

Southwark Common Outcomes Framework

This framework is to be used when drawing up outlines or specifications for contract procurement or bidding opportunities for grants.

In October 2017 the Council's Cabinet approved the adoption of the Southwark Common Outcomes Framework (SCOF) and a new outcome-based commissioning model developed by the council, Clinical Commissioning Group (CCG) and voluntary and community sector.

Since its approval, officers across the council have been working with voluntary sector partners to develop appropriate indicators and to implement the new commissioning model.

It has been produced following the launch of Southwark's Voluntary and Community Strategy *Common Purpose Common Cause* in 2016 that can be found [here](#):

One ambition of the strategy is to improve commissioning, make it more collaborative, joined up and focussed on outcomes for residents, and to simplify it. This framework has been developed by a cross sector group to take forward this ambition and set out what commissioning will seek to achieve. Guidance on using the framework is below.

The National Audit Office Successful Commissioning Toolkit contains a glossary of terms available here.

<https://www.nao.org.uk/successful-commissioning/glossary-of-terms/>

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

A Safer communities	B Healthier communities	C Engaged communities	D Greener communities	E Vibrant communities
(A1) Residents have an improved understanding of their rights & responsibilities resulting in greater community ownership	(B1) Residents have improved access to community services	(C1) Residents are given more opportunities to provide feedback that improves services	(D1) Residents are more able & willing to access community spaces especially local green spaces	(E1) More young people feel ready to engage with their education
(A2) Residents feel safer where they live, work or socialise & know where to get support	(B2) Residents & their families & carers are fully involved in planning their care & feel services are provided in a holistic way	(C2) Residents have increased opportunities & support to volunteer	(D2) Residents & organisations are more able to look after designated green spaces	(E2) More young people feel ready for work, to train or able to start & grow their own business
(A3) Children & young people feel safer in their neighbourhoods & in Southwark	(B3) Residents feel that they have access to services to improve their wellbeing	(C3) Residents have the skills & confidence to increase their use of online services & there is less digital exclusion	(D3) Residents increase their use of public transport, cycling or walking around the borough	(E3) Residents are supported to maximise their income & manage their money better
(A4) Residents across communities are more confident in reporting issues when they arise	(B4) Residents feel more confident to maintain their independence without the need for higher levels of support	(C4) Organisations can demonstrate they work more frequently in partnership across communities	(D4) Residents & organisations feel more able to use green spaces to support social action & health & wellbeing activities	(E4) Residents have greater access to apprenticeships & a range of quality job opportunities which are fairly paid & sustainable, including

				residents who have disabilities or long-term health conditions
(A5) Residents feel treated with respect & listened to through ongoing engagement & collaboration	(B5) Residents are able & confident to access appropriate mental health services	(C5) More residents taking part in local decision making	(D5) Increasing numbers of residents & organisations support initiatives to make Southwark greener	(E5) Small businesses are more able to access support to become sustainable
(A6) Residents feel more able to access services at an early point & in times of crisis	(B6) Children, young people & families feel more supported & able to access appropriate health & wellbeing services for the best start in life	(C6) Residents feel more involved in planning & decision making about changes to their local area which impact on their lives e.g. the built environment, planning decisions & regeneration initiatives	(D6) Residents across communities feel able to engage in the design of the public realm	(E6) VCS organisations work in partnership to increase investment in local services from sources that statutory organisations cannot access
(A7) More residents are helped to feel more secure in their homes	(B7) Residents feel more able to live in accommodation which is warm, dry & safe, & appropriate to their needs	(C7) Residents & organisations have greater access to community spaces & premises		(E7) Residents across communities have access to a broad range of cultural activities & 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				

Guidance for grant applicants

- Commissioners will select the outcomes from the framework that they want organisations to achieve with this funding (normally no more than 3 or 4)..
- In your application you will be asked to describe how you will achieve these outcomes. When deciding whether to apply, you need to be clear that the outcomes relate to your organisation's strategic aims, or mission.
- For each outcome we will ask you for the indicator(s) you will use to monitor your progress. You can select indicator(s) from the lists provided, **or** offer your own. If you are successful in your application, there will be a process of negotiation with commissioners to confirm the indicators that will be used and who will collect them, and at what frequency, and how they will be measured.
- An indicator should be realistic i.e. something you are able to track and gather evidence on which directly demonstrates progress towards the outcome. The indicator(s) might be about positive change, **or** it might just be about keeping someone safe or preventing harm – either is valid.
- The indicators frequently refer to 'residents'. A resident here is defined as anyone who resides in the borough, including for example rough sleepers. It is expected that some individual organisations will target their services at specific sub-sets of residents (for example, young people with disabilities), and others will work with residents more generally, depending on the nature of the service.

What are outcomes?

The National Audit Office definition is, *"The term used to describe the totality of what a programme or project is set up to deliver or achieve."*

The Charities Evaluation Service defines indicators as:

"Well defined pieces of information that can be assessed or measured to show whether outcomes have been achieved. These show that the outcome has actually happened, or that progress is being made towards it. Outcome indicators can be quantitative or qualitative. Quantitative indicators count numbers of things that happen. Qualitative indicators assess people's perceptions and experiences."

- **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 their confidence, and the indicator for this could be that the person reports feeling more confident. The longer-term outcome might be getting and ultimately staying in a job; the indicator could be that the person has got the job and stayed in it for at least 6 months. In these situations it makes sense to talk about a person's distance travelled towards achieving their ultimate goal.

What are indicators?

- **Indicators** may be 'hard' or 'soft' quantitative and qualitative and **both are equally valid**
- Examples of 'hard' indicators could be that a person gets a job, achieves a qualification or avoids becoming homeless. There will be concrete evidence that this has been achieved.
- Examples of 'soft' indicators' could be that a person feels more confident; feels listened to or feels healthier or happier. Evidence for this may be collected via questionnaires or interviews, ideally at different points in the project or scheme, to see how the person feels about their issue has changed.
- There may be many possible indicators for each outcome. As with outcomes themselves, **we just need you to identify and report on the key ones** – no more than 3 per outcome, but 1 is fine.
- The indicators in the Appendix below are **suggestions** and are **not mandatory or exhaustive**. Organisations applying for funding may propose their own indicators with which they will measure progress towards meeting their selected outcomes. Organisations proposing their own indicators will need to agree these with the council.
- If you are reporting to other funders on other indicators, please share these with us so we can look at how to avoid duplication [add instructions on how to do this].
 - More guidance on developing effective impact and evaluation practices is available from the Community Southwark <https://www.communitysouthwark.org/pages/category/alt-evaluation-and-impact>



For further information on the Southwark Common Outcomes Framework contact:

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APPENDIX

Possible Indicators for individual Outcomes

A: Safer communities

(A1) Residents have an improved understanding of their rights & responsibilities resulting in greater community ownership

Rates of re-offending reduced	Housing rent collection rates	Housing council tax collection rates
Levels of recycling & waste diverted from landfill	Levels of anti-social behaviour – perceived & actual	Pupil absence from school
Numbers of 16-18 year olds not in education, training or employment	Levels of benefits take-up (& among specific groups?)	Immigration status resolved: cases

(A2) Residents feel safer where they live, work or socialise & know where to get support

Feeling of safety in local area – adults	Feelings of safety when alone on the street at night - adults	Residents from diverse groups feel safer in their local areas
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(A3) Children & young people feel safer in their neighbourhoods & in Southwark

Feeling of safety in local area – children & young people	Children and young people are aware of how to report concerns around radicalisation and extremism.	
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(A4) Residents across communities are more confident in reporting issues when they arise

Number of domestic abuse related incidents & crimes	Numbers of forums bringing people together at which community issues are discussed	People from vulnerable groups are more confident in reporting issues
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(A5) Residents feel treated with respect & listened to through ongoing engagement & collaboration

Numbers of residents who feel they have been treated with respect and listened to when reporting concerns and who feel that their concerns are being acted on.	People from diverse groups who feel their specific concerns have been listened to, understood and are being acted on.	
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(A6) Residents feel more able to access services at an early point & in times of crisis

Numbers of housing possession cases avoided	Costs of eviction avoided	Numbers & proportions of self-referrals into treatment
Proportion of young people reporting vulnerabilities e.g. domestic abuse, sexual exploitation, self harm or affected by another's substance use	Residents are aware of the services that are available to build safer communities, and how to access them	Residents feel that services are appropriate to meet the diverse needs of the borough.

(A7) More residents are helped to feel more secure in their homes

Numbers of housing possession cases avoided	Costs of eviction avoided	Number of domestic abuse related incidents & crimes
Rent arrears avoided.		

B: Healthier communities

(B1) Residents have improved access to community services

Numbers taking up services who had not previously	Take up of NHS health checks	Residents are aware of services that are available to build healthier communities, and how to access them.
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(B2) Residents & their families & carers are fully involved in planning their care & feel services are provided in a holistic way

Proportion of long-term service users who are very or extremely satisfied with the care & support they receive	Numbers reporting increased level of involvement over decisions affecting their life	Enhancing quality of life for people with care and support needs
Numbers of clients receiving advice & information on care act provisions, e.g. carer's assessment or respite.	clients from diverse groups who feel their needs have been accurately assessed	.

(B3) Residents feel that they have access to services to improve their wellbeing

Number of clients registered with projects that support wellbeing	Average wellbeing score	Numbers of clients receiving advice and information who report improved wellbeing.
Number of clients from diverse groups regularly participating in physical activity (type of activity & levels.)	Refugees are aware of their health care entitlements.	

(B4) Residents feel more confident to maintain their independence without the need for higher levels of support

Self-reported health status	Percentage of people aged 65 & over who are still at home 91 days after being discharged from hospital into Reablement or intermediate care	Numbers reporting increased level of control over decisions affecting their life
Delaying and reducing the need for care and support.	Number of people receiving advice & information who report enhanced confidence in maintaining their independence.	Numbers of people identified and connected to support services.
Carers, including young carers, report high levels of wellbeing?		

(B5) Residents are able & confident to access appropriate mental health services

Levels of take up of services	Number of people supported	Increased awareness of
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	through the wellbeing hub	mental health issues and services among refugees
Number of people from diverse groups accessing mental health services		

(B6) Children, young people & families feel more supported & able to access appropriate health & wellbeing services for the best start in life

Self-reported health status	Average wellbeing score	Child excess weight
Proportion of families with children under 5 who are registered with a children's centre	Proportion of targeted families that have sustained engagement with a children's centre	Number of parents attending courses, events & training to improve outcomes for them, their children &/or their family
Numbers of teenage conceptions	Numbers of children achieving a good level of development by end of reception	Numbers of children reporting low life satisfaction
Numbers of young carers and their families supported through advice and information		

(B7) Residents feel more able to live in accommodation which is warm, dry & safe, & appropriate to their needs

Number in decent and suitable accommodation	Housing satisfaction – average satisfaction with housing	Number of tenants receiving advice and information which helps resolve their disrepair issue.
Number of tenants receiving advice and information which helps sustain their tenancy.		

C Engaged communities

(C1) Residents are given more opportunities to provide feedback that improves services

Service plans reflect the diverse needs expressed by service users.	Satisfaction levels with services.	Residents are aware of services that are available to build more engaged communities, and how to access them.
Numbers of residents who report feeling listened to by services.		

(C2) Residents have increased opportunities & support to volunteer

Number of volunteers from diverse groups.	Number of volunteer hours completed .	Numbers still volunteering after 6 months or who are in work.
Number of clients starting a work trial or voluntary position through employment support contracts.	Numbers of older people aged 50+ taking up work related training, up-skilling, coaching, confidence building, work experience and volunteer opportunities.	Proportion of residents who have done any voluntary work in the last 12 months.
Number of residents, including those from diverse groups, who agree that they feel they belong in their neighbourhood.		

(C3) Residents have the skills & confidence to increase their use of online services & there is less digital exclusion

Increase in new “My Southwark” registrations that are still active after 6? months	Increase in use of digital services among those who had not previously	Number of "Introduction to ICT" training sessions delivered to residents each year
Proportion of adults who state that they are confident using digital services.	Proportion of adults who have used the internet in the last 3 months.	

(C4) Organisations can demonstrate they work more frequently in partnership across communities

Numbers / type of joint initiatives	Numbers of partnership working protocols	Amount of external funding levered in
Number of networks involving voluntary and private sector partners.	Community organisations' involvement in local networks.	

(C5) More residents taking part in local decision making

Voter turnout	Numbers attending Empowering Communities programme Single/joint ward meetings	Numbers involved in consultations
Residents from diverse groups taking part in local decision making.		

(C6) Residents feel more involved in planning & decision making about changes to their local area which impact on their lives e.g. the built environment, planning decisions & regeneration initiatives

Improved resident satisfaction with neighbourhood as a place to live (source: STAR perception survey)	Numbers of residents registered with the new digital planning platform	Residents from diverse groups involved in planning and decision making about changes to their local area
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(C7) Residents & organisations have greater access to community spaces & premises

Community spaces / premises that are under-used	Use of natural environment - number using green space	User satisfaction levels
Increase in use of community spaces / premises.	Increased accessibility of community premises.	

D Greener communities

(D1) Residents are more able & willing to access community spaces especially local green spaces

Number of Local Sites where positive conservation management is being or has been implemented	Residents from diverse groups are more willing to access community spaces / green spaces	
Numbers of friends groups for parks & green spaces	Numbers of TRAs involved in looking after green spaces	Numbers of school visits, numbers of pupils
Numbers of schools who make return visits	Numbers of pupils who return with their families	

(D2) Residents & organisations are more able to look after green spaces

Green Flag / Community Green Flag awards	Numbers of volunteers	Numbers of volunteer days provided by businesses
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(D3) Residents increase their use of public transport, cycling or walking around the borough

% walking at least 5 times a week	% cycling at least 3 times a week	Increase in mode shares for walking & for cycling
Amount of money saved by walking or cycling instead of driving or taking public transport	Air quality	Number of walk to school initiatives
Peer support initiatives for people with disabilities to use public transport & increase their independence.	Community organisations' involvement in designing and developing green or safe routes around an area.	Residents from diverse groups increase their use of public transport, cycling or walking

(D4) Residents & organisations feel more able to use green spaces to support social action & health & wellbeing activities

Number of volunteers	Number of volunteering days	Average wellbeing score
% of adults doing 150+	Residents from diverse	

minutes of physical activity a week	groups who feel more able to use green spaces	
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(D5) Increasing numbers of residents & organisations support initiatives to make Southwark greener

Community Green Flag awards	Species identified	New habitats created
Number of community groups involved	Recycling rates	Residents are aware of services that are available to build greener communities, and how to access them.
Public events where use of disposable plastic items is reduced or banned.	Number of initiatives to reduce the use of disposable plastic items.	

(D6) Residents across communities feel able to engage in the design of the public realm

Levels & quality of involvement in consultation	Sense of local influence - % who feel able to influence local decisions	Residents from diverse communities who feel able to engage in the design of the public realm
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E Vibrant communities

(E1) More young people feel ready to engage with their education

Pupil absence from school	GCSEs – numbers & grades	Numbers of Southwark scholarships awarded
Pupils from diverse groups engaging with education		

(E2) More young people feel ready for work, to train or able to start & grow their own business

Number of clients including those from diverse groups engaging with employment support projects	Number of young people including those from diverse groups with improved levels of self confidence & motivation	Number of young people including those from diverse groups with improved employability skills
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Number of young people including those from diverse groups moving into external education or training provision	Numbers of young people including those from diverse groups starting apprenticeships or jobs.	Numbers of 16-18 year olds including those from diverse groups not in education, training or employment
Number of young people including those from diverse groups completing work experience or work trials.		

(E3) Residents are supported to maximise their income & manage their money better

Number of clients including those from diverse groups engaged with employment support projects	Amount of benefits income / compensation raised	Amount of debt rescheduled
Residents from diverse groups are aware of services and how to access them.	Numbers of residents supported with the transition to Universal Credit.	Proportion of residents who report having savings of more than £1,500.

(E4) Residents have greater access to apprenticeships & a range of quality job opportunities which are fairly paid & sustainable, including residents who have disabilities or long-term health conditions

Number of clients including those from diverse groups starting an apprenticeship / job through employment support contracts	Qualifications achieved through employment support contracts, including from diverse groups	% of people aged 16-64 in employment
Number of clients in sustained employment for 6 months through employment support contracts	Numbers of people including those from diverse groups starting apprenticeships	Levels of job satisfaction
Numbers of clients from diverse groups completing work experience or work trials.	Parents have access to affordable childcare thus enabling them to work.	Proportion of working-age people with disabilities who are in paid employment.
Number of jobs created that pay London Living Wage		

(E5) Small businesses are more able to access support to become sustainable

Small business satisfaction surveys		
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(E6) VCS organisations work in partnership to increase investment in local services from sources that statutory organisations cannot access

Amount of funding levered in		
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(E7) Residents across communities have access to a broad range of cultural activities & organisations in the creative economy are more able to access support

Number of people engaged (participants, audiences, visitors)	Number of performances & exhibitions	Hours of free or low cost space provided to creative industries
Hours of advice, guidance or support provided to aspiring or emerging artists	Numbers of people accessing training or volunteering in the cultural sector.	Number of work placements / apprentices
Numbers of older people accessing cultural activities	Numbers of young people accessing cultural activities	Residents are aware of cultural activities available to support their health and wellbeing, and how to access them
Numbers of people from diverse groups accessing cultural activities		

Service area / team	Link to other Outcomes Frameworks and related indicators
Public Health England's "Public Health Outcomes Framework"	https://fingertips.phe.org.uk/profile/public-health-outcomes-framework/data#page/0
Adult Social Care Outcomes Framework (ASCOF) and definitions	https://digital.nhs.uk/catalogue/PUB30122 https://www.gov.uk/government/publications/adult-social-care-outcomes-framework-handbook-of-definitions
Public Health England's Treatment Outcomes Profiles	https://www.gov.uk/government/publications/drug-and-alcohol-treatment-outcomes-measuring-effectiveness

(TOP) used by Drug & Alcohol Teams (DAAT)	
CCG Outcomes Indicator Set, grouped under the five domains of the NHS Outcomes Framework	https://www.england.nhs.uk/resources/resources-for-ccgs/ccg-out-tool/ccg-ois/
Office for National Statistics (ONS), People living in the UK, changes in the population, data on crime, relationships, health and religion.	https://www.ons.gov.uk/peoplepopulationandcommunity

Other useful sources of data

Southwark Joint Strategic Needs Assessment (health and related population data)	http://www.southwark.gov.uk/health-and-wellbeing/public-health/health-and-wellbeing-in-southwark-jsna
Southwark Biodiversity Action Plan	http://www.southwark.gov.uk/parks-and-open-spaces/southwark-ecology?chapter=2
Nomis web – employment / benefits data	http://www.nomisweb.co.uk/reports/lmp/la/1946157256/report.aspx?town=southwark
Metropolitan police crime data	https://maps.met.police.uk/stats-and-data/