

## **Process evaluation**

The process evaluation primarily aims to help DCLG to understand the process of how the operational programme has been implemented and delivered, and identify factors that have helped or hindered its effectiveness.

It will seek to generate a detailed description of the priority interventions delivered, who provides them, what form they take, how they are delivered and how they are experienced.

This will provide an in-depth understanding of the decisions, choices and judgments involved at various stages of programme delivery, how and why they are made and what shapes them.

### **Indicative research questions for the process evaluation – these would need to be fleshed out and prioritised in the Scoping Study**

- How was the programme delivered?
- In what context was the programme delivered?
- What did participants and staff feel worked in delivering the programme, why and how?
- What did they feel worked less well in delivering the programme, and why?
- Was the policy implemented “on the ground” in the way it had been planned? (e.g. what were the “take up”, compliance and unintended consequences)
- Did the programme meet its targets for inputs and outputs? (to establish the need to investigate causes of any difference between expectation and delivery.)
- Was the logic model (set out above) linking policy and outcomes supported in the delivery?
- How effective were risk management strategies in anticipating and mitigating risks?
- Did delivery meet budgetary expectations when rolled out, or were there unforeseen issues and hidden costs?
- How might the programme be refined or improved?

If it is feasible, and if resources permit, there may be benefits to early process evaluation to inform the second part of the programme period, given changes to a single Operational Programme (where previously there were programmes at regional level, through the RDAs, as well as towards the end of the programme period – to inform the next round of ERDF.

The process evaluation could use a range of both quantitative and qualitative data to help answer the key research questions outlined above. These could take the form of descriptive statistics, which are collected as part of the Operational Programme’s set of performance indicators, aggregation of individual projects summative assessments of their own performance and an in depth description of their delivery and beneficiaries survey.