

Service User Outcome Chain – Questions

1) Questions in sequence:

- a. What **long term outcomes** you are aiming for with service users
- b. **Intermediate outcomes**: what are the characteristics or strengths you need to give service users to achieve these outcomes (*think in terms of changes to their knowledge/skills, attitudes and behaviours*)
- c. **Critical review**: is every link properly explained? Does it seem plausible/logical that one link will lead to the next. If not, what else needs to be included?
- d. **What evidence is there** that each element leads to the next (if there is no evidence then the link is an 'assumption')

2) Questions in sequence

- a. Look at the sequence of **intermediate** outcomes – what activities or processes do we need to do to make these outcomes happen
- b. How do you want service users **to engage with these activities** and processes – what does good look like 'on the day'?
- c. What **elements of good practice and principles** do we need to apply to make sure this happens?
- d. In a few words how would you describe the **key features** of what makes your programme work; what are the critical factors, active ingredients; what makes it special/distinctive?

If you have time:

- 1) Consider factors outside your control that might influence the change – it may be useful to think of structural factors, institutions and other circumstances
- 2) In particular what other stakeholders or partners are important to your success
- 3) What evidence are you aware of that supports the ideas in the model – (any element not supported by evidence is referred to as an assumption)