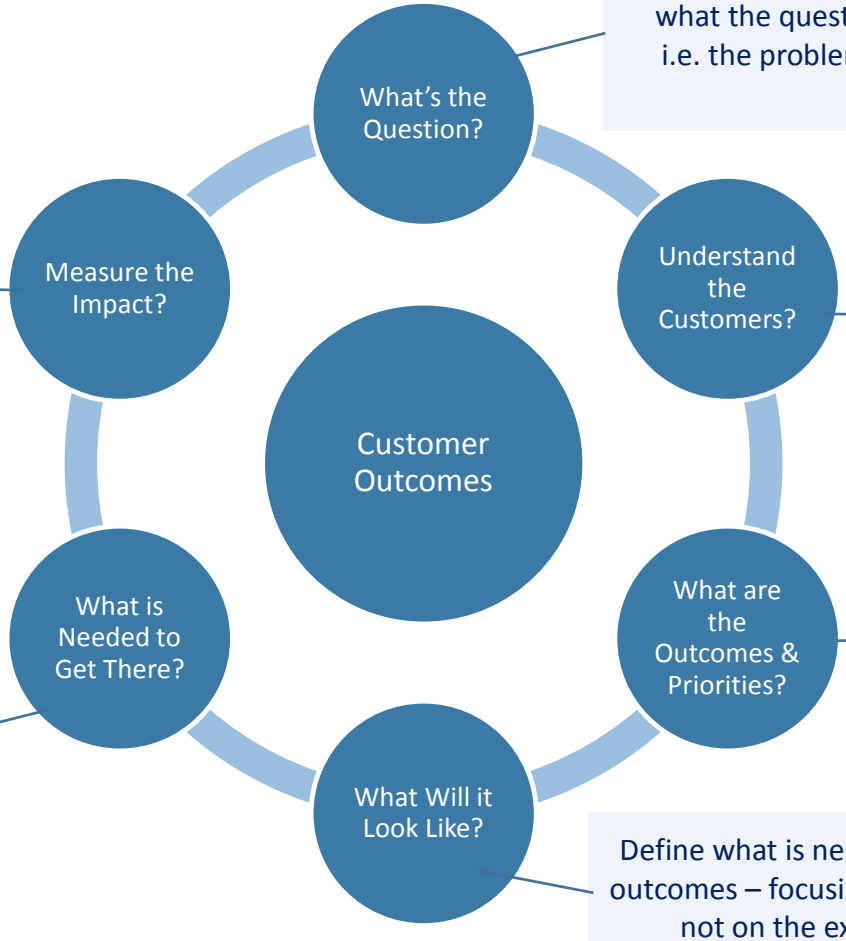
corporate fibre

Enabling better outcomes and value for money.

Designing for better outcomes

What are some of the key questions we need to ask when designing for better outcomes?



Essential to Commissioning is being very clear what the question is that needs answering, i.e. the problem or condition that must be addressed.

Find out as much as possible about the customer's needs, problems, contributing forces, aspirations and experiences. It's not just a dialog – think co-design and co-production

Define the outcomes we are seeking to achieve and how this fits n with competing priorities.
Continuous engagement and dialog (co-design) is essential.

Define what is needed to achieve the outcomes – focusing on the outcomes, not on the existing services.

The planning needs to take into account where we are now and what is needed to achieve the vision.

Commissioning is wider than a single organisation and there will be typically a mixed economy of service providers.

Effective performance oversight and evaluation is essential in understanding if outcomes are improving.

Commissioning for transformational and improvement demands a significant change to established thinking and practices