

Local Land Services response to First Person Consulting evaluation of the Every Bit Counts program

#	First Person Consulting recommendations	Local Land Services response (optional)
1.	<p>First Person Consulting recommends that:</p> <p>Local Land Services build clearer and more comprehensive monitoring and reporting processes and requirements for those implementing the program, this could include:</p> <ul style="list-style-type: none"> a) Ensuring implementation partners provide comprehensive reporting of delivery data and landholder survey data, with an emphasis on consistency across multi-region projects. This should include ensuring all raw data and program documentation are stored safely in a central location. This is particularly important when programs are being implemented across regions b) Encouraging the use and reporting of a capacity-building survey for LLS staff or community-led network staff to understand changes in knowledge, awareness and intended practice change following the delivery of virtual or in-person activities c) Building 'consent to be contacted by external organisations' processes into landholder surveys and forms, allowing landholders to 'opt in' to both internal and external evaluation activities. This would generate a bank of participants available to be contacted to participate in further evaluation activities such as interviews and/or surveys and would reduce the reliance on the LLS to contact participants. 	<ul style="list-style-type: none"> a) LLS agrees and has recently shifted to a single outputs / outcomes reporting program which will facilitate consistent program reporting across LLS regions. b) LLS agrees and has been working towards improving its monitoring of capacity building / practice change resulting from LLS activities. c) This will be considered on a case by case basis, noting LLS has strict privacy and confidentiality provisions to ensure it applies with the NSW Privacy and Data Protection Act.

<p>2.</p>	<p>First Person Consulting recommends that:</p> <p>Local Land Services incorporate and share the lessons learned through this program about engaging small landholders. This would help develop and deliver future programs that target this group, as well as potentially integrating the approaches to be more business-as-usual. Key design features to consider and share include:</p> <ul style="list-style-type: none"> a) Engaging councils early in delivery, as well as building relationships with a broad range of local networks (such as private groups or commercial entities) to ensure small landholders are reached. b) Emphasise building connections to community-led networks and local LLS to ensure localised support remains in place for small landholders. c) Offering awareness raising and capacity building workshops and webinars that focus on key issues experienced by small landholders. These events should continue to be delivered or shared online when appropriate. d) Continue to hold quarterly meetings between regions/participating teams to share updates, ideas and lessons. 	<ul style="list-style-type: none"> a) LLS has agreed to incorporate the lessons and learnings around engaging small landholders into its core business. Key mechanisms for this include through the regional pest and weeds committees, which include local council representatives. b) To improve the legacy of the EBC project, Landcare were included in workshops and training regarding small landholders. In addition, recent discussions about the new Landcare program in development have highlighted small landholders as a key client segment for Landcare’s program – LLS will work closely with Landcare to define opportunities to build on the EBC project learnings and local support. c) Targeted training / capacity building will continue to be delivered for small and/or new landholders in meeting key needs for example Beef Basics workshops hosted by our Vet team. d) LLS has developed a Community Engagement Community of Practice across all LLS regions to share updates, ideas and lessons particularly around engaging small landholders.
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<p>3.</p>	<p>First Person Consulting recommends that:</p> <p>The Trust (or future funding bodies of programs similar to the EBC program) ensure future program business plans allocate sufficient time for initial scoping so that this research and information can be used to inform activities related to program delivery. This time allocation may need to explicitly consider the grantee's context and whether:</p> <ul style="list-style-type: none"> a) Existing staff are available and can commence immediately b) Whether staff need to be hired and the long lead times for this c) Whether there are elements of the scoping phase that can be accelerated by using contractors to support the grantee delivery team 	
<p>4.</p>	<p>First Person Consulting recommends that</p> <p>The Trust (or future funding bodies of programs similar to the EBC program) consider offering tailored evaluation support to grantees to improve the capture of quality data (i.e., through surveying landholders) and improve the management of data. This might be an external resource built into program budgets or a Trust staff member. These support people could, for example, 'check in' and support funded projects at key stages of their program design and delivery.</p>	

<p>5.</p>	<p>First Person Consulting recommends that</p> <p>The Trust (or future funding bodies of programs similar to the EBC program) consider updating reporting templates to have a greater focus on program outcomes. This might include reducing the number and variety of output targets and being more explicit about what or how outcomes could be demonstrated. Note that this could be done in concert with the evaluation support noted above, and should consider how qualitative data, case studies and triangulation might also be used to understand and show impact.</p>	
<p>6.</p>	<p>First Person Consulting recommends that:</p> <p>The Trust (or future funding bodies of programs similar to the EBC program) continue to allow flexibility with delivery and budget expenditures to support programs to meet the targets.</p>	
<p>7.</p>	<p>First Person Consulting recommends that:</p> <p>For the future design of future programs, the LLS and Trust should recognise and consider the value of having a cross-regional coordinator position to manage programs that span multiple regions.</p>	<p>LLS found this model effective and would support for future programs.</p>
<p>8.</p>	<p>First Person Consulting recommends that:</p> <p>For the future design of future programs, in cases where projects are getting grantees to target new audiences or use different approaches, consider how the project can be</p>	

	planned so that those changes (where appropriate) are embedded into business-as-usual. This could, for example, be identified as a key activity in the business plan.	
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