



# SOCIAL IMPACT EVALUATION REPORT

Just Straight Talk

October 2012-October 2022

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## 1 INTRODUCTION

- 1.1 Just Straight Talk (JST) is a Community Interest Company that supports people living in Dudley and Sandwell, many of whom are unemployed and economically inactive, facing severe and multiple disadvantages. JST provide practical help, support, reassurance and the motivation needed to address and overcome barriers, helping people to turn their lives around and achieve their life goals.
- 1.2 JST celebrate their 10-year anniversary during 2022, they have commissioned ARK Consultancy (ARK) to measure the social return on investment (SROI) and social impact delivered across a range of programmes, activities, and interventions.
- 1.3 During the past 10 years, JST has worked with thousands of individuals living in local communities, across a wide range of support programmes. Due to the complexity of support provided it has been challenging for JST to evidence the full impact experienced by an individual. However, the case studies collected provide evidence that those people who engage with JST go on to lead happier, healthier, more independent lives whilst contributing back to their own community and society.
- 1.4 This report evaluates the outcomes achieved as a direct result of the interventions, activities and programmes delivered by JST since 2012. ARK have reviewed JST data and information captured from programme impact reports, participant feedback and other evaluation processes.
- 1.5 JST currently employs 23 staff across 8 current funded projects within Dudley & Sandwell plus Coffee @ The Clock a community coffee shop in Carters Green, West Bromwich. The staff team grew exponentially in 2016 as a result of been awarded funding through The National Lottery Community Fund and European Social Union - Building Better Opportunities Bridges, Community Matters and Talent Match (Dudley HUB)
- 1.6 JST has 3 current main bases within Coseley, Dudley & West Bromwich however it is key that our delivery takes place where people feel most comfortable, therefore the team utilise tens of community spaces and places. The team will always ensure people are given choices and options on where and when they would like to meet.

## 2 ABOUT JUST STRAIGHT TALK

- 2.1 The JST team is made up of people with multi-disciplinary expertise. The diversification of their programmes enables them to provide end-to-end support, moving many from hopelessness to hopefulness. With specialisms around youth provision, housing, welfare benefit advice and debt management, physical and mental health support, early help intervention, domestic abuse, and reducing loneliness and isolation. All staff have a dare-to-care attitude and are incredibly passionate and person-centred.
- 2.2 During the pandemic, they were able to respond to people with multiple needs at a time when they most needed support, this approach earned them the reputation of the 'fourth emergency service' across their communities. Frequently responding to urgent/crisis referrals from statutory organisations who either do not have the capacity, resources, or expertise required.
- 2.3 Their flexibility, expertise, and community focus, enable them to provide a safety net to those in greatest need. Providing doorstep support, filling the huge gaps in mainstream provision, JST is a trusted provider in the communities they serve. Known for their hands-on approach how to target and engage people in their projects, build trust and support people to overcome their barriers and achieve medium to long term goals.
- 2.4 Their main objective is to support people in addressing their problems and barriers to enable them to move forward and achieve their life goals and ambitions. Health, housing and financial instability are the most common presenting barriers, of which JST addresses with the individual to achieve these and other goals.
- 2.5 The range and breadth of their support and programmes does not restrict JST to working with certain age groups, thematic group, or individual barriers, this ensures that no-one is turned away.

### 3 THE NATIONAL & REGIONAL LANDSCAPE

- 3.1 We know poverty at any stage in life can lead to negative impacts. In the recent 2022 UK Poverty report, Joseph Roundtree reported that more than one in five of the UK population, (22%), are in poverty– 14.5 million people.
- 3.2 Of these, 8.1 million are working-age adults, 4.3 million are children and 2.1 million are pensioners. When we use the term poverty, we are using the relative poverty rate (after housing costs) to measure poverty.
- 3.3 We have seen that child poverty continues to rise. The latest data tells us that almost one in three children in the UK are living in poverty, (31%). Half of children in lone parent families live in poverty, compared with one in four of those in couple families.
- 3.4 Of the working-age adults, lone parents are by far the most likely of any family type to be struggling with poverty. Also, when considering support for pensioners, the poverty rate for single pensioners is double that of couple pensioners and almost one in five pensioners overall are living in poverty.
- 3.5 With Inflation pushing people deeper into poverty and forecasted to continue to rise as we head through winter, the gap between incomes and expenditure for people with less financial stability will grow.
- 3.6 It will be measurable in the bills that go unpaid, the meals skipped, the next-size-up coat and shoes gone without, and the evenings spent without heat and light.
- 3.7 REGIONAL LANDSCAPE – DUDLEY & SANDWELL
  - 3.7.1 Loughborough University shared in a recently published report, that nearly 40 per cent of children living across three Black Country boroughs are living in poverty.
  - 3.7.2 The End Child Poverty Coalition reported that the number of children living in poverty across the West Midlands rose during the pandemic, with every council recording an increase since 2015.
  - 3.7.3 Reporting one in three children are now in poverty after housing costs in the West Midlands.
  - 3.7.4 Analysis by the End Fuel Poverty Coalition shows that as fuel prices increase more people across the region will be stuck in cold homes, with parts of Wolverhampton, Sandwell and Walsall particularly badly hit.
  - 3.7.5 The Indices of Multiple Deprivation (IMD) 2019 shows Sandwell's average deprivation score as ranked 12th most deprived local authority in England, out of a total of 317. Previous IMD results for this measure show that Sandwell's position has declined slightly relative to other districts in England. Sandwell was 13th most deprived local authority in 2015.

- 3.7.6 Within the West Midlands conurbation there is a central corridor of severe deprivation that runs from Birmingham, through Sandwell, into Wolverhampton, parts of Walsall, and Dudley. The less deprived areas are around the extremities of the conurbation and within the adjoining district of Solihull.
- 3.7.7 Sandwell's location at the centre of this deprived urban area means that the borough does not benefit from having a semi-rural fringe - indeed, Sandwell is the only metropolitan borough outside London that does not adjoin a Shire district. The likely impact of a deprived hinterland should not be underestimated as a significant limiting factor on the potential to address some of Sandwell's deprivation characteristics.
- 3.7.8 England is made up of 32,844 Lower Super Output Areas (LSOAs), 186 of which are in Sandwell. One in five of Sandwell's LSOAs fall into the most deprived 10% nationally in 2019. A further two-fifths fall into the most deprived 10-20%, so overall 60% of Sandwell's LSOAs fall within the worst 20% nationally, and 97% within the worst 60% nationally, clearly displaying the prominent levels of deprivation prevalent in large parts of Sandwell.

## 4 SOCIAL RETURN ON INVESTMENT METHODOLOGY

- 4.1 Social impact is the effect on people and communities that happens because of an action or interaction, an activity, project, programme, or policy. Increasingly, organisations are considering their activities holistically, taking account of the wider economic, social, and environmental effects of their actions. The social impact framework was developed to reflect the overarching values, aims and key objectives of the JST programmes.
- 4.2 Social value serves as an umbrella term for these broader effects, and organisations that make a conscious effort to ensure that these effects are positive and add social value by contributing to the long-term wellbeing and resilience of individuals, communities, and society in general which has been JSTs approach throughout the past 10 years.
- 4.3 The main aim is to demonstrate that the support provided to local people by JST is reflected in their future career choices. Maximising opportunities for them through education, skills, and work experience, addressing social exclusion and health and wellbeing issues.
- 4.4 The SROI Framework is based on the methodology and units derived from:
- Housing Association Charitable Trust (HACT)
  - New Economics Foundation
  - Education database
  - McDaid and La Park research
- 4.5 Wellbeing valuations enables organisations to measure the success of a social intervention by how much it increases people's wellbeing and how personal circumstances have stabilised as a result of support and interventions. This is done using the results from large national surveys including:
- British Household Panel Survey
  - Understanding Society
  - The Crime Survey for England and Wales
  - The Taking Part Survey
- 4.6 This isolates the effects of a factor on a person's wellbeing. Analysis then reveals the equivalent amount of money needed to increase someone's wellbeing by the same amount. The main advantage of the Wellbeing Valuation is that the values contained within the Social Value Bank are consistent and robust. Wellbeing Valuation is in HM Treasury's Green Book – the UK Government's core guide to policy appraisal and evaluation – as a method for placing values on things that do not have a market value.
- 4.7 The SROI evaluation framework focuses on a range of skills, training and employment definitions aligned to the HACT wellbeing outcomes, we have also incorporated education and youth measures. **Appendix 1** details the SROI Framework and the associated definitions.

## 5 PROJECT EVALUATION

### 5.1 JST PROJECTS & FUNDING STREAMS

5.1.1 JST deliver a wide range of projects/programmes and funding streams ARK have used data and information provided by JST to assess the social return on investment outcomes. We have provided a summary of the projects below in year order:

### 5.2 FLOATING SUPPORT ALLIANCE PROJECT

5.2.1 JST & partners provide support to 16–25-year-olds including but not exclusive to care leavers and sofa surfers in Dudley. Holistic support includes help to improve and sustain their accommodation situations & promotes independent living skill. Assistance with complex health and housing situations, preventing crisis. Bespoke support with priorities around completing complex forms, paying priority bills, and dealing with stressful situations. This project also offers support with employment, training, and educational opportunities, exploring a range of options, and choices to reach goals. Funded by Dudley MBC.

### 5.3 CITY DEAL

5.3.1 Working with partners agencies in Princes End and Kates-Hill supporting residents who live in social tenancy housing. Support with engagement opportunities and activities to increase skills and personal growth. Information, advice and guidance to address barriers and achieve goals into employment, training and education. Funded by Black Country Training Group and Dudley MBC Adult and Community Learning. Project Completed in 2018.

### 5.4 TALENT MATCH DUDLEY

5.4.1 Talent Match supports young adults aged 17-29 who are in greatest need, who face the biggest challenges and experience inequalities daily. This includes young adults who have experience with the justice system. Young adults who face long-term unemployment, have experienced the care system, been homeless, and those suffering from poor mental health.

5.4.2 The programmes aim is to enable young adults who are furthest away from being work ready to secure or take up enterprising and/or job opportunities, by improving their confidence and optimism, by offering intensive support through the provision of solution-focused mentoring, ensuring no one is left behind. Funded by The National Lottery Community Fund and European Social Fund until 2022, currently funded by Community Renewal Fund.

### 5.5 BUILDING BETTER OPPORTUNITIES BRIDGES



5.5.1 JST provides advice and help to support people aged 25+ across Dudley & Sandwell who are unemployed or economically inactive. We support those who are furthest away from the labour market and looking for employment, training opportunities, or education. We also provide support with housing issues and to ensure if required that people get appropriate medical support for health issues.

5.5.2 This project works with people experiencing social exclusion, unemployment or people on benefits who are not job searching. They provide holistic support to enable individual's to address barriers and move closer to, and into employment. Bridges is funded by the European Social Fund and The National Lottery Community Fund.

## 5.6 COMMUNITY MATTERS

5.6.1 Supporting adults 18+ from the most disadvantaged parts of the Black Country to move towards and into employment by developing skills and confidence through tailored support and activities. The project worked with vulnerable communities to improve economic and social situations for people. Work focused on supporting adults with debt, benefit advice, housing support and health inequalities. Support with a range of activities, opportunities and experiences to engage and sustain in employment and training. Funded by The National Lottery Community Fund and The European Social Fund.

## 5.7 POM POMS 4 LONELINESS

5.7.1 A project called Pom Poms 4 Loneliness works to support lonely and isolated people within East Coseley. The project encourages the community to address isolation which helps them to feel more positive about their future by providing opportunities to participate in their community. Friends of the project form relationships and improve social interactions by attending daily activities as well as the opportunity to get involved further on a voluntary basis. Funded by The Big Local, Local Trust.

## 5.8 LINKS TOGETHER HAWBUSH

5.8.1 Working closely with neighbourhoods in this close knit community JST and partner's targeted people by addressing local needs and barriers. There was a range of community event and activities available to enhance people's lives and encourage engagement wider for employment, training, and education. Funded by Dudley MBC Adult & Community Learning. Project now completed.

## 5.9 BLACK COUNTRY FUTURES (BCF)

5.9.1 The project empowered people who face barriers to reach their goals. The project facilitated access to crisis support, raising of aspirations, and building confidence and self-esteem. This resulted in people accessing education, training, employment including self-employment. Project delivery now completed.

5.9.2 This is now a well-established strategic partnership of community focused organisations based in the Black Country. Working together they create change to grow sustainability. Project funded by The National Lottery Community Fund.

#### 5.10 AUTSIM CAFÉ

5.10.1 Autism Social Cafe is open to people with autism and their families providing a space where they can come together, share experiences, and make new friends. The sessions are free to attend and target people who have real-life experience of living with autism within the Sandwell area. Project Funded by Dudley Voices for Choices.

#### 5.11 COMMUNITY RENEWAL FUNDING (CRF) 50+

5.11.1 This project provides social and economic activities to reach life goals, whilst providing opportunities, options, and choices for those aged 50+. Working with a range of partners across Dudley, the project joins up the dots for people approaching later life. The support can help to access services, social groups & activities, benefit advice, debt, and find employment, training, and education. Project Funded by WMCA.

#### 5.12 DIGI DUDLEY

5.12.1 Digi Dudley focuses on digital inclusion for older people. The project aims to increase social connections using technology. Since the COVID-19 pandemic, many people have felt lonely or isolated, particularly those who are older or those that care for an elderly friend or relative.

5.12.2 Digi Dudley develops IT skills with access to a tablet or laptop loan scheme which enables independence at home. Sessions include scam awareness, safe surfing, booking online health appointments, using mobile phones, understanding social media in order to increase community connections as well as online banking and shopping. Project Funded by Public Health.

#### 5.13 YOURS TRULY

5.13.1 The Yours Truly project supports carers in Dudley to identify personal and vocational goals for self-improvement outside their caring roles. Yours Truly helps carers explore social interests outside their caring responsibility, building connections and supporting those individuals in making those interests a reality. Project Funded by the National Lottery Community Fund.

#### 5.14 WELFARE FUNDING SUPPORT

5.14.1 The Mid counties Co-op fundraise for JST and help us provide critical financial aid to people in the deepest of need. As Mid-counties Co-op partner of choice in Dudley, JST can provide a series of one-off grants, purchases, for those most in need in their community.

- 5.14.2 Resource is also provided by Dudley Voluntary Sector Council for a wide range of items which includes anything from food, fuel to white goods. They can respond to individual needs quickly. This avoids people in crisis experiencing prolonged delays or red tape.
- 5.14.3 JST is a trusted organisation within Dudley, and able to distribute welfare support grants to those people living in poverty, distress, debt and facing financial difficulties.

## 6 SOCIAL RETURN ON INVESTMENT ASSESSMENT

### 6.1 CASE STUDIES

6.1.1 As part of the SROI evaluation we have assessed case studies which detail participant journeys, the support and interventions received from JST and the impact on their lives.

6.1.2 We have assessed eight case studies, four which represents the support JST have provided as part of the Black Country Talent Match (BCTM) partnership, three from the Bridges project and one from Community Matters.

6.1.3 Summarised below are the individual case studies and the applicable social return on investment value.

<p><b>BCTM case study</b> – male aged twenty-two referred by the JCP he had previously received support from BCTM. He joined BCTM in January 2022 having been NEET for 24 months. He was in receipt of Universal Credit. He received support from JST at the Dudley hub.</p> <p>Presenting with low confidence and low self-esteem unsure of what to do with his future. JST provided support for him to complete his CSCS card, he undertook work experience which led to full-time employment. Other outcomes include:</p> <ul style="list-style-type: none"> <li>• Improved health and wellbeing</li> <li>• Increased social skills</li> <li>• Increase in coping skills</li> <li>• Increase in communication skills</li> <li>• Increased resilience</li> <li>• Increased support network</li> <li>• A better understanding how to access services and support</li> <li>• Increased friendships</li> <li>• Feelings more empowered</li> <li>• Feeling more positive about the future</li> <li>• He set goals and aspirations for his future</li> <li>• Increased confidence</li> <li>• Reduced feelings of anxiety and depression</li> <li>• Started to feel in control of his life</li> <li>• Learnt transferable skills</li> </ul>	<p>£58,467</p>
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<p><b>BCTM case study</b> – female aged twenty-three referred by the JCP, she had previously received support from BCTM. She joined BCTM in January 2022 having been NEET for 36 months. She received support from JST at the Dudley hub.</p> <p>She presented as a carer, engaged with mental health services, suffering from anxiety, with low confidence and a lack of control over her life, she had financial issues.</p> <p>She completed a care training course, received support in securing a provisional driving licence to enable her to apply for a DBS check. Other outcomes include:</p> <ul style="list-style-type: none"> <li>• Improved health and wellbeing</li> <li>• Increased social skills</li> <li>• Increased communication skills</li> <li>• Increased resilience</li> <li>• Increased support network</li> <li>• Feeling more empowered</li> <li>• Feeling more positive about the future</li> <li>• He set goals and aspirations for his future</li> <li>• Increased confidence</li> <li>• Reduced feelings of anxiety and depression</li> </ul>	<p>£27,971</p>
<p><b>BCTM case study</b> – male aged 22 a self-referral, he joined BCTM in February 2022 having been NEET for 11 months. JST at the Dudley hub provided support. He presented with anxiety and depression and low confidence. He stated that before joining BCTM he was not looking for work, he lacked motivation and had an unstable life. His sister recommended BCTM following her own positive experience.</p> <p>He has received support with employability coaching and mentoring, he has attended training at Dudley college, and this has built his confidence. He completed a mock interview for an apprenticeship. Other outcomes include:</p> <ul style="list-style-type: none"> <li>• Improved health and wellbeing</li> <li>• Increase in social skills</li> <li>• Increase in coping skills</li> <li>• Increased communication skills</li> <li>• Decrease in social isolation</li> <li>• Increased friendships</li> <li>• Feels more empowered</li> </ul>	<p>£20,091</p>

<ul style="list-style-type: none"> <li>• Feels more positive about the future</li> <li>• He has set goals and aspirations for the future</li> <li>• Increased confidence</li> <li>• He has started to feel in control of his life</li> </ul> <p>His aspirations are to be in a good stable job with a steady income, holiday pay, sick pay, he wants to be happy, and content and he feels he is on that pathway.</p>	
<p><b>BCTM case study</b> – female aged 26 a self-referral she joined BCTM in February 2022. She lived independently in social housing a mother of three children residing with her mother. As a child she was under Children’s Services and CAMS, she had experienced mental abuse by the children’s father and suffered with depression.</p> <p>She presented with mental health issues, low confidence, a lack of family support, a lack of control over life and debts. She had been excluded from school on 4+ occasions.</p> <p>JST provided support with job applications and CVs, they assisted in securing funding for an ID, and she completed a provisional driving licence application. This has enabled her to secure full-time work in social care. Other outcomes include:</p> <ul style="list-style-type: none"> <li>• Improved health and wellbeing</li> <li>• Increase in social skills</li> <li>• Increase in coping skills</li> <li>• Increased communication skills</li> <li>• Increased resilience</li> <li>• Increased support network</li> <li>• Decrease in social isolation</li> <li>• Feels more empowered</li> <li>• Feels more positive about the future</li> <li>• She has set goals and aspirations for the future</li> <li>• Increased confidence</li> <li>• Reduced feelings of anxiety and depression</li> <li>• She has started to feel in control of his life</li> </ul> <p>Her aspirations include continuing to work in social care and helping those in need of support, to continue to develop skills and gain experience. She wants to start driving lessons and work towards career and personal goals.</p>	<p>£33,850</p>
<p><b>Bridges case study</b> – female self-referred to JST and signed up for the BBO Bridges project, during Covid lockdown. She was</p>	<p>£44,362</p>

<p>experiencing multiple barriers which were preventing her from moving forward including feeling isolated, bereavement, losing her confidence and struggling financially. She had been out of work for approximately 12 months.</p> <p>JST provided support with one-to-one mentoring, referrals into various support services, helping with debt management and budgeting. She attended confidence building sessions and attended Dudley Talking therapy to help her mental health issues which included support with her obsessive compulsive disorder (OCD).</p> <p>Over time she felt more confidence, started accessing her local church, volunteered to increase her employability skills. She felt that her life was moving forward. She is now independently job searching.</p>	
<p><b>Bridges case study</b> – female who was referred to JST by her Family Support Worker. She had recently left an abusive relationship this had impacted her confidence and self-esteem. She had suffered a huge trauma losing her son.</p> <p>She received weekly one-to-one support to help her overcome her confidence and self-esteem issues. She attended wellbeing sessions at community groups. She accessed health services to seek bereavement support and was referred to the welfare assistance scheme at Dudley Council who helped with budgeting and to reduce energy bills.</p> <p>She started to attend the gym which increased her motivation and confidence, and she started volunteering at the parent’s support group at her children’s school.</p> <p>JST helped her to create her first CV, she completed computer sessions and is now independently job searching.</p> <p>Participants comments:          “A lot of my worries and concerns have been resolved”          “I am now in a position where I am looking for employment”</p>	<p>£25,041</p>
<p><b>Bridges case study</b> – male was referred to JST by his work coach at West Bromwich JCP. However, as a refugee with almost no English language this was a huge barrier for him.</p> <p>JST had to provide Tigrinya translator services during support sessions. They assisted him with a range of debt support and with his wider finances, negotiated repayment terms and helped with correspondence.</p> <p>JST helped to apply for financial support to maximise his income and energy rebates. He enrolled onto an ESOL course to improve his English and he started to attend Dudley College twice per week.</p>	<p>£19,882</p>

<p>His English reading ability and understanding significantly improved, and eventually he requested support to find work. JST assisted in creating a CV and set up an account with Indeed to enable them to support him with job search.</p> <p>In May 2022 he informed JST that he had secured a part-time job in west Bromwich.</p>	
<p><b>Communities Matters case study</b> – female referred to JST by her ex-partner. She was experiencing mental and physical health issues, such as depression, anxiety, intrusive thoughts, and paranoia. In terms of her physical health, she suffered from sleep apnoea, fast heartbeat, diabetes, and obesity.</p> <p>She was living at home with her mother, her daughter Lacey and two brothers. The home environment was unpleasant with the police being called on many occasions due to offensive language and aggression towards her.</p> <p>She became homeless. JST put an action plan into place to support her, they applied for Council accommodation and the provision of furniture and carpets.</p> <p>To assist with her physical health, they supported her with hospital appointments, diet advice and exercise support. She successfully lost seven stone.</p> <p>She now has a secure home, feels more confident and the next step is to help her secure employment.</p> <p>Participants comments:</p> <p>“I am so grateful for the support you have given me. I could not have done it without your support. When I imagine the place I was in and where I am now, it is just amazing”</p>	<p>£57,688</p>

The case studies provide excellent examples of the diverse and flexible services provided by JST. The total SROI value for the eight case studies is £287,352, an average of £35,919 per participant.

## 6.1 Social Return on Investment wider project Calculation

- (i) In addition to the case studies, ARK have assessed the data related to 3928 participants captured by JST over the past 10 years and where there is sufficient evidence of a social return on investment saving or value, we have attributed the economic value to each outcome. **Appendix 1** details the social value framework created for JST



- (ii) 337 people have secured jobs during that period; however, we are unable to differentiate between part-time or full-time employment. We have therefore for the purposes of the assessment assumed a 50/50 split.

SROI Activity/Outcome	Value Per Person	Number of	Total Value
Secured full time employment	£14,433	169	£2,439,177
Secured part time employment	£1,229	168	£206,472
Regular volunteering	£3,249	220	£714,780
Regular attendance at a voluntary group or local organisation	£1,773	286	£507,078
Started training/education	£1,567	317	£496,739
Reduction in debts - debt relief order	£1,593	24	£38,232
Relief from being heavily burdened with debt	£10,836	216	£2,340,576
Rough sleeping/to secure housing (average)	£24,467	145	£3,547,715
Access to the internet	£2,413	598	£1,1442,974
<b>£11,733,743</b>			

6.2 We can evidence £11,733,743, social return on investment over the 10-year period, if we take an average value for the 3928 participants this results in an individual social value of £2,987.20.

### 6.3 QUALITATIVE EVALUATION

6.4 JST support changes people's lives, something that you can often not apply a value to. We have captured feedback from some of their participants below which demonstrates the enormous difference made within the Sandwell and Dudley communities:

## 7

Stacey saved my life; I wouldn't be here today if it wasn't for the support I gained from Just Straight Talk.

Life's worth living again

Very welcoming and helpful. Makes me feel worthwhile and gives me purpose in life. They are doing a fantastic job

Getting support from JST has enabled me to deal with so many things in my life. I never thought I would get back into work this fast after taking on my son and moving property, things are finally moving forward for me, and I now feel I can cope with life

I am almost 60 years old, I never dreamed it, but because of this support I am now learning new things

I never thought I would even be thinking of getting back into paid employment due to my disabilities, but I have overcome this by thinking more positively

I have never felt so confident that I won't relapse again, and this thanks to the approach JST have taken to help me to realise my true potential

First I would like to thank JST and their volunteers for organising these groups, it is a lovely way to meet people we have never met before and making new friends. It is very enjoyable, and I look forward to every week

My journey with JST over the past few months has enabled me to show an interest in my local allotments, where I have been taking part in helping on the poly tunnel. This was set up by my JST worker and this is something I have fully enjoyed and am happy to continue with

Before gaining support from Just Straight Talk, I spent most of my time in my home and not socialising with others and not accessing services in my local community as my confidence and trusting was at a low ebb, my life is now so much better, and I thank them for all their patience and support

I had a terrible mental health breakdown last April 19 and I recently started coming to the JST coffee morning and meeting new people and now I am running my own group here doing a sign language course for people in this community

I would encourage anyone to go to JST. I have done so many things in 2-years that I would not have had the opportunity to do. I have attended many groups and trips and made friends, they supported me with travel training, and I now travel on the bus independently, I have attended work experience placements at the Co-Op and florists and really enjoyed it. I volunteer at Discover U and Compton care, and I completed the lunch on the run programme. I have gained so many skills on my journey and I am due to start another 6-week placement with the Co-Op on 6th February 2020. Thank you for everything JST

I think JST are fantastic. My worker has helped me and supported me. She has been there for me when I have needed her. I have been employed now for nearly 6-months and I enjoy my job. I can't believe how far I have come since I started getting support from JST

## 8 CONCLUSION

- 8.1 During the past ten years JST have delivered life changing support and interventions to many people and families. This report has only touched on the social impact and return on investment achieved, based on the available data. Without organisations like JST, individuals would struggle to access support and solutions, many would fall through the bureaucratic gaps in our systems and processes.
- 8.2 We can evidence £11,733,743, social return on investment over the 10-year period, if we take an average value for the 3928 participants this results in an individual social value of £2,987.20.

## 9. Just Straight Talk Contact Details:

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## APPENDIX 1: JUST STRAIGHT TALK – SOCIAL VALUE FRAMEWORK 2022

### SOCIAL RETURN ON INVESTMENT HACT WELLBEING AND UNIT COST DATABASE DEFINITIONS

#### Social Return on Investment HACT Wellbeing and Unit Cost Database Definitions

Data (Skills)	Value	SROI Name	SROI description	Evidence required
1. Volunteering HACT EMP1408	£3,249	Regular Volunteering	Volunteers at least once per month for at least two months	Record of individual with regular voluntary position
2. Regular attendance at voluntary or local organisation	£1,773	Regular volunteering voluntary or local organisation	Attends local and voluntary groups at least once per month for two months	Record of individual regularly attending groups
3. Member of a social group	£2,959	Social interactions in a group environment	Engages in social groups	Evidence of involvement
Data (Employment & Education)	Value	SROI Name	SROI Description	Evidence required
4. FT employment	£14,433	FT employment	Moving from unemployment to FT employment - 30 hours or more	Record of Individual moving from unemployment into full time employment
5. PT employment	£1,229	PT Employment	Moving from unemployment to part time employment - 16 hours	Record of Individual moving from unemployment into part time employment

6. General Training for a job	£1,567	General work related training	Work related training to increase skills to support accessing employment.	Record of the individual attending work related training.
<b>Data (Health &amp; Wellbeing)</b>	<b>Value</b>	<b>SROI Name</b>	<b>SROI Description</b>	<b>Evidence required</b>
7. Confidence	£13,080	High Confidence	Self-assessment of level of confidence	Evidence improvement in confidence
<b>Data (Financial Inclusion)</b>	<b>Value</b>	<b>SROI Name</b>	<b>SROI Description</b>	<b>Evidence required</b>
8. Debt Free	£1,593	Repaid debts	Improved debt position under control.	Reduction in debts
9. Relief from being heavily burdened with debt	£10,836	Reduction in debts	Reduction in significant debt	Reduction in debts
10. Access to Internet	£2,413	Regular access to the internet.	Regular access to the internet	Record of an individual accessing services.
<b>Data (Housing/Homelessness)</b>	<b>Value</b>	<b>SROI Name</b>	<b>SROI Description</b>	<b>Evidence required</b>
12. Rough Sleeping or risk of to secure housing	£24,467	Rough sleeping to secure housing	Movement from rough sleeping to secure housing	Organisational records

# CONTACTS

If you need help or advice on any aspect of this proposal, please contact:

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