

Monitoring Guidance

What shall I measure?	How shall I measure?
Reach	
<i>Uptake</i>	<ul style="list-style-type: none"> • Number referred by a third party, or sent an appointment but who did not attend. • Number who attended at least one appointment. • Number who met criteria for recommended service use (i.e., according to the service's definitions).
<i>Attendance</i>	<ul style="list-style-type: none"> • Recording the number of weeks or sessions that a client attended e.g. attended for a total of 4 out of 6 weeks.
<i>Client demographics</i>	<ul style="list-style-type: none"> • Gender • Age • Social deprivation, estimated from postcode data can be classified into deprivation quintiles (where 1 is considered least deprived and 5 most deprived). More information about the Indices of Deprivation can be found here https://www.gov.uk/government/collections/english-indices-of-deprivation and an online postcode checker is available here: http://tools.npeu.ox.ac.uk/imd/ • Ethnicity • Locality
Delivery	
<i>Adherence to service protocol</i>	<ul style="list-style-type: none"> • Proportion of active staff who have received appropriate training • Proportion of active staff reporting to be aware of, and working to the service protocol • Completion rates of required process and monitoring forms and data.
<i>Delivery</i>	<ul style="list-style-type: none"> • Number of services on offer • Mapping variation in service delivery across localities. • Training/awareness raising about the service to health professionals (e.g. practice visits, training courses).
<i>Costs</i>	<ul style="list-style-type: none"> • Central administrative costs for the service, and any additional costs per client • Costs of staff time per client, per appointment