Person-centred?

Service-focused	Person-focused
Focus on service deliverer (the organisation) and how the service is delivered.	Focus on person using the service and the impact of services on the user.
Focus on quality of services and on improving quality of services.	Focus on effectiveness of service in delivering outcomes and on improving effectiveness.
Measuring inputs and activities (e.g. how many hours the service is delivered for).	Evidencing the benefit of the service and the results.
Control lies predominately with the service. There may be a ‘fix it’ mentality.	Service promotes and supports service user independence and autonomy.
Hard to see an end point (task is never finished, staff may get de- motivated).	Service users achieve goals they have set themselves (service users and staff motivated).
Service defined in terms of what it offers.	Service defined in terms of how effective it is in meeting service users’ needs and achieving outcomes.
Organisational structures more likely to be rigid and bureaucratic.	Organisational structures allow for team approaches, collaboration and innovation, including with other services and professionals

Table adapted by JIT Scotland from MacKeith J. (2007), *User-focussed - What Does it Really Mean?, London Housing Foundation. http://www.homelessoutcomes.org.uk/resources/1/PDFsTwo/Paradigm_shift_paper.pdf*