

Impact Measurement tools

Choosing the correct tool

Measuring the impact of our work is not always easy but it can help us make an even bigger difference to the communities we work for, and put us in a stronger position when applying for future funding or promoting our services to new clients and partners. But which tool or approach is best when it comes to measuring impact? We have researched the main impact measurement tools on the market, and provided a short guide of what they are and what they can measure. We have focused on tools that measure the following and each tool outline below is coded with what it measures:

- = **Social Impact**
- = **Environmental Impact**
- = **Economic Impact**



The Outcomes Star is a unique tried and tested online tool for supporting and measuring change when working with vulnerable people. The different stars include mental health, homelessness, family, empowerment, community, older person, music therapy, wellbeing, work, and teenagers. All versions consist of a number of scales and a star chart onto which the service user's score on each scale is plotted. The journey of change is an integral part of The Outcomes Star. www.outcomesstar.org.uk

= **Social Impact**



Social Return on Investment (SROI) is an analytical tool for measuring and accounting for a much broader concept of value. It incorporates social, environmental and economic costs and benefits into decision-making, providing a fuller picture of how value is created, or destroyed. SROI is able to assign a monetary figure to social and environmental value. For example, for every £x invested, £x.xx of social value was created.

www.neweconomics.org/issues/entry/social-return-on-investment

= **Economic Impact**

= **Social Impact**

The **Questant** Process

The Questant Process analyses your organisation's service in terms of its value for money and return to the public purse. It helps you know the return on investment in your organisation, whether through hard or soft capital. It can be used to measure the impact of most types of organisation including social enterprises, support projects, community projects and more. www.gapcomm.co.uk/questant/the-questant-process-affordable-measurement

= **Social Impact**

= **Economic Impact**



Ecco is not an impact measurement tool, it is a web based 'total system' used to record and evidence care and support to vulnerable individuals in line with commissioner outcomes. Ecco has been designed to record clients work from referral onwards, enables a client-centred support plan to be designed and monitored around the requirements of the services being offered while demonstrating and reporting on these outcomes and all client data. www.eccosolutions.co.uk

= **Social Impact**

= **Economic Impact**

The **Rickter Company**

 Awakening Individuals to Choice

The Rickter Scale is a complete assessment and action planning process based around a hand-held interactive board, which is designed specifically to measure soft indicators and distance-travelled. The tool provides the user with a point of focus and engages individuals very effectively, whilst encouraging them to take responsibility. The person can explore possibilities, make informed choices and set a realistic action plan. www.rickterscale.com

= **Social Impact**



Lamplight is an off-the-shelf, web-based case management and outcomes monitoring database focused on helping you improve impact, efficiency and communication. www.lamplightdb.co.uk

= Social Impact



Social Accounting and Audit (SAN) helps you prove, improve and account for the difference and impact being achieved. It helps you plan and manage your organisation as well as demonstrate what outcomes and impact have been achieved. Social accounting and audit is a logical and flexible framework which enables your organisation to build on existing documentation and reporting systems. www.socialauditnetwork.org.uk

= Environmental Impact

= Social Impact



Your Value is a self-assessment tool supported by a critical friend, which demonstrates social value and impact in the community sector. It can be completed at your convenience and includes a series of question prompts to help assess your social value impact pertaining to local relationships, social, economic and environmental impact. www.communitymatters.org.uk/content/496/How-does-Your-Value!-work.

= Economic Impact

= Environmental Impact

= Social Impact



The Local Impact Measurement Tool is an online tool which allows all businesses, charities and social enterprises to demonstrate how your organisation contributes to local strategic priorities. It produces an impact report with infographics.
<http://aspiren.net/LIM>

= **Social Impact**

= **Economic Impact**

= **Environmental Impact**

social e-valuator™

The social e-valuator web tool helps managers, policy makers and practitioners to measure and manage financial and non financial values. It can be used for planning, monitoring and evaluation. The web tool provides clear explanations and sample cases, that guides users through each steps of preparing a social return on investment analysis. www.socialevaluator.com

= **Social Impact**

= **Economic Impact**



NPC's Well-being Measure is an online survey-based tool that measures how children feel. It has been fully validated. It's a practical way of quantifying your impact on a group of ten or more young people aged 11 to 16, by looking at eight aspects of well-being. You can create your own survey, track its progress, and receive a detailed report of the results. By doing a survey at two points in time, you can measure change - and prove the impact of your work. And it's flexible so you can use it in a way that suits you. www.well-beingmeasure.com

= **Social Impact**



Views is the online project management and impact reporting platform developed by social research cooperative Substance. Views helps organisations demonstrate the impact and value of their work. It is for organisations that want to prove their excellence and will help you understand, grow and develop your organisation.

www.views.coop

= Social Impact



LM3 is a simple and understandable way of measuring local economic impact. It is designed to help people to think about local money flows and how their organisation can practically improve its local economic impact, as well as influence the public sector to consider the impact of its procurement decisions. It was designed to be quick and relatively easy, and to highlight where an organisation can improve its impact. www.lm3online.com

= Economic Impact



Prove it is a method for measuring the effect of community regeneration projects on the quality of life of local people. Prove it! is best suited: to help understand the effects of small or medium-sized projects. Look at the effects of projects that involve local people as workers, volunteers or beneficiaries, to organisations concerned with local community involvement and to those interested in evaluating a project's effect on social exclusion and other quality of life issues.

www.proveit.org.uk

= Social Impact

= Economic Impact



Valuing Infrastructure Programme (VIP) tools

The VIP impact tools are designed to help infrastructure organisations to plan, monitor, evidence and communicate the impact of your work on organisations, on the sector, on external agencies and on people. www.ncvo-vol.org.uk/advice-support/infrastructure/impact/vip-tools

Voluntary Sector Datastore

This site also hosts the Voluntary Sector Datastore - a directory of useful source of data on the voluntary sector. The datastore is NCVO's first steps into "open data" - something that they think will play a big part in the accountability of voluntary organisations. <http://data.ncvo-vol.org.uk/category/datastore>

WikiVOIS

Are you are working for social change and want to develop a common language to use in order to account for the difference you make? Have you developed measures or values of change that have proved useful to you and which if shared would contribute to a wider use? Are you looking for information that others have used to measure or value the changes that result from your work? WikiVOIS allows you to share the way in which you measure and account, see what others have done and get involved in discussion and debate about outcomes, measurement and value. WikiVOIS is a database of values, indicators and outcomes for stakeholders. www.wikivois.org/index.php?title=Main_Page



The Guild a support organisation to the voluntary and community sector produced a free guide in 2010 for people working or volunteering in small and medium-sized organisations who are new (or fairly new) to social impact measurement and it will enable you to select a method or tool to fit your organisation's needs. To request a free copy of this fantastic resource simply email services@the-guild.co.uk with the text sendguide in the subject line, being careful not to include any spaces.

INSPIRING IMPACT

Inspiring Impact is a programme that aims to change the way the UK voluntary sector thinks about impact. Inspiring Impact is run by the sector, for the sector. We are a collaboration of UK voluntary sector organisations, from impact measurement experts to membership bodies. They have just launched two new guides; The code of good impact practice and Funders' principles and drivers of good impact practice. <http://inspiringimpact.org>