

Social Return on Investment (SROI) Analysis

An evaluation of social added value for Real Jobs, the Action Group, Edinburgh

Funded by The Scottish Government, Employability and Tackling
Poverty Division

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This report has been submitted to an independent assurance assessment carried out by The SROI Network. The report shows a good understanding of the SROI process and complies with SROI principles. Assurance here does not include verification of stakeholder engagement, data and calculations. It is a principles-based assessment of the final report.

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1. Introduction

Social Return on Investment (SROI)

SROI is a form of social accounting which aims to analyse the impact of a policy, project or activity for the range of stakeholders involved in it.

Importantly, SROI is based on a set of principles. A list of SROI principles appears in Appendix 1¹. The first principle is the involvement of stakeholders. To analyse the impact of a policy, project or activity SROI asks who is affected and then involves these stakeholders in making decisions about what are the important project outcomes and in determining the value of those outcomes.

To calculate the social return the value of the outcomes is compared to the inputs' monetary value. SROI puts a financial value on the projects' impacts that otherwise may not be given value and therefore may not feature in future decision making processes. In current methodology there are two types of SROI: evaluative and forecast. The former is used where there is existing data for an activity in the past while the latter refers to activity in the future.

The SROI for Real Jobs

The Social Return on Investment (SROI) analysis is an evaluation for the financial year from April 2009 to March 2010. It was commissioned by The Scottish Government Employability and Tackling Poverty Division, in response to a request from Real Jobs for support with examining the impact of their supported employment project.

The Scottish Government is supporting increased understanding of supported employment and its impact through the production and implementation of The Supported Employment Framework for Scotland². This SROI analysis contributes to that work, providing a set of outcomes, indicators and proxy values for a supported employment project in Scotland.

The SROI for Real Jobs was completed by the Pippa Coutts (Scottish Development Centre for Mental Health) and Sheila Durie in partnership with the Real Jobs team – managers, advice workers, and employment support workers (ESWs) - led by Andy Foreman, Development Manager.

At the end of 2010 into the first half of 2011, the report was submitted to an independent assurance assessment carried out by The SROI Network. This is the accredited, final version of the report. The report shows a good understanding of the SROI process and complies with SROI principles. Assurance here does not include verification of stakeholder engagement, data and calculations. It is a principles-based assessment of the final report.

Further Information

This report and a shorter summary are available as a PDF from [The Action Group's website](#) and the [Employability Learning Network](#). Real Jobs produced an easy-read version of the

¹ For more comprehensive information please refer to The Guide on SROI¹ which can be downloaded at <http://www.sroi-uk.org/>

² <http://scotland.gov.uk/Publications/2010/02/23094107/0>

report, in partnership with service users; Real Jobs and the [Scottish Union of Supported Employment \(SUSE\)](#) have produced a brochure of the report which highlights findings in a summary format. For any other information about Real Jobs or this SROI report, contact The Action Group on 0131 475 2315.

Background information about Real Jobs

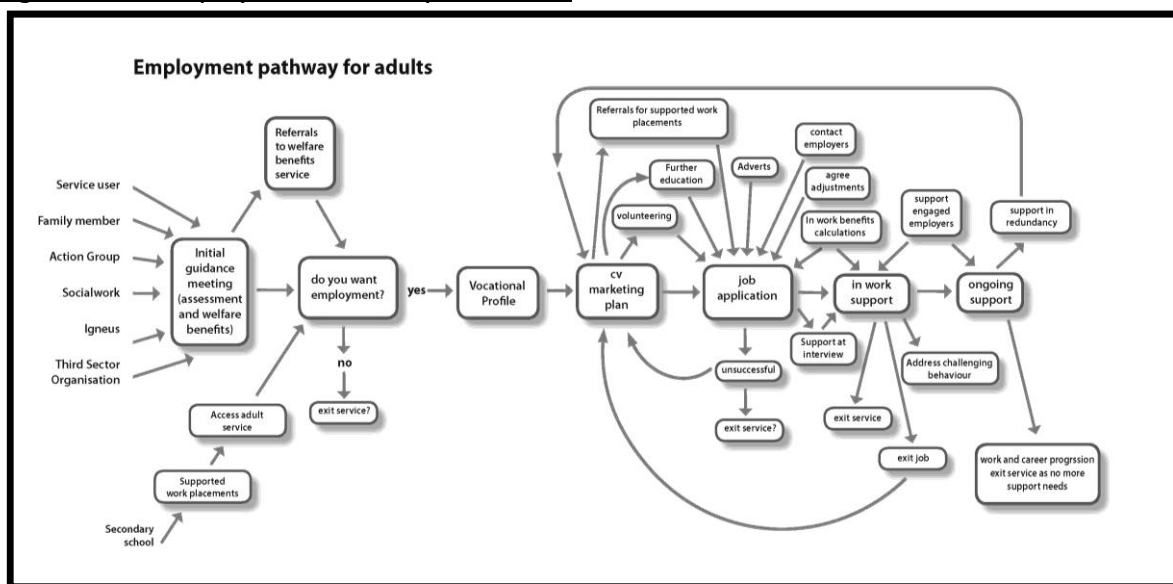
The Action Group is a voluntary sector organisation established in 1976, which provides a range of services for people with support needs across the Lothians and Falkirk. The vision of The Action Group is that people with learning disabilities and other support needs, and their families, encounter no barriers to their chosen lifestyle, can follow a path of choice, and can enrich their opportunities³.

Following this vision The Action Group realises the importance of supporting individuals to gain and sustain employment and operates Real Jobs, a supported employment project that provides advice, training and support to employers and employees.

Real Jobs uses the five stage approach to supported employment, as laid out by the Scottish Union of Supported Employment and the Supported Employment Framework.

The SROI began with the researchers, meeting with the Real Jobs team and mapping the model, or pathway, used by Real Jobs. This is figure one. On the left hand it shows the range of referral routes, for adult clients.

Figure One: Employment Pathway for Adults



At the initial guidance meeting people are asked whether their goal is employment. If not, they are asked to exit the service. From the initial guidance meeting, people are referred to internal welfare benefits and money advice. This is in line with good practice as laid out in the Supported Employment Framework for Scotland, which specified that welfare benefits advice is a critical success factor for supported employment services. Vocational profiling is stage two; followed by job finding, which includes preparing CVs and marketing. Real Jobs'

³ <http://www.actiongroup.org.uk/about-the-action-group.html>

job application process, including contacting employers, and in work support, including benefits calculations and support at interview make up stage four (employer engagement) of the recommended five stage approach. The final stage is ongoing support in the workplace.

Real Jobs provides this service to adults in Edinburgh, and supports the children and young people's service in Edinburgh and Midlothian by facilitating work placements. Clients from the young people's work often go on to access the employment pathway (see figure one above), and are included in the SROI. During the period covered by the SROI Real Jobs was a part of The High Support Needs Consortium supporting people with Learning Disabilities, other additional support needs and multiple barriers to work, including a history of offending.

Real Jobs records show that 78% of those supported are people with learning disabilities, 10% are people with autism/Aspergers, 8% are 'others', and 1% identify with other disability groups (Real Jobs evaluation report 2009; 3% did not answer).

Real Jobs is funded by:

- The European Social Fund (£360,710)
- Service Level Agreement with The City of Edinburgh Council (£171,097)
- The Fairer Scotland Fund (Lothian High Support Needs Consortium) (£28,000)
- The Fairer Scotland Fund supporting the Transitions to Work programme for young people in Mid Lothian, and young people with additional support needs (£27,000)
- Midlothian Council grant for work placements for young people at school (£20,000)
- Central support from the Action Group (£12,854)

Real Jobs currently employs 26 staff.

2. Scope



SROI is a story of change, so the task of the analysis and this report is to outline what changes for the stakeholders as a result of Real Jobs' work. This involves defining who the stakeholders are – who is affected by Real Jobs - and working with stakeholders to define the outcomes of Real Jobs' activity, indicators for measuring those outcomes, and financial proxies.

This is an evaluation SROI with the scope of a financial year, from April 2009 to March 2010. It includes Real Jobs activities in Midlothian and Edinburgh with young people, school children, and adults, some of whom face multiple disadvantages and all of whom have additional support needs.

1. Theory of Change

The focus of the study was to look at all the benefits accruing to stakeholders from their contact with and participation in Real Jobs activities. Real Jobs is supporting its service users, or beneficiaries, across the employability spectrum, looking for work, into work and in work. It changes lives in ways that at the start of the SROI were considered "less tangible", such as increasing people's independence, inclusion, self esteem and wellbeing.

2. Stakeholders and Stakeholder Engagement

The analysis began with a meeting with the Real Jobs staff, where the SROI approach was introduced and the impact of Real Jobs and its stakeholders was discussed. The meeting generated a list of stakeholders, most of who were considered material to the analysis and therefore were contacted and included in the analysis. These are listed in Table One, and more details are given in appendix two on why a few others were not considered material.

Table One – Stakeholders

1. Service users
2. Significant others
3. Employers
4. Skills Development Scotland, Careers and schools
5. Local Authorities
6. Local Authorities Economic Development
7. NHS Lothian
8. DWP
9. Police and prisons

Service User Involvement

The service users are major stakeholders in the project. Service users were involved in the SROI primarily through a stakeholder focus group held in May 2010 by SDC. Ten service users attended the group, and of these seven people were in paid work and one volunteered. In the focus group service users were encouraged to talk about the outcomes of their engagement with Real Jobs and the possible of value of these outcomes to individuals. This was done by talking about what changes Real Jobs brought to the service users, and, using pictures, what type of monetary value they could give to those changes.

Real Jobs annually completes an evaluation with service users. The 2009 and 2010 reports, along with an analysis of service users' records by Real Jobs staff, helped to verify the outcomes identified in the focus group and to find indicators for those outcomes.

1. Service Users

Real Jobs supported 365 people over the year. Most of those are adults, within an employability service providing a supported employment phased approach (see Figure One above). Typically, when people have been referred to the service (by others or themselves) they are matched with an employment support worker (ESW). A key criterion for accepting young people and adults into this employability service is that the person's goal is employment in the open labour market.

Support to sustain work was identified by service users as a key outcome of the service: helping them overcome changes at work, such as a change in manager.

Case Study One: Supporting People to sustain work, and cope with change

A Real Jobs service user, Mr J, has been employed in a medium sized hotel as a Kitchen Porter since 1994. For years, because of the stability of his employment, the support had been confined to giving encouragement and advice on employment conditions and any changes to duties.

Then the management changed and the hotel changed the Kitchen Porter duties. Real Jobs meet with the new manager and it was decided Mr J needed job coaching and on-going support for a period of at least a month to enable him to learn his new duties.

Before Mr J began his new duties he was so apprehensive that he decided he would not continue with his employment and threatened to 'just not turn up'. Real Jobs reassured him that he would be supported through the process of change, and he agreed to a month's trial period.

During the instigation of a 'Continental Style' breakfast Mr J learned many additional skills and aspects of hotel work including customer relations, hotel security, health and safety and risk assessment. He increased his communication skills, became key to the success of the changes and most times expressed that he 'loved' his new job.

Without the on-going support process, reassurance, coaching and encouragement, Mr J could have walked out or lost his job.

Some people, particularly those with multiple disadvantages, require a range of support and progress relatively slowly, but their journey is still very significant in terms of the changes made in areas such as increased socialising, skills, independence and debt reduction.

Case Study Two: looking for work and building confidence

S had a work history including a job in a warehouse for over 20 years, so he was keen to get back into a working environment. His main motivation was to have more routine within the week and to meet new people.

S's main support need was a mild learning disability and anxiety. He found it stressful being in a very busy, fast paced environment so decided that a cleaning position would be his first choice.

S lacked confidence in his ability to do a job "well enough", so Real Jobs supported him in building his confidence and assessing what sort of job he would feel confident taking on.

Real Jobs supported S to look for a number of positions including cleaning in various settings such as offices, bars and shops. Real Jobs supported S to update his CV and market himself to potential employers; and provided him with guidance and support prior to interview, which allowed him to relax and not find the process too stressful.

After some months, S was successful in an interview and worked as a cleaner with support from Real Jobs. However, after a few weeks trial S came to the decision that he'd prefer a voluntary position with less pressure to work to a specific standard, but the opportunity to meet people and establish a weekly routine. He thanked Real Jobs for supporting him into the paid position and allowing him to come to the decision by himself about what was best for him. He said that Real Jobs had changed his situation, by "helping me feel better about my life."

During the year studied there were 126 service users in employment⁴. However, others were looking for work and through this process of working with Real Jobs experienced change in their lives, being able to take more control, becoming more motivated, and feeling more confident and secure.

As well as working with adults, Real Jobs works with school children and young people who are offered support to undertake work placements. They might be referred from Skills Development Scotland, or from a special education school, or from Schools Guidance Teachers.

By June 2010, when the data collection was almost finished and the outcomes section of the Impact Map was being completed, Real Jobs and SDC agreed that the service users could be divided into four distinct groups:

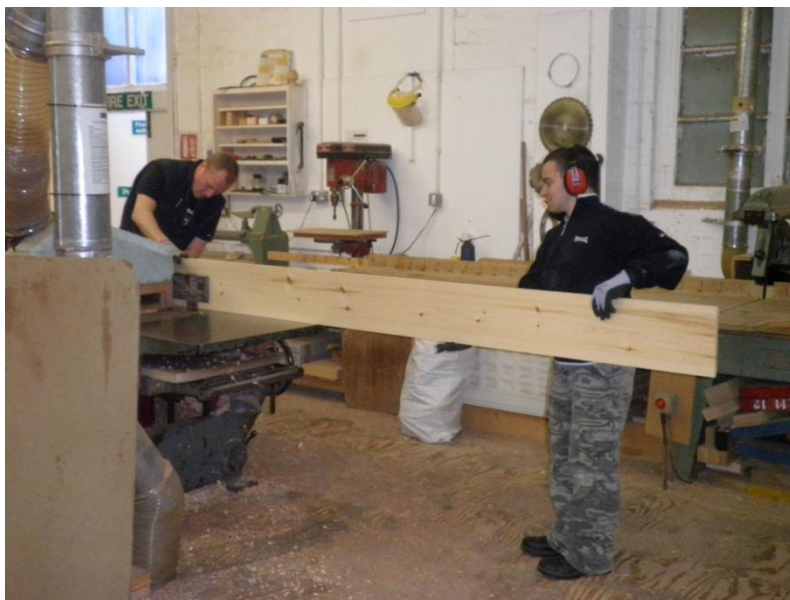
- Group 1: People in work. A total of 126 people, including those who moved into full-time or part-time work during the year;
- Group 2: People looking for work, and claiming benefits (273);
- Group 3: People with multiple support needs including a history of offending (of which one person went into work in the year and two sustained work from previous years). This group are the clients of the Employment, Advice and Support Service for

⁴ Not all these people found work in the year. Sometimes it takes more than a year to find someone a job.

vulnerable people who are at risk of offending. They are people with learning difficulties and/or other support needs as well as a criminal record or conviction and possible health issues and/or a history of drug and alcohol misuse;

- Group 4: Children and young people who were supported to gain work placements (34). For the children supported, 78% of pupils have learning difficulties, and 22% have autism.

The outcomes for each of these four groups are summarised in section 3.



2. Significant others

The vision of the Action Group and Real Jobs includes supporting the families of people with learning disabilities and other support needs, and from the start of the SROI it was clear that Real Jobs is doing that, through the support it provides to individuals.

To find out more about the nature of the change and its value, SDC implemented a survey with people considered to "significant others" of service users in April 2010. SDC developed a questionnaire and information sheet for the survey and this was handed to parents and carers of service users by Real Jobs staff with a postage paid envelope addressed to SDC. Six significant others responded to the survey, which is a small number of responses, so to cross check and augment the information gathered from the survey, we conducted a focus group in May. SDC conducted the analysis of the survey. The survey questions and information sheet are in appendix 3.

Having collected the information from the significant others this was triangulated in discussions with Real Jobs staff and by reference to service user records if required.

Typically significant others said that Real Jobs supported them by helping them to feel less alone, especially as their family member/friend is supported towards work and in difficult work situations, and this makes them feel more like other people. Parents felt they could talk to Real Jobs' staff about their children and they would be listened to and understood.

Real Jobs' support gives the family time for other things, like going back to work or spending more time with other family members. The dependability of Real Jobs – it being there when you need it – was emphasised as being important: an "insurance policy".

3. Employers

Currently, Real Jobs is working with 80 employers, some of which have employed more than one person through Real Jobs. Annually, Real Jobs conducts an evaluation with employers that mainly looks at how satisfied employers are with the service, and does not consider the impact of the service or any changes it brings. The SROI needed different information, and it was decided to undertake a survey of employers, although Real Jobs had previously faced difficulties eliciting feedback from employers. SDC randomly sampled 40 employers from the list, and developed a questionnaire (mostly closed questions) and information sheet. The survey questions and information sheet are in appendix 3. The topics explored included outcomes and changes that Real Jobs and SDC project participants expected from their experience and knowledge – such as improved employer reputation, support with recruitment and tackling discrimination and stigma in the workplace. To encourage participation in the survey, Real Jobs staff delivered the questionnaires to key contacts in the selected workplaces, but employers were asked to return the questionnaires to SDC for analysis. Eight employers responded to the survey. This low response rate was in-line with the previous difficulties that Real Jobs had faced eliciting a response to their satisfaction questionnaires. This was in spite of the Real Jobs team following up employers to ask for feedback.

Triangulation of the survey findings and more information on the outcomes for employers was gathered through phone discussions with NHS Lothian managers who employ people through Real Jobs, and in the service users' focus group.

4. Skills Development Scotland, Careers Scotland and Schools

At the start of the SROI it was agreed that a stakeholder workshop would be held to find out about the outcomes for local authorities and the NHS. Real Jobs invited a range of professionals from Midlothian and Edinburgh to a workshop. Guidance workers from special and mainstream schools, Skills Development Scotland and Careers Scotland staff attended. The impact of Real Jobs for them and how that could be measured was discussed. The message received was that Real Jobs worked alongside the professionals, freeing up their time as the ESWs provide intense support to children that otherwise would need that time from the teachers or advisers.

Real Jobs facilitates opportunities - work placements - that pupils would otherwise not get access to.

5. City of Edinburgh and Midlothian Social Work Departments

Real Jobs' knowledge of service users and their project records show that the service has an impact on Social Work departments, whether through supporting people who would otherwise need day care, or through personalised support to the service user reducing the need for the input from Social Work, e.g. through reducing drug dependency or homelessness. The SROI team attempted to talk to social workers, but wasn't successful, except in the discussion with a Local Area Coordinator (LAC) and Local Authority Managers.

6. City of Edinburgh and Midlothian Economic Development

As Real Jobs is placing people in work, it is expected to have an economic impact: both for individuals and the local economy. Real Jobs is supporting disabled people into sustained work which is important for the aims of reaching people furthest from the labour market and tackling inequality in employment (only 1 in 10 people with learning disabilities are in work⁵). The Fairer Scotland Funded Transition project's outcomes include increasing the employability of young people, thereby meeting aims around tackling the number of young people going to negative destinations, and supporting people to stay in work, so tackling the "revolving door" syndrome.

7. NHS Lothian

Outcomes for the NHS were listed in the first project meeting, and these were substantiated later through contact with significant others, service users, and researching service users' files. Unfortunately no NHS staff attended the stakeholder workshop.

8. Department of Work and Pensions (DWP)

As Real Jobs is supporting people into work and off unemployment benefits it is producing change for DWP.

It is providing a service which otherwise should be provided by DWP, and increasing the employability of disabled people which results in money saved for the DWP (126 people sustained employed).

Real Jobs' welfare benefits service has also supported people to claim in work benefits – worth approximately £30,000 over two years.

Case Study 3: Supporting people with multiple support needs including a history of offending, and integrating benefit advice

Service user A was referred by the Criminal Justice Team. He is a 36 year old male, with support issues relating to drugs, alcohol and criminal convictions as well as his learning disability.

The service user wanted to renew his skills in order to improve his chances of entering the labour market. An Action Plan was drawn up which concluded that he should apply for a European Computer Driving Licence (ECDL) course and apply for a part time Gent's Hairdressing course at Telford College.

He was also given a benefits check and in work scenario calculation by the Welfare Rights Worker at Real Jobs to help him understand how much better off in work he could be.

He has now undertaken the ECDL course and demonstrated a significant change in his outlook on life. His level of confidence has increased. In general he now claims to be much happier with his life.

The service user starts his college course shortly and continues to use the service for ongoing support and has now avoided any form of re-offending for at least 11 months.

⁵ "Valuing People – what do the numbers tell us?" (2005)

9. Police and Prison Services

Clear outcomes identified for people with multiple support needs and a history of offending behaviour are reductions in offending behaviour (for 20 out of 26 people) and less involvement in anti-social behaviour (for 10 out of 26 people). This is because of the intensive support people receive in the project, where much of the ESW input is around stabilisation – removing barriers to work including worries about family and lack of ability to self travel, setting people up at home, sorting out debt or money worries – and the increase in “meaningful activity”, including education and training that the project brings. All service users of this service have convictions or have been charged: some for petty crime; some are on a life sentence in the community. Therefore, these positive outcomes for individuals are also positive outcomes for the police and prisons.

3. Inputs, Outputs and Outcomes

The left hand side of the impact map developed for Real Jobs shows the relationship for each stakeholder between inputs, outputs and outcomes. The Real Jobs SROI team worked with stakeholders to select appropriate and possible indicators to measure the outcomes. (See table 2 in Section 4 for the list of outcomes with indicators).

The following section describes the inputs, outputs and outcomes for each stakeholder. SROI places a requirement on practitioners to identify negative outcomes, as well as positive outcomes. Negative outcomes are shown in red.

Not all outcomes identified in the SROI process could be included, and a list of outcomes not included together with the reasons is described in the Audit Trail. The audit trail also gives a reason for the decisions made about materiality – why something is not included as it was not considered material to the analysis.

Inputs

The inputs to the project are financial and come from the Local Authorities (stakeholders 5 & 6 above) and from other funders – primarily the European Social Fund, as well as some funding from The Action Group in terms of centralised costs.

In the initial stakeholder workshop we considered whether the time spent by the service users on the project should be given a financial value, but it was decided that it was not material as the service users are not volunteers, but beneficiaries of the project. However, the contribution of service users to achieving the project's outcomes was accounted for later in the process, during "Attribution" (see page 22).

The total value of the inputs is £619,661.00.

Outputs and Outcomes

An output is the activity or product which results from the project's inputs. The [SROI Guide](#) describes outputs as a "quantitative summary of an activity".

An outcome is the effect of the activity, on the stakeholder. It is the outcomes of a project that SROI is interested in quantifying: what changes for stakeholders as a result of the project.

1. Service Users

At the outset the project team thought the outcomes for the service users engaging with Real Jobs could be:

- A job they want;
- Structure to the week;
- Increases in self esteem and confidence;
- Better integration into society;



- Money from work;
- Independence;
- Skills: interview, CV, travel;
- Benefits advice;
- Improved health.

The SROI analysis showed that different groups of service users achieve varying outcomes. So Real Jobs' service users were divided into four groups (as listed previously in chapter 2, page8). Additional outcomes emerged as important from discussions with service users and carers, for example being able to sustain work during periods of change in the workplace.

Group 1: In work

Group 2: Looking for work

Outputs	Outcomes	Outputs	Outcomes
22 adult service users were supported into work with the five staged approach	<ul style="list-style-type: none"> • Service users gained employment. 	273 service users were supported to look for work during the year	<ul style="list-style-type: none"> • Service users become more motivated through receiving personal support and therefore become more employable.
61 adult service users were supported to maintain their full-time jobs in the year	<ul style="list-style-type: none"> • Service users become more viable as employees in the labour market by sustaining their employment & income levels 		<ul style="list-style-type: none"> • Service users become volunteers, as a step to employment • More confident and secure.
65 service users were supported to maintain their part-time jobs in the year and this includes 6 young people (formerly NEET).			
90% of service users were supported by Real Jobs to reach their goals. (Real Jobs evaluation report 2009)	<ul style="list-style-type: none"> • Less affected by changes in the workplace which would threaten their sustained employment • Independent of external support in their jobs • Service users feel they are the same as everyone else • Decreased risk of stress and depression • More independent of the family and more motivated to do things for myself and go out 		<ul style="list-style-type: none"> • Feel less isolated • Have something to do • Support to access FE or other courses leading to more qualifications and skills

	<ul style="list-style-type: none"> • Feel less isolated because in work, and work colleagues are like friends • Have something to do • Learning new skills 		
Service users access the welfare benefits advice service	<ul style="list-style-type: none"> • Service users have a sense of control and choice and more financial security 	Service users access the welfare benefits advice service	Increased income from welfare benefits advice
		70 people given travel training	Able to travel independently
16 people left their jobs during the year	Service users lost earned income Reduction in benefits claims after leaving work.		Increased financial barrier to work through having higher benefits income

For people moving into work there is every indication that with support they will be able to stay in work for around 5 years. Real Jobs case records show that service users on average stay in jobs for 56.67 months which is 4.7 years.

People saw the real value of work as the intangibles, like not having to sign on at the Job Centre and avoiding the perceived stigma that went with that, always “having to justify yourself”. Another strong outcome for Real Jobs highlighted in the service user focus group was the importance of work in terms of socialising and “meeting other people”, for example being asked by colleagues to go to play football. One service user said “The value of a job is more than the money I get”, and other service users agreed.

In terms of negative outcomes, 16 people left work during the year and therefore lost their earned income. Also, they were likely to have lost their right to claim the level of benefits they had before, as most had been in work for more than the length of time the DWP linking rules in incapacity benefits apply (104 weeks).

For both people in work and looking for work, Real Jobs was important in helping increase their independence, both financially and socially. Increased income was used for clothes, food, keeping warm and paying bills, as well as saving. Outcomes identified for people being supported to look for work include increases in self esteem and confidence.

The Real Jobs SROI team considered if there were negative outcomes for the group looking for work. In theory, the welfare benefits advice service, which adds value by providing information and support to ensure that people are financially better off, may reduce the incentive for people to find work if they were found to be better off out of work. The service

hasn't seen that happen. We know from research it can happen, so this negative outcome has been included in the impact map for one person out of 273, to flag up that it is possible.

Group 3: People with multiple support needs including a history of offending

The output for this group is that Real Jobs provides individualised support to people with histories of offending, and the misuse of drugs and alcohol. During the year, many of this group of service users engaged in education, training or volunteering, or a mix of the three.

The outcomes for this group were identified through an interview with the ESW of the Employment, Advice and Support Service for vulnerable people, group discussion with the Real Jobs team and input from service users at the focus group. The outcomes assessed to be material for these service users were:

- One person increased his/her income through moving into work;
- People sustained increases in their income levels (2 people);
- People became more employable (12 people);
- Service users reduced their dependence on drugs and alcohol (9);
- People with a criminal record became less involved in crime and less likely to face a sentence in the future (20);
- People became less involved in anti-social behaviour (11);
- People felt less impact of mental health issues, such as depression (5);
- People had a more stable lifestyle, avoiding becoming homeless (4);
- People were supported to pay bills and debts⁶ (20).

People accessing this service are described as experiencing chaotic lifestyles and often the practical support they get - to tidy up, sort out piles of correspondence, open envelopes, and look at overdue bills - is highlighted as being very important. This story is repeated in the relatively high value of last outcome, the support service users receive from the ESW with finances.

A possible negative outcome is that people who fail to engage with the service lose hope and this leads to increases in drug and alcohol misuse. Real Jobs project records show that 10 people failed to engage or dropped out.

Group 4: Children and young people on work placements

34 school children were supported in work placements.

The outcomes for this group from being supported by Real Jobs were:

- Increased confidence of young people with disabilities that they can aim for employment
- Increased skills for work
- Ability to travel independently
- Reduced likelihood of becoming long-term unemployed as an adult.

2. Significant Others: Families and Parents

⁶ Some of these figures are best estimates supplied by the Real Jobs team that deliver the service; and because they are estimates the figures/quantities were altered in the sensitivity analysis, see p39.

Real Jobs sustains families both directly and indirectly, through the employability support it gives service users.

Real Jobs does not keep information on which service users live alone, or with a parent or significant other, so national data was used to estimate the number of significant others that might be accrued through 365 service users. "Same as You" statistics state that 48% of adults with learning disabilities are living with a carer, 89% of which are parents (2008)⁷. If that percentage is applied to the Real Jobs group, then there would be 175 significant others.

The outcomes that significant others experience are:

- Feeling less alone;
- Time saved, as no longer need to discuss or negotiate with employers as was perhaps necessary before;
- Able to return to work;
- More normal family life and better relationships;
- More in control of money;
- Better physical health;
- Reduced household income;
- Greater worries about the future.

The latter two are negative outcomes.

Three significant others reported that they disagreed with the statement that they had "fewer worries about the person and the person's future" since the person had been involved with Real Jobs. It is uncertain whether this is due to the respondent's nature/circumstances or whether the family feel an increase in risk when the disabled individual is more often out of the house, and going to work.

No one in the significant others survey or the focus group said their household income had been reduced, but an allowance has been made of 10% of the group (18 families) losing income when the service user went into work.

3. Employers

The employer survey, phone interviews with managers and service user and staff meetings gave information on the outcomes for employers. The results of the survey were extrapolated up to take into account Real Jobs has service users in 80 workplaces.

Output	Outcome
80 employers employed people with disabilities through Real Jobs	Reduced staff turnover due to recruiting committed employees
22 new people with disabilities recruited and employed through Real Jobs	Save HR costs in attracting and finding suitable job candidates

⁷ Statistics Release for 2008: Adults with Learning Disabilities Implementation of "The same as you?" Scotland. Published August 2009 on the eSAY page of the SCLD website.

110 employees sustained their employment through Real Jobs support	Help to tackle bullying and harassment and stigma and discrimination by raising the awareness of disability issues within the workplace
	People become independent of external support in their jobs
	Employees are less affected by changes in the workplace which would threaten stability
	Opportunity to recruit young people through work placements, reduce staff costs and train young people up for the future
16 people left their jobs	<ul style="list-style-type: none"> • More time needs to be spent in supporting the Real Jobs employee through exit procedures • Disabled people withdraw from employment

Outcomes for employers are around supporting them to meet targets around employing disabled people, or people with learning difficulties, and around bringing changes to the whole workforce, for example helping to tackle stigma and promote diversity. These are a part of an employer's duty of care. There is a strong argument that better morale at work and healthier staff lead to more productive workplaces ("Working our Way to Better Health", Dame Carol Black, Department of Health 2009). Many of Real Jobs employers are larger (e.g. public sector) agencies, and managers have benefited in recruitment, in terms of saving time, from being able to use Real Jobs, rather than having to go through the normal recruitment processes. As public sector agencies they also have targets to achieve around recruiting disabled people and tackling bullying.

Case Study 4 – Benefits of Real Jobs to a Strategic Programme Manager in the NHS

Part of the NHS organisation's HR Strategy is to become an exemplar employer, which includes increasing employment of people with learning disabilities and long-term mental health issues.

Real Jobs has assisted the NHS organisation in terms of:

- adaptations to workplaces
- And recruitment processes to enable people to overcome barriers to employment, in NHS.

This has supported the organisation towards meeting its target of employing 50 people with learning difficulties this year. By doing this, the NHS can be seen to be leading by example. The organisation and staff have learned from employing and working alongside people with learning difficulties, of the positive contribution people with learning difficulties make in the workplace. Real Jobs have contributed to internal awareness raising.

4. Skills Development Scotland, Careers Scotland and Schools

The outputs for this group were 34 schoolchildren were supported in work placements. The outcomes that are material for guidance teachers, Skills Development Scotland and Careers Scotland staff are:

- Greater number of children with learning difficulties and support needs access work placements than would have otherwise
- Pupils are more motivated to discuss their future options and rely less on guidance services in future
- Staff have more time to focus on other pupils which leads to fewer problems and better learning by others.

5. *The Councils*

Edinburgh and Midlothian Local Authorities experience positive outcomes across several sectors, including housing, social services, day care provision and the criminal justice department, drug referral teams and alcohol and drug partnerships.

The Real Jobs team's experience and case records show that the project moves people on from day care to an employability focus, and so removes the need for Councils to provide and fund day care services for those individuals.



As well as promoting savings for the Councils, the project assists staff groups and individuals. For example a local area co-ordinator when interviewed stated that Real Jobs was "another link that we can tap into" and the co-ordinators feel that they can look to Real Jobs staff for help and advice with service users they share. Real Jobs staff were perceived as "being on the same hymn sheet" as the local area co-ordinator (LAC), so that the two can effectively work together with s with chaotic lifestyles, and the LAC can reduce the amount of time they would otherwise have to devote to those people.

The outcomes for the Local Authorities were:

- Professional peer support and advice that makes it easier to manage service users;
- Reduced time input needed to sustain service users in employment or engagement with services;
- Reduce the likelihood of young people leaving school and going directly into NEET status and requiring support;
- Avoiding the need to provide day care for vulnerable adults;
- Reduction in time input needed to support people with drug addictions;
- Reduction in time input needed to support people with offending behaviour;
- Service users avoid becoming homeless and sustaining a tenancy, leading to a more stable lifestyle, and requiring less support.

6. *The local economy and economic development departments of the Councils*

The interviews with staff from Economic Development Departments showed they expected change for the local economy as a result of the employment of disabled people. The change or outcomes expected were:

- Increase in wealth⁸;
- Reduction in poverty for disabled people
- Young people are seeking work
- Young people are sustaining employment.

7. NHS Lothian

Service users and parents identified some changes that affect the NHS as they pointed out that their health has improved because of Real Jobs. Service users in the focus group were clear that they spent a significant proportion of any additional income gained through work on eating better.

The data on the service users with multiple support needs including a history of offending illustrates savings to alcohol and drug partnership services provided by the NHS.

The outcomes for the NHS were:

- Avoiding incidences of depression amongst vulnerable adults due to employment;
- Improved diet and eating habits of adults with learning disabilities who earn more money in a job;
- Reduced dependence on drugs or alcohol;
- People with mental health issues in recovery more stable and engaged, whilst looking for work;
- Reduce costs of prescribing for some service users who pay for prescriptions when they start working.



8. DWP

The outcomes for DWP were:

- People moved into employment (22);
- Real Jobs provides support to 116 disabled people to sustain work, who otherwise would have reached out to another service like Access to Work;
- 125 people supported to become employable, who if Real Jobs were not there would have needed support from another employability agency;
- As people move into employment, Real Jobs welfare advice service helps them to maximise their income and people claim in work benefits. This happened to 10 people in the year, and is a cost or negative outcome for DWP.

⁸ The increase in wealth to the local economy is measured by the Gross Value Added, but in this analysis because of the current paucity of job opportunities it was assumed that all employment gained will be at the expense of other job seekers. So overall, there was no increase in wealth because of this and there is no evidence to suggest that there is any added advantage if jobs are filled by disabled people.

9. The prison and police services

The outcomes for the prisons and police services were, they have less people accessing their services as a result of Real Jobs. Real Jobs records show that 11 fewer people were involved in anti-social behaviour, and 20 people were less likely to re-offend and go to prison.



4. Impact

To add up what these outcomes amount to in monetary terms each of the above outcomes has been equated with an indicator for which a financial proxy has been found⁹. The financial proxy indicates the worth of the outcome to the stakeholder in question.

So multiplying the quantity of the outcome by the value of the financial proxy gives a total return for that outcome.

The appendices 5 & 6 describe the indicators and financial proxies for Real Jobs' outcomes.

Taking into account the contribution of others and drop-off over time

However, we need to take steps to ensure the SROI does not over claim for the impact of Real Jobs' activities.

SROI uses four measures to assess whether, or how much of, an outcome would have occurred anyway. These measures are:

- Deadweight;
- Attribution;
- Displacement;
- Drop-off.

Deadweight

⁹ For more information on indicators, and a database of financial proxies, see the SROI Database <http://www.sroiproject.org.uk/sroi-database.aspx>

SROI recognises that the outcome may have been achieved even without the input of the project – Real Jobs – and that is accounted for in the calculation of final value by subtracting an amount called “deadweight”.

For the service users in employment some of the outcomes are more employment specific than others, which are more around promoting individuals’ inclusion. For the former outcomes, the deadweight is less because of the support that people with learning difficulties need. To estimate deadweight we calculated how many people would have got into work anyway by looking at the incapacity benefit and Job Seeker Allowance off-flow rates and assumed that ½ of the service users would have been claiming each benefit. That was a deadweight of 7%. For social inclusion outcomes, like increased ability to manage money, we assumed that it might have happened anyway through service users accessing other types of (non employment support) and we took access to day opportunities as a proxy for that. “Same as You?” 2008 stats suggest 22% attend a day centre and 20% of all adults with learning difficulties have alternative day opportunities. So a conservative deadweight would be 42% (see appendix 7 for the outcomes to which this was applied).

In some cases there was no deadweight, because the outcome wouldn’t have been achieved at all without Real Jobs. For example, at the stakeholder meeting with service providers including Careers Advisors, we were told that without Real Jobs children with learning difficulties would not have been offered work placements and would not have had the chance to increase their belief, skills and aspiration to work (outcome 4.1, 4.2, 4.3).

For most of the stakeholder groups some outcomes might have happened without Real Jobs, for example family members might have taken exercise. For this we estimated the deadweight to be equivalent to the percentage of people in Scotland who have the minimum recommended amount of daily exercise. And some outcomes wouldn’t have happened: in the significant others focus group people said they wouldn’t have gone back to work themselves if Real Jobs hadn’t supported their family member into sustainable work.

The largest deadweight in this SROI (60% of the outcome’s value) is accrued to the outcome for Local Authorities of a reduction in the need to provide day care for people with learning disabilities.

The impact on the need to provide day care

The SROI found an outcome of Real Jobs was that less day care was needed for their target group. The value of this was indicated by a potential saving to the Local Authorities. The calculation was based on the assumption that generally 12% of adults with learning disabilities attend day care for five days per week; and 28% for less than 5 days, which was assumed to be three days per week, and 48 weeks in the year. This is 8,640 days of day care saved. This estimate was assumed to apply to 40% of the total because ‘Same as You’ tells us that 60% of people with learning disabilities in the project area do not attend day care. The 60% is the deadweight. Figures gained from Midlothian show a high proportion of people with learning difficulties in the area are in day care – 175 people – so applying a deadweight of 60% could be considered conservative.

The impact also is reduced by the fact that other agencies help moved individuals from day care towards employment – this attribution is estimated to be 70%.

NB. The calculation assumed the percentage of people attending a day centre in Lothian was the same as the national average, because no Lothian "Same as You" were statistics available (Source: Statistics Release for 2008: Adults with Learning Disabilities Implementation of "The same as you?" Scotland).

Attribution

The achievement of Real Jobs' outcomes is not entirely due to the Real Jobs project, or Real Jobs team, alone. Other agencies can be contributing to a change. For example, someone may use drugs less frequently because of taking steps on the road to employment, but people and agencies other than Real Jobs are likely to be promoting the service user's employability too, e.g. Jobcentre Plus, peers in the employability programme, Venture Scotland and the training and education agencies the person is involved with. The service users also input their own time into the project, and its outcomes. In the evaluation we found from a sample of 20 service users¹⁰ there were 28 support staff from other agencies which were likely to be contributing to service users' employability. The service users looking for work (groups 1.2 & 1.3 below) were putting in their own time. That would mean a total input of 3.4 persons per service user, with one being from Real Jobs. So 2/3.4 or 70% of the outcome is coming from outwith Real Jobs, i.e. it is attributable elsewhere.

This "attribution" is subtracted from the value accrued to an outcome.

The contribution of others to the outcomes of those in employment also is again around 60 – 70% for many of the indicators. Although "service users" are now employees and putting their time into work with less time spent with Real Jobs, there is still some on-going support in work (a key component of supported employment) and it was assumed that people in employment should have employer or employee support.

Displacement

Next, the displacement is an assessment of how much of the outcome displaced other outcomes. Real Jobs is supporting people with learning disabilities towards, into and within work. The employment rate for people with learning disabilities is shockingly low: estimated to be 15%, compared to 78% for the general population and 46% for the disabled population¹¹. As the 2011 Department of Health commissioning guidance states, "people with learning difficulties have impairments that are likely to disadvantage them in finding, learning and keeping a job".¹² The substantial barriers to work faced by people with learning difficulties can be overcome by providing supported employment, as Real Jobs do. The outcomes of Real Jobs input for individuals include: people with disabilities move into work; people with learning disabilities sustain work with the support of Real Jobs; people are less affected by changes in the workplace that threaten their employment; people become more motivated through receiving personal support and therefore become more employable (see p14 list of outcomes). These outcomes are achievable because of the supported employment model being in place. There is a need for more supported employment to

¹⁰ Taken from the Real Jobs files of service user records.

¹¹ From "The Evidence Base – best practice guidance for local commissioners" Department of Health 2011, quoting Labour Force Survey data taken from the last 8 quarters.

¹² Ref footnote 11, p6 &7.

increase the employment rates for people with learning difficulties¹³. Real Jobs is not displacing similar local supported employment activity for people with learning difficulties or preventing people from accessing another, similar service: there is little choice of supported employment for people with learning difficulties in Edinburgh and the Lothians¹⁴.

It is unlikely that the activities of Real Jobs are displacing outcomes for Police and Prison Services; Skills Development Scotland, Careers Scotland and Schools or even for the NHS – for example improvements in a service user’s diet is not likely to make anyone else’s diet, or healthy behaviours worse. However, displacement may apply for welfare spending, economic development and employment related outcomes for The Councils and DWP. For the employers most of the outcomes are “soft” outcomes, where displacement is less likely to apply, although the outcome “Opportunity to recruit young people through work placements, reduce staff costs and train young people up for the future” may be displacing other young people who could come through different work placement programmes such as the Skills Development Scotland National Training Programmes¹⁵. The value of this outcome and another where there might have been displacement, unemployed young people start seeking work, is very low.

There is one economic outcome for which displacement may need to be included in the impact map as it’d have a significant reduction in value: that is outcome 1.2, disabled people move into part-time employment. Possibly that could be achieved that without employability support, and Real Jobs might be displacing non Real Jobs clients: a displacement of 50% was estimated.

Stakeholders from the Councils’ Economic Development Departments pointed out that when someone gains a job they add to the wealth of the economy – Gross Value Added. This is the case for the Real Job service users, but because there are many people looking for work currently, the project team estimated that if Real Jobs’ service users did not fill the post someone else would. This is displacement. The current economic situation made us estimate 100% displacement, and therefore a value of 0 for this outcome.

To test the significance of displacement overall, we used the sensitivity analysis on selected outcomes, which are highlighted in yellow in appendix 7.

Drop-off

Some of the outcomes last more than one year, e.g. the impact of employment for service users, and the total value takes into account this sort of “knock-on effect” e.g. for service users in employment it is a value lasting 5 years. The five years was calculated from analysis of service user records, which showed that the average length of stay in jobs of service users is 56.67 months i.e. 4.7 years. Best practice in supported employment states that employment support should fade over time, as people build up “natural supports”. Real Job’s funding arrangements also won’t allow them to support someone, as a service user, indefinitely, so people are likely to be transitioning off the Real Jobs caseload, but still

¹³ Ref, The Supported Employment Framework for Scotland (2010), Scottish Government & COSLA

¹⁴ Forexample, the City of Edinburgh Supported Employment service has been curtailed to only supporting council employees and the Midlothian Council Supported Employment service only supports people who are claiming incapacity benefit, and doesn’t have a sufficient focus on employment outcomes.

¹⁵ Skills Development Scotland’s National Training Programmes have 40-50,000 people in training (source: SDS National Operations Team)

staying in work. To reflect the fact that service users will likely continue in their jobs, we choose to round the 4.7 years up to 5 years.

The annual value may not be the same for each year, and the SROI accounts for impact declining over time using drop-off. Drop-off is a reflection of how long the outcomes are likely to last. Drop-off is an estimate of the percentage decrease in the value of the outcome over subsequent years. In this SROI drop-off for many of the outcomes that last more than a year is not high, because the nature of supported employment means that the employee and employer receive ongoing support in the workplace whilst the employee is still with the service. The drop-off for the outcomes for people who gained worked was calculated to be 13% (see appendix 7) as 16 out of 126 service users dropped out of employment in a year.

However some notable exceptions are the some of the inclusion benefits people gain when getting work, such as “feeling the same as everyone else”, may decline as time goes on. We know this because supported employment providers, amongst others, report that disabled people face discrimination in the workplace. Leonard Cheshire workplace research showed that workplace discrimination is faced by 40% of disabled people in Scotland¹⁶, so we used this figure as the drop off.

Several of the outcomes for people with multiple barriers to work (appendix 7, 3.1, 3.2, 3.5, 3.9) experience drop-off, for example there is a higher rate of drop-out from work for this group than for group one – Real Jobs records showed that 10 out every 26 service users dropped out of work. Also over time the decline in re-offending of people who previously have criminal convictions slow. Referring to “From Reduce Rehab Reform Key Statistics for 2006” (Scottish Executive) we estimated the drop-off for this outcome to be 67%.

Local Authorities are keen to meet their “More Choices More Chances” targets and support young people into education, training or employment (what is called a “positive destination”). Real Jobs supported 6 young people in this way in the year, and we assume that the young people stay in work as long as other service users (5 years). But experience from the More Choices More Chances (MCMC) partnerships across Scotland says that nearly half of the outcomes of the MCMC programmes don’t demonstrate such ongoing positive outcomes, so we estimated a drop off of 44% for young people sustaining work (appendix 7, 9.4).

The outcomes for where there is no drop-off only lasted a year, such as 1.8, 1.9, 2.1, 2.3, 3.3, 3.4, 3.10, 5.6, 6.2 etc, that is:

- Decreased risk of stress and depression
- More independent of family
- People become more motivated through receiving personal support, becoming more employable
- Taking steps to employability through volunteering
- More in control of the money and able to budget better, etc.

A full list of the outcomes with the corresponding duration, deadweight, attribution and drop-off is in Appendix 7.

¹⁶ “Discrimination Doesn’t Work: Disabled People’s Experience of Applying for Jobs”, 2006, www.lcdisability.org/download.php?id=571

5. Calculating the SROI

The SROI has been calculated in the impact map: appendices 5, 6 and 7¹⁷. To calculate the SROI of Real Jobs the overall Impact Value to the identified stakeholders (12 groups) is divided by the total input value.

However before the calculation, the Impact Value is adjusted to reflect the Present Value of the Impact. This is to reflect the present day value of benefits projected into the future. Present Value (NPV) is applied to those values here that have been projected for longer than one year. The interest rate used to discount the value of future benefits in this case is 3.5% as determined in the Government Green Book – recommended discount rate for public funds.

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
	£1,452,516.43	£624,558.58	£464,432.94	£380,805.81	£327,267.46	£3,249,581.23
NPV	£1,403,397.52	£583,032.12	£418,891.91	£331,850.27	£275,550.42	£3,012,722.23

The calculation of the SROI ratio is:

The total impact of Real Jobs for 2009/10 is valued at £3,012,626.19;

- The total investment figure in the same period to generate this value is £619,661;
- The SROI index is the impact divided by the investment, which means there is

a social return of £4.86 for every £1 invested in Real Jobs.

The value for each of the stakeholder groups is in the following table.

¹⁷ The Excel Impact Map is available on request.

Table 3: SROI values for Real Jobs Stakeholders

	Stakeholder	Total Value
1.1	Service users in work	£983,396.88
1.2	Service users who are looking for work but are on benefits	£258,596.58
1.3	Service users with multiple support needs including a history of offending	£81,317.04
1.4	Schoolchildren & young people on work placements	£90,064.17
2	Significant others, families	£861,949.42
3	Employers	£113,745.98
4	SDS, Schools, Careers	£41,758.61
5	Midlothian and City of Edinburgh Council, including social work	£254,167.00
6	The local economy, Economic Development	£74,874.76
7	NHS Lothian	£130,417.17
8	DWP	£160,721.02
9	Prison and police services	£198,572.61
	Total	£3,249,581.23

When the number of service users in each part of the service is taken into account, the value of the Real Jobs' inputs for people in gaining and sustaining work (stakeholder group one) is nearly £8,000 per person (£7,804.74).

As discussed above, this comes from a range of tangible and less tangible outcomes, but the largest slice of the total value for group 1.1 (people in work) comes from people with disabilities sustaining employment and increases in their income levels.

This mainly explains why the value per individual for group 1.2 (people looking for work but still on benefits) is lower – about £1,000 (£947.24).

The value to significant others (group 2) also is relatively high, around £5,000 per family (£4,925.43), which provides evidence that Real Jobs is meeting its aim of supporting families.

Sensitivity analysis

This is a SROI evaluation based on actual practice and data, so the above ratio of £1:£4.86 is well supported by the evidence from the analysis.

However, if certain factors, which had less information to fully validate the assumptions, were varied the value could be less. The sensitivity of all assumptions was tested in a sensitivity analysis, which confirmed that the value from Real Jobs is highly unlikely to be less than £2 returned: or a doubling in investment.

The main factor varied was the quantities of outcomes experienced. The interviews, survey and project records gave ways of determining these quantities. So, although some quantities are based on an actual analysis of service user records, some figures rely on the

assumption that survey results scale up across the whole service user group. Taking this into account, it was decided the quantities are not likely to be any less than 50% of what was recorded in the base case. If the quantities are 50% the return is £2.43 for every pound spent.

The other main assumptions that varied were duration, deadweight, displacement and attribution of outcomes. The mean duration of an outcome is 2.73 years, but this may be high, and therefore the sensitivity analysis tested to see what the return would be if results did not endure. The result still was positive with £2.26 returned for every £1 spent.

Displacement is often important to consider in employment projects, and maybe it is a sensitive issue here because, Real Jobs is generally trying to support people into competitive, open employment. However, most of the employment related outcomes identified in the SROI are outcomes for people with learning difficulties who generally are not able to find work (especially not fulltime sustainable work) without a project like Real Jobs. Given that the project is working with a specialist client group not just the unemployed, the displacement value was estimated to be 50% (perhaps those people with less severe needs). It was applied to a range of employment related outcomes – the rows highlighted in yellow in appendix 7. When it was applied the return was found to be £4.36. In one outcome displacement was applied to 100% of service users in the baseline case, so in the sensitivity analysis we tested also tested it for 20% of service users, which resulted in the return being over £5 per £1 invested.

Other assumptions were tested, but the duration and quantities were found to have the greatest effect on the final value, that is they were the most sensitive.

The combined effect of quantities and duration was tested, with a result of £1.13 returned for every pound spent if the duration for all outcomes was only a maximum of a year and if all the quantities were half of those found during the evaluation. This value can be considered the worst-case scenario for Real Jobs' social return.

6. Summary, Findings and Implications

The SROI evaluation for Real Jobs has shown a social return of £4.86 for every £1 invested in Real Jobs. This is based on a story of change encompassing a range of stakeholders - twelve groups - including service users, employers and the Local Authorities. The range of stakeholders illustrates the impact that Real Jobs has above and beyond supporting individuals into and in work, and indicates that supported employment has relevance across the health and social care system.

Findings and implications for Real Jobs and Real Jobs' Funders

The stakeholders to whom most value is accrued are the service users, particularly people who are supported to sustain work.

Real Jobs provides a five stage supported employment approach, including ongoing support to people in work. This was something that service users said they valued as it enabled them to stay in work during times of change, and when difficulties arose. People using Real Jobs' services stay in work for around five years on average, and the SROI valued this in terms of sustained net disposable income gained from work. It showed supporting people to sustain work is a very valuable activity. This in-work support is not intensive, but more about having somewhere trusted to turn when issues arise in the workplace.

The implication is that supported employment agencies like Real Jobs should be funded and facilitated to provide ongoing support to maximise the impact of the programme and minimise the costs of people falling out of work.

There are a range of other outcomes for service users which the evaluation has provided information on. This includes "soft" outcomes for service users, such as decreased risk of stress and depression; greater independence of the family and more motivation to go out; feeling less isolated and having something to do. SROI, working with stakeholders such as the service users, gives a monetary or quasi-market value to these, and all social, community and environmental impacts, and they are fully included in the calculation of the SROI index.

For the service users who are not in work, most of the value comes from making steps towards employment (although it was assumed this is only sustained for a year).

For people moving into and towards work, Real Jobs provides a welfare advice service. Providing service users with comprehensive, individualised benefits advice and planning by specially trained work staff throughout the supported employment process is a component of best practice in supported employment. With moves from Incapacity Benefit to Employment Support Allowance, and other changes in the welfare system, there are reports of services users in projects like Real Jobs increasingly needing that type of support. The implication is that the importance of welfare advice services to overcoming individuals' barriers to employment should be recognised, and funding made available to support them.

The Action Group's mission statement highlights that it intends to support families. The SROI evaluation has provided evidence that Real Jobs is doing this. It shows the value to families of their relatives receiving employability support from Real Jobs is £861,949.42: the second highest value accrued to any stakeholder.

On the basis of this SROI, it would seem that to measure the impact of a supported employment project working with people with learning disabilities it is important to understand and monitor the impact on the families.

Real Jobs works with disabled children and young people in schools: engaging them in supported employment and facilitating workplaces for them. This has led to increased confidence of young disabled people that they can aim for employment, and increased skills for work. Some of these young people have gone on to join Real Jobs adult services, and the supported employment approach has proved an effective way of engaging with this group who might have been at risk of not going into work or education, nor seeking support from services.

The range of Real Jobs' positive outcomes come from a supported employment model which provides personal support to individuals to realise their ambitions and overcome barriers to work, whether that be barriers around travelling to work, developing skills, managing money or benefits. The need to support and develop such a person-centred approach could have implications for funding mechanisms, for example self-directed support, which is person-centred, could be applicable.

Complying with SROI good practice

The SROI result would be more robust if the continuing evaluations carried out by Real Jobs could provide more accurate data in some areas. Now that we have established the stakeholders, outcomes and indicators needed to measure the social return, work could be done by the Real Jobs team to establish more effective data monitoring.

This would involve continuing and enhancing engagement with parents, engagement with other stakeholder groups such the NHS and Social Work and more robust collection of information from service users and employers regarding detailed outcomes experienced, and what proportion of all service users experience these outcomes.

As a next step, it would be beneficial to share with stakeholders the results of this analysis, and some of the indicators and financial proxies chosen here to measure outcomes. This would allow the stakeholders to consider how they might continue to use and collect or supply SROI related data. Initially, it is recommended that Real Jobs meet with service users to report back on the SROI process, analysis and report.

To collect data to update the SROI on an ongoing basis, and to implement more of an outcomes focussed monitoring system, Real Jobs will need to make changes in its monitoring, evaluation and record keeping activities.

Findings and Recommendations for Employers

Real Jobs is currently working with 80 employers. Given a return of £113,745.98 that is £1,421.82 per employer on average.

Much of this value comes from employers taking greater social responsibility, in line with their duty under current legislation, and saving on HR time as Real Jobs helps them to recruit staff. However, the value to employers could be further investigated. For example, we were not able to ascertain to what extent there was a positive effect of recruiting Real

Jobs' service users because they not only stay on average five years, but also appear to have better attendance records than other employees.

Findings and Recommendations for the Council Services

Real Jobs is currently supporting 365 service users with a range of learning disabilities and other support needs, who often have what is described as "chaotic lifestyles". Discussions with stakeholders during the SROI analysis revealed that other professionals working in the statutory sector with these same service users felt supported by their peers in Real Jobs, who were able to provide additional, employment-focussed support to their services' clients.

The evaluation also has implications for the local authorities and partners at a strategic level. Real Jobs activities affect a wide range of agencies and departments, reducing drugs and alcohol usage, anti-social behaviour and offending, as well as the use of day services. Its outcomes are relevant to a range of outcomes that could be included in local authorities' single outcome agreements. For example Real Jobs outcomes relate to the national outcomes on providing better employment opportunities (1); healthier lives (5); tackling inequalities (7) and improved life chances for children, young people and families at risk (8).

As the story of change for Real Jobs affects so many aspects of individuals' lives, and, therefore so many agencies and departments, it supports the case for strengthening joint working and raising awareness of supported employment across Council departments. It implies that commissioners of self directed support should consider supported employment services within the mix.

Findings and Recommendations for NHS Lothian

The evaluation estimates NHS Lothian sees a return of over £130,000, which is related to improvements in mental health as well as improved diet and eating habits.

This can be said to provide further evidence of the links between employability programmes, employment and health. This SROI analysis, like others, has illustrated the overlapping nature of projects and sectors, implying that greater co-ordination and joint working is required between providers and funders. It is recommended these outcomes are discussed with the NHS with a view to establishing greater networking links and more monitoring of health outcomes by employability projects, as well as possible partnership working between practitioners such as mental health teams, vocational rehabilitation teams and employment support workers. For example, evidence based supported employment says that employment specialists have a role to play in advising community mental health teams to think about employment for people who haven't yet been referred to supported employment services.

Findings for DWP

Several of the stakeholders experience negative outcomes due to Real Jobs activities in the year. For DWP there is an increase in spend on in-work benefits (calculated to be approximately £370,800 over five years). The positive outcomes are savings in benefits from people moving into employment; and support in work and into work that is not being provided by DWP funded activity such as Access to Work or Pathways to Work. Overall, the value for DWP is £160,721 when the amount spent on in-work benefits is subtracted from the value of the positive outcomes.

Findings and Recommendations for Prisons and Police services

Real Jobs is an employability project for people with support needs but also has an outcome for prisons and police. This is because of evidenced reductions in people's offending and anti-social behaviour. This is particularly so for a group of service users who might be considered even further from the labour market because of their high support need and their history of offending behaviour, and for whom the number of people finding and keeping work in the year is low (3 out of 26).

If this project for those with multiple support needs including a history of offending had only been evaluated against its employment outcomes it may not have been considered to be successful. However, using a SROI analysis we have shown that it has changed the lives of the people who took part in Real Jobs.

7. Audit Trail

Stakeholder	Input or Outcome	Reason for exclusion
All	The input is time and commitment turning up for appointment	It is not material as people would have put time into the activities anyway, except the project staff who have not been included as stakeholders.
Service users	Outcome of being less bored	Not included as it overlaps with outcomes included – e.g. decreased stress; boredom can lead to stress and lack of meaningful activity is a risk factor for poor mental health.
Service users	Outcome of service users receive and value the support they need	Not included as this outcome leads to other outcomes that are included.
Employers	Outcome of “Improved attendance rates”	Although there was discussion about this, the employer survey did not give evidence; and no research was known that gave the statistical difference in attendance rates between people with learning difficulties and the rest of the population.
Employers	Input of reasonable adjustments	Excluded because the average cost for reasonable adjustments is relatively low, e.g. £100; and the number of the employed service users experiencing reasonable adjustments is not available.
Funders	No outcomes included	Because the funders don’t experience any direct change to themselves. They expect the project to be delivering change for others.

Financial Proxies:

- a. For the value of a marketing campaign to enhance the employer’s reputation, looked at the alternative financial proxy of the cost of gaining the Charter Mark Customer Service Excellence. No cost information could be found, and any costs (apart from accreditation) are likely to be as variable as marketing costs, so decided to use the price of a commercial low budget TV campaign.
- b. For sustaining people in work, Access to Work is the most appropriate financial proxy for the outcome of “people with disabilities receiving support from other sources than Jobcentre Plus/DWP funded sources”. We considered Pathways to Work, the National Audit Office May 2010 report 'Support to Incapacity Claimants through Pathways to Work' gives a cost per employment outcome of £2,942, but this is for moving people into work, so Access to Work is still the most appropriate programme comparison for sustaining work.

Appendix 1 - What is Social Return on Investment?

SROI is an approach to understanding and managing the impacts of a project, organisation or policy. It is based on stakeholders and puts financial value on the important impacts identified by stakeholders that do not have market values.

SROI is based on a set of principles:

- Involve stakeholders
- Understand what changes, for each stakeholder group
- Value the things that matter, to the stakeholders
- Only include what is material to making a fair picture of the impact
- Don't overclaim
- Be transparent
- Verify the result.

What about the social return on investment ratio?

SROI is an account of value creation and the account requires a mix of information including qualitative, quantitative and financial. In the same way as quoting a financial return on investment without any other information, the SROI ratio, by itself, has little meaning. The range of judgement that is permissible within an SROI analysis means that comparisons of SROI ratios alone are not recommended. Comparison of forecast and actual ratios provide the starting point for an understanding the reasons for the difference which will also need to draw on other types of information.

Appendix 2 – Stakeholders initially identified

Stakeholder initially identified	How included in the impact map	Reasons for change
Service users with learning disabilities and other support needs	People in work, including young people	Different outcomes for the two groups. Concerned to incorporate the effects of changes in benefits.
	People looking for work claiming benefits	
	People with multiple barriers to work, e.g. an offending history and/or addictions, and additional support needs.	In different service from above two groups, and additional outcomes such as changes in offending behaviour.
	Schoolchildren and young people on work placements	Work placement, not ongoing paid work.
Families (parents, carers and significant others)	Families (parents, carers and significant others)	
UK government (including DWP and HMRC)	DWP	The changes for the UK government - people moving into work and changes in benefit claims- relate mostly to DWP.
Scottish Government (Including poverty reduction and employability)	Not included in the final map	The benefits they seek are not benefits to them directly, but are largely the benefits to the people and organisations we have selected as stakeholders.
Employers and placement providers	Employers and placement providers	
Local authorities	City of Edinburgh Council and Midlothian Council Economic Development	Reducing poverty and impact of the “revolving door” of short term employment; increasing employability and wealth are key outcomes for the Local Authorities and generally the jurisdiction of these departments.
	City of Edinburgh Council and Midlothian Council Social Work	Impact of Real Jobs’ activity on other professionals working with the service user; and on the need for day care.
Some were not in initial list but emerged as important later in discussions with service users and more in-depth work with staff.	Skills Development Scotland, Careers Scotland and schools	
	NHS (including drugs action teams)	There are benefits around mental health, diet, dependency on alcohol and drugs.
	Prison and police services	

Appendix 3 - Significant others survey documents

March 2010

A SURVEY ABOUT REAL JOBS – INVITATION AND INFORMATION

You are being invited to take part in a survey about Real Jobs as a part of a study being conducted by Real Jobs and the Scottish Development Centre for Mental Health (SDC). You are being approached because someone you know has used or is using Real Jobs.

This sheet gives some information about the study and what taking part will involve. Before you decide whether or not to take part please read the information sheet. Discuss it with others if you would find that helpful.

Purpose of SDC's study

The study is looking at the effect Real Job has had on several people: for example, the effect on the people that are in the service; the effect on the lives of someone like you who is close to the person using the service, and the effect on employers. This will help us to learn about the strengths and weaknesses of the project.

The study is being undertaken by Real Jobs and SDC with funding from The Scottish Government. SDC is an independent, not for profit research and development organisation based in Edinburgh.

To understand what the effect of Real Jobs has been we are asking people who know someone who receives support from Real Jobs to give us information on the effect they feel Real Jobs has had for them.

Do I have to take part?

It is up to you whether or not you want to take part. Even if you decide to take part you can change your mind and withdraw at any time without needing to give a reason.

Whether or not you decide to take part this will not affect your relationship with Real Jobs. Nor will it affect in any way the relationship of the person you know with Real Jobs.

What does participation involve?

We are asking you to fill in the questionnaire that you are given with this letter, and return it in the stamped address envelope to SDC to arrive no later than **19th April**.

Will my responses be kept confidential?

The information you give us will be anonymised and treated as confidential. This means you will not be named.

SDC will store the completed surveys securely. The information you provide will not be used for any other purpose or passed on to anyone else, without us coming back to ask your permission for this.

What will the information be used for?

SDC will analyse the results of the survey, along with the results of a survey of employers, and interviews with other people, including some of Real Jobs' clients. The changes that Real Jobs is making (both for the good and the bad) will be valued and a report will be written about the value of Real Jobs to clients, funders, service providers (like social work) and the families and friends of the clients. You can be given a summary of the report, after a few months, if you like.

Additional information

If you would like any additional information about the study please speak to your support worker or contact me:

The Scottish Development Centre for Mental Health
0131 555 5959

Thank you for taking the time to read this.

Real Jobs survey for significant others

1. Contextual questions to Real Jobs Support Worker

When did the client join Real Jobs?

Are they employed now?

Yes

No

If not employed, what stage are they at?

Guidance meeting

Vocational profile

Marketing/volunteer/education

Into work

Don't Know

4. About the impact that the person you know being involved in the Real Jobs programme has had on you personally

To what extent would you say you agree or disagree with the following statements?

Please think about how you have felt since the person close to you has been involved in the Real Jobs service.

- I have fewer worries about the person and the person's future

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Not applicable or Don't know
[]	[]	↑ ↓	[]	[]	↑ ↓

- My relationship with the person has got better

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Not applicable or Don't know
[]	[]	↑ ↓	[]	[]	↑ ↓

- I look after myself better (e.g. washing, dressing smartly and looking after the home)

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Not applicable or Don't know
[]	[]	↑ ↓	[]	[]	↑ ↓

- I feel more in control of money and budgeting

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Not applicable or Don't know
[]	[]	↑ ↓	[]	[]	↑ ↓

- I have more and better social relationships and friendships

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Not applicable or Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- I use less drugs and/or alcohol

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Not applicable or Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- I have better physical health

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Not applicable or Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- I feel better about myself or have better mental health

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Not applicable or Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- I now have more time to plan and do the things that I want to do

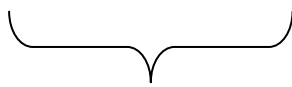
Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Not applicable or Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- I am less involved with criminal activity

- | | | | | | |
|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|------------------------------|
| Strongly agree | Slightly agree | Neither agree nor disagree | Slightly disagree | Strongly disagree | Not applicable or Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

How has the amount of spare time you and your household have changed since the person joined Real Jobs?

- Increased Stayed the same Decreased



Change: extra hours

Why do you think this is?

.....

.....

How has your, or any other member of the household's, work status changed since the person joined real jobs?

<i>Before person in Real Jobs</i>	
<input type="checkbox"/>	Not Working
<input type="checkbox"/>	Employed in paid work (full time)
<input type="checkbox"/>	Employed in paid work (part time)
<input type="checkbox"/>	Volunteering
<input type="checkbox"/>	Training / studying
<input type="checkbox"/>	Other (please specify)

<i>After person in Real Jobs</i>	
<input type="checkbox"/>	Not working
<input type="checkbox"/>	Employed in paid work (full time)
<input type="checkbox"/>	Employed in paid work (part time)
<input type="checkbox"/>	Volunteering
<input type="checkbox"/>	Training / studying
<input type="checkbox"/>	Other (please specify)

Does this feel like a change for the better, or not, and why?

.....
.....

How has the family's household income changed since the person joined Real Jobs?

Increased Stayed the same Decreased

Change = £...../week
£...../week

Change =

Why is this?

.....
.....

What, if anything, do you now do more of now the person is supported by Real Jobs?

- Sport / exercise
- Other leisure activities
- Cooking
- Seeing friends and family
- Other (please specify)

How much more?

- A lot more Not much more
- A little more No change

What, if anything, do you do less of now?

.....
.....

Why is this?

.....
.....

In which other ways, if any, has the person you know being in Real Jobs made changes to your life? And/or to the life of other household members?

.....
.....
.....
.....

Is there anything else you'd like to tell us about your experience of having a family member/friend supported by Real Jobs?

.....
.....
.....
.....

Thank you for completing this questionnaire, your comments are very much appreciated.

Appendix 4 - Employers survey documents



scottishdevelopmentcentre
for mental health

March 2010

To Whom It May Concern

Participating in an impact analysis for The Real Jobs Service of the Action Group

The Scottish Development Centre for Mental Health (SDC) is an independent, not for profit research and development organisation. It has been funded by The Scottish Government to carry out a study with Real Jobs to find out more about the value of Real Jobs. That includes the value to you as an employer.

To do this, SDC is using a Social Return on Investment (SROI) approach. [If you are interested to find out more information about SROI please refer to the SROI-UK website www.thesroinetwork.org.]

As a part of the work, we would like to find out from employers about their experience of using Real Job's services, in employing or supporting someone; in what ways and how much has Real Jobs been of value to you.

Therefore, I'd be grateful if you could fill in the questionnaire you are given with this letter, and return it in the stamped address envelope to SDC to arrive no later than **19th April**. The responses to the survey will be analysed confidentially by SDC. SDC is a member of the Market Research Society and abides by the Market Research Society code of conduct; SDC treats all data in accordance with the specifications of the Data Protection Act 1998.

Thank you for helping us with this. We hope the results of our work will help to strengthen the employability service for individual clients, yourselves and other stakeholders.

If you have any questions that you'd like to ask, please call me on 07875 461 998.
Yours sincerely,

Head of Operations
The Scottish Development Centre for Mental Health

Real Jobs survey for Employers

Scottish Development Centre for Mental Health is an independent organisation working with Real Jobs. We would be very grateful if you could take a few minutes to answer the questions below about your experiences of working with Real Jobs.

About you and your organisation

Name of organisation:

Your job title:

About your relationship with Real Jobs

When did you first begin working with Real Jobs?

Month Year

How many posts have you filled with candidates from Real Jobs in the last year?

1 3 None
 2 4 or more Don't know

Please tell us about some of the posts that you have filled with candidates from Real Jobs in the last year.

Real Jobs candidate 1

Job title:

How many hours a week do they work?

.....

What is their salary?

.....

Are they on a permanent or fixed term contract?

Permanent Fixed

Is the employee still in post? Yes No

If No, after how long did they leave?

.....

Why did they leave?

.....

Real Jobs candidate 2

Job title:

How many hours a week do they work?

.....

What is their salary?

.....

Are they on a permanent or fixed term contract?

[] Permanent [] Fixed

Is the employee still in post? [] Yes [] No

If No, after how long did they leave?

.....

Why did they leave?

.....

Real Jobs candidate 3

Job title:

How many hours a week do they work?

.....

What is their salary?

.....

Are they on a permanent or fixed term contract?

[] Permanent [] Fixed

Is the employee still in post? [] Yes [] No

If No, after how long did they leave?

.....

Why did they leave?

.....

About working with employees placed by Real Jobs

Please think about one particular employee who was placed in your organisation by Real Jobs. You can answer the questions even if the employee has now left your organisation, or began before the last year.

Job title of employee:

1. Was the employee involved with Real Jobs before they came to work with you?

- Yes
- No
- Don't know

2. How often does the employee receive support from their Real Jobs support worker?

- Less than once per month
- One, two or three times a month
- Once per week, for one hour or less
- 1-5 hours a week
- More than 5 hours per week
- Don't know

3. How much support, if any, have you and colleagues provided to the employee?

- More than the Real Jobs support worker
- About the same as the Real Jobs support worker
- Less than the Real Jobs support worker
- Don't know

4. In what ways, if any, have you and colleagues provided support to the employee?

.....

.....

.....

.....

About the impact of working with Real Jobs and employing staff through them

8. To what extent would you say you agree or disagree with the following statements?

- We filled our vacancy quickly

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ ↓	[]	[]	↑ ↓

- We filled our vacancy at a relatively low cost

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ ↓	[]	[]	↑ ↓

- There was a good fit between the needs of post and the skills/interests/work of the employee who was suggested by Real Jobs

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ ↓	[]	[]	↑ ↓

- We gained a member of staff with a higher level of commitment than our average staff member

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ ↓	[]	[]	↑ ↓

- We gained a member of staff who is likely to stay with us for a long time

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- Our workforce now has a greater understanding of disability issues

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- We have access to support and advice from the Real Jobs service that can be used not only in relation to our new staff member but with other employees

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- We gained good publicity, internally or externally


Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- It enhanced our approach to Corporate Social Responsibility

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- The process assisted us with tackling negative behaviour in the workplace, e.g. bullying at work

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓



9. Please tell us more about the ways that the process assisted you with tackling negative behaviour in the workplace

.....

.....

10. Please tell us more about any negative impacts of working with Real Jobs and employing staff through them

.....

.....

.....

.....

About any changes in your organisation following working with Real Jobs and employing staff through them

11. To what extent would you say you agree or disagree with the following statements?

- It has enhanced my understanding of disability legislation

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- It has increased my awareness of what people living with a disability (and/or addiction or criminal record) can do in the workplace

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- It has helped us to tackle stigma and discrimination in the workplace

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- It has increased the diversity of the workforce


Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- It has increased tension in the workforce

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	↑ [] ↓	[]	[]	↑ [] ↓

- Filling a vacancy with Real Jobs support has saved the organisation money

Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
[]	[]	[]	[]	[]	[]



12.If you do agree that Real Jobs has saved the organisation money, please estimate how much money using this method of recruitment saved

£.....

13.In which other ways, if any, has working with Real Jobs saved you money?

.....
.....

14.Please estimate how much money this has saved

£.....

Thank you for completing this questionnaire, your comments are very much appreciated.

Appendix 5 – Impact Map Part One: indicators and financial proxies

Please note for the impact map as so many outcomes are shown the stakeholder groups referred to above have been renumbered.

Stakeholder	No. in report	No. in Impact Map
Service users: people in work	1.1	1
Service users: people looking for work	1.2	2
Service users: People with multiple support needs including a history of offending	1.3	3
Service users: Children and young people supported in work placements	1.4	4
Significant others	2	5
Employers	3	6
Skills Development Scotland, Careers Scotland and Schools	4	7
Midlothian and City of Edinburgh Council, including social work	5	8
The local economy, Economic Development	6	9
NHS Lothian	7	10
DWP	8	11
Prison and police services	9	12

The spreadsheet of the impact map is available on request.

	Stakeholders	Outcomes	Indicators	Quantity	Financial Proxy	Value £
1.1	People in work	Number of service users who move into full-time employment	Number of service users who move into full-time employment	8	Net increase in disposable income in employment compared to benefits	5,440.20
1.2		Number of service users who move into part-time employment	Number of service users who move into part-time employment	14	Net increase in disposable income in employment compared to benefits	2,044.43

1.3		Sustain employment and maintain income levels	Number of service users who work full-time who are able to maintain their earned income	61	Net increase in disposable income in employment compared to benefits	8,239.32
1.4			Number of service users who work part-time who are able to maintain their earned income	65	Net increase in disposable income in employment compared to benefits	2,316.89
1.5		Less affected by changes in the workplace which would threaten their sustained employment	Number of service users who report that Real Jobs has helped them negotiate changes in manager and difficult circumstances in the workplace	50	Cost of stress counselling to help service users maintain their stability in the face of stressful circumstances	361.67
1.6		Independent of external support in their jobs	Number of service users who no longer feel the need for support	7	Cost of a weekly session with a life coach to maintain independence	2,160
1.7		Feel that the same as everyone else	Number of service users who report that they feel less negative about themselves and feel more like other people	82	Cost of a diversity and inclusion course for other people that leads to reduced discrimination	399
1.8		Decreased risk of stress and depression	Number of service users who report less stress and depression after starting work	47	Cost of private counselling to achieve the same effect	960
1.9		More independent of the family	The number of service users who go out more	69	Cost of an empowerment course to develop personal autonomy	500

1.10		Feel less isolated	The number of service users who report feeling less isolated	76	Average family spend on social activities	520
1.11		Learn new skills	The number of service users who report that they have gained new skills in the workplace	76	Cost of courses to learn new work skills	1,500
1.12		Able to manage own money	The number of service users who report that they have more control over their money and have made new choices on spending	58	Cost of three days commercial training in life skills	84.98
1.13		Loss of earned income leading to a reduction in quality of life	The number of service users who have lost their job and their income from employment	16	Net reduction in disposable income on benefits compared to employment	-3,742.32
1.14		Reduction in benefits claims after leaving work, if employment is lost beyond the 104 weeks linking rule	The number of service users who have lost their job and their income from employment	16	Differential income between IB and JSA	-2,139
2.1	People looking for work	People become more motivated through receiving personal support, becoming more employable	The number of service users who are reported to be making progress towards employment	125	Cost of a life coach to achieve the same effect - Real Jobs staff spend 11.2 days per service user developing their employability	4,704
2.2		Support to access FE or other courses leading to more qualifications and thus gaining new skills	The number of service users who report they have gained new skills	125	Cost of courses to learn new work skills	84.98

2.3		Taking steps towards employment through volunteering and having an understanding of the world of work	The number of additional volunteering hours that are offered by Real Jobs service users	2,700	The value of work experience through volunteering valued by notional earnings if the volunteering hours were to be paid hours	12.58
2.4		Feeling less isolated and having greater social contacts	The number of service users who report feeling less isolated	164	Average family spend on social activities	520
2.5		Feeling more confident and secure	The number of service users who report that they are more confident because they have a job	205	Average cost of self-confidence building course	397.50
2.6		Being able to travel independently	The number of people who are trained to travel independently	70	Value of a bus pass that allows one to go out	504
2.7		Increased income from welfare benefits advice	The number of service users who make successful additional benefits claims as a result of Real Jobs welfare advice	1	Value of additional annualised welfare benefits income for Real Jobs participants	59,635
2.8		Increased financial barrier to work through having higher benefits income	Number of service users who may now be worse off in work and less likely to take a job as a result of claiming higher benefits	1	Value of additional annualised welfare benefits income for Real Jobs participants	-1,697.88

3.1	People with multiple support needs & offending history	Moving into work	The number of very excluded service users who move into employment	1	Net increase in disposable income in employment compared to benefits	2,044.43
3.2		Sustaining work	The number of very excluded service users who move into employment	2	Net increase in disposable income in employment compared to benefits	2,316.98
3.3		Became more employable through engaging in education, training or volunteering, or a mix of the three	The number of additional volunteering hours that are offered by Real Jobs service users	1,200	The value of work experience through volunteering valued by notional earnings if the volunteering hours were to be paid hours	12.58
3.4		Reduced dependence on drugs or alcohol	The number of service users who are reporting less dependence on drugs or alcohol	9	50% reduction in annual spending on alcohol and illegal drugs	695.80
3.5		Less likelihood of a custodial sentence in future due to less involvement in crime	The number of service users with a criminal record who are not likely to re-offend	20	Opportunity cost in lost earnings (at national minimum. wage) of a 3 month custodial sentence	2,639
3.6		Less involvement in anti-social behaviour	The number of service users with a criminal record who are not likely to re-offend	11	Opportunity cost in lost earnings (at national minimum. wage) of a 50% reduction in time spent in anti-social behaviour	452.40
3.7		Less impact of mental	The number of service	5	Cost of private counselling	3,840.00

		health issues, such as depression	users who report the impact of mental health problems has reduced		to achieve the same effect	
3.8		People had a more stable lifestyle, avoiding becoming homeless	The number of service users who have avoided homelessness and have a stable tenancy	4	The cost of renting a one bedroom flat in Edinburgh	4,800.00
3.9		People with significant barriers become more employable	The number of service users who are reported to be making progress towards employment and who are engaging with training and volunteering	12	Value of time spent in training and volunteering, as a positive step towards employment	1,055.04
3.10		People are supported to pay bills and debts	The number of service users who receive debt management advice.	20	Average reduction in debt after six months as a result of getting advice	4,697.00
3.11		Service users who fail to engage with the service may experience a loss of hope and become more deeply involved in drugs or anti-social behaviour	The number of service users who fail to engage and drop out	10	Cost of a weekly session with a life coach to mitigate the impact	-2,160
4.1	Children and young people in work placements	Increased confidence of young people with disabilities that they can aim for employment	Number of pupils who said they would like to work in future	24	Cost of three days commercial training in life skills	1,500
4.2		Increased skills for work	The number of pupils who are reported to have	34	Cost of courses to learn new work skills	84.98

			learnt new work skills			
4.3		Ability to travel independently	The number of pupils who are able to travel independently to their work placement	16	Value of a bus pass that allows one to travel	336
4.4		Avoid the likelihood of becoming long-term unemployed as an adult	The number of pupils who have gone into the adult service with Real Jobs and receive support for training, college and finding a job	14	The wage scar in later life resulting from a period of NEET unemployment	2,694.35
5.1	Families	Feeling less alone and therefore less stressed	The number of significant others who report feeling that they are less isolated and feel their well-being is supported through Real Jobs	121	Cost of private counselling to achieve the same effect	1,920
5.2		Time saved, as no longer need to discuss or negotiate with employers as was perhaps necessary before	Number of significant others who report that Real Jobs saves them time	40	Value of time saved by significant others	3,019.20
5.3		Able to return to work	Number of significant others who report that they have been able to go back to work as a result of Real Jobs support	14	Value of additional income brought into households with people going back to work	13,628.36
5.4		Positive impact on wellbeing	Number of significant others who report they feel their son or daughter	40	Cost of disability awareness training for the workplace	399

			is less stigmatise			
5.5		More normal family life and better relationships	Number of significant others who report they spend more time with other family and friends	149	Average family spend on social activities	520
5.6		More in control of the money and able to budget better	Number of significant others who report being more in control of their money	80	Cost of three financial assessment and advice sessions	150
5.7		Better physical health	Number of significant others who report they take more physical exercise or engage with sports	35	Annual cost of gym membership	557
5.8		Reduced family income	Number of significant others who report that their household income has been reduced	18	Loss of non-dependent Housing Benefit	2,225.60
5.9		I am more worried about the person and their future	Number of significant others who report that they are worried about the future	40	Cost of private counselling to mitigate this impact	1,920.00
6.1	Employers	Reduced staff turnover due to recruiting committed employees	The number of Real Jobs service users who stay in their jobs during the year over and above the median staff turnover rate of 13.5%	1	The average cost of recruiting and inducting a new employee	2,930
6.2		Save HR costs in attracting	Number of employers	45	The cost of hiring a	3,026.40

		and finding suitable job candidates	who report that Real Jobs has helped save HR time during the recruitment process as they rely on Real Jobs putting forward appropriate candidates		recruitment company to recruit for a vacancy based on an agency mark up of 15% on wages	
6.3		Enhanced reputation and meeting CSR objectives by improving workplace diversity and reflecting the community's composition within the workforce	Number of employers who report that their profile has been enhanced	45	The value of a marketing campaign to achieve the same effect	5,000
6.4		Help to tackle bullying and harassment and stigma and discrimination by raising the awareness of disability issues within the workplace	Number of employers who report that their workplace had developed a greater understanding of issues, tackled stigma and increased workforce diversity	45	The cost of disability awareness training for a group of staff to achieve the same effect	399
6.5		People become independent of external support in their jobs	Number of people who no longer feel the need for support	7	Real Jobs spends on average 4.76 days (33.3 hours) of staff time per person supporting them in their job each year and this will save the same amount of HR Manager time	732.37
6.6		Employees are less affected by changes in the workplace which would threaten stability	Number of service users who report they Real Jobs has helped them negotiate changes in	50	Cost of workplace mediation to achieve the same effect, based on 200 days of staff time spent by	3,200

			manager and difficult circumstances in the workplace		Real Jobs in workplace mediation activity, or four days per service user helped	
6.7		Opportunity to recruit young people through work placements, reduce staff costs and train young people up for the future	Number of employers who participate in the work placement programme and who report that they would take others on placement	11	The value of additional productivity of a young person on work placement, valued by potential wages	203
6.8		More time needs to be spent in supporting the Real Jobs employee	Number of employers who report having to spend more time supporting individual employees	25	The average time spent by an employer in supporting disabled staff as represented by the average spend on the Access to Work programme	-1,782
6.9		Disabled people withdraw from employment	Number of employees who terminate their employment	16	The average cost of recruiting and inducting a new employee	-2,930
7.1	SDS, Careers Scotland and schools	Reducing the workload in organising and supervising work placements for pupils with learning difficulties and ensuring that all can benefit from work placements	Number of pupils for whom agencies report that Real Jobs saves them time	34	Value of time saved and applied to other pupils in organising work placements	325.21
7.2		Pupils are more motivated to discuss their future	Number of pupils who said they would like to	24	Value of time saved in guidance per pupil	792.71

		options and rely less on guidance services in future	work in future			
7.3		Staff have more time to focus on other pupils which leads to fewer problems and better learning by others	Number of pupils for whom agencies report better behaviour	20	Avoided cost per pupil of classroom assistance for one week for 5 classes	96.15
8.1	Edinburgh and Midlothian Local Authorities	Source of professional peer support and advice that makes it easier to manage service users	Number of professionals involved in the care of Real Jobs service users who feel supported in their professional practice by ESWs	16	Cost of course to develop knowledge and skills in working with adults with disabilities	1,000
8.2		Reduced time input needed to sustain service users in employment or engagement with services	Number of professionals involved in the care of Real Jobs service users who have been able to reduce their time commitment	128	Value of time saved by adult social workers per service user	988
8.3		Reduce the likelihood of young people leaving school and going directly into NEET status and requiring support	The number of pupils on work placement who improve their chances of employment, training or going to college	14	Avoided public sector resource costs of having someone remain on MCMC status	6,641
8.4		Avoiding the need to provide day care for vulnerable adults	Number of days of day care that Real Jobs service users no longer require because they have a job	8,640	Average cost per day of Local Authority day care	86
8.5		Reduction in time input needed to support people	The number of service users who are reporting	9	Potential cost saving per annum of one less	444

		with drug addictions	less dependence on drugs		consultation per month	
8.6		Reduction in time input needed to support people with offending behaviour	The number of service users who are less involved in offending behaviour	11	Potential cost saving per annum of one less meeting per month	456
8.7		Service users avoid becoming homeless and sustaining a tenancy, leading to more stable lifestyle, and requiring less support	The number of service users who have avoided homelessness and have a stable tenancy	4	The cost of tenancy turnover including temporary accommodation and reinstatement costs	12,260
9.1	City of Edinburgh Council and Midlothian Council Economic Development	Increase in wealth in the local economy as a result of employment of disabled people	Number of service users and NEET young people who move into employment from being unemployed	22	GVA per employed disabled person	24,294.75
9.2		Reducing poverty of disabled people through employment reduces ancillary Council costs	Number of service users and NEET young people who move into employment from being unemployed	22	Combined cost reduction from Housing Benefit, Council Tax Benefit and free school meals	4,903.18
9.3		Impact on the local economy of increased welfare claims	The amount of additional welfare income to the local economy	1.18	Scottish Input-Output Multiplier applied to additional welfare income and its effect on households	59,635.50

9.4		NEET young people identify their employment potential and become involved in seeking work	Numbers of NEET young people who have a vocational profile	3	Cost of buying support in finding employment (CV, letter, interview, CV notes)	220.90
9.5		Reduce the service impact of the 'revolving door' by having NEET young people sustain their employment beyond 6 months	The number of NEET people who sustain their employment beyond six months	6	Avoided costs of providing employability project places	8,725
10	NHS Lothian	Avoiding incidences of depression amongst vulnerable adults due to employment	Number of service users who report less stress and depression after starting work	47	NHS costs for CBT per episode of depression (clinical psychologist without indirect costs)	£549.00
10.1		Improved diet and eating habits of adults with learning disabilities who earn more money in a job	The number of service users who report that they are eating better because they have more money to spend	1	The amount spent on setting up healthy eating classes	50,275
10.2		Reduced dependence on drugs or alcohol	The number of service users who are reporting less dependence on drugs or alcohol	9	Reduction in potential cost of 12 GP visits per annum and 6 specialist nursing consultations	1,344
10.3		Reduced impact of mental health issues on recovery amongst those looking for work	The number of service users who report the impact of mental health problems has reduced and who are therefore more stable and engaged	5	Value of time saved and not lost through lost appointments	462.25
10.4		Reduce costs of prescribing as service users pay for	The number of service users who now have to	31	The increased income from prescription charges	38

		prescriptions when they start working	pay for their prescriptions			
11.1	DWP	People with disabilities and those severely disadvantaged in the labour market move into employment	The number of Real jobs service users who move into employment during the year	22	Welfare benefits not claimed	5,239.26
11.2		People with disabilities in employment receive support from sources other than Access to Work or Jobcentre Plus staff	The number of Real Jobs service users who sustain their employment during the year	126	Average cost per case of supporting a disabled person through Access to Work	1,782
11.3		People classed as being far from the labour market become more employable	The number of Real Jobs service users who become more employable	125	The daily average price paid on alternative programmes to move 'hard to reach' people towards the labour market for the 11.2 days per service user which Real Jobs staff spend developing their employability	375.87
11.4		Additional spend on in-work benefits for those moving into employment	Number of people who receive in-work benefits when moving into employment	10	Value of in-work benefits claimed	-15,424
12.1	Police and prison services	Less involvement of people in anti-social behaviour	The number of service users who are less involved in offending behaviour	11	Cost of issuing an Anti-Social Behaviour Order	3,354
12.2		Reduce re-offending	The number of service	20	Cost per prisoner place for	22,133.12

			users with a criminal record who are not likely to re-offend and go back to prison		37 weeks, the average custodial sentence in Scotland	
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Appendix 6: Impact Map Part 2 - Sources and Assumptions for Indicators and Proxies

Outcome	Indicator	Source	Quantity	Duration	Assumption	Financial proxy	Assumption	Source
Service users gain employment	Number of service users who move into full-time employment from being employed part-time	Real Jobs project records	8	5	The 5 years is based on average length of stay in work is 57mths. Likely will stay up to 5 yrs with support.	Net increase in disposable income in employment compared to benefits		A sample of 10 job files for service users was used to calculate the average increase
	Number of service users who move into part-time employment from being unemployed	Real Jobs project records	14	5	14 people are 11 adults and 3 young people from the TtW prog in Midlothian	Net increase in disposable income in employment compared to benefits		Sample of 5 job files for service users to get average
Service users sustain the benefits of employment with the support of Real Jobs and maintain their income levels	Number of service users who work full-time who are able to maintain their earned income	Real Jobs project records	61	5		Net increase in disposable income in employment compared to benefits		Sample of 53 job files for service users to get average
	Number of service users who work part-time who are able to maintain their earned income	Real Jobs project records	65	5	65 in part-time employment.	Net increase in disposable income in employment compared to benefits		Sample of 46 job files for service users to get average

	The number of service users who report that they receive and value the support they need	Real Jobs evaluation report 2009	116		92% of positive response to service standard question (6) from 2009 evaluation report. 92% of 126			
People are less affected by changes in the workplace which would threaten their sustained employment	Number of service users who report that Real Jobs has helped them negotiate changes in manager and difficult circumstances in the workplace	Stakeholder workshop	50	5	40% of the service users that attended the workshop said RJ had helped them negotiate and survive change in the workplace, so assumed 40% of service users in work (126).	Cost of stress counselling to help service users maintain their stability in the face of stressful circumstances	Average of 3 commercial courses, costing £40, 395 & £650.	1) Sunflower Health Management, http://www.sunflower-health.com/workshops.htm#Stress 2) in equilibrium tools-and-techniques-for-individuals 3) Impact Stress Management Course http://www.impactfactory.com/p/stress_management_course_skills_training/open_1549-7108-3891.html
People become independent of external support in their jobs	Number of service users who no longer feel the need for support	Real Jobs project records	7	5		Cost of a weekly session with a life coach to maintain independence	£45 once per week for most of the year, 48 weeks.	Life Coaching Edinburgh http://www.lifecoachingedinburgh.co.uk/index.htm#coachingfees . Cost for a 45 minute coaching session
Service users feel that they are the same as everyone else	Number of service users who report that they feel less negative about themselves and feel more like other people	Real Jobs evaluation report 2009 and stakeholder work shop	82	5	65% of service users applied to 126.	Cost of a diversity and inclusion course for other people that leads to reduced discrimination	One full day course for 16 people	Sense-Ability Disability Awareness Training http://www.sense-ability.co.uk

Avoiding becoming stressed and depressed	Number of service users who report less stress and depression after starting work	Significant others survey and Real jobs evaluation report 2009	47	1	37% of service users applied to 126	Cost of private counselling to achieve the same effect	1 hour per fortnight over 24 weeks.	£40 per hour is average cost of private counselling, from various private counselling sites
Become more independent of the family and more motivated to do things for myself and go out more	The number of service users who are going out more independently	Real Jobs evaluation report 2009 and stakeholder workshop	69	1	55% of service users applied to 126	Cost of an empowerment course to develop personal autonomy		www.gain-confidence.co.uk
Feeling less isolated as work colleagues are like friends and having greater social contacts	The number of service users who report feeling less isolated	Real Jobs evaluation report 2009 and stakeholder workshop	76	5	60% of service users applied to 126	Average family spend on social activities		Family Spending Survey 2009, Table A1, categories 9.4.1, 9.3.1., 9.4.2, 9.4.3.7, 9.4.4
People with disabilities are able to budget, save and manage own money which leads to a sense of control and choice and more financial security	The number of service users who report that they have more control over their money and have made new choices on spending	Stakeholder workshop	76	1	60% of service users applied to 126	Cost of 3 days commercial training in life skills	6 half day courses, each cost £250	Basic Life Support' course provided by Newcastle under Lyme College, found at www.careersadvice.direct.gov.uk

Having something to do and not being bored	Not included- overlap with reduced stress & depression							
Learning new skills at work	The number of service users who report that they have gained new skills in the workplace	Real Jobs evaluation report 2010	58	5	46% of service users report this, applied to 126	Cost of courses to learn new work skills	Cost of 3 LearnDirect e-courses in communication (£34.99), assertiveness (£24.99) and negotiating (£25)	Learn Direct http://www1.learndirect-business.com/communication-skills/
Loss of earned income leading to a reduction in quality of life	The number of service users who have lost their job and their income from employment	Real Jobs project records	16	5		Net reduction in disposable income on benefits compared to employment	Average between full and part time earnings in employment	Real Jobs project records
Reduction in benefits claims after leaving work, if employment is lost beyond the 104 weeks linking rule	The number of service users who have lost their job and their income from employment	Real Jobs project records	16	5	Assume both go onto JSA, because average length of stay with an employer is 5 years,	Differential income between IB and JSA	IB long-term rate £89.80 plus under 35 age addition of £15.65, less £64.30 JSA for over 25, applied for a year	DWP benefit rates for 2009/10

People become more motivated through receiving personal support and therefore become more employable	The number of service users who are reported to be making progress towards employment	Real Jobs evaluation report 2009 and stakeholder workshop	125	1	46% of service users report this applied to 273	Cost of a life coach to achieve the same effect	Hourly cost applied to the number of hours that Real Jobs' staff spend developing individual's employability, which is 11.2 days of 7hrs	£60 per hour is average price charged for a life coach, from various websites such as http://www.lifecoachingedinburgh.co.uk/index.htm#coachingfees
	The number of service users who are being actively 'marketed' to employers and who feel they are making progress towards getting a job	Real Jobs evaluation report 2009 and also reported in the focus group with parents and significant others stakeholder survey	262		96% of service users report that they are happy with the service during the marketing phase, applied to 273 people			
Support to access FE or other courses leading to more qualifications and thus gaining new skills	The number of service users who report they have gained new skills	Real Jobs evaluation report 2009 and stakeholder workshop	125	2	46% of service users report this applied to 273	Cost of courses to learn new work skills	Cost of 3 LearnDirect e courses in communication, assertiveness and negotiating	Learn Direct

Having something to do and not being bored	The number of service users who report that they have something to do and are not bored	Real Jobs evaluation report 2009	71	1	56% of service users report this applied to 126	Cost of activities to avoid boredom	Substitution for what would do if not at Real Jobs, assume 1day/wk. So 1/7th of spend on social activities applied to £10/wk for 52wks	Family Spending Survey 2009
Taking steps towards employment through volunteering and having an understanding of the world of work	The number of additional volunteering hours that are offered by Real Jobs service users	Real Jobs project records	2700	1	Assume primarily younger people volunteering, so those in the Transitions to Work project.	Volunteering valued by notional earnings if the volunteering hours were to be paid	Assume values was the median gross hourly wage for Edinburgh - £12.58 per hour	Annual Survey of Hours and Earnings 2009
Feeling less isolated and having greater social contacts	The number of service users who report feeling less isolated	Real Jobs evaluation report 2009 and stakeholder workshop	164	1	60% of service users report this, applied to 273	Average family spend on social activities		Family Spending Survey 2009, Table A1, categories 9.4.1, 9.3.1., 9.4.2, 9.4.3.7, 9.4.4
Feeling more confident and secure	The number of service users who report that they are more confident because they have a job	Real Jobs evaluation report 2009 and stakeholder workshop	205	2	75% of service users report this, applied to 273	Average cost of self-confidence building course	Average of 2 commercially available courses costing £500 or £295.	http://www.gain-confidence.co.uk + http://www.pw-hypnotherapy.co.uk

Being able to travel independently	The number of people who are trained to travel independently	Real Jobs project records	70	3		Value of a bus pass that allows one to go out		Ridecard for Lothian Buses at http://lothianbuses.com/fares-a-tickets/ridacard/134-ridacard.html
Increased income from welfare benefits advice	The number of service users who make successful additional benefits claims as a result of Real Jobs welfare advice	Real Jobs project records	1	5		Value of additional annualised welfare benefits income for Real Jobs participants	Assume information as it was for two years of referrals, total is half that reported i.e. 50% of £119,271	From Real Jobs welfare advice records
Increased financial barrier to work through having higher benefits income	Number of service users who may now be worse off in work and less likely to take a job as a result of claiming higher benefits	Real jobs welfare benefits service records	1	5	1 service user is someone who is actively looking for work but who was helped to reclaim benefits	Net increase in disposable income in employment compared to benefits		Average of net disposable income for Real jobs service users working part-time and full-time
People with major employment barriers move into employment	The number of very excluded service users who move into employment	Real Jobs ex-offender project records	1	5		Net increase in disposable income in employment compared to benefits	assume it's part time earnings applied to all service users in work	Real jobs ex-offender project records
People with employment barriers sustain their employment with the support of Real Jobs	The number of very excluded service users who are able to sustain their employment with the support of Real Jobs	Real Jobs ex-offender project records	2	5		Net increase in disposable income in employment compared to benefits		Real jobs ex-offender project records

Taking steps towards employment through volunteering and having an understanding of the world of work	The number of additional volunteering hours that are offered by Real Jobs service users	Real Jobs project records	1200	1		The value of work experience through volunteering valued by notional earnings if the volunteering hours were to be paid hours	Assume values was the median gross hourly wage for Edinburgh - £12.58 per hour	Annual Survey of Hours and Earnings 2009
Reduced dependence on drugs or alcohol	The number of service users who are reporting less dependence on drugs or alcohol	Real Jobs ex-offender project records	9	1		50% reduction in annual spending on alcohol and illegal drugs	Weekly cost of drugs for young recreational drug users of in Scotland - assume same rate of spend when people are over 20 - + spend weekly spend on alcohol.	Figures for recreational drug users derived from 'Assessing the scale and impact of illicit drug markets in Scotland', 2009, Scottish Government at http://www.scotland.gov.uk/Publications/2009/10/06103906/0 . Figure for alcohol spend per week is £10.80 from Family Spending Survey 2009
Less likelihood of a custodial sentence in future due to less involvement in crime	The number of service users with a criminal record who are not likely to re-offend	Real Jobs estimate based on ex-offender project records	20	5		Opportunity cost in lost earnings of a 3 month custodial sentence	Assume national minimum wage	HM Revenue and Customs National Minimum Wage http://www.hmrc.gov.uk/nmw/

Less involvement in anti-social behaviour	The number of service users who report they are less involved in anti-social behaviour as a result of their engagement with Real Jobs	Real Jobs ex-offender project records	11	1		Opportunity cost of lost earnings in time spent in anti-social behaviour reduces by 50%	opportunity cost calculated at national minimum wage & Assume 3 hours per week was spent in anti-social behaviour	As above, NMW at http://www.hmrc.gov.uk/nmw/
Reduced impact of mental health issues on social contacts and reduction in depression	The number of service users who report the impact of mental health problems has reduced	Real Jobs ex-offender project records	5	1		Cost of private counselling to achieve the same effect	Assume longer term more intensive counselling needed, so 2 hours per week over 48 weeks.	£40 per hour is average cost of private counselling, from various private counselling sites
Avoiding becoming homeless, sustaining a tenancy, leading to more stable lifestyle	The number of service users who have avoided homelessness and have a stable tenancy	Real Jobs ex-offender project records	4	3		The cost of renting a one bedroom flat in Edinburgh for a year	Assume £400 pcm average	http://www.citylets.co.uk/flats-rent-edinburgh/
People with significant barriers become more employable	Number of service users reported to be making progress towards employment and who are engaging with training and volunteering	Real Jobs ex-offender project records	12	2		Value of time spent in training and volunteering, as a positive step towards employment	Assume value is equivalent to median gross hourly wage for the UK - £10.99 per hour	Annual Survey of Hours and Earnings 2009

People supported to pay bills, deal with difficult financial situations and manage debt.	The number of service users who receive debt management advice.	Real Jobs ex-offender project records	20	1		Average reduction in debt after six months as a result of getting advice	Mean level of debt reduction following advice	"Impact of Debt Advice Research Project", Advice Agency Study, LRSC, 2005. http://www.lsrc.org.uk/publications/Impact.pdf
Service users who fail to engage with the service may experience a loss of hope and become more deeply involved in drugs or anti-social behaviour	The number of service users who fail to engage and drop out	Real Jobs ex-offender project records	10	2		Cost of a weekly session with a life coach to mitigate the impact	£45 for a 45minute session once per week for 48 weeks	http://www.lifecoachingedinburgh.co.uk/index.htm#coachingfes
Increased confidence of young people with disabilities that they can aim for employment	Number of pupils who said they would like to work in future	WPP Project Evaluation 2008/09	24	2	70% of pupils surveyed in 2008/09 said that they would be looking to work now in future applied to 34	Cost of 3 days commercial training in life skills	£250 for a half day course for 6 sessions	Basic Life Support' course provided by Newcastle under Lyme College, found at www.careersadvice.direct.gov.uk
Increased skills for work	Number of pupils who are reported to have learnt new work skills	WPP Project Evaluation 2008/09	34	2	100% reported learning new skills	Cost of courses to learn new work skills	Cost of 3 types of LearnDirect e courses	http://www1.learndirect-business.com/communication-skills/
Increased ability to travel independently	The number of pupils who are able to travel independently to their work placement following travel training by Real Jobs		16	3		Value of a bus pass that allows one to travel		Junior Rideacard for Lothian Buses at http://lothianbuses.com/fares-a-tickets/ridacard/134-

								ridacard.html
	Number of pupils who made progress to travelling independently to placement following travel training by Real Jobs		11					
Avoid the likelihood of becoming long-term unemployed as an adult through having support from Real Jobs	The number of pupils who have gone into the adult service with Real Jobs and receive support for training, college and finding a job	MWPP Final Evaluation Report	14	5	14 of pupils on supported work placements in 2008 have gone into adult services in 2009	The wage scar in later life resulting from a period of NEET unemployment	An unemployed 23-year-old man likely to earn 15.4% less aged 42 than a similar never unemployed man. The equivalent fig for woman is 11.6%. Assume Edinburgh median wage for a 30hr week.	National Child Development Study (NCDS)
The overall assumption for the quantity is that answers received from the focus group can be extrapolated to the whole group of significant others.								

Having someone to help my son or daughter helps me feel I am not alone, and I feel less stressed - the 'car breakdown insurance policy'- plus I am relieved at finding an agency that does understand and stops the revolving door	The number of significant others who report feeling that they are less isolated and feel their well-being is supported through Real Jobs	Focus group with parents and significant others stakeholder survey	121	5	No. of significant others not known, but research shows research shows 48% of adults with learning disabilities are living with a carer (mostly parents). Then there would be 175 significant others. 69% of significant others report this outcome. Out of 175 significant others that'd be 121. Assume effect lasts for 5 years, as this is the average time service users stay in employment	Cost of private counselling to achieve the same effect	Assume one hour for 48 weeks will deliver the same effect.	Percentage living with significant other from Same as You data, 2008. £40 per hour is average cost of private counselling, from various private counselling sites
I have saved time I would have spent negotiating and finding solutions to issues in the workplace which I would have had to sort out before	Number of significant others who report they have more free time to spend as they please	Focus group with parents	60		85% of significant others report this in relation to 126 service users in employment.			
	Number of significant others who report Real jobs saves them time	Focus group with parents	40	1	23% of significant others report this applied to 175	Value of time saved by significant others	Median gross hourly wage for Edinburgh is £12.58 per hour	Annual Survey of Hours and Earnings 2009

Being able to return to work as less time is spent caring	Number of significant others who report that they have been able to go back to work as a result of Real Jobs support	Focus group with parents	14	5	8% of significant others report this, applied to 175	The value of additional income brought into the household	Average annual wage for Edinburgh is £22,896, net estimated	Annual Survey of Hours and Earnings 2009
positive impact on wellbeing because stigmatization of son or daughter in the workplace can be tackled by RJ	Number of significant others who report they feel their son or daughter is less stigmatised	Focus group with parents	40	5	23% of significant others report this applied to 175	Cost of disability awareness training for the workplace		http://www.sense-ability.co.uk
Having a more normal family life and better relationships	Number of significant others who report they spend more time with other family and friends	Focus group with parents and significant others stakeholder survey	149	5	85% of significant others report, applied to 175.	Average family spend on social activities		Family Spending Survey 2009, Table A1, categories 9.4.1, 9.3.1., 9.4.2, 9.4.3.7, 9.4.4
	Number of significant others who report they feel less guilty about spending more of their time on their disabled child and not on other children	Focus group with parents	40		23% of significant others report this applied to 175			

More in control of money and better able to budget	Number of service users who have moved into their own accommodation	Real Jobs project records	3					
	Number of significant others who report being more in control of their money	Focus group with parents and significant others stakeholder survey	80	1	46% of significant others report this, applied to 175	Cost of 3 financial assessment and advice sessions	Assume 3 sessions needed to increase control of finances. Take lower cost of £50 per hour	Industry standards at http://www.learnmoney.co.uk/advice/advice-01.html
I have better physical health	Number of significant others who report that their health is better	Focus group with parents	107		61% of significant others report this, applied to 175			
	Number of significant others who report they take more physical exercise or engage with sports	Significant others stakeholder survey	35	2	20% of significant others report this, applied to 175	Annual cost of gym membership	Assume standard adult fitness membership (plus joining fee)	Edinburgh Leisure at http://www.edinburghleisure.co.uk/detail-241

Reduced household income	Number of significant others who report that their household income has been reduced	No one in the significant others survey or the focus group said their household income had been reduced, but an allowance has been made based on research	18	5	Assume 10% of significant others, applied to 175	Loss of non-dependent Housing Benefit	Assume the total lost over a year is the sum of Housing benefit + Council Tax Benefit for someone over 18 living with housing benefit claimant where gross income is £251-£06 per week.	£38.20 from Housing Benefit and £4.60 in Council Tax Benefit are non-dependent deductions. DWP.
I am more worried about the person and their future	Number of significant others who report that they are worried about the future	Significant others stakeholder survey	40	5	23% reported this, applied to 175	Cost of private counselling to mitigate this impact	£40 per hour for an hour a week for 48 weeks	Various private counselling sites
Reduced staff turnover due to recruiting committed employees	The number of Real Jobs service users who stay in their jobs during the year over and above the median staff turnover rate of 13.5%	Real Jobs project records	1	5	13.5% is the median turnover rate. [Source: CIPD Resource and Talent Planning 2010.] 13.5% of 126 is 17 people. But only 16 left. Difference is 1	The average cost of recruiting and inducting a new employee	Median total cost of recruitment for non-senior posts	CIPD 'Resourcing and Talent Planning; Annual Survey 2010 at http://www.cipd.co.uk/NR/rdonlyres/3103F1EB-14FA-48AF-BA0F-B446A7F82C6D/0/5250_RTP_survey_report.pdf

Saving HR costs in attracting and finding suitable job candidates	Number of employers who report that Real Jobs has helped save HR time during the recruitment process as they rely on Real Jobs putting forward appropriate candidates	Employer survey	45	1	Assume the findings from the employer survey, can be scaled up to all the employers Real Jobs works with, which is 80. 57% of employers applied to 80 .employers	The cost of hiring a recruitment company to recruit for a vacancy based on an agency mark up of 15% on wages	Assume would use recruitment agency (60% of private employers do).From CIPD 'Resourcing and Talent Planning' Annual Survey 2010	Median gross hourly wage for Edinburgh is £12.58 per hour from Annual Survey of Hours and Earnings 2009, and by following the Office of Government Commerce guidance on agency fees, at http://www.ogc.gov.uk/documents/commodities_database/Margins_etc_FINAL_v1.0.pdf , agency mark up is £1.94 per hour
Enhanced reputation and meeting CSR objectives by improving workplace diversity and reflecting the community's composition within the workforce	Number of employers who report that their profile has been enhanced	Employer survey	45	1	58% of employers applied to 80	The value of a marketing campaign to achieve the same effect	Assume would use low budget TV campaign to enhance reputation instead. Assume half of the cost of 1 campaign, half of £10,000	Costs vary. Used Marketing Minefield http://www.marketingminefield.co.uk/traditional-marketing/television-advertising/campaign-cost.html

Helping to tackle bullying and harassment and stigma and discrimination by raising the awareness of disability issues within the workplace	Number of employers who report that their workplace had developed a greater understanding of issues, tackled stigma and increased workforce diversity	Employer survey	45	1	58% of employers applied to 80	The cost of disability awareness training for a group of staff to achieve the same effect	http://www.sense-ability.co.uk	
People become independent of external support in their jobs	Number of people who no longer feel the need for support	Real Jobs project records	7	3	For length of time don't need support, assume it is still a long time, but less than the 5 years for people with support	Real Jobs spends on average 4.76 days (33.3 hours) of staff time per person supporting them in their job each year and this will save the same amount of HR Manager time	The average hourly rate for an HR Manager based on average salary of £40,000 pa	Salary Track at http://www.salarytrack.co.uk/salary.php?keywords=HR+Manager&location=Edinburgh&submit=Search&job-title=on
	The number of employers who report spending less time as a result of Real Jobs support	Employer survey & 2009 Employer Evaluation	55		69% of employers report "excellent" or "good" score on source of support fading. Assume this means time spent decreases.			

Employees are less affected by changes in the workplace which would threaten stability	Number of service users who report they Real Jobs has helped them negotiate changes in manager and difficult circumstances in the workplace	Service user stakeholder workshop	50	1	40% reported this as an outcome	Cost of workplace mediation to achieve the same effect, based on 200 days of staff time spent by Real Jobs in workplace mediation activity, or 4 days per service user helped	Workplace Mediation from commercial counselling service, costing £800 per day	Adytum http://www.adytum.co.uk/counselling-costs.html
Opportunity to recruit young people through work placements, reduce staff costs and train young people up for the future	Number of employers who participate in the work placement programme and who report that they would take others on placement	WPP Project Evaluation 2008/09	11	1		The value of additional productivity of a young person on work placement, valued by potential wages	Project i 15-18yrs, so likely the minimum wage for young person. of £3.57 would apply	National Minimum Wage at http://www.hmrc.gov.uk/nmw
More time needs to be spent in supporting the Real Jobs employee	Number of employees who report having to spend more time supporting individual employees	Employer survey & 2009 Employer Evaluation Report	25	1	31% of employers report that the source of support was fading. Assume this means time spent with the supported employee increases.	The average time spent by an employer in supporting disabled staff as represented by the average spend on the Access to Work programme	Assume uprate the 2005 spend of £1,600 to current prices	National Audit Office 2005 report 'Gaining and retaining a job: DWP's support for disabled people' at http://www.nao.org.uk/publications/0506/gaining_and_retaining_a_job.aspx
Disabled people withdraw from employment	Number of employees who terminate their employment	Real Jobs project records	16	1		The average cost of recruiting and inducting a new employee	Assume median total cost of recruitment for non-senior posts	CIPD 'Resourcing and Talent Planning; Annual Survey 2010 at http://www.cipd.co.uk/NR/rdonlyres/3103F1EB-14FA-48AF-BAOF-B446A7F82C6D/0/5250_RTP_su

								rvey_report.pdf
Reducing the workload in organising and supervising work placements for pupils with learning difficulties and ensuring that all can benefit from work placements	Number of pupils for whom agencies report that Real Jobs saves them time	Stakeholder workshop and WPP Project Evaluation 2008/09	34	1	This was a commonly expressed outcome so assume it applies to all pupils in work placements.	Value of time saved and applied to other pupils in organising work placements	Assume, from sources, 40% of total time needed for placement/pupil (40hrs) saved. & the cost per hour is the annual salary of a guidance teacher divided by 35hrs * 52wks, i.e. £20.35	Stakeholder emails following workshop suggest time saving. Cost per hour of guidance staff based on annual salary of £36,993 from Salary tracker at http://www.salarytrack.co.uk/salary.php?keywords=guidance+teacher&location=edinburgh&submit=Search&job-title=on
Pupils are more motivated to discuss their future options and rely less on guidance services in future	Number of pupils who said they would like to work in future	WPP Project Evaluation 2008/09	24	2	Assume survey results can be extrapolated to all: 70% of pupils surveyed said they'd be looking for work in the future.	Value of time saved in guidance per pupil	Assume, per pupil, one hr per week saved over the school term, so 39 weeks.	Cost per hour of guidance staff based on annual salary of £36,993 from Salary tracker at http://www.salarytrack.co.uk/salary.php?keywords=guidance+teacher&location=edinburgh&submit=Search&job-title=on

Staff have more time to focus on other pupils which leads to fewer problems and better learning by others	Number of pupils for whom agencies report better behaviour	Stakeholder workshop and WPP Project Evaluation 2008/09	20	1	60% of stakeholders at the workshop reported this. Assume that this happens in 60% of cases.	Avoided cost per pupil of classroom assistance for one week for 5 classes	Wkly cost of £384.66 x 5 classes, divided by the number of pupils (20)	Cost of a classroom assistant based on annual salary of £15,000 from Salary tracker at http://www.salarytrack.co.uk/
Source of professional peer support and advice that makes it easier to manage service users	Number of professionals involved in the care of Real Jobs service users who feel supported in their professional practice by support workers	Local Area Coordinator interview	16	1		Cost of course to develop knowledge and skills in working with adults with disabilities	Assume equivalent support and knowledge could be gained from foundation degree in Working with Vulnerable Adults. Costs £1000	University of Edinburgh "Working with Vulnerable Adults Foundation Degree" http://www.findcpd.com/search/courseDetails.aspx?SAID=13&EID=1355
Reduced time input needed to sustain service users in employment or engagement with services	Number of professionals involved in the care of Real Jobs service users who have been able to reduce their time commitment	Real Jobs project records of other support staff involved with service users	128	5	144 service users are in sustained employment. Assume the same number of support workers can reduce their time input. Reasonable given, each service user has more than one support worker, but assume not all can reduce time.	Value of time saved by adult social workers per service user per year	Use social work as proxy stakeholder for other public services. Cost / hour of an adult social worker is £38 & save one hour per fortnight	'Unit costs of health and social care', PSSRU 2009

Reduce the likelihood of young people leaving school and going directly into NEET status and requiring support	The number of pupils on work placement who improve their chances of employment, training or going to college	School and careers guidance stakeholder interviews	14	1	14 pupils in work placement in 2008 have gone into adults service in 2009	Avoided public sector resource costs of having someone remain on MCMC status	Use social work as proxy stakeholder for other public services, including health	Godfrey et al, 2002, 'Estimating the cost of being NEET at age 16-18. Research Report RR346, DfES, University of York
Avoiding the need to provide day care for vulnerable adults	Number of days of day care that Real Jobs service users no longer require because they have a job	Real Jobs project records, with Same as You statistics for use of day care applied	8640	1	Assume can apply national stats to Edinburgh (as no CEC return). 12% attend 5 days per week, 28% attend less than 5 - assume 3 days per week; assume 48 weeks per year. Applied to 126 service users.	Average daily cost per day of Local Authority day care	Cost per session (4 hours) is £43 on average, so cost per day is £86.	Source for attendance at day care: Same as You Statistical Return. Cost of day care - PSSRU 2009,
Reduction in time input needed to support people with drug addictions	The number of service users who are reporting less dependence on drugs	Real jobs ex-offender project records	9	1		Potential cost saving per annum of one less consultation per month	Cost per consultation for an alcohol support worker is £37, applied to 12mths	'Unit costs of health and social care', PSSRU 2008
Reduction in time input needed to support people with offending behaviour	The number of service users who are less involved in offending behaviour	Real jobs ex-offender project records	11	1		Potential cost saving per annum of one less meeting per month	Cost per consultation for an adult social worker is £38	'Unit costs of health and social care', PSSRU 2009

Service users avoid becoming homeless and sustaining a tenancy, leading to more stable lifestyle, and requiring less support	The number of service users who have avoided homelessness and have a stable tenancy	Real jobs ex-offender project records	4	1		The cost of tenancy turnover including temporary accommodation and reinstatement costs	Social work is a proxy stakeholder. Assume sum of temp accommodation + reinstatement costs for landlords.	2007 costs up-rated to current prices using the RPI. Source of 2007 costs: SROI Database (FabPad study).
Increase in wealth in the local economy as a result of employment of disabled people	Number of service users and NEET young people who move into employment from being unemployed	Real Jobs project records and FSF report 2009	22	1	19 adult service users and 3 young people in Midlothian	Gross Value Added (GVA) per employed disabled person	Edinburgh's GVA is £50,256 & Midlothian's average is £46,923 / employee. Average, £48,598. assume 1/2 as part time employment	City of Edinburgh Council 'Edinburgh's Numbers 2010 and Midlothian Economic Briefing 2010
Reducing poverty of disabled people through employment reduces ancillary Council costs	Number of service users and NEET young people who move into employment from being unemployed	Real Jobs project records and FSF report 2009	22	1	22 adult service users and 3 young people in Midlothian	Annual reduction in Council's outlay for Housing Benefit, Council Tax Benefit and free school meals	Assume average Edinburgh rent; Band D Council Tax Benefit; and 5 schools meals per week.	Average CEC rent in 2009/10 was £63.59 pwk, assume CTB at Band D, and school meals at £2.25 per meal (2009/10)
Impact on the local economy of increased welfare claims	The amount of additional welfare income to the local economy	Real Jobs project records	1.18	1	Income multiplier and its effect on private households. Tables at http://www.scotland.gov.uk/Topics/Statistics/Browse/Economy/Input-Output/Downloads	Scottish Input-Output Multiplier applied to additional welfare income and its effect on households	Additional income was £119,271 for 2 yrs of referrals. Applied to one year.	From Real Jobs welfare advice records

NEET young people identify their employment potential and become involved in seeking work	Numbers of NEET young people who have a vocational profile	Real Jobs FSF project records and FSF report 2009	3	1		Cost of buying support in finding employment (CV, letter, interview, CV notes)	CVConsultants http://www.cvconsultants.co.uk/cvDiscounts.asp?id=10
Reduce the service impact of the 'revolving door' by having NEET young people sustain their employment beyond 6 months	The number of NEET people who sustain their employment beyond six months	Real Jobs FSF project records and FSF report 2009	6	5		Avoided costs of providing employability project places	See refs
Avoiding incidences of depression amongst vulnerable adults due to employment	Number of service users who report less stress and depression after starting work	Significant others survey and Real jobs evaluation report 2009, plus Real Jobs ex-offenders project records	47	1	37% of service users report this	NHS costs for CBT per episode of depression (clinical psychologist without indirect costs)	From NICE http://www.nice.org.uk/guidance/index.jsp?action=article&r=true&o=32489

Improved diet and eating habits of adults with learning disabilities who earn more money in a job	The number of service users who report that they are eating better because they have more money to spend	Service user workshop	1	5	3 out of 10 service users reported this which would suggest 38 service users. Assume all of these could be accommodated within one healthy eating project	The amount spent on setting up healthy eating classes		Fom Community Food and Health 2009/10 at http://www.communityfoodandhealth.org.uk/funding/grantrecipients.php
Reduced dependence on drugs or alcohol	The number of service users who are reporting less dependence on drugs or alcohol	Real jobs ex-offender project records	9	1		Reduction in potential cost of 12 GP visits per annum and 6 specialist nursing consultations	Cost per GP consultation is £35, prescription cost per consultation is £40, and cost of a specialist alcohol worker is £37 per consultation	Unit costs of health and social care', PSSRU 2009 and 2008
Reduced impact of mental health issues on recovery amongst those looking for work	The number of service users who report the impact of mental health problems has reduced and who are therefore more stable and engaged	Real jobs ex-offender project records	5	1		Value of time saved and not lost through lost appointments	Assume 25% saving applied to £1,849	Cost per case per annum of a Community Mental Health Team, from 'Unit costs of health and social care', PSSRU 2009
Reduce costs of prescribing as service users pay for prescriptions when they start working	The number of service users who now have to pay for their prescriptions	Estimated by Real Jobs	31	1	Some service users still access free prescriptions. So assume free to 25% of service users who are in employment, applied to 126	The increased income from prescription charges	£38 at pre-payment Charge rate for 12 months	(£4 per prescription - not use as higher rate). Assume the cost is the discounted £38 for yr. Unit costs of health and social care', PSSRU 2009

People with disabilities and those severely disadvantaged in the labour market move into employment	The number of Real jobs service users who move into employment during the year	Real Jobs project records and Real jobs ex-offender project records	22	5		Welfare benefits not claimed	Annualised figure for one person. Assume 70:30 split between IB and ESA. IB is £105.45/wk	Welfare benefits rates 2009/10. ESA rates based on basic allowance £64.30 and work-related activity component of £25.50
People with disabilities in employment receive support from sources other than Access to Work or Jobcentre Plus staff	The number of Real Jobs service users people who sustain their employment during the year	Real Jobs project records and FSF report 2009	126	5		Average cost per case of supporting a disabled person through Access to Work	£1,600 in 2005 up-rated to current prices	National Audit Office 2005 report 'Gaining and retaining a job: DWP's support for disabled people' at http://www.nao.org.uk/publications/0506/gaining_and_retaining_a_job.aspx
Hard to reach people become more employable	The number of Real Jobs service users who become more employable	Real Jobs records and ex-offender project records	125	1		The daily average price paid on alternative programmes to move 'hard to reach' people towards the labour market for the 11.2 days per service user which Real Jobs staff spend developing their employability	£33.56 applied to 11.2 days	£33.56 per day - see Refs

Additional spend on in-work benefits for those moving into employment	Number of people who receive in-work benefits when moving into employment	Real Jobs welfare benefits service records	10	5		Value of in-work benefits claimed	Reported over 2 years of referral £30,842 claimed, applied to one year, assume 1/2 the amount	From Real Jobs welfare advice records
Less involvement of people in anti-social behaviour	The number of service users who are less involved in offending behaviour	Real Jobs ex-offender project records	11	1		Cost of issuing an Anti-Social Behaviour Order	£3100 in 2006 prices, up-rated to current day	The Home Office 2006 at http://www.nao.org.uk/publications/0607/tackling_anti-social_behaviour.aspx
Reduce re-offending	The number of service users with a criminal record who are not likely to re-offend and go back to prison	Real Jobs estimate based on ex-offender project records	20	5		Cost per prisoner place for 37 weeks, the average custodial sentence in Scotland	Annual cost is £31,106. Custodial sentence length from Statistical Bulletin Crime and Justice series 2008/09 at http://scotland.gov.uk/Publications/2010/03/03114034/21	Scottish Prison Service Annual Report 2008/09 at http://www.sps.gov.uk/MultimediaGallery/efcfee50-5a5a-4f16-87bf-90b6be6534a7.pdf

Appendix 7 – Duration, Deadweight, Attribution and Drop-off

	Stakeholders	Outcomes	Duration	Deadweight	Attribution	Drop-off	IMPACT (£)
1.1	People in work	Disabled people Move into fulltime employment	5	7	70	13	12,142.53
1.2		Move into part time	5	12	70	13	£3,778.11
1.3		Disabled people sustain benefits of employment and maintain income levels (fulltime)	5	12	60	13	176,110.54
1.4		Sustain part time	5	12	60	13	52,771.50
1.5		Less affected by changes in the workplace which would threaten their sustained employment	5	12	60	13	6,336.40
1.6		Independent of external support in their jobs	5	12	60	13	5,298.05
1.7		Feel that the same as everyone else	5	42	70	40	5,692.93
1.8		Decreased risk of stress and depression	1	12	70	0	11,857.54
1.9		More independent of family	1	42	70	0	6,003.00
1.10		Feel less isolated	5	12	60	40	13,847.81
1.11		Learn new skills	5	12	60	13	19,836.00
1.12		Able to manage own money	1	42	70		1,727.07
1.13		Loss of earned income leading to a reduction in quality of life	5	12	70	13	15,735.69

1.14		Reduction in benefits claims after leaving work, if employment is lost beyond the 104 weeks linking rule	5	12	70	13	8,997.43
2.1	People looking for work	People become more motivated through receiving personal support, becoming more employable	1	42	70	0	102,312.00
2.2		Support to access FE or other courses leading to more qualifications and thus gaining new skills	2	15	70	13	2,708.74
2.3		Taking steps towards employment through volunteering and having an understanding of the world of work	1	15	70	0	8,661.33
2.4		Feeling less isolated and having greater social contacts	1	42	70	0	14,838.72
2.5		Feeling more confident and secure	2	12	70	10	21,414.92
2.6		Being able to travel independently	3	7	70	10	9,843.12
2.7		Increased income from welfare benefits advice	5	10	70	13	16,101.59
2.8		Increased financial barrier to work through having higher benefits income	5	10	70	13	-458.43
3.1	People with multiple support needs	Moving into work	5	1	70	38	605.60

3.2		Sustaining work	5	12	60	38	1,623.74
3.3		Value of volunteering	1	15	70	0	3,849.48
3.4		Reduced dependence on drugs or alcohol	1	0	80	0	1,252.44
3.5		Less likelihood of a custodial sentence in future due to less involvement in crime	5	5	70	67	15,042.30
3.6		Less involvement in anti-social behaviour	1	1	70	0	1,485.46
3.7		Less impact of mental health issues, such as depression	1	25	70	0	4,320.00
3.8		People had a more stable lifestyle, avoiding becoming homeless	3	33	70	19	3,859.20
3.9		People with significant barriers become more employable	2	15	70	38	3,228.42
3.10		People are supported to pay bills and debts	1	50	25	0	35,227.50
3.11		Service users who fail to engage with the service may experience a loss of hope and become more deeply involved in drugs or anti-social behaviour	2	44	70	0	-3,628.80
4.1	Children and young people in work placements	Increased confidence of young people with disabilities that they can aim for employment	2	0	60	10	14,400.00

4.2		Increased skills for work	2	0	60	10	1,155.73
4.3		Ability to travel independently	3	0	60	10	2,150.40
4.4		Avoid the likelihood of becoming long-term unemployed as an adult	5	10	60	10	13,352.71
5.1	Families	Feeling less alone and therefore less stressed	5	25	60	13	69,696.00
5.2		Time saved	1	0	33	0	80,914.56
5.3		Able to return to work	5	0	33	13	127,834.02
5.4		Positive impact on wellbeing	5	29	33	13	7,592.17
5.5		More normal family life and better relationships	5	12	33	13	45,474.56
5.6		More in control of the money and able to budget better	1	20	33	0	6,432
5.7		Better physical health	2	41	33	5	7,771.68
5.8		Reduced family income	5	7	33	13	-24,961.88
5.9		I am more worried about the person and their future	5	25	50	13	-28,800.00
6.1	Employers	Reduced staff turnover due to recruiting committed employees	5	0	50	16	1,465
6.2		Save HR costs in attracting and finding suitable job candidates	1	0	50	0	68,094.00
6.3		Enhanced reputation and meeting CSR objectives by improving workplace diversity and reflecting the	1	25	50	0	84,375.00

		community's composition within the workforce					
6.4		Help to tackle bullying and harrassment and stigma and discimination by raising the awareness of disability issues within the workplace	1	8	50	0	8,304.19
6.5		People become independent of external support in their jobs	3	0	50	16	2,563.31
6.6		Employees are less affected by changes in the workplace which would threaten stability	1	16	50	0	67,200.00
		Opportunity to recruit young people through work placements, reduce staff costs and train young people up for the future	1	19	75	0	278.33
6.8		More time needs to be spent in supporting the Real Jobs employee	1	0	50	0	-22,275.00
6.9		Disabled people withdraw from employment	1	16	50	0	19,759.92
7.1	SDS, Careers Scotland and schools	Reducing the workload in organising and supervising work placements for pupils with learning difficulties and ensuring that all can benefit from work placements	1	0	15	0	9,398.66

7.2		Pupils are more motivated to discuss their future options and rely less on guidance services in future	2	0	15	10	16,171.23
7.3		Staff have more time to focus on other pupils which leads to fewer problems and better learning by others	1	0	15	0	1,634.62
8.1	Edinburgh and Midlothian Local Authorities	Source of professional peer support and advice that makes it easier to manage service users	1	12	70	0	4,204.80
8.2		Reduced time input needed to sustain service users in employment or engagement with services	5	12	70	13	33,234.74
8.3		Reduce the likelihood of young people leaving school and going directly into NEET status and requiring support	1	28	70	0	20,082.38
8.4		Avoiding the need to provide day care for vulnerable adults	1	60	70	0	89,164.80
8.5		Reduction in time input needed to support people with drug addictions	1	0	70	0	1,198.80
8.6		Reduction in time input needed to support people with offending behaviour	1	5	70	0	1,429.56
8.7		Service users avoid	1	33	70	0	9,857.04

		becoming homeless and sustaining a tenancy, leading to more stable lifestyle, and requiring less support					
9.1	City of Edinburgh Council and Midlothian Council Economic Development	Increase in wealth in the local economy as a result of employment of disabled people	1	7	70	0	0
9.2		Reducing poverty of disabled people through employment reduces ancillary Council costs	1	7	70	0	30,095.72
9.3		Impact on the local economy of increased welfare claims	1	50	70	0	10,555.48
9.4		NEET young people identify their employment potential and become involved in seeking work	1	0	70	0	198.81
9.5		Reduce the service impact of the 'revolving door' by having NEET young people sustain their employment beyond 6 months	5	0	70	44	15,705
10	NHS Lothian	Avoiding incidences of depression amongst vulnerable adults due to employment	1	25	33	0	12,966.01

10.1		Improved diet and eating habits of adults with learning disabilities who earn more money in a job	5	22	33	10	26,273.72
10.2		Reduced dependence on drugs or alcohol	1	0	33	0	8,104.32
10.3		Reduced impact of mental health issues on recovery amongst those looking for work	1	25	33	0	1,161.40
10.4		Reduce costs of prescribing as service users pay for prescriptions when they start working	1	25	33	0	591.95
11.1	DWP	People with disabilities and those severely disadvantaged in the labour market move into employment	5	7	33	13	71,820.82
11.2		People with disabilities in employment receive support from sources other than Access to Work or Jobcentre Plus staff	5	12	70	13	59,007.01
11.3		People classed as being far from the labour market become more employable	1	15	33	0	26,757.39
11.4		Additional spend on in-work benefits for those moving into employment	5	7	33	13	-96,106.94
12.1	Police and prison services	Less involvement of people in anti-social behaviour	1	1	70	0	11,012.86

12.2		Reduce re-offending	5	5	70	67	126,158.76
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Outcome 1.2 includes a displacement of 50%.

Appendix 8 - The Cost of Providing Employability Project Places

A 1997 London School of Economics study of welfare to work programmes running in the UK found that the gross cost for getting people into employment ranged from £1,000 to £10,000. Four out of nine projects fell in the range of £3-6,000 for the annual unit cost of any additional person going into work, and this was the median range. (Joseph Rowntree Foundation, Findings, Social Policy Research 130, Sept 1997¹⁸).

A National Audit Office (NAO) Report stated that in 2002 the average unit cost was between £5,000 and £8,000.¹⁹

The "Deal Me In" evaluation stated the cost was £ 7,285 per place ("Deal Me In Evaluation Report", 2001 Edinburgh).

Programme	Cost	Cost per job	Comments
New Deal third sector or Environmental Task Force option (ND Env)	£2,500 per place	£6,250	based on 40% positive outcomes
Training for work (TfW)	£2,650 per place	£5,775	46% positive outcomes
Intermediate Labour Market Program (ILM)	£13,860	£13,860	
Deal Me In (DMI)	£ 7,285 per place		

From the above, the ILM programme appears to be an outlier as the costs are significant higher (e.g. twice) that of other programmes.

To find an estimate of the cost per place for 2009/10, we used the retail price index (RPI) to up-rate the costs to 2009 costs and took an average cost over six programmes.

	RPI	LGA (£)	LSE (£)	NAO (£)	DMI (£)	TfW (£)	ND Env (£)
1997	3.1		6000				
1998	3.4	6000	6340				
1999	1.5	6150	6490				
2000	3	6450	6790				
2001	1.8	6630	6970		7285	5775	6250
2002	1.7	6800	7140	6500	7455	5945	6420
2003	2.9	7090	7430	6790	7745	6235	6710
2004	3	7390	7730	7090	8045	6535	7010
2005	2.8	7670	8010	7370	8325	6815	7290
2006	3.2	7990	8330	7690	8645	7135	7610
2007	4.3	8420	8760	8120	9075	7565	8040
2008	4	8820	9160	8520	9475	7965	8440
2009	-0.05	8815	9155	8515	9470	7960	8435

¹⁸ <http://www.jrf.org.uk/sites/files/jrf/sp130.pdf>

¹⁹ <http://www.nao.org.uk/idoc.ashx?docId=48E20A69-2C90-4D95-8BAE-A9EBB9EFB70F&version=-1>

Therefore the average cost of providing an employability place in 2009/10 is estimated to be £8725, or £33.56 per day.