

# Improving client outcomes whilst maintaining scheme sustainability

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Improving client outcomes whilst maintaining scheme sustainability In 2010 the Transport Accident Commission commenced its journey in placing Client Outcomes as a corporate objective alongside those of Scheme Viability and Client Experience. It was widely agreed to be the right thing to do but also took a leap of faith in that the impact of this focus on the more established scheme measures was at that time unknown. Through the use of both quantitative and qualitative data analysis, this presentation aims to review the hypothesis that including Client Outcomes as a corporate objective would strengthen the management of scheme viability and client experience.