



The Furniture Scheme

Social Impact Report

November 2016

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## 1 Executive Summary

The Furniture Scheme (TFS) has completed its first social impact report, that incorporates Social Return on Investment (SROI) calculations. For this first report TFS focused on the following areas:

- Training, Volunteering and Employment
- Creation of social enterprises and sustainable community centres
- Improving the environment

Overall TFS generates over £2.7 million of social value and provides an average SROI of £4.46 for every £1 it receives.

### 1.1 Training, Volunteering and Employment

For training, volunteering and employment TFS measured the social value of:

- Volunteer and work placements at Rockspring Community Centre, The Warehouse, and Renaissance Centre.
- Volunteering at the Carpentry Workshop and the Charity Bookshop, and training and volunteer work placements at CasCA.

In the past year TFS has provided training to 120 individuals. 108 of these have volunteered over 12 months. 25 of these individuals gained employment. This has generated a SROI of £3.31 for every £1 invested in these services. Table 1 shows the outcomes that are delivered, the social value TFS generates and the SROI. Further details are shown in Section 4 of the report.

*Table 1: Social Value and SROI of Training, Volunteering and Employment*

<i>Outcomes delivered</i>	<i>Impact/Social Value</i>	<i>SROI</i>
<b>Active, regular volunteering</b>	£67,626	
<b>Improved employability</b>	£12,150	
<b>In employment</b>	£118,991	
<b>Total Social Value/SROI</b>	<b>£198,767</b>	<b>£3.31</b>

### 1.2 Creation of social enterprises and sustainable community centres

TFS runs and manages the Rockspring Community Centre and CasCA, and this has involved developing community groups and social enterprises, as well as supporting them to continue operating as part of building sustainable community centres. A key part of operating the community centres is to support individuals to return to work, increase their confidence and get access to support locally. Section 5 provides further information on this area of work.

This work has created nearly £1 million of social value and a SROI of £5.07 for every £1 spent on these areas. Table 2 details the outcomes, social value and SROI created.

*Table 2: Social Value and SROI of creating social enterprises*

Outcomes delivered	Impact/Social Value	SROI
<b>Improved health and fitness, and Improved wellbeing</b>	£131,957	
<b>Improved confidence</b>	£101,410	
<b>In employment</b>	£346,503	
<b>Settled in the community and Less socially isolated</b>	£382,801	
<b>Total Social Value/SROI</b>	<b>£962,671</b>	<b>£5.07</b>

### 1.3 Improving the environment

At the heart of TFS are its activities which provide low cost furniture to households, and encourage reuse, recycling and the reduction of waste going to landfill. As part of its services TFS supports individuals through its discount and referral packages, as well as via a Fuel Poverty Fund and HGEF Grants to help individual's access training that will help them in to employment. This support enables individuals and households to avoid having debt problems.

Through these services, TFS generates social value of over £1.6 million and a SROI of £4.99 for every £1 spent. Table 3 details the outcomes, social value and SROI generated. Section 6 of this report details the calculations further.

*Table 3: Social Value and SROI of improving the environment*

Outcomes delivered	Impact/Social Value	SROI
<b>Reduced waste to landfill</b>	£16,616	
<b>Reduced CO2 emissions from the production of new furniture</b>	£27,527	
<b>Debt problems are avoided</b>	£1,583,550	
<b>Total Social Value/SROI</b>	<b>£1,627,693</b>	<b>£4.99</b>

## 2 Introduction

This report is the first Social Impact Report The Furniture Scheme (TFS) has produced. The report looks at the three key areas TFS delivers outcomes in:

- Training, Volunteering and Employment
- Creation of social enterprises and sustainable community centres
- Improving the environment

### 2.1 About Us

TFS was started in 1994 to address a growing need to find a way to reuse and recycle unwanted household items. The work of the scheme has directly placed resources into the homes of some of the most excluded members of our community, ensuring these people can begin to build an independent life and home without increasing debt.

TFS still works to relieve poverty and eliminate discrimination, but this is much wider than the original remit of providing low cost household equipment and protecting the environment (through the 3Rs – reduce, recycle and reuse). TFS now provides volunteer, training and employment opportunities; and manages community centres as part of creating sustainable communities.

TFS has six centres/shops:

- Rockspring Community Centre
- CasCA
- The Charity Bookshop
- The Warehouse (reuse centre)
- Renaissance Centre
- The Carpentry Workshop

### 2.2 Vision and Aims

The vision for TFS is:

“To improve the quality of life of disadvantaged people in southern Shropshire”

The aims for TFS are:

- Improving people’s life chances
- Strengthening communities
- Increasing environmental sustainability

TFS’s values include equality, enablement and involvement. This includes a focus on providing opportunities for the unemployed and socially disadvantaged. TFS operates under the basis that, “We see value in everything, especially people.”

### 3 About this Social Impact Report

This report covers January-November 2016. TFS identified three main areas where it already had data or where it was easier to obtain feedback from stakeholders in order to make the process of data collection and impact reporting manageable, as outlined in Section 3.1.

This report was produced by Make an Impact CIC, who assisted with the scoping, data analysis and the preparation of this social impact report.

#### 3.1 Scope and Methodology

TFS has not completed social impact reporting previously, and to ensure the reporting was manageable the scope of this year's measurement is to look at the social value and outcomes TFS achieves through its main service areas.

This has been undertaken by focusing primarily on the social value achieved and evidence available from:

- Existing data on volunteering, training and employment
- Feedback from individuals using the CasCA centre (via a short questionnaire)
- Case studies
- Existing data regarding the environmental impact

Questionnaires were provided to individuals using the CasCA centre. The questionnaires were completed whilst the individuals were attending CasCA.

The benefits of this approach are:

- As it is the first year of social value reporting it will offer an opportunity to introduce stakeholders to the concept of social value/social impact reporting, and assist with future work in this area. This will enable TFS to build its knowledge and usage of social impact across the organisation and embed it within its processes.
- It will offer evidence of where outcomes are very good and also where improvements can be made. This will mean TFS can focus on where it can achieve further social value, and use the information to drive what targets are set within the business plan.
- It will evidence the potential savings for public sector agencies of various interventions, and evidence the social value for funders.

#### 3.2 SROI

TFS has also incorporated Social Return on Investment (SROI) figures in this report. SROI is a method for identifying, assessing and valuing the impact a particular service has. Typically it is used where the services are commissioned from the public sector, funded by a grant making body or investor in order to provide a cost-benefit analysis, which is presented as a ratio showing how for every £1 invested £x of benefit is produced. This clearly shows whether the intervention is worth investing in or not, and if the costs exceed the benefits then continuing with the intervention may not be appropriate.

The reason for incorporating SROI, as well as qualitative data, is because it standardises the outcomes of interventions by converting them in to monetary values. SROI can incorporate a number of outcomes including:

- Social outcomes – outcomes that primarily impact on individuals
- Economic outcomes – outcomes that lead to increased income for individuals or communities
- Environmental outcomes – outcomes that affect the environment
- Community regeneration outcomes – outcomes that affect communities more widely

SROI is ideal for summarising the impacts and benefits of a service which can easily be understood by a funder, commissioner or investor.

### 3.2.1 SROI Principles

SROI is carried out using a set of key principles (as defined by Social Value UK). These principles ask some core questions:

- What are the outcomes, both positive and negative of the activity on stakeholders?
- How were stakeholders involved in determining outcomes, in deciding which impacts to manage and in measuring those?
- How were the outcomes that are going to be managed and reported on prioritised from the probably large number of outcomes that result from an activity?
- Were the outcomes of value to stakeholders and if so of how much value?
- How sure are you that the outcomes result from your activity or from the activity of your organisation and other partners?
- Can you follow the logic, the calculations and see any judgements that were made?

### 3.2.2 Limitations of SROI

SROI, like all forms of analysis, has limitations. SROI is a relatively new form of analysis which aims to identify the value of interventions and their outcomes – many of which are not tangible outcomes but softer, intangible outcomes, such as increased confidence. Each organisation preparing an SROI uses their own valuations, as there are no accepted conventions for valuing outcomes. When deciding upon the values to use within SROI a variety of literature are used to identify values that can be used or alternatively valuations are sought from stakeholders (which typically results in higher valuations for outcomes). As a result, SROI ratios cannot be compared, and the case studies and other information become equally important in providing evidence of the effectiveness of a particular organisation.

### 3.2.3 The approach to SROI

The approach taken to the SROI process has followed the general principles, and included the following elements:

- Involve stakeholders – stakeholders are key to the SROI process.
- Understand what changes – through discussions with stakeholders identify the key changes and differences that the intervention provides.
- Value the things that matter after identifying the key changes for the different stakeholder groups, the next step is then to give values to these key changes. Only include what is

material – to ensure the SROI is valid and not too complicated, immaterial items have been excluded from the process.

- Don't over claim – the SROI has been based on information from the surveys, and outcomes identified by the different stakeholder groups in order to ensure there is no over claiming. Where there are a number of options for the valuations, the highest valuation is not used so that benefits are not overstated.
- Transparency – identifying and detailing all assumptions used, and the sensitivity of those assumptions to changes.
- Verify the results – as this report has been produced by an independent organisation the results are less likely to be subject to bias.

### 3.2.4 Assigning values

The SROI has involved assigning values (financial proxies) to the outcomes, costs and adjustments (attribution, deadweight, drop off and negative outcomes). For an explanation of these adjustments please refer to the social value section 4.2.

Financial proxies are used to value outcomes. This is particularly useful for soft outcomes, such as increased self-esteem, which does not have a specific monetary value. For hard outcomes, such as employment, financial proxies are used and are easier to calculate as there is a monetary value for the wages the individual receives and any benefits they no longer receive. For the valuation of the outcomes, the financial proxies used to give a monetary value have included three different types:

1. The cost of negative outcomes avoided, e.g. landfill costs avoided, benefit costs avoided
2. Actual spending on similar outcomes, e.g. the cost of improving confidence by attending a confidence course
3. People's Willingness to Pay which asks people to hypothetically assign a value to an outcome, e.g. how much an individual would be willing to pay for improved wellbeing

Where there are a number of options available for valuing outcomes the approach taken has involved research to find an appropriate value, rather than the largest valuation. An appropriate value is one that, if subject to external scrutiny, would appear reasonable based on the assumptions and limitations presented.

The costs are based on actual costs in providing the services within TFS annually.

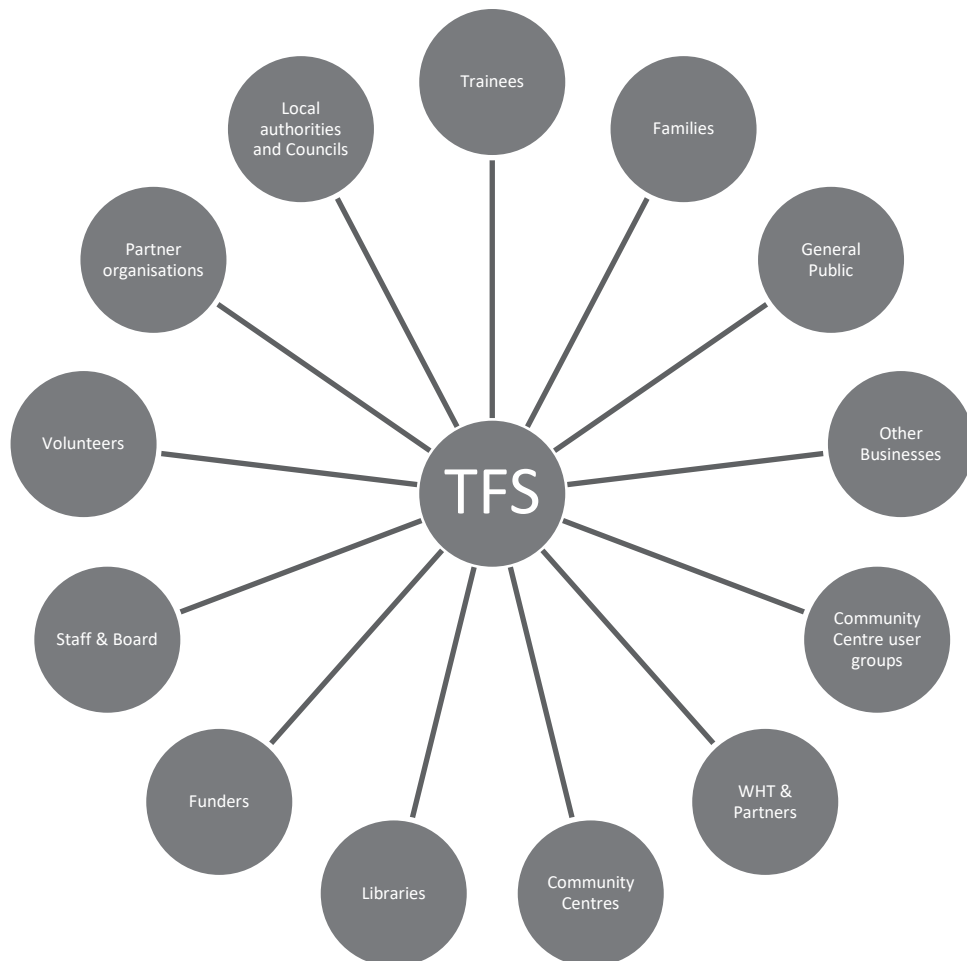
The adjustments are based on how realistic it is that the outcome achieved is a result of the service provided, and how realistic is it that the outcome will be sustained. In most cases outcomes are based on a one year period, as the impact of a service tends to reduce significantly after one year, and to continue to claim for an outcome beyond a one year period could result in over claiming. Where there is evidence of outcomes being sustained beyond that period they have been included and identified in the SROI calculations.



### 3.3 Stakeholders

Chart 1 below summarises the main stakeholders for TFS.

*Chart 1: Stakeholder Map*



In order to complete the impact report a number of different stakeholders were consulted. As this is the first impact report, TFS took the decision to consult with key stakeholders only to reduce the work involved as detailed in Table 4 below.

*Table 4: Stakeholders consulted*

Stakeholder Group	Consulted this year (Yes/No)	Reason for inclusion/exclusion
Staff	Yes	Consulted through feedback on services and were involved in agreeing the scope of this report and data collection process.
Service Users	Yes	Included via questionnaires
Volunteers and Trainees	Yes	Via case studies
Board Members	Yes	Included in scoping and initial work to identify priorities for the social impact work

## 4 Training, volunteering and employment

TFS provides training, volunteering and employment opportunities across all of its operations and services. This includes:

- Volunteer and work placements at Rockspring Community Centre, The Warehouse, and Renaissance Centre.
- Volunteering at the Carpentry Workshop and the Charity Bookshop, and training and volunteer work placements at CasCA.

In the past year TFS has provided training to 120 individuals. 108 of these have volunteered over 12 months. 25 of these individuals gained employment.

### 4.1 Case Studies

Paul had been out of work for 18 months after suffering a work related injury. Rockspring became a life line for him as his profession is IT.

Paul was able to come into Rockspring daily to use the computers to study and keep his skills up to date.

He was suffering from low self-esteem and had got stuck in the benefits system. He was able to use the computers and phones to look and apply for jobs.

With the help of Rockspring staff, who gave him encouragement and motivation (a you can do it, you are good enough approach) he went on to secure a £36,000 a year job in IT working on the Prime Ministers Challenge Fund and helping to set up the 7 day a week GP access service in the county of Herefordshire.

Aaron started to come to the Rockspring Centre on a Thursday to take part in the various activities on offer. As a young father with an expanding family Aaron had struggled to secure employment.

Following a stint as a volunteer in the kitchen, preparing for the community lunches, Aaron was able to secure a job at a café in the town centre.

He also helped out at the young people's holiday schemes, running a disco and has since set up his own business, providing discos to parties and events across the area.

Aaron is now employed full time as a care assistant for a local charity providing support to people with visual impairment, learning and physical disabilities.

AB volunteers in the kitchen at Rockspring having been referred from Enable, a supported employment service for people with disabilities. AB lives at home and is supported by her parents.

During her time as a volunteer, with support from staff and the other volunteers, her self-confidence has really increased.

When she first came along she was extremely nervous and very quiet and needed constant supervision with any task.

She is now confident in all aspects of her role as kitchen assistant from laying out places, serving meals, clearing away and using the dishwasher.

While coming to the centre AB has also used the IT facilities culminating in applying for, and securing part time paid employment.

Tom is a current volunteer on work placement at WCL (name changed) and has Asperger's; he had held a job down at a local clothing firm for 10 years. He was only able to hold the job down as he had a supportive employer who had nurtured & supported him and he had a colleague who gave him a lift to and from work. The colleague moved onto a new job and therefore Tom had to leave work as he is unable to travel so far independently. He has a glowing reference.

Tom likes everything very structured and it has taken him 4-5 months to settle in with intensive support from the team, especially Di, to build his confidence but also get him productive and more able to work independently. The site team weren't keen to hang on to Tom as he wasn't very useful and seen as a hindrance but Di persuaded the team to persevere with her support and they now value his work and would miss his contribution. However given Tom's needs he is not work ready.

He has become productive and confident/comfortable within the situation he is in with us. He has made new friends with other trainees at the warehouse and increased his social network. He was brought to his placement by his dad initially and his mum makes him a packed lunch although he now comes to us independently. At first he would not make eye contact with people even those he knew better such as Di and Simon. He has proven he can be a loyal employee but the odds are very much against him having the opportunity to prove this again.

## 4.2 Social Value

TFS collects data on the number of individuals who complete training, volunteering or work placements. TFS also records the number of individuals who volunteer over 12 months and those that obtain employment. For this SROI the outcomes that has been included are training, volunteering and employment outcomes only, as the individuals are not currently asked to record information on changes in their soft skills (such as self-confidence, motivation, self-esteem and aspirations).

Detailed below are the key outcomes and impacts that have been included.



**Inputs** are the resources that are required to deliver the service/activities, e.g. staff, money, premises and other facilities.

**Activities** are the key services provided, e.g. training, work placements and individual sessions.

**Outputs** are the results of the activities (and are usually the number of activities/services delivered) e.g. 120 people completing the training.

**Outcomes** are the changes that occur as a result of the delivery of the activities and achievement of the outputs e.g. volunteering or in employment.

**Impacts** are final differences that are made, and reflect the proportion of the outcomes TFS can claim as a result of their service delivery. In order to calculate the impact, various adjustments are made to the values assigned to the outcomes (as detailed in Section 4.2.1). Table 8 shows the impact for TFS after these adjustments.

*Table 5: Inputs, Activities, Outputs and Outcomes by Stakeholder for TFS*

Stakeholder	Inputs	Activities	Outputs	Outcomes
<b>Volunteers/trainees</b>	Staff time, equipment & other resources	On the job training	Volunteering	Active, regular volunteering
<b>Volunteers/trainees</b>	Staff time, equipment & other resources	On the job training	Training completed	Improved employability
<b>Volunteers/trainees</b>	Staff time, equipment & other resources	On the job training	Obtained employment	In employment

The table below details the outcomes and the financial proxy used to value each of the outcomes. The quantities have been calculated based on the outcomes from the data TFS collects.

*Table 6: Financial proxies for training, volunteering and employment*

Outcomes delivered	Quantity	Financial Proxy	Value	Source/Info
<b>Active, regular volunteering</b>	83	Average hourly rate for TFS x average hours per volunteer (220 hours over 12 months)	£1,811	TFS costs
<b>Improved employability</b>	120	Cost of employability course	£225	Google search
<b>In employment</b>	25	Fiscal benefit of workless individual entering employment	£10,577	The Department for Work and Pensions Social Cost-Benefit Analysis framework (Working Paper 86) / response to parliamentary questions (HC Deb 6 February 2013, vol 558, col 352W)

Based on these financial proxies Table 7 shows the total value for each outcome.

**Table 7: Total Value for training, volunteering and employment**

<i>Outcomes delivered</i>	<i>Total Value</i>
<b>Active, regular volunteering</b>	£150,280
<b>Improved employability</b>	£27,000
<b>In employment</b>	£264,425

The potential direct savings to statutory agencies annually are as follows:

Fiscal savings from individuals being in employment	£264,425
<b>Total</b>	<b>£264,425</b>

#### 4.2.1 Adjustments to SROI values

The SROI value has been adjusted to take in to account:

Deadweight – this has been calculated as 15%, and represents the number of outcomes that would have been achieved anyway without TFS’s support.

Attribution – this is an adjustment for the contribution of other agencies to the achievement of the outcomes. For TFS this has been calculated as 20% as TFS actively works with a number of agencies.

Drop off – this is an adjustment for outcomes that will not be sustained. This includes individuals who, for example, do not stay in employment. This is estimated as 20%.

Displacement – this is an adjustment for other activities that have been displaced as a result of TFS’s support. This is considered to be zero as there is no other local service.

#### 4.2.2 SROI Results

Based on these values, the total social value achieved by TFS for training, volunteering and employment is £198,767, giving an SROI of £3.31 for every £1 spent on the service (based on £60,000 cost to deliver the service).

**Table 8: Social Value and SROI of training, volunteering and employment**

<i>Outcomes delivered</i>	<i>Impact/Social Value</i>	<i>SROI</i>
<b>Active, regular volunteering</b>	£67,626	
<b>Improved employability</b>	£12,150	
<b>In employment</b>	£118,991	
<b>Total Social Value/SROI</b>	<b>£198,767</b>	<b>£3.31</b>

## 5 Creation of social enterprises and sustainable community centres

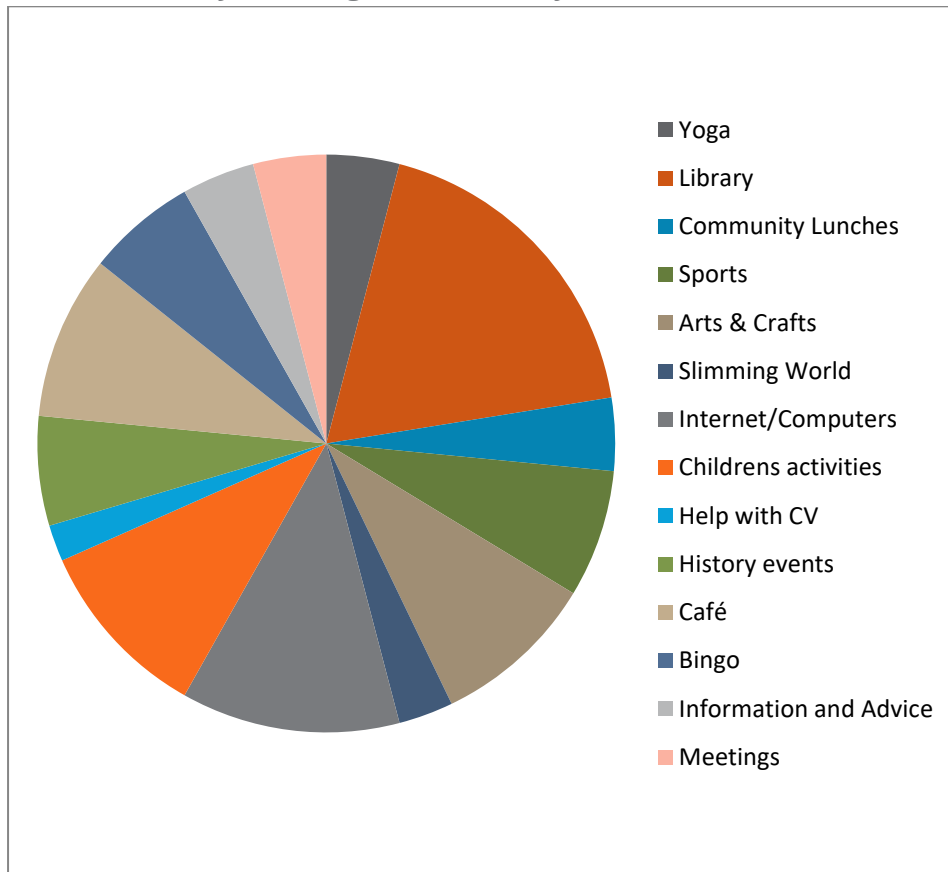
TFS runs and manages the Rockspring Community Centre and CasCA. Both of these centres have been developed to provide a range of activities and services for the local community. This has included the development of a number of community groups and social enterprises, as well as supporting their continued existence. A key part of operating the community centres is to support individuals to return to work, increase their confidence and get access to support locally.

### 5.1 Feedback from questionnaires

As part of this social impact report TFS surveyed individuals who use the community centres to find out what difference the centre made to them and the community. In total 68 responses were received.

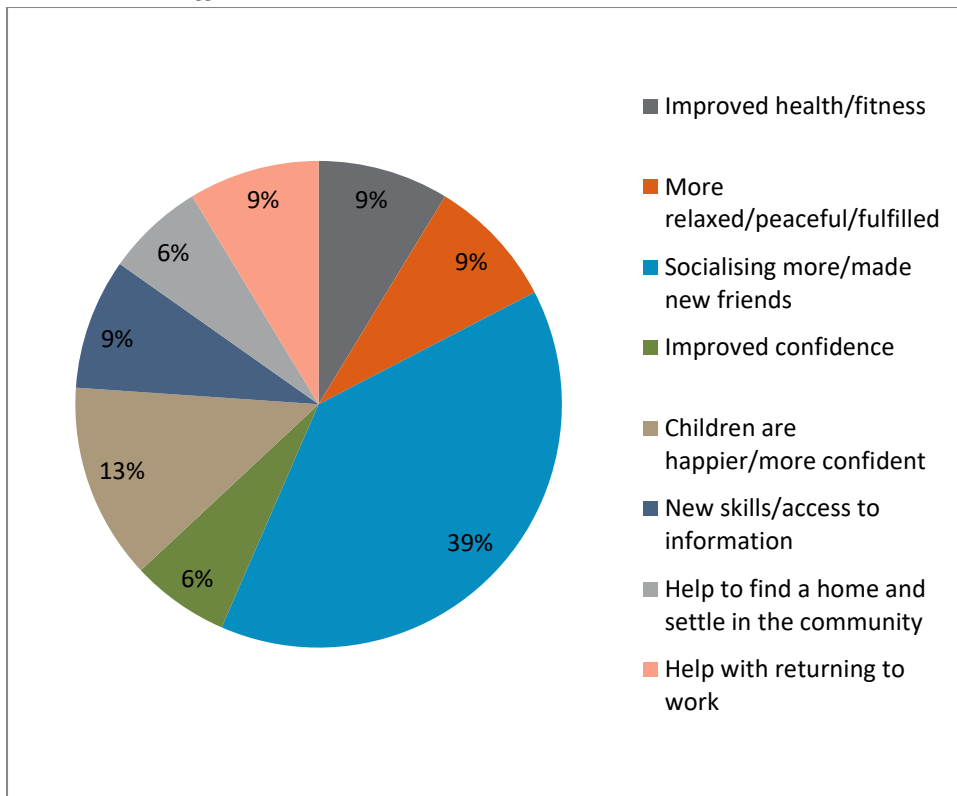
The centres provide a wide range of activities, as confirmed by the questionnaire results (Chart 2 below), which showed the main reasons for accessing the centre were for the library, Internet and computers, and Children’s activities.

*Chart 2: Reason for visiting the Community Centre*



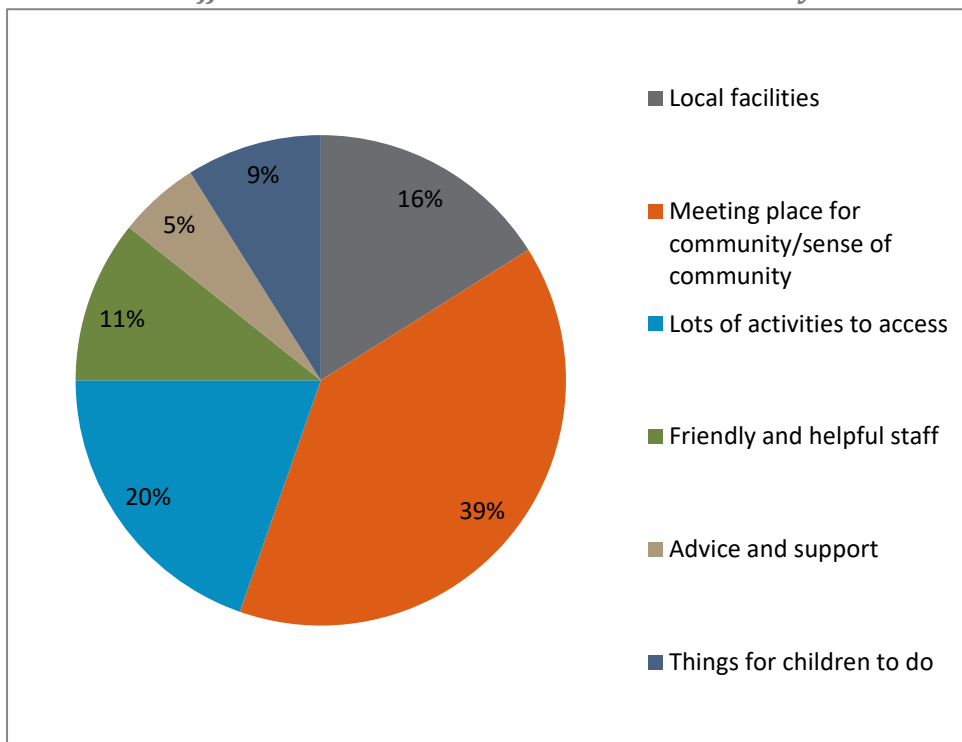
In terms of the difference the community centre has made to the individual, there were a wide range of responses, as detailed in Chart 3. The main outcome was around socialising and making new friends, which 39% stated was the main difference the centre made to them. Other responses included the centre being accessible and convenient, a good atmosphere and supportive staff. As these were not specific differences made to the individual these responses were excluded from the analysis.

*Chart 3: The difference the centre has made to the individual*



Those surveyed were also asked what difference the centre had made to the community. The responses are shown in Chart 4. The main response was a meeting place for the community and a sense of community.

*Chart 4: The difference the centre has made to the community*



Other feedback received from individuals accessing the job search and CV help support at the Community Centres included some of the key barriers they are facing when trying to secure employment:

“I haven’t worked for such a long time and I don’t know how to use the latest office equipment. I can’t use emails. I’m not good with computers.”

“My skills are not up to date, I used to be able to do that but I have no idea how I would do that with a computer.”

“I’m really not good at interviews; I get very nervous and forget the questions.”

“By the time I’ve paid for child care it’s not worth my while going for jobs as I won’t get paid enough to manage on.”

“Everyone else seems to know so much more than me and it makes me feel useless.”

“No one wants to give me an opportunity once they know my difficulties.”

“Due to my caring responsibilities it is difficult to commit to a job just in case I can’t get into work that day.”

## 5.2 Case Studies

### **Apprentice goes from strength to strength at The Furniture Scheme**

A local charity that helps people gain skills and employment opportunities has helped one volunteer become an apprentice and learn valuable skills for employment.

Ben Jenkins, 19, started working as a volunteer for The Furniture Scheme (TFS) in March last year, where he helped out in reception. After showing his skills and enthusiasm, he was taken on as a Business Admin apprentice in June and has since gone from strength to strength with the help of the social enterprise company, based in Ludlow.

Ben works at the Rockspring Centre and is learning all about administration, finance and customer care as part of his apprenticeship, as well as becoming a trained fire marshall and helping people coming into the centre for assistance with housing or from the food bank.

He says: “I love The Furniture Scheme and what it stands for. I like working in an environment where everyone respects each other and I really enjoy working closely with the community.”

“I have also gained a lot of confidence while working at the Rockspring Centre. Since I have been here I’ve learnt a lot of new skills including IT and organisation skills. I really enjoy working here because they help the community and give a lot of support to the public.”



Gill Pitt, HR Learning & Development Manager for TFS, which is part of The Wrekin Housing Group, said: “It’s been great to see Ben develop and gain confidence in his role. At The Furniture Scheme we offer help to the community and to those wanting to work and learn new skills in an encouraging environment, and it’s been really rewarding to be able to offer this opportunity to Ben.”

### **Rockspring Community Lunches**

These are still proving to be very popular and a focal point for some vulnerable members of the community to come and meet people in a safe environment. Ages of those attending the lunch range from a few months old (accompanied by their childminder) to 92 years of age! A real community event.

Case study –RB a Shropshire housing tenant has been coming to the lunch because of its “community” feel. She works night shifts at a local care home and comes to the lunch to chat to locals and find out what is going on.

We are still very fortunate to have 4 regular volunteers who help cook the lunch. 3 are Shropshire housing tenants.

### **Community Garden**

The Community Garden is currently thriving under the management of 2 dedicated volunteers – one of the volunteers is a Shropshire Housing tenant. More fresh produce than ever has been used by recipients of the food bank.

Produce is used in the community lunches as well as the let’s get cooking sessions that take place monthly at the centre. We are getting up to 10 participants, 6 of whom are Shropshire housing tenants.

The community garden was one of 12 gardens that were open to the public this year through the small gardens festival. The Furniture Scheme has taken over the running of this event this year.

Four of the 12 gardens were Shropshire housing tenants. It was a brilliant event with over 250 people visiting the gardens and seeing another side to Ludlow. There were so many compliments about the area and especially the community gardens at Whitefriars and 62 Sandpits Road.

Usage of the garden tools under the garden tool hire scheme has increased again this year. Apart for one owner occupier and one private tenant ALL the rest of the hirers are Shropshire Housing tenants. The equipment is still in good working order and at the moment does not need replacing. We have increased what is on offer with the inclusion of electric mowers and hedgecutters as well as the petrol models.

### 5.3 Social Value

Running, managing and developing the community centres and other groups provides a wide range of outcomes for the individuals who access the services, as well as the wider community. For this Social Impact Report only the outcomes achieved for the individuals have been included.

*Table 9: Inputs, Activities, Outputs and Outcomes by Stakeholder for creating social enterprises*

Stakeholder	Inputs	Activities	Outputs	Outcomes
<b>Service user</b>	Staff time, community centre facilities	Community centre activities and groups	Participation in activities	Improved health and fitness Improved wellbeing
<b>Service user</b>	Staff time, community centre facilities	Community centre activities and groups	Accessing advice and help Supported to develop new skills/return to work	Improved confidence In employment Settled in the community
<b>Service user</b>	Staff time, community centre facilities	Community centre activities and groups	Socialising regularly	Less socially isolated

Table 10 details the outcomes and the financial proxy used to value each of the outcomes. The quantities have been calculated based on the outcomes from the questionnaires, and the percentages for these have been applied to the number of individuals using the community centres annually. Both centres record visits to the centre and over the last year this was 3,200 using Rockspring Community Centre and 30,000 using CasCA. As many of these visitors are repeat visitors, the number of individuals has been calculated as 10% of 30,000 for CasCA and 20% of 3,200 for Rockspring Community Centre. This is based on the different events and activities that run each month, and also on the typical number of visits each week.

*Table 10: Financial proxies for creating social enterprises*

Outcomes delivered	Quantity	Financial Proxy	Value	Source/Info
<b>Improved health and fitness, and Improved wellbeing</b>	655	Improved mental, emotional and physical wellbeing	£2,014	<a href="http://centreformentalhealth.org.uk/pdfs/Economic_and_social_costs_2010.pdf">centreformentalhealth.org.uk/pdfs/Economic_and_social_costs_2010.pdf</a> (2010)
<b>Improved confidence</b>	1,019	Cost of confidence training	£995	Coventry's Local Enterprise and Growth Initiative (2008).
<b>In employment</b>	328	Fiscal benefit of individual gaining employment	£10,577	The Department for Work and Pensions Social Cost-Benefit Analysis framework (Working Paper 86) / response to parliamentary questions (HC Deb 6 February 2013, vol 558, col 352W)

<b>Settled in the community and Less socially isolated</b>	1,638	Maintaining social connections. Increased independence and reduced social isolation	£2,337	<a href="http://www.mojo-programme.org/wp-content/uploads/2015/03/MOJO_SROI_Report.pdf">http://www.mojo-programme.org/wp-content/uploads/2015/03/MOJO_SROI_Report.pdf</a> (2015)
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Based on these financial proxies Table 11 shows the total value for each outcome:

**Table 11: Total value for creating social enterprises**

<i>Outcomes delivered</i>	<i>Total Value</i>
<b>Improved health and fitness, and Improved wellbeing</b>	£1,319,573
<b>Improved confidence</b>	£1,014,104
<b>In employment</b>	£3,465,025
<b>Settled in the community and Less socially isolated</b>	£3,828,006

### 5.3.1 Adjustments to SROI values

The SROI value has been adjusted to take in to account:

Deadweight – for creating social enterprises this has been calculated as 30%, and represents the number of outcomes that would have been achieved anyway without TFS’s support.

Attribution – this is an adjustment for the contribution of other agencies to the achievement of the outcomes. For individuals using the community centres this has been calculated as 35% as TFS actively works with a number of agencies.

Drop off – this is an adjustment for outcomes that will not be sustained. This includes individuals who are no longer able to access the services. This is estimated as 20% because most people who use the community centres continue to use them regularly.

Displacement – this is an adjustment for other activities that have been displaced as a result of the community centres. This is considered to be very low and has been estimated as 5% because most individuals surveyed said they would not have gone elsewhere to receive this support as the nearest other service is an hour away on the bus.

### 5.3.2 SROI Results

Based on these values, the total social value achieved by creating social enterprises is £962,671, giving an SROI of £5.07 for every £1 spent on the service (based on £190,000 cost to deliver the service) as shown in Table 12.

*Table 12: Social Value and SROI of creating social enterprises*

Outcomes delivered	Impact/Social Value	SROI
Improved health and fitness, and Improved wellbeing	£131,957	
Improved confidence	£101,410	
In employment	£346,503	
Settled in the community and Less socially isolated	£382,801	
<b>Total Social Value/SROI</b>	<b>£962,671</b>	<b>£5.07</b>

## 6 Improving the environment

At the heart of TFS are its activities which provide low cost furniture to households, and encourage reuse, recycling and the reduction of waste going to landfill.

### 6.1 Case study

In 2011 under the Government Future Jobs Fund programme (which met a percentage of employer wage costs for employers willing to give 6 months paid work experience to support those unemployed for over 6 months into sustained employment) TFS took on 10 work placements. 70% of them went into sustained employment where the overall success rate was 61%.

Of the staff TFS took on under the scheme three were able to access further training in Waste Management leading to an NVQ Level 2 qualification. The criterion for eligibility for the course was holding less than a Level 2 qualification.

Today, five years later, we still have two of these three staff on the team. One is our lead driver and as the most experienced member of the team leads on the Bulky Waste contract. The other is now Assistant Manager at The Reuse Centre and leads on the recycling project.

### 6.2 Social Value

TFS collects information on the furniture that is recycled and also details of individuals who are supported through its discount and referral packages, as well as those supported from the Fuel Poverty Fund and HGEF Grants. This information has been used to calculate the social value generated.

*Table 13: Inputs, Activities, Outputs and Outcomes by Stakeholder for improving the environment*

Stakeholder	Inputs	Activities	Outputs	Outcomes
<b>Local community</b>	Staff time	Recycling of furniture	Furniture is not sent to landfill	Reduced waste to landfill
<b>Local community</b>	Staff time	Recycling of furniture	Furniture is not sent to landfill	Reduced CO2 emissions from the production of new furniture
<b>Customers</b>	Staff time, financial resources	Access to low cost furniture	Families have furnished homes	Debt problems are avoided

Table 14 details the outcomes and the financial proxy used to value each of the outcomes. The quantities have been calculated based on the data TFS collects.

*Table 14: Financial proxies for improving the environment*

<i>Outcomes delivered</i>	<i>Quantity</i>	<i>Financial Proxy</i>	<i>Value</i>	<i>Source/Info</i>
<b>Reduced waste to landfill</b>	201 tonnes	Cost per tonne of waste sent to landfill	£82.60	Carbon Trust
<b>Reduced CO2 emissions from the production of new furniture</b>	523 tonnes	Cost of producing new furniture rather than recycling (2.6 tonnes of CO2 emissions per tonne of furniture not recycled)	£52.63	WRAP (2011)
<b>Debt problems are avoided</b>	1,377	Relief from being burdened with financial debt.	£2,300	British Household Panel Survey (BHPS) 2013

Based on these financial proxies Table 15 shows the total value for each outcome:

*Table 15: Total value for improving the environment*

<i>Outcomes delivered</i>	<i>Total Value</i>
<b>Reduced waste to landfill</b>	£16,616
<b>Reduced CO2 emissions from the production of new furniture</b>	£27,527
<b>Debt problems are avoided</b>	£3,167,100

### 6.2.1 Adjustments to SROI values

The SROI value has been adjusted to take in to account:

**Deadweight** – for improving the environment this has been calculated as zero. For the debt problems avoided this has been calculated as 20%, and represents the number of outcomes that would have been achieved anyway without TFS's support.

**Attribution** – this is an adjustment for the contribution of other agencies to the achievement of the outcomes. This has been calculated as 15% for the debt problems avoided as most are referred from other agencies.

**Drop off** – this is an adjustment for outcomes that will not be sustained. This includes individuals who will have debt problems regardless of the support TFS provides. This is estimated as 15%.

Displacement – this is an adjustment for other activities that have been displaced as a result of the furniture recycling and discount and referral packages. This is considered to be zero as there are no other services operating locally.

### 6.2.2 SROI Results

Based on these values, the total social value achieved by improving the environment is £1,627,693, giving an SROI of £4.99 for every £1 spent on the service (based on £326,000 cost to deliver the service).

*Table 16: Social Value and SROI of improving the environment*

Outcomes delivered	Impact/Social Value	SROI
Reduced waste to landfill	£16,616	
Reduced CO2 emissions from the production of new furniture	£27,527	
Debt problems are avoided	£1,583,550	
<b>Total Social Value/SROI</b>	<b>£1,627,693</b>	<b>£4.99</b>

## 7 SROI Summary

Table 17 below summarises the SROI for each service area and the overall SROI for TFS, as detailed in Sections 4-6 of this report. Overall TFS creates social value of over £2.7 million, with an average of £4.46 of social returns for every £1 it receives, evidencing the value to investors, funders and commissioners of supporting the services TFS provides, as well as the value to the local communities TFS is based in.

*Table 17: Summary of SROI for TFS*

Service Area	SROI
<b>Training, volunteering and employment</b>	£3.31
<b>Creation of social enterprises and sustainable community centres</b>	£5.07
<b>Improving the environment</b>	£4.99
<b>Average SROI</b>	<b>£4.46</b>

### 7.1 Future Work

In future years it would be interesting to look at the following areas to improve the SROI calculations further.

It would be beneficial to develop additional questions to ask individuals that are accessing the training, volunteering and work placements to identify how their soft skills have changed. This would involve tracking changes in their soft skills.

For future reports it would be worthwhile consulting staff and other stakeholders, such as the local communities, commissioners and partner organisations. This would enable the outcomes achieved for them to be included in future reports. Typically, all stakeholders would be consulted over a 3 year period, so the outcomes that are important to them can be included in the reports.