

Notes from NCAN Workshop on Outcomes Measurement

March 2014

In the discussion session the following few key issues were identified:

- Lack of capacity in the sector dedicated to measuring outcomes
- Having the right technology and databases to capture and analyse outcomes
- A lack of robust indicator banks that can be 'taken off the shelf'
- A lack of robust baseline data
- Setting up systems to capture one set of narrow outcomes thus misrepresenting genuine value and impact
- Organisational cultures focussed on measuring outputs

The following opportunities were discussed:

- Enhanced use of technology, such as iPad apps
- Developing shared frameworks, definitions and models across the sector
- Developing shared outcomes reporting frameworks with local authorities and other public sector commissioners, starting with district authorities
- Embedding and informing organisational culture change
- Informing the Norfolk Joint Strategic Needs Assessment (JSNA) with data gathered through outcomes measurement
- Exploring partnership funding for improving theory and practice of outcomes measurement