

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 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 explore key concepts, best practice and some of the latest thinking developed by the Government Outcomes Lab, including:

- I. Why and when it may be helpful to set and measure outcomes
- II. How to develop a robust outcomes framework for a project or service
- III. Key considerations for measuring outcomes and setting targets
- IV. How to avoid gaming and perverse incentives

Monday, 10 June, 2019

Time: 11.30 to 17.00

To be held at:

Blavatnik School of Government
University of Oxford
Radcliffe Observatory Quarter
Woodstock Road
OXFORD. OX2 6GG

Register your interest
[here](#)

Please note:

- Places are not guaranteed and will be allocated to ensure a good cross sector mix.
- You must be an Academy member to apply for a place.
- The Academy is free to join and open to all sectors and if you are not yet a member you will be prompted to join when registering your interest in this event.
- Any queries should be emailed to academy@noms.gsi.gov.uk

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