



## Victim Support Scotland case study [ESS principles for good evaluation](#)



### What we did

[Victim Support Scotland](#) (VSS) had previously moved from reporting almost exclusively on its activities towards a more outcome focused approach. However, they found there were still inconsistent practices between the amount and type of data recorded. Evaluation Support Scotland (ESS) facilitated a champions' group from various VSS services and explored why self-evaluation was important to VSS, the evaluation challenges they faced and how to embed VSS's outcomes in everyday work. The group revised VSS's outcomes. They designed a new, unified evidence collection form that would work across all VSS services, which was piloted before making changes to existing databases. They looked at how to make better use of case studies.



### The difference we made

There is evidence that ESS helped VSS to improve its systems for collecting and using evidence. VSS now has three clear organisation-wide outcomes, based on those they had originally identified, but clarified and refined in consultation with representatives from a range of services.

*"It will help us evidence our outcomes systematically and appropriately; not measure what we can't help with."*



### What we learned

This work reinforced our learning about working with larger organisations, where running a series of support sessions across different services is important. The people involved should be at the right level for the work, but everyone's perspective should be heard to ensure staff buy-in. Our work with Victim Support Scotland illustrates ESS's suggested principle for good evaluation: it should fit the way you work. Check out [ESS's principles for good evaluation](#) to help you judge if your evaluation is good enough.

**Nov 2017**

If you would like ESS's support please contact us at [info@evaluationsupportscotland.org.uk](mailto:info@evaluationsupportscotland.org.uk).