

Academy Workshop

# Setting and Measuring Outcomes

featuring

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and

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The term 'outcomes' is used a lot in and around commissioning and service delivery. Chiefly, the term is simply a way of describing the end goals for the citizens who make use of the services we offer. But working out what these desired outcomes are, how to describe them, and how to establish whether they have been achieved, is not always as simple. It can sometimes seem like the road is littered with challenges, contradictions, and unintended consequences.

Nonetheless, figuring out how to work to outcomes has become more or less essential for many public servants and those working in the voluntary and community sector.

This free hands-on workshop will tackle both basic concepts and some of the latest thinking in order to equip attendees with a clear way forward to build an outcomes focus into their work, whether they are commissioning services or delivering them.

The session will cover:

- I. the reasons for setting and measuring outcomes
- II. how to identify the right outcomes for a project or service
- III. contrasting approaches to measurement
- IV. the pros and cons of using targets and outcome based payment

Thursday,  
14 March, 2019

Time: 11.00 to 16.00

To be held at:

Ministry of Justice Hub  
5 Wellington Place  
Leeds. LS1 4AP

Register your interest  
[here](#)

Please note:

- You must be an Academy member to apply for a place.
- The Academy is free to join and open to all sectors. [Apply here](#)
- Places are not guaranteed and will be allocated to ensure a good cross sector mix.
- Any queries should be emailed to [academy@noms.gsi.gov.uk](mailto:academy@noms.gsi.gov.uk)



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