

Performance Outcomes Framework

There will be four main outcomes for providers to achieve:

- Health and wellbeing
- Engaging and participating in the community
- Obtaining and maintaining accommodation
- Economic wellbeing.

The data will be gathered each quarter as illustrated in Table one.

Table one - Outcomes

Outcome	QTR 1		
	Need	Need Part met	Need Fully met
Health and wellbeing			
Engaging and participating in the community			
Obtaining and maintaining accommodation			
Economic wellbeing			

Underpinning each outcome will be a series of outputs describing how the outcomes were achieved. An example for health and wellbeing is shown in Table two.

Table two – Health & wellbeing outputs

Individual output
Better managed or improved physical health
Better managed or improved mental health
Improved (self-reported) wellbeing satisfaction levels
Vulnerable adult safe and well
Vulnerable adult not self-neglecting
Accessed primary health care
Registered with a GP
Had an annual health check
Participated in leisure, cultural, faith, informal learning and community activities
Established contact with external services, family and/or friends
Access to specific health programmes such as flu jabs and inoculations
Adopted healthy lifestyle choices through pregnancy
Able to look after their children and keep them safe

Key Performance Indicators (KPIs) will measure the level of need met for each outcome and provide contractual reasons as to why all needs were not met. An example for health and wellbeing is shown in Tables three and four.

Table three – Health & wellbeing outcome

	QTR 1	QTR 2	QTR 3	QTR 4	Total
Level of need	No'	No'	No'	No'	
Needs fully met					0
Needs partially met					0
Needs not met at all					0
Total clients leaving service	0	0	0	0	0

Table four – Reasons why need not met health & wellbeing outcome

	QTR 1	QTR 2	QTR 3	QTR 4	Total
Reasons need not fully met	No'	No'	No'	No'	
Client choice					0
Exited service early					0
Client disengaged					0
Needs too complex for service					0
Unable to access relevant services					0
Exceptions to the above					0

Payment by Outcomes

As part of the Outcomes Framework we want to take a payment by outcomes approach focused on a systems change element of services which links back to the behaviours and cultural outcome of the Prevention First Outcomes Framework. In addition to measuring the achievements and evidencing outcomes achieved for and by service users we need to evidence what providers are achieving in respect of delivery of service and how they are innovating and improving services.

Payment by outcomes represents 10% of the overall contract and each individual element is weighted.

- Outcome 1 - Working in partnership and joint commissioning with others (50%)
- Outcome 2 - Cohesive quality standards (30%).