

Scrutinising Performance for Adults' and Children's Services Outcomes

25 June 2008

Convenor: Philip Whiteman and Martin Willis

Venue: Birmingham

Context

Many people are talking about outcomes in social care, but what does this mean? Are they confusing outcomes with outputs or processes?

These confusions create fundamental problems for councillors seeking to scrutinize performance in adults' and children's services. This is perhaps not surprising when considering that performance management and measurement can all too often seem remote, with a danger that both members and officers are swamped in data that provides little or no meaning. Members can easily become frustrated by the reactive nature of measuring outputs, rather than driving improvement based upon outcomes.

Performance in adults and children's services needs to be based on leadership and management, and not just on measurement. Responding to the broader concepts involved in managing performance problems will enable members to participate proactively in improving council services.

Seminar overview

For members and officers involved in scrutiny, understanding outcomes is essential to providing oversight to council policy development and practice. It is often too easy to think about oversight in terms of outputs. Coupled to this, we will also consider the implications of the developing world of performance outcomes in light of the recent Local Government White Paper proposals for Comprehensive Area Assessments and clarity about nationally and locally joined up outcomes.

Programme

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| 9.30 | Registration and refreshments |
| 9.45 | Welcome and introductions |
| 10.00 | Outcomes in social care - implications for performance and scrutiny |
| 11.00 | Refreshments |
| 11.15 | Strategic Needs Assessment and the New National Indicator Set: how scrutiny can add value |
| 12.45 | Lunch |
| 1.30 | Designing Oversight and Scrutiny |
| 2.15 | Outcomes or outputs: Whose views about what are most important? |
| 3.00 | Refreshments |

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| 3.15 | Challenges for local authorities - developing a proactive agenda |
| 4.15 | Plenary and seminar conclusion |
| 4.30 | Close |

Intended audience

This seminar is ideal for those staff involved in:

- Commissioning, scrutiny and performance in adults' and children's services
- Those supporting health scrutiny
- Councillors

Participants have commented positively in reviewing this course:

'This seminar was very useful and surprisingly informative about commissioning.'

'More than relevant to interests, and pertinent to current positioning, political climate and challenges.'

'Very beneficial'

Fee and booking

£299 (VAT exempt) prepayment

£350 (VAT exempt) payment via an invoice

£175 (VAT exempt) for the voluntary sector

Please make cheques payable to 'University of Birmingham' and send them to the Seminar Administrator.

[You can make a provisional booking through our online booking form.](#)

Enquiries

For further information, contact Fay Wilson: 0121 414 4999 or f.e.wilson@bham.ac.uk

INLOGOV can also offer a version of this seminar as an in-authority course tailored to suit your needs.

For more information, contact Sue Platt: 0121 414 5002 s.p.platt@bham.ac.uk