

Do good, better.

the loft Ki te Tihi
Community
Wellbeing
Services

Ki te Tihi - The Loft Charitable Trust
Social Emergency Response Service
ImpactLab GoodMeasure Report
February 2023

ImpactLab
GoodMeasure Report

Wellington, New Zealand

Prepared for:
Ki te Tihi - The Loft Charitable Trust

February 2023

ACKNOWLEDGEMENTS

We would like to thank Kate O'Grady and the Social Emergency Response Service team who contributed to the preparation of this report by sharing their values, processes, evidence and experience.

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Simplifying social impact measurement

I had the privilege in public life to work with people who understood the need for positive change in the lives of those around them and worked hard to achieve it.

Our social services do a tremendous job of bringing positive change to our most deserving individuals and communities. These organisations are built by volunteers and community workers who dedicate their lives to helping others.

Social service workers can see the positive impact of their work. Children thriving, families united, jobseekers in new employment and people empowered to change their life course.

With more tools they could do more good. I want to help them by finding ways to make sure that effort is recognised, results are measurable and they can make decisions about how to do more good.

ImpactLab grew from a desire to make available to community organisations tools that use the power of public information and the latest technology, so these organisations can change more lives.

By measuring social change and positive outcomes, ImpactLab enables charities and social service providers to speak the language of funders, investors and governments.

It has been a pleasure to work with Ki te Tihi - The Loft Charitable Trust (The Loft) to learn how this organisation changes lives throughout Ōtautahi Christchurch.

Calculating social value helps inform decision making and investment and enables you to do good, better.

Thank you for joining us on this journey.

Sir Bill English
ImpactLab Chairman

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GoodMeasure Summary

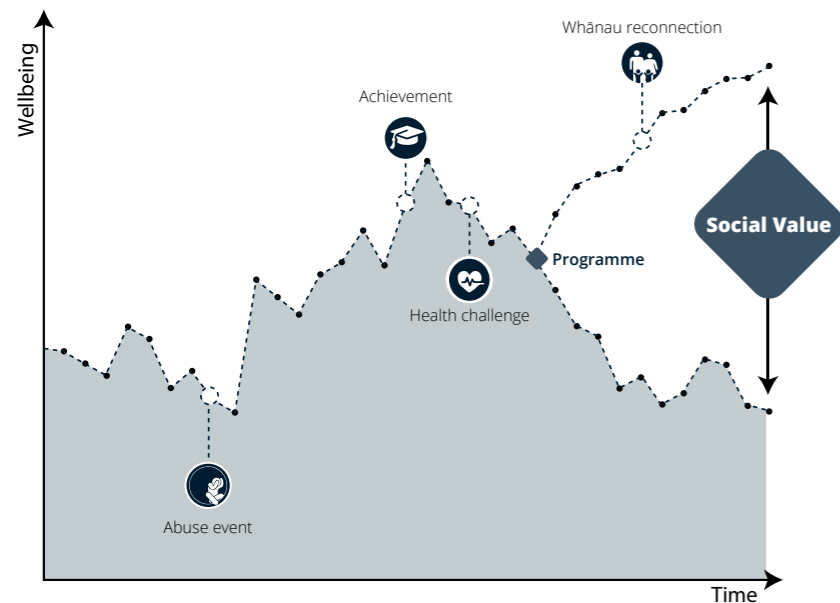
GoodMeasure connects decision makers with information they can act on to grow their social impact. It supports organisations to focus on investment that works for communities so that people can live the lives they choose.

Through the GoodMeasure journey ImpactLab supports our customers to understand their social value and empowers them to further understand their data, people and impact stories.

We use a standardised methodology that draws on publicly available data, academic research, and an organisation's own data, to estimate social value and a social return on investment (SROI).

Understanding social value

Social value is the social impact in dollar terms that a programme achieves for participants over their lifetime.



Throughout our lives, different events occur which impact our overall wellbeing trajectory. ImpactLab measures the impact on an individual's wellbeing across multiple domains when they're supported by a programme to make positive changes in their life.

We measure this impact in terms of both positive benefits (such as increased income) and avoided costs to government.

To calculate social value, we combine these impact values with

- ◆ Evidence from global literature about how effective a programme can be.
- ◆ The size of the opportunity for the people an organisation serves to achieve more positive outcomes.
- ◆ The number of people supported.

By combining these inputs, the social value calculation helps us understand how a programme or intervention helps change lives for the better. We combine the social value with cost information to calculate a programme's social return on investment.

GoodMeasure for the Social Emergency Response Service

Through the Social Emergency Response Service, The Loft supports individuals to identify immediate and/or underlying issues and efficiently and effectively access the support they need and empower them to create better lives for themselves and their whānau.

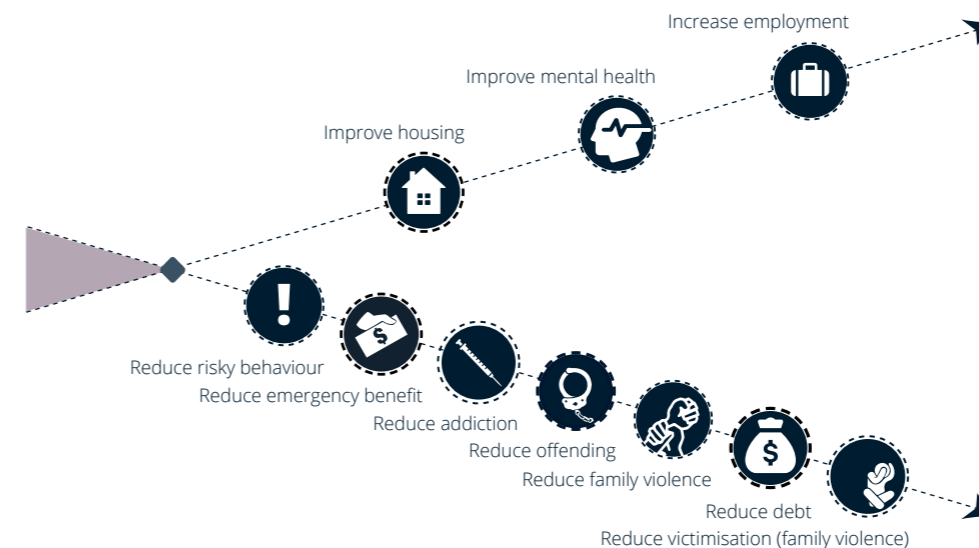
Who does the Social Emergency Response Service serve?

For the year in scope, The Loft's Social Emergency Response Service served 819 individuals facing a social and/or wellbeing crisis and supported them to access social services to set them up on a path to sustainable wellbeing.

What does the Social Emergency Response Service do?

The Loft's Social Emergency Response Service is a one-stop-shop "social emergency department" that provides people and whānau in social and well-being crises with free, confidential, immediate, and multidisciplinary responses for all their needs.

What outcomes does the Social Emergency Response Service aim to create?



GoodMeasure outcomes

These outcomes directly contribute to this year's social value calculations.

- Improve housing
- Improve mental health
- Increase employment
- Reduce addiction
- Reduce debt
- Reduce emergency benefit
- Reduce family violence
- Reduce offending
- Reduce risky behaviour
- Reduce victimisation (family violence)

Additional outcomes

These outcomes do not directly contribute to this year's social value calculations.

- Increase access to social services
- Increase efficiency in accessing social services
- Immediate relief from social/wellbeing crisis (food, clothing, housing, etc.)
- Improve wellbeing
- Increase confidence in social services

The Social Emergency Response Service's impact



Social value definition

Social value generated for each participant	\$2,792
Measurable benefits as proportion of programme cost	380%
Cost of the programme per participant	\$730

When we take into account the operating costs of the Social Emergency Response Service, we can calculate the social return on investment that is generated for every dollar in the programme.



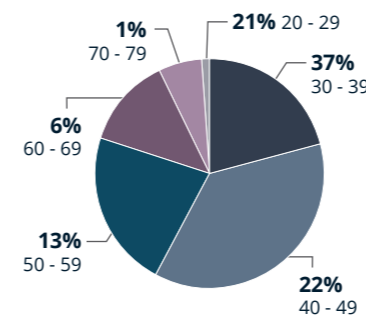


Period in scope
1 Jul 2021 – 30 Jun 2022

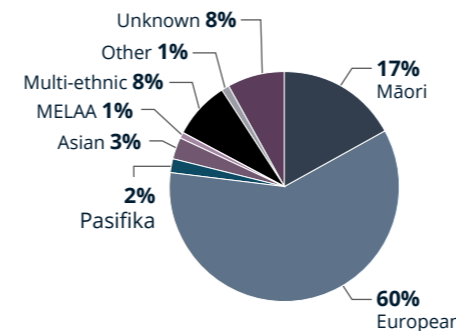
Participants

Participant group	Description	# starting	# engaging
Whaiora	Individuals and whānau facing a social and/or wellbeing crisis.	819	819

Age



Ethnicity



Gender

Female: 84% Male: 16%

Location

New Zealand



The Social Emergency Response Service's people

The Loft's Social Emergency Response Service (SERS) supports any individual in Ōtautahi Christchurch who is facing a social and/or wellbeing crisis to set them and their whānau up on a path to sustainable wellbeing.

For some people, accessing services that they need to live full, healthy, and rewarding lives can be time-consuming, confusing, and difficult to navigate. Accessing the right services is even more challenging for individuals and whānau who lead complex lives with many intersecting adversities; the difficulties navigating the current social service system drive some whānau to disengage from vital services entirely. For this reason, The Loft's SERS adopted a client-centred focus that is committed to better understanding the complexities and difficulties of the whaiora and ensuring their needs are met in an integrated and timely manner.

The Loft's tāngata whaiora are often from socioeconomically disadvantaged communities and face a multitude of social and/or wellbeing challenges; the most common include issues associated with poor mental health, domestic violence, housing, and financial hardship. With such challenges, tāngata whaiora are often hampered and let down by a complicated support service landscape that not only fails to meet their needs but also can often take a deficit-based approach.

To best support the whaiora, Kaitūhono Hapori (Community Connectors) deeply listen to their story, unravel their needs, and navigate them to services that can support them best. Kaitūhono Hapori ensure that whaiora are confident to access and engage with the referral and that the involved organisations are empowered to support the whaiora efficiently. In some cases, the Kaitūhono Hapori will continue to support tāngata whaiora who have ongoing challenges or advocate for the whaiora to other organisations and agencies. To serve tāngata whaiora effectively, Kaitūhono Hapori pursue opportunities to improve their mahi on an ongoing basis through training and networking.

Through this single interaction but often intensive support, SERS enables tāngata whaiora to tell their stories once their door immediately opened to multiple services, and as a result, be efficiently connected to services and/or information that effectively meet their needs and set them up on a path to sustainable wellbeing.

The change journey

The Loft's Social Emergency Response Service (SERS) is a one-stop-shop "social emergency department" that wraps multiple services around tāngata whaiora (clients) in social and wellbeing crises, providing confidential, immediate, and multidisciplinary responses for what are often complex challenges.

Accessing SERS

Whaiora (clients) learn of SERS by word of mouth or through a referral from another organisation or agency.

The Loft's hours are between 9 AM-5 PM, Monday - Friday.

Accessibility

Whaiora can access SERS in person, by phone, video call, or email.

Location

The Loft is easily accessible, with sufficient parking, close to public transport and located in a neutral and non-stigmatised site at Eastgate Shopping Centre, Ōtautahi Christchurch.

Greeting

Whaiora are greeted with manaakitanga and aroha by The Loft's Tautāwhi Manuhiri, offered a drink, and made to feel comfortable and welcomed.

No one is turned away or denied service.

Triage & Needs assessment

Triage

Whaiora are triaged by the Tautāwhi Manuhiri (Visitor Mentor) and Kaitūhono Hapori (Community Connectors) based on the level of distress presented and are guided to a private room with the Kaitūhono Hapori for a wellbeing needs assessment.

Wellbeing Needs Assessment

Whaiora review and sign the confidentiality agreement and confirm any agencies or organisations they do not want contacted.

Whaiora are clearly advised that SERS is a crisis/brief intervention support and not a long-term service provider.

Kaitūhono Hapori conducts a tailored wellbeing needs assessment and listens to the whaiora's story to understand their needs or any immediate safety concerns.

The average assessment duration is around 40 minutes but can extend as long as the whaiora needs.

Once the assessment is completed, whaiora are provided information and/or referred to any relevant services with a warm handover when possible.

Navigation

Referrals

When relevant, whaiora are referred to services co-located within The Loft. These handovers are coordinated within the shared office space. These internal referrals include: Aviva, Citizens Advice Bureau, Community Law, Plunket, and more.

When referrals cannot be met by the organisations co-located in the Loft, whaiora are referred to external organisations. These external referrals often include: Linwood Medical Centre, Barnardos, Oranga Tamariki, St. Vincent de Paul and more.

Advocacy & Ongoing Support

When deemed appropriate or necessary, with the whaiora's consent, the Kaitūhono Hapori advocate for the whaiora by setting up meetings on their behalf or speaking with a third party directly.

When requiring additional and ongoing support, Kaitūhono Hapori can return to SERS.

Outcomes map

The outcomes that the Social Emergency Response Service aims to achieve and how these are reflected in the GoodMeasure calculation.

Referral channels



Client description

Individuals and whānau facing a social and/or wellbeing crisis.

Intervention structure

Accessing SERS

Triage & Needs assessment

Navigation

GoodMeasure outcomes

These outcomes directly contribute to this year's social value calculations.

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Additional outcomes

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- Increase access to social services
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- Improve wellbeing
- Increase confidence in social services

GoodMeasure results summary

Every year, the Social Emergency Response Service delivers \$2,286,901 of measurable good to society in New Zealand.

The Social Emergency Response Service's real-world value is even greater than this, as some outcomes such as increased confidence in social services cannot yet be directly quantified with available data.

When we consider the operating costs of the Social Emergency Response Service, we can calculate the social return on investment that is generated for every dollar that is invested in the programme.

Social value generated for each participant:	\$2,792
Measurable benefits as proportion of programme cost:	380%
Cost of the programme per participant:	\$730

The Living Standards Framework is a practical application of national and international research around measuring wellbeing.

It was designed drawing from the Organisation for Economic Co-operation and Development's (OECD) internationally recognised approach, in consultation with domestic and international experts, and the NZ public.

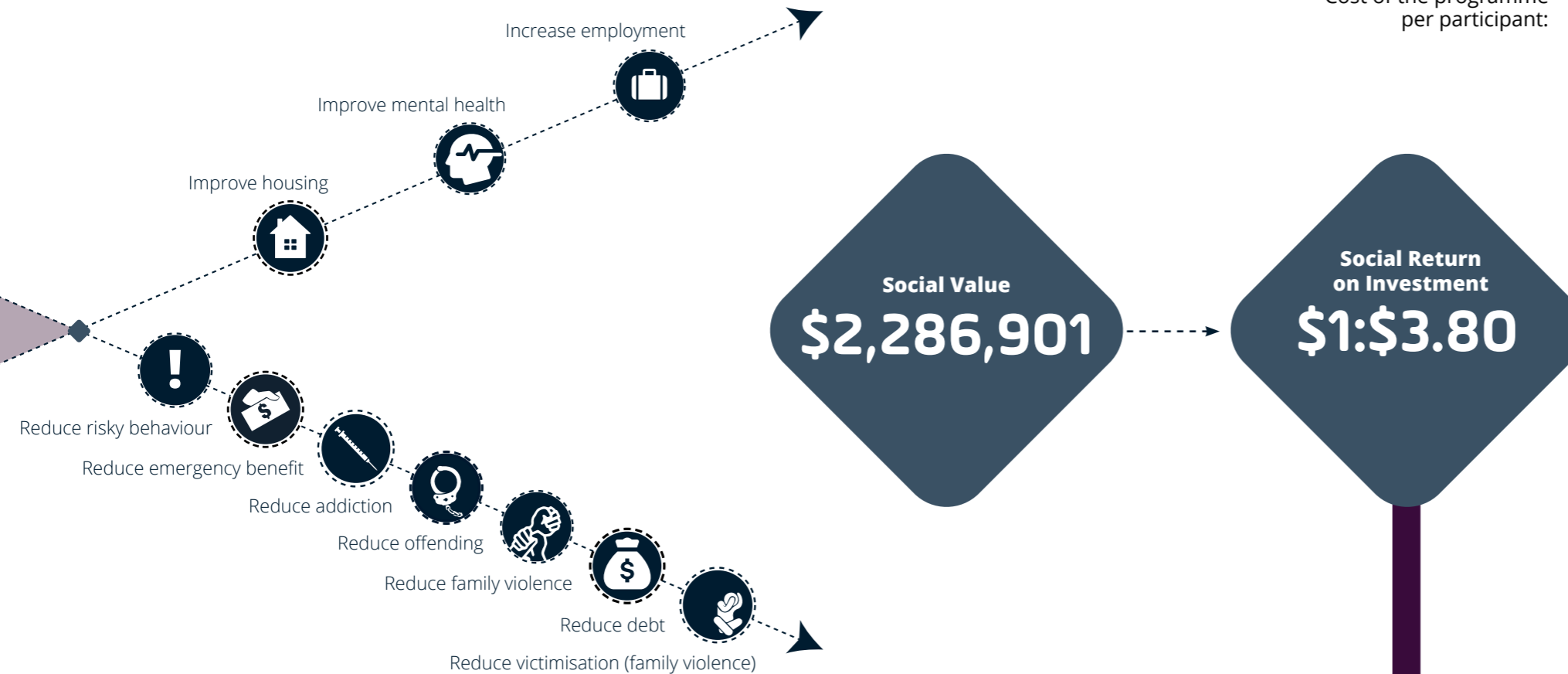
Definitions

Jobs and Earnings:
Freedom from unemployment

Income and Consumption:
People's disposable income

Health: People's mental and physical health

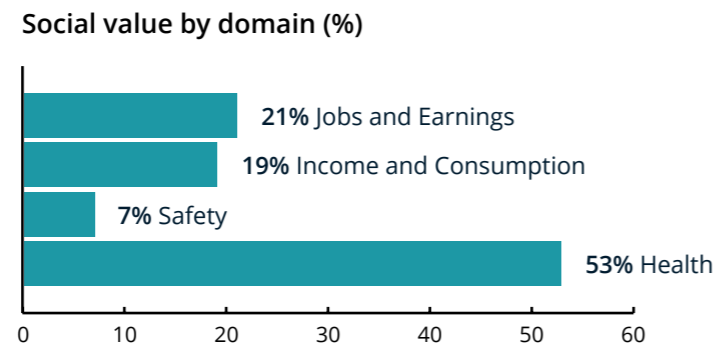
Safety: People's safety and security and freedom from risk of harm



Social value breakdown

The Social Emergency Response Service creates social value across different aspects of people's lives.

This chart shows the breakdown of social value created according to the Living Standards Framework. Each domain highlights a different aspect of wellbeing.



This means that every dollar invested in the Social Emergency Response Service delivers \$3.80 of measurable good to New Zealand.

(1 Jul 2021 - 30 Jun 2022)

GoodFeatures

GoodFeatures are actionable insights drawn from literature. Research has connected these actions with positive outcomes for participants.

Use GoodFeatures to prompt discussion about your programme and service delivery compared to examples of effective practice from international literature.

◆ Co-Location

- The programme incorporates a complimentary range of services that are value aligned and committed to a shared purpose.
- The programme facilitates inter-service collaboration by hosting formal and informal meetings, workshops, and relationship building opportunities for the organisations in the shared space.
- The programme offers shared 'back office' support to co-located services, including administration, human resources, and financial facilities.
- The programme is situated in a central location, accessible on foot, by car, and public transport providing premises that are modern, casual, and inviting.

◆ Service Delivery

- The programme offers several methods of delivery including over text, phone, video chat, email, or in-person to enhance its reach within the community.
- The programme actively records and incorporates client feedback into continuously improving service delivery and accessibility.
- The programme offers a space to play for young children that is safe and supervised by staff.
- The programme regularly undertakes case reviews to maintain a high quality of service and to create opportunities for staff to discuss and reflect on client interactions.
- The programme offers language translation and interpreters for non-English speakers.

◆ Kaitūhono Hapori (Community Connectors)

- The programme introduces tāngata whaiora (clients) to referral services in person, via email, or over the phone. These 'warm hand-offs' leverage inter-service relationships to ensure that delivery rapidly meets the individuals need.
- The programme gives ongoing training to Kaitūhono Hapori (community connectors) to be flexible with clients, recognising the multidimensional and complex nature of the situations that individuals encounter—addressing the person and not the 'problem.'
- The programme protects the anonymity of whaiora.

References and further reading

In compiling our reading lists we consider a wide variety of topics, focussing on specific aspects of service delivery or outcome attainment. Here are a selection of readings that may be of interest.

Carise, Deni, et al. "Getting patients the services they need using a computer-assisted system for patient assessment and referral—CASPAR." *Drug and Alcohol Dependence*, vol. 80, no. 2 (2005): 177-189.

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Natale-Pereira, Ana, et al. "The role of patient navigators in eliminating health disparities." *Cancer*, vol. 117, no. 5 (2011): 3541-3550.

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Rizo, Cynthia Fraga, et al. "Systematic review of research on co-location models for serving intimate partner and sexual violence survivors." *Journal of Family Violence* (2022): 1-19.

Taylor, R. Morgan, and Cynthia S. Minkovitz. "Warm handoffs for improving client receipt of services: A systematic review." *Maternal and Child Health Journal*, vol. 25 (2021): 528-541.

Appendix

Note:

Data and percentages throughout this report may have been rounded.

About ImpactLab

The team at ImpactLab share the goal of helping all organisations do good, better.

Our story

Our team at ImpactLab has seen the power of understanding social change. Our founders came together working in the public sector, where we led the development of new processes to link social value measurement with decision making. We believe that all organisations should be able to understand and improve their social impact. Our mission is to help impact creators and investors make decisions that change more lives.

Our team

To make better decisions, it's crucial to consider both the hard facts and the human stories that substantiate them. Our family of researchers, data scientists and statisticians are committed to combining powerful analytics with what you know works for your community.

Alongside expertise in data-driven decision making, our team brings a wealth of real-world experience. We are parents, teachers, volunteers and customers of social services.

Contact us



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Key Terms

Below is a list of definitions of key terms contained in this report.

Amount invested

The dollar amount that has been invested in a specific programme, in New Zealand dollars.

Cost per person

The dollar amount invested in the programme divided by the number of people supported by the programme (including those who did not successfully complete it).

Domain

A domain is a way of dividing or filtering the subject and outcome material in your ImpactLab results. ImpactLab refer to domains as per the New Zealand Treasury's Living Standards Framework domains.

Population

The group of people supported by the programme, in terms of age, gender, and ethnicity.

Programmes

The services delivered by the provider for the amount invested.

Social ROI

This is the Social Return on Investment. It is calculated by comparing the social value generated by the programme to the amount invested in it.

Social Value

The social impact in dollar terms that the amount invested achieves for participants over their lifetime. The social value is calculated by combining impact values with a service delivery quality score, the size of the opportunity to support a population, and the number of people supported.

Attribution

Some data and information used in the Social ROI calculations is licensed under a Creative Commons Attribution 4.0 International (CC BY 4.0) Licence. It is attributed to the NZ Treasury.

Disclaimer

This disclaimer sets out important information about the scope of our (ImpactLab Limited) services. It should be read in conjunction with the contract that we have entered into with you (or your company/organisation) for our services, including the applicable terms and conditions.

We have endeavoured to ensure that all material and information on GoodMeasure, including all ROI calculations and impact numbers (together the information) is accurate and reliable. However, the information is based on various sources, including information that you have provided to us, which we do not independently verify. Accordingly, we do not provide any representations or warranties in relation to any information, including any representations or warranties relating to the accuracy, adequacy, availability or completeness of the information or that it is suitable for your intended use. We do not provide advice or make any recommendations in relation to decisions, financial or otherwise, that you may make.

How we measure social value

Our consistent approach to measurement enables comparisons across wellbeing domains and over time.



Map programme dimensions

ImpactLab engages with providers to understand their people, their service and the outcomes they seek to achieve.

Clean and analyse data

ImpactLab uses the best of data about people's lives to understand what works, for whom, at what cost. We combine publicly available insights from the NZ Treasury, NZ Statistics and other sources. Impact values produced using Statistics NZ's Integrated Data Infrastructure are a particularly valuable resource. The IDI is a dataset containing information on every New Zealander about many areas of their lives – education, health, social welfare, employment and others. It's anonymised, so we can't identify anyone. This adds up to over 166 billion facts, for nine million New Zealanders (some have left the country, and some have passed on), for more than a generation of us.

Collect and synthesise literature

ImpactLab draws on the best academic impact literature from around the world. We access globally screened evidence from top universities and governments to estimate how impactful a programme can be. We also identify service delivery model features associated with the most effective programmes.

Calculate impact

Our algorithm combines New Zealanders' life experiences, with the wisdom about what works from the brightest minds across the world, with what we know about need in communities.

This combination of system level insights and grassroots know-how means we can consistently calculate the expected impact of a programme, and the social return on investment.

Map social value to frameworks

Because we start with individuals' experience, we can organise our insights into the relevant government and international frameworks. The New Zealand Treasury's Living Standards Framework (Living Standards Framework) is the Treasury's way of systematising wellbeing. It has four 'capitals' – social capital, financial and physical capital, human capital and natural capital. ImpactLab's GoodMeasure tool links the social value and return on investment created to domains within human capital.

We can also map social value and return on investment to the relevant OECD Sustainable Development Goals.

