

**Shropshire**



Delivering effective Information, Advice and Advocacy Services across Shropshire

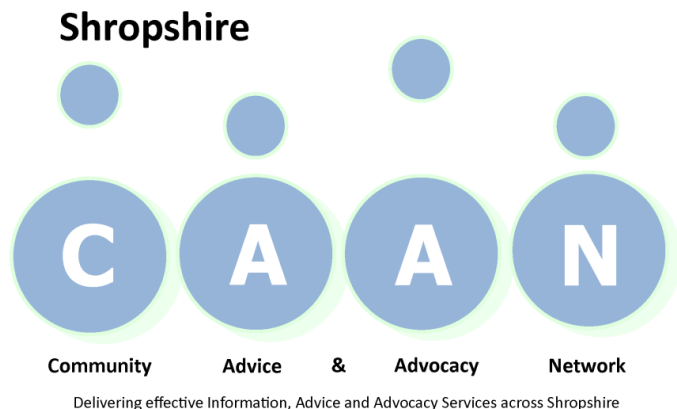
# **Social value & impact Partnership experience**

Funded by Shropshire Council

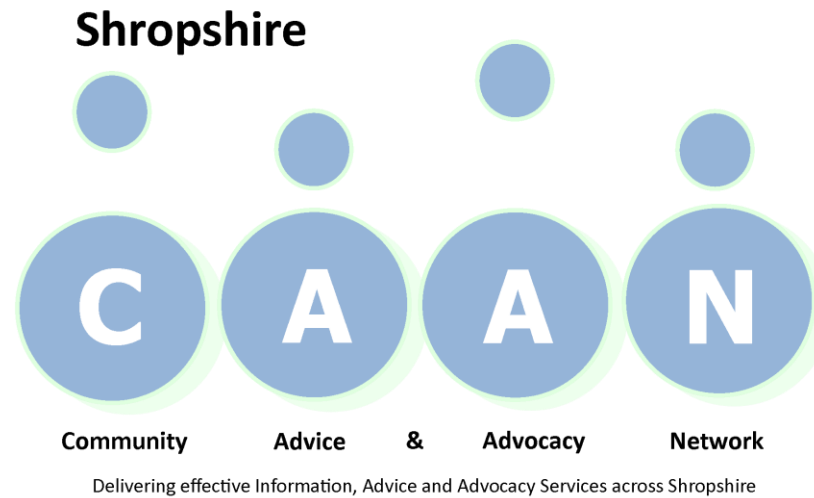


# Introduction:

- Jackie Jeffrey, CEO
- Tereza Hayek, Partnership & Development Manager

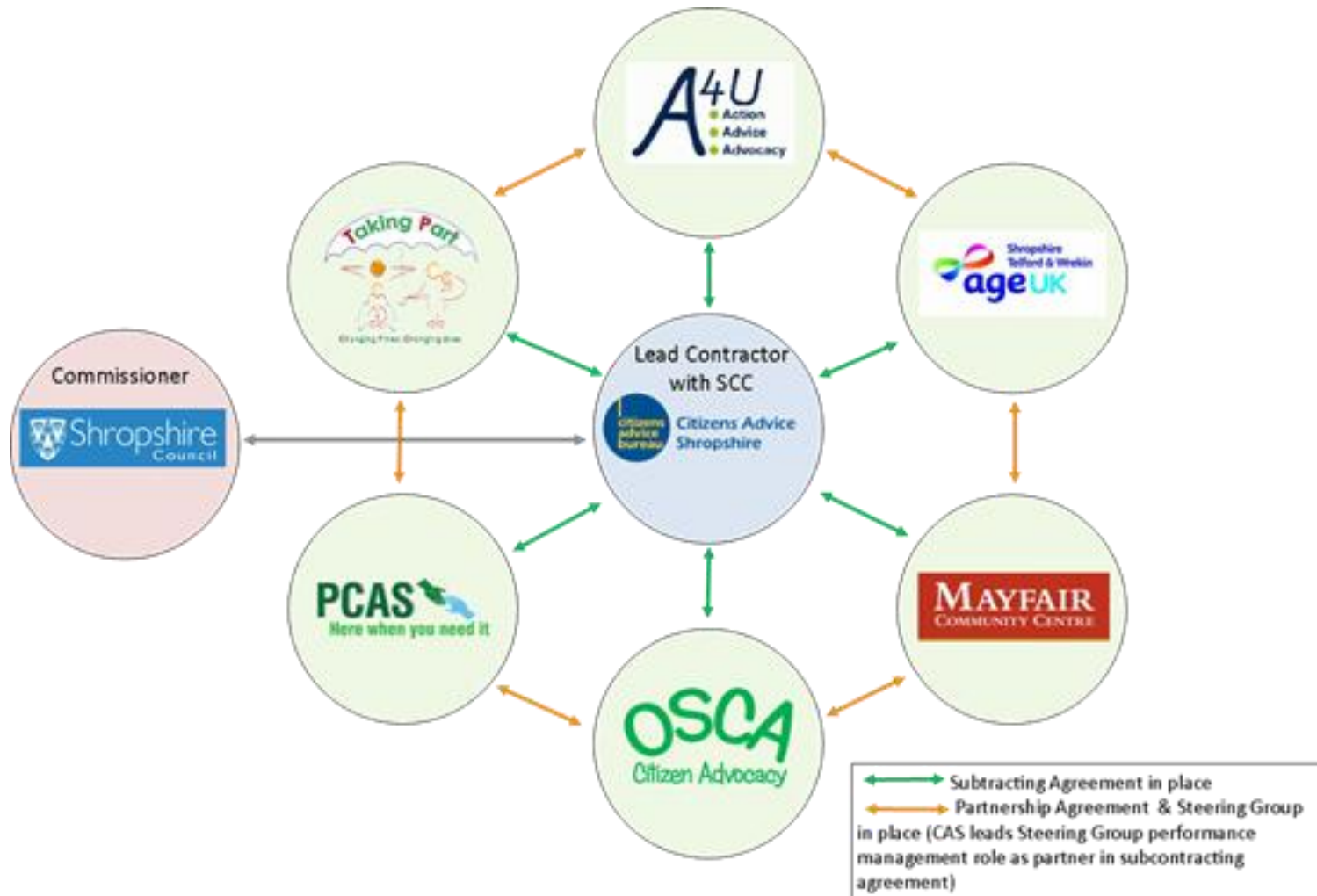


**Citizens Advice  
Shropshire**



- Partnership of seven Shropshire organisations
- Specifically set up to deliver the Shropshire Council's contract for 'Information, Advice and Advocacy Services for Adults'
- The five year contract started in October 2014
- Funded by 

# CAAN contract model:



# CAAN Outputs:

- Number of people helped with advice & advocacy
- Advice and advocacy issues assisted with
- Diversity of communication
- Time we have spent on cases
- Waiting times
- Additional money secured for the county

# CAAN in numbers

## October 14 – September 15:

- Over 11,000 people supported
- Most people from central Shropshire, Oswestry, Market Drayton and Ludlow
- More than 24,000 hours worked by volunteers and staff
- More than £500,000 additional money secured

# Social value - Impact of services:

- New framework to measure the impact of our services is being developed
  - Clients
  - Volunteers
  - Monetary

# Social value - journey:

- VCSA team (Sarah Dodds)
- New philanthropy capital
- Awards for All funding
- Rosemary Collie – external consultant
- Workshops & piloting framework and tools
- Collation database



# Clients - Outcomes:

- 2 stages – at the start and after to measure improvement
- Links into Council outcomes - Your Health, Your Life, Your Money, Your Environment
- Impact of all partners / diverse clients range:
  - learning difficulties
  - mental health
  - physical difficulties
  - sensory impairment
  - older people...

# Volunteers - Outcomes:

- Learning from volunteers' experiences
- Impact on volunteers' wellbeing
- Skills and experience developed through volunteering
- Impact on employment and employability

# Monetary Outcomes:

- Outcome being the sum of money
- Actual money brought into the county through benefits etc.
- For every £1.00 spent we bring £X amount of money into the communities of Shropshire

# What also brings social value:

- Partnership working is not just a 'culture'
  - Increasing reputation
  - Sharing and creating knowledge
  - Learning best practice
  - Minimising and/or responding to gaps in services
- Partnership needs a continual attention
- Successful partnership brings additional money by winning other contracts

# CAAN's reflection:

- Measuring **hard data/outputs** is relatively easy even across varied organisations and their different monitoring systems
- Measuring **value/outcomes** data is extremely difficult, especially across a partnership
- **Collation** of such value/outcomes data is even harder!
- Partnership work is hard work, but worth it!

# Q&A

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