Partnerships with anchor organisations cooperate with the project in neighbourhoods	Neighbourhoodvisits	Community Development	Increased confidence that their	
ROMACT Strategy followed by Community Development workers	Conversations on local needs	target)	concerns listened to and addressed	
Community Development workers	Community Action groups (CAG) set-up	area (no target) comm	Increased involvement in community-led integration	
	Community Action Plans (CAPs) developed	CDWs develop Community Action Plans (CAPs)	activities (i.e. volunteering) People realise that they can and	
	Neighbourhood courses	Service Co-ordination	will make a difference	
	Service Co-ordination	Project coordinator attends cross- agency meetings (no target)	Reduced community tensions in the neighbourhood and more community cohesion	
еу	Cross-agency meetings attended by project coordinator	Local partners invited to attend		
MF fund-level outcomes nd impacts are in bold		meetings (no target)		

Project-specific outcomes are not bold

Context

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

Context

- The project focuses on improving the health conditions among the migrant community (hard to reach group) in Kent through targeted health interventions
- There is no data on the total number of Roma and other hard to reach communities in Kent but it is the view of local authority staff that the numbers have increased in recent years. Members of migrant communities do not understand/are not aware of the public services available to them, resulting in poor health conditions among migrant communities and low number of children immunised
- · Resident communities perceive that Roma community members use NHS services inappropriately

- · Poor health conditions among migrant community in Kent (particularly Roma community members)
- · Low immunisation rates across migrant communities' children living in Kent.
- · Low awareness of access to public services among migrant community in the UK (e.g. family planning, pre-natal care)
- Cultural norms prevent some migrant community members from accessing services (e.g. mental health, sexual health, and drug and alcohol misuse)
- · Low take-up of health services offered to migrant communities.
- Resident community perceive that migrant community members use NHS services inappropriately (e.g. A&E services instead of preventing an illness by going to the GP)

Risks and assumptions

- . Assumes that providing targeted health intervention will contribute to better uptake of health and wellbeing services among migrant community.
- Assumes that providing targeted health interventions for parents and children will enable a smoother transition to school life (improved school readiness), better social integration as friendships would have started earlier in life.
- · Assumes that Red Zebra will facilitate access to members of the migrant communities (including Roma)

Inputs	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
CMF Funding	Recruitment	Environmental Volunteering	Local authority outcomes	Local authority outcomes
Set up a new Targeted Health Intervention 12 employee team (THI team) in KCHFT to support the health needs of migrant communities in Kent with a focus on families and children	2 Programme Health Visitors 2 Programme School Nurses 8 part-time 'One You Lifestyle Facilitators' from migrant community 12 volunteer 'Champions' from migrant community	2 Programme Health Visitors recruited (2 WTE) 2 Programme School Nurses recruited (2 WTE) 8 One You Lifestyle facilitators from migrant community (0.5 WTE) recruited 12 champions recruited (as	Acquired expertise and structures in place to deal with local issues	Building evidence base of "what works" locally Reduce cost on public services Migrant outcomes
KCHFT programme board) Other agencies support Children's Centres help organising community events, offer free venues for cultural awareness courses and free hots files for one	Training by KCHFT Royal society of public health (RSPH) level 2 offered to new recruits 3-day KCHFT 1s4h system training offered to new staff Cultural competency training	needed WTE) Training by KCHFT 24 new staff andvolunteers trained on public health level 2 8 new staff trained on KCHFT 1s4h system	Increased co-ordination and co-operation between agencies & Improved signposting and referral systems Sustainable mechanisms for communicating with communities and delivering service improvement cycles	Increased well-being (physical and mental health) Large number of children are immunised and school ready Wider residents outcomes
RedZebra's 'Roma in the Lead' project helps to identify and refers migrant community members in need of health interventions, sits in the KCHFT governance board, One You Lifestyle Facilitators help out with family and healthy	for new recruits. • Publichealth key messages training • Care certificate offered to all staff band 1-3 in 1st 3 months. Events	24 new staff and volunteers trained on cultural competency 4 new staff and volunteers trained on public health key messages 24 new staff and volunteers obtained a care certificate	Trust built between KCHFT staff and migrant community Migrant outcomes	Increased levels of social mixing Reduced public concern about access to public services
Other KCHFT partners helps organising KCHFT events Other KCHFT partners helps organising KCHFT events and let KCHFT team to promote their services at their events	Community events organised Professional networking events organised Health interventions Provided by Health Visitors,	Events 7 community events per year 2 professional network events per year Completed satisfaction questionnaire for organised events (no target)	connected services Increased understanding of and access to public services Clear, accessible service information informed through evidence and community collaboration	
Volunteer time from Community Champions	School Nurses and One You Lifestyle Facilitators: • Attend community events to publicise service through information leaflets and	Health Interventions Provided by Health Visitors.	Better uptake and use of appropriate services Wider residents outcomes	
Key CMF fund-level outcomes and impacts are in bold Project-specific outcomes are not bold	conversations Provide advice and guidance in relation to lifestyles/health improvement to support goal setting and self-management (home visits and community hubs) Signpostfor weight loss, exercise, stop smoking, lifestyle changes.	School Nurses, and One You Lifestyle Facilitators: Community events attended per year (no target) Advice sessions, provision of leaflets and information (home wists/community events) 1:1 sessions to set lifestyle and heatth goals (no target)	Improved conceptions/attitudes towards migrant community members in the resident community Increased opportunities for social mixing	
	Liaise with agencies around housing, homelessness, benefits, access to healthcare	 People signposted to weigh loss, exercise, stop smoking, lifestyle changes (no target) People registered at GP or dentist for benefits (no target) 	Perceived reduction of pressure on public services and private facilities	

Increased KCHFT capabilities to address local migration issues through delivery of training to NHS staff

Accessible public services to all

Adequate and relevant services to address specific local issues

Resources better targeted towards migrant health needs

erceptions on migra

Improved public perceptions about local impacts of migration

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

Context

- Coventry is a super diverse city e.g. approx. 1/3 of the population is BME and the 2011 census showed that 1 in 5 people living in Coventry were born outside the UK. Its two universities also enrol many overseas students.
- Since 1999, Coventry has been a dispersal city and now a designated 'City of Sanctuary'. It has the largest Syrian resettlement programme in the region and a large number of asylum seekers and EU migrants.
- Historically, there have been geographical divisions between migrants and residents in their own ne
- In 2016, there was a rise in racially or religiously-motivated hate crimes post-EU referendum.
 The three-year MiFriendly Cities project, funded by the ERDF, also aims to improve resident/migrant integration.

- · Coventry has a growing population, largely due to immigration.
- · Already stretched services (e.g. schools, housing, GPs) are under additional pressure due to increases in number of migrants
- · Limited knowledge about services / language barriers among migrants lead to poor access to and increased demand on services
- Surveys indicate that some resident communities hold negative (or indifferent) views of migrants, leading to poor community cohesion.
- Rise in in racially or religiously-motivated hate crimes post-Brexit
- Historically, resident / migrant communities have developed in different neighbourhoods leading to physical separation and lack of social mixing.

Risks and assumptions

- Partners deliver strands as planned / intended.
- Various strands reach and engage the right people i.e. those who will benefit from participation. KPIs are an accurate representation of the outputs / outcomes. .
- Residents' perceptions will be influenced by outcomes i.e. upskilling / improving English language.
- Improved outcomes around social mixing will transcend geographical divisions
- Improved outcomes around social mixing will lead to a reduction in hate crime.

- Coventry becomes a more cohesive and prosperous city with nore resilient, effective and efficient refugee and migrant support infrastructure
- Building bridges to create a thriving Coventry in which evervone can contribute
- Refugees and migrants become more integrated and more independent leading to greater wellbeing and a reduced cost to public services

Context

The London borough of Barking and Dagenham experienced high levels of population change over the last 20 years and was home to an increasingly ethnically diverse population with wide ranging social and cultural identities. In 2015, the local authority worked with an Independent Growth Commission to create the "Barking and Dagenham Together – Borough Manifesto", which set out a vision for the future of the borough over the next 20 years. This resident-led exercise was informed by a consultation of nearly 3,000 local residents and partners. The findings from this exercise and the Borough Manifesto formed a key basis for many of the underlying aims of the Connecting Communities project project

- · The speed of demographic change in Barking and Dagenham put pressure on established resident communities, straining community cohesion
- The high population turnover in the borough meant that existing data sources (such as the 2011 census) that were used by the local authority for service planning were insufficient
- There was a lack of opportunity for different groups within the community to encounter each other and build networks to foster understanding, tolerance and cohesion
- Low trust in the local authority among residents was a barrier to promoting effective communication and engagement
 and poor customer service on the frontline of the local authority was seen as a "pressure point" that eroded trust The proportion of residents who were satisfied with the local area declined in the three years preceding the CMF bid
- Residents, including longer-standing residents and newer migrant arrivals, were exposed to exploitation by rogue landlords and poor housing conditions. Migrants tended to be more socially and economically vulnerable and many were exposed to exploitation by rogue landlords and poor housing conditions, in part, due to a lack of knowledge about how to improve their situation and barriers such as knowledge, language and fear of coming forward to engage with services

Risks and assumptions

- · The project is able to recruit partners and community amplifiers
- Desired participants attend activities and initiatives
- · Partners have the capacity and are willing to engage in quarterly evaluation meetings
- · Strands involving scoping are able to access resources and stakeholders
- · Residents who are involved the creation of initiatives are receptive/invested in the outcomes of the initiative
- · Improved interaction between the LA and residents at the point of access will build trust
- · LA staff are receptive to and attend training
- · Partners in the managing rogue landlords strand refer tenants to other partners
- Improved living conditions will increase satisfaction with living in the borough
- · LA leadership do not change their priorities in terms of internal training and the faith policy

More cohesive and connected communities

Improved quality of life for those living in PRS properties

Evidence base of what works in

what contexts established and shared between LAs and with partner organisations

Evidence influences mainstream policy and service provision

- Increased LA capabilities to address local migration issues through delivery and evidence collection
- Increased knowledge of local/ hyper-local migration patterns and what works to address migration pressures

Adequate and relevant services to address specific local issues

erceptions on migration

Resources better targeted/

directed

- see difference that has been made Residents most affected can
- Successful social mixing
- Improved perceptions about local impacts of immigration

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

Inputs	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
	Strand 1: Learn	Strand 1: Learn	Council & Partners	Council & Partners
MiFriendly Cities programme funded by the ERDF running simultaneously	Recruit paid ESOL coordinator/volunteers	200 individuals attend ESOL 30 people in 4 neighbourhoods	More opportunities for Building Bridges partners to collaborate and build evidence of their	More capable partners and stronger, more effective working relationships between agencies
Coventry Migrant Needs Assessment conducted in 2018	10 classroom-based ESOL classes Monthly conversational classes	Trained volunteer trainers deliver 1458 hours of ESOL classes	efficacy and impact Local services have more information and insights into the	Coventry The work of vital agencies in Coventry is strengthened,
£872k of MHCLG funding for 2 years (strands vary from July 2018-Nov 2020	Train the trainer sessions	400 one-to-one sessions	needs of migrants/refugees in Coventry	providing better support for thos who need it Migrants
Dedicated project manager in Coventry City Council to coordinate partners / activities	IAG sessions Accredited ESOL for	80 IAG sessions over 2 years 120 individuals attend ESOL Employability classes	Migrants Refugees and migrants have more and better tailored	Refugees and migrants are better able to integrate and become
Delivery partner staff and expertise: Coventry Refugee and Migrant Centre (CRMC)	Employability classes Develop phone app about local services	500 app downloads	information, advice and support around integration More opportunities for volunteering and work experience	More clients secure education, employment and training,
Church of Assisi Positive Youth Foundation Foleshill Women's Training	Strand 2: Independent Living	Strand 2: Independent Living 10 privately-rented properties in year 1; 9-12 tenants and 7 families	and more training around employment for clients	boosting their independence More refugees and migrants
Processes in place for quarterly KPI assessments of delivery activities	Create letting agency for migrants and recruit dedicated Letting Manager	30 properties in year 2, placing 27-36 tenants and 21 families	Increase in skills, knowledge, experience and confidence around employment for refugees and migrants	independently accessing housing and maintaining tenancies
West Midlands Police report on hate crime and non-violent crime statistics	Work with local landlords / support refugees into private rented accommodation	Strand 3: Give back	More housing application support for clients and better cooperation between landlords and partner agencies	migration and integration, and more understanding between groups
External evaluator (Coventry University)	Strand 3: Give back	Employability 60 migrants per year take up volunteering roles (120 total)	Improved and easier accessfor refugees and migrants to the private rented housing sector	Residents Less prejudice, fewer unhelpful attitudes towards migrants and
2 LAASLOs funded separately by MHCLG but managed under BB	Learning/employment/skills	>80% go on to do othervolunteer placements for >7 hours per week	More opportunities to come together to discussissues of	better relations between groups Coventry Reduced concern regarding
	Long-term volunteer placements	Strand 4: Youth 2-3 hubs engage 1,000 benef.	integration and migration and more contact between groups Residents	pressure on public services and access to them
ey MF fund-level outcomes	Strand 4: Youth School Aid Hubs providing: intensive support and peer	50 volunteers supporting hubs	Shift perception of migrants: 'dependent' to 'contributing'	
nd impacts are in bold roject-specific outcomes are ot bold	mentoring. Community Aids Hubs providing integration activities.	2-3 youth/family youth events, and 1 youth forum per year 3 social media campaigns per year		
Storytelling and Listening (all activities)	Storytelling and Listening	Storytelling and Listening	Outcomes Storytelling and Listening	Outcomes Storytelling and Listening
(all activities)	Amplify Barking & Dagenham	Amplify Barking & Dagenham Partner agency commissioned	Local authority outcomes	Local authority outcomes
erarching programme support m the participation and jagement team	Commission a partner agency Recruit and train amplifiers to gather insights	6 community amplifiers recruited Amplifiers receive training Community amplifiers conduct	Increased insight into local migration patterns and community impact	Building the evidence base of "what works" locally A culture of active listening and
ivery partner input on Amplify king & Dagenham - Young undation & Community	Amplifiers gather insights through community research	resident interviews (no target) 1 community storytelling event Community amplifiers work with	Expanded / strengthened networks partners Acquired expertise and	challenging difficult situations embedded into the LA
ivery partner input on youth S – Studio 3 Arts	Hold workshops with residents to resident-led interventions	residents to design and run interventions (no target) Youth Arts	structures in place to deal with local issues	Resident outcomes
ivery partner input on interfaith form – Faith and Belief Forum	Youth Arts Commission a partner agency	Partner agency commissioned Young people trained to	Resident outcomes	mixing Increased sense of ownership
ivery partner input on effective versation training - The npaign Company	Arts programme for young people Interfaith Platform	commission art projects (no target) Young people identify and explore art themes related to cohesion	community-led integration activities (i.e. volunteering) Increased opportunities for social mixing	Greater tolerance of different points of view within the community
	Commission a partner agency Collaboratively design a faith	Interfaith Platform Partner agency commissioned Research conducted with key faith		Increased civic participation and communities doing more for themselves
	Policy for the LA Role of secretariat for the existing local faith forum	leaders and stakeholders in the borough (no target)		Residents perceive that the LA is promoting inclusion and cohesion through front line services
	Support Inter-faith week events	2 workshops to gather feedback on initial policy recommendations Publication of the faith policy		Increased confidence that their concerns listened to and addressed (moved from
	Engaging schools in the Faith and belief forum school programme Effective Conversations Training	Support faith forum with meetings and increase engagement with the faith forum (no target)		intermediate outcome) Increased visibility of interfaith co-operation
	Research opinions of staff before the training to help design the training	Help the faith forum to deliver interfaith week events (no target) Deliver a school programme to local schools (no target)		The faith forum reaches a broader and more diverse audience
		· · · · · · · · · · · · · · · · · · ·		
y	Set up a steering group to co- produce the training and provide	Effective Conversations Training Conduct 6 focus groups with staff, stakeholder interviews, and a staff		Barking and Dagenham seen as a faith friendly borough with good relations and equality
F fund-level outcomes l impacts are in bold iect-specific outcomes are		Conduct 6 focus groups with staff,		a faith friendly borough with

Inputs	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
Data and Insights (all activities)	Data and Insights	Data and Insights	Data and Insights	Data and Insights
CMF fund of £1,413,867 (for all strands and activities)	Values Modes research	Values Modes research	Local authority outcomes	Local Authority outcomes
Overarching programme support from the participation and engagement team	Research Values Modes research and dissemination	Conduct research with residents (telephone survey and 6 focus groups)	Increased insight into local migration patterns and community impact	Evidence for future service planning and resourcing
Initial iteration of the Good neighbourhood guide (previously produced from the Residents'	Refine the Origins models and identify data sources that can be used	Produce a report with an engagement framework and toolkit		Building the evidence base of "what works" locally
Survey)		Run 4 workshops with LA teams		Resident outcomes
Data team working on the Social Progress Index	Use Origins data and primary data collection to understand the	Origins analysis		Increased sense of ownership
Delivery partner input – The Campaign Company	demographic landscape in LBBD and perceptions around cohesion	Identify and run data through the Origins programme and produce a report on the findings		Barking and Dagenham seen as somewhere where residents look out for each other
		Share findings with partners at a Quarterly Evaluation Meeting		Increase satisfaction with living in the borough and desire to stay in the borough
Connected Communities Officer	Connected Communities Officer	Connected Communities Officer	Connected Communities Officer	Connected Communities Officer
CMF fund of £1,413,867 (for all strands and activities)	Oversee programmes and	Run Quarterly evaluation	Local authority outcomes	Local Authority outcomes
Overarching programme support	manage contracts Ongoing evaluation of Connected	attending	Expanded / strengthened networks partners Increased co-ordination and co- operation between agencies	Evidence for future service planning and resourcing
from the participation and engagement team	Community partners	Facilitate networking between partners and the local authority		Building the evidence base of "what works" locally
		Partners report quarterly on their progress at times specified in their contracts		
Кеу				
CMF fund-level outcomes and impacts are in bold Project-specific outcomes are not bold	Please note: for the Data and Insights s	trand, Social Progress Index activities, o	utputs and outcomes are not included as t	hey are out of scope of this evaluation
	Please note: for the Data and Insights s	trand, Social Progress Index activities, or	utputs and outcomes are not included as	hey are out of scope of this evaluation

Inputs	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
Managing Rogue Landlords (all activities)	Managing Rogue Landlords	Managing Rogue Landlords	Managing Rogue Landlords	Managing Rogue Landlords
	TSO and FLO activities	TSO and FLO activities	Local authority outcomes	Local authority outcomes
CMF fund of £1,413,867 (for all strands and activities)	Tenancy sustainment officer post established (TSO)	TSO recruited FLO recruited and working within	Expanded / strengthened networks partners	Increased revenue from enforcement of civil penalties
Overarching programme support from the participation and engagement team	Citizens Advice to set up Family Liaison Officer (FLO) to support tenants of PRS Properties	the CABD Referral plan created to map referrals between the TSO, the	Acquired expertise and structures in place to deal with local issues	(e.g. rogue landlords)
Delivery partner input on TSO and FLO activities – CABD	Mapping of a referral pathway for tenants who receive support from	CABD and Housing Options Tenants identified by TSO and receive support from TSO (no target). Tenants referred to FLO	Improved sign posting and referral system	residents and LA and increased confidence in the LA as a result of increased enforcement and fuller service through links between TSO and FLO
Delivery partner input on Creative English Class activities – Faith	the TSO	target). Tenants referred to FLO for additional support (no referral target). Tenants referred to		between TSO and FLO
Action	Creative English classes	another support provider for	Migrant outcomes	Resident outcomes
Local authority input on TSO and FLO activities - Private Rented Sector enforcement team	Set-up and deliver Creative English classes	additional support (no referral target)	Increased understanding of and access to public services (i.e. NHS, schooling)	Improved cleanliness and quality of local area
	Train learners to volunteers in the classes	400 tenants per year supported to understand their rights and responsibilities. Of those 50 tenants per year (13%) received mediation between the landlord and the tenant to avoid eviction, 10 tenants per year (3%) supported during managed exits	Housing issues resolved (i.e. improved housing standards)	Reduced crime and anti-social behaviour
			Access to ESOL and EAL provision	Increase satisfaction with living in the borough and desire to stay in the borough
		from unsafe properties and 12 families per year referred to Creative English Classes by the	Increased understanding of British culture and social norms	Migrant outcomes
		CABD	Increased civic society participation	Increased well-being (e.g. mental and physical health,
		Creative English classes		levels of confidence)
		Run pilot Creative English course at the Barking Learning Centre		Increased living standards
		Run classes each week for tenants and referrals to attend on a rolling basis		Reduction in exploitation (e.g. victims of modern day slavery, rogue landlords)
		Deliver Creative English to 150 families		Increased confidence to
		Train learners to volunteer at Creative English classes (No target)		challenge landlords when necessary among PRS tenants
Key				
CMF fund-level outcomes and impacts are in bold Project-specific outcomes are				
not bold	Please note: for the Managing Rogue L	andlords strand, enforcement activities, o	outputs and outcomes are not included as	they are out of scope of this evaluation

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.

- 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 decisionmaking.
- 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

and impacts are in bold Project-specific outcomes are

- · 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

Inputs	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
			Asylum seekers, refugees, vulnerable migrant and new	New migrant communities
CMF funding for x3 full time LCC Community Development Officers & x1ft Grants Officer	x3 ft LCC Community Development Officers (CDO) recruited	Introductory meetings held between CDOs and statutory partners, community groups and new community representatives	migrant communities	AS, R, VM & new migrant communities are able to live independent, healthy lives
Local charities and VCO sector provide input & support to migrants referred to their services	1 ft Grants Officer recruited	Thematic sub-group meetings held	and support Improved access to VCS services	Cross-sector services are more accessible to new migrant communities
Community Cohesion report and Refugee & Migrant Strategy (not	Network and thematic subgroups (part of the Community Cohesion strategy for LCR) coordinated by Development Worker	Survey conducted with 15 VCS organisations	Wider residents	Increased well-being (e.g. mental and physical health, levels of confidence)
yet published) for Liverpool	New communities and local	CDOs hold workshops for new communities	Increased opportunities for social mixing	Resident community
Stakeholders and local representatives volunteer time to attend network meetings and	partners/ services mapped and identified by CDOs	Migrant user group meetings held	Increased confidence that their concerns listened to and addressed	Community cohesion improved in
thematic sub-group meetings to deliver Community Cohesion plan	CDOs set up "migrant user group" to promote voice of new	Online learning hub set up	Improved public space	3 targeted wards Strong, attractive and accessible
Input from police, PRS landlords, probation service on community	communities & lived experience	Training sessions delivered through online hub	Improved understanding of difference among residents	neighbourhoods built
safety issues	CDOs work in partnership with police, landlords, probation and VCS to monitor community	Staff members trained	Reduced fear of newly arrived migrants	Improved cleanliness and quality of local area
Match funding for community grants programme from VPRS 2- 5yr tariff funding	tensions CDOs signpost and link new communities to the services that they need CDOs develop and deliver training sessions on new communities to LCC frontline staff CDOs deliver workshops to new communities on understanding rights & responsibilities Grants Officer delivers a Community Grants programme (out of scope)	CDOs hold community events	Increase in local residents who	Increased levels of social mixing
		CDOs create internal briefing documents for LCC staff	feel that people from different backgrounds get on well together	Local authority
		68	Council & Other services	LCC develops expertise in supporting asylum seekers, refugees and vulnerable migrants
			Improved signposting and referral systems	Increase capacity across Liverpool City Region to develop
			Acquired expertise and structures in place to deal with local issues	Liverpool City Region to develop services to support asylum- seekers and refugees
			Increased insight into local migration patterns and community impact	Evidence for future service planning and resourcing
Кеу	CDOs support the development and delivery of community		Increase capacity across Liverpool City Region to develop services to support AS &R	Increased knowledge of local migration patterns and what works to address migration pressures
CMF fund-level outcomes and impacts are in bold	cohesion work delivered through the grants programme. (out of scope)		Key local authority staff have an improved understanding of the	procoures

Key local authority staff have an improved understanding of the needs and entitlements of

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

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

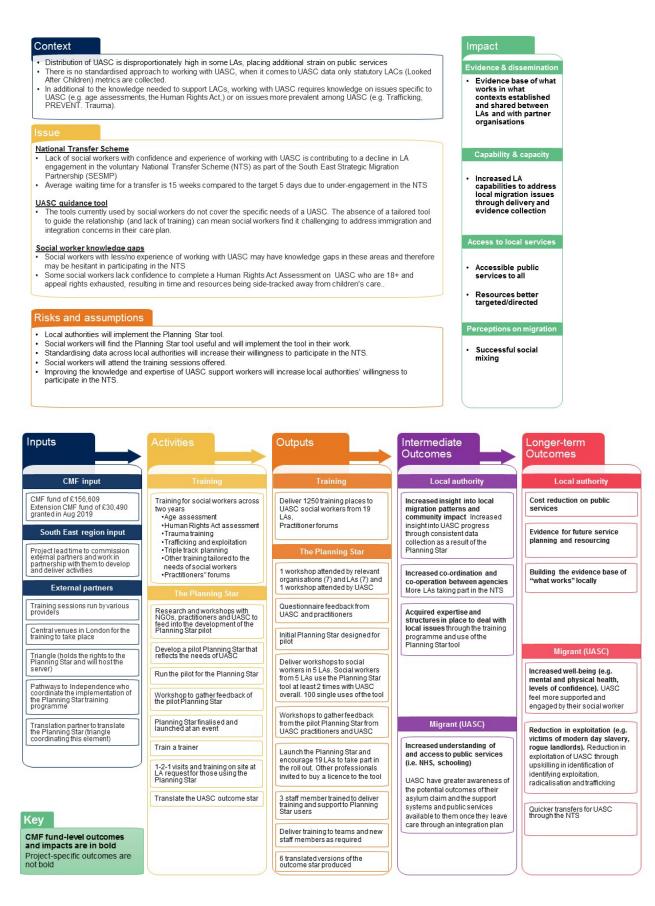


Figure A3.12 Logic model for the Building Foundations project, Hackney

Hackney has been a desti	nation for new arrivals in the UK for amese, African and Caribbean con	r many years. The borough is very o	diverse with well-	New Migrant
There are resource implication		Communities		
former UASC care leavers, including providing access to appropriate accommodation / placements, education, health services, and practical support to integrate in the community. The number of UASC grows faster than in previous years.				 Accessible public services for UASC
				 UASC integrate in the community
				 Improve in UASC mental and physical
				well-being
sue				Local Authority
		lacements, particularly foster carers		 Increase capacity to
UASC need practical supp	port to assimilate and integrate into	n specific knowledge of asylum proc the community, build their support		support UASC in the Borough
	e and support to ensure asylum ap	plications are made in a timely way	. They also need	Build an effective
English not being UASC's		a return to their country of origin ntegrating into the community and n	nay lead to feelings	specialist service dedicated to UASC
and experiences of social	isolation and marginalisation.			
lisks and assumption				
			that pourly arrived	
UASC will be receptive to	this support.	support to newly arrived UASC and	,	
background (often times la	anguage is the main barrier).	placed with foster carers with a sim	1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (100) (1000 (100) (1000 (100) (1000 (100) (1000 (1000 (1000) (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1000 (1	
	itment of 10 foster carers from the e not recruited from these commun	Albanian, Eritrean and Vietnamese nities.	communities. There	
Staff turnover				
its	Activities	Outputs	Intermediate	Longer-term
uts	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
Uts CMF Funding	Foster carer/supported	Foster carer/supported		
CMF Funding	Foster carer/supported lodgings recruiter	Foster carer/supported lodgings recruiter 1 'Foster carer/ supported	Outcomes For UASC UASC build resilience & supp	Outcomes New Migrant Communiti
CMF Funding	Foster carer/supported	Foster carer/supported lodgings recruiter 1'Foster carer/supported lodgings recruiter dand	Outcomes For UASC UASC build resilience & supp networks	Outcomes New Migrant Communiti Reduced UASC social isolati Increased well-being (UASC
CMF Funding witment and employment of oster carer/supported ings recruiter	Foster carer/supported lodgings recruiter Community engagement (targeted marketing and communications)	Foster carer/supported lodgings recruiter 1 'Foster carer/ supported	Outcomes For UASC UASC build resilience & supp	Outcomes New Migrant Communiti Reduced UASC social isolati Increased well-being (UASC
	Foster carer/supported lodgings recruiter Community engagement (targeted marketing and communications) Develop links with identified communities through the North London Fostering Consortium	Foster carer/supported lodgings recruiter 1 'Foster carer/ supported lodgings recruiter recruited and employed at the PO2 pay scale and social work qualified, working as a full-time equivalent 10 foster carers or supported lodgings households from the	Outcomes For UASC UASC build resilience & supp networks UASC increase understandi of and access to local public services UASC integrate into the	Outcomes New Migrant Communiti Reduced UASC social isolati Increased well-being (UASC Increased English proficien and labour market skills
CMF Funding uitment and employment of oster carer/supported ings recruiter uitment and employment «Youth worker/leaving adviser ering and communication	Foster carer/supported lodgings recruiter Community engagement (targeted marketing and communications)	Foster carer/supported lodgings recruiter 1 'Foster carer/ supported lodgings recruiter recruited and employed at the PO2 pay scale and social work qualified, working as a full-time equivalent 10 foster carers or supported	Outcomes For UASC UASC build resilience & supp networks UASC increase understandi of and access to local public services UASC integrate into the community	Outcomes New Migrant Communiti Reduced UASC social isolati Increased well-being (UASC Increased English proficien and labour market skills Increased contribution to British society (through
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CMF Funding uitment and employment of ster carer/supported ings recruiter uitment and employment Youth worker/leaving adviser ering and communication reting agerial oversight tion of bespoke UASC	Foster carer/supported lodgings recruited Community engagement (targeted marketing and communites through the North London Fostering Consortium Develop links with identified communities through the North London Fostering Consortium Assess and recruitfoster carers/ supported lodgings households from Albanian, Ertrean and Vietnamese communities Train foster carers and supported lodging households in the asylum process and needs of UASC Youth worker/leaving	Foster carer/supported lodgings recruiter and social work qualified, working as a full-time equivality of the Albanian, Eritrean and Vietnamese communities are assessed, recruited and trained in the asylum process and the specific needs of UASC Youth worker/leaving care adviser	Outcomes For UASC UASC build resilience & supp networks UASC increase understandi of and access to local public services UASC integrate into the community UASC increase understandin aid planning in case of repatriation UASC have access to ESOL and EAL provision Improved UASC EET status, a particular focus on English language (ESOL) Access to labour market sk	Outcomes New Migrant Communiti Reduced UASC social isolati Increased well-being (UASC Increased English proficien and labour market skills Increased Contribution to British society (through volunteering or employmen d Local Authority Reduced costs on public services for UASC processe Resources and social worker are freed up for the settled communities
CMF Funding uitment and employment of oster carer/supported ings recruiter ruitment and employment (Youth worker/leaving adviser tering and communication keting agerial oversight tition of bespoke UASC	Foster carer/supported lodgings recruiter Community engagement (targeted marketing and communities through the North London Fostering Consortium Develop links with identified communities through the North London Fostering Consortium Assess and recruit foster carers/ supported lodgings households from Albanian, Erthean and Vietnamese communities Train foster carers and supported lodging households in the asylum process and needs of UASC Youth worker/leaving care adviser Provide local orientation support fe a. using public framsport.	Foster carer/supported loggings recruiter and employed at the PO2 pay scale and social work qualified, working as a tuil-time equivalent 10 foster carers or supported Adbanian, Eritrean and Vietnamese communities are assessed, recruited and trainedin the asylum process and the specific needs of UASC Youth worker/leaving care adviser	Outcomes For UASC UASC build resilience & supp networks UASC increase understandi of and access to local public services UASC integrate into the community UASC increase understandin and of the asylum process an aid planning in case of repatriation UASC have access to ESOL and EAL provision Improved UASC EET status, a particular focus on English language (ESOL)	Outcomes New Migrant Communities nor Reduced UASC social isolati Increased well-being (UASC) Increased English proficien and labour market skills Increased contribution to British society (through volunteering or employmen d Local Authority Reduced costs on public services for UASC processes Resources and social worker are freed up for the settied communities Building the evidence base "ing."
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Figure A3.13: Logic model for the Welcoming Young Refugees project, York

Context General context of pressure on children services More children in care than available foster placements · Limited funding for UASC support and looked-after children. Local Authorities in the region collabor to share the UASC placement effort There are enough foster placements for UASC to be hosted in the region Management and Strategy · Context of significant pressure on children services. Need for greater distribution of UASC across LAs UASC needs are · Need for better coordination across LAs for UASC placement and consistency of support. addressed by social care staff, foster Cost of Independent Placement Agencies. Placement Support Insufficient number of UASC foster placements in relation to demand. carers and supported housing providers who understand their Lack of understanding of the specific UASC needs. Need for staff with specialised training across the region to support LAs with UASC placements. needs Risks and assumptions Assumptions Communities know about fostering and there are communities who specifically want to host UASC Relevant staff and carers will attend trainings and events. Migration policies and Care legislation will not change. UASC numbers and demand will continue to rise. Risks Low engagement from LAs in the region. Bureaucracy and fragmented LA systems could hinder delivery and uptake of new findings. Limited capacity of LAs to engage with the programme. . Interest of LAs in hosting UASC Inputs Outputs Intermediate Longer-term Outcomes Outcomes **CMF** input New migrants **New migrants** Training sessions for social care staff CMF fund of £561,041 Acquired expertise and structures in place to deal with local issues (Increased carers and staff understanding of the specific UASC needs) 12 Training sessions delivered in Increased understanding of and access to public services 3 social workers employed until October 2020 Training sessions for current and potential carers and supported housing providers 12 Training sessions delivered in 1 researcher PT for 2 years Care system more financially viable and better VFM Local government 1 project management role Acquired expertise and structures in place to deal with local issues (Staff better able to recruit and support carers regionally) Increasing capacity of services for the resident community Steering group meetings attended Regional placement meetings 1 project assistant role recruit and s regionally) Steering group meetings 2 best Practice Conferences delivered and attended by LAs Best Practice Conferences Improved signposting and referral systems Partners input UASC is part of the strategic agenda for children services LAs engage and attend regional and placement meetings Training materials developed by Migration Yorkshire and other Expanded / strengthened networks Reduced use of private agencies placements Research activities with UASC partners (Refugee Council, ECPAT, Entraid, Red Cross ...) 1 research report published, UASC films produced and circulated Increased co-ordination and co-operation between agencies Bigger pool of suitable placements which offer more stability and retention Grounding in MY, benefiting from networks, expertise, knowledge Recruitment campaign Campaign materials developed by Migration Yorkshire 1 Campaign launched Recruitment events Participating LAs in the region employ social workers and invest management resources 8 Recruitment events delivered and attended by potential carers Ongoing support to potential applicants to become carers 360 suitable carers attend trainings Key CMF fund-level outcomes and impacts are in bold Project-specific outcomes are not bold

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

- 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

- · 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

Inputs	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
			For the local authority	For the local authority
100k CMF Funding – Matched to guarantee at least2 years employment. First year will use CMF funding entirely	Recruitment of x2 LAASLOs	100% of eligible clients contacted for support within 2 weeks	Acquired expertise and structures in place to deal with local issues	Reduced cost on public services
Salaries of 2 X Full Time LASSLO Staff	1 to 1 Case work with refugees identified as needing support – primarily with housing provision	85% of clients in need of housing are referred to the appropriate housing support	Improved signposting and referral services/increased coordination	Increased integrated working within the Council and delivery partners to support refugees in
Expenses, travel and IT Kit, mobiles	Providing financial support - helping clients apply for benefits, loans, employment	LASSLO staff are fully trained and equipped to support service users effectively	For newly recognised	Bradford For newly recognised
Budgetfor small everyday items provision	Development of a formalised system for referring clients to	All clients are correctly supported to claim entitled benefits within 4	refugees	refugees
Budget for training LASSLO officers	appropriate services Providing support for families	weeks & referred to appropriate services beyond housing need	(Refugees are supported to find appropriate housing)	well-being Increased understanding of
Use of red cross facilities and desks for partial operation	where necessary – such as nursery/school applications	All clients with children are supported to apply for a school or nursery place by LAASLO or	Access to labour market skills, training and accreditations (including ESOL)	British culture and social norms
Support from other outreach team-social workers, family workers etc shared objectives mean this is done at no extra cost to the project budget	Group community sessions held with refugees in partnership with local organisations and voluntary sector	Groups sessions take place on an ad hoc basis, LASSLO's support refer 85% refugees to attend	Supported refugees have an increased knowledge of the immediate and wider support available to them	Decreased homelessness and destitution / increased living standards
2 x days per week drop in appointments at community venues (small costs)		· · · · · · · · · · · · · · · · · · ·	Refugees have increased understanding of and access to public services	More refugees are contributing members of society in Bradford, increased social mobility
Ad hoc community events hosted by partners (Non CMF funded)			Increased civic society participation / interaction with the immediate community	
Кеу				
CMF fund-level outcomes and impacts are in bold Project-specific outcomes are not bold				

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

Context

- Greater Manchester Combined Authority applied to run a pilot project to support newly granted refugees with moving out asylum accommodation and integrating into local communities
- The North West of England has the second highest concentration of asylum dispersal in the UK in terms of ratio to population density. The majority (62%) of asylum seekers dispersed into accommodation in the North West are placed in Greater Manchester.
- There are 10 local authorities that make up GCMA, all with variant patterns of refugee migration. Eight are asylum dispersal areas, and each local authority also has different structures in place to deal with migration, and different systems of multi-agency working
- Greater Manchester has a severe housing shortage

- Newly granted refugees only have a 28-day window to find permanent accommodation, and there is a lack of available social housing to place them in
- · Migrants are at risk of becoming homeless and destitute, at the detriment of this group, and costs to public services and local communities
- Refugees don't have direct support to access public services, e.g. setting up a bank, claiming benefits and bills etc. Refugees are often isolated and do not integrate into wider society due to lack of skills, confidence and previous traumatic experiences.

Risks and assumptions

Risks

- · Service users are not identified by LAASLO's prior to getting their decision, a lack of referral pathway · A spike in service demand due to increase in number of asylum seekers presenting in Local Authorities - a threat to resourcing with only 2 LAASLO officers
- Brexit impact on national migration patterns / change in government / change in migration policy
 Illness or extended leave of LAASLO officer

Assumptions

- · Sufficient resource is provided by the fund and local partners and resources to adequately support service demand
- . The availability of appropriate housing provisions for service users in the local area Refugees are willing to engage with the LAASLOs and relevant referred services and services have capacity to support
- .
- The role of LAASLO does provide actionable learnings for integrated working and service transformation

Inputs	Activities	Outputs	Intermediate Outcomes	Longer-term Outcomes
			LA outcome	LA outcome
CMF Funding, matched by Local Authorities, used for: • Salary, training and expenses of	Preliminary work to identify prospective clients who may need support, due to the change in contact with Home Office	LAASLO staff and delivery partners report increased knowledge to support service users and deal with local integration challenges	Acquired expertise and structures in place to deal with local integration challenges, and barriers to reaching clients	Increased integrated working within the Council and delivery partners to support refugees in Greater Manchester
two full time LAASLO's on fixed term contact (2 years). •IT Kits and necessary equipment	stated reingees	Increase in the number of newly stated refugees at risk of homelessness supported by Local	Improved signposting and referral services	Expanded / strengthened network / partners to support refugees
needed		Authorities	Refugee outcomes	Increased civic society participation / integration
Resource from agency partnerships in the VCS such as Red Cross, Refugee Action – providing additional support to refugees (drop in sessions etc.)	Provisional and ongoing support with housing-including links with private landlords and finding	Increase in the number of refugees who are referred to appropriate public services	Client refugees feel supported to find appropriate housing through creative solutions provided by LAASLO officers	Refugee outcome
	creative solutions Linking to public services and cross agency working, support	Referral systems in place to link refugees to training, employment opportunities and ESOL	Reduced risk of homelessness and destitution amongst refugee service users	Decreased reoccurring homelessness and destitution amongst refugees/increased living standards
	with training and employment, ESOL Incre	Increased number of refugees supported to settle into their local area	Refugees have increased understanding and access to public services	Increased English proficiency and labour market skills amongst refugee groups
			Supported refugees have increased access to skills, training & accreditations, ESOL	More refugees are settled and contributing members of society in Greater Manchester, decreased reliance on social
			Increased physical and mental well-being amongst supported refugees	welfare - increased social mobility
ey				
MF fund-level outcomes nd impacts are in bold roject-specific outcomes are ot bold				

Support model & integrated working provides wider learnings for service

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transformation and strategy across the Council services (and wider)

LA/wider impact

Reduced costs to public . services, local and central government and wider social benefits

Increased knowledge and understanding of the barriers that refugees face, enablers to integration

Accessible public services to all

efugee/residen

Successful social mixing amongst refugees and wider communities

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.

Sustainability (5 mins)

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?

Monetary benefits (5 mins)

Wrap-up

Wrap-up Qs (5 mins)

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 outweight 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.

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
VERAL Qs - Background (5 mins) Role/ involver the project		ROLE_S.1 Could you tell me a little about your role related to the CMF project?	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.		How long have you lived in the [area]? How would you describe your local area in 3 words?
		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?	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 context	Area context			AREA_P8.1 How long have you lived in the [area]?	What, in your view, are the main issues facing local area? Probe issues related to migration/migratior status.
		[Section lead in] I'd now like to discuss the key issues that the project is seeking to address	[Section lead in] I'd now like to discuss the key issues that the project is seeking to address	AREA_PB.2 What are the main issues/ problems facing your local area?	318103.
		AREA_S.2. (If interviewed before) Have the key issues changed since we last spoke? If so, in what ways? (refer to familiarisation interview) (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	address? Probe: issues due to recent migration, issues related to resident concerns, other		
		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.			
			AREA_W.4 Do you feel that there is there a need for this project? Why/ why not?		
				AREA_PB.5 How would you describe your local area in 3 words?	
		AREA_5.6 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.	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.		

		Process questions			
		Project staff	Wider stakeholders	Project beneficiaries (migrants/ established residents)	Counterfactual
Recruitment and engagement (10 Recruitmen mins)	Recruitment process	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_W.1 Have you been directly or indirectly involved in recruiting participants for the CMF project? If so, please describe your involvement briefly. IF IES, ask all recruitment questions below. IF NO, skip to question about REACHING targeted beneficiaries.		Have you heard about the CMF [project]? [/fyes] What have you heard? [/fyes] Is this something you would be interested in taking part in? Why/ why not? [/ino] Provide brief project description and then
		RECRUIT_S.2 To what extent were the right individuals targeted (i.e. the right individuals to meet the project's aims)? Please explain.			ask: Would you be interested in participating in such a project? Why/ why not? Probe: would they find it helpful?
		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_W.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?		Have you heard about other projects that are aiming at addressing issues relating to increased migration in this local area? E, impoving access to services, raising awareness about existing services, organising English language classes or anything similar?
		RECRUIT_S.4 Was the recruitment of participants effective? Why/ why not?	$RECRUIT_W.4$ Was the recruitment of participants effective? Why/ why not?		If yes! Please provide details. 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
		RECRUIT_S.5 Would something need to be done differently next time? What?	RECRUIT_W.5 Would something need to be done differently next time? What?		flows to this local area? Which organisations or institutions do you think should be involved?
				RECRUIT_PB.6 How did you hear about this CMF project?	
				RECRUIT_P8.7 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.	
				RECRUIT_PB.8 When did you start participating in this CMF [project]?	
				RECRUIT_P8.9 Why did you get involved/ participate in this CMF [project/ activity]? Probe answers related to migration issues/migrant status.	
				RECRUIT_P8.10 Can you tell me about your participation? What type of activities did you go to? How many times, for what period?	

	Process questions			
	Project staff	Wider stakeholders	Project beneficiaries (migrants/ established residents)	
			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.	
Reaching intended beneficiaries	INTENDED_5.1 [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?	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?	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?	
			INTENDED_PB.2 How helpful did you find the project? What helped you the most? What was less helpful?	
Engagement of partnen and stakeholders	s ENGAGE_5.1 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?	ENGAGE_W.1 To what extent is the project targeting and engaging the right partners and stakeholders? Why or why not?		
	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_P8.4 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_P8.5 Did you experience any difficulties/ problems taking part in the project? Probe: What were these? Why? Was a solution found?	

		Process questions			
		Project staff	Wider stakeholders	Project beneficiaries (migrants/ established residents)	Counterfactual
		ENGAGE 5.2 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_P8.5 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_5.2 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_P8.5 Are there any events/ activities that you particularly enjoyed/ didn't enjoy? Why? Probe: What did you enjoy most about taking part?	
				DESIGN_P8.6 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 /to be adapted depending on the type of external stakeholder being interviewed?	Project beneficiaries (migrants/ established residents)
GENERAL OUTCOME Qs (5-10 mins)		GEN_W.1 What do you consider the key issues in your area to be in relation to migration and pressures on local services?	(mgrants) established residents)
	GEU_S2 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_W.21s the CMF project addressing any of the issues you just mentioned?	
	GEN_S.3 What (if any) processes are in place to measure the effectiveness of the delivery model(s)?		
		GEN_W.4 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 ?	
	GEN_S.5 //or be ashed kor LA 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? Vhy / Vhy 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?	GEN_W.5 What would gou say the main benefits of [project] are? What impact has [project] had on participants [or the target audience]? How does this compare to gour 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?	
	[ALTEFINATIVE questions to be used for other project staff that do not have in-depth knowledge of what we mean by outputsfoutcomes] 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 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.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_S.7 <i>(it relevant for the project activities and aims)</i> How has the CMF project addressed resident concerns? Please provide examples.	GEN_W.7 (<i>Hrelevant for the project activities and aims</i>): 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 gour area? Please explain and provide examples. Probe: Which activities content have contributed to this?	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?	
			GEN_PB.9 Has anything changed as a result of <i>l</i> with the contribution of this project in your life? If yes, what? Probe on positive as well as negative changes.
			 Vere 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.

SPECIFIC Qs - Intermediate outcomes: Local Authority (S- 10 mins)	1. Increased insight into local migration patterns and community impact	LI_MIGRATION_S.I 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?	LI_MIGRATION_PB.I To what extent do the project staff understand local migration patterns and the impact of migration on the local community? Please explain.	
		LLMIGRATION \$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. Vere there other (external) factors that have/ could have influenced the outcomes you observed?	LI_MIGRATION_W2TO 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. Vere there other (external) factors that have! could have influenced the outcomes you observed?		
		L1_MIGRATION_S3 Has this insight been applied to the wider work of forganisation I A 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_W3 Has this insight been applied to the wider work of Groganisation! LA department, LA senior staff, Locality! regionality]: 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?	L1_MIGRATION_V.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?	Are there any remaining gaps in knowledge? What are these? How could these be overcome?		
		L1_MIGRATION_8.5 Are there any remaining gaps in knowledge? What are these? How could these be overcome?	L1_MIGRATION_V.5 Are there any remaining gaps in knowledge? What are these? How could these be overcome?		
	2. Expanded / strengthened network <i>s</i> partner	L2_NETWORK_S1 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? (Tipes of relationships could be: formal or informal networks; regular contacts; formal agreements between partners etc.)	L2_NETWORK_W1Are 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.)		
		Vere there other (external) factors that have? could have influenced the outcomes you observed?	Vere there other (external) factors that have/ could have influenced the outcomes you observed?		
		If this question was already answered - see process guestions, skip to next. If the answer was not clear, probe again for details? L2, NETWORK, S2 Were the tight 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?	(# this question was already asserted - see process guestions, skip to next. If the answer was not clear, proche again for defails? L2_NETWORK_VP2 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 whg?	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 Vere 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.1Has the CMF project had any effect on how you work with other agencies? organisations? F/元3, please explain what has changed and what aspects of the CMF project have caused or contributed to this change. What are the barriers? Vere there other (external) factors that have? could have influenced the outcomes you have observed?	L3_COORD_W.1Has the CMF project had any effect on how you work with other agencies? organisations? #725, 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_32 What have generally been the key barriers to vorking with other agencies/ organisation for gour 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_V2 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 vag? If so, how? If not, why and what could be improved in the future?		

	L3_COORD_8.3 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_S1Have in-house capacity/skills for dealing with local issues as a result of migration patterns changed in any way as the result of <i>I</i> 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_V.1Have in-house capacity/skills for dealing with local issues as a result of migration patterns changed in any way as the result of <i>I</i> 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_S2 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?	
	there any improvements that you would make to the new structures?	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 imrovements to be implemented and effective?	
	L4_EXPERT_S4 Are there any gaps in expertise or structures for helping with local issues?	L4_EXPERT_V.4 Are there any gaps in expertise or structures for helping with local issues?	
	L5_SIGNPOST_8.1To 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.1To 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_S2 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 wags? 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 CMFproject? 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 extern? 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)	MI_UNDERS_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.	MI_UNDERS_W.1 Have gou 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 earbins ituation? Do you collect any data that could be used to provide additional evidence? Probe for each type of relevant service.	MI_UNDERS_PB.1To 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?	
		MI_UNDERS_S2 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?	MI_UNDERS_W2 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_UNDERS_PB3 To what extent (if at all) would gou say public services (e.g. example service) are sensitive to the needs of people such as goursel? Promp: 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 UNDERS PB4 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_UNDERS_P8.5 How confident would gou feel to [access service]? Vhy is this? Has this changed since your involvement in [project]? IF YES: In what way to what estent? What do you think caused this change? Probe factors related to the CMF project, external factors.	
	0. Hanada a				
	2. Housing issues identified (i.e. overcrowding, substandard provision)	M2_HOUSEIDEN_SITo what extent (if at all) has the project contributed to identifying housing issues? <i>Probe: Could you provide any examples</i> ? 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?	$M2_{\rm c}$ HOUSEIDEN_Will To what extent (if at all) has the project contributed to identifying housing issues? Probe: Could gou 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_S2 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_W2 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_W3 How did the project identify housing issues? Which approaches/ activities were most and least effective?		
		migrant groups taking part in the project? Did the CMF project cause	M_{2} 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 contributed to this? Were there other factors that contributed to the results you observed?		
				M2_HOUSEIDEN_PB5 Did you experience any housing issues? e.g. poor housing standards, risk of homelessness? Please explain.	
				がどぶ Have your living standards (i.e. housing situation) changed since [time scale of the project]?	
				F 7E公 In what waył 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_P8.6 What support did you receive? What do you think about the support process? Has it changed since your involvement in [project]?	
				${\it J\!\!\!\!/} {\it F}{\it I}{\it ES}$ 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_3.1To what extent (if at all) has the CMF project contributed to increasing access to ESOL and EAL provision for the migrant residents? In what wags 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_VIT o 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? Vere there other (external) factors that could have influenced the outcomes you have observed?		
	MME_ESOL_52 Could gou provide any data related to the progress made bg beneficiaries during the ESOL EAL course provided through CMF? Probe: data collectd via questionnaires measuring improvements in the level of English of the participants, results of any tests for beneficiaries (e.g. how many paide to.); many failed etc.);	M4 ESOL V2 Could you provide any data related to the progress made by beneficiaries during the ESOL FAL course provided through CMF? Probe: data collectd via questionnaires measuring improvements in the level of English of the patticipants, esults 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?	
			(J9 Has your ability to communicate in English changed since being involved in the project? In what wag? probe: confidence, ability to express simple concepts, everyday interactions, ability to express complex concepts.	
			M4_ESOL_PB.4 How confident are you having everday interations 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 gou feel (accessing local servives/ 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 interations	
5. Access to labour market skills, training and accreditations (courses, qualification)	and what were the elements of the project that caused or contributed	M5_LABOUR_V1To 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? Eg.individuals entering employment, accessing courses, gaining accreditations etc.		
			M5_LABOUR_PB2Have you improved your job relevant skillstqualifications since you started the [X] project? <i>FTES</i> In what wayf to what extent? What do you think caused this change? Probe factors related to the CMF project, external factors.	
			M5_LABOUR_PB3 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	their local area? In what ways and what were the elements of the project	$eq:ME_NOFM_WiTo what extent (ii at all) has the project contributed to increasing participants' understanding of British [culture/nationality] in their local area? In what ways and what were the elements of the project that caused or contributed to this? What are the barriers? Were there other (external) factors that could have influenced the outcomes you have observed?$		
			M6_NORM_PB2 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? Productor related to the CME writed automal lactors	

IC Qs - Intermediate mes: Residents (5-10	1. Perceived reduction of pressure on public services and private facilities (i.e. GP, schools)	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	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	RLPRESSURE_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 I and 2
				RL PRESSURE_PR2.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 earamples? 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_PE.4 To what extent, if at all, do gou feel immigrants in gour 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_S1How many individuals in your local area are using [public service]? Probe data source.	R2_ACCESS_V.1How many individuals in your local area are using [public service]? Probe data source.		
				R2_ACCESS_PB2 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.	
		R_2^2 ACCESS_S.3To what extent (if at all) has there been an increase in access to public services in gour 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? Vere there other (external) factors that could have influenced the outcomes you have observed?	R2_ACCESS_W3To what extent (if at all) has there been an increase in access to public services in gour 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? Vere there other (external) factors that could have influenced the outcomes you have observed?	R2_ACCESS_PB3 Has your use of [public services] changed in any way since the start of [a] project? In what way? Why do you think it has changed? Probe factors related to the CMF project, external factors.	
	3. Increased involvement in	R3_INTEGR_S.1To what extent (if at all) do you think there has been an increased involvement on the part of residents in community led	R3_INTEGR_W.I To what extent (if at all) do you think there has been an increased involvement on the part of residents in community led		
	involvement in community-led integration activities (i.e. volunteering)	Increases involvement on the part or resources in community red 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? Vere there other (external) factors that could have influenced the outcomes gou have observed?	Increases involvement on the part of reserves in commonly led integration services (e.g. volunteering)? Nanthe 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 gou have observed?		
				R3_INTEGR_PE2 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 if [a] project? In what way? Why do you think it has changed? Probe: factors related to the CMF project, external factors.	
				R3_INTEGR_PE3.10 what extent (if at all) are gou involved in gour local community? Has this changed since the start if [1] project? In what wag? Why do you think it has changed? Probe:factors related to the CMF project, external factors.	
				R3_INTEGR_PB4 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?	

opportunities	R4_MIXING_SITO 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 if [z] 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?	this changed since the start if [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	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' wal from here. Has this changed since the start if [z] project? In what was? Why do you think it has changed? Probe:factors related to the CMF project, external factors.
quality of public space (i.e. related to	R5_SPACE_S.1Have you seen an improvement in the quality of [public space] since the project began? Has the CMF project contributed in any wag? If so, in what wags 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_W1Have gou 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 [ceternal] factors that could have influenced the outcomes you have observed?	
	R5_SPACE_S2How has this impacted local migrants/ residents?	R5_SPACE_V.2 How has this impacted local migrants? residents?	
			R5_SPACE_PB.3 How would you decribe 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 if [s] project? Why do you think it has changed? Probe: factors related to the CMF project, external factors.
6 1			
confidence that their concerns	R6_CONNCERN_SIHave you seen an increase in confidence of residents that their concerns are listened to and addressed? Has the CMF project contributed in any wag? If so, in what wags 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?	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	Re_CONCERN_PB.1 To what extent (if at all) do you feel your concerns are listened to bg 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 if [s] 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 if [s] 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)
GENERAL Qs - Funding (5 mins)	ECONOMIC_5.1 is the project expected to use all the CMF funding it was awarded? Did it receive additional funding? • What percentage of the funding do you anticipate the project will spend on completion? • 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? ECONOMIC_5.2 Have any other resources required to deliver the project that were not CMF funded? • probe: staff time, volunteers, existing LA 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		
		the CMF grant?	
GENERAL Qs - Value for money (Economy, efficiency, effectiveness, equity) (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 LA 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?	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 LA 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?	
	What steps have been taken to maximise the outputs achieved for the cost of the activity? Please note that auestions on effectiveness are included in the outcomes tab. (general auestions section)	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?	
GENERAL Qs - Responsible officer (2 mins)	ECONOMIC_5.6 Who in your organisation is responsible for monitoring spending, outputs and outcomes achieved? -One person or shared responsibility?		
GENERAL Qs -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 is 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?	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?	ECONOMIC_P8.7 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?

GENERAL Qs -Sustainability (3 mins)	 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_S.14 Do you believe that the benefits of the project outweight the costs? (last question) What is the evidence for this? 	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 outweight the costs? (last question) What is the evidence for this?
GENERAL Qs (but need to be tailored to include specific elements as relevant for projects) - Monetary Benefits (5-10 mins)	What is the evidence for this? 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?	<pre>question) What is the evidence for this? 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? 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? 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? 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?</pre>
	What aspects of the project resulted in this? 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?)	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 <u>here</u>. 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 pubic 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 reocmmend 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.

Кеу	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.

Outcomes	Indicator	Assessment (e.g. at end of the project) Have there been any changes in patterns or trends in the data during the lifetime of the project?	External data source	Source
Increased insight into local migration patterns and community impact	Change in number of NiNo registrations for migrant groups (by global region)		ONS: NiNo registrations by global "region", broken down by LA	Public
Perceived reduction of pressure on public services and private facilities (i.e.	% 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
gyms)	Satisfaction with booking process, by ethnicity (change over time) By GP surgery		GP patient survey	Public

Example of secondary data assessment table:

	Satisfaction with police response rates	Local Police data	Private
Access to ESOL provision	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 Kirsty.Hendry@communities.gov.uk or Raynette Bierman (Project Level Evaluation lead) 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 partners¹⁰

• 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 agencies¹¹

 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]

¹⁰ Can also be asked of partner agencies

¹¹ 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?¹² [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			

¹² 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]¹³

	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?¹⁴
 - o Yes
 - **No**
- Which types of community activities, if any, are you involved in? [CLOSED]

¹³ This is taken from Community Life Survey

¹⁴ 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?¹⁵ [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

• 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?¹⁶ [CLOSED]

¹⁵ From the Community Life Survey

¹⁶ From the Community Life Survey

PLEASE TICK ONE BOX ONLY

- $\circ \quad \text{Strongly agree} \\$
- o Somewhat agree
- Neither agree nor disagree
- o Somewhat disagree
- o Strongly disagree
- o 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?¹⁷ By your area I mean within 15 minutes' walk from here. [CLOSED]

PLEASE TICK ONE BOX ONLY

- $\circ \quad \text{Very big problem}$
- $\circ \quad \text{Fairly big problem}$
- 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?¹⁸ [CLOSED]

PLEASE TICK ONE BOX ONLY

	Most days	Very often	Fairly often	Sometimes	Almost never	Never/ not applicable	Don't know
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]

o Never

¹⁸ From the Community Life Survey

¹⁷ From the Community Life Survey

- \circ Less than once a month
- o Once a month
- Several times a month
- o Once a week
- Several times a week
- o 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.¹⁹
 [CLOSED]

PLEASE TICK ONE BOX ONLY

- o Never
- Less than once a month
- Once a month
- Several times a month
- o 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?²⁰ [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)

- How would you rate the quality of [public space] in your local area? [CLOSED] PLEASE TICK <u>ONE</u> BOX ONLY
 - Very good
 - Good
 - Neither
 - Poor
 - Very poor
 - Don't know/not applicable

Increased understanding of other cultures and nationalities

- 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

¹⁹ From the European Social Survey

²⁰ 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.²¹

[CLOSED] PLEASE TICK ONE BO

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												

²¹ 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]²²

	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						

²² From the Community Life Survey

Social			
services			

- To what extent do you agree or disagree with the following statement? "I feel able to use local [public service]" [CLOSED] PLEASE TICK <u>ONE</u> 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 <u>ONE</u> BOX ONLY

	Very confident	Somewhat confident	Neither	Not very confident	Not at all confident	Don't know
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/yourselves/themselves] or is any of it shared with someone outside [your/this] household (or would share if currently vacant accommodation was occupied)?²³ [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?²⁴ [CLOSED]
 - 0 people
 - 1 to 2 people
 - 3 to 4 people
 - 5 to 6 people
 - 7 to 8 people
 - 9 to 10 people

²³https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment data/file/658481/EHS Questionnaire docum entation Year 9 2016 17.pdf

- 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?²⁵ [CLOSED] PLEASE TICK <u>ONE</u> 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						

²⁵ 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 following²⁶: [CLOSED] PLEASE TICK <u>ONE</u> BOX PER ROW ONLY

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
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]
 - o Volunteering
 - o Sports club
 - \circ Youth club
 - Religious group (e.g. local church, local mosque)
 - Other [please specify]
 - o None
 - o 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?²⁷ [CLOSED]
 - SELECT ALL THAT APPLY
 - \circ $\,$ Contacted a local radio station, television station or newspaper $\,$
 - o Contacted the appropriate organisation to deal with the problem, such as the council
 - o Contacted a local councillor or MP
 - o Attended a public meeting or neighbourhood forum to discuss local issues
 - o Attended a tenants' or local residents' group
 - Attended a protest meeting or joined an action group
 - o Helped organise a petition on a local issue
 - No local problems
 - None of the above
 - o Don't know

²⁶ From the Community Life Survey

²⁷ From the Community Life Survey

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

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

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

²⁸ 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?
	□ 0-15
	□ 16-24
	□ 25-34
	□ 35-44
	□ 45-54
	□ 55-64
	□ 75-84
	□ 85+
	Prefer not to say
GENDER	What is your sex?
	Prefer not to say
ETHNICITY	What is your ethnic group?
	F. <u>White</u>
	English / Welsh / Scottish / Northern Irish / British
	□ Gypsy or Irish Traveller
	Any other White background,
	G. <u>Mixed / multiple ethnic groups</u> White and Black Caribbean
	 White and Black African White and Asian
	 Any other Mixed / multiple ethnic background,
	H. Asian / Asian British
	□ Bangladeshi
	 Any other Asian background,
	I. Black / African / Caribbean / Black British
	□ African

Any other Black / African / Caribbean background,
J. Other ethnic group
Any other ethnic group,
What is your religion even if you are not currently practising? No religion Christian Buddhist Hindu Jewish Muslim Sikh Any other religion,
 How long have you live in the local area? By this I mean within a 15-20-minute walk of your home.²⁹ 6 months or less More than 6 months but less than 1 year 1 year or more but less than 3 years 3 years or more but less than 5 years 5 years or more but less than 10 years More than 10 years Don't know
 How long have you lived in the UK? 6 months or less More than 6 months but less than 1 year 1 year or more but less than 3 years 3 years or more but less than 5 years 5 years or more but less than 10 years More than 10 years but I was not born in the UK I was born in the UK Don't know
 How would you describe the area where you currently live?³⁰ An area where almost nobody is of a different race or ethnic group from most people in the UK Some people are of a different race or ethnic group from most people in the UK Many people are of a different race or ethnic group Don't know
-

 ²⁹ From the Community Life Survey
 ³⁰ From the European Social Survey