Commissioning Outcomes for Children & Young People:

This Is What Scotland Needs

3rd October 2013

Why Develop an Outcomes Framework?

- **Starting point – strategic commissioning**
- **Keeping Children at the centre**
- **Evidencing and improving practice**
- **Accountability to funders and stakeholders**

Some key aims…

- Keep it simple
- Keep it meaningful
- Embed an outcomes culture
- Best endeavours

Definition

"The changes that happen, in our engagement with children / young people, their families and carers, as a result of our service's interventions (for example: the impact, benefit, progress, learning)."

Key Components

Based on Barnardo's UK Outcomes Framework

1. **Outcomes Bank**
2. **Scaling tool**
3. **Range of Evidence**

Health Warning!

Outcomes Bank

- **Bank of 42 Outcomes**
- **Mapping to GIRFEC & CfE**
- **What are 'Core' outcomes?**
- **Organisations choose up to or around 10 core outcomes**

EtCS Scaling Tool

EtCS SCALING TOOL

CONTINUUM OF NEED	CRITICAL		SERIOUS		MODERATE		LOW		MINIMAL	
LEVEL OF PROGRESSION	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**
DESCRIPTORS	Intensive levels of intervention required,		Substantial levels of intervention required. Some signs of progress evidenced.		Moderate levels of intervention required. Young person is 'developing' skills. More signs of progress are evidenced.		Low levels of intervention required. Young person is 'consolidating' their skills. Progress is evidenced consistently in familiar contexts.		Minimal levels of intervention required. Young person is 'secure' with the skills they have learned. Progress evidenced in a number of contexts.	

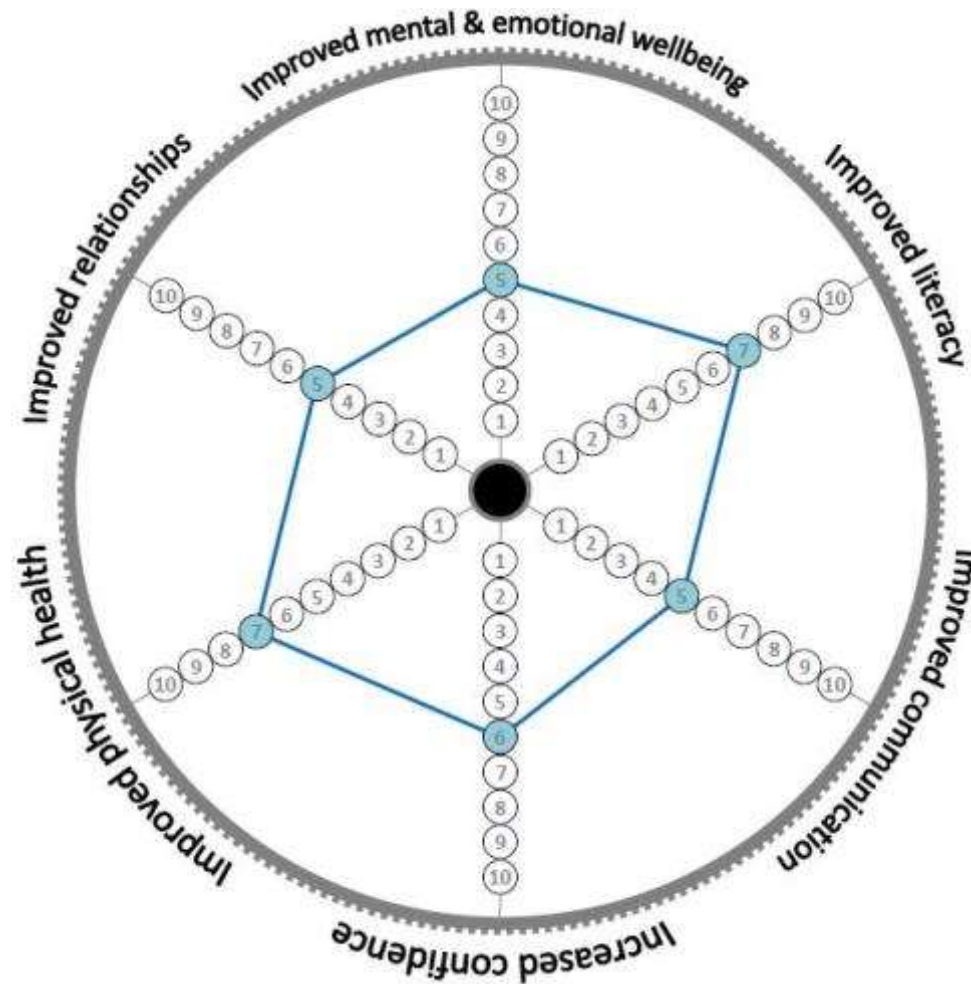*Developed from the Barnardo's UK Scaling Tool*

Scaling Tool

- **Used by Key Worker / Key Team**
- **Baseline level / regular review**
- **Language important**
- **Helpful tool for partnership work**

Wheel of Change Baseline Assessment
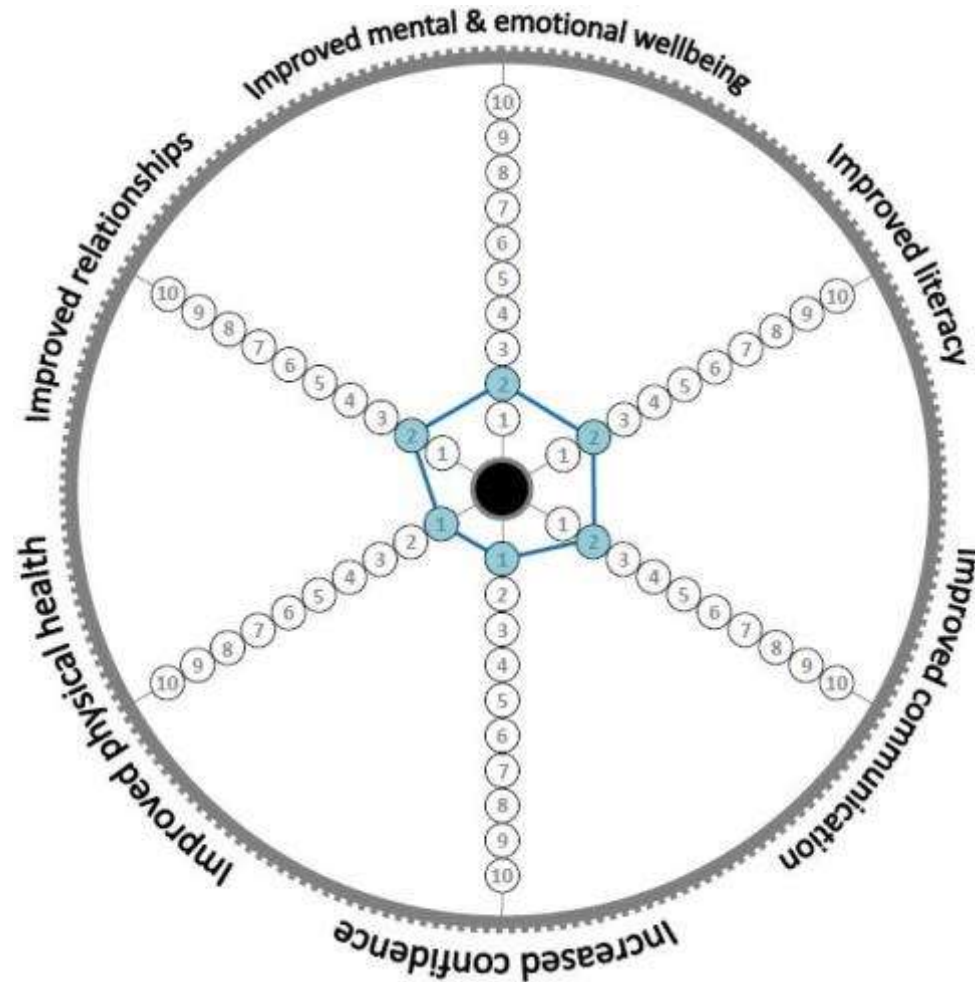
Wheel of Change
One year in . . . .

Range of Evidence

- **Triangulation**
- **Engaging service users and professionals**
- **Assessment tools**
- **Care plans and reviews**

Evaluating the Outcomes Framework

CELCIS

Evaluation Approach

- **Aims of Outcomes Pilot**
- **Evaluation Questions**
- **Methods**

Emerging Findings

- **Choosing Outcomes**
- **Use of Outcomes Tools**
- **Assessment (Organisational)**
- **Involving Children / Young People**
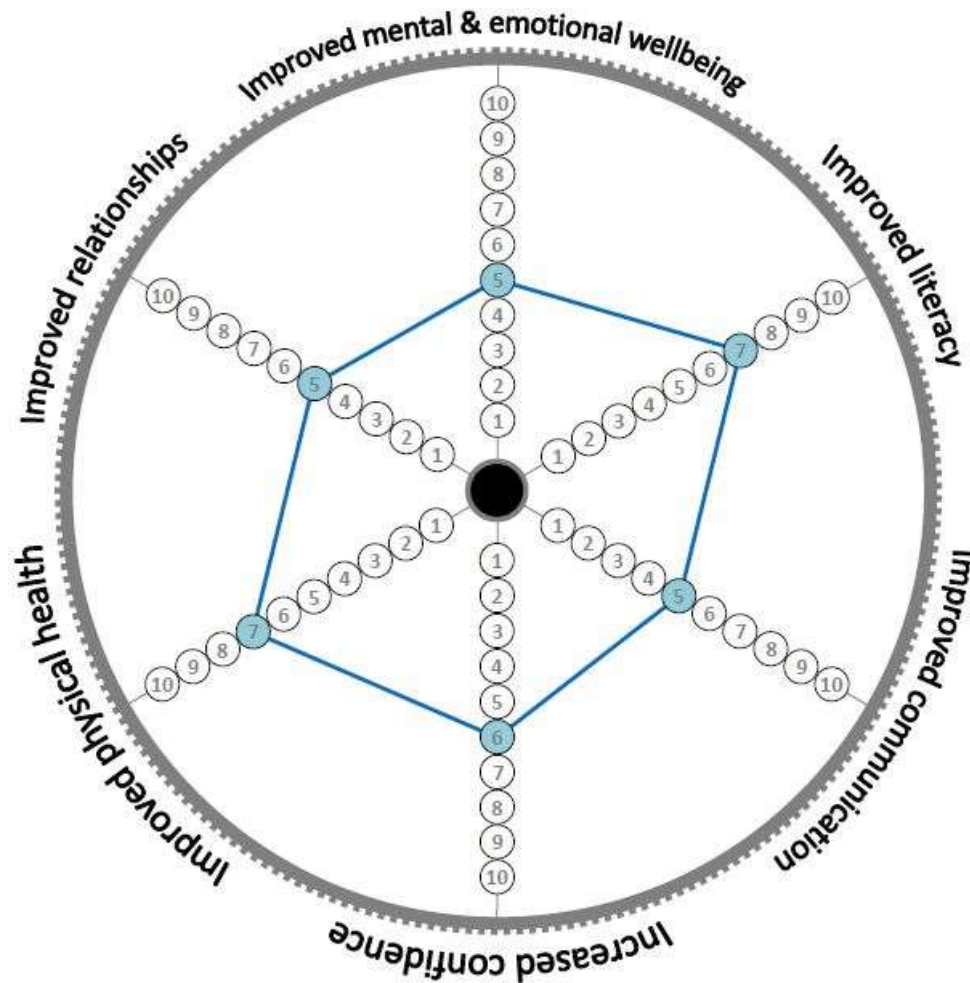- **Partnership Working**

Choosing Outcomes

- **Organisational**
- **Child**
- **Commissioners**

Outcomes Tools

- **Scaling Tool / Wheel of Change**
- **Integrated Assessment Form**
- **Cumulative Assessment Form**

Wheel of Change

INDIVIDUAL ASSESSMENT FORM

Ref No	Outcome	Numeric Level	Evidence
	1	3	
	2	4	
	3	3	
	4	2	
	5	1	

INDIVIDUAL BASELINE ASSESSMENT FORM

Ref No.	Outcome		Level	Comments
	1	Retrospective	2	
		Baseline	3	
		Predicted	4	
	2	Retrospective	3	
		Baseline	3	
		Predicted	5	
	3	Retrospective	2	
		Baseline	4	
		Predicted	5	

CONTINUUM OF NEED	CRITICAL		SERIOUS		MODERATE		LOW		MINIMAL	
LEVEL OF PROGRESSION	1	2	3	4	5	6	7	8	9	10
DESCRIPTORS										

Assessment (Organisational Issues)

- **Mapping EtCS outcomes**
- **Streamlining tools**
- **Linking and access to databases**

Involving Children and Young People

- **Choosing Outcomes**
- **Use of Tools**
- **Assessment**

Partnership Working

- **Parents**
- **Social Work**
- **Lead Professionals**

"Commissioning is at the heart of providing effective care and support for both children and adults. It is the process by which councils decide how to spend their money to get the best possible services and wider supports for local people, now and in the future".

SWIA Guide to strategic commissioning

Commissioning ensures:

- achievement of the best possible outcomes

- personalised approaches to meeting individual needs

- delivery of best value

- compliance with equalities duties

- engagement with people who use services and their carers

The process of commissioning

- agree *outcomes* and priorities
- understand, predict and review needs
- evaluate the options available
- consider what services and supports will deliver the *best outcomes*
- decide what models best meet identified need
- develop good financial management systems
- establish positive relationships with providers
- provide and purchase services which meet *outcomes*
- have contingency plans and exit strategies

Commissioning in Scotland

"Councils have been slow to develop strategic commissioning. Only 11 of 32 council areas had commissioning strategies covering all social care services. Most…did not include an analysis of local needs".

Commissioning Social Care, Audit Scotland, 2012

Challenges of commissioning

- demands skilled analysis and detailed understanding of delivery of social care
- needs expertise, and a willingness to acquire expertise
- ability to engage with a wide range of stakeholders
- engaging with people who use services and their carers meaningfully
- multi disciplinary and multi agency work
- defining and setting measurable outcomes
- understanding the real costs of services

A vision of commissioning

- **a national strategy for commissioning all social care services**
- **children, and all other service users, at the centre of the process**
- **clear understanding of need and how best to meet that need locally and nationally**
- **shared information and systems for data and financial management**
- ***outcomes* are identified, agreed and measured**
- **there are improved *outcomes* and long term positive impact on services**