



SOCIAL RETURN ON INVESTMENT (SROI) EVALUATION REPORT OF ANNEDD NI

Part of the Social Value Cymru project

“Anheddau provides an excellent induction and training. I love working with the clients” staff member

“With having such groups, it gives the rest of the family, peace of mind, that my daughter is well looked after and happy.” Family member



Contents

| | |
|--|----|
| Executive Summary | 2 |
| 1.0 Introduction..... | 4 |
| 2.0 Social Return on Investment (SROI) Framework..... | 11 |
| 3.0 Stakeholder Engagement & Scope of the Analysis | 14 |
| 4.0 Project Inputs | 18 |
| 5.0 Outputs, Outcomes & Evidence | 20 |
| 6.0 Valuing Outcomes | 31 |
| 7.0 Establishing Impact..... | 36 |
| 8.0 Sensitivity Analysis..... | 40 |
| 9.0 Conclusion | 42 |
| 10.0 Recommendations | 43 |
| 11.0 Appendices | 45 |

Executive Summary

Anheddau Cyf works with adults with support needs in order to live fulfilled lives by providing social care and supporting people within their communities. Anheddau Cyf also works closely with other agencies and organisations to develop and improve services that meet the aspirations of individuals. The service offered to individuals is based upon their own person-centred plan. Annedd Ni is one of these services that is based in Bangor and offers day care service in a range of therapeutic, leisure and education sessions.

The individuals, support staff and families who took part in the analysis expressed that the activities at Annedd Ni had made a positive impact on the individuals. The project was analysed using the Social Return on Investment (SROI) framework to understand the total value created for individuals who were referred to the programme. The results demonstrate that significant value is created through Annedd Ni by providing a person-centred service for individuals.

The result of £2.75:1 indicates that for each £1 of value invested, £2.75 of value is created.

The legislative framework in Wales provides a great focus on services responding to the needs of individuals and planning service around what matters for them. Staff ensured the service was planned according to the need of the individual which helped them to feel reassured and part of the organisation. Outcomes experienced by individuals included **improved physical and mental health, reduced loneliness and increased independence leading to reaching their full potential.**

Acknowledgements

This report would not have been possible without the involvement of key stakeholders. Through Anheddau's support we were able to find out what changes have taken place in their lives. For those who took part in the study, their involvement was key and we are extremely grateful to them for feeding back on their experiences and their willingness to help us understand the process.

Thank you to all the staff at Anheddau who took part in the project, and to Rachel and Delyth at Annedd Ni.

1.0 Introduction

This evaluation report will analyse the value of Person-Centred Planning at Anheddau Cyf. for individuals with learning disabilities and mental health difficulties in the Gwynedd and Anglesey areas who use day care provision by Anedd Ni in Bangor.

The impact of this service on individuals will be considered, but also the value to other potential stakeholders.

Through engagement with the individuals receiving the support, the organisations involved and examining the information and data that was available, appropriate estimations have been made supported by secondary evidence.

The report will initially set out the background of this project, followed by a discussion of the Social Return on Investment (SROI) Framework used to evaluate the service. The SROI results will then be discussed in detail to explain the 'story of change' and value for key stakeholders. The report will look at the social value created for activities from 1 April 2018 and until 31 March 2019.

1.1 Key Organisation(s)

Established in 1990, Anheddau Cyf is a not for profit, charitable organisation (Charity number 701697) which empowers adults with support needs to live fulfilled lives in north Wales by providing social care and supporting adults within their communities. Anheddau is run by a Volunteer Council of Management and a management team of professional staff.

Anheddau Cyf work closely with other agencies and organisations to develop and improve services that meet the aspirations of individuals. The service that is offered to individuals is based upon their own person-centred plan. This ensures that services are flexible and varied according to the needs of each individual. Anheddau Cyf is committed to providing appropriate lifelong learning and development opportunities to a diverse workforce to empower them to excel in their roles. There is an in – house training service which is accredited to deliver City and Guilds awards in Care and Management. The organisation has been awarded the Investor in People Standard since 1996.

Anheddau Cyf delivers the following services:

Supported Living This service provides long term support and is offered in partnership with social services departments, the Betsi Cadwaladr University Health Board and Housing Associations.

Community Support – A support package is offered based upon individual needs.

Annedd Ni – Bangor based day service offers a range of therapeutic, leisure and educational sessions.

Anheddau Outdoors (recently incorporated into Annedd Ni day service) – This service provides opportunities to experience climbing, abseiling, mountain and coastal walking and outdoor activities. They also have an indoor climbing wall for use during bad weather and for introductory sessions.

Anheddau’s Mission statement (2017-2018)¹:

“Our mission is to assist people who have support needs to establish homes in the community and to provide a supportive environment from which people can enhance the experience of community living;

We will:

- *Work for the physical and social integration of people*
- *Promote choice and protect the rights of people.*
- *Enable people to acquire and improve life skills and quality of life.*
- *Enable people to enhance their status and self-respect*
- *Employ appropriate support staff in order to fulfil their maximum potential as individuals*
- *Work with other organisations, that share Anheddau’s philosophy, in order to maximise positive outcomes for people.”*

¹ (2018) Anheddau Annual Accounts to March 2018

Anheddau Cyf said:

“Person Centred Planning (PCP) has come a long way within Anheddau and has developed to encompass PCP champions which take the lead on PCP paperwork etc in each area. PCP is well established and embedded into the core of the Organisation’s service delivery”.

1.2 Maximising Person-Centred Planning in order to Maximise Social Value

Social Value is, ‘*understanding how our activities change peoples’ lives and how important the different changes are so we can compare the different effects of our work’* and ‘*....social value can provide opportunities to see how we can do things differently to increase the impacts of our work*’²

Person centred planning at Annedd Ni will form the basis of this report to include an SROI evaluation of Annedd Ni in order to understand the value of what PCP creates for different people.

The focus of this project is mainly internal decision making and therefore this report will focus on the value to those that matter the most – the individuals. These results will then be used as a baseline for trustees so they can further embed social impact measurement to inform their decision making.

1.3 Project Outline

The main purpose of the Project is to evaluate the value for individuals who use Annedd Ni services and to further extend PCP for individuals who attend or use all Anheddau services. This evaluation is undertaken by Social Value Cymru which is managed and led locally by Mantell Gwynedd.

The organisation is keen to demonstrate the value of this service not only to funders and commissioners but on an internal level with individuals, their families and with staff. This will enable Anheddau Cyf to demonstrate what they are offering, to enable further negotiation, and to further service design by incorporating new ideas.

² www.mantellgwynedd.com

Anheddau has identified a group of beneficiaries through the Person-Centred Active Support model to assess the social impact of their services as their Person-Centred Active Support models are embedded in the culture of support. This ethos promotes the individuals by supporting them to live as independent a life as they can achieve. This is in accordance with the Social Services and Wellbeing (Wales) Act 2014 including the provision of support plans.

The initial proposal incorporated encompassing two supported living housing individuals with either learning disabilities and/or mental health difficulties in the historic town of Caernarfon. Following initial visits to the supported housing, it was decided to transfer the research to activities at the Annedd Ni day centre. The project also considered how staff are impacted through working with Anheddau Cyf.

The project involved 60 supported individuals who attend activities arranged by Annedd Ni between 1st April 2018 and the end of March 2019.

Annedd Ni was established in 2005 and continues to provide sessional activities to adults with supporting needs in the Gwynedd area, with some individuals travelling from Anglesey and Conwy to access sessions too. Unlike the majority of day services who offer individuals to attend for a full day, Annedd Ni offers individuals the opportunity to attend one or more sessions each week (1-2 hours in length) according to that individual's interests. In line with Anheddau's active offer, care is taken to ensure that individuals can communicate in their chosen language (Welsh or English) to ensure effective communication.

Sessions are offered in Drama, Art, Music, Needlework, Dance and Cookery, alongside social activities in the evenings and weekends. Annedd Ni allows individuals to take ownership of their work, encouraging creativity and skill development. They also provide a number of short courses in various subjects such as independent living skills, sex and relationships and photography as and when there is an identified need. After every session all individuals are offered a drink and the opportunity to socialise with other individuals and the staff alike; one of the key intended outcomes at Annedd Ni is social interaction where the social benefits are usually equal or in some circumstances outweigh the skills that the individual is developing.

Annedd Ni receives funding annually from Gwynedd Social Services, who in return receive 32 session places weekly to allocate to individuals in the County. For individuals who do not

come under this agreement (known as the Service Level Agreement- SLA) then for the social sessions there is a charge of £3, for all other sessions there is a set activity charge of £10 (a price which has been held since 2008) and for the use of the sensory room there is a charge of £6 per session.

Currently Annedd Ni is the only day service in the local area to provide evening and weekend sessions and activities are offered outside the typical day service 9-4 hours. Individuals who may live independently or with their families, as well as those in supported housing (Anheddau and other support providers in the area) all access Annedd Ni.

Individuals drop in for a cup of tea during the week when the centre isn't being used for a session. These may be individuals who live independently who may feel lonely or isolated looking for some company, but it also offers the opportunity for these individuals to ask questions relating to letters they may have received or be worried about and for them to disclose concerns which we can then pass on to their social worker when applicable.

They operate an open-door policy in terms of the office, and the centre manager, or another member of the team are always available to talk to individuals. This has led to disclosures from vulnerable adults and allowed them to alert the safeguarding teams when an individual is at risk. Due to the way in which Annedd Ni operates with a small team, individuals tend to feel comfortable with the staff and this lends itself to be a safe and friendly environment which they are able to access. All staff are trained in first aid, safeguarding, health and safety and other topics relevant to social care enabling them to be well equipped to support all the individuals who access Annedd Ni on a weekly basis.

1.4 Identifying the need

In the North Wales Population Needs Assessment in 2017³, it was estimated that the number of adults with learning disabilities needing support will increase 2% every year until 2020 before it will stabilise. In 2014-15 there were 576(Gwynedd) and 303(Anglesey) adults with learning disabilities on the register in Gwynedd and Anglesey. The Social Service and Well-

³ <https://www.northwalescollaborative.wales>

being (Wales) Act 2014 places a duty on Local Authorities to plan services around '*What Matters*' to the individual, allowing services to be developed and planned around their needs and their preferences.

It is identified in the Population Needs Assessment that adults with learning difficulties will experience more health complications and require more health and social care support. Some of the complications identified were⁴;

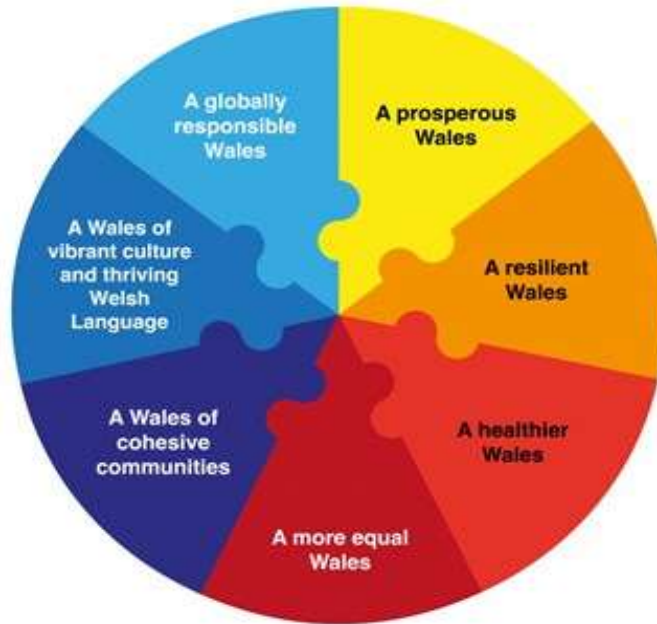
- A person with a learning disability is between 50 and 58 times more likely to die before the age of 50 and four times more likely to die from causes that could have been prevented compared to people in the general population.
- People with learning disabilities tend to be less physically active and are more likely to be overweight and obese than the general population (Liverpool Public Health Observatory, 2013).
- Between 40-60% of people with a learning disability experience poor mental health without a diagnosis.
- People with learning disabilities have increased rates of gastrointestinal and cervical cancers.
- Around 80% of people with Down's syndrome have poor oral health.

It was identified that communication was a barrier for many adults with learning disabilities which could result in health complications, and therefore having a support network that can help them with this could have a positive impact on their well-being.

Acknowledging that there are many factors that affect a person's quality of life, the Welsh Government enacted the Well-being of Future Generations (Wales) Act 2015 which aims to improve the social, economic, environmental and cultural well-being of Wales, through improving the well-being of individuals. There are 7 Well-being Goals in the Act.

⁴ <https://www.cydweithredfagogleddcymru.cymru>

Figure 1 – Well Being Goals



The principles of this new legislative framework will be considered when evaluating the Anedd Ni service.

2.0 Social Return on Investment (SROI) Framework

By explicitly asking those stakeholders with the greatest experience of an activity, SROI is able to quantify and ultimately monetise impacts so they can be compared to the costs of producing them. This does not mean that SROI is able to generate an ‘actual’ value of changes, but by using monetisations of value from a range of sources it is able to provide an evaluation of projects that changes the way value is accounted for – one that takes into account economic, social and environmental impacts. Social Value UK (2014) states;

‘SROI seeks to include the values of people that are often excluded from markets in the same terms as used in markets, that is money, in order to give people a voice in resource allocation decisions’

Based on seven principles, SROI explicitly uses the experiences of those that have, or will experience changes in their lives as the basis for evaluative or forecasted analysis respectively.

2.1 Social Return on Investment Principles

1. **Involve stakeholders** Understand the way in which the organisation creates change through a dialogue with stakeholders
2. **Understand what changes** Acknowledge and articulate all the values, objectives and stakeholders of the organisation before agreeing which aspects of the organisation are to be included in the scope; and determine what must be included in the account in order that stakeholders can make reasonable decisions
3. **Value the things that matter** Use monetisation of value in order to include the values of those excluded from markets in the same terms as used in markets
4. **Only include what is material** Articulate clearly how activities create change and evaluate this through the evidence gathered
5. **Do not over-claim** Make comparisons of performance and impact using appropriate benchmarks, targets and external standards.

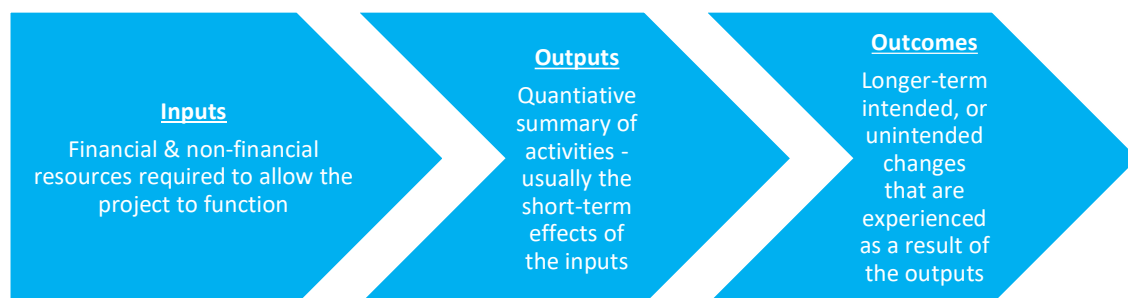
6. **Be transparent** Demonstrate the basis on which the findings may be considered accurate and honest; and show that they will be reported to and discussed with stakeholders

7. **Verify the result** Ensure appropriate independent verification of the account

(socialvalueuk.org)

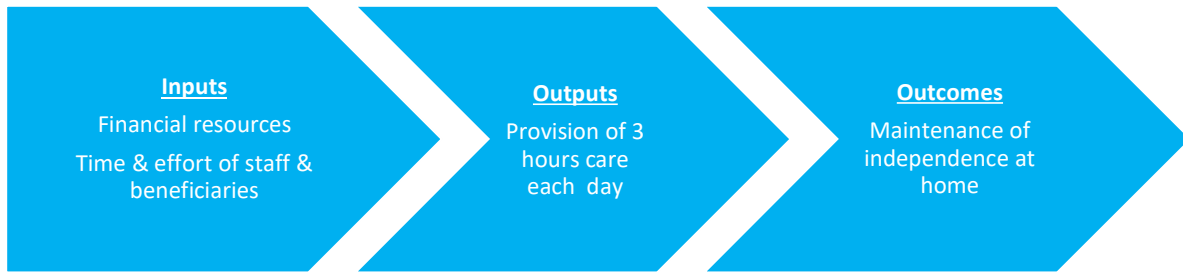
The guiding principles ensure that *how* value is accounted for remains paramount. To ensure a consistent approach is used, chains of change are constructed for each material stakeholder explaining the cause and effect relationships that ultimately create measurable outcomes. These chains of change create the overall Value Map and these stories of change are equally as important as the final result or analysis. In fact, SROI is best thought of as a story of change with both quantitative and qualitative evidence attached to it. Figure 2 summarises the different elements for each chain of change included within the SROI analysis (before the impact of outcomes is calculated).

Figure 2 – Outline of the Chain of Change

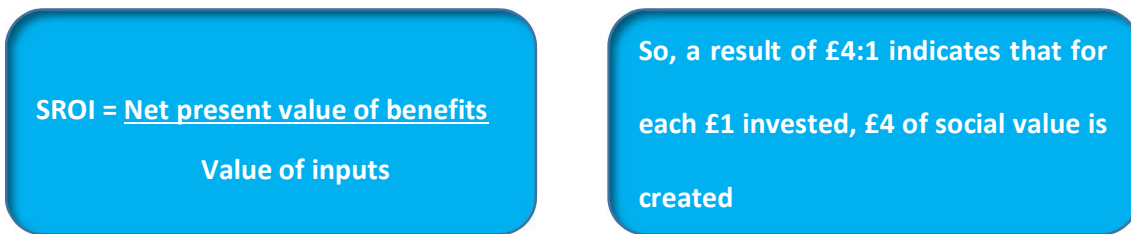


SROI is an outcomes-measurement approach, and only when outcomes are measured is it possible to understand if meaningful changes are happening for stakeholders. To illustrate this idea, figure 3 displays a brief theory of change for a domiciliary care programme to assist people to remain in their own home - only by measuring the final outcome, is it possible to understand the impact of the care-programme.

Figure 3 - Example Chain of Change



As will be discussed at the point of analysis, SROI also incorporates accepted accounting principles such as *deadweight* and *attribution* to measure the final impact of activities that are a result of each activity or intervention. Importantly, SROI can capture positive and negative changes, and where appropriate these can also be projected forwards to reflect the longer-term nature of some impacts. Any projected impacts are appropriately discounted using the Treasury's discount rate (currently 3.5%). The formula used to calculate the final SROI is;



Overall, SROI is able to create an understanding of the value of activities relative to the costs of creating them. It is not intended to be a reflection of market values, rather it is a means to provide a voice to those material stakeholders and outcomes that have been traditionally marginalised or ignored. Only by measuring impacts are organisations able to not only demonstrate their impacts, but also importantly improve them. This thereby strengthens accountability to those to which they are responsible, which in the third sector is fundamentally the key beneficiaries of services.

3.0 Stakeholder Engagement & Scope of the Analysis

Including stakeholders is the fundamental requirement of SROI. Without the involvement of key stakeholders, there is no validity in the results – only through active engagement can we understand actual or forecasted changes in their lives. Only then can SROI value those that matter most.

In order to understand what is important for an analysis, the concept of materiality is employed. This concept is also used in conventional accounting and means that SROI focuses on the most important stakeholders, and their most important outcomes, based on the concepts of relevance and significance. The former identifies if an outcome is important to stakeholders, and the latter identifies the relative value of changes. Initially, for the evaluation of Anedd Ni, a range of stakeholders were identified as either having an effect on, or being affected by the project – Table 1 highlights each stakeholder, identifying if they were considered material or not for inclusion within the SROI analysis.

Materiality

If a stakeholder or an outcome is both relevant & significant, it is material to the analysis. Being important to stakeholders and of significant value, means that if the issue was excluded from analysis it would considerably affect the result.

Table 1 – Stakeholder List & Materiality

| Stakeholder | Material stakeholder? | Explanation |
|---------------------------|-----------------------|---|
| Individuals | Yes | As key beneficiaries of the service these are the most important stakeholders and some changes experienced will be both relevant and significant. |
| Family members and carers | No | Family members are likely to experience some positive impact and changes experienced will be both relevant and significant. They will not be included in this analysis as it is beyond our scope for this analysis. |
| Anheddau | Yes | Provides material inputs of finance, skills and other resources to facilitate the service and ensures the strategic direction of the service, so must therefore be included. |
| Annedd Ni Staff | No | Staff are key contributors and their input is relevant but unlikely to be significant. Staff would usually be included within the same category as the organisation in this table; however, as the organisation was keen to better understand the value created for their employees their outcomes will be considered but is unlikely to be a material stakeholder. |
| Local authority | No | The Local Authority funds the activities. If no such opportunities were available elsewhere it could have a big impact on how much support would be needed directly from the LA. However, this was beyond the scope of this analysis. |
| BCUHB | No | Many experienced positive changes in their mental health. The potential impact on health will be considered but is unlikely to be significant. |

| | | |
|------------------------|-----------|---|
| Referral agents | No | Many organisations refer people to Annedd Ni. However, any change is not likely to be of significance at present. |
|------------------------|-----------|---|

Having identified the material stakeholders for analysis, Table 2 highlights the size of the populations, the sample size engaged with and the method of engagement.

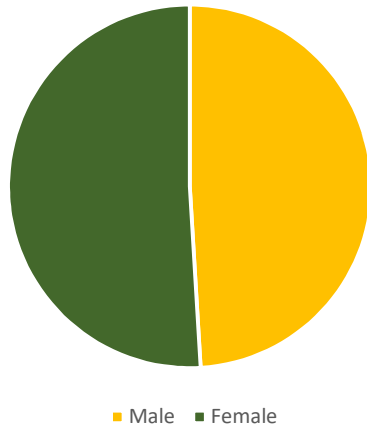
Table 2 – Stakeholder Engagement

| Stakeholder | Population size | Method of engagement |
|-----------------------|---|--|
| Individuals | 60 | 3 x focus group meetings of Annedd Ni activities (music, craft and drama) 4 x facilitated interviews with residents in supported housing (learning disabilities and mental health) 19 surveys were completed |
| Family /Carers | Estimated at a minimum of 60 but likely to be more | Questionnaires were sent to families of the individuals. 6 surveys returned. |
| Anheddau | 1 | Regular contact with Day Care manager and Day Care staff of Annedd Ni 9 Surveys returned by staff members |

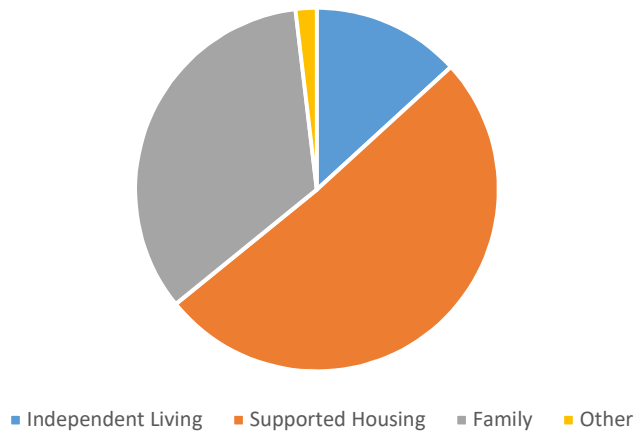
Potential Subgroups of Stakeholders

It is important to recognise that not all individuals are the same. Understanding if different characteristics have an impact on the data can help us to manage and inform decision making. Consideration is therefore given to the different characteristics below for the service users. The diagrams below demonstrate the groups represented in this project.

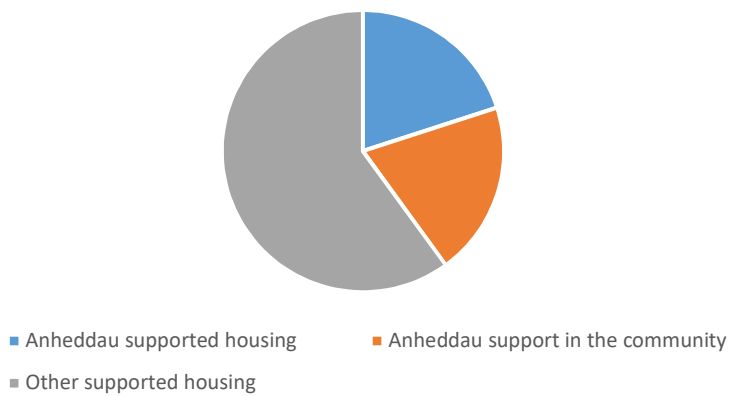
Gender



Housing



Individuals in supported housing / receiving support in the community



4.0 Project Inputs

This section of the report describes the necessary inputs from multiple stakeholders. Some inputs are financial, whereas others are not – yet where possible inputs are monetised.

Individuals

This service is funded mainly through the Local Authority. The amount of sessions they attend will depend on their individual needs detailed in their Personal Centred Plan. For individuals who do not come under this agreement (known as the Service Level Agreement- SLA) then for the social sessions there is a charge of £3, for all other sessions where there is a set activity the charge is £10 (a price which has been held since 2008) and for the use of the sensory room there is a charge of £6 per session. The total number of sessions held during 2018-19 was 2,082. The sessions have also attracted an income of £17,004 for the year. (Appendix 7)

In addition to financial contributions, the individuals will need to give their trust in the organisation, the staff and volunteers. There is need for a willingness to take part in activities and to make travelling arrangements which can include public or private transport. Over time, friendships are established, and the individual will feel more able to reach out to the staff. The aim is to give them opportunities to help them reach full potential, and this might involve trying different things, which might initially cause some anxiety and therefore trust again is essential.

Annedd Ni Staff

Staff are very important and their contribution towards the planning, preparing and running of the sessions and supporting individuals is essential. Through observation it was apparent that the staff were highly skilled at tailoring services and support in a way that allowed individuals to develop and reach full potential.

Anheddau

The financial input is managed by Anheddau and the inputs for the 12 months to run the sessions is £69,268. The majority of this income is through a local authority grant of £52,000 which pays for 32 sessions weekly for individuals alongside a contribution towards running the service and also an additional income from individuals for course fees and other income of £17,268.

This income pays for the salary of staff members, including administrative support, management and resources.

Total monetised inputs

The total inputs for the project over the 2018-19-year period have been calculated as £69,268 created by both financial and non-financial inputs from the range of stakeholders above.

Table 3 – Total Monetised Inputs for Annedd Ni

| Stakeholder | Financial input | Non-financial input | Cost per key stakeholder |
|---------------|---|---|---|
| Individuals | Contributions are made of £17,004 through course fees | Willingness to take part and travel to activities. | Some pay £10 for more than 1 session at Annedd Ni |
| Anheddau Cyf | £52,000 | Strategic, management, qualified and trained staff time and expertise | |
| Totals | £69,268 | | £1,154 |

5.0 Outputs, Outcomes & Evidence

The immediate outputs for Anheddau Cyf, are the number of referrals made to Annedd Ni and how many hours of support each person received. From 1 April 2018 – 31 March 2019 there were 60 individuals of which 10 were new referrals during this period with average contact hours of 2.5 hours per week

To understand the success of any service, then we must understand the outcomes experienced by the participants, in this project those are the people attending Annedd Ni activities. Outcomes are those things that are sustainable.

Table 4 below summarises all the stakeholders and their outputs; and looks at possible outcomes considered after engagement with all stakeholders. Consideration is given to what will be included and excluded and can be seen in the Theory of Change.

A Theory of Change for service users can be seen in Appendix 4 and those that are highlighted in bold are those included in the Value Map (Appendix 6). To ensure that we are not over claiming, it is only those final five outcomes that are given a value. However, this section will look at each stage to understand the importance of every step in the client journey, and to recognise what are the indicators for these changes. Consideration will also be given to any negative outcomes.

Table 4 – Stakeholder Outcomes

| Stakeholder | Outputs | Outcomes | Included / Excluded | Materiality test | Indicator |
|-------------|---|---|---|--|--|
| Individuals | 60 individuals of which 10 were new referrals during this period with average contact hours of 2.5 hours per week | Improved mental health | Included – This is a key outcome experienced by some individuals and is both significant and relevant | Contribution towards reducing anxiety, stress and depression | Qualitative: result of focus group. Quantitative: survey completed by individuals and feedback from family members and staff. |
| | | Reduction in isolation | Included – This is a key outcome experienced by some individuals and is both significant and relevant | Contribution towards reducing loneliness | Qualitative: result of focus group. Quantitative: survey completed by individuals and feedback from family members and staff. |
| | | Independent living with minimal support | Included – This is a key outcome experienced by some individuals and is both significant and relevant | Contribution towards increasing independence | Qualitative: result of focus group. Quantitative: survey completed by individuals and |

| | | | | | |
|--|--|-------------------------------------|--|--|--|
| | | | | | feedback from family members and staff. |
| | | Improved physical health | Included – This is a key outcome experienced by some individuals and is both significant and relevant | Contribution towards making the stakeholders to feel healthier | Qualitative: result of focus group. Quantitative: survey completed by individuals and feedback from family members and staff. |
| | | Better able to reach full potential | Included – This is a key outcome experienced by some individuals and is both significant and relevant | Contribution towards helping individuals to reach full potential with living and basic skills. | Qualitative: result of focus group. Quantitative: survey completed by individuals and feedback from family members and staff. |
| | | Reduced anxiety | Excluded – Although it is a key outcome, very few individuals respond in a positive way to this attribute. | Contribution towards reducing anxiety, stress and depression | |
| | | Improved Social inclusion | Exclude – although a number of individuals indicate that their | Contribution towards making new friends | |

| | | | | | |
|--|--|-------------------------------|---|---|--|
| | | | experiences are positive it is an intermediate outcome that contributes towards a reduction in isolation and loneliness. | | |
| | | More interaction with friends | Exclude – only a few comments are made regarding this element and although it is a positive outcome it does not specifically indicate creating new friendships. However it is an intermediate outcome contributing towards the main outcomes. | Contribution towards making new friends | |
| | | More Confidence | Exclude – although this has the most number of positive comments it is an intermediate outcome contributing towards the main outcomes. | Contribution towards making new friends and to reach and maintain potential | |
| | | Improved Connections | Exclude – only a few comments are made regarding this element and although it is a positive outcome it does not specifically indicate creating new friendships. However | Contribution towards making new friends | |

| | | | | | |
|--|--|------------------|---|---|--|
| | | | it is an intermediate outcome contributing towards the main outcomes. | | |
| | | Increased Skills | Exclude – although this has several positive comments it is an intermediate outcome contributing towards the main outcomes. | Contribution towards reaching and maintaining potential | |

Material Outcomes for each stakeholder

Individuals

Outcome 1 - Reduced loneliness

Loneliness and isolation can have an impact on many individuals of any age and gender. One of the objectives of the service is to reduce the feeling of loneliness for individuals with learning disabilities and mental health illnesses in the Gwynedd and Anglesey areas and to give them the opportunity to make new friends.

Questions were asked to the individuals about their level of social interaction, about feeling part of the community and about time spent with others.

In the surveys, questions were asked more specifically about what activities they are now part of, any new groups they might be involved with and how often.

There are three broad characteristics of a good loneliness intervention discussed in a review published by the Centre for Reviews and Dissemination ⁵ⁱ:

- Start with the individual – their interests, the type of experience they are facing: isolation or loneliness?
- Involve each person in shaping the activity
- There is more academically-robust-evidence that group interventions work at present, yet individual activities should still be tried and tested further

When looking at a sample of individuals during the analysis, 50% experienced positive changes in reducing loneliness, with a distance travelled of 57% (Distance Travelled being how much change has occurred on a scale of 1-5).

Here are some examples of the expressions of the various effects of loneliness on individuals. Some of these comments are made by staff and volunteers in conjunction with the individuals themselves,

⁵ Cattan M, White M, Bond J and Learmouth A (2005). Preventing Social Isolation and loneliness among older people: a systematic review of health promotion interventions. Centre for Reviews and Dissemination (UK)

'M was a very shy individual but over time we have witnessed her self-confidence soar.....She has a good group of friends here, and we feel that Annedd Ni has allowed her to develop more social skills.'

'Before attending Annedd Ni, he used to spend a lot of time drinking in pubs for the social life.....He's made friends here, looks forward to attending and is not so isolated socially.'

Outcome 2 - Improved or maintained mental health

Questions were asked of individuals about their situation around financial worries, housing, stress and anxiety and feeling part of a community. These are all indicators that can be evidence about the state of mental health, but questions around mental health were also asked and discussed specifically with the support of staff and family members.

Most of the provision is artistic and creative, and although there is no conclusive evidence that this kind of activity contributes towards improving and maintaining good mental health, it appears from the experiences of participants in Annedd Ni sessions that this is the case in some instances with 42% of clients reporting a positive change in their mental health.

The impact of creative therapies on mental health is discussed by the organisation Mind⁶,

*“*Research suggests that arts and creative therapies may help with mental health problems, but it's difficult to be sure because many studies have included fairly small numbers of people.

More research is needed to establish which problems or conditions arts and creative therapies can treat, or if particular aspects of each type of therapy are especially important in helping with mental health problems.

⁶<https://www.mind.org.uk/information-support/drugs-and-treatments/arts-and-creative-therapies/about-arts-and-creative-therapies/#CanTheyTreatMentalHealthProblems>

Some people say they find these sorts of therapies helpful because they provide ways of addressing painful feelings and difficult experiences without talking about them – which can sometimes include experiences of trauma.”

One support worker expressed that *‘the client is less anxious and more relaxed’* since attending the sessions at Annedd Ni, and added, *‘I feel joy towards my client when I see the change in him – the difference’*.

42% of clients indicated a positive change in their mental health, with a distance travelled of 57%.

Outcome 3 - More independent

39% of clients indicated a positive change in their independence, with a distance travelled of 38%.

One members of staff said,

‘We encourage people to be independent – some people may come in by bus and then get a lift home.’

Another family member also discussed the change they had seen in their loved one,

‘We feel that attending Annedd Ni has helped her in one way to become a little more independent – she has attended basic life skills courses here which has helped her develop a strong skill set to aid and promote her independence.’

Outcome 4 - Improved physical health

As well as activities indoors, they now also include many outdoor activities such as walking groups. The staff also include sessions such as healthy eating and focus on different ways to live a healthy life.

39% of clients indicated a positive change in their physical health with a distance travelled of 59%.

Here are some comments made:

‘Tenants now walk to shops rather than go in cars so promoting healthier lifestyle.’

‘Also went walking two or three times a week – had been to the Annedd Ni walks.’

Outcome 5 - Able to reach potential

Supporting adults with learning disabilities to develop to their full potential can have a positive impact on their health and well-being now and in later life.

Annedd Ni offers individuals a variety of activities, and they give people the opportunity to reach towards their full potential, by offering individuals the opportunity to learn new skills and adventures both indoors and outdoors.

45% of clients indicated a positive change in terms of achieving their potential, with a distance travelled of 59%.

The parents of one of the individuals attending Annedd Ni stated that, *'We are continuously seeing improvements in all aspects of M's development here at Annedd Ni and feel she has a solid base here to allow her to do that.'* And also, *'She uses non-verbal methods of communication – ipads etc. to express wants and needs. When first attending these sessions at Annedd Ni, M was a very shy individual but over time we have witnessed her self-confidence soar.'*

The staff commented that there is an increased confidence and development evident among the attendees: *'Made friends – looks forward to attending – not so isolated socially.'* And *'Confidence to do other activities e.g. cooking, socializing and discussion...shared experiences – the activity serves a purpose.'*

What could be better?

Individuals were given the opportunity to say about any negative changes or if they felt anything could be better. Although the feedback was highly positive, the organisation recognises that there is always room for improvements and how important it is to listen and to be responsive when possible to the individuals and staff. Here are some of the main points:

Transport: Concerns were expressed that changes to use of staff carers vehicles means that some individuals who do not have mobility cars may not be able to attend all the activities that they would like. This is worsened by poor bus links and cutbacks in some instances, especially in the evenings. This is particularly relevant to those who live in a rural area. Parking can be a problem – some people with disabilities have a parking pass, but if the car park is full it is a problem.

Communications: There was a feeling among staff that the same people are attending on a long-term basis. Although this is a good thing it may be unintentionally restricting the possibility of recruiting new users. It was suggested that there was room to improve advertising of the events so that people know what is happening at Annedd Ni.

One of the staff said that the *'Same people come – maybe we need a time limit.'*

Resources – There is a feeling among staff that there are opportunities to increase the activities to new users but in order to do this it will be necessary to plan ahead.

'As we expand, we need a larger space for people to dance and sing.'

Staff Morale: Some felt that changes to the activities over time due to funding cuts made staff feel frustrated that they are not able to offer more to clients.

Outcomes for staff

As part of this process, Social Value Cymru have been asked to look at the impact that working for Anheddau Cyf has on their workforce. This was carried out by looking at the outcomes for individuals and by using both qualitative and quantitative methods. Anheddau Cyf is committed to promoting training of the highest quality to their staff to ensure that the individuals that they work with have the best care and to provide continuous professional development opportunities.

Some of the staff spoke to the Social Value Cymru team as part of the initial visits to supported housing. The qualitative staff surveys were carried out as we engaged with support staff on a 1:1 basis and some in two's in both Anheddau supported housing and with individuals with learning disabilities and those with mental health needs. In addition, focus groups and one to one sessions were held at Annedd Ni to maximise the understanding of the social value impact.

The quantitative part of the research was carried out using a Survey Monkey Anheddau Staff questionnaire between June and July 2019. A copy of the survey is attached (Appendix 2).

Only a small percentage of staff took part in both the qualitative and quantitative analysis. A full theory of change for staff can be seen in Appendix 5.

The main changes that staff noted was improved skills for employment. Many commented on how good the training provision was in the organisation, and felt it helped them with future employment either internally or with other external opportunities.

Many staff also commented on the personal well-being changes they had experienced since working at Anheddau. They commented on the satisfaction they gain from seeing their clients reach full potential, and also how rewarding the job was in comparison to other employment they had previously.

A report on these results has been sent to the organisation separately and therefore changes will not be included in the value map as they are not material.

6.0 Valuing Outcomes

The difference between using SROI and other frameworks is that it places a monetary value on outcomes. By using monetisation, it allows us to not only give the story of what's changed in people's lives, but also allows us to put a value on those changes so we can compare costs and outcomes. This is not about putting a price on everything, but it allows us to demonstrate what impact the service has on other stakeholders, and the possible savings an intervention can create. It also goes beyond measuring and allows organisations to manage their activities to ensure the best possible impact is created for those that matter to them the most: the individuals involved in Annedd Ni.

SROI analysis uses accepted accounting principles to calculate the overall impact of activities. Taking into account any deadweight, attribution, displacement and drop-off factors, means that SROI analysis will avoid over-claiming value that is not a result of Annedd Ni activities. The boxes below outline each of the impact factors.

Deadweight

This asks the likelihood an outcome could have occurred without an activity taking place. So for example if it is believed that there was a 10% chance that someone could have found work without a training programme, the value of that outcome is reduced by 10%.

Attribution

Considers what proportion of an outcome is created by other organisations/individuals, so can therefore not be legitimately claimed by the SROI analysis. For example, if external agencies also support someone receiving training, that organisation is responsible for creating some of the value, not just the training organisation.

Displacement

This asks if an outcome displaced similar outcomes elsewhere. This is not always a necessary impact measure, yet must be considered. For example, if a project reduces criminal activity in one area, which results in increases in other locations, there is a need to consider the displaced outcomes.

Drop-off

Outcomes projected for more than one year must consider the drop-off rate. This is the rate at which the value attributable to the focus of the SROI analysis reduces. For example, an individual who gains employment training may in the first year of employment attribute all of the value to the training organisation, but as they progress in their career less value belongs to the initial initiative owing to their new experiences.

There are a range of approaches to monetise outcomes including financial proxies – that is using a market – based alternative as an approximation of a stakeholder’s value. However, some would argue that these do not represent the value that the particular stakeholder with experience of the change would attribute to it. Therefore, wherever possible, this analysis has applied the first SROI principle to involve stakeholders as much as possible. During the qualitative interviews, we gained a further understanding of the changes that had taken place in people’s lives. We did not go any further to ask the individuals to put these outcomes in order of importance. This is where we stopped their involvement in valuing their outcomes and when it comes to placing a monetary value on their outcomes it was decided to use other techniques other than the value game. The value game identifies their material outcomes, and asks them to prioritise, and subsequently value them against a list of goods or services available on the market to purchase. However, it was decided that using well-being valuations was more appropriate for this analysis

The weighting of the values is summarised below:

Table 5: Weighting of the outcomes

| Stakeholder group | Outcomes | Average weighting |
|-------------------|--------------------------|-------------------|
| Individuals | Reduced Loneliness | 9 |
| | Improved Mental Health | 8.5 |
| | More Independent | 8.5 |
| | Improved Physical Health | 8 |
| | Reaching Potential | 8 |

All the outcomes for the individuals were seen as being very important with Reduced Loneliness being the most important. However, Improved Mental Health and Being More Independent were also highly rated with a weighting of 8.5/10. The other outcomes were also given a high weighting at 8/10. Individuals were eager to demonstrate how much value they placed on the activities at Annedd Ni.

The valuations of the outcomes identified for the individuals were taken from HACT's Social Value Calculator (Version 4)⁷ that identifies a range of wellbeing valuations. However, the data from the initial assessment and second review provided the distance travelled on how much change had been experienced, therefore a proportion of the well-being valuations were used accordingly.

Much consideration was given as to what best well-being valuation reflected the changes identified by the stakeholders. Many explained how Annedd Ni had helped them to deal with anxieties and stresses in their lives and therefore consideration was given to use the well-being evaluation from HACT social value calculator -*Relief from depression and anxiety (adult)* which has a value of £36,766 per individual. However, as many only attended a few sessions a week, it was considered too high. There was a big focus on independence and being able to reach full potential, therefore the financial proxy that was deemed most important was the well-being of *Feeling in Control of Life* valued at £15,894. Following the principle of not over-claiming, we only took the amount of value that represents the amount of change. So, for the service users for those with a positive change, there was a distance travelled of 38% for the outcome of improved independence, and therefore that percentage of the value was used in the value map, which gave a value of £6,039.

This value is our anchor value, and from here the weighting of the outcomes was then used to get the other monetary values.

The state

Any changes to other stakeholders was not considered in this analysis as the focus of this report is to support Annedd Ni to understand the impact for its main client group and to support them to better manage their impact. However, consideration can be given to other changes to services.

⁷ Community investment and homelessness values from the Social Value Bank, HACT and Simetrica (www.hact.org.uk / www.simetrica.co.uk). Source: www.socialvaluebank.org. License: Creative Commons Attribution-NonCommercial-NoDerivatives license(http://creativecommons.org/licenses/by-nc-nd/4.0/deed.en_GB)

The Local Authority give funding to Annedd Ni through the Service Level Agreement which allows the Learning Disability Social Worker team to assign 32 sessions each week to individuals whom they feel will benefit. Whilst the Service Level Agreement is attached to Annedd Ni as a service, it could be said that if individuals did not attend Annedd Ni that the Local Authority would still contribute to them receiving support or attending activities elsewhere. However, it is possible to consider if there are any other cost reallocations that could be included if the individuals did not attend Annedd Ni. During the stakeholder engagement process with individuals, staff and family members it was clear that for many, attending the activities had a positive change on their physical and mental well-being. It was also apparent that many of the staff had seen a positive change in their confidence and mental well-being. Further data collection would be needed to further understand any potential cost reallocation, but consideration could be given to potential cost reallocation for health and social care if they were not able to attend the activities.

Table 6 – Example of Individuals Outcome valuation

| Outcome | Weighting | Identified Value | Value of average distance travelled | Quantity of stakeholders experiencing outcome |
|------------------------|-----------|--|--|---|
| Improved Mental Health | 8.5 | Used HACT well-being valuation for Feeling in Control of Life valued at £15,894. Took 38% of this value based on the distance travelled for improved impence, therefore £6,039 per individual. This outcome had the same weighting and therefore this was the value that was used. | Taking the lowest point for our questionnaire scale – asking individuals to rate against measures (0% = not applicable/no change; 25% = little change; 50% = some change; 75% - quite a lot of change; 100% = a lot of change). The average movement was 57%. Results are based on survey results and are in line with the tone of interview comments. | From the data in second review, 42% had experienced change here, so 25 individuals. |
| Reduced Loneliness | 9 | The valuation for reduced isolation/loneliness was weighted higher than improved mental health with 9/10 and therefore the value used was £6,394 | Taking the lowest point for our questionnaire scale – asking individuals to rate against measures (0% = not applicable/no change; 25% = little change; 50% = some change; 75% - quite a lot of change; 100% = a lot of change). The average movement was 57%. Results are based on survey results and are in line with the tone of interview comments. | From the data in second review, 50% had experienced change here, so 30 individuals |

7.0 Establishing Impact

In order to assess the overall value of the Annedd Ni's outcomes we need to establish how much is specifically a result of the service. SROI applies accepted accounting principles to discount the value accordingly, by asking;

- What would have happened anyway (deadweight)?
- What is the contribution of others (attribution)?
- Have the activities displaced value from elsewhere (displacement)?
- If an outcome is projected to last more than 1 year, what is the rate at which value created by a project reduces over future years (drop-off)?

Applying these four measures creates an understanding of the total net value of the outcomes and helps to abide by the principle not to over-claim.

Deadweight

Deadweight allows us to consider what would have happened if the service wasn't available. There is always a possibility that the individuals would have received the same outcomes through another activity or by having support elsewhere.

All stakeholders were asked during the stakeholder engagement process to consider what could have happened anyway. When one of the support workers was asked what would be the impact of removing the activities, she answered that *'the men's behaviour would change significantly and they would become more agitated.'*

In the questionnaire results for the individuals, 42% said that some changes in their mental health would not have happened without Annedd Ni and a majority gave a medium chance it could have happened anyway.

It is possible that that they could have attended another session on some of the activities that would offer similar results. However, the sessions at Annedd Ni were considered beneficial with one support worker saying that *'The individual is more confident to take part and outgoing – dancing and singing in karaoke gives a sense of freedom in a safe environment.'*

In order to have a consistent approach, the different levels of deadweight were considered using the following rates:

Low – 25%

Medium – 50%

High – 75%

Through interviews with individuals and other stakeholders; and the results of the questionnaires, a reasonable estimate is given in Table 7 below.

Table 7 – Deadweight Value

| Outcome | Deadweight | Justification |
|---------------------------|------------|--|
| All well-defined Outcomes | 50% | Many of the individuals and other stakeholders felt that the changes would not have happened without attending <i>Annedd Ni</i> activities. However, consideration was given to the possibility that some may have experienced similar changes if social services had referred them to other activities or day services. The results from the stakeholder engagement indicated that having the opportunity to attend a well- planned and timetabled set of activities in the daytime and evenings was definitely beneficial. |

Attribution

Attribution allows us to recognise the contribution of others towards achieving these outcomes. There is always a possibility that others will contribute towards any changes in people’s lives, such as family members or other organisations. Attribution allows us to see how much of the change happens because of the support of the service.

A medium rate of attribution is used of 50% based on the feedback from all stakeholders, and also that many attended other activities such as Antur Waunfawr or Galeri.

Displacement

We need to consider if the outcomes displace other outcomes elsewhere. For example, if we deal with criminal activity in one street, have we just moved the problem elsewhere?

Annedd Ni activities do not displace anything and therefore there is no displacement.

Duration & Drop-off

This helps us to understand for how long we should measure changes. This is not the same as how long the change will last since changes will often last a person's lifetime. How long is the organisation accountable for the change and therefore how long should it be measured in order to be confident that the change is being sustained.

This project is evaluated as part of the Social Value Cymru project. The evaluation considered 12 months of value only and therefore no drop-off rate is needed.

8.0 SROI Results

This section of the report presents the overall results of the SROI analysis of Annedd Ni activities. Underpinning these results are the seven SROI principles which have been carefully applied to each area of this analysis. The results demonstrate the positive contribution that Annedd Ni makes to the lives of the individuals who use their service.

Annedd Ni has helped individuals to reach their full potential by providing them with opportunities to take part in a variety of well organised activities and supporting them in developing social and living skills.

Table 8 - Present Value Created per Individual Involved

| Stakeholder | Average value for each individual involved |
|-------------|--|
| Individual | £3,191 |

The overall results in Table 9 highlight the total value created, the total present value, the net present value, and ultimately the SROI ratio.

Table 9 – SROI Headline Results

| Total value created | £ |
|--|---------------|
| Total present value | 191,460 |
| Investment value | 69,533 |
| Net present value (present value minus investment) | 121,927 |
| Social Return on Investment | <u>2.75:1</u> |

The result of £2.75:1 indicates that for each £1 of value invested in Annedd Ni a total of £2.75 of value is created.

9.0 Sensitivity Analysis

The results demonstrate the highly significant value created by Annedd Ni based on the application of the principles of the SROI framework. Although there are inherent assumptions within this analysis, consistent application of the principle not to over-claim leads to the potential under-valuing of some material outcomes based on issues such as duration of impact.

Conducting sensitivity analysis is designed to assess any assumptions that were included in the analysis. Testing one variable at a time such as quantity, duration, deadweight or drop-off allows for any issues that have a significant impact on the result to be identified. If any issue is deemed to have a material impact, this assumption should be both carefully considered and managed going forward. To test the assumptions within this analysis, a range of issues were altered substantially to appreciate their impact. A summary of the results is presented in table 9.

Although some of the sensitivity tests indicate changes to the result, owing to the scale of the amendments made and the verification of assumptions and data with stakeholders, the results still indicate that if a single variable were significantly altered, the overall results remain highly positive.

As seen in section 7, different steps were taken to support the assumptions for the deadweight and attribution percentages. If all of the stakeholder segments were to have a 75% deadweight percentage, the results still demonstrated a positive result of £1.38 for every £1 invested. From the sensitivity analysis table on the following page, the social value evaluation can be estimated to be between £2.28 and up to £3.10 for every £1 invested. The assumptions used in the value map estimate the social value is £2.75

Table 10 – Sensitivity Analysis Summary

| Variable | Current assumption | Revised assumption | Revised SROI | Proportion of change |
|------------------------|--------------------|--------------------|--------------|----------------------|
| Improved mental health | Quantity: 42 | Quantity: 20 | 2.47 | 10.1% |
| | Deadweight: 50% | Deadweight: 25% | 3.02 | 9.8% |
| | Attribution: 50% | Attribution: 75% | 2.48 | 9.8% |

| | | | | |
|---------------------------|------------------|------------------|------|--------------|
| | Value: £6,039 | Value: £3,000 | 2.48 | 9.8% |
| Reduced Loneliness | Quantity: 30 | Quantity: 15 | 2.41 | 12.3% |
| | Deadweight: 50% | Deadweight: 75% | 2.41 | 12.3% |
| | Attribution: 50% | Attribution: 25% | 3.10 | 12.7% |
| | Value: £6,394 | Value: £2,000 | 2.28 | 17% |

9.0 Conclusion

This report has demonstrated that *Annedd Ni* has created over £191,000 of value and for each £1 invested, £2.75 of value is created.

What that means in practical terms is that people's lives have been positively changed.

Annedd Ni provides training and support for individuals with learning disability and mental health concerns to improve and maintain their mental well-being and ensure they are given an opportunity to develop and reach their full potential. Annedd Ni is a support network for the individuals and staff and many friendships are developed. The skills of the staff to identify 'what matters' for each individual ensures that individuals are central to their planning and decision-making process.

Key finding includes:

- For every £1 invested there £2.75 of social value created
- For those who took part in the data collection process, the average amount of change experienced was as follows:
 - Reduced Loneliness - 57%
 - Improved Mental Health – 57%
 - Increased Independence or Empowerment – 38%
 - Improved Physical Health – 59%
 - Able to reach Potential – 59%

These figures were also supported by family members.

- Staff members on the whole reported a positive response to support given in development and working conditions although further work would be necessary in order to make an SROI assessment.
- The findings are aligned with that needed for a 'Healthier Wales' in the Well-being of Future Generations (Wales) Act, "A society in which people's physical and mental well-being is maximized and in which choices and behaviours that benefit future health are understood."

10.0 Recommendations

This report is based on the Person-Centred Planning (PCP) approach for individuals with learning disabilities and mental health difficulties in the Gwynedd and Anglesey areas who use services provided by Annedd Ni in Bangor as part of Anheddau Cyf.

The Person-Centred approach is an essential part of effective care planning and provision in Wales. The aim is to put the individuals who access services at the centre of planning and decisions that effects them.

The main attributes of successful PCP include addressing difficulties with honesty and care; helping individuals to express their views and to listen; and make plans that build towards meaningful outcomes for the individuals.

Through engagement with the individuals receiving the support and examining the information and data that was available, appropriate estimations have been made supported by secondary evidence.

- 1) **Data collection** – in order to realise how much change and impact the programme is having on all stakeholders we need data to understand if there is any change, but also how much change, and whether there are differences in the needs of different individuals. It is therefore recommended that any continuation of this scheme, needs to invest the time and finances into ensuring suitable systems and processes are in place to measure social value, and also to extend this to include other important stakeholders. When such data is collected over a period of time, the potential to use the resultant information to inform decision making is possible. Ultimately, this means that value is not just being measured, but it is being managed to improve the impacts of the project.

Anheddau Cyf are part of the north Wales *Social Value Cymru* project, and therefore will be moving on to having their own impact management system and putting these changes in place.

- 2) Much insight was had from the stakeholder engagement process. Further understanding of segments can be developed to identify the difference in results.






- 3) Some of the families and staff felt that improvements can be made to communication, both internally in terms of activities offered weekly, but also externally in order to promote the good work of Annedd Ni.

11.0 Appendices






Appendix 1 – Individuals Questionnaires

Outcome A – I feel less anxious, stressed or depressed since I have been coming to Annedd Ni

How much of this change have you experienced?

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| No Change / doesn't apply to me | A little change | Some change | Quite a lot of change | A lot of change |
| | | | | |




Would this have changed without the involvement of Annedd Ni staff or attending the day services?

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| Highly Likely this could have happened without Anedd Ni staff | Probably likely this could have happened without Anedd Ni staff | Not sure | Unlikely this change could have happened without Anedd Ni staff | Highly unlikely this could have happened without Anedd Ni staff |
| | | | | |

Has anything else you do or anyone else helped you feel less anxious/ stressed?






| | | | | |
|--------------------------------------|----------|----------|-------|---------------------------------------|
| Very Little is a result of others | A Little | Not Sure | A Lot | Everything is the result of others |
| | | | | |

How important is the change? ON a scale of 1 to 10, where 10 is very important, how important is the change to you? Please circle.






| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | | | |  | | | | |  |

Outcome B – I feel less lonely and have had the opportunity to make new friends since I have been coming to Annedd Ni

How much of this change have you experienced?

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| No Change / doesn't apply to me | A little change | Some change | Quite a lot of change | A lot of change |
| | | | | |




Would this have changed without the involvement of Annedd Ni staff or attending the day services?

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| Highly Likely this could have happened without Anedd Ni staff | Probably likely this could have happened without Anedd Ni staff | Not sure | Unlikely this change could have happened without Anedd Ni staff | Highly unlikely this could have happened without Anedd Ni staff |
| | | | | |

Has anything else you do or anyone else helped you feel less lonely and make friends?






| | | | | |
|-----------------------------------|----------|----------|-------|------------------------------------|
| Very Little is a result of others | A Little | Not Sure | A Lot | Everything is the result of others |
| | | | | |

How important is the change? ON a scale of 1 to 10, where 10 is very important, how important is the change to you? Please circle.






| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | | | |  | | | | |  |

Outcome C – I feel fitter and healthier since I have been attending Annedd Ni activities.

How much of this change have you experienced?

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| No Change / doesn't apply to me | A little change | Some change | Quite a lot of change | A lot of change |
| | | | | |

Would this have changed without the involvement of Annedd Ni?




| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| Highly Likely this could have happened | Probably likely this could have happened | Not sure | Unlikely this change could have happened | Highly unlikely this could have happened |

| | | | | |
|---------------------------|---------------------------|--|---------------------------|---------------------------|
| without Anedd Ni staff | without Anedd Ni staff | | without Anedd Ni staff | without Anedd Ni staff |
| | | | | |

Has anything else you do or anyone else helped you feel fitter and healthier?






| | | | | |
|--------------------------------------|----------|----------|-------|---------------------------------------|
| Very Little is a result of others | A Little | Not Sure | A Lot | Everything is the result of others |
| | | | | |

How important is the change? ON a scale of 1 to 10, where 10 is very important, how important is the change to you? Please circle.






| | | | | | | | | | |
|--|---|---|---|--|---|---|---|---|--|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | | | |  | | | | |  |

Outcome D – I’m more able to make my own decisions and therefore more independent since attending Anedd Ni activities

How much of this change have you experienced?

| | | | | |
|--|--|--|--|---|
|  No Change / doesn't apply to me |  A little change |  Some change |  Quite a lot of change |  A lot of change |
| | | | | |




Would this have changed without the involvement of Anedd Ni staff and day centre services?

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| Highly Likely this could have happened without Anedd Ni staff | Probably likely this could have happened without Anedd Ni staff | Not sure | Unlikely this change could have happened without Anedd Ni staff | Highly unlikely this could have happened without Anedd Ni staff |
| | | | | |

Has anything else you do or anyone else helped you feel more independent and confident to make decisions?






| | | | | |
|-----------------------------------|----------|----------|-------|------------------------------------|
| Very Little is a result of others | A Little | Not Sure | A Lot | Everything is the result of others |
| | | | | |

How important is the change? ON a scale of 1 to 10, where 10 is very important, how important is the change to you? Please circle.

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | | | |  | | | | |  |






Outcome E – By attending Anedd Ni activities I am able to live my life to reach and maintain my full potential"

How much of this change have you experienced?

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
|---|---|---|--|---|

| | | | | |
|---------------------------------------|-----------------|-------------|--------------------------|--------------------|
| No Change / doesn't apply to me | A little change | Some change | Quite a lot of change | A lot of change |
| | | | | |




Would this have changed without the involvement of Anedd Ni staff and day centre services?

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| Highly Likely this could have happened without Anedd Ni staff | Probably likely this could have happened without Anedd Ni staff | Not sure | Unlikely this change could have happened without Anedd Ni staff | Highly unlikely this could have happened without Anedd Ni staff |
| | | | | |

Has anything else you do or anyone else helped you to reach and maintain your full potential?

| | | | | |
|--------------------------------------|----------|----------|-------|---------------------------------------|
| Very Little is a result of others | A Little | Not Sure | A Lot | Everything is the result of others |
| | | | | |

How important is the change? ON a scale of 1 to 10, where 10 is very important, how important is the change to you? Please circle.

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | | | |  | | | | |  |



Appendix 2 – Staff Questionnaires

1. Where do you work? Please tick

Anheddau supported housing

Annedd Ni

2. How many hours a week do you work with Anheddau?

0-7

7-14

14-28

28+

3. Gender

Male

Female

Other

Prefer not to say

4. How did you hear about Anheddau / Annedd Ni?

5. What were the main reasons for you becoming employed by Anheddau / Annedd Ni?

(please choose the options that are relevant to you)

| | |
|---|--|
| I want to develop my skills in this field | |
| No other options | |
| Meeting new people | |
| Personal development | |
| Wanting to support others | |
| Other | |

6. What were you hoping to get from working with Anheddau / Annedd Ni?

7. Before taking up employment with Anheddau / Annedd Ni, were you, or are you still working with another organisation providing social care for adults?

Yes

No

8. Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience since starting working with Annedd Ni

| WHAT HAS CHANGED FOR YOU BECAUSE OF WORKING WITH ANHEDDAU / ANNEDD NI? | Doesn't apply to me | A little change | Some change | Quite a lot of change | A lot of change |
|---|----------------------------|------------------------|--------------------|------------------------------|------------------------|
| I have developed new social skills | | | | | |
| I have developed new skills for employment | | | | | |
| I feel I have a better sense of purpose | | | | | |
| I feel a better sense of personal satisfaction from being able to support others | | | | | |
| I have more confidence in this sector | | | | | |
| I feel less stressed/less anxious/less depressed | | | | | |
| I have more confidence to communicate effectively | | | | | |
| I have made new friends / I socialise more with other people | | | | | |
| I feel less isolated | | | | | |
| I feel this helps my own recovery | | | | | |

9. Choosing from the list of changes listed below on a scale of 1-10, where 10 is very important to you, can you say how important these change are to you, if applicable?

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| I have developed new social skills | | | | | | | | | | |
| I have developed new skills for employment | | | | | | | | | | |
| I feel I have a better sense of purpose | | | | | | | | | | |

| | | | | | | | | | | |
|---|--|--|--|--|--|--|--|--|--|--|
| I feel a better sense of personal satisfaction from being able to support others | | | | | | | | | | |
| I have more confidence in this sector | | | | | | | | | | |
| I feel less stressed/less anxious/less depressed | | | | | | | | | | |
| I have more confidence to communicate effectively | | | | | | | | | | |
| I have made new friends / I socialise more with other people | | | | | | | | | | |
| I feel less isolated | | | | | | | | | | |
| I feel this is part of my own recovery | | | | | | | | | | |

10. Considering the changes that have taken place in your life since working with Anheddau, what is the likelihood that you would have experienced the same changes by volunteering elsewhere? (1 = extremely low; 10 = extremely high)

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | | | | | | | | | |

11. How many of those things that have changed in your life since joining the scheme are down to working with Anheddau (other people and organisations may also have helped you)?

- All
- A lot
- Quite a lot
- A little
- None

12. Is there anything that you would like to see being done differently or/and what could be better?

13. Can you please say in your own words how you believe Anheddau / Annedd Ni benefits the individuals that you work with?

14. If you have any other comments about Anheddau / Annedd Ni, please feel free to include below.

Appendix 3 – Family Questionnaire

We are interested in hearing about the effects of activities at Annedd Ni so we can improve how we do things. Please can you complete this questionnaire. All feedback will be kept anonymous and gratefully received.

Thinking about what changed for your family member, it would be really helpful if you could select the options that are true about them;

| WHAT HAS CHANGED BECAUSE OF ATTENDING ANNEDD NI? | Doesn't apply to me | A little change | Some change | Quite a lot of change | A lot of change | On a scale of 1 to 10, where 10 is very important, how important is the change to you? |
|--|---------------------|-----------------|-------------|-----------------------|-----------------|--|
| They now have more confidence to try new things | | | | | | |
| They have made new friends / they socialise more with other people | | | | | | |
| They have more opportunities to reach their full potential | | | | | | |
| Their personal skills have developed, for example, social skills, communication etc. | | | | | | |
| They are less isolated | | | | | | |
| They are better able to enjoy activities in a safe environment | | | | | | |
| Other (please state) | | | | | | |
| Other (please state) | | | | | | |

How likely do you think it was that they could have experienced these changes without the involvement of Annedd Ni? 1 is very unlikely to happen anyway, and 10 is definitely would have happened anyway.

| | | | | | | | | | |
|-------------------------------------|---|---|---|---|---|---|---|---|---|
| 1 Very unlikely to happen anyway | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 Definitely would have happened anyway |
| | | | | | | | | | |

Thinking about who else helped to create the changes they have experienced (such as family, friends and other organisations), how much is a result of attending Annedd Ni? 1 is very little is a result of others, and 10 is everything is a result of others.

| | | | | | | | | | |
|--------------------------------|---|---|---|---|---|---|---|---|--|
| 1 Very little is the result | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 Everything is a result of others |
|--------------------------------|---|---|---|---|---|---|---|---|--|

| | | | | | | | | | |
|--------------|--|--|--|--|--|--|--|--|--|
| of others | | | | | | | | | |
| | | | | | | | | | |

What could we do better?

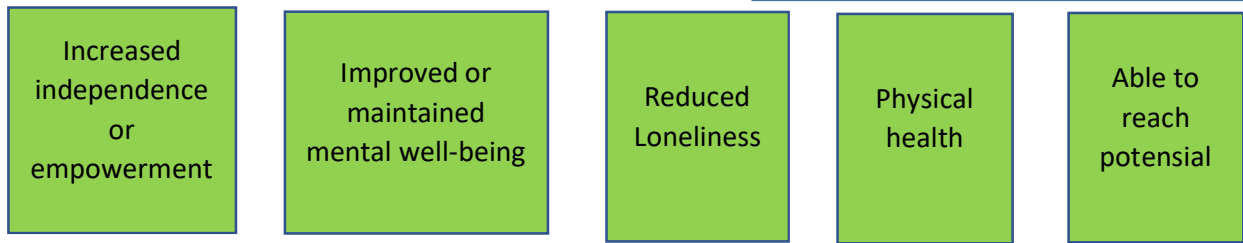
We would also like to hear if Annedd Ni has had any impact on you personally? Can you please explain in your own words if you have experienced any changes as a result of a family member attending the sessions.

Any other comments about Annedd Ni that you would like to make?

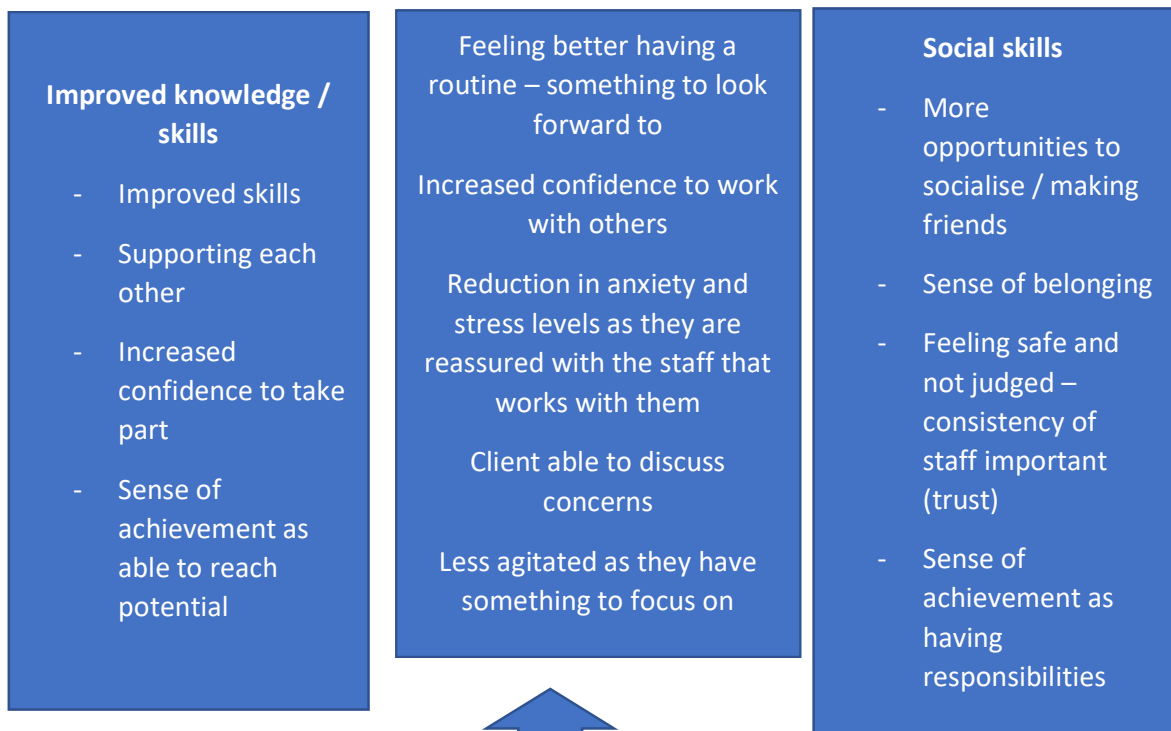
Many thanks for taking part in this questionnaire.

Appendix 4 –Service users Theory of Change

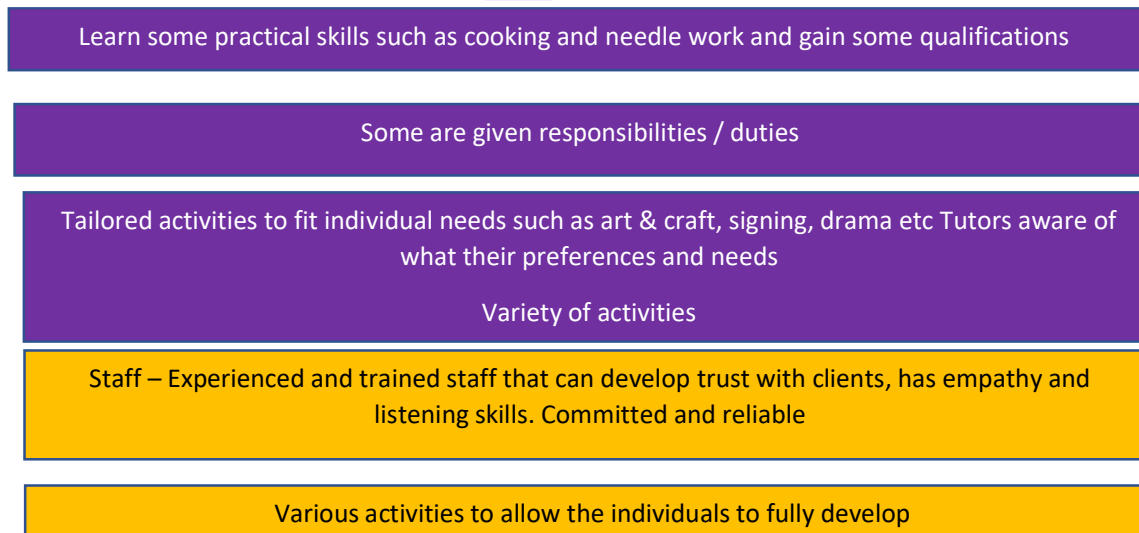
Impact of funding cuts on some activities, also impact of cuts with less transport opportunities



Intermediate outcomes

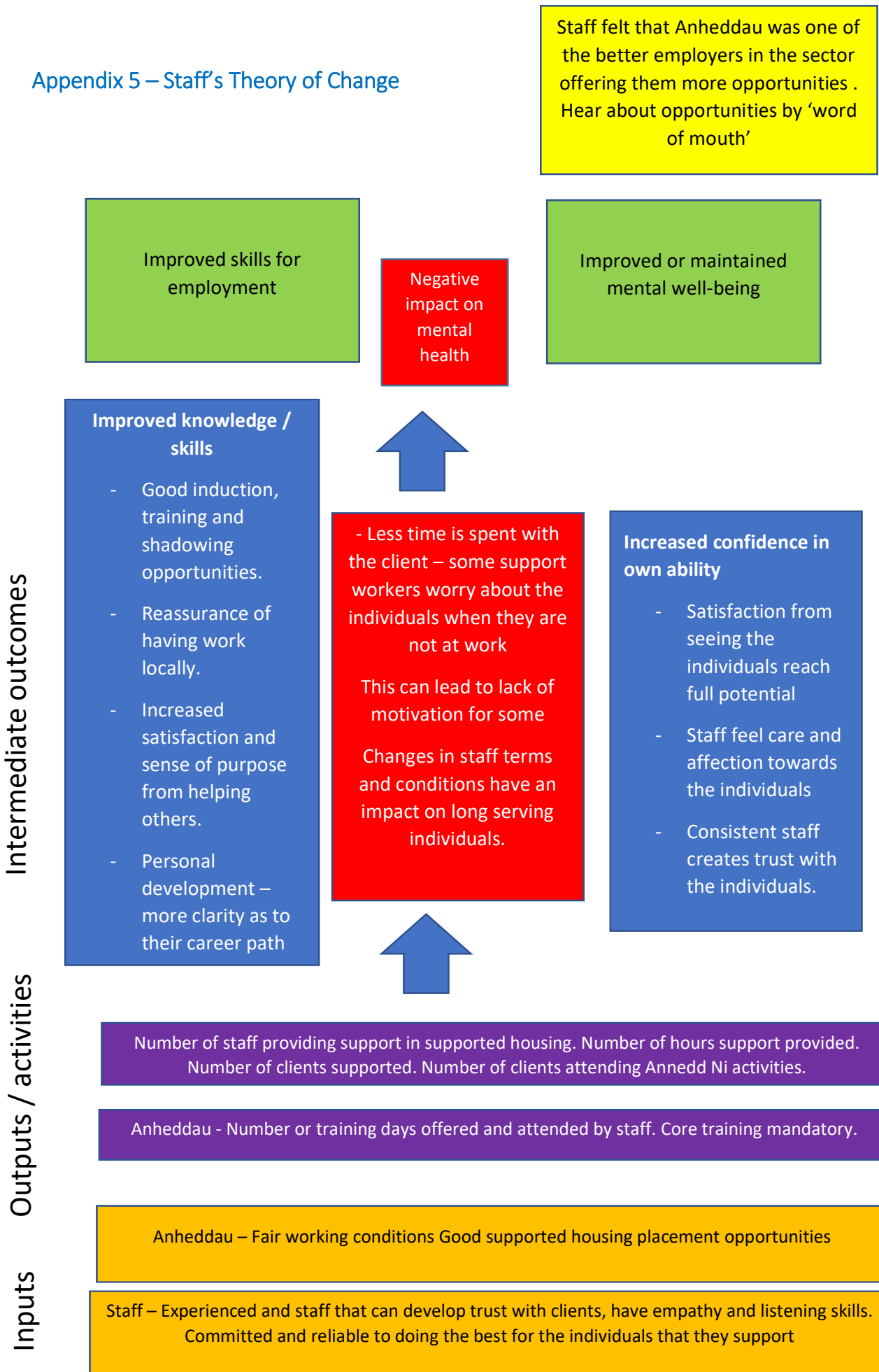


Outputs / activities



Inputs

Appendix 5 – Staff’s Theory of Change



Appendix 6 – Value Map (attached separately)

Appendix 7 – Course Timetable

Annedd Ni Timetable 2018

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|------------------|---|--|--|-------------------------|--|---|
| MORNING | <p>CURRENTLY CLOSED</p> <p>Snoezlen Sensory room is available</p> | <p>CURRENTLY CLOSED</p> | <p>10.00 -12.00</p> <p>NEEDLEWORK Join us for sewing and crafts, all abilities welcome- have a good chat and create some beautiful items!</p> <p>(Annedd Ni, Bangor)</p> <p>*Also Anheddau Outdoors Walking club 10.00-15.00</p> | <p>CURRENTLY CLOSED</p> | <p>10.00 - 11.00</p> <p>MUSIC Join us for a group session where you can play a variety of instruments ranging from the keyboard to drums. Have a go at singing too with our PA system and microphones</p> <p>(Annedd Ni, Bangor)</p> | |
| AFTERNOON | <p>13.30-14.30</p> <p>DRAMA Join our group to explore different themes and activities using the imagination, leading to a Christmas Play Performance in December</p> <p>(Annedd Ni, Bangor)</p> | <p>16.00 -18.00</p> <p>Term Time COOKERY Join our cookery group making varied recipes each week, enjoy eating your dish in the session, or take home to share with friends and family!</p> <p>(Ysgol Syr Huw Owen, Caernarfon)</p> | <p>14.00 -15.00</p> <p>MUSIC Join our group session where you have the opportunity to play a variety of instruments ranging from a drum kit to a Glockenspiel! Try your hand at singing too with our PA system.</p> <p>(Annedd Ni, Upstairs Room Bangor)</p> | <p>CURRENTLY CLOSED</p> | <p>13.30 - 14.30</p> <p>ART- With our person centred art sessions you can choose what you would like to create and we will support you to make a masterpiece! There are many different textiles and techniques to choose from- papier mache, painting, printing to name a few!</p> | <p>2-4pm</p> <p>DISCO WORKSHOP/ SOCIAL SESSIONS Join us for our disco workshops- learn basic DJ skills, and about planning events. (Annedd Ni, Bangor)</p> <p>On alternate weeks we will be running socials with trips to Cfon Castle, Pontio and other places of interest locally.</p> |

| | | | | | | |
|-----------------------|---|--|--|--|--|--|
| <p>EVENING</p> | <p>18.00 - 20.00</p> <p>SOCIAL EVENING & CHOIR Join us for board games, crafts and plenty of chit chat! On alternate Monday evenings our Choir rehearse as part of the social evening.</p> <p>(Annedd Ni, upstairs room Bangor)</p> <p>*Anheddau Outdoors The Climbing Wall Club also runs within this session 6-8pm, using our wall at Annedd Ni then once a month having a trip to an external wall to further challenge you!</p> | | <p>18.00 - 20.00</p> <p>DANCE AND MOVEMENT Our dance and movement group enjoy a range of games designed to promote gentle movement and hand-eye co-ordination. We also learn routines to popular songs, as well as dancing to the party classics such as Agadoo!</p> <p>(Held at Canolfan Penrhosgarnedd, Bangor)</p> | <p>18.00 - 20.00</p> <p>ART With our person centred art sessions you can choose what you would like to create and we will support you to make a masterpiece! There are many different textiles and techniques to choose from- papier mache, painting, printing to name a few!</p> <p>(Annedd Ni, Bangor)</p> | | |
|-----------------------|---|--|--|--|--|--|

SNOEZELEN

Come and try our Sensory room; the ideal setting to relax and unwind (available throughout the week- please phone to arrange booking)

MUSIC 1:1 sessions: Available with Dewi. Please contact us regarding what slots are available, Dewi is an experienced musician able to help you with your performance and to record songs also. Currently our 1:1 sessions are for vocals, but if you are interested in learning an instrument let us know and we will certainly look into this