

THE LAB

SOCIAL IMPACT STUDY

MAY 2019 - MAY 2020

I've noticed that I have improved my confidence, I usually sit back and not speak but I feel that this course has made me feel more optimistic and positive. My perspective about situations has also been changed.

LAB participant



SOCIAL IMPACT - BY THE NUMBERS

91% of participants move from inactivity to employment, education, volunteering or courses

94% of participants say that the LAB has changed their life

84% of all participants scored the LAB 9 - 10 out of 10 on the net promoter index

34% of participants are from BAME communities

87% of participants report a positive change in wellbeing



MEASURING THE SOCIAL IMPACT OF COMMUNITY INVESTMENT

In the past ten years, impact measurement has become increasingly refined in an attempt to prove the value of investment in community, housing and education activities. As part of a process of organisational development Proper Job has developed an approach to impact measurement based on the HACT value calculator. HACT or Housing Association Charitable Trust developed a wellbeing calculator to work out the return on investment. This uses a combination of the Short Warwick Edinburgh Mental Wellbeing Scale (SWEMWBS), which calculates the changes in participants' wellbeing, and the life satisfaction survey, which gives a monetary value to improvements in standards of living.

The SWEMWBS provides a picture of overall quality of life and is sensitive to a wide range of factors (everything that we hold as being important to our lives). It allows us to measure the value of (changes in) mental health condition, and in turn the value of interventions that seek to improve mental health.

The life satisfaction survey assesses how much additional money or income would be required to have the same impact on wellbeing as a change in the SWEMWBS score. This is known as the compensating or equivalent surplus measure of value which is the measure used in the Social Value Bank and which forms the basis of best-practice valuation guidelines in the UK (see HM Treasury (2011) and internationally (see OECD (2013)). The values are differentiated by UK regions (London and non-London) and by three age groups (under 25 years, 25-49 years, 50+ years) as per the Social Value Bank.

£1



£23

**FOR EVERY £1 SPENT ON OUR COURSES
WE GENERATE £23 OF SOCIAL IMPACT**



FEEDBACK



To get some nice contact with really lovely people. I took away a lot from the original and wellbeing LAB and feel like the LAB made me a better person, so that really motivates me to keep learning.



Really nice and friendly atmosphere. Everyone knows each other and are really welcoming to new people who feel comfortable and not an outcast in the group, allowing them to express themselves and be listened to.



The sessions help refocus my mind and, not only maintain, but improve communication and thought processing skills.



There is a brilliant theatre company in Huddersfield called Proper Job that I worked with last year. Not only do they make experimental theatre work, but they also do vital community work, helping people with confidence and employability.

Andrew McMillan, poet & playwright



LEARNER PROGRESSION

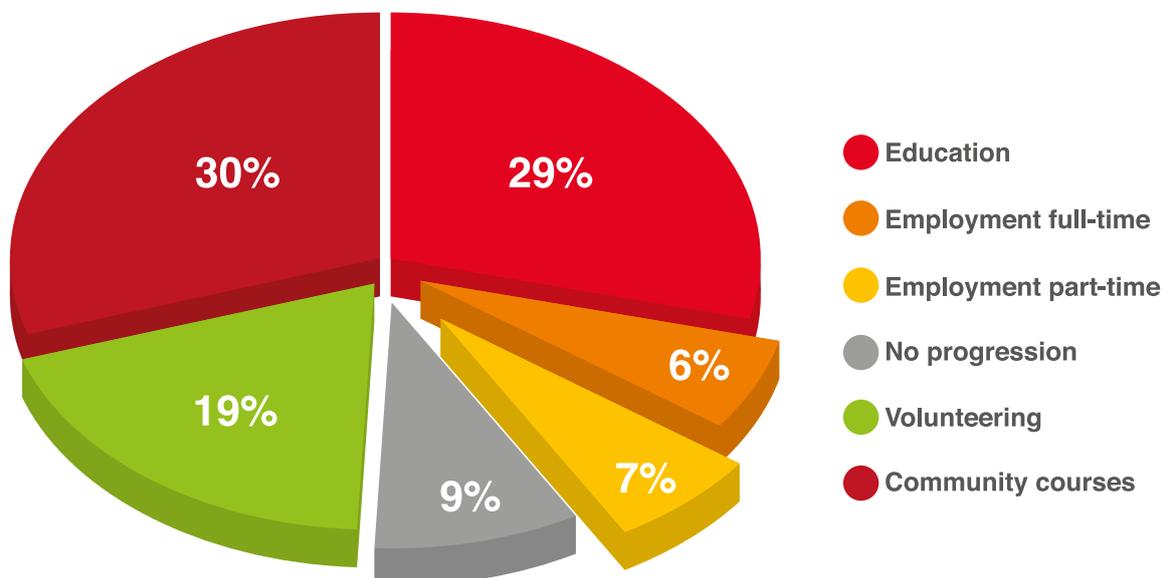


The LAB Project is delivered in difficult to reach areas across West Yorkshire and Greater Manchester.

The areas we work in are:

Moston • Wythenshawe • Huddersfield Central • Halifax Central • Wakefield Central

These areas are in the **10%** most deprived wards in the country and **54%** of our participants come from these areas. We work in partnership with local agencies for cross referral and progression.

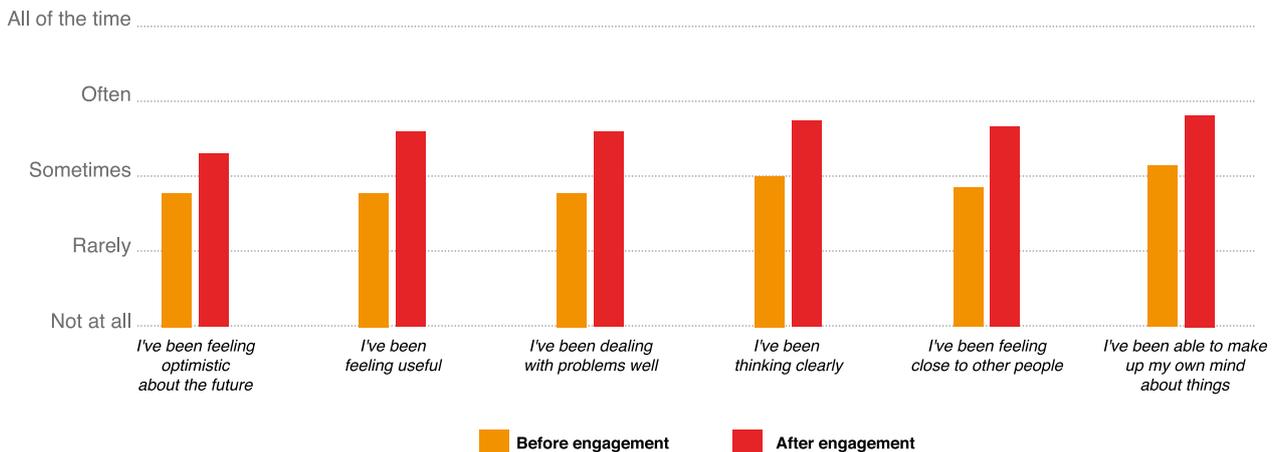




MEASURING THE CHANGE IN WELLBEING

The LAB course helps to change the lives of its participants through a process of psycho-therapy and drama based exercises in a supportive group environment. The process is a distillation of 20 years work in community settings helping people to improve their confidence and re-connect to society.

WELLBEING SCORES

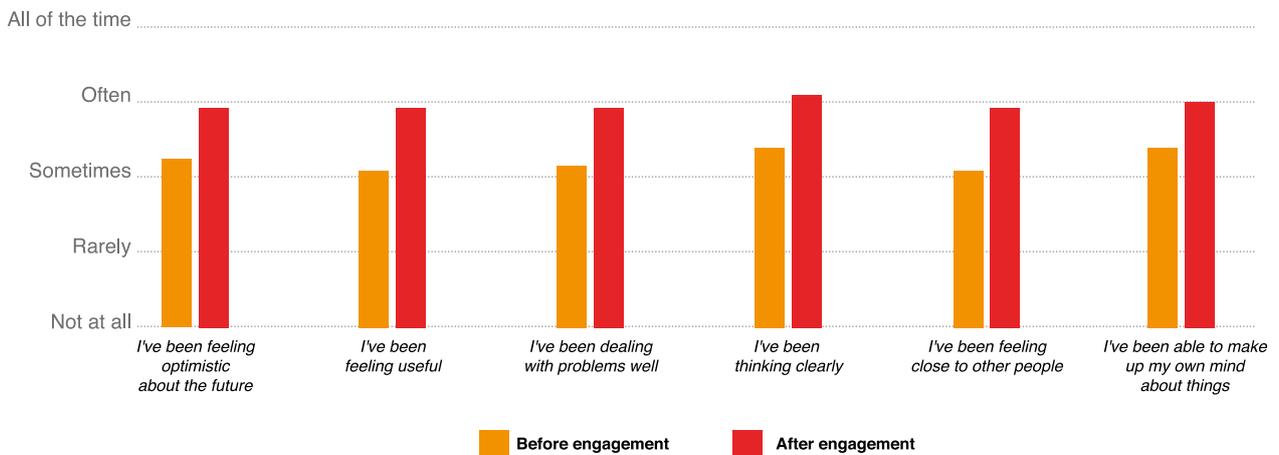


This represents **484 participants** that have taken part in courses between April 2019 and February 2020. These scores are based on the SWEMWBS developed by the NHS to record changes in wellbeing. The participants were asked the questions at the beginning of the course, at the end and 12 weeks after the end of the course.

COV-19 CRISIS

During the lockdown we at Proper Job have come up with some very inventive ways to support our participants. On the first day of the lockdown we started Zoom drop-in sessions, this grew into online LAB courses. We are currently running sessions for returning participants wanting support and welcoming new participants. We continue to engage with **861 participants** since lockdown began.

CHANGE IN WELLBEING SCORES BEFORE AND AFTER ONLINE ENGAGEMENT



FEEDBACK



Fabulous!

A fabulous provision during Lockdown!



After only four sessions, I feel it is really helping both with my outlook and my positivity.



I feel that the sessions are helping me to gain more confidence, I am gaining knowledge to reach my set goals.



I am so thrilled to be learning and exploring new ideas that I would not be doing otherwise by using Zoom. Getting to know how to use this new communication app/program is a vital skill that will be very useful if not required in the near and foreseeable future

ARTS HUB

In response to the Covid-19 crisis moved the entire Arts Hub online.

As our **Feel Good Friday**, **Motivational Monday** and **Skills Swop** groups moved online they have sung songs, collaborated with an American rapper, written poetry and even cooked meals.



WORKS BETTER EMPLOYMENT SUPPORT

Our team of Key Workers have continued supporting their clients, offering telephone and online support. Since lockdown began we have helped **18 people** into employment.



The support I have received has helped with my self-confidence and I feel more positive about my future. John (Key Worker) has helped me to find the best route to go down and has also talked through all the options that are available at this time and helped with the research needed to enable me to get back into employment.

Ruth, Works Better participant



My experience with Works Better has been extremely rewarding as I feel that without John (Key Worker) I wouldn't have been able to find myself a job: not just a job; but one that suits me and all my needs after being out of work for a short while. My confidence was very low and you have helped build that. Thank you for your on going support.

Shelley, Works Better participant



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