


**NACRO: Theory of  
Change and Social  
Impact Framework**

**UN**

**University of  
Northampton**

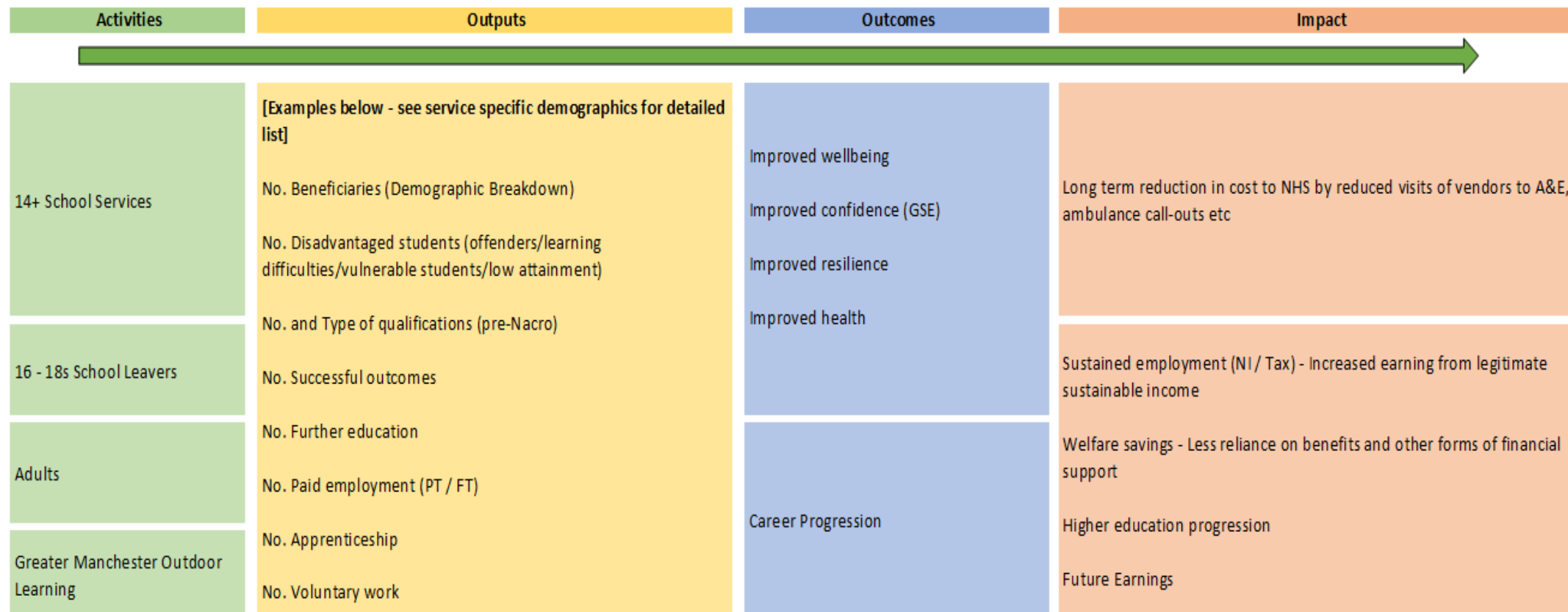


A Theory of Change is a comprehensive roadmap that outlines “how and why a desired change is expected to happen in a particular context” (Centre for Theory of Change, 2019:1). The benefits (Centre for Theory of Change, 2019) are:

- A clear and testable hypothesis about how the change will occur that not only allows you to be accountable for results, but also makes your results more credible because they were predicted to occur in a certain way.
- A visual representation of the change you want to see in your community and how you expect it to come about.
- A blueprint for evaluation with measurable indicators of success identified.
- An agreement among stakeholders about what defines success and what it takes to get there.
- A powerful communication tool to capture the complexity of your initiative.



Education





# Housing and Wellbeing

Activities	Outputs	Outcomes	Impact
Homeless (Young People and Adults)	<p>[Examples below - see service specific demographics for detailed list]</p> <p>No. Beneficiaries (Demographic Breakdown)</p> <p>No. Successful outcomes</p> <p>No. with Action Plans</p> <p>No. receiving housing related support (rent, bills, furniture etc.)</p> <p>No. substance misuse</p> <p>No. evictions</p> <p>No. secure housing</p>	<p>Sustained accommodation</p> <p>Increase wellbeing</p> <p>Increased confidence (GSE)</p> <p>Increase positive relationships</p>	<p>Improved health and wellbeing - Supported to achieve personal goals contributing to wellbeing and confidence</p> <p>Sustained employment (NI/ Tax) - Increased earning from legitimate sustainable income</p> <p>Welfare savings</p> <p>Reduced poverty gap</p> <p>Improvements in perception (reduced stigma)</p> <p>Inspiring communities</p>
Care Leavers	<p>% property occupancy</p> <p>No. move on success</p>	<p>Reduced loneliness</p> <p>Employment</p>	<p>Reduced incidence homelessness (street homelessness, sofa surfing)</p> <p>Health savings to NHS through physical/mental health impacts of homelessness</p>
Service users with mental health problems	<p>No. employment (PT/FT/Casual) [prior to support]</p> <p>No. education / apprenticeships / training [prior to support]</p> <p>No. securing employment / education / training opportunities</p>		<p>Reduction in Hospital Inpatient Admissions related to homelessness</p> <p>Reduction in offending / re-offending (social savings)</p>
Prison (Community transition services) / HDCs / BAS	<p>No. involved in CJS</p> <p>No. offending / re-offending</p>		<p>Reduction in victimisation</p> <p>Safer communities</p>
Debt Relief	<p>No. receiving support</p> <p>No. with Action Plans</p> <p>% debt wiped / frozen</p> <p>No. bank accounts opened</p>	<p>Addressing debt</p> <p>Knowledge of money management</p> <p>Debt reduction</p>	<p>Reduced number of service users living with long term debt</p> <p>Reduced number of service users falling into debt in the future</p> <p>Improvement in living standards due to no longer needing to service debt payments</p> <p>Improved financial sustainability through reductions in debt repayments/interest</p>

The image features a white background with several abstract geometric elements. A large teal circle is positioned in the upper left. A blue circle is in the upper right. A large teal semi-circle occupies the bottom right portion of the frame. A blue square outline is on the left side. A blue line forms a partial triangle at the top. Green dashed lines are scattered in the lower left. The text 'Justice and Health' is centered within the teal semi-circle.


# Justice and Health

Activities	Outputs	Outcomes	Impact
Signposting to health services	No. referred to health services	Addressing physical and mental health conditions	Long term reduction in cost to NHS by reduced visits to A&E, ambulance call-outs, inpatient admissions etc
Liaison & Diversion Service	<p>[Examples below - see service specific demographics for detailed list]</p> <p>No. Beneficiaries (Demographic Breakdown)</p> <p>No. Referral Type (Police / Magistrate Court / Crown Court / Voluntary attendance)</p>		
Substance Misuse Services	<p>No. advocacy support re. accommodation/finances</p> <p>No. Secure accommodation sustained</p> <p>No. Receipt of welfare entitlement</p>		<p>Improved health and wellbeing - Supported to achieve personal goals contributing to wellbeing and confidence</p> <p>Social mobility</p>
Prison Groupwork / Prison Resettlement	<p>No. Registered with health services</p> <p>No. Abstinence from substances</p> <p>No. Re-admission to psychiatric hospital</p> <p>No. Reduction recidivism</p>	<p>Improved wellbeing</p> <p>Improved Life Satisfaction</p> <p>Improved confidence (GSE)</p> <p>Improved resilience</p>	<p>Sustained employment (NI / Tax) - Increased earning from legitimate sustainable income</p> <p>Welfare savings - Less reliance on benefits and other forms of financial support</p> <p>Reductions in health costs</p> <p>Improvements in perception (reduced stigma)</p>
Accommodation / TR	<p>No. Appointments Offered / Attended</p> <p>No. Successful Outcomes / NFA</p> <p>No. Group work hours</p> <p>No. Individual work hours</p>	<p>Improved health</p> <p>Positive Destinations</p> <p>Secure Accommodation</p>	<p>Reduced poverty gap</p> <p>Inspiring communities</p> <p>Safer communities</p> <p>Reduced recidivism</p>
Criminal Record Support	<p>No. Enquiries (DBS/Basic Checks/ROA/What to Disclose/Housing)</p> <p>No. provided with advocacy and representation</p> <p>No. Training sessions (Safer Recruitment/Disclosures)</p> <p>No. Awarded compensation</p> <p>No. Legal briefings offered</p>		<p>Reduced incidence homelessness (street homelessness, sofa surfing)</p>

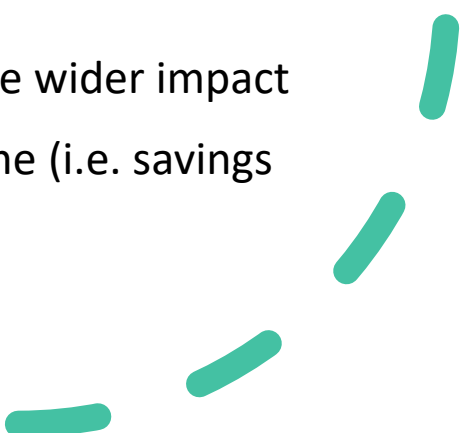




# Social Impact Measurement



The Social Impact Matrix© developed by the University of Northampton fills this gap by providing a holistic Social Impact measurement approach that can be used to develop a bespoke measurement framework. This framework defined:

- *Output* as the direct and easily identifiable outputs of a programme (i.e. the number of people supported).
  - *Outcome* are the longer-term benefits that represent positive changes to participants' states of mind that will enhance their lives and psychological well-being in the long run (i.e. improved wellbeing, greater self-efficacy).
  - *Impact* as an even longer-term benefit relating to the wider impact on society resulting from the intervention programme (i.e. savings through reducing/preventing reoffending).
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Impact Sector	Output			Outcome		Category	Data Input
	Category	Sub-category (where applicable)	Data Input	Category	Data Input		
Health	Physical health	GP visits	NT1	Locus of control	Multi-dimensional Health LoC Scale (Wallston, Wallston, & DeVellis 1978)	GP	[(GP visits T1 - GP visits T2) x £30] = GP NHS savings (GPNHSx) (£)
			NT1				
		BMI	BMIT1				
	BMIT2						
	Mental health	Resting pulse	BPM T1	Depression	Goldberg's depression test	Hospital Visits (A&E)	(Reduction in N.O. Hospital Visits x £108) = LF Hospital Savings (LFHSx)
			BPM T2				
			GP visits				
	NT2						
	Professional visits	NT1	Well-being	Warwick/Edinburgh well-being scale	Mental Health	[(MH App T1 - MH App T2) x £192] = MH savings (MHNHSx) (£)	
		NT2					
		Daily problems					NT1
	Substance Misuse	GP Visits (Alcohol)	NT1	Recovery	Drug and Alcohol Outcome Star (Triangle Consulting Social Enterprise Limited)	Drug and Alcohol misuse	Alcohol Services (Admitted) [(AS App T1 - AS App T2) x £510] = AS savings (ASNHSx) (£)
			NT2				
		Hospital Visits (Alcohol)	NT1				
			NT2				
		GP Visits (Substance Misuse)	NT1				
NT2							
Hospital Visits (Substance Misuse)		NT1					
	NT2						
Hospital Admissions	NT1	Hospital Admissions	Drug Services (Admitted) [(DS App T1 - DS App T2) x £499] = DS savings (DSNHSx) (£)				
	NT2						
Hospital Admissions	NT1	Hospital Admissions	[(N.O. People Supported out of Homelessness x .64) x £986] = Hospital Admissions Savings HASx (£)				
	NT2						

Impact Sector	Output		Outcome		Impact	
	Category	Sub-category (where applicable)	Category	Data Input	Sub-category (where applicable)	Data Input
<i>Housing</i>	Individual	Homeless Young People	Life Satisfaction	Satisfaction with life scale (Diener 1985)	Homelessness	(N.O. x £2,909 [average annual cost of homelessness (JSA 2020)])
		Homeless Adults				
		Care Leavers				
		Mental Health	Wellbeing	Warwick/Edinburgh well-being scale or ONS-4		
		Prison - Community				
Vulnerable Adults						
<i>Well-being</i>	Individual	N.O. beneficiaries reporting increased well-being	Well-being	Warwick/Edinburgh well-being scale or ONS-4	Bridging Social Capital	Combined results of bonding social capital data
	Family	Carers reporting increased well-being		Bridging social capital scale (Williams 2006)	Wellbeing	Willingness to pay SV proxy

Thank you  
for listening

Any questions?

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