

Defining & measuring outcomes

- Strategic challenge
 - be clear and specific about desired outcomes (even if can't measure them)
- Measurement challenges
 - identifying outcome indicators
 - attribution and baselines
 - reflect full value of interventions
 - balance depth of information with practicality of collecting it
 - conceptual model e.g. whose assessment
 - people adapt to difficult circumstances

Progress in outcome measurement

- **Uneven** pace of culture change, different views within sector

- **Some good examples**

organisations

- National Outcomes Programme (CES)
- Social Return on Investment (nef)

services

- Outcomes Star (Triangle Consulting)
- QMF Adult Social Care Outcomes Tool
- Camden outcome-based commissioning model
- NPC well-being tool for children

QMF/MOPSU project

adult social care (care homes & day-centres)

- 9 domains e.g. personal care; control over daily living
- measure

A. how are with current service, what it delivers

B. how would be without that service

C. what service could deliver - difference between 'without service' and 'best possible' service

- *Outcome gain = $A \times C$, added across domains*

pre-school education

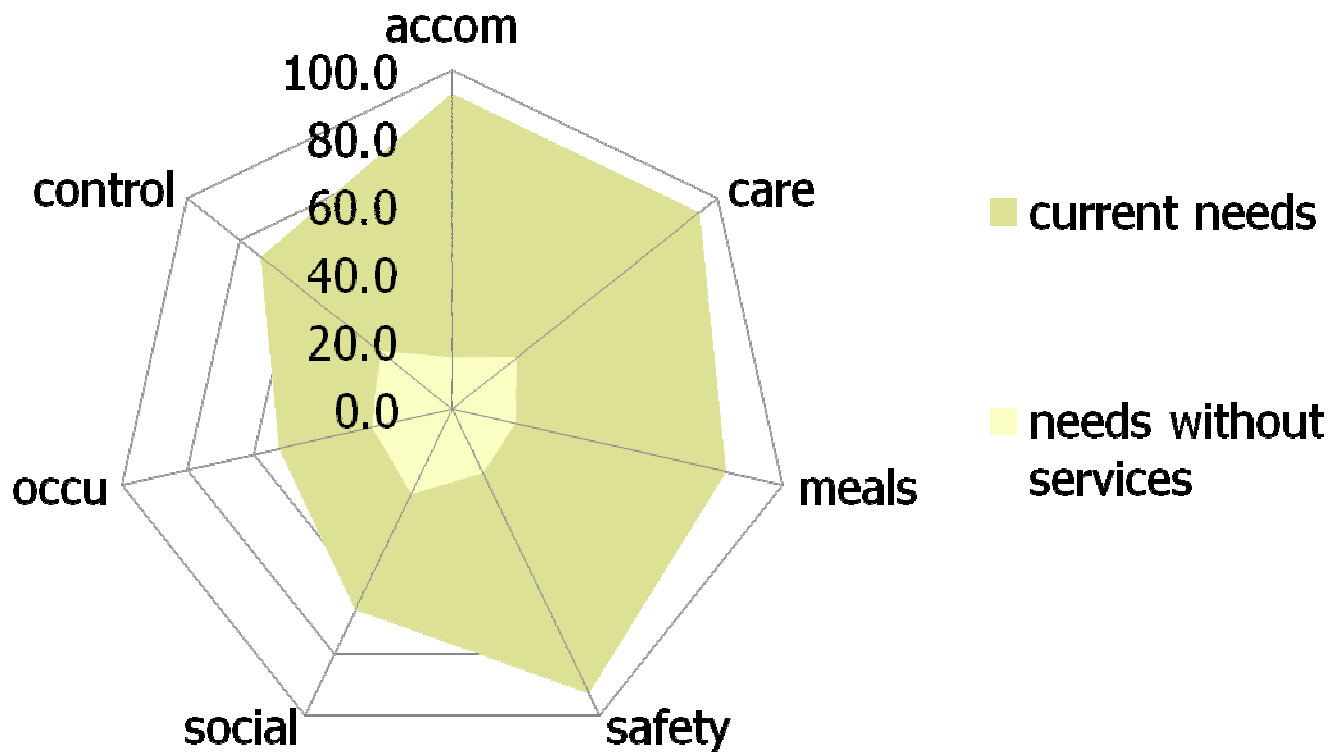
volume & characteristics of services by third sector



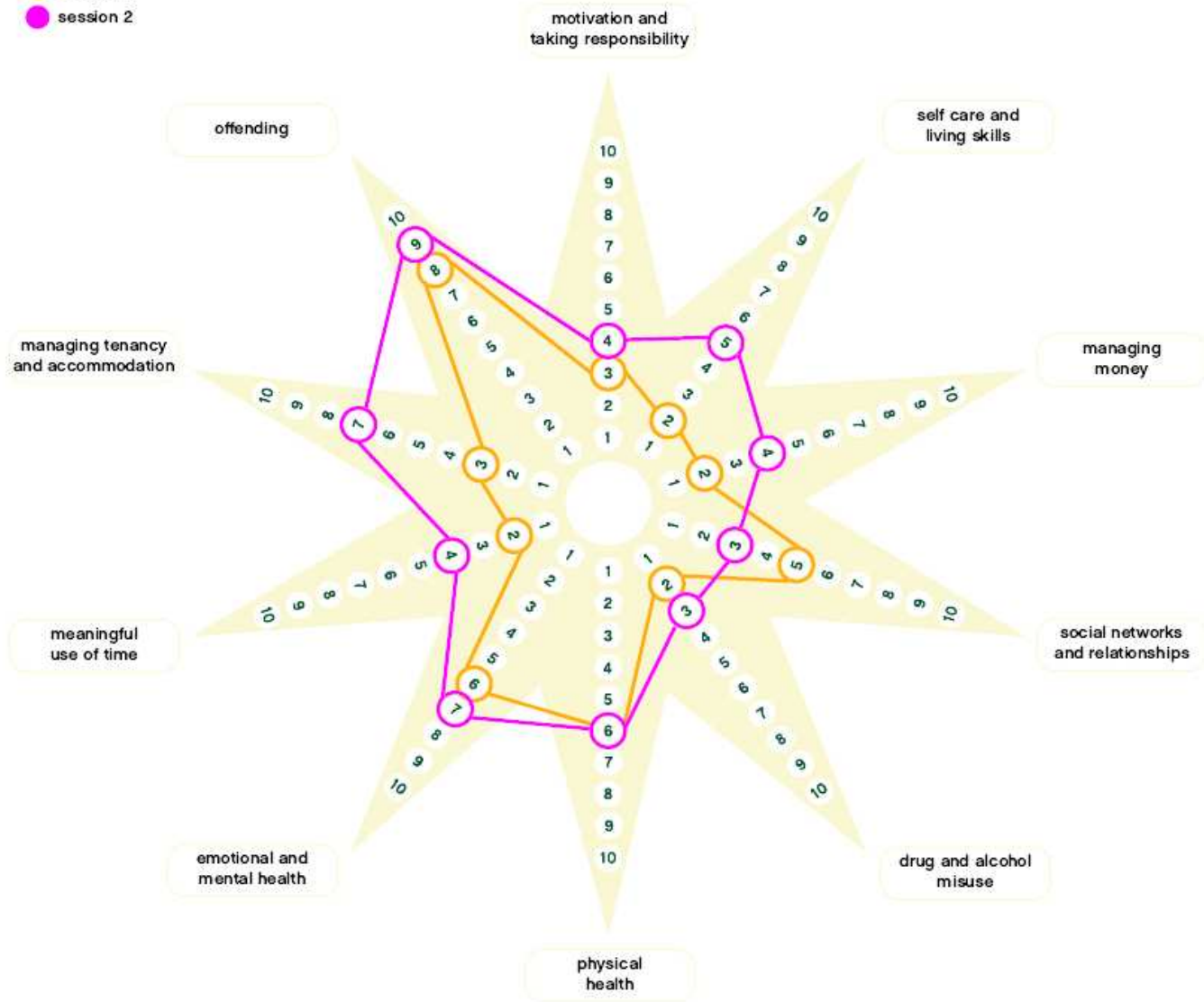
Office for
National Statistics



MOPSU needs & outcomes: *older adults*



- session 1
- session 2



More information

- <http://www.ncvo-vol.org.uk>
full value, True Colours publication
- <http://www.ncvo-vol.org.uk/advice-support/public-service-delivery/measuring-impact>
- <http://www.toynbeehall.org.uk>
outcome measurement tools
- <http://www.ons.gov.uk/about-statistics/methodology-and-quality/measuring-outcomes-for-public-service-users/index.html>
- miia.chambers@camden.gov.uk
outcome-based commissioning in Camden

OBC Framework

