

What do you want you know?

Start with the question.....



EFFECTIVENESS

Does this work?

Does doing this work better than doing that?



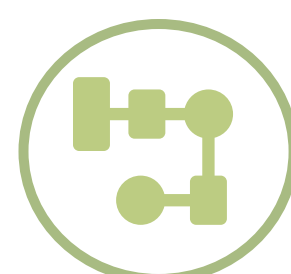
CUSTOMER SATISFACTION

Are people satisfied with the service provided?



COST EFFECTIVENESS

Is it worth buying / funding this service?



PROCESS OF DELIVERY

How does this service work?



SALIENCE

Does it matter?

Should we be doing this at all?



ACCEPTABILITY

Will people be willing to accept, or take up, the services on offer?

Are people willing to be involved?



APPROPRIATE

Is this the right service for these people?



SAFETY

Will it do more harm than good?