**19. Social Return on Investment**

**SROI Questionnaire Template**

This template is to be filled out by someone from the organisation, social enterprise or program. All stakeholders are to be interviewed, and there is a new template for each stakeholder.

Organisation, social enterprise or program name:

Location:

Date:

OK to use for quotes or as case study?

|  |  |
| --- | --- |
| **Question** | **Response** |
| Thanks and introduction to SROI project.State that they can stop the interview at any point.All responses will remain anonymous; they won’t be identified by name. |
| **Understand the client’s story/ background, and objectives, outputs and outcomes from using the program.**We need to identify what the change has been for each stakeholder group or what they want to change as a result of being involved with (org, social enterprise or program) |
| **History**Tell me a little about your1. History
2. Involvement with (org, social enterprise or program)
 |  |
| **Objectives**Why do you use these services?What do you hope to achieve? |  |
| **Outputs**What services have you used or are you currently using? |  |
| **Outcomes**1. What has changed for you as a result of being engaged with (org, social enterprise or program)?
 |  |
| 1. Are you using other government or community services more or less since your engagement with (org, social enterprise or program)?
 |  |
| 1. What impact has this had on your life (and the life of your family, community)?

What do you differently now that you didn’t do before? |  |
| 1. Are there any negative changes as a result of you being engaged with the (org, social enterprise or program)? If so, what are they?
 |  |
| **Input into (org, social enterprise or program) to achieve outcomes**Understand what this stakeholder group input into the organisation, social enterprise or program and outcomes. |
| What do you personally put into the obtaining the outcomes? Your time? Money? Support? |  |
| If volunteer/ pro bono. How can this be valued? How do you value this? |  |
| **Check on objectives and outcomes**The initial conversation might give us some insight into the outcomes that result from these changes, but if they don’t, look further into what the changes actually look like for this group in practice. |
| What do you specifically do different now? |  |
| How do the negative changes manifest in your life or your child’s life? What do you do differently? |  |
| **Social value- indicators, financial proxies**Understand 1) What kind of indicators they think we might be able to use to measure these outcomes, and 2) what kind of financial proxies they think we might be able to value these outcomes. |
| You have said that the outcome of being involved with (org, social enterprise or program) is (XXX). You have mentioned that you do (XXX) differently because of this. How would you measure these changes? |  |
| How might you value what you do differently now? |  |
| **Deadweight**What would have happened without org, social enterprise or program)? |  |
| What would you have done?What would have happened to you (or your family)? |  |
| **Attribution**What other organisations or people contributed to the outcome? |
| What other organisations or people, if any, played a role in the outcomes gained for you (or your family)? |  |
| **Displacement**What did the outcomes displace? |
| Do the outcomes you gained displace anything in your lives?(note: this may be covered by asking about negative incomes.) |  |
| **Closing the interview** |  |
| Is there anything else that I haven’t asked about the impact that (org, social enterprise or program) has had on your life (or life of your family, community)? |  |