

Social Return on Investment

Report on 2019—2021
Where Rainbows Meet



This SROI report is compiled by Lind Invest in March 2022.

The SROI report is published by Lind Foundation, but has been compiled by Lind Invest, as the Social Responsibility area in Lind Invest has been merged into Lind Foundation in June 2022. Thereby, all projects supported by Lind Invest are now part of Lind Foundation.

The content of the report is unchanged and Lind Invest is mentioned throughout the report as it was the contributor at the time.

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Summary

In this report, the SROI ratio for Where Rainbows Meet's programmes in the financial year of 2019/2020 and 2020/2021 are calculated. The SROI ratio for the financial year of 2019/2020 is 3.60, which indicates a small drop in value created compared to the financial year of 2018/2019. In the financial year 2020/2021 the SROI ratio increased significantly. The SROI value of 2020/2021 is 11.5 and indicates that for every South African Rand (ZAR) invested in 2020/2021, ZAR 11.5 is created in value for the stakeholders and society. The increase in the SROI value is due to the outbreak of COVID-19 where Where Rainbows Meet increased its Nutritional Programme to avoid a widespread famine in the community. By excluding this programme, the SROI value dropped to 1.09.

Where Rainbows Meet is a non-governmental organisation (NGO) in South Africa located in one of Cape Town's slum areas, Vrygrond, the so-called townships. The organisation was founded in 2008 with the purpose of helping the individuals living in the community to change their lives and develop the community. The organisation runs different programmes for children, youngsters, and adults all focusing on alleviating the many social problems.

The SROI report describes and analyses the programmes of Where Rainbows Meet to show how the organisation helps the participants. Not all programmes are included in this analysis. The programmes that are included are Computer Training Programme, Sewing and Beading Project, Social Workers Office, Legal Advice (only in 2019/2020), In-School Programme, Nutritional Programme, and Early Child Development Programme. The other programmes are included in the section "Other value creation", where the value created in the programmes is discussed.

The SROI analysis is conducted with a conservative approach but there are some uncertainties in the calculations. This is analysed through sensitivity analyses of different parameters that are influenced by uncertainties due to assumptions or statistical uncertainty. In a worst-case scenario, where all effects are reduced to 50% of the original value, the SROI ratio would be reduced to 1.80 in 2019/2020 and 5.76 in 2020/2021. Thus, the SROI ratio will still be positive which indicates that the value creation of Where Rainbows Meet is relatively strong to uncertainties.

A large part of the intervention of Where Rainbows Meet cannot be valued monetarily. One should notice that the SROI analysis cannot stand alone and that calculations do not necessarily reveal the full extent of the value creation of Where Rainbows Meet.

The report shows that Where Rainbows Meet is a large organisation with many activities that help vulnerable people to develop skills, get employment, and increase life quality to improve their lives and the community. Thus, Where Rainbows Meet creates significant value for its stakeholders and society, and the organisation plays an important role for the citizens in the community.

Introduction

Where Rainbows Meet is a non-governmental organisation (NGO) in South Africa located in one of Cape Town's slum areas, Vrygrond, the so-called townships. The organisation was founded in 2008 by Mymoena Scholtz, the Director of Where Rainbows Meet, to help the individuals living in the community change their lives.

Vrygrond is an old informal settlement in Western Cape. It is a community of nearly 40,000 registered people living in extreme poverty, hunger, and with housing problems. Many live unregistered in the area and therefore the unofficial number of citizens can be up to 100,000 which also increases the actual unemployment rate in the area to a higher level than the official numbers of between 19.3-19.7% in Western Cape.¹

Where Rainbows Meet has reported that most of the citizens, they have met through the years, have been unemployed. Thus, they would estimate the unemployment rate to be higher than 50%.²

Furthermore, the people of Vrygrond are victims of crime, violence, and sexual abuse as well as alcohol and drug abuse. Children are also suffering from this as the opportunities for schooling are practically non-existent and the long-term outlook for a better future does not look bright. All these problems have become everyday life for the citizens of Vrygrond and therefore people have lost all hope. They find it hard to believe in better times and instead they just adapt to the situation as it is.

Therefore, Where Rainbows Meet has an important and much-needed role in the local community. The organisation has taken the responsibility to help the citizens. This is done through a range of activities and programmes that encourage and empower people in different ways.

They run activities for parents, youngsters, and children. Some activities focus on personal development, well-being, and nutrition for the individual. Other activities focus on social relations, education, and information such as awareness events and visits to schools. Some programmes have the purpose of educating adults with different skills to get a job and thus a sustainable income increase and a life improvement from this. Where Rainbows Meet also has a counselling centre of general information called Advice Office where citizens can come if they experience any kind of problems, they need help to solve. Overall, citizens can get help with many kinds of problems and improve several skills at Where Rainbows Meet.

Overall, Where Rainbows Meet runs many programmes for a lot of needs and all of them are believed to create a positive outcome for the individuals involved in them. Most of the programmes are included in the following analysis, however, some are left out simply because it has not been possible to collect data from these or due to their relatively small size. The programmes that are left out of the analysis are included in the section "Other value creation", where the outcomes of the programmes are discussed.

Overview of the programmes

Where Rainbows Meet has a variety of different programmes, and not all of them are included in the analysis, as it only includes the primary programmes. This section describes these programmes and whether they are included in the 2019/2020 and 2020/2021 analyses. Legal Advice is not included in the 2020/2021 analysis as the programme closed after the financial year of 2019/2020.

Table 1. Overview of the programmes at Where Rainbows Meet

Selwyn Early Child Development Learning Programmes (E.C.D.)

The focus of these programmes is on children aged 1-6 years old and their parents.		Included in the analysis?
Children activities	For the children, there is a Day & Aftercare Centre. Here, children are in good care all day and are prepared for formal schooling.	No, not included.
Parent activities	Activities for the parents are parental courses where they meet in groups with other parents and talk about challenges they face and experiences they have had. They can also get an education and basic skills in parenthood.	Yes, included in both analyses.

Youth Development

This is a project that combined different programmes for youth. The focus is to keep young people away from the streets and crime. They are encouraged to get a hobby, begin in school, or find a job. They are also helped with personal development and self-enhancement to reach their potential.		Included in the analysis?
In-School programmes	These programmes focus on informing youngsters about different subjects in school and out of school. Some events inform youngsters about the demands of higher education, about jobs and employment as well as about HIV/AIDS.	Yes, included in both analyses.
After-school activities	These activities aim to develop youngsters personally and artistically. They also make sure youngsters stay away from the streets and crime.	No, not included.
Youth Empowerment Programme	A programme for young people who have dropped out of school. The mission is to help them with skills and vocational training so that they can find employment. In the Youth Centre, they can join activities together with other young people.	No, not included.

Women's income-generating programmes

The focus here is on the female participants and helping them to get an income and become independent.		Included in the analyses?
Sewing and Beading Project	In this programme, women learn to sew and bead so that they can produce products on their own. This helps them to become independent and teaches them how to work in an organisation together with other people. Further, most of them complete courses in the Computer Training Programme and Life Skills during their participation in this programme. After they finish the programme, they can work in the organisation, and in return, they get a stipend and meals.	Yes, included in both analyses.
Gardening Project	Here, participants learn about gardening and farming. The participants are taught how to maintain and grow a garden.	No, not included.

Training and Development programmes

In this group of programmes, the participants involved are getting training to be able to get a job afterwards.		Included in the analysis?
Computer Training Programme	The Computer Training Programme is a development programme that focuses on teaching adults how to use computers and various programmes for office use.	Yes, included in both analyses.
Business courses	Business courses help small business owners and entrepreneurs to be more productive, improve their management skills, and create growth in their businesses.	No, not included.
English courses	Courses to improve the participants' English language skills. The participants are taught how to speak, write, and read English to get involved in the local community and join other programmes where they can improve their skills for future jobs.	No, not included.
Life skills	In the Life Skills programme, unemployed adults are taught general skills to prepare them for employment – examples of this are interview training, motivational training, communication, conflict management, time management, and personal development training.	Yes, included in both analyses.

Health Centre

Persons with personal and medical problems and unable to get professional help, visit the Health Centre to get help. Included here are also nutritional programmes where citizens can get free meals and learn about nutrition and health.	Yes, included in both analyses.
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Advice Office

The Advice Office serves as a gateway to the organisation. Clients are both referred to the Advice Office by Government hospitals and other medical institutions and referred to Where Rainbows Meet's programmes.	Included in the analysis?	
Social Workers Office	Social Workers Office provides advice to citizens in Vrygrond. Clients vary from children to the elderly and the cases range from domestic abuse, neglect, child abuse, teenage pregnancy, housing issues, school dropouts, child support grants, career guidance, rape counselling, and more.	Yes, included in both analyses.
Legal Advice	Where Rainbows Meet partners with lawyers that help the organisation's clients. If the case falls within the legal clinic's area of expertise, the legal clinic will assist the client. If the case does not fall within the legal clinic's area of expertise, the clinic will assist the client in finding other affordable legal expertise.	Only included in the 2019/2020 analysis.
Clothing Bank	In combination with the Nutritional Programme, the Clothing Bank makes sure that these families have their essential basic needs covered.	No, not included.

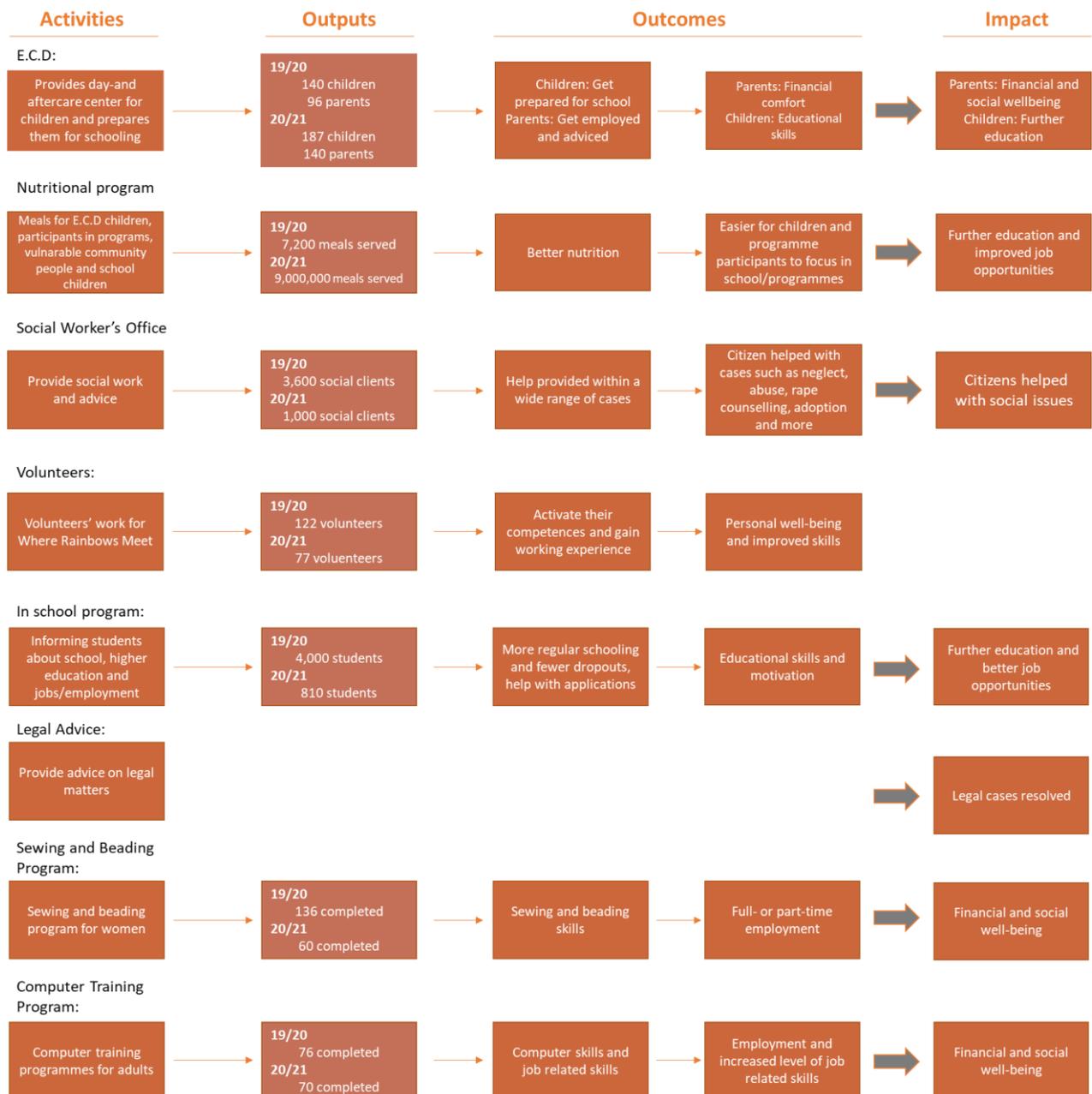
NB. The programmes that are not included in the analysis are described in the section "Other value Creation"

Theory of change

The theory of change is a theory of how change happens within the organisation, how the stakeholders experience it, and what impact the change has on the stakeholders. The theory is that activities at Where Rainbows Meet helps citizens in Vrygrond who have problems to change their lives in a better way.

People at Where Rainbows Meet have issues of unemployment, poverty, hunger, etc. They receive training and develop useful skills, they are offered help to find employment, they are provided nutrient food as well as children are taken care of and prepared for school. Overall, the existence of Where Rainbows Meet and its activities lead to social and economic improvements in Vrygrond.

This is illustrated in a model in Figure 1.



Method

The analysis is based on the Social Return on Investment (SROI) method, which places a monetary value on social impacts and voluntary work by comparing the investments made in a social context with the value created for the involved stakeholders. The social impact consists of two types of value:

- The financial values: consist mainly of the income increase experienced by the people who find employment. The income increase is based on the results of the survey carried out among the graduates in the three programmes: Sewing and Beading, Computer Training, and E.C.D. In addition, the value of the meals served in the Nutritional Programme is counted as a financial outcome and based on recommended Minimum Amount of Money for food on daily basis in South Africa³.
- The social values: consist of well-being effects. The monetary value of these well-being effects is based on average values from the Social Value Bank.

Further details and reflections on the SROI method can be found in the [Lind Invest SROI whitepaper](#).

Stakeholders

In this section, stakeholders of Where Rainbows Meet are described and accounted for. A stakeholder is defined as individuals or groups who experience changes or affect the activity. Thus, it is the persons who might affect or are affected by Where Rainbows Meet's programmes. Not all stakeholders are included in the analysis because data has not been able for compilation.

The stakeholders that are included in the SROI analysis are the contributors, the adult participants, the youngsters from the In-School Programme, the parents of the children in E.C.D., and the volunteers.

Table 2. Overview of the stakeholders at Where Rainbows Meet

Group	Effect	Included in analysis
Contributors	The group secures the existence of Where Rainbows Meet through financial contributions.	Yes. The group is included as its contributions are part of the input in the analysis.
Adult participants	The adult participants are a part of Where Rainbows Meet's target group. They experience both social and financial improvements through different activities.	Yes. The adult participants in some of the programmes are included. Their income increases and well-being improvements are parts of the outcome in the analysis.
Children and youngsters	Children and young people in the programmes experience positive effects from the activities.	Both yes and no. The youngsters from the In-School Programme are included in the analysis, but the children in the E.C.D. Programme are not included in the analysis.
Parents to the children	The parents experience positive effects from having children at Where Rainbows Meet. They get more time to focus on their issues and they are happy knowing that their children are in good care.	Yes. The parents of the children of E.C.D. are included in the analysis as a part of the outcome.
Family members	The families of the participants at Where Rainbows Meet experience effects as well. The family members can get help and be encouraged by the participant to change their life situation.	No. The group is not included in the analysis, instead, it is included in "Other value creation".
Volunteers	The volunteers create an effect for the participants at Where Rainbows Meet and they experience effects from this. They ensure that activities happen and in return, they experience personal well-being and they gain work experience.	Yes. The group is included in the analysis – both as part of the input and as a part of the outcome.
Employees and management	The employees and management are important for the operation of Where Rainbows Meet and thus important for the participants' improvements.	The group is included indirectly in the analysis as their working time is included in operating expenses and thus in the input.
Local community	The local community experience a positive effect from Where Rainbows Meet. The citizens have a place to go to if they have problems and want to get training and education.	No. The local community is not included in the analysis. However, it is included in "Other value creation".

As mentioned, Where Rainbows Meet runs many programmes to alleviate the social problems within the community. Most of them are analysed but a few are left out in the lack of compilation data from the programmes.

Data

Both quantitative data and qualitative data on the participants of the programmes have been used. The input consists of data on operating expenses for Where Rainbows Meet and the volunteers' working time in the respective financial years. The output consists of the registrations of participants in the various programmes, the social and financial improvements for participants uncovered in the surveys, the number of children that are taken care of the number of parents that are helped, and the number of local and international volunteers.

Online surveys are used to evaluate participants' development and assess the outcomes achieved. The surveys have been designed by Lind Invest for the following programmes: Computer Training, Sewing and Beading Project, and E.C.D. representative for the graduates, the surveys are also used to make risk adjustments. Unfortunately, only the participants in the financial year 2020/2021 received a survey. Participants in 2019/2020 are assumed to develop as the participants in the financial year of 2018/2019, as the participant's development in the financial year of 2020/2021 has been affected by COVID-19. Therefore, the survey from 2018/2019 is the best proxy variable for the participant's development in 2019/2020.

External data has been used in the analysis. Data on employment/unemployment and minimum wage in South Africa has been used in the report. Also, data from 2020 and 2021 on the Gross Domestic Product (GDP) per capita and minimum wage in the home countries of the international volunteers are incorporated in the analysis. There might be uncertainties in using these values and the conversion. This is discussed in "Appendix 2: Assumptions and Uncertainties". All values in the SROI analysis are calculated in South African Rand (ZAR)⁴.

Further details and descriptions of the risk adjustments can be found in the [Lind Invest SROI whitepaper](#).

Calculation 2019/2020

Social Return on Investment

In this section, the impact created by the activities of Where Rainbows Meet in their financial year 2019/2020 is analysed and the SROI ratio is calculated for the organisation. In the following analysis, input will be described and calculated. Afterwards, output and outcome are described and valued. Adjustments, such as deadweight and attribution, are accounted for and used in the calculation of the total net outcome. The calculations are based on some assumptions and uncertainties – these are discussed in the section "Appendix 2: Assumptions and uncertainties". Finally, the total net input and the total net outcome are used to calculate the SROI ratio. In the end, the sensitivity of different parameters is analysed.

As mentioned previously, not all programmes are included in the calculation. Therefore, input and outcome do not reflect the total impact of the organisation.

A full view of inputs, outputs, and outcomes as well as financial indicators and adjustments, such as deadweight and attribution, can be found in "Appendix 1: Impact Map".

Input

OPERATING EXPENSES

Numbers received from the organisation show that the operating expenses for the included programmes can be aggregated to 1,816,490 South African Rand (ZAR) in the financial year of 2019/2020. As mentioned earlier, the analysis only takes some of the programmes into account. Therefore, only financial expenses of the included programmes are included, as seen below:

Table 3. Operating expenses of the included programmes in 2019/2020

Included programmes	Financial expenses (ZAR)
E.C.D.	250,858
In-School Programme	19,900
Legal Advice + Social Workers Office	113,949
Computer Training Programme	251,273
Sewing and Beading Project	220,935
Nutritional Programme	118,259
Total overhead cost of the programmes	841,316
Total	1,816,490

NB. The numbers in Table 3 have been rounded off.

VOLUNTEERS' TIME

Further, the input also consists of the volunteer's time in activities at Where Rainbows Meet and can be aggregated to ZAR 3,062,286.

The method used here is to look at how much it would cost for a paid employee to do the same type of work. This is a commonly used method in SROI analysis to value volunteer input⁵. The volunteer input for one hour is calculated by assuming that the organisation replaces a volunteer with an employed person. It is also assumed that the competencies of the volunteer and worker should be the same for them to do the same type of work. By doing this, the organisation must pay a salary to this employed person for each hour of work – this is the estimated value of one hour of volunteer time.

The type of work for volunteers at Where Rainbows Meet differs due to the different programmes, but in general it is defined as non-specialised. It can be done by all kinds of adult persons without special skills and educational backgrounds.

From this assumption, the salary can be determined. Since the work does not require special skills and educational backgrounds, it is reasonable to use the minimum wage. Since Where Rainbows Meet has had both local and international volunteers in 2018/2019, the minimum wage from the volunteer's home country in 2018/2019 is used. This is also done to make sure that the assumption about the same skills and competencies is kept. From this, it is implicitly assumed that the only variation in volunteer input is the difference between countries' minimum wages which differs due to differences in income level.

Local volunteer input

Where Rainbows Meet has estimated a total of 82 local volunteers in the financial year 2019/2020. The local volunteers are usually people who come in after school to give a helping hand. They work 25 hours per week for 46 weeks on average. Hence, the total number of volunteers' working hours is calculated to be 94,300 hours. The minimum hourly wage has been determined to be ZAR 20⁶. The total value of local volunteer's time is therefore calculated to ZAR 1,886,000 where only 88% of operating expenses are allocated to the included programmes. Hence, only 88% of local volunteers' time is included.

International volunteer input

The international volunteers' working hours are 30 hours a week. There have been international volunteers from four different countries, and they worked for 85 weeks in total in the financial year of 2019/2020. Table 4 sums up the calculation of the international volunteer input.

Table 4. The calculation of the international volunteer input for each nationality

Nationality	Working hours included in total	Minimum hourly wage (ZAR)	Volunteer input (ZAR)
Denmark	85	241	614,243
Japan	85	108	274,401
US	85	105	267,981
Germany	85	167	425,336
Total	340		1,581,962

NB. The numbers in Table 4 have been rounded off.

TOTAL INPUT

The total input is the sum of volunteers' time and the total operating expenses from the included programmes:

Table 5. Overview of total input in the financial year 2019/2020

Input	(ZAR)
Operating expenses	1,816,490
Local volunteer input	1,665,379
International volunteer input	1,581,962
Total	4,878,776

NB. The numbers in Table 5 have been rounded off.

Output

The output is a quantitative statement of the number of activities and people directly involved in Where Rainbows Meet in 2019/2020. In this analysis, the volunteers and the participants in the included programmes make up the output. Output for the different programmes is summarised below in Table 6.

Table 6. Output in the financial year 2019/2020

Programme	Included as output
Computer Training Programme	76 participants in total 70 completed the programme 22 found job
Sewing and Beading Project	136 participants in total 91 completed the programme 70 found a job at WRM 45 found jobs outside WRM
E.C.D.	96 parents had children in E.C.D. 24 parents found jobs due to their children's participation in E.C.D.
Nutritional Programme	7,200 meals served
In School Programme	4,000 students
Social Workers Office	3,600 clients
Legal Advice	197 clients
Volunteers	40 international volunteers 82 local volunteers

Outcome

The outcome is the substantial effect the project has had on its stakeholders. This is where a monetary value is assigned to the output. For each included programme, the effects are monetarily valued.

Computer Training Programme

The Computer Training Programme teaches the participants the fundamentals of computers. Many participants have never used a computer before and learning to handle a computer is one of the first steps in preparing them for the labour market. Furthermore, it is required that candidates for jobs with computers have a certificate that they know how to use a computer and different basic programmes. The total net value creation of the Computer Training Programme for the financial year 2019/2020 is calculated to ZAR 1,305,251.

For the Computer Training Programme, it is believed that only the graduated participants experience the full effect of the programme and afterwards achieve the expected outcome. The 76 graduates of the Computer Training Programme are included because it is possible to measure how many of the graduates have gained employment and a larger income.

It is likely that the participants who do not graduate also achieve better computer skills. However, this is not possible to measure and therefore only graduates are included in the analysis. The outcomes experienced by the graduates are shown in Table 7.

Table 7. Outcomes of the Computer Training Programme for the graduates

Outcomes of the Computer Training Programme	
•	Increased income due to employment
•	The well-being effect of change in status from unemployment to full-time employment
•	The well-being effect of having a place to get help locally

The outcomes created in the Computer Training Programme are determined from the survey data results. The surveys collected on the graduates in the Computer Training Programme found:

Table 8. Survey results from Computer Training Programme

	Share of respondents
Had a job before joining the Computer Training Programme	20%
Amount of time employed after graduation	63%
Feel that Where Rainbows Meet is a place where they can get help if they have a problem.	88%
Know other places to get advice	29%
Believed that they could have found a job without help from Where Rainbows Meet	33%
Received help from others than friends and family	33%
Would have applied for help elsewhere if Where rainbows Meet had not existed	50%

NB. The numbers in Table 10 have been rounded off.

FINANCIAL OUTCOME

The financial value creation of the Computer Training Programme consists of the income increase that those who found jobs after graduation experience and is in total ZAR 1,161,210 before adjustments. The income increase that the employed graduates achieve is indicated by the difference between their income before joining the programme and their income after graduation. From the survey data, the graduates state they had a monthly income before of ZAR 991 on average and achieved a monthly salary of ZAR 8,017 on average afterwards. Based on the survey results, the monthly net income increase for the graduates employed in the first year is found to be ZAR 7,025. Because they have been employed for 63% of the time, the yearly income increase is ZAR 52,782. The total income increase for those who found jobs is calculated to be ZAR 844,516.

Table 9. The financial value created by the Computer Training Programme

Financial outcome	The number who experience the effect	Value per person (ZAR)	Total value creation (ZAR)
Income increase	22	52,782	1,161,210

NB. The numbers in Table 9 have been rounded off.

SOCIAL VALUES

The social values for the Computer Training Programme consist of well-being effects which are uncovered by using financial indicators from the Social Value Bank⁷. The total well-being effects of the Computer Training Programme in 2019/2020 - before adjustments - is ZAR 1,816,923. It is assumed that the effects are experienced the same way by any person assuming that the preferences are the same. Therefore, social values can be used on any person. The only variation is the income level of the persons. This means that the values should be adjusted to the income level of citizens in South Africa using GDP per capita.⁸

The social value of getting full-time employment after being unemployed is ZAR 45,293. Of the participants, 22 experienced this as they found a job after graduation.

Many participants have never used a computer before. Learning to handle a computer is one of the first steps to preparing them for the labour market. It is valuable for these participants that they achieve computer skills that can help them find a job in the future. The social value of getting general job training is ZAR 4,918, and it is assumed that all 70 graduates experience this effect.

Where Rainbows Meet is a help centre in the community of Vrygrond. Residents can go there and get help with any problem. Having this opportunity is a positive effect on the graduates in the Computer Training Programme. 88% of the graduates feel that Where Rainbows Meet is the place locally where they can get advice which corresponds to 62 of the graduates. The social value of getting advice locally is found to be ZAR 424,224 in total.

Table 10. Social values created in the Computer Training Programme

Well-being effect	The number who experience the effect	Value pr. person (GDP adjusted) (ZAR)	Total value creation (ZAR)
Full-time employment	22	45,293	996,456
Able to obtain advice locally	62	7,711	476,239
General training for job	70	4,918	344,228
Total			1,816,923

NB. The numbers in Table 10 have been rounded off.

ADJUSTMENTS

For income increases and employment, the effect of deadweight is determined to be 33%. This is determined from the survey where 33% of the graduates, who got a job, believed that they could find a job without help.

For the advice effect, deadweight is determined to be 29% corresponding to the number of graduates who know about other organisations and would have searched for help elsewhere if Where Rainbows Meet did not exist. It is believed that they would have found help and therefore achieved the same outcome anyway. Furthermore, the deadweight of the training effect is determined to be 50% because half of the respondents would have applied for help at another place if Where Rainbows Meet had not existed. It is also assumed that they would have found similar help and therefore achieved the same outcomes.

Income increases and employment effect are determined to be attributed by 33%. The 33% is the share of persons who got a job and answered in the survey that they received help from others than family and friends and is therefore estimated as attribution. For the advice effect and the training effect, the attribution is also 33% as 33% of the graduates answered that they have been advised by others than friends and family.

Table 11. Adjustments of the effects created by The Computer Training Programme

Effects	The number who experience the effect	Gross value creation (ZAR)	Deadweight	Replacement	Attribution	Drop off	Net effects (ZAR)
Income increase	22	1,161,209	33.33%		33.33%		521,267
Full-time employment	22	996,456	33.33%		33.33%		445,106
Able to obtain advice locally	62	476,239	29.41%		33.33%		224,129
General training for job	70	344,228	50%		33.33%		114,748
Total							1,305,251

NB. The numbers in Table 11 have been rounded off.

Sewing and beading Project

In the Sewing and Beading Project, the participants acquire skills in sewing and beading. After graduation, they can either be employed inside the organisation as stipend workers or find a job outside of the organisation. As stipend workers, they receive a small monthly fee and daily meals which gives them the social benefits of part-time employment as well as a secure income and proper nutrition. The graduates who are employed outside of Where Rainbows Meet also experience the social benefits of employment and growth in their monthly income. In the financial year 2019/2020, 91 women graduated from the Sewing and Beading Project course where 70 of these found jobs as stipend workers for Where Rainbows Meet while 45 found jobs outside of Where Rainbows

Meet (so some people work both as stipend workers and outside of Where Rainbows Meet). The total net value creation of the Sewing and Beading Project in the financial year 2019/2020 is calculated to ZAR 826,720.

It is likely that the participants who do not graduate (45 people) also achieve better skills and job opportunities. However, this is not possible to measure and therefore only graduates are included in the analysis. The outcomes experienced by the graduates are shown in Table 12.

Table 12. Outcomes for the graduates from the Sewing and Beading Project

Outcomes for Sewing and Beading Project	
•	Increased income due to employment
•	Well-being effect of change in status from unemployment to full-time employment or part-time employment
•	The well-being effect of having a place to get help locally

The outcomes created in the Sewing and Beading Project are determined from the survey data collected on the graduates in 2018/2019. The survey outlines the effects that the participants experience during the period. The survey collected on the graduates of the Sewing and Beading Project found.

Table 13. Survey results from the Sewing and Beading Project

	Share of respondents
Had a job before joining the Sewing and Beading Project	20%
Amount of time stipend workers are employed after graduation	64%
Amount of time the graduates employed outside of Where Rainbows Meet are employed after graduation	87%
Feels that Where Rainbows Meet can help them when having a problem	100%
Know other places to get help and advice	60%
Received help from others than friends and family	40%

NB. The numbers in Table 13 have been rounded off.

FINANCIAL VALUES

The increased income that the employed graduates achieve is indicated by the difference between their income before joining the Sewing and Beading Project and their income after graduating from the Sewing and Beading Project.⁹ The total financial effects of the Sewing and Beading Project in 2019/2020 - before adjustments - are ZAR 896,519.

The survey data show that the graduates had an average individual monthly income of ZAR 970 before joining the programme. The graduates, who got employed in a part-time job within the Sewing and Beading received a monthly stipend of ZAR 700 and four meals a day to the value of ZAR 1,458 per month. The value for meals is estimated at 80% of the minimum amount of expenses for food per month in South Africa¹⁵. For each of the 70 graduates employed as stipend workers, the monthly net increase is calculated as the sum of the monthly change in income and the monthly value of the meals. The monthly income increase is therefore ZAR 988. In total, this gives a yearly income increase for all the participants employed at Where Rainbows Meet on ZAR 531,479 because they state they have been employed for 64.04% of the time.

The 45 graduates, who got employed outside of Where Rainbows Meet, each received a monthly salary of ZAR 1,750. This results in a monthly net increase of ZAR 780 per graduate. The yearly income for all 45 graduates is therefore calculated to be ZAR 365,040 as they have been employed for 86.66% of the time.

Table 14. The financial value created in the Sewing and Beading Project

Financial outcome	The number of persons who experience the effect	Yearly value per person (ZAR)	Total value creation (ZAR)
Income increase for stipend workers	70	7,593	531,479
Income increase for graduates employed outside of WRM	45	8,112	365,040

NB. The numbers in Table 14 have been rounded off.

SOCIAL VALUES

The total well-being effects of the Sewing and Beading Project in 2019/2020 - before adjustments - is ZAR 2,548,149

Since 20% had a job before they joined the Sewing and Beading Project only 80% of those who found employment are assumed to experience this effect. Where Rainbows Meet is a help centre in the community of Vrygrond. Residents can go there and get help with any problem. Without this help centre, the citizens should find other places to get help, however, the same help is not guaranteed elsewhere. Having this opportunity has a positive effect on the graduates in the Sewing and Beading Project and is calculated by the social value of getting advice locally.

Table 15. Social values were created in the Sewing and Beading Project.

Well-being effect	The number who experience the effect	Value pr. person (GDP adjusted) (ZAR)	Total value creation (ZAR)
Full-time employment	36	45,293	1,630,565
Part-time employment	56	3,856	215,925
Able to obtain advice locally	91	7,711	701,658
Total			2,548,148

NB. The numbers in Table 15 have been rounded off.

ADJUSTMENTS

Out of the survey respondents, 60% know about other places to get help. It is believed that they would have found help and therefore achieved the same outcome anyway. Therefore, the deadweight of the outcomes is determined to 60%. In addition, 40% have received help from others outside Where Rainbows Meet, while they have been part of the Sewing and Beading Project. The 40% is the share of respondents who answered that they have received help from others than family and friends.

Table 16. Adjustments of the effects created by The Sewing and Beading Project

Effects	Number	Gross value (ZAR)	Deadweight	Replacement	Attribution	Drop off	Net effects (ZAR)
Income increase (full-time employment)	45	365,040	60%		40%		87,610
Income increase (stipend workers)	70	228,241	60%		40%		127,555
Full-time employment	36	1,630,565	60%		40%		391,336
Part-time employment	56	215,925	60%		40%		51,822
Able to obtain advice locally	91	701,658	60%		40%		168,398
Total							827,720

NB. The numbers in Table 16 have been rounded off.

Social workers office

Social Workers Office provides advice to citizens in Vrygrond. Clients vary from children to elderly and the cases range from domestic abuse, neglect, child abuse, teenage pregnancy, substance abuse, housing issues, school drops outs, adoption and fostering issues, child support grant, career guidance, rape counselling, and more. The total net value creation of the Sewing and Beading Project in the financial year 2019/2020 is calculated to be ZAR 5,378,094.

It has not been possible to determine the exact problems that the clients are helped within Social Workers' Office and how this affects their financial situation. For that reason, is it not possible to assign any financial value to the created effects. Therefore, the analysis only determines created the social values.

SOCIAL VALUES

Social Worker's Office had 3,600 clients during the financial year 2019/2020. These clients experience the value of having a place to go, where they can receive advice on various issues. However, Where Rainbows Meet has

estimated that around 14% of the clients are participating in another programme at Where Rainbows Meet. These residents already experience the value of having a place to get advice and therefore the remaining 86% of the clients are counted as an outcome. This corresponds to 3,100 clients.

Table 17. Social values created in Social Workers Office

Well-being effect	The number who experience the effect	Value pr. person (GDP adjusted) (ZAR)	Total value creation (ZAR)
Able to obtain advice locally	3,100	7,711	23,902,641

NB. The numbers in Table 17 have been rounded off.

ADJUSTMENTS

A deadweight of 75% is determined because it is unknown how many clients would have found help elsewhere. The reduction of 75% is accounted for because some clients will experience only a part of the well-being effects and with different intensities. The well-being effects are calculated for 12 months, and it is unlikely that the effects occur immediately after the programme therefore 75% has been deducted to keep the analysis conservative. It has been assumed an attribution of 10% because the clients are still affected by other factors from their surroundings. Thus, other citizens or organisations can be partly responsible for the positive effect experienced by the clients.

Table 18. Adjustments of the effects created by the Social Worker's Office

Effects	Number of people	Gross value (ZAR)	Deadweight	Replacement	Attribution	Dropoff	Net effects (ZAR)
Able to obtain advice locally	3,100	23,902,641	75%		10%		5,378,094

NB. The numbers in Table 18 have been rounded off.

Legal Advice

Where Rainbows Meet is partners with some lawyers that go to the organisation and help clients. The lawyers mainly focus on the pre-litigation phase of the legal process and determine whether the client has a valid case. If the case falls within the legal clinic's area of expertise, a volunteer or intern will be assigned the case and the responsibility for assisting the client. The net value created by legal Advice is calculated to ZAR 256,327.

During the financial year 2019/2020, the legal clinic had 197 clients. It has not been possible to determine the exact problems that the clients are helped with within Legal Advice and how this affects their financial situation. Because it is not possible to determine the exact effects of Legal Advice, it is not possible to assign any financial value to the effects created. Therefore, the analysis only determines the social values created.

SOCIAL VALUES

Around 25% of the 197 clients in Legal Advice are estimated to be participating in other programmes at Where Rainbows Meet, and it is therefore assumed that they already experience this effect thus 75% of the clients are included in the analysis. This corresponds to approximately 148 clients and the total value created before adjustments are seen in Table 19:

Table 19. Social values created in Legal Advice.

Well-being effect	The number who experience the effect	Value pr. person (GDP adjusted) (ZAR)	Total value creation (ZAR)
Able to obtain advice locally	148	7,711	1,139,230

NB. The numbers in Table 19 have been rounded off.

ADJUSTMENTS

A deadweight of 75% is determined because it is unknown how many clients would have found help elsewhere. The reduction of 75% is accounted for because some will experience only a part of the well-being effects and

with different intensities. The well-being effects are calculated for 12 months, and it is unlikely that the effects occur immediately after the programme. Therefore, 75% has been deducted to keep the analysis conservative. It has been assumed an attribution of 10% because the citizens are still affected by other factors from their surroundings. Thus, other citizens or organisations can be partly responsible for the positive effect experienced by the clients.

Table 20. Adjustments of the effects created by Legal Advice

Effects	Number	Gross value (ZAR)	Deadweight	Replacement	Attribution	Drop off	Net effects (ZAR)
Able to obtain advice locally	148	1,139,230	75%		10%		256,327

NB. The numbers in Table 20 have been rounded off.

Nutritional Programme

The Nutritional Programme's main objective is to support the other programmes at Where Rainbows Meet through the meals and training in healthy living it gives to the participants. Nutritional Programme cooks the meals that are served to the participants of the different programmes and thereby ensuring that the participants can stay focussed for the entire day and thereby receive the best outcome of their programmes. The net value created in the Nutritional Programme in 2019/2020 is calculated to ZAR 84,658.

In the financial year 2019/2020, 500 participants from other programmes at Where Rainbows Meet received meals from Nutritional Programme. Furthermore, Nutritional Programme teaches the participants in the programme of Where Rainbows Meet how to live healthy both in terms of food and exercise.

FINANCIAL VALUES

Nutritional Programme served 7,200 meals to the participants in the Sewing and Beading Project and the Computer Training Programme in 2019/2020. These meals represent a value for the participants and are calculated by the Recommended Minimum Amount of Money for food on daily basis in South Africa¹⁰. The value of a meal is the financial cost of a similar meal if the participants themselves had to purchase it. The financial value of a meal has been valued to count for 50% of the recommended minimum daily food consumption Nutritional Programme.

Table 21. The financial value created in Nutritional Programme

Number of meals served	Value of nutrition (ZAR)	Total value creation (ZAR)
7,200	29	211,644

NB. The numbers in Table 21 have been rounded off.

ADJUSTMENTS

If Nutritional Programme had not existed, the participants could likely have found ways to cover their daily food consumption elsewhere. Therefore, a deadweight of 60% is determined while no adjustments are made for Nutritional Programme.

Table 22. Adjustments of the effects created in the Nutritional Programme

Effects	Number of meals	Gross value (ZAR)	Deadweight	Replacement	Attribution	Dropoff	Net effects (ZAR)
Value of meals	7,200	211,644	60%				84,658

NB. The numbers in Table 22 have been rounded off.

In-School Programme

The purpose of the in-school Programme is to build a relationship with the students and to prevent crime and unemployment among them. In partnership with local schools, Where Rainbow Meets is out in the schools in classes creating awareness about the organisation and teaching about the importance of education and jobs and many other relevant subjects for the youth. The net value created by the In-School Programme in 2019/2020 is calculated to ZAR 8,045,923.

In the financial year 2019/2020, the In-School Programme covered 4,000 students divided between five different schools. In-School Programme offers the students an opportunity to get advice from one of Where Rainbows Meet's employees that visits the school once every week. Here, the students receive guidance, support, and information about their opportunities for education and finding employment.

It has not been possible to determine the exact effects of the In-School Programme. No surveys have been carried out, and it is therefore unknown how many students who have gained admission to further education or found employment due to the advice they have received in the In-School Programme. Because these effects are unknown, it has not been possible to determine the financial value created for the students and society. Therefore, the analysis only determines the social values created.

SOCIAL VALUES

The In-School Programme offers students an opportunity to get advice from one of Where Rainbows Meet's employees that visits the school once a week. Here, the students can receive advice and guidance from the employee from Where Rainbows Meet. Having this opportunity is a positive effect for the students in the In-School Programme as they receive advice on various school and job-related issues that they could not have received advice on otherwise.

Furthermore, the In-School Programme runs various programmes in the schools including sports programmes and life skills programmes with the kids from grades four to seven. These programmes support the kids' development and help prepare them for the future that awaits them after they leave school. The training helps prepare them for further education and/or the labour market and will probably affect the future. It is, however, uncertain how much this will affect the students in the future and thus their outcome of the In-School Programme. Therefore, 25% of the students are assigned an outcome of the training.

Table 23. Social values created in the In-School Programme

Well-being effect	The number who experience the effect	Value pr. person (GDP adjusted) (ZAR)	Total value creation (ZAR)
Able to obtain advice locally	4,000	7,711	30,842,116
General training for job	1,000	4,916	4,917,541
Total			35,759,658

NB. The numbers in Table 23 have been rounded off.

ADJUSTMENTS

A deadweight of 75% is used because it is unknown how many students would have found help and training elsewhere. The reduction of 75% is accounted for as some will experience a part of the well-being effects and with different intensities. An attribution of 10% has been used since the students are still affected by other factors from their surroundings. Thus, other citizens or organisations can be partly responsible for the positive effect experienced by the students.

Table 24. Adjustments of the effects created by the In-School Programme

Effects	Number	Gross value	Deadweight	Replacement	Attribution	Dropoff	Net effects (ZAR)
Able to obtain advice locally	4,000	30,842,116	75%		10%		6,939,476
General training for job	1,000	4,917,541	75%		10%		1,106,447
Total							8,045,923

NB. The numbers in Table 24 have been rounded off.

Early Child Development Programme (E.C.D.)

Early Child Development Programme (E.C.D.) has a Day & Aftercare Centre. Here, children are in care all day and are prepared for formal schooling. The preparation for formal school is essential due to the very high teenage dropout rate. Giving the children a good start in school is therefore essential to the children's long-term

development. Given that a good start in school is essential for a children’s development, the net value creation of the E.C.D. is ZAR 583,196.

In the financial year 2019/2020, 140 children were part of the E.C.D. The children are between one and six years old.

The Day & Aftercare Centre provide the parents the opportunity to have their child looked after in a safe environment. Because the parents no longer must look after their children during the day, they can use the time to work and thereby secure their family a stable economic income. Many of the parents are participating in another of the Where Rainbows Meets programmes, and some of these parents would not have been able to join their respective programmes if Day & Aftercare Centre had not existed. In the financial year 2019/2020, 96 parents had children in the E.C.D.

E.C.D., there is an effect on both children and parents. However, it is only the outcome for the parents that is included in the analysis as it is difficult to outline the effects on children. Outcomes of the E.C.D. programmes for the parents are presented in Table 25.

Table 25. Outcomes of the E.C.D. for the parents

Outcomes of the E.C.D. for the parents	
• Income increases due to employment.	
• Well-being effect going from unemployment to full-time employment.	
• Well-being effect of having a place to get help locally.	

The survey data collected on the parents in the E.C.D. found results presented in Table 26.

Table 26. Results of the survey carried out among parents of children in the E.C.D.

Statement	Share of respondents
Parents who found a job after their child started at E.C.D.	24%
Parents who had a job before their child joined E.C.D.	55%
Parents participating in other programmes included in the analysis.	53%
Parents who feel that Where Rainbows Meet can advise them if they have a problem.	94%
Parents who would have applied for help elsewhere if Where Rainbows Meet had not existed.	47%
Parents who have received help from others than friends and family.	18%

NB. The percentages in Table 26 have been rounded off.

FINANCIAL VALUES

The income increase that the employed parents achieve is indicated by the difference between their income before their children started in care at E.C.D. and their income after. Before, the parents had a monthly income of ZAR 782 where they afterwards achieved a monthly salary of ZAR 1,819. This results in a monthly net increase of ZAR 1,036 and a yearly income increase of ZAR 4,699 as the parents have been employed for 37% of the time on average. The total yearly income increase is based both on the respondents who had a job before they joined E.C.D. and those who found a job after having joined the programme. Therefore, the yearly income increase is assigned both to the share of parents who found a job and those who already had a job. These two shares correspond to 75 parents where 26 of these are participating in another of the programmes at Where Rainbows Meet included in this analysis. Their income increase is already included in other parts of the analysis. Therefore, the income increase is calculated for the remaining 49 parents and the total financial income increase is found to be ZAR 224,064.

SOCIAL VALUES

The parents experience a well-being effect when they find full-time employment after being unemployed. The social value of the E.C.D. is ZAR 1,117,850.

It is valuable for them to leave a situation with a low and uncertain income. Based on the survey from 2018/2019, a share of 24% of the parents, corresponding to 22 parents, find full-time employment after they joined the E.C.D. However, only 15 of them are accounted for as they did not already participate in another programme included in this analysis.

E.C.D. runs Day & Aftercare Centre. This centre has a parental group in which parents talk about the challenges they face every day and share their experiences. Having this opportunity has a positive effect on the parents in the E.C.D. The survey showed that 94% of the graduates feel that Where Rainbows Meet can advise them. 53% of the respondents participated already in other programmes included in this analysis where you can be advised. Hence, 59 parents experience the effects due to the E.C.D.

Table 27. Social values created in the E.C.D.

Well-being effect	The number who experience the effect	Value pr. person (GDP adjusted) (ZAR)	Total value creation (ZAR)
Full-time employment	15	45,293	665,015
Able to obtain advice locally	59	7,711	452,835
Total			1,117,850

NB. The numbers in Table 27 have been rounded off.

ADJUSTMENTS

For the income increases and employment effect, the deadweight is determined to be 47%. This is the share of the respondents who would have applied for help at another place if Where Rainbows Meet did not exist. It is believed that they would have found help and therefore achieved the same outcome anyway. In addition, attribution of 18% is determined for the different outcomes because this share of the respondents received help from other people than family and friends.

Table 28. Adjustments of the effects created by the E.C.D.

Effects	Number	Gross value (ZAR)	Deadweight	Replacement	Attribution	Dropoff	Net effects (ZAR)
Income increase (full-time employment)	49	224,064	47%		18%		84,658
Full-time employment	15	665,015	47%		18%		289,015
Able to obtain advice locally	59	452,835	41%		18%		168,398
Total							583,196

NB. The numbers in Table 28 have been rounded off.

Volunteers

The output is the product of voluntary work in the organisation. The output for volunteers in the financial year 2019/2020 was:

- 82 local volunteers at Where Rainbows Meet
- 40 international volunteers at Where Rainbows Meet from 14 different countries

The net value created for the volunteers in 2019/2020 is calculated to be ZAR 1,088,093.

SOCIAL VALUES

The volunteers experience an outcome from working voluntarily at Where Rainbows Meet and helping people, who need it. The social indicator for this outcome is a social value from the Social Value Bank. It is determined for each volunteers' home country since the value is reflected through the income level of the respective country.

Table 29. The social indicators of one volunteer per year

Nationality	Number of volunteers	Per volunteer/per year (ZAR)	Total value (ZAR)
Denmark	10	103,171	1,031,713
Japan	10	66,746	667,461
US	10	106,424	1,064,339
Germany	10	70,097	700,973
South Africa (locals)	82	10,829	887,787
Total	122		4,352,372

NB. The numbers in Table 29 have been rounded off.

ADJUSTMENTS

A deadweight of 75% is determined because it is unknown how many volunteers would have volunteered for another organisation if Where Rainbows Meet had not existed. The reduction of 75% is accounted for because some will experience only a part of the well-being effects and with different intensities.

There is no attribution for the effects on volunteers. It is unlikely that the international volunteers would have time to volunteer for another organisation while they work voluntarily for Where Rainbows Meet because they spend 30 hours a week there. In addition, it is assumed that the local volunteers do not have time to volunteer for other organisations while they volunteer for Where Rainbows meet because in most cases, they have school and work to tend to as well.

Table 30. Adjustments of the effects experienced by the volunteers

Effects	Number	Gross value (ZAR)	Deadweight	Replacement	Attribution	Dropoff	Net effects (ZAR)
Regular volunteering	122	4,352,372	75%				1,088,093

NB. The numbers in Table 30 have been rounded off.

Calculating the SROI ratio

In this section, the SROI ratio is calculated. The net input and net effects are calculated in the previous sections and included here. A complete overview of the effects appears in "Appendix 1: Impact Map".

The SROI ratio is found by the calculation of the net effects of the programmes divided by the net input invested in the programmes. The net input has been calculated to be ZAR 4,878,776 and the net effect has been calculated to be ZAR 17,556,781.

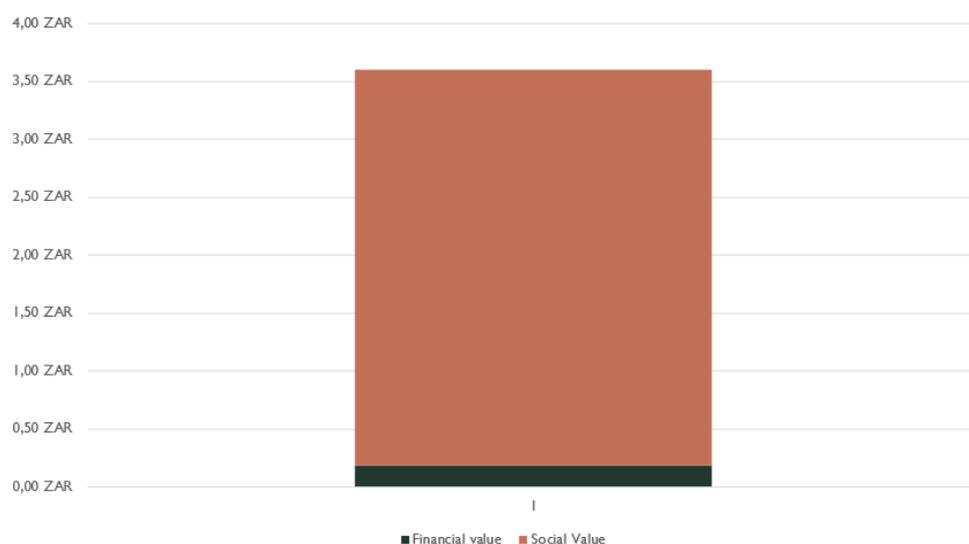
The SROI ratio for the analysed programmes in Where Rainbows Meet in 2019/2020 is: $\frac{17,556,781}{4,878,776} = 3.6$.

This means that for every ZAR 1 invested in Where Rainbows Meet, ZAR 3.6 is created in social value for the stakeholders and society. This accounts for both financial and social value.

TYPE OF VALUE

Social value covers outcomes of well-being effects that are not valued directly monetarily. This is the total value of the well-being effect of part-time employment, well-being effect of full-time employment, well-being effect of training for a job, and advice effect. Financial value covers outcome with a value that is measured directly monetarily. This is the total value of income increases for the stakeholders and the value of the meals served in the Nutritional Programme. Therefore, for every ZAR 1 invested in Where Rainbows Meet, ZAR 3.41 of social value is created in return and ZAR 0.19 of financial value is created in return.

Figure 3: The SROI ratio categorised in social value and financial value



Sensitivity analysis for 2019/2020

Several parameters are used in the analysis to calculate the SROI ratio of Where Rainbows Meet. The parameters with the greatest influence on the SROI ratio are the social values of the In-School Programme and the Social Workers Office because these parameters constitute the largest parts of the value created. All parameters are based on data which might be affected by statistical uncertainty and therefore, some uncertainties might occur. Also, some of the parameters are modified based on assumptions and may be over- or underestimated. Therefore, a sensitivity analysis is made on the parameters to show how the SROI ratio is affected by uncertainty in each parameter and total. Each model shows how the SROI ratio is affected when the parameters are reduced by 50% or increased by 50%.

FINANCIAL VALUES

The financial indicators consist of both salaries for the individuals, and the value of the meals served from the Nutritional Programme. The salaries are based on data registered by the participants of the programmes which means that some statistical uncertainty can occur. Table 31 illustrates how the uncertainty of income increases affects the value creation in each programme and the total for all programmes.

Table 31. Sensitivity analysis of the financial values

	Financial values						
	50%	75%	90%	100%	110%	125%	150%
Computer Training	3.55	3.57	3.59	3.60	3.61	3.63	3.65
Sewing and Beading	3.58	3.59	3.59	3.60	3.60	3.61	3.62
Nutritional Programme	3.59	3.59	3.60	3.60	3.60	3.60	3.61
E.C.D.	3.59	3.59	3.60	3.60	3.60	3.60	3.61
Total	3.50	3.55	3.58	3.60	3.62	3.65	3.69

SOCIAL VALUES

For social values, there are uncertainties in the modification of social values for citizens in the United Kingdom to social values for South African citizens. The modification is based on the income level where it is assumed that individuals in general experience the well-being effects the same way and thus that social values are the same for all. The only variation is the national income level between individuals which expresses how the value is expressed in monetary terms.

The social values of the In-School Programme affect the SROI ratio the most which is seen in the SROI ratio of 2.77 when social values for the In-School Programme are reduced to 50%. For all the programmes in total, a reduction of social values to 50% of the original value reduces the SROI ratio to 1.89. If the social values are

increased to 150% of the original value, the SROI ratio increases to 5.30. This shows that social values affect the SROI ratio more than the changes in the income increases do, as seen in Table 32.

Table 32. Sensitivity analysis of the social values

	Social values						
	50%	75%	90%	100%	110%	125%	150%
Computer Training	3.52	3.56	3.58	3.60	3.61	3.64	3.68
Sewing and Beading	3.54	3.57	3,80	3.60	3.61	3.63	3.66
Social Workers office	3.05	3.32	3.49	3.60	3.71	3.87	4.15
Legal Advice	3.57	3.59	3.59	3.60	3.60	3.61	3.62
In-School Programme	2.77	3.19	3.43	3.60	3.76	4.01	4.42
E.C.D.	3.55	3.57	3.59	3.60	3.61	3.62	3.65
Volunteers	3.49	3.54	3.58	3.60	3.62	3.65	3.71
Total	1.89	2.75	3.26	3.60	3.94	4.45	5.30

FINANCIAL AND SOCIAL VALUES

In this sensitivity analysis, both financial values and social values are changed where the effect is seen on each programme and all the programmes in total. From Table 35, a worst-case scenario is illustrated. When financial values and social values are reduced to 50% of the original value, it results in an SROI ratio of 1.80. In a best-case scenario, the SROI ratio will be 5.40 if the income increases and social values are underestimated and increases to 150% of the original value.

As a conclusion to the sensitivity analysis, the SROI ratio for Where Rainbows Meet is affected by uncertainties in the parameters. Some parameters affect the programmes and the total SROI ratio more than others, primarily due to their absolute size. All the tables illustrate, that the SROI ratio is not affected much by these uncertainties. Even in a worst-case scenario, where parameters are reduced to 50% of the original values, the SROI ratio drops to 1.80 but is still above one. It is not believed in the SROI analysis that the parameters are overestimated this much but it is still important to test how strong the analysis is to uncertainties. From these results, it is found that the SROI ratio of Where Rainbows Meet of 5.40 is found sensitive to uncertainties in the parameters but larger than 1 in all the investigated scenarios.

Table 33. Sensitivity analysis of the financial values and the social values

	All values						
	50%	75%	90%	100%	110%	125%	150%
Computer Training	3.47	3.53	3.57	3.60	3.63	3.66	3.73
Sewing and Beading	3.51	3.56	3.58	3.60	3.62	3.64	3.68
Social Workers office	3.05	3.32	3.49	3.60	3.71	3.87	4.15
Legal Advice	3.57	3.59	3.59	3.60	3.60	3.61	3.62
Nutritional Programme	3.59	3.59	3.60	3.60	3.60	3.60	3.61
In-School Programme	2.77	3.19	3.43	3.60	3.76	4.01	4.42
E.C.D.	3.54	3.57	3.59	3.60	3.61	3.63	3.66
Volunteers	3.49	3.54	3.58	3.60	3.62	3.65	3.71
Total	1.80	2.70	3.24	3.60	3.96	4.50	5.40

Calculation 2020/2021

Social Return on Investment

In this section, the impact created by the activities of Where Rainbows Meet in their financial year 2020/2021 is analysed. In the following analysis, the SROI ratio is calculated and the differences between 2019/2020 and 2020/2021 are highlighted. The SROI-ratio is based on data from Where Rainbows Meet and surveys for the participants in the Computer Training Programme, E.C.D., and the Sewing and Breeding Project in the financial year of 2020/2021.

As in the analysis of 2019/2020, not all programmes are included in the calculation of Where Rainbows Meet's activities in 2020/2021. Therefore, input and outcome do not reflect the total impact of the organisation. A full view of inputs, outputs, and outcomes as well as financial indicators and adjustments, such as deadweight and attribution, can be found in "Appendix 1: Impact Map".

Input

OPERATING EXPENSES

Numbers received from the organisation show that the operating expenses for the included programmes can be aggregated to ZAR 2,882,664 in the financial year of 2020/2021. Compared to the financial year of 2019/2020, the operating expenses in 2020/2021 increased by approximately ZAR 1,000,000.

The financial expenses of the included programmes are seen below:

Table 34. Operating expenses of the included programmes in 2020/2021

Included programmes	Financial expenses (ZAR)
E.C.D.	201,710
In-School Programme	9,150
Social Workers Office	59,897
Computer Training Programme	227,286
Sewing and Beading Project	227,286
Nutritional Programme	933,246
Total overhead cost of the programmes	1,431,808
Total	2.882,664

VOLUNTEERS' TIME

Further, the input also consists of the volunteer's time in activities at Where Rainbows Meet and can be aggregated to ZAR 2,097,964. The method and the assumption used are the same as for 2019/2020 so the volunteer's input is calculated by assuming that the organisation replaces a volunteer with an employed person.

Local volunteer input

Where Rainbows Meet has estimated a total of 62 local volunteers in the financial year 2019/2020, and thereby 20 fewer local volunteers compared to the financial year 2020/2021. The local volunteers work 25 hours per week for 46 weeks on average. The total number of volunteers' working hours is calculated to 71,300 hours and the total value of local volunteer's time is calculated to ZAR 1,426,000.

International volunteer input

The international volunteers' working hours are 30 hours a week. There have been international volunteers from two different countries where they worked for 1935 hours in total in the financial year of 2020/2021 assuming that the in total 15 international volunteers are evenly distributed between German and Dutch nationality and based on the volunteers having worked around two months (60 days) on average equaling 8,6 weeks and thus $8,6 * 30 = 258$ hours per volunteer in 2020/2021. For 15 volunteers this sums up to Table 35 sums up the calculation of the international volunteer input.

Table 35. The calculation of the international volunteer input for each nationality

Nationality	Working hours included in total	Minimum hourly wage (ZAR)	Volunteer input (ZAR)
The Netherlands	1,935	180	349,209
Germany	1,935	167	322,755
Total	3,870		671,964

NB. The numbers in Table 35 have been rounded off.

TOTAL INPUT

The total input is the sum of volunteers' time and the total operating expenses from the included programmes:

Table 36. OVERVIEW OF TOTAL INPUT IN THE FINANCIAL YEAR 2020/2021

Input	(ZAR)
Operating expenses	2,882,664
Local volunteer input	1,426,000
International volunteer input	671,964
Total	4,980,628

NB. The numbers in Table 36 have been rounded off.

Output

The output is a quantitative statement of the number of activities and people directly involved in Where Rainbows Meet in 2020/2021. In this analysis, the volunteers and the participants in the included programmes make up the output. Output for the different programmes is summarised below in Table 36.

Table 37. Output in the financial year 2020/2021

Programme	Included as output
Computer Training Programme	70 participants in total 64 completed the programme 18 found job
Sewing and Beading Project	60 participants in total 20 completed the programme 15 found a job at WRM 35 found jobs outside WRM
E.C.D.	140 parents had children in E.C.D. 70 parents found jobs due to children's participation in E.C.D.
Nutritional Programme	9,000,000 meals served
In-School Programme	810 students
Social Workers Office	1,000 clients
Volunteers	15 International volunteers 62 local volunteers

COVID-19 has caused a shift in Where Rainbows Meet's focus in 2020/2021 compared to 2019/2020. The focus in 2020/2021 was on ensuring the basic needs of the local population which explains the huge increase in meals served. Approximately 8,990,000 more meals were served by Where Rainbows Meet in 2020/2021 compared to 2019/2020. In 2020/2021, the Legal Advice Programme was closed and will therefore not be a part of the SROI calculations.

Outcome

The outcome is the substantial effect the project has had on the stakeholders. This is where a monetary value is assigned to the output. For each included programme, the effects are monetarily valued.

Computer Training Programme

The total net value creation of the Computer Training Programme in the financial year 2019/2020 is calculated to ZAR 483,836. A drop in total net value creation by approximately ZAR 883,000 compared to 2019/2020.

The outcomes created in the Computer Training Programme are determined from the survey data results. The surveys collected on the graduates in the Computer Training Programme found:

Table 38. Survey results from Computer Training Programme

	Share of respondents
Had a job before joining the Computer Training Programme	20%
Amount of time employed after graduation	63%
Feel that Where Rainbows Meet is a place where they can get help if they have a problem.	100%
Know other places to get advice	20%

Believed that they could have found a job without help from Where Rainbows Meet	80%
Received help from others than friends and family	60%

NB. The numbers in Table 38 have been rounded off.

FINANCIAL VALUES

The financial value creation of Computer Training Programme consists of the income increase that those who found jobs after graduation experience and is in total ZAR 950,081 before adjustments.

Table 39. The financial value created by Computer Training Programme

Financial outcome	The number who experience the effect	Value pr. person (ZAR)	Total value creation (ZAR)
Income increase	18	52,782	950,081

NB. The numbers in Table 39 have been rounded off.

SOCIAL VALUES

The total well-being effects of the Computer Training Programme in 2020/2021 – before adjustments – is ZAR 1,235,990. The well-being effects consist of the social value of full-time employment, being able to obtain advice locally, and general training for a job. The social value is calculated by using the same method as for the calculations of 2019/2020 and is summarised below.

Table 40. Social values created in the Computer Training Programme

Well-being effect	The number who experience the effect	Value pr. person (GDP adjusted) (ZAR)	Total value creation (ZAR)
Full-time employment	18	34,483	662,693
Able to obtain advice locally	64	5,870	375,693
General training for job	64	3,744	239,605
Total			1,235,991

NB. The numbers in Table 40 have been rounded off.

ADJUSTMENTS

For income increases and employment, the effect deadweight is determined to be 80%. This is determined from the survey where 80% of the graduates, who got a job, believe that they could have found a job without help. This is a substantial increase from 2020/2021 which is a reason for the lower net value creation of the Computer Training Programme compared to 2019/2020.

The rest of the adjustments follows from Table 38 and thereby the survey result from 2021. The outcome after adjustments is seen below:

Table 41. Adjustments of the effects created by The Computer Training Programme

Effects	The number who experience the effect	Gross value creation (ZAR)	Deadweight	Replacement	Attribution	Drop off	Net effects (ZAR)
Income increase	18	950,080	80%		40%		114,010
Full-time employment	18	620,693	80%		40%		74,483
Able to obtain advice locally	64	375,693	20%		40%		180,332
General training for job	64	239,605	20%		40%		115,011
Total							483,836

NB. The numbers in Table 41 have been rounded off.

Sewing and Beading Project

The total net value creation of the Sewing and Beading Project in the financial year 2019/2020 is calculated to ZAR 858,388.

In the financial year 2020/2021, 60 women participate in the Sewing and Beading Project course (20 graduated), 15 of these found jobs as stipend workers for Where Rainbows Meet while 35 found jobs outside of Where Rainbows Meet (some people work both as stipend workers and outside of Where Rainbows Meet).

The outcomes created in the Sewing and Beading Project are determined from the survey data collected on the graduates in 2020/2021. The survey outlines the effects that the participants experience during the period. Unfortunately, the survey from 2021 shows that none of the 35 participants, that found a job outside of Where Rainbows Meet, were able to stay employed. The outbreak of COVID-19 is a likely reason for this as it forced a lockdown and lower economic activity in the area. The financial value of the Sewing and Beading Project therefore consists of only the income increase for the stipend workers. The survey collected on the graduates of the Sewing and Beading Project found:

Table 42. Survey results from the Sewing and Beading Project

	Share of respondents
Had a job before joining the Sewing and Beading Project	14%
Amount of stipend workers employed after graduation	97%
Feels that Where Rainbows Meet can help them when having a problem	100%
Know other places to get help and advice	20%
Received help from others than friends and family	18%

NB. The numbers in Table 42 have been rounded off.

FINANCIAL VALUES

The total financial effects of the Sewing and Beading Project in 2019/2020 – before adjustments – is ZAR 243,312.

The survey data show that the graduates had an average individual monthly income of ZAR 571 before joining the programme. The graduates, who got employed in a part-time job within the Sewing and Beading Project received a monthly stipend of ZAR 500 and four meals a day to the value of ZAR 1,458 per month. The value for meals is estimated as 80% of the minimum amount of expenses for food per month in South Africa¹⁵. For each of the 15 graduates employed as stipend workers, the monthly net increase is calculated as the sum of the monthly change in income and the monthly value of the meals. The monthly income increase is therefore ZAR 1,386. In total, this gives a yearly income increase for all the participants employed at Where Rainbows Meet of ZAR 228,240.81 because they state they have been employed for 97% of the time.

Table 43. The financial value created in the Sewing and Beading Project

Financial outcome	The number who experience the effect	Yearly value pr. person (ZAR)	Total value creation (ZAR)
Income increase for stipend workers	15	16,221	243,312

NB. The numbers in Table 43 have been rounded off.

SOCIAL VALUES

The total well-being effects of the Sewing and Beading Project in 2020/2021 - before adjustments - is ZAR 1,189,634.

Since 14% had a job before they joined the Sewing and Beading Project, only 86% of those who found employment are assumed to experience this effect. Where Rainbows Meet is a help centre in the community of Vrygrond which has a positive effect on the graduates in the Sewing and Beading Project and is calculated by the social value of getting advice locally.

Table 44. Social values were created in the Sewing and Beading Project

Well-being effect	The number who experience the effect	Value pr. person (GDP adjusted) (ZAR)	Total value creation (ZAR)
Full-time employment	30	34,482	1,034,488
Part-time employment	13	2,936	37,742

Able to obtain advice locally	20	5,870	111,704
Total			1,189,634

NB. The numbers in Table 44 have been rounded off.

ADJUSTMENTS

The adjustment is based on Table 42 and follows the same method as the adjustment for the Sewing and Beading Project in 2019/2020.

Table 45. Adjustments of the effects created by the Sewing and Beading Project

Effects	Number	Gross value (ZAR)	Deadweight	Replacement	Attribution	Drop off	Net effects (ZAR)
Income increase (stipend workers)	15	243,312	20%		18%		159,259
Full-time employment	27	1,034,488	20%		18%		677,119
Part-time employment	11	37,742	20%		18%		24,704
Able to obtain advice locally	20	111,704	20%		18%		76,846
Total							937,929

NB. The numbers in Table 45 have been rounded off.

Social workers office

The total net value creation of the Social Workers Office in the financial year 2019/2020 is calculated to be ZAR 924,556.

As for 2019/2020, it has not been possible to determine the exact problems that the clients are helped with in the Social Workers Office and how this affects their financial situation. So, the analysis only determines the social values created.

SOCIAL VALUES

Social Worker's Office had 1,000 clients during the financial year 2019/2020, and thereby 2,600 fewer clients than 2019/2020. Where Rainbows Meet has estimated that around 30% of the clients are participating in another programme at Where Rainbows Meet. These residents already experience the value of having a place to get advice and therefore the remaining 70% of the clients are counted as the outcome. This corresponds to 700 clients.

Table 46. Social values created in Social Workers Office

Well-being effect	The number who experience the effect	Value pr. Person (GDP adjusted) (ZAR)	Total value creation (ZAR)
Able to obtain advice locally	700	5,870	4,109,138

NB. The numbers in Table 46 have been rounded off.

ADJUSTMENTS

As for 2019/2020, a deadweight of 75% is determined, because it is unknown how many clients would have found help elsewhere. The reduction of 75% is accounted for because some clients will experience only a part of the well-being effects and with different intensities. The well-being effects are calculated for 12 months, and it is unlikely that the effects occur immediately after the programme. Therefore, 75% has been deducted to keep the analysis conservative. An attribution of 10% has been assumed as the clients are still affected by other factors from their surroundings. Thus, other citizens or organisations can be partly responsible for the positive effect experienced by the clients.

Table 47. Adjustments of the effects created by the Social Worker's Office

Effects	Number of people	Gross value (ZAR)	Deadweight	Replacement	Attribution	Dropoff	Net effects (ZAR)
Able to obtain advice locally	700	4,109,138	75%		10%		924,556

NB. The numbers in Table 47 have been rounded off.

Nutritional Programme

In a regular year, the main objective of the Nutritional Programme is to support the other programmes at Where Rainbows Meet through the meals and training in healthy living it gives to the participants. The outbreak of COVID-19 forced Where Rainbows Meet to change the focus of the programme. After the outbreak of COVID-19, the main objective was to feed the community of Vrygrond to avoid a widespread famine in the community. Therefore, Where Rainbows Meet served 9,000,000 meals in 2020/2021, and the net value created in the Nutritional Programme is calculated to ZAR 52,911,000.

FINANCIAL VALUES

The meals served are assumed to represent a value for the one receiving them and are calculated by the Recommended Minimum Amount of Money for food on daily basis in South Africa¹¹. The value of a meal is the financial cost of a similar meal if the participants themselves had to purchase it. The financial value of a meal has been valued to count for 25% of the recommended minimum daily food consumption Nutritional Programme.

Table 48. The financial value created in Nutritional Programme

Number of meals served	Value of nutrition (ZAR)	Total value creation (ZAR)
9,000,000	15	132,277,500

NB. The numbers in Table 48 have been rounded off.

ADJUSTMENTS

If Nutritional Programme had not existed, the participants could likely have found other ways to cover their daily food consumption. Therefore, a deadweight of 60% is determined but no adjustments are made for the effects of the Nutritional Programme.

Table 49. Adjustments of the effects created in the Nutritional Programme

Effects	Number of meals	Gross value (ZAR)	Deadweight	Replacement	Attribution	Dropoff	Net effects (ZAR)
Value of meals	9,000,000	132,277,500	60%				52,911,000

NB. The numbers in Table 49 have been rounded off.

In-School Programme

The net value created by the In-School Programme in 2020/2021 is calculated as ZAR 1,240,422. In the financial year 2020/2021, the In-School Programme covered 810 students

Like the value calculation of the In-School Programme in 2019/2020 it has not been possible to determine the exact effects. No surveys have been carried out and it is therefore unknown how many students that have gained admission to further education or found employment due to the advice they have received in the In-School Programme. It is therefore not possible to determine the financial value created for the students and society.

SOCIAL VALUES

The In-School Programme offers the students an opportunity to get advice from one of Where Rainbows Meet's employees and prepare the students for further education and/or the labour market. Once again, it is uncertain how much this will affect the students in the future. Therefore, only 25% of the students are assigned an outcome of the training.

Table 50. Social values created in the In-School Programme

Well-being effect	The number who experience the effect	Value pr. person (GDP adjusted) (ZAR)	Total value creation (ZAR)
Able to obtain advice locally	810	5,870	4,754,859
General training for job	203	3,744	758,126
Total			5,512,986

NB. The numbers in Table 50 have been rounded off.

ADJUSTMENTS

A deadweight of 75% is determined because it is unknown how many students would have found help and training elsewhere. The reduction of 75% is accounted for because some will experience a part of the well-being effects and with different intensities. An attribution of 10% has been used as the students are still affected by other factors from their surroundings. Thus, other citizens or organisations can be partly responsible for the positive effects experienced by the students.

Table 51. Adjustments of the effects created by the In-School Programme

Effects	Number	Gross value (ZAR)	Deadweight	Replacement	Attribution	Drop off	Net effects (ZAR)
Able to obtain advice locally	810	4,754,859	75%		10%		1,069,843
General training for job	203	758,126	75%		10%		170,578
Total							1,240,422

NB. The numbers in Table 51 have been rounded off.

Early Child Development Programme (E.C.D.)

The net value creation of the E.C.D. is ZAR 422,471.

In the financial year 2020/2021, 187 children and 96 parents were part of the E.C.D.

E.C.D. have an effect towards both children and parents. However, it is only the outcomes for the parents that are included in the analysis as it is difficult to outline the effects on children.

The survey data collected in 2021 on the parents in E.C.D. is presented in Table 52.

Table 52. Results of the survey carried out among parents of children in the E.C.D. programme

Statement	Share of respondents
Parents who found a job after their child started at E.C.D.	13%
Parents who had a job before their child joined E.C.D.	30%
Parents participating in other programmes included in the analysis.	53%
Feel that Where Rainbows Meet can advise them if they have a problem.	94%
Would have applied for help elsewhere if Where Rainbows Meet had not existed.	23%
Have received help from others than friends and family.	18%

NB. The percentages in Table 52 have been rounded off.

FINANCIAL VALUES

In the financial year of 2019/2020, the income increase that the employed parents achieve by having their children in care at E.C.D. was included. The survey in 2021 shows that the parent's income does not increase in 2020/2021 and therefore no financial value is included.

SOCIAL VALUES

The parents experience a well-being effect when they find full-time employment after being unemployed. The social value of the E.C.D. is ZAR 666,902.

Based on the survey from 2021, a share of 13% of the parents, corresponding to 19 parents, found full-time employment after they joined the E.C.D. However, only nine of them are accounted for as they did not already participate in another programme included in this analysis.

E.C.D. runs Day & Aftercare Centre. This centre has a parental group in which parents talk about the challenges they face every day and share their experiences. The survey showed that 94% of the graduates feel that Where Rainbows Meet can advise them. 53% of the respondents already participated in other programmes included in this analysis where you can be advised. Hence, 62 parents experience the effects due to the E.C.D.

Table 53. Social values were created in the E.C.D.

Well-being effect	The number who experience the effect	Value pr. Person (GDP adjusted) (ZAR)	Total value creation (ZAR)
Full-time employment	9	34,483	302,909
Able to obtain advice locally	62	5,870	363,993
Total			666,902

NB. The numbers in Table 53 have been rounded off.

ADJUSTMENTS

The adjustment is based on Table 52 and follows the same method as the adjustment for the Sewing and Beading Project in 2019/2020.

Table 54. Adjustments of the effects created by the E.C.D.

Effects	Number	Gross value (ZAR)	Deadweight	Replacement	Attribution	Drop off	Net effects (ZAR)
Full-time employment	9	302,909	23%		18%		191,888
Able to obtain advice locally	62	363,993	23%		18%		230,584
Total							422,472

NB. The numbers in Table 54 have been rounded off.

Volunteers

The output is the product of voluntary work in the organisation. The output for volunteers in the financial year 2020/2021 was:

- 62 local volunteers at Where Rainbows Meet
- 15 international volunteers at Where Rainbows Meet from two different countries

The net value created for the volunteers in 2019/2020 is calculated to be ZAR 420,159.

SOCIAL VALUES

The volunteers experience an outcome from working voluntarily at Where Rainbows Meet and helping people, who need it.

TABLE 54. THE SOCIAL INDICATORS OF ONE VOLUNTEER PER YEAR

Nationality	Number of volunteers	Per volunteer/per year (ZAR)	Total value (ZAR)
The Netherlands	7.5	80,843	606,323
Germany	7.5	62,906	471,793
South Africa (locals)	62.0	9,718	602,522
Total	77.0		1,680,638

NB. The numbers in Table 54 have been rounded off.

ADJUSTMENTS

A deadweight of 75% is determined because it is unknown how many volunteers would have volunteered for another organisation if Where Rainbows Meet had not existed. The reduction of 75% is accounted for because some will experience only a part of the well-being effects and with different intensities.

Table 55. Adjustments of the effects experienced by the volunteers

Effects	Number	Gross value	Deadweight	Replacement	Attribution	Dropoff	Net effects
Regular volunteering	77	1,680,638	75%				420,160

NB. The numbers in Table 55 have been rounded off.

Calculating the SROI ratio

SROI RATIO

In this section, the SROI ratio is calculated. The net input and net effects are calculated in the previous sections and included here. A complete overview of the effects appears in "Appendix 1: Impact Map".

The SROI ratio is found by the calculation of the net effects of the programmes divided by the net input invested in the programmes. The net input has been calculated to be ZAR 4,980,628 and the net effect has been calculated to be ZAR 57,260,833.

The SROI ratio for the analysed programmes in Where Rainbows Meet in 2020/2021 is: $\frac{57,340,373}{4,980,628} = 11.5$.

This means that for every ZAR 1 invested in Where Rainbows Meet, ZAR 11.5 is created in social value for the stakeholders and society. This accounts for both financial and social value.

As stated, the main objective of the Nutritional Programme has changed due to the outbreak of the COVID-19. The ratio of 11.5 includes the value of feeding the community of Vrygrond which makes it impossible to compare the SROI value for 2020/2021 to other years' SROI values. By excluding the Nutritional Programme of the SROI-ratio – to make the SROI value comparable to other years – the SROI ratio drops significantly. The net input without the Nutritional Programme is ZAR 4,047,382 and the net effect is ZAR 4,349,833

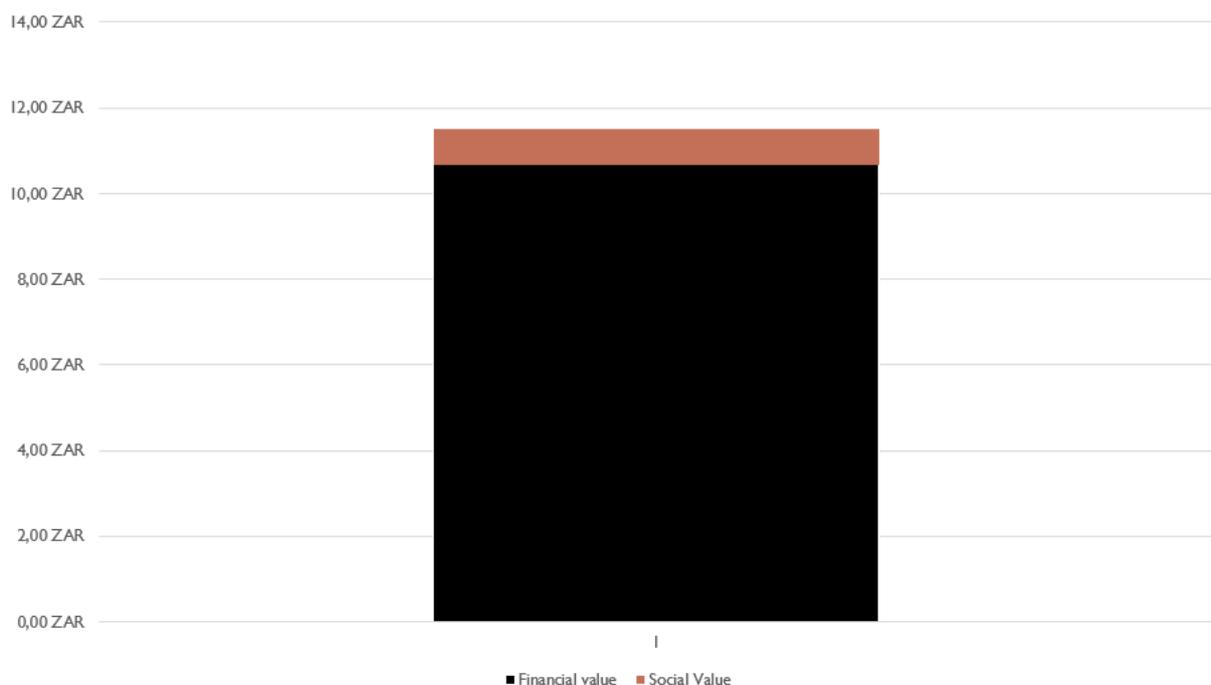
The SROI ratio without the Nutritional Programme in Where Rainbows Meet in 2020/2021 is $\frac{4,429,373}{4,047,382} = 1.09$

Thus, it is clear from the ratio without the Nutritional Programme that Where Rainbows Meet has been affected by COVID-19.

TYPE OF VALUE

For every ZAR 1 invested in Where Rainbows Meet, ZAR 0.83 of social value is created in return and ZAR 10.68 of financial value is created in return. This distribution between social and financial returns contrasts with 2019/2020 where the social value was the dominant one of the two returns.

Figure 3. The SROI ratio is categorised into social value and financial value



Sensitivity analysis for 2020/2021

Again, several parameters are used in the analysis to calculate the SROI ratio of Where Rainbows Meet. The parameter with the greatest influence on the SROI ratio is the Nutritional Programme due to the pandemic. Each model shows how the SROI ratio is affected when the parameters are reduced by 50% or increased by 50%.

FINANCIAL VALUES

Table 56 illustrates how the uncertainty affects the value creation in each programme and the total for all programmes. The Nutritional Programme affects the SROI ratio the most since a reduction of 50% lead to an SROI ratio of 6.17, and an increase of 50% leads to an SROI ratio of 16.85.

Table 56. Sensitivity analysis of the financial values

Financial values							
	50%	75%	90%	100%	110%	125%	150%
Computer Training Programme	11,50	11,51	11,51	11,51	11,51	11,52	11,52
Sewing and Beading Project	11,50	11,50	11,51	11,51	11,52	11,52	11,53
Nutritional Programme	6,20	8,86	10,45	11,51	12,58	14,17	16,82
E.C.D.	11,51	11,51	11,51	11,51	11,51	11,51	11,51
Total	6,17	8,84	10,44	11,51	12,58	14,18	16,85

SOCIAL VALUES

The social value does not affect the SROI ratio much as seen in Table 57. By reducing the social value by 50%, the SROI is just reduced to 11.10.

Table 57. Sensitivity analysis of the social values

Social values							
	50%	75%	90%	100%	110%	125%	150%
Computer Training Programme	11,48	11,49	11,51	11,51	11,52	11,53	11,55
Sewing and Beading Project	11,43	11,47	11,50	11,51	11,53	11,55	11,59
Social Workers office	11,42	11,47	11,49	11,51	11,53	11,56	11,61
In-School Programme	11,39	11,45	11,49	11,51	11,54	11,57	11,64
E.C.D.	11,47	11,49	11,50	11,51	11,52	11,53	11,56
Volunteers	11,47	11,49	11,50	11,51	11,52	11,53	11,55
Total	11,10	11,30	11,43	11,51	11,60	11,72	11,93

FINANCIAL AND SOCIAL VALUES

As a conclusion to the sensitivity analysis, the SROI ratio for Where Rainbows Meet is affected by uncertainties in the parameters. Some parameters affect the programmes and the total SROI ratio more than others, primarily due to the COVID-19 pandemic. All the tables illustrate that the SROI ratio is not affected much by these uncertainties. Even in a worst-case scenario, where parameters are reduced to 50% of the original values, the SROI ratio drops to 5,76 which is a significantly high value.

Table 58. Sensitivity analysis of the financial values and the social

	All values						
	50%	75%	90%	100%	110%	125%	150%
Computer Training Programme	11,46	11,49	11,50	11,51	11,52	11,54	11,56
Sewing and Beading Project	11,42	11,47	11,49	11,51	11,53	11,56	11,61
Social Workers office	11,42	11,47	11,49	11,51	11,53	11,56	11,61
Nutritional Programme	6,20	8,86	10,45	11,51	12,58	14,17	16,82
In-School program	11,39	11,45	11,49	11,51	11,54	11,57	11,64
E.C.D.	11,47	11,49	11,50	11,51	11,52	11,53	11,56
Volunteers	11,47	11,49	11,50	11,51	11,52	11,53	11,55
Total	5,76	8,63	10,36	11,51	12,66	14,39	17,27

Other value creation (2019/2020 and 2020/2021)

Analysed programmes

Throughout the analysis process, it is illustrated that value and effects are created in seven of the analysed programmes within Where Rainbows Meet as well as for the volunteers. However, it is also clear that Where Rainbows Meet creates more value than measured in the programmes and activities which is not included in the analysis. This is defined as other value creation and touched upon in the following.

Non-graduates

In the analysis, only graduates have been accounted for as the persons, who achieve outcomes from activities. Therefore, they are the ones who are included in the analysis. However, there are also participants who do not graduate from the courses. This does not mean that they did not achieve any outcomes of the activities. It is reasonable to assume that they achieve some outcomes of the activities since they might finish some of the course which gives them experience and skills that they can use further on to get employed or to attend another course. Some even drop out of the course because they found a job in the meantime. Thus, other persons than the graduates experience outcomes of the activities.

Children in E.C.D.

The children at E.C.D. also experience many positive effects, which are not included in the analysis. Most children come from underprivileged families with social problems. The children are not sent to school/other day cares and the parents are unemployed. This situation affects them negatively and they will most likely grow up to continue the negative social heritage. Due to Where Rainbows Meet, the children experience a safe environment with the possibility to develop positively. This will hopefully have a positive impact on their learning in school, education, and later in life with employment. These long-term effects are very difficult to measure and include many uncertainties. Therefore, it has not been possible to account for the effects on children.

Health Centre

Social Workers' Office is a place where the citizens of the community can get counselling and advice on social problems. The value of getting such advice is included in the analysis, but in general, the centre helps the citizens in a lot of ways. People get medical care and receive knowledge about their diseases. Also, the Health Centre contributes to many prevention activities by educating and informing the citizens on different subjects regarding health and nutrition. This reduces sickness and improves health and life conditions as well as well-being. But these effects were not possible to include in the analysis.

Family and local community

The outcomes created at Where Rainbows Meet also affects the local community and the families. This is known as a multiplication effect. Firstly, when more people are helped at Where Rainbows Meet, they will tell other people about it. Thus more will join the activities to get life improvements. Therefore, in the longer-term more people are helped in the community. Furthermore, the participants will become strong and take part in the community as well and thereby take care of others in need of it. Families of the participants do also experience positive effects as the participants get income increases and develop new skills. The family can get help on problems directly from the participants, and the family situation improves as more wealth enters the family. However, it is difficult to measure this effect on the local community and families and assess the value of the outcomes created.

Non-analysed programmes and activities

The non-analysed programmes and activities at Where Rainbows Meet do also create effects for its participants, which affect them positively, but these values are not included in the analysis.

After-school activities and Youth Empowerment Programme

The after-school activities strengthen the youngsters' social competencies and keep them out of crime. The Youth Empowerment Programme helps youngsters to stay out of unemployment and thus they experience income increases and well-being from this activity. The youngsters are upskilled through training which enhances their probability to find employment. These different activities are valuable for both the participants and the local community because the youngsters stay out of crime and have better chances of finding employment.

Training and development programmes

The Computer Training Programme and Life Skills course are the only programmes in Training and Development that are included. The non-included programmes are English courses, and Business Training. These programmes still create positive effects for the participants. In the English courses, foreign participants learn to speak English, so that they can get settled in South Africa and uplift their job opportunities, which is of large value to them. In Business Training, owners of small businesses are helped to become more productive, improve their management skills and create growth in their businesses to the benefit of both the owner and the local community.

Gardening Project

In the Gardening Project, the participants learn about gardening and farming. The participants are taught how to maintain and grow a garden. Some of the graduates are employed as part-time workers at Where Rainbows Meet after graduation. This gives them the benefits of employment and a stable income. In addition, some of the vegetables from the garden are sold at the local market and others are used in the kitchen to prepare meals for the workers and volunteers at Where Rainbows Meet and thereby used as a resource to run the other programmes.

Final remarks

To summarise, many outcomes are created in the programmes and activities at Where Rainbows Meet which are not included in the analysis. The non-analysed programmes and activities create significant value and should also be considered as part of the value creation. The activities contribute to more life improvements for the citizens in Vrygrond and the development of the community. This indicates, that the SROI ratio has the potential to be higher than calculated in the analysis.

Conclusion

The analysis of Where Rainbows Meet has shown that significant value is created through outcomes for the participants in the programmes and the volunteers in the organisation. In the financial year 2019/2020, Where Rainbows Meet created a value of ZAR 3.60 for each ZAR 1 donated to the organisation. In the financial year 2020/2021, the value created by the organisation increased significantly. For every ZAR 1 invested in 2020/2021 the organisation, ZAR 11.5 are created in value for the stakeholders and society. The main difference between the financial years is COVID-19, whereof Where Rainbows Meet's Nutritional Programme was upscaled significantly to avoid famine in the local area.

The outcomes created in the two financial years are both financial and social value. Financial value covers outcomes where value is measured directly monetarily. This covers the total value of income increases for the participants and the monetary value of the meals served for the participants, employees, and volunteers.

Social value covers the outcomes where value is not measured directly or is monetary. This covers the total value of part-time employment, full-time employment, training for a job, and the outcome of being able to get advice locally.

Throughout the analysis process, it has been clear that Where Rainbows Meet creates more outcomes for its stakeholders than assessed in the analysis. This additional value creation has improved the life conditions for participants in non-analysed programmes, social improvements for the families, better prospects for the children and the youth, and more. In the future, the ambition is to analyse more of this value creation and include it in the analysis.

Appendix

Appendix 1: Impact Map

2019-2020

Step 1		Step 2			
Stakeholder	Change	Inputs	Value (ZAR)	Outputs	Outcomes
Computer Training Programme	Education in computer skills and how to use them in employment	Time	0	<ul style="list-style-type: none"> 22 found job 70 graduates 	Income increase due to employment
					Well-being effect of going from unemployment to full-time employment
					Well-being effect of having a place to get help locally
					General training for job
Sewing and Beading Project	Courses in sewing and beading to improve chances for employment	Time	0	<ul style="list-style-type: none"> 70 stipend workers 45 workers outside WRM 91 graduates 	Income increase due to employment
					Well-being effect of going from unemployment to part-time/full-time employment
					Well-being effect of having a place to get help locally
In-School Programme	Educating youngsters in basic things about becoming adult	Time	0	<ul style="list-style-type: none"> 4,000 students 	Well-being effect of receiving general training for job
					Well-being effect of having a place to get help locally
Nutritional Programme	Support the other projects through meals and training	Time	0	<ul style="list-style-type: none"> 500 participants 7,200 meals served 	The financial value of meals served
Social Workers Office		Time	0	<ul style="list-style-type: none"> 3,600 clients 	Well-being effect of having a place to get help locally
Legal Advice		Time	0	<ul style="list-style-type: none"> 197 clients 	Well-being effect of having a place to get help locally
Parents to children in E.C.D.	The parents have their children in care, so they have better opportunities to search for a job	Time	0	<ul style="list-style-type: none"> 140 children in care in total 96 parents are helped 	Income increase due to employment
					Well-being effect of going from unemployment to full-time employment
					Well-being effect of having a place to get help locally
Volunteers	Volunteers benefit with working hours and get professional experience and well-being	Working hours in monetary terms	1,665,379	<ul style="list-style-type: none"> 82 local volunteers 	Well-being from voluntary work
			1,581,962	<ul style="list-style-type: none"> 40 international volunteers 	

Contributors	Contribute to the operation of Where Rainbows Meet and the activities	Financial contributions	1,816,490		
Total		Input first year	4,878,776		

Step 3							
Stakeholder	Indicator	Quantity	Uncertainty	Financial proxy	Value per unit (ZAR)	Source	Total value (ZAR)
Participants in Computer Training	Employed graduates	22	There are uncertainties in the indicators of outcomes and valuation of these. The uncertainties are described thoroughly together with assumptions in Appendix 2: "Assumptions and uncertainties". However, they are mentioned here shortly: The quantities are estimated from survey data, which are affected by statistical uncertainty. The quantities can therefore be over- or underestimated. The "value per unit" are the values of the financial proxy adjusted for unemployment period. Unemployment periods differ between the	Annual net income increases	52,782	Survey data: Computer Training 2018/2019-group	1,161,210
	Wellbeing effect of employment	22		Adjusted social value: Full-time employment	45,293	HACT 2018	996,456
	Well-being from being able to get advice locally	62		Adjusted social value: Able to obtain advice locally	7,711		476,239
	Well-being effect of general training for job	70		Adjusted social value: General training for job	4,918		344,228
Participants in Sewing and Beading Project	Graduates employed as stipend workers	70		Annual net income increases for stipend workers	7,593	Survey data: Sewing and Beading 2016/2017-group	531,479
	Employed graduates	45		Annual net income increases	8,112	Survey data: Sewing and Beading 2018/2019-group	365,040

			<p>participants, but they are also uncertain due to use of survey data.</p> <p>The social values are also uncertain. It is assumed that the social values are the same for all persons but varies only in income level. This modification of the social values might be wrong, and the well-being effects might have a larger or smaller value.</p> <p>The value of meals affects the income increase for stipend workers in Sewing and Beading. This value is estimated and might be uncertain.</p>				
	Well-being effect of full-time employment	36		Adjusted social value: Full-time employment	45,293		1,630,565
	Well-being effect of part-time employment	56		Adjusted social value: Part-time employment	3,856	HACT 2018	215,925
	Well-being from being able to get advice locally	91		Adjusted social value: Able to obtain advice locally	7,711		701,658
Participants in In School	Well-being from being able to get advice locally	4,000		Adjusted social value: Able to obtain advice locally	7,711	HACT 2018	30,842,116
	Well-being effect of general training for job	1,000		Adjusted social value: General training for job	4,916		4,917,541
Nutritional Programme	Financial value of the meals served	7,200		25% of recommended daily food consumption	29	Numbeo.com	211,644
Social Workers Office	Well-being from being able to get advice locally	3,100		Adjusted social value: Able to obtain advice locally	7,711	HACT 2018	23,902,641
Legal Advice	Well-being from being able to get advice locally	148		Adjusted social value: Able to obtain advice locally	7,711		1,139,230

Parents to the children in E.C.D.	Employed parents	49		Annual net income increases	4,699	Survey data: Parents to children in ECD 2018/2019-group	224,064
	Well-being effect of full-time employment	15		Adjusted social value: Full-time employment	45,293	HACT 2018	665,015
	Well-being from being able to get advice locally	59		Adjusted social value: Able to obtain advice locally	7,711		452,835
Volunteers	Well-being experienced for local volunteers	82		Modified social value: Regular volunteering (South African income level)	10,829	(6) (See financial indicators of volunteering, page 35)	887,787
	Well-being experienced for international volunteers	40		Average value of modified social value: Regular volunteering (several income levels)	86,610		3,464,380
Total							69,255,401

Stakeholder	Step 4					Step 5	
	Effect	Gross value (ZAR)	Deadweight	Displacement	Attribution	Dropoff	Net effect (Impact) (ZAR)
Participants in Computer Training	Income increase	1,161,210	33.33%		33.33%		521,267
	Employment effect	996,456	33.33%		33.33%		445,106
	Local advice effect	476,239	29.41%		33.33%		224,129
	Training effect	344,228	50%		33.33%		114,748
Participants in Sewing and Beading	Income increase stipend workers	365,040	60%		40%		87,610
	Income increase (full time)	129,792	60%		40%		127,555
	Full-time employment effect	1,630,565	60%		40%		391,336
	Part-time employment effect	215,925	60%		40%		51,822
	Local advice effect	701,658	60%		40%		168,398
In-School	Local advice effect	30,842,116	75%		10%		6,939,476
	Training effect	4,917,541	75%		10%		1,106,447
Nutritional Programme	Value of served meals	211,644	60%				84,658
Social Workers Office	Local advice effect	23,902,641	75%		10%		5,378,094
Legal Advice	Local advice effect	1,139,230	75%		10%		256,327
Parents to the children in E.C.D.	Income increase	224,064	47%		18%		84,658
	Full-time employment effect	665,015	47%		18%		289,015
	Local advice effect	452,835	41%		18%		168,398
Volunteers	Well-being effect for local volunteers	887,787	75%				221,995
	Well-being effect for international volunteers	3,464,380	75%				866,095
Total							17,556,781

2020-2021

Step 1		Step 2			
Stakeholder	Change	Inputs	Value (ZAR)	Outputs	Outcomes
Computer Training Programme	Education in computer skills and how to use them in employment	Time	0	<ul style="list-style-type: none"> 18 found job 64 graduates 	Income increase due to employment
					Well-being effect of going from unemployment to full-time employment
					Well-being effect of having a place to get help locally
					General training for job
Sewing and Beading Project	Courses in sewing and beading to improve chances for employment	Time	0	<ul style="list-style-type: none"> 15 stipend workers 35 workers outside WRM 20 graduates 	Income increase due to employment
					Well-being effect of going from unemployment to part-time/full-time employment
					Well-being effect of having a place to get help locally
In-School Programme	Educating youngsters in basic things about becoming adult	Time	0	<ul style="list-style-type: none"> 810 students 	Well-being effect of receiving general training for job
					Well-being effect of having a place to get help locally
Nutritional Programme	Support the other projects through meals and training	Time	0	<ul style="list-style-type: none"> 9,000,000 meals served 	The financial value of meals served
Social Workers Office		Time	0	<ul style="list-style-type: none"> 1,000 clients 	Well-being effect of having a place to get help locally
Parents to children in E.C.D.	The parents have their children in care, so they have better opportunities to search for a job	Time	0	<ul style="list-style-type: none"> 187 children in care in total 140 parents are helped 	Income increase due to employment
					Well-being effect of going from unemployment to full-time employment
					Well-being effect of having a place to get help locally
Volunteers	Volunteers benefit with working hours and get professional experience and well-being	Working hours in monetary terms	1,426,000 671,964	<ul style="list-style-type: none"> 62 local volunteers 15 international volunteers 	Well-being from voluntary work
Contributors	Contribute to the operation of Where Rainbows Meet and the activities	Financial contributions	2,882,664		
Total		Input second year	4,980,628		

Step 3							
Stakeholder	Indicator	Quantity	Uncertainty	Financial proxy	Value per unit (ZAR)	Source	Total value (ZAR)
Participants in Computer Training	Employed graduates	18	There are uncertainties in the indicators of outcomes and valuation of these. The uncertainties are described thoroughly together with assumptions in Appendix 2: "Assumptions and uncertainties". However, they are mentioned here shortly:	Annual net income increases	52,782	Survey data: Computer Training 2018/2019-group	950,081
	Wellbeing effect of employment	18		Adjusted social value: Full-time employment	34,483	HACT 2018	662,693
	Well-being from being able to get advice locally	64		Adjusted social value: Able to obtain advice locally	5,870		375,693
	Well-being effect of general training for job	64		Adjusted social value: General training for job	3,744		239,605
Participants in Sewing and Beading Project	Graduates employed as stipend workers	15	The quantities are estimated from survey data, which are affected by statistical uncertainty. The quantities can therefore be over- or underestimated.	Annual net income increases for stipend workers	16,221	Survey data: Sewing and Beading 2016/2017-group	243,312
	Well-being effect of full-time employment	30		Adjusted social value: Full-time employment	34,482	HACT 2018	1,034,488
	Well-being effect of part-time employment	13		Adjusted social value: Part-time employment	2,936		37,742
	Well-being from being able to get advice locally	20		Adjusted social value: Able to obtain advice locally	5,870		111,704
Participants in In-School	Well-being from being able to get advice locally	810	The "value per unit" are the values of the financial proxy adjusted for unemployment period. Unemployment periods differ between the participants, but they are	Adjusted social value: Able to obtain advice locally	5,870	HACT 2018	4,754,859
	Well-being effect of general training for job	203		Adjusted social value: General training for job	3,744		758,126
Nutritional Programme	Financial value of the meals served	9,000,000		25% of recommended daily food consumption	15	Numbeo.com	132,277,500
Social Workers Office	Well-being from being able to get advice locally	700		Adjusted social value: Able to obtain advice locally	5,870	HACT 2018	4,109,138
Parents to the children in E.C.D.	Well-being effect of full-time employment	9		Adjusted social value: Full-time employment	34,483	HACT 2018	302,909
	Well-being from being able to get advice locally	62		Adjusted social value: Able to obtain advice locally	5,870		363,993

Volunteers	Well-being experienced for local volunteers	62	also uncertain due to use of survey data.	Modified social value: Regular volunteering (South African income level)	9,718	(6) (See financial indicators of volunteering, page 35)	606,323
	Well-being experienced for international volunteers	15	The social values are also uncertain. It is assumed that the social values are the same for all persons but varies only in income level. This modification of the social values might be wrong, and the well-being effects might have a larger or smaller value. The value of meals affects the income increase for stipend workers in Sewing and Beading. This value is estimated and might be uncertain.	Average value of modified social value: Regular volunteering (several income levels)	71,875		1,078,117
Total							147,906,283

	Step 4					Step 5	
	Effect	Gross value (ZAR)	Deadweight	Displacement	Attribution	Dropoff	Net effect (Impact) (ZAR)
Participants in Computer Training	Income increase	950,081	80%		40%		114,010
	Employment effect	662,693	80%		40%		74,483
	Local advice effect	375,693	20%		40%		180,332
	Training effect	239,605	20%		40%		115,011
Participants in Sewing and Beading	Income increase stipend workers	159,259	20%		18%		159,259
	Full-time employment effect	600,379	20%		18%		677,119
	Part-time employment effect	21,904	20%		18%		24,704
	Local advice effect	76,846	20%		18%		76,846
In-School	Local advice effect	4,754,859	75%		10%		1,069,843
	Training effect	758,126	75%		10%		170,578
Nutritional Programme	Value of served meals	132,277,500	60%				52,911,000
Social Workers Office	Local advice effect	4,109,138	75%		10%		924,556
Parents to the children in E.C.D.	Full-time employment effect	302,909	23%		18%		191,888
	Local advice effect	363,993	23%		18%		230,584
Volunteers	Well-being effect for local volunteers	606,323	75%				151,580
	Well-being effect for international volunteers	1,078,117	75%				269,529
Total							57,340,373

Appendix 2: Assumptions and measurement uncertainty

The analysis of Where Rainbows Meet is made on some assumptions, which affects the results. There are also uncertainties in the parameters due to the assumptions and statistical uncertainty. The sensitivity analysis illustrates how the SROI ratio is affected by the uncertainties in the parameters. Below is the assumptions and uncertainties accounted for and how they can affect the results of the analysis.

Negative effects	Positive effects
<p><i>Well-being effects</i></p> <p>In the analysis, some effects are indicated with values based on social values from the Social Value Bank. These social values are valid evidence-based estimates based on 20 years of research on British citizens. In the analysis, it is assumed that persons experience well-being effects the same way, therefore these social values can be used on any person. The only variation in the values is the income level for volunteers depending on the home country of the person. Thus, the social values have been modified to South African citizens based on their income level and modified to the income level of each volunteer based on their home country. If this modification is wrong and it overestimates the value of well-being effects, then the outcome will decrease and the SROI ratio will be affected negatively.</p>	<p><i>Well-being effects</i></p> <p>The analysis relies on social values from the Social Value Bank. If the social values are underestimating the well-being effects, then the outcome will increase and the SROI ratio will be affected positively.</p>
<p><i>Adjustments</i></p> <p>Deadweight and attribution can also be underestimated, which means that more of the outcomes would have happened without the impact of Where Rainbows Meet and/or due to other individuals and organisations. If this is the case, the net effect will decrease and the SROI ratio will be affected negatively.</p>	<p><i>Adjustments</i></p> <p>Deadweight and attribution adjust the input and outcome of the activities to get the net effect. For deadweight, it is assumed that some of the effect would have happened even if the activities had not existed. For attribution, the assumption is that other individuals contribute to the effect. Both parameters are estimated based on survey data for each programme and the uncertainties of these are shown in the sensitivity analysis. If the parameters are overestimated, then more of the outcomes can be credited to Where Rainbows Meet and the SROI ratio increases.</p>
<p><i>Survey data</i></p> <p>The analysis is largely depending on survey data results on participants to account for the outcomes experienced in the activities.</p>	<p><i>Survey data</i></p> <p>The analysis is largely depending on survey data results on participants to account for the outcomes experienced in the activities.</p>

<p>Both the income increases, the employment status before the programmes, and the adjustment are all based on the survey results.</p> <p>Survey data is affected by statistical uncertainty and this affects the results in terms of the outcomes experienced by the graduates. If the survey results overestimate the effects of the programme then less graduates have experienced the outcomes and the SROI ratio is affected negatively.</p>	<p>Statistical uncertainty can affect the data results and it is therefore crucial that the sample is representative. It is believed that the data results are valid for the participants at Where Rainbows Meet. However, if the data results are underestimated more graduates have experienced outcomes and then the SROI ratio is affected positively.</p>
<p><i>Double counting</i></p> <p>Participants can join all programmes at Where Rainbows Meet, therefore they can be listed as graduates in more than one programme. There is accounted for double counting in several of the analyzed programmes, but there is still a possibility that some double counting might occur, which could be transferred to the analysis. This would mean that outcome is overestimated and that the SROI ratio in reality is less than calculated.</p>	<p><i>Value of the meals</i></p> <p>The stipend workers in Sewing and Beading Project receive stipends and meals. The meals have no direct value, but have been estimated 80 % of the monthly recommended minimum amount of expenses to food in South Africa. This estimate covers the most basic needs for food. However, if the value of meals is in fact larger than estimated, then the income increase for the stipend workers will increase and the SROI ratio will increase.</p>

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