



SOCIAL OUTCOMES MATRIX

TABLE OF OUTCOMES & MEASURES

OUTCOME AREA 2 OF 9



HOUSING AND LOCAL FACILITIES



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Outcomes Matrix Guidance

Introduction

The outcomes matrix represents a map of need in the UK. It has been designed from a beneficiary perspective and includes nine outcome areas which reflect what a person needs to have a full and happy life. Each outcome area has a set of related measures to assess social impact at the individual level and for community, sector and society.

The outcomes matrix and measures are a tool to help social investment financial intermediaries (SIFI's) and social sector organizations to plan, measure and learn about their social impact. It aims to develop common ground and language regarding social investment and impact assessment in the social sector.

The outcomes and measures are not intended to be prescriptive or exhaustive but should provide a helpful starting point for organisations to measure their social impact.

We assess all proposals for investment to Big Society Capital against the criteria outlined in our [Social Impact Tests and Thresholds](#) .

If your organisation already has its own set of outcomes and measures then we want to see how they align with the outcomes included in the Big Society Capital matrix. You will not need to change the way you measure your social impact.

How to use the matrix

Step one: select your outcomes

Outcomes are statements of change that you are trying to achieve. Read through the outcomes matrix and select the main outcomes that reflect the social change that your organisation is trying to achieve. It is likely that the work of your organisation will cover several outcomes areas so it is important to select all of the relevant ones from the matrix. You may also want to consider if there any other additional outcomes that you want to add that are not covered in the matrix.

Step two: select your measures

The measures are sources of data which will help you to gather evidence to demonstrate your social impact. Select all the relevant measures that relate to the outcome areas which you have shortlisted from step one.

You will need to consider how you will gather data for each measure. To do this, each measure needs to be written as an indicator which includes information about what you will measure and how you will measure it.

To turn a measure into an indicator you need to select an appropriate prefix for it such as number of', 'amount of', 'extent of', 'percent of', 'satisfaction with', 'quality if' and so on. For example, for the measure 'is in education', you might add the prefix 'number of' so that the indicator becomes 'number of people in education'.

Step three: collect the data

Once you have agreed on the relevant outcomes, measures and indicators you will need to consider how you will collect the data to measure your social impact. It is up to your organisation to decide on the most appropriate method for collecting data that meets your individual requirements. A list of useful tools and resources to support you with collecting social impact data is included [here](#).

Outcomes Matrix Table

<u>OUTCOMES</u>	<u>INDIVIDUALS</u>	<u>COMMUNITY, SECTOR & SOCIETY</u>
<i>Employment, training and education</i>	<i>The person is in suitable employment, education, training or caring work</i>	<i>Jobs, education and training opportunities are available for everyone</i>
<i>Housing and local facilities</i>	<i>The person has a suitable and secure place to live, affordable utilities and access to local facilities and transport</i>	<i>Investment and availability of different forms of tenure ensure that all housing needs can be met now and in the future</i>
<i>Income and financial inclusion</i>	<i>The person has sufficient income to meet their essential needs and access to suitable financial products and services</i>	<i>Everyone reaches an optimum level of income for health and well-being, and income differentials support social cohesion</i>
<i>Physical health</i>	<i>The person looks after their health as well as possible. The person recovers as quickly as possible, or if recovery is not possible, their health and quality of life are maximised</i>	<i>Good general physical health across the population</i>
<i>Mental health and well-being</i>	<i>The person has a sense of well-being. Those who experience mental illness recover where possible and lead a positive and fulfilling life even if symptoms remain</i>	<i>Good mental well-being and life satisfaction across the population</i>
<i>Family, friends and relationships</i>	<i>The person has apposite social network that provides love, belonging and emotional practical support</i>	<i>A society that supports and encourages families and/or good personal relationships</i>
<i>Citizenship and community</i>	<i>The person lives in confidence and safety, and free from crime and disorder. The person acts as a responsible and active citizen and feels part of a community</i>	<i>Stronger, active, more engaged communities</i>
<i>Arts, heritage, sport and faith</i>	<i>The person finds meaning, enjoyment, self-expression and affiliation through informed participation in the arts, sport and/or faith</i>	<i>A thriving cultural landscape with high levels of participation and engagement</i>
<i>Conservation of the natural environment</i>	<i>The person has an appreciation of the natural environment and plays their part in protecting it, including reducing their carbon footprint</i>	<i>The natural environment is protected for the benefit of people, plants and animals and habitats, today and in the future</i>



Individuals

OUTCOMES	MEASURES
Has a secure and suitable place to live in fit condition	<p>Has secure accommodation</p> <ul style="list-style-type: none"> - <i>Has moved from temporary accommodation to stable accommodation</i> - <i>Has a stable contract for accommodation (e.g. for a minimum of 6 months)</i> <p>Has suitable accommodation in a fit condition</p> <ul style="list-style-type: none"> - <i>Has accommodation of an adequate size based on statutory requirements</i> - <i>Has a home in a good state of repair (see statutory obligations e.g. Housing Health and Safety Rating System)</i> - <i>Has accommodation equipped with all necessary furniture, fittings and equipment</i> - <i>Has accommodation which receives all necessary services and affordable utilities</i> - <i>Has appropriate support if a special condition requires it</i> - <i>Is satisfied with housing</i> <p>Improved feeling of safety and security at home</p> <ul style="list-style-type: none"> - <i>Feels safer and more secure in their home</i> - <i>Number of accidents in the home</i>
Has the skills needed to manage and keep a place to live	<p>Can maintain cleanliness and upkeep of home</p> <ul style="list-style-type: none"> - <i>Has developed cooking and cleaning skills</i> - <i>Has developed home maintenance skills</i> <p>Is timely in paying rent</p> <ul style="list-style-type: none"> - <i>Is able to maintain their tenancy without falling into default</i> - <i>Is not evicted for failure to pay rent</i> - <i>Has the necessary financial management skills to cope with rent payments and is not overburdened by debt (see also under the outcome area "Income and financial inclusion")</i> <p>Has positive relationships with neighbours</p> <ul style="list-style-type: none"> - <i>Reports having positive feelings toward neighbours</i> - <i>Reports talking to their neighbours on a regular basis (e.g. in the last month)</i> - <i>Reports helping or doing something for a neighbour, or asking a neighbour for help or a favour (e.g. in the last 6 months)</i> - <i>Number of complaints/disputes/issues relating to problems with neighbours</i>
Is motivated and able to live as independently as possible, and has the on-going support to maintain that if necessary	<p>Improved feelings of confidence and motivation to live as independently as possible</p> <ul style="list-style-type: none"> - <i>Moves to more independent living circumstances</i> - <i>Expresses a desire to live in a stable and independent home</i> <p>Has a choice of who to live with and where</p> <ul style="list-style-type: none"> - <i>Has appropriate and realistic choice of who to live with and where in relation to e.g. community, school, family, safety issues</i> - <i>Has appropriate and realistic choice regarding tenure</i> <p>Has new or renewed access to housing benefit</p> <ul style="list-style-type: none"> - <i>Is receiving the housing benefits to which they are entitled and in a timely manner</i> - <i>Has access to housing benefits as a safety net if needed</i>
Has access to local shops, transport, facilities and recreation	<p>Improved access to shops selling affordable necessary products and services</p> <p>Improved access to good and affordable public transport</p> <p>Improved access to culture, sport and recreation (See also under the outcome area "Arts, heritage, sport and faith")</p>

See the next page for more outcomes and measures





OUTCOMES	MEASURES
<p>Provision of adequate, affordable accommodation</p>	<p>Improved supply of quality affordable housing and accommodation</p> <ul style="list-style-type: none"> - <i>Percentage of people in high quality, secure affordable housing or rented accommodation</i> - <i>Availability of mixed housing tenure;</i> <ul style="list-style-type: none"> o <i>Home-ownership: homes owned outright and mortgaged</i> o <i>Renting: social rented housing and private rented housing</i> - <i>Number of affordable homes built</i> - <i>Level and affordability of local property values</i> - <i>Waiting lists for social housing</i> - <i>Availability of affordable home improvement services</i> - <i>Waiting lists for housing for people with specialist needs</i> - <i>Number of homes meeting the Decent Homes Standard</i> <p>Existence of support networks and pathways to long-term stable housing</p> <ul style="list-style-type: none"> - <i>Number of housing support networks</i> - <i>Percentage of people with a need who are able to move into temporary accommodation</i> - <i>Percentage of applicants recognized by the local authority as statutory homeless</i> - <i>Average time taken to move from temporary to permanent accommodation</i> - <i>Availability of second stage housing</i> <p>Fair tenant management</p> <ul style="list-style-type: none"> - <i>Number of legal proceedings against landlords</i> - <i>Number of complaints against landlords</i> - <i>Availability of fair rent</i>
<p>Sufficient accessible and affordable transport, utilities and local facilities</p>	<p>Improved availability of good, accessible and affordable public transport</p> <ul style="list-style-type: none"> - <i>Percentage of population with access to affordable local public transport covering work and domestic needs</i> - <i>Usage of public transport</i> - <i>Levels of reported satisfaction with public transport</i> <p>Improved availability of affordable utilities</p> <ul style="list-style-type: none"> - <i>Availability of affordable utilities with appropriate geographical coverage</i> - <i>Percentage of personal income spent on utilities</i> - <i>Percentage of people living in fuel poverty</i> <p>Improved quality of local environments, including necessary services, public parks and space</p> <ul style="list-style-type: none"> - <i>Percentage of people able to access local shops and services</i> - <i>Percentage of people able to access local public parks and green space</i> - <i>Levels of reported satisfaction with local environments</i> <p>Improved emergency services</p> <ul style="list-style-type: none"> - <i>Response times for emergency services</i>
<p>Strong public awareness and participation in matters relating to housing, and good sectoral understanding of how to address them</p>	<p>Improved public awareness and engagement</p> <ul style="list-style-type: none"> - <i>General availability of information</i> - <i>Percentage of population who feel well informed when making housing decisions (e.g. regarding financing options, improvement options, legal options)</i> - <i>Percentage of population who feel well informed of their rights as tenants, landowners and homeless people</i> - <i>Level of media exposure (e.g. number of articles published on the subject in mainstream media; exposure on TV, radio; internet traffic)</i> - <i>Level of public awareness about the causes and consequences of the problem</i> - <i>Public events, rallying and campaigning</i> - <i>Public donations to related charities</i> - <i>Public volunteering on projects and initiatives related to housing and local facilities</i> - <i>Change in public perception and improvements to any underlying prejudice or stigma</i> <p>Improved stakeholder participation with decision making and with issues</p>

OUTCOMES	MEASURES
	<ul style="list-style-type: none"> - <i>Institutional and organizational engagement with stakeholders</i> - <i>Levels of stakeholder choice in relation to their housing and local facilities</i> - <i>Levels of stakeholder choice of services and service providers</i> - <i>Levels of stakeholder involvement in the provision of housing-related services</i> <p>Improved sectoral understanding as to how to address homelessness, and improve housing and local facilities</p> <ul style="list-style-type: none"> - <i>Research and evidence relating to the problem and interventions (e.g. studies conducted, papers published)</i> - <i>Innovation of new ideas, technologies and approaches</i> - <i>Uptake of new ideas by other organizations or government</i> - <i>Retirement of previous methods shown by research to be ineffective</i> - <i>Funding for research</i> - <i>Support for the sector through quality umbrella bodies</i>
<p>Public and corporate policy and expenditure that supports good quality housing and local facilities</p>	<p>Improvements in policy and legislation</p> <ul style="list-style-type: none"> - <i>Change in policy and legislation to improve housing and local facilities</i> - <i>Changes to regulation</i> - <i>Level of relevant parliamentary activity (e.g. white papers published, committees formed, consultations or reviews conducted, citations made)</i> <p>Improved investment, expenditure and procurement</p> <ul style="list-style-type: none"> - <i>Government investment in housing and local facilities</i> - <i>Government expenditure/funding for programmes</i> - <i>Government support for housing benefits (both as an emergency safety net and ongoing where needed)</i> - <i>Use of procurement practices and public sector contracts designed to improve social outcomes (e.g. contracts that enable social enterprises and smaller SMEs to bid, outcomes-aligned contracts)</i> - <i>Corporate investment and expenditure (giving) on improving housing and local facilities with a social purpose</i>