

## Service design questionnaire: understanding the specifics of your service

Before you begin to design your service, completion of the following questionnaire will help you to consider the detail required for the monitoring of reach, recruitment, implementation, fidelity and completion.

The responses to each question will help you to understand what specific data items should be collected. Tables 1-3 are provided as examples of the data you may require. These should be tailored to your own service, local population (Eg., include specific ethnic groups) and monitoring interests.

## Service design questionnaire

### Section A

*This section aims to collate the information required for a comprehensive understanding of how your service works – target population, how people are recruited, how they are referred, methods of engagement, length of programme, etc.*

#### Target population

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Who is the target population for this service?

*Eg., Lone parents of 0-4 year olds in the Local Authority Area*

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How is the target population represented in the population?

*Eg., Number of people = 2600; baseline population statistics = lone parent household are made up of 85% mothers, 15% fathers*

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Are there any plans for the recruitment of particular groups?

*Eg., With specific language needs or vulnerabilities*

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How will parents/families be referred to the service?

*Include a referral pathway including referral sources/agencies and processing on receipt*

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When will families be recruited?

*Eg., if antenatally, how many weeks pregnant?*

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Who is the first point of contact with families?

*Eg., Professional role – volunteer, midwife, Family Hubs*

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What methods of engagement will be used?

Eg., phone calls, emails, or community events.

### **Anticipated delivery**

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Anticipated number of contacts/sessions per individual/group

*Please include frequency and duration*

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Anticipated modes of contact per individual/group

*Eg., Group session, face-to-face visit, telephone call*

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Is there a manual for delivery available?

*Please include for reference*

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Is there a manual for the content available?

*Please include or detail planned content per session*

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Anticipated number of courses per year (if group-based service)

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Anticipated number of parents/families to be seen/attend each year

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Anticipated number of staff/volunteers trained to deliver service, including job titles

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Anticipated number of venues, including location and type

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How is completion determined?

*Eg., 6/9 sessions attended (determine what counts as an attendance – Eg., does someone need to stay for the entirety of a session for an attendance to count?)*

## Section B

*Please list here the resources that are required to deliver services (Eg., paper questionnaires/forms (include version number/references if suitable), specific facilities, crèche, etc.)*

## Section C

*Information required relating to data collection processes for service monitoring*

### **Current data collection**

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What data are collected at an individual/family level?

*Please attach copies of all data collection proformas used (if any)*

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How is the service currently monitored?

*Some services produce reports for their commissioners; please list all items reported*

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How is information collected from participants?

*Who collects data? What is the process Eg., where, when?*

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How is information recorded?

*What database is used (if any)? Where are data entered and who enters it? Can data be exported?*

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Will support from your Data Manager/Administrator, or IT department be required to support reporting? *(If so, state the named contact)*

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What information sharing policies are in place? Will additional agreements be required to support reporting from service data?

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## Required data collection

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How will the service be monitored in the future?  
*Who will the data be reported to? In what format is this required?*

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Do you collect the suggested demographic dataset, including list items?

*Please see attached (Table 1). This should be altered to suit your service. Items in bold are advisable for equality monitoring. Personal identifiable information is necessary if you plan to link to other datasets.*

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Do you collect the suggested dataset required to monitor fidelity and implementation?

*Please see attached (Table 2). This should be altered to suit your service. Items in bold are the minimum advised.*

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If relevant, do you collect the minimum dataset for volunteer monitoring?

*Please see attached (Table 3). This should be altered to suit your service*

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If applicable, could your current data collection forms be altered?

*If so, what main changes are to be made?*

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If applicable, could your current database be altered?

*If so, what main changes are to be made?*

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Is your organisation registered with the Information Commissioner's Office?

*This should be considered if collecting individual level data from participants.*

