



Please use this form to explain how you achieved the key outputs and outcomes described in your Pre-bid application (form VCS 2) and Questionnaire (form VCS 3). It is important that:

- you explain your monitoring and evaluation methodology, and
- describe the results of your own evaluation.

While the length of your answer is limited to the space provided, we would welcome any additional information or data that helps you demonstrate what you have achieved. Please send it with this report.

<b>About your organisation</b>	
Full name	
Address	
Phone number	
Person we should contact <i>In case we need to speak to you</i>	
Email address	

<b>Your bid for Grant-in-Aid funding</b>
<p><b>Amount of award</b> <i>Tell us how much you were awarded for the financial year you are now reporting on</i></p> <p>£</p>
<b>Name of your proposal</b>

## Indicators of success

You described your planned outcomes (what you expected your activities to achieve) in question 3 of your Pre-bid application (form VCS2) and your targets in question 3 of your funding Questionnaire (form VCS3).

1	<p>What did the project achieve? For each of the planned outcomes and targets you told us about, tell us the results you achieved.</p> <p>Please send any evaluation reports, documents, statistics or other evidence that can be used to demonstrate your success with this report.</p>

You described the HMRC Strategic Outcomes you intended to achieve in question 1 of your pre-bid application (form VCS 2). Case studies are useful ways of demonstrating these outcomes and how, through your activities, you have improved the experience for an individual.

Your case studies must:

- set out the background to put the study into context
- describe the events detailing the support or advice you have given
- describe the follow-up action or any additional support or interaction with HMRC, and
- describe what was achieved for the individual or how their experience was improved.

2	<p>Give details of <b>at least two</b> case studies that demonstrate how your activities have helped you achieve the outcomes you described in your pre-bid application.</p> <p>These studies will be read by people that have not been directly involved in your project, so it is important that you capture the to make sure they appreciate the extent and success.</p> <p>If you believe that case studies are not appropriate, please explain why</p>

In any project, there are always things that work well and some that don't work well enough. We want to record any lessons learned to help you, HMRC and others to undertake projects in the future.

3	If you did not achieve all of the activities, or only partially completed some of them, tell us why. Please explain what needs to be done to ensure success, now or in the future.

4

Through your management of this project, you may have 'lessons learned' that are not described above, but might help you and others in the future. Describe them here.

## Your financial management

5	Please provide details summarising the project costs actually incurred

6	If the costs included in question 5 do not equate with the Grant-in-Aid award, please explain why.

7	Please apportion the costs to show those attributable to each of the HMRC products you have covered in your project and, if possible the key groups you have targeted. We appreciate that you may find it difficult to be precise but this information is helpful for us. A best estimate will suffice.
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8	<p><b>Further information</b> Please use this space to provide any other information that you think might be relevant.</p> <p>In particular, please tell us if there are issues arising from this project (positive or negative) that you believe we need to know. For example, a customer may have told you about their experience with HMRC.</p>