



Evaluation of the Family Advice and Support Service

Paige Barclay



Established in 2005 as the national improvement organisation for Scottish local government

Work with local authorities and their partners to improve outcomes for citizens and communities



Deliver a range of products, including business analysis, performance management, research support, and knowledge management

Provide advisory, consultancy, and facilitation services, including supporting Elected Member development

“
Social value is the relative importance that people place on the changes they experience in their lives. Some, but not all of this value is captured in market prices. It is important to consider and measure this social value from the perspective of those affected by an organisation's work
”

Social Value Network UK

Key Findings



Improved Engagement with Parents

“
Many of our parents did not have a positive experience when they attended school and offering this service contributes to showing them things have changed and encourages them to engage with us
”



Teacher



Facilitating Earlier Intervention

“
I just wish I had known about the service earlier
”

Parent



Development of Engaging, Replicable Model

“ We are able to engage with people we haven't reached before and, as an organisation, can meet their needs in a straightforward way ”
Advisor



Improving Families' Financial Stability

“ Providing access to advice services in this way reduces the stigma associated with poverty and supports children to aspire to achieve more ”
Funder



Social Return on Investment

£32

Return on every £1 investment



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