

APPENDIX 1

Southwark Common Outcomes Framework

This framework is to be used when drawing up outlines or specifications for contract procurement or bidding opportunities for grants. It has been produced following the launch of Southwark's Voluntary and Community Strategy *Common Purpose Common Cause* in 2016.

http://www.2.southwark.gov.uk/downloads/download/4747/vcs_strategy_2016

To take forward the strategy's vision a cross sector group met to identify ways in which commissioning can be improved. One of the products of the group is this new framework which sets out the overall vision for what commissioning will set out to achieve. This has close links to other strategic plans. There are five main outcome themes set out below.

The future model of commissioning will be outcomes focussed, without a reliance on a detailed specification of what services are expected to deliver. The method by which the service delivers against the outcomes, can be determined by the provider as long as the provider is able to demonstrate delivery against an outcome, using appropriate measures. See below for further information.

To build and sustain strong, cohesive communities where no one group or community is left behind.

Safer communities	Healthier communities	Engaged communities	Greener communities	Vibrant communities
Residents have an improved understanding of their rights and responsibilities resulting in greater community ownership	Residents have improved access to community services	Residents are given more opportunities to provide feedback that improves services	Residents are more able and willing to access community spaces especially local green spaces	More young people feel ready to engage with their education
Residents feel safer where they live, work or socialise and know where to get support	Residents and their families and carers are fully involved in planning their care and feel services are provided in a holistic way	Residents have increased opportunities and support to volunteer	Residents and organisations are more able to look after designated green spaces	More young people feel ready for work, to train or able to start and grow their own business
Children and young people feel safer in their neighbourhoods and in Southwark	Residents feel that they have access to services to improve their wellbeing	Residents have the skills and confidence to increase their use of online services and there is less digital exclusion	Residents increase their use of public transport, cycling or walking around the borough	Residents are supported to maximise their income and manage their money better

Residents across communities are more confident in reporting issues when they arise	Residents feel more confident to maintain their independence without the need for higher levels of support	Organisations can demonstrate they work more frequently in partnership across communities	Residents and organisations feel more able to use green spaces to support social action and health and wellbeing activities	Residents have greater access to apprenticeships and a range of quality job opportunities which are fairly paid and sustainable, including residents who have disabilities or long-term health conditions
Residents feel treated with respect and listened to through ongoing engagement and collaboration	Residents are able and confident to access appropriate mental health services	More residents taking part in local decision making	Increasing numbers of residents and organisations support initiatives to make Southwark greener	Small businesses are more able to access support to become sustainable
Residents feel more able to access services at an early point and in times of crisis	Children, young people and families feel more supported and able to access appropriate health and wellbeing services for the best start in life	Residents feel more involved in planning and decision making about changes to their local area which impact on their lives e.g. the built environment, planning decisions and regeneration initiatives	Residents across communities feel able to engage in the design of the public realm	VCS organisations work in partnership to increase investment in local services from sources that statutory organisations cannot access
More residents are helped to feel more secure in their homes	Residents feel more able to live in accommodation which is warm, dry and safe, and appropriate to their needs	Residents and organisations have greater access to community spaces and premises		Residents across communities have access to a broad range of cultural activities and organisations in the creative economy are more able to access support
Fairer Future Vision				
Southwark Five Year Forward View				
Common Purpose, Common Cause – VCS Strategy				

To deliver this approach of commissioning for outcomes means commissioners working collaboratively with local people and providers to maximise the value from public money across the social, environmental and economic bottom line – co-producing support to meet people’s needs, helping them achieve their aspirations and promoting well-being for all.

An outcome is the meaningful and valued impact or change that occurs as a result of a particular activity or set of activities. Outcomes may be achieved over a relatively short period of time, or they may be longer-term in nature. For example, if you are supporting people to find employment, a shorter-term outcome might be improving confidence, and the longer-term outcome might be getting, and ultimately staying in, a job. In these situations it makes sense to talk about a person’s distance travelled towards achieving their ultimate goal.

Social outcomes: commissioners and providers are expected to meet needs and promote outcomes that contribute towards well-being for all, such as stronger social networks and community participation, improved physical health, or greater autonomy.

Environmental outcomes: commissioners and providers are encouraged to address negative environmental impacts, such as their waste and carbon emissions, and to promote positive environmental changes, such as using renewable energy sources or promoting the use of green space locally.

Economic outcomes: commissioners and providers are expected to consider their role in – and impact on – the local economy. This might include, for example, specific outcomes around local money flows, investment, good quality jobs, or training and skills.

Outputs are a quantitative summary of an activity. For example, the number of youth work sessions delivered or the number of elderly people attending a luncheon club are outputs. An output tells you an activity has taken place, but it does not tell you what changes as a result.

Indicators are ways of knowing that an outcome has been achieved, or show progress against an outcome. For example, indicators for an increase in confidence might include a young person trying new things, making new friends, or taking on new challenges. All of these are related behaviours that indicate an increase in confidence.

Next steps

A group of council commissioners, voluntary and sector representatives and Clinical Commissioning Group are responsible for the implementation of the framework.

To ensure that the framework becomes the norm in commissioning in Southwark it has been approved by the Voluntary and Community Sector Commissioning Board. There is more work to be done on developing and allocating indicators that will support and show how the outcomes are being achieved.

An example of a Local Wellbeing Indicator set for local authorities, public health leaders and Health and Wellbeing Boards is available as a guide for future development of the Southwark indicators.

<https://www.whatworkswellbeing.org/product/local-authority-wellbeing-indicator-sets-and-guidance-only/>

For further information: Andrew Matheson andrew.matheson@southwark.gov.uk; Simon Mitchell simon.mitchell@southwark.gov.uk; Gordon McCullough gordon@communitysouthwark.org