

CYPSP and NCB NI

invite you to a workshop with **Mark Friedman**, originator of the Outcomes Based Accountability model and author of

TRYING HARD IS NOT GOOD ENOUGH

HOW TO PRODUCE MEASURABLE IMPROVEMENTS FOR CUSTOMERS AND COMMUNITIES

Venue: Malone House, Belfast
Date: Friday 11th October 2013
Time: 10am – 3.30pm

Outcomes-based or results-based accountability is much more than a tool for planning effective services. It can help to secure strategic and cultural change so that organisations can work together with their communities to improve outcomes for children and young people.

This workshop will be of interest to commissioners, policy makers and practitioners in the statutory, voluntary and community sectors, and will consider how OBA can transform the way in which we work as we seek to improve outcomes for children, young people and families. Mark will draw on examples from the UK, USA and elsewhere, to demonstrate how OBA helps to release the capacity for innovation and improvement. Mark's contribution will be supported by case study presentations from the UK.

About Mark Friedman

Mark Friedman is the creator of the outcomes based accountability (OBA) model and author of the book "Trying Hard Is Not Good Enough". He directs the Fiscal Policy Studies Institute in New Mexico and has provided training and consultation on Outcomes Based Accountability in over 40 states and countries around the world.

Mark served previously as a Senior Associate at the Centre for the Study of Social Policy in Washington providing technical assistance to states, counties, cities, school districts, and communities working to reform their child and family service systems.

Mark has been a regular visitor to the UK for 12 years, working with national and local government organisations, and played an important role in focusing policy makers' attention on outcomes. His work has perhaps even greater significance in the new context for public services.

If you wish to attend this workshop, please reply by completing the information below and sending to Owen Whitford owhitford@ncb.org.uk before Friday 4th October 2013.

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REPLY SLIP

Mark Friedman Workshop

Malone House, Belfast

Friday 11th October 2013

10am – 3.30pm

Please RSVP by e-mail, post or fax with the following information to Owen Whitford, NCB NI, Albany House, 73-75 Great Victoria St, Belfast BT2 7AF.

E-mail: owhitford@ncb.org.uk Fax: (028) 9032 8749

Yes, I would like to attend this event.

Name: _____

Role: _____

Organisation Name: _____

Address: _____

Tel No: _____ E-mail: _____

* I require special access arrangements as follows:

* I have special dietary needs as follows:
