

Appendix B: Outcome-based accountability

Performance accountability helps us understand how well a service is working. Dorset Council is committed to an outcome-based accountability approach which seeks to answer three questions:

- How much did we do?
- How well did we do it?
- Is anyone better off?

QUANTITY

QUALITY

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<p>How much did we do?</p> <ul style="list-style-type: none"> • Number of agreed training days/ events with provider • Number of participants who attended • Number of “no shows” <p>How well did we do it?</p> <ul style="list-style-type: none"> • % of participants who rated the training as “good” or better • % of participants who would recommend the course to a colleague • % who rated the quality of learning materials as “good” or better 	<p>Is anyone better off?</p> <p>Outcomes:</p> <ul style="list-style-type: none"> • From feedback – how the learning will be put into practice • Improved knowledge and understanding of subject areas • Improved confidence to be able to use learning in their work