

MONITORING

Measuring how a community is using your service

COMMUNITY

What do you want to know?

- Who is using my service – age, gender, disability, ethnicity, veteran
- Why are they using my service
- How often are they using my service
- What difference has the service made to their life

Why should you note it down?

- To have a record of the feedback that has been provided (for review and analysis later)

How do I collect the information?

- Coffee mornings
- Forums
- Feedback Forms
- Surveys (Paper/Online)

What do you do with it?

- Review and analyse the responses received
- Produce a report with the findings

Why is it important to collect it?

- Data gathered will help assess whether the service is meeting it's aims and objectives

RECORDING

How do you note it down?

- Pen and paper
- Electronically e.g. online survey

Tools to use

- Post-It notes
- Microsoft Office – Word, Excel applications

Filing of information

- All paperwork must be stored securely



- All electronic data should be password protected

NEXT STEPS

How to use the collected data

- Analysing the data collected can help you improve and develop your service

What can we learn from the data?

- Data collected may highlight gaps in the existing service or new services required

SUPPORT

Do you need support with any of the above?

One Walsall can help!

One Walsall offers a range of support packages which can help you with all of the above including some initial free support to get you started