RESEARCH

Understanding what a community needs or wants

EXPLORATION

What do you want to know?
- Who would use the service?
- Why would they want to use the service?
- How will your service meet its aims and objectives?
- How do you think your service will meet the needs of the local community?
- What does the community expect to gain from the service?

How will you find out what you want to know?
- Ask for feedback from service users, staff, volunteers and partners

What do you plan to do with what you find out?
- Support the development of the service
- Identify other services that the community needs
- Share the findings with partners, funders and the community

OPTIONS

What tools are available to collect feedback
- Coffee mornings
- Registration Forms
- Feedback forms
- Community Forums
- Comments on Post-It notes before/after using a service

RESULTS

How can we present our findings
- Findings can be presented in a report which can be shared on your website
- Findings can also be submitted as evidence in funding applications
- Key points can be represented graphically via charts and tables for maximum impact

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