



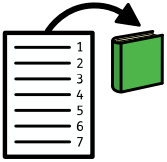
Supporting people with a learning disability



Social Impact Report 2022-23

Appendix A: Assessment of Social Impact

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Social Impact assessment



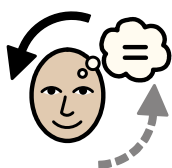
assessment

As with the previous year, the impact analysis conducted for this year's report is aligned with the five dimensions of impact as set out by the Impact Management Project.

The Impact Management Project Framework identifies one main indicator for each impact goal. Work in lots of different areas contributes to each impact goal, and where possible data from more than one source has been used to identify the main indicator for each impact goal.

We discuss the main indicators in the assessment below and compare both to previous performance and external benchmarks to understand the changes in outcomes for people with a learning disability that are working with and participating in Thera's activities.

Overall Assessment Contributing to Solutions



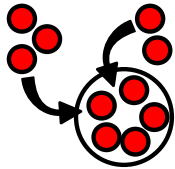
solutions

Thera is working towards six impact areas:

- **Impact 1:** People with a learning disability can be leaders in society
- **Impact 2:** Increase personal and social wellbeing of people with a learning disability
- **Impact 3:** Improve access to housing
- **Impact 4:** Increase financial wellbeing
- **Impact 5:** Improve readiness and access to employment, training and business opportunities
- **Impact 6:** Broaden community and social networks

Thera's overall annual performance within its impact areas remains consistent. Three of 6 impact areas show strong year-on-year improvements. A further 2 impact areas show how Thera is maintaining its already high performance, while one impact area, although down on the previous year, is still providing a positive impact.

Five of the 6 impact areas deliver a consistently strong performance against external benchmarks. The cost-of-living crisis continues to provide a challenging external context that has influenced performance within impact 3 (housing), whereas impact 5 (employment and training), which had been affected last year, has shown strong signs of recovery.



overall

Overall, Thera is contributing to solutions for people with a learning disability in the UK. This is the highest level of impact classification on the Impact Management Project's classification scale.

'Contributing to solutions' means that Thera's performance against its impact outcomes is improving the wellbeing of people with a learning disability. These improvements for people with a learning disability are sustainable and important, support those who most need these improvements and would not happen otherwise.¹

¹ See <https://impactfrontiers.org/norms/abc-of-enterprise-impact/> for more on this concept of impact classification

Thera's work is aligned with the UN Sustainable Development Goals (SDGs), specifically Goals 1, 3, 8, 10 and 11.



Targets 1.3; 1.4



Target 3.8



Target 8.5

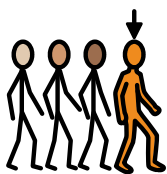


Target 10.2



Targets 11.1; 11.7

Each impact area is discussed below, including its contribution to the SDGs and their targets shown above.



leaders

Impact 1

People with a learning disability can be leaders in society.

Thera has maintained its performance under Impact Area 1 and continued to outperform the UK average for people with a learning disability in the UK. Both paid and voluntary positions were considered in this assessment and tracked separately. Thera has maintained the number of paid leadership roles at Thera group companies occupied by people with a learning disability, albeit with one vacancy in the period, and similarly maintained the number of volunteer leadership roles occupied by people with a learning disability.

69% of Thera group companies have a Service Quality Director or other paid director-level role and 50% of companies also implement a Company Membership scheme. There has been a marginal increase in the number of company members during the year. Thera has maintained the involvement of people

with a learning disability in taking strategic decisions for the organisations that support them. This result compares favourably with the broader UK perspective. ONS data² suggests that only 0.09% of Manager, Leadership and Senior Official roles in the UK are held by people with a learning disability.

This impact also contributes to the UK's performance against SDG 10 (reduced inequalities), target 10.2 (by 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status) and helps to track improvements in the proportion of people with a learning disability in the lower 50% of median income. In this way, this impact is important to the world achieving SDG 10.



well-being

Impact 2

Increase personal and social well-being of people with a learning disability.

Last year's performance in Impact Area 2 was particularly strong at 92.72%. This year, Thera achieved an overall peer review rating of 95.33% for an individual receiving direct support in the past 12 months, continuing its strong performance from last year with a marginal increase of 2.61%.

The Quality Company's overall peer review rating compares favourably with the Adjusted Social Care-related Quality of Life

² These data have not been updated by the ONS since the last social impact assessment was conducted.

Score (Adult Social Care Outcomes Framework, 2022-23) of 41.1% for those accessing public sector support. This rating is also significantly above the average wellbeing and outcomes score for people with a learning disability on the Active Lives survey of 45% (Sport England, 2022³). This achievement reflects the incredible work done by support teams to continue delivering support and The Quality Company to ensure that their standards could continue to be measured and assessed during a difficult few years.

This impact also contributes to the UK's performance against SDG 3 (good health and wellbeing), target 3.8 (achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all), specifically indicator 3.8.1: the coverage of essential health services. Thera's work contributes to increasing access to essential health services for people with a learning disability. In this way, Thera is supporting the UK's performance against SDG 3: Good Health and Well-Being.

³ Sport England's average wellbeing and outcome score for people with a learning difficulty has declined by 6% in the same period.



housing

Impact 3

Improve access to housing.

Thera has created 5 new tenancies in 2022-23. While this is still a positive result, it is down 58.33% from the previous year. 2021-22 was also a decrease of 33% on 2020-21. While 2020-21's impact was 50% above the minimum threshold of tenancies, this year's impact is below the minimum threshold of 8 new tenancies each year, and below the planned average number of SSH units by registered providers (National Housing Federation, 2021).

Thera's total number of tenancies created remains higher than the average of 122 specialist-supported housing (SSH) units managed by registered providers with less than 500 units (Mencap, 2018).

This impact also contributes to the UK's performance against SDG 11 (sustainable cities and communities), target 11.1 (By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums). Many people with a learning disability need both affordable and appropriate housing, with the UK's housing stock for people with a learning disability not keeping up with demand (Mencap, 2018).

While Thera's work in this area is deliberately small-scale, more could be done to address this area on a policy level. Thera's contribution this year is incredibly important for those individuals, although the overall scale of the impact is limited by the small numbers involved.



financial

Impact 4

Increase financial wellbeing.

Dosh's financial advocacy service continues to be in high demand as it is a unique way of involving and empowering individuals to be more in control of their money, regularly updating their own financial plan together with their family and/or their support team, leading to better financial wellbeing.

This year Dosh has supported a total of 1,399 people to use their money to do the things they want. An increase of 6.15% from last year. In 2022-23 Dosh supported 38% more people than the annual average since 2015-16. 86% of the people supported by Dosh with financial advocacy in 2022-23 have up-to-date personal financial plans, this is slightly below the average since 2019-20 and is close to 2021-22. The percentage of people with up-to-date financial plans has returned to pre-Covid levels.

Dosh's financial advocacy support is of significant value, with people supported saying that they value the role their financial advocates play in helping them to manage their money.

We know that outside of Thera's support, 86% of people with a learning disability are confused about benefits, income and expenditure (Williams, 2007) and that without Dosh, people with a learning disability may struggle to manage their money and risk getting into financial difficulties. They may then turn to other advice providers that could only provide short-term advice and support unlike the long-term support provided by Dosh.

This impact also contributes to the UK's performance against SDG 1 (no poverty), specifically targets 1.3 (implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable) and 1.4 (by 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance).

By supporting people with a learning disability to have personal financial plans and the correct benefits income through regular welfare benefits assessments, Dosh is ensuring they have access to social protection systems and basic services, including economic resources.



employment

Impact 5

Improve readiness and access to employment, training and business opportunities

Impact Area 5 has been one of the strongest-performing areas this year, with 29% of people who participated in employment readiness programmes going on to find work. This represents a 109.94% improvement in the number of people with a learning disability who are finding work from the previous year.

During 2022-23 106 people were able to sustain work for 6 months and 41 people were able to sustain work for a year. This result is most likely due to employment market challenges and the increasing pressure on employers in the cost-of-living crisis.

The number of people completing employment readiness activities has returned to more normal performance levels (although still above the long-term average for Unity Works' programmes). The England employment rate for people with a learning disability in 2022-23 was 4.8% and the five-year average was 5.48% (Adult Social Care Outcomes Framework, 2022-23), placing Unity Works' performance significantly above the average. This is a particularly important impact area for people with a learning disability, with 65% saying that they would like a paid job (HM Government, 2009).

This impact also contributes to the UK's performance against SDG 8 (decent work and economic growth), specifically target 8.5 (by 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value).

Thera's work specifically feeds into reporting against the indicators for hourly earnings and for unemployment rates. Thera's work here is important as it directly influences how many people with a learning disability are able to enter into employment and for how long that employment can last.



social

Impact 6

Broaden community and social networks

Impact Area 6 has also seen a significant improvement in 2022-23. Together, Gig Buddies and Equal Futures have increased the number of people with a learning disability being supported by 53.45% from the previous year. 80% of people with a learning disability agreed that their social lives had improved since joining Gig Buddies (including 48% of people saying they 'strongly agree').

Gig Buddies and Equal Futures continue to perform above the England average.⁴ Across England, only 44.4% of people with a learning disability have as much social interaction as they would like (Adult Social Care Outcomes Framework, 2022-23) and more broadly, only 2.2% of people with profound and multiple learning disabilities have regular contact with their peers beyond their immediate family (Kamstra et al, 2015).

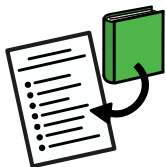
This suggests that Thera's programmes are having a significant impact on the lives of the 146 active members participating across Gig Buddies and Equal Futures.

This impact area is particularly important for the people that Thera works with.

⁴ Although Gig Buddies and Equal Futures currently mainly work in Scotland, equivalent data is not currently available on social interaction for people with adult social care services in Scotland. Therefore the English data is currently used here, until a better alternative is found.

This impact also contributes to the UK's performance against SDG 11 (sustainable cities and communities), specifically target 11.7 (by 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities). Equal Futures and Gig Buddies ensures that people with a learning disability are able to access and enjoy public spaces on a similar basis as other people. This work is particularly important for ensuring that public spaces are safe and inclusive for people with a learning disability.

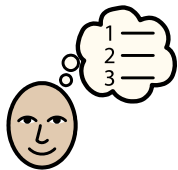
Summary



summary

Overall, Thera's social impact performance for 2022-23 is particularly strong and builds on previously robust performances. The particularly impressive improvements in Impact Areas 5 (employment and training) and 6 (community and social networks) provide an indicator of potential further impact in the future.

With strong year-on-year performances contributing to Thera's consistent ability to generate results above the external benchmarks for people with a learning disability in England, Scotland and Wales, Thera is creating sustainable outcomes for people with a learning disability who would otherwise experience considerably lower levels of support, opportunity, engagement and overall quality of life.



methodology

Social Impact - Methodology

This year, the social impact assessment has again been undertaken through the Impact Management Project. This methodology assumes that every organisation is either creating or eroding value for society and that this has consequences for the organisation's ability to create value for itself and its investors.

Every organisation uses its inputs and activities to generate outputs for consumers, beneficiaries or other kinds of customers. These outputs result in a number of outcomes for people and the natural environment. Outcomes tend to be classified as either a level of people's wellbeing at a point in time, or the condition of the natural environment.

The Impact Management Project methodology measures the change in outcomes from one year to the next. It also measures outcomes against a minimum threshold level (the minimum requirement for a sustainable or positive outcome each year) and against external benchmarks (to understand what would have happened if the organisation had not delivered its outputs).

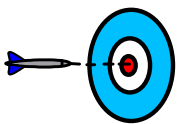
The annual change in an outcome is the impact that an organisation is having. Understanding the impact relative to the threshold and external benchmarks tells us whether that impact is positive or negative. Positive impacts create value for society, while negative impacts erode value for society.⁵

⁵ For more, go to

<https://impactmanagementplatform.org> - in particular

<https://impactmanagementplatform.org/impact-management-core-concepts-explained>

The assessment identifies one main indicator for each impact goal. Work in lots of different areas contributes to each impact goal, and where possible this has used data from more than one source to identify the main indicator for each impact goal. The assessment of each goal discusses the main indicators used, along with how they compare both to previous performance and external benchmarks to understand the changes in outcomes for people with a learning disability that are working with and participating in Thera's activities.



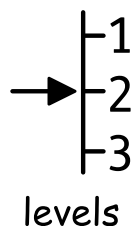
goal

The methodology assesses each impact goal against the five dimensions:⁶

- What: What is the outcome Thera is contributing to, is it positive or negative, and how important is the outcome to Thera's stakeholders?
- Who: Which stakeholders are experiencing the outcome, and how underserved are they?
- How much: How many stakeholders experience the outcome, how much change do they experience, and for how long do they experience the change?
- Contribution: Do Thera's activities, services or interventions result in outcomes that are likely better than what would have happened anyway?
- Risk: What is the likelihood that the impact achieved will be different than expected?

⁶ For more, go to

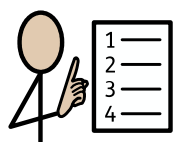
<https://impactfrontiers.org/norms/five-dimensions-of-impact/>



The impact achieved for every outcome is classified according to three levels:

- Act to avoid harm: At the lowest impact level, organisations may try to ensure that their outputs (services/products) are not causing harm to people's wellbeing or the condition of the environment.
- Benefit stakeholders: At the middle impact level, organisations try to increase their sustainability and positive impact by not causing harm for all stakeholders and also maintaining or improving the wellbeing for some of the stakeholders and/or the environment.
- Contribute to solutions: At the highest impact level, organisations are actively designing their business model with impact in mind and trying to ensure that the outcomes it achieves are sustainable, not only socially, but environmentally too.⁷

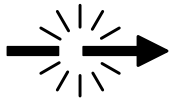
Benchmarking (Counterfactual) Sources



benchmarking

We have explored a number of publicly-available data sources in order to find the most appropriate benchmarking sources, as listed below. There is limited data specific to people with a learning disability, and/or the services which Thera provides. This has made it challenging in some areas to find accurate comparison data.

⁷ For more, go to <https://impactmanagementplatform.org/actions/>



impacts

The data sources below are the most relevant identified at present, and this will be reviewed annually to find opportunities to improve this where possible. We are aware that this currently provides some limitations to our analysis and comparison, as we are not always able to fully compare like-for-like. Nevertheless, we hope this is a useful exploration of other related data and a best fit within current understanding, that enables us to follow the Impact Management Project methodology.

As well as continuing to explore newer data and potential benchmarks, Thera is working with researchers where possible to establish research projects that can contribute to the general understand of these topics and provide more specific, relevant data in future.

Impact 1

Depth	% of people with a learning disability employed in leadership roles (UK general)	ONS data on disability and employment December 2022
Depth	% of people with a learning disability in volunteer leadership roles (England)	DCMS data on volunteering , ONS data on disability type (from data set above), NCVO volunteering type trends
Duration	Length of time people with a learning disability stay in leadership roles	Currently no source

Impact 2

Depth	Adjusted Social care-related quality of life Score (Measure 1J)	Measures from the Adult Social Care Outcomes Framework, England, 2022-23 - NHS Digital
Duration	Average wellbeing and outcome score for people with a learning disability	Sport England (2022). Active Lives Survey (accessed 1 November 2023)

Impact 3

Depth	Average # Specialised Supported Housing Units available by registered provider with less than 500 units (England, 2018) (78% of SSH clients are people with a learning disability)	Mencap (2018) Funding supported housing for all, Specialised Supported Housing for people with a learning disability
Duration	Average # Specialised Supported Housing Units planned per registered provider (England)	https://www.housing.org.uk/globalassets/files/supported-housing/supported-housing-and-older-peoples-housing-development-survey-report.pdf

Impact 4

Depth	% people with a learning disability who are confused over benefits, income and expenditures	Williams, V., Abbott, D., Rodgers, J., Ward, L., Watson, D. (2007) Money, Rights and Risks: A scoping review of financial issues for people with learning disabilities in the UK, Friends Provident Foundation
Duration	# of people with a learning disability being assessed by Citizens Advice for debt support	https://public.tableau.com/app/profile/citizensadvice/viz/AdviceTrendsSept2023/Cover

Impact 5

Depth	The employment rate for people with a learning disability in England (current year)	Measures from the Adult Social Care Outcomes Framework, England, 2022-23 - NHS Digital
Duration	Five-year average employment rate for people with a learning disability in England (five-year period preceding current year)	Measures from the Adult Social Care Outcomes Framework

Impact 6

Depth	% of people with profound and multiple learning disability that have social contacts with peers beyond their immediate family	Kamstra, A., Van der Putten, A. A. J., & Vlaskamp, C. (2015). The structure of informal social networks of persons with profound intellectual and multiple disabilities. <i>Journal of Applied Research in Intellectual Disabilities</i> , 28(3), 249-256.
Duration	% of people who use services who reported that they had as much social contact as they would like (Measure 11(1))	Measures from the Adult Social Care Outcomes Framework, England, 2022-23 - NHS Digital

For any query on the content of the report, please contact Meike Beckford:

meike.beckford@thera.co.uk

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