

Measuring Outcomes

NCAN March 2014



Aims

- To increase knowledge of good practice of outcomes measurement in the Norfolk advice sector
- To improve our knowledge of the needs of advice agencies in Norfolk around outcomes measurement

Agenda

- 10.00 Registration and Refreshments
- 10.30 Introductions – why measure Outcomes?
Adam Clark, NCAN Co-ordinator
- 11.00 A Funder's Perspective on Outcomes
Jamie Conway, Funding Officer, Big Lottery Fund
- 11.30 Measuring Health Outcomes of Advice
Rob Lancaster, Advice Services Manager, MAP
- 12.00 Break and Refreshments
- 12.15 Discussion groups
- 13.00 Lunch
- 14.00 Close

Norfolk Community Advice Network

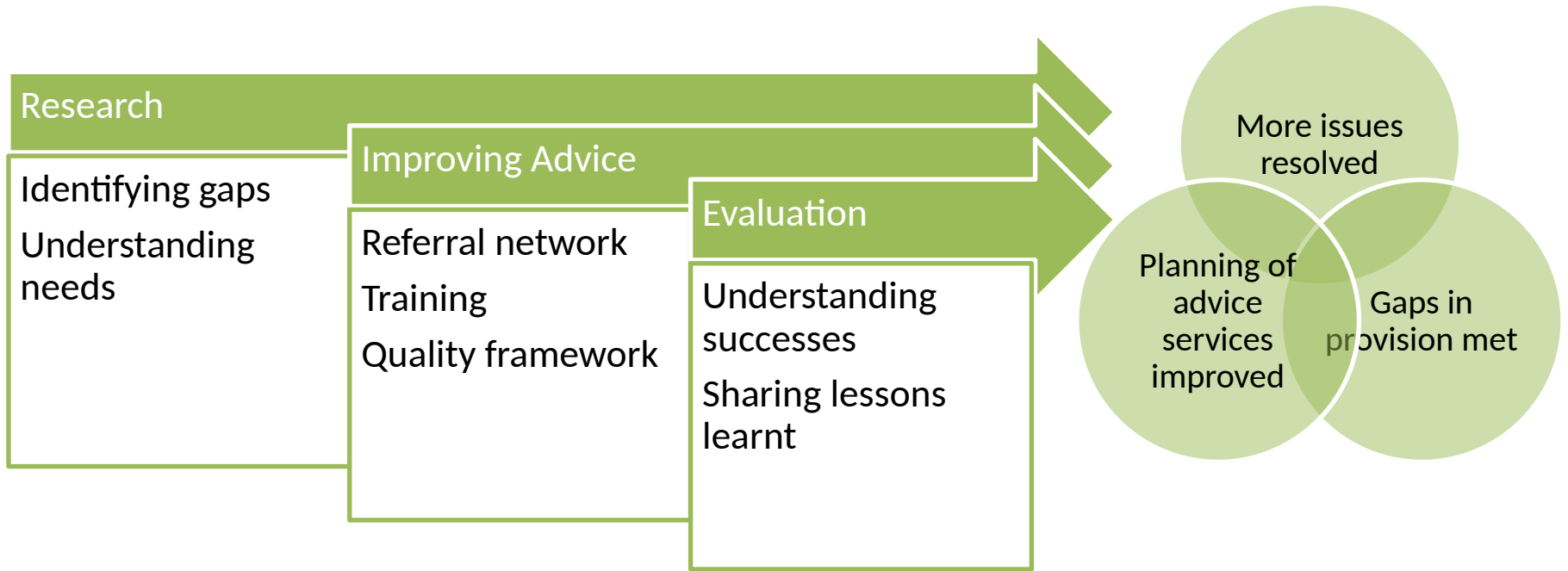
Our Vision

Norfolk residents can access good quality social welfare legal information, advice, assistance and representation at a time or place when they need them most

NCAN Aims

- Build a strong, effective and inclusive network of advice agencies in Norfolk
- Improve the planning and resourcing of social welfare advice, information, advocacy and representation to meet the needs of Norfolk residents particularly those who would otherwise face real disadvantage
- Improve and maintain the quality of the social welfare advice, information, advocacy and representation delivered in Norfolk
- Enhance the contribution made by advice agencies to strategic objectives both locally and nationally in the areas of social inclusion, tackling poverty and other disadvantage

Big Lottery Project



What do we mean by outcomes?

Advice Services Alliance definition:

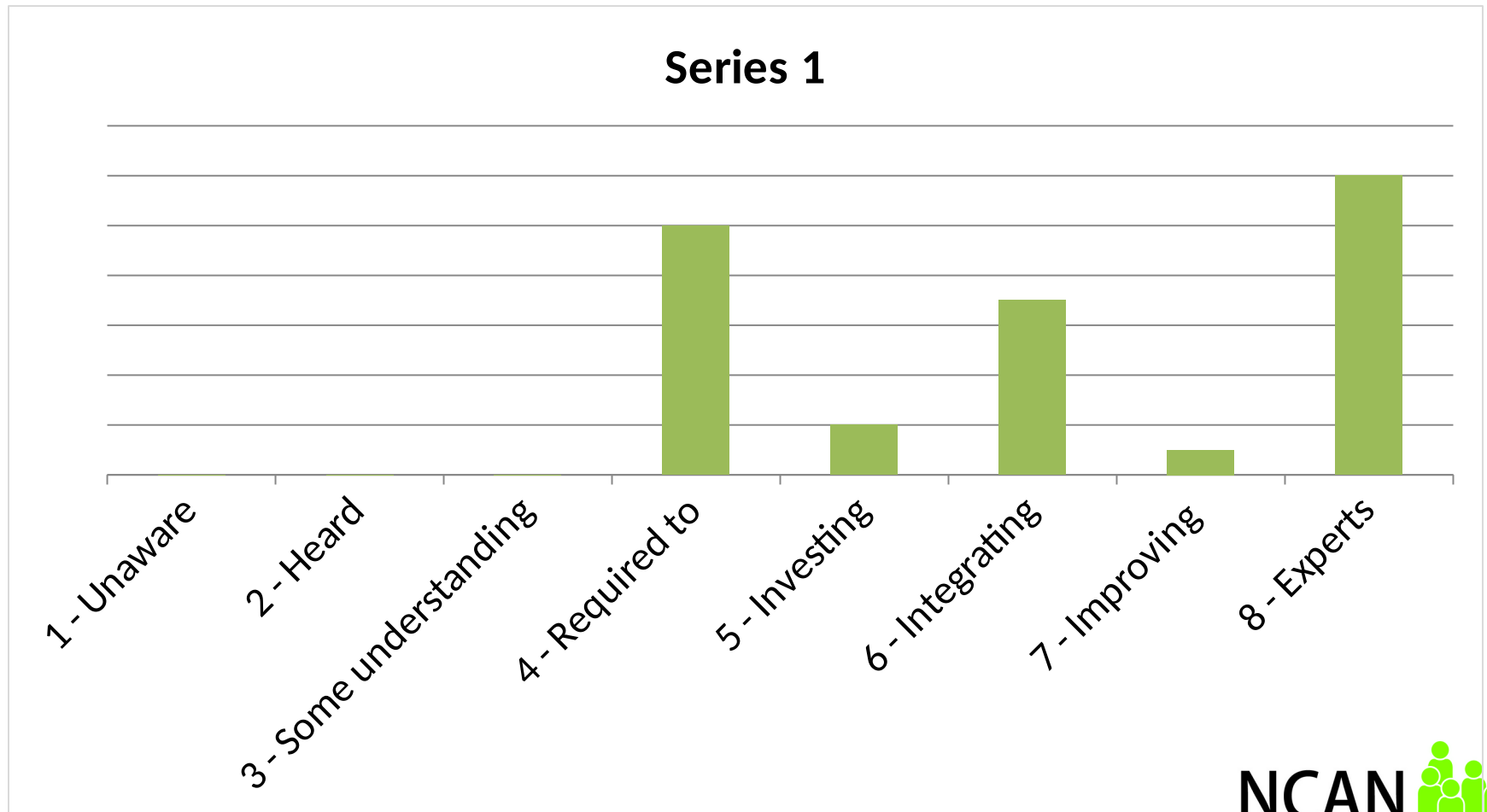
“Outcomes are the changes that an advice agency achieves as a result of its work. There are different types of outcomes:

- Advice Outcomes
- Client Outcomes
- Legal and Policy Outcomes”

NOT outcomes

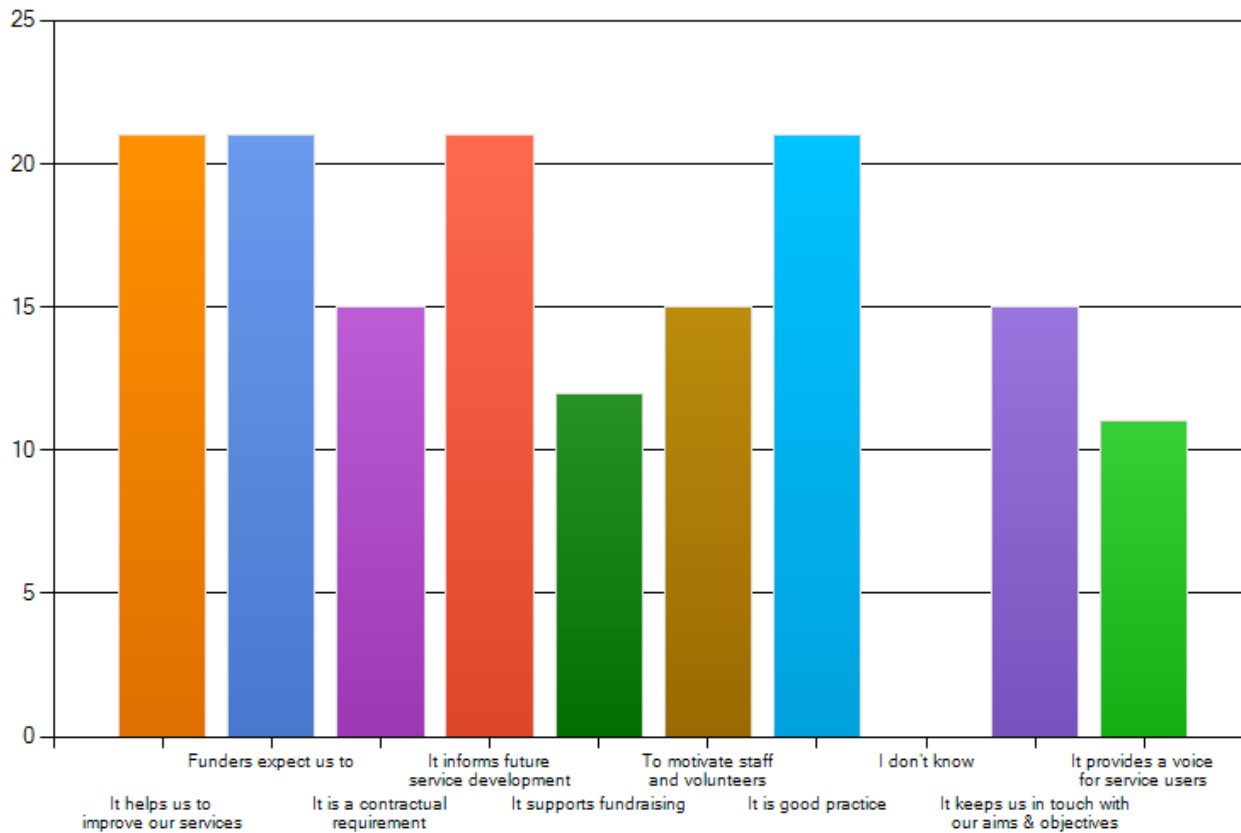
- Activities
- Outputs
- Objectives
- Indicators
- Client satisfaction
- Anything else?

How well embedded?



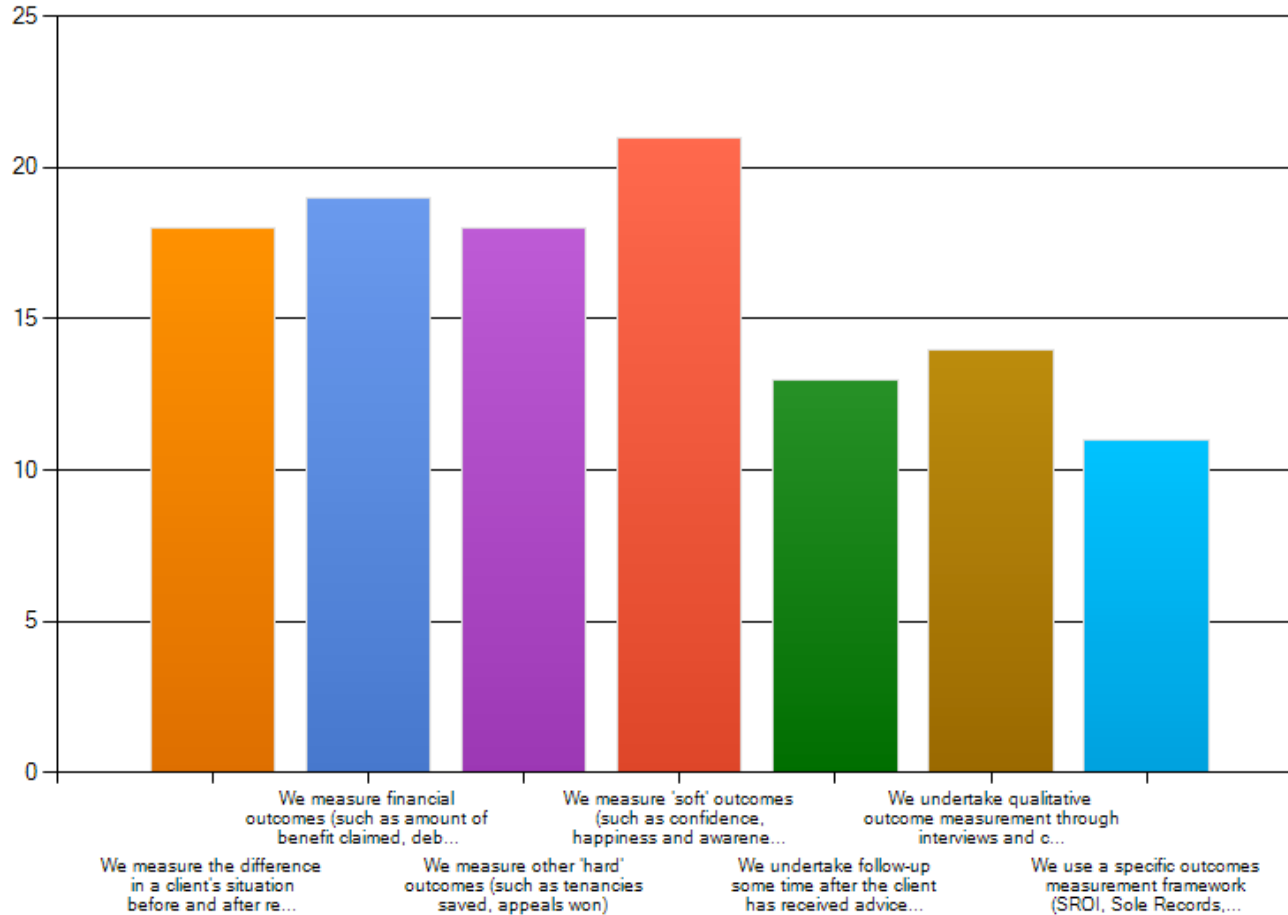
Why?

If you are currently measuring outcomes, what are your reasons for doing so? If you don't measure outcomes currently but would like to develop your work in this area, what is your motivation(s) for doing so?



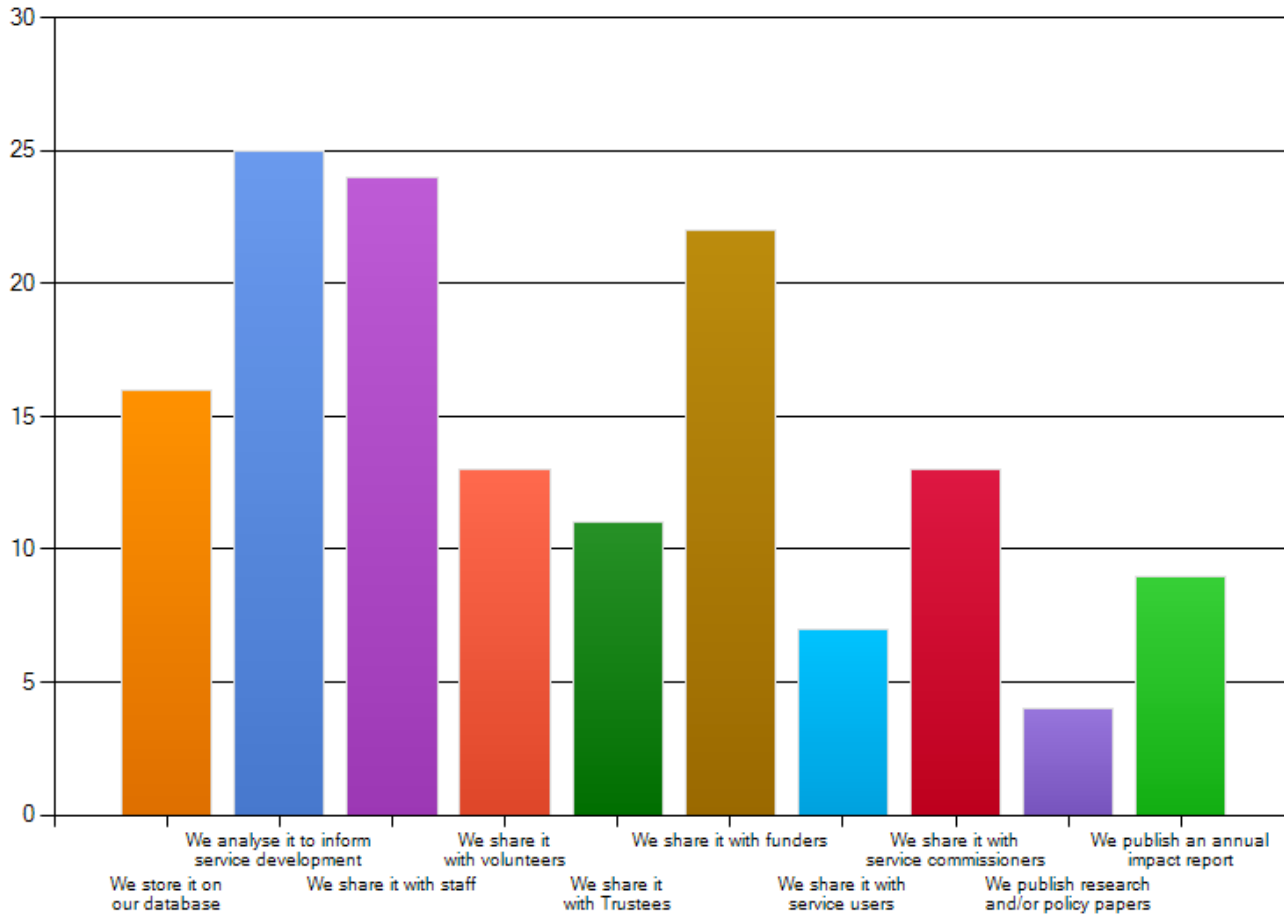
How?

How do you measure outcomes (tick any or all that apply)?



What do you do with it?

What do you do with your outcomes data (please tick any or all that apply)?



Useful resources

- Charities Evaluation Service <http://www.ces-vol.org.uk/tools-and-resources>
- ASA 'How to Measure Client Outcomes' http://asauk.org.uk/advice_services_transition_fund_learning_and_support/how-to-measure-client-outcomes/
- Outcomes Star <http://www.outcomesstar.org.uk/>
- The Guild 'Social Impact Measurement Toolkit' http://the-guild.co.uk/newsite/?page_id=368
- Homeless Link 'What's it worth?' <http://homeless.org.uk/sites/default/files/site-downloads/What%27s%20it%20worth%20FINAL.130501.pdf>
- Money Advice Service Evaluation Toolkit <https://www.moneyadviceservice.org.uk/en/tools/debt-advice-evaluation-toolkit-registration>

Discussion Groups

- What has worked well in your organisation around measuring outcomes?
- What have been the barriers, and what is preventing you going forward?
- What help and support do you need to overcome these?

Further information

Resources and information:

www.norfolkcan.org.uk/welfare-reform/

Contact

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