Articulate a plan for change

This worksheet will help you plan activities that will bring about change, so you can identify any missing links in your service and structure your evaluation.

## Your activities

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| **Key questions** | **Your response** | **Guidance** |
| What type of support are you providing?How much?How often?Where?Delivered by whom? |  | Activities are the things you do as an organisation. Words like ‘run’, ‘support’, ‘help’, ‘provide’, ‘offer’ are common when describing activities.  |

## Ingredients for success

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| **Key questions** | **Your response** | **Guidance** |
| How would you like the users to experience and engage in the programme for it to be successful? |  | Think about whether your users need to turn up on a regular basis, to listen and understand? Or do they need to form strong relationships with others and have good quality interactions with them? Do they need to trust you or whoever is delivering the project? Do they need to interact with others or contribute in a particular way? |
| How do you find people to engage with your programme or service? |  | Consider the different routes people take to reach your programme or service. Are they referred to you by other organisations? Do they self-refer? Do you conduct any marketing or outreach activities? |
| What do you need to have in place to make the programme successful?  |  | Think about the ingredients for success. For example, do your materials and resources need to be engaging, sensitive, varied, adaptable or interactive? |
| What is unique, distinctive, or special about your project or organisation? |  | Try to define what makes your project or organisation special. Is a culture of honesty and openness key? Is the programme user-led? Is there something about your approach that is particularly important? |
| What quality standards will you work towards and measure? |  | Based on your answers to the earlier questions you should be able to say what quality standards you will work towards. A useful tip is to think about what you want your users to be 'thinking, feeling, saying & doing' as they use your service. |
| What existing research and good practice is there about how to engage and work with your target group? |  | Think about the existing research and best practice that is already out there. What does it say about how to engage and work with your target group? |