

## Who should attend?

This workshop is intended for a wide audience, including managers, researchers, planning and evaluation staff and practitioners in

- local government
- health bodies
- the voluntary sector
- universities and colleges

As usual with SSRG events, the session is intended to encourage discussion and networking.

## How to get to the venue

The venue is 5 minutes walk from Haymarket Station in Edinburgh.

A map can be found at:

[www.cosla.gov.uk/attachments/colmap.pdf](http://www.cosla.gov.uk/attachments/colmap.pdf)

Car Parking is available at Haymarket Station to the front, east and south of the building and at Haymarket Yards Car Park to the West. Haymarket Yards is the most competitively priced.

## Why not join SSRG?

If you join SSRG now you can enjoy this event at the SSRG member's rate.

Members receive a regular newsletter, the SSRG Journal (Research, Policy and Planning) and generous discounts at events organised by SSRG. For further information please visit the SSRG website:

**[www.ssrorg.org.uk](http://www.ssrorg.org.uk)**



*The network for research, planning & performance across social care and health services for children and adults*

[www.ssrorg.org.uk](http://www.ssrorg.org.uk)

## Improving Outcomes: The Results-Based Accountability Approach

**Monday 8th October 2007**

**CoSLA Conference Centre, Edinburgh, EH12 5XZ**

***We want to have an outcomes focus to our performance management but the evidence is, nationally, we're finding this very difficult to reach"***

- Bernadette Docherty in her Presidential address to the 2007 ADSW Conference

Although it is generally accepted that indicators related to outcomes are more meaningful than those related to outputs, activities or inputs, outcome indicators also tend to be harder to measure and as a result, they are often put on the "too difficult" pile.

One way of addressing this is through a 'results (outcome) based accountability' approach. Outcomes - based practice is a disciplined way of thinking and taking action that can be used to improve the quality of life for people and communities and to improve the performance programmes of services and agencies.

The purpose of this seminar is to:

- Look at the context in which the outcome agenda is developing in Scotland, for example a new National Performance Framework
- Examine existing practice as identified by key agencies such as SWIA and the Care Commission
- Help participants to use an outcome focussed approach to improving their services and ultimately the lives of service users.
- Define some of the challenges and opportunities ahead

There will be an interactive session that will illustrate the concept of 'turning the curve' which participants can replicate in their local areas.

## The Results – Based Accountability Approach

Monday 8th October 2007

### Booking Form

Name: .....

Job Title:.....

Organisation/Agency: .....

Address: .....

.....

Tel: ..... Fax:.....

email:.....

Address for invoice (if different):.....

.....

**Payment: I enclose a cheque/please invoice me for:**

**£80 SSRG Member**

**£125 Other**

**PLEASE MAKE CHEQUES PAYABLE TO 'SSRG Scotland'**

**Contact Elaine McCafferty if invoice is required**

*Please state if you have any access, diet or communication requirements*

.....

.....

**Please confirm attendance by Monday 24th Sept 2007 to:**

Elaine McCafferty

c/o Performance, Strategy & Policy Administration Team

City of Edinburgh Council, Corporate Services Division

2/1, Waverley Court, 4 East Market St, Edinburgh EH8 8BG

Tel: 0131 469 3856 Fax: 0131 529 6220

elaine.mccafferty@edinburgh.gov.uk

**SSRG Scotland**

Conference organiser: David  
Henderson - email: dhender421@

## The Results – Based Accountability Approach

Monday 8th October 2007

### Programme

10.00: **Welcome** – Paul Hambleton, *SSRG Scotland Convenor*

**Introduction** – Bernadette Docherty, *President ADSW*

10.15: **The Context**

**Developing Outcome-Focussed Performance**

**Frameworks in Scotland** – Mark McAteer, *Improvement Service*

11.00: Break

11.30: **Messages from Inspections (i)** – Gill Ottley, *SWIA*

**Messages from Inspections (ii)** – Liz Norton, *Care Commission*

12.00: **Introduction to Results-Based Accountability (RBA)**

– Jackie Tiotto, *DCSF*

12.45: Lunch

1.45: **RBA - Putting it into Practice** – Mike Pinnock, *Hull City Council*

2.45: Break

3.15: **RBA - Turning the Curve** – Mike Pinnock, *Hull City Council*

4.00: **Summary/Conclusions/What next?**

4.15: Depart

*The organisers and SSRG reserve the right to make any necessary amendments to the programme. In the event of cancellation by a speaker we will endeavour to offer alternatives.*

**SSRG Scotland**