### Worksheet 3: Documenting your approach

One way to document your approach is to organise a group discussion or a series of interviews with colleagues. You may find it helpful to record the session(s) on a flipchart as you go along or, particularly in a group interview, ask someone else to come and take notes.

If you carry out one-to-one interviews, you may prefer to record each interview (with the interviewee’s consent) and then write up notes from the recording. You can then group together people’s answers to each question and look for similarities and dissimilarities.

Here are a suggested set of questions for interviewing staff.

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| **Questions for group interview or one-to-one interview with staff** | |
| **Who do we support and what specific services do we provide to them?**  Clarify who you support (e.g. age, gender, ethnicity, experience of CSA/CSE etc.) and map out all the different services you provide to the children/young people you support. | Click here to enter text. |
| **How do we provide these services?**  Think about the methods you use to provide your services (e.g. group work, one-to-one support, helpline) and what is important about the ways in which each service is delivered (e.g. confidential, asset-based).  What are the ingredients that enable your work to really make a difference?  Are there other factors that affect the delivery of your services, i.e. that make it easier or harder to do your work? | Click here to enter text. |
| **Why do we provide support in this way?**  What is the thinking that underpins the work practices that you have developed? Ask yourself why you believe it’s important to do it this way. | Click here to enter text. |

You might also choose to carry out individual or group interviews with children/young people who are currently receiving support from you, or who have done so in the past. However, it’s important to be confident that this is something they will feel comfortable doing. And you will need to explain that:

* the interview is completely confidential
* nothing that is reported from the interview will be linked to their name
* they can stop the interview at any point or choose not to answer a question if they don’t want to
* the aim of the interview is to learn about their experience of receiving support from your service, and this will help you to learn about what’s working and what can be improved.

Again, keep notes/recordings and write up the findings (which you can combine with findings from your interview(s) with staff).

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| **Questions for group interview or one-to-one interview with children/young people** | |
| **What support have you received from us?**  Ask how they have engaged with your services and what activities they have taken part in. | Click here to enter text. |
| **How did you receive our support?**  Ask how often they have had contact with you and by what method (e.g. telephone, face-to-face). Find out what this was like – where was the support provided and by whom? | Click here to enter text. |
| **What did you like most and least in the way we provided our support to you?**  Ask for a description what they liked best about the support they received from you, and get them to be as specific as possible. Then ask about what they didn’t like so much – you may need to help them find a way to give you this feedback by reassuring them that you want to know what doesn’t work so well so you can make changes and improve your services for others. | Click here to enter text. |