**Stage 2**

TOOL 11

Workshop to develop a more detailed monitoring and evaluation framework

1. What is the issue that's being addressed? *(aimed at individual partners)* What challenges (needs/gaps in service etc) do your service users currently face that will be helped by working in partnership with others? (This could be different for each partner.)

2. How do you know this? Reports/user feedback/consultation exercise etc

3. What are your aims as a partnership? *(aimed at the whole partnership)*

4. Which of these are priorities? Describe here the aspects you are particularly focussing on, which will relate to activities you are currently engaged in. You should highlight no more than four or five. What difference are you making as a partnership (and what would be missed if the partnership folded)?

For example:
- To enable users to access appropriate services by improving referrals between professional workers

5. What are the possible outcomes for the partnership?

   For example:
   - Improved access to funding
   - 10% reduction in stationery costs
   - 15% increase in referrals between partners
   - County-wide availability of services, with an increase in opening times.

6. What are the objectives that will enable you to deliver these aims and outcomes?

   List and describe your objectives here. For example:
   - Mapping and improving existing processes by reducing waiting times and increasing footfall
   - Introducing a ‘gateway’ system for enquiries (This can be broken down further into specific outputs/targets).

7. What are the indicators or ‘clues’ that will demonstrate how well you have achieved your aims?

   For example:
   - Numbers of referrals between professionals
   - Levels of satisfaction in...
   - Extent and type of working relationship with other agencies
   - Numbers receiving services
   - Extent to which policy reflects....
   - Number of enquiries...
   - Level of knowledge
   - Levels of attendance
   - Level of understanding.