

Measuring the social impact of alternative child care and family strengthening social services



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AGENDA

Social impact assessment: the approach and methodology

Using the findings

Questions and Answers

Group work: Impact measurement - what challenges have you encountered?



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SOCIAL IMPACT ASSESSMENT: APPROACH AND METHODOLOGY



The main service portfolio of SOS Children's Villages

Prevention

Alternative child care

RANGE OF CARE SETTINGS

Parental care

Kinship care

Kinship foster care

Family-like care
(e.g. SOS family)

Small group homes

Emergency shelters



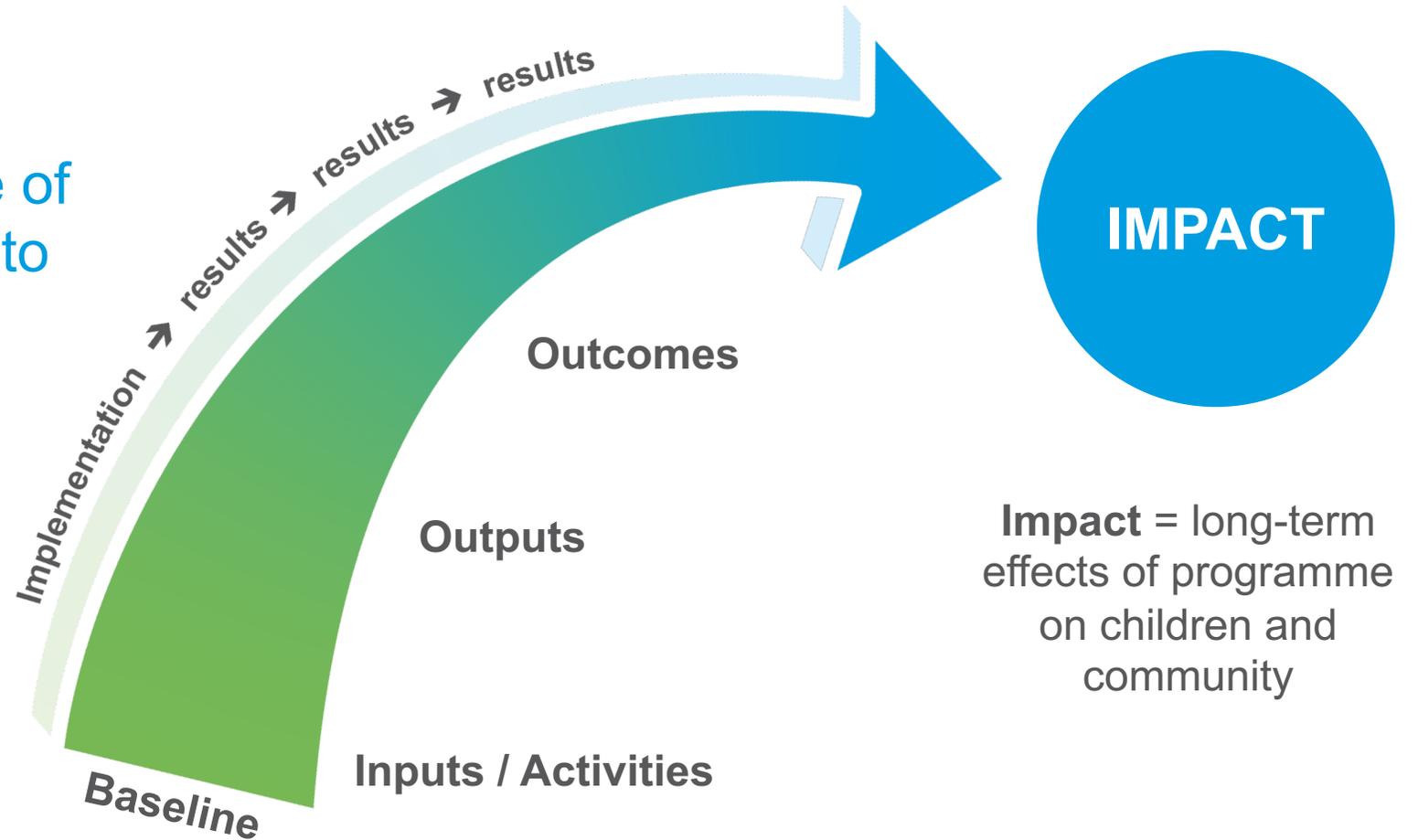
Social impact assessments so far conducted of family strengthening (covering parental and kinship care) and family-like care services



Our approach to social impact assessment

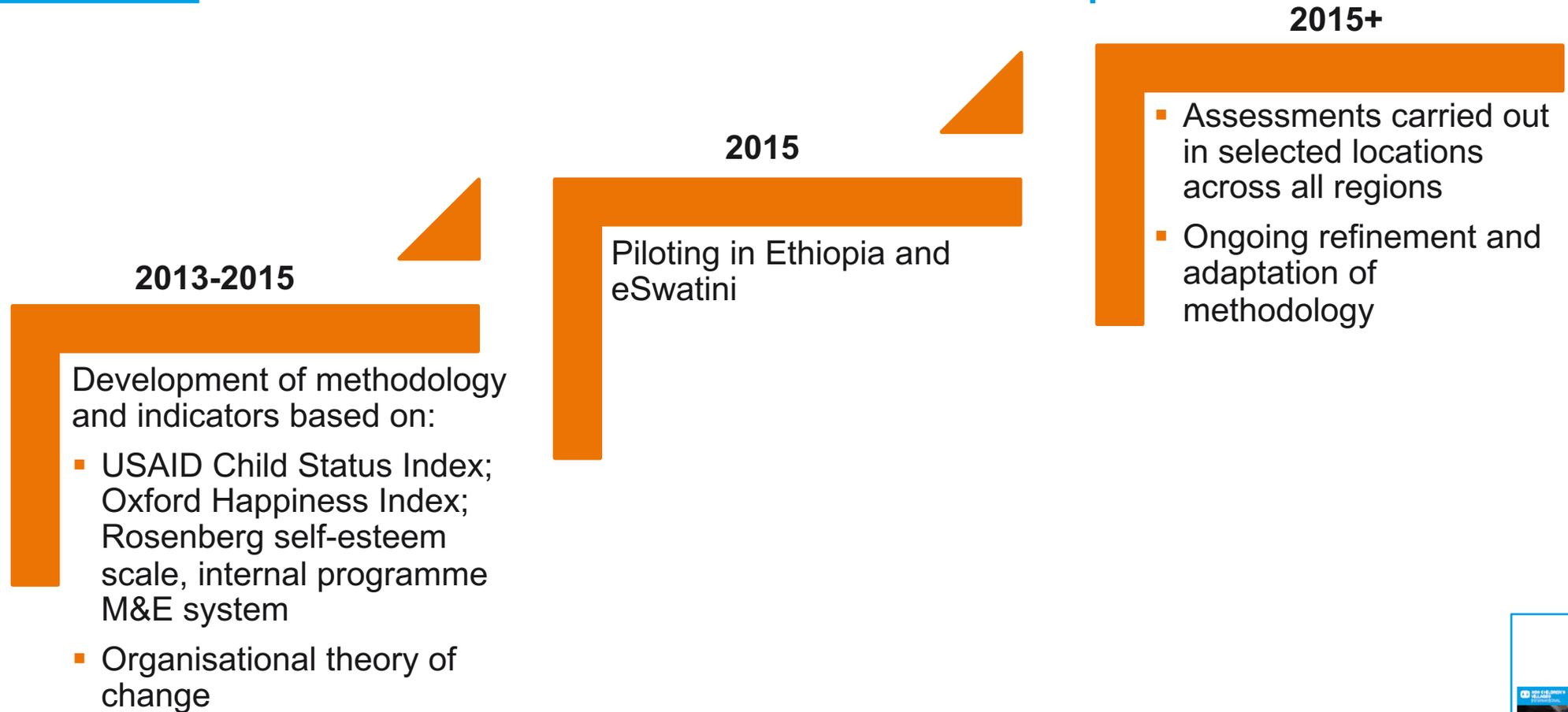
Why we do social impact assessment

To consistently, transparently and objectively bring evidence of our long-term results (impact) to inform strategy, policy, service improvement, advocacy and communication



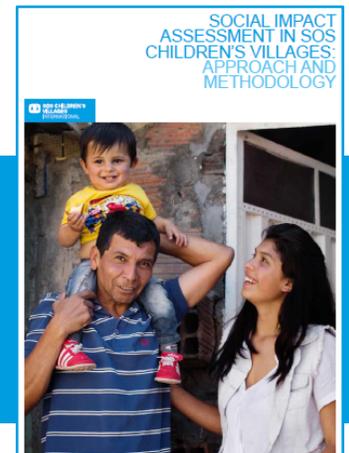


Social impact assessment: development of the methodology



Supporting materials on the social impact assessment approach and methodology:

- Social Impact Assessment in SOS Children's Villages: Approach and Methodology
- Research Guide, including indicators
- Toolkit and E-learning





Social impact assessment: key principles



**independent
and
impartial**



useful



systematic



fair



participatory



Social impact assessment: main elements

1 Individual impact



**Assessment of changes
in the life of individuals
who participated in our
services**

situation 1-6 years after
'exiting' the programme

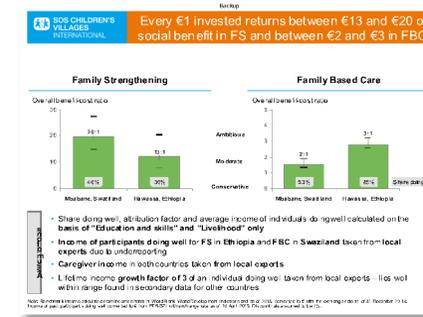
2 Community-level impact



**Assessment of change
in communities
we have worked with**

current situation
vs. initial situation

3 Social Return on Investment



**Financial value of
changes
(cost-benefit analysis)**

⇒ changes quantified
⇒ in monetary terms

Individual impact assessed along eight dimensions

1

Key dimensions of well-being

Score

	1	2	3	4
 Care	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Physical health	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Food security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Shelter	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Education and skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Livelihood (economic security)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Protection	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Social & emotional well-being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Grading

- each dimension is graded on a **4-point scale** against defined indicators
- standard questionnaires for former participants

Score of 1 to 2 indicates doing well

- 1: "Ideal living conditions"
- 2: "Minimum acceptable living conditions"

Comparison and benchmark

- Benchmark of SOS CV is to **achieve positive rating (1-2) in every dimension**
- Achievement of SOS CV is further put into perspective by comparison to **national/local averages**

Quantitative underpinned by Qualitative

- explore the 'how' and the 'why' of the ratings
- through interview questions & observations, and focus groups



Community-level impact similarly assessed along dimensions & indicators

2

Community-based support systems



Community awareness

Key stakeholders in the community are aware of the situation of our target group, and have a clear view on how their situation may be improved



Civic engagement

Individual and collective actions are taken to address the situation of the target group



Community networks

Network of relevant stakeholders is in place, which actively addresses the situation of the target group



Child safeguarding mechanisms

A formal system for child safeguarding (protection) is functioning in the community



Progress towards sustainability

Key implementation partners are able to run programme interventions, without direct involvement of SOS CV, and are able to secure sufficient resources to do so



Alternative care

Less children are placed in alternative care than before the SOS CV Programme became involved in that location



3

Social Return on Investment (SROI): Compares benefits to costs

Benefits



Income & benefits for the family

- Income of an individual over lifetime
- Increase in family strengthening caregiver income
- Next-generation benefits for children of past participants



Benefits for the community

- Direct impact of local expenditures
- Savings on alternative care
- Savings on social benefits
- Giving & volunteering of former participants

**Social Return
on investment (SROI)** =

=



- 1

Input costs

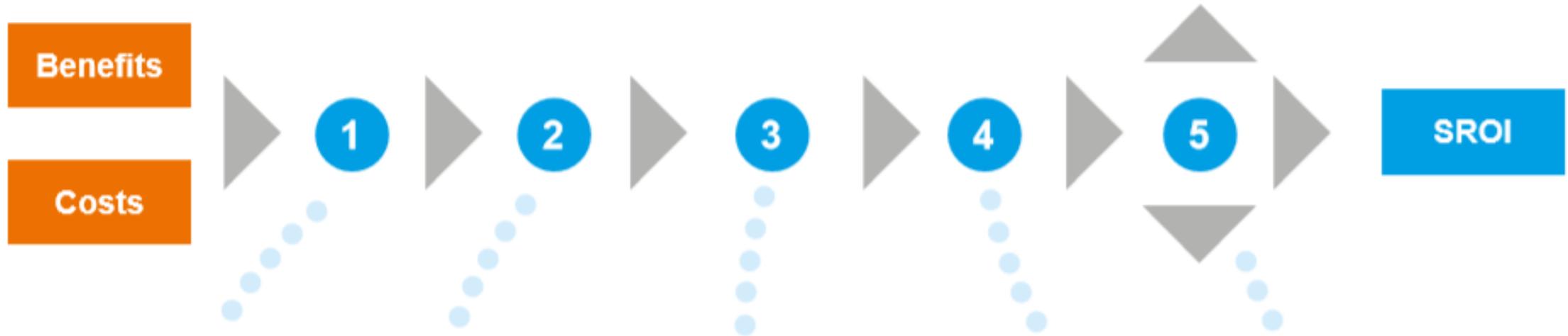


Costs per participant

- Costs per participant during the time they participated in the programme

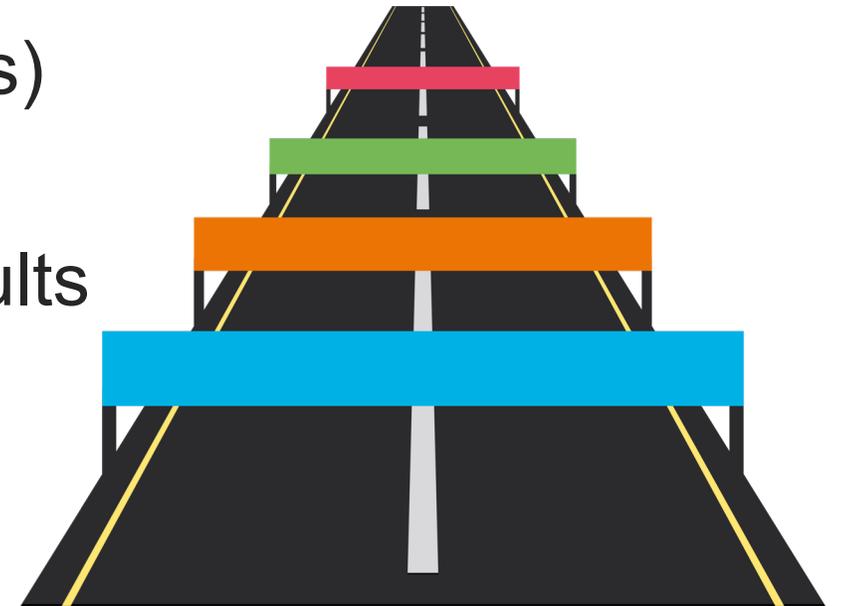


Social Return on Investment (SROI): key factors to ensure sensitivity of the results



Share "doing well" only	Discounting	Attribution factor (family strengthening only)	Benchmarking	3 scenarios
To predict future success, only past participants doing well in education and livelihood are counted towards benefits	Since costs lie mostly in the past and benefits lie mostly in the future, we use their present value to make them comparable	To obtain only the impact that can be attributed to the programme, we apply an attribution factor if other NGOs work in the same area	To obtain net impact , impact of former-participants of the programme is compared to a hypothetical benchmark group	To assess the results' sensitivity , the SROI model uses three pre-defined scenarios : conservative, moderate, ambitious

- The attribution factor
- Use of physical control group vs. virtual control group
- Reaching and finding former participants (data protection)
- Limited baseline data
- Limited benchmark data
- Measuring abstract indicators (e.g. happiness)
- SROI cannot quantify all benefits
- More focus needed on supporting use of results



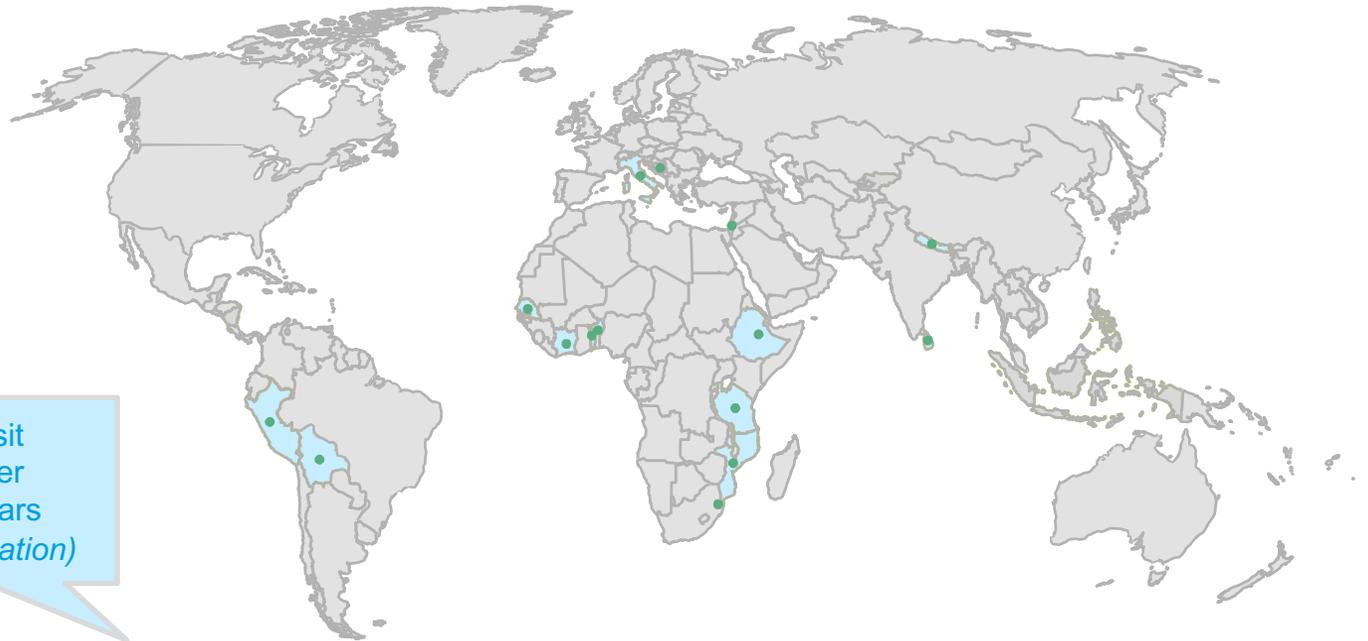


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USING THE FINDINGS



15 social impact assessments completed worldwide



Plan to re-visit countries after approx. 5 years (different location)

Criteria for selection

- Representation of different local contexts
- Readiness of programme staff to support the impact assessment
- Evaluability/ maturity of programs

2015
Ethiopia
eSwatini

2016
Nepal
Côte d'Ivoire
Senegal
Tanzania
Togo

2017
Bolivia
Bosnia & Herzegovina

2018
Mozambique
Peru

2019
Benin
Palestine
Italy
Sri Lanka

All locations provide:

- **family-like care** in SOS families
- **family strengthening** services to families at risk of separation



Regular global consolidation and use of results: The '70 Years of Impact' report

REPORT



Impact in the lives of individuals

- ~ 600 former participants from family strengthening interviewed
- ~ 490 former participants from family-like care interviewed
- ~ 2850 former participants from family-like care from previous impact studies (2002-2009)

Community level impact

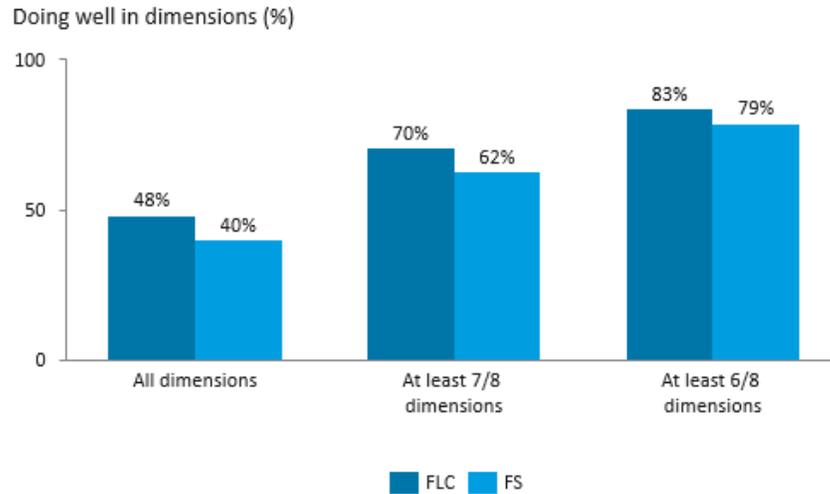
- analysis across 12 countries

Social return on investment

- analysis across 12 countries



1 Individual impact



Some results ...

2 Community-level impact

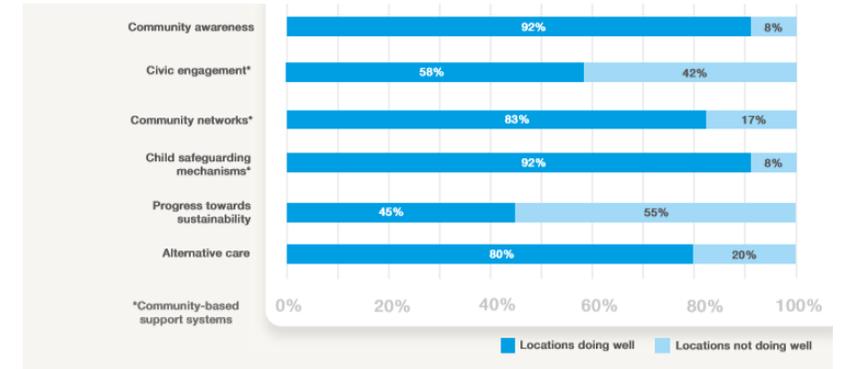


Figure 18: Average community scores across 12 SIA locations⁵¹

3 Social Return on Investment

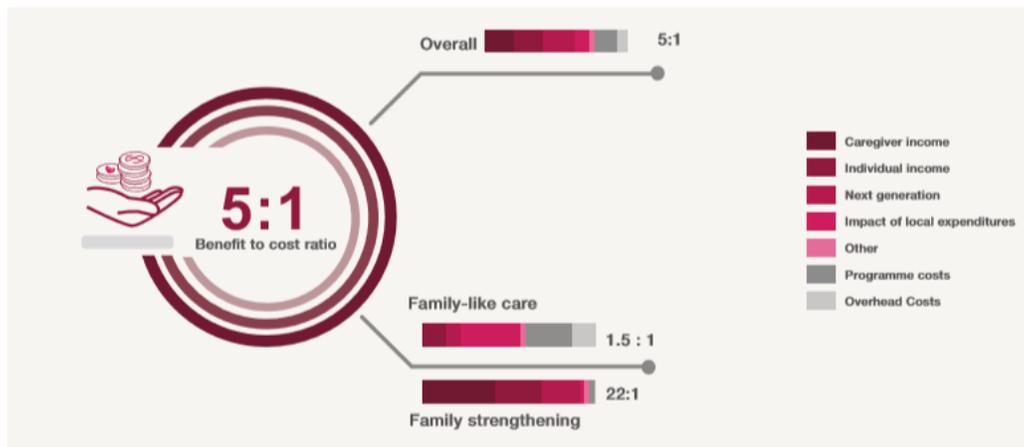


Figure 19: The social return on investment in 12 countries

"I have never been asked about my life experiences in so much detail before. In a way, I am feeling very rejuvenated to be part of this social impact assessment and sharing my life experiences. I will eagerly look forward to understand findings and conclusions of the assessment [...]"

Former participant, **Nepal**



Using the findings of social impact assessments:

Main recommendations from '70 Years of Care'

(in summary)

Family-like care

- Strengthen work with families of origin and reintegration
- Improve social integration of family-like care
- Support care professionals
- More tailored support towards independence
- Strengthen after care and follow-up

Family strengthening

- Focus on family strengthening (children and service)
- Strengthen partnerships (supporting services)
- Build strong community support systems
- Put in place adequate resources



Findings are being used for...

- ❖ **Strategy and policy development**
 - Validation and review of global strategy
 - Inform and improve policy
- ❖ **Research agenda**
 - Emerging research questions
- ❖ **Service improvement**
 - Measures taken to improve services across countries
- ❖ **Advocacy and external communication**



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QUESTIONS?



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GROUP WORK AND DISCUSSION



What challenges and limitations have you encountered when evaluating results?



What are your experiences in overcoming these challenges and limitations?



What are your experiences or ideas for how to use the findings of assessments/evaluations, in terms of improving programme practice?



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Want to know more?

@

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Publications and related materials:

<https://www.sos-childrensvillages.org/who-we-are/impact>

