**Social Impact Framework**

To help better assess the impact that social outreach projects are having on the lives of beneficiaries across the Diocese, as the Diocesan Social Action arm, Caritas Westminster has developed a data and impact framework, made up of project output surveys, beneficiary impact surveys and individual case studies and testimonies. All of these will help us fully understand the breadth of our collective impact in the Diocese, and allow us to measure the same things across different areas of work.



Caritas Westminster Strategic Goals

* **Support the direct Relief of Poverty** - ensuring the people we encounter do not go without the basic essentials of food and shelter.
* **Develop Human Potential** - Recognising the innate human dignity of each person and helping them to reach their potential and in so doing so to develop resilience in the face of economic and social challenges they are facing.
* **Support Engagement, Social Inclusion & Belonging so that no-one is left behind.**
* **Promote Social Justice and Fairness** - Tackling injustices, informed by our work across all areas of need

1. **Project Survey – Sent by Caritas Westminster (4 times a year)**

To help us understand the key outputs of supported projects and some of the issues that they or their beneficiaries are facing, at the end of each quarter, Caritas Westminster sends social action projects an online survey looking at:

* Numbers of people supported in that quarter
* Number of meals provided in that quarter (if a project provides food)
* Number of volunteers supporting the project in that quarter

These are the core questions, though the surveys will ask some questions that reflect current issues facing beneficiaries and projects, to give us a better idea of the reasons why people are using the projects and how we can best support it.

This survey is to be completed by the project lead.

1. **Beneficiary Impact Survey – Personalised to the project.**

Beneficiary impact surveys are a chance for those directly supported by the project to feedback.

To help us measure the impact beneficiaries are having across different areas of work, rather than it being a prescriptive set of questions, projects should ask questions that fit their work, which come under the following 5 themes.

* *CONFIDENCE & DETERMINATION*
* *BELONGING & INCLUSION*
* *SKILLS*
* *HEALTH/WELLBEING*
* *RESILIENCE*

That way it will projects to ask questions that are relevant to their work, but which also fit into our broader areas of measurement. For some projects, this survey could be more general to cover all areas of work, but where there are distinct programmes within a project, it makes sense to do separate surveys. You may need a different form for different stakeholders, and a different one at the start and end of a project’s reporting period.

**Instructions:**

1. Who are the stakeholders you want to survey in the project?

eg. students, teachers, carers, volunteers

1. What outcomes would you like to see for these stakeholders?

Short term:

Medium term:  
Long term:

1. What questions might help you to further develop the project for these stakeholders?
2. When would be the best time to ask the questions? e.g. at the start and end of a programme, at the end of each term, once a year.
3. Then translate this into each of the themes in the table overleaf by replacing the examples as appropriate.

**Help us to Make a Difference!**

*THIS IS A TEMPLATE: Before circulating, replace the text in red using tailored questions generated from the instructions above, and choose if you want numbers or smiley faces. Delete this line too!*

We want to make a difference! Thank you for completing the following survey, which will help us to assess the impact of our project, provide information to help us raise awareness and advocate for change, and look for opportunities to improve for the future.

Project Name:

Event: eg. Start of project

Your name:

Date:

|  |  |
| --- | --- |
|  | On a scale of 1-5 (1 being the lowest, 5 being the highest) or use the smiley faces: |
| **CONFIDENCE & DETERMINATION**  Eg. I feel confident about applying for jobs | 1 2 3 4 5 |
| **BELONGING & INCLUSION**  Eg. I feel connected to my community | 1 2 3 4 5 |
| **SKILLS**  Eg. I have gained new skills | 1 2 3 4 5 |
| **HEALTH & WELLBEING**  Eg. I feel my health and wellbeing has improved | C:\Users\Meriel\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\B020B63.tmp |
| **RESILIENCE**  Eg. I feel more equipped to deal with challenges in life | C:\Users\Meriel\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\B020B63.tmp |
| **Please add any comments below:** |  |
| **LOOKING FORWARD**  Eg. I would recommend this programme to my friends.  I would like to access the following support:…  Things I would improve: | |
| **OTHER COMMENTS** | |

1. **INDIVIDUAL STORIES & TESTIMONIES**

Please provide any individual stories that help to explain the circumstances of a beneficiary or stakeholder, how they engaged with your project and what changed thanks to the interaction.