



Arfon

Foodbank

Together with Trussell



Arfon Food Bank Forecast Social Return On Investment Report January 2024 - December 2025

“

“ It’s very rewarding being a part of the Arfon Food Bank volunteering team, and being able to give back to the community” - Volunteer

”



Wedi ei ariannu gan
Llywodraeth y DU



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Arfon Food Bank Forecast Social Return on Investment Report

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Mr Ben Carpenter
Chief Executive Officer
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Executive Summary

This report details the forecast Social Return on Investment (SROI) analysis conducted on the Volunteer Coordinator project at Arfon Food Bank and the social value created for both the volunteers and the visitors of the food bank as a result of the project between January 2024 – December 2025. The Volunteer Coordinator role is funded by the Shared Prosperity Funding distributed by Mantell Gwynedd's Voluntary Sector Grant with match funding from Trussell. The results demonstrate that positive social value is created through the Volunteer Coordinator project for both volunteers and visitors, with a range of SROI from £0.64 – £2.50 and an actual **SROI result of £1.85:1 – meaning that for each £1 invested, £1.85 of value is forecasted to be created.**

The report analyses how the role of the Volunteer Coordinator impacts the group of volunteers already working at the foodbank, and how the coordinator can improve the recruitment and retention of volunteers. There are currently 30-45 volunteers giving their time to the food bank every week and the foodbank needs to recruit more volunteers to keep up with the increasing service demand from visitors. The report will primarily assess the impact created by the new Volunteer Coordinator and the impact this has had on the 43 active volunteers at the food bank, the core management team already at the food bank and will also discuss and analyse the impact the role of the Volunteer Coordinator has on the 878 visitors to the food bank.

For the group of volunteers, the role of the Volunteer Coordinator has had a great impact on their experience at the food bank. Since the Volunteer Coordinator has been in post, they have been able to set up the Assemble system, a system for volunteers to log and change the days they can work/be available. By implementing the system, the food bank can run more efficiently. The Volunteer Coordinator is also able to focus more on the volunteers'

retention and recruitment. An example of the Volunteer Coordinator's impact is better matching the volunteers with their skill set, ensuring the volunteers are in roles that also meet their needs, and improving the retention of the volunteers. The Volunteer Coordinator has also held successful network events and recruitment days to try and recruit more volunteers. Since the Volunteer Coordinator has been a part of the food bank team, they have been able to recruit more volunteers, taking pressure off the current group of volunteers. As a result of the Volunteer Coordinator role, the volunteers are experiencing positive outcomes including **feeling more empowered and appreciated, an increased sense of belonging in a community** and a **sense of pride in being able to give back to the local community**. All outcomes identified for the volunteers coincide with **'A Wales of Cohesive Communities'** goal of the Well-Being of Future Generations (Wales) Act 2015.

Furthermore, having a dedicated Volunteer Coordinator has helped take pressure off the food bank management and gives them more time to work on the strategic work of the food bank, including grant applications and motoring & reporting systems. This is crucial at present as the increased demand for the food bank service is on a continuous upward trend with very little signs of slowing down. By having the Volunteer Coordinator at the food bank, the core management team has increased its **capacity to keep up with the demand for the service** and **reduced stress** as the Volunteer Coordinator takes pressure off the core management team through their volunteer recruitment and retention work.

It's important to recognise the impact the role of the Volunteer Coordinator, management and the group of volunteers' hard work at the food bank has on the visitors they support. The food bank offers holistic support to their visitors by providing 3 days' worth of provisions in their food parcels to meet their nutrition needs, the food bank now offers financial advice and support too.

Since November 2022, the food bank has established a financial inclusion program in partnership with Citizen Advice Bureau Gwynedd with two elements: (1) an advice provision in partnership that would provide 1 full-time advisor for foodbank visitors and (2) a Signposting Coordinator (three days per week) within the foodbank that would lead volunteers and staff to refer clients to CAB and signpost clients to other resources to address underlying problems that lead to foodbank use. The various support given to visitors by the food bank has created positive outcomes for the visitors, these include **an increased feeling of financial independence and outlook, improved mental well-being and improved physical well-being**. All outcomes identified for the visitors coincide with ‘**A Healthier Wales**’ goal of the Well-Being Of Future Generations (Wales) Act 2015.

Acknowledgements

This report would not be possible without involving key stakeholders who can help us understand what changes have taken place and establish the impact of those changes. We are extremely thankful to the individuals who took part in activities and gave their time to help us understand what had changed in their lives as a result, as well as helping us to understand how to build on this impact in the future.

Thank you to the staff, volunteers, and visitors at Arfon Food Bank for their time to go through the project with us in great detail and for their support in collecting both qualitative and quantitative data. This evaluation would not be possible without all their support.

Diolch yn fawr / Thank you

Social Value Cymru

Overview in numbers

- **43** active volunteers working at the food bank
- Volunteers will give around **10,141** hours to the food bank
- **878** visitors supported
- **7** members in the Core Management Team

Stakeholder Engagement

Volunteers

- **10** in-person interviews
- **20** survey responses

Visitors

- **3** in-person interviews
- **1** phone interview
- **29** survey responses

Core Management Team

- **5** in-person meetings with the team
- **4** meetings online
- **1** survey response

Volunteers

85% of volunteers feel more empowered in the decision process

90% of volunteers feel a sense of belonging within Arfon Food Bank

95% of volunteers proud and have a sense of achievement being able to give back to the community

Visitors

69% of visitors feel they have more financial independence and outlook after receiving support

69% of visitors experience positive change in their mental well-being due to support offered at Arfon Food Bank

78% of visitors experience positive change in their physical health

Core Management Team

100% of the core management team members feel less stressed due to having the volunteer coordinator being a part of the team

100% of the core management team feel they now have improved capacity due to having the volunteer coordinator being a part of the team

The Well-being Future Generation (Wales) goals

A Wales of Cohesive Communities

The outcomes identified for the volunteers all centre around an improvement within the local community and how the work of the volunteers of the food bank benefits the people of the local community.

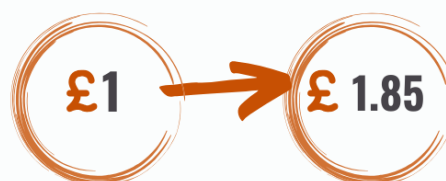


A Healthier Wales

The outcomes identified for the visitors all centre around their mental and physical well-being and how the food bank service is integral to those outcomes.



Forecast Social
Return On
Investment (SROI)



*Please see the full forecast report for further information

1.0 Introduction

This forecast Social Return on Investment (SROI) report will analyse the social impact created in Arfon Food Bank between January 2024 – and December 2025, by employing a new Volunteer Coordinator through Shared Prosperity Funding distributed by Mantell Gwynedd's Voluntary Sector Grant. The report will analyse how the role of the Volunteer Coordinator impacts the group of volunteers already working at the food bank, and how the coordinator can improve the recruitment and retention of volunteers. There are currently 30-45 volunteers giving their time to the foodbank every week and the foodbank needs to recruit more volunteers to keep up with the increasing demand of the service. The report will primarily assess the impact created by the new Volunteer Coordinator and the impact this has had on the forty-three active volunteers at the food bank. This report will also discuss and analyse the impact the role of the Volunteer Coordinator has on the 878 visitors to the food bank. Finally, this report will also analyse the role of the Volunteer Coordinator impact on the core management team already established at Arfon Food Bank.

Through engagement with individuals receiving the service, volunteers, staff members, and partners, and from examination of information and data available, appropriate estimations have been made, supported by secondary evidence. This report will analyse the findings from this project using the Social Return on Investment (SROI) framework to complete a forecast report up to December 2025 and will provide recommendations. This report will also show how the outcomes experienced by both volunteers and visitors relate to the Well-being of Future Generations (Wales) Act 2015.

2.0 Purpose, Scope & Audience

2.1 Purpose and scope

The purpose of the analysis is to provide valuable insights into the changes experienced by key stakeholder groups. This report looks specifically at the outcomes and their value for volunteers and visitors of Arfon Food Bank.

This report aims to understand the experience of the stakeholders and establish the following:

- The views of the key stakeholders involved in the project, being the volunteers, taking part in the project.
- The outcomes experienced by other material stakeholders, including the visitors of the food bank
- To give value to the project and to answer the question: 'Does the Volunteer Coordinator project provide social value?'
- To see what changes to the project can be introduced to provide more outcomes and further value to volunteers and visitors.

2.2 Audience

This report has been prepared for both internal and external audiences. For internal stakeholders, the analysis aims to provide a thorough understanding of the changes created through the activities of the project. This includes assessing both positive and negative changes, as well as intended and unintended results. By gaining insights into these changes, decision-makers at the management level can make more informed decisions and improve the value created by the project.

For external audiences, the aim is to effectively communicate the impact of funding to funders to see how positive outcomes can be enhanced and any negative outcomes mitigated. Ensuring the involvement of all stakeholders allows a clear understanding of the changes and allows the needs of local communities to be aligned with strategic decision-making.

3.0 Background & Context

3.1 Key Organisation(s) and the need for the service.

Background

Arfon Food Bank was established in 2012, and over the past decade, the food bank has helped and supported around 34,670 people in Arfon by distributing 13,362 food parcels to date to the most vulnerable people in the local community. The Foodbank is a project founded by local churches and community groups, working together towards stopping hunger throughout Arfon and providing parcels of food to individuals and families who are facing an emergency and are unable to purchase food.¹ The foodbank does this by receiving visitors in search of help, creating a warm and welcoming environment, providing parcels of food that meet the specific needs of families, and signposting visitors in crisis for more long-term help. Arfon Foodbank depends primarily upon donations made by residents in Arfon and is open Tuesdays and Fridays 10am - 2pm for visitors to pick up parcels. Arfon Food Bank is also part of a nationwide network of food banks, supported by Trussell, working to stop poverty and hunger across the UK. Arfon Food Bank works closely and in partnership with four strategic partners, Trussell (formally known as Trussell Trust) Citizen Advice Bureau Gwynedd, Cyngor Gwynedd, and Mantell Gwynedd and also relies on the generosity of donors.

¹ <https://arfon.foodbank.org.uk/about/about-our-foodbank/>

Strategic partners

Trussell

“Trussell supports a nationwide network of food banks, provides emergency food and support to people locked in poverty, and campaigns for change to end the need for food banks in the UK. There are more than 1,300 food bank centres in the network. Trussell supports these food banks by providing a minimum of three days of nutritionally balanced emergency food to people who have been referred in crisis (for instance by advice agencies, GPs, social services, and schools), as well as support to help people resolve the crises they face. More than fourteen million people in the UK live below the poverty line. Every person’s struggle with poverty is different and it takes more than food to end hunger”². Trussell brings together the experiences of food banks in the network, and their communities, to challenge the structural issues that lock people in poverty and campaign for change to end the need for food banks in the UK. Arfon Food Bank runs a local "franchise" from Trussell, but as a charity, they are completely independent. Several resources have been provided by Trussell and through them, Arfon Food Bank has partnerships with supermarkets such as Tesco and ASDA.

Citizen Advice Bureau Gwynedd

In November 2022, Arfon Foodbank received a grant from the Trussell to begin a financial inclusion programme with two elements: (1) an advice provision in partnership with Citizens Advice Bureau (CAB) Gwynedd that would provide 1 full-time advisor for foodbank visitors and (2) a Signposting Coordinator (three days per week) within the foodbank that would lead volunteers and staff to refer clients to CAB and

² <https://www.trussell.org.uk/our-work/what-we-do>

signpost clients to other resources to address underlying problems that lead to foodbank use. This program has been funded for an additional two years, and now ends on 6 November 2025; the foodbank is beginning to explore funding options to extend the financial inclusion programme beyond this date.

Cyngor Gwynedd

Cyngor Gwynedd is the local authority and has provided several grants to help the food bank buy food and calculate running costs within the food bank. Several council departments refer people to the food bank, such as the Homelessness Team, Team Around the Family, Tenancy Support, etc.

Mantell Gwynedd

Mantell Gwynedd is a County Voluntary Council and umbrella organisation that helps support and guide charities and community groups across Gwynedd. Mantell Gwynedd has supported Arfon Food Bank for many years through three key elements:

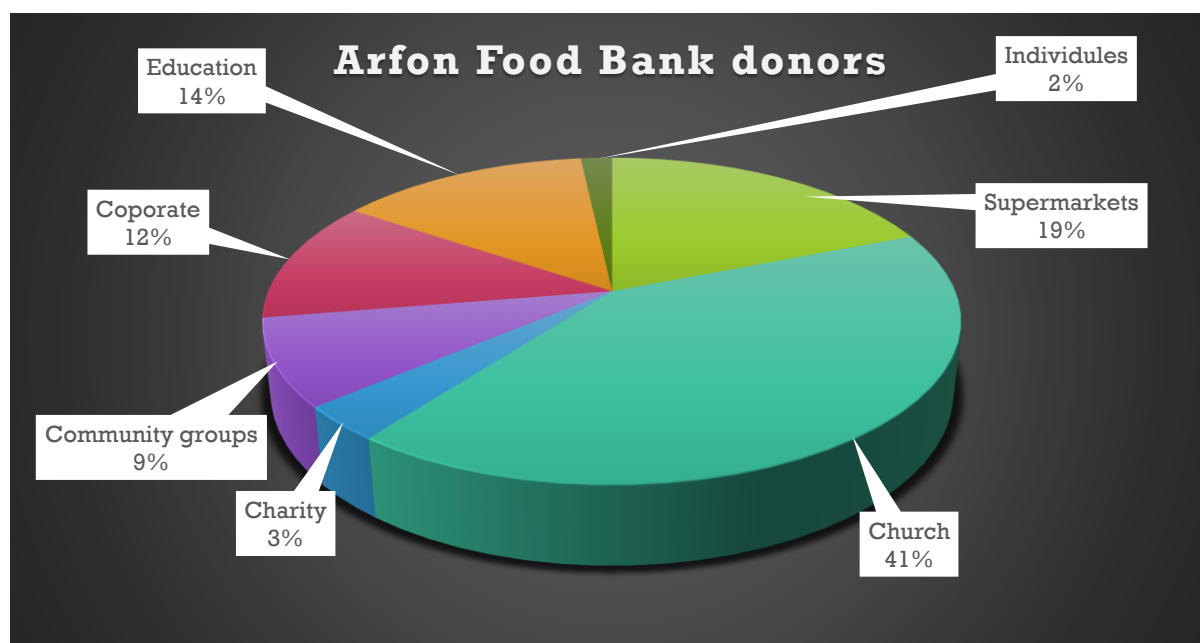
- 1) Arfon Food Bank has been successful in applying for grants through various funding administered and managed by Mantell Gwynedd over recent years.
- 2) Arfon Food Bank has established a relationship with the Gwynedd Volunteer Centre at Mantell Gwynedd to signpost volunteers to the food bank.
- 3) The volunteer centre has provided strategic support and guidance to the food bank to improve its volunteering program, procedures, and policies.

Donors

The food bank also depends on donations from various donors across Gwynedd for provision to be able to continue to provide the service for the visitors they support. The

chart below shows a breakdown of all the different categories, (please see Appendix 1 for a full list of all the donors)

Figure 1 - Arfon Food Bank: chart of donors



In January 2024, Arfon Food Bank was successful in obtaining a grant from the Voluntary Sector Grant (VSG) managed by Mantell Gwynedd, as part of the UK Shared Prosperity Fund (UKSPF) to employ a Volunteer Coordinator working 3 days a week at the food bank.

UKSPF is a central pillar of the UK Government's Levelling Up agenda and will provide £2.6 billion of funding for local investment by March 2025. A total of £126.46 million has been allocated from the UKSPF to North Wales and SPF aims to provide new opportunities for local communities, support the development and growth of local businesses as well as support the recovery of our town centres.

Allocation per Local Authority

Gwynedd - £24,423,747

Anglesey - £16,081,937

Conwy - £24,520,120

Denbighshire - £25,64,958

Flint - £13,102,933

Wrexham - £22,684,205

The funding includes both capital and revenue money for the period 1 January 2024 to 31 December 2024. Each local authority prioritises local objectives to select projects for UKSPF support. However, common considerations included:

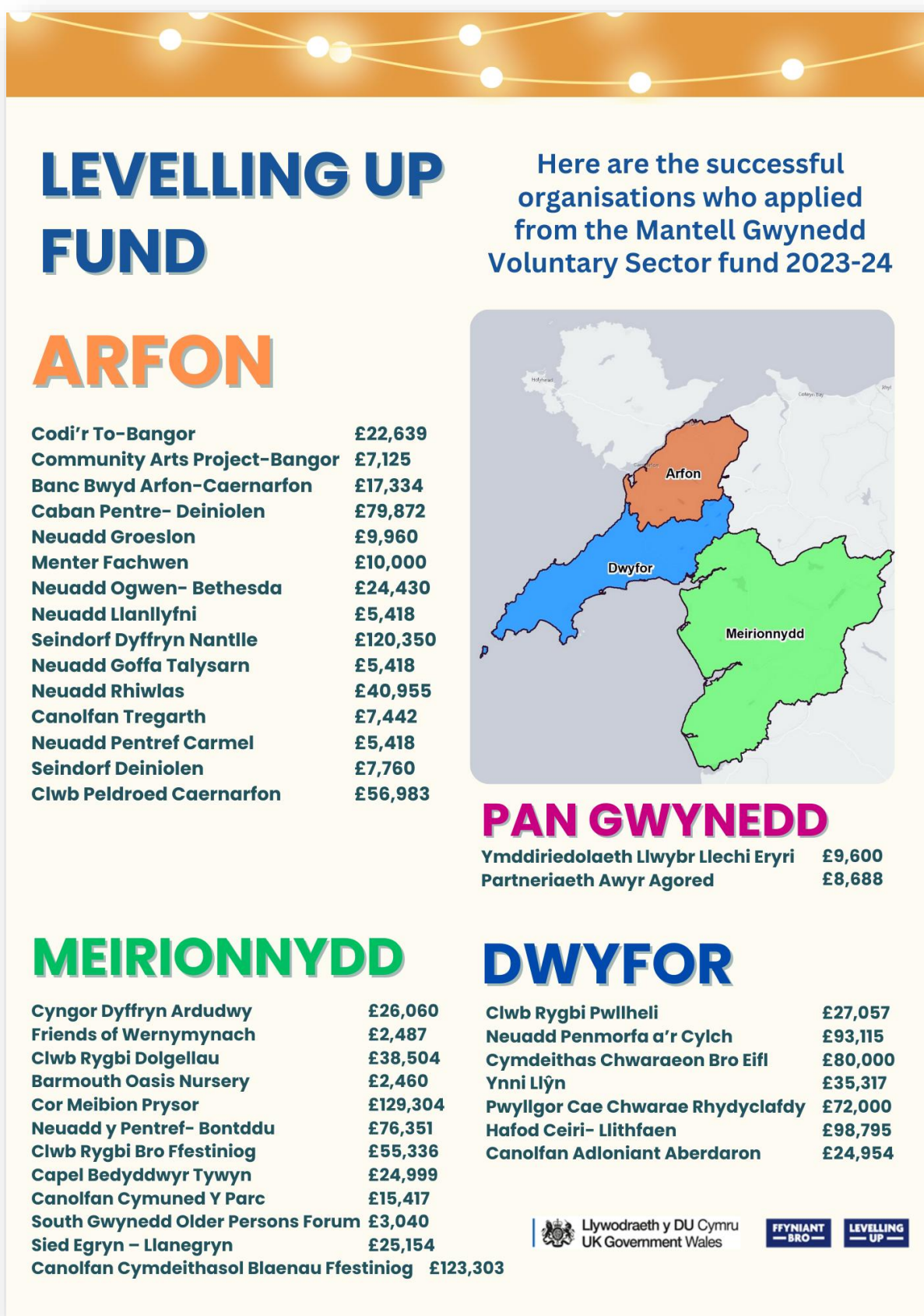
- the alignment of proposals with UKSPF priority investments and interventions;
- proposals' anticipated outputs and outcomes;
- additionality and alignment of proposed projects with current and planned activity;
- deliverability and the capacity/capability of the applicant (including awareness of legal and regulatory requirements)
- alignment with national, regional, and especially local strategies, priorities, and needs;

In Wales, local areas must work with others within their region to deliver the fund. The North Wales region includes the counties of Conwy, Denbighshire, Flintshire, Gwynedd, the Isle of Anglesey, and Wrexham. The local authorities in North Wales will work together to administer the UKSPF.

As part of the UK's Shared Prosperity programme, over £20m has been earmarked for the county of Gwynedd, with some of the funds committed to establishing grant funds for supporting Voluntary Sector projects through VSG. Mantell Gwynedd announced at the end of August 2023 that £1.5 million had been earmarked to share amongst voluntary and community groups in Gwynedd. The Fund opened on the 1st of September 2023 and closed on 30th September 2023. Revenue and capital funds were available between 2k and 250k to support projects that will lead to improving the quality of life of the residents and communities of Gwynedd. Eighty-five applications with a value of over £3.7 million were received for the Fund, and 37 projects were successful³. Please see Figure 2 below for a breakdown of the distribution of the grant funding throughout Gwynedd.

³ <https://mantellgwynedd.com/eng/shared-prosperity-fund.html>

Figure 2 - Voluntary Sector Grant Breakdown



3.2 Project(s) Outline

The project employed a new Volunteer Coordinator role (3 days per week) who will match current volunteers to strategic roles and recruit more volunteers through advertising and networking. This position will help ensure the volunteers are better motivated and more skilled by equipping current staff and leaders in the foodbank and by implementing ongoing volunteer training and support. This project will also provide funding for specialised training for the volunteer roles listed below as well as advertisements for both the Volunteer Coordinator position and to recruit more volunteers. This project will also allow Arfon Food Bank to implement Assemble, a digital platform for volunteers provided at no cost by Trussell, to support this work. Arfon Food Bank has applied for matched funding from Trussell for this Volunteer Development project in 2024 as well as an additional year of funding in 2025. The following three objectives cover the first year of funding according to the time constraints mandated by the Voluntary Sector Grant.

1) To have more volunteers serving regularly at the food bank.

By employing a volunteer coordinator, the food bank aims to improve (1) recruitment by regularly communicating their specific volunteer needs with interested parties and (2) retention by better-matching volunteers to the roles that reflect their skills, interests, and capacities. A resolute member of staff will help pivot foodbank resources as the nature of the work shifts and provide opportunities and direction for volunteers during those changes. A budget for advertising volunteer opportunities will help us take our appeals to population segments in Arfon that may be missing.

2) To have more volunteers serving in strategic roles

Management at the foodbank have already identified key strategic roles they would like to have. The following volunteer role descriptions were published over a year ago, but have not yet been filled: Press Coordinator, Social Media Coordinator, Referral Agent Liaison and Volunteer Coordinator. The signposting team at the foodbank have also struggled to recruit and retain volunteers. A resolute member of staff would lead sustained campaigns to onboard volunteers for these strategic roles and help provide support to improve retention. A dedicated coordinator would also reach out to workplaces and community groups with people with applicable skill sets, further targeting our appeals to those most likely to fill these roles.

3) To recruit more volunteers from under-represented populations.

During 2023, Arfon Food Bank has identified gaps among their volunteer base that do not accurately reflect the people the food bank serves. Firstly, about half of the regular volunteers speak Welsh proficiently, while in Arfon two out of three people speak Welsh. Secondly, several communities—among them / including Caernarfon, Bangor, Dyffryn Ogwen, Deiniolen, and Talysarn—have few or no volunteers as part of the food bank team. Lastly, ABF does not currently track who among their volunteers has lived experience of poverty and/or food bank use. This project would help empower people with lived experience into decision-making roles at the food bank.

Project milestones

The defined milestones for the project in 2024 are as follows:

Quarter one milestones:

- Volunteer Coordinator begins role

Quarter two & three milestones:

- Increase of weekly volunteer hours from 80 to 100
- Increase of weekly volunteers from 25 to 30
- Volunteers recruited for the following roles: Press Coordinator, Social Media Coordinator, Referral Agent Liaison, and six new volunteers for the Signposting Team
- Two new volunteers recruited from either Bangor, Deiniolen, Dyffryn Ogwen or Talysarn as well as two new volunteers from under-represented wards in Caernarfon
- Identify current volunteers with lived experience of hardship and food insecurity

Quarter four milestones:

- Increase of weekly volunteer hours from 100 to 120
- Increase of weekly volunteers from 30 to 35
- An additional volunteer was recruited for the following roles: Press Coordinator, Social Media Coordinator, and Referral Agent Liaison, as well as an additional six volunteers for the Signposting Team
- Percentage of Welsh speakers volunteering in the foodbank rises to 66% (2 out of 3)
- Another two new volunteers recruited from either Bangor, Deiniolen, Dyffryn Ogwen or Talysarn as well as two more new volunteers from under-represented wards in Caernarfon
- Place at least one volunteer with lived experience on each team within the foodbank as well as two new members with lived experience on the foodbank's core team

Outputs Targets:

- Number of recruiting hosted and network events attended: 12
- Number of people contacted through recruitment and networking: 180
- Number of volunteering opportunities being supported: 35
- Number of trainings to support volunteers in the foodbank: 10

Results Targets:

- Number of strategic volunteering opportunities that are created as a result of support:
18
- Improved engagement from potential volunteers: 54
- Increase in weekly hours volunteered in foodbank: 40
- Improved retention of current foodbank volunteers: 18

3.3 Establishing the need

This section of the report will analyse and explore further the need for the Volunteer Coordinator project at Arfon Food Bank. There are two key factors that explain why the food bank needs to employ a volunteer coordinator. (1) The increased demand for food bank service and support over the years has increased. (2) There has been a trend over recent years of difficulties for organisations to recruit new volunteers and retain the volunteers they already have in place.

The increasing demand and need for food bank services.

The need for food banks in Wales is at a historic high according to a Trussell report published this year with data up until March 2024. Food banks in the Trussell network across Wales distributed 187,400 (187,458) emergency food parcels in 2023/24. This is the highest number of parcels that the network has ever distributed in a single year and represents a 1% increase in 2022/23⁴, this trend is also noted in Figure 3 where Arfon Food Bank have seen their busiest year on record.

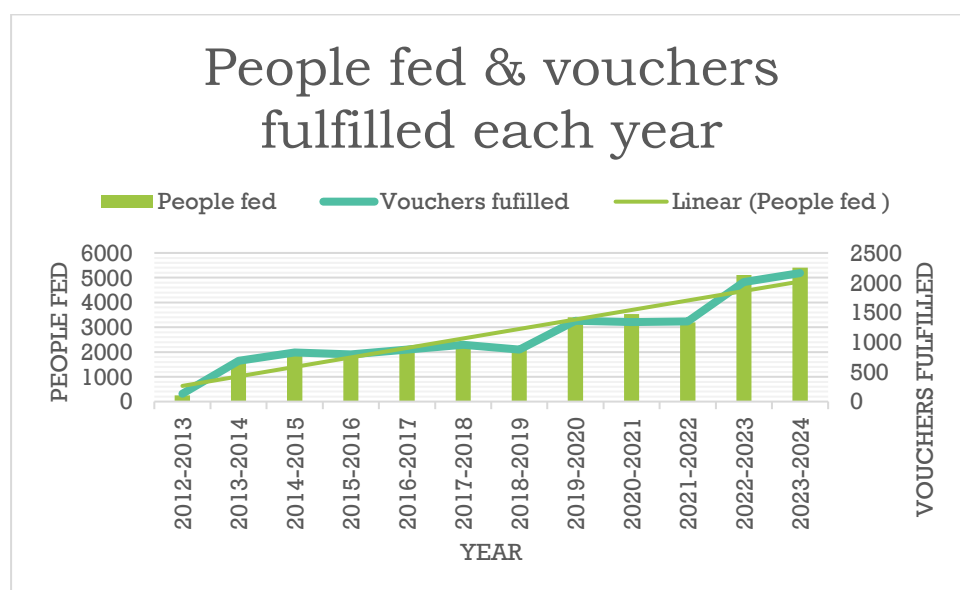
1) More demand from visitors is having a knock-on impact on the demand for volunteers.

Arfon Foodbank has responded to the demand with a financial inclusion programme that provides foodbank visitors with signposting for better, targeted help, especially with income maximisation, debt advice and budgeting assistance. But as demand grows and resources tighten, the project manager has little time to spend on nurturing and developing the volunteers. Arfon Food Bank has also seen a decrease in the number of volunteers and the hours volunteered since 2020. The chart below (Figure

⁴ <https://www.trussell.org.uk/wp-content/uploads/sites/2/2023/04/EYS-Wales-Factsheet-2022-23.pdf>

3) shows how the increase in the number of people fed links very closely to the number of vouchers fulfilled. It shows that there have been periods of slow steady growth in the foodbank use and also periods of steep increases, however, the overall trend is upwards and given the current economic climate, this trend does not look likely to change soon. There are many factors that have contributed to the increased demand on the foodbank over recent years. The rollout of Universal Credit in Arfon at the beginning of 2019 and the initial impacts of COVID-19 at the start of 2020 can be seen to have caused an increased demand for the service. To get an understanding of the social security system in Arfon it is important to explore both Universal Credit and legacy benefits. Universal Credit is a social security benefit that is being rolled out across the UK. It replaces six means-tested benefits and tax credits, known as legacy benefits. As of November 2022, it is estimated that the rollout of Universal Credit was 66 per cent complete in Arfon, with 4,456 households on Universal Credit and 2,296 households still on legacy benefits⁵.

Figure 3 - Arfon Food Bank: Number of people fed, and vouchers fulfilled each year



⁵ www.bevanfoundation.org/wp-content/uploads/2023/08/Poverty-in-Arfon

Since 2021 the demand for food bank services has increased dramatically due to the ongoing cost of living crisis, where unfortunately due to the rapid rise in inflation people could not meet the food costs. In October 2022 overall inflation in the UK peaked at 11.1⁶. However, food inflation was worse during this time at 16% according to The Officer of National Statistics⁷, this had a knock-on impact on all food banks.

2) The need for volunteers and the recent trend of volunteer recruitment and retention

The need and demand for volunteers at Arfon Food Bank over the past few years has been increasing, as overall demand for the service has risen. However, although there is an increased demand for volunteers, there are now fewer people volunteering than ever, especially since 2020 and the pandemic, and organisations face an even bigger struggle trying to retain the volunteers they already have in place. A report published by The National Council for Voluntary Organisations (NCVO) called “Time Well Spent”⁸ in 2023 highlights the reason people are not volunteering as much at present. The graph below (please see Figure 4) shows the main reason people are not volunteering as much is mainly due to time constraints. As society is getting back to normal after the pandemic people are now busier and are not able to give their time as they have done in recent years.

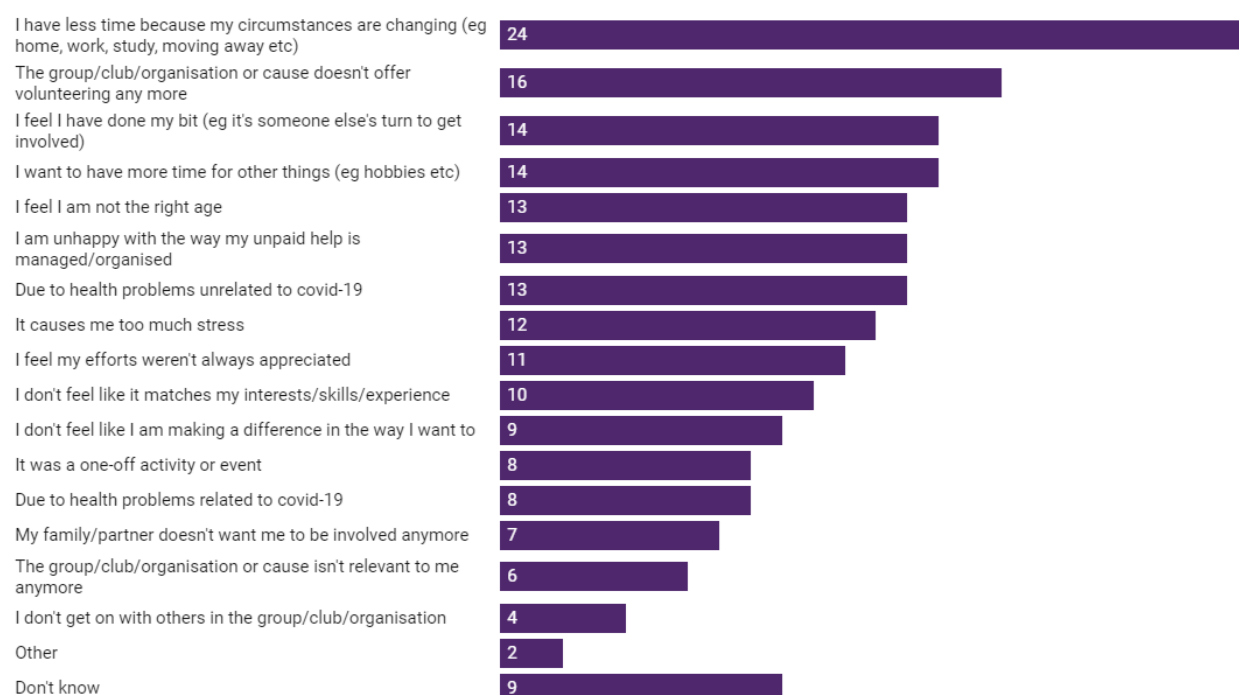
⁶ <https://www.ons.gov.uk/economy/inflationandpriceindices/bulletins/consumerpriceinflation/>

⁷ <https://www.ons.gov.uk/economy/inflationandpriceindices/>

⁸ <https://www.ncvo.org.uk/news-and-insights/news-index/time-well-spent-2023>

[volunteering-among-the-global-majority/volunteer-retention/](#)

Figure 4 - Time Well Spent (2023) Report: Reasons to be unlikely to continue volunteering

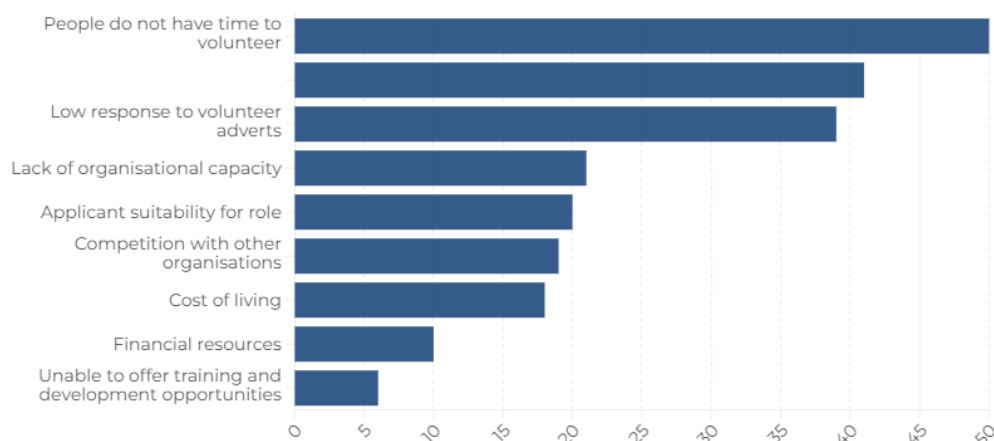


Another factor highlighted in the graph above why people are not volunteering as much now is people **'feel I have done my bit (e.g. it's someone else's turn to get involved')** The charts below were published by Pro Bone Economics.⁹ December 2023 also backs up the points made in the Time Well Spent report, people no longer have the time to volunteer (please see Figure 5), thus making it more challenging for organisations to recruit volunteers and retain the ones they already have in place.

⁹ <https://www.probonoeconomics.com/adapting-for-success>

Figure 5 - Pro Bono Economics: Types of recruitment barriers

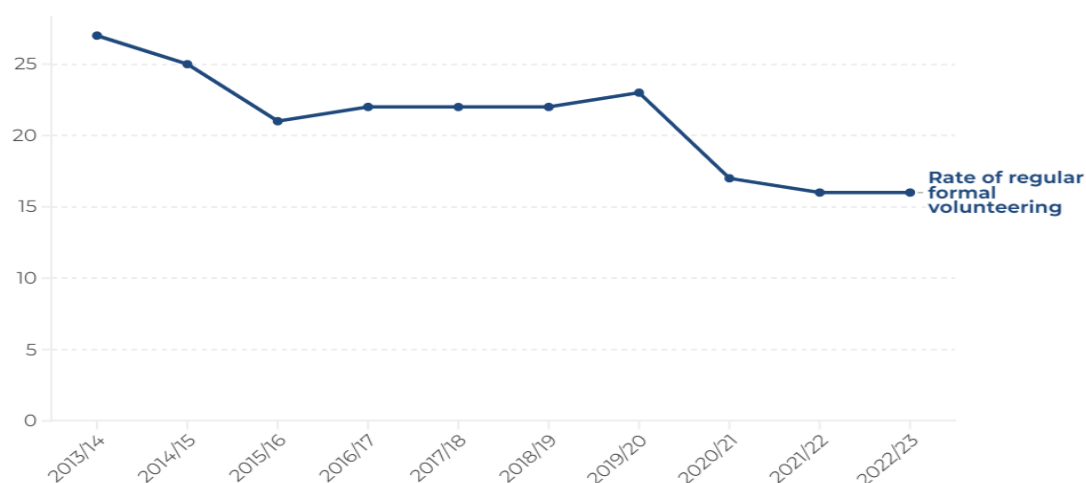
Types of recruitment barriers charities report having when it comes to volunteers over the last twelve months



There is also a clear downward trend in the rates of regular formal volunteering (please see Figure 6), people who regularly volunteered during the pandemic are no longer volunteering as much and this is another reason why the Volunteer Coordinator role is important for the food bank.

Figure 6 - Pro Bono Economics: Rates of regular formal volunteering

Rates of regular formal volunteering



Volunteer 'A' Case Study

'A' is retired and has been volunteering at the foodbank since November 2022 and has made a lot of new friends in that time. 'A' volunteers on both Tuesday and Friday and helps out with packing the food parcels, however, the Volunteer Coordinator has now moved 'A' to the office where they organise the parcels. Being a part of the office team is better for 'A' and matches her skill set and her working experiences – she now feels that she can contribute more to the food bank – and that she is getting more out of her time.

'A' has noticed that the Volunteer Coordinator is good at identifying the skills gaps within the foodbank and she is putting measures into place already. 'A' now feels more empowered since the Volunteer Coordinator has started in the role. 'A' feels that the Volunteer Coordinator is very approachable, making volunteering easier, and making 'A' feel more comfortable.

In the past, the food bank management have been so busy that they don't have enough time to listen to volunteers, with the Volunteer Coordinator being in the position of a "go between" this is no longer the case, and things feel less disjointed as a result. The Volunteer Coordinator is also bridging the gap between the volunteers on Tuesday and Friday. Most of the time there are set teams for both days and because of this, there is some disharmony between the two teams. In the short time the Volunteer Coordinator has been in the position, she has made efforts to bring everyone together.

The changes that 'A' has noticed already that the Volunteer Coordinator has made since she started at the food bank include:

- Standardisation of processes – streamlining and increasing efficiencies where possible
- Finding a better balance of resources, people management, and time management.
- Spending time with the volunteers, hearing their voices, and making changes they want to see to enhance their experiences at the food bank
- 'A' feels like the Volunteer Coordinator has had an instant impact and is showing good leadership

“

The Volunteer Coordinator is a good asset to Arfon Food Bank

”

Outcomes

- **'A' now feels more empowered and appreciated**
- **'A' feels proud to be able to help the people in the community**
- **There are now more volunteers at the food bank since the Volunteer Coordinator has been in post**
- **There is a different dynamic at the food bank – a better, more efficient environment to be a part of – resulting in the volunteers being able to support more visitors while open.**
- **Visitors are now also getting a better, improved and more efficient service**



4.0 Social Return on Investment (SROI) Framework

By explicitly asking those stakeholders with the greatest experience of an activity, SROI can quantify and ultimately monetise impacts so they can be compared to the costs of producing them. This does not mean that SROI can generate an ‘actual’ value of change, but by monetising the value of stakeholder outcomes from a range of sources it can provide an evaluation of projects that change the way value is accounted for – one that considers economic, social, and environmental impacts. Social Value UK (2014) ¹⁰states;

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

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

Figure 7 outlines the Principles of Social Value.

Figure 7 - The Principles Of Social Value¹¹



The guiding Principles ensure that *how* value is accounted for remains paramount. To ensure a consistent approach is used, chains of change are constructed for each material stakeholder explaining the cause-and-effect relationships that ultimately create measurable outcomes. These chains of

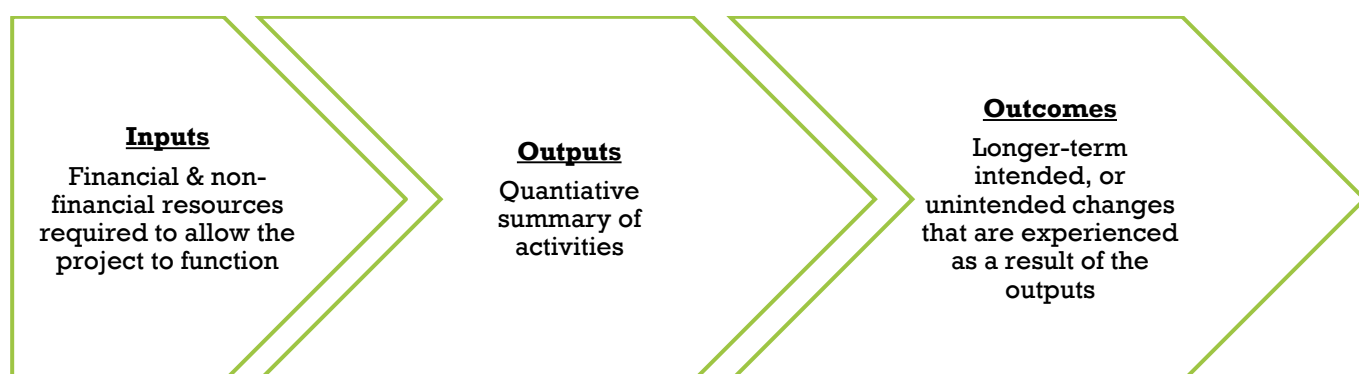
¹⁰ Social Value UK.

www.socialvalueuk.org

¹¹ <https://www.socialvalueint.org/principles>

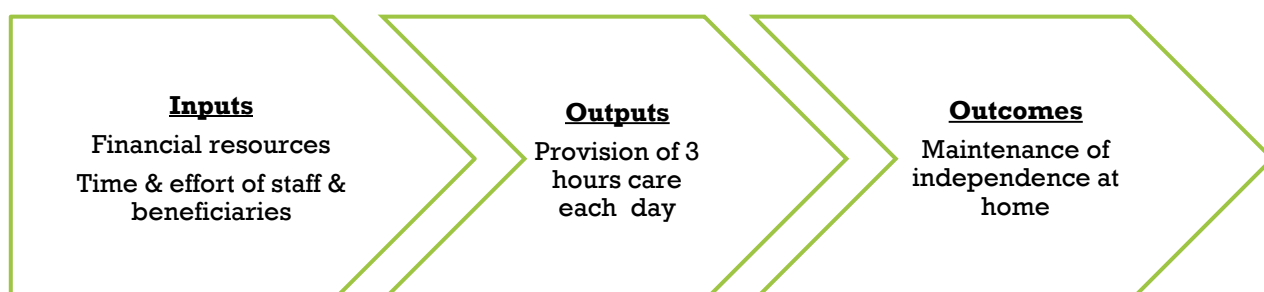
change create the overall Value Map (attached separately as appendix 10), and these stories of change are equally as important as the result of analysis. SROI is best thought of as a story of change with both quantitative and qualitative evidence attached to it. Figure 8 summarises the different elements for each chain of change included within the SROI analysis (before the impact of outcomes is calculated).

Figure 8 – Outline of the chain of change



SROI is an outcomes-measurement approach, and only when outcomes are measured is it possible to understand if meaningful changes are happening for the stakeholders. To illustrate this idea, figure 9 displays a brief chain of change for a domiciliary care programme to assist people to remain in their own homes - only by measuring the final outcome, is it possible to understand the impact of the care programme.

Figure 9 – Example of a chain of change



As will be discussed at the point of analysis, SROI also incorporates accepted accounting principles such as deadweight and attribution to measure the final impact of activities that

are a result of each activity or intervention. Importantly, SROI can capture positive and negative changes, and where appropriate these can also be projected forward to reflect the longer-term nature of some impacts. Any projected impacts are appropriately discounted using the Treasury's discount rate (currently 3.5%). The formula used to calculate the final SROI is;

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

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

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

5.0 Stakeholder engagement

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

To understand what is important for an analysis, the concept of materiality is employed. This concept is also used in conventional accounting and means that SROI focuses on the most important to the stakeholders, and their most important outcomes, based on the concepts of relevance and significance (see Figure 4). The former identifies if an outcome is important to the stakeholders, and the latter identifies the relative value of changes. Initially, for the evaluation of Arfon Food Bank, a range of stakeholders were identified as either influencing or being affected by the project – table 2 highlights each stakeholder, identifying if they were considered material or not for inclusion within the SROI analysis. Table 3 below shows the number and type of stakeholders for the analysis.

Figure 10 - Materiality principle

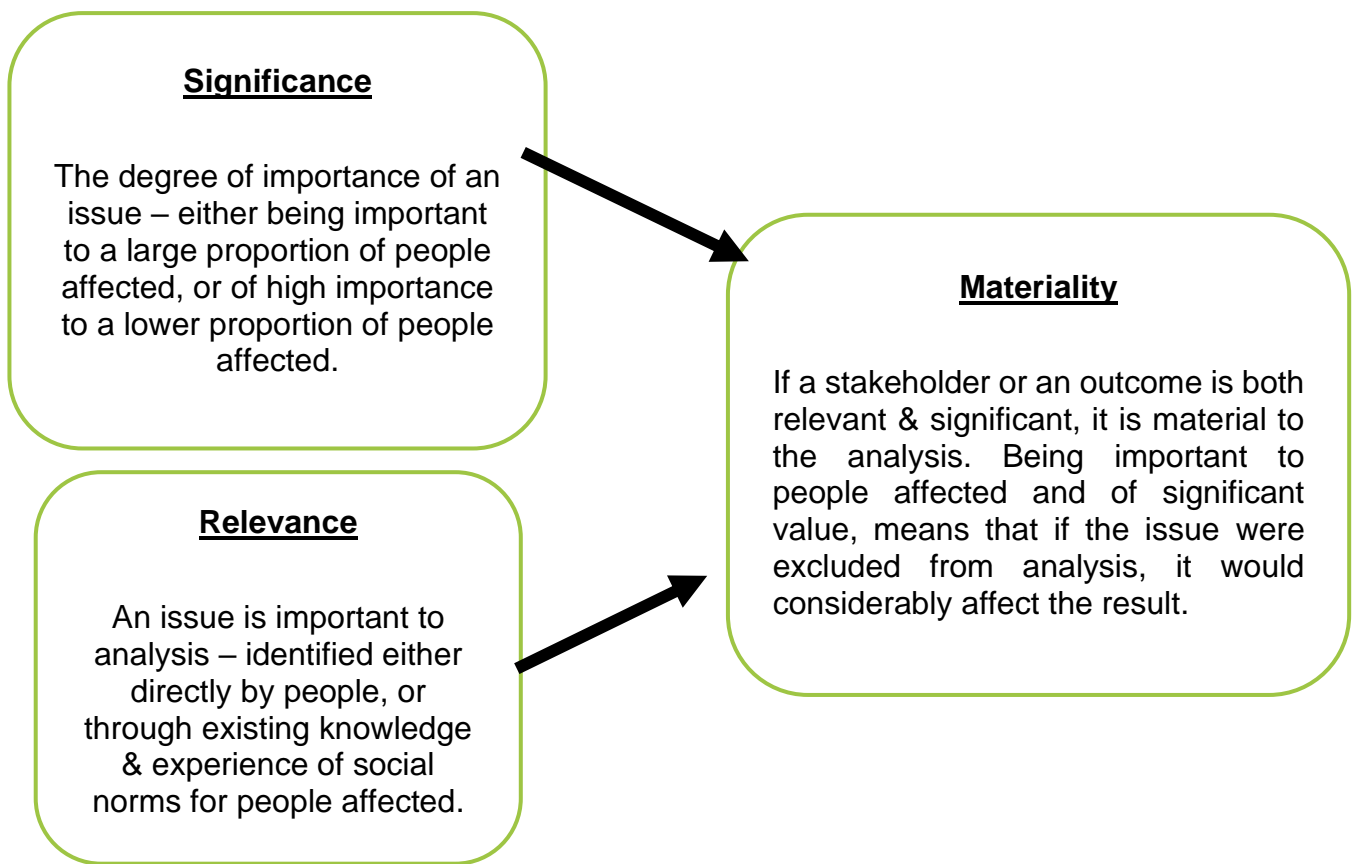


Table 2 – Stakeholder List & Materiality

Stakeholder	Material stakeholder?	Explanation
Core management team	Yes	The Volunteer Coordinator is a part of the core management team and has an impact on the team. Due to the volunteer coordinator role, member of the core management team experience material outcomes as a result.
Volunteers	Yes	The project is for the benefit of the current volunteers and to recruit new volunteers
Visitors	Yes	Given that the project will increase the volunteer capacity of the food bank – this will have a material impact on the visitors and improve the experience they have at the Foodbank, especially the signposting element of the service the foodbank provides.
Citizen Advice Bureau Gwynedd	No	They are the key partner for the financial inclusion programme at the food bank. However, all the identified outcomes are experienced by other stakeholders.
Other Partners	No	The food bank has a network of partnerships with local businesses and supermarkets as

		well as some other businesses that have collection points for donations.
Donors	No	The donors to the foodbank do play a vital part in the food bank, without their donations the food bank would not be able to support the visitors. However, given that the focus of this evaluation is on the impact of the volunteer coordinator, the donors are not material in this aspect.
Local Authority	No	The service food bank provides food and support to the people in need in Arfon, which may reduce demand on the local authority. However, as the project is mainly focused on the volunteers, this does not have a material impact on the local authority.
Mantell Gwynedd	No	They are the stakeholder that distributed the grant funding to Arfon Food Bank. However, all the outcomes identified are experienced by other stakeholders.

Table 3 – Engagement with stakeholders

Stakeholder	Population size	Method of engagement
Core management team	6	<ul style="list-style-type: none"> • 5 meetings with the members of the core team in person • 4 meetings with the core team virtually • Several ongoing discussions throughout the evaluation via email
Volunteers at the food bank	43	<ul style="list-style-type: none"> • 10 interviews with volunteers at the food bank • 20 volunteers responded to the survey
Visitors at the food bank	878	<ul style="list-style-type: none"> • 3 in-person interviews • 1 phone interview • 29 visitors responded to the survey

The potential subgroup of stakeholders

There were potential subgroups for both stakeholder groups, however, given the small number of volunteers being included in the report (43) and only a small sample size for visitors (29 responses), it was decided to group each stakeholder group together, there was not enough data to truly know if there were differences in potential impact through various potential subgroups. Although there was not enough qualitative data to assess subgroups, below you will see the potential subgroups that were considered.

Volunteers

Figure 11 – Volunteers' gender

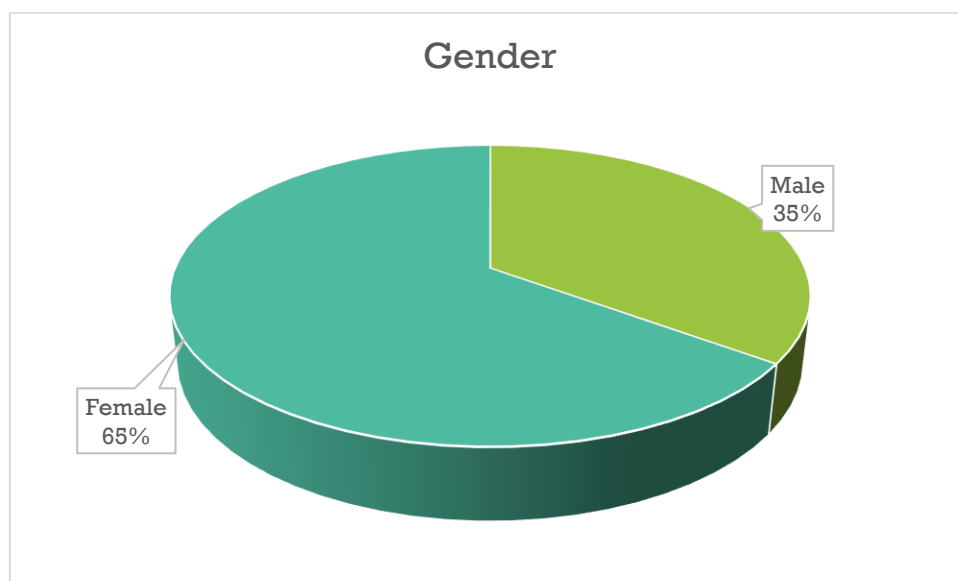
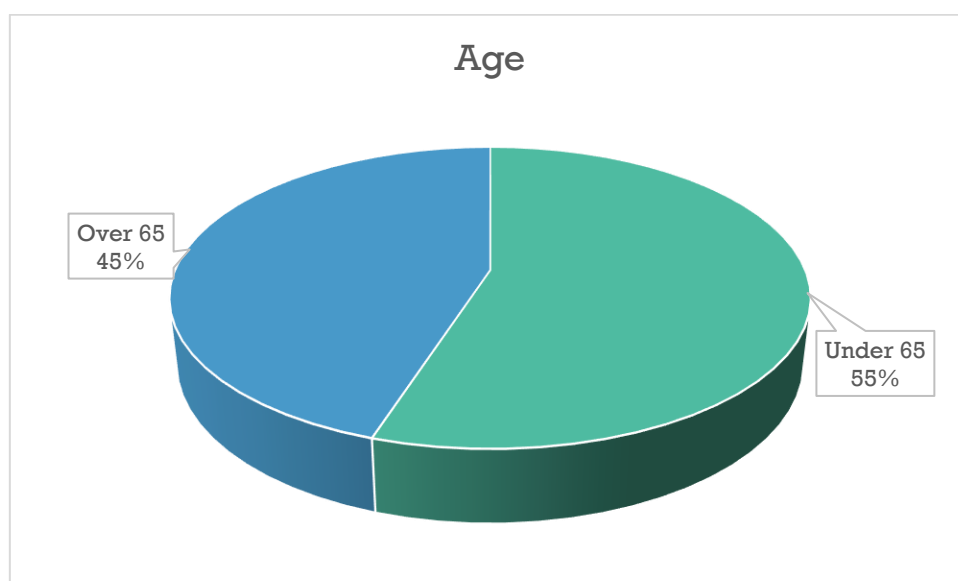


Figure 12 – Volunteers' age



Visitors

Figure 13 – Visitors' gender

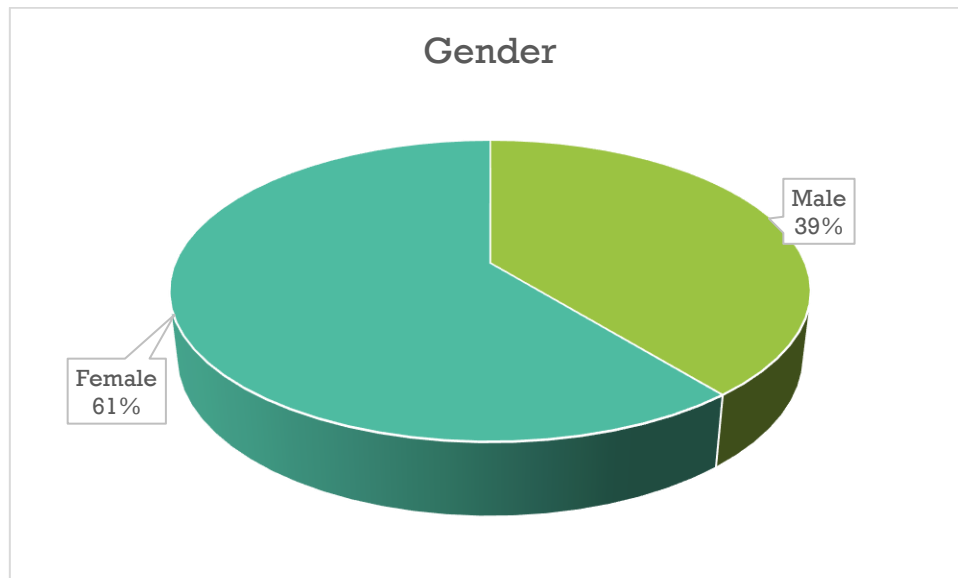


Figure 14 – Visitors' age

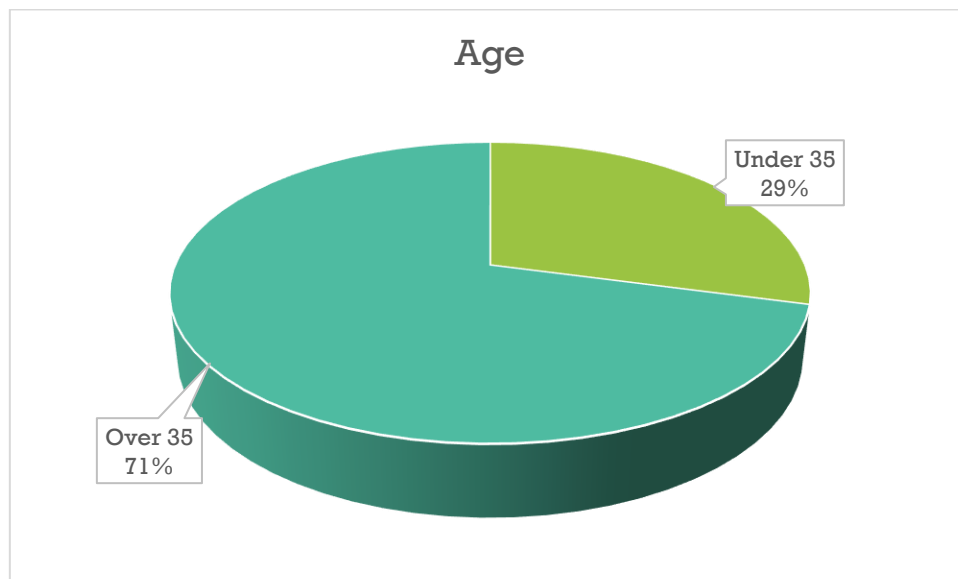
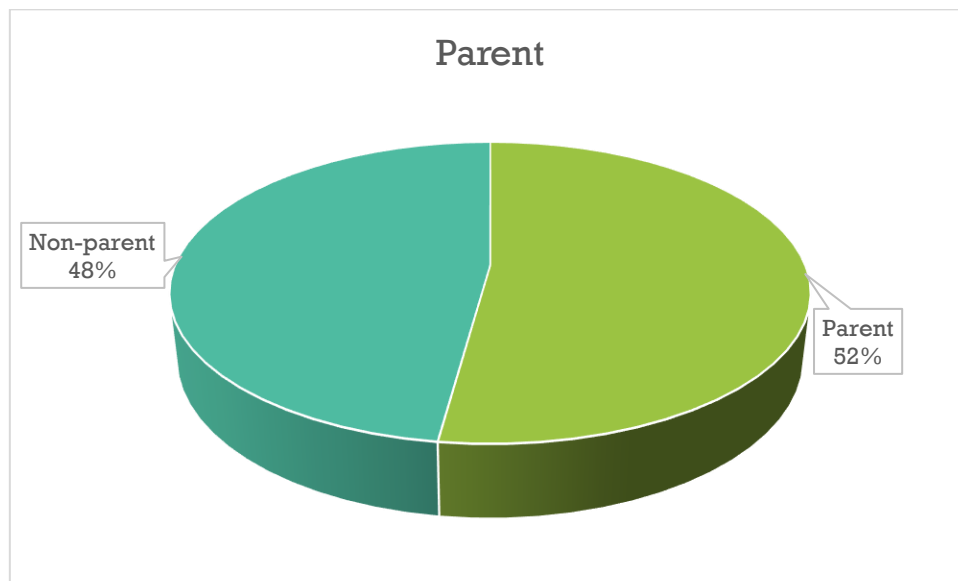


Figure 15 - The number of visitors who are parents



6.0 Project Inputs

This section of the report describes the necessary inputs from multiple stakeholders. Some inputs are financial, whereas others are not – yet where possible inputs are monetised. Without the necessary complement of inputs from various material stakeholders the project would not be possible, a full breakdown of total monetised inputs is highlighted in Table 4. As this report is forecasting the social impact created by the Volunteer Coordinator for 2024 & 2025, the projected inputs for 2025 have been calculated as the 2024 value with an additional 5% increase (in-line with average pay increased in recent years, according to CIPD¹²), due to the potential increased salary for the Volunteer Coordinator and additional costs for the food bank, this is in line with the principle of not overclaiming, especially for the second-year forecast of the project.

Mantell Gwynedd

Arfon Food Bank was successful in obtaining a grant from the Voluntary Sector Grant managed by Mantell Gwynedd as part of the wide SPF funding from the UK Government. The total grant funding awarded to Arfon Food Bank was £17,334 for 2024 (year 1). The funding is partially for the salary of the Volunteer Coordinator and other aspects of the role such as volunteer recruitment days, and advertising events.

Total financial input by Mantell Gwynedd = £17,334

Arfon Food Bank

The financial inputs to consider for the food bank are the overheads they must pay to keep it open, paying rent, energy, water, bank fees, food for the parcels, mileage

¹²[https://www.cipd.org/uk/views-and-insights/thought-leadership/cipd-voice/pay-awards-2024/#:~:text=Looking%20at%20the%20make%20Dup,a%20pay%20freeze%20\(12%25\).](https://www.cipd.org/uk/views-and-insights/thought-leadership/cipd-voice/pay-awards-2024/#:~:text=Looking%20at%20the%20make%20Dup,a%20pay%20freeze%20(12%25).)

refund for volunteer travel costs, delivery van costs, and other administrative costs. To calculate the year 2 cost of the project, we have taken the cost of year 1 and then added a 5% additional cost. To ensure we are not overclaiming we will use 20% of the food bank inputs as a financial contribution to the Volunteer Coordinator project, because without the food bank paying the overheads the Volunteer Coordinator would not be able to function in their role. Please see the list below of all the overheads included in the value map as a financial input.

Overheads	Year 1 cost	Year 2 cost (an estimated 5% increase in cost)
Rent	£8,000	£8,400
Energy and water	£640	£672
Bank fees	£130	£137
Resources	£1,200	£1,260
Food	£9,000	£9,450
Mileage refunds	£2,500	£2,625
The Delivery Van	£1,200	£1,260
Administrative costs	£14,100	£14,805
Construction project	£700	£735
Total each year	£37,470	£39,344
20% of the inputs by the food bank contribute to the Volunteer Coordinator role to avoid overclaiming	£7,494	£7,686.70

Total forecasted financial input of the food bank overheads for years 1 and 2:

£7,494 + £7686.70 = £15,363

Trussell

Trussell provided match funding for the Volunteer Coordinator role, their financial contribution was a total of £4,531 for 2024 (year 1). The funding is partially to pay the salary of the Volunteer Coordinator and other aspects of the role such as volunteer recruitment days, and advertising events. Trussell is solely going to fund the Volunteer Coordinator project for year 2 at a cost of £20,135.

Total forecasted financial input for years 1 and 2: £4,531 (year 1 match funding)
+ £20,135 = £24,666

Table 4 - Total monetised inputs

Stakeholder	Financial input		Total	Cost per stakeholder
	Year 1	Year 2* (estimate year 1 total + 5% in additional costs)		
Mantell Gwynedd	£17,334	/	£17,334	
Arfon Food Bank	£7,494	£7,868*	£15,363	
Trussell Trust	£4,531	£20,135	£24,666	
Total monetised inputs			£57,362.70	Cost per stakeholder =£655

7.0 Outputs, Outcomes & Evidence

As already discussed, this report's main focus is to analyse the social impact created by the Volunteer Coordinator and how the role has changed the way the volunteers work within the food bank, and the impact created as a result. In this assessment, it is also right to consider the social impact the role of the Volunteer Coordinator and the group of volunteers has had on the visitors of the foodbank as they are key stakeholders. The food bank's main purpose is to serve the people in the local community. As the volunteers are there to help and support the most vulnerable people in the community, it is important to understand and evaluate the potential impact experienced by the visitors. Firstly, the report will discuss the outputs and outcomes experienced by the volunteers and then the visitors, and finally discuss how the outcomes relate to the Well-being of Future Generations (Wales) Act 2015 goals.

7.1 Volunteers

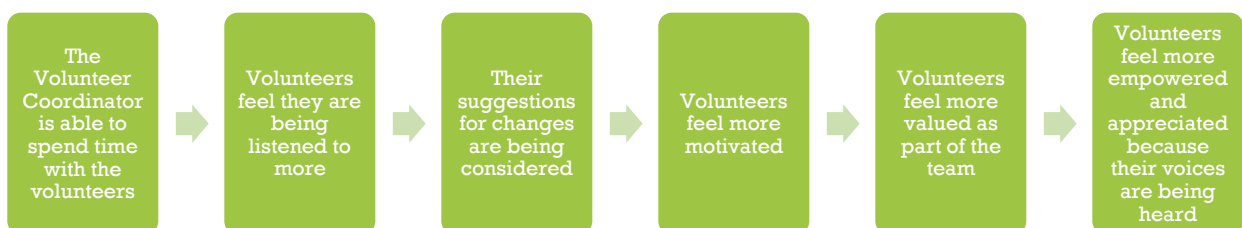
Outputs

The number of volunteers giving their time to the food bank at any one time during the year changes to meet the demand levels. As discussed in the project inputs section of this report there is a variation in the number of hours volunteered at the food bank every quarter as the demand for the food bank service changes. Given that the level of hours needed by volunteers changes, the number of volunteers needed changes, during the quieter months the food bank only needs around 25 volunteers, however, during busier months the food bank needs more volunteers, around 45 volunteers at peak to keep up with demand. As this report is also forecasting the social impact of 2025, we have forecasted the number of volunteers giving their time to the food bank.

Therefore, considering this the number of volunteers included in the value map is 43, as there are currently 45 active volunteers at the food bank. This is to ensure we are not overclaiming or underclaiming any social value created. Through various interviews with volunteers going through the 10 impact questions of social value, the outcomes considered below were the ones deemed most appropriate for the volunteers, given their feedback and responses to the survey. Once a saturation point was reached and enough confidence gained that we were measuring the right outcomes, a theory of change (toc) was constructed; to understand and illustrate the journey the volunteers have experienced to reach each well-defined outcome, please see Appendix 2 for the volunteer's theory of change.

Outcomes

Outcome 1 - Volunteers feel they are being listened to, and their suggestions are being considered and implemented. **Volunteers feel more motivated, empowered, and appreciated because their voices are heard.**



When a new volunteer joins the team at the food bank, they have a discussion with the Volunteer Coordinator to get an understanding of what the new volunteer wants to get out of their time with the food bank. Also, during the discussion, the Volunteer Coordinator tries to establish the volunteer preferences to ensure they are given a role that best fits

their skills and experience. This is an important step in the recruitment process as having the right people in the right roles helps the food bank operate efficiently. Furthermore, as the volunteers match up well to their skills and knowledge, they know that their voice is being heard which increases the chance of the volunteers being happier and more motivated to be successful at the food bank, thus ensuring the food bank can retain the volunteers for longer. Unhappy or unmotivated volunteers are one of the reasons why organisations are struggling to retain their volunteers according to the NCVO¹³ “Time Well Spent” report in 2023. Therefore, having the initial one-on-one with the Volunteer Coordinator and then regular talks throughout the time people volunteer helps reduce this barrier. Before the Volunteer Coordinator was in their role, new volunteers would normally be placed on the food parcel packing line, which was not always the best fit for them and they would lose motivation. They would leave because they believed that this was the only role available to them at the food bank, thus making volunteer retention challenging.

Another example of the Volunteer Coordinator making the volunteers feel heard and appreciated is the change that the volunteers wanted to introduce to the food parcels. The volunteers felt strongly and passionately about the content of the food parcels and felt that the food parcels should include more nutritious food, especially the parcels provided to children. The volunteers made this point to the Volunteer Coordinator and now Arfon Food Bank has changed the content of their food parcels. The volunteers now feel more empowered in the decision-making process and feel more valued as their suggestions are being listened to and implemented.

¹³ <https://www.ncvo.org.uk/news-and-insights/news-index/time-well-spent-2023/volunteer-retention/>

“Having the Volunteer Coordinator in place has meant the volunteers have someone to talk to – and the volunteers are benefiting greatly from this.”

“I feel that my input has been valued”

From the survey result (Please see Appendix 3 for the survey), **85%** of volunteers in the sample size who responded feel more empowered and appreciated because their voices are being heard, with a distance travelled of **56%** (the level of change experienced by the volunteer, the higher the number, the greater the impact on volunteer). As 85% of the sample size had experienced positive change, 37 volunteers were included in the value map for this outcome.

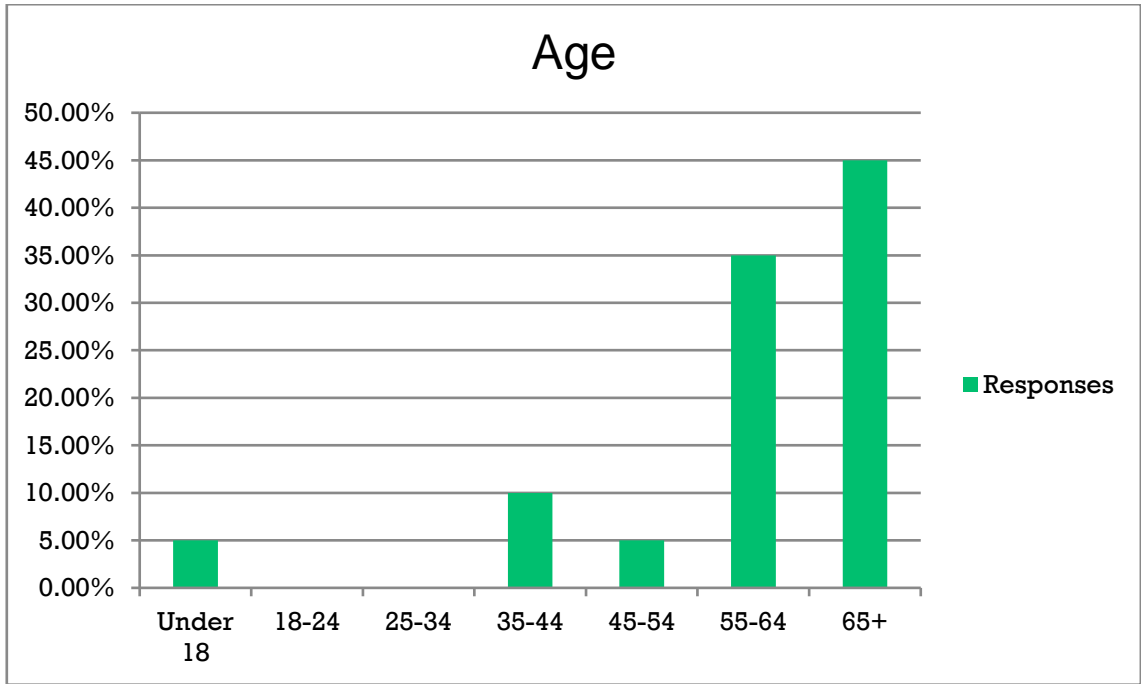
Outcome 2 - Volunteers feel a greater sense of belonging to the community – Both the small community within the foodbank and the wider community of Arfon which they serve and want to support.



During the stakeholder engagement process, it became clear early on how much volunteering at the food bank meant to the volunteers, a group of people coming together to serve the community. Many of the volunteers noted how they enjoyed socialising, making new friends and enjoying the company of like-minded people, which led to an increased sense of community within the food bank. Many of the volunteers at Arfon Food Bank are people who have retired or semi-retired and want to volunteer at the food bank

to have something to look forward to during their week. As Figure 16 shows, of the volunteers who responded to the survey, 75% are over the age of 55 years old. Being a part of the volunteering team at the food bank gives the volunteers something to look forward to during their week.

Figure 16 – Volunteers’ Age (survey responses)



The group of volunteers at the food bank also feel a connection with the people from the local community that they serve. There is a trend that people who are recently retired normally want to volunteer as a way to give back to the community. The sense of community they feel also comes from the fact they are working and volunteering with like-minded people, a big contributing factor as to why the volunteers give their time to the food bank. As one volunteer noted below, they feel a part of a community. The Royal Voluntary Service also list a ‘sense of connection to others in the community - *Volunteering connects you directly with those around you and is particularly beneficial for your local community and sense of belonging*’ as one of the main benefits of volunteering¹⁴.

¹⁴ <https://www.royalvoluntaryservice.org.uk/volunteering/why-volunteer/benefits-of-volunteering/>

“Feeling a part of our little community”

“I feel like we are part of a team”

*“I enjoy being at the food bank, helping other people and spending time
with the friends I have made since I started volunteering”*

From the survey result (please see Appendix 3 for the volunteer survey), **90%** of volunteers in the sample size who responded had an increased sense of belonging to a community, with a distance travelled of **64%** (the level of change experienced by the volunteer, the higher the number, the greater the impact on volunteer.). As 90% of the sample size had experienced positive change, 39 volunteers were included in the value map for this outcome.

Outcome 3 - Volunteers feel proud and have a sense of achievement being able to give back and help the people in the local community



As discussed in the other outcomes identified, there are clear outcomes and impacts on a personal level for the volunteers of the food bank. Volunteering at the food bank is a way for people to give back to their community and help the most vulnerable people in their communities, and this is one of the primary motivations for the volunteers to give their time to the food bank. Some of the volunteers we spoke to discussed how they sympathise with the visitors as their struggles are down to how the country has been run

over recent years, and how the country “has let people down.” Volunteering gives the volunteers a chance to help support the people who are struggling by giving out food parcels and sometimes by just being a friend to the visitors and listening and showing empathy. Visitors. All this work means the volunteers are seeing ‘the fruit of their labour’ as they can see the true impact of their work on a personal level, thus giving them a sense of achievement. The visitors show their appreciation for all that the volunteers of the food bank do, thus making the volunteers feel proud of their work and giving the volunteers further motivation to carry on giving their time to the food bank.

“I get a personal boost seeing the positive impact of our work”

“Very good being able to help others in the community.”

*“It's very rewarding being a part of the food bank volunteering team, and
being able to give back to the community”*

“Very thankful to all the volunteers for all their hard work”- visitor

From the survey result, **95%** of volunteers in the sample size who responded feel proud and feel a sense of achievement in giving back to the community, with a distance travelled of **70%** (the level of change experienced by the volunteer, the higher the number, the greater the impact on volunteer.). As 95% of the sample size had experienced positive change, 41 volunteers were included in the value map for this outcome. Further breakdown of the other possible short term / intermediate outcomes identified and considered in the theory of change can be seen in appendix 4.

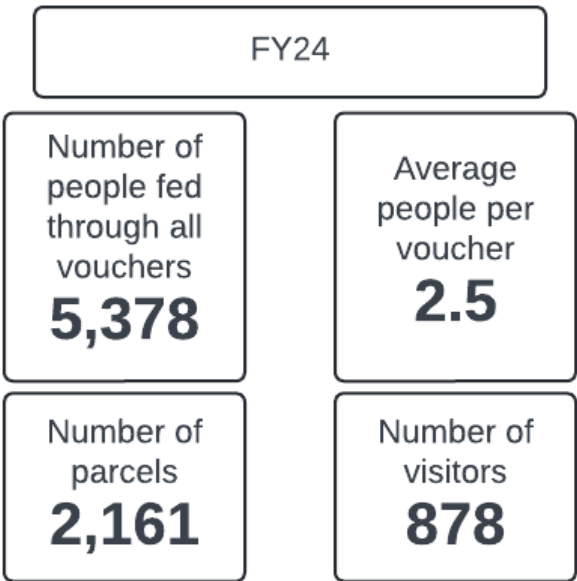
7.2 Visitors

Although the primary focus of this report is to evaluate the impact the new Volunteer Coordinator role has had on the volunteers of the food bank, it is also right to consider the potential impact of the food bank on the visitors they support as they are the main stakeholder group for the food bank.

Outputs

As discussed already in the report, the growing need for foodbank services is on the rise throughout the United Kingdom, and Arfon Food Bank is experiencing the same increase in the number of visitors that they support. In their latest figures for the year ending March 2024, Arfon Food Bank supported a total of 878 visitors in the previous year. We will use this data for reporting the outputs of the project. It should be noted that although the food bank did support 878 visitors in the last year (please see Figure 17 below), we will only include 290 in the value map.

Figure 17 – Visitors’ referrals to Arfon Food Bank: Year ending March 31st, 2024 data



Referring back to Table 3 – engagement with stakeholders, there were only 29 responses to the survey, which is only a 4% sample size. Therefore, to ensure we are not overclaiming, we have only used the total responses as a percentage of 10 times (or having a 10% sample size) to be included in the value map, therefore 290 in this case. A judgment is made here that including 290 visitors will not overclaim any social value created, also trying to ensure we are not under-claiming the social value created. We will use the same figure of 290 visitors for both year 1 and year 2 for this forecast, this is again to ensure we are not overclaiming or underclaiming any social value created. Through a small number of interviews with visitors going through the 10 impact questions of social value, the outcomes considered below were the ones deemed most appropriate for the visitors, given their feedback and responses to the survey. Once a saturation point was reached and enough confidence that we were measuring the right outcomes, a theory of change (toc) was constructed to understand and illustrate the journey the visitors have experienced to reach each well-defined outcome. (Please see Appendix 5 for the visitor's theory of change.)

Outcomes

Outcome 4 - **Improved financial independence and outlook**



As already discussed in this report, the food banks support their visitors in several ways. Firstly, being able to provide food parcels to individuals and families who are either in food poverty or on the cusp of food poverty. In recent years Arfon Food Bank has been trying

to understand the root cause of why the visitors need to attend the foodbank for support, and the overall reason is that the majority of the visitors are on Universal Credit and do not have enough money to cover their bills and buy food. In some cases, it is “heat or eat” as people have to decide what to prioritise with their money. By having the partnership in place with Citizens Advice, the food bank is now able to support the visitors more holistically, through in-house help and signposting visitors to other services. One of the ways the food bank supports the visitors financially is by going through their income and expenditure in detail to assess areas of potential savings.

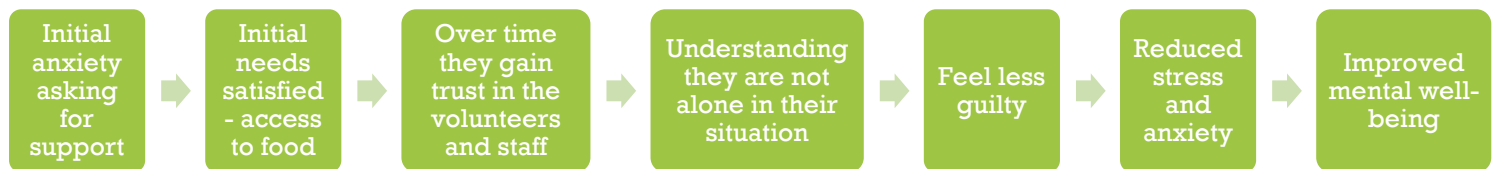
“The food bank helped me get on top of my bills”

An example of this is a visitor who thought they were on a cheap energy tariff. The signposting team were able to find them a better deal, saving them money and this in turn helped reduce the visitor's financial stress. Of the visitors who responded to the survey, 69% noted that they have problems with either debts or benefits, showing there is a need for the signposting service by the food bank through Citizens Advice. They can signpost the visitors to more specialised services to deal with their debts or money worries and help them through the process. Dealing with debts gives the visitors a feeling of financial independence and a better financial outlook. By supporting the visitors with their debts and providing them with some financial independence and improved outlook, the long-term goal is for the visitors to be able to financially support themselves better in the future and not depend on the food bank for food parcel support.

From the survey result, **69%** of visitors in the sample size who responded feel more financially independent and have an improved outlook, with a distance travelled of **63%** (level of change experienced by the visitor, the higher the number, the greater the impact

on visitors.). As 69% of the sample size had experienced positive change, 200 visitors were included in the value map for this outcome.

Outcome 5 - **Improved mental well-being** due to worrying less about their next meal and getting on top of their bills



For many of the visitors, they attend the food banks because they believe they have nowhere else to go, and as mentioned above many visitors are worried about their finances, which harms their mental well-being. Money is still seen as a taboo subject and many people do not want to seek help because they are embarrassed about their situation or do not know where to turn, leading to further financial worries.

The Money and Mental Health Policy Institute states that 46% of people who are in financial distress also have mental health problems¹⁵.

Figure 18 - Financial worries link to mental health problems



¹⁵ <https://www.moneyandmentalhealth.org/money-and-mental-health-facts/>

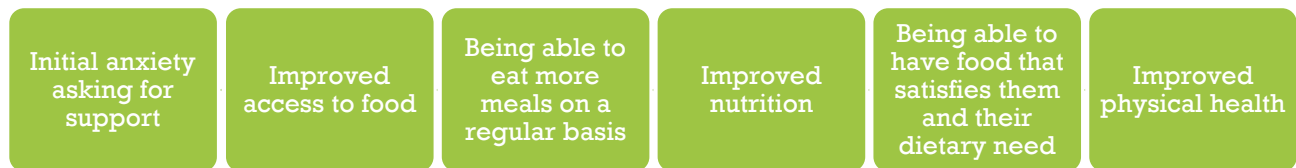
Again, this shows how important the signposting service is at the food bank, getting on top of their bills and reducing their financial stress, in turn, helps the visitor's mental well-being. During the stakeholder engagement process, the visitors who were interviewed also mentioned that receiving the food parcels helped their mental well-being, and they no longer had to worry about when their next meal would be. The food parcels given out by the food bank include enough to last for up to four days, thus taking pressure off the visitors. Another aspect of why the visitors experience positive mental health changes due to support given by the food bank is that visitors can socialise more with other visitors and the volunteers. The volunteers at the food bank offer non-judgmental support which often helps the visitors open up about the problems they are facing. Visitors can build trust with the volunteers and food bank staff, allowing them to socialise more and feel less alone in their situation, leading to mental health improvements for visitors.

“The Foodbank is a big help, and everyone is so friendly.”

“Being able to go to the food bank is a help, being able to speak to others and have somewhere else to go rather than staying at home”

From the survey result, **69%** of visitors in the sample size who responded feel more financially independent and have an improved outlook, with a distance travelled of **79%** (level of change experienced by the visitor, the higher the number, the greater the impact on visitors.). As 69% of the sample size had experienced positive change, 200 visitors were also included in the value map for this outcome.

Outcome 6 - Improved physical well-being due to eating more regularly because of the support provided by the food bank



This report has highlighted the importance of the food parcels given to the visitors by the food bank. As stated at the beginning of the report, the foodbank is a project founded by local groups, working together primarily towards stopping hunger throughout Arfon and providing parcels of food to individuals and families who are facing an emergency and are unable to purchase food.

Having the parcels ensures they can eat more regularly, and not go hungry, thus improving their physical health. When a person is starving this can have a major impact on their physical health leading to issues such as fatigue, irritability, abdominal pain, insomnia and many more health problems according to the NHS.¹⁶ Hunger also essentially weakens bones, muscles, and skin. In the long term, hunger can cause irreversible disabilities and deaths in both adults and children. Because of the food bank support, the visitors can eat regular meals and reduce the chances of the visitor being hungry for long periods, thus potentially helping prevent the physical health problems that can occur from hunger / starvation. Also, as already discussed, volunteers felt strongly about the nutrition going into the food parcels and this has improved over the years, again leading to physical health benefits for the visitors.

¹⁶ <https://www.nhsgrampian.org/service-hub/eating-disorder-mcn/patients--carers/anorexia---further-information/physical--psychological-effects-of-starvation/>

*“Knowing that there are people at the food bank to help support me –
that is a big help”*

From the survey result, **78%** of visitors in the sample size who responded feel their physical health has improved since receiving food parcels from the food bank, with a distance travelled of **64%** (the level of change experienced by the visitor, the higher the number, the greater the impact on visitors.). As 78% of the sample size had experienced positive change, 226 visitors were also included in the value map for this outcome.

7.3 Core Management Team

Outputs

There are 7 members of the core management at Arfon Foodbank. Having the Volunteer Coordinator role at the food bank positively impacts the core management team that has already been established at the food bank.

The Volunteer Coordinator is a member of the core management team and therefore we will not consider them in this analysis, to avoid overclaiming. Therefore, we will consider 6 other members of the core management team in this analysis. The theory of change and the survey constructed for the core management team can be seen in Appendix 8&9.

In keeping with principle 6, transparency, It should be noted that we only received one response to the management team survey, however, given that we held good discussions via semi-structured interviews with 3 members of the core management team, there is a level of confidence in the qualitative and quantitative data that all 6 members of the core management team do experience the outcomes identified whilst also ensuring we are not overclaiming any social value created.

Outcomes

Outcome 7 – Members of the core management team have an improved capacity to manage the increased workload of the food bank since the volunteer coordinator has become a part of the core management team.



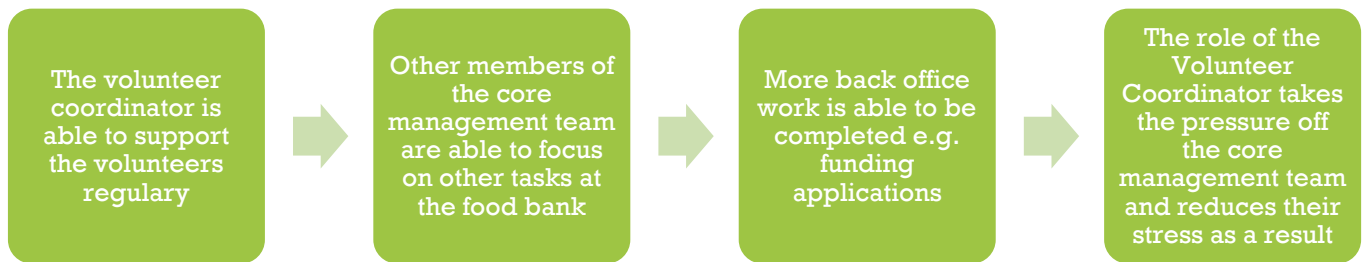
As already discussed in this report, the food bank demand is increasing, and this trend will continue in the next few years based on the evidence highlighted in the report. Therefore, a knock-on effect of the increased demand is increased work for the core management team. Having the Volunteer Coordinator role at the food bank has increased the capacity of the core management team, the Volunteer Coordinator can support other members of the core management team with the day-to-day operations of the food bank, especially the recruitment, retention and overseeing the group of volunteers, thus freeing up time for other members of the team to focus on other work.

“Having an extra person in the team means I have more capacity for my other work at the food bank”

From the survey result, **100%** of the core management team in the sample size who responded feel they now have increased capacity to manage the increasing workload of

the food bank since the Volunteer Coordinator has been in post, with a distance travelled of **88%**. As 100% of the sample size had experienced positive change, 6 core management team members were included in the value map for this outcome.

Outcome 8 - Reduced stress due to the volunteer coordinator being a part of the management team



Before the Volunteer Coordinator was employed at the food bank it was mainly the responsibility of the core management team to recruit new volunteers and retain their current volunteers. The recruitment process can be very time-consuming and given the nature of the service, there is always pressure on the food bank management to ensure that there are enough volunteers to keep up with the demand for the service. Furthermore, the more time the members of the core management team spent on volunteer recruitment, the less time they would have for their other duties at the food bank such as grant funding applications and data collection, monitoring and evaluations for key partners such as Trussell, and this was stressful at times for the team, especially during very busy periods in the year.

The Volunteer Coordinator's primary role is to recruit new volunteers and support the retention of the current volunteers, therefore other members of the core management team are no longer as worried and feel under pressure about volunteer recruitment. The core management team are now able to focus on more back-office work such as grant

application or more strategic work to promote the food bank, and they are now under less pressure and stress because they have more time and capacity for all the requirements of the food bank.

From the survey result, **100%** of the core management team in the sample size who responded feel they now have increased capacity to manage the increasing workload of the food bank since the Volunteer Coordinator has been in post, with a distance travelled of **88%**. As 100% of the sample size had experienced positive change, 6 core management team members were included in the value map for this outcome.

Possible negative outcomes?



There was a noticeable friction between the groups of volunteers on Tuesday and Friday. The volunteers were split into two groups during COVID to ensure the service was still able to run if a volunteer caught COVID. However, there is still a noticeable split between both groups – the Volunteer Coordinator has been working to bridge the gap between the groups.

“Bring the Tuesday and Friday team together more”

During the stakeholder engagement process, the volunteers did say that the efforts made by the coordinator within the role have helped. The coordinator has organised team bonding days to bring everyone together, hopefully, this will encourage all the volunteers to work closer together as one team rather than two teams.

8.0 How do the outcomes relate to the Well-being of Future Generations (Wales) Act?

What is The Well-being of Future of Generations (Wales) Act?

“The Well-being of Future Generations (Wales) Act is about improving the social, economic, environmental, and cultural well-being of Wales. The Act gives a legally binding common purpose – the 7 well-being goals – for national government, local government, local health boards and other specified public bodies. It details how specified public bodies must work and work together to improve the well-being of Wales. It will make the public bodies listed in the Act think more about the long-term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach¹⁷. This will help to create a Wales that we all want to live in, now and in the future.”

Well-being goals



¹⁷ www.gov.wales

8.1 Volunteers

The outcomes identified for the volunteers all centre around an improvement within the local community and how the work of the volunteers of the food bank benefits the people of the local community. Therefore, it is right to consider that all three outcomes experienced by the volunteers link to the 'A Wales of Cohesive Communities' goal of the



Well-Being of Future of Generations Act. A Wales of Cohesive Communities is defined as the following; *"Attractive, viable, safe and well-connected communities."* The work done by the food bank volunteers and how they want to improve their community and better connect people in their community relates well to the well-being goal.

8.2 Visitors

As discussed, the visitors of the food bank experience many benefits and outcomes due to support given by all the staff and volunteers of the food bank. As identified the visitors experience both mental and physical well-being outcomes, these outcomes link to the 'A Healthier Wales' goal of the Future Well-being of Generations Act. 'A Healthier Wales' is defined as *"A society in*



which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood." Therefore, the outcomes identified in this report follow this goal definition and the food bank are improving the well-being of their visitors.

Visitor Case Study

Visitor A attended the foodbank for a food parcel, but when we requested details for the parcel we realised that the gentleman required further support. Visitor A was living in a horsebox in a field, the horsebox had been converted and it did have facilities for cooking via gas but had no electricity. Initial discussions related to accommodation - but it became clear quite quickly that the client was 'happy' in his current accommodation and did not want to move. He informed us that he had previously lived on a farm and had helped the farmer over the years - he was saddened when the farmer became unwell, and his son and partner took over the farm, who evicted him almost immediately.

In terms of the horsebox, he stated that he could cook inside, and it had a little kitchen but that the appliances were powered by a gas bottle - he did not have the funds to attain one. He informed the food bank team that he had often built a fire outside to warm food in a pan. He found this sufficient to his needs, but with winter upon us in Eryri that could not be maintained.

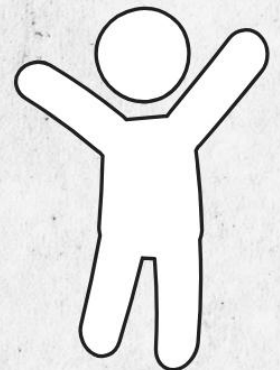
A referral was made to Gwynedd Council for support with fuel poverty. Visitor A did not have a way to charge his phone and relied on others to do so, so contacting him was difficult. Gwynedd Council tried a couple of times and then passed it back to the signposting team at the foodbank. We decided to take a different tact to address the issue by inviting the visitor to the warm hub for soup and tea when Citizens Advice Bureau Gwynedd were in attendance.

He was then able to engage with Citizens Advice Bureau Gwynedd directly for support concerning the fuel issue but also benefited from support to complete a Discretionary Assistance Fund grant. The grant is to help pay for essential costs, such as food, gas, electricity, clothing or emergency travel for people who:

- are experiencing extreme financial hardship
- have lost their job
- have applied for benefits and are waiting for their first payment

Outcomes

- **Improved financial outlook**
- **Improved mental well-being**
- **Improved physical well-being**



The visitor is now a regular attendee at the warm hub and knows that there is further support available to him should he wish to receive it.

9.0 Valuing Outcomes

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

Impacts of the projects

SROI analysis uses accepted accounting principles to calculate the overall impact of activities. Considering any deadweight, attribution, displacement, and drop-off factors, means that the SROI analysis will avoid overclaiming value that is not a result of the Arfon Food Bank activities. The boxes below outline each of the impact factors.

Deadweight

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

Attribution

Considers what proportion of an outcome is created by other organisations/individuals, so can therefore not be legitimately claimed by the SROI analysis. For example, if external

agencies also support someone receiving training, that organisation is responsible for creating some of the value, not just the training organisation.

Displacement

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

Drop-off

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

Financial proxies

There are a range of approaches to monetise outcomes including using financial proxies – that is using a market-based alternative as an approximation of a stakeholder's value. However, some would argue that these do not represent the value that the particular stakeholder with experience of the change would attribute to it. Therefore, where possible, this analysis has applied the first SROI principle to involve stakeholders as much as possible. Therefore, they were asked to put their outcomes in order of importance and then to rate their importance out of 10. In the quantitative data, volunteers and visitors were also asked to confirm the importance of any changes in the survey. This is where we stopped with their involvement in valuing their outcomes and when it comes to placing a monetary value on their outcomes it was decided to use other techniques other than the value game.

The value game identifies their material outcomes and asks them to prioritise, and subsequently value them against a list of goods or services available on the market to purchase. However, it was decided that using well-being valuations was more appropriate for this analysis.

The valuations and proxies for the outcomes identified for the volunteers and visitors were taken from Social Value Engine, the engine works alongside and has combined Social Return on Investment (SROI) methodology and the eight Social Value International principles, and the Social Value Engine software has been awarded 'accredited software' status by Social Value International¹⁸. The Social Value Engine relies on robust research and methodologies to ensure the accuracy and reliability of its calculations. Proxy values are derived from credible sources and are regularly reviewed to reflect current economic conditions and social value theory¹⁹. Many considerations were given to the correct proxy to use for all stakeholder groups.

For the volunteers, the proxy deemed most appropriate is regular volunteering for people aged 50 and above living outside of London taken from HACT Social Value Bank included in a report by The National Lottery Community Fund report, with a value of £3,474. This proxy was deemed appropriate because the average age of the volunteer at the food bank is over 55 years old. Please refer to Figure 16 for the survey responses for further evidence of the volunteer average age. To ensure we not overclaiming the value of the outcomes we then factored in the distance travelled, the weighting the volunteers placed on the outcomes and then used the weighting of the outcomes to compare the outcomes with the anchor value. The anchor value was "Feeling empowered and appreciated" as this outcome had

¹⁸ <https://socialvalueengine.com/about-us-accreditations-and-partnerships/>

¹⁹ <https://socialvalueengine.com/platform>

the lowest distance travelled (56%) of the three outcomes identified for the volunteers, thus reducing the potential for overclaiming.

Using the same methodology for the proxy for the volunteers, the proxy deemed appropriate for volunteers is the “average amount of donation given to food banks” with a value of £1,939 taken from the Fair Share “Wasted Opportunity” ^[68] report cited through the Social Value Engine. The anchor value for the visitor's outcome is taken from the improved physical health outcome. The same reasoning as the volunteers, the physical health outcome had the lowest distance travelled (64%) and therefore this reduced the risk of overclaiming.

Again, using the same methodology for the proxy for the core management team, the proxy deemed appropriate is “reduced stress” with a value of £433 taken from the Optimity Advisors “community engagement” report²⁰ sighted through the Social Value Engine. Both outcomes identified for the core management team has the same distance travelled of 88% and the same weight of 10 in the survey response, both outcomes were given the same proxy value.

Please see Table 5 below for all the values given to each outcome identified for each stakeholder groups.

²⁰ <https://www.nice.org.uk/guidance/ng44/documents/health-economic-analysis-4>

Table 5 – valuing outcomes

Stakeholder group	Outcomes	Distance Travelled	Average Weighting	Value included in value map
Volunteers	Feel more empowered and appreciated because their voices are being heard	56%	7	£1,945.44
	Volunteers feel a greater sense of belonging to the community	64%	7.5	£2,084.40
	Volunteers feel proud and have a sense of achievement being able to give back and help the people in the local community	70%	8	£2,233.36
Visitors	Improved financial independence and outlook	65%	6	£1,001.63
	Improved mental well-being to due worrying less about their next meal and getting on top of their bills	79%	6.5	£1,152.32

	Improved physical well-being due to eating more regularly because of the support provided by the food bank	64%	7	£1,240.96
Core Management Team	Improved capacity	88%	10	£378
	Reduced stress due to the volunteer coordinator being a part of the management team	88%	10	£378

10.0 Establishing Impact

To assess the overall value of Arfon Food Bank outcomes it is important to establish how much is specifically a result of the project. SROI applies accepted accounting principles to discount the value accordingly, by asking: what would have happened anyway (deadweight). What is the contribution of others (attribution)? Have the activities displaced value from elsewhere (displacement)? If an outcome is projected to last more than 1 year, what is the rate at which the value created by a project reduces over future years (drop-off)? Applying these four measures creates an understanding of the total net value of the outcomes and helps to abide by the principle of not overclaiming.

Each value discount principle was given a low, medium, and high discount rate, depending on the impact created by others.

Low = 30%

Medium = 60%

High = 90%

10.1 Deadweight

Deadweight allows us to consider what would happen if the service were not available. There is always a possibility that the participants would have received the same outcomes through another activity or by accessing support elsewhere.

Volunteers

Outcomes	Deadweight	Justification
Feeling empowered and appreciated	30%	Many of the volunteers mentioned how the Volunteer Coordinator made them feel appreciated and empowered in the decision-making process, making them feel heard and that their voices and opinions matter. As the Volunteer Coordinator only works for Arfon Food Bank, there is a relatively low chance the volunteers would feel the same without the Volunteer Coordinator being in place.
A sense of belonging to a community	60%	Many of the volunteers have been at the food bank for many years, predating the role of the Volunteer Coordinator, therefore there is a likelihood they felt a sense of community before the Volunteer Coordinator started. Furthermore, some of the volunteers also volunteer at other organisations, so they could have the same community feeling at the other organisations.

		"I also volunteer at Porthi Dre" as noted by many volunteers, for example. Therefore, a medium level of deadweight was deemed appropriate for this outcome
Feeling proud being able to give back to the community	60%	If the volunteers were not able to give their time to the food bank, they would be able to join other organisations, as many of the volunteers do already. Also, they could join other community-based projects, there are many community groups based in the Arfon area. Therefore, a medium level of deadweight is deemed appropriate.

Visitors

The reason many of the visitors attended the food bank for support is because they feel they have nowhere else to go, or a lack of other alternatives for them in their situation. The holistic approach from the food bank to help and support their financial and food needs is not offered as much elsewhere by other organisations. Some of the visitors did mention they also attend activities at Porthi Dre, however, not all visitors noted that they attend other organisations' activities.

However, as this report is analysing the role of the Volunteer Coordinator, their role is to support the food bank activities and the volunteers and then, in turn, support the visitors. Therefore, there is a high likelihood the visitors will experience the outcomes without the Volunteer Coordinator role at the food bank, therefore, a high level of 90% deadweight is deemed most appropriate for all the outcomes identified for the visitors thus ensuring that we are not overclaiming the social value created by the project.

Core Management Team

The Volunteer Coordinator role is a critical factor in why the core management team experiences the outcomes identified, there is a low likelihood that the core management team would have experienced the outcomes identified without the Volunteer Coordinator being a part of the team. Therefore, the deadweight for all outcomes identified for the core management team is given a low level of 30% as this is deemed the most appropriate given the impact of the Volunteer Coordinator role on the team.

10.2 Attribution

Attribution allows us to recognise the contribution of others towards achieving outcomes. There is always a possibility that others will contribute towards any changes in people's lives such as family members or other organisations. In the survey, (please see Appendix 3 for volunteers & appendix 6 for visitors) the volunteers were asked about the attribution of others and were given five options to choose from, and then their responses were given a rating out of 100. For example;

- None of the changes is due to others – 20% - To not over-claim
- A few of the changes is due to others – 20%
- Quite a bit of the changes is due to others – 40%
- Much of the changes are due to others – 60%
- All of the changes are due to others – 80%

Volunteers

From the survey responses, the attribution level calculated using the formula above came to 27.5% for the volunteers, with the majority of the responses noting a few of the changes are due to others. Please see the table below of the attribution levels and the justification given to each outcome, this was based on both quantitative and qualitative data and

information provided throughout the stakeholder engagement process to ensure we are not overclaiming.

Outcomes	Attribution	Justification
Feeling empowered and appreciated	30%	Many of the volunteers noted that having the Volunteer Coordinator in place was the main reason they felt empowered and appreciated, especially in the decision-making process in the food bank. For this outcome, a low level of attribution is included because, without the Volunteer Coordinator in place, there is a likelihood the volunteers may have not experienced this outcome based on the feedback during the interviews.
A sense of belonging to a community	60%	As already noted, some of the volunteers of the food bank also volunteer at other organisations, and they may also have some attribution level towards this outcome. Also, the volunteers felt a sense of belonging at the food bank before the Volunteer Coordinator was in post, therefore, the core management of the food bank has also contributed to the outcome. Therefore, a medium level of 60% attribution is deemed appropriate here, considering that the primary focus of this report is to evaluate the impact created by the volunteer coordinator.
Feeling proud being able to give back to the community	60%	Again, as some people volunteer at other organisations, it is only right to consider what impact the other organisations may have on this outcome. People can give back to the community in various ways and this outcome is

		not solely down to the Volunteer Coordinator impact. Therefore, a medium level is given, in line with other outcomes and overall feedback given by the volunteers.
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Visitors

From the survey responses, the attribution level calculated using the formula above came to an average of 38% for the visitors, with the majority of the responses noting a few / quite a few of the changes are due to others. Please see the table below of the attribution levels and the justification given to each outcome, this was based on both quantitative and qualitative data and information provided throughout the stakeholder engagement process to ensure we are not overclaiming.

Outcome	Attribution	Justification
Improved financial independence and outlook	90%	Visitors noted that the support given by the Arfon Food Bank signposting service is the reason their financial outlook has improved. However, as the financial inclusion programme is in partnership with CAB, it is right to include their attribution for this outcome as they have the expertise in helping people with debts. Furthermore, as this report is analysing the impact of the volunteer coordinator role, many other factors and stakeholders contributed to this outcome, therefore a high level of attribution is deemed appropriate given the impact of the volunteer coordinator role itself.

Improved mental well-being	90%	<p>Being able to sort out their bills and get on track is enough to take the pressure off the visitors' mental health. In addition, the non-judgemental support given to the visitors by the volunteers is a factor why the visitors experience improved mental well-being.</p> <p>Again, this outcome has many other stakeholders that also contribute to the change experienced by visitors such as other food bank staff, CAB and the volunteers. The impact and role of the volunteer coordinator are low, therefore a high level of attribution of 90% is deemed appropriate</p>
Improved physical well-being	90%	<p>The food parcels given to the visitors by the food bank are one of the main reasons they are feeling the physical health benefits.</p> <p>The food parcels are given to the visitors as part of the food bank service. Although the volunteer coordinator does distribute the food parcels to visitors, the visitors experience this outcome because of the food bank, not because of the volunteer coordinator. Therefore, a high level of attribution is deemed appropriate for this outcome.</p>

Core Management Team

All outcomes identified for the core management team have been given a low level of 30% attribution level. There is a low likelihood the core management team would have experienced the outcomes without the Volunteer Coordinator. Therefore, there is also a low likelihood that anyone else helped contribute to the changes and outcomes experienced by the core management team. Therefore, a low level of attribution is deemed appropriate without the potential to overclaim the social value created by the project.

10.3 Displacement

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

For this project there were no displacement factors deemed appropriate based on primary stakeholder engagement and secondary research, therefore 0% was included in the value map for all outcomes for each stakeholder group.

10.4 Duration & Drop-off

In this evaluation, we are looking at two years, 2024 and 2025 for all outcomes identified for both volunteers and visitors. For year two of the project a 50% drop-off has been added to ensure we are not overclaiming the value created.

11.0 SROI Results

This section of the report presents the overall results of the SROI analysis of Arfon Food Bank. Underpinning these results are the eight SROI principles which have carefully been applied to each area of this analysis. The results demonstrate the positive contribution that Arfon Food Bank makes through the dedication of staff and volunteers, to create positive change in their lives.

Table 7 displays the present value created for each of the included stakeholders who experienced material changes. The present value calculations take account of the 3.5% discount rate as suggested by the Treasury's Green Book for outcomes lasting more than one year. Table 8 shows the social value created by each stakeholder group.

Table 7 – SROI Headline Results

Total value created £	
Total present value	£106,219.17
Investment value	£57,362.70
Net present value (present value minus investment)	£48,856.47
Social Return on Investment	£1.85

Table 8 – Social value created per stakeholder group

Stakeholder	Total social value
Volunteers	£93,420.52
Visitors	£10,675.66
Core Management Team	£3,333.96

12.0 Sensitivity Analysis

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

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

If the outcomes were to have one element changed, this would show a difference in the SROI result as seen in Table 9. This adds confidence in the results and in all of the judgments made during this analysis. From the sensitivity analysis table below, the social value evaluation can be estimated to be between £0.64 and up to £2.50 for every £1 invested. The assumptions used in the value map estimate the social value is £1.85.

Table 9 – Sensitivity Analysis Summary

Variable	Current assumption	Revised assumption	Revised SROI	Proportion of Change
Volunteers				
Volunteers feel more empowered and appreciated because their voices are being heard	Deadweight (30%)	Deadweight (60%)	£1.47	-20.5%
	Attribution (30%)	Attribution (0%)	£2.24	+17.5%
	Volunteers included (43)	Volunteers included (30)	£1.69	-8.7%
Volunteers feel a greater sense of belonging to the community	Deadweight (60%)	Deadweight (90%)	£1.60	-13.6%
	Attribution (60%)	Attribution (30%)	£2.10	+12%
	Drop off (50%)	Drop off (25%)	£1.91	+3.2%
Volunteers feel proud and have a sense of achievement being able to give back and help the people in the local community	Deadweight (60%)	Deadweight (0%)	£2.42	+23.6%
	Displacement (0%)	Displacement (30%)	£1.74	-6%
	Attribution (60%)	Attribution (90%)	£1.57	-15.2%

Volunteer hours as a financial input	£0	£116,017	£0.64	-65.5%
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Visitors

Improved financial independence and outlook	Deadweight (90%)	Deadweight (30%)	£2.16	+14.4%
	Attribution (90%)	Attribution (60%)	£2.01	+8%
	Visitors included (290)	Visitors Included (200)	£1.79	-3.3%
Improved mental well-being to due worrying less about their next meal and getting on top of their bills	Deadweight (90%)	Deadweight (60%)	£2.03	+8.9%
	Attribution (90%)	Attribution (0%)	£2.39	+22.6%
	Drop off (50%)	Drop off (0%)	£1.87	+1.1%
Improved physical well-being due to eating more regularly because of the support provided by the food bank	Deadweight (90%)	Deadweight (60%)	£2.01	+8%
	Attribution (90%)	Attribution (0%)	£2.50	+26%
	Visitors included (290)	Visitors included (580)	£2.04	+9.4%

All outcomes for volunteers and visitors	Duration (2 years)	Duration (1 year)	£1.27	-31.4%
Core Management Team				
Improved capacity	Deadweight (30%)	Deadweight (60%)	£1.84	-0.6%
	Attribution (30%)	Attribution (0%)	£1.86	+0.6%
	Drop off (50%)	Drop off (0%)	£1.86	+0.6%
Reduced stress due to the volunteer coordinator being a part of the management team	Deadweight (30%)	Deadweight (0%)	£1.86	+0.6%
	Attribution (30%)	Attribution (90%)	£1.83	-1.1%
	Drop off (50%)	Drop off (25%)	£1.86	+0.6%

13.0 Limitations

As demonstrated above, great care was taken to adhere to the principle of not overclaiming. However, it is also important to recognise that there are some limitations. As mentioned throughout this report, the primary focus of the report is to understand the impact the Volunteer Coordinator has had on the group of volunteers at the food bank. As the volunteers are there to support the visitors of the food bank, it was deemed right to also include the visitors in this report. However, two main limitations need to be highlighted.

Number of visitors engaged with is low

When trying to understand the changes experienced by the visitors, first we needed to speak to visitors, in keeping with principle 1 – involve stakeholders. However, this proved challenging, and we only managed to speak to 4 visitors. The biggest barrier faced was that many of the visitors did not want to engage in the interviews, they just wanted to receive their food parcels and leave. Also, as food poverty and money problems are sensitive matters, some visitors did not want to speak about their problems with an external person. Therefore, to mitigate this limitation after constructing the theory of change we then spoke to the management team to verify the outcomes, again in line with the principles of social value, and they verified the outcomes identified, thus giving more confidence that we were measuring the right outcomes.

Data collection

Only 29 total responses for the visitors were collected out of a possible 878 total, giving a 4% response rate. Therefore, due to the small sample size, the data collected and analysed, and possible characteristics may not be accurate for the whole stakeholder group. To mitigate this limitation, we only included 290 visitors, using the 29 responses as a 10% sample size in the value map to ensure we are not overclaiming any potential value.

14.0 Risks

In keeping with the principle 6 – transparency we need to clarify the risks in this report. This forecast SROI is being written with the project is still ongoing, therefore some risks have been found, and then mitigated as best as possible in line with the 8 social value principles.

Risk	Actions taken to reduce the risk
Outcomes identified for visitors - With a small amount of stakeholder engagement possible with the visitors there is a risk that the outcomes identified may not be true for all of the people in the stakeholder group	After holding the interview and constructing the theory of change, the outcomes identified were discussed with the food bank management in order to ensure that the correct outcomes were being measured. In the discussions, the food bank management verified that the outcomes identified were a good reflection of the visitors' experience at the food bank.
Data collection – the surveys were collected in person by food bank staff, a potential risk that the visitors were choosing the best answers to keep the food bank management happy.	Although this was the best way to collect the surveys, actions were taken to mitigate the risk. When analysing the data, caution was taken. For example, with the value question, if the average score was 7.3 / 10 for an outcome, the number was rounded down to 7 to ensure we were not potentially overclaiming the value. Furthermore, to mitigate the risk of overclaiming, of the 3 well- defined outcomes identified for both stakeholder group, we used the lowest distance travelled scored as the value associated to each outcome, and also used the

	anchoring approach to further ensure the correct value was reported for each outcome.
Forecasting financial inputs – a risk that we were either over or under reporting the financial inputs for year two of the project	<p>Every caution was taken to ensure the calculations for year two of the project were as accurate as possible. Actions were taken to use 5% additional financial input compared to year one, in line with cpi data, and the same 5% assumption was attributed to each financial factor to be consistent across each financial input.</p> <p>Another action taken to ensure the accuracy of the year two forecast, was that a meeting with the food bank management was undertaken to go through the financial inputs. .</p>
Underclaiming value for visitors in year 2 of the project - Only including 290 visitors for the project in years one and two, rather than including 290 for year one and then another 290 for year two (580 total).	<p>Due to the low stakeholder engagement possible with the visitors in both qualitative and quantitative stages of the process, a judgement was made to only include 290 visitors in the value map for both years of the project. This action was taken to ensure we are not overclaiming the social value created.</p> <p>However, there is a risk we may be underclaiming the social value created, especially for year two.</p>

15.0 – Verification process

In keeping with the principles of social value we also need to ensure we are verifying the information we include in the report. For the volunteers we conducted 10 semi-structured interviews and by the 6th interview we reached a saturation point where we were no longer hearing anything new or potentially different outcomes to consider, so we were able to construct the theory of change. Therefore, for the final 4 interviews, we also conducted a semi-structured interview, however, we went a step further and showed them the theory of change we had constructed to get their thoughts and opinions on the outcomes identified for the group. All four volunteers agreed and verified we had identified the correct outcomes that closely relate to their experience at Arfon Food Bank. Another step we took to verify the outcomes for the volunteers was also showing the theory of change to the core management team to get their opinion and they agreed with the outcomes we had identified.

The visitors' verification process was slightly more challenging because engagement was low. After we held 4 semi-structured interviews with the visitors we then constructed the theory of change. To verify the theory of change and the well-defined outcomes that we had identified we showed the theory of change to the core management team as they are the people to engage with the visitors weekly. 3 members of the core management team analysed the theory of change and agreed with the theory of change and the outcomes identified for the visitors.

A further step we took to verify the outcomes identified for each stakeholder group was to confirm the outcomes identified at the end of each interview we conducted. At the end of each interview, we asked the person we were interviewing to confirm and verify what we had noted in the interview thus allowing them to confirm our findings or correct us if we had misheard or mistaken their answers.

Then for additional verification, we sent each stakeholder group a survey for them to fill out to collect quantitative data to further verify the outcomes identified. Each survey asked for the stakeholders to note how much change they have / or will experience for each identified outcome and we also asked them to place a value out of 10, thus giving further verification that we had identified and measured the correct outcome for each stakeholder group.

Because this is a forecast report, we could not be 100% sure and confident in the figure for year two, because these figures were based on some assumptions made by the researcher. To verify the inputs of the project, especially the year two forecast, we held a meeting with the food management to go over the financial inputs. In this meeting, we went over each financial input of the project to ensure we were as accurate as we could be with each financial input. All the inputs we included in the report we signed off and verified by the food bank management.

Finally, we also shared the final report with the food bank management to ensure they were able to verify all the details included in the report. The management was able to verify all the information we have included in the report.

16.0 Conclusion and Key Findings

This report has proven that Arfon Food Bank is forecasted to create over £106,000 of value and for each £1 invested, £1.85 of value is created.

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

This report has highlighted why there is a need for a Volunteer Coordinator role within the food bank and this is mainly because the demand for Arfon Food Bank service has never been as high as it is at present. As discussed, there is a trend of increasing demand over recent years and this trend looks like it will continue moving forward in the future. Increased demand from visitors means an increased demand for volunteer recruitment and retention moving forward, again highlighting the need for the Volunteer Coordinator.

This report has also discussed the social impact of the volunteer role and the positive impact the role is having on the group of volunteers at the food bank. The Volunteer Coordinator has made changes within the food bank to improve the volunteer's experience such as changing the role the volunteer has within the food bank operation and matching the volunteer's role with their skill set after listening to the volunteers' feedback. This is only possible because the Volunteer Coordinator is able to spend more time with each volunteer to get a better understanding of their skills and interests. These changes have made the volunteers feel more empowered in the decision-making process and they feel that their voices are being heard and valued by the Volunteer Coordinator, increasing the volunteer motivation to give their time to the food bank and improving the volunteer retention rate.

Additionally, the volunteers feel a greater sense of community within the food bank since the Volunteer Coordinator has been in post. The Volunteer Coordinator has made efforts to bring the Tuesday and Friday teams together by having team bonding days, increasing the

sense of community within the food bank. Also, being a part of the Arfon Food Bank teams allows the older volunteers to socialise and make new friends with like-minded people and increase the community feeling within the food bank. Finally, the volunteers experience a sense of pride in being able to serve and give back to their local community, they are able to see the 'fruits of their labour' as they can see the direct impact their work at the food bank is having on the community, seeing the difference they are making in the visitors lives, is a proud feeling for many volunteers.

Furthermore, this report has also identified the social impact the food bank has on its visitors. The ways the food banks support their visitors truly benefit their visitors. The holistic approach taken by the food bank is to first provide the visitors with a food parcel, so they are no longer hungry and then understand the root cause of why they need the food bank service to begin with through the financial inclusion programme. All the support given by Arfon Food Bank staff and volunteers means the visitors experience a raft of positive outcomes including financial independence, improved mental well-being and improved physical well-being. The visitors may not have experienced these outcomes without the food bank.

Finally, having the Volunteer Coordinator as part of the team at Arfon Food Bank has helped add capacity to the core management team because there is another member of staff to help with the day-to-day running of the food bank. Furthermore, as the primary role of the Volunteers Coordinator is to recruit and retain volunteers, this has reduced pressure and stress on the core management team at Arfon Food Bank. The core management team are now able to spend more time focusing on other aspects of the food bank such as grant funding applications, data collection and monitoring & evaluation work for their strategic partners.

Key findings

- 85% of volunteers feel more empowered in the decision process since the Volunteer Coordinator has been in post
- 90% of volunteers feel a sense of belonging within Arfon Food Bank
- 95% of volunteers are proud being able to give back to the community
- The volunteer outcomes identified correspond with 'A Wales of Cohesive Communities' goal of the Well-being of Future Generations (Wales) Act 2015.
- 69% of visitors feel they have more financial independence and outlook after receiving support from the Arfon Food Bank financial inclusion program.
- 69% of visitors experience positive change in their mental well-being due to the holistic support offered at Arfon Food Bank.
- 78% of visitors experience positive change in their physical health because they are health more regular and nutritious meals because of the food parcels provided by the food bank.
- The outcomes identified for visitors correspond with 'A Healthier Wales' goal of the Well-being of Future Generations (Wales) Act 2015.
- 100% of the core management team feel they have increased capacity since the Volunteer Coordinator has been a part of the Arfon Food Bank Team
- 100% of the core management team now feel under less pressure and stress since the Volunteer Coordinator has been a part of the Arfon Food Bank Team

17.0 Recommendations

Data collection

In order to realise how much change and impact the project is having on stakeholders we need data to understand if there is any change, and if so, how much change. We also need to establish if there are differences in the needs of individuals. It is therefore recommended that any continuation of this scheme, needs **investment in the time and finances to ensure suitable systems and processes are in place to measure social value**, extending this to include other important stakeholders. When such data is collected over some time, the potential to use the results to inform decision-making is possible. Ultimately, this means that value is not just being measured, but it is being managed to improve the impacts of the project. Many of the participants have now been supported for a significant period. With any new participants, it would be possible to gather new baseline data and subsequently review any changes to determine the distance travelled and identify further support needed.

In the data collection process, it is also recommended that the food bank consider using other indicators such as self-reported indicators to collect data in the future. For example, The MMPI and the 16 Personality Factor (PF) Questionnaire. This may be a more accurate method when collecting data to measure the amount of change experienced by each stakeholder group(s) in the future.

Improve relationships between the two groups of volunteers

The only negative aspect of the food bank that was brought to light during the stakeholder engagement process was the slight divide between the group of people who volunteer on Tuesday and the other group of people who volunteer on Friday. Although steps have already been taken by the Volunteer Coordinator to address this issue and progress has

been made, it is recommended that more team bonding activities take place moving forward. Having regular team bonding days/activities will keep a strong sense of community within the food bank to reduce the feeling of division between the two groups of volunteers, and possibly increase volunteer retention and increase volunteer recruitment – two of the main project priorities outlined in the grant application.

Further analysis and evaluation of the foodbank

As pointed out in the limitations and risk sections of the report, stakeholder engagement with visitors was limited in this assessment. As a result, the researcher cannot be fully confident that the outcomes identified are a representation of all visitors' experiences at the food bank, even after receiving verification from the food bank management. Therefore, to ensure that the outcomes identified for the visitors are a true reflection of their experience, it is recommended that Arfon Food Bank look into further analysis in the future around the visitors' experience. With more stakeholder engagement and a better understanding of the visitor's experience, the food bank will be able to adapt its service to meet the needs of visitors. Additionally, with further evaluation, it may be possible to assess the impact the food bank has on other statutory services and see if the food bank is reducing demand on services such as those by the local authority and the local health board, in this case, Cyngor Gwynedd and Betsi Cadwaladr University Health Board, this was not possible during the current evaluation of project at this time.

18.0 Appendices

Appendix 1 – List of donors of the food bank

Appendix 2 – Volunteer Theory of Change

Appendix 3 – Volunteer survey

Appendix 4 – Volunteer short term / intermediate outcomes breakdown

Appendix 5 – Visitor Theory of Change

Appendix 6 – Visitor survey

Appendix 7 – Visitor outcomes breakdown by possible segments

Appendix 8 – Core Management Team Theory of Change

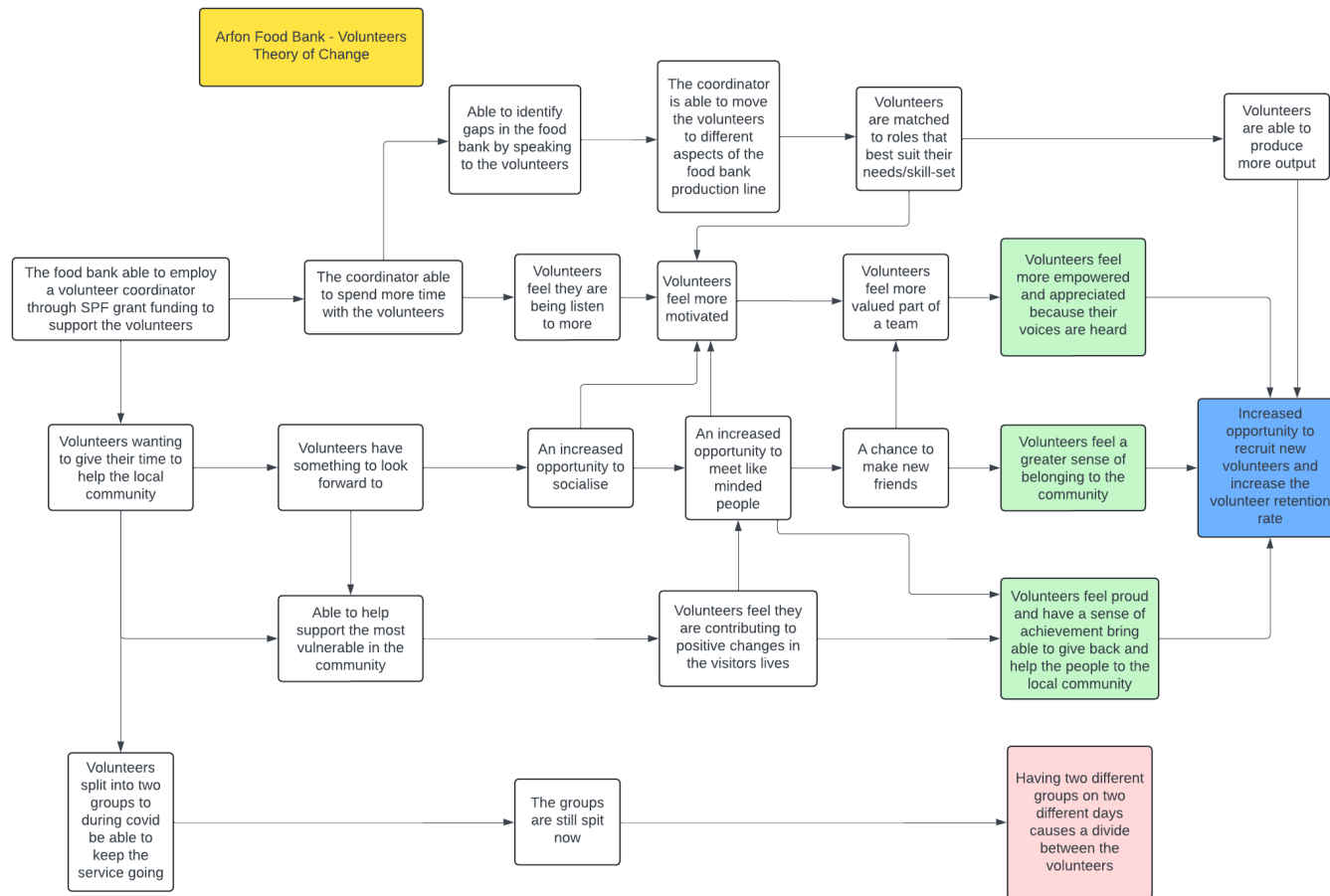
Appendix 9 – Core Management Team survey

Appendix 10 – Value Map (Excel sheet separate from this document)

18.1 Appendix 1 - List of donors of the food bank

Donor name	Donor type	Donor name	Donor type
Tesco Bangor Extra	Supermarket	Cwmni Da	Corporate
Morrisons Caernarfon	Supermarket	Eglwys Llandwrog a Llanwnda	Church
Tesco Caernarfon South Road	Supermarket	Co-op Penygroes	Supermarket
Unnamed Donations	Individual(s)	Eglwys Betws Garmon	Church
Asda Bangor	Supermarket	Dŵr Cymru	Corporate
Scottish Power	Corporate	Ysgol Waunfawr	Education
Aldi Bangor	Supermarket	Capel Waunfawr	Church
RSPCA	Charity	Farmfoods	Supermarket
Asda Caernarfon	Supermarket	Ysgol Dolbadarn	Education
Coop Llanrug	Supermarket	Llanberis & Nant Peris Church	Church
Capel Seilo, Caernarfon	Church	DWP Office Bangor	Corporate
Caernarfon Pentecostal Church	Church	Eglwys Gatholig Santes Helen Caenarfon	Church
Eglwys Llanberis	Church	Capel y Cysegr Bethel	Church
Felin Gylchu	Charity	Mantell Gwynedd	Community Group
Ysgol Brynrefail	Education	Ty'n Llan	Corporate
Eglwys St Rhedyw	Church	Capel Bethania Felinheli	Church
Ysgol Syr Huw Owen	Education	Côr Dre	Community Group
Ysgol Gynradd Bethel	Education	Ysgol Llanllyfni	Education
Capel Soar	Church	Eglwys Clynnog Fawr	Church
Capel y Groes	Church	Ysgol Santes Helen	Education
Cyngor Gwynedd	Corporate	Eglwys Noddfa	Church
Coop Penygroes	Supermarket	Capel Berea, Bangor	Church
North Wales Housing	Corporate	Eglwys Unedig Bethesda	Church
Capel Coch, Llanberis	Church	Cynefin	Community Group
Clwb Pêl Droed Caernarfon	Community Group	Capel Ebenezer	Church
Caersalem	Church	Cadeirlan Bangor	Church
Spar Cwm y Glo	Supermarket	Capel Jerusalem	Church

18.2 Appendix 2 – Volunteer Theory of Change



18.3 Appendix 3 – Volunteer survey



Arfon Food Bank - Volunteer survey

The purpose of this survey?

As part of shared prosperity funding, Social Value Cymru are evaluating the projects funded by Mantell Gwynedd Voluntary Sector Grant (VSG). The volunteer coordinator role at Arfon Food Bank is funded by VSG.

Arfon Food Bank and Mantell Gwynedd are keen to understand how the role of the volunteer coordinator has had an impact on the volunteers.

We would be grateful if you could spend a few minutes filling in this questionnaire about experiences with the food bank.

Data Protection

Your response will be treated confidentially and in accordance with the Data Protection Act 2018. All your responses will remain confidential and anonymous. Only general survey results will be published - thank you

It's optional to include your name. If you do decide to input your name it will only be shared with Arfon Food Bank for the purpose of knowing who has completed the survey and to avoid duplicating. Individual results will not be shared.

The closing date for this survey is **26th July 2024**. If you have any questions about the survey, you can contact Mathew Lewis: mathew.lewis@mantellgwynedd.com

1. Name

2. Gender

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ I identify another way
- ☐ Prefer not to say

3. Ethnicity

- ☐ White
- ☐ Mixed or multiple ethnic group
- ☐ Asian or Asian British
- ☐ Black or Black British
- ☐ Other ethnic group

If other (please specify)

4. Age

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

5. What is your knowledge of the Welsh language?

- ☐ I'm fluent in Welsh
- ☐ I'm learning Welsh
- ☐ I only know a few words
- ☐ I don't speak Welsh

I speak another language

6. Please can you state the post code you live in?

7. In your own words, why do you volunteer at Arfon Foodbank?

8. What do you feel has changed for you because you volunteer at the food bank?
Please tick the box that best describes how you feel and the amount of change you've experienced or forsee you'll experience.

	No change	A little change	Some change	Quite a lot of change	A lot of change	N/A
I feel better I have something to look forward too	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An increased opportunity to socialise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An opportunity to meet like minded people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An opportunity to make new friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feel I am contributing to positive change in visitors lives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An increased sense of belonging within the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel proud being able to give back to the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other (please specify)

9. Reading the statements below, what do you feel has changed for you since the volunteer coordinator has been in post?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I feel more motivated to volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feel valued as a member of the volunteering team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My role is suited to my needs and skill-set	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel more empowered and appreciated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	1	2	3	4	5	6	7	8	9	10
I feel more empowered and appreciated because my voice is being heard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel a greater sense of belonging within the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel proud and have a sense of achievement being able give back to the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Do you volunteer anywhere else?

☐ No

☐ Yes

If yes (could you please note where)

12. When thinking about others who have helped you experience any positive changes, how much of the results are due to their help? Maybe family, friends or other organisations have been helping you with these changes too

- ☐ None of the changes is due to others
- ☐ A few of the changes is due to others
- ☐ Quite a bit of the changes is due to others
- ☐ Much of the change is due to others
- ☐ All of the changes is due to others

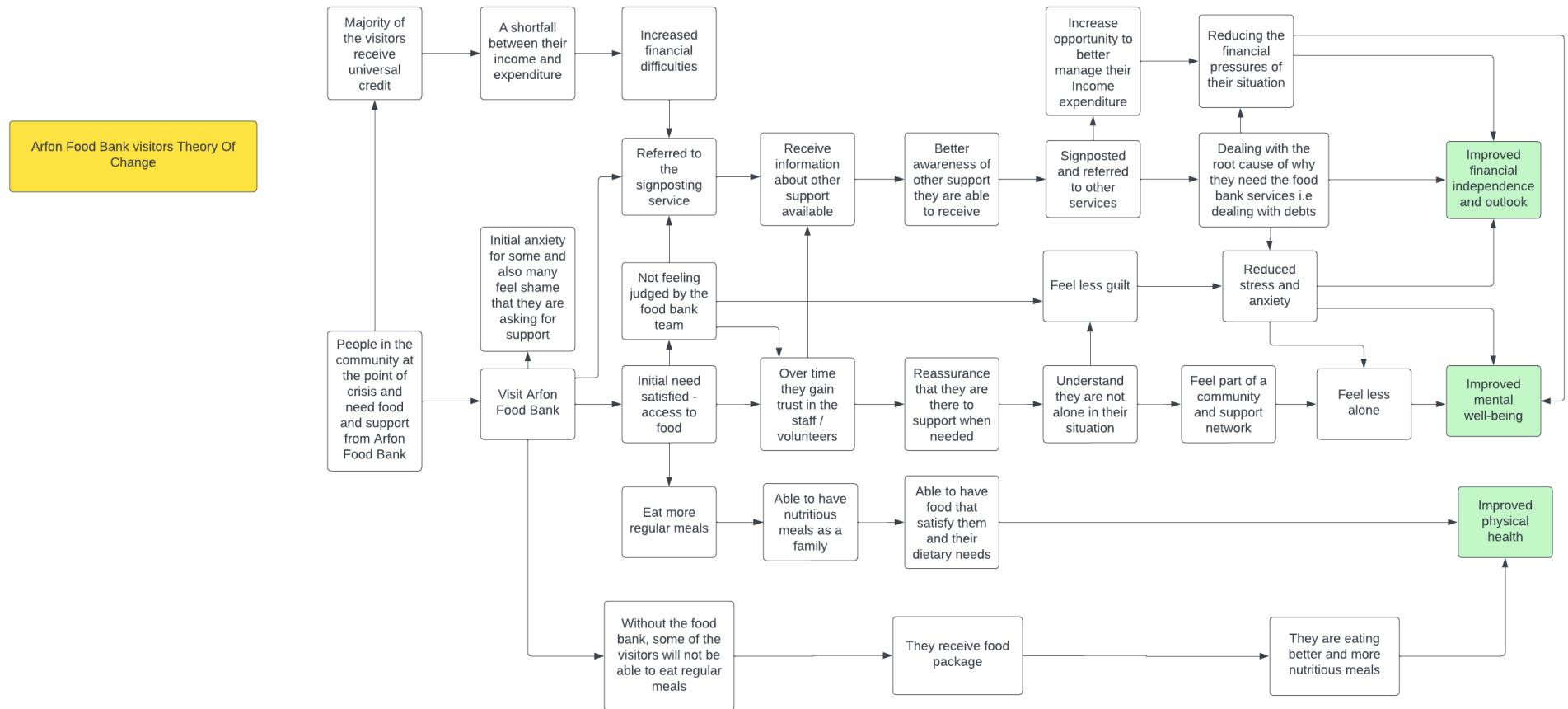
13. Is there anything that you would like to see being done differently or/and what could be better?

14. Any other comments about your role as a volunteer at the foodbank?

18.4 Appendix 4 - Visitor outcomes breakdown by possible segments

Well-being outcomes	% experiencing positive change	Distance Travelled	Value	Deadweight	Attribution
I feel better I have something to look forward to	90.00%	63		30	27.5
An increased opportunity to socialise	95.00%	60			
An opportunity to meet like-minded people	95.00%	59			
An opportunity to make new friends	90.00%	61			
Feel I am contributing to positive change in visitors' lives	95.00%	66			
An increased sense of belonging within the community	90.00%	64	7.5		
I feel proud to be able to give back to the community	95.00%	70	8.21		
I feel more motivated to volunteer	80.00%	48			
Feel valued as a member of the volunteering team	85.00%	60			
My role is suited to my needs and skill set	85.00%	54			
I feel more empowered and appreciated	85.00%	56	6.94		

18.5 Appendix 5 – Visitors Theory of Change



18.6 Appendix 6 – Visitors survey



Arfon Food Bank - Visitors survey

The purpose of this survey?

As part of shared prosperity funding, Social Value Cymru are evaluating the projects funded by Mantell Gwynedd Voluntary Sector Grant. In partnership with Social Value Cymru, Arfon Food Bank are evaluating their services to understand the impact they have on the visitors of the food bank. Arfon Food Bank is keen to understand how they have had an impact on people's lives, but also how they can improve the service.

We would be grateful if you could spend a few minutes filling in this questionnaire about experiences with the food bank.

Data Protection

Your response will be treated confidentially and in accordance with the Data Protection Act 2018. All your responses will remain confidential and anonymous. Only general survey results will be published - thank you

It's optional to include your name. If you do decide to input your name it will only be shared with Arfon Food Bank for the purpose of knowing who has completed the survey and to avoid duplicating. Individual results will not be shared.

The closing date for this survey is **26th July 2024**. If you have any questions about the survey, you can contact Mathew Lewis: mathew.lewis@mantellgwynedd.com

1. Name (Optional)

2. Gender

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ I identify another way
- ☐ Prefer not to say

3. Ethnicity

- ☐ White
- ☐ Mixed or multiple ethnic group
- ☐ Asian or Asian British
- ☐ Black or Black British
- ☐ Other ethnic group

If other (please specify)

4. Age

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

5. Please can you state the post code you live in?

6. Are you a parent or legal guardian?

- ☐ Yes
- ☐ No

7. How many dependents do you have?

☐ 0

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5+

8. In the past year, how often have you visited the food bank?

☐ Weekly

☐ Once or twice a month

☐ Monthly

☐ Every few months

☐ Once or twice

☐ Almost never

9. What provisions have you have received form the food bank? (please tick all that are applicable to you)

☐ Food parcels

☐ Energy vouchers

10. Reason for referral? (please tick all that relate to you)

- ☐ Financial - earnings related
- ☐ Financial - benefits related
- ☐ Financial - debts, costs and expenses
- ☐ Cost of living
- ☐ Insecurely housed
- ☐ No access to financial support due to immigration status
- ☐ Loss of support from friends or family
- ☐ Change in relationship status
- ☐ Domestic abuse
- ☐ Change in dependents

Other (please state)

11. Any additional support you have received from the food bank? (please tick all that are applicable to you)

- ☐ Benefits and income maximisation
- ☐ Debt
- ☐ Financial capability/budgeting support
- ☐ Utilities and communications
- ☐ Housing
- ☐ Immigration & Assylum
- ☐ Health and community care
- ☐ Employment law
- ☐ Relationships and family
- ☐ Discrimination, hate and gender-based violence
- ☐ Employability and job-seeking support
- ☐ Digital inclusion support
- ☐ Health and wellbeing support including drug and alcohol related support
- ☐ Other (please specify)

12. What do you feel has changed for you because you visit the food bank? Please tick the box that best describes how you feel and the amount of change you've experienced.

	No change	A little change	Some change	Quite a lot of change	A lot of change	N/A
I feel more reassured that support is available when needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An increased opportunity to socialise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel less stressed/anxious/depressed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel my physical health has improved because I am eating more meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel less isolated/lonley in my situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel better now as my financial concerns / support needs have been dealt with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel more confident to manage my own finances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A better understanding of the support available to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a parent I am able to provide for my children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other (please specify)

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

	1	2	3	4	5	6	7	8	9	10
My financial outlook and financial independence has improved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My mental well-being has improved because of the various support I have received from the food bank	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am eating more and as a result my physical health has improved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. When thinking about others who have helped you experience any positive changes, how much of the results are due to their help? Maybe family, friends or other organisations have been helping you with these changes too

- ☐ None of the changes is due to others
- ☐ A few of the changes is due to others
- ☐ Quite a bit of the changes is due to others
- ☐ Much of the change is due to others
- ☐ All of the changes is due to others

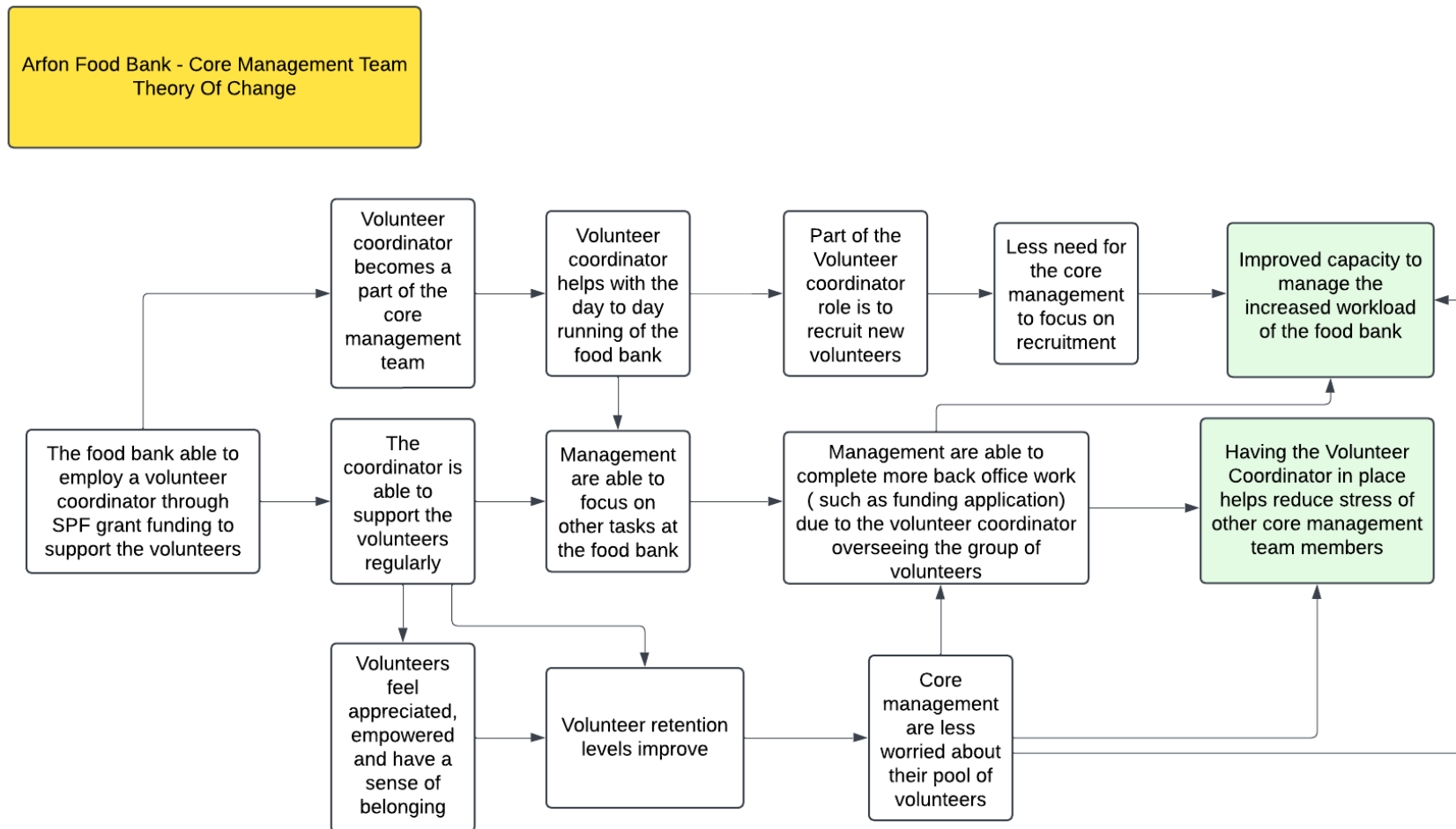
15. Is there anything that you would like to see being done differently or/and what could be better?

16. Any other comments you have about the support you have received from the food bank?

18.7 Appendix 7 – Outcomes breakdown by possible segments

Outcome	Gender									Age						Parent		
	Overall (100%)	Attribution (38%)	Deadweight (30%)	Male (56%)	Attribution (25%)	Deadweight (30%)	Female (44%)	Attribution (53%)	Deadweight (30%)	Young people (28)	Attribution (41%)	Deadweight (30%)	Older people (72%)	Attribution (35%)	Deadweight (30%)	Parents (60%)	Attribution (33%)	Deadweight (60%)
	% experiencing change	Distance travelled	Value	% experiencing change	Distance travelled	Value	% experiencing change	Distance travelled	Value	% experiencing change	Distance travelled	Value	% experiencing change	Distance travelled	Value	% experiencing change	Distance travelled	Value
I feel more reassured that support is available when needed	80%	69%		71%	68		100.00%	68		85.71%	63		82.35%	70		0.00%	0	
An increased opportunity to socialise	56.00%	73%		50.00%	73		66.67%	75		57.14%	69		58.82%	75		0.00%	0	
stressed/anxious/depressed	68.00%	70%	6.5	50.00%	73	5	100.00%	65	5.3	57.14%	69	6.85	76.47%	70	5.92	0.00%	0	0
Physical health improved due to eating more meals	76.00%	56%	7	69.23%	63	6.58	100.00%	49	6.625	85.71%	54	8.14	76.47%	57	6.35	0.00%	0	0
I feel less isolated/lonely in my situation	72.00%	56%		57.14%	63		100.00%	51		71.43%	63		76.47%	57		0.00%	0	
I feel better now as my financial concerns /	68.00%	61%		50.00%	59		100.00%	63		57.14%	75		76.47%	57		0.00%	0	
I feel more confident to manage my own	68.00%	63%	5.65	57.14%	59	7	88.89%	66	6.125	71.43%	63	6.57	70.59%	63	5.15	0.00%	0	0
A better understanding of the support available to me	80.00%	76%		71.43%	68		100.00%	60		85.71%	75		82.35%	61		0.00%	0	
As a parent I am able to provide for my children	52.00%	76%		100.00%	88		100.00%	66		85.71%	75		47.06%	69		66.67%	52	

18.8 Appendix 8 – Core Management Team Theory Of Change



18.9 Appendix 9 – Core Management Survey



Arfon Food Bank - Management Survey

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The purpose of this survey?

As part of shared prosperity funding, Social Value Cymru are evaluating the projects funded by Mantell Gwynedd Voluntary Sector Grant (VSG). The volunteer coordinator role at Arfon Food Bank is funded by VSG. Arfon Food Bank and Mantell Gwynedd are keen to understand how the role of the volunteer coordinator has had an impact on the volunteers.

We would be grateful if you could spend a few minutes filling in this questionnaire about your experiences with the food bank.

Data Protection

Your response will be treated confidentially and in accordance with the Data Protection Act 2018. All your responses will remain confidential and anonymous. Only general survey results will be published - thank you! It's optional to include your name. If you do decide to input your name it will only be shared with Arfon Food Bank for the purpose of knowing who has completed the survey and to avoid duplicating. Individual results will not be shared.

The closing date for this survey is **November 27th 2024**. If you have any questions about the survey, you can contact Mathew Lewis: mathew.lewis@mantellgwynedd.com

1. Name (Optional)

2. Gender

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ I identify another way
- ☐ Prefer not to say

3. Ethnicity

- ☐ White
- ☐ Mixed or multiple ethnic group
- ☐ Asian or Asian British
- ☐ Black or Black British
- ☐ Other ethnic group

4. Age

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

5. What has changed for you since the volunteer coordinator started working at the food bank? Please tick the box that best describes how you feel and the amount of change you've experienced or foresee you'll experience.

	No change	A little change	Some change	Quite a lot of change	A lot of change	N/A
I have seen an improvement in volunteer retention levels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have now able to focus on other tasks that need to be completed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am now able to complete more back office work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I no longer need to focus majority of my time on volunteer recruitment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The volunteers experience at the food bank has improved because the volunteer coordinator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel my capacity to manage the increasing workload of the food bank has improved since the volunteer coordinator has joined the team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I now feel under less pressure / stress working at the food bank since the volunteer coordinator has joined the team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other (please specify)

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

	1	2	3	4	5	6	7	8	9	10
I feel my capacity to manage my workload has improved due to having the volunteer coordinator as part of the team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I now feel under less pressure and stress because of the work that the volunteer coordinator has done to improve the volunteer experience, retention levels and recruitment levels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. When thinking about others who have helped you experience any positive changes, how much of the results are due to their help? Maybe family, friends or other organisations have been helping you with these changes too

- ☐ None of the changes is due to others
- ☐ A few of the changes is due to others
- ☐ Quite a bit of the changes is due to others
- ☐ Much of the change is due to others
- ☐ All of the changes is due to others

8. Is there anything that you would like to see being done differently or/and what could be better by the volunteer coordinator role?

9. Any other comments about the role of the volunteer coordinator at the foodbank?