



## Developing and using Outcomes Frameworks: Service Providers.

Beacon C&C has proven expertise built over many years in ensuring outcomes are at the heart of service design and delivery. The use of Outcomes Frameworks is a key tool in an outcomes based approach.

There are critical differences between a commissioner's Outcomes Framework and a service provider's Outcomes Framework. Here, we set out the benefits for provider organisations of developing and using an Outcomes Framework, and present some work we recently undertook with a family support service to do just that.

### What is an Outcomes Framework?

**A service provider Outcomes Framework describes the outcomes for service users that the organisation can show it contributes to, and a monitoring system to measure actual progress towards these outcomes.**

With this approach, the performance of a service is measured in terms of its impact on the lives of its users, and not on the amount of service being delivered. This enables service providers not only to monitor their own performance but also to demonstrate their impact to commissioners.

But more than that, embracing an Outcomes Framework can have a transformative effect on an organisation - promoting an outcomes culture in all that it does.

Unlike other outcome measurement tools, Beacon C&C's system is bespoke and will provide a unique set of outcomes that your organisation is known to contribute to. While "off the peg" outcome tools prescribe generic outcomes, we have found a real strength in organisations participating in a process of identifying their own set of valued and evidenced outcomes.

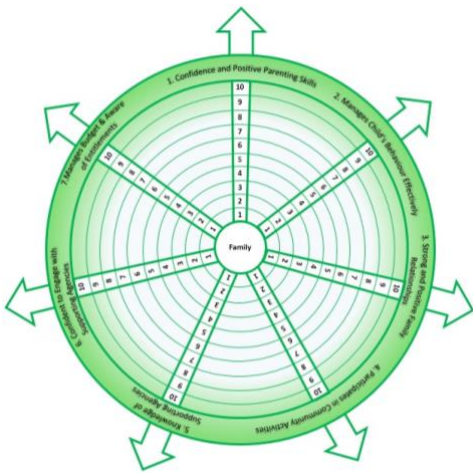
### Using an Outcomes Framework to develop an evidence base

***Our approach to developing Outcomes Frameworks will enable you to:***

- ✓ involve key stakeholders - service users, trustees and staff - in a bottom up design process to identify the outcomes your organisation is known for achieving
- ✓ monitor your performance across services in terms of the contribution each is making to a tightly defined and evidenced set of user outcomes
- ✓ make improvements to services where they are needed - by highlighting performance differences between services, any issues around delivery can be addressed
- ✓ demonstrate to commissioners and funders the effectiveness of the services they are funding in terms of their impact on the lives of users
- ✓ use Report Cards to promote the success of services to key stakeholders and use the evidence in tenders, annual reports and on your website
- ✓ support the development of an outcomes culture throughout your organisation by ensuring the achievement of user valued outcomes is central to all that you do



South West Family Support is a social enterprise working with vulnerable children and families to support positive change. As part of its commitment to being an outcomes based organisation, it commissioned Beacon C&C to develop an Outcomes Framework. The Framework is now being used across all services, demonstrating what changes for every family. South West Family Support now has a set of outcomes it can evidence to commissioners that it contributes to for the children and families it works with. Two *Outcomes Compasses* (“distance travelled” measures) - were designed to measure progress of individual children and families in the priority areas that were relevant to them.



**The Outcomes Compass**

Results are now aggregated to produce a report card showing outcomes across the whole organisation. Developing a shared vision that describes the difference that services exist to create sets the direction of South West Family Support, and is fast becoming central to everything it does.

South West Family Support can now say, *“These are the family outcomes that we contribute to – these are our measures and these are our results.”*

## Beacon C&C’s Approach to Developing Outcomes Frameworks

### Stage 1: Defining the intended outcomes

The first step is to identify the actual outcomes that all stakeholders believe are being achieved for users of the organisation's services, and how they know change has taken place.

This involves wide consultation with users, management, workers, trustees, and commissioners, with independent analysis by Beacon C&C.

Outcome statements are then drafted in the light of this consultation, and form part of the initial Framework, presenting a set of outcomes that stakeholders consistently believe through their experience the services provided are contributing to.

### Stage 2: Developing the performance monitoring tools.

The next step is to develop bespoke measures of progress by individual service users towards the intended outcomes. These measures are often known as “distance travelled” measures, and might be based on user and worker perceptions of change over time, or they might be more standardised performance monitoring measures serving as a proxy for change.

### Stage 3: Consultation and testing

The outcome statements and the progress measures are then consulted on, and tested in a small number of services. They may need some refinements before being rolled out across all services. Alongside this will be the development of a report card providing results across each service and indeed, the whole organisation.

If you would like to discuss how to develop an Outcomes Framework, please do get in touch at [enquiries@beaconcandc.org](mailto:enquiries@beaconcandc.org)