



Briefing paper  
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### National Social Inclusion programme – Outcomes framework for Mental Health Services

#### Summary

This framework aims to help commissioners and providers to monitor, evaluate and measure the effectiveness of services for working-age adults with mental health problems.

Many health and social care services are being refocused to promote social inclusion, including the role of work and gaining skills in line with current policy and legislation.

Initially designed for mental health day services it has been broadened to apply to mental health services in general.

Outcome measurement is an increasingly important and valued tool in monitoring the effectiveness of health and social care services to improve lives and achieve targets. As such, it is important that commissioners and providers have resources that enable them to do this effectively. ***Outcome measurement should always be undertaken alongside the measurement of outputs and value for money in assessing the performance of a service.***

The framework is divided into categories to reflect the different life domains and functions of mental health services.

***Neither the outcomes nor the indicators listed are intended to be a comprehensive list.***

Outcome Indicators in each category are divided into Key and Additional Indicators. This is in recognition that people may want to use the framework in different ways. For example commissioners may want a relatively small number of key indicators for providers to report against, but providers may want to measure against a wider range of indicators in order to demonstrate the breadth of their work and to monitor the progress of an individual.

There are two sets of indicators:

- Intended outcomes and indicators for individuals
- Service outcome indicators

<b>Action points</b>	<ul style="list-style-type: none"> <li>➤ Commissioners will be seeking to commission services that are outcomes orientated and can evidence the impact they have on and with service users</li> <li>➤ Trustees and governors need to consider how they are monitoring the effectiveness of the services that are being delivered</li> <li>➤ It will be worth considering how services can make the best use of outcomes frameworks so that they take account of the following: <ul style="list-style-type: none"> <li>✓ Supporting and underpinning the ethos and purpose of the organisation</li> <li>✓ Ensuring that the outcomes indicators pick up on all aspects of the organisations work that have an impact even if these are not part of a particular funding stream. There may be a time in the future when such information can be used to access different funding</li> <li>✓ Making use of information to demonstrate the success of the organisation</li> <li>✓ Involving service users in the development of the organisation</li> <li>✓ Generating evidence for commissioners and providers that national standards are being met</li> <li>✓ Using the outcomes framework to support service evaluation at a strategic level</li> <li>✓ Considering whether or not the policies and procedures of the organisation support effective outcomes for service users</li> <li>✓ Are there opportunities for partnership working to enhance outcomes for service users?</li> </ul> </li> </ul> <p>This is not an exhaustive list</p>
<b>Sources of information</b>	<p><a href="http://www.socialinclusion.org.uk/publications/Broadened_Social_Inclusion_Outcomes_Framework.pdf">http://www.socialinclusion.org.uk/publications/Broadened Social Inclusion Outcomes Framework.pdf</a></p> <p>The pdf is posted on our website <a href="http://www.sdvsmhf.org.uk">www.sdvsmhf.org.uk</a></p>
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