# 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*