



Triangle
Consulting

homeless
LINK

Frontline agencies in partnership

Signs of success

Using soft outcomes to improve services and demonstrate impact



One-day
conference

21 October 2008

The Resource centre, London

Book online [HERE](#)

Signs of success



It is important that the voluntary sector demonstrates its impact. Outcomes measurement enables us to show the value of our services to commissioners and funders, but also to help service users recognise their progress and achievement. Combining the Government perspective with the cutting edge of practice, this conference cuts through the complexity and provides simple solutions to help service managers and commissioners make evidencing success a reality within the homelessness sector.

By the end of the day, you will have had the opportunity to:

- learn how to measure outcomes and evidence success in a way that is positive and motivational within key-work
- understand the important role that outcomes play in securing both statutory and non-statutory funding
- discuss how to embed the outcomes approach within an organisation
- consider how outcomes can help identify and develop good practice
- examine the role of outcomes and data extraction within commissioning
- find out how to use outcomes information to demonstrate contribution to Local Area Agreement targets.

Signs of success is an opportunity to be trained on how to implement and use outcomes and for you to start to assess changes in your clients that occur as a result of your work.

Featuring: Launch of the on-line Outcomes Star System (OSS)



The OSS enables workers to complete the Star on-line with service users and produce reports on their outcomes at service, individual or organisation level. It is user-friendly and includes facilities to compare groups of clients or service type and benchmark with averages across the homelessness sector. Demonstrations will be offered over lunch.

Programme



- 09.30 **Arrival, registration & tea/coffee**
- 10.00 **Morning plenary session**
- Demonstrating impact at all levels
Jenny Edwards
Homeless Link
- Setting the political context: the role of outcomes
Phil Hope MP (invited)
Minister for the Third Sector
- The benefits of focusing service delivery on the client
Joy MacKeith
Triangle Consulting
- Questions and answers
- 11.10 **Morning break**
- 11.25 **Move rooms**
- 11.30 **Morning workshop session:**
- **WK1:** Putting outcomes at the centre of your organisation
 - **WK2:** What role should outcomes play in the commissioning process?
 - **WK3:** Outcomes in key-work: a service user and service provider perspective
 - **WK4:** Shaping policy and practice: the role of outcomes

- 12.45 **Lunch**
- 13.45 **Move rooms**
- 13.50 **Afternoon workshop session:**
- **WK1:** Putting outcomes at the centre of your organisation
 - **WK2:** What role should outcomes play in the commissioning process?
 - **WK5:** Using outcomes data for learning and service improvement
 - **WK6:** Outcomes and Local Area Agreements
- 15.05 **Afternoon break**
- 15.20 **Afternoon plenary session**
- View from the homelessness sector - including an interactive session using the Outcomes Star System
- Where next for outcomes... ensure your views are included
- 16.00 **Conference close**

This conference is supported by:



london housing
foundation
tackling homelessness together



Book online [HERE](#)

Workshops

WK1: Putting outcomes at the centre of your organisation

Measuring outcomes involves a fundamental shift of focus - from what we do to what changes for the service user as a result. Embedding this shift requires a change management process. This workshop will explore:

- how you implement an outcomes approach across the whole organisation
- the impact and benefits of being outcomes focused
- how you ensure buy-in at all levels.

WK2: What role should outcomes play in the commissioning process?

Working models are in short supply but anxiety about the possible negative impact of focussing on outcomes in commissioning is not. This workshop will look at the experiences of a Local Authority and their Supporting People team as they tackled this question and piloted the Outcomes Star.

WK3: Outcomes in key-work: a service user and service provider perspective

Research has shown that the most immediate benefit of outcomes measurement is an improvement in key-work. A service user and worker will explain how outcomes transformed their experience of key-work, how you go about integrating outcomes into key-work, and the benefits that can be achieved.

WK4: Shaping policy and practice: the role of outcomes

Outcomes and outcomes measurement are powerful tools in campaigning for change and influencing policy. Evidence-based practice allows organisations to prove the value of their services. This workshop explores how this can happen in practice at both a local and national level.

WK5: Using outcomes data for learning and service improvement

This workshop demonstrates how data can be used to identify and share good practice and improve services. St Mungos worked with Triangle to analyse their outcomes data across four hostels to pin-point what was working well and any areas of weakness. Here they share their learning.

WK6: Outcomes and Local Area Agreements

As the commissioning landscape changes, homelessness services will have to compete with other services for funding. Being able to demonstrate relevance towards LAA targets will be key when it comes to making their case. This workshop shares results of early work exploring how service providers can do this to greatest effect.

Terms and conditions

Cancellation

For cancellations more than 21 days before the conference, you will receive a refund. If you cancel less than 21 days before the event, or do not attend on the day, you will be charged the full fee. All cancellations must be confirmed in writing. You may send someone in your place subject to our agreement. We reserve the right to make changes or cancellations if necessary.

Data protection

Information submitted in the booking form will be stored and processed electronically for the purposes of delivering membership services, supplying information and to enable statistical analysis. Data may be passed to other parts of the organisation, our partners or contractors operating on our behalf to enable this to take place. If you have any questions about how the information will be used please contact us.

For further information please contact Homeless Link's Conferences & Events department on 020 7960 3032 or email: events@homelesslink.org.uk
Charity No. 1089173 Company No. 4313826

Signs of success takes place at:

The Resource Centre, 356 Holloway Road, London, N7 6PA

Tel: 020 7700 0100

The Resource Centre is situated just 200 yards from the Holloway Road underground station and on main bus routes from King's Cross and London Bridge.

This event will be essential for:

- chief executives and senior managers from homelessness agencies
- staff from homelessness agencies with responsibility for service delivery and key-work
- commissioners of homelessness services
- current and interested funders of homelessness services
- local authorities: Housing and Housing Needs Managers, Housing Strategy Officers and Homelessness Officers.

Booking form or book online here!

Please complete in black ink and block capitals. To download a copy of this form or book online visit: www.homeless.org.uk/events
Fax the completed form to 020 7960 3011 or return it to: Conference & Events, Homeless Link, First Floor, 10-13 Rushworth Street, London, SE1 0RB.

Name Job title

Organisation

Address

Post code

Tel Email

Workshop choices - Please insert 1-3 in preference order for AM & PM

Please note that workshops 1 and 2 are repeated in the afternoon.

AM	WK1 <input type="checkbox"/>	WK2 <input type="checkbox"/>	WK3 <input type="checkbox"/>	WK4 <input type="checkbox"/>
PM	WK1 <input type="checkbox"/>	WK2 <input type="checkbox"/>	WK5 <input type="checkbox"/>	WK6 <input type="checkbox"/>

Fees and payment

Homeless Link band Community & A members	£120	<input type="checkbox"/>
Homeless Link band B, C, D & E members	£155	<input type="checkbox"/>
Non-members	£275	<input type="checkbox"/>

I enclose a cheque made payable to Homeless Link

Please invoice me

I wish to pay by credit card

*To pay by credit card or check your membership band please call 020 7960 3032

Dietary or other requirements (please state below)

I have read and agree with the terms and conditions and data protection statement (see back page)

Signed Date

Yes, please send me details about Homeless Link membership