

## IMPACT:

### More than just a good story

**Aspire Wellbeing and CHUMS are two of six social ventures with whom Local Partnerships worked utilising funding from the Cabinet Office's Impact Readiness Funds. The funds were established to support social ventures to understand and evidence better their impact and value and to bring this into clear view when competing for contracts and seeking investment.**

Aspire Wellbeing is a social enterprise established in 2013 having spun-out of Lambeth Council. It provides a range of health and social care focused activities within its West Dulwich day centre which aim to improve the lives of adults with physical and sensory disabilities. This includes physical rehabilitation after a stroke, acquired brain injury or physical injury, personalised independent living programmes, skills training and carer support programmes.

Aspire Wellbeing is growing steadily: winning new service contracts and increasingly finding new ways to work across health and social care in order to provide integrated services to achieve greater independent living and reduce the need for support from others. It also extends its reach into the local community by offering the centre as a local asset and a hub for community services and activities.

A key component of our Impact Readiness project with Aspire was the development of its 'Theory of Change'. This was a means of describing and depicting the problems that it seeks to address, the solutions that it offers through its services and activities and the full range of outcomes it achieves.

In developing this 'roadmap' of change Aspire recognised the need to ensure staff, users and commissioners were fully involved with this process and brought them together to share experiences and ideas and articulate what was important and relevant to them as service providers, users and those ensuring that public resource was being spent effectively. It allowed for an important shared understanding to emerge of what Aspire needs to achieve for its users and their families and how their services can offer added value and increased impact. This included identifying the outcomes that they achieve which are highly significant for the wider health and social care environment: by helping individuals to increase independent living it supports a reduced need for, and cost, of carer and GP support including the potential to avoid residential care and/or unplanned hospital admissions.

This 'roadmap' of change also provided the framework within which Aspire could begin to develop an initial impact measurement system. Through the project with Local Partnerships, Aspire has been able to identify an initial set of data indicators that it will use to begin to measure and to report on each of its outcomes. It includes both quantitative measurement but also qualitative data from users' self-reporting to ensure the evidence base is as strong as possible. The work undertaken through the project is seen as representing a significant start but



Aspire intend to continue to develop its impact measurement system and, over time, to include being able fully to evidence the return on investment that its impact represents to commissioners through the realisation of savings in reducing the need for expensive packages of support and care.

CHUMS provides a wide range of trauma, emotional wellbeing and bereavement services to children, young people and families across Bedfordshire. The feedback they receive tells them that they provide a valuable and well-regarded service. However, they were less sure about the wider social impact of their service. They sought to address this as commissioners are increasingly interested in the added value a service can generate.

Local Partnerships worked closely with CHUMS through the Impact Readiness Fund for three months. Specific pieces of work included:

- ▶ A review of CHUMS' service lines
- ▶ The development of individual Theories of Change for the service lines
- ▶ Production of an overall Theory of Change for the organisation
- ▶ Stakeholder engagement
- ▶ Mapping the information collected as well as its use
- ▶ Initiating discussions on the systems needed to ensure CHUMS capture the right data to demonstrate their impact

Applying the knowledge gained from CHUMS' business planning processes, they were able to refresh their strategic direction.

CHUMS felt that Local Partnerships was quick to demonstrate its understanding of CHUMS' needs and identify a programme of work to address them.

Working collaboratively was welcomed by CHUMS as the approach enabled them to increase their managerial capacity and capability through, for example, coaching staff to understand how to approach the development of a Theory of Change.

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“ Helping us to get impact-ready will enable us to become a stronger organisation with a clear understanding of the added social value we deliver, which will help CHUMS win additional work in the future.”

Dawn Hewitt, CEO CHUMS

Local Partnerships is a provider for the Big Potential Advanced Fund. For more details or a discussion about how we can help you demonstrate your achievements please contact Anne Jarrett or Julie McEver.

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