

Impact?

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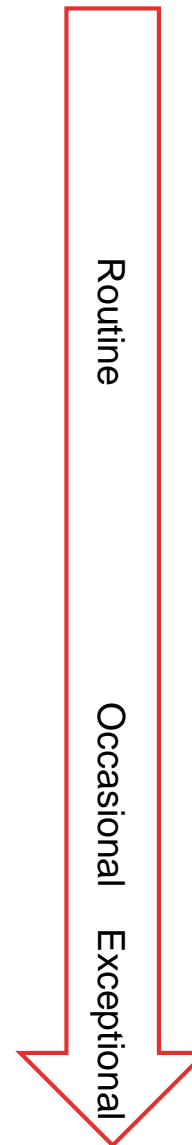
The Five Types of Data

Frequency

Routine

Occasional

Exceptional



Five types of data	The key questions
<p>1) User The characteristics of the service users you aim to reach</p>	<p>Is your service effective at reaching the intended target group? What else is going on in their lives that might affect their engagement, outcomes, impact?</p>
<p>2) Engagement The extent to which people should use the service. How often and for how long?</p>	<p>Is the service effective at retaining the target group and delivering the intended service with them?</p>
<p>3) Feedback What the service should be like for service users, how should they choose to engage with it?</p>	<p>What do users say about the service What are they thinking, feeling, saying and doing whilst using the service? What is the quality like? Can it be improved?</p>
<p>4) Outcomes Short term changes or benefits your users may get from the service (e.g. changes in knowledge, attitudes and behaviour)</p>	<p>In what ways do people appear to benefit from the service? Do they start to make the positive changes you intend?</p>
<p>5) Impact The long term change that you want service users to achieve for themselves</p>	<p>Is positive change sustained? Does it lead to tangible effects? Can you attribute this change to your service?</p>



Partnerships and tools

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THE
CONFIDENCE
FRAMEWORK



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Next steps

- Updated theory of change
- Feedback from young Londoners
- Measuring Impact
- Training our staff in rapid cycle testing