Keeping Implementation on Track
Questions to help commissioners and service providers during implementation

Stage 1 Exploring & Preparing
- Outcomes
- Context
- Evidence
- Sustainability & Scale

Commissioners
- Are we clear about what outcomes we want to achieve?
- How does it fit with other government initiatives?
- How can we avoid duplication?
- What does evidence tell us about needs and how can we meet them?
- What’s the long-term vision when funding ends?
- Do we want the approach to be ‘scaled up’?

Service Providers
- What are realistic and measurable outcomes?
- How does it fit with other government initiatives?
- How can we avoid duplication?
- Have we consulted with stakeholders about needs and gaps in service provision?
- What’s the evidence on how to address them?
- What can we put in place now to make the approach last?
- How will we reach our target group?

Stage 2 Planning & Resourcing
- Implementation Planning
- Stakeholder Engagement
- Building Readiness
- Roles & Responsibilities
- Evidence

Commissioners
- Are we communicating what we are doing with policy makers?
- Are staff time to develop skills and confidence?
- What data helps us to measure progress?
- Are we being flexible in facilitating service improvement?
- Do we have a collaborative approach to leadership?
- How are we assuring good governance?

Service Providers
- Have we agreed milestones and timeframes?
- Have we developed a shared vision?
- Are stakeholders clear about their roles and responsibilities?
- What data do we need?
- Have we addressed ethical, consent and data protection issues?

Stage 3 Initial Implementation
- Communication
- Staff Support
- Monitoring & evaluation
- Using Data for Improvements
- Leadership
- Governance

Commissioners
- Are we building relationships with all stakeholders, including our target group?
- What staff supports do we have in place and are they working?
- What feedback mechanisms do we have?
- What are data telling us and how can it inform service improvements?
- Are there leaders at all levels with commitment and authority to drive the work?
- Do we have good governance structures in place, which facilitate clear communication?

Service Providers
- Are we communicating what we are doing with policy makers?
- What staff supports do we have in place and are they working?
- What feedback mechanisms do we have?
- What are data telling us and how can it inform service improvements?
- Are there leaders at all levels with commitment and authority to drive the work?
- Do we have good governance structures in place, which facilitate clear communication?

Stage 4 Full Implementation
- Monitoring & Evaluation
- Using Data for Improvements
- Sustainability

Commissioners
- What outcomes are being achieved for the target group?
- What learning is transferrable to others and how are we sharing it?
- How can we best support sustainability?

Service Providers
- Have we been successful in achieving our outcomes?
- How are we using data and our learning to inform improvements?
- How do we ensure sustainability in a changing context?