

# THE QUALITY MEASUREMENT FRAMEWORK PROJECT

## Measuring Quality and Value in the Public Services

### Spring 2008

The Quality Measurement Framework (QMF) Project is being led by the Office for National Statistics (ONS). This is the first quarterly newsletter for the project and our aim is to make our newsletters informative, keeping you up to date with developments and planned future events. We welcome your feedback on the newsletter and ways it can be developed to be more useful to you. Please send your comments to: [qmf@ons.gsi.gov.uk](mailto:qmf@ons.gsi.gov.uk).

#### About the project

This project aims to develop a framework that commissioners of public services can use as a tool to improve the commissioning of public services. By avoiding non-essentials the tool will enable them to minimise administrative burden to themselves or to potential suppliers. In the process, a level playing field will be facilitated between all potential providers, be they public, private or voluntary. More detailed information can be found on our website: [www.ons.gov.uk/qmf](http://www.ons.gov.uk/qmf)

#### Issues being considered

The project will explore the following issues:

- What is the extent of third sector provision of public services?
- Which aspects of health and social care are sufficiently similar that they could sensibly be included in a shared measurement tool?

- Which are the key sectors involved in delivering these public services?
- What is the current reporting burden on service providers?
- What other developments and initiatives in health and social care policy and provision of public services need to be taken into account in future work?

## Latest news

#### Research interviews

The National Institute of Economic and Social Research is currently interviewing a sample of people responsible for early years policy and commissioning in local authorities. These interviews will help give a better understanding of pre-school education and how the framework can be developed to benefit local authorities.

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To find out more you can download a pdf of the full report: 'Value for Money Comparison of Public and Third Sector Provision of Pre-school Childcare and Education', from the partners' reports section of our website: [www.ons.gov.uk/qmf](http://www.ons.gov.uk/qmf)

#### Measurement decisions

The Personal Social Services Research Unit, at the University of Kent, has recently completed work on the conceptual aspect of the Quality Measurement Framework.

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This answers the following questions:

- Why we should measure outcomes?
- What, in a practical sense, should be measured?

This conceptual work has laid the foundations for developing a full toolkit for measuring outcomes and quality of care.

### Care homes pilot work

The Personal Social Services Research Unit is currently undertaking pilot work with staff and residents of five care homes. This will provide input to a larger fieldwork exercise that will be undertaken during Spring 2008 covering 200 care homes. Working with the Commission for Social Care Inspection, the fieldwork will involve completion of questionnaires by providers; interviews with residents; and observational analysis of residents with communication or cognitive difficulties.

To find out more about both these areas of work you can download a pdf of the full report, *Measuring Outcomes in Social Care: Conceptual Development and Empirical Design*,

from the partners' reports section of our website: [www.ons.gov.uk/qmf](http://www.ons.gov.uk/qmf)

### Expanding the Civil Society Almanac

The National Council for Voluntary Organisations is currently working on its new Civil Society Almanac. It will give a better understanding of the sector by researching charities' funding, how they spend it, their employment and volunteering levels and other useful information. This can contribute to organisational planning as well as building the evidence base to better inform policy.

This year's almanac will include all civil society organisations, rather than just 'general charities'. This is the first time this has been attempted in the UK. The almanac will provide valuable information to the QMF project by looking into the financial arrangements of civil society organisations so that, in future, a better mapping of public service delivery by wider civil society organisations can be established.

To find out more you can download a pdf of the full report, *Estimates of*

## Latest reports

In addition to the reports mentioned above the following reports have also been published on our website and the pdf version is available to download free of charge.

- *Quality Measurement Framework Project: Initial Report*  
This is a report by the ONS, explaining the principles of the QMF Project.
- *Value for Money Comparison of Public and Voluntary Sector Provision of Pre-school Childcare and Education*  
This is a literature review, compiled by the National Institute of Economic and Social Research

*government funding to the Third Sector: Experimental Statistics*, from the partners' reports section of our website: [www.ons.gov.uk/qmf](http://www.ons.gov.uk/qmf)

## Future events

### 1. QMF promotional events

Aim: The events aim to promote the work of the Quality Measurement Framework Project.

Dates:

24 April	Newport, South Wales	10.30am–12.30pm
30 April	London	9.30am–11.45am
15 May	Leeds	9.30am–11.45am

### 2. Group discussions

Aim: The groups will explore issues around measuring the value of public services such as pre-school education and social care services (including care home services and day care).

Dates:

24 April	Newport, South Wales	1.30pm–3.30pm
30 April	London	12.00pm–1.20pm
15 May	Leeds	12.00pm–1.20pm

If you would like to attend any of the events, which are free of charge, or have any further queries on the QMF project, please email [qmf@ons.gsi.gov.uk](mailto:qmf@ons.gsi.gov.uk)