



more than outputs

The economic and social return of Action for Children's Family Intervention Project, Northamptonshire

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This report has been submitted to an independent assurance assessment carried out by The SROI Network. The report shows a good understanding of the SROI process and complies with SROI principles. Assurance here does not include verification of stakeholder engagement, data and calculations. It is a principles-based assessment of the final report

Case Study

Stacey (not her real name) and her family started working with the Northamptonshire FIP six weeks ago because T, her 13 year old son, had been in trouble with the police for antisocial behaviour. He had also been being violent at school, often resulting in him being sent home, and at home towards Stacey and K, her 11 year old daughter. Due to T's behaviour, Stacey was frequently calling the police out to their home. She had also had to leave college as she had felt unable to cope with this on top of the pressures at home.

T enjoys working with their FIP worker rather than other services because *"she doesn't tell me what to do, she helps me to do things"*. As a result, despite having been involved with the FIP for only 6 weeks, the family are already seeing changes; K says that Stacey is better able to cope with T's behaviour and is calling the police out less. She says T has also changed his friendship group. This has led to improvements in the family's relationships with each other and has meant that K feels her and her Mum are less worried and K is no longer scared of being at the same school as T.

T hopes that continuing to work with the FIP will help him to *"get rid of his anger"* and not get into trouble so that he can get a good reputation and a better education. He hopes this will lead to him getting a better job and not ending up as a *"druggie"*. Stacey shares this ambition for long term improvements and successes for both her children as a result of the FIP, as well as improved relationships which allow them to enjoy their time together.



Contents

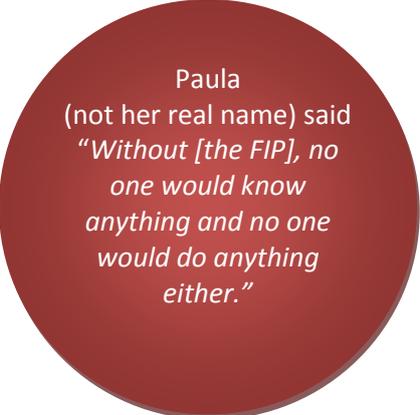
Case Study.....	2
Executive Summary.....	4
Assurance Statement.....	10
Acknowledgments.....	10
1. Introduction and Background.....	11
2. About SROI.....	11
3. Being Transparent.....	12
4. Terminology.....	12
5. Scope.....	12
6. Focusing on what is Material.....	14
7. Involving Stakeholders.....	14
8. Data Collection.....	16
9. Understanding Change - Outcomes.....	18
10. Evidence.....	20
11. Valuing the things that Matter.....	21
12. Impact.....	27
13. Inventory and Audit Trail.....	30
14. Social Return Calculation.....	33
15. Verifying the Result.....	33
16. Confidence range.....	36
17. Discussion.....	37
18. Recommendations and Response.....	37
Bibliography.....	38
Annex A: Impact Map in full.....	39

Executive Summary

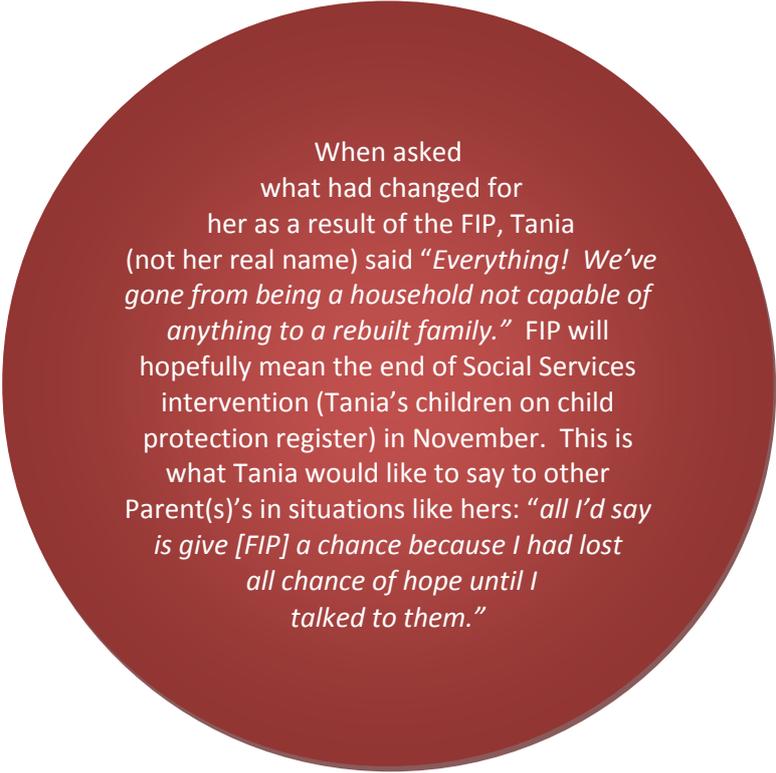
This report evaluates the social return created by Northamptonshire Family Intervention Project (FIP) activities.

Northamptonshire FIP currently work with 29 of Northamptonshire's most vulnerable families (73 children) for an average of 40 hours a month. These families face multiple issues including; drug and alcohol abuse; anti-social behaviour; domestic violence; being at risk of losing their home; and children at risk of being taken in to care. The FIP team provide intensive, targeted support to the whole family to treat the causes and effects of these issues.

What's it all about?



Paula
(not her real name) said
*"Without [the FIP], no
one would know
anything and no one
would do anything
either."*



When asked
what had changed for
her as a result of the FIP, Tania
(not her real name) said *"Everything! We've
gone from being a household not capable of
anything to a rebuilt family."* FIP will
hopefully mean the end of Social Services
intervention (Tania's children on child
protection register) in November. This is
what Tania would like to say to other
Parent(s)'s in situations like hers: *"all I'd say
is give [FIP] a chance because I had lost
all chance of hope until I
talked to them."*

So how do we capture, measure and understand the impact and value of this?

Every day our actions and activities create and destroy value; they change the world around us. Although the value we create goes far beyond what can be captured in financial terms, this is, for the most part, the only type of value that is measured and accounted for. As a result, things that can be bought and sold, or unit costed, take on a greater significance and many important things get left out. Decisions made like this may not be as good as they could be as they are based on incomplete information about full impacts.

SROI uses financial proxies to understand the value of changes that stakeholders experience. For example, for families involved in the FIP we asked them what changed for them, and how important the change was to them by exploring its' value. It is only by valuing changes, and by valuing them from the perspective of the individual or organisation that experience the change, that we can properly decide which of these changes are the most important.

Social Return on Investment (SROI) is a framework for measuring and accounting for this much broader concept of value. Action for Children have used SROI to understand the impact of their activities and show how they understand the value created, manage it and can prove it. This is an evaluation of FIP activities, from Sep 09 – Aug 10, using SROI. During this period the provision and resources grew from a small Corby focused project to the current county-wide service.

There are existing studies of the cost benefits of the FIP approach and SROI analyses of other FIPs. However, these do not give us a detailed local picture. This analysis aims to provide this local picture and evaluate specifically what happens as a result of the Northamptonshire FIP.

This analysis has been carried to the standard approach to SROI as documented by the UK Government, Cabinet Office sponsored guide to SROI (The SROI Network, 2009).

Findings

Child Protection avoided – cause and effect

Perhaps the most obvious finding is that the FIP achieves its aim - As a result of intense whole family intervention, the child can live a safer, happier and more stable life at home and avoid being taken into care. This analysis found plenty of evidence of these outcomes.

It's important to understand though that these effects are not realised if the underlying causes are not dealt with first. So behind the 'child protection' headline lies a wealth of other outcomes that evidence how FIP's whole family, intensive support approach delivers deep, lasting impact. This analysis identified that, as a result of the FIP activities, the outcomes below occurred (negative changes in red). The chains of events that lead to each final outcome are included here. These chains of events demonstrate cause and effect and how important the FIP approach is to bringing about these outcomes. The final outcomes shown here do not come about without the earlier stages of these chains of events.

Outcomes for Parent(s)

- Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry, developed better parenting skills, communicated more and fought less and family life and relationships improved.
- Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry, faced up to past and started to communicate and deal with issues for first time.
- Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry and so less depressed and/or reliant on drink/drugs.
- Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry, developed better parenting skills, and engaged with other public services more and child protection/children in to care was avoided.

- Family (Parent) is separated from partner and feels more safe and secure and is less at risk of domestic violence.
- Family (Parent) is separated from partner and feels isolated, less confident and less safe and secure.
- Family (Parent) is separated from partner and so household has less income.

Outcomes for Children and Young People (in families)

- Family (child) is separated from father and feels more safe and secure and is less at risk of domestic violence
- Child felt calmer/less anxious (about self and Mum)/less angry/happier/safer and family life and relationships improved
- Child felt calmer/ less anxious/ less angry/ happier/ safer, family life, relationships and behaviour improves and life prospects improve
- Child felt calmer/less anxious (about self and Mum)/less angry/happier/safer and avoided contact with criminal justice system

Outcomes for Police (ASB Unit)

- Able to close cases due to reduction in ASB and criminal activity

Outcomes for Local Authorities

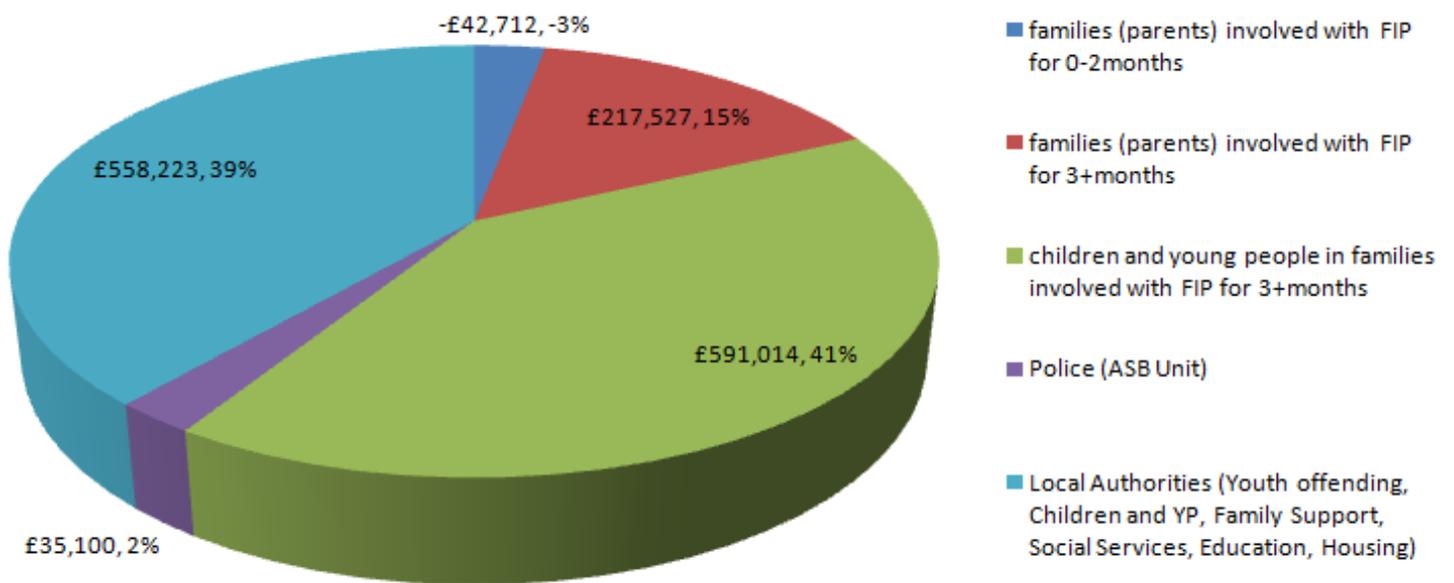
- Less ASB and problematic behaviour around housing
- Better school attendance and attainment
- Outcomes for families (above) result in less child protection/children in to care avoided

Lasting change (long term value)

Families involved in the analysis felt that the changes they experienced will continue beyond their contact with the FIP. Indeed, some even described them as 'life changing'. It is this that leads us to suggest that changes are not only deep, but lasting. However, with many outcomes, the FIP has not been running long enough to be able to evidence this or safely conclude how long the changes sustain for families after FIP involvement. For these outcomes, the future change has not been included in this analysis as we do not yet have enough data to justify this. With better longitudinal data it should be possible to evidence the lasting nature of the change and forecast the value of this safely.

Value of FIP activities

These changes were valued using financial proxies to present the value of each outcome to the group or organisation that experience the change. In total, they were as follows for each group or organisation included (before discounting).



Model Sensitivity

Given that this analysis contains estimations and assumptions, it is prudent to review where these decisions have had a significant effect in the overall SROI figure stated and to, therefore, consider the confidence that can be placed on this. To represent the fact that the analysis is based on a range of judgements, a sensitivity analysis was undertaken and a range of value is estimated.

The sensitivity analysis concluded that, considering the following factors:

- i. Short duration of outcomes (with many outcomes, the FIP has not been running long enough to be able to tell if changes sustain for families after FIP involvement. For these outcomes, the future change has not been estimated and the duration of the change is only counted for the year of activities analysed).
- ii. A worse set of scenarios resulting in the value dropping no lower than £3:1
- iii. A better set of scenarios and alternative proxies resulting in the value being as much as £6:£1

The impact of FIP activities, represented by a value of £4:£1, appears justified and appropriate, if a little conservative. With better longitudinal data it should be higher.

This analysis estimates that for every £1 invested in Northamptonshire FIP activities, the likely social value created is about £4, but in the range of £3 to £6 based on the information currently available.

(For details and precise figures see the sensitivity analysis section).

Whose value is it?

This £4 of value created is roughly distributed as follows:

Parent(s)	£0.70	(between £0.50 and £1.00)
Children and young people (in families)	£1.80	(between £1.50 and £2.60)
Police (ASB Unit)	£0.10	(between £0.09 and £0.15)
Local Authorities (Youth offending, Children and YP, Family Support, Social Services, Education, Housing)	£1.70	(between £1.40 and £2.45)

It should be noted that the value for families in the first few months of FIP involvement is negative (-£42,712 shown in the pie chart above). For some families, they agree it is beneficial and necessary for the parents to live separately in order to achieve outcomes in the care plan and keep the children safe. A large part of this figure relates to a household becoming a single parent household and, due to the benefits system, the household is therefore financially worse off in the immediate short term.

All the figures quoted above are the net value, including consistently positive and negative changes.

What does this return of £1:70:£1 mean for Local Authorities?

In return for the investment of £304,108 during the period, £558,223 of value was created for the local authorities (before discounting). This is the value to local authorities based on the proxies used and not necessarily direct savings. Furthermore, if it were direct savings it would be unlikely to be at this level of costs, but rather at savings in marginal costs.

The value is more likely to be predominantly realised as resource reallocation – time of staff and other resources that the local authorities are able to use elsewhere as the FIP are looking after these ‘most vulnerable’ families. From our research in to the value of these outcomes, cross checked by appropriate officer’s experience where possible, there is evidence that the value in terms of time saved and resources that can be reallocated, is 1.7 times the investment.

Why the FIP approach produces a multiply effect (short term value)

This resource saving is higher than the level of the investment most likely because of the focused intense support that FIP provided that could not have been focused and joined up in the same way if the investment was used to resource additional time of officers in the various departments required. Local authority stakeholders consulted believed this was the case and that they could not get the same results in their area if they delivered their proportion of the FIP activities – it only works in this way when it is all joined up and delivered through the FIP as intense, focused support with the whole family.

What would happen without the FIP?

The scope of this analysis was to evaluate FIP activities. We have not looked at other delivery models to be able to accurately compare the value that would be created if FIP activities were delivered differently (for example, the same level of resource across council departments). However, as part of the consultation, council stakeholders were asked what they felt would happen if the FIP did not deliver these activities. Responses included:

“The major contribution of FIP to addressing family’s problems is enabled through the intensity of support and this allows the Council to meet their obligations in terms of working with young people who have been offending but also goes beyond this statutory requirement and works with siblings as well which results in prevention for those family members. The FIP model transcends the prevention debates. By being focused on the whole family, FIP has a lot to provide in demonstrating a way of organizing, thinking and working.”

“[We] would be gutted and very, very disappointed if the FIP was withdrawn. [It] needs to run for at least 5-7 years if the impact is to be properly evaluated. The project needs continued funding.”

So, anecdotal evidence from council officers suggests that:

- a. The short term value (multiplier effect) would not be as high if the activities were not focused on the whole family, intense and joined up in the way that they are through the FIP approach; and
- b. The long term value would not be as high as an individual service led approach would not be able to target the underlying causes as well as a FIP approach does. The outcomes above illustrates the deep, lasting changes that were identified for families.

Recommendations

Recommendations are included in an internal management report that complements this report.

Assurance Statement

This report was submitted to the SROI Network Assurance Panel of July 2011.

This report has been submitted to an independent assurance assessment carried out by The SROI Network. The report shows a good understanding of the SROI process and complies with SROI principles. Assurance here does not include verification of stakeholder engagement, data and calculations. It is a principles-based assessment of the final report.

Acknowledgments

The analysis was led by Tim Goodspeed. The primary research was undertaken by Kate Lee, members of the FIP team and Sarah Canto. The impact map and report were written by Tim Goodspeed. Tim and Kate are accredited SROI practitioners, accredited by the SROI Network.

1. Introduction and Background

About Northamptonshire FIP

Northamptonshire FIP employed a team of 5 at the start of the period analysed, rising to 12 project workers who worked with 29 families at the end of the period analysed. This amounted to 73 children. The average time that cases are open to FIP is 18 months. On average, a family will receive 40 hours of support per month from the FIP.

The FIP approach

Family Intervention Projects (FIP's) provide intensive, targeted support to vulnerable families. They were initially developed as part of the Governments Respect programme to focus on families involved in persistent anti-social behaviour (ASB) and who are at risk of losing their home as a result.

The ASB FIP's have been proven to be a very successful approach to working with families with entrenched ASB behaviour and the YCAP and Housing Challenge expanded the FIP model of working to help tackle youth crime and families with complex multiple issues.

The aim of FIP's is to identify and address any unmet needs within the family in order to reduce offending/ASB and improve outcomes for the family. Through assertive working methods combined with the possibility of sanctions, the FIP helps families to address their behaviour and the problems that underpin them. Accredited parenting programmes are delivered and additional services are brought in and co-ordinated around the family.

FIP project workers work with families in their own home on an outreach basis or with families that are put into dispersed properties using a Family Intervention Tenancy. Outreach families receive up to 9 hours of support and families in dispersed accommodation receive 14 hours of support per week.

2. About SROI

Every day our actions and activities create and destroy value; they change the world around us. Although the value we create goes far beyond what can be captured in financial terms, this is, for the most part, the only type of value that is measured and accounted for. As a result, things that can be bought and sold take on a greater significance and many important things get left out. Decisions made like this may not be as good as they could be as they are based on incomplete information about full impacts.

Social Return on Investment (SROI) is a framework for measuring and accounting for change and this much broader concept of value. Action for Children have used SROI to understand the impacts of their activities and show how they understand the value created, manage it and can prove it.

SROI is about value, rather than money. Money is simply a common unit and as such is a useful and widely accepted way of conveying value. In the same way that a business plan contains much more information than the financial projections, SROI is much more than just a number. It is a story about change, on which to base decisions, that includes case studies and qualitative, quantitative and financial information.

SROI measures change in ways that are relevant to the people or organisations that experience or contribute to it. It tells the story of how change is being created by measuring social, environmental and economic outcomes and uses monetary values to represent them. This enables a ratio of benefits to costs to be calculated.

SROI is a principles based methodology. This report does not contain an explanation of the principles or every step of the SROI process. Principles and steps have been summarised where appropriate. For details of the principles and process and why they are important and a worked example, the Cabinet Office sponsored Guide to SROI (The SROI Network, 2009) should be referred to.

This analysis followed the 6 stages of an SROI.

3. Being Transparent

Action for Children paid **more than outputs** to carry out this analysis. This analysis has been carried out to the standard approach to SROI as documented by the UK Government, Cabinet Office sponsored guide to SROI (The SROI Network, 2009). The analysis was undertaken by **more than outputs** (Tim Goodspeed and Kate Lee) who have no links with Action for Children or the FIP outside of this piece of work.

To account for chaotic and complex change, in a world beyond the confines of an activity, requires judgements to be made. SROI is a framework within which these judgements are made. Judgements in SROI are guiding by the principles of SROI. To be clear on why this analysis is the way it is, this report attempts to set out as many of these judgments, estimations and assumptions, as is practicable and show what has been included and excluded in the analysis.

4. Terminology

Throughout this report, SROI definitions are used. They are introduced where appropriate.

5. Scope

The analysis focused on the cost effectiveness of the FIP working with children who are subject to a Child Protection plan or at risk of being placed on one and the effect of FIP involvement on Youth Crime. All the families that the FIP

SROI Principles

1. Involve stakeholders
2. Understand what changes
3. Value what matters
4. Include only what is material
5. Avoid over-claiming
6. Be transparent
7. Verify the result

SROI Process

1. Establishing scope & identifying key stakeholders
2. Mapping outcomes
3. Evidencing outcomes and giving them a value
4. Establishing impact
5. Calculating the SROI
6. Reporting, using and embedding

Outcome SROI Definition: The changes resulting from an activity. The main types of change from the perspective of stakeholders are unintended (unexpected) and intended (expected), positive and negative change

Scope SROI Definition: The activities, timescale, boundaries and type of SROI analysis

work with are in these 2 areas of intervention.

Aims and Objectives

The purpose of the analysis is to explore the effectiveness of the Northamptonshire FIP. (Action for Children would like to be able to extend the services it already provides in the future).

Audience

The report is primarily for Action for Children for the purpose of sharing good practice, measuring outcomes effectively, demonstrating an SROI analysis and generally for internal learning. The report will also be shared with key partners including the council.

Activities

This analysis is of a specific contract – the FIP service.

In scoping the analysis, intended/hoped for changes were explored. This theory of change (below) did not influence the outcomes identified by stakeholders other than to identify areas to explore during consultation to make sure that potential areas of change were all examined appropriately.

The objectives of the activities were expressed as follows:

As a result of intense whole family intervention, the child can live a safer, happier and more stable life at home and avoid being taken into care. FIP intervention can also lead to children being subject to child protection plans for shorter periods, not need to be subject to plans at all and there being a lower re-referral rate to council services. At the same time, this should lead to less crime being committed and, therefore, lower conviction rates and lower eviction rates.

Period of activities analysed

The analysis is an evaluation. The period of delivery analysed was 1 Sep 2009 to 31 August 2010.

Funding

The Northamptonshire FIP is funded by a contract and surpluses from previous years from:

- Northampton Borough Council
- Kettering Borough Council
- Wellingborough Homes
- Supporting People
- Rose Project

This includes money from:

- DfE + Match funding from Housing providers via Local Authorities
- Safer Community Board
- Dept of Health

The period of activities analysed by this scope is a past 12 month period and the funding and resources changed during this period. At the start of the period, the FIP had a relatively small team focused in Corby. By the end of the period a county-wide service had begun and the team (with a few vacancies) was almost up to its current level. The investment in the FIP over the period of the activities considered by this analysis (Sep 2009 – Aug 2010) was £304,108 (based on figures from 2009/10 and 2010/11 budgets).

6. Focusing on what is Material

Changes and impact as a result of activities are more difficult to account for than activities.

Social impact often means changes in people's lives in the world that they live in – a world that

goes beyond the activities that brings about the changes. Change is naturally chaotic and complex. In exploring what happens to stakeholders as result of the FIP activities, there is a wealth of data. If explored for long enough, it is possible to generate more data than it would be possible to analyse with resources proportional to the scale of activity. In additional, every stakeholder is a unique individual, so each stakeholder will have a different story to tell. So there is more complexity and diversity than it would be possible to analyse with proportional resources.

This potentially infinite amount of data is prioritised and managed by focusing on the stakeholders and outcomes that are material to this analysis and its scope. In this analysis, what was relevant and significant to be included was judged by considering elements of the Accountability Material test, including:

- If FIP had a policy (e.g. around equality), then any outcomes relating to this policy area are likely to be material as development of a policy suggests an area of importance where actions are taken
- Where changes are expected or known in similar projects
- Where there is a direct financial impact of the change

Some stakeholders were considered less relevant than others. Some outcomes were considered less significant than others. Excluded stakeholders and outcomes are detailed in the inventory section.

7. Involving Stakeholders

All stakeholders were identified at the start of the analysis and then the most relevant (material) ones selected for inclusion in the

analysis. Stakeholders not included are shown in the inventory section. This selection was kept under review throughout the analysis and stakeholders brought back in to the analysis during the process if it was felt that they were relevant. No material changes, in the context of the scope, occurred to excluded stakeholders.

A stakeholder engagement plan was developed to identify how relevant stakeholders were to be consulted and involved. This is summarised below together with other details about these stakeholders including why they were considered relevant.

Materiality SROI Definition: Information is material if its omission has the potential to affect the readers' or stakeholders' decisions

Stakeholders SROI Definition: People, organisations or entities that experience change as a result of the activity that is being analysed

Included Stakeholders	What we think changed for them (why they are included)	size of group	Target no. to be involved	Method of involvement	HOW? WHO?
Children and Young People	<ul style="list-style-type: none"> - educational needs met - health needs met - increased self-esteem - stability, safety and security in family/foster care - basic needs met: food, routines, bedding, stimulation, love - access to more services - voice heard - increased social skills 	60 children and young people	As many as possible	children's rights group	FIP Team
				Children's questionnaire	FIP Team
				Review of existing data	SROI Practitioner
				Home visits	SROI Practitioner(s) + FIP Team
				Observations of family/carers	SROI Practitioner
				Observations and existing data of FIP/FIP team	FIP team
				Observations of other professionals	SROI Practitioner
Families and carers	<ul style="list-style-type: none"> - better parenting skills - less disruption (in the home?) - access to services - less family breakdowns - correct benefits - better housing - better health - education needs met - employment needs met - more security - better community involvement - safer family - reduced crime - less DA, alcohol and drug abuse - sustained change - improved quality of life, long term 	29 current cases	As many as possible who have been assessed and are receiving/have received care	Family questionnaire	Completed by family with FIP team member during usual contact
		Exclude families going through assessment = ??		Review of existing data	SROI Practitioner
		3 families who have exited service		Home visits	SROI Practitioner(s) + FIP Team
				Observations of other family members	SROI Practitioner
				Observations and existing data of FIP/FIP team	FIP team
				Observations of other professionals	SROI Practitioner
Organisations providing services to substance abusers: <ul style="list-style-type: none"> • Rose • CAN • AQUA 	<ul style="list-style-type: none"> - Increased no. of appointments attended - Improved treatment success rates - better engagement 	3 organisations	3 people - 1 person from each organisation	Phone interview by SROI Practitioner(s)	SROI Practitioner

Included Stakeholders	What we think changed for them (why they are included)	size of group	Target no. to be involved	Method of involvement	
				HOW?	WHO?
<ul style="list-style-type: none"> Police Anti-Social behaviour unit Youth Offending Service 	<ul style="list-style-type: none"> - less ASB/crime - joined up working - less YP going in to custody 	<ul style="list-style-type: none"> 6 ASBU teams 2 YOS teams 	3 representatives	Phone interview by SROI Practitioner(s)	SROI Practitioner
<ul style="list-style-type: none"> CYPS Foster carers 	<ul style="list-style-type: none"> - less children subject to a child protection plan - less children looked after - less referrals and repeat referrals - shorter time frame - better partnership work 	(massive) 4 associate area managers	1	Phone interview by SROI Practitioner(s)	SROI Practitioner
Housing	<ul style="list-style-type: none"> - more secure tenancies - less voids and arrears - improved community relations 	5 funding bodies	Up to 3 people from different organisations	Phone interview by SROI Practitioner(s)	SROI Practitioner
Health: <ul style="list-style-type: none"> CAMHS Adult services GP's Health visitors 	<ul style="list-style-type: none"> - Referrals more appropriate - Increased no. of appointments attended - Improved treatment success rates - better engagement 	<ul style="list-style-type: none"> 2 CAMHS teams 6 Primary care trusts 1 health authority Many GPs 	1 CAMHS rep	Phone interview by SROI Practitioner(s)	SROI Practitioner
<ul style="list-style-type: none"> Education Job Centre 	<ul style="list-style-type: none"> - improved attendance rates - less exclusions 	<ul style="list-style-type: none"> Many schools EW department LEA Job centres 	1 senior EWO?	Phone interview by SROI Practitioner(s)	SROI Practitioner

Stakeholders were involved in identifying outcomes, quantifying the outcomes that related to them, developing indicators, valuing outcomes and estimating deadweight and attribution during the development of the impact map.

Stakeholders were also involved during and at the end of the process when a sample were contacted to check that they recognise and agree with the bits of the analysis that relate to them.

Stakeholders from each group and sub-group were asked if they recognise and agree with the:

- Outcomes
- theory of change; and
- relative order of value of outcomes

for them. All were able to confirm that they recognised and agreed with these sections of the analyses appropriate to them.

8. Data Collection

Stakeholders were consulted (as above). The stakeholder engagement plan above aimed to contact as many stakeholders as practicable, across as representative a range of families as possible.

A number of questionnaires returned were not usable for a number of reasons. The following sample sizes (of usable data) were achieved:

- 12 out of 29 (41%) families were contacted with a questionnaire
- 6 out of 29 (21%) families were interviewed in more depth
- Overall 17 out of 29 (59%) families were consulted. To avoid consultation overload and to get the widest representative samples, it was felt appropriate to only consult most families with 1 method of consultation. However, 1 family was contacted with both methods to check that results of these different methods correlated.
- The 17 families contained 50 out of 73 (68%) of the children and young people
- 11 public agencies and local authority officers were involved

The sample sizes achieved:

- 59% of families; and
- 68% of children and young people

were considered both representative or the variability within the group and large enough to base judgements on. The quantity of outcomes used in the analysis were pro-rata these samples. The Treasury Magenta Book (HM Treasury, 2007) was used as guidance in testing the sample sizes. In both cases (families and children and young people):

- There was no systematic basis for sample selection – data was collected wherever it was possible, by any of the team that had been trained to collect it, during the data collection period.
- By nature of the activity and the needs of the families and children, the variability within the group was significantly less than it would be for, say, a sample of the wider population.
- Saturation point was reached with the occurrence of unique and relevant outcomes minimised
- Given the small total size of the group, there was limited stratification or clustering that could be identified.

The questions and areas explored during consultation were different for different stakeholders, but included for all stakeholders the follow key areas:

1. What has changed for you/your organisation as a result of FIP activities?
2. Has all the change been positive?
3. Has anything changed that you weren't expecting?
4. How long do you think this change will last?
5. What could we show someone (for each change) that would prove that these changes have taken place?
6. How much of a difference will each of these changes make to you/your organisation?
7. Can you put these changes in priority order of how important they are to you? Which are worth most/least to you?
8. What other ways might the change have come about?
9. Was anyone else involved in making these changes happen? If so, who were they and how much would you say was down to them?
10. What would have happened if you hadn't been able to use this service?

Primary data from stakeholders was gathered by the SROI practitioners, the FIP Team in Northamptonshire and Sarah Canto (Improvement and Consultancy Manager for Action for Children).

9. Understanding Change - Outcomes

Inputs

The investment in the FIP over the period of the activities considered by this analysis (Sep 2009 – Aug 2010) was £304,108 (based on figures from 2009/10 and 2010/11 budgets).

All relevant inputs by significant stakeholders have been included. The time of families and children was included as an input but not given a financial value – in line with the standard approach to SROI. This is reviewed and discussed in the discussion at the end of this report to see what difference putting a financial value on their time would make to the overall findings.

Chains of events

Very few outcomes are discrete changes that are not connected to another outcome in some way. Take Tania's story (not her real name) for example:

Impact Map SROI Definition: A table that captures how an activity makes a difference: that is, how it uses its resources to provide activities that then lead to particular outcomes for different stakeholders

Inputs SROI Definition: The contributions made by each stakeholder that are necessary for the activity to happen

Outputs SROI Definition: A way of describing the activity in relation to each stakeholder's inputs in quantitative terms

The family's FIP worker started to work with all of the members of the family; attending appointments, doing anger management with the children and providing advocacy when working with other services . . . As a result of this support, Tania says "everything" has changed; Tania's relationships with her other children have improved. Tania has been given hope and, where she previously felt like it wasn't her family, she now feels capable as a Mum and has stopped having suicidal thoughts. Tania's confidence has increased to such an extent she now feels able to pursue her desire to work in catering and so, with FIP's support, has applied to do a cookery course

Now, there are many changes and things going on here. To analyse them, each individual change is first separated out for all families from the data collected and then chains of events explored where one outcome leads to another. An ultimate, material outcome like 'improved family relationships' is considered in the context of the other outcomes that contributed to it (as below). This avoids over-claiming and double counting outcomes where they are contributing to each other.

- Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry,
- developed better parenting skills,
- communicated more
- fought less; and
- family life and relationships improved

These five changes are considered as one outcome and a chain of events (see impact map (3rd row)). The value of this change is then considered for this outcome as a whole including all the links in the chain. The value, therefore, captures the steps taken, where the stakeholder started from, etc - it values the whole journey not just the end point.

Negative and unintended change

SROI explores changes and impact, not just benefits. Negative and unintended outcomes are shown on the impact map in red.

Impact Map

Stakeholders	Inputs	Outputs	The Outcomes
<i>Who changes as a result of the activities</i>	<i>The investment in the activities</i>	<i>The activities</i>	<i>What changes as a result of the activities</i>
families (Parent(s)) involved with FIP for 0-2months <i>sub-group total: 11 Parent(s)</i>	time £0	total cases: 29 Families, including 73 children and young people	Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer (and was starting to develop parenting skills) family (Parent) is separated from partner and so household has less income
families (Parent(s)) involved with FIP for 3+months <i>sub-group total: 18 Parent(s)</i>	time £0	12 dedicated project workers focus on the whole family professionals with a wider range of skills support plan and contracts very frequent contact as necessary, e.g. mornings, evenings,	Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry, developed better parenting skills, communicated more and fought less and family life and relationships improved Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry, faced up to past and started to communicate and deal with issues for first time Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry and so less depressed and/or reliant on drink/drugs Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry, developed better parenting skills, and engaged with other public services more and child protection/children in to care was avoided family (Parent) is separated from partner and feels more safe and secure and is less at risk of domestic violence

families (Parent(s)) involved with FIP for 3+months (contd...)			weekends	family (Parent) is separated from partner and feels isolated, less confident and less safe and secure
			central point of contact for all services	family (Parent) is separated from partner and so household has less income
children and young people in families involved with FIP for 3+months	Time	£0	working with the family	family (child) is separated from father and feels more safe and secure and is less at risk of domestic violence
			partnership and strategic working with agencies and services	child felt calmer/less anxious (about self and Mum)/less angry/happier/safer and family life and relationships improved
<i>sub-group total: 42 children and young people</i>				child felt calmer/ less anxious/ less angry/ happier/ safer, family life, relationships and behaviour improves and life prospects improve
				child felt calmer/less anxious (about self and Mum)/less angry/happier/safer and avoided contact with criminal justice system
Police (ASB Unit)				able to close cases due to reduction in ASB and criminal activity
Local Authorities (Youth offending, Children and YP, Family Support, Social Services, Education)	DfE + Match funding from Housing providers via Local Authorities	£304,108		less ASB and problematic behaviour around housing
				better school attendance and attainment
				outcomes for families (above) result in less child protection/children in to care avoided

10. Evidence

The following table shows indicators, duration and value for each outcome.

Indicators

Each outcome is described in the stakeholder's words. Evidence of each change is sought to best demonstrate and provide the most appropriate indication that the change has happened.

Duration of change

The longevity, or sustainability, of each outcome was also considered. In many cases the outcome was 'life changing' as it changed the direction of the family's life. So there is potentially long term change as a result of FIP activity, but it is difficult to be confident about the duration or attribute all this change to Action for Children. To take this into account this analysis capped any change at a maximum of 3 years. In some cases the change only occurs while FIP are involved. Where this is the case, the outcome is only counted for the year of activities analysed.

Duration SROI Definition: How long (usually in years) an outcome lasts after the intervention, such as length of time a participant remains in a new job

With many outcomes, the FIP has not been running long enough to be able to tell if changes sustain for families after FIP involvement. For these outcomes, the future change has not been estimated and the duration of the change is only counted for the year of activities analysed.

11. Valuing the things that Matter

Financial Proxy SROI Definition: An approximation of value where an exact financial measure is impossible to obtain

Financial proxies have been selected that represent the value to the stakeholder that identified the outcome.

Financial Proxies

All financial proxies have been appropriately sourced (and referenced in the bibliography).

Some financial proxies are more obvious than others. Discussion follows of less obvious valuations and where some alternative proxies were available.

Outcome: improved family relationship for Parent(s)

Proxy: Price tag of raising a child (Liverpool Victoria, 2010)

What is the value (to a Parent(s)) of having a family –one that is functioning and communicating? If you ask Parent(s) engaged with FIP they will tell you it is ‘priceless’! But we want to try and quantify this in a way that represents a value that most of us would recognise as representative. So here we have used what the average household spends (annually) to bring up a child as proxy for having a family. This is what an average household pays to be a family. We have not multiplied this up by each child in the family in order to be conservative.

We could have used costs for adoption – what would someone who doesn’t have a family be willing to pay to become one. But these are difficult as adoption is paid for by the state largely in the UK and estimations of time spent by prospective Parent(s) in the process are not available.

International adoption costs are available, but unrepresentatively high. We also prefer use of cost of bringing up a child compared to adoption as this also suggests ongoing costs of having and maintaining a family which relate better to the outcome here.

The cost of a recovery package to save a relationship (£100) was also available as a proxy here but when we checked this value with some Parent(s) they did not feel that it came anywhere near the amount of and depth of change that this outcome represents for them as represented by the chain of events that lead up to this outcome.

Outcome: improved family relationship for child

Proxy: Price tag of raising a child (Liverpool Victoria, 2010)

The same logic (as above) applies here, however as a child does not pay to be brought up, we have to reference the household again as the point at which the value is recognised.

Outcome: children in to care was avoided for Parent(s)

Proxy: average cost of legal aid for a child protection case

Children diverted from care has value to the state, but also to the child and the Parent(s). The value to state is shown separately under local authorities with reference to their costs. The value here, to the Parent(s), is based on thinking about the costs of fighting to keep a child where the child and Parent(s) are at risk of being separated.

We could have used private legal fees here for divorce cases where the children and custody are involved – what someone else would be willing to pay to keep their children when at risk of separation from them. But, again, these figures were higher and not as representative of FIP families or the nature of the outcome compared to this proxy used.

Outcome: all outcomes for local authorities
Proxy: all proxies for local authorities

Where possible, the valuations used for resource savings for local authorities have been checked with relevant officers that they think they values are appropriate. We have also checked the amount of time officers estimate it would take them to achieve the same outcomes with these families if they had had the time. By using an appropriate hourly rate (from www.mysalary.co.uk) we have been able to estimate similar values and confirm that these proxies are in the right ball park.

Stakeholders	The Outcomes	Indicator		Quantity	Duration	Financial Proxy		
<i>Who changes as a result of the activities</i>	<i>What changes as a result of the activities</i>	<i>Evidence that the change has happened</i>	<i>Source</i>	<i>Amount of change</i>	<i>How long change will last (yrs)</i>	<i>value</i>	<i>£</i>	<i>Source</i>
families (Parent(s)) involved with FIP for 0-2months sub-group total: 11 Parent(s)	Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer (and was starting to develop parenting skills)	no. of Parent(s) reporting feeling calmer/ less anxious/ hopeful/ more confident/ safer	Questionnaires	9	1	cost of 8 hrs CBT with voluntary provider	£160	Unit costs of health and social care (PSSRU, 2005)
	family (Parent(s)) is separated from father and so household has less income	increase in overdrafts/ credit and Parent(s) reporting less income	Questionnaires	3	2	ave annual benefits (28yrol) (£248/wk)	-£12,896	Evaluation of the Dundee Families Project. (Dundee City Council, 2001)
families (Parent(s)) involved with FIP for 3+months sub-group total: 18 Parent(s)	Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry, developed better parenting skills, communicated more and fought less and family life and relationships improved	families where members spend more time with each other, less arguments and Parent(s) reported improved family relationships	Questionnaires	16	2	Annual cost of child	£9,227	Price tag of raising a child (Liverpool Victoria, 2010)
	Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry, faced up to past and started to communicate and deal with issues for first time	Parent(s) who report dealing with issues and family members and professionals who notice changed behaviour pattern	questionnaires and support worker	14	2	Annual cost of CBT with voluntary provider	£5,200	Unit costs of health and social care (PSSRU, 2005)
	Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry and so less depressed and/or reliant on drink/drugs	Parent(s) who have been able to reduce or stop their medication	Questionnaires	3	2	ave amount spent by drug users each year	£16,500	Drugs and Crime, (Home Office, 2000)

Stakeholders	The Outcomes	Indicator		Quantity	Duration	Financial Proxy		
families (Parent(s)) involved with FIP for 3+months <i>sub-group</i> total: 18 Parent(s) (contd...)	Parent(s) felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry, developed better parenting skills, and engaged with other public services more and child protection/children in to care was avoided	fewer looked after children	social services	8	2	average cost of legal aid for a child protection case	£3,364	Times 16Feb09 (the Sunday Times, 2009) Frances Gibb.
	family (Parent(s)) is separated from father and feels more safe and secure and is less at risk of domestic violence	fewer incidences of violence reported (generally not reported to police)	Questionnaires	6	3	Compensa tion level for 'serious abuse (physical)'	£2,500	Criminal Injuries Compensation Authority Tariff (Criminal Injuries Compensation Authority, 2009)
	family (Parent(s)) is separated from father and feels isolated, less confident and less safe and secure	Parent(s) reports feeling safer and increase in calls and visits to family/friends	Questionnaires	25	3	increased spend on phone bill: Ave annual exp per household on communic ations	-£426	Family Spending Survey (ONS, 2009)
	family (Parent(s)) is separated from father and so household has less income	increase in overdrafts/ credit and Parent(s) reporting less income	Questionnaires	6	3	ave annual cost of benefits (28yrolld) (£248/wk)	-£12,896	Evaluation of the Dundee Families Project. (Dundee City Council, 2001)

Stakeholders	The Outcomes	Indicator		Quantity	Duration	Financial Proxy		
children and young people in families involved with FIP for 3+months <i>sub-group total: 42 children and young people</i>	family (child) is separated from father and feels more safe and secure and is less at risk of domestic violence	fewer incidences of violence reported (generally not reported to police)	Questionnaires	10	3	Compensation level for 'serious abuse (physical)' as a child in the UK	£2,000	Criminal Injuries Compensation Authority Tariff (Criminal Injuries Compensation Authority, 2009)
	child felt calmer/less anxious (about self and Mum)/less angry/happier/safer and family life and relationships improved	children reporting fewer arguments and increase in time spent together/family activities	Questionnaires	32	2	Annual cost of child	£9,227	Price tag of raising a child (Liverpool Victoria, 2010)
	child felt calmer/ less anxious/ less angry/ happier/ safer, family life, relationships and behaviour improves and life prospects improve	children reporting feeling more employable	Questionnaires	15	2	Opportunity cost: average annual salary of 16–17-year-olds in full-time work	£9,130	Annual Pay 2008 (ONS, 2008)
		children avoiding prison	YOS					
child felt calmer/less anxious (about self and Mum)/less angry/happier/safer and avoided contact with criminal justice system	avoided convictions (separate convictions - some children would have had more than one)	Police and YOS	16	2	Total cost of conviction (fine + sentence)	£5,902	Drugs and Crime, (Home Office, 2000)	

Stakeholders	The Outcomes	Indicator		Quantity	Duration	Financial Proxy		
Police (ASB Unit)	able to close cases due to reduction in ASB and criminal activity	no. cases closed	Police	2	2	Costs associated with a teenager involved in criminal behaviour (without custodial sentence)	£13,000	Review of the reformed youth justice system (Audit Commission, 2004)
Local Authorities (Youth offending, Children and YP, Family Support, Social Services, Education, Housing)	less ASB and problematic behaviour around housing	fewer ASB incidents	Police/Housing Association	20	2	ave cost of majority of ASB incidents	£4,950	The Economic and Social Costs of Anti-Social Behaviour (LSE, 2003)
	better school attendance and attainment	truancies avoided	family support worker	32	1	ave cost of stopping a truant	£3,529	(The Learning Challenge, 2010)
	outcomes for families (above) result in less child protection/children in to care avoided	fewer looked after children	social services	15	2	Foster care unit cost: £477/child /wk for 6mnths	£13,693	Unit Costs of Health and Social Care (PSSRU, 2005)

12. Impact

Avoiding over claiming

Each change, for each stakeholder, has been considered for deadweight, attribution and displacement. Respectively:

- Would the change have happened anyway?
- Is any of the change down to others?
- Has this activity just moved something rather than changing it?

Were the answer was 'yes' to any of the above, then the percentage of change was estimated that would have happened anyway, was down to others, or was just moved. These percentages are detailed on the impact map.

These estimates were informed by data from stakeholders who were asked for each outcome:

- How long do you think this change will last? (used for duration and drop-off)
- What other ways might the change have come about? (used for deadweight)
- Was anyone else involved in making these changes happen? If so, who were they and how much would you say was down to them? (used for attribution)
- What would have happened if you hadn't been able to use this service? (used for deadweight)

Deadweight and attribution from families and children and young people was triangulated with data from agencies for outcome for families and children and young people.

However, the data from stakeholders was not all that was used here. In the absence of longitudinal data for most of the outcomes, additional deadweight was added to adjust for the possibility of a trend for the outcome to occur anyway to some degree (in relation to the benchmark).

Displacement was considered for each outcome, but there was no evidence that any balancing outcomes were occurring anywhere else. Many of the agencies consulted were able to confirm this.

Details and further comments on each comment are shown in the following table.

Stakeholders	The Outcomes	Comments
families (parents) involved with FIP for 0-2months	parent felt calmer/ less anxious/ hopeful/ more confident/ safer (and was starting to develop parenting skills)	Given the short duration of activity here (0-2 months), duration, displacement and drop off were minimal.
	family (parent) is separated from partner and so household has less income	Almost a third of parents felt that separation was 'inevitable' or it was 'only a matter of time'. Duration and drop off also took account of experience from the FIP team of the likelihood of the parent to remain single.

Impact SROI Definition: The difference between the outcomes for participants, taking into account what would have happened anyway, the contribution of others and the length of time the outcomes last

Deadweight SROI Definition: A measure of the amount of outcome that would have happened even if the activity had not taken place

Attribution SROI Definition: An assessment of how much of the outcome was caused by the contribution of other organisations or people

families (parents) involved with FIP for 3+months	parent felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry, developed better parenting skills, communicated more and fought less and family life and relationships improved	<p>There is no longitudinal data for this outcome to assess the trend, and so some deadweight has been estimated. This cannot be ruled out until there is data to prove otherwise.</p> <p>Some of this change must also be attributed to separated partners in some cases (who were excluded from the analysis).</p> <p>Parents felt less confident about this outcome without ongoing support, so a relative high drop-off was estimated in line with the number of stakeholders reporting this.</p>
	parent felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry, faced up to past and started to communicate and deal with issues for first time	<p>This outcome, by its nature is 'for the first time' and so it was not considered necessary to assess the trend here for deadweight.</p> <p>Some parents identified support from other agencies (not included in the analysis) helped with this outcome. Attribution was estimated in line with the number of stakeholders reporting this.</p>
	parent felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry and so less depressed and/or reliant on drink/drugs	<p>This outcome, by its nature is 'for the first time' and so it was not considered necessary to assess the trend here for deadweight.</p> <p>Some parents identified support from other agencies (not included in the analysis) helped with this outcome. Attribution was estimated in line with the number of stakeholders reporting this.</p> <p>Parents felt less confident about this outcome without ongoing support, so a relative high drop-off was estimated in line with the number of stakeholders reporting this.</p>
	parent felt calmer/ less anxious/ hopeful/ more confident/ safer/ less angry, developed better parenting skills, and engaged with other public services more and child protection/children in to care was avoided	<p>There is no longitudinal data for this outcome to assess the trend, and so some deadweight has been estimated. This cannot be ruled out until there data to prove otherwise.</p>
	family (parent) is separated from partner and feels more safe and secure and is less at risk of domestic violence	<p>Almost a third of parents felt that separation was 'inevitable' or it was 'only a matter of time'.</p> <p>Duration and drop off also took account of experience from the FIP team of the likelihood of the parent to remain single.</p> <p>There is no longitudinal data for this outcome to assess the trend, and so some deadweight has been estimated. This cannot be ruled out until there data to prove otherwise.</p> <p>Although stakeholders felt that this outcome would last, the value to them was most apparent in the short term when the separation was recent, and so high drop off was estimated.</p>
	family (parent) is separated from partner and feels isolated, less confident and less safe and secure	<p>Almost a third of parents felt that separation was 'inevitable' or it was 'only a matter of time'.</p> <p>Duration and drop off also took account of experience from the FIP team of the likelihood of the parent to remain single.</p> <p>There is no longitudinal data for this outcome to assess the trend, and so some deadweight has been estimated. This cannot be ruled out until there data to prove otherwise.</p> <p>Although stakeholders felt that this outcome would last, the value to them was most apparent in the short term when the separation was recent, and so high drop off was estimated.</p>

families (parents) involved with FIP for 3+months (contd...)	family (parent) is separated from partner and so household has less income	<p>Almost a third of parents felt that separation was 'inevitable' or it was 'only a matter of time'.</p> <p>Duration and drop off also took account of experience from the FIP team of the likelihood of the parent to remain single.</p> <p>There is no longitudinal data for this outcome to assess the trend, and so some deadweight has been estimated. This cannot be ruled out until there data to prove otherwise.</p>
children and young people in families involved with FIP for 3+months	family (child) is separated from father and feels more safe and secure and is less at risk of domestic violence	<p>Almost a third of parents felt that separation was 'inevitable' or it was 'only a matter of time'.</p> <p>Duration and drop off also took account of experience from the FIP team of the likelihood of the parent to remain single.</p> <p>There is no longitudinal data for this outcome to assess the trend, and so some deadweight has been estimated. This cannot be ruled out until there data to prove otherwise.</p> <p>Although stakeholders felt that this outcome would last, the value to them was most apparent in the short term when the separation was recent, and so high drop off was estimated.</p>
	child felt calmer/less anxious (about self and Mum)/less angry/happier/safer and family life and relationships improved	<p>Some children identified support from other agencies (not included in the analysis) helped with this outcome. Attribution was estimated in line with the number of stakeholders reporting this.</p> <p>Children felt less confident about this outcome without ongoing support, so a relative high drop-off was estimated in line with the number of stakeholders reporting this.</p>
	child felt calmer/ less anxious/ less angry/ happier/ safer, family life, relationships and behaviour improves and life prospects improve	<p>Some children identified support from other agencies (not included in the analysis) helped with this outcome. Attribution was estimated in line with the number of stakeholders reporting this.</p> <p>Children felt less confident about this outcome without ongoing support, so a relative high drop-off was estimated in line with the number of stakeholders reporting this.</p>
	child felt calmer/less anxious (about self and Mum)/less angry/happier/safer and avoided contact with criminal justice system	<p>There is no longitudinal data for this outcome to assess the trend, and so some deadweight has been estimated. This cannot be ruled out until there data to prove otherwise.</p> <p>Children felt less confident about this outcome without ongoing support, so a relative high drop-off was estimated in line with the number of stakeholders reporting this.</p>
Police (ASB Unit)	able to close cases due to reduction in ASB and criminal activity	<p>Stakeholder was able to reflect on past experience and situation before FIP began and so deadweight (including a trend) and attribution was estimated. However, most lacked confidence that the outcome would sustain entirely without ongoing support from FIP or elsewhere and so a high drop-off was estimated.</p>
Local Authorities (Youth offending, Children and YP, Family Support, Social Services, Education, Housing)	less ASB and problematic behaviour around housing	<p>Stakeholder was able to reflect on past experience and situation before FIP began and so deadweight (including a trend) was estimated. However, most felt lacked confidence that the outcome would sustain entirely without ongoing support from FIP or elsewhere and so a high drop-off was estimated.</p>
	better school attendance and attainment	<p>Stakeholder was able to reflect on past experience and situation before FIP began and so deadweight (including a trend) was estimated</p>
	outcomes for families (above) result in less child protection/children in to care avoided	<p>Short duration, no drop off required.</p> <p>Stakeholder was able to reflect on past experience and situation before FIP began and so deadweight (including a trend) was estimated. However, most felt lacked confidence that the outcome would sustain entirely without ongoing support from FIP or elsewhere and so a high drop-off was estimated.</p>

13. Inventory and Audit Trail

Fathers were included in this analysis as parents. The FIP currently work with 5 male carers, 2 of which are single fathers. We were, unfortunately, not able to pick up either of these single fathers in samples consulted during data collection to see if they experienced any different outcomes from single mothers. However, one of the fathers was included in the review process (see section 7 Involving Stakeholders) where it was possible to confirm that the outcomes, theory of change and relative order of value of outcomes was appropriate to him as a parent. It has, therefore, been assumed for this analysis that fathers experience the same material changes as mothers and they are both understood as parents and guardians for this analysis.

Action for Children always try to work with both parents, even if they are separated and not both living with the children. This policy means that even if father's involvement with the children is less and we might suspect that they experience much less change than the mother, they are stakeholders.

Excluded stakeholders

Stakeholders that were not considered material to this analysis were not included. They were:

Stakeholder	Reason for exclusion
Young People not living with the family (Parent(s))	<p>These were older children who had moved away from home and were independent from the family. They were excluded because:</p> <ul style="list-style-type: none"> a) They were considered outside of the scope as the project had no direct contact with them. b) Outcomes for them as a result of the FIP activities were considered to be of much less value to them than those for included stakeholders. c) From past experience, the needs of this group were not as great as children living with the family and activity with this group (sighted by other projects) had shown limited impact
Parents not living with the family (before FIP activity)	<p>This group (predominantly Fathers) are engaged by the FIP activities. The amount of contact they have with their family varies widely. For those with little contact, it was considered that there would be little change. For those with more contact, it was considered that the material outcomes would occur to the family rather than the separated parent.</p>

Stakeholder	Reason for exclusion
Parents not living with the family (as a result of the FIP activity)	This stakeholder group was not initially identified, but become obvious when outcomes for parents around splitting up were identified. They were then identified as a stakeholder sub-group. It was possible, through existing contact by the FIP with separated parents, to consult with them and a number of questionnaires were collected. Some reported little or no change. Some reported changes to included stakeholders (predominantly children) rather than changes to themselves. Where changes to themselves were reported these were included (changes in benefits, feels more safe and secure, feels anxiety and loss). When asked to put changes they reported in order of importance, changes to themselves were less important to them than the changes to children. Although initially included, analysed and valued, these outcomes were not considered significant, and so these stakeholders were not included. These outcomes are shown in the following excluded outcomes section.
NHS	Health outcomes were analysed and valued, but the other outcomes identified were more significant – other outcomes were valued higher by stakeholders than any health outcomes
Central government (as a proxy for the state)	The most significant (highest value) outcomes for the state occurred for the Police and Local Authorities and were included. Other lower value outcomes were not significant.
Substance miss-use agencies	
Community projects and youth groups	
CAB	
Homestart	
Probation service	
Prisons/Secure Units	A number of additional agencies/groups had direct and indirect contact with the families and children or with Action for Children. Those consulted are shown in section 7 Involving stakeholders. All those consulted reported predominantly changes to included stakeholders rather than changes to themselves. Where changes to themselves were reported, the outcomes were in terms of improved process and ability to deal with families and children more easily or quickly. When asked to put changes they reported in order of importance, changes to the agency/group were always less important to them than the changes to included stakeholders. These outcomes were not, therefore, considered relevant, and so these stakeholders were not included (although many were consulted).
Law Courts	
Foster carers	
Lawyers and solicitors	
CAFCASS	
JAM – Corby	
MARAC	
Children’s/families Centre	
Women’s Aid	
Neighbourhood watch	
Residents associations	
Advocacy service	
Learning disabilities service	
Adult learning	
Parenting groups	

Excluded Outcomes

Some outcomes that were identified where judged not to be the most significant ones and so these were not included. (Negative outcomes are shown in red).

Changes in benefit payments by the state were excluded as a material change to the state and so state is not included as a stakeholder (beyond local and regional agencies and authorities). The benefit changes are used as a proxy for the family (Parent(s)) as the household income is reduced as a result of the separation from the father and his benefits. However, there is no change to the state as it is assumed FIP bring about no change to the father's benefits, it is just that the benefits don't come in to the family any more.

Dependence on FIP was an unintended negative change for some Parent(s). However, this was not widespread, and did not destroy significant value when valued, so it was not included. (Incidentally, other Parent(s) reported that FIP helped them stand on their own two feet. This is separate change, but does provide a contrast here for context).

The following outcomes were initially included in the impact map, were all valued, but were removed during a materiality assessment as they created or destroyed less value than those included.

- Parent(s) felt more confident and trusting/accepting of support and engaged with other public services more and family have improved/new home and are more stable, secure and 'on own two feet'
- family (Parent) is separated from their partner and feels more safe and secure
- FIP require contribution (£3) to family activities and family/ Parent(s) has less money
- Parent(s) experienced increase anxiety and upset when FIP appointments not kept
- children are separated from one of their parents and/or moved to new homes, and experience loss or homesickness
- family (child) is separated from one parent and feels more safe and secure and is less at risk of domestic violence (for children involved for less than 3 months)
- child felt calmer/less anxious (about self and Mum)/happier/safer (for children involved for less than 3 months)
- child felt calmer/ less anxious/ less angry/ happier/ safer and negative behaviour habits (outside of the family) broken
- child felt let down if appointments/ promises for trips not kept
- as a result of better health referrals, and better family engagement, NHS time is saved and services targeted better
- by dealing with issues with children, need for adult health services is avoided later in life
- police and communities benefit from increased public confidence in relation to ASB
- fewer instances of inappropriate council accommodation being provided and so council time saved not having to deal with resulting issues
- council able to re-allocate resource to other tenants where FIP are 'looking after' family
- council housing dept time saved and income protected due to more secure tenancies
- council time and resource is saved as child protection is better focused on the right families and children resulting in more appropriate child protection plans
- more time is required by council and other services as referrals increase as families engage better with services

Missing Indicators and Proxies

Indicators and proxies have been developed or researched for every material outcome. There are no missing indicators or proxies.

14. Social Return Calculation

The impact, the total value of each change, is calculated as

the financial proxy
multiplied by the quantity of the outcome
minus any deadweight, attribution and/or displacement

This calculation has been carried out for each row of the impact map. The total impact is then the total of all the impact calculations for each outcome. The total impact at the end of the period of analysis of activities analysed was valued at £945,063 using this calculation and is shown on the impact map.

The future value of change

However, some of the outcomes identified last beyond the activities as discussed earlier. Where this occurred, the value of the change in future years has been projected and the value over all projected years totalled. In projecting value in to the future, the fact that in the future, the monetary value used may be worth less must be taken into account. To do this, the present value has been calculated using a discount rate of 3.5% (the basic rate recommended for the public sector in the Green Book (HM Treasury, 2003)).

The present value of activities identified by this analysis was valued at £1,300,402 using this calculation and is shown on the impact map.

Social Return

The social return is expressed as a ratio of present value divided by value of inputs. For this analysis, the social return ratio is therefore:

$$\frac{\underline{£1,300,402}}{£304,108} = 4.28 : 1$$

This is the normal way of presenting social return and the overall figure produced by this analysis. **This means that this analysis estimates that for every £1 invested in Northamptonshire FIP activities there is £4.28 of social value created.**

However, if you invest money, in a savings account for example, you would normally deduct the initial investment from the final figure in your account to consider the return on your money. This is the net return. So, if the initial investment (the total inputs) is deducted from the present value to give the net present value and then divide that by the value of the inputs, the net social return for this analysis will result as follows:

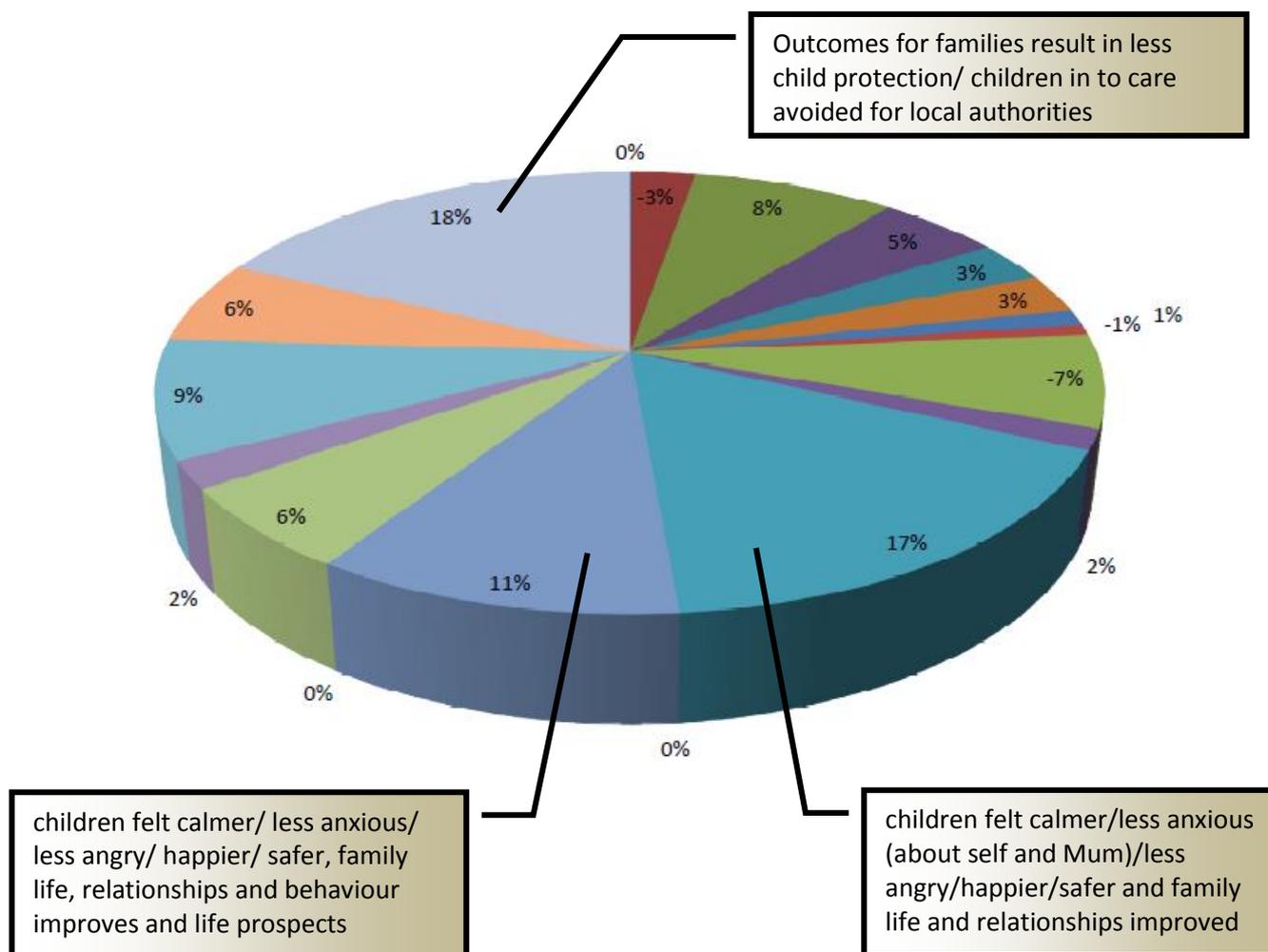
$$\frac{(\underline{£1,300,402 - £304,108})}{£304,108} = 3.28 : 1$$

15. Verifying the Result

Sensitivity analysis

Given that this analysis contains estimations and assumptions, it is prudent to review where these decisions have had a significant effect in the overall SROI figure stated and to, therefore, consider the confidence that can be placed on this.

Of the 17 material changes, 3 stand out as the largest, accounting for approximately half of the total value between them. These most significant (or sensitive) areas of the analysis were:



Worse case scenarios

These 3 outcomes, and the judgements made in arriving at the value of them, are examined in more detail here and some less favourable scenarios calculated.

Element	Current calculation	Possible variations
Change	children felt calmer/less anxious (about self and Mum)/less angry/happier/safer and family life and relationships improved	
Quantity	32	32 This was reported by 100% of children involved in the SROI, so 32 out of 42 is already conservative
Duration	2	1 The change may only occur during FIP involvement. It seems likely that it would continue, but this is difficult to test until FIP has been running for longer, so we could assume here that the change does not last beyond FIP involvement.
Financial proxy	£9,227	£9,227 Cost of child (Liverpool Victoria) (discussed above)

Deadweight	15%	15%	Already high, despite evidence that without FIP involvement things get worse not better
Attribution	25%	25%	Already high, despite evidence that with other agencies involved before FIP engagement, cases still deteriorate
Drop off	50%	50%	(irrelevant now if duration is only during FIP activity)
Impact	£282,346	188,231	
Effect on SROI ratio	£4.28	£3.99	-7%

Element	Current calculation	Possible variations	
Change	children felt calmer/ less anxious/ less angry/ happier/ safer, family life, relationships and behaviour improves and life prospects		
Quantity	15	15	15 out of 42 is already a conservative estimate
Duration	2	2	Changes are often 'life changing' and last for more than 2 years
Financial proxy	£9,130	£4,565	Half value to consider only part-time employment
Deadweight	0%	0%	Evidence from education welfare suggests that in these hardest of cases, things get worse not better without FIP involvement
Attribution	15%	15%	Many agencies already involved before FIP engagement, but cases still deteriorate without FIP
Drop off	45%	45%	Already high
Impact	£116,408	£58,204	
Effect on SROI ratio	£4.28	£3.99	-7%

Element	Current calculation	Possible variations	
Change	Outcomes for families result in less child protection/ children in to care avoided for local authorities		
Quantity	15	7	If the % of children diverted from care drops from 20% of those involved to only 10%
Duration	2	2	Changes are often 'life changing' and last for more than 2 years
Financial proxy	£13,693	£13,693	(could have been higher as discussed above)
Deadweight	0%	0%	Evidence from social services suggests that without FIP involvement things get worse not better
Attribution	0%	0%	Many agencies already involved before FIP engagement, but cases still deteriorate without FIP
Drop off	50%	50%	Already high
Impact	£205,392	£95,850	
Effect on SROI ratio	£4.28	£3.76	-12%

So, by varying these more sensitive judgements we can see for some worse scenarios that the SROI could be up to 12% lower (£3.76). If all 3 scenarios above are combined, the worst variation would be -19% (£3.48).

Better case scenarios

In the same way, some more favourable scenarios can be explored to test the value calculated. Using the same approach as above, the 2 most obvious judgements that appear the most sensitive were where alternative financial proxies were available, but in both cases, the lower value financial proxy was chosen to err on the side of caution.

- To value children diverted from child care, a proxy of £477 per week per child was used from *Unit Costs of Health and Social Care 2005* (PSSRU, 2005) (PSSRU, 2005) converted to 2010 prices. A higher value of £633 per week per child was available from *The Cost of Foster Care* (British Association for Adoption & Fostering, 2005). And indeed, Children and Young People's Services, Northamptonshire County Council, reported the value to be nearer £60,000 pa per child (or £1,154 per week).
- In valuing children diverted from child care, we have also only assumed 6 months of fostering as the costs would not occur until the child is actually taken in to care if FIP had not been involved. But to value this change in any future year, 12 months of foster care should be included and this would increase the value of this outcome.
- To value reduced risk of domestic violence to children, a proxy of £2,000 for Compensation level for 'serious abuse (physical)' as a child in the UK was used from the *Criminal Injuries Compensation Authority Tariff* (Criminal Injuries Compensation Authority, 2009). A higher value of £4,202 was available based on costs of physical and emotional impact on victims of domestic abuse from *Home Office Economic & Social Cost of Crimes against individuals and households 2003/04* (Home Office, 2005).

If all 3 scenarios above are combined, the best variation would be +39% (£5.97).

16. Confidence range

To conclude the sensitivity analysis, considering the following factors:

- Short duration of outcomes (discussed above - With many outcomes, the FIP has not been running long enough to be able to tell if changes sustain for families after FIP involvement. For these outcomes, the future change has not been estimated and the duration of the change is only counted for the year of activities analysed).
- A worse set of scenarios resulting in the value only being £3.48:£1
- A better set of scenarios and alternative proxies resulting in the value being £5.97:£1

the impact of FIP activities, represented by a value of £4.28:£1, appears justified and appropriate, if a little conservative. With better longitudinal data it should be higher.

However, to represent better the fact that the analysis is based on a range of judgements, a value likely to be about £4:£1, but in the range of £3:£1 to £6:£1 is the most appropriate conclusion that can be drawn from the information currently available.

With more information and analysis resource, it will be possible to narrow this range. But there will always be a range - it is not possible to assess impact without making judgements and these should be tested and appropriately represented by a range of values.

Assurance

This report has been submitted for external verification and has been assured by the SROI Network Assurance Panel.

17. Discussion

Valuing families time as inputs

Some of the credit for the changes in families must go to the Parent(s) and children themselves who exhibit bravery and strength and put in considerable time and effort to make a difference for themselves and their future. Yet, this model does not value their input? Indeed, society views them as a burden rather than having value. To be consistent, their time has not been valued as an input in this analysis as it is not valued in the standard approach to SROI (The SROI Network, 2009).

However, if we recognised their input with a financial value of their time based on approx 40hrs a month at minimum wage, for each month of their involvement, the SROI would drop from £4.28:£1 to £3.38:£1. So we can still be confident that, if we took this step beyond what is normally considered appropriate, there would still be considerable value created by the FIP.

Negative value in the first few months for families

It should be noted that the value for families in the first few months of FIP involvement is negative (-£42,712). For some families, they agree it is beneficial and necessary for the parents to live separately in order to achieve outcomes in the care plan and keep the children safe. A large part of this figure relates to a household becoming a single parent household and, due to the benefits system, the household is therefore financially worse off in the immediate short term.

18. Recommendations and Response

Recommendations are included in an internal management report that complements this public report.

Action for Children has also made a response to the draft report and the recommendations, but the response is part of a document that is also internal at this stage.

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