



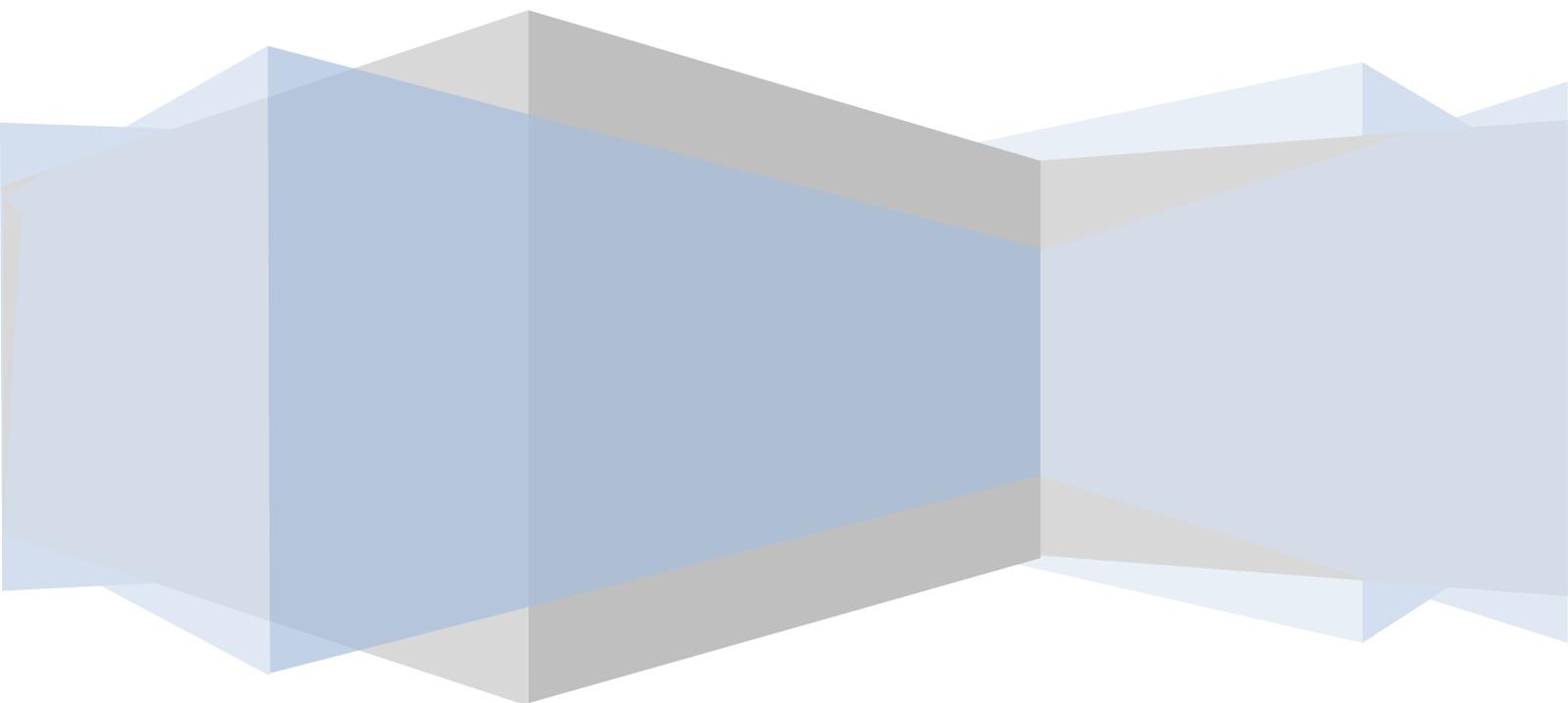
Community  
Transport  
Network NI

Rural Community Transport Partnerships

# The benefits of Rural Community Transport

Social Return on Investment Report

Gauge NI



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# 1 Executive Summary

## 1.1 Introduction

This research study examines the impact of rural community transport provision across Northern Ireland. Based on a Social Return on Investment (SROI) analysis, the research shows the considerable outcomes that are created for the various beneficiaries of Individual Transport, Volunteering and community based Group Hire. It has revealed significant positive effects not just of the users of transport services, but also on volunteers, the wider community and environment.

**The analysis shows that every pound invested in the Rural Community Transport Partnerships achieves a social return of £12, over a 5 year period.**

## 1.2 Rural Community Transport Partnerships

The Rural Community Transport Partnerships are a group of charitable organisations that provides a range of services across Northern Ireland to individuals and groups affected by a lack of access to transport and rural isolation, on a not for profit basis. Community transport services are provided to those living in rural areas with the specific aim of reducing social exclusion and isolation and improving the independence and quality of life for members.

Specifically the partnerships benefit the rural population by improving access to essential services such as health care, education, employment and recreation. Working collaboratively with other agencies and community organisations the partnership improves local rural communities by providing groups with transport and training that improves services, the level of community-based activities and has a broad range of community support. A significant pool of volunteers has been developed to complement and add value to the partnerships range of services.

The Rural Community Transport Partnerships are **driving positive change** through the promotion and provision of community led accessible and affordable transport services.

Made up of 11 individual organisations the partnership makes a significant contribution to the local economy as outlined below:

- 284 staff
- 99 volunteer board members
- 1,257 volunteer trained drivers
- 2,644 member organisations
- 216 volunteer car drivers
- £2,705,047 GVA to the local economy
- £170,760 investment in skills
- £801,568 value of volunteer contribution
- 608,251 trips provided to users
- 241,690 hours of service
- 444,094 bookings
  - 8,882 per week
- 4,537,922 total miles

## 1.3 Outcomes

As a result of the activities and outputs listed above the partnerships are responsible for a number of key outcomes for a range of stakeholders:

Stakeholder	Outcome	
Individual Transport Users	Increased independence	Improved access to education, training & employment
	Improved access to services	
	Improved physical health	Improved mental health
	Reduced social isolation	Increased confidence & self esteem
Volunteer drivers	Improved skills	Reduced social isolation
	Increased awareness of disability & community needs	Increased confidence & self esteem
	Increased levels of volunteering	Improved physical health
Community Organisations	Improved efficiency & cost savings	Increased community engagement and interaction
	Improved skills	
Family members	Respite time gained	Time freed for other activities including engaging with friends & family
	Reduced stress & anxiety about family members	
Environment	Reduced levels of CO <sup>2</sup> emissions as a result of reduced car journeys	
DRD/ Roads Service - Road Safety	Reduced risk of rural car accidents caused by elderly or vulnerable drivers	
Health & Social Care	Reduced level of 'Do Not Attend' hospital appointments by the 10.7% utilising service for health & hospital visits	

Table 1: Summary of Outcomes

The services provided and the associated outcomes contribute significantly to the key pillars of the Rural Transport Fund from the Department for Regional Development, namely:

- **Target social need by improving rural peoples access to training or employment opportunities**

An average of 12% of all RCTP users do so to access education or training and employment – some 26,910 trips and 540 active users

- **Complement the work of other agencies involved in the development of rural communities**

The RCTP works closely with a pool of local community and statutory agencies including schools, health providers and community organisations

- **Support a wide range of community-based activities and have a broad base of community support**

The RCTP supports a group membership of 2,644 voluntary and community sector organisations involved in the local rural community

- **Encourage volunteering activity**

216 volunteer car drivers are actively engaged through the partnerships increasing their skills, social engagement and physical and mental wellbeing. Through the provision of transport RCTP also allows people to access other volunteer opportunities.

#### 1.4 The Social Return

The resultant outcomes from the range of community transport services offered by the partnerships were valued utilising the SROI analysis by placing a financial value or proxy on the outcome. This analysis provided a social value (Total Present Value) of £58,856,247.

The Social Return on Investment (SROI) can be expressed as a ratio of return and is derived by dividing the value of the impact by the value of any investments (totalling £4,800,356 across the partnerships).

This gives us a ratio of approximately **£12:£1**. So for every pound invested in the provision of rural community transport approximately £12 of social value is created.

Across the range of stakeholders this social value is concentrated on the individual transport users of the Dial a Lift service, as illustrated.

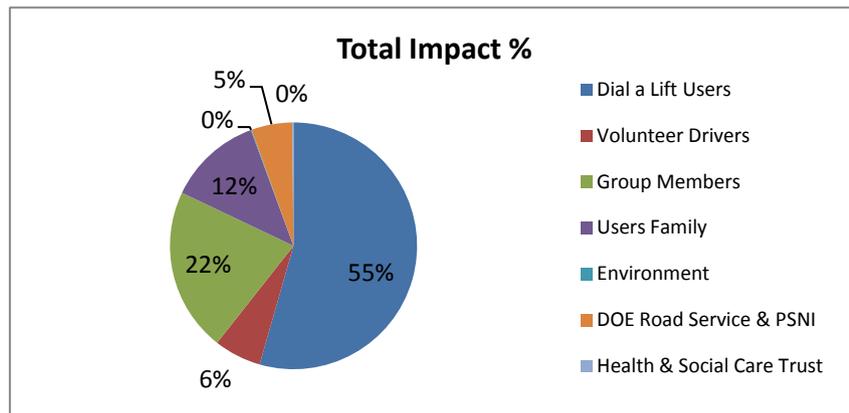


Figure 1: Total Impact Summary

### 1.5 Conclusion

The Rural Community Transport Partnerships have come together with the aim of “driving positive change” for rural residents without access to transport.

This, the first comprehensive analysis of the social return from community transport services, has shown the considerable impact that investment in community transport can have on rural isolation, independence, confidence, mental health and general wellbeing of users. The analysis also identified the important positive effect that the partnerships have in the wider community in terms of reducing car journeys, environmental savings, improved road safety and sizeable gross value added in terms of job creation and volunteering contribution.

## 2 Introduction

### 2.1 Rural Community Transport Partnerships

The Rural Community Transport Partnerships (RCTP) is an innovative collaboration between 11 rural community transport providers that provide essential transport services to individuals in need and community groups in some of Northern Ireland’s most isolated and transport disadvantaged areas.

Across the partnership there are 114 minibuses ranging in size from 10 to 16 seat vehicles whilst a pool of some 216 volunteer car drivers adds to the essential services offered and allows the group to maintain a low refusal rate.

The commitment to quality is evident across the partnership in the Investor in People and Investors in Volunteering awards maintained, coupled with the investment in skills across the group. Details of all training and competencies are listed below:

Competencies/Training	Number of People Certified	Investment
Driver Certificate of Professional Competence (D1 or D license)	70 staff trained to CPC standard across the partnerships	This equates to a total estimated spend of <b>£170,760</b> by the partnerships in up skilling staff and volunteers
MiDAS – Minibus Driver Awareness Scheme	1,525 Paid & Volunteer drivers have accessed the industry standard training	
Car & MPV License	231 volunteer car drivers have completed unique training for Car & MPV drivers	

Table 2: Competencies

In addition to the investment in training and development it is important to note the added value created in the local economy by the Rural Transport Partnership. In the period 2012/13 the collective partnership was responsible for a Gross Added Value (GVA) in the local economy of over £2.7m representative of salaries, surplus generated and volunteer expenses paid. This represents the added value of the service and the potential multiplier effect that it can have with salaries being spent in the local economy.

Value added source	Amount (£)	Total (£)
Salaries	£2,363,200.12	This equates to a total Gross Added Value <sup>1</sup> of <b>£2,705,047</b> representing a sizeable and significant value to the local economy in each of the individual regions, and collectively.
Surplus	-£25,101.91	
Volunteer expenses	£366,949.38	

Table 3: Gross Value Added of RCTP

The table below outlines the total number of trips, hours, miles and other key activities undertaken in the period Apr 2012-Mar 2013:

<sup>1</sup> This measure of GVA is utilised by Invest NI for the Social Entrepreneurship Programme and represents a valid and relevant measure for the Rural Transport Partnerships

	Total Trips	Dial a Lift Trips	Dial a Lift: Cost per Trip	Group Hire Trips	Group: Cost per Trip	Refusal rate	Total Hours	Complete Bookings	Total Miles
<b>Total</b>	<b>608,251</b>	<b>215,519</b>		<b>392,664</b>			<b>241,690</b>	<b>444,094</b>	<b>4,537,922</b>
Average	<b>55,296</b>	<b>19,593</b>	<b>£17.03</b>	<b>35,697</b>	<b>£2.49</b>	<b>0.00%</b>	<b>21,972</b>	<b>40,372</b>	<b>412,538</b>
Armagh Rural Transport	38,163	10,198	£12.98	27,982	£1.60	0%	11,608	39,792	271,635
CDM Community Transport	56,172	27,247	£13.03	28,925	£2.22	0%	23,507	70,404	351,777
DART Partnership	38,153	12,317	£11.68	25,836	£1.42	0%	31,467	39,973	545,420
Down District Accessible Transport	72,579	9,915	£44.71	62,579	£3.24	2%	27,815	15,490	433,273
Easilink Community Transport	75,736	36,620	£13.20	39,116	£2.17	0%	33,841	82,314	780,807
Lagan Valley Rural Transport	30,939	5,787	£26.60	25,152	£3.14	0%	21,449	30,939	288,580
Newry & Mourne Community Transport	12,637	8,641	£12.42	3,996	£2.90	<1%	3,972	13,861	197,555
Out & About	35,678	20,887	£11.60	14,791	£2.62	0%	13,480	35,678	261,870
North Coast Community Transport	150,222	40,205	£13.75	110,017	£1.95	0%	40,997	46,377	643,590
Fermanagh Community Transport	65,410	31,576	£14.66	33,834	£3.58	0%	27,806	35,241	592,207
South Antrim Community Transport	32,562	12,126	£12.70	20,436	£2.19	0%	5,749	34,025	171,208

Table 4: Summary of Activity

## 2.2 Services & Activities

The partnership remains able to service such a sizeable and remote group of beneficiaries by relying on a wide range of resources to deliver the current services within the partnership, completing some 608,251 trips (approximately 12,165 per week) and is able to maintain a zero refusal rate thanks to the provision of the volunteer car scheme. The resources required to deliver these include:

Resource	Details
Staff	65 Office, Administration and Management staff 219 paid minibus drivers
Board	A pool of 99 committed, skilled and experienced board members sit across the 11 voluntary boards (an estimated 848 days each year, based on 5 hours per month on average) <sup>2</sup>
Volunteer Drivers	1,257 MiDAS trained volunteer minibus drivers
Minibuses	A fleet of 114 minibuses ranging in size from 10 to 16 seat vehicles are maintained to the highest standard with 91% wheelchair accessible
Volunteer Car	A pool of 216 volunteer car drivers offers a significant and important service for members and has helped to ensure a zero refusal rate (on average) for bookings
Members	As a group of local membership based organisations the Rural Transport Partnerships serve:

<sup>2</sup> Volunteer Now propose that this could be as high as 13 hours per month  
<http://www.volunteernow.co.uk/fs/doc/publications/itsallabouttimefullreport2007.pdf>

Partners	<ul style="list-style-type: none"> <li>10,398 Individual transport members through the Dial a Lift Scheme</li> <li>2,644 community groups</li> </ul>
	In addition to the 2,644 community members served by the partnership, the group also maintains strong and active collaborative networks with local organisations including; statutory agencies, schools and education providers and myriad community and voluntary sector organisations both local and regional such as NI Chest Heart & Stroke
Premises	14 offices spread across the rural areas of Northern Ireland service the sizeable membership
Systems	The partnerships utilise transport management systems such as Data Images or the CATSS software for effective transport management

Table 5: RCTP Resources

**Bookings:**  
 444,094 in 2012/13 =  
 8,882 p/w  
 = 802 weekly  
 bookings per partner

The level of activity managed by the partnership is incredible. 444,094 bookings equate to an estimated 807 bookings or calls per organisation per week. The increasing demand placed on the limited resources of the partnership must be managed through either an increase in refusal rates and an associated reduction in service or an increase in resources (vehicles, drivers, staff and volunteers) to manage the expectations and demands of users.

These resources enable the partnerships to provide their sizeable membership with a range of transport related services (listed below) and fulfil the strategic aims of the organisations involved:

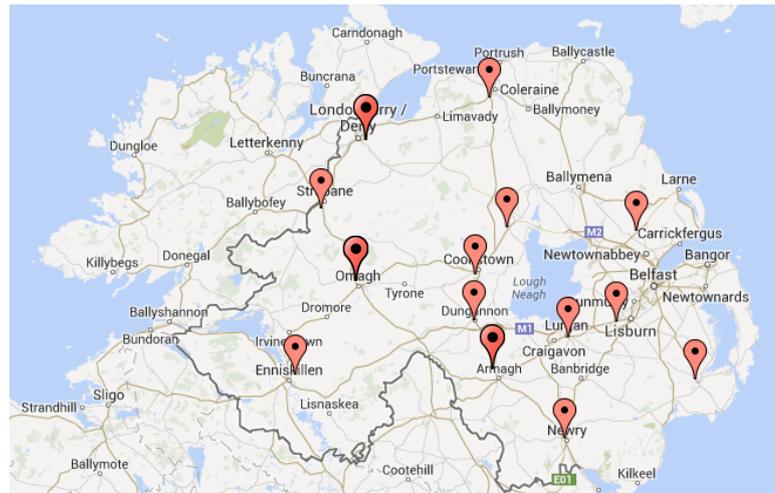
Service	Details
Dial a Lift:	<p>Dial a Lift (DAL) is a transport option for individuals living in rural areas that are unable to access, or have difficulty accessing, local basic services due to a lack of transport. Individuals must become a member of their local provider to avail of the DAL service.</p> <p>Moreover, the Assisted Rural Travel Scheme (ARTS) allows any passenger with a valid SmartPass to travel for free or half fare on the Dial-a-Lift service operated by the local Community Transport operator.</p> <p><b>The Dial a Lift service is available Monday to Friday, 8am – 6pm.</b></p>
Group Travel	<p>Local community organisations and sports clubs can access transport through a group hire scheme by hiring a vehicle. Minibuses can be hired without a driver and the group use their own registered MiDAS trained volunteer which can reduce the cost for the group.</p> <p><b>The group hire travel services are available 7 days per week.</b></p>
Volunteer Car Scheme	<p>This involves volunteers from the local community utilising their own vehicles to transport members to and from a wide range of services and appointments including health centres, shopping and recreational activities.</p> <p>The member books their journey in advance through the office and staff assigns a volunteer to each trip. The volunteer is then paid a mileage allowance for all their miles. These expenses cover fuel cost and the wear and tear of a vehicle.</p> <p><b>The Volunteer Car Scheme compliments the Dial a Lift service but is also utilised outside these hours if a volunteer is available and on a full cost recovery basis.</b></p>
Training	<p>A diverse range of training services are also available from partnership members including:</p> <ul style="list-style-type: none"> <li>MiDAS – Minibus Driver Awareness Scheme</li> <li>PATS – Passenger Assistant Training</li> <li>Car &amp; MPV</li> <li>Manual Handling</li> <li>First Aid</li> <li>Heart Start Training</li> <li>Child Protection</li> </ul>

Table 6: Service list

### 2.2.1 Geographic catchment

The 11 partnerships have 14 offices across the region centred in accessible areas for the range of users and members supported. Due to the often isolated rural environments, providers will often locate vehicles in multiple sites to make them more accessible but also to improve efficiencies and manage costs.

The map opposite offers an indication of the geographical coverage provided by the partnerships with accessible transport provided in key rural locations across Northern Ireland.



A list of the locations and sizeable rural areas covered by the partnerships is detailed below:

Figure 2: locations of transport providers

Provider	Locations	Estimated Population
Armagh Rural Transport	Armagh city, The Orchard, Crossmore, Cusher	59,340
CDM Community Transport	Cookstown District Council & the Dungannon & South Tyrone Borough Council areas	94,083
DART Partnership	Banbridge, Craigavon	141,362
Down District Accessible Transport	Down District Council, Ards, and North Down, as well as parts of the Mournes.	227,815
Easilink	Omagh, Strabane & Derry City Council area	197,000
Lagan Valley Rural Transport	Greater Lisburn city region, including Carryduff and some areas of Castlereagh.	153,500
Newry & Mourne Community Transport	Newry & Mourne Council Area	99,480
Out & About	Magherafelt Town, Moyola, Sperrin	39,500
North Coast Community Transport	Limavady, Moyle, Coleraine, Ballymena and Ballymoney	207,079
Fermanagh Community Transport	Erne West, Erne North, Erne East, Tempo and Lisbellaw within the Enniskillen Ward	61,170
South Antrim Community Transport	Newtownabbey Borough Council, Carrickfergus Borough Council, Antrim Borough Council and Larne Borough Council area	209,861
<b>Total population coverage</b>	The Rural Community Transport Partnerships are geographically spread across NI with services available throughout rural areas	<b>1,490,190</b>

Table 7: List of transport providers

### 2.3 Rural Transport Fund

The group of 11 Rural Community Transport Partnerships provide accessible door-to-door and group travel services to a diverse group of beneficiaries who have no, or limited access, to transport

including community groups, older people and people with disabilities, young people and isolated individuals such as single mothers on a non-profit making basis throughout Northern Ireland.

Community Transport provides full accessible transport services for individuals who do not have access to alternative or conventional modes of transport. Transport is available on request from the local community transport operator and is subject to availability. Transport is provided either by community minibus or a volunteer car. Cost for transport is calculated on a not-for-profit basis.

Transport services are provided for Individual Members living in rural areas with the specific aim of reducing social exclusion and isolation. Group Membership is also available to all non-profit making groups within the Operational Area. This group is coming together to collectively understand the value they deliver.

The group of 11 providers receive support from the Department for Regional Development to carry out their services. The Rural Transport Fund (RTF) is administered by the Department of Regional Development and has been in existence in Northern Ireland since November 1998. Its primary objective is to support transport services designed to give people in rural areas improved access to work, education, healthcare, shopping and recreational activities, and by so doing assists in reducing their social isolation.

The RTF offers support through 2 primary means of assistance:

- Subsidy for new rural services provided by Translink which are economically unviable but socially necessary; and
- Revenue and capital funding that offers a range of complementary services to the public transport network for members.

Through means of a partnership with central government, the public and community transport sectors, the RTF seeks to provide solutions to the transport problems faced by many people living in rural areas. The projects supported by the RTF are required to demonstrate that they fulfill some or all of the following criteria:

- Target social need by improving rural people's access to training or employment opportunities;
- Complement the work of other agencies involved in the development of rural communities;
- Support a wide range of community-based activities and have a broad base of community support; and
- Encourage volunteering activity.

### 2.3.1 Theory of change

A theory of change is a simple tool that shows the partnership's path from needs to activities to outcomes to impact. It describes the change affected and the steps involved in making that change happen.

Whilst the myriad outputs and achievements in terms of user interaction, number of trips and miles etc. has been detailed above, the basic premise of the Rural Community Transport Partnerships is to;

*“Provide a range of services across Northern Ireland to individuals and groups affected by a lack of access to transport and rural isolation, on a not for profit basis.”*

This in turn creates positive social impact for beneficiaries - individual transport users, volunteers, community groups and the local community, as illustrated below:



Figure 3: Theory of Change

### 3 Methodology

Gauge utilised the Social Return on Investment (SROI) principles and methodology to develop the evaluation report of the work of the Rural Transport Partnerships. Both quantitative and qualitative research methods were used to collate all relevant information to carry out the evaluation.

- **Quantitative Data.** Extensive data on all services was made available by all 11 providers to identify the number of active users, number of miles travelled, volunteer hours and a myriad of additional statistics for the period including a breakdown of users and groups and passenger information, all of which was collated into a Company Profile provided to each.
- **Qualitative Data.** The use of 11 thoroughly structured focus groups, where groups of each beneficiary stakeholder group was represented (Dial a Lift users, Volunteer Car Drivers and Group Hire members) allowed us to gain qualitative information including how the use of community transport has impacted on their lives and services. This was supported by additional surveys provided by those unable to attend. A copy of the focus groups questions and outcomes are available to view in Appendix 1 and 2. Using the focus groups as a sample for each stakeholder group, we based the assumption on the wider number of stakeholders that have interacted with the range of services provided over the period Apr 2012 – March 2013.

A total of 297 responses were collated in addition to one-to-one interviews with Transport Managers, staff and with beneficiaries to gather case studies for each provider.

Having completed the data collection aspect of the evaluation, the principles of the Social Return on Investment (SROI) were employed, as outlined in 3.1 below, to build the Impact Map which addressed the requirements to measure both the impact and value for money of the rural transport services provided.

The Impact Map (Appendix 4), provides a schematic high-level overview for the overall service provision and understanding of the value of the programme.

The Impact Map fitted very well within the evaluation of rural transport provision as it did not focus solely on the hard outputs (i.e. numbers of beneficiaries, number of trips, number of hours utilised) but also on the softer social outcomes such as reduced isolation, increased confidence, cost savings to groups' et al. The resultant 'mapping' process is a high-level analysis of the key outcomes and impacts of the partnerships' Rural Transport Fund services.

The engagement of stakeholders was pivotal to the process so that those directly affected explore the full extent of the organisation's impact, both intentional and non-intentional. By involving stakeholders in constructing the Impact Map it ensured that the outcomes that matter to those who are directly affected were measured and valued. This included identifying inputs, outputs, outcomes, placing values (financial proxies) on those agreed outcomes. The findings of these are detailed in the following section.

### 3.1 SROI

The Social Return on Investment (SROI) methodology is based on a core set of 7 principles that have been adhered to throughout the evaluation process and a 6 stage SROI method has also been followed.

While in financial management the term ROI refers to a single ratio, SROI analysis refers not to one single ratio but more to a way of reporting on value creation. It bases the assessment of value in part on the perception and experience of stakeholders, finds indicators of what has changed and tells the story of this change and uses monetary values for these indicators.

The principles and stages of SROI have been outlined below:

#### 3.1.1 Principles of SROI

1. **Involve Stakeholders:** This ensures that the individuals/organisation experiencing the change is able to explain the outcomes that matter to them and how they think the service impacts them.
2. **Understand what changes:** This component focuses on explaining the theory of change and demonstrating through evidence how these changes materialise.
3. **Value the things that matter:** This principle focuses on assigning financial value (financial proxies) to outcomes that are not traded in the market and therefore do not have a price associated with them.
4. **Only include what is material:** This emphasises the importance of including all relevant information about the stakeholders' experiences and outcomes, but not including areas that are not directly related to the program or project.
5. **Do not over claim:** This principle stresses that only outcomes associated with the program should be attributed to the program.
6. **Be transparent:** This principle emphasises that each decision made regarding the SROI analysis be explained and documented.
7. **Verify the results:** This principle refers to confirming with stakeholders that the decisions made in the analysis are reasonable and accurate.

#### 3.1.2 Stages of SROI

1. **Establishing scope and identifying key stakeholders.** It is important to have clear boundaries about what the SROI analysis will cover, who will be involved and the client group to be included in an SROI.
2. **Mapping outcomes.** Through engaging with stakeholders you will develop an Impact Map (also called a theory of change or logic model) which shows the relationship between inputs, outputs and outcomes.
3. **Evidencing outcomes and giving them a value.** This stage involves finding data to show whether outcomes have happened and then giving them a monetary value.
4. **Establishing impact.** Those aspects of change that would have happened anyway, or are a result of other factors are taken out of the analysis.
5. **Calculating the SROI.** This involves adding up all the benefits, subtracting any negatives, comparing the result with the investment and where the sensitivity of the results is tested.
6. **Reporting, using and embedding.** This vital last step involves verification of the report, sharing findings with stakeholders and responding to them, and embedding good outcomes processes.

## 4 The Outcomes

The following section provides a summary of the key findings from the stakeholder engagement and impact measurement process for the Rural Community Transport Partnerships to illustrate the SROI figure in the Impact Map but also to offer a rationale for the data used. Full details of all outcomes and their analysis can be found in the Impact Map, Appendix 4. However, a summary of the outcomes experienced by the stakeholders is provided below.

### 4.1 Overview

The range of services provided by the 11 partnerships generates a social value of approximately **£1:£12** over a five year period. This is based on a Total Present Value of **£58,865,247 created against an input of £4,800,356<sup>3</sup>** over the extrapolated 5 year period, due to the impact being experienced by stakeholders beyond the period the service is delivered. Figure 4 and Table 8 below provide a summary on the Impact Value and Overall Impact that the Rural Transport Partnerships have on their extensive range of stakeholders.

Group	Impact value	%
Dial a Lift Users	£32,040,681	54.43%
Volunteer Drivers	£3,646,723	6.20%
Group Members	£12,621,973	21.44%
Users Family	£7,247,843	12.31%
Environment	£63,959	0.11%
DOE Road Service & PSNI	£3,151,900	5.35%
Health & Social Care Trust	£92,168	0.16%
<b>Total</b>	<b>£58,865,247</b>	<b>100%</b>

Table 8: Overall Impact Value by stakeholder group

As evidenced from the table above the key stakeholder group, in terms of social value created, is that of **Dial a Lift users**, followed by **Group Members** accounting for almost 55% and 21% of the total social value created, respectively.

Outcomes in this context are the changes that occur over time following the interventions and services of the RCTP. Outcomes can be measured at a variety of levels: individual, organisational, community etc., and can be considered intentional or unintentional. A full and complete SROI Impact Map is included in Appendix 4 whilst Appendix 5 provides an explanation for each outcome and how the financial proxy was developed.

Detailed below is a breakdown of the key outcomes accrued by each stakeholder group.

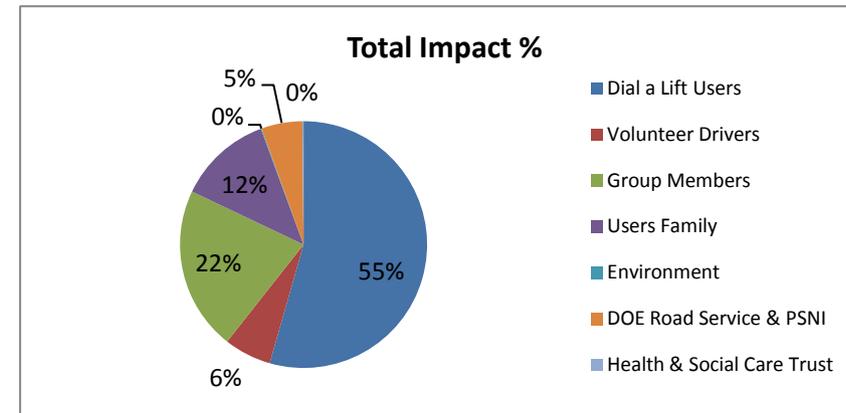


Figure 4: Impact by Stakeholder Group

<sup>3</sup> This input is based on the RTF funding and the income generated from Group Hire and Membership fees in the 2012/13 period

## 4.2 Dial a Lift Users

Dial a Lift users identified the most significant change in terms of:

- Independence,
- Access to services and
- Improved social interaction.

Whilst benefit was experienced across a range of key factors, as indicated opposite, these were the three most pertinent benefits experienced.

This was common across all 11 Rural Transport Partnerships with users of individual transport welcoming the accessibility of the service and how important a factor it is in their daily lives.

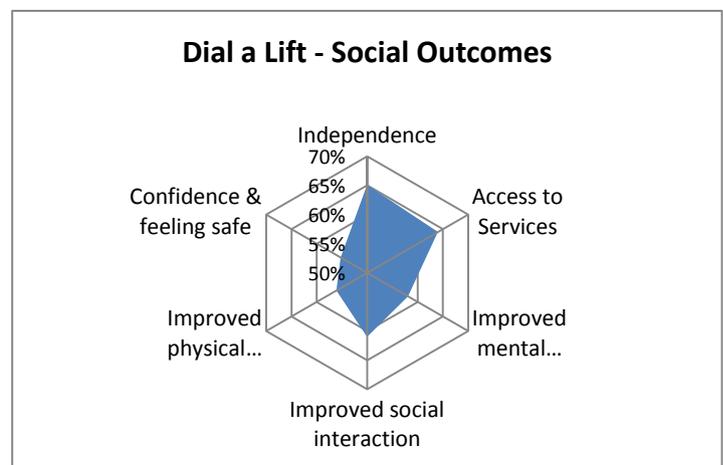


Figure 5: Dial a Lift – Impact

Across the partnership there are 4,499 active individual transport users accessing 215,519 trips in the year analysed.

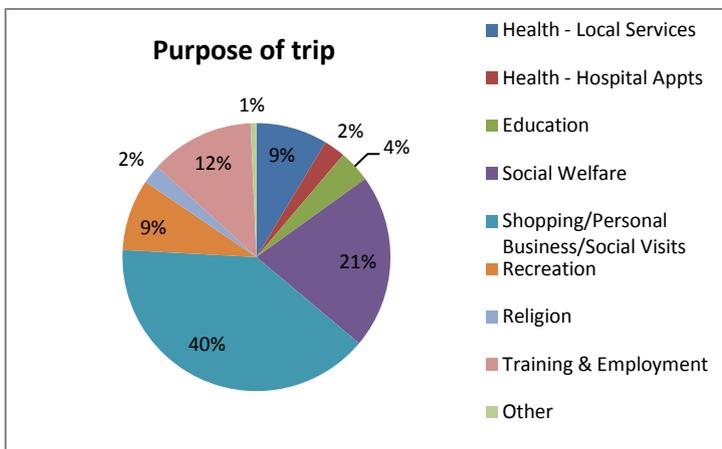
The benefits experienced reflected those proposed in the theory of change (Figure 3) which was also expressed by way of a diverse range of comments and feedback from Individual Transport Users:



Figure 6: Dial a Lift users – comments

Feedback from Dial a Lift users also identified the important role that volunteer car drivers have in providing a valuable and, what is deemed, essential service to many isolated individuals with one service user explaining that *"It is good craic, the drivers are more like social workers"*.

The main reason for use for Individual Transport Users was for 'Shopping/Personal Business/Social Visits' with access to 'Social Welfare' services and 'Training and Employment' being significant factors for travel, as illustrated in Figure 7 below:



**The total valued outcomes for Dial a Lift users is proposed as £32,040,681 or 54.43% of the total.**

Figure 7: Reason for Travel - Dial a Lift

The personal stories of a few service users are detailed below and illustrate the change experienced as a result of utilising the services of the RCTP:

### Margaret– Dial-A-Lift User

I am 80 years old and suffer from osteoporosis and my husband is 87 and he is blind. We live in Castlerock and before we knew of this Dial-A-Lift Service we felt isolated due to the lack of suitable transport. We could only rely on family and friends to get to doctors appointments, shopping etc. as taxi fares were too expensive for pensioners to afford. Relying on family gave us little independence as we could only travel when a family member was available.

The service caters for all our needs and has given us confidence to travel more independently, we don't feel isolated anymore and look forward to our weekly outings.

Now we go shopping in Coleraine town together, visit Marks & Spencer's, visit friends and family and we truly believe the service has given us a better quality of life.

We just pick up the phone now to book transport whenever we wish to go anywhere, we have got to know the drivers and staff over the years and they make booking so easy, they are all so kind and understanding of our needs, we would use the transport three days a week and being able to use our Smartpasses on the service means we don't have to worry about the financial side of getting about now.

Our social life was non-existent before we knew of Dial-A-Lift service and our only outings were to doctors' appointments. Now we go shopping in Coleraine town together, visit Marks & Spencer's, visit friends and family and we truly believe the service has given us a better quality of life.

## Marc – Dial-A-Lift User

Marc has a physical disability which impacts upon his mobility and requires that he wears leg splints. In addition to this, Marc has been visually impaired for the past eight years.

Marc has been using the DDAT Dial-a-Lift service for the past four to five years. He uses the bus twice weekly to travel from his home in Killinchy to the leisure centre in Downpatrick, to go for a swim. Not only does going to the leisure centre with this service afford Marc the opportunity to take part in the only (but much-needed) physical exercise he is able to, but it also gives him the opportunity to do the only thing *“I can do completely for and by myself. What I really like... is that I don't have to depend on anybody else for any aspect of it. I can book it myself and make decisions about when I go. The two weekly swimming trips are the only thing I do alone. And I feel so good after them!”*

Marc's parents and other family members do provide lifts for Marc at other times, but are limited in the extent to which they can do this from day to day, and Marc really appreciates the fact that he is in control of when to go swimming, when he books to use Dial-A-Lift, rather than depending on when it suits others to take him.

Since Marc began to lose his sight eight years ago, he has attempted trips by public transport, but found this to be very stressful and difficult for him. He has not developed sufficient confidence to travel by public transport on any regular basis. When he first started using this service, he felt nervous, but has found that the attentive attitude and the helpfulness of the drivers has helped to build his confidence, and he is now completely happy and confident in using the Dial-A-Lift service.

### 4.3 Volunteer Car Drivers

Volunteer drivers expressed the high level of personal satisfaction that they receive by ‘giving something back’ to the local community and indicated that the key outcomes for them were **social interaction** and **increased engagement with their community**.

One participant in a focus group explained how, as an ex-serviceman, he never felt able to enter certain areas but feels welcome and safe to do so now as a volunteer car driver. A range of comments from drivers is illustrated below:

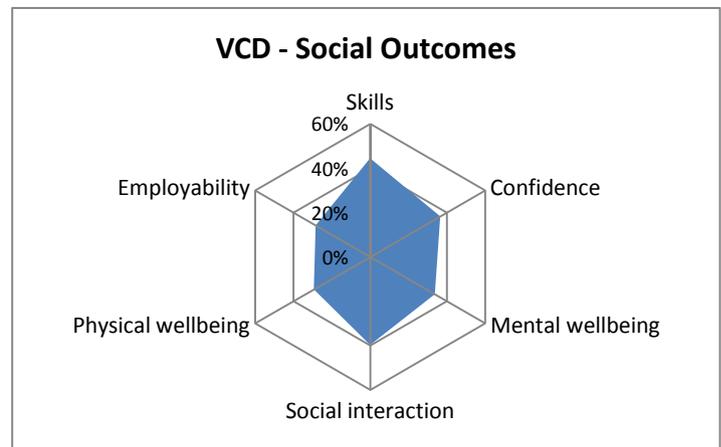


Figure 8: Volunteer Car Drivers - Impact



Figure 9: Volunteer Car Drivers - Comments

**The total valued outcomes for Volunteer Car Drivers is proposed as £3,646,723 or 6.2% of the total.**

The Volunteer Car Scheme offered is a valuable complement to the Dial a Lift services (supported by the Rural Transport Fund) and allows the partnerships to maintain a low (0% on average) refusal rate. It also contributes to the Rural Transport Fund aim of ‘**encouraging volunteering activity**’ with 216 volunteer drivers actively engaged in the car scheme.

Moreover, the 99 volunteer board members contribute significantly to the effectiveness of each provider, but the social impact of this was deemed immaterial for this exercise with a focus on the core beneficiaries taking precedent. Based on a conservative estimate of 5 hours per month (Volunteer Now data suggests that this could be as high as 13 hours per month) there is an, additional, added

**Volunteer board members**  
 Whilst not included in the SROI calculation of social impact the role and contribution of these 99 volunteers is incredible. Providing valued advice and support to the RCTP organisations board members contribute an estimated 848 days annually

volunteer value of 70 days per month or 848 days per annum from volunteer board members.

## Martin – Volunteer Car Driver

I was a self employed tradesman working as a joiner for many years to earn a living. As the years went on I began having some difficulties with my hips which consequently sought me having surgery in May '08. Further to this surgery I was advised that I would not be able to continue with the type of work I had been doing as it involved a lot of climbing which could ultimately do more damage. After a visit to my local Jobs & Benefits office I noticed a leaflet advertising some volunteering with this service (which was a driving role) and this appealed to me.

I was interested initially as a means of keeping active as I was a working man my whole life and would not like having nothing to do and sit in the house all day. I am now an extremely active volunteer car driver for the organisation and find myself doing something extremely worthwhile and fit with my lifestyle and physical capabilities. My role consists of transporting users on a daily basis to various appointments and destinations, and I began to see very quickly the difference the transport and my role was making on their lives.

This particular organisation offers both Group and Individual transport services and my role assists with the needs of any of these members but with the use of my own vehicle. I help the members where I can in terms of assisting them in and out the car, or carrying bags to their door, and it is the caring aspect of this role which allows me to feel rewarded by what I do not just driving.

I am aware that I myself will be in a position where I am maybe an older man and would appreciate someone taking the time to help me out and care about my needs and offering their time on a voluntary basis. There are members who need the transport as a lifeline and appreciate my time as a volunteer to take them out of the house and that gives me that feel good factor for what I do. I have developed friendships with people I would otherwise not have had and I am extremely passionate about this role.

I will have been driving for the organisation almost 3 years this summer and I am still enjoying it and the feeling it gives me helping out the people of my community. I am now getting out and about and keeping active which I doubt I would be doing should I have missed this great opportunity to volunteer. Although I would never be able to work as a tradesman like I used to, the building trade still very slack and I would probably have tried to do something else on a voluntary basis but I am glad I have this role and hope I give back as much as I gain from my role as a volunteer car driver.

## Patricia – Volunteer Car Driver

Patricia has been a volunteer social car driver for three years. She is married with three grown up children, the youngest of whom, Carl, has autism and is 16 years old. Patricia worked in community care until Carl was diagnosed. Years later, her frail mother came to live with her so life became taken up with caring for others at home and she found that every waking moment was filled with concerns about Carl even when he was at school.

When Patricia's mother died, she felt that she needed to get out more and spotted a volunteering advert in the local paper. She had always liked driving and realised that this could be flexible enough to work around Carl's needs after school. It seemed ideal; an opportunity to continue to act in a caring capacity in the community with vulnerable people who all had led very interesting lives and had a story to tell. The important thing for Patricia was that she was kept occupied during the day, and for the period of time that she is out volunteering, her mind was taken off her concerns for Carl.

Patricia benefits in many ways from her volunteering role. She finds it brings structure and a sense of organisation to her day. In addition, she gets much satisfaction out of meeting a variety of people, especially as she comes to see the ways in which they struggle as much or more than her with their family and personal circumstances. Something as simple as taking an arm to assist, getting a wheelchair out of the boot, listening to others' concerns and their worries, or sitting with someone while they wait for an appointment, brings so much satisfaction.

*"It is no longer a case of "poor me" but "poor them" as they have so many troubles to contend with. I find that after I have been volunteering, I feel refreshed and more able to commit to Carl and his particular set of needs. I feel that I have achieved something worthwhile".*

*"In addition, I have gained in confidence, self worth and self esteem. Equally, I have lost weight and am taking more time and effort with my image! As I have been volunteering more, I have found that it keeps me out of the shops and from spending money!!*

*"Volunteering has got me to a place where I feel I would definitely be ready to volunteer with other agencies that involve contact with people. I am more prepared to face any challenge. My son is still my main priority but volunteering allows me flexibility and a chance to meet others less fortunate than me."*

#### 4.4 Group Members

Group members utilising the hire or volunteer driver option experienced significant improvements to their ability to deliver services and improved efficiency, with respondents suggesting a 63% and 59% improvement respectively in these issues, often translated into cost savings and operational improvements.

Figure 10 below illustrates the significant change experienced by groups in 4 key themes as a result of their engagement with the Rural Transport Partnerships. Feedback from groups (below) is evidence of the important role that community transport plays in the effective delivery of local

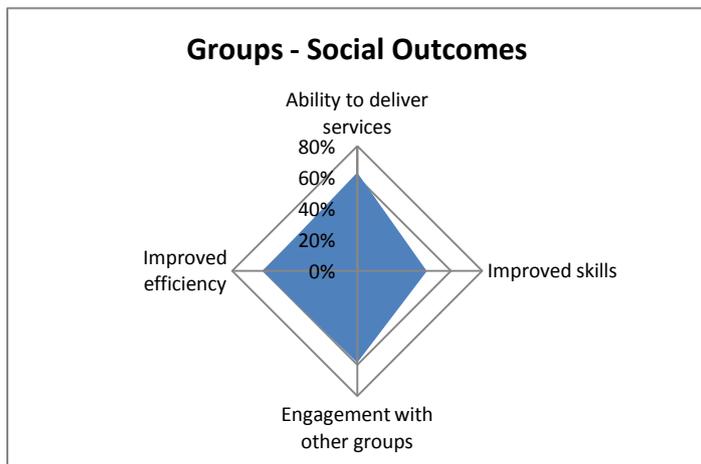


Figure 10: Groups - Impact

services from community and voluntary organisations working with a full range of beneficiaries from youth and sports groups to disability, health and elderly support services.

The importance of the services provided by the Rural Community Transport Partnerships is crucial to the many voluntary and community sector organisations in the rural communities served, as indicated in the range of testimony provided.

This significant contribution to the work of local groups relates directly to the Rural Transport Fund aim of **'Supporting a wide range of community-**

**based activities and have a broad base of community support'**.



Figure 11: Groups - Comments

The total valued outcomes for Groups is proposed as the second most significant at **£12,621,973** or **21.44%** of the total.

## Out of School Club – Group Hire Service

Due to expansion of our group and loss of our own minibus through expense, we use this transport service five days a week three to four times a day. We would not have enough staff or vehicles to do all the pick ups and drop offs.

This is a cheaper alternative and has allowed our group to not only continue but grow. If it was not around we would have to use Taxis, employer's cars and probably a commercial bus company to provide our service – the service saves us hugely on our transportation costs.

We use the transportation to take the kids to and from our out of school club. We use them throughout the summer to go to parks and events during our summer scheme.

We have been able to expand our operation – it allows us to take in more children. Our service is more efficient and the children are more likely to attend. This makes it easier to manage as well as the children all arrive at the same time. Our manager can stay at the club rather than collecting from school. The kids love being on the bus together. It makes it really fun for them and they get the benefit of travelling together.

## L.C.A. – Group Hire Service

L.C.A. is a community group based in the Lurgan area. The group help carers in the area through various activities. They provide day trips, holidays, signposting for benefits. They are a support group for local carers and if they can they help financially to provide respite for some members they will and have 60-70 members, most of whom are existing carers and most of the time are at home looking after a loved one.

“We use CT to provide transport for outings, shopping and social activities. The members couldn't drive to the places we go, the idea is it's supposed to be a day where they don't have anything to worry about and they enjoy the social side of travelling in the bus together, they get the opportunity to talk and share their problems, it's an opportunity to unburden themselves and learn that they aren't the only ones going through it.”

“The group use the bus to go out for day trips; they are usually shopping or social outings. They also use it to bring their members to holiday cottages. We would use the service once a month. We always have the same driver, and the group love it. It gives some continuity to the members, they know their driver and know he is reliable and safe.”

“We have in the past used private operators, but this proved very expensive. It meant that we weren't able to provide as many trips as they would've liked to. It also meant we had to ask the members for a contribution to help with transport costs. Now using CT, our funding covers the transport costs, so we don't need to ask members for anything and we can provide them with more services. We would be absolutely lost without the service.”

#### 4.5 Family Members

Based on the feedback from individual transport users of the Dial a Lift service it became evident that family members were also benefiting as a result of additional free time with three core benefits assumed in the form of freed time equivalent to respite, access to recreation and reduced levels of stress and anxiety about the welfare of their loved ones.

**The total valued outcomes for Family Members are proposed as £7,247,843 or 12.31% of the total.**

This is based on anecdotal evidence provided by a small number of passionate parents and carers attending focus groups. For future impact measurement a dedicated form of data collection such as a survey or family specific focus groups would be beneficial to target this stakeholder group and identify additional areas of value and how they can get more involved in the services.

#### 4.6 Environmental Benefit

As a result of the efficiency of using multi person vehicles, such as small MPVs and 16 seater mini buses and reducing the number of cars on the road, specifically from groups that would often rely on volunteers and staff transporting small groups or individually in cars, there are proposed environmental savings in the form of reduced CO<sub>2</sub> vehicle emissions.

The 1,859,287 miles completed by group users is converted to 6,396 tonnes of CO<sub>2</sub> saved<sup>4</sup> in the year and generates a **social value of £63,959 or 0.11% of the total** as a result of reduced emissions. Whilst relatively small, the environmental impact is deemed relevant and significant enough to warrant inclusion by the partnerships

#### 4.7 Road Safety

The proposed road safety impact is based on the feedback from Dial a Lift users who felt unsafe driving and had to forego their own vehicle. On average 40% of elderly or disabled respondents suggested that they had to give up driving for a range of reasons and preferred to utilise the community transport scheme, equating to 762 drivers across the partnerships.

Individual Transport Users generally gave up driving due to a lack of confidence and fear of other road users.

As a result the **proposed social value created was £3,151,900 or 5.35%.**

Moreover, volunteer drivers and groups that have undergone MiDAS training recognised the value of the new skills and suggest that it has helped to improve their driving skills and care on the road.

"I do not know what we would do without the service. They really helped us when it was time for my husband to give up driving which is hard to do but we knew that we had the service to get us where we need to go"

"Without the service, I would have to walk one mile to get to the main road, I am so much safer with the service"

<sup>4</sup> Based on 430g of CO<sub>2</sub> per mile produced by an average car

#### 4.8 Health & Social Care

In terms of overall value, the impact on the Health & Social Care is relatively low as a result of the measure focusing purely on the number of missed health appointments. Other health values are experienced by users and are included in the measures for these stakeholder groups.

220 users suggested that they had missed a hospital appointment as a result of lack of transport, based on feedback from the focus groups with users. **This results in a potential cost saving of £92,168 or 0.16%** based on the £116 cost of a missed appointment.

The partnerships would like to extend their range of service into health and social care through the delivery of transport for day centres and nursing homes where a demand has become evident. However, restrictions to the organisations 10B (Transport Act NI, 1967) licence do not allow for these potential users to be supported, unless they can become group members.

It should also be recognised that there are significant benefits experienced by Individual Transport Users such as improvements to physical health and mental wellbeing that contribute value to the health and social care sector.

## 5 Calculating Impact

### 5.1 Discount Rates

It is necessary to “discount” the values generated by each of the financial proxies used in order to reduce the risk of over claiming and to ensure credibility. The following methods are most commonly used within the SROI model and are included in table 9 below.

- **Deadweight:** An assessment of how much of each of the outcomes would have happened anyway, without the work of the Rural Transport Partnerships i.e. that the service user would have taken action to alter behaviour and achieve the change e.g. in independence.
- **Displacement:** An assessment of how much of each of the outcomes displaced other activities or outcomes that would otherwise have occurred.
- **Attribution:** An assessment of how much of each of the outcomes was generated by the contributions of other organisations or people e.g. referral sources, family members etc.
- **Drop-off:** In future years, beyond the initial year in question, the amount of each outcome that can be directly attributed to the project will be greatly reduced as it becomes more influenced by other factors.

Table 9: Discount Rates

Stakeholders	The outcomes	Deadweight	Displacement	Attribution	Drop Off
DAL users	1.1 Increased feelings of independence	25%	10%	10%	20%
	1.2 Improved access to essential services as a result of utilising transport services by 17% of users	25%	10%	25%	20%
	1.3 As a result of increased access to health services & getting out they experienced an improved in physical health	20%	10%	25%	20%
	1.4 Increased levels of social interaction (reduced social isolation) and befriending experienced from engagement with drivers	30%	10%	50%	20%
	1.5 Improved access to education, training and employment due to transport access	25%	5%	33%	20%
	1.6 Change in feelings of anxiety & stress in group suffering from depression	25%	5%	30%	20%
	1.7 Improvements to mental health as a result of reduced stress & anxiety	13%	0%	25%	0%
	1.8 Increased levels of confidence and self esteem lead to recorded improvements to feelings of safety	25%	0%	0%	0%
	1.9 Improved access to culture, recreational and shopping activities	25%	0%	0%	0%
Volunteer Car Drivers	2.1 Volunteer driver improved level of driving skills as a result of training	0%	20%	0%	25%
	2.2 Increase in awareness of needs of disabled and vulnerable members of the community	25%	10%	50%	20%
	2.3 Access to volunteering opportunities led to increased levels of volunteering	0%	30%	20%	20%
	2.4 Reduced social isolation and increased engagement with others	30%	10%	50%	20%
	2.5 Increased levels of confidence and self esteem as a result of volunteering	20%	5%	25%	20%
	2.6 Improved mental wellbeing as a result of engaging with others and satisfaction from helping others	20%	5%	25%	20%
	2.7 Improved physical health as a result of increased activity and away from sedentary activity	20%	5%	25%	20%

Community Organisations	3.1	As a result of using the transport services the group improves its operational efficiency through cost savings	50%	25%	10%	25%
	3.2	As a result of training in MiDAS & MPV the group increased their skill & ability to deliver services as evidenced by 58% of groups	25%	15%	10%	25%
	3.3	Increased community engagement as a result of accessing transport by 83% of groups	25%	15%	10%	25%
Family members	4.1	Level of respite gained as result of family member using CT services	30%	25%	25%	25%
	4.2	Reduced anxiety about the welfare and wellbeing of family members	10%	10%	20%	25%
	4.3	Time freed to engage in other activities	30%	10%	25%	20%
Environment	5.1	Reduced level of CO <sub>2</sub> emissions produced as a result of groups utilising buses to reduce individual car miles	5%	0%	5%	10%
	6.1	As a result of users accessing safer forms of transport - not driving themselves - they reduce the likelihood of road accidents	50%	23%	25%	20%
HSC TDOE - Road Safety	7.1	Reduced level of 'Do Not Attend' hospital appointments by the 10.7% utilising service for health & hospital visits	10%	0%	10%	0%

## 5.2 SROI Calculation

The SROI ratio is calculated over 5 years to reflect the longer term impacts that the service has on stakeholders. A discount value of 3.5% was applied over the 5 year period. This is in line with the Government's Green Book, which requires that public money be discounted at a rate of 3.5% per annum<sup>5</sup>.

<b>TOTAL PRESENT VALUE (PV)</b>	£58,865,247.09
<b>NET PRESENT VALUE (PV minus investment)</b>	£54,064,891.15
<b>SOCIAL RETURN RANGE</b>	<b>£1:£12</b> £1:£10 - £1:£12

This is calculated by dividing the proposed social value by the level of investment (input) made:

$$£58,865,247 / £4,800,356 = £12: £1$$

If we take the single year in question (2012/13) the SROI ratio is approximately £4 for every £1 invested equating to a Total Present Value of £21,257,794 relative to the inputs of £4,800,356 from the RTF funding, membership fees and group hire income.

## 5.3 Sensitivity analysis

Given that the analysis contains estimations and assumptions, it is prudent to review where these decisions have had a significant effect on the overall SROI calculation and to consider, therefore, the assurance that can be placed on such figures.

However, as an evaluative analysis, the Study contains confirmed data regarding numbers of service users. The research makes extrapolated assumptions on the numbers affected based on the

<sup>5</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/220541/green\\_book\\_complete.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/220541/green_book_complete.pdf)

focus groups and questionnaires completed by the group. For example, the most significant outcome, accounting for 18% of total value, relates to group hire users “improving operational efficiency through cost savings”.

The sensitivity analysis explores the impact on the SROI ratio of changing some of the study’s key assumptions. Discount rates thought to be significant were amended to clarify the impact of changing attribution, deadweight or displacement.

Outcome values generated from research methods were adjusted to determine the impact of changing particular values, given that questionnaire results were extrapolated over the full stakeholder group.

The most significant (or sensitive areas) for the analysis relate to:

- Dial a Lift users – Increased levels of social interaction (reduced social isolation) and befriending experienced from engagement with drivers (18.34%)
- Dial a Lift users – Increased levels of confidence and self esteem lead to recorded improvements to feelings of safety (10.48%)
- Community Organisations – As a result of using the transport services the group improves its operational efficiency through cost savings (18.01%)

Collectively these 3 outcomes accounted for almost half of the assumed value of social impact (46.83%).

Stakeholder	Outcome	Factor chosen	Changed to	Ratio
<b>Dial a Lift users</b>	Increased levels of social interaction (reduced social isolation) and befriending experienced from engagement with drivers	Financial Proxy	No change	£12.37
		Deadweight	39% (from 30%)	£10.09
		Displacement	No change	-
		Attribution	No change	-
<b>Dial a Lift users</b>	Increased levels of confidence and self esteem lead to recorded improvements to feelings of safety	Quantity	Reduce numbers affected from 100% to 90% - 672 users	£12.23
		Deadweight	50% (from 25%)	£11.93
		Displacement	No change	-
		Attribution	33% (from 0%)	£11.79
<b>Community Organisations</b>	As a result of using the transport services the group improves its operational efficiency through cost savings	Quantity	Reduce number of miles that would have been used to 75% of total	£11.80
		Deadweight	No change	-
		Displacement	No change	-
		Attribution	24% (from 10%)	£10.26

Table 10: Sensitivity calculations

This sensitivity analysis produces a range of ratios from £10 - £12 by either amending the financial proxy used to measure the outcome, increasing the discount factors to reduce the proposed effect of the services or finally, by amending the number of service users affected by the outcome. This short range illustrates that the outcomes are not overly sensitive to change, that the RCTP can be deemed responsible for much of the change and illustrates that the financial proxies chosen and sensitivity analysis are robust in not over claiming for outcomes.

## 6 Conclusions & Recommendations

This section summarises the key conclusions and messages from the evaluation and sets out recommendations to support the future development of the services provided by the Rural Community Transport Partnerships. These are drawn from the findings & analysis presented in previous sections of the report.

### 6.1 Conclusions

- Across the 11 partners **608,251** passenger trips were made in 2012/13 between Dial a Lift and Group Hire users, over 12,165 per week. An essential resource to allow this and to maintain almost 100% acceptance rate of bookings is the role of the 216 volunteer car drivers.
- **The social value created as a result of these trips is considerable with a value of £58,865,247 equating to a Social Return on Investment of approximately £1:£12.**
  - If we look at the last year in isolation a value of £21,257,794 is proposed equating to a Social Return on Investment of approximately £1:£4

The key areas of change and social value are experienced by Individual Transport Users of the Dial a Lift service with a summary below:

Stakeholder	Current Year Impact		Total 5 year Impact	
Dial a Lift Users	£10,738,962	50.52%	£32,040,681	54.43%
Volunteer Drivers	£1,212,106	5.70%	£3,646,723	6.20%
Group Members	£4,495,477	21.15%	£12,621,973	21.44%
Users Family	£3,348,403	15.75%	£7,247,843	12.31%
Environment	£66,198	0.31%	£63,959	0.11%
DOE Road Service & PSNI	£1,376,234	6.47%	£3,151,900	5.35%
Health & Social Care Trust	£20,414	0.10%	£92,168	0.16%
<b>Total</b>	<b>£21,257,794</b>	<b>100%</b>	<b>£58,865,247</b>	<b>100%</b>

Table 11: Summary of impact values

- The RCTP provides an efficient, value for money service with an average cost per trip of just £17.03 for Dial a Lift and £2.49 for Group Hire services. The Group Hire income generated by the partnerships is a valuable contributor to overheads that allows the Dial a Lift service to remain efficient.

Income generated from group hire contributes significantly to staff costs and other overheads that allow the transport provider to maintain efficiencies and a low cost per trip for Individual Transport Users.

- The services provided directly contribute to the 4 key pillars of the Rural Transport Fund:

Aim	Activities	Testimony
Target social need by improving rural peoples access to training or employment opportunities; Complement the work of other agencies involved in the development of rural communities;	An average of 12% of all RCTP users do so to access education or training and employment – some 26,910 trips and 540 active users	“Wasn’t able to get out to groups because of the lack of transport and wasn’t able to keep health appointments before - I have now signed up to new groups”
	The RCTP works closely with a pool of local community and statutory agencies including schools, health providers and community organisations	“I would not be able to get out otherwise, I am isolated up in the mountains”
Support a wide range of community-based activities and have a broad base of community support; and	The RCTP supports a group membership of 2,644 voluntary and community sector organisations involved in the local rural community	“As an organisation we are very isolated (rurally) regarding health & social care and the service is necessary for us”

<p>Encourage volunteering activity.</p>	<p>216 volunteer car drivers are actively engaged through the partnerships increasing their skills, social engagement and physical and mental wellbeing. Through the provision of transport RCTP also allows people to access other volunteer opportunities.</p>	<p>“I am out doing something for the community and see the benefit the service has on others and how important it is to let people access life”</p>
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Table 12: RTF Aims

## 6.2 Recommendations

The aim with this evaluative report has been to review the programme of services delivered by the 11 Rural Community Transport Partnerships and the impact of the Rural Transport Funded and Group Hire services for relevant stakeholders in 2012/13. From this, the partnership can identify where successes have been made and where to improve to sustain a good level of social return.

It is hoped that this report and impact map provides a clear indication of the social value of Community Transport services provided across the partnerships, their involvement and benefits, an explanation as to what service users feel they gain in using the services and the impact experienced by stakeholders.

The recommendations are based on the significant research undertaken engaging with the diverse range of beneficiaries of the Rural Community Transport Services, are as follows:

- Review the service availability to provide a more integrated service, specifically in terms of health and social care. Access to hospital appointments outside the catchment area (especially for cancer patients) has been raised as a concern by Dial a Lift users and volunteers, particularly those requiring specialist services, e.g. cancer patients to Belfast.
- The limitations of the Dial a Lift service, ending at 6pm was noted as an area worthy of review by users.
- Review of data collection. The Rural Community Transport Partnerships may wish to co-ordinate a collective system to gather and record essential client data including activities completed per individual, more in-depth review of rational for use, signposting made and access to specific services from users.
- The partnerships should consider future stakeholder engagement, unintended and negative changes from the project. Specifically, indicators and values from the stakeholders perspective should be explored to confirm (or otherwise) the estimations used in this forecast. For example, family members focus groups or more in-depth data collection from users, as above.
- The Partnerships might consider some further support or training before re-doing their SROI if they think they could benefit from that. To help embed the activity throughout the service. This could involve training a member of staff per organisation or more efficiently appointing an impact champion to act across the partnerships. Engaging with identified stakeholders would also allow for more feedback from them as to the impact of the project for them.
- Review the outcomes to select only the most material (i.e. relevant and significant) to the stakeholders to allow for a more streamlined and easily maintained SROI analysis in the future.
- Individual recommendations have been made to partnership members including:
  - Livery for volunteer drivers

- Continued development of the service to address the needs of vulnerable rural dwellers.
- A key recommendation provided across all engaged stakeholders was for the continuation of services. This is evident when each stakeholder group was asked “what would they do if the service was not available?”

Stakeholder	What would you do without the service?	
Dial a Lift users	“I wouldn’t leave the house, it’s my lifeline” “Family, but I don’t like to ask or be a burden” “It’s my connection to the community”	“10 minute walk to the bus stop is too long, I am not able for it” “Isolated” “I cannot imagine my life without it, I have become dependent on it ”
Volunteer Car Drivers	“I’d cry” “Be sitting at home” “I would have nothing to get up for every day	“There is a clear need in the community” “If I could not find another volunteer role, I would fear a relapse”
Group Members	“Public transport is limited and taxis are too expensive” “Our clients would be devastated” “Our service users who are all young people would lose out and this would have a negative impact on their personal development”	“Fear, of reduced funding if our targets (for service users) wasn’t met” “I’d be sad” “Respite for families would be gone too”

Table 13: "What would you do without the service?"

### 6.3 Future

For the range of services provided by the RCTP to continue and indeed grow in the future a number of considerations are worth noting:

- The further integration of services through the provision of the Urban Door to Door service has meant that local integrated transport services are more efficient benefiting from the economies of scale of having a central resource, effective computerised bookings system and skilled staff resources.
- The impact of the Review of Public Administration will see the replacement of the 26 council areas with 11 ‘super districts’ for which elections were held in May 2014. The revised council boundaries will have implications for members of the Rural Community Transport Partnerships in terms of:
  - Potential changes to boundaries
  - Opportunities for improved collaboration with regional partners such as Armagh, Banbridge and Craigavon affecting Armagh Rural Transport and DART Partnership.
- With a high percentage of Dial a Lift users being elderly (54%) the widely forecast increase in the age of our population will have a significant effect on demand for services for community transport.

A recent report from the Centre for Ageing Research & Development in Ireland (CARDI) illustrates a need for public and community transport to recognise the increasingly diverse needs of an ageing population in terms of transport, which may differ on a geographical basis. Moreover, the integration of public and community transport services can help to develop efficient and cost-effective rural transport.<sup>6</sup>

<sup>6</sup> <http://www.cardi.ie/publications/publicandcommunitytransportforolderpeopleinruralirelandnorthandsouth>

## 7 Appendices

### Appendix 1: Focus Group Surveys

#### Dial a Lift Users

We want to discover what (if any) aspects of your life have changed as a result of using the transport scheme. The table below asks about 6 aspects of life.

You are asked to select a score from 1 to 10 that reflects how you felt about this aspect of your life **BEFORE** you were using the transport scheme and again **NOW** that you are using the scheme. If you do not think that the scheme has made any difference, please select the same score for BEFORE and NOW. To help with selecting a particular score, the scores have been defined on the other side of this page.

<b>1. INDEPENDENCE.</b> Perhaps by reducing reliance on friends & family and enabling you to have more freedom and choice.	
<b>BEFORE</b> using the Transport scheme I scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> I am using the Transport scheme I score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>2. ACCESS TO SERVICES.</b> Have you been able to access healthcare, education, employment or other e.g. post office, social clubs etc that you previously had not been able to get to?	
<b>BEFORE</b> using the Transport scheme I scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> I am using the Transport scheme I score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>3. MENTAL WELLBEING.</b> Perhaps you feel more positive because you are getting out more, or are being more mentally stimulated, have you been affected by depression, feel better about life in general, are you happier?	
<b>BEFORE</b> using the Transport scheme I scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> I am using the Transport scheme I score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>4. SOCIAL INTERACTION.</b> Perhaps you have been meeting new people and having the opportunity to interact more than before, with people on the bus and those you meet at your destination	
<b>BEFORE</b> using the Transport scheme I scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> I am using the Transport scheme I score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>5. PHYSICAL WELLBEING.</b> You may feel physically healthier because you are getting to your health-related appointments more regularly, or instead of being at home, you are getting out to walk or exercise.	
<b>BEFORE</b> using the Transport scheme I scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> I am using the Transport scheme I score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>6. CONFIDENCE &amp; FEELING SAFE.</b> It may have made you feel more or less confident about going out and about than before. Do you feel safer going out with someone from Community Transport?	
<b>BEFORE</b> using the Transport scheme I scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> I am using the Transport scheme I score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
How long have you been using the services? How often, on average, do you use it?	
What purposes do you use the transport for?	
Do you find you are supporting local shops etc. more than before? If so, how much more do you spend locally each week?	
If it wasn't for the service how would you access transport? (e.g. Family, friend, taxi, public transport)	



### Volunteer Car Drivers

We want to discover what (if any) aspects of your life have changed as a result of using the transport scheme. The table below asks about 6 aspects of life.

You are asked to select a score from 1 to 10 that reflects how you felt about this aspect of your life **BEFORE** you were using the transport scheme and again **NOW** that you are using the scheme. If you do not think that the scheme has made any difference, please select the same score for **BEFORE** and **NOW**. To help with selecting a particular score, the scores have been defined on the other side of this page.

<b>1. Skills improvement.</b> Have you gained new skills (either vocational like driving or more general)?	
<b>BEFORE</b> volunteering I scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> I am volunteering I score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>2. INCREASE IN CONFIDENCE.</b> Has volunteering improved your confidence, perhaps by meeting and interacting with a wider range of people and handling different situations?	
<b>BEFORE</b> volunteering I scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> I am volunteering I score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>3. MENTAL WELLBEING.</b> Perhaps you feel more positive because you are getting out more, or feel the benefit of the satisfaction of helping others.	
<b>BEFORE</b> volunteering I scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> I am volunteering I score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>4. SOCIAL INTERACTION.</b> Perhaps you have been meeting new people and having the opportunity to interact more than before, with people you have been meeting through the volunteering.	
<b>BEFORE</b> volunteering I scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> I am volunteering I score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>5. PHYSICAL WELLBEING.</b> E.g. are you more active in getting out & about & do you feel physically healthier?	
<b>BEFORE</b> volunteering I scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> I am volunteering I score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>6. EMPLOYABILITY.</b> If seeking work – do you feel more employable from volunteering & getting involved?	
<b>BEFORE</b> volunteering I scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> I am volunteering I score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
How long have you been volunteering?	
What training have you undertaken?	
If you weren't volunteering what would you be doing?	
How has the Community Transport Organisation helped you?	
What else could the service offer for you?	



### Group Hire

We want to discover what (if any) aspects of your life have changed as a result of using the transport scheme. The table below asks about 6 aspects of life.

You are asked to select a score from 1 to 10 that reflects how you felt about this aspect of your life **BEFORE** you were using the transport scheme and again **NOW** that you are using the scheme. If you do not think that the scheme has made any difference, please select the same score for BEFORE and NOW. To help with selecting a particular score, the scores have been defined on the other side of this page.

<b>1. ABILITY TO DELIVER SERVICES.</b> How critical is transport & the service to your group? To what extent has it helped you to do what you do?	
<b>BEFORE</b> using the Transport scheme the group scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> we're using the Transport scheme we score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>2. IMPROVED SKILLS (TRAINING).</b> Have team members availed of training or been able to access training from the service to improve skills?	
<b>BEFORE</b> using the Transport scheme the group scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> we're using the Transport scheme we score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>3. IMPROVED ENGAGEMENT WITH OTHER GROUPS.</b> Has the service allowed your group to meet & network with other groups, improve your reach and help networking for your members (e.g. on cross community basis)?	
<b>BEFORE</b> using the Transport scheme the group scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> we're using the Transport scheme we score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
<b>4. IMPROVED EFFICIENCY.</b> Have you benefited from cost savings, time savings as a result of using the service?	
<b>BEFORE</b> using the Transport scheme the group scored:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>NOW</b> we're using the Transport scheme we score:	① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨ ⑩
<b>COMMENTS:</b>	
Who are your main beneficiaries?	
How long have you been a member?	
What training have you undertaken?	
If it wasn't for the Community Transport Org how would you access transport?	
How has the Community Transport Organisation helped you?	
What else could the service offer for you?	



## Appendix 2: Focus Group & Survey Responses Summary

	ART	CDM	DART	DDAT	EASILINK	FCT	LVRT	NCCT	NMCT	OUT & ABOUT	SACT	Av. % Change for each issue
<b><u>DIAL A LIFT - Issue &amp; Change</u></b>												
Independence	82%	71%	60%	43%	54%	76%	50%	75%	60%	86%	60%	65%
Access to Services	70%	78%	55%	35%	45%	80%	70%	74%	62%	86%	49%	64%
Improved mental wellbeing	61%	75%	43%	27%	48%	80%	43%	69%	58%	85%	50%	58%
Improved social interaction	57%	75%	45%	35%	49%	76%	60%	74%	76%	77%	48%	61%
Improved physical wellbeing	59%	80%	52%	30%	37%	76%	44%	65%	58%	79%	38%	56%
Confidence & feeling safe	58%	74%	55%	7%	41%	82%	46%	69%	56%	77%	44%	55%
<b>To what extent has service improved your life</b>	<b>82%</b>	<b>74%</b>	<b>98%</b>	<b>29%</b>	<b>98%</b>	<b>78%</b>	<b>0%</b>	<b>87%</b>	<b>84%</b>	<b>76%</b>	<b>94%</b>	<b>73%</b>
<b><u>VCD - Issue &amp; Change</u></b>												
Skills	30%	34%	53%	43%	44%	59%	80%	31%	40%	38%	38%	45%
Confidence	28%	29%	38%	35%	46%	49%	30%	30%	43%	39%	36%	37%
Mental wellbeing	23%	29%	32%	27%	40%	59%	30%	35%	30%	34%	34%	34%
Social interaction	30%	35%	43%	35%	47%	64%	30%	37%	47%	38%	32%	40%
Physical wellbeing	10%	23%	44%	30%	40%	51%	20%	22%	30%	21%	32%	29%
Employability	25%	27%	40%	7%	22%	55%	40%	14%	35%	29%	20%	28%
<b>To what extent has service improved your life</b>	<b>35%</b>	<b>33%</b>	<b>70%</b>	<b>44%</b>	<b>91%</b>	<b>56%</b>	<b>0%</b>	<b>74%</b>	<b>70%</b>	<b>35%</b>	<b>79%</b>	<b>53%</b>
<b><u>GROUPS - Issue &amp; Change</u></b>												
Ability to deliver services	56%	74%	76%	65%	71%	66%	44%	58%	65%	74%	45%	63%
Improved skills	45%	30%	71%	20%	48%	55%	32%	56%	65%	59%	10%	45%
Engagement with other groups	57%	77%	80%	40%	64%	64%	63%	58%	60%	69%	13%	59%
Improved efficiency	62%	76%	66%	50%	56%	69%	46%	58%	63%	66%	54%	60%

### Appendix 3: Principles of SROI

SROI is an approach to understanding and managing the value of the social, economic and environmental outcomes created by an activity or an organisation. It is based on a set of principles that are applied within a framework.

SROI seeks to include the values of people that are often excluded from markets in the same terms as used in markets, that is, money, in order to give people a voice in resource allocation decisions. SROI is a framework to structure thinking and understanding. It's a story not a number. The story should show how you understand the value created, manage it and can prove it. SROI is based on the following seven principles:

<b>1. Involve stakeholders</b>	Understand the way in which the organisation creates change through a dialogue with stakeholders
<b>2. Understand what changes</b>	Acknowledge and articulate all the values, objectives and stakeholders of the organisation before agreeing which aspects of the organisation are to be included in the scope; and determine what must be included in the account in order that stakeholders can make reasonable decisions
<b>3. Value the things that matter</b>	Use financial proxies for indicators in order to include the values of those excluded from markets in same terms as used in markets
<b>4. Only include what is material</b>	Articulate clearly how activities create change and evaluate this through the evidence gathered
<b>5. Do not over-claim</b>	Make comparisons of performance and impact using appropriate benchmarks, targets and external standards.
<b>6. Be transparent</b>	Demonstrate the basis on which the findings may be considered accurate and honest; and showing that they will be reported to and discussed with stakeholders
<b>7. Verify the result</b>	Ensure appropriate independent verification of the account



## Appendix 4: Impact Map

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Social Return on Investment - Impact Map

Organisation	Rural Transport Partnerships	Name	Stephen McGarry
Objectives		Date	Mar-14

Scope	Activity	The RTP is a group of 11 community transport providers offering essential rural transport services for those in need	Objective of activity		Time period	April 2012 - March 2013
	Contract/Funding/Part of organisation	Department for Regional Development	Purpose of analysis		Forecast or Evaluation	Evaluative

Stage 1 → Stage 2 → Stage 3

Stakeholders	Intended/unintended changes	Inputs		Outputs	The outcomes	The outcomes (what changes)						
		Description	Value £			Description	Indicator	Source	Quantity	Duration	Financial proxy	Value £
Who do we have an effect on? Who has an effect on us?	What do you think will change for them?	What do they invest?	What do they invest?	Summary of activity (quantify)	How would you describe the change?	How would you measure it?	Where did you get the information from?	How much change is there?	How long does it last? (years)	What proxy would you use to value the change?	What is the value of the change?	Where did you get the information from?
DAL users	Become more independent	Membership Fees	£374,843.08	4,499 total active users of Dial a Lift service	Increased feelings of independence	Number reporting an affect and improvement in independence	Collected data & questionnaire	4499	5	Cost of independence training	£257	provided by Sureskills (Belfast & Dublin) <a href="http://www.sureskills.com/training_and_certification/personal_professional_development/personal_professional_effectiveness/ct/viewcoursedetails/mid/1007/coursecode/ssbs004">http://www.sureskills.com/training_and_certification/personal_professional_development/personal_professional_effectiveness/ct/viewcoursedetails/mid/1007/coursecode/ssbs004</a>
	More able to access essential services		Improved access to essential services as a result of utilising transport services by 17% of users		Number utilising service to access essential services	Collected data & questionnaire	1850	5	The cost of utilising alternative transport to access services - taken from the 2011 edition of 'Family Spending' (ONS)	£2,935	£88.20 per week average expenditure on transport from rural households * 70% experienced improvement - ( <a href="http://www.ons.gov.uk/ons/rel/family-spending/family-spending/family-spending-2011-edition/index.html">http://www.ons.gov.uk/ons/rel/family-spending/family-spending-2011-edition/index.html</a> )	
	Improved physical health		As a result of increased access to health services & getting out they experienced an improved in physical health		Number reporting an improved level of physical health	Collected data & questionnaire	4213	5	Value of participating in sport or physical activity at least once per month	£314.72	Value of £562 from HACT Report * 59% experienced improvement in physical health ( <a href="http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf">http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf</a> )	
	Improved social interaction and engagement		Increased levels of social interaction (reduced social isolation) and befriending experienced from engagement		Reduction in feelings of isolation due to befriending as a result of the service	Collected data & questionnaire	4124	5	The value of increased frequency of interaction with friends, relatives, and neighbours	£9,455	Putting a Price Tag on Friends, Relatives, and Neighbours (Institute of Education, University of London April 2007) £15,500 adjusted for inflation * 57% improvement	
	Access to education & training opportunities		Improved access to education, training and employment due to transport access		Number using service to access education & training	Collected data & questionnaire	926	2	The cost of education related transport	£520	£370 per annum adjusted for inflation (£520) <a href="http://assets.dft.gov.uk/statistics/series/accessibility/making-the-connections.pdf">http://assets.dft.gov.uk/statistics/series/accessibility/making-the-connections.pdf</a> 2003	
	Improved mental wellbeing		Improvements to mental health as a result of reduced stress & anxiety		Reduced feelings of anxiety & stress in group suffering from depression	Collected data & questionnaire	450	3	HSC costs of treating mental illness	£1,383	Total cost of treating mental illness in NHS (NI) equates to £2.8bn of which £372m is HSC with estimated 156,000 adults suffering from mental illness incl depression	
					Reduced feelings of anxiety & stress in group suffering from milder anxiety & stress	Collected data & questionnaire	4049	3	Cost of 12 week counselling programme to combat anxiety & stress	255.20	£55 per session (8 sessions recommended by NHS Direct) from BACP Counsellor at Belfast Cognitive Therapy Centre	
	Increased confidence & self esteem		Increased levels of confidence and self esteem lead to recorded improvements to feelings of safety		Improved levels of self confidence	Collected data & questionnaire	4499	3.00	Cost of confidence building programme reflecting the value attributed to this improvement	660	Provision of confidence building course (4 workshops) from Soul Ambition (Belfast)	
Improved cultural engagement and social activities	Improved access to culture, recreational and shopping activities	Number using service to access recreational activities including shopping	Collected data & questionnaire	2146	3	Average expenditure on Recreation & Culture	£85	Spending by Accessible Countryside demographic - Family Spending 2011 Edition				

Stage 1		Stage 2			Stage 3							
Stakeholders	Intended/unintended changes	Inputs		Outputs	The outcomes	The outcomes (what changes)						
Who do we have an effect on? Who has an effect on us?	What do you think will change for them?	Description	Value £	Summary of activity (quantify)	Description	Indicator	Source	Quantity	Duration	Financial proxy	Value £	Source
		What do they invest?	What do they invest?		How would you describe the change?	How would you measure it?	Where did you get the information from?	How much change as there?	How long does it last?	What proxy would you use to value the change?	What is the value of the change?	Where did you get the information from?
VCD Drivers	Improved skillset	Time		1,028 Volunteer Drivers & 41 Volunteer Car Drivers including 122621 volunteer hours provided	Volunteer driver improved level of driving skills as a result of training	Number of drivers completing MIDAS &/or MPV training	Collected data & questionnaire	1024	4	Value of Advanced Driver Training as an indicator of improved driving skills	£62.55	Cost of ADT with Advanced Motorists NI * 30% marked change by participants
					Increase in awareness of needs of disabled and vulnerable members of the community	Number of drivers indicating improved awareness	Collected data & questionnaire	924	4	Cost of disability awareness training & Interpersonal skills training	£213	Disability Equality Training provided by ADAPT NI & Interpersonal Skills (Communication) training provided by Revolution Learning * 35% experienced change
	Volunteering opportunities				Access to volunteering opportunities led to increased levels of volunteering	Number of volunteer hours	Collected data & questionnaire	54759	5	Value of drivers time provided to the service	£8.00	Hourly rate of equivalent role i.e. Community Transport driver
	Improved social interaction and engagement				Reduced social isolation and increased engagement with others	Number of drivers reporting an improvement in social interaction	Collected data & questionnaire	933	5.00	The value of increased frequency of interaction with friends, relatives, and neighbours	£6,200	Putting a Price Tag on Friends, Relatives, and Neighbours (Institute of Education, University of London April 2007) £15,500 adjusted for inflation *30% change experienced
	Increased confidence & self esteem				Increased levels of confidence and self esteem as a result of volunteering	Increase in self confidence	Collected data & questionnaire	913	5.00	Cost of self confidence/self esteem counselling - 24 sessions	444	Provision of confidence building course (4 workshops) from Soul Ambition (Belfast)
	Improved mental wellbeing				Improved mental wellbeing as a result of engaging with others and satisfaction from helping others	Reduced feelings of anxiety & stress	Collected data & questionnaire	850	3	Cost of 8 week counselling programme to combat anxiety & stress	149.60	£55 per session (8 sessions recommended by NHS Direct) from BACP Counsellor at Belfast Cognitive Therapy Centre
	Improved physical health				Improved physical health as a result of increased activity and away from sedentary activity	Number reporting an improved level of physical health	Collected data & questionnaire	829	5	Value of participating in sport or physical activity at least once per month	£162.98	Value of £562 from HACT Report * 59% experienced improvement in physical health (http://www.hact.org.uk/sites/default/files/uploads/Archives/2013/02/The%20Social%20Impact%20of%20Housing%20Providers%20report2013.pdf)
Community Organisations (Group Hire)	Improved efficiency	Vehicle hire costs	£994,819	690 Group Hire organisation utilised the service for 392627 unique trips Completion of MIDAS & MPV training	As a result of using the transport services the group improves its operational efficiency through cost savings	Number of trips taken using the Community Transport service	Collected data & questionnaire	392627	5	Value of trip from a private hire company	£65.00	Average cost for 16 seater minibus for short journey - via TM Coaches
	Improved skills				As a result of training in MIDAS & MPV the group increased their skill & ability to deliver services as evidenced by 58% of groups	Number of groups reporting an improvement in skills	Collected data & questionnaire	1102	4	Cost of completing MIDAS driver training & value attributed to accessing training	£814.00	Cost of MIDAS training at £60 & Revealed preference of value of accessing training at £754 (Department for Business Innovation and Skills, Valuing Adult Learning (lowest value))
	Improved engagement with other groups (networking) including cross community engagement				Increased community engagement as a result of accessing transport by 83% of groups	Number of groups reporting improved engagement	Collected data & questionnaire	1648	5	Cost of Good Relations Training as a value of the benefit experienced	£265.50	Good Relations Training from WRDA (Belfast) 3 sessions at £150 each

Stage 1		Stage 2			Stage 3								
Stakeholders	Intended/unintended changes	Inputs		Outputs	The outcomes	The outcomes (what changes)							
Who do we have an effect on? Who has an effect on us?	What do you think will change for them?	Description	Value £	Summary of activity (quantify)	Description	Indicator	Source	Quantity	Duration	Financial proxy	Value £	Source	
		What do they invest?	What do they invest?		How would you describe the change?	How would you measure it?	Where did you get the information from?	How much change as there?	How long does it last?	What proxy would you use to value the change?	What is the value of the change?	Where did you get the information from?	
Family members	Repite			Number of disabled users (38.8%)	Level of respite gained as result of family member using CT services	Level of respite perceived as a result of the users improved independence and increased personal functioning	Project data & survey responses (incl Focus Group)	2046	1	Value of respite care for 1 session per week (30 weeks)	£3,402.00	Annual cost of domiciliary care based on market research completed for Care Business in 2013 (Stephen McGarry) at £13.50 per hour (weekday) and 1 per week	
	Reduced anxiety				Reduced anxiety about the welfare and wellbeing of family members	Reduced levels of anxiety about the future and wellbeing of their child		1738	5	Cost of 8 week counselling programme to combat anxiety & stress	440.00		£55 per session (8 sessions recommended by NHS Direct) from BACP Counsellor at Belfast Cognitive Therapy Centre
	Free time to engage in other activities				Time freed to engage in other activities	Number of families benefiting (each week) * 36 weeks		73645	1	Spend on Recreation spending as a representative value of free time	£58.10		£58.10 Weekly spend on Recreation & Culture (Family Spending 2011 Edition) as a representative proxy for free time
Environmental	Reduced level of CO2 emissions produced as a result of groups utilising buses to reduce individual car miles	Fees & mileage costs included above		233356 Miles from Group users converted to tonnes of CO2	Reduced level of CO2 emissions from reduced car journeys	Number of miles utilised * 430g CO2 per mile produced by an average car in UK	Project data on miles travelled and number of users	6396	3	Value of CO2 offsetting per tonne	£11.50	£11.50 per tonne of CO2 from Carbon Independent ( <a href="http://www.carbonindependent.org/sources_car.htm">http://www.carbonindependent.org/sources_car.htm</a> )	
DOE - Road Safety	Reduced risk of rural car accidents caused by elderly drivers				As a result of users accessing safer forms of transport - not driving themselves - they reduce the likelihood of road accidents	Number of users who gave up car in favour of Community Transport (40% of elderly users)	Focus group & survey data	762	5	Cost of a non-fatal road traffic collision	£72,259.70	Institute of Advanced Motoring - Baker Tilly Moore report	
HSCT	Attending health appointments				Reduced level of 'Do Not Attend' hospital appointments by the 10.7% utilising service for health & hospital visits	Number of users indicating that they had previously missed an appointment	Focus group & survey data	220	5	The value of a missed hospital appointment to the NHS	£116.00	6m appts missed at cost of £700m via Royal Society of Medicine ( <a href="http://www.rsm.ac.uk/media/pr107.php">http://www.rsm.ac.uk/media/pr107.php</a> )	
					Savings as a result of improved physical & mental health (included above)								
DSD & DRD					Improved access to isolated persons and engagement with said groups								
DSD & DRD			£3,430,694	TARGETS	Material Outcomes for participants and not for the Dept of Social Development. Therefore all Outcomes for this stakeholder are already considered in this map								
<b>Total</b>				£4,800,355.94									

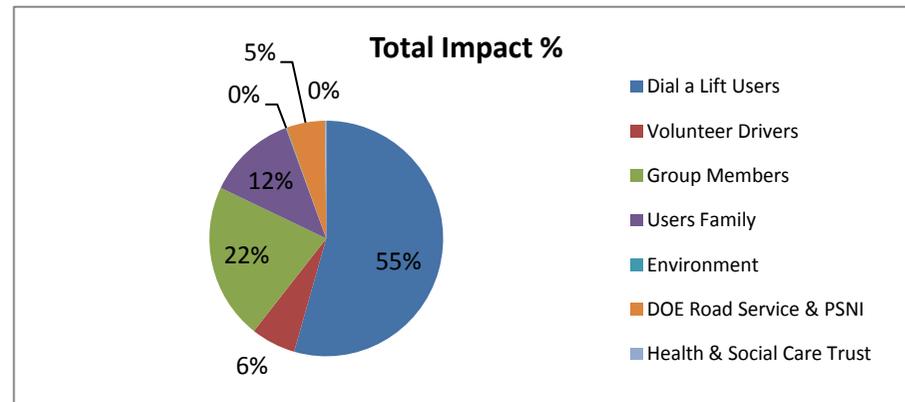
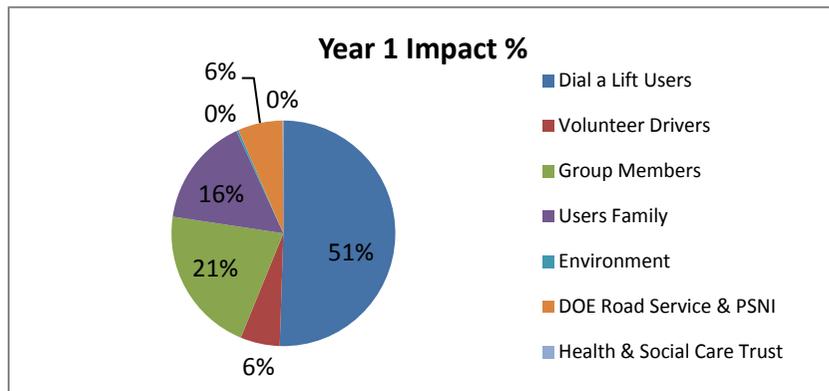
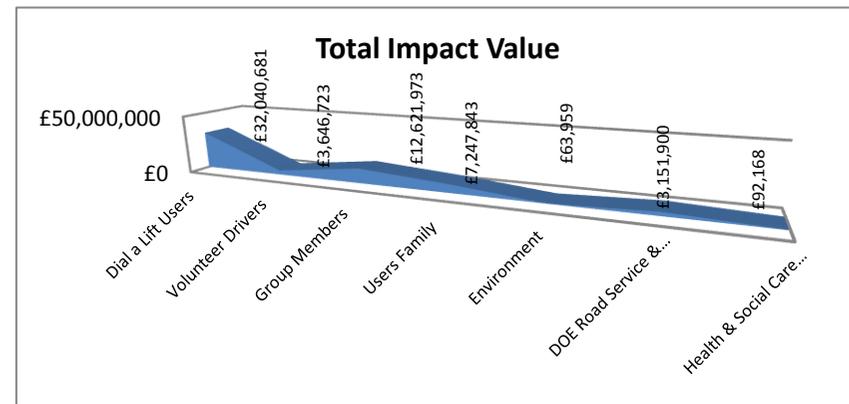
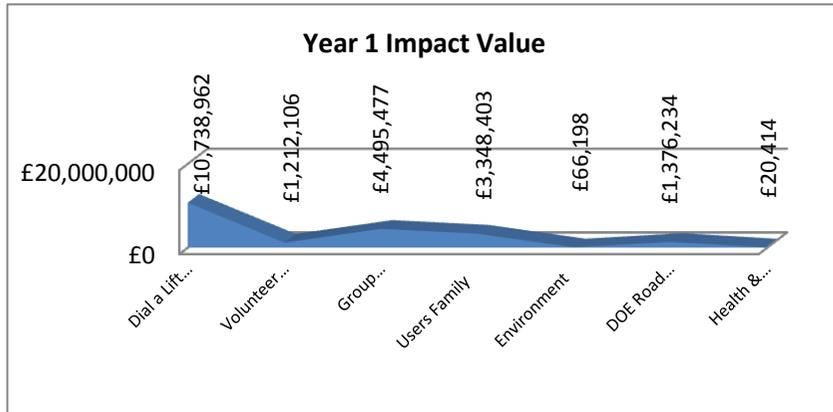
Stage 1 duplicate		Stage 2 duplicate		Stage 4			Stage 5							
Stakeholders	The outcomes		Deadweight	Displacement	Attribution	Drop Off	Impact	Calculating Social Return						
Who do we have an effect on? Who has an effect on us?	Description		%	%	%	%		Discount rate (%)						
	How would you describe the change?	Value	What would have happened without the activity?	What activity did you displace?	Who else contributed to the change?	Does the outcome drop off in future years?	Quantity times financial proxy, less deadweight, displacement and attribution	Year 1 activity	(after Year 2	Year 3	Year 4	Year 5		
DAL users	1.1	Increased feelings of independence	£1,155,118.25	25%	10%	10%	20%	£635,315.04	2.99%	£635,315.04	£508,252.03	£406,601.62	£325,281.30	£260,225.04
	1.2	Improved access to essential services as a result of utilising transport services by 17% of users	£5,429,479.53	25%	10%	25%	20%	£2,171,791.81	10.22%	£2,171,791.81	£1,737,433.45	£1,389,946.76	£1,111,957.41	£889,565.93
	1.3	As a result of increased access to health services & getting out they experienced an improved in physical health	£1,325,827.24	20%	10%	25%	20%	£596,622.26	2.81%	£596,622.26	£477,297.81	£381,838.24	£305,470.60	£244,376.48
	1.4	Increased levels of social interaction (reduced social isolation) and befriending experienced from engagement with drivers	£38,992,825.21	30%	10%	50%	20%	£3,899,282.52	18.34%	£3,899,282.52	£3,119,426.02	£2,495,540.81	£1,996,432.65	£1,597,146.12
	1.5	Improved access to education, training and employment due to transport access	£481,658.48	25%	5%	33%	20%	£178,213.64	0.84%	£178,213.64	£142,570.91	£0.00	£0.00	£0.00
	1.6	Change in feelings of anxiety & stress in group suffering from depression	£622,247.51	25%	5%	30%	20%	£248,899.00	1.17%	£248,899.00	£199,119.20	£159,295.36	£0.00	£0.00
	1.7	Improvements to mental health as a result of reduced stress & anxiety	£1,033,330.32	13%	0%	25%	0%	£645,831.45	3.04%	£645,831.45	£645,831.45	£645,831.45	£0.00	£0.00
	1.8	Increased levels of confidence and self esteem lead to recorded improvements to feelings of safety	£2,969,340.00	25%	0%	0%	0%	£2,227,005.00	10.48%	£2,227,005.00	£2,227,005.00	£2,227,005.00	£0.00	£0.00
	1.9	Improved access to culture, recreational and shopping activities	£181,334.85	25%	0%	0%	0%	£136,001.13	0.64%	£136,001.13	£136,001.13	£136,001.13	£136,001.13	£136,001.13
Volunteer Car Drivers	2.1	Volunteer driver improved level of driving skills as a result of training	£64,051.20	0%	20%	0%	25%	£51,240.96	0.24%	£51,240.96	£38,430.72	£28,823.04	£21,617.28	£0.00
	2.2	Increase in awareness of needs of disabled and vulnerable memebrrs of the community	£196,920.76	25%	10%	50%	20%	£29,538.11	0.14%	£29,538.11	£23,630.49	£18,904.39	£15,123.51	£0.00
	2.3	Access to volunteering opportunities led to increased levels of volunteering	£438,072.00	0%	30%	20%	20%	£219,036.00	1.03%	£219,036.00	£175,228.80	£140,183.04	£112,146.43	£89,717.15
	2.4	Reduced social isolation and increased engagement with others	£5,786,105.71	30%	10%	50%	20%	£578,610.57	2.72%	£578,610.57	£462,888.46	£370,310.77	£296,248.61	£236,998.89
	2.5	Increased levels of confidence and self esteem as a result of volunteering	£405,183.83	20%	5%	25%	20%	£202,591.91	0.95%	£202,591.91	£162,073.53	£129,658.83	£103,727.06	£82,981.65
	2.6	Improved mental wellbeing as a result of engaging with others and satisfaction from helping others	£127,089.47	20%	5%	25%	20%	£63,544.74	0.30%	£63,544.74	£50,835.79	£40,668.63	£0.00	£0.00
	2.7	Improved physical health as a result of increased activity and away from sedentary activity	£135,087.91	20%	5%	25%	20%	£67,543.96	0.32%	£67,543.96	£54,035.17	£43,228.13	£34,582.51	£27,666.00
Community Organisations (Group Hire)	3.1	As a result of using the transport services the group improves its operational efficiency through cost savings	£25,520,755.00	50%	25%	10%	25%	£3,828,113.25	18.01%	£3,828,113.25	£2,871,084.94	£2,153,313.70	£1,614,985.28	£1,211,238.96
	3.2	As a result of training in MIDAS & MPV the group increased their skill & ability to deliver services as evidenced by 58% of groups	£897,062.57	25%	15%	10%	25%	£448,531.28	2.11%	£448,531.28	£336,398.46	£252,298.85	£189,224.14	£141,918.10
	3.3	Increased community engagement as a result of accessing transport by 83% of groups	£437,665.84	25%	15%	10%	25%	£218,832.92	1.03%	£218,832.92	£164,124.69	£123,093.52	£92,320.14	£69,240.10
Family members	4.1	Level of respite gained as result of family member using CT services	£6,959,438.06	30%	25%	25%	25%	£1,391,887.61	6.55%	£1,391,887.61	£0.00	£0.00	£0.00	£0.00
	4.2	Reduced anxiety about the welfare and wellbeing of family members	£764,912.03	10%	10%	20%	25%	£458,947.22	2.16%	£458,947.22	£344,210.42	£258,157.81	£193,618.36	£145,213.77
	4.3	Time freed to engage in other activities	£4,278,765.62	30%	10%	25%	20%	£1,497,567.97	7.04%	£1,497,567.97	£1,198,054.37	£958,443.50	£766,754.80	£613,403.84
Environment	5.1	Reduced level of CO2 emissions from reduced car journeys	£73,553.39	5%	0%	5%	10%	£66,198.05	0.31%	£66,198.05	£0.00	£0.00	£0.00	£0.00
DOE- Road Safety	6.1	As a result of users accesing safer forms of transport - not driving themselves - they reduce the likelihood of road accidents	£55,049,359.40	50%	23%	25%	20%	£1,376,233.99	6.47%	£1,376,233.99	£1,100,987.19	£880,789.75	£0.00	£0.00
HSCT	7.1	Reduced level of 'Do Not Attend' hospital appointments by the 10.7% utilising service for health & hospital visits	£25,516.99	10%	0%	10%	0%	£20,413.59	0.10%	£20,413.59	£20,413.59	£20,413.59	£20,413.59	£20,413.59
DSD & DRD		Achievement of programme aims							100.00%					
<b>Total</b>			£153,350,701.18					£21,257,793.99		£21,257,793.99	£16,195,333.61	£13,260,347.94	£7,335,904.79	£5,766,106.75

The work of the Rural Transport Partnerships generates a social value of approximately **1:12** over a five year period

<b>Present Value</b>	£21,257,793.99	£16,195,333.61	£13,260,347.94	£7,335,904.79	£5,766,106.75
<b>Total Present Value</b>					£58,865,247.09
<b>Net Present Value</b>					£54,064,891.15
<b>Social Return £ per £ Per annum</b>					£12.26 per £1 11.26 NPV

Group	Y1 Impact value	%
Dial a Lift Users	£10,738,962	50.52%
Volunteer Drivers	£1,212,106	5.70%
Group Members	£4,495,477	21.15%
Users Family	£3,348,403	15.75%
Environment	£66,198	0.31%
DOE Road Service & PSNI	£1,376,234	6.47%
Health & Social Care Trust	£20,414	0.10%
<b>Total</b>	<b>£21,257,794</b>	<b>100%</b>

Group	Total Impact value	%
Dial a Lift Users	£32,040,681	54.43%
Volunteer Drivers	£3,646,723	6.20%
Group Members	£12,621,973	21.44%
Users Family	£7,247,843	12.31%
Environment	£63,959	0.11%
DOE Road Service & PSNI	£3,151,900	5.35%
Health & Social Care Trust	£92,168	0.16%
<b>Total</b>	<b>£58,865,247</b>	<b>100%</b>



## Appendix 5: Explanation of Financial Proxies Used

Stakeholder	Outcome	Number	Financial Proxy	Proxy value	
DAL Users	1.1	Increased feelings of independence	Total number of Active Users	Cost of independence training – via Sureskills (Belfast & Dublin)	£395 full proxy used
	1.2	Improved access to essential services as a result of utilising transport services by 16% of users	% Active Users who use service for access to services (from Company Statistics) i.e. 'health – local services' & 'social welfare' & 'religion'	The cost of utilising alternative transport to access services - taken from the 2013 edition of 'Family Spending' (ONS)	£88.20 pw * 52 wks * % improvement experienced – from focus group/surveys
	1.3	As a result of increased access to health services & getting out they experienced an improved in physical health	% Active Users who reported in surveys & focus groups that they experienced improvement in physical health	Value of participating in sport or physical activity at least once per month (HACT – 'Social Impact of Housing Providers' non-housing values)	£562 * % improvement experienced from focus group/surveys
	1.4	Increased levels of social interaction (reduced social isolation) and befriending experienced from engagement with drivers	% Active Users who reported in surveys & focus groups that they experienced improvement in social interaction	The value of increased frequency of interaction with friends, relatives, and neighbours (Institute of Education, University of London, 2007)	£15500 *% improvement from focus group/surveys
	1.5	Improved access to education, training and employment due to transport access	Total * % that use to access Education & Training & Employment (from Company Statistics)	The cost of education related transport <a href="https://assets.dft.gov.uk/statistics/series/accessible/making-the-connections.pdf">assets.dft.gov.uk/statistics/series/accessible/making-the-connections.pdf</a>	£520 full proxy used
	1.6	Change in feelings of anxiety & stress in group suffering from depression	% Active Users who reported in surveys & focus groups that they experienced improvement in mental health * 10% (assuming 10% of those would experience clinical mental health difficulties)	HSC costs of treating mental illness (NHS NI - £2.8bn of which £372m is HSC with estimated 156,000 adults suffering from mental illness incl depression)	£2384.62 * % improvement from focus group/surveys
	1.7	Improvements to mental health as a result of reduced stress & anxiety	% Active Users who reported in surveys & focus groups that they experienced improvement in mental health * 90%	Cost of 8 week counselling programme to combat anxiety & stress (BACT, Belfast)	(£55 * 8 sessions) * % mental health improvement experienced
	1.8	Increased levels of confidence and self esteem leading to recorded improvements to feelings of safety	% Active Users who reported in surveys & focus groups that they experienced improvement in confidence	Cost of confidence building programme reflecting the value attributed to this improvement (via Soul Ambition, Belfast)	(£300 * 4 Sessions) *% improvement from focus group/surveys

1.9	Improved access to culture, recreational and shopping activities	Total active users * number in profile that use for 'Recreation' & 'shopping'	Average expenditure on Recreation & Culture (Family Spending 2013 edition)	£84.50 Full proxy used
2.1	Volunteer driver improved level of driving skills as a result of training	Total Number of Volunteer Drivers receiving training over the period	Value of Advanced Driver Training as an indicator of improved driving skills	£139 * % improvement experienced in 'skills', as reported in surveys / focus groups
2.2	Increase in awareness of needs of disabled and vulnerable members of the community	% car driver volunteers who reported in surveys & focus groups that they experienced increased awareness of these needs	Cost of disability awareness training & Interpersonal skills training	(£175+£298.8) * % improvement experienced in 'skills', as reported in surveys / focus groups
2.3	Access to volunteering opportunities led to increased levels of volunteering	Total number of volunteer hours from the spreadsheet provided	Value of drivers time provided to the service	£8 per hour
2.4	Reduced social isolation and increased engagement with others	% car driver volunteers who reported in surveys & focus groups that they experienced improvement in social interaction	The value of increased frequency of interaction with friends, relatives, and neighbours	(£300 * 4 sessions) * % improvement in social interaction from focus group/surveys
2.5	Increased levels of confidence and self esteem as a result of volunteering	% all volunteer drivers who reported in surveys & focus groups that they experienced improvement in confidence	Cost of self confidence/self esteem counselling	(£300 * 4 sessions): confidence building course (4 workshops) from Soul Ambition (Belfast) * % improvement in confidence from focus group/surveys
2.6	Improved mental wellbeing as a result of engaging with others and satisfaction from helping others	% car driver volunteers who reported in surveys & focus groups that they experienced improvement in social interaction	Cost of 8-week counselling programme to combat anxiety & stress	£55 per session (8 sessions recommended by NHS Direct) at Belfast Cognitive Therapy Centre* experience of change reported in surveys / focus groups
2.7	Improved physical health as a result of increased activity and away from sedentary activity	% all volunteer drivers who reported in surveys & focus groups that they experienced improvement in physical health / activity	Value of participating in sport or physical activity at least once per month	£562 *% improvement experienced in 'physical health'

Community Organisations (Group Hire Members)	3.1	As a result of using the transport services the group improves its operational efficiency through cost savings	Total number of trips taken by group hire members (see profile)	Value of trip from a private hire company (Average daily rate for TM Coaches small journey)	£65 full proxy used
	3.2	As a result of training in MIDAS & MPV the group increased their skill & ability to deliver services	Number of groups receiving training in MIDAS and MPV over the period	Cost of completing MIDAS driver training & value attributed to accessing training (Department for Business)	£814 (60+754) Full proxy used
	3.3	Increased community engagement as a result of accessing transport	% of groups who reported in surveys and focus groups that they experienced improvement in engagement with other groups	Cost of Good Relations Training as a value of the benefit experienced (via TIDES Training, Belfast)	£450 (£150 * 3 session) * % change reported from focus groups /surveys
Family Members	4.1	Level of respite gained as result of family member using CT services	Total Active Users * % elderly or with a disability (from profile)	Value of respite care for 1 session per week (30 weeks)	£3402 Equating to £13.5 per hour *7 hours per week *36 weeks
	4.2	Reduced anxiety about the welfare and wellbeing of family members		Cost of 8-week counselling programme to combat anxiety & stress	£440 (£55 * 8 sessions)
	4.3	Time freed to engage in other activities	Total Active Users * % elderly or with a disability (from profile) *36 weeks over the year	Spend on Recreation spending as a representative value of free time - Family Spending , 2013 Edition	£58.10
Environment	5	Reduced level of CO2 emissions from reduced car journeys	Number of miles used by group users *8 (average number of passengers estimated) * 430 (grams per mile of CO2 saved) / 1000000 = tonnes saved	Value of CO2 offsetting per tonne ( <a href="http://www.carbonindependent.org/sources_car.htm">www.carbonindependent.org/sources_car.htm</a> )	£11.50 per tonne
DOE – Road Safety	6	As a result of users accessing safer forms of transport - not driving themselves - they reduce the likelihood of road accidents	Total Active Users * % elderly (from Profile) * % who reported giving up their car	Cost of a non-fatal road traffic collision (Institute of Advanced Motoring via <a href="http://www.bakertilly.co.uk/SiteCollectionDocuments/Social%20housing/IAM%20SROI%20report.pdf">www.bakertilly.co.uk/SiteCollectionDocuments/Social%20housing/IAM%20SROI%20report.pdf</a> )	£72,259.70 full proxy
HSCT	7	Reduced level of 'Do Not Attend' hospital appointments by the 10.5% utilising service for health & hospital visits	Reduced level of 'Do Not Attend' hospital appointments by the 10.5% utilising service for health & hospital visits (see profile)	The value of a missed hospital appointment to the NHS – Royal Society of Medicine ( <a href="http://www.rsm.ac.uk/media/pr107.php">http://www.rsm.ac.uk/media/pr107.php</a> )	£116 per appt



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