

# Evaluation Method: Using contact forms to gather evidence during a call

## Overview

Perhaps you have previously delivered your services face to face but are now providing service users with support over the phone or by internet and want to gather evidence of existing outcomes. Some evidence will be harder to gather, but you can still gather evidence by listening to what people say or how they say it during a call or video chat and keeping a note of this on a contact form.

## What's required

Develop a simple template to fill in online or on paper. You might also use Excel or a page on your database.

## Process

Fill in the template during or immediately after the call. Having a list of outcomes and indicators to hand will be helpful.

## Capturing evidence

- Decide whether you will develop a new form or adapt existing records or case notes to include this information in
- If something significant or surprising was said, try to record the actual words used. This can also help you understand any unexpected outcomes for service users
- You may notice that some indicators will need to change – be flexible



## Useful for

- Understanding whether you are achieving the existing outcomes even when delivering services in a different way
- Gathering impact as you go in an informal way
- You can also use this to learn about how to support service users in new ways



## Example



### Contact form for telephone delivery

<b>Outcome</b>	<b>Indicators</b>	
<b><i>Young people at risk of homelessness feel better able to manage day to day tasks</i></b>	<i>I can cope</i>	✓
	<i>I have access to essentials (food, phone)</i>	✓
	<i>There are people I can turn to for help</i>	

#### ***Any additional comments***

*Make any other notes about the call in a comments section like this.  
Use this space to record anything surprising or unexpected the person said.*