Outcomes – an example



1. What's the priority area that's not working?

I don't do anything all day – I just watch TV.

2. The positive change – it needs to be positive, rather than a statement like 'I don't watch TV'

I have interests and hobbies.

3. Make it specific – this is specific enough, however you could make it even more specific if the person has a clear idea of a hobby or interest they would like to start or take up again

I have interests and hobbies that I follow every week.

4. It is achievable?

Yes. We can enable Sue to explore this.

5. Check it

Is the solution embedded in the outcome? – No there's no solution there. If there was we would say something like 'Sue will go to the luncheon club every week.'

Is it measurable? Yes. When we see Sue we can check if she is doing something related to her hobby or interest every week.

Does it keep something that is working? That's not relevant here.

Does it change something that is not working? Yes.

Does it move the person towards a future they want? Yes.

Do you know your starting point? Yes. We know Sue says she watches TV but we would find out if there's anything else.

Is it personal and not expressed from a service perspective? Yes, in Sue's example we've used every day language rather than writing something like 'Sue is engaged in meaningful activities on at least 1 occasion a week' which isn't something that you or I would say about our own lives.