



SOCIAL OUTCOMES MATRIX

TABLE OF OUTCOMES & MEASURES

OUTCOME AREA 5 OF 9



MENTAL HEALTH AND WELL-BEING



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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
<p>Has confidence, emotional balance and is resilient in the face of difficulties</p>	<p>Improved confidence and self-esteem</p> <ul style="list-style-type: none"> - <i>Has increased feelings of self-worth and self-esteem</i> - <i>Has improved confidence in their own capabilities</i> - <i>Feels that their life is valued and respected</i> <p>Improved emotional balance</p> <ul style="list-style-type: none"> - <i>Frequency of positive emotions (happiness, feeling peaceful)</i> - <i>Absence of excessive or overwhelming negative emotions (sadness, anger, anxiety)</i> - <i>Absence of feelings of excessive boredom</i> <p>Improved resilience</p> <ul style="list-style-type: none"> - <i>Has developed improved resilience, grit and determination (including the persistence to succeed)</i> - <i>Has developed the capacity to cope with difficulties and stress</i> - <i>Has reduced stress</i> <p>Increased autonomy and control</p> <ul style="list-style-type: none"> - <i>Has a sense of control over their destiny</i> - <i>Is confident in their ability to make decisions</i> - <i>Has a sense of control over their own mental health and emotional well-being</i>
<p>Has a sense of purpose, engages in meaningful and fulfilling activity, and has aspirations for the future</p>	<p>Experiences overall satisfaction with life</p> <ul style="list-style-type: none"> - <i>Reports improved life satisfaction</i> - <i>Feels happy on a day-to-day basis</i> - <i>Feels they have a sense of purpose</i> - <i>Own assessment of quality of life</i> <p>Is engaged in meaningful activities (See also under the outcomes areas “Employment, Training and Education” and “Arts, Heritage Sport & Faith”)</p> <ul style="list-style-type: none"> - <i>Is in work (including employment, training and voluntary work) which they find personally satisfying</i> - <i>Finds satisfaction in leisure activities</i> - <i>Is developing curiosity and passion</i> - <i>Has a feeling of accomplishment</i> <p>Increased drive and enthusiasm</p> <ul style="list-style-type: none"> - <i>Has increased feelings of energy, vitality</i> - <i>Has decreased feelings of tiredness, and being worn-out</i> <p>Increased aspirations and feelings about the future</p> <ul style="list-style-type: none"> - <i>Has life goals</i> - <i>Reports feeling positive about the future</i> - <i>Has increased ambition</i>
<p>Enjoys good support in relation to any mental health problems</p>	<p>Is able to manage mental health problems</p> <ul style="list-style-type: none"> - <i>Experiences a reduction in mental health problems</i> - <i>Is able to sustain a good level of mental health</i> - <i>Is able to manage their condition</i> <p>Improved access to and increased use of support services</p> <ul style="list-style-type: none"> - <i>Has access to quality services</i> <ul style="list-style-type: none"> o <i>Has access to a mentor or counselling</i> o <i>Has access to emotional support services (e.g. anger management)</i> o <i>Knows where to go for support when a crisis or a mental breakdown occurs</i> - <i>Is receiving advice, support and treatment as appropriate</i> - <i>Has received a mental health diagnosis (as appropriate)</i> - <i>Has choice and control regarding the services and support they receive</i> - <i>Has family members who understand their condition and are able to make informed decisions for them to be able to live a fulfilled life</i>

OUTCOMES	MEASURES
	<ul style="list-style-type: none"> - <i>Experiences improved mental health as a result of support provided</i> <p>Reduced need for care and support services</p> <ul style="list-style-type: none"> - <i>Number of admissions to care due to mental health problems</i> - <i>Reduction in time spent in care due to mental health problems</i> - <i>Reduction in levels of dependency on support services in relation to earlier diagnosis</i> <p>Increased level of independence</p> <ul style="list-style-type: none"> - <i>Is able to self-manage during a crisis or a mental breakdown</i> - <i>Has self-managed and sustained their mental well-being successfully for (x) months</i> - <i>Has increased autonomy and control over their own care</i> - <i>Has developed the skills to enable independent living</i> - <i>Understands their condition</i> -
Has a positive experience of care and a good understanding of own mental health and emotional well-being	<p>Has a positive experience of mental health care support and services</p> <ul style="list-style-type: none"> - <i>Reports a positive experience of mental health care and support services (including e.g. feelings of satisfaction, confidence, safety)</i> - <i>Reports good levels of responsiveness to needs</i> - <i>Reports that they feel supported to improve their quality of life in relation to their mental health</i> - <i>Is able to manage their own support as much as they wish, so that are in control of what, how and when support is delivered to match their needs</i> - <i>Family members, friends and carers report they have been included or consulted in discussions about the person they care for, and in planning and influencing service design</i> - <i>Family members, friends and carers report overall satisfaction with mental health services</i> - <i>Has safe access to mental health services and support with their carers or family</i> - <i>Reports a positive experience of integrated care</i> <p>Feels more informed about own mental health and emotional well-being</p> <ul style="list-style-type: none"> - <i>Has access to and uses mental health-related information</i> - <i>Finds it easy to find the necessary information concerning their care and support</i> - <i>Reports feeling well-informed about matters relating to their mental health and emotional well-being</i>

See the next page for more outcomes and measures





OUTCOMES	MEASURES
<p>Good mental health and well-being</p>	<p>Improved mental health</p> <ul style="list-style-type: none"> - <i>National/local levels of anxiety/depression</i> - <i>Proportion of people with diagnosed mental health problems</i> - <i>Rate of suicide</i> <p>Improved emotional well-being</p> <ul style="list-style-type: none"> - <i>National/local levels of emotional well-being</i> <p>Improved mental health equality</p> <ul style="list-style-type: none"> - <i>Equality throughout the population in good mental health</i> - <i>Improved equality of life expectancy for people with mental health problems</i>
<p>Equal access to good quality mental health services</p>	<p>Equal access to mental health services</p> <ul style="list-style-type: none"> - <i>Availability and use of mental health services</i> - <i>Number and geographical coverage of public mental health centres</i> - <i>Proportion of people who are offered rehabilitation services after discharge from care</i> <p>Improved quality of mental health services</p> <ul style="list-style-type: none"> - <i>Proportion of people who recover from mental health problems following use of services</i> - <i>Proportion of people who experience improved mental health following use of services</i> - <i>Waiting times for mental health emergencies</i> - <i>Excess under 75 mortality rate in adults with a serious mental illness</i> - <i>Excess under 60 mortality rate in adults with a learning disability</i> - <i>Potential Years of Life Lost (PYLL) from causes considered amenable to mental health care</i> <p>Improved availability of preventative support and programmes</p> <ul style="list-style-type: none"> - <i>Number and geographical coverage of community based programmes</i> - <i>Rates of mental health incidents and admissions into hospitals, regional secure units or secure hospitals</i>
<p>Strong public awareness and participation in matters relating to mental health and well-being, and good sectoral understanding of how to optimise it</p>	<p>Improved public awareness and engagement</p> <ul style="list-style-type: none"> - <i>General availability of information</i> - <i>Number of campaigns running to inform public about mental health problems</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 mental health and well-being problems</i> - <i>Public events, rallying and campaigning</i> - <i>Public donations to related charities</i> - <i>Public volunteering on projects and initiatives related to mental health and general emotional well-being</i> - <i>Change in public perception</i> <p>Reduction in stigma and discrimination associated with mental health</p> <ul style="list-style-type: none"> - <i>Number of anti-discrimination trainings given in workplaces and educational institutions</i> - <i>Reported bullying relating to mental health problems</i> - <i>Reported social exclusion relating to mental health problems</i> <p>Improved participation, choice and voice for people with mental health problems</p> <ul style="list-style-type: none"> - <i>Improved choice of mental health service and service providers</i> - <i>Improved ability for people with mental health problems to make informed choices about how they live and recover</i> - <i>Number of people using mental health services who report feeling listened to and able to manage their own support as much as they wish</i> - <i>Number of people using mental health services who are participating in their service design or delivery</i> - <i>Number of family members, friends and carers who report that they have been included</i>

OUTCOMES	MEASURES
	<p><i>or consulted in discussions about the person they care for, and in planning and influencing service design</i></p> <p>Improved sectoral understanding as to how best to optimise mental health and well-being</p> <ul style="list-style-type: none"> - <i>Research and evidence relating to the problem and interventions (e.g. clinical trials, studies into therapies, treatments and cures, papers published)</i> - <i>Innovation of new ideas, technologies and approaches</i> - <i>Uptake of new ideas by other mental health care providers 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>
Public and corporate policy and expenditure that supports good mental health and wellbeing	<p>Improvements in policy and legislation</p> <ul style="list-style-type: none"> - <i>Changes in policy and legislation that support improvements in public mental health and well-being</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 mental health and well-being</i> - <i>Government expenditure/funding for programmes</i> - <i>Procurement practices and public sector contracts that are 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 mental health and well-being</i>