

Outcome Based Accountability™ Workstream Sessions

September 2018

Two types of Accountability

<p>ENDS</p>	<p>Population Accountability</p> <p>About the well-being of</p> <p>WHOLE POPULATIONS</p> <p>Accountability lies with partners and stakeholders</p>
<p>MEANS</p>	<p>Performance Accountability</p> <p>About the well-being of</p> <p>CLIENT (SERVICE USER) POPULATIONS</p> <p>Accountability lies with service providers and commissioners</p>

POPULATION ACCOUNTABILITY

Outcomes

Outcome

“A condition of wellbeing for children, adults, families or communities”

E.g. All people in Derbyshire will enjoy good health and wellbeing

Indicator

“Measure which helps quantify the achievement of an outcome” at a whole population level.

Indicate the effectiveness of collections of actions in moving towards whole population outcomes.

Help answer the question, ‘Are we doing the right things?’

PERFORMANCE ACCOUNTABILITY

Measures

Performance measure

“A measure to evaluate how well a programme, agency or service system is working.” Considers:

- How much did we do? (quantity)
- How well did we do it? (quality)
- Is anyone better off as a result? (service user outcomes)

Measure the quantity, quality and impact of individual services or interventions on service users.

Indicate the effectiveness of individual actions or interventions.
Help answer the question, ‘*Are we doing the right things well?*’

Example

Outcome	All people in Derbyshire enjoy good health and wellbeing
Indicators	% people overweight or obese <i>% adult smokers</i> % living in poverty % living in isolation % unemployed
Performance measures	Number accessing smoking cessation services % satisfied with services received % completing programme % setting quit date 4-week quit rate

Task

- Sense check the proposed outcomes
- Consider what outcome indicators your workstream would contribute to
- Identify performance measures to help evaluation how well your services/ initiatives are working