

Understanding What Matters

understand, communicate and manage impact of your work



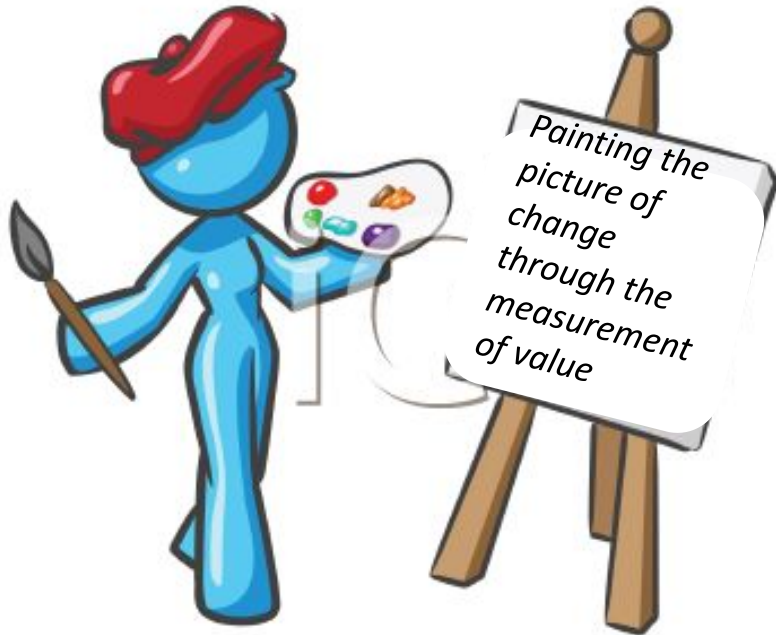
“If you’re accountable to your stakeholders then you’re relentlessly innovating to provide the best services to them”

Ben Carpenter:

Social Value International



Let's investigate



- Growing the Organisational Culture
- Understanding what Matters
- Measuring what Matters
- *Articulating your Impact*

Social Value framework



Let's recap why



We want to understand and prove the impact we create to improve the impact of our services over time.

1. Maximise the value you can create
2. Involve the people who matter most
3. Gain a competitive advantage
4. Enhance Communications both internally and externally
5. Gain funding and contracts



Let's introduce



"We believe anyone can start to account for their social value, no matter the size of the organisation or amount of resources available."



Involve stakeholders



Understand what changes



Value the things that matter



Only include what is material



Don't over-claim



Be transparent



Verify the result



Let's talk terminology



Logic Models is the logic of how you prove activities result in outputs, and how these outputs result in outcomes

Outputs are the direct deliverables of a programme *e.g. number of participants in a programme, number of tests completed*

Basic Definitions

Outcomes are simply things that result from an activity or an action *e.g. increase in parenting skills, improved confidence as a parent, reduction in alcohol use*. Outcomes can be short, medium and long term.

Outcomes measurement is the process of figuring out if, and by how much, activities lead to certain outcomes

Indicators how we measure the outcomes



Let's talk Impact Snap



Understand who and what changes as a result of our activities

Amplify Stakeholder Voice - Whānau/client centric

How do we prove they have changed?

Which changes are (most) valued?

Is it all down to us?



Impact Snap Action



Who Changes?	How do they change? (original)	What is the change	Timeframe	How do we prove they have changed?
			Short 1 term, Med 2-3 Terms, Long 1 year	
Self Managing and Empowered				
Tamaariki (on TKA)	Grow their Self Confidence and Self Belief	Increase in self confidence and self belief	Medium	SRS, Obs, Feedback
Tamaariki (on TKA)	Begin to enjoy learning	Increase in enjoyment of learning	Medium	SRS, Attend, Obs, Feedback Awards
Tamaariki (on TKA)	Able to positively interact with tutors	Increase in their confidence and willingness to interact with their tutors/school teachers	Short	Obs, Teacher Feedback
Tamaariki (on TKA)	Improve their Behaviour in both TKA and school	Improvement in their behaviour at TKA and school	Short	Attend, Teacher, Feedback Awards, Reports, Teacher, Feedback
Tamaariki (on TKA)	Like getting acknowledged for achieving	Increase in their desire to achieve	Medium	Feedback
Tamaariki (on TKA)	Learn how to Self reflect and look at what they have achieved	Improvement in ability to self reflect and self awareness	Long	SRS, Obs
Tamaariki (on TKA)	Become role models for their younger siblings	Increase in their ability and willingness to be role models		Obs, Feedback



Let's talk Prioritisation



<http://www.valuegame-online.org/>

Scale of the underlying issue

Huge			
Big			
S-M			
	A bit	A lot	Huge

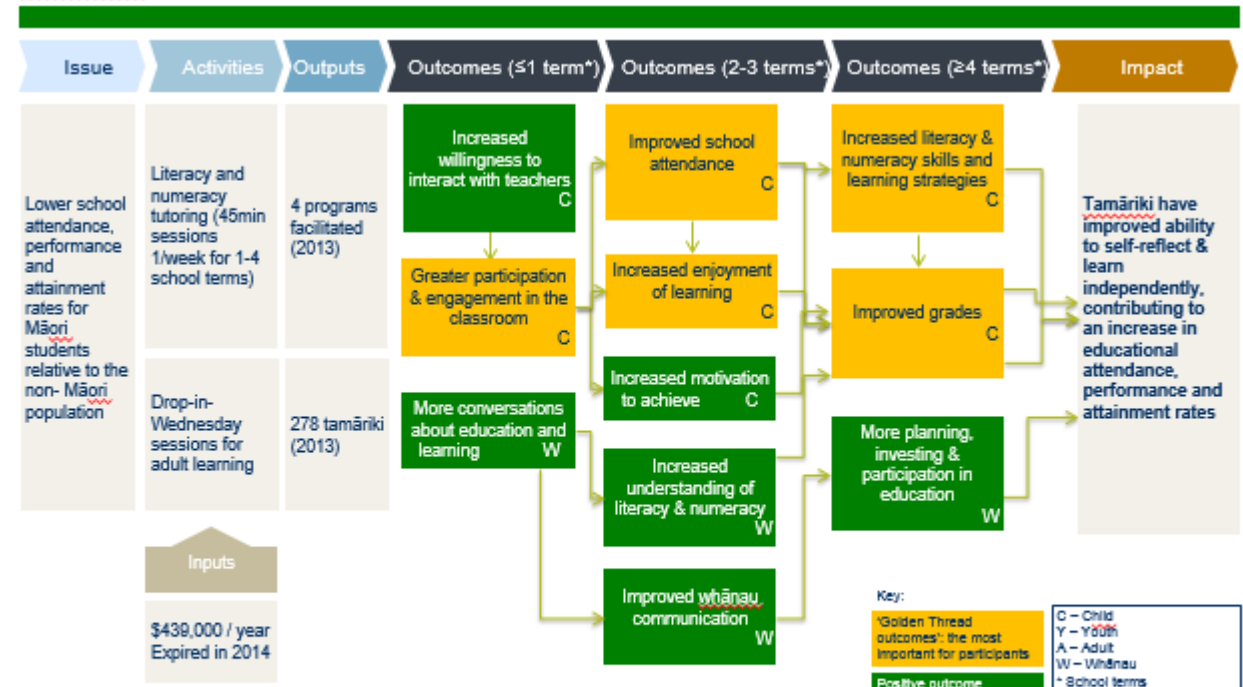
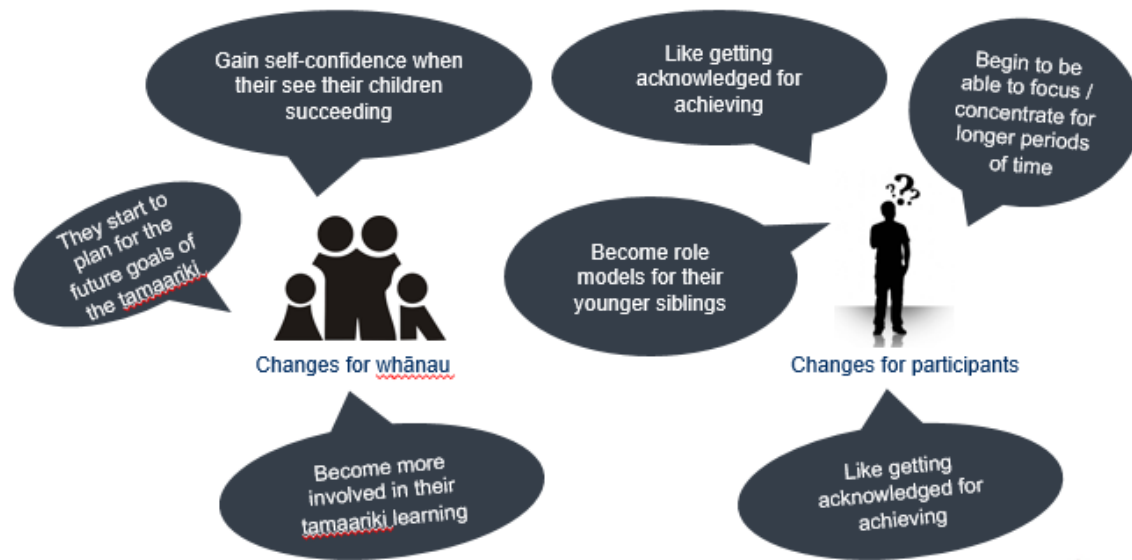
Our unique ability to sustainably affect change



Impact Snap Outcomes



During workshops, kaimahi (staff) identified a wide range of program outcomes for participants and whānau



Impact Snap Evidence



The most important measurement tools we currently use to prove these outcomes include the Self Reflection Survey and school attendance and results

Who changes?	How do they change?	Timeframe	How do we prove this change? *	Strength ** of current evidence
Tāmariki	Greater participation & engagement in the classroom (within TKA)	Short term (1 school term)	TKA Assess, Awards, Feedback, Attend, SRS	High
Tāmariki	Increased enjoyment of learning	Short term (1 school term)	TKA Assess, Awards, Feedback, Attend, SRS	High
Tāmariki	Improved school attendance	Short term (1 school term)	Attend, SRS and Feedback	Medium
Tāmariki	Increased numeracy & literacy skills and learning strategies	Medium term (2-3 school terms)	TKA Assess, Awards, Feedback, Attend, SRS, Assess	High
Tāmariki	Improved grades	Long term (4 terms +)	Assess, SRS and Feedback	Medium

* Description of our 'proof points'

Assess – school results
 TKA Assess – TKA assessment results
 Attend - Attendance register
 Awards - sharing of academic achievement awards they got at school
 Feedback – testimonial from teachers, whānau or community
 Observation - Observation by TKA staff
 Reports - School Reports, TKA Reports, Funder and Exec Reports
 SRS - Self Reflection Survey (done each term) by student, teacher and whānau

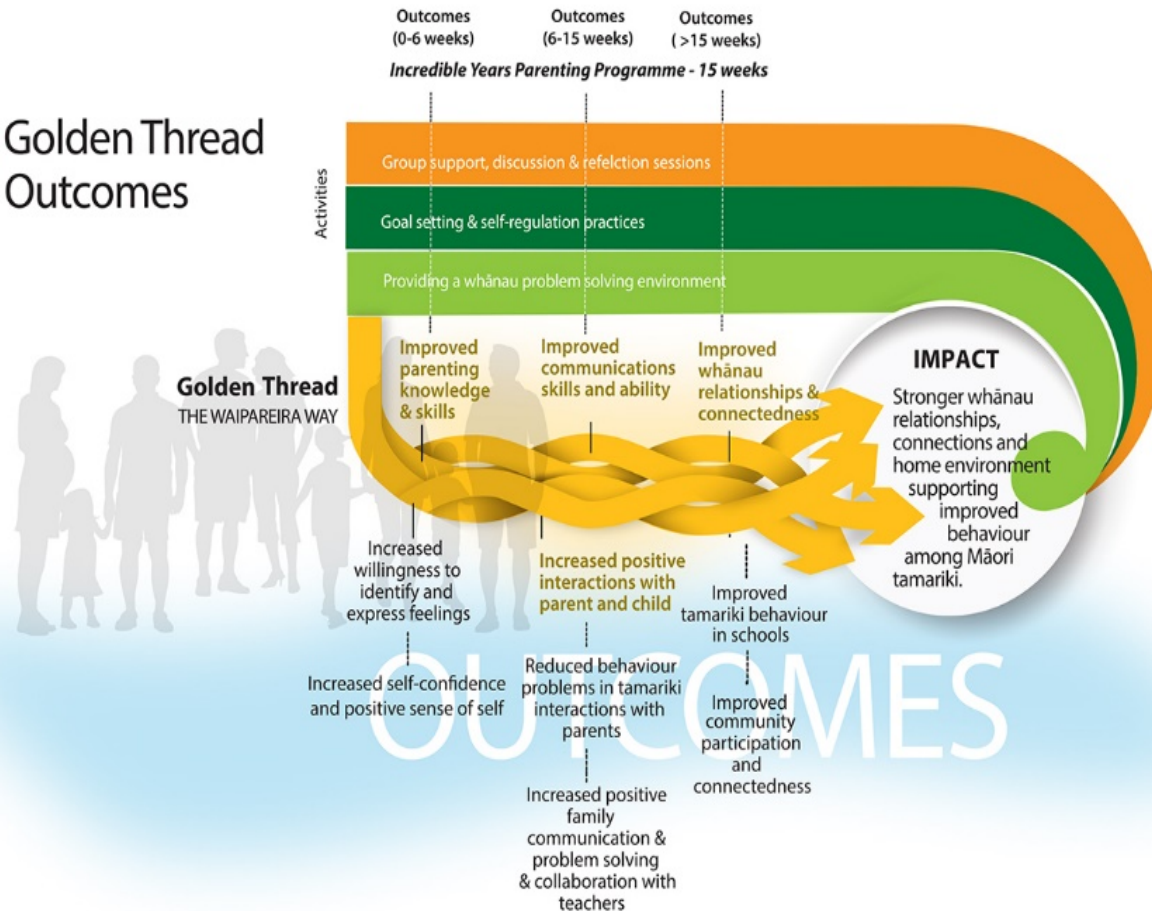


** Strength of evidence:

This is a subjective assessment based on the quantity and quality of proof points we currently have regarding that particular change.



Impact Snap – Ta da!



Your turn



Program – purpose, entry, clients, delivery – validate understanding of the contract

Who Changes - Stakeholders – positive and negative

For each Stakeholder – What is the Change?

When do you see this change? – short, medium, long term

How do we prove this change and how robust is our evidence?

Which is the most valued change - prioritisation



Takeaway



What will be your **takeaway** from this session?
(e.g., a thought, a feeling, a question)



Social Value Aotearoa



f t in LOGIN

HOME EVENTS NEWS BLOGS RESOURCES MEMBERSHIP ABOUT CONTACT US

NEWS

STAY UP TO DATE

Welcome to our news room. Here you can find latest news stories about Social Value Aotearoa

Subscribe to our Newsletter by entering your email address below, you will be receiving newsletters directly to your mail box and stay up to date.

Your email address

Subscribe



Upcoming Members Exchanges – Get...

08/05/2017

Connecting and Engaging our Membership From its launch, Social Value Aotearoa has naturally taken on and...



Storifying our impact – network event a success

03/05/2017

Social Value Aotearoa were delighted to collaborate with the Social Enterprise Auckland Network and the...

SOCIAL VALUE INTERNATIONAL



Latest Social Value International Newsletter

04/05/2017

The latest Social Value International Snapshot is out! Check it out for the latest international and national...



Social Value Aotearoa 2017 update

01/05/2017

We know we've been quiet lately, but that doesn't mean we haven't been busy. Check out our latest video to see...

Jo Nicholson
Jo.Nicholson@socialvalueaotearoa.nz
www.socialvalueaotearoa.nz
Phone 0211291915



As the National Network of the
Social Value Aotearoa
NZ Affiliated National Member Network of Social Value International