



# Commissioning Skills Training

Introduction to Outcomes

# Definition

Outcome – result or upshot

*Oxford English Dictionary*

Outcomes refer to the impacts or end results of services on a person's life

*Social Care Institute for Excellence*



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# An outcome-based approach

The aim of an outcome based approach is to:

"...shift the focus from activities to results, from how a programme operates to the good it accomplishes."

Margaret Plantz, Martha Greenway & Michael Hendricks (1999). Outcome Measurement: Showing Results in the Non-profit Sector. United Way of America Online Resource Library



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# Definitions

- Outcome – result or upshot
- Output – production; the amount of services produced in a given time
- Process – procedure, method or means
- Input – contribution or effort

*Oxford English Dictionary*



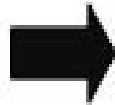
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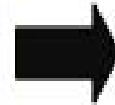
# Analogy of making a cake



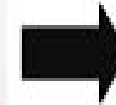
Inputs



Process

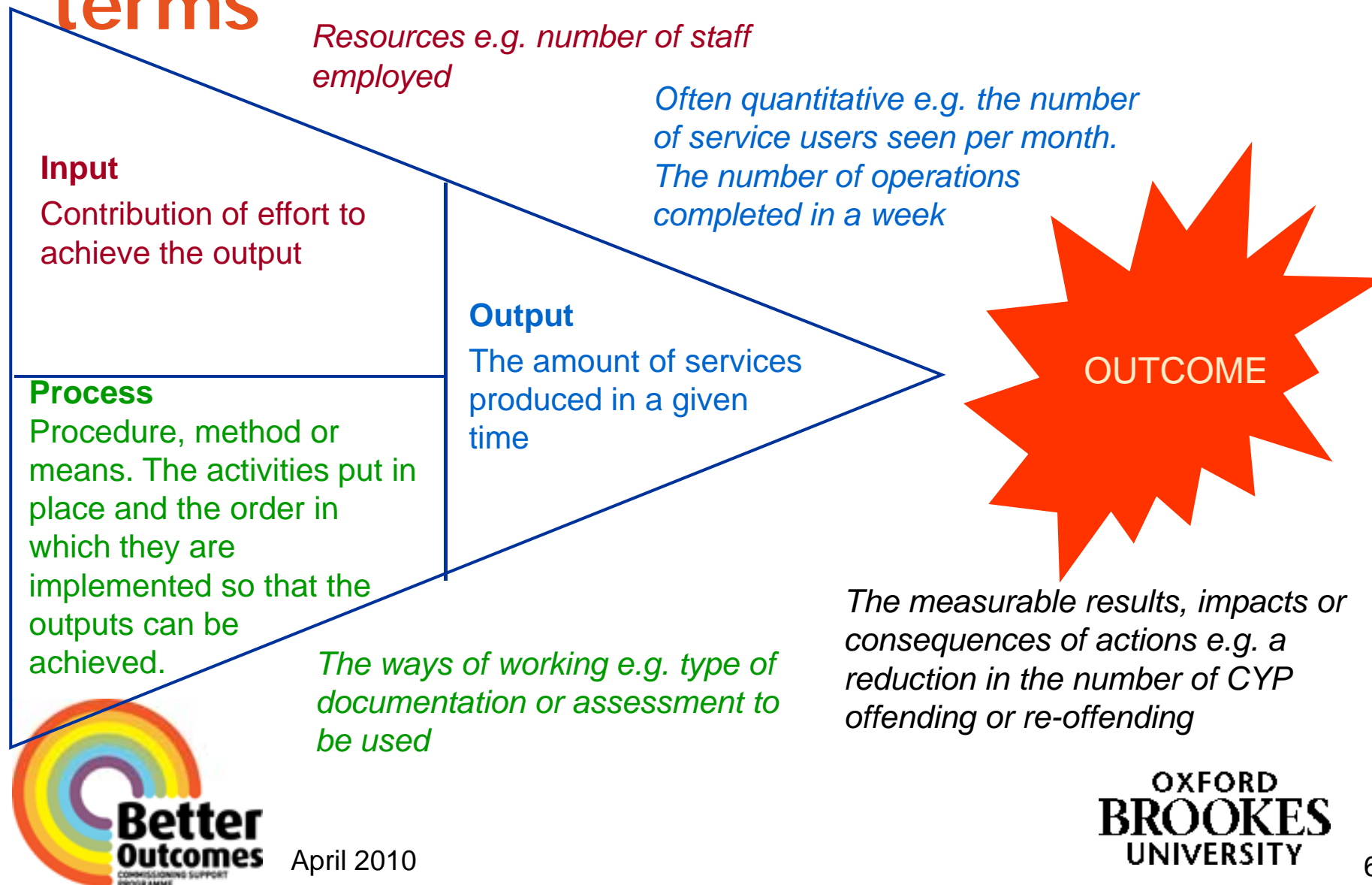


Output



Outcome

# Defining outcomes against other terms



# Exercise

- Look at the following two slides and decide whether each objective is an:
  - Outcome
  - Output
  - Input or process



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# Exercise 1

Objective	Type
Fewer children in care will offend	
There is a register of children and young people receiving advocacy support	
Fewer service users will experience tenancy failure	
All staff will be paid at least minimum wage plus £1.50	
Reduce the vacancy rate by 5%	
Reduce the average waiting time to access the tier 3 CAMH service to 6 weeks	



# Exercise 2

Objective	Type
All service users to have an assessment and support plan within one month of entry to the centre	
Children and young people will be better protected from abuse and neglect	
28 hours of home visits to be undertaken per week	
There is a written equal opportunities policy	
Write an agree a protocol for joint working by September	
Fewer service users report feelings of isolation and low self esteem	



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# Objectives and indicators

- Objectives are what we want to achieve (whether outcomes or outputs etc):
  - Prosperous economy
  - Clean environment
  - Healthier children
- Indicators are measures that quantify the achievement of our objectives:
  - The unemployment rate
  - The percentage of polluted streams
  - Immunization rate



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# Measuring outcomes

- Perceptions of person using the service:
  - Tools and Scales.
  - Surveys/Feedback.
- Assessment of improvements in individuals' life:
  - Feedback from care workers/support workers.
  - Document analysis.
- Population outcomes:
  - Nationally or locally collected rates.



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# How to choose indicators

- Does the indicator communicate the message clearly?
- Does the indicator say something of central importance about the objective?
- Do we have quality data on a timely basis?



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# Exercise

- Look at the following two slides and suggest what is the best indicator for the objective?



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# Exercise 1

Objective	Type	Indicator
Fewer children in care will offend		
There is a register of children and young people receiving advocacy support		
Fewer service users will experience tenancy failure		
All staff will be paid at least minimum wage plus £1.50		
Reduce the vacancy rate by 5%		
Reduce the average waiting time to access the tier 3 CAMH service to 6 weeks		

# Exercise 2

Objective	Type	Indicator
All service users to have an assessment and support plan within one month of entry to the centre		
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