

evaluation: DMBC impact
design

Moving towards impact evaluation: DMBC impact design

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Context

- Family Hubs launched in 2016
- 12 Hubs working across 4 localities
- The 'place to go' for families
- Service offer developed around health and development, employment and childcare, relationship support for family stability, supporting families with complex needs
- A range of partners support the Family Hub offer
- Evidencing the impact through outputs and outcomes has developed over time and still is!

A basket of outputs and outcomes

Access and engagement of target groups

Contacts under theme areas

Signs of impact cards

Outcome Star linked to open cases

Observations of children

Satisfaction and impact survey

Audits

Evaluation

Case studies

Children achieving a good level of development

Measure of children taking up 2 year old funding

Early help data

Family Stability

Early Help

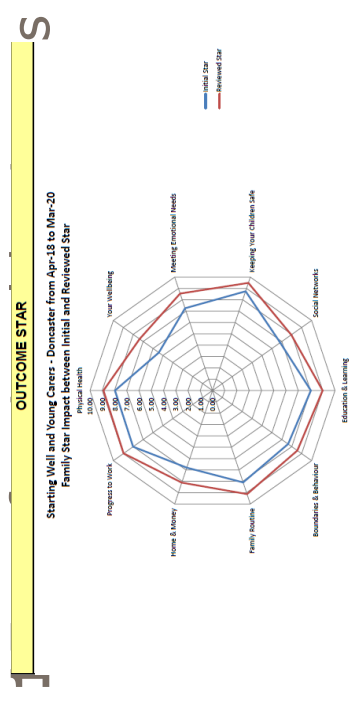
56.40.2% show and increase in confidence and ability of parents/carers to support and provide for their family

- 56.2% increase in Family Resilience
- 80.8% Children and young people wishes and needs are evidenced through the family plans
- **Quality of parenting** increases and is evidence through good or better audits (76.9%)
- 69.7% Increase in parenting capacity and confidence through evidenced based parenting programmes.
- 73% retention rate.

- 70% of parents showed an improvement in their post measure SDQ scores.
- 49% of parents who completed parenting scored better on the DASS questionnaire evidencing improved outcomes in relation to depression, anxiety and stress.

How much did we do?

2330 signposts
10 types of service delivery



Parent Feedback

2217 evaluations completed:

- 88% of parents made new friends
- 68% of parents reported increased confidence
- 64% of parents reported more awareness of

Theory of Change process

Implementation design

Survey

Towards Impact

Vision

To bring services together to work with families from conception, through childhood and into adolescence (0-18 years and 25 years SEND) to deliver an integrated local offer.

Baseline

Current situation established using outcomes data

Impact

families start school with the same health, wellbeing and educational outcomes as anywhere in England

What resources will we use?

Family hub sites
[poor] sites
DMBC oversight
Key statutory and some PVS services

How will the Family Hub model work?

By services working collaboratively, learning from each other and across locales, families are engaged via outreach, word of mouth and other means.
They are then provided with a set of services - statutory services for children (open to social care) - including social care, counselling, young carers support.
There are locally-specific services (one offer + some area specific, esp. Central)
Monitor engagement, quality, outcomes

What change will we see in the medium term?

For services:
Effective, integrated working across services
For families:
Access to FH support for all families in need across Doncaster
Strong user satisfaction across services
Specific intermediate outcomes in relation to wellbeing and M measures

What change will we see in the longer term?

For services:
Working together to provide a sustainable, cost effective set of services
A strong locally model across all services
For families:
Effective local solutions for those most in need
Specific outcomes in relation to Good Level of Development (EYSP), smoking, breastfeeding, child obesity, mental health, outcome star and oral health

Contextual, mediating and moderating factors

- External: Best Start for Life policy; recent EYFS reforms; Autumn spending review; national support and regard to DMBC model
- Local: stable political situation; mayoral pledge; wider re-generation; possible shifts in population post-BREXIT
- Locality: differential populations in different areas, esp. Central (but all differ)
- Organisational: new locally working model (local solutions group); need to engage all services; UK GDPR data sharing issues

Implementation design

Includes

Strategic stakeholder level data gathering (DMBC overarching strategic leads, Family Hub managers and coordinators, leads from key service areas).

- i) Analysis of Administrative and secondary data – to understand patterns of referral, engagement, and service delivery across the Family Hubs sites. This data will also inform assessments of implementation and progress in the case study sites.
- ii) 12 case studies of Family Hub sites, identified through a purposive sampling approach and in consultation with DMBC.
- iii) Service-user survey.

Service user survey – bridging implementation and impact building on DMBC survey in use already, with additional questions co-designed with DMBC to include service satisfaction and well-being measures and progression outcomes

Impact design

Three broad stages:

Establish a Monitoring and Evaluation Framework (MEF) and plan

Assess the gross outcomes change that has occurred to users as well as wider stakeholders and services, based on the MEF and plan

Assess the contributing of the Family Hubs to the observed gross outcomes, applying approaches set out in the MEF and plan

Type	Indicator	Source	Level	Additionality
Cost / Inputs	Total direct funding	DMBC / FH	DMBC	Theory based
	Staffing costs by type of activity	DMBC / FH	DMBC	Theory based
	Set up cost (by type)	DMBC / FH	DMBC	Theory based
			
Activity / outputs	Access and engagement by target groups	DMBC / FH	Family Hub	Theory based
	number of contacts	DMBC / FH	Family Hub	Theory based
	number of open cases	DMBC / FH	Family Hub	Theory based
			
Outcomes / Impacts	Outcome star	DMBC / FH	Family Hub user	Theory based
	Satisfaction	DMBC FH survey	Family Hub user	Theory based
	School Attendance and Unauthorised absence	NPD	Family Hub user	Matched sample
	Children in relative low	DWP		Nearest neighbour