



Outcomes Framework FAQs

These FAQs will be regularly updated.

Q: Do we have a timeline around this work?

A: Yes. We are developing a timeline, and it will be available in 2024. Broadly, we are initially focusing on the difference we make for children and young people the four domains (safer, happier, healthier, more hopeful), before expanding into longer-term impact. Please contact researchandevaluation@barnardos.org.uk if you have any further questions about Barnardo's Outcomes Framework.

By March 2024, we will have developed our initial outcomes domains and mapped data we are currently collecting to these domains. Plus, for the first time we will be able to report on an overall, charity-wide 'positive change' outcome score in our impact report.

Importantly, we are NOT asking colleagues to record data differently or to 'double record'.

Q: The aggregate outcomes is precisely what we tried to do with our CSE/A services, however individual services were empowered to opt in and out of the framework. How do we ensure (without compelling services) that this isn't repeated again?

A: The Barnardo's Outcomes Framework has been derived from the organisational Strategy and therefore all services aligned with the Strategy will find themselves represented by the Barnardo's Outcomes Framework. Outcomes domains on the framework have been deliberately designed so that they are broad and encompass all types of work we do.

Opting out of the Barnardo's Outcomes Framework would mean services taking a different approach to recording and reporting outcomes and would pose a risk in terms of using unverified tools. It would also mean a loss of data for the organisation as outcomes data from non-framework tools would not be counted or analysed. The risk is that we lose out on the opportunity to communicate our impact and therefore we are less accountable to children, young people and families we support across the organisation.

The development on a new outcomes framework means we all have a collective responsibility to improve our ability to measure outcomes across the organisation and each service is integral to that.

Q: Capturing our impact is so important and the current outcomes measures we have, are too complicated, have too many outcomes and are not being used consistently across the organisation. What is the plan around a new Outcomes framework?

A: When we looked at the outcomes measurement tools we are currently using, we found over 400 different indicators, which is too many. One of the first places to start is to acknowledge what the real issue is at a local or service level, or even a regional level, and get a good understanding of what we do. What we don't have as a charity, is an overall picture of what we do and how we actually achieve for children and families as a whole.

The new Barnardo's Outcomes Framework will help us to think about and capture how we make an impact across the charity. The Framework will be aligned to the Strategy and the purpose (safer, happier, healthier, and more hopeful). We will start by making better use of what we already have – we won't be turning off any of the current measurement tools we use. We will be using the three years that we have over the course of the Strategy to make any changes and we'll make sure they are integrated and meaningful to each service and practice.

Q: Regarding our new Outcomes Framework – how will this impact services that are required (by our funders/partners) to use an external outcomes Framework e.g. Outcome Star, Better Futures, CHARMS etc.

A: The new Barnardo's Outcomes Framework is not about asking for people to be double recording or reporting across multiple systems. Firstly, we know that's a huge undertaking. And secondly, that really takes time away from you being able to do the important work – nobody needs more outcomes, more reporting. The first thing that we want to do is make the most of what's already being recorded. We fully appreciate that there are other external systems, for example, with your commissioners, or your funders or partners, where they are asking you to record. That's absolutely fine, because there is a technical way for us to bring that outcomes data back into the charity for us to analyse and understand. So, you can continue to record and report on external systems – it's just about us having the right capabilities and technology solutions to use that data and make the most of it.

Q: Will we have overall organisational outcome measurement? - how much change we achieve at systems levels for children and young people - externally, influencing etc

A: Yes, in the first instance this will focus on the difference we make through our services and will be shared in our Impact Report. Over time we will be working hard to define the systems-level change first, before we set out the consistency in how we measure it at an overall charity-wide level.