

# WEstjustice: Transforming Financial Security

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Monitoring & Evaluation Framework

31 May 2020

**WEstjustice**

## AUDIENCE AND PURPOSE

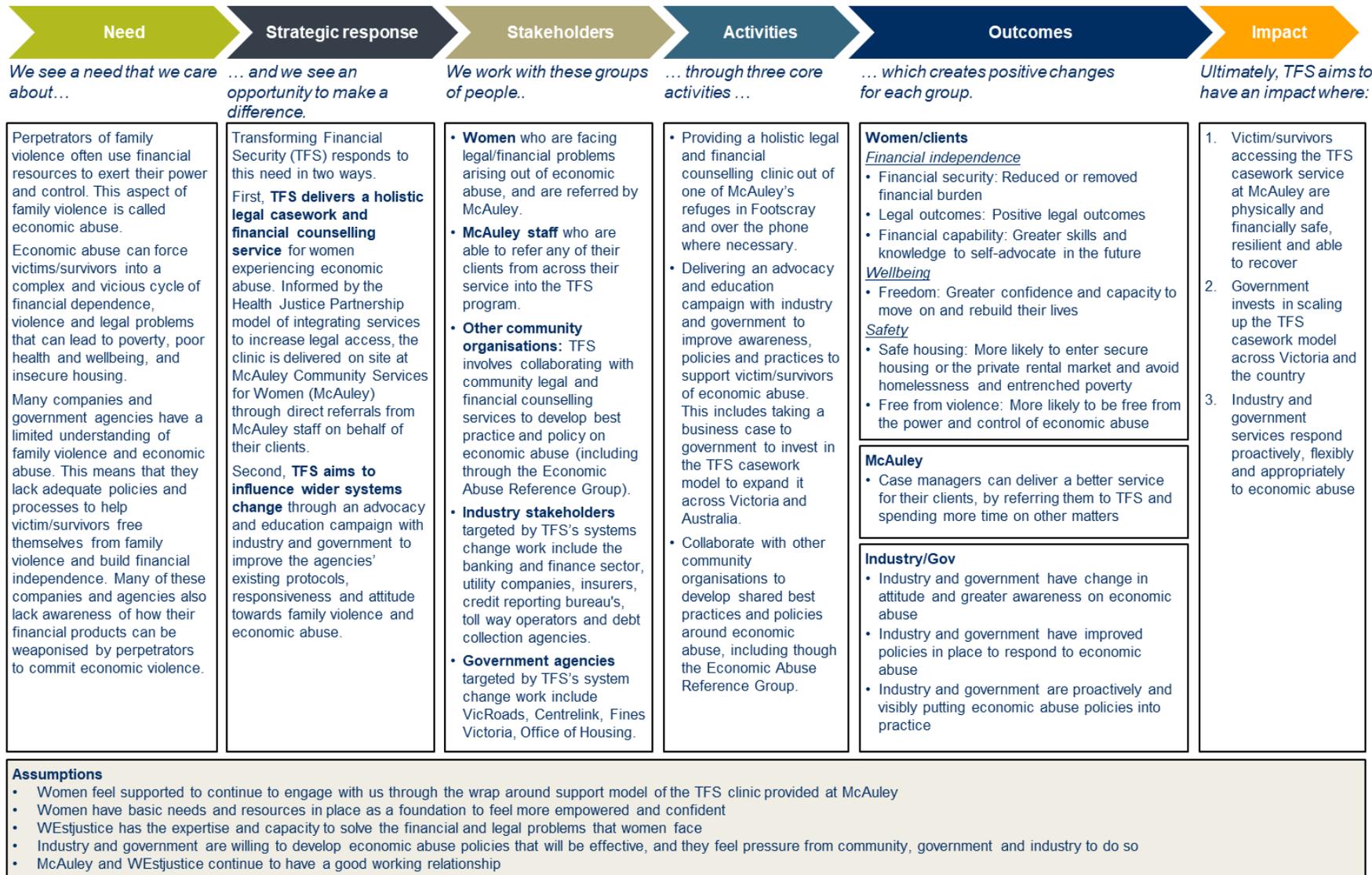
To define the scope of a M&E framework, we start by asking: **who** is M&E for? How will they **use** it?

The table below identifies audience, purpose and evaluation questions for two types of audiences: primary audiences are people who use M&E findings to help make important decisions that affect TFS; secondary audiences are people who are informed about TFS. There are two specific reporting milestones for TFS, highlighted in red below.

Audience	Purpose
<b>Who wants M&amp;E data about TFS?</b>	<b>Why? What will they do with M&amp;E findings?</b>
<b>Primary audiences</b>	
<b>Lord Mayor's Charitable Foundation (LMCF)</b> Current funder <b>Grant Acquittal Report due 28 February 2021</b>	<ul style="list-style-type: none"> <li>To acquit the TFS grant by assessing whether it achieved its intended milestones and outcomes</li> <li>To inform LMCF's future funding in the area of family violence and economic abuse</li> </ul>
<b>WEstjustice CEO and Senior Management Team</b>	<ul style="list-style-type: none"> <li>To inform WEstjustice's strategic direction in the area of economic violence</li> </ul>
<b>WEstjustice Economic Abuse Team</b>	<ul style="list-style-type: none"> <li>To support project management by improving understanding of what is working and what could be improved</li> <li>To help keep TFS accountable to the objectives agreed with LMCF</li> <li>To strengthen the Team's advocacy standpoint with evidence on outcomes achieved</li> </ul>
<b>McAuley Community Services for Women</b>	<ul style="list-style-type: none"> <li>To understand the value of the TFS clinic and integrated model for their clients</li> </ul>
<b>Victorian Government: Minister for Family Violence, Treasury and Finance</b> Future funder <b>Aim to present business case to Victorian Government early in the second half of 2020 (timeline TBC)</b>	<ul style="list-style-type: none"> <li>To inform decisions on investing in an integrated legal / financial casework clinics built on the TFS model</li> </ul>
<b>Potential delivery partners</b> Future partners	<ul style="list-style-type: none"> <li>To help convince future delivery partners about the value of integrating a TFS casework clinic into their service</li> </ul>
<b>Secondary audiences</b>	
<b>Economic Abuse Reference Group (EARG)</b>	<ul style="list-style-type: none"> <li>To understand the activities, outcomes and lessons emerging from the TFS model</li> </ul>
<b>Industry and government agencies</b>	
<b>Health Justice Australia</b>	

# PROGRAM LOGIC

The Transforming Financial Security program logic describes why the project exists, what and who is involved, and the outcomes it aims to create in the world. The outcomes identified in the program logic specify where the M&E framework is focused. The following sections describe *how* these outcomes are measured and reported.



## EVALUATION FRAMEWORK SUMMARY

The table below presents draft evaluation questions, sub-questions and the data that would be collected to answer these questions (outputs and outcomes).

Evaluation questions	Sub-questions	Outputs and outcomes
<b>What does our audience want to know about TFS?</b>	<b>How can we break these questions down further?</b>	<b>What do we need to measure to answer these questions?</b>
<b>1. Who has the TFS clinic supported?</b>	<ul style="list-style-type: none"> <li>How many clients were supported?</li> <li>What was their background?</li> </ul>	<ul style="list-style-type: none"> <li>Size and background of client base</li> </ul>
<b>2. What activities were delivered?</b>	<ul style="list-style-type: none"> <li>How many legal and financial issues were addressed, and what type?</li> <li>What external referrals were made?</li> <li>How satisfied are TFS clients with the service?</li> </ul>	<ul style="list-style-type: none"> <li>Number and type of legal and financial problems seen</li> <li>Referrals in and out of the service</li> <li>Client feedback / satisfaction</li> </ul>
<b>3. What outcomes has the TFS clinic achieved for clients?</b>	<ul style="list-style-type: none"> <li>What legal and financial outcomes did the TFS clinic achieve?</li> <li>What was the total financial value of avoided debts and waived fines?</li> <li>Did clients improve their financial capability and security?</li> <li>What longer-term life outcomes did TFS contribute to?</li> </ul>	<p><u>Financial independence</u></p> <ul style="list-style-type: none"> <li>Financial security: Reduced or removed financial burden – cleared debts, fines and credit records</li> <li>Legal outcomes: Positive legal outcomes</li> <li>Financial capability: Greater skills and knowledge to self-advocate in the future</li> </ul> <p><u>Wellbeing</u></p> <ul style="list-style-type: none"> <li>Freedom: Greater confidence and capacity to move on and rebuild their lives</li> </ul> <p><u>Safety</u></p> <ul style="list-style-type: none"> <li>Safe housing: More likely to enter secure housing or the private rental market and avoid homelessness and entrenched poverty</li> <li>Free from violence: More likely to be free from the power and control of economic abuse</li> </ul>
<b>4. How valuable is the TFS clinic for McAuley?</b>	<ul style="list-style-type: none"> <li>What differences does the TFS clinic make to McAuley's services?</li> </ul>	<ul style="list-style-type: none"> <li>Case managers have more referral pathways for clients facing legal and financial issues</li> <li>Case managers can spend more time supporting clients on other matters</li> </ul>
<b>5. Has TFS contributed to wider systems change?</b>	<ul style="list-style-type: none"> <li>Did TFS influence industry and government stakeholders to improve their policies and practices around economic abuse?</li> </ul>	<ul style="list-style-type: none"> <li>Improved knowledge of economic abuse and how their products can be weaponised</li> <li>New or better policies developed</li> <li>Policies put into practice</li> </ul>

## DATA COLLECTION PLAN

The table below describes the specific tools and indicators that are used to measure TFS's priority outcomes and outcomes.

Evaluation questions	Outputs and outcomes	Data collection tools	Indicators
<b>What does our audience want to know about TFS?</b>	<b>What do we need to measure to answer these questions?</b>	<b>How will we collect data?</b>	<b>What indicators will we use to measure outputs and outcomes?</b>
<b>1. Who has the TFS clinic supported?</b>	Size and background of client base	Client database	Number of individual clients, by background profile: pregnant/newborn; number of children; country of birth; employment status; Centrelink benefits; income scale; ATSI status; experiencing mental health condition
	<b>2. What services has TFS delivered?</b>	Number and type of legal and financial problems seen	Client database
	Referrals made by WEstjustice	Client database	<ul style="list-style-type: none"> <li>Number of referrals made by WEstjustice, and type of referral</li> </ul>
	Client feedback / satisfaction	Client survey (file close)	<ul style="list-style-type: none"> <li>Client feedback</li> <li>Added value of WEstjustice</li> <li>Suggestions for improving service and support</li> </ul>
<b>3. What outcomes has the TFS clinic achieved for clients?</b>	Financial security: Reduced or removed financial burden – cleared debts, fines and credit records	Client database	<ul style="list-style-type: none"> <li>Number of financial outcomes achieved, by type of financial outcome</li> <li>\$ value of financial outcomes achieved: fines/debts/etc waived; payment plans in place</li> </ul>
		Client survey (intake, file close, follow up)	<ul style="list-style-type: none"> <li>Self-reported (Likert scale)</li> </ul>
	Legal outcomes: Positive legal outcomes	Client database	<ul style="list-style-type: none"> <li>Number of legal outcomes achieved, by type of legal outcome</li> </ul>
	Financial capability: Greater skills and knowledge to self-advocate in the future	Client survey (intake, file close and follow up)	<ul style="list-style-type: none"> <li>Self-reported (Likert scale)</li> </ul>
	Freedom: Greater confidence and skills to move on and rebuild their lives	Client survey (intake, file close and follow up)	<ul style="list-style-type: none"> <li>Self-reported (Likert scale)</li> </ul>
	Safe housing: More likely to enter secure housing or the private rental market and avoid homelessness and entrenched poverty	Client survey (intake, file close and follow up)	<ul style="list-style-type: none"> <li>Self-reported (Likert scale)</li> </ul>
	Free from violence: More likely to be free from the power and control of economic abuse	Client survey (intake, file close and follow up)	<ul style="list-style-type: none"> <li>Self-reported (Likert scale)</li> </ul>
	<i>Qualitative data to support all outcomes</i>	<i>Case studies</i>	<ul style="list-style-type: none"> <li><i>Case studies written by the WEstjustice team on selected clients to complement other data with detailed qualitative data that 'brings outcomes to life'</i></li> </ul>

Evaluation questions	Outputs and outcomes	Data collection tools	Indicators
<b>4. How valuable is the TFS clinic for McAuley?</b>	Case managers can deliver a better service for their clients, by referring them to TFS and spending more time on other matters	Client database	<ul style="list-style-type: none"> <li>Total number of clients</li> </ul>
		McAuley survey	<ul style="list-style-type: none"> <li>Most significant change for clients and McAuley</li> <li>Impact of referral pathway on time spent with clients</li> <li>Impact on clients' financial capability</li> <li>Impact on clients' entry to safer housing</li> </ul>
<b>5. Has TFS contributed to wider systems change?</b>	Improved knowledge of economic abuse and how their products can be weaponised	Advocacy impact monitor	Number of meetings held (output) and details on each
	New or better policies developed	Stakeholder survey	<ul style="list-style-type: none"> <li>Impact on family violence policies and practice</li> <li>Contribution of WEstjustice / financial counsellors to policy/practice change</li> <li>Most significant change for organisation and wider industry</li> </ul>
	Policies put into practice		

## DATA COLLECTION TOOLS

All of the data that WEstjustice needs for M&E can be collected with five tools. Each tool is presented further below.

Tool	Description	Timeframe	User
<b>1. Client database</b>	Spreadsheet used to collect and maintain basic data on every client supported through the TFS casework clinic	<b>Ongoing:</b> Maintained by WEstjustice staff through the course of supporting clients	Maintained by <b>WEstjustice</b>  <b>Client database spreadsheet includes a tab (“Data analysis”) that automatically analyses the most important data on clients and their outcomes</b>
<b>2. Client survey</b>	Simple survey of TFS clients to collect feedback and outcomes data (SurveyMonkey)	<b>Ongoing:</b> Conducted with clients at three points in time: intake, file close and follow up	Depending on circumstances and touch point, completed by: <ul style="list-style-type: none"> <li>• <b>WEstjustice</b> in conversation with clients</li> <li>• <b>Clients</b> on their phone</li> <li>• <b>McAuley</b> case managers in conversation with clients</li> </ul>
<b>3. McAuley survey</b>	Simple survey of McAuley staff to collect their perspectives on TFS (SurveyMonkey)	<b>One off:</b> Conducted once in July 2020 to collect data for the pitch to Victorian Government and final report to LMCF (due February 2021)	Completed by <b>McAuley</b> case managers via a SurveyMonkey link
<b>4. Advocacy impact monitor</b>	Simple spreadsheet to record the advocacy activities with industry and government	<b>Ongoing:</b> Maintained by WEstjustice staff to record advocacy activity	Maintained by <b>WEstjustice</b>
<b>5. Stakeholder survey</b>	Simple survey of industry and government stakeholders to collect (SurveyMonkey)	<b>One off:</b> Conducted once in July 2020 to collect data for the pitch to Victorian Government and final report to LMCF (due February y 2021)	Completed by key contacts at <b>stakeholder organisations</b> via a SurveyMonkey link

In addition to the above, the WEstjustice team plan to write short case studies about a small sample of TFS clients to provide qualitative data that complements other data sources to help illustrate client outcomes. These case studies would be included in the TFS evaluation report. WEstjustice have an established template and process for asking clients for consent and writing case studies – this M&E Framework document does not expand further on this process.

**The following pages present the three surveys: the client survey, the McAuley survey and the stakeholder survey.**

## Client survey

The client survey is a simple, structured survey to collect outcomes and feedback data from TFS clients. The survey would be uploaded on SurveyMonkey and it would be conducted at three touch points with slightly different questions: intake, file close and follow up.

The following table describes the process and data collected at each touch point. The survey template is presented below.

Survey	Data collected	Process
<b>1. Intake:</b> incorporated into existing intake procedure to collect baseline data	<ul style="list-style-type: none"> <li>Wellbeing and life outcomes – baseline reading</li> </ul>	<ul style="list-style-type: none"> <li>Conducted by WEstjustice staff with client <b>face-to-face</b> as part of initial intake meeting</li> <li>WEstjustice staff also fill out the Client Intake Sheet (that goes into CLASS) and the database spreadsheet</li> <li>While sitting with the client, WEstjustice staff would open the survey on SurveyMonkey on their laptop or phone, and go through the survey by asking the client the questions and entering answers while they are with them</li> </ul>
<b>2. File close:</b> conducted at file close to collect feedback and short-term outcomes	<ul style="list-style-type: none"> <li>Wellbeing and life outcomes – short-term measurement</li> <li>Feedback on TFS</li> </ul>	<ul style="list-style-type: none"> <li>Face-to-face meetings with WEstjustice staff are not feasible at this point.</li> <li>During the file close phone call, WEstjustice staff would ask if the client consents to completing a short survey at this point, <i>and</i> if they consent to being contacted again in 6 months for another short survey (and the safest way to do that – phone or email). Consent to follow up and contact details are added to their file</li> <li>For those clients who consent to completing the file close survey at this point, WEstjustice staff determine the best option:               <ul style="list-style-type: none"> <li>Ask if the client is happy to answer the survey <b>on their phone</b> and SMS them a SurveyMonkey link</li> <li>If they are still working with McAuley, ask if the client would prefer their <b>McAuley case manager</b> to take them through the survey at their next meeting</li> </ul> </li> </ul>
<b>3. Follow up:</b> conducted 6 months after file close survey	<ul style="list-style-type: none"> <li>Wellbeing and life outcomes – long-term measurement</li> </ul>	<ul style="list-style-type: none"> <li>Similar process to the file close survey</li> <li>For those clients who gave their consent at file close to being contacted in 6 months, WEstjustice would call the client to check in, and ask if they would still be happy to complete the survey on their phone, or with their McAuley case manager (if they are still in touch with McAuley)</li> <li>For clients whose files were closed prior to development of this M&amp;E Framework and the client surveys, WEstjustice will also call these clients and ask if they would be happy to complete the survey on their phone</li> </ul>

Note that clients would complete:

- **One survey at intake** per client
- **One survey at file close** when all legal and/or financial counselling files are closed for the client. Whether this is conducted when all legal files are closed, or financial counselling files are closed, or when *both* legal and financial counselling files, will be determined on a case-by-case basis by the TFS team. Financial counselling issues may be resolved much quicker than some legal issues: for example, working with creditors or government agencies to clear debts or fines may take only a few weeks, while seeking an intervention order on a violent partner could take months.
- And only **one survey at follow up** 6 months after the file close survey

Because all surveys are anonymous (names are not collected due to privacy concerns and to maximise response rates), it will not be possible to link up a client's answers to all three surveys to track an individual's progress over time. This means that comparisons from intake to file close and follow up surveys will only be possible at the aggregated level.

The table below presents the client survey, which is to be uploaded into SurveyMonkey. **Note that three separate surveys need to be created in SurveyMonkey** – for intake, file close and follow up. The final column indicates which questions are included in which survey (the file close survey is longer than the other two).

Survey questions	Answer format	Notes	Which survey
<i>Intro paragraph: Include an introductory paragraph outlining: the purpose of the survey and how data will be used; that responses are anonymous (names are not collected); and that participation is voluntary</i>			
<b>Wellbeing and life outcomes</b>			
1. These questions are about how you are feeling at the moment about different parts of your life	1. Strongly agree 2. Somewhat agree 3. Neither agree nor disagree / cannot answer 4. Somewhat disagree 5. Strongly disagree	This question type is called a Matrix Table, where these 5 answers are used as options for all four sub-questions below	All
a) I am able to pay off any debts or fines that I have right now	Likert scale (as above)	Outcome: Financial security	All
b) I know how to solve any money or legal problems I have	Likert scale (as above)	Outcome: Financial capability	All
c) I have a long-term or secure place to live	Likert scale (as above)	Outcome: Safe housing	All
d) I feel safe and in control of my financial situation	Likert scale (as above)	Outcome: Free from violence	All
e) I don't have to worry about legal or money problems stopping me from moving on	Likert scale (as above)	Outcome: Freedom	All
<b>Feedback / satisfaction</b>			
2. We would like to know how well we supported you. How much do you agree to each of the following statements?	1. Strongly agree 2. Somewhat agree 3. Neither agree nor disagree / cannot answer 4. Somewhat disagree 5. Strongly disagree	This question is another Matrix Table format – as above	File close only
a) The WEstjustice team helped me to feel comfortable and listened to	Likert scale (as above)		File close only
b) I now have a better understanding of the options available to me if I face legal and money problems in the future	Likert scale (as above)		File close only
c) Overall, I am happy with the results that WEstjustice achieved for me in resolving my financial or legal problems	Likert scale (as above)		File close only
d) I dealt with my legal and financial problems earlier because the support was made available at McAuley House	Likert scale (as above)		File close only
e) If McAuley did not refer me to get help from WEstjustice I would not have known where to seek help	Likert scale (as above)		File close only

## McAuley survey

The following table presents the questions and answer format for the McAuley survey. This survey would be sent to all McAuley case managers who refer clients to the TFS clinic.

The stakeholder survey will be conducted as a one off in July 2020.

Survey questions	Answer format	Notes
<i>Intro paragraph: Include an introductory paragraph outlining: the purpose of the survey and how data will be used; that responses are anonymous (names are not collected); and that participation is voluntary</i>		
1. What is your role at McAuley?	<ul style="list-style-type: none"> <li>Open text field</li> </ul>	
2. What's the single most significant change that WEstjustice's legal and financial counselling clinic has brought to your clients? Please describe <i>why</i> is that so significant	<ul style="list-style-type: none"> <li>Open text field</li> </ul>	
3. What's the single most significant change that WEstjustice's legal and financial counselling clinic has brought for McAuley? Please describe <i>why</i> is that so significant	<ul style="list-style-type: none"> <li>Open text field</li> </ul>	
4. Please indicate to what extent you agree with each of the following statements:	<ol style="list-style-type: none"> <li>Strongly agree</li> <li>Somewhat agree</li> <li>Neither agree nor disagree / cannot answer</li> <li>Somewhat disagree</li> <li>Strongly disagree</li> </ol>	<ul style="list-style-type: none"> <li>This 5-point Likert scale is used for the following 3 questions</li> </ul>
a) The legal and financial counselling support from WEstjustice means I can spend more time with my clients on other things that matter	<ul style="list-style-type: none"> <li>Likert scale (as above)</li> </ul>	
b) WEstjustice has increased my clients' ability and confidence to manage their own money problems and access legal support in the future	<ul style="list-style-type: none"> <li>Likert scale (as above)</li> </ul>	
c) WEstjustice's support means that I was able to support my clients into secure housing earlier (e.g. clients had greater capacity to pay rent due to being freed up from debt)	<ul style="list-style-type: none"> <li>Likert scale (as above)</li> </ul>	
5. Can you provide any details to explain your answers above?	<ul style="list-style-type: none"> <li>Open text field</li> </ul>	
6. Do you have any suggestions for how WEstjustice could improve its legal and financial counselling clinic at McAuley?	<ul style="list-style-type: none"> <li>Open text field</li> </ul>	

## Stakeholder survey

The following table presents the questions and answer format for the stakeholder survey. This survey should be sent to a list of contacts at businesses and government agencies targeted through the advocacy delivered through TFS. This list of contacts is to be developed by TFS staff.

The TFS advocacy and education activities are delivered through multiple channels, depending on the industry or agencies being targeted – including direct engagement by WEstjustice, through the work of community sector coalitions such as the Economic Abuse Reference Group (EARG) and Infringements Working Group (IWG), or in partnership with other initiatives and organisations such as Thriving Communities. As such, the survey refers to the influence of the work of ‘community organisations working in the field of economic abuse’, rather than WEstjustice directly.

The stakeholder survey will be conducted as a one off in July 2020.

Survey questions	Answer format
<i>Intro paragraph: Include an introductory paragraph outlining: the purpose of the survey and how data will be used; that responses are anonymous (names are not collected); and that participation is voluntary</i>	
1. What is the name of your organisation? (This question is optional)	<ul style="list-style-type: none"> <li>Open text field</li> </ul>
2. Have you developed or improved policies on family violence in response to advice and feedback from community organisations? If yes, please provide details on these policies	<ul style="list-style-type: none"> <li>Open text field</li> </ul>
3. Have you taken steps to implement any family violence policies? If yes, please provide details on what actions you have taken	<ul style="list-style-type: none"> <li>Open text field</li> </ul>
4. Can you provide any details to explain your answers above?	<ul style="list-style-type: none"> <li>Open text field</li> </ul>
5. How important has the work of financial counsellors and lawyers in the community sector been in influencing your organisation’s response to family violence?	<ol style="list-style-type: none"> <li><b>Extremely important:</b> We would not have developed our response to family violence without their work</li> <li><b>Moderately important:</b> Their work has been a significant influence in raising the priority of this issue and shaping our response to family violence</li> <li><b>Slightly important:</b> Their work has been influential, but other factors have played a greater role in shaping our response to family violence</li> <li><b>Not important at all:</b> We were already working on our family violence response / would have developed it anyway</li> <li><b>Unsure:</b> Too difficult to answer</li> </ol>
6. Please indicate to what extent you agree with each of the following statements:	<ol style="list-style-type: none"> <li>Strongly agree</li> <li>Somewhat agree</li> <li>Neither agree nor disagree / cannot answer</li> <li>Somewhat disagree</li> <li>Strongly disagree</li> </ol>
a) I would turn to community organisations such as WEstjustice if I was seeking guidance on family violence issues related to the products or services offered by my organisation	<ul style="list-style-type: none"> <li>Likert scale (as above)</li> </ul>
b) It is easier for my staff to identify potential family violence issues and offer appropriate remedies for clients when they are represented by a financial counsellor or a lawyer	<ul style="list-style-type: none"> <li>Likert scale (as above)</li> </ul>
7. What’s the single most significant change that the work of the community sector has brought to your organisation? Why is that so significant?	<ul style="list-style-type: none"> <li>Open text field</li> </ul>
8. What’s the single most significant change that the work of the community sector has brought to the wider industry? Why is that so significant?	<ul style="list-style-type: none"> <li>Open text field</li> </ul>

## REPORT TEMPLATE AND DATA ANALYSIS

The table below summarises the approach to analysing data once it is collected on each of the indicators identified. Much of the data analysis required will automatically be conducted through two mechanisms:

- **Client database:** The Client database spreadsheet includes a tab called “Data analysis” which automatically conducts simple analyses of the most important data entered into the client database
- **Surveys:** The surveys presented in this document are to be uploaded onto SurveyMonkey. SurveyMonkey can export survey results as tables and charts (column charts, pie charts, etc) that automatically analyse the results

The table below provides additional guidance about how to analyse data collected across the tools.

Evaluation questions	Outputs and outcomes	Indicators	Data analysis plan
<b>What does our audience want to know about TFS?</b>	<b>What do we need to measure to answer these questions?</b>	<b>What indicators will we use to measure outputs and outcomes?</b>	<b>How will we analyse data?</b>
<b>1. Who has the TFS clinic supported?</b>	Size and background of client base	Number of individual clients, by background profile: pregnant/newborn; number of children; country of birth; employment status; Centrelink benefits; income scale; ATSI status; experiencing mental health condition	<ul style="list-style-type: none"> <li>• See “Data Analysis” tab in Client database spreadsheet</li> </ul>
<b>2. What services has TFS delivered?</b>	Number and type of legal and financial problems seen	<ul style="list-style-type: none"> <li>• Number of legal issues, by type</li> <li>• Number of financial counselling issues, by type</li> </ul>	<ul style="list-style-type: none"> <li>• See “Data Analysis” tab in Client database spreadsheet</li> </ul>
	Referrals made by WEstjustice	<ul style="list-style-type: none"> <li>• Number of referrals made by WEstjustice, and type of referral</li> </ul>	<ul style="list-style-type: none"> <li>• See “Data Analysis” tab in Client database spreadsheet</li> </ul>
	Client feedback / satisfaction	<ul style="list-style-type: none"> <li>• Client feedback</li> <li>• Added value of WEstjustice</li> </ul>	<ul style="list-style-type: none"> <li>• Data collected in Client Survey (file close survey only) using 5-point Likert-scale questions. Export tables and charts from SurveyMonkey to calculate the % of clients who “Strongly agree” to “Strongly disagree” with the statements</li> </ul>
<b>3. What outcomes has the TFS clinic achieved for clients?</b>	Financial security: Reduced or removed financial burden – cleared debts, fines and credit records	<ul style="list-style-type: none"> <li>• Number of financial outcomes achieved, by type of financial outcome</li> <li>• \$ value of financial outcomes achieved: fines/debts/etc waived; payment plans in place</li> </ul>	<ul style="list-style-type: none"> <li>• See “Data Analysis” tab in Client database spreadsheet</li> </ul>
		<ul style="list-style-type: none"> <li>• Self-reported (Likert scale)</li> </ul>	<ul style="list-style-type: none"> <li>• Data collected in Client Survey using 5-point Likert-scale questions. Export tables/charts from SurveyMonkey to calculate % of clients who “Strongly agree” to “Strongly disagree” with the statements</li> <li>• Compare % breakdown of clients across the 5 responses between the intake, file close and follow up surveys</li> </ul>

Evaluation questions	Outputs and outcomes	Indicators	Data analysis plan
	Legal outcomes: Positive legal outcomes	<ul style="list-style-type: none"> <li>Number of legal outcomes achieved, by type of legal outcome</li> </ul>	<ul style="list-style-type: none"> <li>See “Data Analysis” tab in Client database spreadsheet</li> </ul>
	Financial capability: Greater skills and knowledge to self-advocate in the future	<ul style="list-style-type: none"> <li>Self-reported (Likert scale)</li> </ul>	<ul style="list-style-type: none"> <li>As above (as for Financial Security outcome)</li> </ul>
	Freedom: Greater confidence and skills to move on and rebuild their lives	<ul style="list-style-type: none"> <li>Self-reported (Likert scale)</li> </ul>	<ul style="list-style-type: none"> <li>As above (as for Financial Security outcome)</li> </ul>
	Safe housing: More likely to enter secure housing or the private rental market and avoid homelessness and entrenched poverty	<ul style="list-style-type: none"> <li>Self-reported (Likert scale)</li> </ul>	<ul style="list-style-type: none"> <li>As above (as for Financial Security outcome)</li> </ul>
	Free from violence: More likely to be free from the power and control of economic abuse	<ul style="list-style-type: none"> <li>Self-reported (Likert scale)</li> </ul>	<ul style="list-style-type: none"> <li>As above (as for Financial Security outcome)</li> </ul>
	<i>Qualitative data to support all outcomes</i>	<ul style="list-style-type: none"> <li><i>Case studies written by the WEstjustice team on selected clients to complement other data with qualitative data that ‘brings outcomes to life’</i></li> </ul>	<ul style="list-style-type: none"> <li>WEstjustice staff will identify valuable case studies from the clients who gave their consent, and write brief case studies using existing process</li> </ul>
<b>4. How valuable is the TFS clinic for McAuley?</b>	Case managers can deliver a better service for their clients, by referring them to TFS and spending more time on other matters	<ul style="list-style-type: none"> <li>Total number of clients</li> </ul>	<ul style="list-style-type: none"> <li>See “Data Analysis” tab in Client database spreadsheet</li> </ul>
		<ul style="list-style-type: none"> <li>Most significant change for clients and McAuley</li> <li>Impact of referral pathway on time spent with clients</li> <li>Impact on clients’ financial capability</li> <li>Impact on clients’ entry to safer housing</li> </ul>	<ul style="list-style-type: none"> <li>For Likert scale questions: export tables/charts from SurveyMonkey to retrieve results (as for client outcomes, above)</li> <li>For open-ended questions: export results from SurveyMonkey to pull out quotes, themes and patterns that complement or qualify Likert scale questions</li> </ul>
<b>5. Has TFS contributed to wider systems change?</b>	Improved knowledge of economic abuse and how their products can be weaponised	Number of meetings held (output) and details on each	<ul style="list-style-type: none"> <li>Count of the number of different meetings held as recorded in the Advocacy Monitor. Disaggregate the number of meetings by type (if relevant) – e.g. training sessions, conference and one-on-one meetings</li> </ul>
	New or better policies developed	<ul style="list-style-type: none"> <li>Impact on family violence policies and practice</li> <li>Contribution of WEstjustice / financial counsellors to policy/practice change</li> </ul>	<ul style="list-style-type: none"> <li>For Likert scale and open-ended questions in the stakeholder survey – take similar approach as for the McAuley survey</li> </ul>
	Policies put into practice	<ul style="list-style-type: none"> <li>Most significant change for organisation and wider industry</li> </ul>	<ul style="list-style-type: none"> <li>As above</li> <li>In addition, use the new ‘Outcomes’ column in the Advocacy Monitor to record where important policy and practice outcomes have been achieved in advocacy work. Include short summaries of outcomes in evaluation report</li> </ul>