

What do we do if it's not working?



This question is important because...

It's a waste of money and resources to keep on providing a service and activities that aren't working well or achieving positive outcomes for people. This is why it's important to evaluate your service as you go and keep an eye on what the information you collect is telling you. Making informed changes can help you have a bigger impact.



Key messages

- ✓ Remember small changes can make the biggest difference.
- ✓ Before you do anything, make sure there really is a problem from your participants' perspective and that it's not just that things aren't going quite the way you expected. Are you achieving some different (unexpected) outcomes instead of the ones you anticipated? Did you set overambitious targets or timelines? It may take much longer than you expect to engage people and become established.
- ✓ If there is a problem, find out why things aren't working. Don't delay, but revisit your planning stage and consult with people again before deciding what to do.
- ✓ Don't be scared to make changes as long as you have good reason to. Find out from your funder what you can change. If the programme isn't working, most funders would far rather you made adjustments than ploughed on regardless, as long as you check with them first.