

Social Value Analysis

BELFAST CENTRAL MISSION

Undertaken by



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WHO WE ARE.

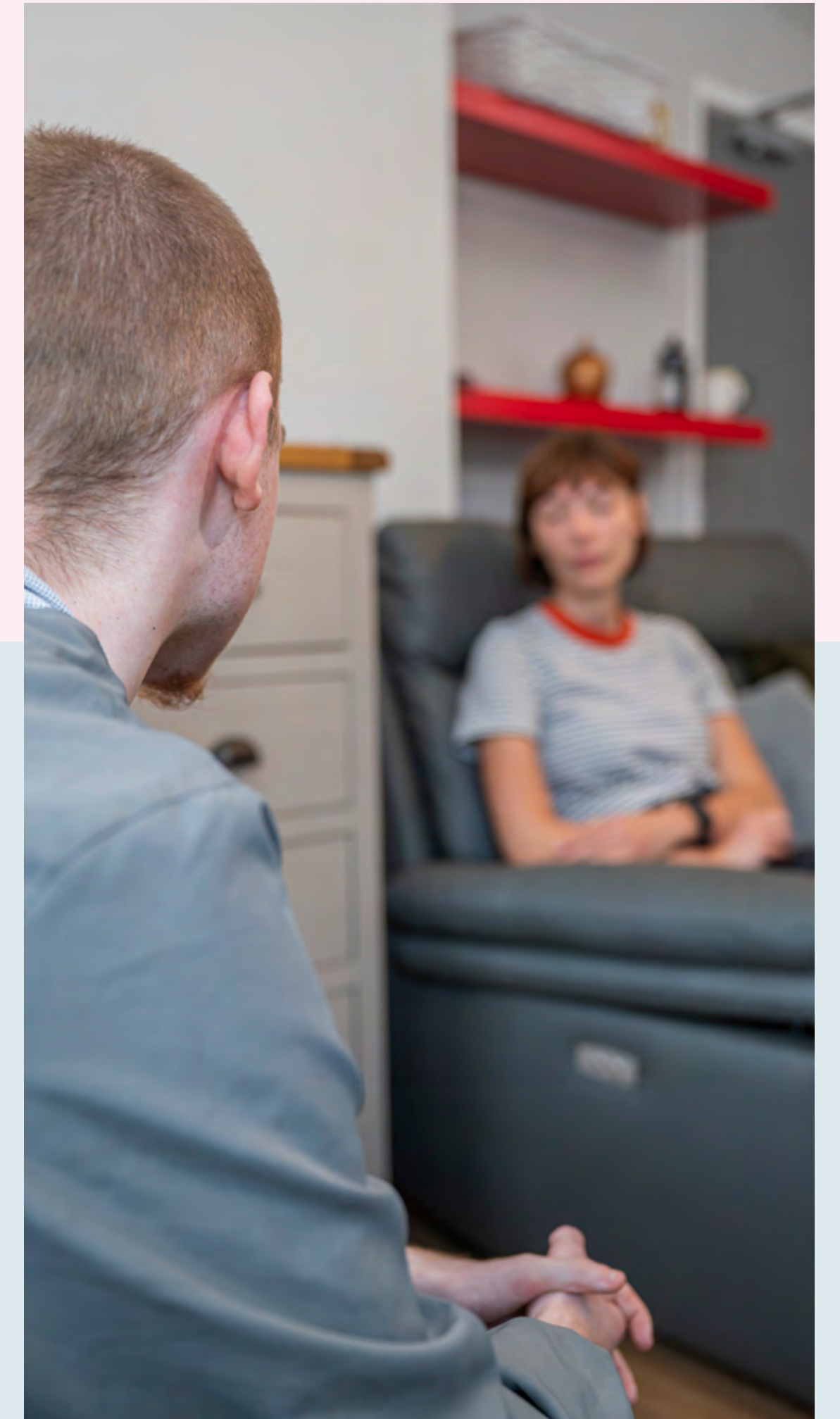


Rose Regeneration is a leading rural and coastal evaluation firm with over 20 years of experience supporting voluntary and community organisations, as well as funding bodies. Founded by Ivan Annibal, the business is known for its deep expertise in driving impactful change. This report has been crafted by Conor McGale, our Evaluation and Impact Manager.

OUR PARTNERS.



Belfast Central Mission (BCM) is a charity, social care provider, and province-wide movement with a clear mission: to provide quality, compassionate support to people at their point of need. Since 1889, it has partnered with communities across Northern Ireland to meet the needs of the whole person, spiritual, emotional, social, and physical. As a progressive and forward-thinking organisation with deep Methodist roots, it supports children, young people, older people, and families irrespective of their beliefs. Every service delivered is underpinned by a commitment to Christian faith in action, making BCM a distinctive and powerful catalyst for social outreach and lasting good.



EXECUTIVE SUMMARY.

Rose Regeneration has carried out a Social Value analysis of Belfast Central Mission (BCM) activities from January-December 2024.



This analysis was completed by working closely with the BCM Staff team, and by using the Social Value Engine (<https://socialvalueengine.com/>), an online measurement tool which has assisted over 600 organisations and projects across the UK and Ireland to determine the impact of the work they do.

The analysis found that Belfast Central Mission delivered a **Social Return on Investment (SROI) of £5.06 for every £1 invested.**

This reflects a very high Value for Money Ratio for this initiative when compared to other similar projects that we have analysed.

The organisation demonstrated clear positive social impacts in a number of ways. This includes:

- Sustained Independent Living for Older People
- Addressing Housing Poverty and Financial Hardship
- Preventing Youth Homelessness
- Maintaining Healthy Family Units
- Reducing Demand on Health and Social Care Services
- Improving Spiritual Wellbeing and Social Connection

The organisation also delivered a number of significant impacts when measured against the UN Sustainable Development Goals. These include:

- Good Health & Wellbeing
- No Poverty
- Reduced Inequalities
- Peace, Justice & Strong Institutions
- Quality Education
- Sustainable Cities & Communities
- Partnerships for the Goals

INTRODUCTION.

Founded in 1889 as the Belfast Methodist City Mission, Belfast Central Mission (BCM) has played a vital role in supporting communities across Northern Ireland for over a century. From its origins in response to urban poverty during Belfast’s industrial boom to its modern-day care and housing services, BCM has continuously evolved to meet the changing needs of society.

BCM’s mission is to provide quality, compassionate support to people at their point of need. Operating across Northern Ireland, the organisation is driven by a passionate team and a strong sense of purpose, which together make BCM a distinctive and powerful movement for good within the region.

Its services include:

HOUSING

Housing Support for Younger People:

BCM works with people aged 25 or under to help them prepare for and manage their homes as they begin living independently. The organisation’s work aligns closely with issues of affordability and financial poverty, as many younger people struggle to secure and sustain their own homes.

BCM’s committed team members support the development of positive behaviours in self-care and healthier lifestyles. Encouraging good decision-making through planning, and supporting the management of mental and emotional wellbeing, are key building blocks for sustainable tenancies.

The organisation also works to secure any benefits or wider support available to the young person, liaising with local housing associations to ensure that tenancies are protected and that the young person is able to thrive in managing what is often their first home.

Housing Support for Older People

BCM’s older people’s teams work with individuals aged 55 or over who experience similar challenges in managing their home life.

The organisation’s main priority is to support older people to remain living in their own homes for as long as possible. BCM also assists individuals in navigating the housing selection system to help them secure accommodation that continues to support their independence.

Support can include practical improvements such as home maintenance or measures to enhance energy efficiency and warmth. For older residents who live alone, BCM works to build connections

and reduce social isolation by linking people to wider support or companionship. The organisation frequently supports individuals facing complex circumstances arising from factors such as bereavement, ill health, or resulting debt.

FAMILY & MENTAL HEALTH

Family Support Service

BCM offers free family support to young parents of children aged 0–5 in Ards and North Down, and children aged 5–13 in Dungannon and Armagh. These services are designed to help families thrive across all areas of family life.

Through a mix of one-to-one and group-led support, the organisation helps families address the causes and effects of poverty, family breakdown, and challenges with children’s educational engagement. BCM also works with parents to strengthen positive behaviours and parenting skills, often delivered through group sessions.

This service currently operates in Dungannon. The Newtownards and North Down service also supports some statutory referrals connected to BCM’s Housing Support for Young People service.

Therapeutic Counselling

BCM offers a free therapeutic counselling service for young people aged 16 to 25. This confidential service supports young people to self-manage their mental health with a holistic approach to lifestyle, emotional regulation and recognising when anxiety, depression and other forms of mental illness are at play.

This service is open to young people within BCM services, or via community referral routes.



COMMUNITY SERVICES

Community & Residential Care Befriending

BCM recognises the importance of companionship in supporting wellbeing. The organisation's Befriending Scheme provides social contact to individuals experiencing loneliness or isolation, delivered by trained volunteers who offer regular, friendly engagement. The scheme is available to people in Belfast who are housebound, have limited or no family support, are not supported by other agencies, and are aged over 65.

CARE

BCM delivers residential care for older people across two locations: Copelands and Kirk House.

Copelands is BCM's flagship home, which opened in 2021. Delivering both residential and dementia care, Copelands offers 50 rooms with award-winning household-led design. Care services offered onsite are furthered by a uniquely uplifting location overlooking the Irish Sea. Copelands is set to introduce BCM's first nursing care service in 2026.

BCM's much-loved Kirk House home offers care for up to 46 residents in either single or double flatlets or in single rooms. Kirk House is situated in the leafy suburbs of East Belfast. The uniqueness of

this home lies in its strong sense of community, built over 30 years of delivering the highest standards of care on-site.

BCM also offers care services to the youngest generations. Established in 2012, Puddleducks Day Nursery offers up to 70 spaces for children aged zero to four, and is located at the Grosvenor Hall location in central Belfast, within easy reach of nearby workplaces and the neighbouring Grand Central Station.

Supported Accommodation

BCM provides accommodation for up to two years for young people who have been in the care of Social Services or who are experiencing homelessness. The organisation's Supported Housing service supports young adults aged 16 to 21 across the South Eastern, Northern, Belfast and Southern Trust areas. Referrals may be made by the Health and Social Care Trust or through the Housing Executive.

The purpose of Supported Housing is to prevent homelessness and to equip young adults with the skills required to sustain their tenancies when they move on. BCM's teams provide 24/7 practical and emotional support, delivered through a trauma-informed approach to ensure a safe and supportive environment for all residents.

Each resident receives an individualised support plan, tailored to their specific needs to help achieve the best possible outcomes. One of BCM's services also provides emergency accommodation for 16- and 17-year-olds who present as homeless. This assessment accommodation is available for up to 10 days within the South Eastern Trust area.

FAITH

BCM is a charity with roots in Christianity, particularly Methodism—an expression of faith characterised by its commitment to addressing poverty and social exclusion, inspired by the teachings and actions of Jesus Christ.

These teachings have shaped much of modern civil society's understanding of justice and compassion. BCM recognises that, regardless of whether individuals hold a particular faith or none, the Christian response to contemporary social issues continues to offer a valuable and meaningful framework for action.

For 136 years, BCM's work in Belfast and beyond has been underpinned by the Christian message of hope. Throughout this period, the organisation has contributed to significant positive change in countless lives, whether through physical, spiritual, or combined forms of support.

WHAT IS SOCIAL VALUE?

Measuring the tangible costs and outputs of an activity is relatively straightforward. We may know what our inputs are (e.g., the funding, equipment, or volunteers we need to run our activity) and the outputs expected of us (e.g., a target for the number of people participating in our activity); the greater challenge is quantifying the wider social, economic, and environmental outcomes we are delivering. This is what social value does. It asks the question ‘if £x is spent on delivering an activity, what is the value of that same £x in terms of wider benefits for the local community?’

When Community/Voluntary organisations take action that strengthens local people and places, they create social value. For example, a homework club or youth mentoring project creates social value by helping children gain confidence, improve their learning, and build brighter futures. A befriending service creates social value by reducing loneliness, running inclusive community activities, and training volunteers who support vulnerable people. These kinds of everyday community efforts make neighbourhoods healthier, more connected, and more resilient.

The Social Value Engine (<https://www.socialvalueengine.com/>) helps organisations identify and measure the social value of the outcomes achieved by their activity.

This information can then be used to:

- understand where an organisation is having the most impact.
- make decisions about where to invest resources internally or externally.
- demonstrate the value of an activity to funders and other stakeholders.

Social Value is implemented in Northern Ireland, but unlike England and Wales it is through policy rather than a standalone Social Value Act. It is now a mandatory part of public procurement across most of the NI public sector, driven primarily by Procurement Policy Note (PPN) 01/21. Since 2022, all central government departments, agencies, and many other public bodies must allocate a minimum of 10% of tender evaluation to Social Value.

The last few years have seen many NI departments and funders requesting community and voluntary sector organisations in receipt of public funding, to demonstrate the impact of their work. Given the restricted budgets that operate in NI, it is expected that this request on the Charity sector will continue and develop further.

THE PRINCIPLES OF SOCIAL VALUE.

Social Value International, the international network for organisations working in social value & impact, have developed 8 principles of social value. These are the basic building blocks for anyone wanting to take social value into account, and to be embedded into any methodology used to calculate the work of a project or organisation.

The principles are:

1. Involve Stakeholders

People and organisations involved in your work can help you to identify outcomes and determine if change has occurred.

2. Understand What Changes

Understanding the links between your context, activity, outputs, inputs, outcomes and impact you are making.

3. Value the Things That Matter

Capturing what matters most from the perspective of your stakeholders.

4. Only Include What is Material

Only include what is relevant and significant within your analysis.

5. Do Not Overclaim

You will need to take account of five factors, what are called ‘deflators’ to understand your unique contribution to the outcomes you are measuring.

6. Be Transparent

Be clear about the scope of your calculation including duration and timeframe.

7. Verify the Result

Check your data and analysis with stakeholders, peers, and a third-party verification provider.

8. Be Responsive

Pursue optimum Social Value based on decision making that is timely and supported by appropriate accounting and reporting.

These eight principles are inherent in all Social Value analysis that Rose Regeneration carries out and were adhered to during this analysis.

ABOUT THE SOCIAL VALUE ENGINE.

The Social Value Engine <https://socialvalueengine.com/> has been developed by Rose Regeneration and is only one of a handful of Social Return on Investment tools accredited by Social Value International. To date it has been used by over 150 projects and funders within the island of Ireland, and over 600 throughout the UK.

The SVE provides:

- A systemised and academically robust assessment of social value to forecast, plan and evaluate activities.
- 400 peer-reviewed financial valuations/proxies derived from reliable sources and tagged against several widely recognised evaluation frameworks
- A description of how a project or activity creates value and a ratio that states how much social value (in £) is created for every £1.00 of investment.
- Information about how activities are making a place better to live in – by tagging outcomes and financial proxies against one of the seventeen aims of the United Nations Sustainable Development Goals (SDG's).



APPROACH TO SOCIAL VALUE.

There are six steps to the standard Social Return on Investment (SROI) process namely:

- 1 Establishing scope and identifying key stakeholders to identify impacts.
- 2 Mapping project outcomes with stakeholders.
- 3 Evidencing project outcomes and giving them a financial value.
- 4 Establishing project impact – accounting for leakage, attribution, deadweight, displacement and drop off.
- 5 Calculating the SROI.
- 6 Reporting the findings from the assessment process.

Additionally, this analysis has focused on how Belfast Central Mission’s outcomes relate to the local place, a sustainable community where people want to live, work, and invest. To do this, our approach involves relating each of the organisation’s impacts to improvements in the sustainability of local areas.

We do this by cross referencing each of the proxies/valuations within the Engine into the 17 themes of the Sustainable

Development Goals. This approach enables us, not just to offer a financial Social Value of this work, but to set out the contribution that it has made to the relative sustainability of the areas where the organisation operates in.

This approach is particularly powerful in supporting a narrative element to social value reporting which brings a local context to the Social Value process to accompany a financial value.



SUSTAINABLE DEVELOPMENT GOALS.

Sustainable Development Goals
For this analysis and with the agreement of the BCM team, we analysed the Social Value of the project's outcomes against the UN Sustainable Development Goals framework.

On September 25, 2015, global leaders adopted the 17 Sustainable Development Goals (SDGs) to protect the planet, fight against, and attempt to eradicate poverty to build a more prosperous world for future generations. These goals were established as part of the 2030 Agenda for Sustainable Development

The 17 SDGs aimed to engage governments, companies, civil society, and individuals. Each goal includes a series of targets, each with their own indicators to determine whether the objective has been achieved.

The complete list of Sustainable Development Goals (SDGs) is as follows:



OUR METHODOLOGY.

Rose Regeneration has worked with the BCM team to identify the social and economic values which can be applied to the work of the organisation.

This has been undertaken using a Social Return on Investment (SROI) methodology, which the Social Value Engine is based on.

For the project, the approach to analysis involved:

1. Discussion with staff involved in programme delivery and/or project monitoring.
2. Analysis of available monitoring information (i.e. Project Data, Annual Reports etc)
3. Identifying the outcomes achieved by the organisation over a particular time period.

4. Assigning a gross £ value to each of these outcomes, using the range of 400 valuations/proxies contained within the Engine.
5. Via external research, staff conversations and online surveys with beneficiaries, we have been able to apply a range of 'deflators' to produce a net £ value:
 - **Leakage:** How much of an outcome might have delivered an impact outside of the area that the organisation originally intended.
 - **Deadweight:** How much of the outcome might have been achieved without the organisation's intervention.
 - **Attribution:** What proportion of an individual's outcome might be attributed to other organisations/services because their activity contributed to it.
 - **Drop-Off:** What proportion of the outcome will diminish over time.
 - **Displacement:** How much of the outcome has displaced other outcomes.
6. Calculating the input costs – i.e. the funding costs that it takes to deliver all the activities that are subject to this analysis, as well as any other costs that may be involved.
7. Producing a Social Value figure for the organisation by dividing the net value of the outcomes by the input costs.



THEORY OF CHANGE.

We identified the outputs delivered by Belfast Central Mission through analysis of their core documentation and review of the type of project data that they normally capture.

Furthermore, we worked with the BCM team to develop a Theory of Change, which mapped out why the project was needed, what the project would look like, who would be its main beneficiaries, what the outcomes/

changes that the project would create, and its long term aims.

A copy of the Theory of Change is set out below:

INITIAL CONDITION FOR CHANGE	ACTIVITIES	BENEFICIARIES	OUTCOMES	LONG-TERM AIMS
BCM works with people experiencing poverty, homelessness or housing insecurity, trauma, poor mental health, isolation, family stress and ageing-related support needs who have limited access to practical, emotional or spiritual support. People often come to BCM at a point of crisis or instability in their lives and they need safe, person-centred support to improve their wellbeing, strengthen their resilience and move toward greater independence and dignity.	Residential care Supported Housing Floating support/community-based services Therapeutic Counselling Faith Services Early Years and Children’s services Volunteering	BCM supports older people, young people, children and families, vulnerable adults, people experiencing homelessness or risk of homelessness, people affected by trauma and poor mental health, and individuals experiencing loneliness, exclusion or multiple disadvantage. Its services also engage volunteers, faith communities and local communities as part of the wider support network around people in need.	In the short-term people are safer, more stable and better supported. Their immediate needs are addressed and they have improved access to financial, practical, emotional and relational support. In the medium-term people build confidence, resilience, life skills, community connections and greater control over their lives, while families and support networks become stronger. Over time these changes contribute to sustained independent living, improved mental health and wellbeing, positive life trajectories, stronger family functioning, and better use of community and statutory support.	BCM’s long-term aims is that all people, regardless of age and circumstance, are living independently with dignity in their chosen communities. Vulnerable individuals and families become resilient and thriving. Intergenerational cycles of disadvantage are

ANALYSIS.

For this report, we analysed the impact of the organisation's activities during 2024.

Key elements of this analysis include:

- Identifying a series of credible financial valuations/proxies which can be applied to the identified with BCM's services – the Social Value Engine has approaching 400 curated financial valuations which provide a nationally relevant suite of measures in this context.
- Assessing the impact achieved by applying volumes to the relevant financial proxies and deflating them to take account of external factors namely: deadweight, attribution, displacement and drop off and dividing it by the cost of the intervention to give a social value and a social return on investment figure. The outcomes from discussions we had with the staff team, reviewing official documents provided to us by the organisation including survey responses, and reviewing other benchmarked projects of a similar nature have been used to set the deflators for the activities being analysed.
- Reporting the impact in its wider context: the Social Value Engine aligns the impact achieved against the UN Sustainable Development Goals to provide international comparability.

The table overleaf sets out the financial valuations/proxies that we believe are a good fit for the overall outcomes achieved by Belfast Central Mission during 2024, the overall data collected and the deflation assumptions that we have made which are used to ascribe an annual value to each of the outcomes.



ANALYSIS.

Leakage **(L)** / Attribution **(At)** / Deadweight **(DWT)** / Displacement **(DISP)** / Drop Off **(DOFF)**

OUTCOME	VALUATION/PROXY	QUANTITY	LEAKAGE (%)	ATTRIBUTION (%)	DEADWEIGHT (%)	DISPLACEMENT (%)	DROP-OFF (%)	IMPACT £
Sustained Independent Living Older People Thriving in Their Own Home (Floating Support)	Avoided cost of residential care (per older person per week)	18200 care weeks per person	0	20	20	0	20	£13,288,275
Overcoming Housing Poverty Older People & Younger People (Floating Support)	Relief from being heavily burdened with debt	405 people	0	20	20	0	20	£3,222,892.80
Impact to Wider Statutory Services, and Community Care Services for Older People (Residential Care)	Local authority own-provision residential care cost (older people)	3965 per permanent resident week	0	20	20	0	20	£3,909,737.81
Benefit of Increased Belonging/Access to Community for an Older Person (Residential Care)	Feeling of belonging to neighbourhood Wellby (a scientific measure of wellbeing)	80 people	0	20	20	0	20	£204,800
Maintaining Healthy Family Units (Early Years and Parent Support services)	Average annual spend per child in a children’s home	42 children	0	25	25	0	25	£7,522,200
School Readiness Achieved (Early Years & Parent Support services)	Average financial cost to a school for the additional time spent supporting children who are not 'school ready'	18 children	0	20	20	0	20	£248,394.24
Cost/ Benefit of Preventing a Young Person Being Homeless (Supported Housing)	GMCA Support costs for accommodation based homelessness services - median cost across all intensity levels	5824 weeks across clients	0	20	20	0	20	£864,747.52
Impact of a Young Person Gaining Access to Learning or Engagement Programme (Supported Housing)	Adult learning course that made someone more satisfied with their life overall	1735 people	0	20	20	0	20	£256,502.40
Spiritual Wellbeing Enhanced Specifically for Older People in a Supported Setting (Faith services)	Annual wellbeing value of regular attendance at a religious institution	2070 people	0	20	20	0	20	£857,145.60
Mental Health Recovery Secured (Therapeutic Counselling)	Overall improvement in mental health	22 people	0	20	20	0	20	£62,684.16
Trauma Healing Progressed (Therapeutic Counselling)	GMCA Counselling services in primary medical care, cost per hour	352 counselling sessions	0	20	20	0	20	£13,516.80
Sense of Worth & Purpose (Volunteering)	Wellbeing benefits experienced by volunteers	135 volunteers	0	20	20	0	20	£58,147.20
Local Economic Multiplier Impact Care Facilities	GVA - Care	BCM Costs	0	0	0	0	0	£3,922,293.06
Local Economic Multiplier Impact Other Activities	GVA - Local Authorities/VCS	BCM Costs	0	0	0	0	0	£2,318,818.72
Total								£35,507,396.44

ANALYSIS.

As stipulated previously, all of the outcomes achieved by the organisation are linked back to one of the 17 UN Sustainable Development Goals.

The table below outlines the total value of the activities carried out by the organisation’s impact against several of the SDG’s.

UN SDG IMPACT AREA	£
Good Health and Well-Being	£21,256,351.65
No Poverty	£7,726,935.39
Reduced Inequalities	£3,789,655.13
Peace, Justice and Strong Institutions	£2,240,404.56
Quality Education	£239,994.43
Sustainable Cities and Communities	£197,874.39
Partnerships for the Goals	£56,180.86
Total	£35,507,396.44

The table below outlines the total organisation value of its outcomes, along with the costs to deliver its activities.

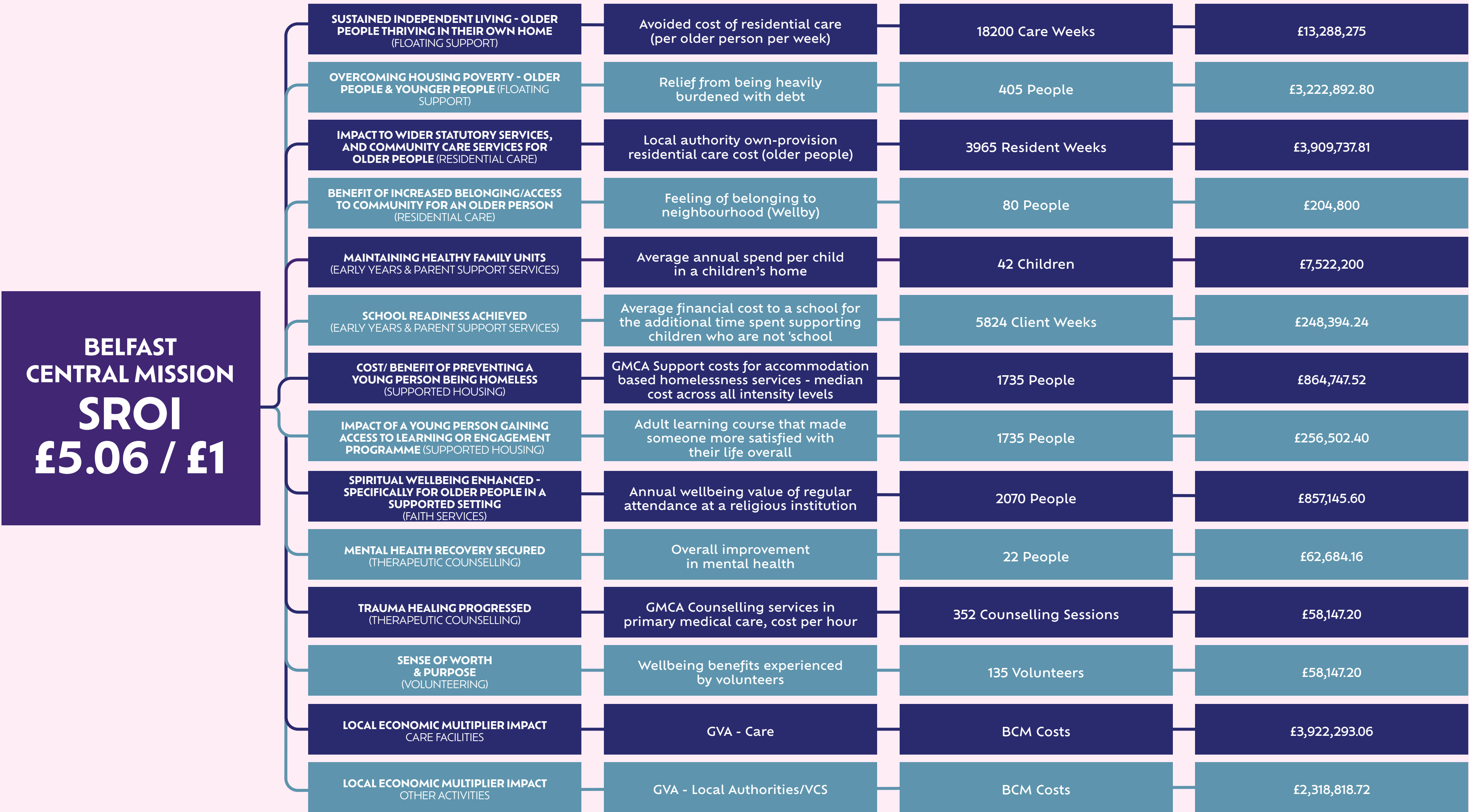
ACTIVITIES VALUE	£
Organisation Benefits (Impact figure minus 3.5% discount)	£35,507,396.44
Direct & Indirect Costs of Delivery	£7,006,514
Social Value SROI	£5.06 for every £1 spent



BY GOING THROUGH THIS PROCESS, BELFAST CENTRAL MISSION DEMONSTRATED AN IMPRESSIVE SOCIAL VALUE OF £5.06 FOR EVERY £1 SPENT. THIS DEMONSTRATES A VERY CREDIBLE LEVEL OF ACHIEVEMENT ON THEIR PART.

IMPACT MAP.

The overall impact of the organisation can be illustrated in the Impact Map opposite.



QUALITY ASSURANCE.

We have considered materiality and sensitivity as part of this analysis. All the outcomes chosen make a reasonable contribution to the overall total value (i.e., none is disproportionately large or small) and we have good third-party validation (i.e., by the beneficiaries themselves) of their materiality.

As part of the Social Value process, the final calculation stage undergoes rigorous scrutiny to ensure that each project is not “overclaiming.” When calculating deflator percentages, not only do we take into consideration the data captured/ survey responses/evaluation information we receive, but we also benchmark these figures with other similar social value analysis that we have carried out over the last number of years.

This is done by several members within the Rose Regeneration & SVE consultant team not directly involved with the analysis and involves a detailed “deep dive” into the data capture to ensure that there is no double counting. It also ensures that the deflator percentages are accurate in terms of the nature of the activity being carried out, the age/gender of the project participants, and the duration of the activity.



This rigorous approach ensures that a robust and accurate Social Value figure for the projects we analyse are appropriately calculated. Furthermore, the Social Value Engine has internal safeguards which ensure that project values are not over inflated, double counted, and unrealistic. Using a “traffic light” system when an overall figure may be seen as overly high, the Engine will flag this immediately enabling the user to review all the data inputted to ensure consistency. Again, this adds another layer of scrutiny and robustness to the overall final figures.



CASE STUDY 1.

Housing Floating Support

Bob (name changed) started to work with BCM after his foster placement broke down and he was asked to leave within a number of hours with no prior notice. This led to him being homeless and sofa surfing, facing real uncertainty. Bob was understandably frustrated and anxious about this and described himself as feeling 'hopeless'.

Our first port of call was to register Bob with NIHE in the hope that he would get social housing, but unfortunately no priority need was established and his housing officer was open with the fact that social housing was unlikely, and would be an extremely long wait should it ever materialise due to the ongoing housing crisis. This was another huge frustration for Bob and only added to his anxiety.

We spoke with Bob about the Housing Floating Support that we currently can avail of and this changed his world in many ways. Suddenly there was hope that he may be able to have his own home. We regularly searched the private rental market and eventually found a property that suited him and was affordable. We spoke with the estate agent in charge of the property on Bob's behalf and explained about Housing Floating Support and how BCM could offer to pay for his security deposit and month's rent, Bob was extremely appreciative of this and said that this was the only way he could get a home.

Bob has now moved into his home for over a month and is settled well, working full time and living independently. He said 'Without your help and the deposit and rent I would still be on a sofa feeling like I have no place in the world. This has given me such a boost and a start to get on with my life. Thank you'



Without your help and the deposit and rent I would still be on a sofa feeling like I have no place in the world. This has given me such a boost and a start to get on with my life. Thank you.

CASE STUDY 2.

Housing Floating Support

CH was referred to BCM Housing Support by Social Services due to homelessness and significant vulnerabilities.

At the time of referral, CH was sofa surfing and had no secure or stable accommodation. Her situation was further complicated by poor mental health, substance misuse, and a long history of self-harm and suicidal ideation. Initial engagement with CH was very limited. Due to her mental health difficulties and addiction issues, CH found it extremely challenging to engage with services and to build trust with professionals.

Shortly after referral, CH was admitted to Bluestone for long-term inpatient mental health support. Despite CH's hospital admission, housing support continued. Regular visits were arranged to Bluestone to maintain contact and gradually build a trusting relationship. Over time, consistent and person-centred engagement helped CH feel more comfortable and supported. This relationship development enabled meaningful progress, including supported walks outside the hospital environment and accompanying CH to places that were emotionally significant to her.

Working closely in partnership with Social Services, appropriate accommodation was identified and successfully secured for CH. Once the tenancy was in place, intensive housing support was provided to help CH transition from hospital into her new home. This included support with understanding her tenancy responsibilities, budgeting, and managing day-to-day aspects of independent living.

Practical support was also provided to ensure the property was suitable and safe for CH to move into. Together, essential household items and white goods were purchased, enabling CH to establish her tenancy in a dignified and stable way. This case highlights the importance of flexible, persistent, and trauma-informed housing support. Despite significant barriers to engagement, consistent relationship-building and multi-agency working enabled CH to move from homelessness and crisis into secure accommodation, supporting both her housing stability and wider recovery journey.

CASE STUDY 3.

Housing Floating Support

STEP Floating Support Services accessed the Homelessness Prevention Fund through partnership working with BCM, enabling timely and targeted intervention for a client at high-risk of homelessness. The client presented to our service following release from prison, at which point they became street homeless, due to a lack of adequate resettlement support.

This placed the individual in a highly vulnerable position, increasing the risk of harm and potential reoffending. Through early intervention, a comprehensive housing support assessment was completed and developed a plan to secure suitable accommodation. Without this support, it is likely the client would have remained street homeless, with increased vulnerability and risk of returning to prison.

Through our partnership with BCM, we were able to access the Homelessness Prevention Fund, which provided financial assistance towards a tenancy. This included one month's rent in advance and a deposit, enabling the client to secure accommodation in a shared HMO property in Dungannon. This location allowed the client to maintain access to employment they had recently secured.

This intervention has had a significant positive impact. The client has successfully transitioned from street homelessness into stable accommodation and is now in a much stronger position to sustain their tenancy and employment. They have improved stability, reduced risk, and can now call a place their home. This outcome would not have been possible without the partnership approach with BCM and access to the Homelessness Prevention Fund.

CASE STUDY 4.

Housing Floating Support

BCM were approached through the Family Support Hub NI to enquire if support could be provided to this family. After an initial discussion, this family fell outside of the application criteria originally applied for but the genuine need was there and in the end the mum would be able to access BCM's parent support service and avail of longer-term support with maintaining a home.

Z is a 33-year-old single parent with two young children. She was living in private rented accommodation and was served notice to vacate the property. Despite actively seeking alternative private rentals, Z was unable to secure a new tenancy within the required timeframe.

As the notice date approached, she was preparing to enter emergency accommodation through NIHE with her children. Due to the financial barriers associated with securing a new private rental—specifically the upfront costs of a deposit and rent in advance—Z was at immediate risk of homelessness.

Through support from the Homelessness Prevention Fund (HPF), we were able to provide financial assistance covering a deposit and one month's rent in advance. This support enabled Z to successfully secure a suitable private rented property and her children moved into their new home, preventing the need for emergency accommodation, alleviating pressure presented to NIHE and providing stability at a critical time for the family. She now avails of support from BCM's parent support worker and this is complemented by additional support from our volunteers offering practical support within the home.

An additional positive outcome from this case was the development of a new professional working relationship with the estate agent involved, strengthening partnership working and improving future access to private rented accommodation opportunities.



Housing Support has helped me so much. I was being evicted from my previous house, with two small children around Christmas. They helped me put down a deposit and 1st month's rent in order to secure a house that was perfect for me and my children and saved us from having to go into emergency shared accommodation. They also helped out with a new tumble dryer and coal so I could light my fire and keep the house warm. This has meant so much to me and my children.

TESTIMONIALS.

Housing Floating Support



The service has given our son a lifeline and our family peace of mind, Our son was living aimlessly and going nowhere before Ben came along but now our son has gained invaluable life skills, autonomy, independence, self-worth, confidence, pride, knowledge, knowing his rights, and a new found maturity which was sadly lacking previously in his life. This in turn has made him realise what's important in life and to prioritise his life by making good decisions with the support of BCM.

The service has taught our son various life skills which he had absolutely no interest in learning previously and they have ensured the support for our son to live in his own home and to maintain it. They have helped our son negotiate the benefits system which has in turn created a stable life financially, ensuring our son is receiving the correct benefits he is entitled to and to help him maintain his dignity, his home, independence and development as a man into adulthood. The service treated our son and ourselves with the upmost respect, and ensured confidentiality and support many times going beyond the call and further to help our son. Without this service our son would be on the street with absolutely no future. What this service has done for our son and our family is priceless. This has been life changing for all. Thank you from the bottom of our hearts and please ensure this service continues to be funded and kept alive to keep making a difference to many lives in this country and creating bright futures for our youth where none before existed previously. Everyone deserves a second chance in life to develop and become good citizens with the right support and this service certainly lends itself to that concept.

TESTIMONIALS.

Childcare



I couldn't imagine a better childcare setting. Both of my children have attended Puddleducks since they were 9 months old. You just need to look at the kids to see how happy and comfortable they are in Puddleducks. My youngest can't wait to get into Puddleducks and start her day. Even on the days that she is not feeling 100% she puts her arms out to one of the team for cuddles. The chef continuously provides menus that are nourishing, healthy, and delicious. My son was very disappointed that he wasn't offered the same standard when he started school. When a child is sick, they inform all the parents by sending an info sheet giving the signs and symptoms to look out for, also tips on how to ease the child's suffering. Throughout the day they send updates/photos of how the child is getting on and regularly give developmental updates. Their patience and understanding is invaluable. I could not recommend Puddleducks highly enough, they all go well beyond the call of duty.



My little boy (aged 34 months) just adores attending Puddleducks! I was a bit concerned as to how he would settle in as he'd had very little contact with other children prior to starting there but from day one he has absolutely loved it and hasn't looked back since! His speech and ability to interact with others has really noticeably improved in the six or so months since he started and he always comes home happy with lots of stories about his friends and what he's been up to. The manager and the team are so welcoming and always ready and able to answer any questions. When we started potty training they were very helpful and really put me at ease that it wouldn't be a problem for them to assist with it while he was in their care; I feel this has been a significant factor in how successful it's been. With fantastic staff, great, healthy food and all the indoor and outdoor facilities you could ask for, I really can't recommend Puddleducks enough!



My little boy has been in Puddleducks since April and I cannot recommend it enough! The staff are fantastic with him, and he's come on leaps and bounds in development with their help. He's clearly very happy there and it helps soften the blow of leaving him in the nursery when I see pictures of him there having a brilliant time with the staff and other children. The communication with parents is fantastic from helpful tips on how to help your child with language development to giving updates on the developing childcare funding initiatives in Northern Ireland.

TESTIMONIALS.

Residential Care



I have been a resident in here since January 2023. As I had lived in Cherryvalley for about 50 years, I was glad not to leave the area. Kirk House being residential offered me independent living, help when needed given thoughtfully and willingly. Kirk House gives us plenty of company, but privacy as well in our rooms. There are plenty of activities. The food, cleaning and support from staff are excellent, and as there is a meeting for us all taken by management each week where no subject is banned, we can have our say about all aspects of the home. I am so glad I chose to come here.



My Mum moved to Copelands at the start of August. She had always said she didn't want to move into a care home. However she is 90 and had fallen a couple of times and I was concerned for her safety. Now I don't think I could get her to move back to her own home even if I wanted her to. She is so settled and genuinely thriving, the staff are all lovely, from the care assistants and support staff to the managers (Gareth and Nigel), All the team leaders, Paul the chef and Jenny in the office. I thought Mum would have spent a lot of time in her own room, but no, every time I visit she is in the day room in Lighthouse mews household. She loves the company and I even found her joining in with a singsong lead by a carer. She loves to get her hair done and likes a visit to the onsite coffee shop. There are lots of activities organised and a cinema room, although she hasn't joined in yet, I think she will. I honestly can say that I could not have found a better home for Mum.



Mum has been in Kirk House for just over four years. The facilities are excellent and the care in Memory Lane for residents with dementia is second to none. Staff are very caring and helpful and have been supportive to us as a family also. The set up of the home with a communal lounge in separate corridors provides a family atmosphere and there are plenty of opportunities to join in activities with residents from across the home in the common room or outside garden area, including church services, musical events, craft activities and even garden parties!

TESTIMONIALS.

Residential Care



My mother-in-law has been a resident in Copelands for four weeks and in that time we have seen an improvement in her mobility, health and well-being and heard her laugh for the first time in months. The management has been supportive and informative to both my mother-in-law and us as a family in making the decision to move from home to residential care. They are very hands on and set a great example to the rest of the staff team with their friendliness and attitude. The staff team - whether care workers, catering or ancillary - are like an extended family always finding time to chat and provide one-to-one support through practical help and activities. The accommodation is beautifully designed and decorated with a comfortable elegance. Private rooms are large and en-suite with everything necessary for daily living. I would stress that it is the care and support shown by the management and staff to residents and family members that sets Copelands in a category of its own.

CONCLUSIONS.

This analysis clearly reflects the impact that Belfast Central Mission has locally.

Delivering **£5.06 of Social Value for every £1 spent** illustrates the high value for money that the organisation delivers.

It demonstrates clear positive impacts in:

- Sustained Independent Living for Older People
- Addressing Housing Poverty and Financial Hardship
- Preventing Youth Homelessness
- Maintaining Healthy Family Units
- Reducing Demand on Health and Social Care Services
- Improving Spiritual Wellbeing and Social Connection

- Much of the value comes from prevention and cost avoidance. Around £25.8m (73%) of the total social value is linked to costs that statutory services avoided or reduced: residential care, children's homes, homelessness accommodation, counselling and school support. BCM's early help reduces pressure on public services that are already stretched in Northern Ireland.
- Support for older people is at the heart of BCM's impact. Services for older people generate about £17.4m, nearly half (49%) of the total value. Floating support to help people stay in their own homes is the largest single outcome, at £13.3m. BCM plays a key role in helping older people live independently with dignity for longer.
- Targeted help at the right time changes lives. The case studies show that support can stop people slipping into homelessness or crisis. That support includes a deposit and a month's rent through the Homelessness Prevention Fund and staying in touch with someone during a hospital stay. These cases also show BCM's strong partnerships with Social Services, NIHE, STEP, the Family Support Hub and private landlords.



This Social Value marker is an endorsement not of what we do, but of how we do it at BCM. That catalytic effect of turning one pound into five is delivered through the positive behaviours of our staff and volunteers, who embody BCM's values of Compassion, Person-Centredness, Integrity, and Respect. It signifies the unique power of Northern Ireland's community and voluntary sector to 'punch above our weight' and change lives for the better with the resources we have. This is a challenge to do more — to increase our reach and our quality of services when thinking about our impact. It is also a reminder to grow responsibly, never forgetting the individuals at the heart of what we deliver. Lastly, it reflects the trust placed in us by our supporters bearing fruit. From the smallest contribution to the largest, we seek to be worthy stewards of the resources given to us, equipped to support people at their point of need.

Belfast Central Mission

RECOMMENDATIONS.



Going forward and enhancing this impact measurement process, we recommend that Belfast Central Mission investigates implementing the following steps

- **Continue to carry out regular surveys, focus groups, or other appropriate methods of data collection to ascertain the impact of the services that they offer to their beneficiaries, volunteers and other relevant stakeholders with a particular focus on capturing the impact of all of the services it offers on those who have come into contact with them.**
- **Consider implementing an impact measurement framework to gather and report impact and value in a consistent way over time. The Social Value Engine is one such framework that would allow BCM to report consistently on all the services that it offers and build on the work that has been done in this analysis.**
- **That BCM conducts a Social Value analysis of the work it does either on an annual or biennial basis, to help illustrate the impact of its work on an ongoing basis.**
- **Capture more outcome data at service level. BCM should build simple outcome measures into routine monitoring, such as tenancies sustained at 6 and 12 months, wellbeing scores before and after support, and move-on destinations. The early years, counselling and befriending services in particular have smaller outcome numbers today. Better data would let future analyses reflect more of their value and use less conservative deflators.**

