



# Measuring Outcomes for Public Service Users (MOPSU) in the public, private and voluntary sectors

Joy Dobbs & Jenny Clark, NCVO  
SRA conference, 7 Dec 2010



# Outline

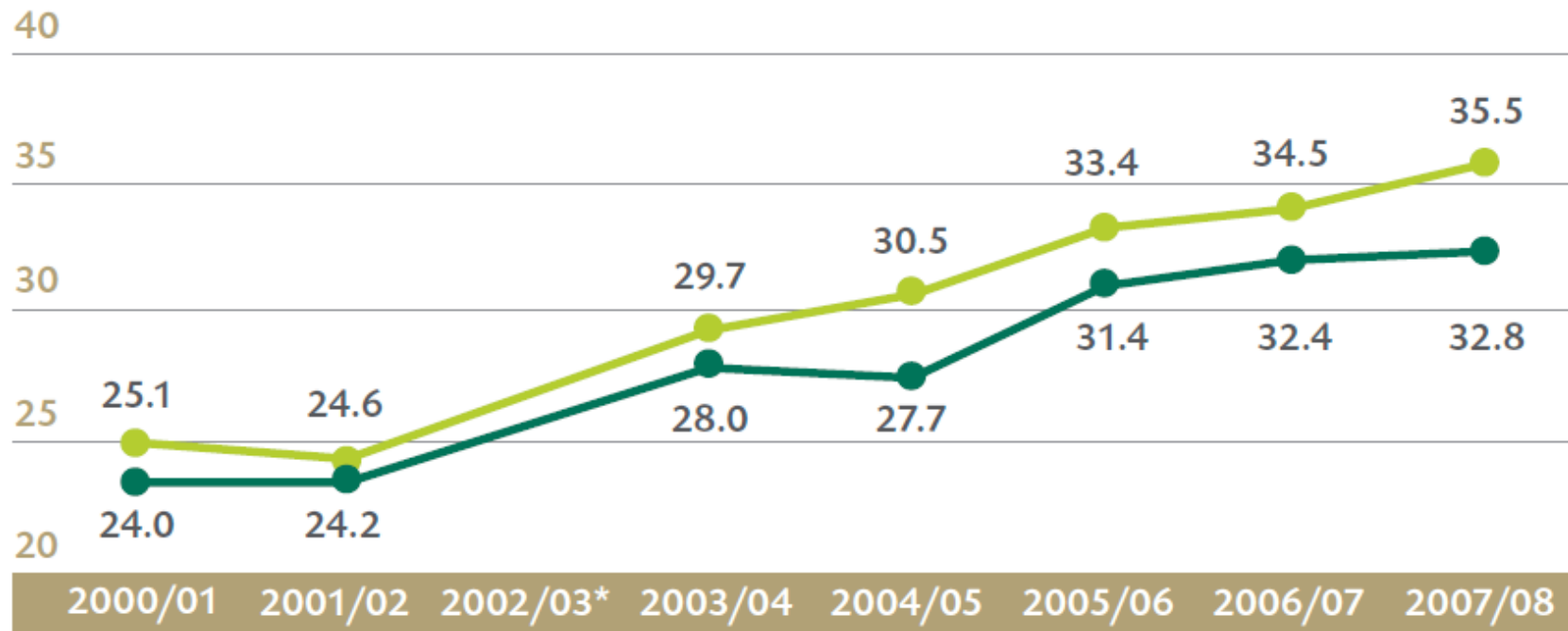
- Background and context
- Challenges and approaches to measuring outcomes/impact/value
- MOPSU principles
- MOPSU findings
- What does this tell us?

## Background and context

- Increasing focus on outcomes of public services
  - reliable information about public service performance essential
  - driver is better outcomes for service users & citizens
  - value for money even more important in era of austerity
- Change in relationship between state & voluntary sector
  - public service delivery integral
  - increased volume of funding to the sector
  - Perceived barriers for voluntary sector

## Growth in voluntary sector income and expenditure, 2000/01 – 2007/08

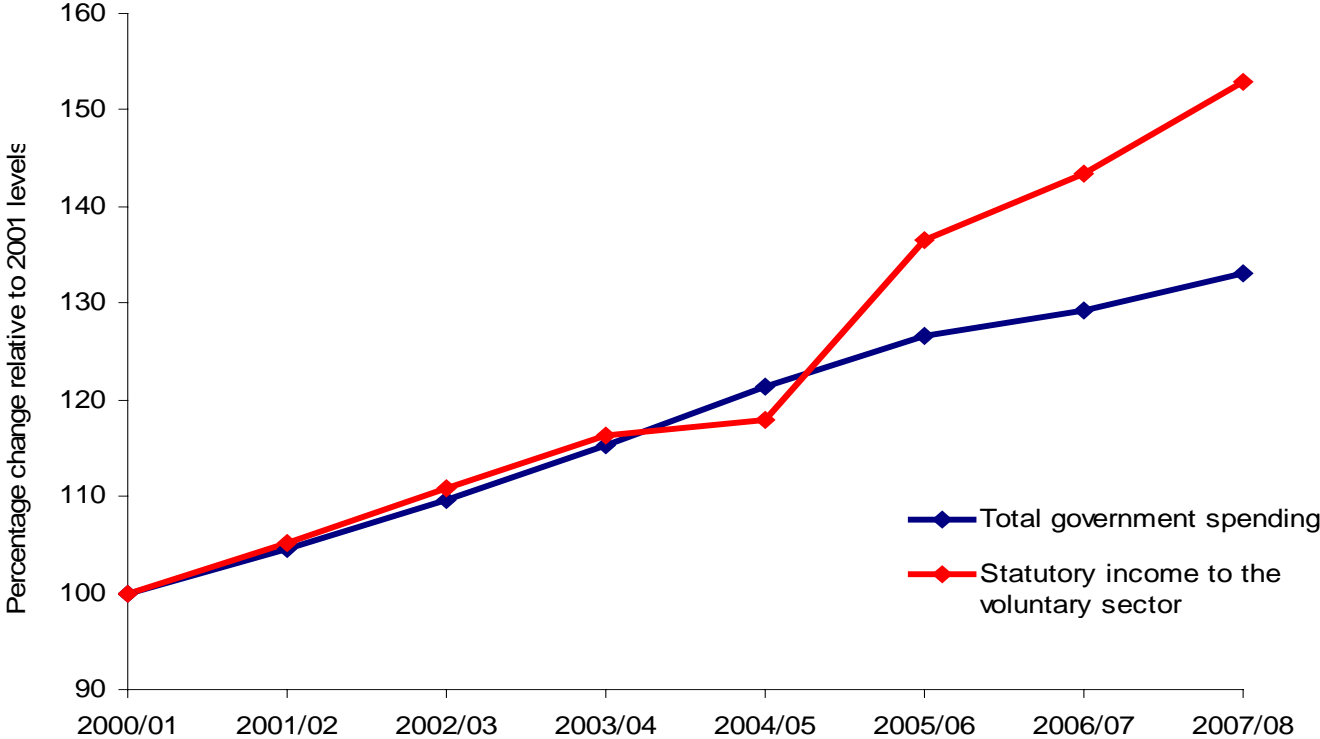
● Income ● Expenditure \*2002/03 figures are inferred.



Source NCVO Almanac 2010

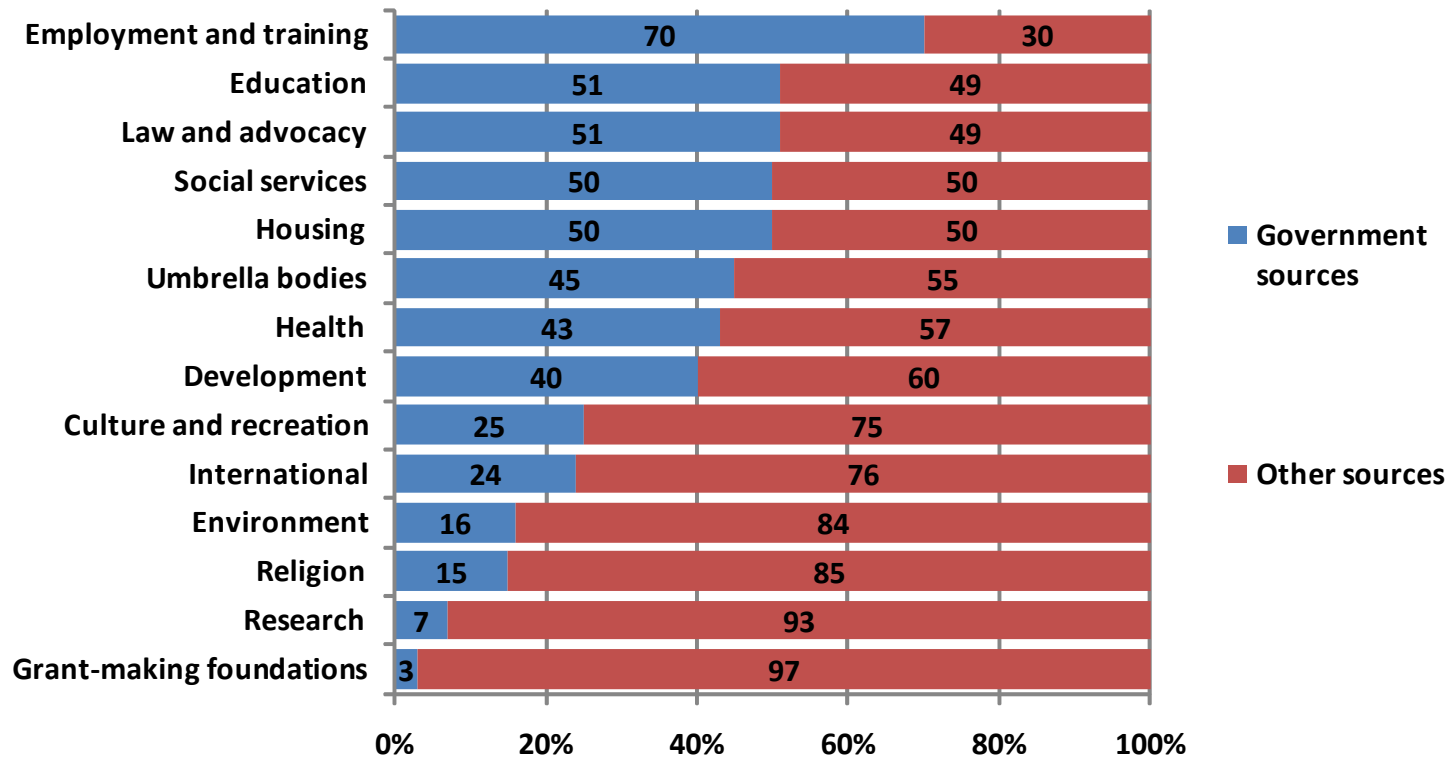
# Growth in government spending and statutory income to voluntary sector, 2000/01 – 2007/08

( 2000/01 = 100)



Source NCVO Almanac 2010

# Sub-sectors receiving the most government income



Source NCVO Almanac 2010

# Defining & measuring outcomes: challenges

## ■ Strategic challenge

- be clear and specific about desired outcomes (even if can't measure them)

## ■ Measurement challenges

- identifying outcome indicators
- attribution and baselines
- reflect full value of interventions
- balance depth of information with practicality of collecting it
- conceptual model e.g. whose assessment
- people adapt to difficult circumstances

## Progress towards measurement of public service outcomes

- more talked about than practised
- much variation - uneven pace of culture change, still different views within sector
- Some good examples
  - National Outcomes Programme (CES)
  - Social Return on Investment (nef)
  - Outcomes Star (Triangle Consulting)
  - MOPSU Adult Social Care Outcomes Tool (ASCOT)
  - Camden outcome-based commissioning model
  - NPC well-being tool for children



# Measuring Outcomes for Public Service Users project (MOPSU)

- adult social care
  - *care homes*
  - *daycare*
- early years education
- volume & characteristics of services by vol. sector



## MOPSU approach: principles

- outcomes and limits clearly defined
- based on experience of users
- outcomes can be attributed to the service
- covers a number of domains that can be added together with preference weights
- measures as low burden as possible – compared detailed and routine measures

# MOPSU approach: adult social care

## gain in social care related quality of life

- 7 domains e.g. personal care; control over daily living
- outcome gain on each domain ['capacity for benefit']
  - n *how are with current service, what it delivers*
  - n *how would be without that service (hypothetical)*
  - n *difference between 'without service' and 'best possible' service – the capacity for benefit, what the service could deliver*

*Outcome gain = A x C*

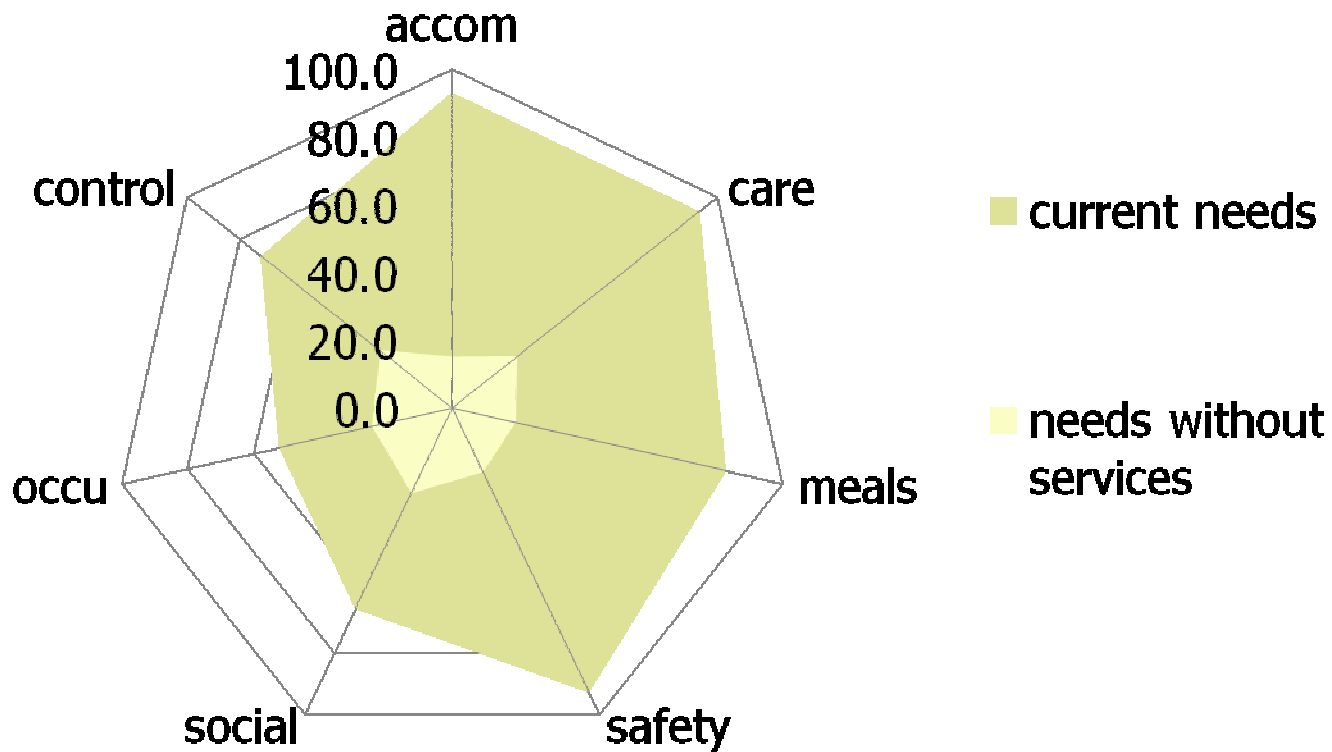
- add across domains (using preference-based weighting)

## MOPSU findings : adult social care

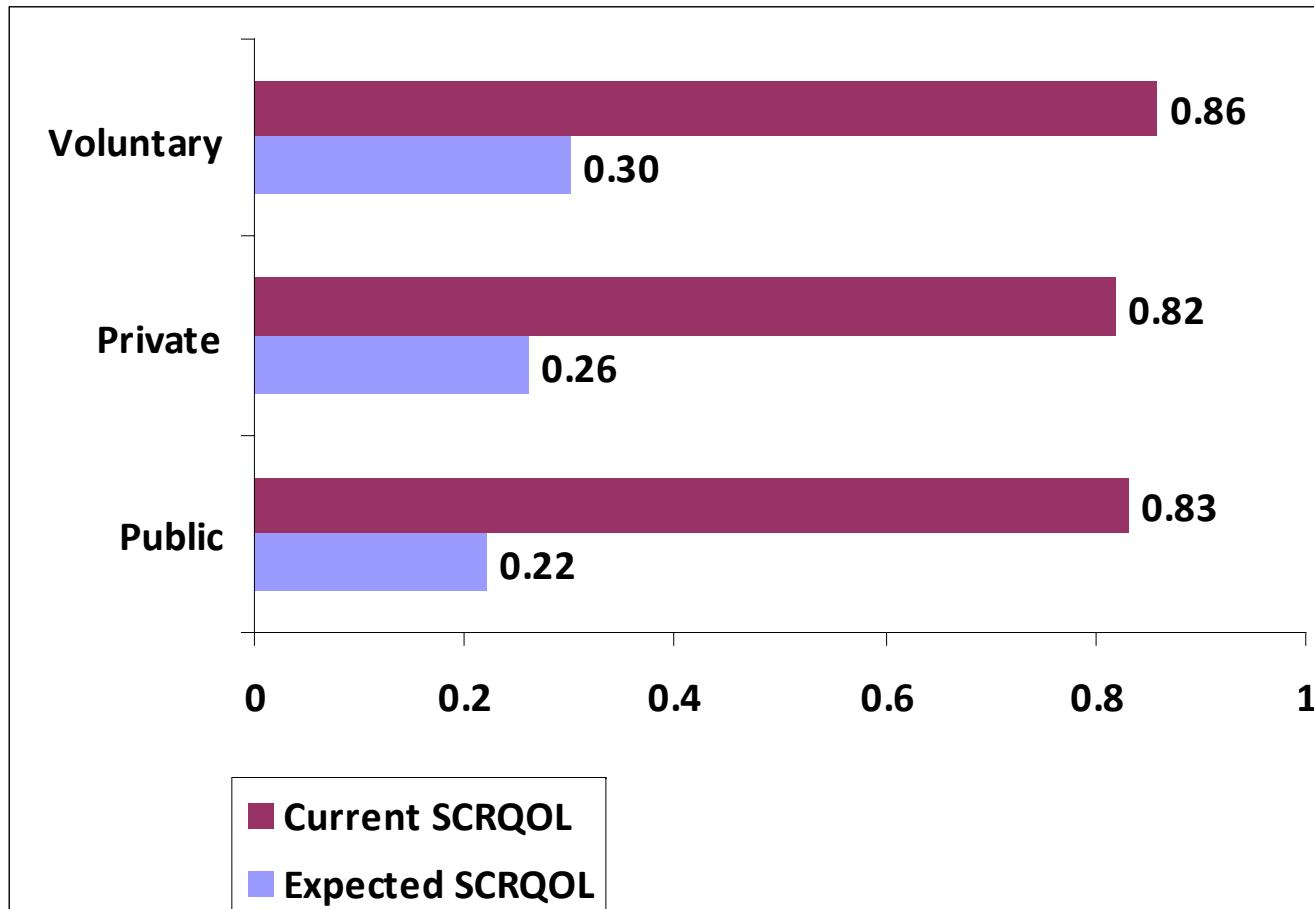
- All sectors significantly improve outcomes for service users
- However, no differences in outcomes by sector
- Residents in voluntary care homes had lower levels of dependency on average than private and LA homes

# MOPSU findings: gain in social-care related quality of life

*older adults*



# MOPSU findings : variation by sector in average outcome gain in social care related quality of life

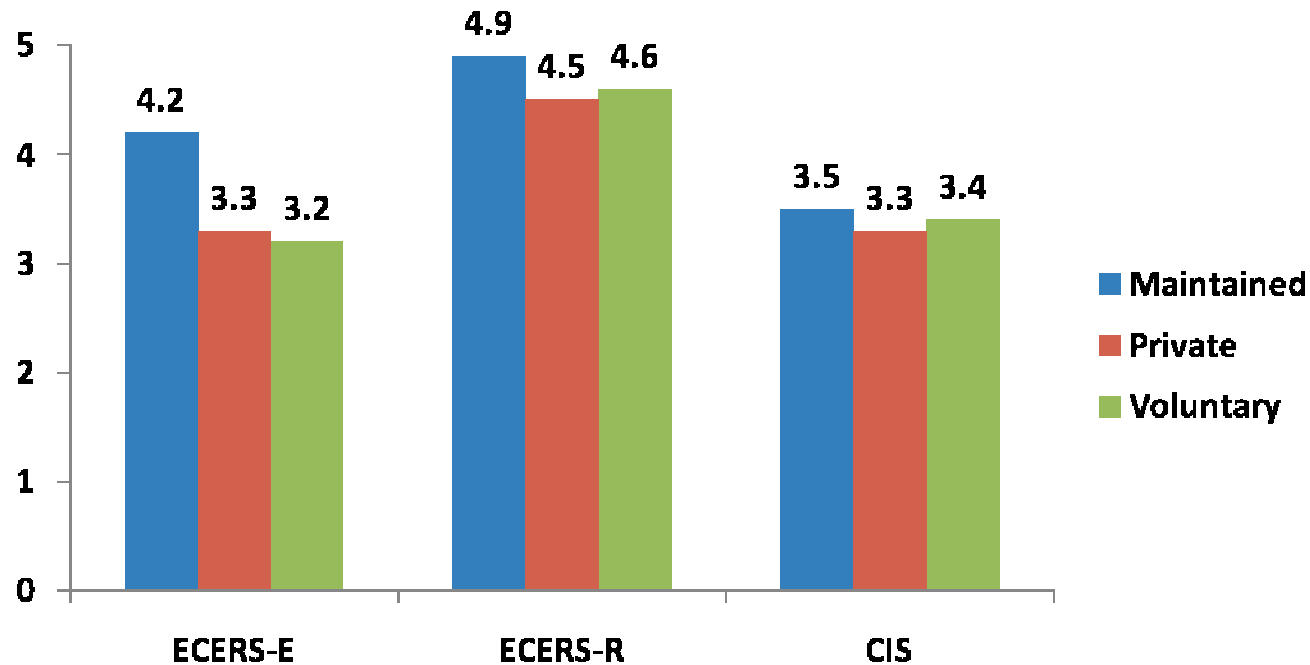


## MOPSU findings : early years education

- Outcomes are better for children who start early years education before the age of 3
- No systematic difference overall between providers by sector
- Limited data on costs indicate that cost per child is comparable between sectors

# MOPSU outcomes: early years

Average quality rating scores, by sector of provider





## What does this tell us?

- Voluntary sector & public services
  - The voluntary sector does not achieve better *direct* outcomes than those achieved by other sectors
  - measures don't capture full value
  - does the similarity in outcomes between sectors reflect more on the sectors, or on commissioning?

# What does this tell us?

## ■ Measuring outcomes

- Need robust methods and data collection
- can the MOPSU principles and approach be taken forward and applied to other sub-sectors?
- can they help us to get more robust, consistent & comparable outcome measures?

## Further information/contact

### ■ Websites

[www.ncvo-vol.org.uk/mopsu](http://www.ncvo-vol.org.uk/mopsu)

[www.ncvo-vol.org.uk/advice-support/public-service-delivery/measuring-impact](http://www.ncvo-vol.org.uk/advice-support/public-service-delivery/measuring-impact)

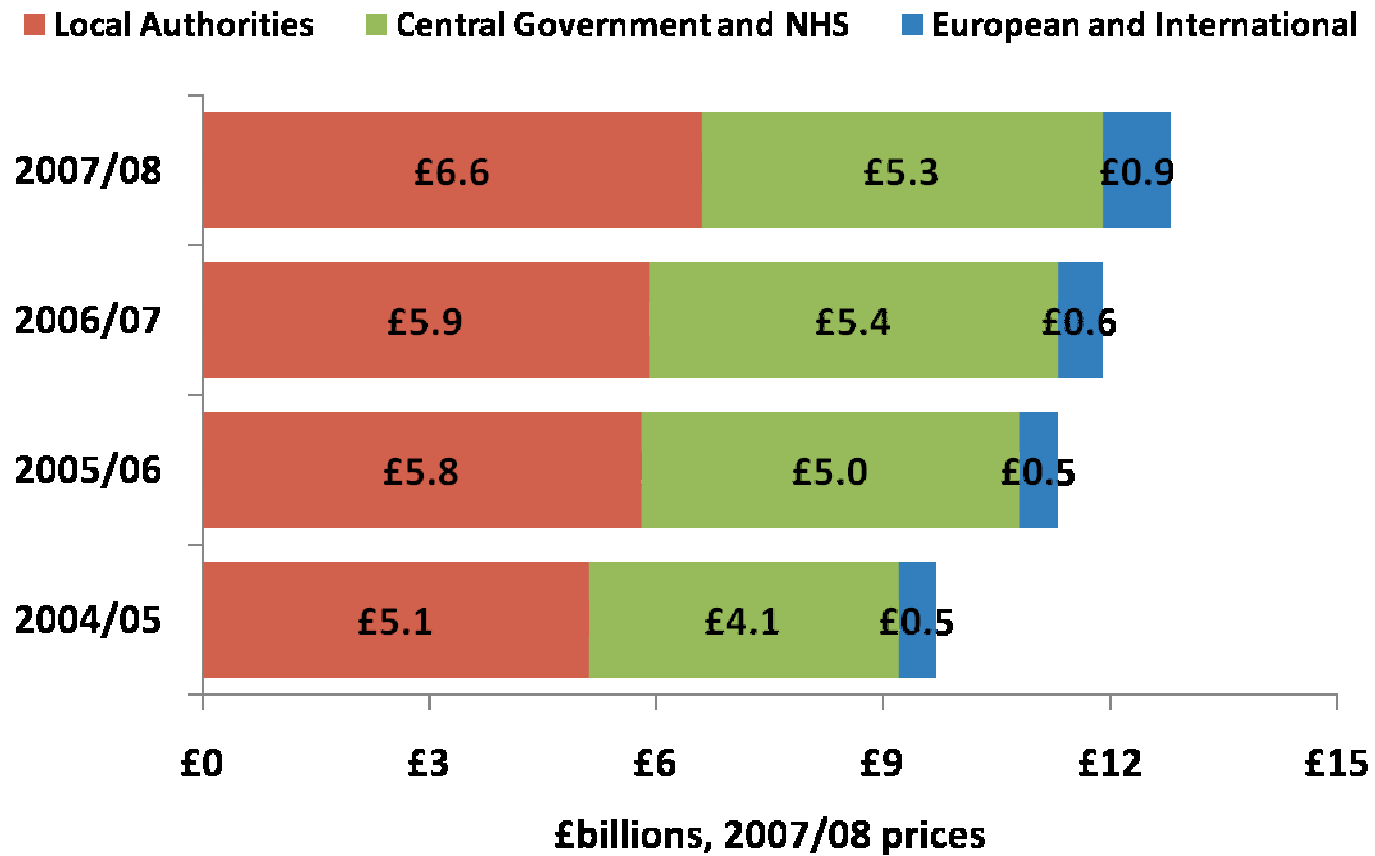
[www.ons.gov.uk/about-statistics/methodology-and-quality/measuring-outcomes-for-public-service-users/mopsu-reports-and-updates/](http://www.ons.gov.uk/about-statistics/methodology-and-quality/measuring-outcomes-for-public-service-users/mopsu-reports-and-updates/)

### ■ Email:

[joy.dobbs@ncvo-vol.org.uk](mailto:joy.dobbs@ncvo-vol.org.uk)

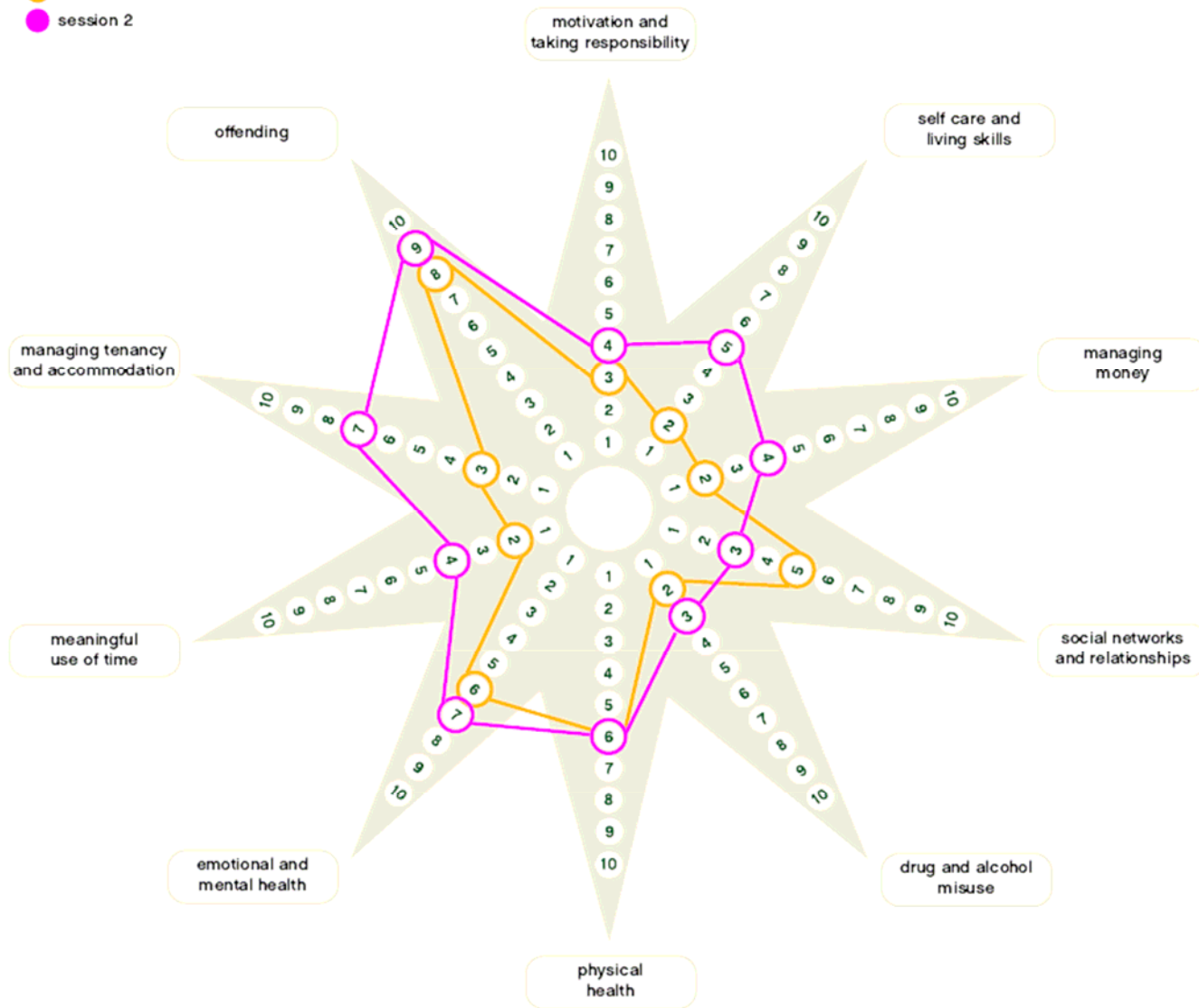
[Jenny.clark@ncvo-vol.org.uk](mailto:Jenny.clark@ncvo-vol.org.uk)

# Sources of statutory funding



Source NCVO Almanac 2010

- session 1
- session 2



Triangle  
Consulting