

National Outcomes Programme 2007-2009

embedding outcomes support within the Voluntary and Community Sector

Quarterly bulletin
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Issue 8

Welcome

Happy New Year and welcome to the January 2009 bulletin for the National Outcomes Programme.

We need your stories!

The current funding for the National Outcomes Programme ends in June 2009. We are really keen to hear ways in which infrastructure organisations are building sustainability and helping provide a valuable legacy for the sector.

In the article overleaf a champion describes her own personal journey and how her involvement with the programme has helped her to successfully set up her own organisation.

We hope you will be inspired to share your stories with us by submitting case studies. These will be an enduring resource available to all via the CES website. To download a template and for further details: www.outcomesonline.org.uk

News in brief

Since NOP started in 2003, take up has been truly impressive. Almost 2,000 individuals have received the free two-day training on outcomes, that's almost 1,500 frontline groups.

In their end of year report for 2008 the programme's independent evaluators have commented:

"There are some [further] positive findings that suggest the NOP is delivering a sustainable legacy for the voluntary sector: some host organisations are now providing a specialist outcome knowledge hub for their communities. Another has established a partnership with their city's infrastructure Consortium to deliver training to commissioners and provider services. Another intends to use its outcomes experience to sell a specialist support service. These examples are of particular interest because they come from organisations that were involved in the original programme [2003-2006]. They therefore provide evidence of the ability of NOP to make a sustainable difference to the outcomes infrastructure among voluntary and community services."

Life after the National Outcomes Programme

Here are some examples from our champions across the country of how their organisations intend to build on their specialist knowledge of an outcomes approach to benefit the sector:

Advice UK:

We intend advertising the course in our 2009 training programme and will run the courses twice a year. We will also offer it as a special/in house course in response to requests from groups of organisations or in various locations in the UK as needed. The courses will be charged at the usual Advice UK rates.

Barking and Dagenham CVS:

We have been funded by the Barking and Dagenham Primary Care Trust to deliver three more courses to 30 organisations funded by the PCT under their voluntary sector Challenge Fund.

Richmond CVS:

We plan to offer a range of training...[including] the shorter course for smaller organisations that cannot commit the people/time requirement of the two-day course.

Milton Keynes CVO:

It is proposed that outcomes training can be offered as part of our funding advice service; it is likely that we would offer the training as tasters first: ie half-day and one-day, before offering the full two-day courses. It is likely that we will be charging for future training.

Mentoring and Befriending Foundation:

We are developing our paid 'impact measurement' courses and are also thinking about offering the two-day course to interested organisations. We are also hoping to provide a bespoke course to large organisations that are made up of smaller branches but affiliated to a larger federation like, for example, Home Start, Rethink and Age Concern.

Good to meet you: news from an outcomes champion

I completed the outcomes training in 2007 shortly after working at Voluntary Action Leicester. Around that time, I decided to set up my own CIC (Community Interest Company). The CIC aims to improve the quality of life for women with a particular condition by providing information, advice and support to those women (read more about the project at: www.knowpmdd.org.uk).

The initial reason for me undertaking the outcomes training was so that I could raise awareness about outcomes with the local funders I worked with. They seemed outputs-driven and appeared to have little knowledge or understanding about the importance of outcomes.

Starting my own organisation from scratch with an in-depth knowledge of outcomes has been invaluable. It's meant that the systems I have set up reflect what I learnt during the outcomes training. Most importantly, the first thing I did was a planning triangle so that I was clear, from the outset, what difference this project would make.

With that clarity, I set about seeking funding and was 100% successful with my funding bids. I raised around £20,000 in the first three months. I am convinced that using the planning triangle was a major reason for this success. It meant that I was clear about what changes I expected to happen as a result of my project, even if the funder didn't directly ask for that information.

Every story should have a happy ending

I am now working in infrastructure again at Nottingham CVS (as well as running my project). I have just started that job and, in my first week, I could hardly believe what I saw: an invitation by a funder to do joint training with him on outcomes. The training is for newly funded groups and they are being encouraged to identify their own outcomes before a Service Level Agreement is in place. Perhaps the picture has moved on in Leicester too, I don't know. But, after a year out of working in infrastructure I was amazed to read this email. It seems that Nottingham funders are starting to recognise the importance of having an outcomes focus. And that was my original reason for undertaking the training.

If you'd like to contact me about outcomes, email me on vitas@nottinghamcvs.co.uk. If you'd like to make contact with me about my project email me on vita@knowpmdd.org.uk

Vita Snowden from Course Two in Birmingham in 2007

Do you want to save money and get more from your training budget?

CES is pleased to announce that you can now buy vouchers to redeem at any time within 12 months on CES training courses.* And when you redeem your voucher you will get a 10% discount on the price of the course. You can spend any amount from £90 to £4,500. For more information or to buy vouchers, please contact us on 020 7713 5722 or email: enquiries@ces-vol.org.uk

For more information about all CES courses please visit our website: www.ces-vol.org.uk

* Please note that vouchers can not be used to pay for PQASSO Quality Mark peer reviewer training.

Book one get one free with the NPP

To welcome in the New Year, the National Performance Programme is offering 2 for 1 on all their courses. Sign up to any course running in 2009 by 15th January and receive another training place absolutely free!

Courses are designed to broaden your knowledge of performance management, develop your facilitation skills and boost your confidence when working with groups. So whether it's strategic planning, monitoring and evaluation, quality or a general introduction to performance you're after why not treat yourself to a second course, or embrace the season of good will and bring along a colleague!

A full list of course dates and regions for 2009 and details of how to book are available at: www.performancemanagement.org.uk

Further reading

Need help on what kind of IT systems an organisation needs in order to monitor and evaluate its work effectively? **'Using ICT to improve your monitoring and evaluation'** is a user-friendly and non-technical guide written by Diana Parkinson and Avan Wadia with Dr Simon Davey to help you develop an effective ICT system with details on sources of advice and help. Further details at: www.ces-vol.org.uk

Contact us

If you would you like to contribute an article to the next bulletin please contact us on 020 7078 9389 or email josie@ces-vol.org.uk. For further details about the National Outcomes Programme visit: www.outcomesonline.org.uk

