CASE STUDY: SOUTH YORKSHIRE EATING DISORDERS ASSOCIATION (SYEDA)

This case study illustrates how the Public Sector Scorecard can be used to help an organisation focus on one particular outcome that they are concerned about.

A one day workshop was run for South Yorkshire Eating Disorders Association (SYEDA) in 2008, following a successful joint bid led by staff in Sheffield Hallam University's Faculty of Health and Well-being for funding by Sheffield First Health and Well Being Partnership and the Dorothy Dixon-Barrow Grant Award.

SYEDA had some excellent feedback on the service provided, however it wanted to ensure that it met the needs of different ethnic minority groups. A report had been written by my colleagues in the University's Centre for Health and Social Care research, whose expertise includes diversity issues.

The Public Sector Scorecard was used to bring together SYEDA's managers, staff, users and other stakeholders and help them develop their response to the report. A strategy map, together with some key milestones and measures, was developed following the workshop. This was an interim document, identifying what they would like to do. It was recognised that further work was needed to identify the resources available and to prioritise different activities. This is why they preferred to refer to it as a 'wish list'.

Following the workshop, SYEDA'S chief executive offered *'a huge thank you on behalf of the SYEDA team - board, staff, sessional workers, external stakeholders - for facilitating the event on Saturday, which we all without exception felt was extremely positive, timely and needed'.*

The project confirmed that the PSS was highly applicable to the voluntary sector.

Reference:

Chowbey P., Salway S, Gerrish K, Ismail M, Moullin, M (2008) Responding to Diverse Needs: Eating Disorders in 'BME Communities' in Sheffield, Syeda and NHS Sheffield