

West Midlands ADSS Performance Network

***Local Performance Indicators -
Quality Outcomes in
Performance Measurement***

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PIs are often seen as having:

**“Well defined boundaries of
doubt and uncertainty”**

Douglas Adams

“Hitch Hiker’s Guide to the Galaxy”

*How do we remove the
uncertainty?*

Making it Real

Making it Meaningful

By moving the focus

“We believe that the core of the national role for setting aspirations, minimum standards and targets *is around user needs and expectations...*”



Source: Audit Commission, Targets in the Public Sector (2003)

To meet these changes – we need

- **New range of performance monitoring and measurement tools**

With

- **Emphasis on:**
 - ***Service Standards***
 - **Quality of delivery**
 - ***User Perceptions***
 - **Quality of outcomes**

How do we achieve this?

Qualitative PIs

- Measure **quality** rather than quantity
- Measure what **you are good at**
- Measure what **you want to improve**
- Provide **new insights** into Service performance
- Measure what **you think is important**
- Allow you to **share meaningful performance information with other CSSRs** – without a debate on the relevance of the measure!

- LOCALISM -

A new context for services and targets

- Emphasis on quality of life improvements
- Partnership with users
- Focus on the experience of users
- Intelligent use of clusters of PIs
- Sensitive to issues of complexity, diversity and equity
- Support local experimentation
- Reflect local need with local targets

***‘Quality of Delivery’
and
‘Quality of Outcomes’***

Are we trying to

Measure the Immeasurable?

The Quality of Delivery

***Can be measured in terms
of the quality of agreed
processes***

Service Standards

Service Standard PI

The number assessments of new clients carried out in the year where service users received a copy of their assessment.

of

The number of assessments of new clients that were started and completed in the year

Progress

- **Pilot 6 ‘Standards’ PIs during 2005**

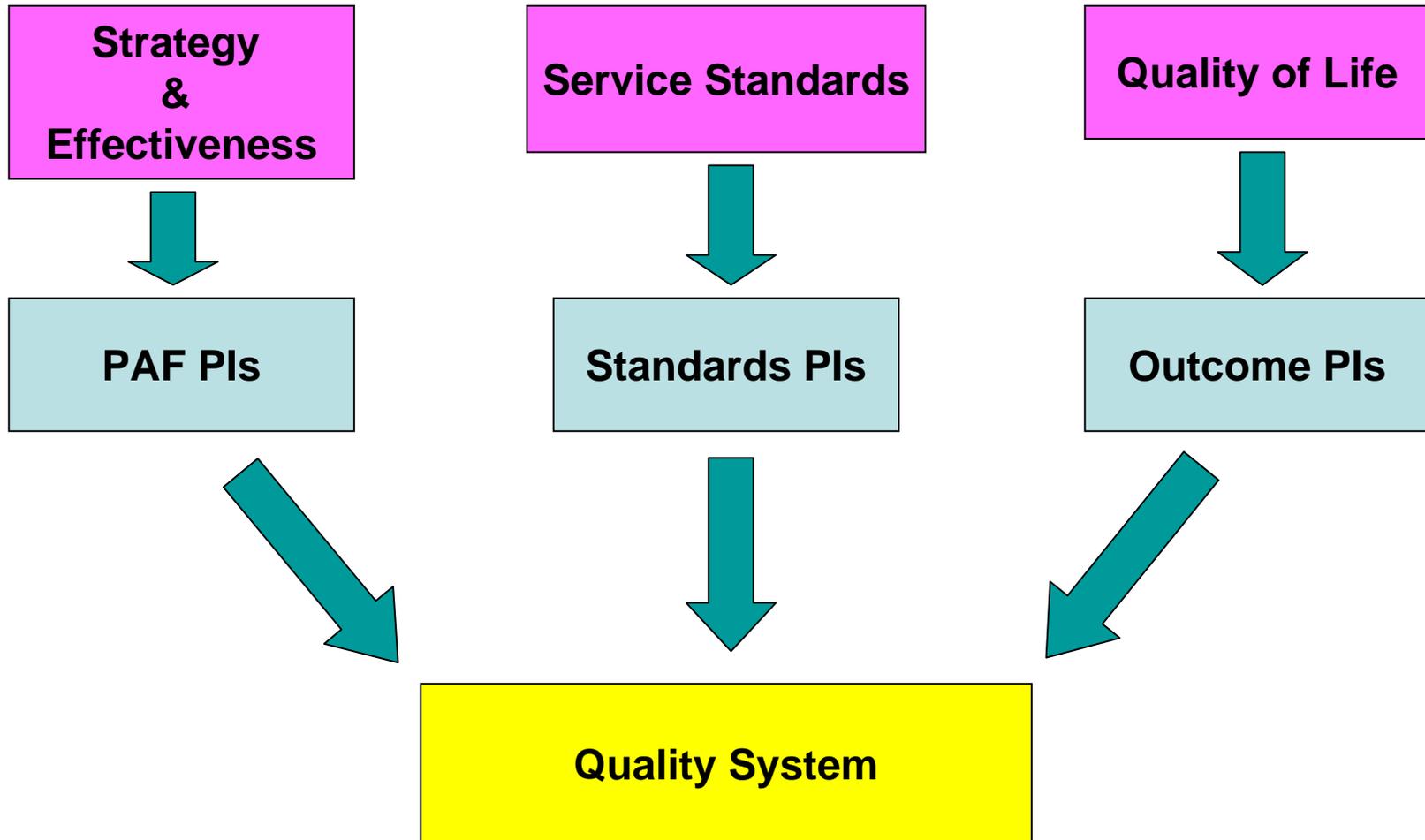
The Quality of 'Outcomes'

*Measured in terms of the
perceptions of service
users*

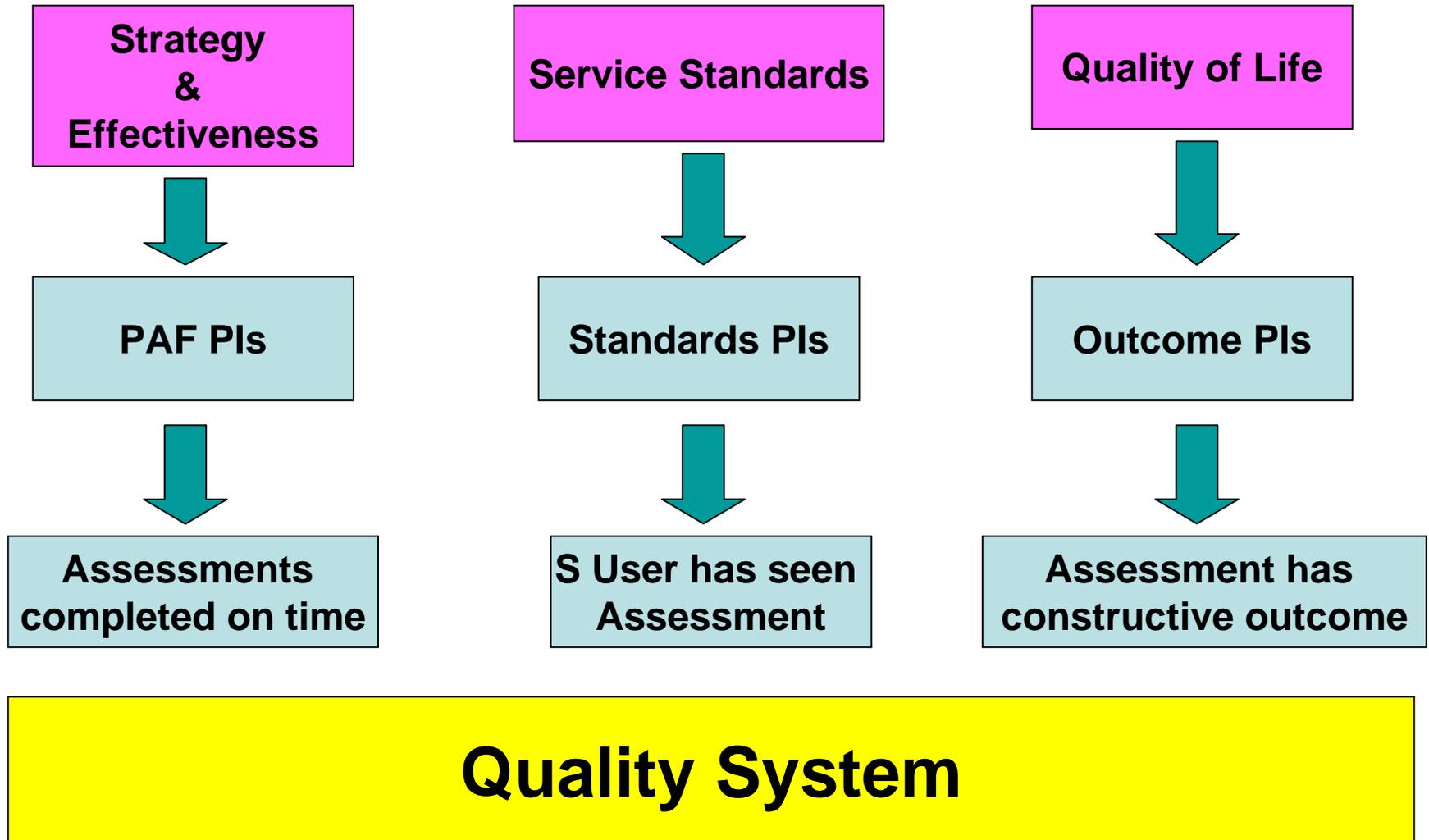
Outcome PIs – Core Values

- Incorporate user & carer perspective
- Add to user involvement
- Identify gaps
- Provide focus for improvement
- Reveal good practice
- Value the work of the practitioner

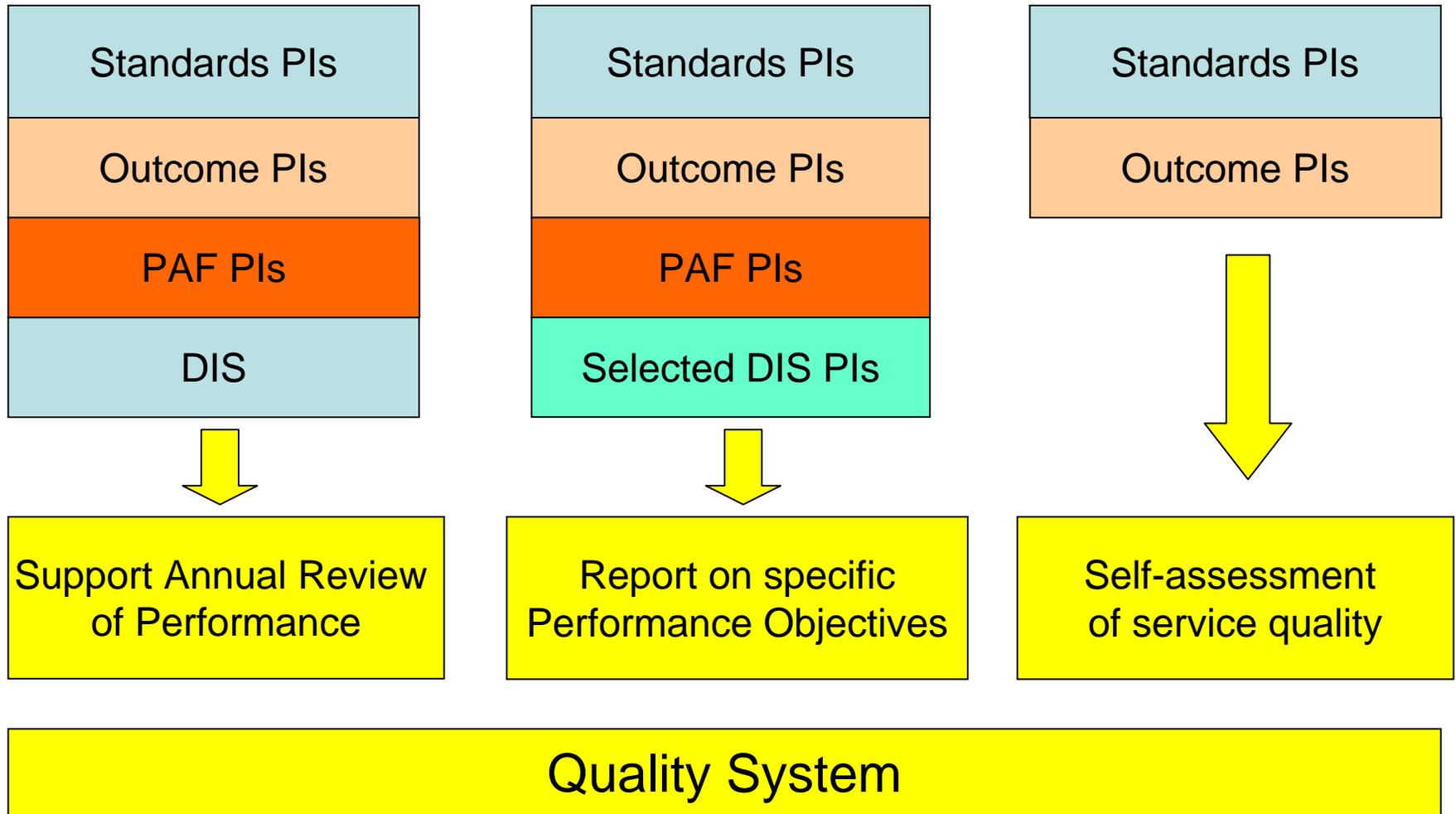
The Three Strands of Quality



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The Three Strands of Quality



The Next Step

- **West Midlands Performance Network**
- **Meets in May**
- **Develop 'Outcome' PIs for the region**
- **Reports November 2005**