

VALUING WHAT MATTERS – SROI EVALUATION OF THAW ORKNEY

**THE IMPACT OF THAW ORKNEY IN
DELIVERING AFFORDABLE WARMTH**

SROI Evaluation of THAW Orkney

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Executive Summary

This report describes the social return on investment from THAW Orkney's Affordable Warmth Project.

Tackling Household Affordable Warmth (THAW) Orkney is a Scottish Charitable Incorporated Organisation (SCIO). It was established in 2014. In 2015 THAW Orkney received funding from the British Gas Energy Trust and Energy Action Scotland to deliver the Affordable Warmth Project that is the subject of this social return on investment (SROI) evaluation. The approach taken by THAW Orkney was to offer a holistic service to clients that addressed factors contributing to the incidence of fuel poverty – household income and the energy efficiency of housing. The aim was to reduce the impact of the cost of fuel and the impact on household health and wellbeing through living in inadequately heated homes. The evaluation is concerned with project activities between January 2016 to April 2017.

SROI measures change in ways that are relevant to the people or organisations that experience or contribute to it. **It tells the story of how change is being created by measuring social, environmental and economic outcomes and uses monetary values to represent them.**

What has been the impact?

The Project has resulted in eight key outcomes for stakeholders who include clients, other organisations and the government.

For THAW Orkney Clients

- Outcome 1: Energy efficiency improvements to the home
- Outcome 2: Increased comfort levels
- Outcome 3: Increased income through additional benefit claims
- Outcome 4: Reduction in fuel poverty/ increased income as a result of energy savings

For Stakeholder Organisations

- Outcome 5: Reported increase in numbers of additional clients
- Outcome 6: Increased range of services available to clients

For Government

- Outcome 7: New jobs created with the THAW Orkney Affordable Warmth Project
- Outcome 8: Savings in NHS healthcare costs through investment in energy efficiency measures

Social Return on Investment

It has been calculated that for every £1 invested in the THAW Orkney Affordable Warmth Project a further £5.49 of value has been created in the local and national economy.

It can be said with a degree of confidence that investment in the work of THAW Orkney has demonstrated very good social value for its stakeholders. THAW Orkney's Affordable Warmth Project has been successful in enabling wider take up of energy efficiency measures than had it not existed. People's lives have been improved. Some of this may have happened anyway, but mostly it has been the combination of enabling funding, hand holding and a joining of dots that has made it happen.

Section 1: Introduction

This report describes the social return on investment from THAW Orkney’s Affordable Warmth Project.

Tackling Household Affordable Warmth (THAW) Orkney is a Scottish Charitable Incorporated Organisation (SCIO). It was established in 2014.

THAW Orkney’s purposes are:

- To relieve poverty by promoting the efficient use of energy (including energy for heating purposes) among persons who are in necessitous circumstances including (without prejudice to the generality of the foregoing) those in such circumstances who are elderly, or whose housing conditions are unsatisfactory
- To advance public education about all aspects of energy conservation and the efficient use of energy.
- To relieve poverty through the co-ordination, delivery, and support of projects and services which address **fuel poverty** and its associated conditions and symptoms.

In 2015 THAW Orkney received funding from the British Gas Energy Trust and Energy Action Scotland to deliver the Affordable Warmth Project that is the subject of this social return on investment evaluation.

Fuel Poverty is defined by the Scottish Government as the situation whereby a household is required to spend more than **10%** of its income on paying for energy for heating and electricity use for lighting, appliances etc. **Extreme fuel poverty** is where households spend more than **20%** of their income on their energy bills.

Orkney has the highest incidence of fuel poverty in Scotland.

According to the Scottish House Condition Survey in the period of this evaluation **63% of all households in the Orkney Isles were classed as being in fuel poverty** and **30%** were in **extreme fuel poverty**. For **pensioner age households**, the most vulnerable group in relation to the health impacts of cold homes some **85% were in fuel poverty** with **49% experiencing extreme fuel poverty**. For comparisons sake, the Scottish average for fuel poverty is 35% of all households and 51% of pensioner households. The figures for extreme fuel poverty across Scotland are 10% (all households) and 15% (pensioner households).

The Scottish Government and its predecessors have invested in energy efficiency programmes for over 30 years, but **the problem of fuel poverty, particularly in rural Scotland has got worse**. Does this then suggest that the current way of tackling fuel poverty isn’t working and that the approach taken by THAW Orkney might have greater impact?

There is probably a need for a comparative study between the different approaches taken across Scotland in order to inform policy and best practice, however that is out with the scope of this study.

Project Delivery

THAW, the lead partner, employed 3.0 FTEs staff (manager, affordable warmth officer, administrator) to implement a case management system, to include an initial assessment process, the creation of client-specific action plans and bespoke “hand-holding” support services, which ensured that all clients received the necessary support at all stages throughout their journey. The staff team continuously reviewed each client’s action plan so that it was responsive to changing needs, thus avoiding slippage within the project process.

Orkney CAB employed a 0.75 FTE fuel poverty support worker to provide income maximisation support, benefit checks and applications, income and expenditure analysis, budgeting and grant applications; information, education and behaviour changing, such as on and off-site tuition regarding fuel types and technologies and helping clients identify changes they can make in order to reduce energy consumption; fuel cost support, such as assisting with price comparison and switching and understanding fuel bills and energy consumption.

Orkney Care & Repair also employed a 0.5 FTE technical support officer to provide a project management service for remedial / installation works carried out; specialist knowledge to assist clients with understanding EPC, SAP & Green Deal assessments; assessing and identifying remedial/installation works suitable to client needs and situation; finance and grant applications; identifying and project managing suitable contractors to carry out works; identifying and accessing all available grants for installations in relation to energy efficiency measures, heating systems, insulation and related necessary property repairs prior to utilising the project’s installation monies.

Section 2: Measuring the impact of THAW

What has been the impact of the THAW Orkney Affordable Warmth Project in tackling fuel poverty in the Orkney Isles and how has it been measured?

An independent researcher with significant experience working in the field of fuel poverty was commissioned to conduct an evaluation of the project using the Social Return on Investment (SROI) methodology.

SROI measures change in ways that are relevant to the people or organisations that experience or contribute to it. **It tells the story of how change is being created by measuring social, environmental and economic outcomes and uses monetary values to represent them.** This enables a ratio of benefits to costs to be calculated. For example, a ratio of 3:1 indicates that an investment of £1 delivers £3 of social value.

Section 3: The 7 Principles of SROI

SROI was developed from social accounting and cost-benefit analysis and is based on seven principles:

1. Involve stakeholders.
2. Understand what changes.
3. Value the things that matter.
4. Only include what is material.
5. Do not over-claim.
6. Be transparent.
7. Verify the result.



This SROI evaluation takes us as far as the end of stage 6. It is planned that the report is verified by Social Value UK in due course.

Section 4: Scope

In 2015 THAW Orkney received funding from the British Gas Energy Trust and Energy Action Scotland to set up and deliver the affordable warmth project that is the subject of this social return on investment evaluation. THAW Orkney services are provided across the whole of the Orkney Isles archipelago from their office base in Kirkwall.

THAW Orkney will use this SROI evaluation to:

- Demonstrate the social value created by the affordable warmth project to its stakeholders, crucially to its clients
- Inform the future development of THAW Orkney and the services it delivers
- Provide evidence of the social impact to funders and policy makers at a local and Scottish Government level.

The evaluation is concerned with project activities between January 2016 to April 2017.

Section 5: Stakeholder analysis

An SROI evaluation is concerned with the changes to ‘material’ stakeholders as a result of their engagement with the THAW Orkney Affordable Warmth Project. This evaluation has focused on those for whom the impacts have been of a significant enough a scale to give a fair assessment of the value of engagement with the project.

The stakeholder groups are in summary:

- Clients
- Delivery Partners and Stakeholder Organisations
- Government (local and national)

Stakeholder analysis – clients

The key stakeholder for the affordable warmth project is of course the clients – those householders who come into and through the project process. It is the impact upon this group that this evaluation is primarily concerned with and for whom the evidence is most comprehensive – i.e. there is the greatest materiality.

Clients were divided into four categories depending upon the extent they received help and support from THAW Orkney – see the table adjacent.

Those clients for whom it was anticipated that the change would be greatest were those who received in-depth information, advice and support.

Category	Numbers
Info and signposting	7
Information and Advice	96
Info, advice and referral	13
In-depth information, advice and support	288
TOTALS	404

Stakeholder analysis - organisations

The affordable warmth project is delivered through a partnership between THAW Orkney, Orkney Care and Repair and Orkney CAB. It is managed by THAW Orkney. For the purposes of this evaluation Orkney Care and Repair and Orkney CAB are referred to as ‘delivery partners’. All other organisations are referred to as ‘stakeholder organisations’. All stakeholder organisations from whom contact details were provided by THAW Orkney were invited to participate in a stakeholder survey. Those who have participated have been included in this analysis and materiality has therefore been self-selecting.

Section 6: Stakeholder engagement

Working closely with THAW Orkney’s Affordable Warmth Officer the engagement with clients was threefold:

1. A basic survey with 5 main questions
2. The basic survey plus a health questionnaire (before and after)
3. In depth review with a sample of clients

Interviews were conducted with the delivery partners and stakeholder organisations were invited to participate in an online survey with an option of additional telephone or face to face meetings.

Stakeholder	Numbers	Method
Clients	33	Basic survey
Clients	25	Basic + Health
Clients	36	In depth review
Delivery Partners	2	Face to face Interview
Stakeholder Organisations	8	Survey only
Stakeholder Organisations	2	Survey + Face to face interview

Copies of blank questionnaires can be provided upon request.

Section 7: Inputs

The investment, in SROI, refers to the financial value of the inputs to the project or activity being analysed. In the case of THAW Orkney's Affordable Warmth Project, the inputs were grant funding. All other inputs, e.g. staff/volunteer time from delivery partners and stakeholder organisations were deemed to be covered through payment for services (delivery partners) or not additional to usual workloads, e.g. it was simply a case of making a referral or signposting.

The cost of running the THAW Orkney Affordable Warmth Project was £488,516. Of this £256,250 was allocated to household energy efficiency installations including heating systems (primary measures) and £7,500 was allocated to providing cosy home packs including energy saving lightbulbs and thermal blankets (secondary measures).

The total input for the project was therefore £488,516

Section 8: Outputs

Outputs are a quantitative summary of an activity. In this case it was about the number of energy efficiency installations enabled and supported, the number of Cosy Home packs distributed and so on.

What SROI measures is the value created as a result of those outputs – the outcomes, what has changed as a result of those things happening. It is a narrative about the lives of people and how the activities of the THAW Orkney Affordable Warmth Project has brought about that change.

The Impact Map in Appendix A shows the outputs for each of the key stakeholder groups.

Section 9: Outcomes & evidence

This is the story of what has changed for the range of stakeholders as a result of their participating in the affordable warmth project.

The following sections show the outcomes identified from the client interviews and surveys. The impact map (Appendix A) provides much more detail about hard evidence from THAW's database, the indicators for those outcomes, the quantity and duration of the outcomes and the financial proxies identified to value the outcomes.

Section 9a): Impact - clients

The following are the key impacts identified through the interviews and surveys of the client group. It also gives a description of the indicators and data sources used for each outcome; and the quantity of inputs, outputs and outcomes achieved for each stakeholder group. It states the investment required for the activity and the length of time over which the outcome is expected to last, or against which the outcome will be attributed to the activity.

THAW Orkney's Affordable Warmth project enabled those who came into the process access to funding for the installation of energy efficiency measures **over and above** that which already exists, e.g. the Local Authority HEEPS Area Based Scheme. This may be funding made available to install measures that other schemes do not fund (e.g. roof repairs

or window replacement) or funding towards the costs of installing measures through existing schemes that require a client contribution where the client cannot afford that contribution themselves. In other words, without the additional input from THAW Orkney many installations through other schemes may not have gone ahead.

Indicator: Number of installations of energy efficiency measures installed in client home

Source of information: THAW Orkney database

Quantity: 179 installations of energy efficiency measures

Duration: a conservative estimate of the length of time that clients will benefit from the energy efficiency measures was regarded to be 4 years.

Financial Proxy: actual cost

Value of change: £346,786

It should be noted that the value of change of £346,786 is the additionality brought by the THAW Orkney Affordable Warmth project, i.e. the cash funding provided from THAW Orkney of £256,655 enabled or levered in a total of £603,036 of investment in energy efficiency measures, the additionality being £346,786. It could be argued that the value should be higher as a number of installations would not have gone ahead had it not been for the contribution from THAW Orkney. However, this was difficult to quantify therefore in order to avoid over-claiming the conservative figure was used for the calculations.

The insulation had made my home warmer & healthier but coincides with developing major health condition. It would have been a lot harder this winter without the additional warmth.

Outcome 2: Increased comfort levels

There were certain groups of clients whose journey through the project ended with them being awarded a 'Cosy Home Pack'. In the fuel poverty/energy efficiency field these are what are referred to as 'soft measures' where the benefits are slightly less tangible than 'hard measures' like loft insulation or a new central heating system. There were two types of Cosy Home Packs depending upon the number of household occupants, long-term health conditions, number of dependent children and level of fuel poverty. Items included low energy light bulbs, thermal blankets and electricity vouchers.

Indicator: Number of 'Cosy Home Packs' distributed.

Source of information: THAW Orkney database

Quantity: 65 Cosy Home Packs distributed to clients

Duration: a conservative estimate of the length of time that clients will benefit from measures was regarded to be 2 years.

Financial Proxy: actual cost

Value of change: £7,000

Outcome 3: Increased income through additional benefit claims

Citizens Advice Orkney Bureau was one of the delivery partners in the project. They employed an advisor who undertook benefit health-checks for clients who came into the Affordable Warmth Project. It is well documented that state benefits are under claimed across the country and uptake amongst pensioner age groups is particularly low. The benefit health-checks enabled clients to find out what support they were entitled to, given assistance

to make those claims for benefits including receiving back payment where appropriate, and in many cases by claiming what are referred to in the field as ‘passport benefits’, some clients were able to qualify for government grant schemes that enabled the installation of energy efficiency measures that could significantly increase comfort levels and reduce levels of fuel poverty.

Indicator: Number of clients referred for benefit checks who successfully received additional income

Source of information: THAW Orkney/CAB database

Quantity: 25 clients received additional income through benefit checks

Duration: a conservative estimate of the length of time that clients will benefit was regarded to be 1.5 years.

Financial Proxy: actual cost

Value of change: £87,461

The duration of the outcome was determined to be 1.5 years. This allowed for any back-payment and an additional income going forward over the following twelve-month period. An additional point to raise is that of fuel switching. **Fuel switching**, including through services such as Lemon Aid (Cunninghame Housing Association) and as through Citizens’ Advice Bureaux has been seen as an additional method of reducing energy costs for households. This can result in significant savings in urban areas of Scotland but for the Scottish Highlands and Islands it has less of an impact. Fuel switching benefits as part of the income maximisation aspect of the THAW Orkney Affordable Warmth project have been minimal, the primary reason being that many clients are on ‘time of use’ tariffs such as SSE’s Total Heating Total Control which have no competitive place in the domestic energy market, therefore switching is either not possible or doesn’t result in savings.

Outcome 4: Reduction in fuel poverty/ increased income as a result of energy savings

This outcome considers the energy saving benefits to clients from the energy efficiency measures installed as a result of their involvement with THAW Orkney. The figures are based upon the numbers and types of installations that are quantified as an investment costs in Outcome 1.

Indicator: Amount of energy savings made on an annual basis due to energy efficiency improvements

Source of information: THAW database for number of installations x savings based upon industry assumptions (e.g. Which, Energy Saving Trust)

Quantity: 179 clients’ energy savings made on an annual basis due to energy efficiency improvements

Duration: a conservative estimate of the length of time that clients will benefit from the energy efficiency measures was regarded to be 4 years.

Financial Proxy: Savings on energy bills attributed to energy efficiency measures installed

Value of change: £ 61,932

A range of industry standard sources were used to assess the energy savings made from the energy efficiency measures installed as a result of the THAW Orkney Affordable Warmth project. It can be said with confidence that these savings will be very conservative as savings made are based upon the displacement of mains gas. In the Orkney Isles as with much of remote rural Scotland, mains gas is not available. For THAW Orkney clients the main energy sources displaced through efficiency savings are electricity and coal. The cost of these energy sources is much higher than that of mains gas therefore the cost savings to

clients will be higher. To illustrate the unit cost for mains gas is approximately 4 pence/kWh, for coal it is approximately 6-7 pence/kWh and for electrically heated homes it is approximately 10 pence/kWh for off-peak charges and 14-17 pence/kWh for on-peak electricity (Source: Sutherland Tables).

Very helpful, know what they're talking about, Great service, very friendly staff, don't judge you.

Section 9b): Impact - organisations

The following are the key impacts identified through interviews and surveys with partner and stakeholder organisations. It also gives a description of the indicators and data sources used for each outcome; and the quantity of inputs, outputs and outcomes achieved for each stakeholder group. It states the investment required for the activity and the length of time over which the outcome is expected to last, or against which the outcome will be attributed to the activity.

Outcome 5: Reported increase in numbers of additional clients

Several organisations who participated in the evaluation reported an increase in the number of additional clients accessing their services. This was likened to having additional advertising due to a robust referral network, perhaps more co-ordinated than had existed previously.

Indicator: Number of stakeholder organisations reporting reaching new customers

Source of information: Stakeholder survey

Quantity: 6 organisations reported an increase in number of clients due to involvement with THAW Orkney

Duration: 1 year

Financial Proxy: Cost of advert in local paper once a month for a year

Value of change: £3,600

Outcome 6: Increased range of services available to clients

The offering through the THAW Orkney Affordable Warmth Project was seen to be an additional offering to clients for some organisations. The reporting on this outcome was surprisingly low and merits some further investigation as part of forward planning for the organisations involved.

Indicator: Number of stakeholder organisations reporting improved service to customers

Source of information: Stakeholder survey

Quantity: 4 organisations reported that they felt they could offer a greater range of services to clients due to involvement with THAW Orkney

Duration: 1 year

Financial Proxy: Cost of customer service course

Value of change: £1000

We previously were unable to deliver any form of energy-related help or advice. A telephone number was given for the client to call, which in 95% of the cases would amount to nothing. No hand-holding agency existed that was actually there to help.

Section 9c): Impacts on Government and the public purse

There were wider impacts that could be measured beyond those reported in client and stakeholder organisation surveys and interviews. These have been widely grouped into impacts upon government and the public purse. The change that this evaluation has sought to value include improvements in public health, increased spending within the economy, job creation and reduced climate change emissions through fuel switching etc.

Of these there are two key outcomes that have been measured.

Outcome 7: New jobs created with the THAW Orkney Affordable Warmth Project

The funding for the THAW Orkney Affordable Warmth Project allowed for the creation of new jobs within the Orkney and national economy. There is also anecdotal evidence that local contractors have benefited from the project although feedback from these stakeholders was too limited for a confident estimation of value to be made.

Indicator: Number of people directly employed within the partnership

Source of information: THAW Orkney

Quantity: 5 jobs created as a result of THAW Orkney Affordable Warmth project

Duration: 1.25 years – the duration of the project under evaluation

Financial Proxy: Actual employer costs including overheads

Value of change: £ 231,861

There will be additional economic benefits to the local economy such as spend within local shops, restaurants etc.; to the national economy through increased consumer spending generally and increased taxation. These have not been factored in to this evaluation.

Outcome 8: Savings in NHS healthcare costs through investment in energy efficiency measures

There is a growing body of research and epidemiological evidence that makes the link between cold and damp homes and occupant health and wellbeing. THAW Orkney attempted to record and quantify changes in client's health through the use of a before and after health survey, however there has been insufficient time between the date of improvements to client's housing and the timing of this evaluation to be able to make confident assumptions about those benefits based upon actual reported information. Instead the widely quoted statistic from the UK Chief Medical Officer's 2009 Report to Government has been used as a benchmark to enable a value to be placed upon the public health benefits from the THAW Orkney Affordable Warmth project.

Indicator: Value of capital investment in energy efficiency improvements to housing

Source of information: THAW Orkney database

Quantity: 179 energy efficiency measures installed attributed to THAW Orkney

Duration: 4 years (in line with similar assumptions)

Financial Proxy: Savings to NHS budget from energy efficiency improvements to housing

Value of change: £ 253,275

It even impacts on government

For every £1 invested in keeping homes warm the NHS saves 42p on healthcare costs (Chief Medical Officer Report, 2009)

Section 10: Impact

The impact is not all because of THAW Orkney!

The SROI analysis takes into account the impact of the work of other organisations working to tackle fuel poverty, improve the energy efficiency of housing and maximise householder income etc. by accounting for the following factors:

- Deadweight – what would have happened anyway had the project not existed
- Attribution – how much of the work of the project was the result of others activities

The Impact Map (Appendix A) shows the percentages that have been allocated to the outcomes to enable that credit is given to others where credit is due and to ensure that THAW Orkney does not over-claim its impact.

For example, the amount of value created through the installation of energy efficiency measures in Orkney during this evaluation period is £603,036 – the cash value from other energy efficiency schemes amounts to 58% of this, but attribution is given to 50% of this as it could be argued that without THAW Orkney's contribution the funding from others may not have been realised.

The judgements about attribution and deadweight are based upon experiences from elsewhere in the sector, desk research and responses from stakeholders to surveys and interviews. Further tweaking around these parameters can be done, however it is unlikely to have a significant impact on the overall findings.

Section 11: Social return on investment

Calculating the Social Return on Investment in the THAW Orkney Affordable Warmth Project has taken into account all of the factors outlined in this report plus a great deal of tweaking of parameters, what the trade refers to as 'sensitivity analysis'. It has been important not to overclaim but to recognise that the impact may in fact be greater than calculated here due to the conservative nature of some estimates. The final calculation below has been arrived at as a 'just above worst case scenario' figure. In other words, it is likely that the social value created by THAW Orkney is greater, but this figure can be used with confidence as a benchmark.

The SROI has been calculated as follows:

$$\text{SROI} = \frac{\text{Total Present Value}}{\text{Total Input}}$$

Discounting is applied to those values that have been projected for more than a year. The interest rate used to discount the value of future benefits is 3.5%, taken from the UK Treasury Green Book.

The **Total Present Value** for the project at a discount rate of 3.5% is **£3,252,203.29**. This represents **the total value created by THAW Orkney’s Affordable Warmth project**.

The Net Present Value (TPV less investments of £488,516) is £2,763,687.29 – **the additional value created by the project**.

This gives a SROI Ratio of £5.49 : £1

Thus every £1 invested in the THAW Orkney Affordable Warmth Project has yielded a further £5.49 of value.

Section 12: Conclusions and Recommendations

It can be said with a degree of confidence that investment in the work of THAW Orkney has demonstrated very good social value for its stakeholders. THAW Orkney’s Affordable Warmth Project has been successful in enabling wider take up of energy efficiency measures than had it not existed. Comments from clients and organisations have drawn particular attention to the benefits of a hand-holding service, having that personal support to navigate through the complex world of support schemes for energy efficiency improvements to housing such as through Warmer Homes Scotland and HEEPS-ABS. The additional funding THAW Orkney was able to give unblocked the way for many people for whom it may not have been affordable.

People’s lives have been improved. Some of this may have happened anyway, but mostly it has been the combination of enabling funding, hand holding and a joining of dots that has made it happen.

Without their support and intervention the above number [of installations] would not have been achievable.

It is recommended that the Board of THAW Orkney use this SROI Evaluation to set down a benchmark for future planning and ongoing evaluation of social impact. Encouraging greater collaboration between stakeholders to develop common monitoring systems will assist in painting a truer picture of social value and longitudinal tracking of clients, whilst challenging, would yield important tangible outcomes data for the benefits of energy efficiency measures to occupant health and wellbeing.

It's all about people – treating a building alone will help, but it won't **fix fuel poverty**. This project has demonstrated the value of people working together and the value of **valuing what matters**.

Appendix B - Glossary of terms used in the SROI report

Attribution	An assessment of how much of the outcome was caused by the contribution of other organisations or people.
Cost allocation	The allocation of costs or expenditure to activities related to a given programme, product or business.
Deadweight	A measure of the amount of outcome that would have happened even if the activity had not taken place.
Discounting	The process by which future financial costs and benefits are recalculated to present-day values.
Discount rate	The interest rate used to discount future costs and benefits to a present value.
Displacement	An assessment of how much of the outcome has displaced other outcomes.
Distance travelled	The progress that a beneficiary makes towards an outcome (also called 'intermediate outcomes').
Drop-off	The deterioration of an outcome over time.
Duration	How long (usually in years) an outcome lasts after the intervention, such as length of time a participant remains in a new job.
Financial value	The financial surplus generated by an organisation in the course of its activities.
Financial model	A set of relationships between financial variables that allow the effect of changes to variables to be tested.
Impact	The difference between the outcome for participants, taking into account what would have happened anyway, the contribution of others and the length of time the outcomes last.
Impact Map	A table that captures how an activity makes a difference: that is, how it uses its resources to provide activities that then lead to particular outcomes for different stakeholders.
Income	An organisation's financial income from sales, donations, contracts or grants.

Inputs	The contributions made by each stakeholder that are necessary for the activity to happen.
Materiality	Information is material if its omission has the potential to affect the readers' or stakeholders' decisions.
Monetise	To assign a financial value to something.
Net present value	The value in today's currency of money that is expected in the future minus the investment required to generate the activity
Net social return ratio	Net present value of the impact divided by total investment.
Outcome	The changes resulting from an activity. The main types of change from the perspective of stakeholders are unintended (unexpected) and intended (expected), positive and negative change.
Outputs	A way of describing the activity in relation to each stakeholder's inputs in quantitative terms.
Outcome indicator	Well-defined measure of an outcome.
Payback period	Time in months or years for the value of the impact to exceed the investment.
Proxy	An approximation of value where an exact measure is impossible to obtain.
Scope	The activities, timescale, boundaries and type of SROI analysis.
Sensitivity analysis	Process by which the sensitivity of an SROI model to changes in different variables is assessed.
Social return ratio	Total present value of the impact divided by total investment.
Stakeholders	People, organisations or entities that experience change, whether positive or negative, as a result of the activity that is being analysed.