



# So what? **Measuring impact in services for children and families**

## **Commissioning for outcomes: a funder's perspective**

Helen Chambers  
Head of Strategy & Delivery



# Journey

- £50m Working for Families
- £5m+ Partnership Drugs Initiative
- £45m Inspiring Scotland  
(EYEA £10.2m)

Professional & personal

- Every £ best spent for every child

# Scale vs humanity

With funding to services:

- How can one child, one person, one family, one community get the best from this pound?
- How can *every* child, *every* person, *every* family, *every* community get the best from this pound?

# Tests

Credible, competent :

- organisation
- people
- idea
- plan for delivery
- plan for measuring
- plan for thinking

= outcomes

# Critical thinking

- Why this constituency?
- Why this geography?
- *Which others considered? Why rejected?*
- Which intervention?
- Why this one?
- *Which others considered? Why rejected?*

# CT - outcomes

- What outcomes sought? *Why?*
- What is the logic model?
- In what order (*probably*) are outcomes expected?
- What time scales?
- Reasonable variance vs failing variance
- What are the outliers? *Why? And?*

# CT - outcome delivery

Reflective organisations  
*and*  
reflective practice

# CT - outcome delivery

- What outcomes were there?
- What does it tell us?
- How could we do it :

*for more children/families...*

*with tougher problems...*

*more quickly...*

*more efficiently...*

# Questions to self

- Is it good enough?
- Am I falling for hype?
- Am I colluding?
- Am I being unreasonable?

# Questions to self

- What is the balance between accountability and autonomy?
- When do outcome processes outweigh their worth?
- Do I ask enough? Too much?
- How the \$%^&\* do I aggregate this meaningfully?

# Questions to self

- What does it all mean?
- What does it tell me about what we need to do differently?
- What am I missing?

# The killer question

If it's all so good,  
why is it all so bad?