

**PHOENIX  
FUTURES**

# **REVIEW OF PHOENIX FUTURES FAMILY SERVICE SROI**



## This Report

This report is the first stage of a review of the Social Return on Investment (SROI) report published in 2013 which forecast the Social Value created by Phoenix Futures Family Service.

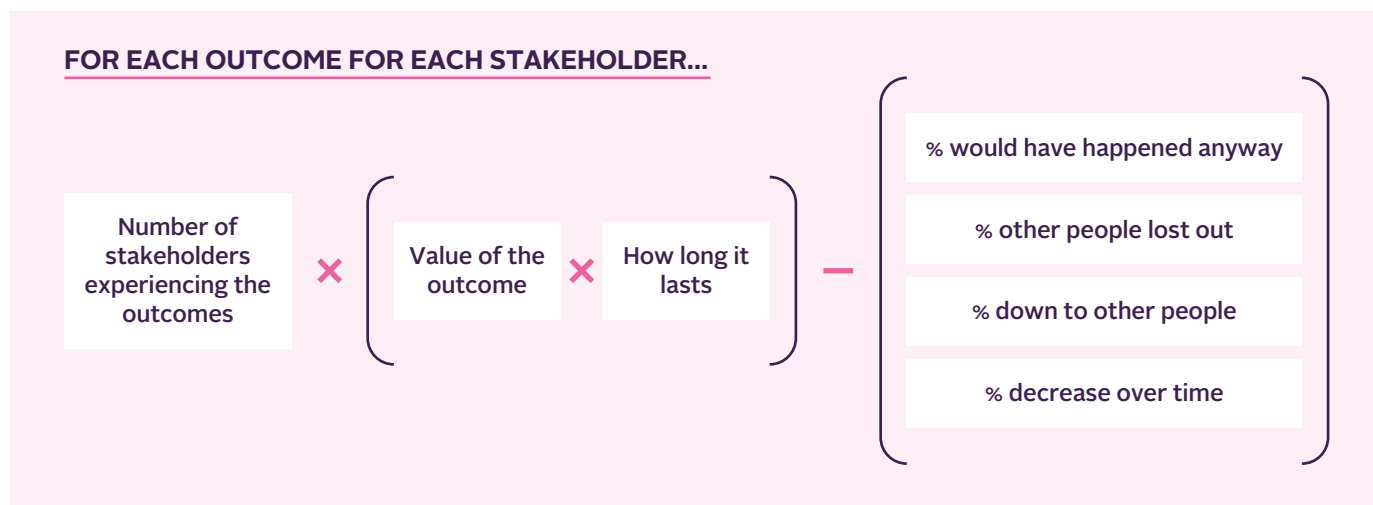
## SROI

SROI is a recognised methodology which summarises and values the most important outcomes that a project or service makes to everyone it affects. It is based on 8 Principles:

- Principle 1. Consult Stakeholders
- Principle 2. Understand what changes
- Principle 3. Value the things that matter
- Principle 4. Only include what's material
- Principle 5. Do not overclaim
- Principle 6. Be transparent
- Principle 7. Verify
- Principle 8. Be Responsive.

It combines monitoring and other data with the stories, experience and views of people affected by a project or service in order to understand their experiences and the outcomes they have experienced. The outcomes for all the key people affected are then transferred to a Social Value Map, a spreadsheet which models, calculates and combines the value of each outcome for up to 5 years.

The diagram below shows a simplified version of the Value Map calculation:



The number of people who experience each outcome is multiplied by the value and duration of the outcome. The resulting figures are then modified to take account of:

- The extent to which the outcome would have happened anyway (deadweight/counterfactual).
- The extent to which the value was created at the expense of other people or organisations (displacement).
- The extent to which other people or organisations have contributed the change (attribution).
- How fast the value of the outcome decreases during over time (Drop off).

The amended values of all the outcomes are then totalled and adjusted for inflation to give the total social value.

This process always generates options and alternatives. These are tested in a Sensitivity Analysis to see how they affect the overall social value. As a result, the SROI ratio (the amount of social value created for each pound spent) is always presented as a range, rather than an absolute number.

# The Review

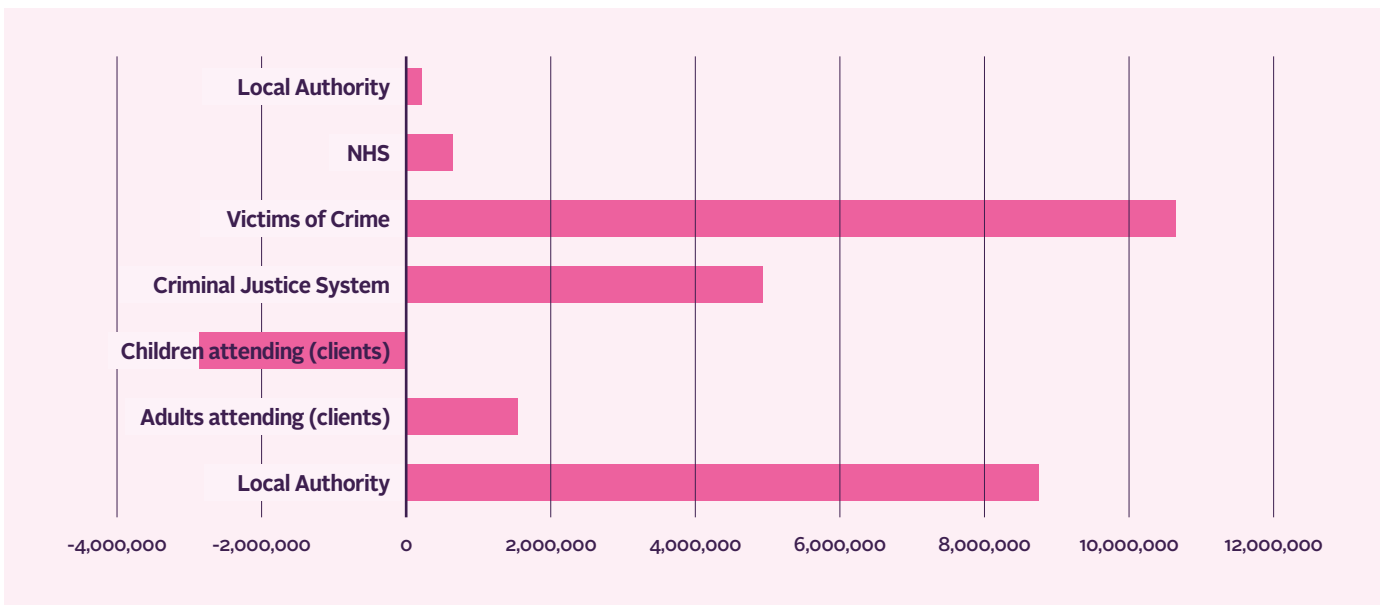
This review is not a new SROI study. It is an update of the previous SROI which covers the period 2020 to March 2023. It uses the same structure, outcomes and assumptions as the original but changes:

- The values used in the original report, which have been uprated in line with inflation, using the Bank of England inflation calculator.
- The number of Family Service clients, using the actual numbers of people supported during the 3 years.
- The actual income received for Phoenix Futures in the 3 years.

# The findings

The review finds that, in these 3 years, the Family Service created between £13 million and £23.5million of social value, meaning that, for every pound spent between £5.43 and £9.22 of social value was generated.

The chart below shows how this value is created for the groups of people affected by the Family Service.



## Social value for clients

The review suggests that just over £1.4 million pounds worth of social value was created for the 85 people supported by the Family Service Team.

This is how some of the clients who had been supported by the Family Service described the long-term changes they had experienced in their lives, at the graduation event in summer 2023.

“I’m clean for the first time in 21 years, I’m living not just surviving” - Kerry

“I’ve got my confidence back and my self worth. I am so grateful that I came to the service and for the people giving me a chance” - Connie

Their stories show how the Family Service had helped to improve their physical and mental health, through positive experiences of rehabilitation delivered by non-judgemental and supportive professionals.

A attended the service with her 2-year-old and newborn baby. She was diagnosed with cystic fibrosis, which she had not been able to be managed effectively in the community due to her addiction. We were able to support her to engage with health services to support her to safely manage her diagnosis.

B completed her opiate detox, but still seemed detached and low in mood. She said she felt little emotion or attachment to her 3-month-old baby and feared she wanted to hurt him as she could not cope with him crying and needing her. The service supported her with suspected post-natal depression and helped her talk openly to mental health professionals about her feelings. They also helped the father, who had entered the service with her, to take on the majority of the parenting, practically supporting her and ensuring the child's needs were met. Once the family left the service, they continued to do well and both have been praised by their community drug workers for the changes they have made. B says that the non-judgemental support from all the professionals involved made it possible for her to be open and honest about her feelings.

When C came to the Family Service her older children had been removed and the father of her unborn child had been physically and emotionally abusive. She was a prolific shoplifter in order to fund her addiction and had a limited support network. During her time with the Service, both her mother and brother died suddenly within 6 weeks of each other. The Family Service supported her to identify their bodies and organise their funerals, as well as providing personal support and helping her to access help from other professionals. By the end of support, she was able to successfully move to a new property, in a new area, to start afresh. She has remained in recovery for over 2 years, and is back in contact with her older children who regularly stay overnight. She makes positive contributions to her local community, including volunteering at a local stable caring for the horses.

## Social value for the children of clients

Our records show that 71 children have had their lives affected by the Family Service because they experience faster decisions about their future and have been more likely to end up with their birth parent. This update suggests that this generates around £30,000 of social value.

The clients at the Graduation session said that they think the non-judgemental environment in the Service enables them to care better for their children, improving the lives of the whole family.

"Phoenix has given me the chance to change my ways. I'm grateful I can prove I can be a good mum" - Claudine

*'Phoenix gave my life and purpose back, and allowed me to have my children back' '.. it changed my life, taught me the tools I needed. Life skills I needed which I did not have.. I still follow these 4 years on'*

Mother 4 years into her recovery, who came to the service pregnant and homeless. She now cares for her child and has contact with her older children.

*'The service has given me the tools to get my life back in order, and has given me my daughter. .. I have realised the support given to help me be where I am today'*

Father 2 years into recovery, continuing to care for his daughter as a single parent and reunited with wider family and his older children.

When D came to the Service his behaviour was very volatile and he was not managing his condition; missing his prescribed medication and opiates. This led to doubts about whether he would be able to properly engage with the service and doubts about his cognitive ability as a result of his substance misuse. After 4 weeks, he had completed his opiate detox and was able to fully engage in the programme where he was reflective and insightful and took an active interest in improving the lives of himself and his family.

Since leaving in June 2023, D has maintained his recovery and can now effectively manage the pain of his chronic injury. He takes an active role in his family and says that he is happy and content that his life is now mundane and that he can take enjoyment in simple daily activities.

## Social value for public services

The review shows that the Family Service created just over £25 million of social value for public services.

The Family Service predominantly receives funding from Local Authorities with pooled adult and child treatment budgets or from local authorities with a recharge mechanism between the 2 funding streams. We have therefore combined the Social Value created for Adult and Children's Services (over £8.5 million). Authorities with separate funding streams for children (ie social services budgets) and adults (ie community drug budgets) do not tend to place with the service as the ability to navigate such complex funding arrangements unfortunately blocks social workers or key workers from pursuing a placement.

Adult services benefit because clients are no longer using problem substances and because better quality reporting results in better decisions about their rehabilitation. Children's Service benefit from these better decisions too, but, more significantly, also benefit because children are reunified with their families.

Local Authorities place clients with the family service, in part because meeting peoples needs in the community for example 24 hour a day support would likely be too expensive or difficult for them to provide. People may also require detox, including detox while pregnant. We want to explore further how the cost of the Family Service to Local Authorities compares to the cost of community support for the same families in future SROI reporting.

Local Authority Housing Departments also benefit to the tune of over £5,000, because families leave the Family Service with better money management skills, able to budget better and pay their rent, rather than falling into arrears.

Almost £5 million pounds in social value is produced for the Criminal Justice System because people supported by the Criminal Justice System are no longer involved in crime.

A much smaller amount (around half a million pounds) is created in value for the NHS because clients' reduction in problem drug use reduces deaths and the demand on emergency health services. We think that there is also likely to be a significant saving to the NHS, which is not included in the original SROI, so this will be considered in future too.

## Social value for other people affected by the Family Service.

The updated SROI also includes £10.5million of value created for Victims of Crime because people supported by the Families Service cease offending to support their habit.

However, there is no evidence over the 3 years to support the 2 outcomes for the National Economy as a result of suicide prevention which were included in the original SROI. Therefore, no value has been included for them in this review.

## Future work

This has been an interesting exercise and gives an idea of the actual, rather than forecast social impact of the family service, but we know we can do better. So, this report is just the start of an ongoing project to review, regularly update and report on the social value we create.

The next stage will be to investigate the differences we make in more in depth. In particular we want to:

- Explore in more detail the outcomes clients experience as a result of being supported by the Family Service. This will also enable the Family Service to better target support and will maximise our impact.
- Work with clients, staff and education specialists to find out much more about the actual outcomes the children of clients experience in both the long and short term.
- Ensure that everyone who experiences material changes as a result of the Family Service is recognised and included in future work. We have already identified other potential stakeholders: the parents/families of clients, community service providers and Commissioners.
- Begin to revise the Social Value Map so that it better reflects changes in the context of the Service over the last 10 years so that we can develop our understanding of our social impact further.

## Conclusion

It has been exciting to begin this work which will help us understand much more about the differences we make now and how we make them. We will ensure that we listen to and learn from the people who are affected by the Family Service to ensure that this produces more than just numbers and also enables us to tell their stories and the story of the service to the best of our abilities.

*“You not only gave us the opportunity to keep our children but you gave our children the opportunity to see their parents grow and remain as a family”*