

KII Guide Template Worked Example

October 2026

A made-up program. All names, places, organizations and figures are invented.

Interview Details

Item	Detail
Program or Evaluation	Mid-Term Evaluation of the Brindlemoor Local Governance and Service Delivery Program, Karrow Province, run by the Caldwen Civic Partnership with the provincial government.
Informant Group	District and municipal council officials (planning, finance and service department heads)
Interviewer	Tomas Reeve, Fernhollow Evaluation Group
Note-Taker	Naomi Dorsey, Fernhollow Evaluation Group
Interview Period	Pilot interview on 6 October 2026; main interviews set with each informant between 9 November and 11 December 2026
Usual Place and Language	Council offices or a quiet room nearby; English, with Karrowan available if the informant prefers
Expected Length	45 to 60 minutes
Recording Plan	Audio recording if the informant agrees; handwritten notes in every case

Purpose

Purpose of This Guide

This guide is for interviews with council officials in the 18 district and municipal councils of Karrow Province where the Brindlemoor program works, among them Mesta, Dunmarrow, Sorrel Bank and Eskwick. The program began in January 2025 and runs to December 2028, delivered by the Caldwen Civic Partnership with the provincial government.

The interviews collect officials' accounts of how the program has changed the way councils plan budgets, deliver services and answer to residents, and what is getting in the way. The answers feed three evaluation questions: how well the program fits what councils and residents need (relevance), whether councils have changed how they work (effectiveness), and whether the changes will last without program funding (sustainability). Interviews run alongside a resident survey and 14 focus group discussions, so this guide asks for explanations and examples.

Informant Profile

Item	Detail
Who to Interview	In each of the 18 councils (12 district councils and 6 municipal councils), one planning or finance officer and one service department head
Why These Informants	They prepare and run the council budget and see what the program changed in daily work.
Number of Interviews	36 interviews, two per council (one planning or finance officer and one department head)
Selection Method	Purposive, meaning chosen for role and knowledge, not at random: the program team lists eligible officers and the evaluators choose by role and length of service.
Not Eligible	Program staff, elected councilors (they have a separate guide) and anyone who joined the council after 1 January 2025.
Confidentiality Level	Confidential: no name, and no job title that points to one person, will appear in the report.

Interviewer Notes

Before You Start

Task	Done	Notes
Appointment confirmed the day before, with the length and purpose stated	☐	
Two printed guides in the bag, one for the interviewer and one for the note-taker	☐	
Recorder tested, with spare batteries and a second device	☐	
Private room agreed, away from colleagues and visitors	☐	
Informant code and file key prepared, nothing personal on the note sheet	☐	
Last interview's notes written up and filed	☐	

Interview Plan

Part	Minutes	If Time Is Short
Consent	5	Keep in full
Warm-Up	5	Ask only question 1
Relevance	8	Skip A3
Implementation	10	Skip B3
Changes and Results	10	Keep all
Coordination	7	Skip D3
Sustainability	5	Keep E1
Closing	5	Keep in full

During the Interview

- Ask the main question in your own words, keeping its meaning, then stop and wait. Silence for five seconds often brings the best answer.
- Use probes only after the first answer. Ask for an example or a recent case before asking for an opinion.
- Stay neutral. Say "How has the budget process changed?" and not "Hasn't the budget process improved?"
- Officials may give the safe answer. If you hear a general statement, ask: "Can you tell me about the last time that happened?"
- Keep other informants' answers private.
- If the informant asks to go off the record, stop writing and stop recording. Note only that this happened.
- If the informant becomes upset or worried about speaking, offer a pause and remind them they can skip any question.

Consent

Introduction Script

Good morning. My name is Tomas Reeve and I work for Fernhollow Evaluation Group. This is my colleague, Naomi Dorsey, who will take notes. Thank you for making time for us.

We are carrying out an independent mid-term evaluation of the Brindlemoor program, which the Caldwen Civic Partnership runs with the provincial government and the councils of Karrow Province.

We are speaking with officials in all 18 councils to learn what has changed in how councils plan, spend and answer to residents, and what has been hard. We chose you because of your role. This is not an audit or a test, and there are no right or wrong answers.

Taking part is voluntary and takes about 45 to 60 minutes. You can skip any question or stop at any time, with no effect on your job or your council's work with the program. There is no payment. We will not report your name or a title that points to you, but we cannot promise that no one could work out who said what. If you tell us something that puts you or someone else in immediate danger, or that the law requires us to report, we may have to pass it on; otherwise we share nothing about you without your agreement.

Our notes carry a code, not your name, and stay on a password-protected computer until the final report is accepted, then are deleted. The program team sees only our summary of all councils, not our notes. With your permission we would also like to record the audio to capture your words accurately; only our team hears it, and it is deleted once the notes are typed up.

If you have questions later, or want to withdraw something you said before 15 January 2027, contact Naomi Dorsey at Fernhollow Evaluation Group, telephone 555 0142.

Consent Questions

Question	Answer	Interviewer Note
What questions do you have about what I have explained?	One	Asked what happens to the notes.
Do you agree to take part in this interview?	Yes	If No: thank them, end the interview, record the refusal
May we record the audio so that we capture your words accurately?	Yes	Recorder started after consent
May we quote you without your name if we use your exact words?	Yes	

Consent Record

Item	Detail
Informant Code	LGD-07
Verbal Consent Given	Yes
Recording Consent Given	Yes
Interviewer Initials	TR
Date	6 October 2026 (pilot interview)

Warm-Up

1. Could you tell me about your role in the council and how long you have held it?
2. What does a normal week look like for you, and how much of it involves residents?
3. How did you first become involved with the Brindlemoor program?

Interview Questions

Relevance

No.	Question	Probes
A1	How would you describe your council's part in the Brindlemoor program since it began?	Which activities has your office taken part in? Who in your office was involved? What did you expect at the start?
A2	Thinking about what residents raise most often with the council, how does the program relate to those problems?	Which problems come up most? What does the program not cover? What has changed since 2025?
A3	How were the priorities for your council chosen?	Who took part in choosing? How was the final choice made? Who else had a say?

Implementation

No.	Question	Probes
B1	Since the program began, has your council changed how it delivers a service? Tell me about the most recent change and what led to it.	What changed? When was that? Who decided? What happened afterward?
B2	How has the participatory budgeting process worked in your council area?	How are residents' proposals collected? How are final spending choices made? What has been hardest?
B3	What, if anything, has affected how new ways of working are put into practice?	What else? Which of these has mattered most? Can you give an example?

Changes and Results

No.	Question	Probes
C1	What do you see differently in how residents deal with the council compared with two years ago?	Can you give an example? Which residents are more involved? Which are less involved?
C2	How does your office handle complaints now? What, if anything, is different since the complaint desk opened?	What happens to a complaint after it is logged? Can you take me through a recent complaint from start to finish?
C3	What, if anything, has happened since the program began that nobody planned?	Can you describe it? Who was affected? How did the council respond?

Coordination

No.	Question	Probes
D1	How does your council work with the provincial government and with civil society groups on this work?	What helps? What gets in the way? How are tasks divided?
D2	How do residents find out what the council has done with their input?	How do they hear about it? Who hears and who does not? What differences are there between groups of residents?
D3	What happens when the council cannot act on what residents asked for?	What happens next? Who explains it to residents? Can you tell me about a recent case?

Sustainability

No.	Question	Probes
E1	If the program ended next year, which practices would your council keep?	Who would pay for them? Who would carry them? What would stop first?
E2	If you could change one thing about how the program is designed or run, what would it be?	Why that one? Who would need to agree? What would it cost in time or money?

Closing

We are coming to the end of our time. Let me read back the main points I noted, so you can correct anything I got wrong.

Is there anything important we have not covered, or anything you would like to add? Is there someone else in the council, or outside it, who sees this program differently and whom we should speak to?

Thank you for your time and candor. We will finish all interviews by mid-December and share a summary with the councils in February 2027. To withdraw something you said, contact Naomi Dorsey on 555 0142 before 15 January 2027.

Note-Taking Sheet

Interview Record

Item	Detail
Informant Code	LGD-07
Date	6 October 2026 (pilot interview)
Place	Council meeting room, Mesta
Start and End Time	10:05 to 11:00
Others Present	The note-taker only
Interruptions	One, of about two minutes
Recorded	Yes

Notes by Theme

Theme	Key Points	Quotes
Relevance	Planning office led the budget meetings; finance joined in year two. Ward leaders set priorities (A3). Roads and clinic hours came up most.	"We asked for roads and we got a training on roads." (A2)
Implementation	Scorecards used twice; ward proposals reached the council in April, after the budget was set (B2). Two planners left in 2026 without handover (B3).	"The calendar moves on without the residents." (B2)
Changes and Results	Complaint desk logs about 40 a month; about half get a reply within two weeks (C2). Residents now come in groups, more women than before (C1).	"They used to send a letter. Now they send ten people." (C1)
Coordination	Provincial office slow to release funds; no joint meeting since March (D1). Results shared by radio only (D2).	"Without a radio, you hear nothing." (D2)
Sustainability	Would keep the complaint desk if the clerk's salary is covered; scorecards would stop (E1). Wants budget meetings earlier (E2).	"The desk remains. The scorecards fade away." (E1)

Debrief Notes

Item	Notes
Main Findings (Three Points)	Budget calendar misses resident input; complaint desk depends on one clerk; only radio reaches residents.
Surprises	The planning officer said the finance office values the scorecards more than the planning office does.
Openness of the Informant	Open after the first 15 minutes; guarded on provincial funding
Questions to Change	Ask B2 earlier; the A3 answer was brief, so ask for an example.
Follow-Up or Referrals	Interview the complaint desk clerk; ask the program team for the 2026 budget calendar.