

ViewPOINT

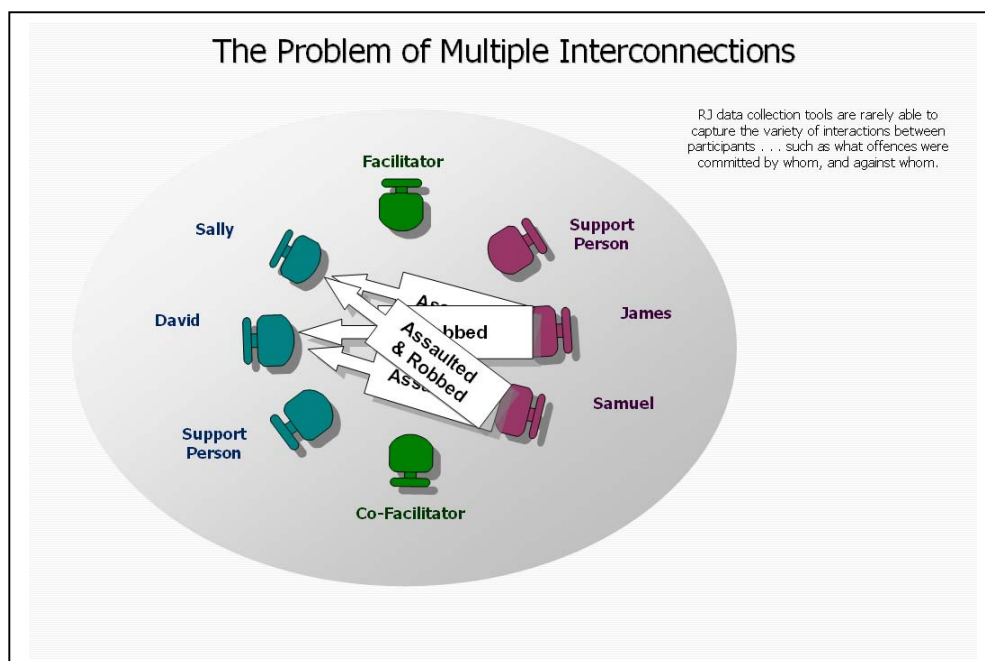
Monitoring and Evaluation - practice and research working together: a National Model

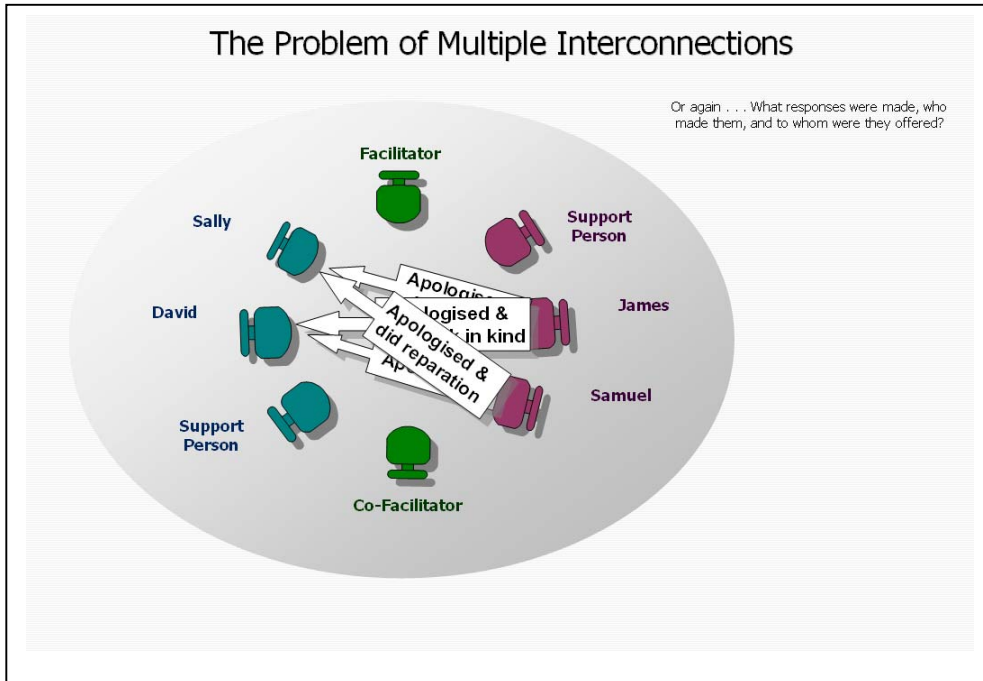
In Scotland there is a commitment from the Scottish Government to the provision of restorative processes in the youth justice system so that all people harmed by youth crime will be given the opportunity to participate in a restorative justice process. These services are delivered through 32 local government authorities

To ensure consistency of provision and data collection and to allow cross-site comparison this provision is supported by three key processes:

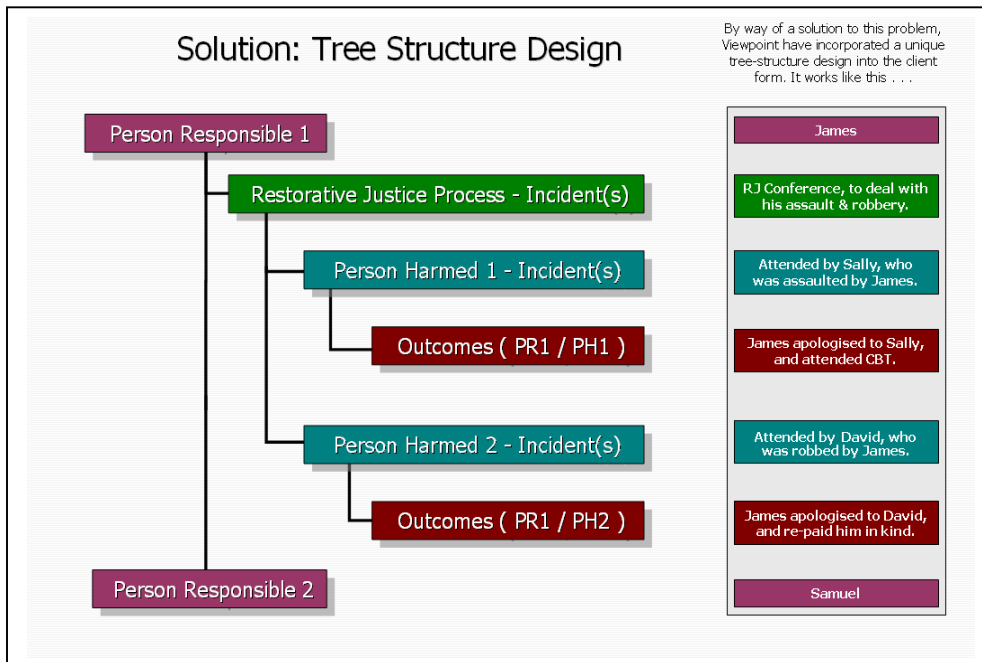
- The development of Best Practice Guidance for Restorative Practitioners, their Case Supervisors and Line Managers which established nationally recognised standards and definitions of best practice.
- A national programme of training to support the Best Practice guidance to enable practitioners to develop the skills required
- The provision of a national web based **monitoring and evaluation system** to support the consistent delivery of services. A web based approach allows local input to a national database. Data can be extracted locally for local reporting and is also available nationally for monitoring and reporting

Data recording and collection in Restorative Justice cases is complicated by multiple interconnections. Restorative Justice data collection tools are rarely able to capture the variety of interactions between participants, such as what offences were committed by whom and against whom, and what responses were made, who made them and to whom were they offered.

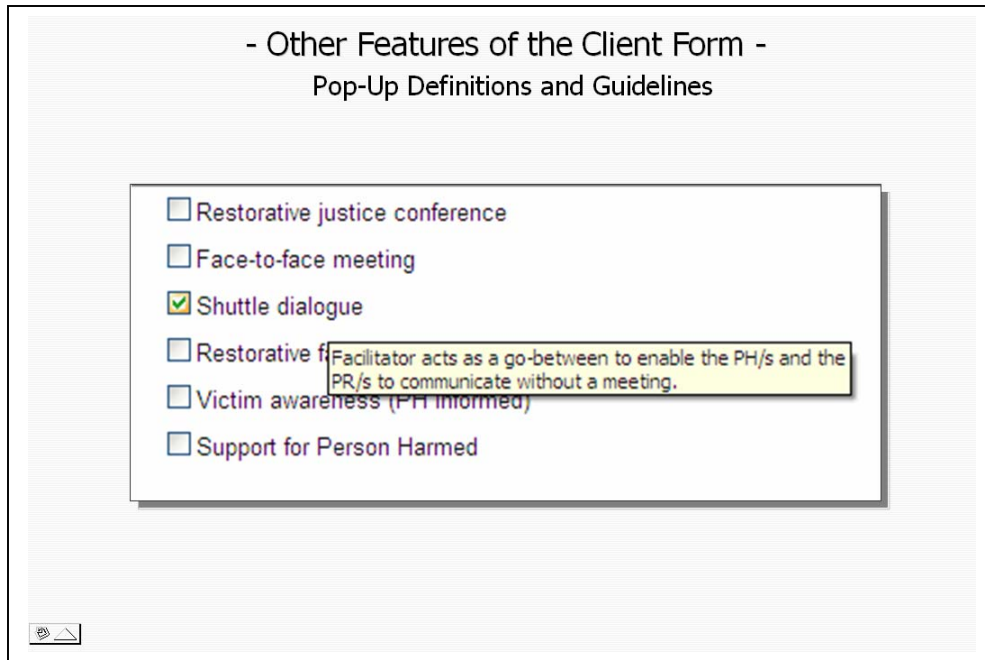




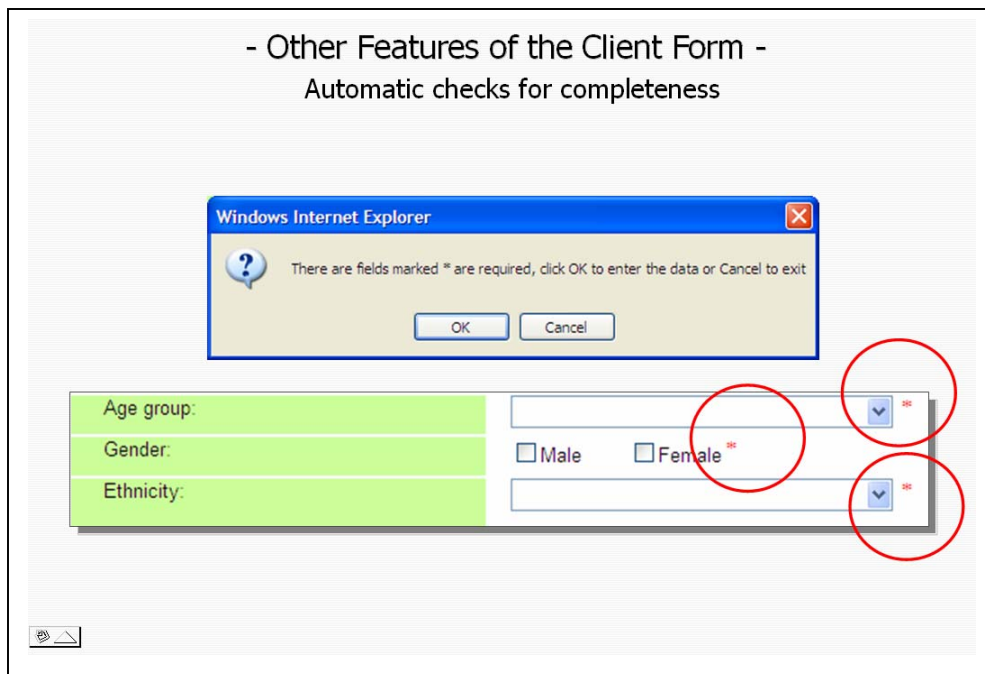
Electronic data recording allows these difficulties to be overcome and the **Viewpoint Client Form** is based on a unique tree structure which records data as a case which allows data about multiple Person's Responsible, Person's Harmed, the processes each has been involved in and the outcomes to be recorded. In Scotland data can be recorded consistently across the country and information about all participants in all processes and the outcomes is recorded.



An electronic data recording system can also support practice standards and definitions by providing 'pop up' information windows.



Additionally an electronic system allows consistency checks to be built into the data entry system and error messages to be displayed, and restrictions on further data entry be applied if there are inconsistencies or incompleteness in data entry.



- Other Features of the Client Form - Automatic checks for consistency

Referral source:	Children's Reporter
Date referral received:	01/02/2008
Date of referral incident:	02/02/2008
Was incident information accurate?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

* The incident date must be before the received date

The monitoring and evaluation system in Scotland combines two features: a Client Form for use by practitioners to record case details; and a set of questionnaires for use with Viewpoint ACASI (audio computer assisted self interviewing)

Electronic data collection systems have advantages over paper based approaches: more accurate data is collected, data input fields can be controlled for consistency, and research evidence in relation to audio CASI shows that service users are more engaged in the feedback process, and the methodology is known to be effective in collecting data about sensitive subjects

Web-Based Data-Collection Tools

Client Form

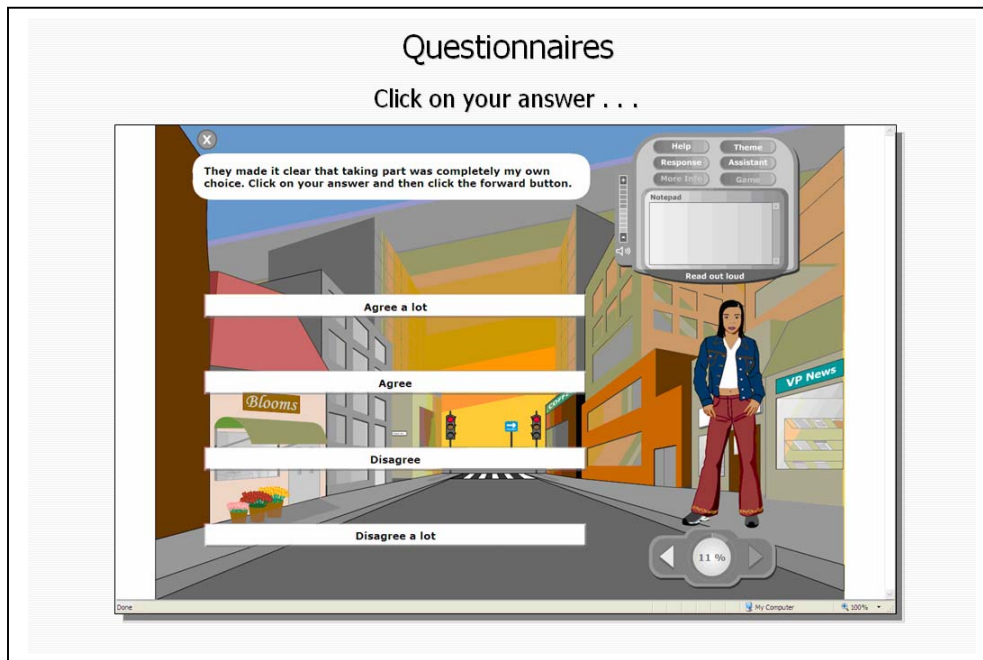
The image shows two versions of the Client Form. On the left is a screenshot of the web-based interface, which includes a navigation menu on the left and a main form area with fields for 'Date referral received', 'Date of referral incident', and 'Was incident information accurate?'. On the right is a screenshot of the paper version of the form, which is a printed document with the same fields and a 'Client Form' header.

Paper Versions

Questionnaires

The image shows two versions of the Questionnaires. On the left is a screenshot of the web-based interface, which features a colorful cartoon illustration of children playing and a text box that reads: 'Your answers will help us to find out which parts of the service worked well and which parts we need to improve. This will help us make sure that good services are given to people taking part in the future.' On the right is a screenshot of the paper version of the questionnaire, which is a printed document with a table of questions and response options.

Questionnaires have been developed for feedback from Person's Harmed, Person's Responsible and Support Persons involved in a case. Information is sought from person's Responsible about decisions to participate in the process, an evaluation of their participation, what was achieved, about giving an apology, and about deciding and agreeing an action plan. Person's Harmed also provide feedback through questionnaires asking about information provided beforehand, about decisions to participate, about what was achieved by communicating with the Person Responsible, information is sought about any apology, about the action plan and fairness to Person Harmed, their evaluation of taking part, if they felt more or less safe and their view of any changes in the Person Responsible. Questionnaires are also available for support persons who participated in a process to complete. Questionnaires can be completed online or offline but all data is stored in one central database and questionnaires are automatically linked to the client form and other information about Person's Responsible and Person's Harmed.



The Viewpoint multimedia ACASI instrument is an interactive questionnaire tool, delivered on a computer with internet access or downloaded to a stand alone computer. In the full, interactive version, all text that appears on the screen is read out loud by animated characters, aiding literacy difficulties. Respondents can choose from a selection of animated characters and can choose from a selection of animated and colourful screen backgrounds. A simpler version of Viewpoint is also available for adult use. Routing or filtering for follow-up questions is automatic. Self-complete methods are generally viewed as advantageous, in terms of being cheaper and quicker to administer and also in terms of avoiding interviewer variability and bias, particularly in terms of under-reporting issues that could be sensitive. Self-complete approaches using new technology in particular have been associated with a number of advantages and have been identified as of particular benefit to special groups, such as children and young people. ACASI approaches have also been associated with aiding literacy difficulties, with an enhanced sense of privacy and with increased disclosure of sensitive information. The use of automatic skip and branch patterns is thought to decrease respondent error or fatigue and allows the use of more complicated questionnaires.¹

¹ See, for example, Davies, M. & Morgan, A. (2005). Using Computer-Assisted Self-Interviewing (CASI) Questionnaires to Facilitate Consultation and Participation with Vulnerable Young People. *Child Abuse Review* 14, 389-406;

Data monitoring, analysis and reporting

An electronic web based monitoring and evaluation system ensures that all data is immediately accessible. Up to date information is available about cases being worked on by local services. Local managers have an immediate overview of the work being undertaken, and national evaluators can provide a up to date national information.

All data, Client Form data and questionnaire responses, are accessible for local analysis as well as for national reporting. Local information can be compared instantaneously with national data reports.

A particular value of this approach to monitoring and evaluation is that local services have data available to report on the work they are doing. Such information can be vital to ensure that local policy makers and those responsible for funding services are aware of the work and its effectiveness. Regular reporting is possible on up to date data.

Linking data collection to service delivery ensures that data entry is not duplicated. The monitoring and evaluation system meets the need to record local practice and also ensures that data is available for national evaluation.

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The Viewpoint Organisation

Viewpoint Information Systems are available worldwide.

The Viewpoint Organisation specialises in providing secure web based methods of collecting, analysing and reporting information.

A variety of formats are available:

- Viewpoint ACASI (audio computer assisted self-interviewing) to engage children and young people
- Viewpoint Direct to enable the general public, employees, professionals to complete questionnaires online
- Viewpoint Forms for monitoring and evaluation and case recording

Viewpoint Information Systems display a wide range of questionnaire and form formats, and provide analysis and reporting tools to access data

A wide range of standard questionnaires are available. Any current paper questionnaires and forms can be published for use with the Viewpoint Information System. The Viewpoint Research Department can be commissioned to develop bespoke questionnaires.

Specialist Viewpoint staff are available to support the implementation of Viewpoint Information Systems for surveys, Viewpoint Information Systems are available worldwide.