



SOCIAL OUTCOMES MATRIX

TABLE OF OUTCOMES & MEASURES

OUTCOME AREA 4 OF 9



PHYSICAL HEALTH



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Outcomes Matrix Guidance

Introduction

The outcomes matrix represents a map of need in the UK. It has been designed from a beneficiary perspective and includes nine outcome areas which reflect what a person needs to have a full and happy life. Each outcome area has a set of related measures to assess social impact at the individual level and for community, sector and society.

The outcomes matrix and measures are a tool to help social investment financial intermediaries (SIFI's) and social sector organizations to plan, measure and learn about their social impact. It aims to develop common ground and language regarding social investment and impact assessment in the social sector.

The outcomes and measures are not intended to be prescriptive or exhaustive but should provide a helpful starting point for organisations to measure their social impact.

We assess all proposals for investment to Big Society Capital against the criteria outlined in our [Social Impact Tests and Thresholds](#).

If your organisation already has its own set of outcomes and measures then we want to see how they align with the outcomes included in the Big Society Capital matrix. You will not need to change the way you measure your social impact.

How to use the matrix

Step one: select your outcomes

Outcomes are statements of change that you are trying to achieve. Read through the outcomes matrix and select the main outcomes that reflect the social change that your organisation is trying to achieve. It is likely that the work of your organisation will cover several outcomes areas so it is important to select all of the relevant ones from the matrix. You may also want to consider if there any other additional outcomes that you want to add that are not covered in the matrix.

Step two: select your measures

The measures are sources of data which will help you to gather evidence to demonstrate your social impact. Select all the relevant measures that relate to the outcome areas which you have shortlisted from step one.

You will need to consider how you will gather data for each measure. To do this, each measure needs to be written as an indicator which includes information about what you will measure and how you will measure it.

To turn a measure into an indicator you need to select an appropriate prefix for it such as number of', 'amount of', 'extent of', 'percent of', 'satisfaction with', 'quality if' and so on. For example, for the measure 'is in education', you might add the prefix 'number of' so that the indicator becomes 'number of people in education'.

Step three: collect the data

Once you have agreed on the relevant outcomes, measures and indicators you will need to consider how you will collect the data to measure your social impact. It is up to your organisation to decide on the most appropriate method for collecting data that meets your individual requirements. A list of useful tools and resources to support you with collecting social impact data is included [here](#).

Outcomes Matrix Table

<u>OUTCOMES</u>	<u>INDIVIDUALS</u>	<u>COMMUNITY, SECTOR & SOCIETY</u>
<i>Employment, training and education</i>	<i>The person is in suitable employment, education, training or caring work</i>	<i>Jobs, education and training opportunities are available for everyone</i>
<i>Housing and local facilities</i>	<i>The person has a suitable and secure place to live, affordable utilities and access to local facilities and transport</i>	<i>Investment and availability of different forms of tenure ensure that all housing needs can be met now and in the future</i>
<i>Income and financial inclusion</i>	<i>The person has sufficient income to meet their essential needs and access to suitable financial products and services</i>	<i>Everyone reaches an optimum level of income for health and well-being, and income differentials support social cohesion</i>
<i>Physical health</i>	<i>The person looks after their health as well as possible. The person recovers as quickly as possible, or if recovery is not possible, their health and quality of life are maximised</i>	<i>Good general physical health across the population</i>
<i>Mental health and well-being</i>	<i>The person has a sense of well-being. Those who experience mental illness recover where possible and lead a positive and fulfilling life even if symptoms remain</i>	<i>Good mental well-being and life satisfaction across the population</i>
<i>Family, friends and relationships</i>	<i>The person has appositve social network that provides love, belonging and emotional practical support</i>	<i>A society that supports and encourages families and/or good personal relationships</i>
<i>Citizenship and community</i>	<i>The person lives in confidence and safety, and free from crime and disorder. The person acts as a responsible and active citizen and feels part of a community</i>	<i>Stronger, active, more engaged communities</i>
<i>Arts, heritage, sport and faith</i>	<i>The person finds meaning, enjoyment, self-expression and affiliation through informed participation in the arts, sport and/or faith</i>	<i>A thriving cultural landscape with high levels of participation and engagement</i>
<i>Conservation of the natural environment</i>	<i>The person has an appreciation of the natural environment and plays their part in protecting it, including reducing their carbon footprint</i>	<i>The natural environment is protected for the benefit of people, plants and animals and habitats, today and in the future</i>



Individuals

OUTCOMES	MEASURES
<p>Looks after physical health, maintains a healthy lifestyle and keeps safe</p>	<p>Eats and sleep well</p> <ul style="list-style-type: none"> - <i>Eats nutritious meals each day</i> - <i>Eats 5 portions of fruit and/or vegetables per day</i> - <i>Regularly has an adequate night's sleep</i> <p>Has healthy weight</p> <ul style="list-style-type: none"> - <i>Is not overweight or obese (has a BMI of under 25)</i> - <i>Has an improved body composition</i> <p>Takes regular exercise</p> <ul style="list-style-type: none"> - <i>Takes part in regular exercise</i> - <i>Has improved physical fitness</i> <p>Takes care of sexual health and family planning</p> <ul style="list-style-type: none"> - <i>Uses appropriate family planning</i> - <i>Practices safe sex</i> <p>Addresses any substance misuse issues</p> <ul style="list-style-type: none"> - <i>Does not have an addiction issue</i> <ul style="list-style-type: none"> o <i>Does not smoke</i> o <i>Does not drink to a harmful level (more than 4 times per week) or binge drink (more than 7 units every time they drink)</i> o <i>Does not take other drugs</i>
<p>Enjoys good support and quality of life in relation to any long-term conditions</p>	<p>Addresses, understands and feels supported in managing any long-term condition</p> <ul style="list-style-type: none"> - <i>Sees a specialist doctor</i> - <i>Receives a diagnosis</i> - <i>Receives specialist support for their long-term health conditions</i> - <i>Has access to complementary therapies</i> - <i>Is satisfied with the quality of services for people with long-term health conditions</i> - <i>Is able to manage a long-term health condition</i> <p>Reduced time spent in hospital on account of a long-term condition</p> <ul style="list-style-type: none"> - <i>has fewer unplanned hospital admissions</i> - <i>Spends less time in hospital</i> - <i>Is able to remain at home following discharge from hospital (e.g. for 91 days or more)</i> <p>Improved quality of life in relation to long-term condition</p> <ul style="list-style-type: none"> - <i>Social care-related quality of life</i> - <i>Level of functional ability (evidenced e.g. through employment, other activities)</i> <p>Has a reduced need for care (or sustains current level of independence)</p> <ul style="list-style-type: none"> - <i>Does not need to enter a nursing home due to support received</i> - <i>Regains independence due to support received</i> - <i>Reduction in level of dependency on care or intensive services due to earlier diagnosis, intervention and reablement</i>
<p>Makes use of the health services to recover from episodes of ill-health or following injury</p>	<p>Uses health services and support when appropriate</p> <ul style="list-style-type: none"> - <i>Is registered with local GP</i> - <i>Attends regular check-ups as appropriate (including testing for STIs)</i> - <i>Where there is a concern, physical health/individual development improves</i> <p>Attends to any injuries and take steps to minimise them</p> <ul style="list-style-type: none"> - <i>Has access to appropriate health services</i> - <i>Seeks and received the appropriate care</i> - <i>Minimises exposure to injuries</i> <p>Recovers from any injuries or trauma</p> <ul style="list-style-type: none"> - <i>Recovers from injury or trauma</i> - <i>Reports an improvement in activity/lifestyle following injury or trauma</i>

OUTCOMES	MEASURES
	<ul style="list-style-type: none"> - <i>Recovers to previous levels of mobility following injury or trauma</i> <p>Experiences improved health following any planned treatments</p> <ul style="list-style-type: none"> - <i>Treatment administered successfully</i> - <i>Total health gain as assessed by patient for elective procedures</i>
<p>Has a positive experience of healthcare and attitude toward own physical health</p>	<p>Has a positive experience of healthcare</p> <ul style="list-style-type: none"> - <i>Reports a positive experience of healthcare and support services (including e.g. feelings of satisfaction and feeling safe)</i> - <i>Reports good levels of responsiveness to needs</i> - <i>Reports that they feel supported to improve their quality of life in relation to their health</i> - <i>Is able to manage their own support as much as they wish, so they are in control of what, how and when support is delivered to match their needs</i> - <i>Family members, friends and carers report they have been included or consulted in discussions about the person they care for, and in planning and influencing service design</i> - <i>Family members, friends and carers report overall satisfaction with healthcare and social care services</i> - <i>Has safe access to health services and support with their carers or family</i> - <i>Reports a positive experience of integrated care</i> <p>Has a positive attitude toward own physical health</p> <ul style="list-style-type: none"> - <i>Expresses a positive attitude toward looking after themselves</i> - <i>Is satisfied with the state of their physical health</i> - <i>Expresses optimism regarding their state of health or illness</i> <p>Uses health-related information</p> <ul style="list-style-type: none"> - <i>Has access to and uses health-related information</i> <p>Increased perception of control over their state of physical health or illness</p> <ul style="list-style-type: none"> - <i>Feels in control of their daily life in relation to their health</i>

See the next page for more outcomes and measures





OUTCOMES	MEASURES
<p>Healthy and physically active people and communities</p>	<p>Healthy eating and appropriate levels of exercise</p> <ul style="list-style-type: none"> - <i>National/local levels of fruit and vegetable consumption</i> - <i>National/local levels of malnutrition</i> - <i>Availability and use of sports facilities</i> - <i>Percentage of the adult population participating in at least 150 minutes of moderate-intensity aerobic activity every week (NHS recommended target)</i> <p>Decreasing levels of obesity, smoking, alcohol consumption, addiction and illicit drug use</p> <ul style="list-style-type: none"> - <i>National/local obesity rates</i> - <i>Percentage of household food derived from saturated fatty acids</i> - <i>Proportion of the population that smokes</i> - <i>Proportion of the population drinking more than recommended 21 alcoholic units for men and 14 units for women</i> - <i>Average household spend on smoking and alcohol</i> - <i>Levels of illicit drug use and rates of addiction</i> <p>Improved sexual health and family planning</p> <ul style="list-style-type: none"> - <i>Number of people practicing safe sex</i> - <i>Rates of STIs</i> - <i>Number of teenage pregnancies</i> <p>High life expectancy</p> <ul style="list-style-type: none"> - <i>National/local average life expectancy</i> - <i>Life expectancy at 75</i> - <i>Overall mortality rate</i> - <i>Age-standardised mortality and infant mortality rates</i> - <i>Incidence of major diseases (cardiovascular disease, respiratory disease, liver disease, cancer)</i> <p>Improved health equality</p> <ul style="list-style-type: none"> - <i>Equality throughout the population in healthy eating and exercise</i> - <i>Equality throughout the population in life expectancy and preventing premature death</i>
<p>Equal access to good quality, safe health and social care services</p>	<p>Equal access to health and social care services</p> <ul style="list-style-type: none"> - <i>Proportion of the population registered at a General Practice</i> - <i>Number of people who have used a healthcare service in the past 6 months</i> - <i>Number and geographical coverage of public health centres including dental services, maternity services, social care services and sexual health centres and sexual education providers</i> - <i>Proportion of people who are offered rehabilitation services after discharge from hospital</i> <p>Improved quality of health and social care services and their effectiveness at preventing people from dying prematurely</p> <ul style="list-style-type: none"> - <i>Potential Years of Life Lost (PYLL) from causes considered amenable to healthcare</i> - <i>Decrease in the under 75 mortality rate from major diseases (cardiovascular disease, respiratory disease, liver disease, cancer)</i> - <i>Increase in the average number of survival years (one and five year survival) for all kinds of diseases or medical conditions</i> - <i>Proportion of people who recover from injury or trauma</i> - <i>Proportion of people who experience improved health following planned treatments</i> - <i>Number of people for whom the concern for their health is reduced</i> - <i>Emergency waiting times for medical treatment</i> - <i>Quality of social care</i> <p>Improved safety of health services environment</p> <ul style="list-style-type: none"> - <i>Number of hospital deaths attributable to problems in care</i> - <i>Number of incidences of hospital-related venous thromboembolism (VTE), healthcare associated infections (HCAI), newly-acquired ulcers, and medication errors</i> - <i>Number of full-term babies admitted to neonatal care (safety of maternity services)</i>

OUTCOMES	MEASURES
	<ul style="list-style-type: none"> - <i>Number of incidences of harm to children due to failure to monitor</i> <p>Improved availability of preventative support and programmes</p> <ul style="list-style-type: none"> - <i>Number and geographical coverage of community based programmes</i> - <i>Incidence of acute health incidents and admissions into A&E hospital and care settings</i> - <i>Permanent admissions to residential and nursing care homes, per 1,000 population</i> - <i>Number of people enabled to regain independence/reduce dependency due to support received</i> - <i>Delayed transfers of care from or to hospital, and those which are attributable to adult social care</i>
<p>Strong public awareness and participation in matters relating to physical health, and advanced sectoral understanding of what makes for good health</p>	<p>Improved public awareness and engagement</p> <ul style="list-style-type: none"> - <i>General availability of information</i> - <i>Number of people who report feeling well-informed about matters relating to their health</i> - <i>Level of media exposure (e.g. number of articles published on the subject in mainstream media; exposure on TV, radio; internet traffic)</i> - <i>Level of public awareness about the causes and consequences of physical health problems</i> - <i>Public events, rallying and campaigning</i> - <i>Public donations to related charities</i> - <i>Public volunteering on projects and initiatives related to physical health</i> - <i>Change in public perception and improvements to any underlying prejudice or stigma</i> <p>Improved stakeholder participation with decision making and with issues</p> <ul style="list-style-type: none"> - <i>Increased number of organisations that promote health and/or sexual education</i> - <i>Level of support for patient choice and for ensuring patients have an informed basis for decision-making</i> - <i>Number of people who use the health services who report finding it easy to find the necessary information concerning their health, care and support</i> - <i>Number of people using the health services who report feeling listened to and able to manage their own support as much as they wish</i> - <i>Number of family members, friends and carers who report that they have been included or consulted in discussions about the person they care for, and in planning and influencing service design</i> <p>Improved sectoral understanding as to what makes for good physical health</p> <ul style="list-style-type: none"> - <i>Research and evidence relating to the problem and interventions (e.g. clinical trials, studies into treatments and cures, papers published)</i> - <i>Innovation of new ideas, technologies and approaches</i> - <i>Uptake of new ideas by other healthcare providers or government</i> - <i>Retirement of previous methods shown by research to be ineffective</i> - <i>Funding for research</i> - <i>Support for the sector through quality umbrella bodies</i>
<p>Public and corporate policy and expenditure that supports good physical health</p>	<p>Improvements in policy and legislation</p> <ul style="list-style-type: none"> - <i>Changes in policy and legislation that support improvements to public physical health</i> - <i>Changes to regulation</i> - <i>Level of relevant parliamentary activity (e.g. white papers published, committees formed, consultations or reviews conducted, citations made)</i> <p>Improved investment, expenditure and procurement</p> <ul style="list-style-type: none"> - <i>Government investment in physical health</i> - <i>Government expenditure/funding for healthcare programmes</i> - <i>Procurement practices and public sector contracts that are designed to improve social outcomes (e.g. contracts that enable social enterprises and smaller SMEs to bid, outcomes-aligned contracts)</i> - <i>Corporate investment and expenditure (giving) on improving physical health</i>