



2016

Social Return On Investment Forecast of Teulu Ni

Early intervention that creates
value in the lives of vulnerable
families



Report written by; Dr Adam Richards

Contents

Assurance Statement	2
Executive Summary	3
1.0 Introduction	5
2.0 Social Return on Investment (SROI) Framework	13
3.0 Stakeholder Engagement and Scope of Analysis	17
4.0 Project Inputs	23
5.0 Outputs	27
6.0 Outcomes & Indicators	29
7.0 Valuing Outcomes	49
8.0 Establishing Impact	57
9.0 SROI Results	65
10.0 Sensitivity Analysis	68
11.0 Conclusions	78
12. Recommendations	80
13.0 References	83
14.0 Appendices	86

Assurance Statement

To ensure that the produced report accurately reflects the principles of effective social value analysis, this report has been independently assured by Social Value UK. The assurance statement below identifies their findings;

“This report has been assured by Social Value UK. The report shows a good understanding of, and is consistent with, the Social Value process and principles. Assurance here does not include verification of stakeholder engagement, data and calculations.”



Executive Summary

This report details the Social Return on Investment (SROI) forecast analysis conducted on Teulu Ni, a voluntary preventative early-intervention for families in Gwynedd with additional or complex needs funded by the Big Lottery's Improving Futures fund. The results demonstrate that significant social value is created through the project's activities, with a **SROI result of £5.15:1 – meaning that for each £1 invested, £5.15 of value is created.**

Fundamental to the success of Teulu Ni is the employment of four Family Buddies to work with families. Blending passion and approachability with a determined professionalism, the Buddies place families' holistic needs at the centre of the relationship. By providing sufficient time with families, existing behaviours and situations that lead to chaotic and complex lives can be effectively challenged. The independence of the Buddies from statutory services is that which creates the potential for families to commit to the relationship, with the trust that sustained changes are possible. By making **families feel more reassured and less alone in their situation**, many are able to make important changes in their lives – such as **improving their confidence as parents, strengthening family relationships, improving mental health and increasing young people's opportunities to be a child.**

It is the specific combination of these outcomes that contributes to **improving families' overall resilience** to face the challenges that life can throw at all of us. This not only provides significant value to family members, but also creates substantial value for various state agencies. By providing preventative measures, families are less likely to require support from agencies such as social services, Gwynedd's Team Around the Family, the National Health Service, and the Youth Justice Service. **In total, over £4.3m of total value was created over the project's lifetime** for the range of important stakeholders.

SROI places the experiences of key stakeholders at the centre of the analysis, and by understanding what has changed in people's lives, we are able to value those changes. The accepted adage that prevention is more effective than cure requires us to understand and value these activities – as does the changing legislative environment in Wales. This report demonstrates that Teulu Ni aligns extremely effectively with the Social Services and Well-Being Act (2014), by placing the needs of families at the core of a relationship that integrates support to prevent the escalation of needs. This creates significant value in the lives of people, and provides important opportunities to potentially reallocate costs for local and national government; both of which provide the evidence that **continued funding for Teulu Ni is essential for families in Gwynedd and beyond.**

Teulu Ni supports families to make important changes for themselves; changes that make families less chaotic, happier, and ultimately more resilient. Only by understanding the total value of a project are we able to manage it effectively, and in the case of the lives of parents and their children, the value of this was expertly summarised by a child involved in the analysis; *“family is the most important thing in the world”*.

This report does not place a price on everything; instead it values those things that are important so that we can **be more accountable for our decisions, make better decisions, and create ever more social value in the lives of people.**

Acknowledgements

This report would not be possible without the willingness of many people and I would like to thank them for their time and commitment. Firstly, working with Eleri Llyod has been fantastic – a definite new-found social value geek to add to the movement. The support of Mair Richards, Bethan Russell Williams and everyone else at Mantell Gwynedd has been amazing, and of course the Family Buddies, whose enthusiasm for their families is infectious. Equally, without the generosity of families to allow us into their homes to ask some weird and wonderful questions, this report would not have the level of detail it has. And finally, the range of organisations that have provided input has been invaluable, so thanks go to the Barnardo's Children's Services Service Manager, Social Services Children's Services Senior Manager, the team at Gyda'n Gilydd, Eleri Powell the Mindfulness Coach, Action for Children's Manager, and the Y Bont Coordinator.

Diolch yn fawr

1.0 Introduction

This is a forecast Social Return on Investment (SROI) analysis for the Teulu Ni project commissioned by Mantell Gwynedd with Big Lottery Improving Futures funding. The analysis is conducted with careful consideration of the seven fundamental principles of SROI - and this foundation has provided the opportunity to honestly value the social impacts of the project. Teulu Ni is designed to place families with additional and complex needs at the centre of a relationship that works to strengthen their resilience to independently and effectively manage their lives.

The objectives of this report have been to conduct extensive stakeholder engagement to understand what has changed, or will change as a result of Teulu Ni, and ultimately to appreciate the value of these changes. Accounting for a more holistic understanding of impacts allows for their improved subsequent management – allowing the voice of those stakeholders that matter most to be heard, and decisions taken that create the most positive impacts possible. Only by measuring what matters can we make the most of our skills, time and resources - and for organisations such as Mantell Gwynedd that is about understanding the social value created for the families of Gwynedd that have received the support of Teulu Ni.

Before discussing the results of analysis, this report outlines the Teulu Ni project in detail. Importantly, owing to significant legislative changes and funding pressures, the report positions the project against the local and national Welsh preventative agenda.

1.1 Background and Information

1.1.1 Mantell Gwynedd

Mantell Gwynedd is a registered charity (Charity Number 1068851), and also a company limited by guarantee registered in Wales (Company Number 3420271). It is the County Voluntary Council (CVC) for Gwynedd, 1 of 19 in Wales and manages the Teulu Ni (Our Family) project.

With 2,418 registered members and over 5,000 enquiries made to them in 2014/15, the main aim of Mantell Gwynedd is to promote and support the third sector in the county (www.mantellgwynedd.com). It does this by providing direct support to groups on constitutional matters as well as financial and legal issues. It also provides training and information, and facilitates responses to consultations on behalf of the third sector. It works to be a strong and independent lobbying body representing the interests of the third sector in Gwynedd. However, as an intermediary organisation, it is not able to directly provide services. Therefore, as will be further discussed, their role in Teulu Ni is that of project management and ensuring coordination of inputs from various strategic partners.

1.1.2 Teulu Ni

Teulu Ni is funded by the Big Lottery's Improving Futures programme and was awarded £863,832 for a 3-year project, operating between June 2012 and March 2016 (including a 10-month extension). However, owing to late changes in the project, there was an under-spend, meaning the total funding spent on the project was £836,535. The project works with families voluntarily, where the eldest child in each family is between 5 and 10 years of age, who are in need of additional support to prevent their situation escalating further to where they require statutory intervention. The main objective of Teulu Ni is therefore to provide proactive, integrated and purposeful services to prevent families developing more profound and complex problems requiring intensive and often more costly interventions.

Over the duration of the project 149 families (190 adults and 381 children) have been referred for free support from various channels - see appendix 1 for a full list of sources of referrals. However, internal records indicate that 54 families left the service prematurely, owing to reasons such as moving away from the area, a lack of engagement, or escalation to statutory services. Although it is possible that these families experienced some positive changes in their lives, for this analysis they are identified as not achieving material changes in their lives. However, in line with the principles of SROI (see section 2.0) these families are also accounted for within the analysis. The remaining 95 families are considered to have experienced a range of positive outcomes, thereby affecting 121 adults and 244 children.

A key feature of Teulu Ni is the employment of Family Buddies. Initially, three full-time Buddies were employed, although this increased to four after one year, and their role is crucial to the effectiveness of the project. Each Family Buddy worked with a maximum of 10 families at any time to provide tailored support, with the intention of placing the whole family at the centre of their relationship. By asking each family what support they need, rather than offering a selection of pre-determined options, the Buddy was able to develop a bespoke offering that created real potential to break cycles of negative behaviour and/or dependency on other services. The nature of the support from Family Buddies is examined later in section 4.4.

In addition to Family Buddies, Mantell Gwynedd established a multi-disciplinary Steering Group with the intention of ensuring that families were able to access appropriate support and early-intervention. The Steering Group partners were identified through an open process, and each brought different expertise to ensure the outcomes for the project; the partners are identified in table 1.

Table 1 – Teulu Ni Steering Group Partners

Barnardo's	Works to transform the lives of vulnerable children and young people. They are the key partner as all of the Family Buddies are directly employed by Barnardo's, and where possible are located in their Family Centres.
Groundworks	Bring expertise to ensure that good use of natural environment was achieved, and where possible help families to grow vegetables in their own outdoor spaces. They carry out thousands of projects each year, including tackling climate change, helping people out of fuel poverty, and bringing out the best in young people by helping them to improve their local area.
Gweithredu Dros Blant / Action for Children	Offer a range of services for families and young carers. They also support children in care, help with fostering and adoption processes as well as working with schools.
Gwynedd Council; Gyda'n Gilydd	As the providers of care to vulnerable families, children and young people in the county, having the involvement of the Local Authority's Team Around the Family coordinators was important as they possess local expertise of assisting vulnerable families.
SNAP Cymru	Provide information, advice and support to parents, children and young people who have, or may have, special educational needs or disabilities.
Y Bont	Provide a range of services in relation to the needs of children who are either not able or who are at risk of not being able to live at home. They also provided expertise and training for the project to be recognised by the Clywed Kite Mark, which demonstrates a commitment to promoting effective participation of families and children, and listening and acting on their views.

In summary, Teulu Ni is focused on strengthening family resilience, that is the; *“assets and resources, within and outside the individual, that assist them in being adaptive to their circumstances”* (Jones & Hutchins, 2015; p.11). Supporting families so they can better face the challenges that life can throw at us will prevent their circumstances escalating to a situation that is both damaging for them and requires additional public resources. In order to achieve this aim, the project has a focus on three specific outcomes, namely:

- Providing intensive support which is proactive, integrated and purposeful. The project employs four Family Buddies and their responsibility, following an assessment of need, is to identify with the family the most appropriate early-intervention for them. The Family Buddy has access to the network of services provided by partners and other local providers, and act as a central focal-point for the integration of services necessary for families.
- Improving parenting skills. The project has implemented schemes such as “Incredible Years” delivered by Barnardo’s in order to improve the parenting skills of the mother and the father. The aim is to improve their nurturing caring skills, whilst the scheme places an additional emphasis on fathers’ skills and organisations within the partnership were identified to provide these opportunities;
- The project takes advantage of Gwynedd’s natural environment for families, and this in turn offers an opportunity to get to know the area better and create a feeling of belonging to a community. Activities such as these also offer a means of promoting adult health.

1.1.3 Background and Establishing the Need

Gwynedd had a population of 121,900 in 2013 and is a county covering over 2,500 square kilometres. Regionally, over 64% of the lower super output areas (an area of land with an approximate population of 1,600 people) are in the 50% most deprived in Wales, and over 8% in the 20% most deprived (Gwynedd Council, 2014). There are approximately 7,556 children aged between 5 and 10 living in Gwynedd, representing around 30% of the population aged under 18. It is the second largest local authority area in Wales, and home to some breath taking natural landscapes including Snowdonia National Park and the Llyn Peninsula. The rurality and natural landscape of Gwynedd is something that many are rightly proud of, and although being worthy of celebration, it also creates significant additional challenges to public and third sector service delivery. It also has the potential to somewhat hide the true situation of its inhabitants, as although people may not live in an area defined as deprived, the rurality means that many can feel isolated and find it difficult to access appropriate support.

A key factor in cycles of disadvantage is growing up in poverty, and Welsh poverty levels of 23% are consistently higher than UK averages (21%). Poverty is consistently identified as an income less than 60% of the national median, and the same trend is also revealed for children living in poverty, with 31% in Wales higher than the UK average of 28% (Joseph Rowntree Foundation, 2015 a & b). Similarly, Save the Children’s (2012) report “Child Poverty Snapshots The local picture in Wales” reported that 15% of children and young people in Gwynedd live in severe poverty (less than 50% of median income). The main reason cited for this is unemployment, and in September 2015 the unemployment rate in Gwynedd was 6.6% compared to the national average of 6.3% (Welsh Assembly Government, 2016).

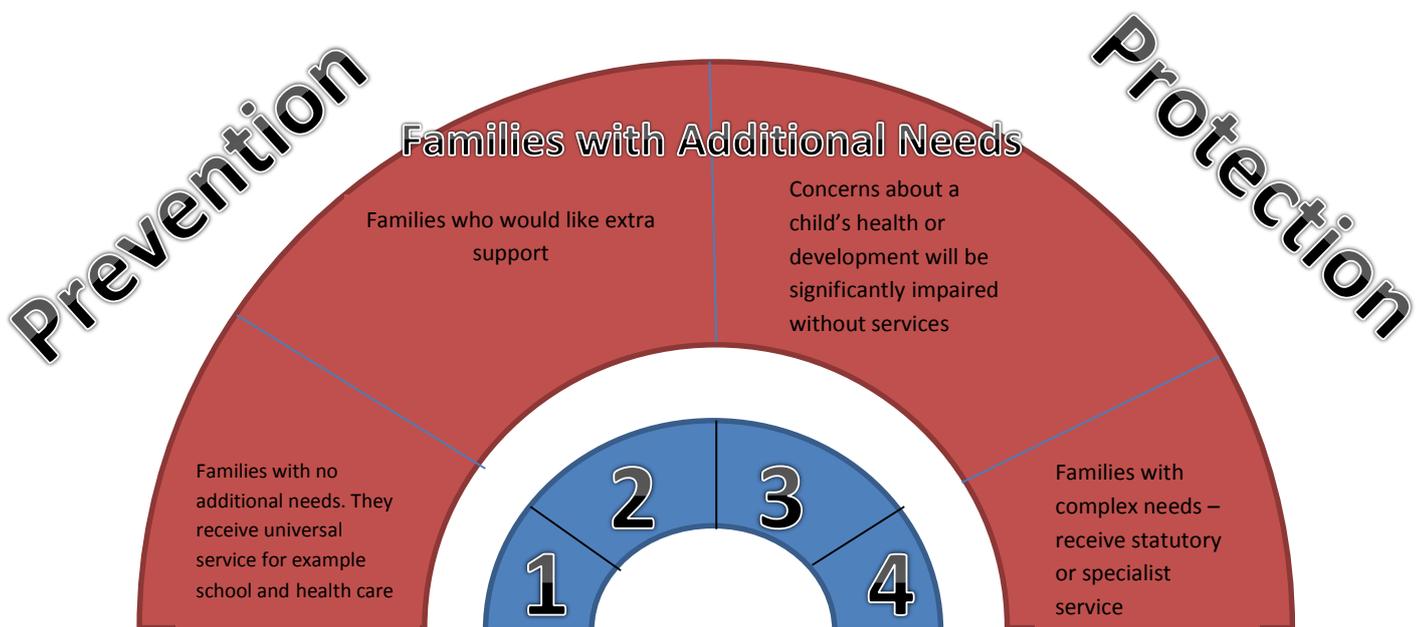
Living in a deprived household has a range of potential negative outcomes – for example, Oxfam (2016) report that mental illness in the UK is twice as prevalent for people living in the most deprived communities, and the death rate for children in the 20% most deprived communities is 70% higher than the 20% least deprived. Reduced educational attainment is also a persistent outcome for disadvantaged

children – and the Welsh Assembly Government (2015) report that in 2014 the gap between 7 year olds entitled to free school meals and their peers was over 16%. A further inequality is demonstrated by incidents of conduct disorders such as attention deficit hyperactivity disorder (ADHD) amongst low-income families being as high as 35%, compared to a general prevalence around 5% (Webster-Stratton & Reid, 2011; NICE, 2013).

Whilst the explicit aims of Teulu Ni are not to affect people’s incomes, the general agenda to increase the resilience of families with complex issues can provide the catalyst to break negative cycles of behaviour. As will be discussed in this report, it is often the removal of these additional barriers that allows people to subsequently realise further opportunities that can alter the future of both parents and children.

To appreciate varying family needs, the Welsh Assembly Government’s ‘Continuum of Need’ highlights four levels from those families with no additional needs to those with complex requirements, and is displayed in figure 1.

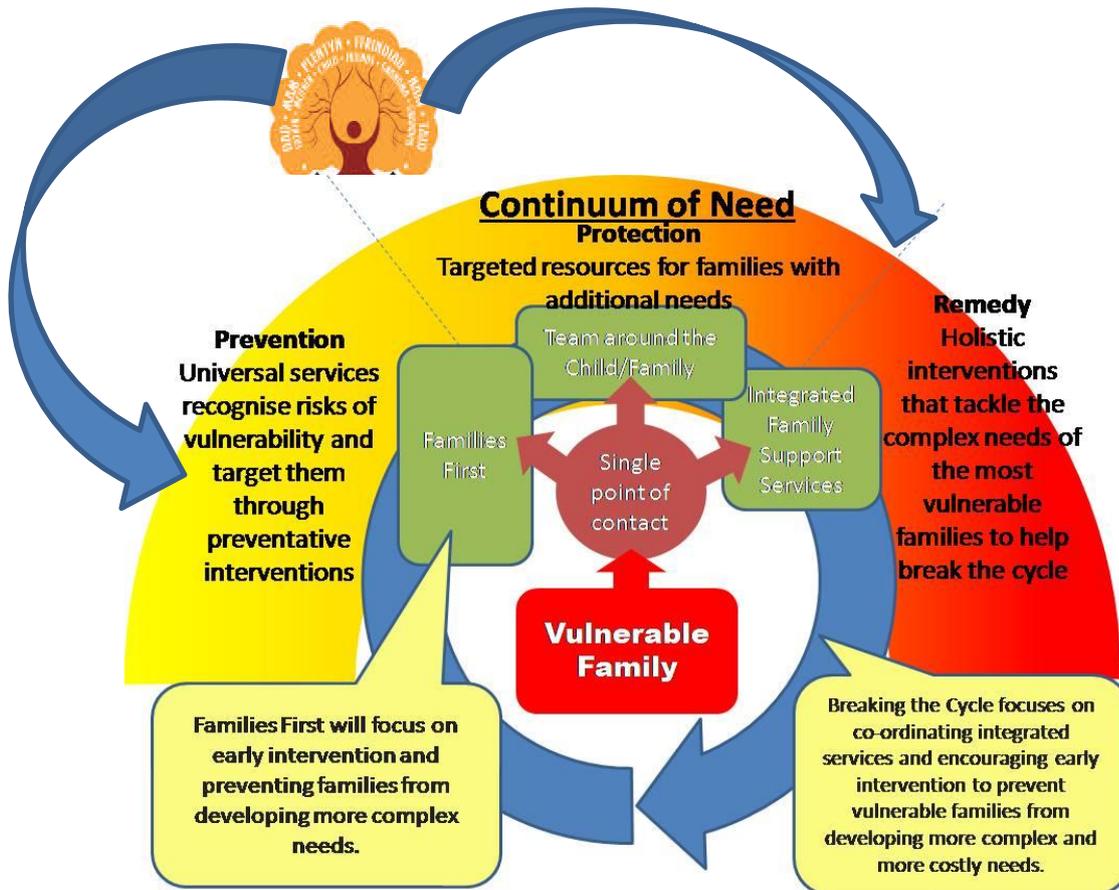
Figure 1 – Continuum of Need



Whilst the above Continuum helpfully identifies distinctions in need, we have found the option presented in Capita’s (2011) report ‘Vulnerable Families – The Case for Change’ provides greater clarity as to where various services fit into the Continuum (figure 2).

Nationally, the Welsh Assembly Government’s Families First programme provides funding for local authorities to improve outcomes for children, young people and families in poverty. They state that they want Families First to help families in, or at risk of poverty, to achieve their potential. In response to the Families First agenda in Gwynedd, Gyda’n Gilydd / Team Around the Family was developed to coordinate preventative and protective family support services. Whilst Gyda’n Gilydd provides preventative support to families with additional needs, for those with profound and complex needs that result in a child being at risk, or where there is concern for their welfare, support is provided through statutory targeted services.

Figure 2 – Tribal Continuum of Need



Initially Teulu Ni was developed on recommendations from the Vulnerable Families - The Case for Change (2011) report. This report highlighted the significant public resources that are dedicated to a relatively small number of families with complex needs and disadvantage, which are often experienced by subsequent generations. Evidence within the report suggests that vulnerable families have average additional costs of at least £23,500 per annum, although in some cases this can be as high as £300,000. The report states;

“Doing nothing means that we will face an increase in demand for service but with less resource at our disposal. More importantly the most vulnerable families in our society will not receive the support they need to break the cycle of dependency and disadvantage” (page 1).

Teulu Ni was developed to fill the gaps that were not being offered by the commissioned Families First services, designed to provide opportunity to add significant value in Gwynedd to the work of Gyda'n Gilydd for families with a range of additional and complex needs. This varies from having one specific issue, to several problems or needs that cause a very complex family life, including children with behavioural problems, autism or ADHD, parents struggling to cope, housing issues, poor physical health, or mental health issues for parents and/or children. In summary, Teulu Ni works with families from the beginning of the Continuum to those who display complex issues, albeit not at the level whereby complex needs are profound and require statutory intervention owing to a child being at risk.

Preventative Strategy in Gwynedd

In 2011 the 'Sustainable Social Services for Wales: A Framework for Action' (The Welsh Assembly Government) highlighted many challenges facing public services in Wales. In this report the Deputy Minister for Social Services stated;

“High quality responsive, citizen centred social services are essential to a successful Wales” (p.3).

This paper highlighted the challenges faced in Wales, including how society and its needs are changing, coupled with increased pressures on public expenditure. The paper had a strong focus on integrating services and discussed the importance of early prevention. In response, the Social Services and Well-being (Wales) Act was developed and will come into effect in April 2016. The fundamental principles of the Act are:

Voice and control – putting the individual and their needs at the centre of their care, and giving them a voice in, and control over reaching the outcomes that help them achieve well-being;

Prevention and early intervention – increasing preventative services within the community to minimise the escalation of critical need;

Well-being – supporting people to achieve their own well-being and measuring the success of care and support;

Co-production – encouraging individuals to become more involved in the design and delivery of services;

Multi-agency – strong partnership working between all agencies and organisations.

With forthcoming legislative changes and immediate budgetary pressures, Gwynedd Council (2016) in their 2013-2017 Strategic Plan recognises the importance of preventative work. The plan states;

“By investing in preventative work, in future, fewer families and children will be referred to high cost interventions within the statutory services. There will be positive outcomes for children and young people as it will be possible for them to live independently and there will be business outcomes for the public services as there will be a reduction in the demand for statutory services” (p.13).

A Preventative Strategic Board has been established in order to ensure a strategic plan for Gwynedd is put in place. The Board brings together the Local Authority, Health Board and representatives of the third sector, and is an approach in line with consistent calls for integrated services that place the needs of the family at the centre of the intervention, and it is hoped that those involved will find this report helpful in this endeavour. It is our view that social value is that which provides the consistent language and understanding that is needed to help realise this ambition.

The Impacts of Preventative Early Intervention

The accepted adage that more value can be gained from prevention than cure is the fundamental principle that underpins activities such as Teulu Ni. This was exemplified by the independent report by Graham Allen MP, describing early intervention as offering;

“a real opportunity to make lasting improvements in the lives of our children, to forestall many persistent social problems and end their transmission from one generation to the next” (p. vii).

However, the same report highlights a consistent barrier to realising the value of prevention namely; *“there remains an overwhelming bias in favour of existing policies of late intervention at a time when social problems are well-entrenched – even though these policies are known to be expensive and of limited success” (p. vii).*

Specifically, for Teulu Ni it is important to recognise that traditional family support networks are often weaker owing to societal changes (Centre for Excellence and Outcomes in Children and Young People’s Services (C4EO), 2010), resulting in a reduction of intergenerational knowledge and experience being shared, and increasing isolation for some parents (Local Government Improvement and Development, 2011). Although requiring step-change in policy-level thinking, positioning the family and their needs at the centre of the preventative early-interventions is consistently identified as both more effective for families, and cost-effective for state agencies (see for example, the Welsh Assembly Government’s Tackling Poverty Action Plan 2012-16 and the principles underpinning Families First in ‘Vulnerable Families’).

This is supported by evidence from Public Health England (2015) that 1 in 10 children will develop a clinically diagnosed mental health concern during their childhood, and 50% of all mental health conditions emerge before a child is 14. The same report also identifies that addressing these concerns early (with evidence that the first 5 years of a child’s life can have lasting effects on their mental wellbeing) can have significant impacts in areas such as psychological, emotional and intellectual development, the ability to develop and sustain satisfying relationships, and developing a sense of right and wrong.

Similarly, there is a growing evidence-base that early-interventions that embed the principles outlined by Families First can have demonstrable impacts on both the families involved, and a range of state agencies. For example, findings from LARC 4 (2012) identified that families with complex needs can dramatically improve their situation against a range of outcomes – and further to this, these interventions are extremely cost-effective.

Importantly, C4EO (2010) highlight that; *“Early intervention may occur at any point in a child or young person’s life”* (p1). Although intervention early in life has the potential for a greater return, this statement highlights that preventative early-intervention should not be restricted by age; the focus should be on intervening to avoid further escalation of problems. Essentially, early-intervention is a concerted effort to address the causes of problems, rather than attempting at a later date to tackle merely symptoms. Yet, a major problem is that intervention often occurs too late when problems have become entrenched – and this reduces the likelihood of success and increases costs to both the individual and the state. Whilst it may be more difficult to demonstrate the impacts of prevention, rather than cure, evidence is clear that the former offers a greater return, and as this report illustrates it is both possible and essential to understand the value of such early-interventions.

2.0 Social Return on Investment (SROI) Framework

Social Return on Investment (SROI) is a framework of principles that measures and values the social impacts of a particular activity, project or organisation. This is not a new concept and is built on well-established evaluation approaches and centred on the idea that everything that we gain or achieve has a value. Yet, generally the things that are most important to us, such as confidence, good mental health, family and friends, are often considered priceless and do not traditionally have a monetary value. SROI helps us to address this in order to demonstrate the worth of intangible changes that do not normally appear on financial accounts of impact by using monetary values as a familiar and understood language.

Importantly, SROI is about value rather than money. Monetary valuation is used as a consistent measure of impacts that allows the comparison of the costs and benefits of activities. Yet, whilst we will usually have an understanding of the value of the investment made, we will not often have the same appreciation of the changes created as a result. Therefore, that which affords SROI distinction from most other impact frameworks is the ability to translate experiences of people who affect, or are affected by an activity, into the same language as the investment costs. Social Value UK (2014) states;

“Many can provide some evidence that these activities lead to some sort of change. But very few can explain clearly why all this matters. What would happen if they did not exist? What is the real value of what they do? Social Return on Investment sets out to redress the balance by looking at value not just cost” (p.3).

Taking a more holistic approach to impact measurement means that positive, negative, intended and unintended changes can be accounted for on a constructed Value Map – and ultimately when these are compared to the relative costs of their creation, the SROI is identified. The formula used to calculate the final SROI is highlighted below;

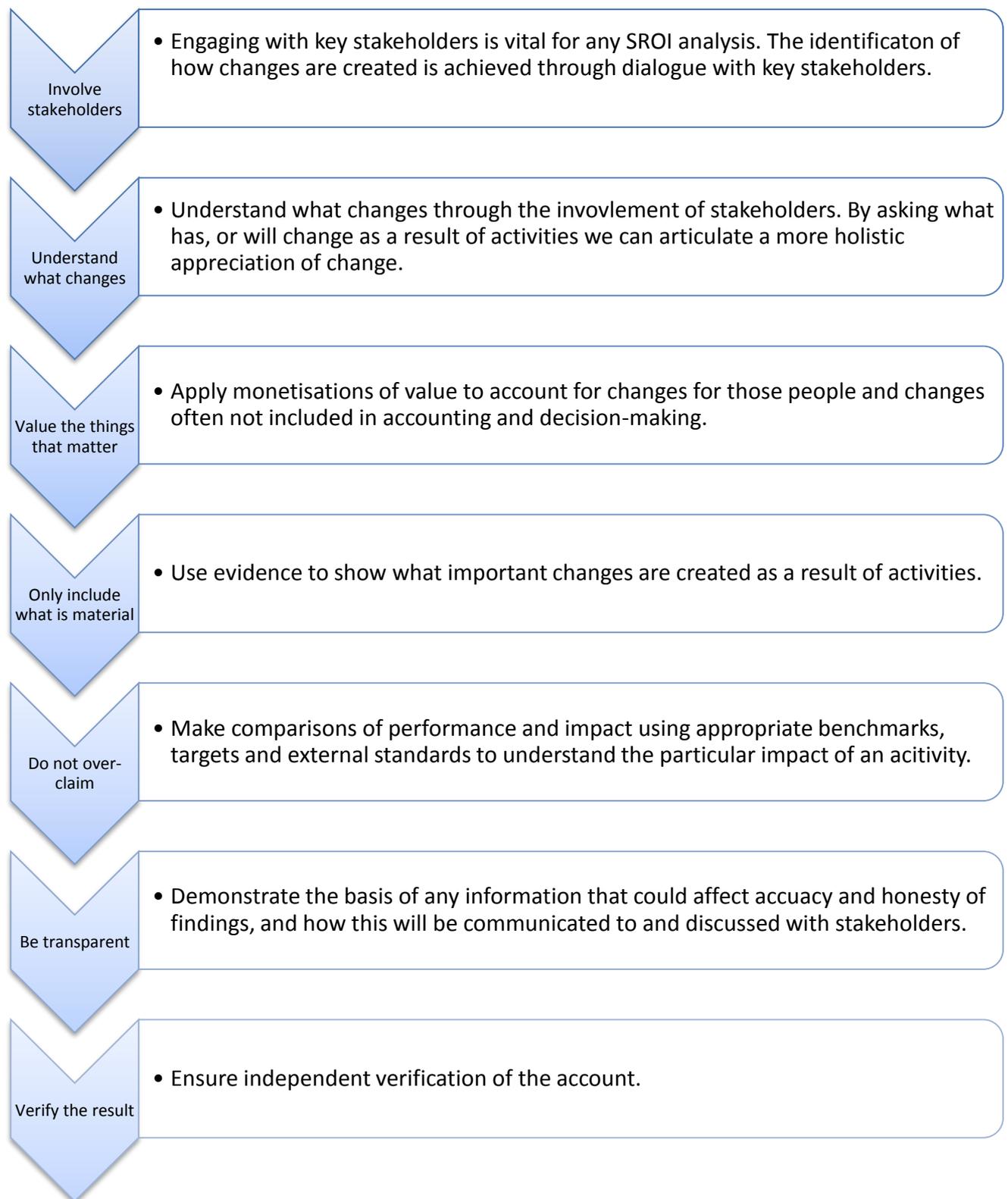
$$\text{SROI} = \frac{\text{Net present value of benefits}}{\text{Value of inputs}}$$

For example, a result of 4.50:1 indicates that for each £1 of value invested, £4.50 of social value is created.

However, SROI is much more than a number. SROI is a story of change, incorporating social, environmental and economic costs and benefits, requiring both quantitative and qualitative evidence.

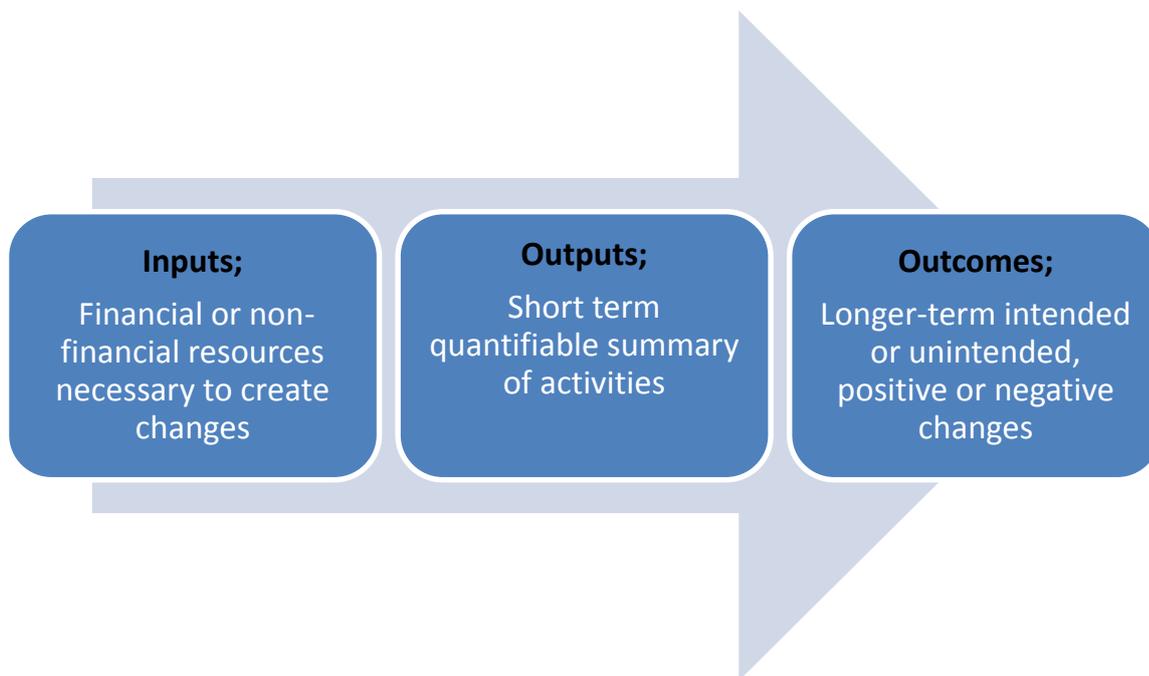
There are two types of SROI reports, evaluative and forecast. **This report is a forecast SROI report.** At the time of analysis, the project had been operating for 3 years and 7-months and as such existing data was used to support the analysis, but as there was still 3-months until completion the analysis forecast the value created for the remaining families on the programme. SROI does not provide a rigid method of measuring social value, rather it is based on seven principles and these underpin how SROI should be applied. The use of principles is intended to provide consistency, yet also allow flexibility to recognise and incorporate varied experiences of different people, and these are highlighted in figure 3.

Figure 3 – The Seven Principles of Social Return on Investment



Whilst different analyses will necessarily apply varied techniques to capture data, adherence to these principles of good practice ensures that the *how* of social impact measurement remains central. As a result, for each material stakeholder, chains of change are created on the Value Map (appendix 12) that articulates the transformation process from necessary inputs, through immediate outputs to ultimate measurable outcomes. Figure 4 highlights the fundamental elements of the chain of change, albeit a simplistic visualisation when accounting for complex changes.

Figure 4 - Chain of Change



Inputs are the necessary elements that create the potential for changes to occur, and importantly these can be financial or non-financial resources. For example, whilst a project may require necessary finances, it will also be dependent upon the time, expertise and other intangible resources of people to ensure its success.

Outputs are often the things that are measured as a result of activities, yet importantly these do not indicate to the success or failure of activities. Take for example, a course providing advice and skills to enable people to secure employment that only measures the output of the number of attendees of each course; this does not indicate the relative success or failure of the course on the important outcome of people securing employment. Regardless of the activity, only by measuring outcomes can we be confident that an intervention is working, and this is the explicit focus of SROI.

The key distinction of SROI allows identified material outcomes to be monetised, after which accepted accounting principles are applied that progress the analysis towards understanding the impacts of activities. In accordance with the principle not to over-claim, key questions must be asked for each outcome to understand the value of a change that is a result of a particular intervention, those of; How long will the change last (duration)? How likely is it that this change could have occurred without the intervention (deadweight)? Who else contributed to their creation (attribution)? Have these activities displaced outcomes that would have occurred elsewhere (displacement)? And how does the value of the change that is as a result of the intervention reduce in future years (drop-off)?

In summary, SROI is able to articulate an understanding of holistic value created and destroyed as a result of activities. By understanding the value of outcomes we are in a stronger position to manage them as we have a greater understanding of their relative importance and can target strategy and resources more effectively. Monetisation of outcomes is not an attempt to place a price on everything; rather it is designed to not only allow for the meaningful measurement of impacts, but also importantly for their subsequent management. This is of particular relevance for third sector organisations, as adherence to a social mission places a moral duty on decision-makers to maximise their social returns. Effectively, SROI can bridge the accountability gap that often occurs between those with decision-making powers, and those that decisions are intended to target.

Case Study A

Mum A has 3 children, the eldest was 10 and she had twins aged 7. The family was referred through Gyda'n Gilydd. Initially the family needed help to move from their home that had been deemed unsafe. Mum A was also awaiting an operation to remove a cancerous tumour from her breast.

Mum A's surgery went well but a couple of weeks later she became seriously ill with a rare condition called Guillain Barre Syndrome that left her unable to walk and she was hospitalised for 11 weeks. This resulted in an Occupational Health assessment identifying the need to move into more suitable accommodation.

The Family Buddy was able to support the family by taking the twins to social events and swimming – giving them the opportunity to do some of the things they enjoy, but mum was unable to help with. They also received support from Young Carers once a month.

Before mum could leave the hospital her home had to be assessed and suitably adapted as she was left unable to walk. The decided her home was unsuitable for her needs and that she would have to move to a more suitable property.

After the relationship between mum and Buddy further developed, mum confided that she had concerns about her eldest child's behaviour. She had been battling on a daily basis to get him to school – and he would also self-harm when he became distressed. The Buddy arranged a referral to CAMHS for an assessment as he showed symptoms of Autism. A referral was also made to SNAP as one of the projects' partners to support the family through the 13-month diagnosis period. By January 2014 he could no longer cope with going to school and began to be educated at home. In July 2014 he was diagnosed with Autism.

Unfortunately, mum A has been left with a long term disability. Despite this she has stayed positive and is very grateful to Teulu Ni for the support. The family's wellbeing has improved as their new home means they are less isolated and the house better suits their needs.

Mum A said,

"I don't know where I would be now without your support. We would still be stuck in our old house, isolated. My son would never have had his diagnosis; you listened to me and supported us through everything."

3.0 Stakeholder Engagement and Scope of Analysis

The purpose of this SROI report is to comprehensively analyse Teulu Ni from October 2012 to March 2016. Although the analysis was completed prior to the end of the project, based on data from those people that have already completed their involvement with Teulu Ni, reasonable assumptions of future change have been incorporated.

As will be discussed, extensive stakeholder engagement was conducted by Dr Adam Richards and Eleri Lloyd in order to appreciate the impacts of Teulu Ni. Eleri Lloyd is the SROI Coordinator at Mantell Gwynedd and Dr Adam Richards has been contracted to work with Mantell Gwynedd for a year. In addition to funding from the Big Lottery's Improving Futures programme, they have also provided further funding to undertake this forecast analysis and ensure that social accounting practices are embedded within Mantell Gwynedd for the on-going benefit of their members.

As highlighted, the involvement of stakeholders is central to the creation of SROI analyses, and Social Value UK (2012) in their document 'A Guide to Social Return on Investment' describes stakeholders as;

"...people or organisations that experience change or affect the activity, whether positive or negative, as a result of the activity being analysed" (p.20).

After initial conversations with the Chief Officer at Mantell Gwynedd to appreciate the intended scale and scope of the analysis, the Project Manager (also at Mantell Gwynedd) was consulted to ensure a thorough understanding of the complexities of the project. An extensive stakeholder list was established after these initial conversations, and table 2 highlights all of these and identifies the decision to include or exclude each from analysis (albeit these decisions were taken at various iterations of the analysis). It is also important to identify any sub-groups of stakeholders that would potentially have different outcomes, and for Teulu Ni this was relevant in ensuring that parents and children were considered separately – as will be identified, although they have similar experiences, there are also important differences. Although research from The Children's Society (2015) highlights that children's subjective wellbeing (that which we were largely examining) is not significantly affected by demographic issues such as age, gender or household structure – during analysis we continued to allow the data to reveal if any other sub-groups were relevant. Other sub-groups of stakeholders identified were related to parents and children for two outcomes where other agencies were involved (Children and Adolescent Mental Health Services (CAMHS) for improved mental health, and Action for Children for increased opportunities to be a child). The final sub-groups of stakeholders are those parents and children that would have likely required the intervention of social services as a result of their family situations escalating without the support of Teulu Ni. During the analysis, the potential need to consider families from the three regions of Gwynedd separately remained an on-going discussion. However, based on the engagement conducted no difference in outcomes or the extent to which families experienced them was revealed, therefore, there was no requirement to analyse parents and children in the three regions as distinct sub-groups of stakeholders.

Decisions to include/exclude stakeholders and outcomes from analysis is based on the key principle of materiality. In order to have a consistent understanding of this concept we have applied the definition supplied by AA1000 (2008) that states; *"Materiality is determining the relevance and significance of an issue to an organisation and its stakeholders"*. Therefore, an issue is material if it has the potential to affect decision making, actions or the performance of an organisation. Further clarity was attained by consulting the FRC Group's (2015) Materiality and Stakeholder Engagement Policy. This highlights relevance as issues

raised as important by stakeholders, and those that based on knowledge and experience the organisation would expect to be relevant to the stakeholder group based on social norms. Significance is identified as issues with either high importance to a low proportion of stakeholders, or being important to a high number of stakeholders, again also including the potential for inclusion of issues that others with knowledge and experience of the social norms of stakeholder groups would expect to be significant.

Key principle; Materiality for Teulu Ni

Relevance;

An issue is important to analysis
– identified either directly by stakeholders, or through existing knowledge & experience of social norms for stakeholders.

Significance;

The degree of importance of an issue – either being important to a large proportion of stakeholders, or of high importance to a lower proportion of stakeholders.

Table 2 – Stakeholders Included and Excluded

Stakeholders Included	Reason for Inclusion
Parents	A key focus of Teulu Ni is affecting the lives of parents of families with additional or complex needs. Therefore, changes to parents will be both relevant and significant.
Children	As with parents, children of families with additional or complex needs are the focus of Teulu Ni and changes experienced are equally relevant and significant.
Steering Group Members (collective of organisations)	Provides material inputs of finance, skills and other resources to ensure the strategic direction of Teulu Ni, so must therefore be included.
National Health Service	Family Buddies supporting medical appointments was recognised as being relevant and significant. Equally, changes to the physical and mental health of parents and children will have effects on the NHS.
Gyda'n Gilydd	The majority of referrals to Teulu Ni are received from Gyda'n Gilydd. Equally, they also work with many of the same families as Teulu Ni and others in similar circumstances.
Social Services Children's Services Department	A major objective of Teulu Ni is the avoidance of families' situations escalating to requiring statutory intervention. As a result, if it were not for the project, Social Services would potentially experience both relevant and significant increased demand for their services.
National Economy (proxy of various Gov. departments)	As a result of material employment outcomes for some parents, the national economy experiences relevant impacts so needs to be included.
Local Authority Housing Department	As a result of housing outcomes for some parents, the Housing Department experiences significant impacts so needs to be included.
Youth Justice System	The outcomes experienced by some children have significant consequences for the Youth Justice System and therefore need to be included.
Stakeholders Excluded	Reason for Exclusion
Family Buddies	Family Buddies were central to the process of creating change in the lives of families, and as such their contribution will be explicitly discussed. However, when calculating the value of their outcomes it was revealed that although relevant to the Buddies, they were of less than 1% of the value of Teulu Ni – therefore, they failed the significance test.
Wider family members of those families involved with Teulu Ni	Although some may experience changes as a result of outcomes for their family members, they are not a material stakeholder group as these changes are not experienced by a relevant or significant number owing to the nature of most families stating they receive little, if any support from families.
As yet unborn children of parents and children involved with Teulu Ni	Although it is reasonable to assume that changes experienced by key beneficiaries of Teulu Ni will create relevant and significant changes in the lives of those born subsequently, these would be realised beyond the projected timescale of analysis.
Schools	Although changes in children's behaviour may affect the school, the changes are primarily experienced by the children, and owing to the relatively small number of children involved in Teulu Ni from individual schools the changes are not significant.
Police & Criminal Justice Service	As a result of changes experienced by some children there are potential benefits in future years to the Criminal Justice Service. However, these would be realised beyond the projected timescale of analysis.
Local community	Any changes experienced by the local community in areas such as increased spending from employed parents are neither relevant nor significant to this analysis.
Referral Agents	Referral agents such as Health Visitors and School Nurses do not experience relevant or significant changes. However, their inputs are captured through attribution figures.
Organisations contracted to deliver services to families	The existence of contractual relationships between Teulu Ni and service delivery organisations removes the need to consider them for analysis. Equally, any changes experienced would be neither relevant nor significant to the analysis.
Wider general population	Although changes experienced by families may have consequences on public expenditure that subsequently affects the general population, these changes are not significant to the analysis.

To ensure a thorough understanding of material changes as a result of Teulu Ni extensive stakeholder engagement was conducted. Table 3 illustrates how many were involved and what method was used.

Table 3 – Stakeholder Engagement

Stakeholder	Total number involved with project	How many Involved in report	Method of Engagement
Steering Group Members Mantell Gwynedd; Barnardo's; Y Bont; Action for Children; Gwynedd Council's Gyda'n Gilydd; Snap Cymru; Groundworks	7	5	Attended Steering Group Meeting; Face to face interviews with Mantell Gwynedd Chief Officer (2 interviews) & Project Manager; Barnardo's Children's Services Service Manager; Y Bont Coordinator; Action for Children Manager; Social Services Senior Manager Children Services & Gyda'n Gilydd Manager, Coordinators & Information, Performance & Quality Officer
Parents	121 Over 3 years	25 families *	Face to face in-depth interviews & questionnaires
Children	244 over 3 years	16 *	Focus group / group games
Family Buddies	4 staff	4	Focus group, attendance at team meetings and on-going communication
NHS	1 service	0	Secondary research only
Gyda'n Gilydd	1 Project Manager, 4 Coordinators, 1 Data Monitoring and Quality Officer	6	Face to face interview with Project Manager, 2 x face to face interviews with 2 coordinators & 2 face to face interviews with Data Monitoring and Quality Officer
Schools	6 schools	1	Face to face interview with Deputy Head of local school (CoedMawr)
Mindfulness Coach	1	1	Face to face interview

* In addition to direct stakeholder engagement, records were consulted that monitor the changes experienced by all families referred by Gyda'n Gilydd.

A key issue with qualitative research is ensuring a fair representation of stakeholders are engaged with to provide a thorough understanding of key issues. Unlike quantitative research there is no statistically relevant number of individuals that must be consulted; rather it is necessary to speak to sufficient numbers until saturation is reached – that is where no new information is being revealed.

After initial interviews with key individuals at Mantell Gwynedd, it was crucial that sufficient parents were engaged to reach saturation point. Owing to the diversity of referral routes, families' location in the three regions of Gwynedd, the four different family buddies, different family circumstances, and the variety of complex needs that had been evidenced by families, there were some initial concerns that we would face a potentially overwhelming number of outcomes. However, it was found reasonably quickly that

saturation of material outcomes for the families was attained, regardless of the referral-route, region, or any of the other issues associated with the families (appendix 2 highlights those families engaged with and how we ensured a reasonable representation of the various issues). We did however continue to interview a number of parents beyond this point in order to provide further confidence, and this information was checked with Family Buddies, Project Manager, Steering Group partners, a school representative and Mindfulness Coach, asking if any important issues had been missed and to what extent they agreed with those that had been revealed – we also saw this as a means of verifying the work in line with the final principle of SROI.

The nature of qualitative interviewing is also important to carefully consider, with an accepted spectrum of structured, through semi-structured to unstructured options available. Whilst structured interviews are often associated with quantitative research, they are applicable to qualitative approaches, but are inappropriate for exploration of key issues as is the nature of initial stages of SROI analysis. It was therefore decided upon that a predominately unstructured approach would be used, albeit with the added flexibility of semi-structured probing questions, such as asking people what they now do differently as a result of the change they had experienced, how long they believe the change will last, and importantly if they had any negative experiences. In practice this meant that parents were asked to tell their ‘story’ of involvement with Teulu Ni, with analysts having explained the general purpose of the research and that they were free to speak about any issues they wished, be they positive or negative and that engagement was in no means mandatory. This proved an extremely effective means of engagement in most cases – providing an opportunity for their voice to be heard, and in most cases parents were extremely happy to discuss the effects of Teulu Ni to themselves and their children. Each interview lasted approximately 1 to 1.5 hours in the homes of the parents, and there was an overwhelming desire to explain what impacts Teulu Ni had on people’s lives – and although conscious of confirmation and interviewer bias, again it was the consistent reporting of similar outcomes and verification from others with experience and expertise that provided confidence in the results. The majority of parents were also asked to prioritise the material changes they had experienced and subsequently value them in relation to tangible items on a ‘value game’ / calibration list. Further detail of these activities is discussed in section 7.1, but rather than apply financial proxies, where possible those with the greatest experience of changes were asked to value them. In all cases, both analysts maintained comprehensive notes and independently word-processed them before they were combined and reviewed for consistency.

The same approach to open questioning was not employed to the children, owing to practical barriers of meeting them during school time and the ability of children aged no more than 12 years old to discuss intangible changes in their lives. However, parents were asked to outline changes for themselves and their children, and again saturation of material outcomes was achieved reasonably quickly. These changes were also verified with Family Buddies, Steering Group partners, members of Gyda’n Gilydd and the Mindfulness Coach, as were the parents’ outcomes, and it was felt by all that we had discovered all important changes in the lives of both parents and their children.

However, it would be contrary to the principles of SROI and morally indefensible not to allow children to voice their opinion of changes experienced. Therefore, a Family Fun Day was arranged during half-term for parents and their children. The main focus of the day was to allow children to have an enjoyable time, with a variety of activities arranged, and in addition with their agreement we engaged children to share their experiences of Teulu Ni. Section 7.1 outlines the nature of the engagement conducted with children.

In addition to the direct stakeholder engagement, extensive secondary sources of information were investigated, and information on larger samples was accessed via Gyda'n Gilydd. As will be further discussed in section 6 Gyda'n Gilydd monitor the progress of all parents and children involved in their activities and Teulu Ni, therefore a comprehensive picture of the material outcomes of the project and the distance travelled was established.

4.0 Project Inputs

Complete chains of change for Teulu Ni are available in appendix 11 that highlight the transformation from inputs, through outputs to ultimate outcomes. This section of the report outlines the inputs required for Teulu Ni to operate and be successful. Whilst some are financial, others are non-financial, yet without the necessary complement of inputs from various material stakeholders the project would not be possible.

4.1 Steering Group Partners

Seven organisations constitute the Steering Group for Teulu Ni, and the input of each will be discussed.

Mantell Gwynedd - provided leadership on the development of the funding application for Teulu Ni and maintained strategic influence throughout. The Project Manager based within Mantell Gwynedd was responsible for the management of new referrals, visiting families to ensure they understood the nature and objectives of Teulu Ni, on-going monitoring of the project's outcomes, and management of the Steering Committee. Staff at Mantell Gwynedd also provided key administrative functions and managed the Big Lottery Improving Future's funding of £863,832 that paid for all of the services provided by the Steering Committee members (except Gyda'n Gilydd – see discussion below). In total £835,535 of the funding was spent, and this appropriately provides the value of the inputs for Steering Group members. Other than Mantell Gwynedd and Barnardo's the other Steering Committee members were commissioned where necessary to support a particular family's needs – this was also true on occasion for other organisations such as the mindfulness coach services (a full breakdown of the costs of the project is included in appendix 3).

Barnardo's – were responsible for direct line management of the four Family Buddies and provided specialist support to families through delivery of 'Incredible Years' parenting courses. Access to such expertise and knowledge of working with children and families that need additional support provided important benefits to the Buddies, and strengthened their ability to support families. In addition to the financial value of line-management responsibilities, Barnardo's were contracted to deliver £6,467 of services to families such as parenting classes.

Gwynedd Council; Gyda'n Gilydd - as coordinators of Gwynedd's preventative family support services, the relationship between Gyda'n Gilydd and Teulu Ni importantly facilitated referrals of families in both directions. 52.5% of all Teulu Ni's families were referred from Gyda'n Gilydd, and others were referred by Family Buddies to Gyda'n Gilydd in order that they receive additional coordinated support. For those referred from Gyda'n Gilydd, as part of a coordinated package of support a Joint Assessment Family Framework (JAFF) was completed and shared with Teulu Ni's Project Manager to inform of a families' situation and potential needs. Where Teulu Ni was commissioned as a single-service, this was not necessary and Gyda'n Gilydd would provide alternative information relating to the family. In addition to coordinating services for some families, Gyda'n Gilydd also maintained records that monitored the progress of all adults and children against key domains and this information has proved valuable for this analysis. As Gyda'n Gilydd's inputs are not paid for by the project's funding it is appropriate to consider the value of their contributions. If we were to assume that all families that were involved with Gyda'n Gilydd (132 families) required a JAFF (a significant over-estimation) and each required 30 minutes to complete (based upon feedback from Teulu Ni Project Manager with extensive experience of working in social care) with an estimated cost of £50 per hour (based upon PSSRU (2014) unit cost of Family Support Worker p.212) there is a total value of £3,297.

The remaining Steering Group partners were initially included as it was anticipated that their contribution could be substantial. However, this was based upon estimated family needs, and in reality this varied considerably. As a result, the contribution of these partners, whilst still important, was much less significant than Mantell Gwynedd and Barnardo's.

Groundworks – provided contracted services to improve family outdoor environments and foster improved relationships between children and their fathers. In total they received £7,791 for their services.

Y Bont – delivered contracted advocacy services to children and their families to help strengthen family relationships, and managed the Parents' Forum that provided a space for parents to support one another and discuss their needs to inform the Steering Group. They were also instrumental in the Family Fun Day, organising the entertainment of the children and managing the games used to help understand their experiences. In total they received £6,590 for their services.

Gweithredu Dros Blant / Action for Children – provided specialist support to children who were providing care to relatives. Although a key partner in the project, their services were not significantly used by Teulu Ni families. In total they received £622 for their services.

Snap Cymru – provided support to some families where children had special educational needs or disabilities. In total they received £1,808 for their services.

4.2 Parents

A total of 190 parents received the support from Family Buddies over the course of the project, and although the service was free to end-users, without appropriate inputs from the parents themselves Teulu Ni would not be able to create material changes in people's lives. A key element of the project is the voluntary nature of involvement; and as such parents consistently reported an approach from Family Buddies that was non-authoritarian and non-threatening. As a result, parents were willing to work with the Buddies to realise improvements in their lives, and the time invested along with a willingness to change was essential. Although at present the standard convention is not to monetise the time-inputs of service-users, on average each parent invested almost 54 hours of time in direct contact with the Family Buddies. Yet this does not include the additional time required to put many of the new skills acquired into practice, and in some cases to attend additional sessions on parenting skills and other activities.

Many parents explicitly discussed an initial sense of uncertainty when beginning the relationship with the Family Buddies, with many unsure of what Teulu Ni could offer. Experience of alternative services, particularly statutory offerings had created doubt, or even mistrust in some parents that the Family Buddies would be able to offer any practical support that could make a difference. Therefore, the input of parents' trust was essential to realise success – and this is exemplified by one mother who explained how previously she had been unwilling to allow anyone to spend time with her children without her direct and close supervision. This reluctance continued when a Family Buddy began supporting her family, and remained a barrier to change until the time spent between mum and Family Buddy created a more trusting situation. Although to some extent this could be considered a short-term outcome of the relationship, it is also important to identify this as an essential input from parents – and one that according to Family Buddies would take an average of two months to establish.

Of course not all parents were able to reach this point, and this is reflected by those families that disengaged from Teulu Ni before positive changes were realised. However, for those parents that were able to appreciate the potential value of the project, it led to recognition of the importance of their time,

trust and commitment during and after the project to create change, succinctly described by one parent; *“Teulu Ni are a support to you, but they’re not there to do it for you”*.

4.3 Children

Similar to their parents, without necessary non-financial inputs from children, Teulu Ni’s success would be severely limited. Whilst not all children invested the same amount of time as their parents, there was still a considerable requirement to allow an unknown person into their lives, be willing to engage in various activities, and in some cases significantly amend behaviours.

As with their parents, children needed to trust this new person in their lives in order for any changes to be possible. When discussing how they felt about their Family Buddies there was unanimous feedback of not just trust, but for many, feelings of love. Whilst as will be explained in section 6.2.2 this led to negative feelings of abandonment for some children upon completion of the service, the adoration that children felt for their Buddies was almost palpable during the Family Fun Day, where in many cases the children saw their Buddy for the first time in over 12 months.

4.4 Family Buddies

Three of the four Family Buddies have been employed full time throughout the duration of the project, whilst the fourth joined after one year. Two of the Buddies support families in the Arfon region, whilst one operates in each Meirionnydd and Dwyfor, and each role is essential to the functioning of Teulu Ni.

Each Buddy worked with up to ten families at any one time to provide support that placed their needs at the centre of the relationship. Although there was understanding that the majority of cases should be closed within 12 months, the nature of the relationship was designed to provide the necessary time to nurture trust in order to make positive changes. Many parents spoke of knowing that someone was always available in person or on the phone for support as a significant benefit of the Family Buddy. This ability was also cited as crucial by the Head of Children’s Social Services, and highlighted as that which social services had been better able to deliver historically. Yet, as outlined by the Family Buddies, it was important not to overload a family or create dependency.

Striking a delicate balance of providing encouragement to change whilst going at the pace of the family was regularly highlighted by parents as important also. Consistent comment that; *“I was the boss at all times”* were revealed by parents and helps to illustrate the important role of the Buddies. Importantly this was facilitated by the fact that; *“as it’s voluntary you get better rapport”* (Family Buddy). Many parents cited the difference (either perceived, or experienced) of the Family Buddies to other service providers, with the latter considered more authoritarian, judgemental and limited in their ability to provide effective and holistic support.

Time alone is insufficient to create the necessary opportunity for sustaining changes in complex families, and as stated by one Buddy; *“you lead by example”*. Buddies’ expertise, skills and ability to be both empathetic and professional were a constant requirement for Teulu Ni to be successful. Consistent with views of parents, the Family Buddies highlighted that; *“it’s like being a mum – passing on skills you’ve learnt from your mum”*. Many cases have tested the patience and resilience of the Buddies, with challenging circumstances, but it is their significant abilities to remain passionately determined to see positive changes in the lives of parents and children that is fundamental to any project such as Teulu Ni, and is a resource importantly not to be underestimated.

The role the Family Buddy plays is one of mother, grandmother, sister, friend, confidant and professional support worker, as stated by the Buddies themselves; “[we] have different hats on, a counsellor, a mum, a friend, taxi, doctor. So many roles we have – it is different every day”. The complexity of family situations demands that the Buddies can provide holistic and bespoke support that meets the needs of each family in order to address often entrenched issues. Yet, perhaps the best way of summarising the inputs of the Family Buddies was outlined by one parent, who commented; “they don’t really do much, but it’s the little things that matter”.

4.5 Gwynedd Council; Social Services Children’s Services Department

After an initial period whereby the relationship between social services and Teulu Ni was cemented, the Children’s Services Department provided specialist knowledge of those families requiring additional support in Gwynedd, along with expertise of how interventions can create important changes in families’ lives. They also referred 5 families who were receiving statutory support with the intention of de-escalating their situations.

4.6 National Health Service, Youth Justice System & National Economy

Although these state agencies receive material outcomes as a result of Teulu Ni’s activities, they do not have any direct inputs into the project.

Case Study B

Mum B lives in the Dwyfor area and has a daughter who is 8 years old living with her, and also a 14-year-old son who lives with his father. Mum suffers from severe depression and had recently found things difficult, so her daughter had been living with her brother.

Referred by Gyda’n Gilydd and also open to the Mental Health team, the Family Buddy supported mum to re-build her confidence and strengthen the relationship with her children. As mum stated, when she is unwell; “the smallest task is like a massive mountain”, and she would struggle to maintain her role as a parent.

The Family Buddy was involved with the family for 12 months, and during this time mum received emotional support to manage her illness and re-build her confidence, as well as encouragement to go on different training courses in order to consider going back to work.

Mum reported that her confidence as a parent and her confidence in general have increased significantly, and she now attends a pre-access course in Bangor University twice a week and is looking forwards to a career working in the mental health sector.

The nature of the relationship was cited as important by mum, commenting that; “with Teulu Ni I felt it was more of a personal approach – felt more at ease and comfortable”. And it was this relationship that had helped to strengthen the relationships between the family members, and this was evidenced during the Family Fun Day, 12 months after closure of their case with Teulu Ni – as mum commented;

“They helped and supported me and my family and made family life better. They helped with any problems and issues I had and gave me more confidence. I am truly grateful for all the help and support I received from Teulu Ni”.

5.0 Outputs

As would be expected the majority of outputs are associated with the parents and children of Teulu Ni. However, the project's activities also create important outputs for other material stakeholders, and each will be discussed below.

5.1 Steering Group Partners

The various inputs of the Steering Group partners facilitated the output of 149 families receiving an average of 54 hours direct support. This equates to 190 adults and 381 children, although 54 families (36%) disengaged with the service for varying reasons. For the 64% of families that did not disengage, the average contact with Family Buddies was higher at just over 66.5 hours, and even those that left the project without recognising any positive changes still received an average of almost 32 hours.

5.2 Families (parents and children combined)

In total 149 families received support from the Teulu Ni project for an average period of 9 months. Each family received an average of almost 54 hours of bespoke support from the Family Buddies, although there was a significant range of hours received from 2 to 418 for all families involved.

One area of key outputs for the families was the greatly improved ability to attend medical appointments with the support of the Family Buddies. A total of 193 medical appointments were supported for parents and children, and although it is clear that attending hospital appointments and those with GPs and dentists is of benefit to people, given the situations for many of Teulu Ni's families this is not always such a straightforward exercise. Financial constraints, geographic barriers and responsibilities to care for others were often cited as reasons for not being able to attend. In some situations, appointments at hospitals in Liverpool were scheduled for first thing in a morning for people living in Meirionnydd, and given the lack of available public transport these were often unworkable.

Supporting people to attend appointments was not the sole focus of the Family Buddies, and given the nature of Teulu Ni, each family received a range of outputs based upon their individual needs. This included parenting classes, cooking courses, household furniture, hiring of skips to clear clutter, driving lessons and tests, horse riding and karate lessons. In addition to the range of activities, the Family Buddies supported many trips and days out for the whole family and for parents or children separately. The frequency of these trips was not recorded, but formed a significant part of the relationship between the Buddies and families, and was discussed exclusively positively by the parents and children. Families were also invited to attend Family Days where all of those currently involved with Teulu Ni could get together. Although these were not attended by all families, again they were considered of real value to those that did. Barnardos Children's Services Manager, who is part of the Steering Group for Teulu Ni and worked closely with the Family Buddies, expertly outlined the reason for many of these activities; *"children we work with don't have a bank of good memories"*. And although moving towards discussing the outcomes of these activities, perhaps the best summary of the family days was provided by one parent from Arfon who stated their importance; *"Realising that other people were on the bus also"*.

5.3 Family Buddies

The four Family Buddies were all employed full time, with one joining a year into the project. The output of employment for each of the Buddies represents the immediate consequence of their necessary inputs, and is that which helped to provide support for 149 families.

5.4 National Health Service

Families attended 193 medical appointments with the support of Family Buddies, and as a result avoided the waste of time and resources of GPs, dentists and other healthcare professionals. Equally, through changes to the mental and physical health of both parents and children, and the employment of some parents, there are similar outputs of reduced potential demand on health services.

5.5 Gyda'n Gilydd

The outputs for Gyda'n Gilydd relate specifically to the families that they referred to Teulu Ni for coordinated support and those that were referred to them from the project. 52.5% of Teulu Ni families were referred from Gyda'n Gilydd and a further 12.5% were subsequently referred to them for coordinated services, totalling 97 families.

5.6 Social Services Children's Services Department

The immediate output for social services is twofold. Firstly, five families were referred to Teulu Ni with the intention of helping to deescalate their situation and create the potential to reduce demand on their services. Additionally, some of the other families involved in the project would also have alternatively required further support from social services.

5.7 National Economy, Local Authority Housing Department & Youth Justice System

The final three material stakeholders all experience outcomes as a result of the outputs identified above for the families of Teulu Ni, but do not experience any outputs themselves.

6.0 Outcomes & Indicators

As highlighted, it is only by measuring outcomes that we can be sure that activities are effective for those that matter most to Teulu Ni. This section of the report highlights the outcomes experienced during families' involvement with the project for each material stakeholder, and also examines those outcomes that represent end-points in the chains of changes for each stakeholder (and are therefore included on the Value Map). Identifying specific outcomes is essential to understanding what has changed as a result of activities, yet it is not always an easy task to identify the causal links between the various stakeholders and their outcomes. Appendix 11 illustrates the overall chains of change for those involved in Teulu Ni, and highlights both those included in this discussion and those excluded from analysis.

As with other important elements of this analysis, this illustration was verified with Family Buddies, Project Manager and other organisational stakeholders to ensure a thorough understanding of what had changed for material stakeholders.

Case Study C

Mum C moved to Gwynedd with her two children aged 9 and 10 after escaping a domestic violence situation. The children have Marfan's Syndrome and were open to the Integrated Team for disabled children, but the referral for Teulu Ni came through Gyda'n Gilydd.

Mum didn't really know anyone or where to access support & services when she arrived to the area, so the Family Buddy supported the family to settle in by helping mum to secure a voluntary position, supported her engage effectively with school, organising activities for the children and trips for the whole family.

The Family Buddy also helped mum to organise her financial situation by organising a referral to the Citizens Advice Bureau who assisted her with her application for the Disability Living Allowance. This allowed mum to secure a car, which helped the family with day to day life and ensured that children could attend much needed medical appointments.

Helping to manage household finances and medical appointments has helped make life less chaotic – as mum said; *“we would've got into a lot of trouble if it wasn't for the Family Buddy”*.

6.1 Steering Group Partners

No material outcomes are included for the various Steering Group Partners of Teulu Ni. Although they may experience changes related to income and reputation, it is reasonable to state that these are not relevant to the project.

6.2 Families (parents and children combined)

It has been stated that to understand the success of a project there is a need to examine the outcomes and not focus on outputs. This was implicitly a view shared by the families who consistently commented that the most important thing they received was the support from the Family Buddy as this led to material

outcomes, and considering the outputs of their involvement, such as going swimming or to a local children’s attraction, a common statement was that; *“activities were a bonus”*.

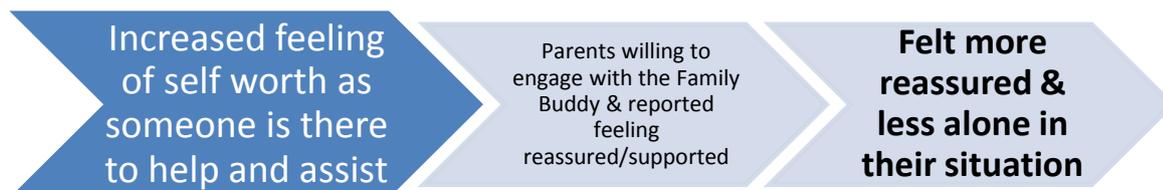
The outcomes experienced by both parents and children will be discussed together as many of the outcomes are mirrored for both sub-sets of stakeholders. Where an outcome only relates to one group, it will be highlighted as such. An indicative visual chain of changes is included for each discussed outcome that highlights an; intermediary outcome – indicator of the outcome – material outcome to be monetised. For each outcome, parents and children (as well as the other material stakeholders) were asked how they could demonstrate the change – and in many cases owing to the nature of the outcome there is a reliance on subjective indicators, but where possible objective indicators have also been included.

6.2.1 During Teulu Ni

Feeling reassured and less alone in their situation

The importance of the relationship between families and their Buddy fostered by their inputs can be identified as the catalyst to all subsequent material changes. It was consistently reported by all families that the nature of the relationship was one that was valuable in its own right, and although this is not the end of the chain of changes for families, as a distinct stage of involvement for families it is an outcome that is material to family members during their time open to Teulu Ni. Although slightly different language was used by families, there was an overriding sense of reassurance and not feeling alone in their situation that was experienced by both parents and children. In some cases, just being able to have an adult conversation was cited as immensely important, and for many others indication of this change was demonstrated by comments such as; *“just knowing you had a person there to support you”*. However, it was the different approach that the Family Buddies were able take in comparison to alternative services that was the crucial element in the relationship. Their ability to focus on the needs of the whole family and spend the necessary time to work together to address them was crucial, with indicators from parents that; *“knowing they’re coming back”* and *“don’t feel so alone”* and *“had someone there to believe in me”*, consistently reported during the engagement. This was also highlighted for the children, with many instances of those with barriers to showing emotion, reported as bonding closely and demonstrating signs of affection they would otherwise find difficult. As one child stated; *“they showed us they were there for us and would help us”*.

This was further strengthened by the events that brought different families together, as one parent stated; *“[it was] really nice to hear and share stories with people who were on my wave-length, not judging me”*, and another commenting; *“when you open up and speak to people, you find out they’re helping others,”* demonstrating an overall sense of feeling reassured and less alone, whereby the *“Buddy helps you to take that first step”*.



6.2.2 After Teulu Ni

Increased confidence as a parent (only applicable to parents)

Strengthening adults' confidence as parents was one of the fundamental objectives of Teulu Ni, and learning from the Family Buddies as to how to better manage their families was consistently cited by parents as a significant benefit of involvement. Again, the expertise and nature of the Buddies was identified as essential to realising this change, with their role as parents helping to provide confidence in their guidance – when asked how they could indicate that this change had occurred one parent stated she now thinks about how to deal with a situation by asking herself; *“what would Iona [Family Buddy] do?”* and *“everything she taught me, I still do”*. Teulu Ni parents faced challenges as parents for a range of reasons, including lacking suitable role models, health concerns, and relationship break-downs. In some cases, this was to re-build the confidence of parents with previous experience of raising children, and for others to provide reassurance in their current abilities, as one parent stated it; *“changed my perceptions of our relationship”* and she now; *“felt like a parent”*.

For other parents there was the need to provide more intensive support, and in some cases they also attended parenting classes such as ‘Incredible Years’. Regular comments that parents were able to; *“cope better with their [children’s] behaviour”* and *“our confidence is sky high now”*, are indications of such changes. Further to this as one Family Buddy commented; *“they [children] think their name is naughty”* as they have been called it so often. Yet by helping parents to understand often important underlying reasons that explained behaviours, they were able to focus on addressing the key issues and also reduce concerns of how others might perceive them. A number of parents indicated a newfound willingness to take their children out as they now had the confidence to do so – and powerfully as one parent stated, she; *“went from not knowing how to answer his [son’s] question of why am I different, to knowing that he isn’t”*.

Extending the numerous subjective indicators provided by parents, the self-measurement of the number of occasions they feel unsure how to manage their parental responsibilities over a period of time could assist in the future evaluation of this outcome.



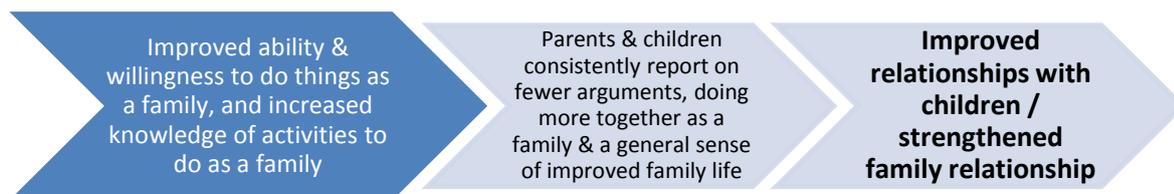
Better family relationships

Teulu Ni's approach to work with all of the family resulted in important changes to the quality of the relationship between family members. In some cases, Family Buddies assisted children to receive medical assessments and on-going support, and this resulted in improved management of existing psychological conditions and a happier household. Also, in many cases parents were encouraged to spend more quality time with their children and to take advantage of the natural environment as a free resource. In most instances, parents reported maintaining these activities and stated significant improvements in their

family's relationships. For example, one family stated that they were at breaking point, and they believed they would have split up as a couple if it were not for the changes Teulu Ni created. The same parents indicated a willingness to do more things as a family, and that not only was their relationship stronger and the bond between parents and children improved, but that between the siblings was also healthier. In other cases, as children were better able to understand their sibling's circumstances, they became closer and some were more willing to help their brother or sister face their challenges.

A common indicator identified by parents was a change from there being; *"lots of arguments before"* to improved situations that resulted in fewer arguments and in some cases a reduction of violence perpetrated by the child. Children themselves highlighted an understanding of how their behaviour had improved, and parents reported that they now also apologised for bad behaviour, and in some cases whereby children would previously have gone missing for hours they now inform their parents where they are going. Measuring the number of instances where family members are involved in arguments would be a useful means of evidencing this outcome in future evaluations.

The impact of strengthened family relationships was highlighted as significantly removing; *"a distance between us"*, and having; *"got that connection back with them; that helped me and them"*, and as one child expertly summarised this outcome; *"family is the most important thing in the world"*.

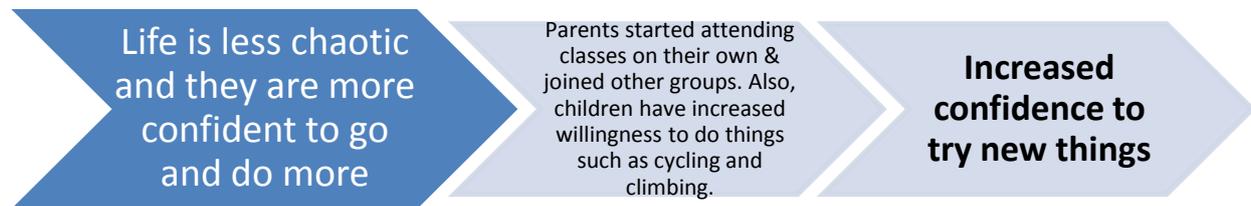


Increased confidence to try new things

Addressing the complex needs of families and the on-going support from the Family Buddies removed many of the barriers that prevented parents and children from undertaking new activities and experiences. The outcome of increased confidence to try new things for parents covers a range of issues including re-entering education, volunteering, attending keep-fit classes, undertaking driving lessons, joining school committees and organising fundraising activities for local initiatives. If each of these activities were measured separately they would not be considered material as they would not have sufficient quantity to be considered relevant, therefore they are aggregated together as a material outcome.

These indications of increased confidence to try new things were apparent in many families, and again it was the particular support of the Family Buddy that was highlighted as key to realising this outcome. In many cases parents reported a previous fear to leave the house, and a resultant pride in their new found confidence. Further to this was the subsequent increase in the confidence of children to undertake new experiences – where parents stated that they had previously been missing out on things such as being willing to play with other children. Many of the children were encouraged to attend lessons such as karate or climbing, and as one parent stated; *"it helped in a way, seeing mum doing things, she wanted to do more"*. Parents' pride in their own confidence was outweighed by that in their children, perfectly demonstrated by one mum who explained how her child who had previously felt different and isolated, had successfully presented a book report in a school assembly, something he would never have

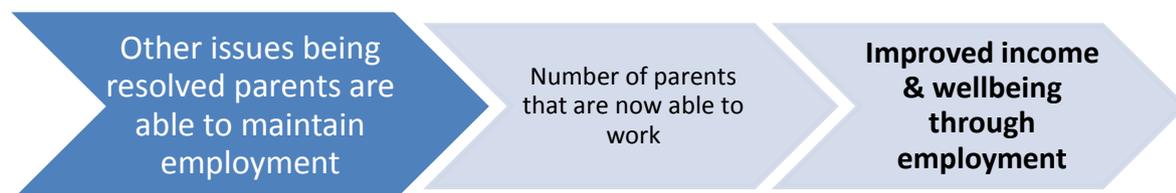
undertaken previously. Measuring the number of new activities that family members undertake and sustain would be a useful means of indicating this outcome in future evaluations.



Increased confidence to try new things – Employment leading to increased income and wellbeing (only applicable to parents)

As a result of changes to family circumstances and the subsequent confidence to try new things, a number of parents had secured employment. Unlike other outcomes, this change can easily be measured by counting the number of parents that have found work. However, employment in itself is not necessarily a positive outcome – we need also to consider the type of work and what that leads to for those experiencing the change.

A range of employment situations were highlighted by parents, including working seasonal roles that fit around family responsibilities, to gaining full time employment now that people had the ability to drive. Securing employment was exclusively reported as a positive experience by parents, with specific focus on improved household income and the personal satisfaction gained. Therefore, increases in household income and wellbeing are appropriate outcomes to represent this change for some parents.



Improved mental health/wellbeing

The World Health Organization (2014) define mental health as; *“a state of wellbeing in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community”*. Whilst parents rarely used the language of experiencing changes in mental health, one of the most commonly heard statements was that before Teulu Ni they were; *“at breaking point”*. There are numerous factors that influence the mental health/wellbeing of people, and whilst the Family Buddies are not qualified to address severe conditions, their support was cited as essential to help ease mild to moderate concerns such as stress and anxiety. In some cases this was a consequence of dealing with specific concerns, exemplified by one parent who was assisted to secure carpets for her home, stating that without them she; *“would’ve been stressing all the time”* and you; *“start rocking to yourself”*. In other cases, it was not specifically related to a tangible output, and more as a result of the support provided, whereas; *“before was endless blackness”*, parents often used language such as; *“I’m sane!” – “stress levels have reduced so much” – “I can breathe again” – “like a*

weight off” to describe their new position and provide subjective indication of the change in their lives. Additionally, a number of parents explained that they had reduced, or eliminated the need for medical assistance, such as visiting GPs or needing medication and both of these are means of evidencing the change in future evaluations.

Changing the mental wellbeing of children was also a significant issue raised by many parents, other key stakeholders and by children themselves. In particular, the Mindfulness Coach stated that the ability of the Family Buddies to be a good listener was an effective means of helping the children. However, some children required additional support from professional services – and even here the role of the Buddy was considered essential. For example, having the Buddy’s support to drive to appointments resulted in one child having more energy and an increased ability to remember what he wanted to discuss, therefore improving the effectiveness of the sessions. Similarly, one mum spoke of how it is; *“heart-breaking when you have a child that thinks so low of themselves they are reduced to self-harm”*. Yet, as she highlighted, when her mental wellbeing was strengthened, this had a consequential effect on her child, and she had seen a reduction in incidents of self-harm and violence in the home (both of which could be effective means to measure the outcome)– an understanding supported by Public Health England (2015) that acknowledges both the dynamic nature of mental health and the influence of parent’s psychological health on their children.

The interconnection of mental wellbeing within a household was evidenced throughout the stakeholder engagement, with improvements targeted at one individual often resulting in positive changes for additional members; as one family stated; *“[it] made us feel worth something again”* and *“makes you want to live again”*.



Improved physical health

A number of factors indicated the relevance of improving the physical health of both parents and children. In some situations, Family Buddies shared cooking skills with parents, and in an extreme case the project had funded essential cooking appliances and equipment to enable a family to break an inter-generational cycle of dependency on take-away food. Not only did this have implications for the finances of the family, but it was also affecting the health of all involved, and subsequently impacting on the children’s ability to attend and effectively engage with school. In other families, the support to attend exercise classes and gymnasiums, purchasing of bikes for families to enjoy together, and highlighting the potential to exploit the local natural environment provided significant changes. A significant number of parents highlighted that they were now undertaking increased levels of physical activity with their children, with activities including cycling, swimming and regular go-karting provided as examples of how they could evidence the change. Also, some parents explained that they now still undertake increased physical activity without

their children and regularly attend exercise classes such as Zumba. Measuring the number of instances of parents and children maintaining physical activity is a useful way of evidencing this outcome in future evaluations. Other indicators such as body mass index and blood pressure are inappropriate for this project.

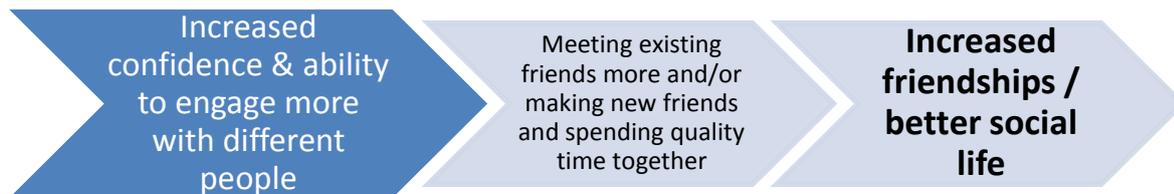
Although discussed by some families, it was the Family Buddies in particular that ensured this change was accounted for as a relevant and significant change they had observed. Also, Gyda'n Gilydd maintain records explicitly on the progress made for parents in the domain of physical health, whilst this is also captured within the more general health domain for children. Therefore, this outcome was considered relevant and significant, based primarily on the strength of opinion from other material stakeholders, as is acceptable within the principle of materiality.



Improved friendships / Better social life

As a consequence of many families' situations, some parents had become estranged from friends and found it difficult to socialise with others. For some this was related to a lack of personal confidence or poor mental health, whilst for others it was a result of poor family relations and behaviour creating a tendency to stay at home. However, as a result of Teulu Ni many parents reported increasing their social life with existing or new friends, with some doing so as a direct result of meeting other parents on the family days out.

One father spoke of previously hiding indoors, yet with the support of Teulu Ni he had recently gone on a night out with friends for the first time in 5 years – and although nervous, he had thoroughly enjoyed the opportunity. This was also true for a number of children, with some having specific reasons for not having effective social relationships. One example was provided by a parent who explained how her child's condition had prevented him from making friends at school, to the extent that he was considered by his peers as a bully. Understandably emotional about the limitations that such barriers created, when asked how she knew this had changed for her son, she answered quite succinctly; *"he has friends now"*. By measuring the frequency over time that parents and children meet with others socially can provide indication for this outcome for future evaluations.



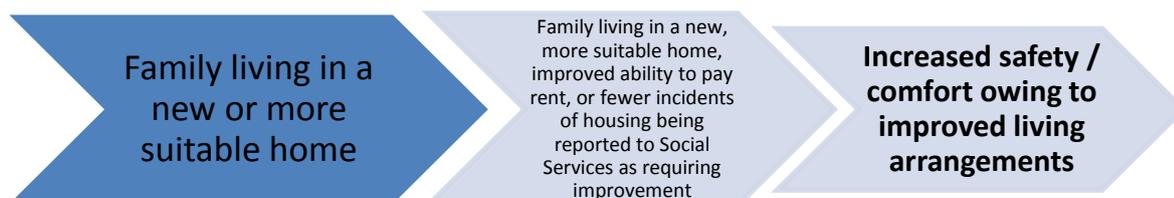
Increased safety / comfort owing to improved living arrangements

For a variety of reasons, the housing situations of some families required addressing. This varied from families living in over-crowded houses, needing to move to a new property away from violence/crime, or needing to significantly de-clutter or clean their home.

Many families explained that the direct influence of the Family Buddy helped them to move into a more suitable home much more quickly than they believed would have been the case alternatively. A lack of confidence, or willingness/ability to deal with institutions effectively, resulted in a number of families being on housing waiting lists for a significant period of time – with consistent comments of; *“been trying to move forever”* revealed in the engagement. The ability and persistence of the Family Buddy in some cases supporting the family member to make arrangements, and in others making the necessary phone calls themselves, helped to increase the safety/comfort for all family members affected.

It is possible for this outcome to include objective indicators based on the number of families that moved to a new property. For example, one family reported being on the housing waiting list for 6 years, and being in a situation where they were fearful for the safety of their children owing to local crime. As the father stated, after they had made the long awaited move they did; *“not have to watch them [children] 24 hours a day”* and the move generally; *“means the world”*. Whilst this is a reasonably extreme case, it was by no means unique, with one mum commenting that without the support of her Family Buddy to effectively escape a former abusive partner, she would have lost her independence and moved with her children into her parents. She commented that; *“the other house never felt like home” – “this is the first place that feels like home”*. Similarly, Family Buddies were able to signpost to other services that could assist with installation of safety features in the home and ensuring that relevant authorities were aware of situations and would react accordingly.

In other cases, homes were in need of de-cluttering and deep-cleaning. Whilst some people may query the value of Teulu Ni undertaking activities such as hiring skips and assisting with cleaning, these objective indicators were identified as significant barriers to families making subsequent changes to their lives by the families themselves and a range of professional included in the engagement.



Increased wellbeing owing to avoiding eviction

A consequence for some families improving the condition of their homes, or improving their ability to maintain their rent was the removal of threats of eviction. Using the objective indicators of the reduced number of houses being reported to social services as requiring attention, and those families no longer in rental arrears allows this change to be measured. Whilst this will always be the last resort for the housing provider, the loss of wellbeing that would be experienced by both parents and children if this were to occur would be significant. When asked about the effect of no longer facing the threat of eviction, parents highlighted that they felt much calmer and that both their own and their children's situation was much better, with the previous threat of losing their home no longer being a concern. When further questioned about the potential effects of having to leave their home against their wishes, parents reported that this would have been a damaging experience for both themselves and their children, resulting in a considerable loss of wellbeing. Additionally, the potential consequences could also be serious for those involved, resulting in a loss of contact with family and friends and the loss of continuity in education, although these additional outcomes are beyond the scope of this analysis.



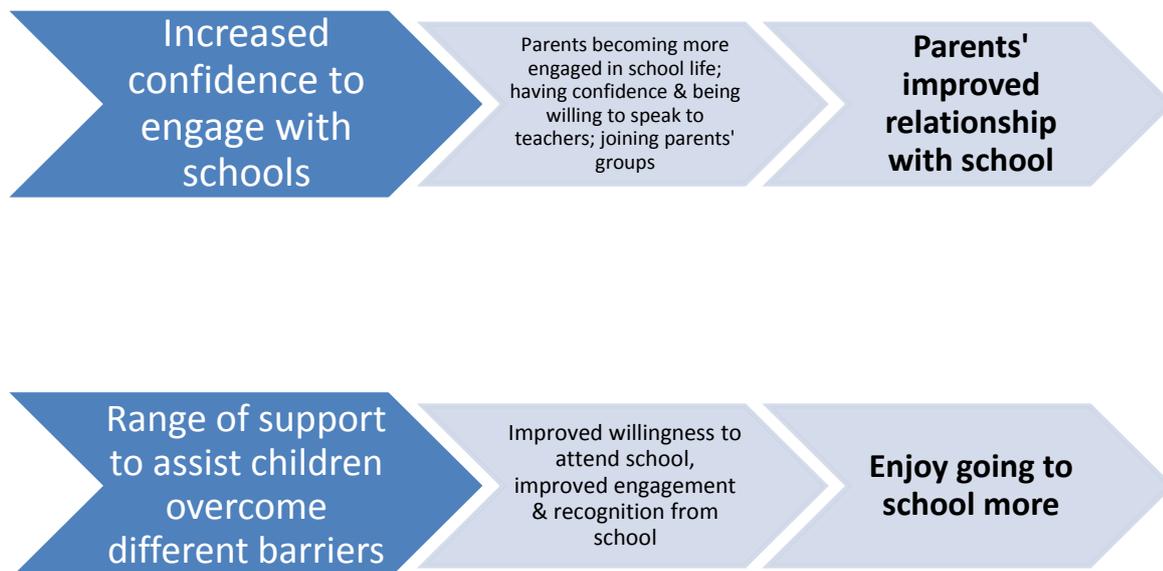
Improved relationship with school (parents) & Enjoy going to school more (children)

Although these two outcomes are distinct from one another there is a logic that means they can be discussed together in this section. Initially, for many parents involved with Teulu Ni a negative legacy of school was discussed, whereby their experiences as children restricted their willingness and ability to effectively engage with school. This was also discussed by a range of the professional stakeholders consulted, and the role of Family Buddies in; *“helping give a voice to parents”* was cited by Barnardos Children's Services Manager as key. Although beyond the scope of this analysis, it was also highlighted by those with experience and knowledge of these issues, that such barriers between school and parents would often have negative subsequent effects on a child's perception of school and its importance for life chances and development.

A number of parents highlighted that they had been actively supported by the Family Buddies to attend school meetings, with many instances of Buddies also attending meetings and supporting parents to effectively engage. In the most extreme case we heard, one mother who did not speak Welsh was seriously restricted from proceedings as they were exclusively conducted in Welsh, as were the subsequent minutes. In this case and others, the active role played by the Family Buddies allowed parents to develop their own confidence and capabilities, with many indicating a new found willingness to ask questions, and in some instances parents have subsequently joined Parent and Teacher's Associations and other similar groups. This helps to provide objective indicators of the change, as well as self-reported subjective indications.

The role that school plays in a child's development is well established; therefore, the importance of this element of their life cannot be underestimated. Yet again owing to a variety of reasons, many children

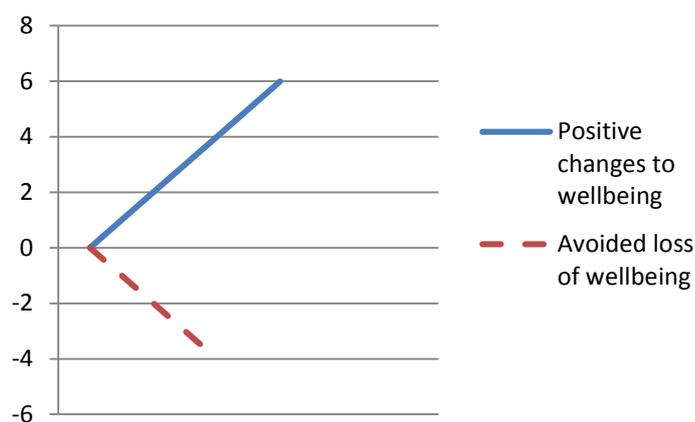
were reluctant to attend school, or found it difficult to enjoy the experience. Again, the role of the Family Buddies was identified as crucial to improving this situation for some children. Working with the children themselves, and liaising with relevant authorities and organisations was reported to be extremely helpful. For example, one parent explained that she had been informed that her son who suffers with ADHD would have to attend a specialist secondary school, yet after the work of the Buddy assisting her son’s transition he now likes to get to school early for hot chocolate and toast. Other parents indicated that their children who had previously been reluctant to go to school were now far happier to do so, and in many cases were receiving regular recognition (e.g. pupil award for ‘Star of the Week’) for their attendance and engagement.



Avoided loss of wellbeing (confidence as a parent, worsening of family relationships & mental health)

As a result of families addressing a range of issues that would otherwise have potentially led to an escalation of their situations to requiring statutory intervention, it is reasonable to state that those family members involved have avoided losses of wellbeing. It is important to ensure that no double counting occurs in any analysis, and whilst this outcome and others related to avoided losses of wellbeing may not be as apparent as others previously discussed, it is equally important to examine. If we consider value against the axes of a graph it is perhaps clearer to appreciate. For those outcomes such as improved confidence as a parent we can consider these as instances of positive value created; whereas issues of avoided losses of wellbeing are instances of negative value avoided. Figure 5 illustrates this – imagine the x-axis as time, and the y-axis as the level of wellbeing; starting from an assumed position of ‘0’ the solid line represents the positive changes to wellbeing as a result of the Family Buddies’ interventions that occur for many parents. The dotted line indicates the level of value that would have otherwise been lost for a much smaller sub-set of parents if the intervention had not occurred and situations escalated to requiring statutory intervention. Whilst the rates may not necessarily be identical as this illustration appears, it does demonstrate that we are not wishing to double count any value; rather we need to understand the complete picture of the value of Teulu Ni.

Figure 5 - Holistic value illustration



Owing to the complex nature of many families involved with Teulu Ni, a significant number of parents had experienced their child or children being the subject of investigation by social services. There were three possibilities identified for social services involvement (outlined in more detail in section 6.3); that of an initial review, escalation to a child being identified as in need, or in the most severe cases where a child is considered to be at risk. When asked how such involvement from social services made them feel they explained that it had an effect on their confidence as parents, their mental health and additionally impacted on their immediate family's relationships. In more extreme cases, parents reported that they were subject to multiple instances annually of their children being investigated by social services, often with the process being terminated after an initial review, although in some cases children were escalated to being identified as in need or at risk.

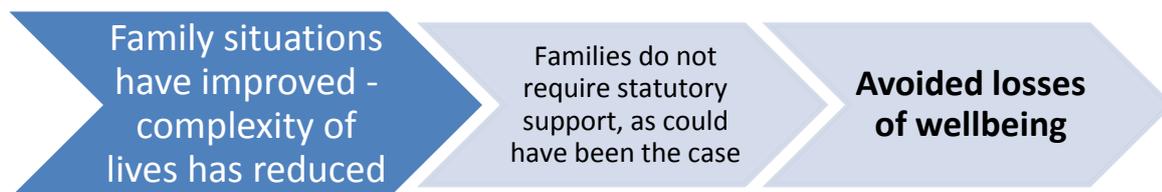
Further families that had no direct experience, but were under threat of such outcomes were also asked how they would feel and the probable impacts if this situation had materialised, and again there was consistent comment that owing to a belief that they had 'failed' as parents, they would suffer from significant losses of wellbeing. They commented that they would feel less sure of their abilities as a parent as they were appearing to struggle coping, whilst equally they would be more stressed and anxious about the possible outcomes of the process. When probed this was also revealed as creating significant potential impacts on the relationships with their children and where appropriate between parents.

When those parents with experience of social services involvement were asked about the effect on their children it was also indicated that they also experienced negative impacts on their wellbeing. Unlike their parents there could be no loss of confidence as a parent, but it was reported that they too suffered from reduced mental wellbeing and poorer family relationships. As has been previously highlighted, evidence from parents has consistently reported that children's mental health is related to that of their parent, and if parents are feeling the negative effects of social services involvement this will have an effect on the child – as is the case for the family's relationship. However, it was reported by parents with experience of such instances that in cases where there was only an initial review this did not impact on the child, as they were often unaware of the situation. Yet, if their circumstances were escalated to being in need, or at risk, children became more aware as social services involvement increased and parents experienced lengthier periods of reduced wellbeing. Therefore, avoided losses in wellbeing for children are only accounted for in situations where social services would have likely identified children as being in need, or at risk.

It is extremely difficult to prove that family members would certainly suffer losses of wellbeing from social service involvement. However, evidence on the impacts of children being cared for is plentiful. Whilst state

intervention is the last resort and in particular removing a child from their parents is the result of all alternative options being exhausted, it is clearly motivated by securing the interests of the child. Yet, it is apparent that in many, if not most cases this could have a detrimental effect on the family members involved. Evidence from Clausen *et al.* (1998) states that children in foster care have an increased likelihood of developing mental health concerns than their peers owing to separation from their family, and similarly a large-scale longitudinal study by Henderson *et al.* (2014) reported that involvement with social services for children with behavioural problems did not have positive consequences on their mental health, rather having either no effect or being negative. Further evidence from Save the Children (Tolfree, 2003) outlines ten typical negative effects of institutional care, including diminishing contact with family, isolation and inadequate stimulation and subsequent development. Therefore, although there is no direct evidence of the negative impacts of social services being involved with families other than when children are being cared for – this forecast analysis is basing its account on direct comments from stakeholders and the data that is available for similar outcomes to account for the value of avoided negative outcomes in the lives of families. Fear of social service involvement was regularly stated by parents and was exclusively considered to be a negative experience, with consequences that would be felt by parents and also by their children.

In order to measure this outcome in future analyses it is important to compare evidence from the JAFF reports on families – this would identify the likely course of action without suitable intervention, and although a subjective indicator, it is one created by suitable professionals.



Avoided deterioration of physical health

As with the above outcomes, the avoidance of deteriorated health is an outcome that is material to this analysis. As previously discussed, the Buddies played a significant role in supporting families to attend a range of medical appointments. In total 193 appointments were supported, and whilst not all missed appointments would have led to a decrease in health, without the assistance of transportation, child care and emotional support, many of the families would have been unable to attend and this would have resulted in negative health outcomes.

Although it may be difficult to measure this outcome and could require the use of control-groups, given the nature of the outcome it is reasonable to state that the stakeholders have a good understanding of the likely effect of not attending medical appointments when required. When asked about the probable outcome of not attending parents were clear that their own health and that of their children would have undoubtedly deteriorated without the support from the Family Buddy. For some this would have been resulted in reduced oral health and for others a continuation or progression of ailments that would otherwise be resolved.



Increased opportunities to be a child

This outcome is clearly only applicable to children, and not all of those involved in Teulu Ni. For some children with caring responsibilities, or where a parent or sibling requires significant attention this was a key issue raised by some stakeholders including the Mindfulness Coach and the Service Manager at Action for Children. Additionally, as one parent stated, for her child that was not the focus of attention from other specialist support, the opportunity to undertake experiences that they were otherwise unable to do; *“gave him a bit of a break”*. Furthermore, this outcome was also identified as relevant and significant to many children without additional caring responsibilities in their family. Owing to the reduced complexities in family life, many parents and children reported a general change that saw the latter afforded more time and opportunities to play and do things they enjoy. The time that Buddies could spend with children individually was key to achieving this outcome, and the same parent as above explained that her child; *“loved it – just getting out”*. Many parents and children reported that the latter would now more regularly do the things that they enjoyed, such as playing with friends, going to the park and engaging with their family members and it is these indicators that help to demonstrate this change for children and could be effectively measured in future evaluations. Regardless of the circumstances of different families, it was a revealed outcome for many that those children involved were; *“allowed to be children”* (parent).



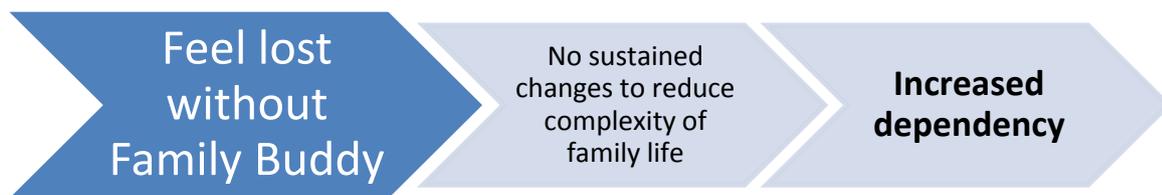
Negative outcome; Increased dependency

As well as being the catalyst for all other material outcomes for families, the reassurance and reduced feelings of being alone in their situations as a result of the support from Family Buddies has been highlighted as a material outcome in itself. Yet, all impact analyses must also explicitly ask stakeholders if there were any negative outcomes in order to fully understand what has changed. For Teulu Ni the only issue raised by families concerned the closing of the relationship with the Family Buddy. Comments such as; *“it’s really good – I wish Iona [Family Buddy] would carry on coming here”* and *“I would love to have kept her”* were commonplace. There was a general understanding that other families would and should benefit from their skills and expertise, as stated by one parent; *“Not the support that was needed [anymore], but the friendship that was wanted”*.

However, the crucial role of feeling more reassured and less alone is the subsequent facilitation of outcomes that help to improve the resilience of the family. However, for some families these were not realised owing to the development of dependency on the Buddy. This was exemplified by comments from a father who struggled to leave the house for psychological reasons, stating that although the support was

fantastic, he and his family were now back in their 'rut'. Other families also reported a lack of continuation of some of the activities and positive practices that had been established with the Buddy, and it is these indicators that can be measured beyond the closure of the family's relationship with Teulu Ni to assess the extent of dependency.

Although a phased closure to the relationship was employed, often with other services being introduced to continue some specific service delivery, some children in particular would not necessarily understand why the Buddy was no longer in their life. In perhaps the most extreme case, one child stated that she felt angry when the Buddy left – saying that one day she was there, and the next she had left. Negative feelings identified during the engagement ranged, but for some parents and children the relationship had created a dependency that made the removal of the Buddy from their life a damaging experience.



Those families without positive outcomes

An effective SROI analysis needs to consider all potentially relevant stakeholders for an honest appraisal of impact, and for Teulu Ni this includes the 36% families that did not receive any positive outcomes as a result of involvement.

These families still received an average of 32 hours of support from Family Buddies and although it is hoped that some positive experience was gained, for a variety of reasons those families are not considered to have achieved any positive outcomes for this analysis. Some families moved away from the area and others disengaged with the service for unknown reasons, and whilst records were maintained on these families it would be over-claiming to assume any lasting changes, as they effectively left the support prematurely. There are also some families that ended their relationship with Teulu Ni because their situation worsened to require statutory intervention, and clearly this is a negative outcome for those involved. Trying to understand why Teulu Ni did not work for some families can provide useful learning for future improvement – and this should be part of any continuous improvement agenda. Both situations of no change and the worsening of a family's circumstance are included on the Value Map - however, ultimately they are not considered a relevant outcome as given the complexity of families, these outcomes would have most likely occurred without the Family Buddies attempted support and cannot be attributed to Teulu Ni as value destruction.

Excluded family outcomes

In addition to the discussed outcomes that were included in the analysis, it is important to transparently explain why others were excluded. Table 4 displays the excluded family outcomes when assessed against the materiality principles of relevance and significance - some of these decisions were taken at a later stage of the analysis when the value of outcomes was calculated.

Table 4 – Excluded Family Outcomes

Outcome	Materiality Test	Relevance	Materiality Test	Significance	Outcome Included/Excluded
Worsening family situations for those that did not experience positive outcomes	Important issue for families, but not relevant as would most likely have happened anyway		Significant value to each family and statutory services		Excluded
Improved income through assisting with securing appropriate benefits	Not relevant to many families		Potentially significant value to each family, but no significant value owing to low incidence of outcome		Excluded
Increased trust in others	Relevant for many families		Potentially significant value to each family		Excluded to avoid double-counting – Included in chain of change for other outcomes
Increased awareness of other services	Not relevant to many families		No significant value owing to low incidence of outcome		Excluded
Improved openness to other services	Not relevant to many families		No significant value owing to low incidence of outcome		Excluded
Increased independence	Not relevant to many families		No significant value owing to low incidence of outcome		Excluded
Increased safety through escaping violent situations	Very important to some families		Of significant value, but Family Buddy only began supporting after resolution so value is not attributable to Teulu Ni		Excluded
Increased wellbeing through volunteering	Important only to small number of families		No significant value owing to low incidence of outcome		Excluded – but value captured through earlier outcome in chain of changes
Increased wellbeing through education/training	Important only to small number of families		No significant value owing to low incidence of outcome		Excluded – but value captured through earlier outcome in chain of changes
Reduced educational attainment for children in care and resultant reduced life-chances	Important only to a very small number of children		Of significant value to the individual but owing to low incidence there is no significant value for this analysis		Excluded
Increased wellbeing for children with now-working parents	Important issue for some children		Significant value		Excluded to avoid double-counting – superseded by later outcome in chain of change

Children avoiding exclusion from school as a result of enjoying going to school more	Important only to a very small number of children	Potentially significant value	Excluded
Children's improved attainment at school as a result of enjoying going to school more	Important only to a very small number of children	Potentially significant value	Excluded
Subsequent outcomes for children with improved educational attainment – improved earnings potential, health & wellbeing, reduced likelihood of criminal activity and substance abuse etc.	Not relevant to this analysis as beyond the scope of analysis	Potentially significant value	Excluded

6.3 State Agencies' Outcomes

As a result of many outcomes for families, it was identified by a range of stakeholders that state agencies would likely experience material outcomes related to a reduced demand on services. These changes are in the form of potential cost reallocation opportunities – this means that although there would not be any direct cashable savings as a result of Teulu Ni, the state agencies would be able to redirect funds to service other people or priorities. For example, Gyda'n Gilydd report that the project has reduced the need for one-to-one support (Oxford Brookes University, 2014), whilst avoiding the escalation of families' situations will reduce the need for social services intervention, and similarly improving the mental health of parents and children will lead to avoided demand on the National Health Service. Table 5 identifies outcomes included and excluded based on the consistent materiality tests of relevance and significance, and the discussion below highlights more detail on some of the important issues included.

National Health Service

It was reported by parents and professional stakeholders consulted with that a significant number of medical appointments would have been missed if it were not for the practical and emotional support of the Family Buddies, Accurate records of supported appointments were maintained and provides clear evidence of the outcome of avoided missed medical appointments – albeit appropriately divided into the three separate elements of GP, dental and hospital appointments.

Similarly, for a number of parents and children who had experienced improvements in their mental health there are implications for the NHS. Many parents spoke of on-going requirements to visit health care professionals and reliance on a range of prescription medication prior to positive changes in their mental health. Clearly not everyone that suffers from mental health concerns would use health services, therefore, based on the engagement conducted with families and the opinions of others involved

estimations of 50% of parents and 25% of children who had reported positive changes to their mental wellbeing are considered to have created an outcome for the NHS.

There is an accepted link between employment and positive health outcomes (see for example, Department for Work and Pensions 2010; p.38), which essentially indicates that people who are employed are more likely to be in better health than if unemployed. Therefore, to reflect this, those people that are now in employment as a result of Teulu Ni's support are included as creating this outcome for the NHS.

Gyda'n Gilydd

Through the existence of Teulu Ni and the Family Buddies it is clear that Gyda'n Gilydd have avoided additional demand on their services. The manager and team members explicitly stated during interviews that their workload would have significantly increase if it were not for the Buddies – and whilst the quantity of their caseloads would have increased, they were also restricted from providing the same level of service to families. This was further supported by independent research by Oxford Brookes University (2014) that stated the need for one-to-one support from Gyda'n Gilydd had been reduced as a result of Teulu Ni.

Social Services Child Services Department

As a result of changes for families there are a range of outcomes experienced by social services that centre on avoided demand for their services as a consequence of the escalation of families' situations. The fundamental role of this department is the safeguarding of children from abuse and neglect. Based on the All Wales Child Protection Procedures (Local Safeguarding Children Boards in Wales, 2008) the definition of child abuse and neglect covers physical, emotional and sexual abuse, and neglect (pages57-59). For those families involved in Teulu Ni there were a number of cases where children had previously been escalated to being identified as in need or at risk, and for some based on their JAFF reports and the informed opinion of the professional stakeholders involved in this analysis this was a real possibility. This report will now outline each specific outcome for social services in turn.

Avoided additional demand for initial review leading to potential cost reallocation opportunities (based on missed medical appointments) – the official threshold for statutory involvement is that of 'significant harm'. However, as stated in the All Wales Child Protection Procedures (2008), there are no absolute criteria on how to judge this issue. However, neglect can include "the failure to ensure access to appropriate medical care or treatment" (p.59), and given it is the duty of medical professionals to report any concerns of neglect they have, and the missing of medical appointments can trigger such a response. The immediate consequence of such a referral would be an initial review by social services that is the basis for deciding the concerns for the child, what changes are needed, and the appropriate cause of action (p.61). Although it is reasonable to assume that in some cases, this would lead to a subsequent escalation to child in need, or at risk status, given that no data is available for this, in order to avoid over-claiming, the outcome for social services is limited only to the avoided demand for the initial review of the situations. For this analysis, conservative estimations have also been included for the number of such instances. Based on the opinion of the professional stakeholders consulted, all of the children's medical appointments if missed would have required such action, and only 25% of those with GPs – the latter representing the

reduced likelihood for concern of ‘significant harm’, and the reality that referrals were more likely to be made after multiple appointments were missed for the same child.

Avoided additional demand for initial review leading to potential cost reallocation opportunities (based on general escalation of families’ circumstances) – in addition to those children that may have required an initial assessment owing to missing medical appointments, based on the JAFF reports and the informed opinion of the professional stakeholders engaged with, there were a number of avoided initial assessments based on less specific (but no less significant) concerns. These included cause for concern of emotional abuse that includes “involve causing children frequently to feel frightened or in danger, for example by witnessing domestic abuse within the home or being bullied” (Local Safeguarding Children Boards in Wales, 2008; p.59) and cases of potential neglect. As part of their role. Family Buddies reviewed all initial JAFF reports on families and were extremely well placed to assess the progress made to provide informed estimations that 8 families would have alternatively have been referred to social services and required at least an initial review. **Avoided additional demand for children being considered in need leading to potential cost reallocation opportunities** – again based on the informed opinions of the Family Buddies in relation to the JAFF reports and their experience of families, it is reasonable to include an outcome for avoided demand on social services relating to the escalation of a situation to where a child is considered to require services under section 17 of the Children’s Act 1989 as being in need. This outcome would likely have been the case for 12 families (31 children) based on the JAFF reports and the progress they made to avoid such escalation. **Avoided additional demand for children being considered at risk leading to potential cost reallocation opportunities** – for those cases where there is immediate significant threat of harm to a child social services have the ability to identify the child as being at risk under section 47 of the Children’s Act 1989. This places the child under the care of the local authority, albeit as will be discussed in section 7.2 this does not necessarily mean a child will become looked after by the state. Based upon evidence from the JAFF reports and the experience of the Family Buddies it was estimated that this outcome was relevant for 11 families (28 children).

Avoided additional demand for children being placed on initial review, in need or considered at risk - leading to potential cost reallocation opportunities – the final outcome for social services is based on evidence from the review of Gwynedd’s social services evaluation (Care and Social Services Inspectorate Wales (2015) that 26% of cases are re-referred annually. Therefore, based on the number of cases that have been avoided (74 instances of initial reviews, 31 children in need & 28 children at risk), it is forecast that 35 cases have avoided being re-referred to Gwynedd’s social services.

Table 5 – Included and Excluded State Agencies Outcomes

Stakeholder & Outcome	Materiality Relevance Test	Materiality Significance Test	Outcome Included/Excluded
National Health Service			
Reduced number of missed medical appointments - leading to avoided waste of time and resources	Important issue for families and results in potential reallocation of costs for the state	Significant value	Included
Avoided GP & prescription costs owing to families improving mental health	Important issue for the NHS as a result of family outcomes	Significant value	Included
Reduced demand on health services associated with employment	Important issue for families and results in potential reallocation of costs for the state	Significant value	Included
Reduced demand on health services by future generations of Teulu Ni families as a result of increased resilience	Not relevant to this analysis as beyond the scope of analysis	Potentially significant value	Excluded
Gyda'n Gilydd			
Avoided additional demand on services owing to families receiving Teulu Ni support	Important issue for families and results in potential reallocation of costs for the state	Significant value	Included
Reduced demand on coordinated services by future generations of Teulu Ni families as a result of increased resilience	Not relevant to this analysis as beyond the scope of analysis	Potentially significant value	Excluded
Social Services Child Services Department			
Avoided additional demand on services as a result of families avoiding escalation of situations	Important issue for families and results in potential reallocation of costs for the state	Significant value	Included
Reduced demand on Social Services by future generations of Teulu Ni families as a result of increased resilience	Not relevant to this analysis as beyond the scope of analysis	Potentially significant value	Excluded

National Economy

Reduced welfare expenditure owing to increased number of people in employment	Important issue for the state as a result of parent outcomes	Significant value	Included
Increased tax revenue and reduced welfare expenditure by future generations of Teulu Ni families as a result of increased resilience	Not relevant to this analysis as beyond the scope of analysis	Potentially significant value	Excluded

Local Authority Housing Department

Reduced potential costs / cost reallocation owing to reduced numbers of evictions	Important issue for the state as a result of parent outcomes	Significant value	Included
Avoided void costs	Not relevant to this analysis as low frequency of incidents	Potentially significant value	Excluded
Reduced demand on Housing Department by future generations of Teulu Ni families as a result of increased resilience	Not relevant to this analysis as beyond the scope of analysis	Potentially significant value	Excluded

Youth Justice System

Reduced potential costs / cost reallocation owing to reduced numbers of children engaging in criminal activity	Important issue for the state as a result of parent outcomes	Significant value	Included
Reduced demand on services by future generations of Teulu Ni families as a result of increased resilience	Not relevant to this analysis as beyond the scope of analysis	Potentially significant value	Excluded

6.4 Family Buddies

The value of the outcomes that Family Buddies identified as material to themselves equated to less than 1% of the total value created. As such it was at that stage that Family Buddies were removed from the analysis as a material stakeholder.

The Buddies outlined that owing to the unique nature of the work providing the opportunity to really get to know families it provided some material changes that other work could not do to the same extent. They identified and valued three key outcomes, those of; increased satisfaction from seeing changes in other people, the learning of new skills and knowledge, and increased confidence as a parent. However, owing to the low numbers of Buddies and significant impact measures for the latter two outcomes, their outcomes were not of significant value and were subsequently excluded.

7.0 Valuing Outcomes

The ability of SROI to monetise outcomes is that which affords it distinction from many other impact frameworks – and by doing so we are able to prioritise outcomes and compare the benefits and costs of an intervention in a consistent language. This section of the report outlines the various means employed to value material changes for included stakeholders.

7.1 Families

There are a range of approaches to monetise outcomes including using financial proxies – that is using a market-based alternative as an approximation of a stakeholder’s value. However, some would argue that these do not represent the value that the particular stakeholder with experience of the change would attribute to it. Therefore, where possible, this analysis has applied the first SROI principle to involve stakeholders as much as possible. Therefore, after parents had identified their material outcomes, they were also asked to prioritise them, and subsequently value them against a list of goods or services available on the market to purchase. To improve comparability, each parent was informed that both the outcome and material good on their list would only last for a single year. This produced calibration lists for each parent involved in the engagement in all but two interviews. One parent that did not complete the ‘value-game’ did so because she became very emotional during the interview and we felt it wouldn’t have been appropriate, whilst a mum and dad with learning difficulties found it difficult to understand the purpose of the exercise.

It was often heard from parents that the support they received was; “priceless” or “invaluable” – and this is not the most helpful when trying to understand the value of outcomes. Nevertheless, when asked to create the two lists of outcomes and goods/services, parents were able to provide thoughtful evidence of the importance of Teulu Ni’s work. Conducting the conversations with parents in their homes did not restrict the ability to undertake the ‘value-games’ and the use of post-it notes and a hard surface allowed parents to visualise their thoughts, and in some instances change their priorities when confronted with the opportunity to compare them to things with familiar values.

In many cases, the outcomes of involvement with Teulu Ni were identified as more valuable than anything that could be purchased – and even when offered the items from the calibration list for multiple years, outcomes were consistently identified as more valuable. However, to maintain a consistent focus on not over-claiming, any outcome identified as more valuable than all of the items on the list was considered to be of equal value to the highest item. What this means is we do not fully understand the value of changes, but we can say that stakeholders value them **at least as much** as a certain market-based item. Furthermore, where it is possible to provide a reasonable comparison of outcomes to those on existing wellbeing valuations (i.e. high confidence, relief from depression/anxiety and feeling in control over life), it was discovered that these alternative options had a higher monetary value – and as such we have avoided over-claiming by not using this source. For example, high confidence for adults is valued at £13,065 on HACT’s Social Value Calculator (version 2), which is significantly higher than that used for either increased confidence as a parent, or to try new things. This is also true for the Social Value Calculator’s value of ‘Relief from depression/anxiety (adult) where the value is £36,827, over four times the value used for parents improved mental health. Equally, HACT’s value of £9,455 for improved confidence in younger people is more than double that of the value identified by the children themselves, and the value for mental health is more than three times the value children identified. Yet, more importantly, these existing wellbeing valuations, whilst helpful in some cases, do not represent the actual change experienced by those involved with Teulu Ni, and can therefore only ever be seen as an option when it is impractical to

gain direct stakeholder-led valuations. This is also true for the use of available market-based alternatives (some useful examples are available on the Global Value Exchange) such as confidence courses as financial proxies for improved confidence – whilst in some cases these may be the only available option and do help to create an understanding, they are representative of the value that the stakeholder would necessarily place on the outcome they have, or will experience.

As highlighted, although engagement with parents and other material stakeholders revealed outcomes for children, it was also important that we engaged with them directly as a stakeholder group. Therefore, during the Family Fun Day a variety of approaches were used to allow the voice of the children to be heard and allow us to understand their views. One option was the use of a large-scale banner with brick-templates, available for anyone who wished to provide a comment, or draw a picture of their experiences. Also, paper leaves were created for an alternative means of capturing data from children, and these were displayed on an imitation tree. Both of these options were successful at allowing children the freedom to comment – and the attendance of the Family Buddies reminded many of the children of their experiences. The children did not reveal any new outcomes that had not previously been identified, but again it was appropriate to allow them the opportunity to influence the work, and the range of outcomes were subsequently tested for relevance by asking the children during an interactive game to what extent they had experienced particular outcomes. Parents and Family Buddies were not present during this stage, as it was felt that this would reduce potential influence, and 15 children aged 7 to 12 (Public Health England (2015) report on evidence that children from the age of 7 or 8 are capable of appropriate introspection on issues such as their mental wellbeing) were asked to anonymously vote using electronic clickers on their experiences (appendix 4 displays all of the questions and results).

Finally, those children that wished to (14 children opted to stay) were asked to play a ‘value-game’ using visual representations of their material outcomes and a range of alternative items on a calibration list. Although a group exercise, as with their parents they were first asked to prioritise their outcomes (with children asked to only consider those outcomes that they had identified as appropriate to themselves), and subsequently compare them to a wish list of items. Two groups of children conducted the value game, and even when considering items that were clearly of interest (i.e. a family holiday or new pet), the discussion between the children allowed them to carefully consider the relative value of the options available to them.

It is also important to remember that a change is rarely binary – for example, those parents that identified their confidence was stronger did not go from a position of zero to perfect. The more realistic position is that things have improved to some extent, and it is this distance travelled that provides a better understanding of the relative value of outcomes. One way this was assessed was the use of a questionnaire at the Family Fun Day (appendix 5) that asked parents to identify relevant outcomes for themselves and their children, whilst also highlighting the extent to which they changed. For each outcome, options for the extent to which the change had occurred were; ‘Doesn’t apply to me’, ‘A little change’, ‘Some change’, ‘Quite a lot of change’, and ‘A lot of change’. By only measuring those that indicated either ‘quite,’ or ‘a lot’ of change allowed simultaneous assessment of relevance and significance of each outcome. However, with only twelve responses (albeit representing 14 parents) it was decided that the data was insufficient to confidently use. However, it did reaffirm that saturation of outcomes was achieved as no other suggestions were provided.

Gyda’n Gilydd as the county’s provider of coordinated services for families with additional needs collates excellent data on each adult and child open to their services across 11 and 8 domains respectively, and

can isolate the relevant proportion of adults and children that have experienced each outcome-domain and the distance travelled by each. Whilst it is acknowledged that this data cannot isolate the influence of Teulu Ni specifically, as families may be open to additional support, and this is duly considered with attribution figures, this data was considered superior as it was collected independently and represented averages for all families that were referred by, or to Gyda'n Gilydd involved in 2015-16 to date. This data represented 18 families, and although a reasonable small figure, it does represent 36% of annual families involved. Also, as this data provided evidence of progress against a baseline position, it also removed the need for a control group; that is a group of homogenous stakeholders that have no experience of Teulu Ni to understand the difference in change between them and involved families.

Even with the highlighted domains, rather than start with those and ask families if they had experienced them, good SROI practice demands giving stakeholders the freedom to identify their own outcomes. In many cases there is a clear link between the outcomes identified for this analysis and the measured domains of Gyda'n Gilydd – yet, where there is not a clear link the average quantity and distance travelled has been used. To provide a further sense-check that we are not over-claiming impact, it is important to highlight that Gyda'n Gilydd's records also indicate that the progress made by families in receipt of Teulu Ni's support is consistently more significant than those not working with Family Buddies.

Appendix 6 highlights examples of the 'value-games' conducted with parents and those with children, and the average results, whilst table 6 displays examples of the values employed for family material outcomes, the relevant quantity experiencing the change and distance travelled – appendix 7 displays a comprehensive outline of all relevant information. Whilst the quantity of stakeholders experiencing a change is provided by Gyda'n Gilydd, it is also important to remember that records at Mantell Gwynedd identify that 36% of families left the project without any positive change – therefore, any quantities of parents or children are only applied to the 64% that did experience positive changes. Whilst value is calculated for the proportion of parents and children that experienced a change, that is not to say that the remaining parents and children have failed to achieve the outcome – given the varied nature of families whilst that may be the case for some, for others it may not have been an identified need, and of course there is always the potential that situations for some have even deteriorated (this is accounted for by the use of the average distance travelled).

Finally, when considering the value of avoided losses of wellbeing related to parenting confidence, mental health or family relationships, the value of this outcome was not revealed through 'value-games' by asking how stakeholders would value this potential (not experienced) outcome. Rather, the value of the wellbeing received through improved mental health etc. was applied for consistency, and this can be considered an under-estimation for these outcomes as it is commonly understood that people generally place greater value on a negative experience, than its positive counterpart.

These outcomes also differ from the majority of the other material changes in their duration. Whilst standard convention is to consider the number of years that value will be created or destroyed, this is not so clear for the outcomes related to avoided losses of wellbeing. To recap, these outcomes centre on a family avoiding the involvement of social services, be it for an initial review only, escalation to a child being identified as in need, or more severely at risk. Based on the engagement with social services and existing evidence an approximate length of time that each of the three options would last was revealed.

Duration of an initial review – The Care and Social Services Inspectorate Wales (2015) report that 70% of initial reviews are completed by Gwynedd Social Services within a 1-week timeframe in 2014/15. This duration was confirmed as appropriate through the direct stakeholder engagement from social services

and Teulu Ni's Project Manager who has over three-decades of social work experience. Therefore, the loss in wellbeing for parents in relation to being subject to an initial review is calculated to last 1-week (as previously highlighted the outcomes related to the initial review from social services are only valid for parents, and not their children). Although this is a relatively short amount of time it is important to capture this value and for some families this is an experience that would have potentially occurred more than once annually. This is based on the engagement with families where some parents explained how they had previously been the subject to multiple initial reviews in the space of a single year. Therefore, the quantity for this outcome of 74 relates to the number of instances of this occurrence, not the number of families.

Duration of a child being in need – It is difficult to state how long a child will be considered in need, with each case presenting different issues and complexities. However, data from the PSSRU report 'Unit Costs of Health & Social Care 2014' in relation to a child in need (pages 150 – 153) provides a range of case studies of children in need and each one has costs calculated for a 6-month period. This was subsequently confirmed by all professional stakeholders during engagement as a suitable time-period, therefore, this has been used as the average length of time that both parents and children would experience losses of wellbeing as a consequence of being identified as in need by social services.

Duration of a child being at risk – As with a child in need, it is impossible to state with complete certainty how long a child will be identified as being at risk by social services. The PSSRU report again provides a range of case studies (pages 145-149) for children at risk, although presenting a variety of time-frames (9, 14, 18.5 & 20-months). Therefore, based on this information and the informed opinion of the professional stakeholders consulted a period of 12-months was used to represent the anticipated length of time that parents and children would experience losses in wellbeing as a result of being identified as at risk.

Table 6 – Examples of Family Outcome Valuations

Outcome	Identified value	Value of average distance travelled	Quantity of stakeholders experiencing outcome
Parent; Feeling reassured and less alone in their situation	Average of value games revealed value of £7,146. Average involvement with families was 9 months; Family Buddies identified average of 2 months before trust was effectively established, therefore value is realised for 7 months = £4,169	Taking the lowest point for our questionnaire scale (little change =0%, some change = 25%, quite a lot = 50%, a lot of change = 75%) – results show $(7*50) + (5*75)/12 = 60.42\%$. Equals value of £2,519 Although based on low sample size the results were in line with tone of interview comments – this was cited as an extremely significant change.	121 parents (100%) – Based on proportion reporting the change in interviews & questionnaires, opinions of other stakeholders, & the ‘other’ domain from Gyda’n Gilydd
Children; Feeling reassured and less alone in their situation	Average of value games revealed value of £6,402. Average involvement with families was 9 months; Family Buddies identified average of 2 months before trust was effectively established, therefore value is realised for 7 months = £3,735	Gyda’n Gilydd records do not have a domain that represents this change, and although still extremely significant, it was consistently stated as more important for parents – therefore, average distance travelled of 38.4%, was employed creating a value of £1,434	204 children (83%) - Based on average experiencing change across all Gyda’n Gilydd domains
Parent; Increased confidence as a parent	Average of value games revealed value of £8,301	Average distance travelled by parents in this domain according to Gyda’n Gilydd records was 24%, creating a value of £1,992	65 parents (53%) – Based on Gyda’n Gilydd data. 11 parents (9%) had also received support from Incredible Years classes so are considered as a sub-set during the impact measurement stage
Children; Better family relationships	Average of value games revealed value of £6,402	Average distance travelled by children in this domain according to Gyda’n Gilydd records was 36%, creating a value of £ 2,305	164 children (67%) - Based on Gyda’n Gilydd data
Parent; Increased confidence to try new things Increased confidence to try new things leading to employment; resulting in increased income	The value of employment provides a change in personal income. Using entitledto.co.uk for a single parent of 3 children now working 20 hours per week indicated a change in annual income of £5,431.92	N/A – earning of income is an actual change based on binary change to employment	49 parents (40%) - Based on Gyda’n Gilydd data

7.2 State Agencies

It has been indicated that as a result of changes experienced by families, there are subsequent outcomes for a range of state agencies. For example, when parents and children improve their mental health they will require the services of their GP less, avoiding eviction impacts upon the local authority's housing department, and preventing children having to become looked after affects Social Service's Children Service's Department. It is possible to value such changes by consulting credible publications of public service delivery costs - in particular the PSSRU report 'Unit Costs of Health & Social Care 2014' contains a comprehensive breakdown of recent costs.

The most relevant and significant state agency stakeholder for this analysis is Gwynedd Council – particularly the Social Services Children's Department, and to a lesser extent Gyda'n Gilydd. Table 7 highlights some of the key valuations for both of these Gwynedd Council stakeholders and appendix 8 has complete information for all state agencies' outcomes.

It is important to note that the outcomes related to avoided demand on social services are based on the same time-frames previously highlighted for parents and children, whereby for children in need costs are based on 6-months, and 12-months for children at risk.

Table 7 - Examples of Gwynedd Council Outcome Valuations

Stakeholder Outcome	Quantity	Valuation Information per Incident
Social Services Children's Services Department		
Avoided initial assessments - resulting in immediate closure of the case. As a result of avoided missed medical appointments	54 children – representing all children's hospital appointments & 25% of GP appointments that would have alternatively been missed – based on JAFF reports and the informed opinion of stakeholders including the Family Buddies, Project Manager who has significant previous experience of social work, and Barnardo's' Children's Services Service Manager	£62.50 - It is estimated that each initial assessment requires 30 minutes from both a Children's Services Social Worker and a manager. The Social Worker has associated costs of £55 and the manager of £70 per hour PSSRU (2014) Pages 205 & 207
Avoided escalation of cases to child at risk status - avoided need to support child remaining with parents	21 children - based upon Family Buddy views on the expected outcomes without intervention & opinions that 75% of children in need would remain in their home	£1,261 – Total costs (out of London costs) to support a child in need with no additional needs for a 6-month period (this is lowest cost option) PSSRU (2014) Page 150
Avoided escalation of cases to child at risk status - avoided need to support child in foster care	5 children - based upon Family Buddy views on the expected outcomes without intervention & evidence that 75% of looked after children are in foster care (Department for Education, 2014 Page 4)	£17,680 – Total costs of providing 9-months foster care. This represents the low-cost option for a child with no additional needs PSSRU (2014) Page 146

Avoided escalation of cases to child at risk status - avoided need to support child in residential care	2 children - based upon Family Buddy views on the expected outcomes and evidence that remaining 25% of looked after children will be in residential care (Department for Education, 2014)	£122,000 – The lowest identified cost of a residential care placement (Department for Education, 2014) Children in Care Page 10). This also acts as a proxy for the nature of the placement being out of county owing to Gwynedd’s lack of provision
Gyda’n Gilydd		
Avoided additional demand on services – families requiring support from Gyda’n Gilydd	78 families referred from Gyda’n Gilydd to Teulu Ni & 54 families (36% of total) representing those that would have alternatively required Gyda’n Gilydd’s services – this excludes those people that self-referred as they were less likely to refer themselves to official support services.	£3,800 – It is assumed that if Teulu Ni were not available, all of those families referred to Teulu Ni from Gyda’n Gilydd would have required an increased level of service provision. Based on the average hours each family Buddy worked with a family (76 hours) and the hourly cost of a Family Support Worker (£50) PSSRU (2014) Page 212

Additional state agency stakeholders also experience relevant and significant outcomes, and table 8 displays examples of these - appendix 8 contains a complete list for all state agencies.

Table 8 - Examples of Additional State Agency Outcome Valuations

Stakeholder Outcome	Quantity	Valuation Information
National Health Service		
Avoided missed dental appointments	32 parents 17 children	£41 - Assumed each appointment would last 30 minutes – and be delivered by Performer-only dentists (those that do not hold a contract with Local Health Board or PCT) as these are most prominent and lowest cost provider PSSRU (2014) Page 197
Avoided missed hospital out-patient appointments	21 parents 44 children	£109 – Weighted national average for all out-patient attendances. Parents and children had a variety of appointments supported, and whilst some may have an associated cost that is lower than the average, it is also true that many would have been considerably more expensive PSSRU (2014) Page 111
National Economy		
Reduced welfare expenditure	49 parents	£1,536 – Based on a single parent with 3 children (as the closest available option to Teulu Ni family profile) working for 20 hours per week entitledto.co.uk
Local Authority Housing Department Outcome		
Reduced potential costs / cost reallocation owing to reduce demand on services	3 families	£12,000 – Direct cost savings for a full eviction process. The Swindon Family LIFE Programme, 2011
Youth Justice System Outcome		
Reduced potential costs / cost reallocation owing to reduce demand on services	15 children – Based upon Family Buddy views on the expected outcomes without intervention.	£8,000 – Average costs of providing services to each child. National Audit Office – Ministry of Justice (2011) – ‘The cost of a cohort of young offenders to the Criminal Justice Service’

8.0 Establishing Impact

In order to assess the overall value of Teulu Ni's outcomes we need to establish how much is specifically a result of the project. SROI applies accepted accounting principles to discount the value accordingly, by asking; What would have happened anyway (deadweight)? What is the contribution of others (attribution)? Have the activities displaced value from elsewhere (displacement)? If an outcome is projected to last more than 1 year, what is the rate at which value created by a project reduces over future years (drop-off)? Applying these four measures creates an understanding of the total net value of the outcomes and helps to abide by the principle not to over-claim.

8.1 Deadweight

Deadweight is used to measure the amount of change that could have happened regardless of an intervention – therefore, to identify this figure we need to consider how likely it is that outcomes would still have been realised if Teulu Ni was not involved in the lives of families. Given the nature of the families experiencing a variety of complex issues such as children's behavioural problems, mental health concerns, parents struggling to cope, housing problems, and difficulties with school, it is unlikely that situations would have changed without any intervention. Therefore, it was important to understand who else could have been involved if Teulu Ni did not exist. For example, Gyda'n Gilydd, social services, the NHS, Women's Aid, schools, friends and family etc. could have provided some level of change.

It is extremely difficult to provide exact figures for issues such as deadweight given the specific nature of Teulu Ni. However, extensive research was conducted to understand what evidence was available – and this has been included where possible in tables 9 & 10. Therefore, whilst included figures are estimations, we asked all included stakeholders the explicit question of what would have been the situation without Teulu Ni to gain an understanding of an appropriate likelihood that things could have changed regardless of the intervention, or by alternative means. As a final sense-checking exercise we conducted a meeting with Family Buddies and the Project Manager where all deadweight (and other assumptions) were thoroughly discussed and amended where necessary. In order to test the effect of any assumptions such as deadweight a thorough sensitivity analysis was conducted and the discussion is in section 10.

Most of the parents consistently stated that they believed their experienced outcomes would not have happened without Teulu Ni, with comments such as; *"not going to happen without Teulu Ni"*, *"I wouldn't have come as far without them"* and *"it's changed my life, it really has"* typical of the engagement. One parent stated that *"without Dawn [Family Buddy] I would have had a nervous breakdown"*, whilst one couple stated quite categorically that their relationship would have ended without the support. In one of the more extreme instances a parent commented that for her son; *"We thought that by the time he'd be 16, he'd be in jail"*, whilst a significant number of parents reported extreme beliefs that their children would have been taken into care. This is consistent with other research, and LARC (2012) states that without appropriate intervention, expected outcomes can include poor educational attainment, emotional and physical health concerns, referrals to social care and police involvement. All professional stakeholders were also consulted on this issue and again a range of options were outlined. In no cases did anyone state that they were confident of changes occurring without Teulu Ni's intervention, whilst for the majority it was stated that their situations would have remained in the same negative cycles or deteriorated even further, with a minority escalating to requiring significant statutory intervention. This was also supported by the data gathered by Gyda'n Gilydd for the Welsh Government that highlighted families involved with

Teulu Ni made significantly greater progress than those receiving alternative support provided locally (Jones & Hutchings, 2015).

However, we must recognise that for families, some of the future scenarios might be perception only, and if Teulu Ni did not provide support there is the possibility that other services could have helped them achieve these outcomes. Therefore, although contrary to many comments from parents that outcomes could not have been realised alternatively, appropriate deadweight figures have been included for all outcomes. Whilst it is appreciated that other services are available in Gwynedd to address some concerns a family may have, the nature of Teulu Ni was consistently cited by all stakeholders as creating value that others were unable to provide. Equally, local austerity measures have seen significant reductions in the provision of statutory and voluntary support. The ability to work over a concerted amount of time with significant numbers of families to address their holistic needs indicates the unique proposition of the project, and as such, relatively low deadweight figures have been included. A consistent deadweight of 25% was included for many parents' outcomes, reflecting the existence of alternative services, but also appreciating the unique offering of Teulu Ni - table 9 highlights where deadweight figures vary from this figure for parents (appendix 9 displays all deadweight considerations), and table 10 displays all deadweight figures for children's outcomes.

Table 9 – Parent Deadweight Figures – by Exception from Consistent 25%

Outcome	Deadweight	Justification
Feeling reassured / less alone in their situation	20%	Having the support of the Family Buddy was recognised as hugely significant for many of the families. Many reported they had been having troubles for some time and could not get the support they needed. Although there is a possibility that alternative services could have been provided, these would not be on a par with the unique nature of Teulu Ni & in particular the Family Buddies.
Improved mental health (general)	15%	Teulu Ni has helped to make life less chaotic and therefore helped with stress and general mental health issues. However, without the project others could have helped such as GPs, counsellors, family and friends. Whilst evidence shows that only just over 6% of patients in Wales have to wait over 36 weeks for support (National Assembly for Wales, 2016), it is also reasonable to account for those parents that would not have sought support, or whose condition was not severe enough for support – but who nevertheless have experienced improvements to their mental health as a result of Teulu Ni.
Improved mental health (child having attended CAMHS)	15%	Referrals could have been made to CAMHS without Teulu Ni. Having the Family Buddy to support them with this, and in many cases to ensure an assessment was made (or at least more quickly), created a significant improvement in the parents' mental wellbeing. Further, it was outlined by the Family Buddies that in many cases, families had been waiting years for referrals to appropriate services owing to a large waiting list across the county. For further support please see the outcome below for children improving/maintaining their mental health (related to CAMHS).

Increased wellbeing owing to avoiding eviction	50%	A relatively higher deadweight figure indicates the potential for families to recognise the severity of the situation and amend it in time to avoid eviction. It is difficult to locate evidence that could support this deadweight figure, however, evidence from the Ministry of Justice (2015) illustrates that the most recent data indicates the highest annual rates of repossessions since 2000.
Increased dependency	20%	Having the support of the Buddy could have created dependency. However, without the project the family could be dependent on other services also. This is also a consistent figure with the positive outcome of feeling more reassured / less alone in their situation.
Avoided worsening health owing to not missing medical appointments	10%	Parents and Family Buddies consistently stated that the vast majority of medical appointments that were supported would have alternatively been missed. However, some could have been achieved through alternative means. It is difficult to precisely estimate the deadweight figure for missed appointments from existing evidence – however, evidence highlights that lower socioeconomic status, education and geographical barriers can have a significant impact (Wickramasingh, 2000 & Humphreys <i>et al.</i> 2000).

Table 10 – Children’s Deadweight Figures

Outcome	Deadweight	Justification
Feeling reassured / less alone in their situation	20%	Having the support of the Family Buddy there was recognised as hugely significant for many of the families. Many reported they had been having troubles for some time and could not get the support they needed. Although there is a possibility that alternative services could have been provided, these would not be on a par with the unique nature of Teulu Ni & in particular the Family Buddies.
Better family relationships (same for avoidance of worsening of family relationships)	25%	Having someone to support the whole family and being able to spend time with them contributed to better family relations and this has a low likelihood of being replicated by other services.
Increased confidence to try new things	50%	Other agencies could have encouraged this as well, but would have less time and ability to do so to the same extent. Yet, as children are generally more willing to try new things owing to less inhibition than adults, the deadweight figure is higher than for parents.
Improved / maintained mental health (general) (same for avoidance of loss of mental health)	25%	Teulu Ni has helped to make life less chaotic and therefore helped with stress and general mental health issues. However, without the project others could have helped such as GPs, counsellors, family and friends.

Improved / maintained mental health (child having attended CAMHS)	20%	Referrals could have been made to CAMHS without Teulu Ni. However, having the Family Buddy to support them with this, and in many cases to ensure an assessment was made (or at least more quickly), created a significant improvement in the parents' mental wellbeing. Within Gwynedd there is a considerable lack of timely access to CAMHS services, as reported by all involved stakeholders and supported by the National Assembly for Wales Children, Young People and Education Committee (2014) that reports a 100% increase in demand over 4 years and consistently increasing missed targets to support young people within a reasonable timeframe.
Improved social life / friendships	50%	Making new friends is always a possibility without an early-intervention such as Teulu Ni. However, without the full package of support, having the confidence to exploit opportunities would be more difficult – although again deadweight is higher than for parents to reflect children's general increased willingness to make friends.
Increased opportunities to be a child (general)	50%	Many children received support from Family Buddies that provided unique opportunities to be a child. However, owing to children having opportunities to achieve this outcome through outlets such as school, a reasonably high figure is included.
Increased opportunities to be a child (having also received support from Action for Children)	25%	This deadweight figure is lower than the general outcome above to reflect the additional barriers that some children with caring responsibilities faced.
Increased safety / comfort owing to improved living arrangements	25%	Other agencies could have supported families to achieve this outcome such as Derwen, Social Services, Gyda'n Gilydd or the family themselves. However, parents consistently reported that things had occurred far more quickly as a result of Teulu Ni. Also, the family could have decided to de-clutter their home, and family and friends could have helped.
Increased wellbeing owing to avoiding eviction	50%	A relatively higher deadweight figure indicates the potential for families to recognise the severity of the situation and amend the situation in time to avoid eviction.
Enjoy going to school more	50%	Research (for example, LARC, 2012) indicates that school is one of the most important factors in a child's life, and as such experiences there could have a significant effect on this outcome regardless of Teulu Ni's early-intervention.
Avoided worsening health owing to not missing medical appointments	10%	Parents and Family Buddies consistently stated that the vast majority of medical appointments that were supported would have alternatively been missed. However, some could have been achieved through alternative means. As with their parents, existing evidence on the likelihood of this outcome being achieved regardless of Teulu Ni is difficult to pinpoint – although evidence on the probable reasons for missing appointments provides some additional confidence in the figure included.
Increased dependency	20%	Having the support of the Buddy could have created dependency. However, without the project the family could be dependent on other services also. This is also a consistent figure with the positive outcome of feeling more reassured / less alone in their situation.

The deadweight figures included for parents and children are also mirrored for corresponding outcomes for state agencies – for example, the 10% likelihood that families could attend medical appointments without the support of Teulu Ni is also incorporated for potential cost reallocation for the NHS, and avoided initial assessments by social services as a result of attending appointments. The only state agency outcome that is not addressed by this consistency is the potential cost reallocation for the Youth Justice System as a result of children changing their life-trajectory away from requiring their services. A figure of 50% is included to reflect the alternative activities that would have been employed to avoid this outcome.

8.2 Attribution

Owing to the complex nature of many families' circumstances, a range of services may also provide support (such as CAMHS, Youth Justice System and schools), and potentially as will others in their lives such as family and friends. Therefore, all engaged stakeholders were asked to consider who else was involved in supporting families, in order to discount impacts based on their contribution to the creation of material outcomes.

During engagement it was revealed by some families that they received little, if any support from other agencies or individuals. In some instances, parents reported that owing to their circumstances they had exhausted the willingness and support of family and friends, and they would not qualify for additional support. However, in other cases strong social networks were helping, as were other services, and over half of the families had some engagement from Gyda'n Gilydd Therefore, each outcome identified has at least 20% attribution (parents' questionnaires indicated an average belief that Teulu Ni were responsible for at least 87% of the value), and these are displayed in table 11.

Table 11 – Parents’ Attribution Figures

Outcome	Attribution	Justification
Feeling reassured / less alone	20%	Most of the value of this outcome is a result of Teulu Ni; having the relationship with the Buddy was crucial and was noted in interviews and other stakeholder engagement. However, some value must be attributed to family, friends and other organisations that might be involved.
Increased confidence as a parent (general)	25%	Family Buddies worked closely with parents and accompanied them to attend classes, appointments, school meetings etc. Many reported having the Buddy there to show them how to handle situations was truly valuable. However, the role of others must be recognised.
Increased confidence as a parent (having also attended ‘Incredible Years’ course)	50%	As above, but this figure also includes the input of Barnardo’s ‘Incredible Years’ classes that for the majority of cases were not funded by Teulu Ni.
Stronger family relationships	25%	Having the Buddy there to speak to and arrange family days out was cited as essential. However, some families also had involvement of others such as play workers.
Increased confidence to try new things	25%	As well as Family Buddies supporting parents to achieve this outcome, the potential support of others such as family and friends must be accounted for.
Increased income & wellbeing through employment	50%	Whilst the Family Buddy helped to reduce many of the necessary barriers to achieving this outcome, the role of employment services in particular must be accounted for.
Improved / maintained mental health (general)	25%	Teulu Ni has helped to make life less chaotic and therefore helped with stress and general mental health issues, although the potential support of others such as family and friends must be accounted for.
Improved / maintained mental health (child having attended CAMHS)	50%	Teulu Ni’s advice and guidance in getting the children assessed was essential. However, the changes for this stakeholder sub-set must also take account of the work of CAMHS.
Improved social life / friendships	25%	Teulu Ni helps families to increase their confidence and also helps make life less chaotic so they have time meet with friends. However, other organisations and additional family members can help and encourage also.
Increased safety / comfort owing to improved living arrangements	50%	Teulu Ni helped to move things along with the process of moving home or making living arrangements more comfortable. However, others contributed to this such as the housing provider.
Increased wellbeing owing to avoiding eviction	50%	As above, the influence of others such as housing providers and family & friends must be accounted for. Also, the role of advisors such as Citizens Advice Bureau providing financial support was highlighted as important to some families.
Improved wellbeing owing to strengthened relationship with school	25%	Family Buddies worked with some families to engage with schools, attending meetings with the parents and encouraging them to communicate. Although the role of the schools and others must also be accounted for.
Avoided worsening health owing to not missing medical appointments	50%	The role of health care providers is reflected in this attribution level.
Increase dependency	20%	As stated, the potential for families to receive services from other providers needs to be accounted for, and as such dependency could occur as a result of their provision also.

Unlike deadweight, attribution figures for children are the same as for parents owing to the influence of other stakeholders in the lives of families being largely similar. However, table 12 highlights the exceptions to this and a complete list of all deadweight and attribution levels for state agencies is included in appendix 8.

Table 12 – Children’s Attribution Levels

Outcome	Attribution	Justification
Increased confidence to try new things	50%	Higher than parents to reflect the significant potential influence of school and friends.
Improved social life / friendships	50%	As above – children generally have easier access to peers.
Increased opportunities to be a child (general)	25%	Whilst Family Buddies supported children, the influence of others must be accounted for. There is no difference in attribution if the child received support from Action for Children as this service was commissioned as part of Teulu Ni.
Increased opportunities to be a child (having also received support from Action for Children)	25%	
Enjoy going to school more	50%	As highlighted in the deadweight discussion, the role of school and fellow pupils in a child’s life is particularly important and as such needs to be accounted for.

8.3 Displacement

Displacement is the transference of value from elsewhere as a result of its creation for a stakeholder. For example, if a neighbourhood watch scheme manages to eradicate crime from one street, but it is found the next street has an increase of the same level, no actual value has been created – just shifted from one source to another. For Teulu Ni it is reasonable to state that the value created for families did not prevent other families from becoming involved (actually providing an increased level of provision for Gwynedd), and has not therefore displaced value from others that could not benefit from the project as a result. However, when considering employment outcomes this is different. People securing work, except in circumstances where ‘new’ employment opportunities have been created as a result of a particular activity, can be considered as having prevented others from securing that position. However, rather than stating that 100% of the value has been displaced, it is more appropriate to apply a displacement factor of 13% in accordance with research from English Partnerships (2008) in relation to the effects on ‘worklessness’.

8.4 Duration & Drop-off

All families were asked how long they believed their outcomes would last, and there was overwhelming belief that they would persist for a significant period of time, with comments such as; *‘they’ll last forever’* and *‘I can’t see it stopping’* consistent in the engagement. Parents involved in the engagement had all finished working with Teulu Ni for at least 6 months, and this helped them to consider the duration of outcomes – and stated beliefs are consistent with a previous evaluation of the Families First Programme (Gyda’n Gilydd act as the central contact for families) that highlighted the majority of families continued to increase their distance travelled after ending their involvement with support (Jones & Hutchings, 2015). The overriding belief from parents and children that the outcomes they had experienced would last for a significant number of years was also indicated by comments used to explain the greater value they attributed to their outcomes in relation to market alternatives, such as; *‘confidence will last much longer than a car’*. Additionally, all of the professional stakeholders were also explicitly asked how long they believed changes would last, and although conscious of the varied nature of families, there was a belief that for many that had achieved outcomes, there was a good chance of these being sustained.

The value of many outcomes will last more than a single year. However, to avoid over-claiming we must also take account of the rate by which the value attributable to the original intervention reduces. For example, families that have experienced ‘stronger family relationships’ from their intervention with Teulu Ni should still be a stronger family for many years afterwards. However, other factors will also influence this over time such as their own behaviours and potential involvement with other projects. Therefore, a drop-off rate is included to reflect the diminishing effect of Teulu Ni over years.

For both parents and children, no outcome is projected to last more than 2 years. However, this can be considered to potentially under-estimate the impact for many of the outcomes, and other research (see for example LARC, 2011) has considered similar outcomes for periods of 10 - 15 years. The initial feeling of increased reassurance / not feeling alone in their situation is only calculated for the 7 months during the project whereby the relationship with the Buddy was considered to be effective, whilst subsequent outcomes are projected to commence after the completion of Teulu Ni’s relationship with families. Those outcomes relating to positive changes in families’ lives are projected for 2 years, and those that relate to avoided losses of wellbeing associated with family circumstances not escalating are calculated for a period of 1 week, 6 months or 1 year as highlighted in appendix 7. The outcomes for social services relating to children in need/at risk have been projected to commence during the project and last a further 2 years as an indication of the value created during the time the Family Buddy is working with families, and beyond. Even these projections should also be considered a potential under-estimation of the true value of these changes, as the value does not include all of the additional costs of working with families with such complex problems – particularly where out-of-county care is necessary.

Where outcomes have been projected to last more than 1 year, a consistent drop-off rate of 50% (reflecting particularly the importance of the families continued commitment to sustain the changes) has been included on all except two outcomes. The exceptions relate to children increasing their confidence to try new things, and increasing their friendships/social life – both with drop-off rates of 75% reflecting the age of the children and the on-going influences they will experience in life relating to these outcomes.

9.0 SROI Results

This section of the report presents the overall results of this SROI analysis of Teulu Ni. These results represent the culmination of careful application of the principles that underpin the SROI framework. This analysis shows that the professionalism and expertise of the Family Buddies effectively places the family at the centre of a preventative early-intervention to address holistic needs – and it is this relationship that is central to positive changes in the lives of families.

Through mutual trust, families feel reassured and less alone in their situation – a situation that led to “*breaking point*” for many families, and it is from this foundation that families have with the capabilities to make important changes to their lives. The strengthening of family assets and resources leads to increased resilience that can break negative cycles of behaviour – and this creates significant value to both parents and children, and reduces their need for additional support.

Table 13 displays the present value created for each of the included stakeholders who experience material changes. The present value calculations take account of the 3.5% discount rate as suggested by the Treasury’s Green Book.

Table 13 – Total Present Value Created by Stakeholder

Stakeholder	Value created as a result of Teulu Ni	Proportion of total value created
Parents	£1,882,965	43.6%
Children	£1,422,684	32.9%
National Health Service	£68,954	1.6%
Gyda’n Gilydd	£290,121	6.7%
Social Services Children’s Services	£559,270	12.9%
National economy	£34,896	0.8%
Local Authority Housing Department	£19,968	0.5%
Youth Justice System	£42,988	1.0%

The figures illustrate the majority of Teulu Ni’s value is created for the parents and children involved – totalling over £3m (76.5%) of the overall value. Whilst it may appear that some stakeholders experience relatively low value that would not pass a test of significance, it is important to remember that social services, Gyda’n Gilydd and the housing department are all constituent elements of Gwynedd Council, and although operating with separate budgets, when these are combined they represent an overall value of almost £870,000 (20%). The same is true for the National Health Service, national economy and Youth Justice Service creating almost £147,000 of value (3.4%) for the national government. Table 14 highlights the value created for parents and children per individual involved.

Table 14 – Present Value Created per Individual Involved

Stakeholder	Average value for families with positive changes (95 families)	Average value for all families involved in Teulu Ni (149 families)
Family	£34,796	£22,186
Parents	£15,562	£9,910
Children	£5,831	£3,734

The above results indicate an extremely positive return for both parents and children involved in Teulu Ni. Although parents gain significantly more value than children during the period accounted for, if we were to also include outcomes accrued over a child’s lifetime, their value would be considerably larger. The results also indicate the significant potential value that could be created if more families gained successful outcomes through involvement with the project. The overall results in table 15 highlight the total value created, the total present value (discounted at 3.5%), the net present value, and ultimately the SROI ratio.

Table 15 – SROI Headline Results

Total value created	£4,440,070
Total present value	£4,321,848
Investment value	£839,832
Net present value (present value minus investment)	£3,482,016
Social Return on Investment	<u>£5.15:1</u>

The result of £5.15:1 indicates that for each £1 of value invested in Teulu Ni, a total of £5.15 of value is created.

The result demonstrates highly significant value created as a result of Teulu Ni and is based on application of the principles of the SROI framework. Although there are inherent assumptions within this analysis, consistent application of the principle not to over-claim leads to the potential under-valuing of some material outcomes based on issues such as duration of impact.

The valuation of outcomes employed a variety of approaches to monetisation, including stated-preference in ‘value-games’, use of existing wellbeing valuations and cost reallocation proxies, it is therefore useful to display results based on these differing forms.

Table 16 – Value by Monetisation Approach

Approach to valuation	Value	Proportion of value
Stated preference	£2,859,354	66.2%
Wellbeing valuations	£322,423	7.5%
Cost reallocation proxies	£981,302	22.7%
Changes to income	£158,770	3.7%

The final means of presenting the results is to consider the payback period – that is the moment when the investment cost is repaid in full. Based on the full funding amount and assuming the value accumulates at a steady rate the payback period is 8.9 months. When calculating the annual investment cost against annual value created, **the annual payback period is only 2.3 months.**

10.0 Sensitivity Analysis

Conducting sensitivity analysis is designed to assess any assumptions that were included in the analysis. Testing one variable at a time such as quantity, duration, deadweight or drop-off, allows for any issues that have a significant impact on the result to be identified. If any issue is deemed to have a material impact, this assumption should be both carefully considered and managed going forwards. Appendix 10 provides the complete sensitivity analysis, and selected results are highlighted and discussed in table 17 (the table is separated into the different stakeholders). In order to test the information included in the value map, the changes made to the different variables are significant – for example, more than doubling impact factors such as deadweight and attribution and halving the values.

Table 17 – Sensitivity Analysis Summary

Variable	Current assumption	Revised assumption	Revised SROI	Proportion of change
Parents; feeling reassured/less alone in their situation	Quantity; 121	Quantity; 61	5.03	2.3%
	Deadweight; 20%	Deadweight; 75%	4.99	3.1%
	Attribution; 20%	Attribution; 75%	4.99	3.1%
	Value; £2,519	Value; £1,259.5	5.03	2.3%
Parents; improved relationships with children / strengthened family relationship	Quantity; 94	Quantity; 47	5.05	1.9%
	Deadweight; 25%	Deadweight; 75%	5.02	2.5%
	Attribution; 25%	Attribution; 75%	5.02	2.5%
	Drop-off; 50%	Drop-off; 75%	5.11	0.8%
	Value; £2,173	Value; £1,086.5	5.05	1.9%
Parents; increased confidence to try new things leading to employment; resulting in increased income & wellbeing	Quantity; 49	Quantity; 24	5.01	2.7%
	Deadweight; 25%	Deadweight; 75%	4.96	3.7%
	Attribution; 50%	Attribution; 90%	4.92	4.4%
	Displacement; 13%	Displacement; 75%	4.95	3.9%
	Drop-off; 50%	Drop-off; 75%	5.10	1.0%
	Value; £5,453 (income)	Value; £2,726.5	5.07	1.5%
(Combined with national economy)	Value; £4,796 (wellbeing)	Value; £2,398	5.08	1.4%
	Displacement; 13%	Displacement; 75%	4.92	4.4%

Parents; improved mental health / wellbeing	Quantity; 84	Quantity; 42	5.04	2.1%
	Deadweight; 15%	Deadweight; 75%	5.02	2.5%
	Attribution; 25% & 50%	Attribution; 75%	5.03	2.3%
	Drop-off; 50%	Drop-off; 75%	5.12	0.6%
	Value; £2,020	Value; £1,010	5.06	1.7%
Parents; increased wellbeing owing to no longer facing eviction	Quantity; 4	Quantity; 2	5.14	0.2%
	Deadweight; 50%	Deadweight; 90%	5.14	0.2%
	Attribution; 50%	Attribution; 90%	5.14	0.2%
	Drop-off; 50%	Drop-off; 75%	5.15	0%
	Value; £2,397	Value; £1,198.5	5.14	0.2%
Parents; increased feelings of dependency	Quantity; 12	Quantity; 24	5.09	1.2%
	Deadweight; 20%	Deadweight; 0%	5.13	0.4%
	Attribution; 20%	Attribution; 0%	5.13	0.4%
	Drop-off; 50%	Drop-off; 0%	5.13	0.4%
	Value; £-4,318	Value; £-9,833	5.07	1.5%
Parents; avoided loss of confidence as a parent, worsening family relationships & mental health owing to preventing initial assessment	Quantity; 37	Quantity; 18	5.13	0.4%
	Deadweight; 25%	Deadweight; 75%	5.14	0.2%
	Attribution; 25%	Attribution; 75%	5.13	0.4%
	Value; £471 (combined)	Value; £235.5	5.13	0.4%

The sensitivity analysis for parents' outcomes highlights relatively low impacts on the SROI result. For the majority of outcomes, the most significant change is experienced when amending the deadweight or attribution figures - and this indicates the importance of carefully examining these figures during engagement with stakeholders and the use of existing evidence and research. For the outcomes of increased income and wellbeing as a result of employment the effect of altering the displacement figure also has a reasonably significant impact on the results – however, the change from 13 – 75% is quite

extreme and is unlikely to be accurate – however, this does not excuse careful consideration of this impact factor. In some cases, the quantity of parents that experience a change has a similar effect on the results (i.e. improved mental health and increased feelings of dependency), and this again signifies the importance of ensuring the accuracy of these figures. However, owing to the independent collection of this data for a relatively large sample of parents there is additional confidence in these figures. The value of outcomes has less impact on the results in most instances, although this is increased where larger values are utilised – again requiring careful consideration, but overall it is the accuracy of deadweight and attribution figures that has the most significant impact and therefore requires careful diligence.

Considering the outcome of avoided losses of wellbeing in relation to avoiding an initial assessment from social services illustrates the limited impact of this outcome on the overall result (discussion of avoided losses for both parents and children is below). This outcome unlike the majority of others in the analysis is more difficult to substantiate – yet, the sensitivity analysis provides confidence that inclusion of at least this particular outcome related to not being subject to an initial assessment from social services does not have a significant impact on the results.

Children; felt more reassured & less alone in their situation	Quantity; 202	Quantity; 101	5.04	2.1%
	Deadweight; 20%	Deadweight; 75%	4.99	3.1%
	Attribution; 20%	Attribution; 75%	4.99	3.1%
	Value; £1,434	Value; £717	5.04	2.1%
Children; better family relationships	Quantity; 163	Quantity; 81	4.96	3.7%
	Deadweight; 25%	Deadweight; 75%	4.90	4.8%
	Attribution; 25%	Attribution; 75%	4.90	4.8%
	Drop-off; 50%	Drop-off; 75%	5.09	1.2%
	Value; £2,305	Value; £1,152.5	4.96	3.7%
Children; increased confidence to try new things	Quantity; 202	Quantity; 101	5.09	1.2%
	Deadweight; 50%	Deadweight; 75%	5.09	1.2%
	Attribution; 50%	Attribution; 75%	5.09	1.2%
	Drop-off; 75%	Drop-off; 90%	5.13	0.4%
	Value; £1,540	Value; £770	5.09	1.2%

Children; enjoy going to school more	Quantity; 144	Quantity; 72	5.10	1.0%
	Deadweight; 50%	Deadweight; 90%	5.08	1.4%
	Attribution; 50%	Attribution; 90%	5.08	1.4%
	Drop-off; 50%	Drop-off; 75%	5.13	0.4%
	Value; £1,421	Value; £710.5	5.10	1.0%
Children; increased feelings of dependency	Quantity; 37	Quantity; 74	5.08	1.4%
	Deadweight; 20%	Deadweight; 0%	5.13	0.4%
	Attribution; 20%	Attribution; 0%	5.13	0.4%
	Value; £-2,458	Value; -£4,916	5.08	1.4%
Children; avoided worsening family relationships & mental health owing to preventing escalation	Quantity; 59	Quantity; 0	4.84	6.0%
	Deadweight; 25% & 15%	Deadweight; 75%	4.94	4.1%
	Attribution; 25%	Attribution; 75%	4.94	4.1%
	Value; £15,155 (combined)	Value; £7,577.5	4.99	3.1%

The sensitivity analysis for children's outcomes illustrates that they generally have a more significant impact on the results than those for parents. This can be attributed largely to the larger numbers of children, and this is reflected by changes to the quantities having more impact than other issues. Whilst there is a significant level of confidence in the quantities owing again to the independent collection of this data, there are less domains in Gyda'n Gilydd's approach that apply directly to children, so in more cases than with parents, the average across the various domains has been used. This signifies the importance of accurate data collection for the quantities of children that have (or will) experienced each outcome, particularly those that do not align neatly with the domains recorded by Gyda'n Gilydd. Going forwards for any forecast analysis such as this requires the careful design of data collection procedures such as questionnaires that can adequately capture and collate this data.

Considering the particular impact of avoided losses of wellbeing for children in relation to not being identified as in need or at risk by social services, the elimination of all children experiencing this outcome has the single greatest effect on the results - although given the nature of the outcome and the included evidence to support, it is unlikely that no children would experience losses of wellbeing as a result of social service intervention. However, again it is clearly identified as an issue that requires careful consideration going forwards and continuity of data collection through evidenced means such as the JAFF reports. Interestingly, the deadweight and attribution figures for this outcome have a less significant effect on the result than the outcome of better family relationships, signalling that these are of less concern than other issues.

	Quantity; 125	Quantity; 0	4.08	20.7%
Parents & children; all avoided loss of wellbeing outcomes owing to social service involvement	Deadweight; 25% except mental health (15%)	Deadweight; 75%	4.42	14.1%
	Attribution; 25%	Attribution; 75%	4.44	13.7%
	Value; £37,183 (combined)	Value; £18,591.5	4.77	7.4%

When examining the effect of removing all of the outcomes related to parents and children avoiding losses of wellbeing as a result of social service intervention there is a much greater effect on the results. Removing all stakeholders experiencing this change reduces the SROI by over 20% and illustrates that when combined the potential avoided losses of wellbeing are extremely significant to the analysis.

Whilst these outcomes will consistently prove more difficult than others to demonstrate, they are nevertheless essential to understanding the holistic impacts of any preventative project. It is again the means of data collection that are central to confidence in these outcomes, and although requiring a sensitive approach to data collection it is essential that questions asking parents and children ask what likely outcomes would have been experienced if it were not for a particular intervention, and how they would feel if it were to have occurred. Additionally, is the need to use existing evidence where possible to support the findings – whilst there is the possibility for other stakeholders to be investigated as a control group – in this case families with experience of children being looked after by their local authority. This was done as much as possible in this analysis by asking parents with experience of their children being assessed and identified as being in need or at risk, yet it was not possible for those being looked after in foster, or residential care.

	Quantity; 49	Quantity; 0	5.14	0.2%
National Health Service; Reduced number of missed medical appointments - leading to avoided waste of time and resources (dental appointments)	Deadweight; 10%	Deadweight; 75%	5.15	0%
	Attribution; 20%	Attribution; 75%	5.15	0%
	Value; £49	Value; £24.5	5.14	0.2%
	Quantity; 55	Quantity; 0	5.14	0.2%
National Health Service; Reduced number of missed medical appointments - leading to avoided waste of time and resources (GP appointments)	Deadweight; 20%	Deadweight; 75%	5.15	0%
	Attribution; 20%	Attribution; 75%	5.15	0%
	Value; £55	Value; £27.5	5.14	0.2%

National Health Service; National Health Service; Reduced number of missed medical appointments - leading to avoided waste of time and resources (hospital appointments)	Quantity; 65	Quantity; 0	5.14	0.2%
	Deadweight; 25%	Deadweight; 75%	5.14	0.2%
	Attribution; 20%	Attribution; 75%	5.14	0.2%
	Value; £65	Value; £32.5	5.14	0.2%
National Health Service; Avoided GP & prescription costs owing to families' improved mental health	Quantity; 42 appointments & 34 prescriptions	Quantity; 0	5.09	1.2%
	Deadweight; 15%	Deadweight; 75%	5.10	1.0%
	Attribution; 20%	Attribution; 75%	5.11	0.8%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%
	Value; £76	Value; £38	5.12	0.6%

The effect of changes to outcomes for the NHS is marginal – however, this does not indicate that they are immaterial for the analysis. Given the relatively smaller quantities of incidents in comparison to outcomes for parents and children it is unsurprising that changes to these variables have less impact, yet their exclusion would fail to adequately tell the story of Teulu Ni. The values of these outcomes are also much less than the majority of outcomes for other stakeholders, but this again does not excuse poor practice. There is the consistent demand for accurate collection of data relating to these outcomes, and owing to confidence in the values based on their credible sources, it is the quantities that requires most careful attention. Ensuring that accurate data on the number of medical appointments supported that would not otherwise have been possible is essential – and this is something that was conducted very effectively by Family Buddies during the course of Teulu NI.

Gyda'n Gilydd; Avoided additional demand on services for families that would have required <i>greater</i> support	Quantity; 78	Quantity; 0	4.92	4.4%
	Deadweight; 20%	Deadweight; 75%	4.99	3.1%
	Attribution; 20%	Attribution; 75%	4.99	3.1%
	Value; £3,800	Value; £1,900	5.03	2.3%
Gyda'n Gilydd; Avoided additional demand on services for families that would have required support	Quantity; 54	Quantity; 0	5.03	2.3%
	Deadweight; 30%	Deadweight; 75%	5.07	1.5%
	Attribution; 30%	Attribution; 75%	5.07	1.5%
	Value; £3,800	Value; £1,900	5.09	1.2%

	Quantity; 132	Quantity; 0	4.80	6.8%
Gyda'n Gilydd; Avoided additional demand on services – both outcomes	Deadweight; 20%	Deadweight; 75%	4.91	4.6%
	Attribution; 20% & 30%	Attribution; 75%	4.91	4.6%
	Value; £7,600	Value; £3,800	4.97	3.5%

The effect of changing variables for outcomes experienced by Gyda'n Gilydd is more substantial than that for the NHS. This signals the importance of ensuring accuracy for these outcomes. Of greatest significance consistently is the quantity of families that would have alternatively required the services of Gyda'n Gilydd. However, there is considerable confidence in these figures – as Gyda'n Gilydd themselves identified that without Teulu Ni, most families would have required their services – albeit with less ability to provide the particular support offered by the Family Buddies.

The effect of those families that Gyda'n Gilydd referred to Teulu Ni is greater than those referred towards Gyda'n Gilydd, yet again there is considerable confidence that without Teulu Ni these families would have required alternative support. It is the responsibility of Gyda'n Gilydd to support families with additional needs, and if Teulu Ni were not available it would be the responsibility of their coordinators to provide this support.

	Quantity; 54	Quantity; 0	5.14	0.2%
Social Services Child Services Department; Avoided additional demand for initial review leading to potential cost reallocation opportunities – based on missed medical appointments	Deadweight; 10%	Deadweight; 75%	5.14	0.2%
	Attribution; 20%	Attribution; 75%	5.14	0.2%
	Value; £62	Value; £31.5	5.14	0.2%
	Quantity; 20	Quantity; 0	5.15	0%
Social Services Child Services Department; Avoided additional demand for initial review leading to potential cost reallocation opportunities – based on general escalation	Deadweight; 25%	Deadweight; 75%	5.15	0%
	Attribution; 25%	Attribution; 75%	5.15	0%
	Value; £62	Value; £31.5	5.15	0%
	Quantity; 31	Quantity; 0	5.07	1.5%
Social Services Child Services Department; Avoided additional demand for children being considered in need leading to potential cost reallocation opportunities	Deadweight; 25 %	Deadweight; 75%	5.09	1.2%
	Attribution; 25%	Attribution; 75%	5.09	1.2%
	Value; £3,926	Value; £1,963	5.11	0.8%

Social Services Child Services Department; Avoided additional demand for children being considered at risk - avoiding need for foster care - leading to potential cost reallocation opportunities	Quantity; 5	Quantity; 0	5.01	2.7%
	Deadweight; 15%	Deadweight; 75%	5.05	1.9%
	Attribution; 25%	Attribution; 75%	5.05	1.9%
	Value; £17,680	Value; £8,840	5.08	1.4%
Social Services Child Services Department; Avoided additional demand for children being considered at risk - avoiding need for residential care - leading to potential cost reallocation opportunities	Quantity; 2	Quantity; 0	4.80	6.8%
	Deadweight; 25%	Deadweight; 75%	4.91	4.6%
	Attribution; 25%	Attribution; 75%	4.91	4.6%
	Drop-off; 50%	Drop-off; 75%	5.11	0.8%
	Value; £122,000	Value; £61,000	4.97	3.5%
Social Services Child Services Department; All outcomes	Quantity; 197 instances	Quantity; 0	4.48	13%
	Deadweight; varied	Deadweight; 75%	4.70	8.7%
	Attribution; varied	Attribution; 75%	4.70	8.7%
	Drop-off; 50% (where appropriate)	Drop-off; 75%	5.11	0.8%
	Value; £148,670 (combined)	Value; £74,335	4.81	6.6%

Not surprisingly the greatest effect on outcomes for social services relates to the costs of caring for children in residential accommodation. The value of this outcome is significantly higher than any other value included in this analysis, and as such it has the potential to impact upon the results. The cost of providing residential care for social services in Gwynedd is always going to be considerable as they have no provision within the county. Therefore, whilst the figure of £122,000 may appear high, it is an estimate that could undervalue the true value of providing on-going care to a child based in another county in Wales or England (it remains the responsibility of Gwynedd social services to provide care). The quantity of children likely to have avoided needing this service owing to Teulu Ni's activities is the area that an evaluation of the project would need to carefully consider; and as with other outcomes this can be assessed against the JAFF reports and the informed opinion of others such as the Family Buddies, social workers and staff at Gyda'n Gilydd.

Overall, the outcomes relating to social services have a significant impact on the results, so as with other material stakeholders there needs to be continued accuracy in the collection of relevant data on the quantities of stakeholders that have avoided the need for statutory intervention, the likelihood of this occurring anyway, the role others play, and the rate by which this value reduces over years. Seeking the opinions of families that would have likely experienced these outcomes in subsequent years beyond their involvement with Teulu Ni is an appropriate means of considering the last point on drop-off – explicitly

asking people how much value they still place on the project a year or more after completion is a viable way of assessing this.

National Economy; Reduced welfare expenditure	Quantity; 49	Quantity; 0	5.10	1.0%
	Deadweight; 25%	Deadweight; 75%	5.12	0.6%
	Attribution; 50%	Attribution; 90%	5.11	0.8%
	Displacement; 13%	Displacement; 75%	5.12	0.6%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%
	Value; £1,536	Value; £768	5.12	0.6%
Local Authority Housing Department; Reduced potential costs / cost reallocation owing to reduce demand on services	Quantity; 3	Quantity; 0	5.12	0.6%
	Deadweight; 50%	Deadweight; 90%	5.13	0.4%
	Attribution; 50%	Attribution; 90%	5.13	0.4%
	Drop-off; 50%	Drop-off; 75%	5.15	0%
	Value; £12,000	Value; £6,000	5.13	0.4%
Youth Justice Service; Reduced potential costs / cost reallocation owing to reduce demand on services	Quantity; 15	Quantity; 0	5.09	1.2%
	Deadweight; 50%	Deadweight; 90%	5.11	0.8%
	Attribution; 50%	Attribution; 90%	5.11	0.8%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%
	Value; £8,000	Value; £4,000	5.12	0.6%
All outcomes	Duration; varied	Duration; 1 year	3.65	29%

The effect of altering variables for the national economy, housing department or Youth Justice Service is minimal. However, as for other stakeholders there is the consistent need to monitor this carefully. For all three stakeholders, it is the quantity that has greatest effect on the results, and as such this is the area requiring closest attention. For the national economy this data is collected by Gyda'n Gilydd, and this provides confidence in the results – this does indicate therefore that other considerations such as deadweight and attribution are issues that should be examined in detail by the project's monitoring. Equally, the JAFF reports and the informed opinions of professional stakeholders is the foundation for the

quantities for the two other outcomes – yet these issues could also be further incorporated into the standard monitoring processes for Teulu Ni. The final sensitivity test assessed the impact of amending all outcomes to have a duration of only a single year. This did not affect all outcomes, as some were not projected to last beyond a single year, however, the result can be seen to have an effect of 29% on the overall results. Again, this demonstrates the significant need to test how long outcomes last with those families involved with Teulu Ni. However, as much of the primary research was conducted with families who had completed their time with the project there is a level of confidence that the assumptions included are reasonable. However, further testing of this through continued engagement with family members will serve to further support these claims.

In summary the sensitivity analysis demonstrates a confidence in the findings of the forecast analysis. Whilst there are some changes to variables that have a significant impact on the results, given the substantial changes included it is unlikely that such variability in results is a reality. However, the sensitivity analysis plays an essential role in helping to understand the results, identify those issues that have the greatest potential effects, and where most careful attention is required to ensure confidence. For this analysis the outcomes related to social services not being required to deliver services to families is the area with the most significant impact on results. However, given the nature of Teulu Ni being expressly focused on breaking families' cycles of dependency on state provision and the prevention of situations escalating to such a state, it is essential that this information is included in the analysis. What it does provide though, is evidence that this area (amongst others) requires careful examination going forwards and when an evaluation of Teulu Ni is conducted, these outcomes will require additional attention and accurate data capture.

11.0 Conclusions

This report has demonstrated that Teulu Ni has created over £4.3m of value and **for each £1 invested, £5.15 of value is created;**

What that means in practical terms is that people's lives have been positively changed.

Families involved with Teulu Ni had a range of problems that led in many cases to complex and chaotic lives, where parents and children found themselves in a cycle of dependency on additional support from multiple statutory and non-statutory services. Often entrenched and inter-generational, many of the complex issues require an integrated, holistic, and often intensive approach – yet owing to reducing provision from both state and third sector agencies, this type of support is largely unavailable. Where agencies are involved, they have specialism for particular issues, yet are unable to start from the position of understanding the specific, and often multiple requirements of each family, and tailor a package of support to meet those needs.

Wide-spread consensus also accepts the increased effectiveness of early intervention as a means of both improving the outcomes for families involved, and avoiding more costly remedies and protective measures when problems have become more severe. Yet, maybe down to a lack of evidence on the value of such preventative measures, there is a reluctance to fund this agenda. **This report therefore provides important evidence of the value of a preventative early-intervention that effectively targets families with additional and complex needs to break the cycles of negative behaviour and dependency.**

What makes Teulu Ni so effective and unique is the Family Buddies; their mix of optimism, energy, passion, determination and professionalism is undoubtedly that which creates the potential for families to address their issues. Who else can do what they do? From organising house-moves, arranging driving tests, helping to de-clutter, teaching cookery skills, attending school-meetings with parents, to taking families on days out - their role is that of mum, sister, auntie, friend and support worker.

Significantly, both the voluntary nature of families' involvement, and the non-authoritarian approach of the Buddies, underpin this potential. When these factors were combined with the holistic nature of the service, families could appreciate the potential to support them to make the necessary changes in their lives. Family Buddies were therefore better able to engage with people often mistrusting or dismissive of other services. Perceived threats of statutory involvement, and the limited scope of alternative services restricts the potential for sustained change – whilst Teulu Ni was able to avoid these barriers by an approach that established positive working relationships centred on mutual trust.

As would be expected, the majority of value created by Teulu Ni is experienced by the parents and children of those families involved. Improved confidence as a parent, stronger family relationships, improved mental health and increased confidence to try new things are just some of the key outcomes of Teulu Ni. The specific combination of relevant outcomes is that which can be identified as **improving families' overall resilience;** and this strengthened ability to face challenges also creates significant value for other material stakeholders. Changing the lives of those families with additional and complex needs creates substantial value for Gwynedd Council, particularly for the Social Services Children's Department. By preventing families escalating to a situation where they require the intervention of Social Services, reduces the costs involved and the considerable negative effects on the health and wellbeing of those involved.

Additionally, the value to Gyda'n Gilydd is also significant, and highlights the potentially damaging effects for families if Teulu Ni is no longer available. Without such support, Gyda'n Gilydd will be unable to provide

the required support to many families. This means that families with additional and complex needs will be unable to access appropriate support, and for many their situations will get worse – and the cost of addressing their needs will increase.

Employing the SROI framework allows us to understand the holistic value of Teulu Ni – placing people at the centre of the process ensures that their voice is heard and communicated in a way that is understandable. Whilst SROI provides a ratio of return on investment, it is much more than a single figure; SROI is a way of addressing an accountability gap that can often exist between decision-makers, and those that decisions target, by translating experiences into a familiar language – that of monetary values.

We are not trying to place a value on everything; rather we are valuing the important changes in people's lives that would otherwise be more difficult to understand and manage. Understanding social value is therefore that which allows us to make the most of our skills, time, energy and finances. Using the consistent language of social returns allows us to maximise the benefits created; and given the financial climate that we find ourselves in, this is all the more important.

Finally, both Teulu Ni and SROI demonstrate a clear alignment with existing evidence of good practice and forthcoming legislative changes. The Social Services and Well-Being (Wales) Act 2014 will come into force in April 2016, with a strong focus on integrating third sector services for the prevention of escalating problems. Both the project and the means of analysis place the family at the centre of the relationship – and by actively listening to their voice we have demonstrated the significant value to families, social services, the NHS, Gyda'n Gilydd, and additional local and national state agencies. The legislative changes provide the framework for prevention to be at the heart of social care in Wales, what is needed next is the common language of social value that can put this into practice.

Teulu Ni has positively impacted upon the lives of many families, and as they have the greatest experience of the project, the last words for this section rightly belong to those of families;

*“It's a shock how one person [Family Buddy] can make everyone so happy”
(parent);*

“It feels like a new chapter now” (parent);

“Family is the most important thing in the world” (child).

12. Recommendations

12.1 Financing of Teulu Ni

This report has demonstrated the significant value that is created by Teulu Ni – it is therefore unsurprising that the fundamental recommendation from this report is that the project **should be funded to continue changing the lives of families in Gwynedd with additional and complex needs.**

Current budgetary pressures are being felt across the public and third sectors, and state-led austerity measures appear set to dominate for the foreseeable future. Yet, whilst this creates unenviable burdens on those with the authority to make such decisions, the evidence that Teulu Ni not only has significant benefits for those families involved, but also creates substantial savings for a range of local and national state agencies is clear.

Importantly, it is not necessary for the same level of funding to be maintained to extend Teulu Ni. Fundamentally, the role of Family Buddy is the essential element that creates changes in families – and this provides the flexibility to locate the Buddies within a range of organisations; the brand of Teulu Ni does provide added independence, but the main focus must be on **funding the Family Buddy positions.**

This analysis has found that families valued the relationship with the Family Buddy far more than any of the activities or resources paid for. In fact, during much of the engagement parents had to be prompted to remember resources such as bikes or gardening maintenance that was funded; with their focus squarely on the value of having someone in their lives with the skills, willingness and determination to help them make necessary changes. Therefore, the **essential elements for funding are clearly the employment of the four Family Buddies and the necessary coordination of activities.**

It is also strongly recommended that any temptation to reduce the number of Family Buddies is resisted. The nature of Gwynedd's rurality stresses the importance of maintaining sufficient Buddies to serve the needs of families across a large and sparsely populated region, and the demand on services highlights the local need.

The remainder of this chapter is divided into recommendations for the operation of the project, the increased integration and promotion, monitoring and managing the impacts, and finally strategic issues.

12.2 Operational Recommendations

Fundamental to the success of Teulu Ni has been the effective approach of Family Buddies. Families' willingness to engage with their Family Buddy was consistently reported as strengthened owing to their distinction from alternative state agency services. Whether real or perceived, the threat of social services becoming involved in a family's life can be a barrier to positive and effective working relationships. To a lesser extent this is also true of Gyda'n Gilydd – whilst they are certainly effective in their work and importantly are based in local community centres, they nevertheless have an association to Gwynedd Council. Therefore, to maintain the current level of success with families, it is essential that **Family Buddies are consistently viewed as independent from Gwynedd Council operated services** – even if this is a managed perception of the service.

Developing a sense of dependency on the Family Buddy was the only negative outcome identified during this analysis, and this is something that must be carefully accounted for and managed. The expertise of

the Buddies is again essential to this element of the project, and their ability to manage the phased withdrawal of services is crucial to instilling increased resilience, rather than dependency in families. Further to the influence of the Buddies is the requirement for careful identification of families that are suitable for the service. **Where possible, existing procedures such as the Joint Assessment Family Framework (JAFF) should be utilised to identify cases that have the potential to make significant changes with the support of a Family Buddy, and importantly, those that cannot.** In a small number of instances, families were referred to Teulu Ni where there was very little, if any possibility of making sustained changes. This is not to say that these families do not require, or are entitled to support, but the work of Family Buddies should not be seen as a replacement to statutory or specialist care.

Further, **the age restriction should be removed to recognise the broader potential of early intervention.** There are gaps in current local provision for older children, and existing evidence makes it clear that prevention is appropriate at different stages in people's lives, and although current funding restricts families with children aged over 10 being involved, there is no value in this constraint.

12.3 Increasing Integration & Promotion

The demand for Family Buddy support is clear, as is the cost-effective nature of the early-intervention. Therefore, it is appropriate to **extend the advertising of the scheme to both families and professionals in Gwynedd.** Promotion as a key local service should be provided to health care professionals, educators and third sector organisations, as should promotion directly to families who may be in need (specifically identifying the value of early involvement). Again, extended promotion in locations such as health centres, Citizen's Advice Bureau and council offices should be viewed as a means of addressing local needs and providing substantial opportunities for cost reallocation in Gwynedd Council operated services.

Evidence of other successful projects with similar outcomes also highlight the need **to locate the Family Buddies in existing family/community centres as a means of further embedding and integrating services.** Although an intention of Teulu Ni, only one Family Buddy was located in a Barnardos Family Centre, and this can be seen as an opportunity to further refine the service. Viewing Family Buddies as a central hub of services, with access to the range of local provision will cement their role as a community asset, and has the potential to further distance it from negative perceptions of state provision.

12.4 Monitoring and Management

This report has demonstrated the importance of measuring the progress made by families against a range of outcomes – fundamentally if we do not measure social impacts, we are unable to manage them. It is therefore important that careful **systems are established to measure and manage outcomes as identified by those involved** (building on existing options where possible). Additionally, and particularly as this is a forecast report and relies on anticipated outcomes for some families, it is also important that follow-up monitoring is included to better understand the longer-term impacts of early-intervention. Although presenting additional difficulties, surveying samples of formerly involved families will indicate the sustainability of experienced changes and should be completed at intervals of 6, 12 and 18-months after completion of Teulu Ni.

Current records maintained by Gyda'n Gilydd provides extremely useful information to understand what has changed for families involved, but to extend the value of this practice, the data needs to better inform delivery. Timely reviews of the quantities of people experiencing an outcome, and the relative distance travelled in each, has the potential for decision-makers to target resources and activities to where the greatest social value is possible. This is the ultimate for social value information – not just demonstrating

what progress has been made, but also using that information as a learning tool to inform strategic and operational level decisions.

12.5 Strategic Recommendations

This SROI analysis and the practices of Teulu Ni have effectively demonstrated the value of putting recent evidence-based recommendations into practice; including placing the family at the centre of support, a focus on the whole family and their needs, and the integration of services to meet particular needs. Further to this, both the method of analysis and the project itself operationalize much of the current and forthcoming legislative pressures. The Future Generations Act and the Social Services and Wellbeing Act emphasise prevention and the long-term impact of decisions taken, and for a growing number of individuals and organisations, social value is viewed as the common language that can link these important issues.

Embedding the principles that underpin the SROI framework has the potential to help make better, more informed decisions that take greater account of both long term benefits and risks. This requires transformational leadership that can facilitate wholesale buy-in to ensure a consistent approach to strategic governance, commissioning, procurement and operational management. Whilst it is imperative that we remember that there is not a one-size-fits-all remedy to poverty and disadvantage, using a consistent language is key to unlocking much existing potential, and creating new innovations that can address the fundamental issues affecting vulnerable families and others in receipt of support.

13.0 References

AA1000 (2008). 'AA1000 Accountability Principles Standard 2008'. AA1000

Allen, G. (MP) (2011). 'Early Intervention: The Next Steps. An Independent Report to Her Majesty's Government'. HM Government

Capita (2011). 'Vulnerable Families – The Case for Change'.

Care and Social Services Inspectorate Wales (2015). 'Performance Evaluation Report 2014-15; Gwynedd Council Social Services'.

Centre for Excellence and Outcomes in Children and Young People's Services (C4EO) (2010). 'Early intervention and prevention in the context of integrated services: evidence from C4EO and Narrowing the Gap reviews'. Centre for Excellence and Outcomes in Children and Young People's Services

Clausen, J.M., Landsverk, J., Ganger, W., Chadwick, D. and Litrownik, A. (1998). Mental health problems of children in foster care. *Journal of Child and Family Studies*, 7 (3), pp.283-296.

Department for Education (2014). 'Children in Care'. National Audit Office

Department for Work and Pensions (2010). 'The Department for Work and Pensions Social Cost-Benefit Analysis framework; Methodologies for estimating and incorporating the wider social and economic impacts of work in Cost-Benefit Analysis of employment programmes'. The Department for Work and Pensions

English Partnerships (2008). 'Additionally Guide'. English Partnerships

entitledto.co.uk (2015). 'Benefits calculator'.

FRC Group (2015). 'Social Value.' Available at; www.frcgroup.co.uk/proving-our-impact/social-value/ [Accessed 05.09.15]

Gwynedd Council (2014). 'Welsh Index of Multiple Deprivation.' Available at; <https://www.gwynedd.gov.uk/en/Council/Key-statistics-and-data/Welsh-Index-of-Multiple-Deprivation.aspx>

Gwynedd Council (2016). 'Gwynedd Council Strategic Plan 2013-2017'

Henderson, M. Scourfield, J., Cheung, S.I., Sharland, E. & Sloan, L. (2014). 'Research Report: The Effects of Social Service Contact on Teenagers in England'. Research on Social Work Practice

Humphreys*,L., Hunter[†], A G W, Zimak, A., O'Brien, A., Korneluk, Y. & Cappelli, M. (2000). 'Why patients do not attend for their medical appointments at a genetics clinic. *Journal of Medical Genetics*, 37 pp. 810 - 815

Joseph Rowntree Foundation (2015a). 'Monitoring poverty and social exclusion 2015.' Joseph Rowntree Foundation.

Joseph Rowntree Foundation (2015b). 'Monitoring poverty and social exclusion in Wales 2015.' Joseph Rowntree Foundation.

Jones, K. W. & Hutchings, J. (2015). 'The Families' Voices'. Bangor University

(LARC) Easton, C., Gee, G., Durbin, B., and Teeman, D. (2011). *Early intervention, using the CAF process, and its cost effectiveness Findings from LARC3*. National Foundation for Educational Research

(LARC) Easton, C., Gee, G., Durbin, B., and Teeman, D. (2012). 'Supporting families with complex needs: Findings from LARC4'. National Foundation for Educational Research

Local Government Improvement and Development (2011). 'Customer led transformation programme; Case study – Croydon; Children's health and wellbeing'. London: Local Government Improvement and Development

Local Safeguarding Children Boards in Wales (2008). 'All Wales Child Protection Procedures' Local Safeguarding Children Boards in Wales

Ministry of Justice (2015). 'Mortgage and Landlord Possession Statistics Quarterly, England and Wales – January to March 2015'. Ministry of Justice

National Assembly for Wales Children, Young People and Education Committee (2014). 'Inquiry into Child and Adolescent Mental Health Services (CAMHS)'. National Assembly for Wales

National Assembly for Wales Research Service (2016). 'NHS Referrals to Treatment waiting Times'. National Assembly for Wales

National Audit Office – Ministry of Justice (2011). 'The cost of a cohort of young offenders to the Criminal Justice Service; Technical paper'. National Audit Office

NICE (2013) Antisocial behaviour and conduct disorders in children and young people: recognition and management. Available at; www.nice.org.uk/guidance/cg158/chapter/introduction

Oxfam (2016). 'Even it up: A blueprint for change. Oxfam

Oxford Brookes University (2014). 'Gwynedd Team around the Family Evaluation Report December 2-14'. Institute of Public Care, Oxford Brookes University

PSSRU (2014). 'Unit Costs of Health & Social Care 2014'. The University of Kent.

Public Health England (2015). 'Measuring Mental Wellbeing in Children and Young People'. Public Health England

Save the Children (2012). 'Child Poverty Snapshots; The Local Picture in Wales'. Save the Children

Social Value UK (2014). 'Starting Out on Social Return on Investment'.

The Children's Society (2015). 'The Good Childhood Report 2015'.

The Swindon Family LIFE Programme (2011). 'The Swindon Family LIFE Programme; A summary'.

Tribal (2011). 'Vulnerable Families – The Case for Change.'

Webster-Stratton, C. (2011). "The incredible years: parent, teacher, and child training series (IYS)." Preventing violence and related health-risking social behaviors in adolescents: An NIH State-of-the-Science Conference.

The Welsh Assembly Government (2011). 'Sustainable Social Services for Wales: A Framework for Action'

Tolfree, D.K. (2003). 'Community Based Care for Separated Children'. Save the Children Sweden

Victor, C.R. and Yang, K., (2012). "The prevalence of loneliness among adults: a case study of the United Kingdom". *The Journal of psychology*, 146 (1-2), pp.85-104.

Welsh Assembly Government (2012). 'Tackling Poverty Action Plan 2012-16'.

Welsh Assembly Government (2015). 'Building Resilient Communities; Tacking forward the Tackling Poverty Action Plan Annual Report'.

Welsh Assembly Government (2016). 'ILO unemployment rates by Welsh local areas and year'. Available at; www.statswales.wales.gov.uk/Catalogue/Business-Economy-and-Labour-Market/People-and-Work/Unemployment/ILO-Unemployment/ilounemploymentrates-by-welshlocalareas-year

Wickramasingh, R. (2000). 'An Analysis of Factors Associated with Non-Attendance at an Adult Medicine Clinic'. Columbia University College of Physicians and Surgeons. Available at; <http://www.biomath.info/Protocols/Medicine/docs/WickramashinghRuvan.pdf>

World Health Organization (2014). 'Mental health: a state of well-being'. Available at; http://www.who.int/features/factfiles/mental_health/en/

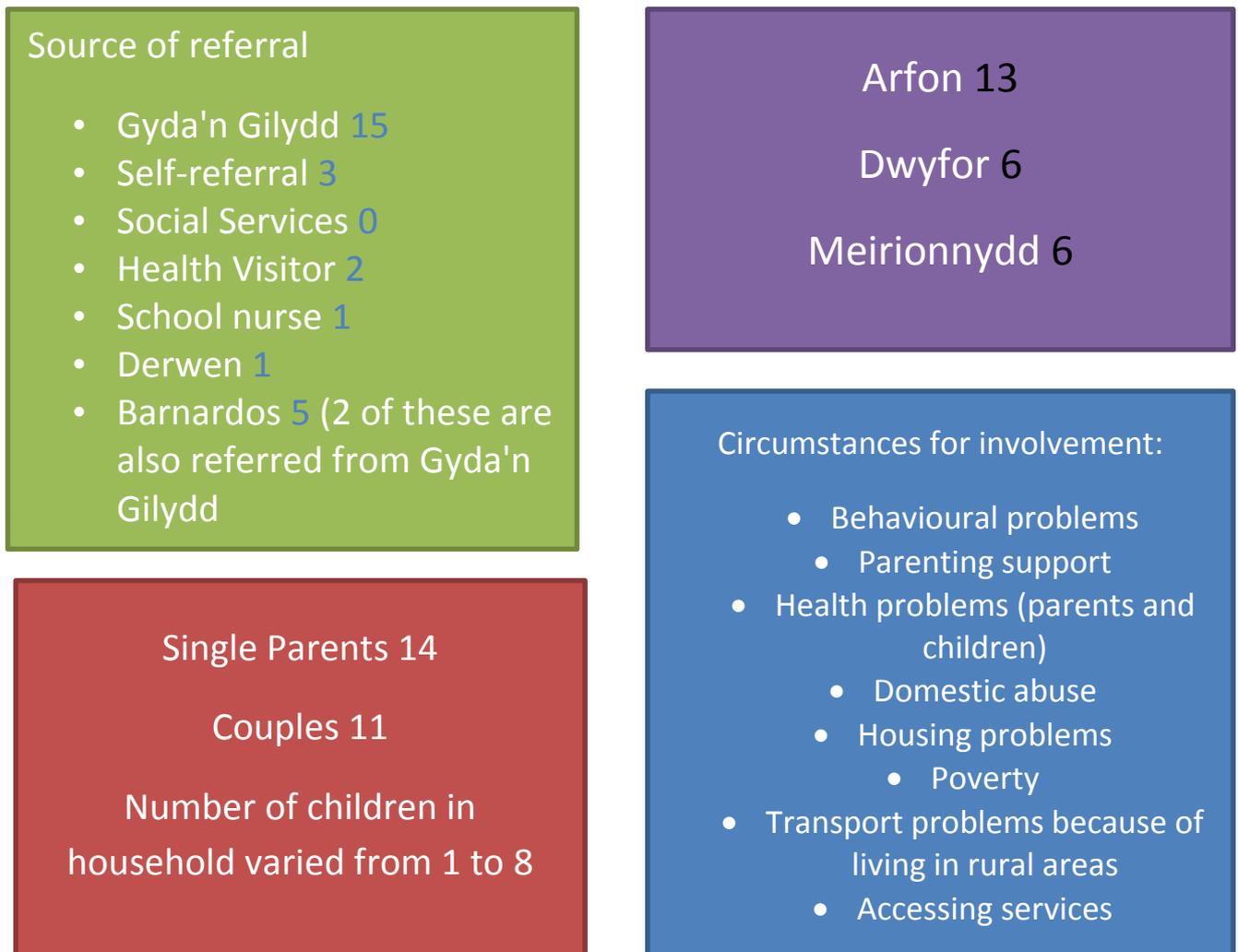
14.0 Appendices

Appendix 1 – Source of referral

ARDAL/AREA	GYDA'N GILYDD/TEAM AROUND THE FAMILY	3ydd /3rd SECTOR	ADDYSG/ EDUCATION	IECHYD/ HEALTH	HUNAN/ SELF	DERWEN	GWAS. CYMDEITHASOL/ SOCIAL SERVICES	NIFER O DEULUOEDD/NO OF FAMILIES	NIFER O BLANT/NO OF CHILDREN
ARFON	49	11	5	4	7	2	3	81	200
DWYFOR	13	10		3	7	2		35	100
MEIRIONNYDD	16	6	1	4	3	1	2	33	81
CYFANSWM/TOTAL	78	27	6	11	17	5	5	149	381
Canran/Percentage	52.5	18.5	4	7.5	11.5	3	3		

Appendix 2 –Characteristics of those families engaged with

The image below shows how the family that we engaged with provides a fair representation of parents from the projects including different regions, source of referral and family circumstances.



Appendix 3 – Total Investment Costs Breakdown for all Steering Committee Members

Overall project expenditure	
Item	Cost
Salaries including Nat Ins, Pensions and Redundancies	£457,946
Recruitment	£7,041
Staff Training/ Staff Supervision	£14,021
Travel and Subsistence	£52,639
Family Activities	£121,163
Promotion/ marketing, events, website	£17,067
Total Revenue Costs	£669,878
<u>Overheads</u>	
Staff	£85,928
Utilities	£11,599
Other including rent	£63,631
Total Overhead Costs	£161,158
<u>Capital Costs</u>	
IT Equipment	£3,483
Office equipment	£2,016
Total Capital Costs	£5,499
Original Budget	£863,832
Underspend	£27,297
Total forecast spend (as of 18.01.16)	£836,535

Expenditure by Steering Group Partner	
Item	Value
Mantell Gwynedd;	
Staff salaries & redundancies	£123,345
Recruitment	£7,041
Staff training	£14,021
Travel & subsistence	£12,724
Family activities (including services purchased from Steering Group Partners (further detail below), food, childcare, skip hire, and & spot-purchases from other organisations)	£121,163
Promotion/ marketing, events, website	£17,067
Management costs	£85,928
Running costs	£15,657
Equipment	£5,499
Barnardo's;	
Family Buddies salaries & redundancies	£334,601
Travel & subsistence	£39,592
Running costs	£59,897
Value of payments to Steering Group Partners for services	
Groundworks	£ 7,791
Barnardo's (in addition to payments for line management and salaries)	£6,467
Y Bont	£6,590
Snap	£1,808
Action for Children	£622
Total	£23,278

Appendix 4 - Questions asked to children and responses

These were the questions asked during the interactive clickers-game and include the introductory questions used to familiarise children with the approach

Question	Options					
How old are you?	6 (0)	7 (2)	8 (3)	9 (5)	10 (2)	11+ (2)
How did you get here today?	Walk (1)	Run (0)	Bus (5)	Train (0)	Car (9)	
Which football team do you support?	Chelsea (1)	Liverpool (9)	Rotherham (0)	Manchester Utd (4)	Arsenal (0)	Caernarfon Town (1)
Who was your Buddy?	Janet (4)	Iona (0)	Llinos (8)	Dawn (3)		
How did the Buddy make you feel when she came to your house?	Supported (3)	Reassured (0)	Happy (11)	Listened to (0)	Something negative (0)	Other (1) – did not want to expand
Now that your Buddy has left, do you think more positively?	No (4)	A little bit (1)	In the middle (0)	Quite a lot (3)	A lot (5)	Not sure (1)
Now that your Buddy has left do you think you are more confident?	No (2)	A little bit (4)	In the middle (1)	Quite a lot (2)	A lot (4)	Not sure (2)
Now that your Buddy has left do you think your family is closer together?	No (2)	A little bit (3)	In the middle (1)	Quite a lot (4)	A lot (5)	Not sure (1)
Now that your Buddy has left do you think you've made new or more friends?	Yes (8)	No (4)	Not sure (3)			
Now that your Buddy has left do you think you're happier in school?	No (3)	A little bit (2)	In the middle (4)	Quite a lot (2)	A lot (3)	Not sure (1)
Now that your Buddy has left do you live in a safer house?	Yes (13)	No (2)	Not sure			
Now that your Buddy has left do you have more chances to do things that you enjoy doing?	Yes (12)	No (2)	Not sure (1)			
How did you feel when the Buddy left?	Happy (1)	Sad (5)	Miss them but feel better (7)	Angry (1)	Don't care (0)	Something else (1) – did not want to expand



Quick questionnaire about your experiences of Teulu Ni & your Family Buddy

Through the conversations we have had with many of you, you have told us about the things that changed for you by having the Family Buddy in your life. Based on these conversations we have a few questions that we would really appreciate your answers to.

All of your answers will remain confidential and anonymous – thank you

Holiadur sydyn am eich profiadau efo Teulu Ni a'ch Cyfaill Teulu.

Drwy ein sgysiau rydym wedi ei gael gyda nifer ohonoch, rydych wedi dweud wrthym yr hyn sydd wedi newid ichi drwy gael Cyfaill Teulu yn

eich bywyd. Ar sail y trafodaethau hyn, mae gennym ychydig o gwestiynau y buaswn yn ddiolchgar pe bae chi yn eu hateb.

Bydd eich atebion yn hollol gyfrinachol a dienw - diolch

Roughly how long ago did the Teulu Ni Project stop working with your family?

0-6 months	6-12 months	Over a year	Non-completion
	6	6	0
	50	50%	0%

WHAT HAS CHANGED FOR YOU BECAUSE OF TEULU NI?	Doesn't apply to me	A little change	Some change	Quite a lot of change	A lot of change	Proportion experiencing sig. change
When the Family Buddy was working with us having someone to talk to made me feel reassured/less lonely	0	0	0	7 (58%)	5 (42%)	100%
I have more confidence as a parent	0	0	0	7 (58%)	5 (42%)	100%
My relationship with my child/children has improved	0	1 (8%)	0	6 (50%)	4 (33%)	83%
I now have more confidence to try new things	0	0	1 (8%)	4 (33%)	7 (58%)	91%
I feel less stressed/anxious/depressed	0	1 (8%)	2 (17%)	4 (33%)	5 (42%)	65%
I have made new friends / I socialise more with other people	1 (8%)	2 (17%)	3 (25%)	4 (33%)	2 (17%)	50%
I started an education / training activity	7 (58%)	0	0	2 (17%)	3 (25%)	42%
I now volunteer regularly	8 (67%)	0	0	2 (17%)	2 (17%)	34%
I have been able to start working	9 (75%)	0	1 (8%)	0	2 (17%)	17%
I live in a safer / more comfortable home	1 (8%)	0	3 (25%)	3 (25%)	5 (42%)	67%
My relationship with school is better	4 (33%)	1 (8%)	4 (33%)	1 (8%)	2 (17%)	25%
Other (please state)						
Other (please state)						

Thinking about what changed for you because the Teulu Ni Project was a part of your life, it would be really helpful if you could select the options that are true for you:

When your Teulu Ni Project’s support stopped, how did you feel? Please tick one option

	No.	%	% exp. Sig. change
Ready to face things on your own	4	33%	91%
Miss them but able to do things better myself	7	58%	
Lost without them and not sure of how to do things myself	1	8%	
Other (please state)....			

Very sad but felt better that a lot of things were sorted out – we still miss our Family Buddy lots. Family buddy saved us! Dawn is amazing!

Would love to have Dawn back.

Want Dawn back!

Still thinking about what has changed because of the Teulu Ni Project but now thinking about your child/children.

How many children do you have that the Teulu Ni Project affected?

No. kids	1	2	3	4	5	6	7
Frequency			4	5	1	1	1
%			33%	42%	8%	8%	8%
Total No. kids			12	20	5	6	7

Average number of children = 49 / 12 = 4.08

WHAT HAS CHANGED FOR YOUR CHILD/CHILDREN BECAUSE OF THE TEULU NI PROJECT?	Doesn't apply to my children	A little change	Some change	Quite a lot of change	A lot of change	Proportion experiencing sig. change
When the Family Buddy was working with us they felt reassured/less lonely	2 (17%)	1 (8%)	2 (17%)	3 (25%)	4 (33%)	58%
Their relationship with me has improved	0	1 (8%)	3 (25%)	4 (33%)	4 (33%)	66%
Their relationship with their brothers/sisters has improved	1 (8%)	2 (17%)	2 (17%)	3 (25%)	4 (33%)	58%
They now have more confidence to try new things	1 (8%)	2 (17%)	0	3 (25%)	6 (50%)	75%
They have made new friends / they socialise more with other people	1 (8%)	1 (8%)	2 (17%)	3 (25%)	5 (42%)	67%
They feel less stressed/anxious/depressed	3 (25%)	2 (17%)	1 (8%)	2 (17%)	4 (33%)	50%
Their behaviour is better at home	2 (17%)	1 (8%)	2 (17%)	3 (25%)	3 (25%)	50%
Their behaviour is better in school	3 (25%)	0	1 (8%)	4 (33%)	4 (33%)	66%
They live in a safer / more comfortable home	0	0	2 (17%)	3 (25%)	7 (58%)	83%
They are enjoying going to school more	3 (25%)	0	1 (8%)	4 (33%)	5 (42%)	75%
They are doing better in school	2 (17%)	0	3 (25%)	2 (17%)	5 (42%)	59%
They have more opportunity to be children	1 (8%)	0	2 (17%)	5 (42%)	4 (33%)	75%

Finally, other people & organisations in your life may have also helped create the changes you have identified – so using the boxes below could you shade in the percentage of the change that is down to the Teulu Ni Project?

10%	20%	30%	40%	50%	60%	70%	80%	90%	100%	Non-complete
						1 (8%)	4 (33%)	3 (25%)	3 (25%)	1 (8%)

2 specific answers provided – 98% & 95%

Assuming the lowest value for all categories = 87%

Appendix 6 – Example ‘value—games’ and the Average Values

Parents’ Example 1;

Item (low-high)	Value	Source of information	Additional info
Internet subscription for one year			
Sky tv for one year – all-inclusive except sports	£910	Sky.co.uk	£75 per month + £10 set up cost
Second hand car (VW Polo) & running costs for 1 year	£5,064.32	Mileage & car occupancy info https://www.gov.uk/government/statistical-data-sets/nts09-vehicle-mileage-and-occupancy	Average miles for all age vehicles; petrol = 6,700 – diesel = 10,700; Running costs = 18.56 pence per mile; Standing charge = £1,913 per year; HP cost of vehicle = £1907.80 per year
Holiday in Blackpool for 1 week over Christmas full board for family of 4	£875 – could take; £3794.60	Train ticket; nationalrail.co.uk	Need to also include spending money and travel. Telegraph 23.08.12 report on £710 per person for 10-day domestic holiday – based on survey of 1,100 people on myvouchercode.co.uk Train = £108.40 each
Maintained / improved mental health (avoided depression etc.)			
Increased confidence as a parent			
Being closer together as a family			

Parents' Example 2;

Item (low-high)	Value	Source of information	Additional info
Visit friends / do hobbies (owing to free time)			
Decorate the whole house	£2,855	Which? http://local.which.co.uk/advice/cost-price-information-painters-decorators	Used 4x paint room previously wall-papered (£480ea); hallway & stairs £350; Paint exterior of house £435; Material costs. + 10 tins of paint at £15
Second hand transit van			
1-week holiday for 4 in Spain (Costa Brava) – all inclusive			
Annual upkeep for 2 horses	£8,970	Equine world	Costs are for a DIY Stabled Livery per horse = £4,485 - £6,660 annual
Better family relations			
Increased confidence as a parent			
Having someone to talk to			
Small cottage with land (up to 1 acre)	£700 a month rent (source?); Annual energy costs = £1604.08 Annual water bill = £434; Council tax=£913.90 Total = £11,387.98	ONS – Department of Energy & Climate Change The National Archives OFWAT	Average annual electric bill (electric central heating) = £19.50 per week); Gas (no gas central heating = £12.04 per week); Annual total water bill for Dwr Cymru = £434; Council tax Gwynedd = £913.90
Improved mental health			

Parents' Example 3;

Item (low-high)	Value	Source of information	Additional info
Pamper day for 1			
New furniture for the whole house	£3,872 – could be lowered to £1,565.49 using Argos lowest prices	Santander survey; http://www.santanderbusinessguides.co.uk/bizguides/full/costcalc/calc1.asp?trade=22	Average first-time buyer spend (excl. London)
Somebody to talk to – didn't feel alone			
Being debt free	£2,980.56	The Human Institute	Average social housing tenant non-secured debt
Increased confidence as a parent (level with above; debt free)			
Bigger 4 bed house locally – rent & costs for 1 year	£800 a month (source?) Annual energy costs = £1604.08; Annual water bill = £434; Council tax Gwynedd = £913.90 Total = £12,587.98	ONS – Department of Energy & Climate Change The National Archives OFWAT	Average annual electric bill (electric central heating) = £19.50 per week); Gas (no gas central heating = £12.04 per week) Annual total water bill for Dwr Cymru = £434 Council tax Gwynedd = £913.90
Healthier (mental health) Confidence to try/do new things			

Parents' Example 4;

Item (low-high)	Value	Source of information	Additional info
New PC			
Being able to go to college			
Residential language course			
Driving lessons – pass guarantee	discussed £2k offer he had seen	Dad	
Confidence to try new things			
Dentist – teeth sorted (new set)	£3,000	BUPA Bristol Health & Dental Centre	Cost was from £836 per upper or lower dentures . £95 per consultation – so along with other treatments required = £3,000
Look to the future more positively			
Better mental health – closely related to looking to future more positively			
Stronger family relations (much more valuable than better mental health)			
3 bed bungalow with shed in Pwllheli	£600 a month; Annual energy costs = £1604.08; Annual water bill = £434; Council tax = £913.90; Total = £10,187.98	ONS – Department of Energy & Climate Change, The National Archives OFWAT	This house was also identified as needing specialist conversion.

Averages of Parents' 'value games';

Outcome	Count	Average
Improved family relations	14	£ 7,759
Increased confidence as a parent	12	£ 8,301
Improved mental health	15	£ 8,415
Feeling reassured / less alone in their situation	16	£ 7,146
Increased confidence to try new things	14	£ 7,226
Socialising	4	£ 6,666
Improved safety / comfort through improved living conditions	3	£ 6,657
Improved relationship with school	4	£ 5,200

Children's 'Value-Game' 1;

Children's 'Value-Game' 2;					
Items – Low to High			Value	Source	Additional Info
Concert Ticket					
Phone					
Computer			£1000		
Safer house	More friends	Playing more (ability to be a child)			
Positive thinking (improved mental health)					
Happier in school	Swimming lessons / attendance		£144		
Increased Confidence	Family Pet		£1,618	http://www.thisismoney.co.uk/money/bills/article-2042014/How-does-cost-dog-cat.html	£1,418 annual costs + costs to buy RSPCA puppy = £200
Beach Holiday with family			£6,402	Thisismoney / Santander research - http://www.thisismoney.co.uk/money/holidays/article-2698186/Family-four-fork-145-MORE-trips-abroad-summer-holidays.html	Info is for family of 4 for a week from UK abroad (average value used, £3,201) in school holidays– therefore, multiplied by 2 for a representative month
Better family relationships					

Items – Low to High	Value	Source	Additional Info
Swimming lessons / attendance	Theme park season pass / visit once a month		
New dog	Cinema pass		
Beach holiday	£6,402	Thisismoney / Santander research - http://www.thisismoney.co.uk/money/holidays/article-2698186/Family-four-fork-145-MORE-trips-abroad-summer-holidays.html	Info is for family of 4 for a week from UK abroad (average value used, £3,201) in school holidays– therefore, multiplied by 2 for a representative fortnight
Safer house			
Happier in school	More friends	Playing more (ability to be a child)	
Feeling reassured			
Positive thinking (improved mental health)			
Increased confidence			
Better family relationships			

Appendix 7 – Family outcomes values, distance travelled and quantity of stakeholders

Outcome	Identified value	Value of average distance travelled	Quantity of stakeholders experiencing outcome
Parent; Feeling reassured and less alone in their situation	Average of value games revealed value of £7,146. Average involvement with families was 9 months; Family Buddies identified average of 2 months before trust was effectively established, therefore value is realised for 7 months = £4,169	Taking the mid-point for our questionnaire scale (little change =25%, some change = 50%, quite a lot = 75%, a lot of change = 100%) – results show $(7*50) + (5*75)/12 = 60.42\%$. Equals value of £2,519 Although based on low sample size the results were in line with tone of interview comments – this was cited as an extremely significant change.	121 parents (100%) – Based on proportion reporting the change in interviews & questionnaires & the ‘other’ domain from Gyda’n Gilydd
Children; Feeling reassured and less alone in their situation	Average of value games revealed value of £6,402. Average involvement with families was 9 months; Family Buddies identified average of 2 months before trust was effectively established, therefore value is realised for 7 months = £3,735	Gyda’n Gilydd records do not have a domain that represents this change, and although still extremely significant, it was less consistently stated more important than for parents – therefore, average distance travelled of 38.4%, was employed creating a value of £1,434	202 children (83%) - Based on average experiencing change across all Gyda’n Gilydd domains
Parent; Increased confidence as a parent	Average of value games revealed value of £8,301	Average distance travelled by parents in this domain according to Gyda’n Gilydd records was 24%, creating a value of £1,992	64 parents (65%) – Based on Gyda’n Gilydd data. 11 parents (10%) had also received support from Incredible Years classes so are considered as a sub-set during the impact measurement stage
Parent; Better family relationships	Average of value games revealed value of £7,759	Average distance travelled by parents in this domain according to Gyda’n Gilydd records was 28%, creating a value of £2,173	94 parents (77%) - Based on Gyda’n Gilydd data

Children; Better family relationships	Average of value games revealed value of £6,402	Average distance travelled by children in this domain according to Gyda'n Gilydd records was 36%, creating a value of £ 2,305	163 children (67%) - Based on Gyda'n Gilydd data
Parent; Increased confidence to try new things	Average of value games revealed value of £7,226	Average of value games revealed value of £7,226 Gyda'n Gilydd records do not have a domain that represents this change – therefore, average distance travelled of 38.4%, was employed creating a value of £2,775	52 parents (83%) - Based on Gyda'n Gilydd data minus those that gained employment as a result of Teulu Ni (again based on Gyda'n Gilydd data)
Children; Increased confidence to try new things	Average of value games revealed value of £4,010	Gyda'n Gilydd records do not have a domain that represents this change – therefore, average distance travelled of 38.4%, was employed creating a value of £1,540	202 children (83%) - Based on average experiencing change across all Gyda'n Gilydd domains
Parent; Increased income through employment	The value of employment provides a change in personal income. Using entitledto.co.uk for a single parent of 3 children now working 20 hours per week indicated a change in annual income of £5,431.92	N/A – earning of income is an actual change based on binary change to employment	49 parents (40%) - Based on Gyda'n Gilydd data
Parent; Increased wellbeing through employment	The average of full and part-time wellbeing valuations from Fujiwara & HACT of £4,796 was employed*	N/A - based on binary change to employment	
Parent; Improved mental health	Average of value games revealed value of £8,415	Average distance travelled by parents in this domain according to Gyda'n Gilydd records was 20%, creating a value of £2,020	84 parents (69%) – Based on Gyda'n Gilydd data. 12 parents (10%) had also received support from Incredible Years classes so are considered as a sub-set during the impact measurement stage
Children; Improved mental health	Average of value games revealed value of £3,701	Average distance travelled by children in this domain according to Gyda'n Gilydd records was 11%, creating a value of £407	137 children (56%) - Based on Gyda'n Gilydd data. 24 children (10%) had also received support from Incredible Years classes so are considered as a sub-set during the impact measurement stage

Parent; Improved physical health	Parents did not directly value the outcome of improved physical health. However, HACT have included a value of £19,913 as the annual value of 'good overall health'. Therefore, only 10% (£1,991) of this value has been included as a proxy for improve physical health as a result of attending exercise classes, joining a gym or improving eating habits etc.	Average distance travelled by parents in this domain according to Gyda'n Gilydd records was 26%, creating a value of £518	70 parents (58%) – Based on Gyda'n Gilydd data.
Children; Improved physical health	Children did not directly value the outcome of improved physical health. However, HACT have included a value of £16,412 (under 25's) as the annual value of 'good overall health'. Therefore, only 10% (£1,641) of this value has been included as a proxy for improve physical health as a result of attending exercise classes, joining a gym or improving eating habits etc.	Average distance travelled by children in this domain according to Gyda'n Gilydd records was 11%, creating a value of £441	137 children (56%) - Based on Gyda'n Gilydd data.
Parent; Improved friendships / Better social life	Average of value games revealed value of £6,666	Average distance travelled by parents in this domain according to Gyda'n Gilydd records was 25%, creating a value of £1,667	67 parents (55%) - Based on Gyda'n Gilydd data
Children; Improved friendships / Better social life	Average of value games revealed value of £3,701	Average distance travelled by children in this domain according to Gyda'n Gilydd records was 36%, creating a value of £1,332	163 children (67%) - Based on Gyda'n Gilydd data
Parent; Increased safety / comfort owing to improved living arrangements	Average of value games revealed value of £6,657	Average distance travelled by parents in this domain according to Gyda'n Gilydd records was 36%, creating a value of £2,397	86 parents (71%) - Based on Gyda'n Gilydd data
Children; Increased safety / comfort owing to improved living arrangements	Average of value games revealed value of £3,701	Gyda'n Gilydd records do not have a domain that represents this change for children – therefore, average distance travelled of 38.4%, was employed creating a value of £1,421	202 children (83%) - Based on average experiencing change across all Gyda'n Gilydd domains

Parents; Increased wellbeing owing to no longer facing eviction	The parents' value games revealed a value of £6,657 that represents the value of improved safety / comfort of accommodation. The same value is therefore used to represent the value that could be lost with the alternative outcome where accommodation safety / comfort is lost. In reality the negative outcome would probably be valued more highly than the positive option.	N/A – binary change of being evicted, or not	4 parents (4%) – Based on Family Buddy estimation & their knowledge of the families' JAFF reports that 5% of those with improved housing outcomes would have faced eviction without intervention
Children; Increased wellbeing owing to no longer facing eviction	The children's value games revealed a value of £3,701 that represents the value of improved safety / comfort of accommodation. The same value is therefore used to represent the value that could be lost with the alternative outcome where accommodation safety / comfort is lost. In reality the negative outcome would probably be valued more highly than the positive option.	N/A – binary change of being evicted, or not	10 children (4%) - Based on Family Buddy estimation & their knowledge of the families' JAFF reports that 5% of those with improved housing outcomes would have faced eviction without intervention
Parents; Improved relationship with school	Average of value games revealed value of £5,200	Gyda'n Gilydd records do not have a domain that represents this change – therefore, average distance travelled of 38.4%, was employed creating a value of £1,920	30 parents (25%) - Based on proportion reporting the change in interviews & questionnaires and cross-referenced with Family Buddies. Gyda'n Gilydd average of 83% was considered too high for this outcome
Children; Enjoy going to school more	Average of value games revealed value of £3,701	Gyda'n Gilydd records do not have a domain that represents this change for children – therefore, average distance travelled of 38.4%, was employed creating a value of £1,421	144 children (59%) - Based on average experiencing change across all Gyda'n Gilydd
Children; Increased opportunity to be a child	Average of value games revealed value of £3,701	Average distance travelled by children in this domain according to Gyda'n Gilydd records was x%, creating a value of £1,421	202 children (83%) - Based on average experiencing change across all Gyda'n Gilydd domains. 13 children (5%) had also received support from

			Action for Children so are considered as a sub-set during the impact measurement stage
Parents; Avoided loss of confidence as a parent	Average of value games for increased confidence as a parent revealed an annual value of £8,301. This value has therefore been used to represent the annual value of avoided worsening of family relationships as a result of the family's situation escalating and requiring statutory intervention for three different scenarios. It has been estimated that for cases that are initially assessed but go no further, the outcome would last 1 week; for those escalated to child in need status for 6 months; and for child at risk, the outcome is estimated to last a full year.	1 week of value = £160 6 months of value = £4,151 12 months of value = £8,301	66 cases - those parents who would have alternatively faced escalation of family circumstances. This figure includes those parents that may have experienced this outcome more than once annually
Parent; Avoided worsening of family relationships	Average of value games for strengthened family relationships revealed an annual value of £7,759. This value has therefore been used to represent the avoided worsening of family relationships as a result of the family's situation escalating and requiring statutory intervention. It has been estimated that for cases that are initially assessed but go no further, the outcome would last 1 week; for those escalated to child in need status for 6 months; and for child at risk the outcome is estimated to last a full year.	1 week of value = £149 6 months of value = £3,880 12 months of value = £7,759	66 cases - those parents who would have alternatively faced escalation of family circumstances. This figure includes those parents that may have experienced this outcome more than once annually
Children; Avoided worsening of family relationships	Average of value games for strengthened family relationships revealed an annual value of £6,402. This value has therefore been used to represent the avoided worsening of family relationships as a result of the family's situation escalating and requiring statutory intervention. For children this is only measured for those that enter in need, or at risk status. It is assumed that if they are subject to an initial review, they are unlikely to be aware and/or be affected by it.	6 months of value = £3,201 12 months of value = £6,402	59 cases -those children who would have alternatively faced escalation of family circumstances. This figure includes those children that may have experienced this outcome more than once annually

Parents; Avoided loss of mental health	Average of value games for improved mental health revealed an annual value of £8,415. This value has therefore been used to represent the avoided worsening of mental health as a result of the family's situation escalating and requiring statutory intervention. It has been estimated that for cases that are initially assessed but go no further, the outcome would last 1 week; for those escalated to child in need status for 6 months; and for child at risk the outcome is estimated to last a full year.	1 week of value = £162 6 months of value = £4,208 12 months of value = £8,415	66 cases - those parents who would have alternatively faced escalation of family circumstances. This figure includes those parents that may have experienced this outcome more than once annually
Children; Avoided loss of mental health	Average of value games for improved mental health revealed an annual value of £3,701. This value has therefore been used to represent the avoided worsening of family relationships as a result of the family's situation escalating and requiring statutory intervention. For children this is only measured for those that enter in need, or at risk status. It is assumed that if they are subject to an initial review, they are unlikely to be aware and/or be affected by it.	6 months of value = £1,851 12 months of value = £3,701	59 cases - those children who would have alternatively faced escalation of family circumstances. This figure includes those children that may have experienced this outcome more than once annually
Parent; Avoided deterioration of physical health	Parents did not directly value the outcome of avoiding worsening health as a result of missing medical appointments. However, HACT have included a value of £19,913 as the annual value of 'good overall health'. Therefore, only 10% (£1,991) of this value has been included as a proxy for the potential impacts of missing dental, GP and hospital appointments.		68 cases - those parents that would have missed dental, GP or hospital appointments without Teulu Ni
Children; Avoided deterioration of physical health	Children did not directly value the outcome of avoiding worsening health as a result of missing medical appointments for the children. However, HACT have included a value of £16,412 as the annual value of 'good overall health'. Therefore, only 10% (£1,641) of this value has been included as a proxy for the potential impacts of missing dental, GP and hospital appointments.		101 cases - those children that would have missed dental, GP or hospital appointments without Teulu Ni
Parent; Negative outcome; Increased dependency	Average of value games for increased feelings of reassurance / less alone revealed an annual value of £7,146. This value has therefore been used to represent the negative value of being dependent on the Family Buddy upon closure of the programme to the parents. This is valued for 2 years to indicate the extent to which some families indicated they wished the Buddy back in their life.		12 parents (10%) - Based on-views of the Family Buddies – this is higher than the proportion of parents reporting this during interviews & questionnaires

Children; Negative outcome; Increased dependency	Average of value games revealed value of £6,402. This value has therefore been used to represent the negative value of being dependent on the Family Buddy upon closure of the programme to the families. This outcome is valued for a single year to indicate the resilience of children, and is consistent with using higher deadweight figures than parents for some outcomes.		37 children (15%) - Based on views of the Family Buddies – this is higher than for parents to children being less aware of the nature of the relationship with Buddies & why this had to end.
Families Negative outcome; Worsening of family situations / No change to situation	Average of parent's value games for strengthened family relationships revealed an annual value of £7,759 and children's value games an average of £6,402. These values (-£7,759 & -£6,402) have therefore been used to represent the value of worsening of family relationships as a result of the family's situation escalating and requiring statutory intervention	As it is assumed that this change would have most likely occurred without the intervention of Teulu Ni, no value is attributed to the project relating to this change	68 parents & 137 children (36%) – Based on proportion of families that initiated involvement with Teulu Ni and were escalated to services beyond the level of need supported by the project or experienced no positive change

* See the Global Value Exchange (www.globalvalueexchange.org)

Appendix 8 – State agencies outcomes values, distance travelled, quantity of stakeholders and impact measures

National Health Service Outcome	Quantity	Valuation Information	Deadweight	Attribution
Avoided missed dental appointments	32 parents 17 children	£41 - Assumed each appointment would last 30 minutes – and be delivered by Performer-only dentists (those that do not hold a contract with Local Health Board or PCT) as these are most prominent and lowest cost provider. Page 197 PSSRU (2014)	10% - Both Family Buddies and the parents highlighted that without practical support the majority of these appointments would have been missed. As with the outcomes for parents & children relating to the avoided losses of physical health it is difficult to precisely estimate the deadweight figure for missed appointments from existing evidence – however, evidence highlights that lower socioeconomic status, education and geographical barriers can have a significant impact (Wickramasingh, 2000 & Humphreys <i>et al.</i> 2000).	20% - Although as stated it is highly unlikely that families would have been able to attend appointments, for some, the support of others such as family members caring for children would be necessary and helpful.
Avoided missed GP appointments	15 parents 40 children	£38 – Using the average length of a GP surgery-appointment at 11.7 minutes and the associated cost of a consultation. This cost excludes qualification costs (GP training and formal education etc.) but includes direct care staff costs. Page 195 PSSRU (2014)	20% - As above, although it is highly unlikely that families would have been able to attend appointments without Family Buddy support, it is recognised that people would be more likely to attend a doctor’s appointment than one scheduled with the dentist.	
Avoided missed hospital out-patient appointments	21 parents 44 children	£109 – Weighted national average for all out-patient attendances. Parents and children had a variety of appointments supported, and whilst some may have an associated cost that is lower than the average, it is	25% - A higher deadweight than similar GP and dentist appointments has been included to highlight people’s desires to attend important	

		also true that many would have been considerably more expensive. Page 111 PSSRU (2014)	hospital appointments, yet given the distance and regularly inconvenient timings of many of the appointments it remains the case that the majority of appointments would have alternatively been missed.	
Avoided GP consultations & prescription costs owing to avoided loss of mental health	42 parents 34 children	£944 for parents & £456 for children - Assumed that 50% of adults and 25% of children that have experienced improved mental health would have alternatively required the support of their GP once a month for a year. Also assumed that those parents attending would also have required a prescription with each appointment. £40.70 – Average actual prescription costs as a result of a GPs consultation. Page 195 PSSRU (2014)	25% - Maintaining consistency with the deadweight figure for achieving improved mental health, the figure represents the alternative options that could have served to improve the mental health of parents and children.	25% - As with the experience of improved mental health a consistent attribution measure is included to represent the influence of other people and organisations in the lives of families.
Reduced potential demand owing to individuals' increased income through employment	49 parents	£508 - There is an accepted link between employment and positive health outcomes. Therefore, to reflect this, the figure included indicates the average value of reduced demand on GP services as a result of employment. Department for Work and Pensions (2010) p.38	25% - Maintaining consistency with the employment outcomes for parents, it is highlighted that although there is a reasonably low likelihood this outcome occurring without Teulu Ni, the involvement of the Family Buddies was essential for this change.	50% - Maintaining consistency with the attribution level for employment, the influence of agencies such as the Job Centre and potential support offered by other people in parents' lives is reflected in the attribution level.

Gyda'n Gilydd Outcome	Quantity	Valuation Information	Deadweight	Attribution
Avoided additional demand on services – families requiring support from Gyda'n Gilydd	78	£3,800 – It is assumed that if Teulu Ni were not available, all of those families referred to Teulu Ni from Gyda'n Gilydd would have required an increased level of service provision. Based on the average hours each family Buddy worked with a family (76 hours) and the hourly cost of a Family Support Worker (£50) the value is calculated. Page 212 PSSRU (2014)	20% - It is unlikely that Gyda'n Gilydd would not have a significantly increased workload if Teulu Ni was not in existence. Gyda'n Gilydd team members acknowledged this themselves, but also identified that this would push them past capacity, so some families would be likely to not receive support, or at least to the same level.	20% - Notwithstanding the important role of Gyda'n Gilydd, there are also other important people in the lives of some of the family members that would have assisted.
Avoided additional demand on services – families requiring support from Gyda'n Gilydd	55	£3,800 – it is assumed that if Teulu Ni were not available, all of those families that were referred from alternative agents, other than self-referrals (owing to a potential resistance to authority) would have required the services of Gyda'n Gilydd. Based on the average hours each family Buddy worked with a family (76 hours) and the hourly cost of a Family Support Worker (£50) the value is calculated. Page 212 PSSRU (2014)	30% - For those individuals and organisations referring families to Teulu Ni, if this service did not exist they would be very likely to refer to Gyda'n Gilydd as the immediate alternative.	30% - The role of other people in the lives of families is varies but there is quite often someone that most people can turn to for some support, albeit not to the same extent that Teulu Ni or Gyda'n Gilydd are able to provide.
Social Services Children's Services Outcome	Quantity	Valuation Information	Deadweight	Attribution
Avoided initial assessments - resulting in immediate closure of the case. As a result of avoided missed medical appointments	54 children – representing 25% of children's medical appointments that would have alternatively been missed	£62.50 - It is estimated that each initial assessment requires 30 minutes from both a Children's Services Social Worker and a manager. The Social Worker has associated costs of £55 and the manager of £70 per hour.	10% - Represents the low likelihood that parents would have been able to attend medical appointments without Teulu Ni's intervention.	20% - Represents the influence of other people in families' lives that helped to avoid this outcome.
Avoided initial assessments -	20 children – based upon		25% - Representing the reasonable low likelihood that families would	25% - Represents the influence of other people in

resulting in immediate closure of the case. As a result of avoided general escalation	Family Buddy views on the expected outcomes without intervention	Pages 205 & 207 PSSRU (2014)	have made sufficient changes in their lives without the intervention of Teulu Ni to the extent that their situation would not be escalated o requiring Social Services intervention	families' lives that helped to avoid this outcome.
Avoided escalation of cases to child in need status. As a result of avoided general escalation	30 children – based upon Family Buddy views on the expected outcomes without intervention	£3,926 – Weekly costs of providing support to children in their families owing to Need Category of 'Family Dysfunction' is £151 (Page 90 PSSRU, 2014) – it is assumed that each child would on average be at this status for 26 weeks based on evidence from case studies (Pages 150-153 PSSRU, 2014)	As above	As above
Avoided escalation of cases to child at risk status - avoided need to support child remaining with parents	21 children - based upon Family Buddy views on the expected outcomes without intervention & opinions that 75% of children would remain in their home	£1,261 – Total costs (out of London costs) to support a child in need with no additional needs for a 6-month period. Page 150 PSSRU (2014)	As above	As above
Avoided escalation of cases to child at risk status - avoided need to support child in foster care	5 children - based upon Family Buddy views on the expected outcomes without intervention & evidence that	£17,680 – Total costs of providing 9-months foster care. This represents the low-cost option for a child with no additional needs Page 146 PSSRU (2014)	As above	As above

	75% of looked after children are in foster care (Department for Education (2014) Children in Care Page 4			
Avoided escalation of cases to child at risk status - avoided need to support child in residential care	2 children - based upon Family Buddy views on the expected outcomes and evidence that remaining 25% of looked after children will be in residential care	£122,000 – The lowest identified cost of a residential care placement (Department for Education, 2014). This also acts as a proxy for the nature of the placement being out of county owing to Gwynedd’s lack of provision. p.10	As above	As above
Avoided escalation of cases to child at risk status - avoided need to provide supervised access for child at risk	8 families – includes all families where children are looked after and 25% of those where children remain at home – representing the estimate for supervision of estranged parent meetings	£2,400 – The cost of 2 Family Support Workers providing 2 hours of supervised access each month for each family. Each hour per Family Support Worker costs £50 Page 146 PSSRU (2014)	As above	As above
Avoided escalation of cases to child at risk status - avoided need to	21 parents – includes parents for all children at risk that remain in	£1,246 – Total cost per child (not including set-up costs) of the Incredible years parenting programme Page 103 PSSRU (2014)	As above	As above

provide Incredible Years courses	their home, or enter foster care, an 50% of those at the stage of being in need			
Avoided costs owing to re-referrals (26% of cases are re-referred locally)	35 cases – evidence highlights that 26% of cases referred to Social Services in Gwynedd are re-referred (Care and Social Services Inspectorate Wales (2015)	£62.50 - It is estimated that each initial assessment requires 30 minutes from both a Children’s Services Social Worker and a manager. The Social Worker has associated costs of £55 and the manager of £70 per hour. Pages 205 & 207 PSSRU (2014)	As above	As above

National Economy Outcome	Quantity	Valuation Information	Deadweight	Attribution	Displacement
Reduced welfare expenditure	49 parents	£1,536 – Based on a single parent with 3 children (as the closest available option to Teulu Ni family profile) working for 20 hours per week using entitledto.co.uk	25% - Represents reasonably low likelihood that parents would have been able to secure employment without support from Teulu Ni	50% - The influence of agencies such as the Job Centre and potential support offered by other people in parents' lives is reflected in the attribution level.	13% - Based on English Partnerships (2008) displacement rate for employment outcomes from intervention investments
Local Authority Housing Department Outcome	Quantity	Valuation Information	Deadweight	Attribution	Displacement
Reduced potential costs / cost reallocation owing to reduce demand on services	3 families	£12,000 – Direct cost savings for a full eviction process (The Swindon Family LIFE Programme, 2011) p.9	50% - Eviction is the last resort for Housing Associations, and they would work hard to avoid this outcome – as would the families themselves.	50% - Eviction is the last resort for Housing Associations, so they along with other agencies would support families to avoid this outcome.	0%
Youth Justice Outcome	Quantity	Valuation Information	Deadweight	Attribution	Displacement
Reduced potential costs / cost reallocation owing to reduce demand on services	15 children – Based upon Family Buddy views on the expected outcomes without intervention.	£8,000 – Average costs of providing services to each child. National Audit Office – Ministry of Justice (2011) – ‘The cost of a cohort of young offenders to the Criminal Justice Service’ p. 4	25% - Given the potential severity of consequences for the children, some families would work incredibly hard to avoid this outcome.	50% - A range of other service providers would work with children to prevent this outcome, so must be recognised.	0%

Appendix 9 – Parents’ deadweight figures

Outcome	Deadweight	Justification
Feeling reassured / less alone in their situation	20%	Having the Family Buddy there was recognised as hugely significant for many of the families. Many reported they had been having troubles for some time and couldn’t get the support they needed. Although there is a possibility that alternative services could have been provided, these would not be on a par with the unique nature of Teulu Ni & in particular the Family Buddies.
Increased confidence as a parent	25%	Having the Family Buddy was described as having a ‘sister’, ‘a parent’ or a ‘friend’. Someone who taught them how to be a parent and how to deal with different situations. Without Teulu Ni, Gyda’n Gilydd would still be able to offer assistance, as well as the potential for other people in parents’ lives. Locally there some organisations such as Gwynedd Ni for families with disabled children & national charities such as Shelter that may have alternatively been able to provide some support. Other local third sector organisations such as Snap Cymru& Barnardo’s are able to support, but as part of the Steering Committee would naturally direct families through Teulu Ni.
Stronger family relationships	25%	Having someone there for the whole family able to spend time with them contributed to better family relations and this has a low likelihood of being replicated by other services. Locally there are some organisations such as Y Bont that could provide services to families, although the likelihood of families Teulu Ni purchasing this service alternatively is low.
Increased confidence to try new things	25%	Family Buddies work closely with parents and accompanied them on days out, trips to leisure centres, courses, cafes etc. Other agencies could have encouraged this as well, but would have less time and ability to do to the same extent. Locally there is a range of educational activities that could serve to increase someone’s confidence, although the engagement with parents suggested in most cases the likelihood of attending such a course without support was extremely low. The other local provision is outside of Gwynedd in Rhyl the North Wales Women’s Centre provides support and advice.
Improved mental health (general)	15%	Teulu Ni has helped to make life less chaotic and therefore helped with stress and general mental health issues. However, without the project others could have helped such as GPs, counsellors, family and friends. For further support please see the outcome below for children improving/maintaining their mental health (related to CAMHS).
Improved mental health (child having attended CAMHS)	15%	Referrals could have been made to CAMHS without Teulu Ni. Having the Family Buddy to support them with this, and in many cases to ensure an assessment was made (or at least more quickly), created a significant improvement in the parents’ mental wellbeing. Further, it was outlined by the Family Buddies that in many cases, families had been waiting years for referrals to appropriate services owing to a large waiting list across the county. Whilst evidence shows that only just over 6% of patients in Wales have to wait over 36 weeks

		for support (National Assembly for Wales, 2016), it is also reasonable to account for those parents that would not have sought support, or whose condition was not severe enough for support – but who nevertheless have experienced improvements to their mental health as a result of Teulu Ni.
Increased income & wellbeing through employment	25%	Given the nature of families’ complex situations it is unlikely that barriers to employment would have alternatively allowed parents to secure employment – yet, there is always that chance that should be accounted for.
Improved social life / friendships	25%	Making new friends is always a possibility without an intervention such as Teulu Ni. However, without the full package of support, having the confidence to exploit opportunities would be difficult. Although modern technology allows people to remain in contact easily, as a result of changes to family life, parents were able to socialise more with others – and the value of relationships that go beyond being on line. This is demonstrated by growing evidence that virtual relationships do not hold the same value as physical ones; demonstrated to some extent by the trend for a u-shaped distribution that identifies younger people (15-25) as being equally lonely as those over 55 (Victor and Yang, 2012), despite their access and familiarity with social media.
Increased safety / comfort owing to moving into a new home more quickly or de-cluttered/tidier house	25%	Other agencies could have supported families to achieve this outcome such as Derwen (Gwynedd service for disabled children), Social Services, Gyda’n Gilydd or the family themselves. Parents also consistently reported that things had occurred far more quickly as a result of Teulu Ni than if they had attempted the change independently. Although unlikely, it is also important to account for the likelihood that the family could have decided to de-clutter, or family and friends could have motivated/helped.
Increased wellbeing owing to avoiding eviction	50%	A relatively higher deadweight figure indicates the potential for families to recognise the severity of the situation and amend the situation in time to avoid eviction. It is difficult to locate evidence that could support this deadweight figure, however, evidence from the Ministry of Justice (2015) illustrates that the most recent data indicates the highest annual rates of repossessions since 2000.
Improved wellbeing owing to strengthened relationship with school	25%	Without having the support from the Buddy and the confidence from the early intervention this would have been difficult. However, there is always a possibility that the school could have encouraged parents to engage more, or that others would have intervened such as Gyda’n Gilydd.
Increased dependency	20%	Having the support of the Buddy could have created dependency. However, without the project the family could be dependent on services also. This is also a consistent figure with the positive outcome of feeling more reassured / less alone in their situation
Avoided worsening health owing to not missing medical appointments	10%	Parents and Family Buddies consistently stated that the vast majority of medical appointments that were supported would have alternatively been missed. However, some could have been achieved through alternative means.

Appendix 10 – Complete Sensitivity Analysis

Variable	Current assumption	Revised assumption	Revised SROI	Proportion of change
Parents; feeling reassured/less alone in their situation	Quantity; 121	Quantity; 61	5.03	2.3%
	Deadweight; 20%	Deadweight; 75%	4.99	3.1%
	Attribution; 20%	Attribution; 75%	4.99	3.1%
	Value; £2,519	Value; £1,259.5	5.03	2.3%
Parents; improved confidence as a parent	Quantity; 64	Quantity; 32	5.09	1.2%
	Deadweight; 25%	Deadweight; 75%	5.07	1.5%
	Attribution; 25% & 50%	Attribution; 75%	5.07	1.5%
	Drop-off; 50%	Drop-off; 75%	5.13	0.4%
	Value; £1,992	Value; £996	5.09	1.2%
Parents; improved relationships with children / strengthened family relationship	Quantity; 94	Quantity; 47	5.05	1.9%
	Deadweight; 25%	Deadweight; 75%	5.02	2.5%
	Attribution; 25%	Attribution; 75%	5.02	2.5%
	Drop-off; 50%	Drop-off; 75%	5.11	0.8%
	Value; £2,173	Value; £1,086.5	5.05	1.9%
Parents; increased confidence to try new things	Quantity; 52	Quantity; 26	5.08	1.4%
	Deadweight; 25%	Deadweight; 75%	5.05	1.9%
	Attribution; 25%	Attribution; 75%	5.05	1.9%
	Drop-off; 50%	Drop-off; 75%	5.12	0.6%
	Value; £2,775	Value; £1,387.5	5.08	1.4%
	Quantity; 49	Quantity; 24	5.01	2.7%
	Deadweight; 25%	Deadweight; 75%	4.96	3.7%
	Attribution; 50%	Attribution; 90%	4.92	4.4%

Parents; increased confidence to try new things leading to employment; resulting in increased income & wellbeing (Combined with national economy)	Displacement; 13%	Displacement; 75%	4.95	3.9%
	Drop-off; 50%	Drop-off; 75%	5.10	1.0%
	Value; £5,453 (income)	Value; £2,726.5	5.07	1.5%
	Value; £4,796 (wellbeing)	Value; £2,398	5.08	1.4%
	Displacement; 13%	Displacement; 75%	4.92	4.4%
Parents; improved mental health / wellbeing	Quantity; 84	Quantity; 42	5.04	2.1%
	Deadweight; 15%	Deadweight; 75%	5.02	2.5%
	Attribution; 25% & 50%	Attribution; 75%	5.03	2.3%
	Drop-off; 50%	Drop-off; 75%	5.12	0.6%
	Value; £2,020	Value; £1,010	5.06	1.7%
Parents; improved physical health	Quantity; 70	Quantity; 35	5.13	0.4%
	Deadweight; 25%	Deadweight; 75%	5.12	0.6%
	Attribution; 25%	Attribution; 75%	5.12	0.6%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%
	Value; £518	Value; £259	5.13	0.4%
Parents; increased friendships / better social life	Quantity; 67	Quantity; 33	5.09	1.2%
	Deadweight; 25%	Deadweight; 75%	5.07	1.5%
	Attribution; 25%	Attribution; 75%	5.07	1.5%
	Drop-off; 50%	Drop-off; 75%	5.13	1.5%
	Value; £1,667	Value; £833.5	5.09	1.2%
Parents; increased safety / comfort owing to improved living arrangements	Quantity; 86	Quantity; 43	5.08	1.4%
	Deadweight; 25%	Deadweight; 75%	5.06	1.7%
	Attribution; 50%	Attribution; 90%	5.04	2.1%
	Drop-off; 50%	Drop-off; 75%	5.12	0.6%

	Value; £2,397	Value; £1,198.5	5.08	1.4%
Parents; increased wellbeing owing to no longer facing eviction	Quantity; 4	Quantity; 2	5.14	0.2%
	Deadweight; 50%	Deadweight; 90%	5.14	0.2%
	Attribution; 50%	Attribution; 90%	5.14	0.2%
	Drop-off; 50%	Drop-off; 75%	5.15	0%
	Value; £2,397	Value; £1,198.5	5.14	0.2%
Parents; improved relationship with school	Quantity; 30	Quantity; 15	5.12	0.6%
	Deadweight; 25%	Deadweight; 75%	5.11	0.8%
	Attribution; 25%	Attribution; 75%	5.11	0.8%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%
	Value; £1,997	Value; £598.5	5.11	0.8%
Parents; increased feelings of dependency	Quantity; 12	Quantity; 24	5.09	1.2%
	Deadweight; 20%	Deadweight; 0%	5.13	0.4%
	Attribution; 20%	Attribution; 0%	5.13	0.4%
	Drop-off; 50%	Drop-off; 0%	5.13	0.4%
	Value; £-4,318	Value; £-9,833	5.07	1.5%
Parents; avoided potential deterioration of physical health	Quantity; 68	Quantity; 34	5.11	0.8%
	Deadweight; 10%	Deadweight; 75%	5.09	1.2%
	Attribution; 50%	Attribution; 90%	5.09	1.2%
	Value; £1,991	Value; £995.5	5.11	0.8%
Parents; avoided loss of confidence as a parent, worsening family relationships & mental health owing to preventing initial assessment	Quantity; 37	Quantity; 18	5.13	0.4%
	Deadweight; 25%	Deadweight; 75%	5.14	0.2%
	Attribution; 25%	Attribution; 75%	5.13	0.4%
	Value; £471 (combined)	Value; £235.5	5.13	0.4%

Parents & children; all avoided loss of wellbeing outcomes owing to social service involvement	Quantity; 125	Quantity; 0	4.08	20.7%
	Deadweight; 25% except mental health (15%)	Deadweight; 75%	4.42	14.1%
	Attribution; 25%	Attribution; 75%	4.44	13.7%
	Value; £37,183 (combined)	Value; £18,591.5	4.77	7.4%

Children; felt more reassured & less alone in their situation	Quantity; 202	Quantity; 101	5.04	2.1%
	Deadweight; 20%	Deadweight; 75%	4.99	3.1%
	Attribution; 20%	Attribution; 75%	4.99	3.1%
	Value; £1,434	Value; £717	5.04	2.1%
Children; better family relationships	Quantity; 163	Quantity; 81	4.96	3.7%
	Deadweight; 25%	Deadweight; 75%	4.90	4.8%
	Attribution; 25%	Attribution; 75%	4.90	4.8%
	Drop-off; 50%	Drop-off; 75%	5.09	1.2%
	Value; £2,305	Value; £1,152.5	4.96	3.7%
Children; increased confidence to try new things	Quantity; 202	Quantity; 101	5.09	1.2%
	Deadweight; 50%	Deadweight; 75%	5.09	1.2%
	Attribution; 50%	Attribution; 75%	5.09	1.2%
	Drop-off; 75%	Drop-off; 90%	5.13	0.4%
	Value; £1,540	Value; £770	5.09	1.2%
Children; improved mental health / wellbeing	Quantity; 136	Quantity; 68	5.11	0.8%
	Deadweight; 15% & 20%	Deadweight; 75%	5.11	0.8%
	Attribution; 25% & 50%	Attribution; 75%	5.11	0.8%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%

	Value; £407	Value; £203.5	5.12	0.6%
Children; improved physical health	Quantity; 137	Quantity; 68	5.12	0.6%
	Deadweight; 25%	Deadweight; 75%	5.11	0.8%
	Attribution; 25%	Attribution; 75%	5.11	0.8%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%
	Value; £441	Value; £220.5	5.12	0.6%
Children; increased friendships / better social life	Quantity; 163	Quantity; 81	5.11	0.8%
	Deadweight; 50%	Deadweight; 75%	5.11	0.8%
	Attribution; 50%	Attribution; 75%	5.11	0.8%
	Drop-off; 75%	Drop-off; 90%	5.14	0.2%
	Value; £1,332	Value; £666	5.11	0.8%
Children; increased opportunity to be a child	Quantity; 203	Quantity; 101	5.05	1.9%
	Deadweight; 50% & 25%	Deadweight; 75%	5.05	1.9%
	Attribution; 25%	Attribution; 75%	5.02	2.5%
	Drop-off; 50%	Drop-off; 75%	5.12	0.6%
	Value; £1,421	Value; £710.5	5.05	1.9%
Children; increased safety / comfort owing to improved living arrangements	Quantity; 202	Quantity; 101	5.05	1.9%
	Deadweight; 25%	Deadweight; 75%	5.02	2.5%
	Attribution; 50%	Attribution; 90%	5.00	2.9%
	Drop-off; 50%	Drop-off; 75%	5.12	0.6%
	Value; £1,421	Value; £710.5	5.05	1.9%
	Quantity; 10	Quantity; 5	5.14	0.2%
	Deadweight; 50	Deadweight; 90%	5.13	0.4%
	Attribution; 50%	Attribution; 90%	5.13	0.4%

Children; increased wellbeing owing to no longer facing eviction	Drop-off; 50%	Drop-off; 75%	5.14	0.2%
	Value; £3,701	Value; £1,850.5	5.14	0.2%
Children; enjoy going to school more	Quantity; 144	Quantity; 72	5.10	1.0%
	Deadweight; 50%	Deadweight; 90%	5.08	1.4%
	Attribution; 50%	Attribution; 90%	5.08	1.4%
	Drop-off; 50%	Drop-off; 75%	5.13	0.4%
	Value; £1,421	Value; £710.5	5.10	1.0%
Children; increased feelings of dependency	Quantity; 37	Quantity; 74	5.08	1.4%
	Deadweight; 20%	Deadweight; 0%	5.13	0.4%
	Attribution; 20%	Attribution; 0%	5.13	0.4%
	Value; £-2,458	Value; -£4,916	5.08	1.4%
Children; avoided potential deterioration of physical health	Quantity; 101	Quantity; 50	5.10	1.0%
	Deadweight; 10%	Deadweight; 75%	5.08	1.4%
	Attribution; 50%	Attribution; 90%	5.08	1.4%
	Value; £1,641	Value; £820.5	5.10	1.0%
Children; avoided worsening family relationships & mental health owing to preventing escalation	Quantity; 59	Quantity; 0	4.84	6.0%
	Deadweight; 25% & 15%	Deadweight; 75%	4.94	4.1%
	Attribution; 25%	Attribution; 75%	4.94	4.1%
	Value; £15,155 (combined)	Value; £7,577.5	4.99	3.1%
National Health Service; Reduced number of missed medical appointments - leading to avoided waste of time and resources (dental appointments)	Quantity; 49	Quantity; 0	5.14	0.2%
	Deadweight; 10%	Deadweight; 75%	5.15	0%
	Attribution; 20%	Attribution; 75%	5.15	0%
	Value; £49	Value; £24.5	5.14	0.2%

National Health Service; Reduced number of missed medical appointments - leading to avoided waste of time and resources (GP appointments)	Quantity; 55	Quantity; 0	5.14	0.2%
	Deadweight; 20%	Deadweight; 75%	5.15	0%
	Attribution; 20%	Attribution; 75%	5.15	0%
	Value; £55	Value; £27.5	5.14	0.2%
National Health Service; National Health Service; Reduced number of missed medical appointments - leading to avoided waste of time and resources (hospital appointments)	Quantity; 65	Quantity; 0	5.14	0.2%
	Deadweight; 25%	Deadweight; 75%	5.14	0.2%
	Attribution; 20%	Attribution; 75%	5.14	0.2%
	Value; £65	Value; £32.5	5.14	0.2%
National Health Service; Avoided GP & prescription costs owing to families' improved mental health	Quantity; 42 appointments & 34 prescriptions	Quantity; 0	5.09	1.2%
	Deadweight; 15%	Deadweight; 75%	5.10	1.0%
	Attribution; 20%	Attribution; 75%	5.11	0.8%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%
	Value; £76	Value; £38	5.12	0.6%
National Health Service; Reduced demand on health services associated with employment	Quantity; 49	Quantity; 0	5.13	0.4%
	Deadweight; 25%	Deadweight; 75%	5.14	0.2%
	Attribution; 50%	Attribution; 90%	5.14	0.2%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%
	Value; £508	Value; £254	5.14	0.2%
National Health Service; All outcomes	Quantity; 294 instances	Quantity; 0	5.06	1.7%
	Deadweight; varied	Deadweight; 75%	5.09	1.2%
	Attribution; varied	Attribution; 75%	5.09	1.2%
	Drop-off; 50% (where appropriate)	Drop-off; 75%	5.13	0.4%
	Value; £508	Value; £254	5.14	0.2%

Gyda'n Gilydd; Avoided additional demand on services for families that would have required <i>greater</i> support	Quantity; 78	Quantity; 0	4.92	4.4%
	Deadweight; 20%	Deadweight; 75%	4.99	3.1%
	Attribution; 20%	Attribution; 75%	4.99	3.1%
	Value; £3,800	Value; £1,900	5.03	2.3%
Gyda'n Gilydd; Avoided additional demand on services for families that would have required support	Quantity; 54	Quantity; 0	5.03	2.3%
	Deadweight; 30%	Deadweight; 75%	5.07	1.5%
	Attribution; 30%	Attribution; 75%	5.07	1.5%
	Value; £3,800	Value; £1,900	5.09	1.2%
Gyda'n Gilydd; Avoided additional demand on services – both outcomes	Quantity; 132	Quantity; 0	4.80	6.8%
	Deadweight; 20%	Deadweight; 75%	4.91	4.6%
	Attribution; 20% & 30%	Attribution; 75%	4.91	4.6%
	Value; £7,600	Value; £3,800	4.97	3.5%
Social Services Child Services Department; Avoided additional demand for initial review leading to potential cost reallocation opportunities – based on missed medical appointments	Quantity; 54	Quantity; 0	5.14	0.2%
	Deadweight; 10%	Deadweight; 75%	5.14	0.2%
	Attribution; 20%	Attribution; 75%	5.14	0.2%
	Value; £62	Value; £31.5	5.14	0.2%
Social Services Child Services Department; Avoided additional demand for initial review leading to potential cost reallocation opportunities – based on general escalation	Quantity; 20	Quantity; 0	5.15	0%
	Deadweight; 25%	Deadweight; 75%	5.15	0%
	Attribution; 25%	Attribution; 75%	5.15	0%
	Value; £62	Value; £31.5	5.15	0%
Social Services Child Services Department; Avoided additional	Quantity; 31	Quantity; 0	5.07	1.5%
	Deadweight; 25 %	Deadweight; 75%	5.09	1.2%

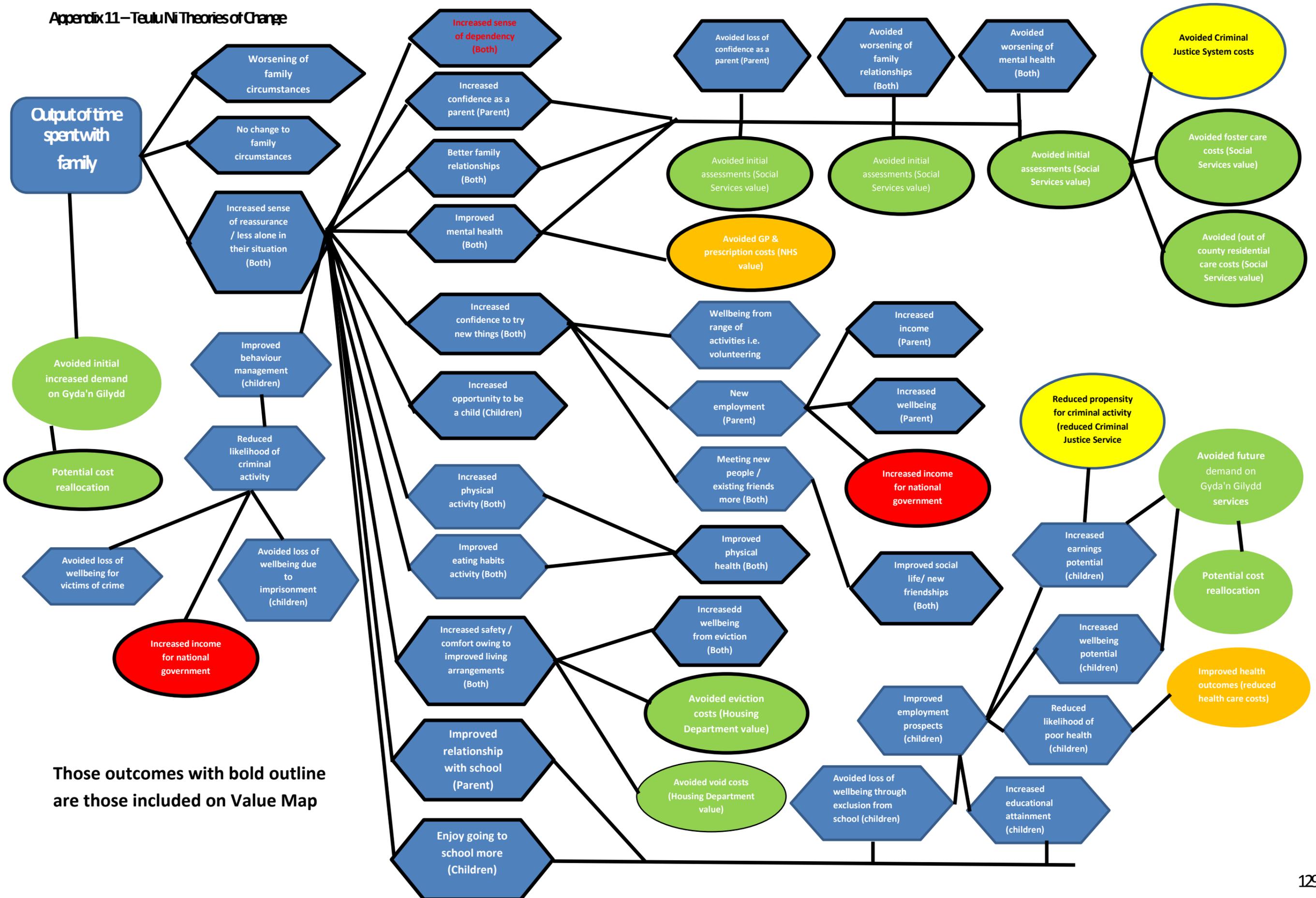
demand for children being considered in need leading to potential cost reallocation opportunities	Attribution; 25%	Attribution; 75%	5.09	1.2%
	Value; £3,926	Value; £1,963	5.11	0.8%
Social Services Child Services Department; Avoided additional demand for children being considered at risk - avoiding need for social services on-going support - leading to potential cost reallocation opportunities	Quantity; 21	Quantity; 0	5.13	0.4%
	Deadweight; 25%	Deadweight; 75%	5.13	0.4%
	Attribution; 25%	Attribution; 75%	5.13	0.4%
	Value; £1,261	Value; £630.5	5.14	0.2%
Social Services Child Services Department; Avoided additional demand for children being considered at risk - avoiding need for foster care - leading to potential cost reallocation opportunities	Quantity; 5	Quantity; 0	5.01	2.7%
	Deadweight; 15%	Deadweight; 75%	5.05	1.9%
	Attribution; 25%	Attribution; 75%	5.05	1.9%
	Value; £17,680	Value; £8,840	5.08	1.4%
Social Services Child Services Department; Avoided additional demand for children being considered at risk - avoiding need for residential care - leading to potential cost reallocation opportunities	Quantity; 2	Quantity; 0	4.80	6.8%
	Deadweight; 25%	Deadweight; 75%	4.91	4.6%
	Attribution; 25%	Attribution; 75%	4.91	4.6%
	Drop-off; 50%	Drop-off; 75%	5.11	0.8%
	Value; £122,000	Value; £61,000	4.97	3.5%
Social Services Child Services Department; Avoided additional demand for children being considered at risk - avoiding need for supervised access - leading to potential cost reallocation opportunities	Quantity; 8	Quantity; 0	5.11	0.8%
	Deadweight; 25%	Deadweight; 75%	5.13	0.4%
	Attribution; 25%	Attribution; 75%	5.13	0.4%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%
	Value; £2,400	Value; £1,200	5.13	0.4%
Social Services Child Services Department; Avoided additional demand for children being considered at risk - avoiding need for delivery of improving	Quantity; 21	Quantity; 0	5.10	1.0%
	Deadweight; 25%	Deadweight; 75%	5.12	0.6%
	Attribution; 25%	Attribution; 75%	5.12	0.6%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%

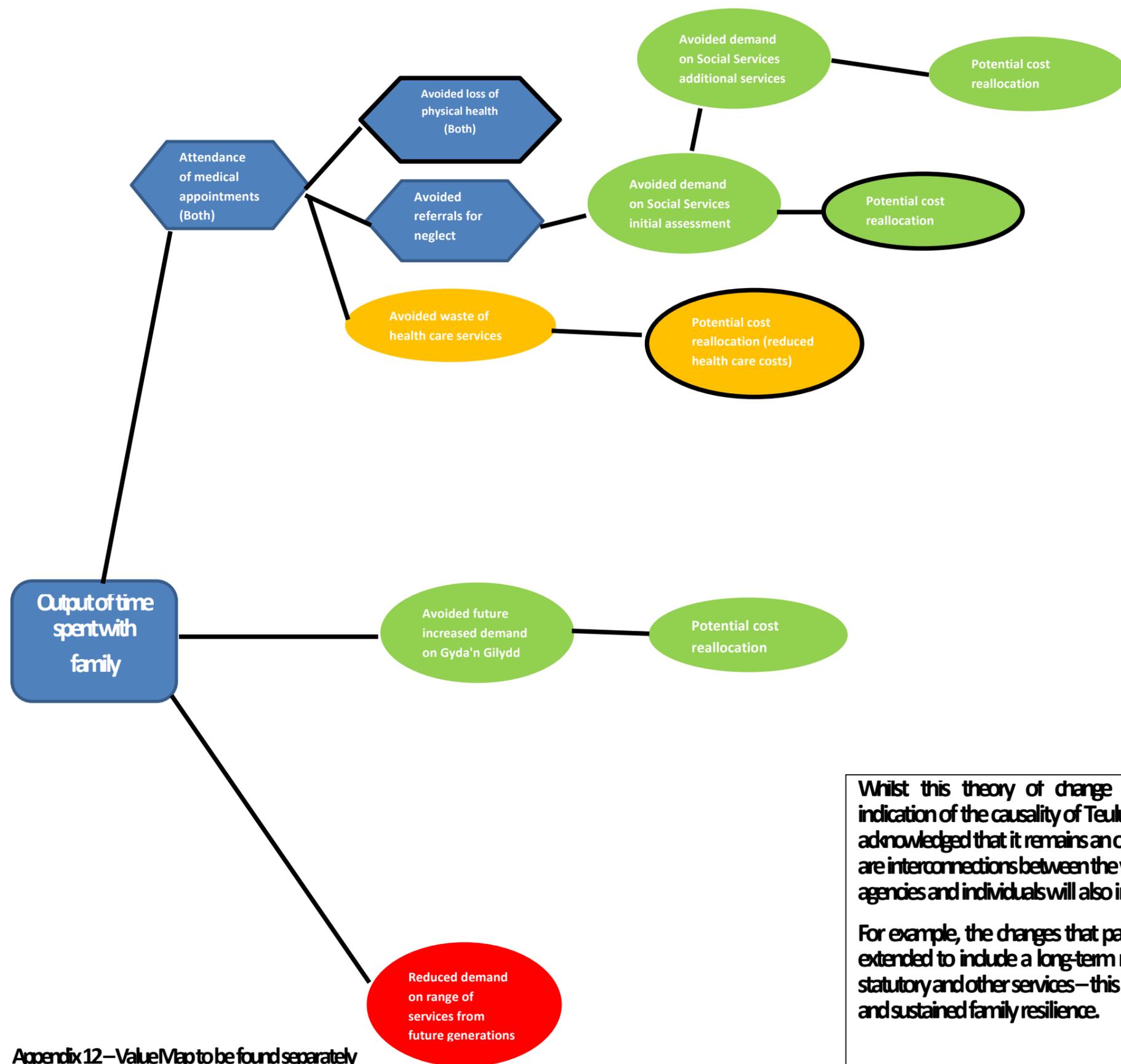
parenting courses - leading to potential cost reallocation opportunities	Value; £1,246	Value; £623	5.13	0.4%
Social Services Child Services Department; Avoided additional demand for children being placed on initial review, in need or considered at risk - leading to potential cost reallocation opportunities (Re-referrals)	Quantity; 35	Quantity; 0	5.14	0.2%
	Deadweight; 25%	Deadweight; 75%	5.15	0%
	Attribution; 25%	Attribution; 75%	5.15	0%
	Value; £63	Value; £31.5	5.15	0%
Social Services Child Services Department; All outcomes	Quantity; 197 instances	Quantity; 0	4.48	13%
	Deadweight; varied	Deadweight; 75%	4.70	8.7%
	Attribution; varied	Attribution; 75%	4.70	8.7%
	Drop-off; 50% (where appropriate)	Drop-off; 75%	5.11	0.8%
	Value; £148,670 (combined)	Value; £74,335	4.81	6.6%

National Economy; Reduced welfare expenditure	Quantity; 49	Quantity; 0	5.10	1.0%
	Deadweight; 25%	Deadweight; 75%	5.12	0.6%
	Attribution; 50%	Attribution; 90%	5.11	0.8%
	Displacement; 13%	Displacement; 75%	5.12	0.6%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%
	Value; £1,536	Value; £768	5.12	0.6%
Local Authority Housing Department; Reduced potential costs / cost reallocation owing to reduce demand on services	Quantity; 3	Quantity; 0	5.12	0.6%
	Deadweight; 50%	Deadweight; 90%	5.13	0.4%
	Attribution; 50%	Attribution; 90%	5.13	0.4%
	Drop-off; 50%	Drop-off; 75%	5.15	0%
	Value; £12,000	Value; £6,000	5.13	0.4%
	Quantity; 15	Quantity; 0	5.09	1.2%

Youth Justice Service; Reduced potential costs / cost reallocation owing to reduce demand on services	Deadweight; 50%	Deadweight; 90%	5.11	0.8%
	Attribution; 50%	Attribution; 90%	5.11	0.8%
	Drop-off; 50%	Drop-off; 75%	5.14	0.2%
	Value; £8,000	Value; £4,000	5.12	0.6%
All outcomes	Duration; varied	Duration; 1 year	3.65	29%

Appendix 11 – Teulu Ni Theories of Change





Whilst this theory of change provides an indicative indication of the causality of Teulu Ni's activities, it is also acknowledged that it remains an over simplification. There are interconnections between the various outcomes - other agencies and individuals will also impact on the chain.

For example, the changes that parents experience can be extended to include a long-term reduction of demand on statutory and other services – this is the result of increased and sustained family resilience.

Appendix 12 – Value Map to be found separately