



TYDDYN MÔN SOCIAL RETURN ON INVESTMENT (SROI) EVALUATION REPORT

As part of the Social Value Cymru project

*“Tyddyn Môn provides a space for people who didn’t fit into
your normal day centers.”*

“It’s a great place for people!”



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Executive Summary

Tyddyn Môn works with individuals with support needs in order to live fulfilled lives by providing supported housing, training and activities. Tyddyn Môn also works closely with other agencies and organisations to develop and improve services that meet the aspirations of individuals.

The aim is to work with adults with learning disabilities on Anglesey, by providing them with support, guidance, work and training opportunities, to enable them to live happy, full and independent lives. The ultimate purpose of which is to ensure that people with a learning disability or from all areas of the community enjoy a purposeful, dignified and happy lifestyle.

The individuals, support staff and families who took part in the analysis expressed that the activities of Tyddyn Môn 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 took part in the programme. The results demonstrate that significant value is created through Tyddyn Môn by providing a person-centred service for individuals.

The result of £1.39:1 indicates that for each £1 of value invested, £1.39 of value is created. (Day Activities £4.30 and Supported Housing -£0.53)

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.**

Acknowledgements

This report would not have been possible without the involvement of key stakeholders. Through Tyddyn Môn'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 Tyddyn Môn who took part in the project, and to Michelle for her cooperation.

1.0 Introduction

This evaluation report funded by the Big Lottery across north Wales will analyse the value of the Tyddyn Môn programme. 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 service and the organisations 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 programme, 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 between April 2018 and March 2019.

1.1 Key Organisation

Tyddyn Môn is a registered company and charity and has been in operation for over 30 years supporting adults with learning disabilities on Anglesey, by providing them with support, guidance, work and training opportunities, to enable them to live happy, full and independent lives.

Tyddyn Môn aims to provide a quality service which is friendly, professional and effective; the ultimate purpose of which is to ensure that people with a learning disability or from all areas of the community enjoy a purposeful, dignified and happy lifestyle.

Tyddyn Môn provides the following services:

Training and Activities

Based on a 35 acre farm, a range of activities and opportunities are available which have been developed to the needs and wants of service users and supporting them to reach their full potential. Daily activities are designed to improve the confidence, skills and abilities of those that work on the farm, enabling them to live independent and fulfilled lives and to provide valuable work based training and experience.

Activities offered include:

- Pottery
- Woodwork
- Gardening
- Arts and crafts
- Cookery
- Pyrography
- Animal care
- Music
- Fitness
- Photography
- Drama
- Woodland activities

The farm is open to the public with a range of on-site activities including:

- a cafe and pancake house.
- Children's soft play area and adventure playground.
- Farm Animals.
- Pottery and Wood Burning classes.

There is also holiday accommodation on the site and a textile recycling scheme in the community.

Supported Housing

Tyddyn Môn is also a leading provider of supported housing for adults with learning disabilities on Anglesey. They have 7 supported houses on the island, 4 in the Holyhead

area, 2 in Menai Bridge and one in Llandegfan. These homes allow the adults supported to lead fulfilled lives by integrating into their local communities, and allowing them to gain the skills and opportunities necessary to live happy, full and independent lives.

Tyddyn Môn states that ...

“As a non-profit organization and charity we always put the people that we support at the centre of our business and decisions, this ensures that we can provide the best support possible for our service users, whilst encouraging them to make their own decisions, and by respecting their individual rights, to ensure that they are able to live their lives to their full potential.”

And on Volunteers.....

“Our volunteers make a huge difference to the lives of people with a learning disability. By dedicating their time, energy and knowledge they bring enthusiasm and dedication which helps change the lives of the people that we support on a daily basis. “

1.2 Social Value and Tyddyn Môn

Social Value is, “understanding how our activities change people’s 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” <https://mantellgwynedd.com/mesur-a-rheoli-gwerth-cymdeithasol.php>

Putting people that they support at the centre of their business at Tyddyn Môn will form the basis of this report to include an SROI evaluation of Tyddyn Môn in order to understand the value of what this creates for different people.

This evaluation is done by Social Value Cymru managed by Mantell Gwynedd and led locally through Medrwn Môn. 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 who use the services. These results will then be used as a baseline for the Chief Executive and Managers with their planning and project work and will be reported to Board Members so that 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 services provided for individuals who use Tyddyn Môn services and training. The organisation is keen to demonstrate the value of this service not only to funders and commissioners but also on an internal level with individuals, their families, staff and volunteers. This will enable Tyddyn Môn to demonstrate what they are offering and to enhance further service design by incorporating new ideas.

The project involved 25 supported individuals who attended day activities arranged by Tyddyn Môn and 22 supported individuals who access supported housing provided by Tyddyn Môn between April 2018 and March 2019.

Tyddyn Môn was established in 1988 and provides support, guidance, work and training opportunities for adults with learning disabilities on Anglesey. Activities are based on a 35 acre farm and the supported housing is provided at 7 locations within the community throughout the Island.

Work based training and experience is offered in a variety of activities:

- Pottery
- Woodwork
- Gardening
- Arts and crafts
- Cookery
- Pyrography
- Animal care
- Music
- Fitness
- Photography
- Drama
- Woodland activities

Tyddyn Môn supported housing is provided at 7 locations within the communities of Holyhead, Menai Bridge and Llandegfan. These homes allow the individuals that are supported to lead fulfilled lives by integrating into their local communities, and allowing them to gain the skills and opportunities necessary to live happy, full and independent lives.

4 Identifying the need

In the North Wales Population Needs Assessment in 2017¹, 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-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 disabilities will experience more health complications and require more health and social care support. Some of the complications identified were²;

¹ <https://www.northwalescollaborative.wales>

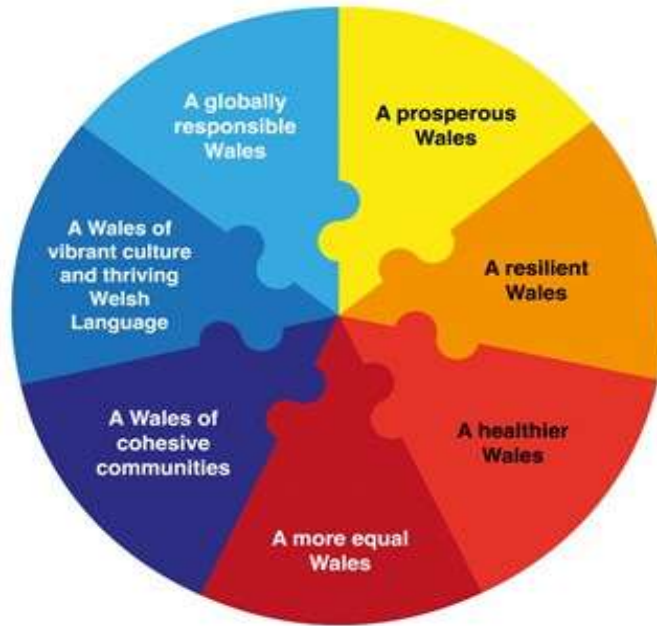
² <https://www.cydweithredfagogleddcymru.cymru>

- 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.

Figure 1 – Well Being Goals



The principles of this legislative framework will be considered when evaluating the Tyddyn Môn services

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.

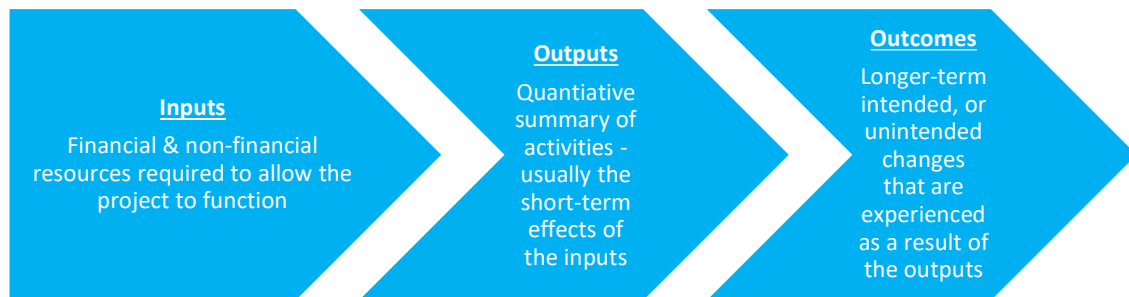
Social Return on Investment Principles

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 monetisations 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)

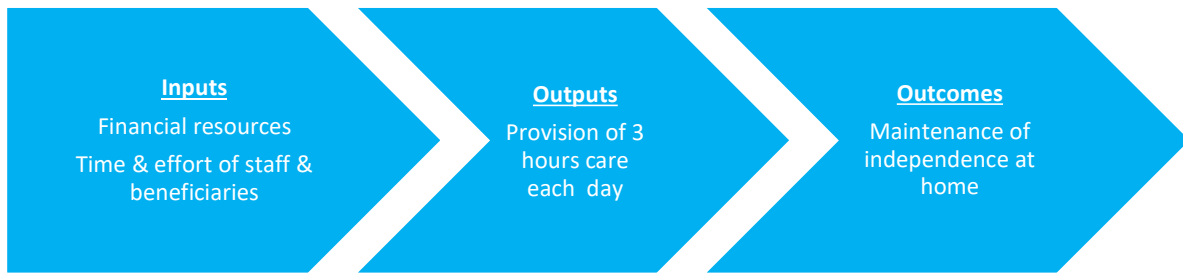
The guiding principles ensure that *how* value is accounted for remains paramount. To ensure a consistent approach is used, chains of change are constructed for each material stakeholder explaining the cause and effect relationships that ultimately create measurable outcomes. These chains of change create the overall Value Map (attached separately), **and these stories of change are equally as important as the final result of 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 particular 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;

$$\text{SROI} = \frac{\text{Net present value of benefits}}{\text{Value of inputs}}$$

So, a result of £4:1 indicates that for each £1 invested, £4 of social value is created

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 Tyddyn Môn, a range of stakeholders were identified as either having an effect on or being affected by the project – table 2 highlights each stakeholder, identifying if they were considered material or not for inclusion within the SROI analysis.

Table 2 – 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 / Carers	No	Family members are likely to experience some positive impact and changes experienced will be both relevant and significant. However, they will not be included since the scope of the analysis is for internal assessment.
Tyddyn Môn	Yes	Provides material inputs of finance, skills and other resources to ensure the strategic direction of the project, so must therefore be included.
Volunteers	No	Volunteers experience changes by being involved in the service and giving their time and therefore their outcomes will also be relevant and significant. However, they will not be included since the scope of the analysis is for internal assessment.
Local Authority	No	Many of the beneficiaries reported feeling less isolated and more able to make decision with improved independence. It is possible therefore that these changes will have relevant and significant changes for

		the local authority. . However, they will not be included since the scope of the analysis is for internal assessment.
NHS	No	Many experienced positive changes in their mental health and physical health. The potential impact on health will be considered but is unlikely to be significant.
Wider community	No	Having Tyddyn Môn based within the community and facilitating a range of other activities helped to improve integration. However, measuring the impact here was beyond the scope of the project.

Having identified the material stakeholders for analysis, table 3 highlights the size of the populations, the sample size engaged with and the method of engagement.

Table 3 – Stakeholder Engagement

Stakeholder	Population size	Method of engagement
Individuals	47	3 x focus group meetings with residents in supported housing (11 residents; 7 staff; 1 parent) 2 x focus group meetings with day service trainees (7 trainees; 3 staff; 5 parents) 23 Surveys were completed (14 Day Activities and 9 Supported Housing).
Tyddyn Môn	1	Regular contact with CEO

Initial discussions and conversation were held with the Chief Executive Officer to understand the scope and potential list of stakeholders. Further activities were held as part of the Social

Value Cymru project to do further stakeholder mapping and to start to identify any potential characteristics that could possibly provide some insights in the results.

Engaging with the individuals themselves is essential so ensure we adhere to the first principle of SROI which is involving stakeholders and then through them we can get a better understanding about the outcomes. All qualitative data was gathered in a focus group . There are different ways of engaging with stakeholders and gathering qualitative data, and each different option offers different advantages and disadvantages.

Although a great deal of thought was given to the questions being asked to the individuals about their experiences, in order to adhere to the SROI principles and to understand what had changed, a loosely structured approach was taken that allowed them to tell us what happened as a result of the support given by the organisation. The added flexibility of semi-structured probing questions, such as asking people what they now do differently because of the change they had experienced, how long they believe the change will last, and importantly if they had any negative experiences allowed them to tell their story from their own perspective. The focus groups lasted approx. 60 minutes. The participants were extremely open and were eager to speak about their experiences. They were also able to provide an insight into what had changed for them, but also what they think might have happened without the service and the possible difference it would have. Questions were also asked around impact such as *'who else contributed to any changes?'* and *'would they have support from somewhere else if this service wasn't available?'*

Unlike quantitative methods, qualitative interviewing does not have a statistical method for identifying the relevant number of interviews that must be conducted. Rather, it is important

to conduct sufficient number until a point of saturation is reached – this is the stage at which no new information is being revealed.

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

Both Supported Housing and Work Based Training are mainly funded by Anglesey County Council and a central government agency. Additional income is received from grants, residents and farm produce.

In addition to financial contributions, the individuals will need to give their trust in the organisation, the staff and volunteers. 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.

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 training and support in a way that allowed individuals to develop and reach full potential.

Tyddyn Môn

The financial input is managed by Tyddyn Môn and 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 £1,299,957 created by both financial and non-financial inputs from the range of stakeholders above.

Stakeholder	Financial input	Non-financial input	Cost per key stakeholder
Individuals		Willingness to take part and travel to activities.	
Tyddyn Môn		Management, qualified and trained staff time and expertise	
Supported Housing	£1,005,843		
Day Opportunities	£ 294,114		
Totals	£1,299,957		£27,658

Cost per Key Stakeholder

Key Stakeholder	Financial Input	Number of Individuals	Cost per Stakeholder
Individuals in Supported Housing	£1,005,843	22	£45,720
Individuals on Day Opportunities	£294,114	25	£11,764
Tyddyn Môn	£1,299,957	1	£1,299,957

5.0 Outputs, Outcomes & Evidence

The immediate **outputs** for Tyddyn Môn as an organisation are the number of individuals receiving a service and how much support, training and activities are provided.

The immediate output for individuals is the time spent receiving support, training and activities.

To understand the success of any service, we must understand the **outcomes** experienced by the participants – those receiving support, training and activities from Tyddyn Môn in this case. An outcome is something that changes in a person's life as a result of doing something. An outcome is clearly identified, is important to the individual and is 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 2 and those that are highlighted in bold are those included in the Value Map (Separate Appendix). To ensure that we are not over claiming, it is only those final four 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	47 individuals	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	Exclude – although this has some positive comments it is inconclusive	Contribution towards helping individuals to reach full potential with living and basic skills.	
		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 experiences are positive it is an intermediate outcome that contributes towards a reduction in isolation and loneliness.	Contribution towards making new friends	
		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	Contribution towards making new friends	

			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.		
		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

5.1 Individuals

Outcome 1 – 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 staff and family members.

100% of individuals on Day Activities and 80% in Supported Housing reported a positive change in their mental health; with a distance travelled of 75% and 59% respectively. (Distance Travelled being how much change has occurred on a scale of 1-5).

Some of the Day Activities 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 at Tyddyn Môn that this may be the case in some instances.

The impact of creative therapies on mental health is discussed by the organisation Mind³,

“ 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.

³<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 of the trainees said, ‘It makes me happy coming here....they make me laugh....I have friends here.’

One of the parent’s said, ‘My daughter used to go to a different day centre but it was very regimented – there is the freedom (through providing a safe environment) here for individuals to grow and be themselves. My daughter painted the fox image on the wall.’

Outcome 2 – Reduction in Isolation

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 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 ⁴ⁱ:

- 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

⁴ 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)

92% of individuals on Day Activities and 80% in Supported Housing reporting a positive change in reduced loneliness; with a distance travelled of 80% and 81% respectively.

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

'If Tyddyn Môn wasn't around our children would sit at home – they would be isolated. The socializing is really important.'

'More confident in social situations – she was very withdrawn when she first came to the supported housing.'

'The combination of supported housing and day care activities is essential for developing social skills and being with other people.'

Outcome 3 – Improved Independence

100% of individuals on Day Activities and 80% in Supported Housing reporting a positive change in improved independence; with a distance travelled of 76% and 59% respectively.

In one of the Focus Groups the three individuals who were living in supported housing all stated that they felt independent and enjoyed the feeling of living normally like 'everyone else'.

One individual said that he liked living in supported housing as it gave him 'a key to my own front door'.

Another two explained how they are getting more independent – one has had support to be able to manage own bills which he is now doing. Another said that he has a car, and the support workers will drive him in his car.

The supported housing has enabled the client to be more independent in the house – choosing and decorating furnishings. This was not possible at Bryn y Neuadd. More autonomy to develop as a person through developing independent living skills.

Outcome 4 - Improved Physical Health

Tyddyn Môn's 35 acre farm and training centre provides day support and training to adults with learning disabilities. This enables the trainees to undertake physical activity of varying levels thus contributing significantly to their physical wellbeing.

100% of individuals on Day Activities and 70% in Supported Housing reporting a positive change in improved physical health; with a distance travelled of 77% and 80% respectively.

A support worker who has worked with a client for 14 years said that she was like a 'bean' when she first arrived from Bryn y Neuadd, was quite withdrawn and unsociable and now a healthier weight.

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:

Group Activities: One person said that they would like more activities done within groups.

Work Planning: A parent said that her son used to undertake planned weekly tasks which provided him with routine and a sense of fulfilment. This practice has been changed for some unknown reason. It would be good if this could be reinstated.

Parents/Carers Meetings– Although trainees/clients attend some meetings, some parents said that they would like clients to attend more of the meetings so that they are involved.

Planning for the Future – A concern was expressed that there are no new trainees/clients coming to Tyddyn Môn and a wish to learn more about plans and to have a say in the way forward.

Communication: A concern was expressed that there is difficulty in contacting Tyddyn Môn by telephone. *'It would be good if the phone service could go through to a member of staff or if there was a point of contact. We know that staff are busy and we understand that they might be a victim of their own success.'*

Funding: *'We are concerned about funding cuts particularly to social services and how this will impact services.'*

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 Tyddyn Môn.

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 Tyddyn Môn 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		
Day Activities	Improved or Maintained Mental Health	9.5
	Improved Independence	9.5
	Improved Physical Health	9.5
	Reduced Loneliness	9
Supported Housing	Improved Independence	10
	Reduced Loneliness	10
	Improved or Maintained Mental Health	10
	Improved Physical Health	9

All the outcomes for the individuals were seen as being very important with Reduced Loneliness being the most important. Individuals were eager to demonstrate how much value they placed on the activities and housing at Tyddyn Môn.

The valuations of the outcomes identified for the individuals were taken from HACT's Social Value Calculator (Version 4)⁵ 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 Tyddyn Môn had helped them to deal with anxieties and stresses in their lives and therefore it was decided 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 accessing **Day Activities**. 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 75% for the outcome of improved or maintained mental health, and therefore that percentage of the value was used in the value map, which gave a value of £27,574.

However, the criteria for assessing the value of **Supported Housing** is different. There was a big focus on independence, reducing loneliness and improving mental health, 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 59% for the outcome of improved independence, and therefore that percentage of the value was used in the value map, which gave a value of £9,377.

These values are our anchor values, and from here the weighting of the outcomes was then used to get the other monetary values.

⁵ 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 state

Any changes to other stakeholders was not considered in this analysis as the focus of this report is to support Tyddyn Môn 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.

Whilst the DSS agreement and the Service Level Agreement is attached to Tyddyn Môn as a service, it could be said that if individuals did not receive housing support and did not attend Day Activities that the DSS and 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 use Tyddyn Môn support and activities. 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 or Maintained Mental Health Day Activities	9.5	Used HACT well-being valuation for Relief from depression/anxiety (adult) valued at £36,766. Took 75% of this value based on the distance travelled, therefore £27,574 per individual.	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 75%. Results are based on survey results and are in line with the tone of interview comments.	From the data in second review, 100% had experienced change here, so 25 individuals.
Reduced Loneliness Housing Support	10	Used HACT well-being valuation for Feeling in control of life valued at £15,894. Took 59% of this value based on the distance travelled, therefore £9,377 per individual.	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 81%. Results are based on survey results and are in line with the tone of interview comments.	From the data in second review, 80% had experienced change here, so 18 individuals

7.0 Establishing Impact

In order to assess the overall value of Tyddyn Môn's outcomes we need to establish how much is specifically a result of the provision. 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 *'most of the outcomes are due to the work that Tyddyn Môn provide'* and one of the parents said *'our children would sit at home – they would be isolated. The socializing is really important.'*

In the questionnaire results for the individuals, 100% said that some improvements in their mental health would not have happened without Tyddyn Môn.

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

Low – 30%

Medium – 60%

High – 90%

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	30%	Many of the individuals and other stakeholders felt that the changes would not have happened without attending <i>Tyddyn Môn</i> activities and supported housing. However, consideration was given to the possibility that some may have experienced similar changes if social services had referred them to other activities or if they were housed elsewhere. 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 having effective support at home 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 fairly low rate of attribution is used of 30% based on the feedback from all stakeholders and since individuals spend a substantial amount of time at the Day Activities and in Supported Housing.

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?

Tyddyn Môn activities and housing 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.

It is very difficult for stakeholders to identify by how much the value of changes that belongs to a particular activity reduces over time. 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. (It is more than likely that the positive effects will last for a number of years.)

8.0 SROI Results

This section of the report presents the overall results of the SROI analysis of Tyddyn Môn 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 Tyddyn Môn makes to the lives of the individuals who use their services.

Tyddyn Môn 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 Group	Number of Stakeholders in Group	Total Present Value per Group	Average value for each individual in Group
All Individuals	47	1,805,502	38,414
Day Activities	25	1,263,516	50,540
Supported Housing	22	541,986	24,635

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 £	All Individuals (47)	Day Activities (25)	Supported Housing (22)
Total present value	1,805,502	1,263,516	541,986
Investment value	1,299,957	294,114	1,005,843
Net present value (present value minus investment)	505,545	969,402	-463,857
Social Return on Investment	<u>1.39:1</u>	<u>4.30:1</u>	<u>-0.53:1</u>

The result of £1.39:1 indicates that for each £1 of value invested in Tyddyn Môn a total of £1.39 of value is created.

It should be noted that the minus value of 0.53:1 in Supported Housing does not represent the value that individuals attribute to supported housing. Supported housing does require a great deal of investment and therefore will have an impact on the SROI. This highlights the importance of not putting too much emphasis on the figures only (positive or negative) but rather the process of embedding social value principles in everything that we do. The true value is achieved by rigorously considering the detail of each of the 10 impact questions and responses when managing and planning.

9.0 Sensitivity Analysis

The results demonstrate the highly significant value created by Tyddyn Môn 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. Examples of the results are presented in table 10.

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 £0.50 for every £1 invested. From the following sensitivity analysis table, the social value evaluation can be estimated to be between £1.27 and up to £1.59 for every £1 invested. The assumptions used in the value map estimate the social value is £1.39

Table 10 – Sensitivity Analysis Examples

Variable	Current assumption	Revised assumption	Revised SROI	Proportion of change
Day Activities	Quantity: 25	Quantity: 13	1.27	8.63%
	Deadweight:30 %	Deadweight: 10%	1.46	5.03%
Improved mental health	Attribution: 30%	Attribution: 60%	1.28	7.91%

	Value: £27,574	Value: £50,000	1.59	14.38%
Supported Housing	Quantity: 18	Quantity: 10	1.34	3.59%
Improved Independence	Deadweight: 30%	Deadweight:60 %	1.34	3.59%
	Attribution: 30%	Attribution: 10%	1.42	2.16%
	Value: £9,377	Value: £5,000	1.34	3.59%

10.0 Conclusion

This report has demonstrated that *Tyddyn Môn* has created £1,805,502 of value and for each £1 invested, £1.39 of value is created. (Day Activities £4.30 and Supported Housing -£0.53)

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

Tyddyn Môn 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. Tyddyn Môn 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, £1.39 of social value is created
- For those who took part in the data collection process, the average amount of positive change experienced was as follows:
 - Reduced Loneliness - 86%
 - Improved Mental Health – 90%
 - Improved Independence – 90%
 - Improved Physical Health – 85%

These figures were also supported by family members.

- There are clear indications of major benefits to stakeholders from both supported housing and day activities. There is also scope to develop some aspects further in order to maximise the benefits derived from the various activities.
- 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."

11.0 Recommendations

This report is based on assessing the success of Tyddyn Môn in achieving its aim of putting people that they support at the centre of their business and to understand the value of what this creates for different people. It is closely aligned to the Person-Centred Planning (PCP) approach for individuals with learning disabilities and mental health difficulties.

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 Tyddyn Môn 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 work.

Tyddyn Môn is 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 felt that improvements can be made to **communication**, both internally in terms of liaison and arrangements, but also externally in order to promote the good work of Tyddyn Môn and to recruit new trainees.

12.0 Appendices Appendix 1 – Questionnaires

Outcome A – I feel less anxious / stressed since I've been coming to the farm

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

How long do you think that you will feel less anxious/ stressed if you continue to come to the farm?

Less than 1 year	About 1 year	At least 2 years

Would this have changed without the involvement of Tyddyn Môn staff or attending the farm?

				
Highly Likely this could have happened without Tyddyn Môn staff	Probably likely this could have happened without Tyddyn Môn staff	Not sure	Unlikely this change could have happened without Tyddyn Môn staff	Highly unlikely this could have happened without Tyddyn Môn 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 the farm




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

How long do you think that you will feel less anxious/ stressed if you continue to come to the farm?

Less than 1 year	About 1 year	At least 2 years




Would this have changed without the involvement of Tyddyn Môn staff or attending the farm?

				
Highly Likely this could have happened without Tyddyn Môn staff	Probably likely this could have happened without Tyddyn Môn staff	Not sure	Unlikely this change could have happened without Tyddyn Môn staff	Highly unlikely this could have happened without Tyddyn Môn 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 C– I’m more able to make my own decision and therefore more independent since attending Tyddyn Môn farm






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

How long do you think that you will feel less anxious/ stressed if you continue to come to the farm?

Less than 1 year	About 1 year	At least 2 years

Would this have changed without the involvement of Tyddyn Môn staff or attending the farm?

				
Highly Likely this could have happened without Tyddyn Môn staff	Probably likely this could have happened without Tyddyn Môn staff	Not sure	Unlikely this change could have happened without Tyddyn Môn staff	Highly unlikely this could have happened without Tyddyn Môn 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 D – I feel fitter since I've been attending Tyddyn Môn farm





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

How long do you think that you will feel less anxious/ stressed if you continue to come to the farm?

Less than 1 year	About 1 year	At least 2 years

Would this have changed without the involvement of Tyddyn Môn staff or attending the farm?

				
Highly Likely this could have happened without Tyddyn Môn staff	Probably likely this could have happened without Tyddyn Môn staff	Not sure	Unlikely this change could have happened without Tyddyn Môn staff	Highly unlikely this could have happened without Tyddyn Môn staff

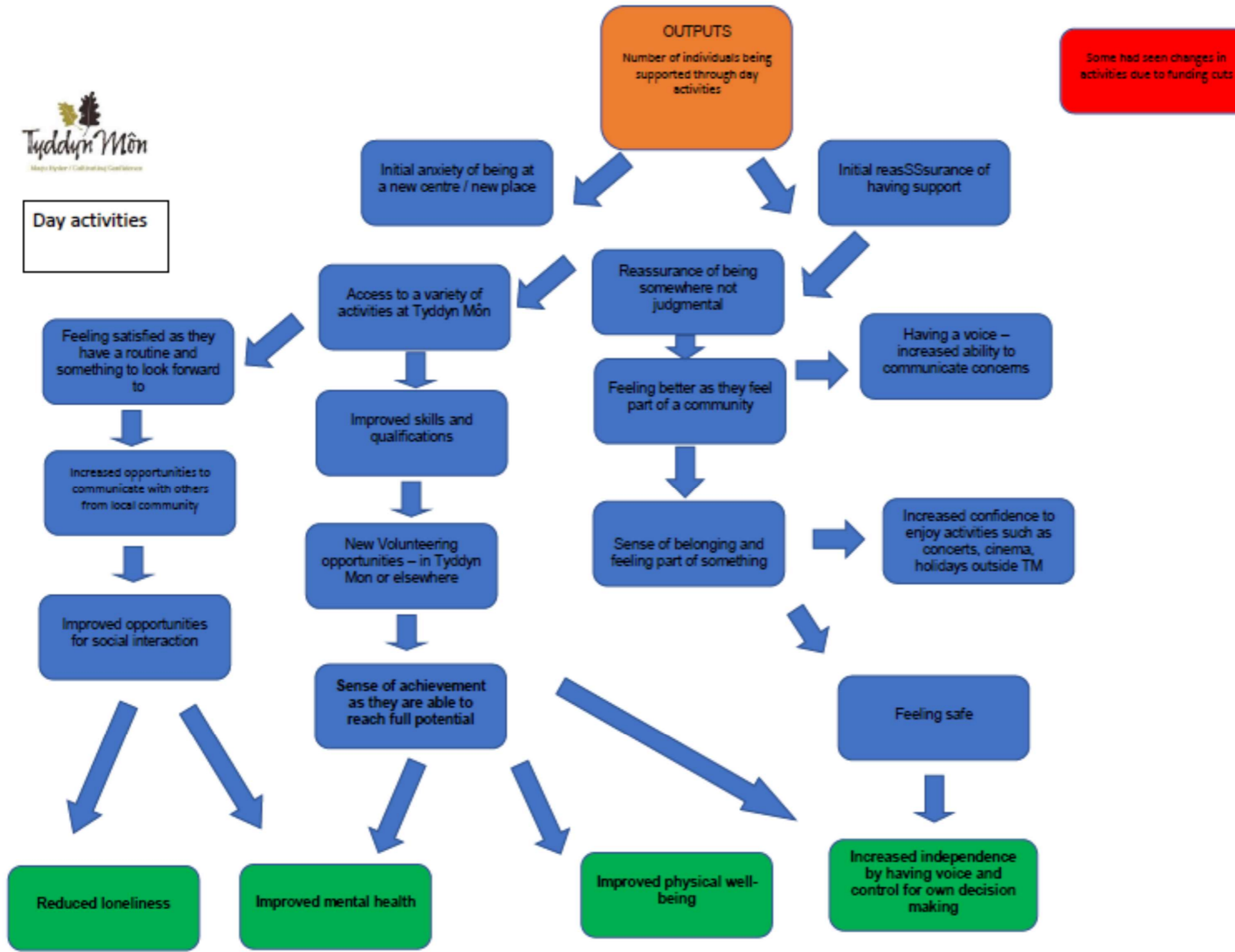
Has anything else you do or anyone else helped you feel less anxious/ stressed?

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
									

Appendix 2 – Theory of Change



Appendix 3 - Chain of Change

