

# Social Impact Assessment Report

## Using Social Return on Investment Analysis (SROI)



Adequate Housing Project for Poor families in the Gaza Strip 2020



## Glossary

- **Social Impact:** is the effect of programs/ projects on the wellbeing of the community because of planned intervention.
- **Social Value:** is the impact that a project's activities have on the individuals in a society.
- **Social Impact Assessment:** is the process of assessing the change (outcomes) resulted from the projects or services of an organization that can't be financially defined.
- **Outcomes/ Results:** The changes resulting from an activity. The main types of changes from the perspective of stakeholders are unintended (unexpected) and intended (expected), positive and negative change.
- **Intended/ Expected Outcomes:** outcomes determined by stakeholders prior to the outcome evaluation stage.
- **Unintended/ Unexpected Outcomes:** the unexpected outcomes resulting indirectly from an intervention, positive and negative outcomes.
- **SROI:** Social Return on Investment.
- **SROI Approach** is a global and widely used framework for measuring and accounting of social impact considering the economic and social factors of the project.
- **Activity:** an activity is a scheduled phase in a project plan with a distinct beginning and ending within a specific temporal and spatial framework and at a small financial cost.
- **Project:** a project is a series of related activities implemented to accomplish the goal of the project.
- **Program:** a program is a collection of projects that are managed simultaneously or consecutively to achieve a certain goal.



## Glossary

- **Scope:** the general framework of the project which determines the activities, timescale, boundaries, and type of SROI analysis, who will carry out the Social Impact Assessment ... and other.
- **Impact Map:** a table that captures how an activity makes a difference: that is, how it uses its resources to provide activities that then lead to particular outcomes for different stakeholders.
- **Stakeholders:** people, organizations or entities that experience change, whether positive or negative, because of the activity that is being analysed.
- **Inputs:** the contributions made by each stakeholder that are necessary for the activity to happen.
- **Outputs:** a way of describing the activity in relation to each stakeholder's inputs in quantitative terms.
- **Financial proxies:** are pre-calculated estimates of financial value that can be used for accurately estimating the outcome cost of the same intervention.
- **Deadweight:** a measure of the amount of outcome that would have happened even if the activity had not taken place.
- **Attribution:** an assessment of how much of the outcome was caused by the contribution of other organizations or people.
- **Drop-off:** is the estimated percentage of deterioration of an outcome over time.
- **Social Return Ratio:** total present value of the impact divided by total investment.



## What is Social Return on Investment (SROI)?

Typically, our actions and activities create values and affect others; they change the world around us. Although the value we create goes far beyond what can be captured in financial terms, this is, for the most part, the only type of value that is measured and accounted for without taking into consideration the social, economic and environmental values. As a result, things that can be bought and sold take on a greater significance and many important things get left out. Decisions made like this may not be as good as they could be as they are based on incomplete information about full impacts.

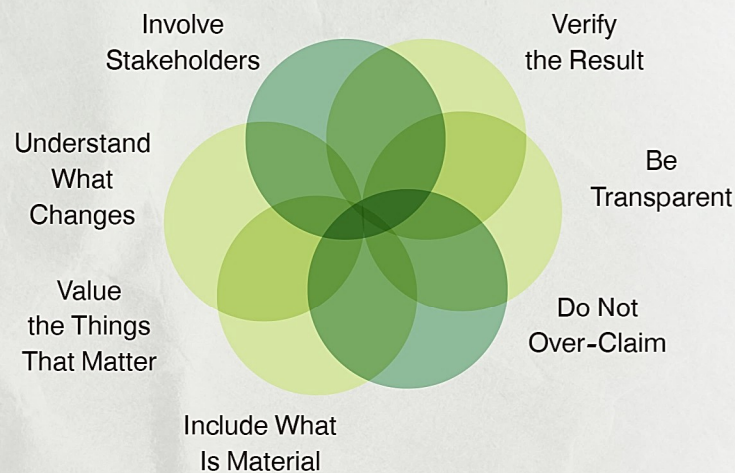
Social Return on Investment (SROI) is a framework for measuring and accounting for this much broader concept of value. SROI measures change in ways that are relevant to the people or organizations that experience or contribute to it through six successive stages. It tells the story of how change is being created by measuring social, environmental, and economic outcomes and uses monetary values to represent them. This enables a ratio of benefits to costs to be calculated

Thus, SROI is about value, rather than money. Money is simply a common unit and as such is a useful and widely accepted way of conveying value. \* SROI can help improving the following:

- Manage activities and make decisions in more effective ways.
- Effective communication with stakeholders.
- Accomplish sustainability for the association through establishing strong relation with donors that derived from on trust, transparency, and clarity of impact.
- Determine suitability of the projects to the real needs of society through highlighting the real impact of the project.
- Understand and maximize the social value an activity creates.
- Identifying common ground between what an organization wants to achieve and what its stakeholders want to achieve, helping to maximize social value.



## The principles of SROI



- 1. Involve Stakeholders:** involving stakeholders is considered the most significant pillar in analysing the social return on investment, it informs what gets measured and how this is measured and valued by involving stakeholders, whether through phone communications, direct meetings, workshops, and others.
- 2. Understand What Changes:** articulate how change is created and evaluate this through evidence gathered.
- 3. Value the Things That Matter:** use financial proxies in order that the value of the outcomes can be recognized.
- 4. Only Include What Is Material:** determine what information and evidence must be included in the accounts to give a true and fair picture, such that stakeholders can draw reasonable conclusions about impact.
- 5. Do Not Over-Claim:** only claim the value that the organization are responsible for creating.
- 6. Be Transparent:** demonstrate the basis on which the analysis may be considered accurate and honest and show that it will be reported to and discussed with stakeholders.
- 7. Verify the Result:** Ensure appropriate independent assurance.



## The Stages In SROI

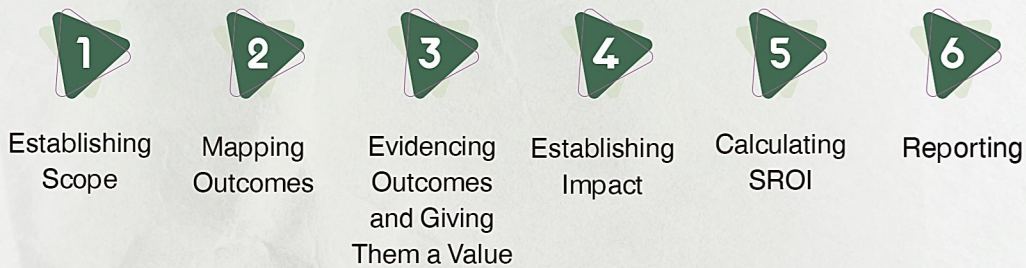


Table 1 SROI approach

Establishing Scope	1.1 Establishing scope 1.2 Identifying stakeholders.	1.3 Deciding how to involve stakeholders.
Mapping Outcomes	2.1 Impact map. 2.2 Identifying inputs.	2.3 Evaluating inputs 2.4 Establishing outcomes
Evidencing Outcomes and Giving Them a Value	3.1 Developing outcomes indicators. 3.2 Finding Data.	3.3 Establishing how long outcomes last. 3.4 Identifying the value of outcomes.
Establishing Impact	4.1 Deadweight. 4.2 Attribution.	4.3 Drop-off 4.4 Calculating impact.
Calculating SROI	5.1 Projecting into the future. 5.2 Calculating the net present value. 5.3 Calculating the ratio of SROI	5.4 Sensitivity analysis. 5.5 Payback period.
Reporting	6.1 Reporting to stakeholders. 6.2 Using the results.	6.3 Assurance.



## About Gazze Destek Association

### Origin and Development:

Based on the recommendations of the International Forum in support of Gaza following the Israeli aggression on the Gaza Strip in the summer of 2014, and as a result of the continued suffering of the two million Palestinians living under siege since 2006, and because Palestinian issue have a great importance to the Turkish community, especially the Gaza Strip, and the support on an ongoing basis of humanitarian initiatives to alleviate this suffering, For all the above reasons, a group of experts and humanitarian workers were engaged in Turkey to establish the Gazze Destek Association (GDD) in Istanbul, (registration No. 34-209-183) . GDD held several International conferences and partnerships and expanded its scope of work to include all areas of need around the world, which contributed to providing its services to millions of beneficiaries.

### Our Vision

Gazze Destek Association GDD is a leading humanitarian organization seeking to improve the quality of human life in the Gaza Strip.

### Our Message

Gazze Destek Association GDD is a Turkish association that aims to contribute effectively to meet the humanitarian and development needs of the Palestinian community in the Gaza Strip based on scientific basis through humanitarian participatory interventions that adhere to transparency, integrity, humanitarian principals, and local and international laws.



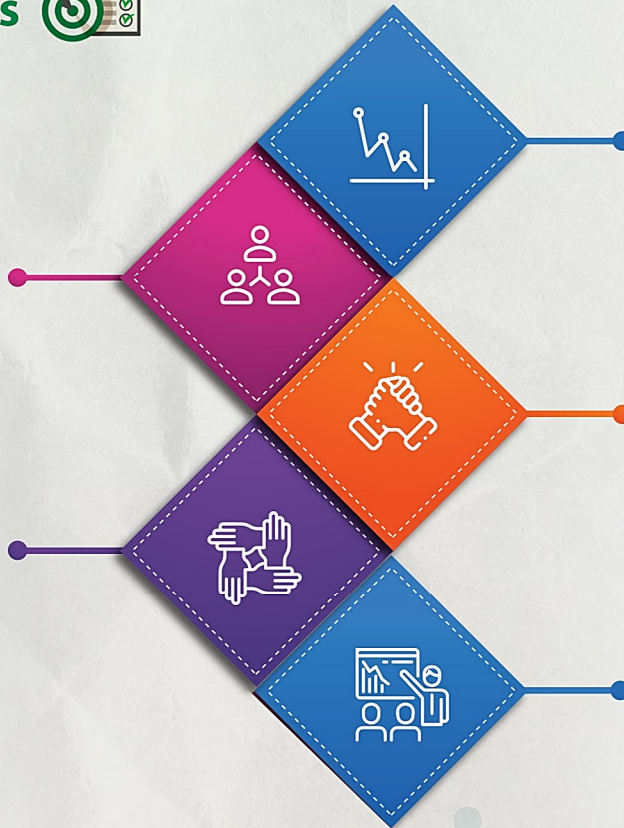


## About Gazze Destek Association

### Our Goals

To contribute effectively to the humanitarian and development needs in areas of need.

Contribute to the coordination and integration of humanitarian and development efforts in areas of need.



Contribute to achieving global sustainable development goals.

Contribute to supporting the human rights of vulnerable and marginalized groups in areas of need.

Improve the performance of humanitarian institutions in areas of need, maximizing the impact of financing.







# Social Impact Assessment Report

## Using Social Return on Investment Analysis (SROI)

### Adequate Housing Project for Poor families in the Gaza Strip 2020





## Introduction

Institutions are moving towards building and enhancing the true societal value of their efforts to support and meet the needs of societies, based on their vision of creating positive changes. Therefore, various non-profit organizations have moved towards assessing the social return on investment, which is considered how institutions can identify the societal value of the projects and activities they provide to the beneficiaries.

Social Return on Investment (SROI) is based on a set of principles within a framework designed to help create effective, meaningful values for achievements beyond theoretical frameworks. By utilizing information, facts, figures based on actual reality, official statistics, and communication with stakeholders using several means and tools. Hence, a scientific evidence on the impact of projects and programs on society is reached.

As a development charitable association, Gazze Destek Association (GDD) contributed to effective efforts within the framework that prioritize the needs of communities. As a part of our commitment toward achieving societal, economic, and environmental value; we were keen to measure the social impact our programs and activities. This report studies the social impact of "Adequate Housing Project for Poor Families in the Gaza Strip 2020" through applying SROI methodology. The results concluded that the estimated financial value of SROI is \$581,657, or about \$1.6 for every \$1 invested.

Therefore, the resources have been effectively invested in designing and developing programs and projects to rehabilitate and reconstruct poor people houses. Through the continuous efforts exerted by the Gazze Destek Association's Quality Team, we present the "Social Return on Investment Analysis of Adequate Housing Project for Poor Families in the Gaza Strip 2020".



## Summary

The humanitarian, economic, and social situation have exacerbated in the Gaza Strip. In light of the ongoing siege for the 15th year. Unfortunately, with the global spread of COVID-19, the situation is getting more dangerous in the absence of practical solutions. Poverty rates reached 56%, unemployment 48.6%, family's dependence on aid 80%, and the absence or severe shortage of food security 68.5%. The tragic reality of the Gaza Strip will turn into a humanitarian disaster if intervention is not provided.

The people in the Strip suffer also from a severe lack of job opportunities, scarcity of available options, low percentage of income and high living cost. The unemployment rate among youth reached 69.1%, workers who lost their jobs due to COVID-19 restrictions 21%, families whose income has been cut in half 39%. Over 15,000 of small farmers, shepherds and fishermen live below the poverty line in Gaza. Consequently, countless families lack a healthy and adequate housing environment according to the minimum humanitarian standards. These buildings are at high risk of falling on their occupants, due to the poor structure and incompliance with any of the health and environmental safety standards. In addition, some buildings do not even protect their occupants from the cold of winter. This tragic living situation affected many lives in the strip, causing several social problems and severe psychological crises that affect large family members due to unemployment and poverty. Violence against women by the husband has increased significantly in the Gaza Strip (39.3%) compared to the West Bank (24%), and the health status of some members of poor families has worsened due to the lack of a healthy and safe residential environment.

By implementing "Adequate Housing Project for Poor Families in the Gaza Strip 2020" Through which we contribute to providing a suitable housing environment for 100 families, in addition to alleviating economic burdens and challenges, supporting family and societal stability, and increasing the educational attainment of family members.



## Project priority:

This project is consistent with international human rights law, the right of everyone to an adequate standard of living, including adequate housing. The right to adequate housing was recognized in the Universal Declaration of Human Rights of 1948, and in the International Covenant on Economic, Social and Cultural Rights of 1966

### **Project priority in the International Covenant on Economic, Social and Cultural Rights**

- Article (2.2): The States Parties to the present Covenant recognize the right of everyone to the enjoyment of a decent living for themselves and their families without discrimination of any kind as to race, color, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.
- Article (8): The right to live somewhere in security, peace and dignity

### **Project priority in global Sustainable Development Goals (SDGs) and relevant international organizations**

- Goal (1): End poverty in all its forms everywhere.
- Goal (11): Make cities and human settlements inclusive, safe, resilient and sustainable. Ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums.
- Goal (6): achieve universal and equitable access to safe and affordable drinking water for all. achieve access to adequate and equitable sanitation and hygiene for all.
- Goal (7): Ensure access to affordable, reliable, sustainable, and modern energy for all, increase substantially the share of renewable energy in the global energy mix.

### **Project priority in the national development goals**

- Goal (9.4): An adequate, affordable, and culturally appropriate housing sector, which ensure secure tenure, allows access to public services, and meets citizen's needs more effectively and efficiently... especially poor and vulnerable families.



## Methodology of Analysis

This report is based on the analysis framework used in the "Guide to Social Return on Investment" (2012 Revised Version; Guide to Social Return on Investment") published by the United Kingdom in 2009. The methodology consists of six basic stages to assess the impact and to clarify the most important changes that occurred, depending to the inputs and outputs of the "Adequate Housing Project for Poor families in the Gaza Strip".

To avoid any misconception regarding the credibility of social return on investment (SROI) methodology, the seven standards and principles have been strictly adhered to. The assessment was based on effective communication with stakeholders who influenced or were affected by the project activities with utmost transparency. This report uses actual data acquired during the implementation period, and changes and impact on stakeholders are calculated based on changes during this period. Therefore, this report has been classified as a Social Return on Investment Assessment Report according to the Guide to Social Return on Investment. To calculate the social return of the project, the following steps were taken:

- A workshop was held prior to the project by the assigned Quality Team. This workshop aimed at identifying stakeholders, determining possible and expected variables that may arise as a result of the project activities.
- The team designed and developed questionnaires in accordance with open/closed questionnaire system to enhance stakeholders' effective collaboration to determine the societal value of the project. The team also collected statistics from their official sources; In order to obtain information about the financial proxies.
- GDD volunteer team as an independent third party filled out the questionnaires through direct communication with the targeted stakeholders; to ensure transparency and credibility; This is done through field visits and telephone contacts.
- The results of the questionnaires were analysed immediately upon receiving, and an impact assessment report was prepared by the quality team.

In order to verify that the project has achieved its desired objectives, a second workshop was held by the quality team in collaboration with operational team of the project after implementation aiming to evaluate the entire project. These steps were taken to maximize the project's impact and social value, hoping to increase the value of our projects in the future.



## Risk analysis

Social Return on Investment (SROI) is a framework for measuring and accounting for the value of abstract, narrative or non-quantitative indicators, such as trust, happiness, interpersonal relationships, etc., is determined and evaluated according to stakeholder perspectives and other factors such as the degree of utility, etc. (SROI) is an unconventional predictive or evaluative financial analysis model. Thus, the figures and values calculated in this report should not be compared with the values of other projects. As the benefit and sentiments of stakeholders who participated were all different.

Within (SROI) framework, the value of abstract, narrative, or non-quantitative indicators is priced depending on several variables, investigations, assumptions, or stakeholder perspective. Therefore, possible risks were analysed based on the seven principles of (SROI) and engaging as many stakeholders as possible in order to avoid any bias resulting from exaggeration or underestimation. Risk reduction to an acceptable level was addressed according to our professional judgment and corresponding methods.





#	Principle	Study/report scope	Possible impact on the study/report	Resolution methodology
.1	Involve stakeholders	Diversity of stakeholder's cultures and backgrounds	exaggeration or underestimation of (SROI) result	<ul style="list-style-type: none"> <li>o Auditing the questionnaires by the quality team and the executive team, to ensure the clarity and relevance of the questions to the project objective.</li> <li>o Involve as many stakeholders as possible</li> <li>o Holding several meetings with the third party for an accurate and clear understanding of the questionnaires, so they can clarify the questions to stakeholders.</li> </ul>
.2	Understand what changes.	The results of the questionnaire showed that there was no effect or change for 1 or 2 variables for stakeholders	Inconsideration of all the variables resulting from the project's activities, leading into a reduction of (SROI) result	<ul style="list-style-type: none"> <li>o Holding a workshop to determine the current or possible variables resulting from the project activities, whether they are negative or positive.</li> <li>o A sample of the answers was taken from the stakeholders before they finally filled out the questionnaire, <u>in order</u> to ensure that the variables were clearly understood and considered.</li> </ul>
.3	Value the things that matter.		exaggeration or underestimation of (SROI) result	<ul style="list-style-type: none"> <li>o Holding a workshop to determine the current or possible variables resulting from the project activities, whether they are negative or positive.</li> <li>o Involve as many stakeholders as possible from diverse backgrounds and cultures.</li> </ul>
.4	Only include what is material.	The impact on stakeholders and the ability to accurately determine materiality varies		<ul style="list-style-type: none"> <li>o Clarity and accuracy of the questionnaires.</li> <li>o Accurately analyse financial proxies, base them on clear indicators and assumptions.</li> <li>o Engage stakeholders</li> </ul>
.5	Do not over-claim.	Few stakeholders believe that the impact can persist for a long period of time	exaggeration or underestimation of (SROI) result	<ul style="list-style-type: none"> <li>o Accurately analyse financial proxies, base them on clear indicators and assumptions.</li> <li>o Engage stakeholders</li> </ul>



#	Principle	Study/report scope	Possible impact on the study/report	Resolution methodology
.6	Be transparent.	Existing information map, evidencing outcomes and giving them a value) cannot be fully disclosed on the same page.	Incomplete or unclear understanding by the report readers.	<ul style="list-style-type: none"> <li>Summarize and describe the process of calculation, logical conclusion, and disclosure of all information in clear tables.</li> </ul>
.7	Verify the result.	Due to time constraints and the spread of COVID-19 in the Gaza Strip, not all stakeholders were invited to participate in the evidencing of outcomes	exaggeration or underestimation of (SROI) result	<ul style="list-style-type: none"> <li>Telephone communication with as many stakeholders as possible to verify results</li> </ul>

**Therefore,**

The result of SROI of this project should not be compared with other projects. Taking into consideration the variables related to stakeholders involved in the project and their different experience. We have responsibly disclosed this Social Return on Investment Report, which outlines the steps of the deductive reasoning process and lists assumptions, hoping to provide stakeholders with complete and accurate information on the project outcomes.





## Establishing scope and identifying key stakeholders

### 1.1 Establishing scope

Table 2 Scope of the Project

Association	Gazze Destek Association
Project	Adequate Housing for Poor Families in the Gaza Strip
Contract / grant / part of the organization	Grant
Purpose/Objective of impact assessment	Assessing the project impact in order to improve the project, which will maximize the impact on beneficiaries and stakeholders
Audience/ the entity concerned with impact assessment	Association management, donors, partners
Resources	Quality team, volunteers, financial budget
Justifications for carrying out the assessment	Achieving the association sustainability through the optimal use of resources, giving evidence of the impact achieved by the project.
Who will carry out the activity?	GDD quality team
Budget needed	Qualified staff, volunteers, report design and printing.
The range of assessed activities	Restoration and rehabilitation of poor families' homes in the Gaza Strip.
The period over which the intervention will be or has been delivered	One year.
Analysis type	Evaluation

### 1.2 Involve stakeholders

Stakeholders involvement is essential in (SROI), as they experience the project's impact directly or indirectly. Hence, how to effectively identify the aspects affected by the project, understand the inputs and outputs through communication are essential in SROI assessment. As well as, understanding the relation between variables and results, and evidencing outcomes with stakeholders, these are key elements emphasized in the Social Return on Investment Guide.

Based on the objective of "Adequate Housing Project for Poor Families in The Gaza Strip 2020", and the need to formulate specific rather than general claims, as recommended in the Social Return on Investment Guide. GDD conducted telephone interviews, workshop, formal interviews and questionnaires, with the aim of communicating with stakeholders and determining the impact in a realistic and accurate manner.



## 1.2.1 Identifying stakeholders

#	Stakeholders	Description	Involvement decision	
			Yes/ No	Justification
1.	Donor institutions	Providing fund	Yes	Providing fund to implement the project's activities. Their participation contributes essentially to the project inputs; hence, the project cannot be implemented without their involvement.
2.	Gazze Destek Association	Project execution	Yes	Executing the project and providing the necessary logistics. Their participation is considered essential and a major entry point.
3.	Beneficiaries	Main Beneficiaries	Yes	The main beneficiaries of the project, which are the residents of poor houses that have been restored and rehabilitated.
4.	Beneficiaries' families	Indirect beneficiary	Yes	They are directly affected by the implementation of the project's activities
5.	Contracting companies	Indirect beneficiary	Yes	They are directly connected to the implementation of project's activities through home restoration, acquisition of job opportunities, and sources of income.
6.	Volunteers	Main contributor	Yes	Contribute to the implementation of project's activities, especially questionnaires, as an independent third party to ensure the quality and transparency of the information obtained.
7.	Ministry of Works and Housing	Indirect beneficiary	Yes	Indirectly affected by the project's activities, and the benefit of the target groups.
8.	Ministry of Health	Indirect beneficiary	No	Lack of sufficient information or statistics of the Ministry on the extent of the project's impact.
9.	Ministry of Social Affairs	Indirect beneficiary	No	

## 1.2.2 Involve stakeholders

Stakeholders were involved in (SROI) assessment to express the changes they experienced, through an independent third party. Stakeholders who have experienced significant changes as a result of the project's activities have been identified. The procedures for involving stakeholders were as follows:

- Interviews
- Questionnaires
- Telephonic



Table 4 Involving Stakeholders

#	Stakeholders	The total number	Involved number	Type of involvement
1.	Direct beneficiaries	100 beneficiaries	40 beneficiaries	Questionnaire - phone call
2.	Beneficiaries' families	100 families with an average of 6 family members	37 families	Questionnaire - phone call
3.	Donor institutions	4 institutions	4 people related to the project	E-mail
4.	Gazze Destek Association	1 participant	4 people related to the project	Direct meeting
5.	Engineering contracting companies	4 companies	4 people related to the project	Questionnaire - phone call
6.	Volunteers	2 volunteers	2 volunteers	Direct meeting
7.	Ministry of Works and Housing	1 participant	1 person related to the project	E-mail

## 2. Input and Output:

### 2.1 Input

Identifying inputs is based mainly on listing all funds related to implementation of project's activities. In addition to any inputs that may not be material done by the association or allocated by stakeholders. The unmaterial inputs may have a corresponding financial value in the community, such as volunteer times, and the overtime, as demonstrated below:

1. Funding inputs "Donors' inputs": the financial cost approved by donors has been allocated for restoration operations and the materials needed for execution.
2. Overtime inputs of the Gazze Destek Association team. The team needed to work additional hours for field visits and follow-up of the repair work in the homes. This resulted in additional expenses. Information related to staff overtime hours was collected and used minimum wages to calculate these expenses.
3. Time input for the volunteer team, which was the working hours of the volunteer team during the project.



Table 5 Project's Input

#	Article	Amount in \$USD
1.	Fund	355,840
2.	GDD team overtime	2,700
3.	Volunteer team overtime	2,160

## 2.2 Output:

Clarifying outputs in (SROI) is based on using indicators to measure whether an outcome has actually occurred, by evidencing the occurrence of outcomes. This report determines the personal/individual changes experienced by stakeholders, which were identified through project's papers, interviews, and 92 questionnaires. The positive impact of the project's activities was expressed by stakeholders, whether those directly related to the project, the "direct beneficiaries", or those who were indirectly affected by the project's activities, from the families of the beneficiaries and volunteers... etc.

Stakeholders were contacted via telephone and e-mail. It was planned to hold a number of direct interviews, but the spread of COVID-19 prevented us from doing so. Therefore, in order to preserve the health of the association's employees, volunteers and stakeholders, we preferred to clarify outputs through filling out questionnaires with stakeholders over the phone and through an independent third party. The results confirmed the relevance of these indicators with stakeholders.



Table 6 Changes that occurred as a result of project activities

#	Stakeholders	Impact	Positive/ negative
1.	Direct beneficiaries	Improving the housing environment	Positive
		Health improvement	Positive
		Increasing psychological safety	Positive
		Increasing family and social stability	Positive
		Increasing educational attainment	Positive
2.	Beneficiaries' families	Reducing the financial burden	Positive
		Health improvement	Positive
		Increasing psychological safety	Positive
		Increasing family and social stability	Positive
3.	Gazze Destek Association	Increasing educational attainment	Positive
		Reducing the financial burden	Positive
4.	donor institutions	Achieving the project's goal	Positive
5.	Engineering and contracting companies	Achieving satisfaction and gratitude	Positive
6.	Volunteers	Increasing the reputation and achieving social responsibility	Positive
		Achieving satisfaction and gratitude	Positive
7.	The Ministry of Public Works and Housing	Increasing experience and charitable work skills	Positive
		Achieving the ministry's goals in community service and reducing the list of people waiting for restoration projects	Positive

## Stakeholder feedback sample

### First: Direct beneficiaries: Beneficiary "1":

“Our house was in terrible situation. In addition to not being adequate for human habitation, there were no tiles, windows nor doors. As for the kitchen and bathrooms, they were not equipped at all, and the electricity wiring is insufficient. We were suffering from a degraded psychological and social situation. The cold of winter prevented my children from sound sleeping. My poor children were victims to several diseases due to the extreme cold and humidity. Now, our lives have completely changed. We finally live in an adequate house, a fully equipped kitchen, and safe lighting. My children have their own room, and as a result, their psychological state and educational attainment have improved. They have a suitable place to study in comfort. Our lives have finally become stable, and we have the ability to receive guests, which we were ashamed of before.”



## Stakeholder feedback sample

### Beneficiary "2":

“Our house was infected with insects and rodents coming from the holes in the walls as a result of the incomplete construction. The house was extremely miserable, no tiles nor wall painting. We lived 9 years in an inadequate house. The high humidity and extreme cold were unbearable. Now, my family feels safe, as we enjoy psychological and social stability. I am finally able to take care of things other than repairing the house, such as taking care of my children’s studies at university.”

### Second/ Indirect Beneficiaries:

#### Beneficiary's family "1"

“The house was in disparate need for help. Inadequate for human habitation, as there were no windows, doors, or tiles. We suffered from insects, rain water leakage and extreme humidity. Our lives have finally become stable, and we have the ability to receive guests, which we were ashamed of before.”

#### Beneficiary's family "2"

“The house was miserable, like basic life necessities. We suffered from rainwater leakage in the winter, in addition to insects and rodents. Now, our social and living conditions have improved. My children’s health has also improved a lot. Honestly, I am really thankful for all the effort of GDD association, without their help, we would be suffering still.”





## Stakeholder feedback sample

### **Third / Donor: Donor**

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“We seek to provide poor families with decent living environment. It is our privilege to help those who suffer from difficult social and economic conditions, and we hope to continue.”

### **Fourth / Gazze Destek Association:**

“Our aim is to provide beneficiaries with decent life. To mitigate their health and economic suffering, especially those of extreme poverty. We have achieved our goal, and we seek to continue providing services to more poor families and people with disabilities.”

### **Fifth/ Executing Engineering Companies: worker/employee “1”**

“The project had a great impact on our company in terms of the company's stability in such projects (reconstruction projects). Moreover, the company also became known to a large number of people. The project also contributed to providing job opportunities for a number of workers, hence, improving their psychological and living conditions.”

### **Worker / employee “2”**

“Our work in the company was greatly affected by this project. We established a well-known name in the reconstruction business. It is such a delight to be part of this project that contributed to the stability of many families”

### **Sixthly: Volunteers: volunteer “1”**

“The project was significantly important. Witnessing beneficiaries' happiness brought joy into our hearts. This experience provided us with the necessary qualifications for future jobs.”

“

## Measuring the project's outcome

The table below shows the method used to measure the project's impact according the following indicator:

Table 7 Method used to measure the project's impact

#	Stakeholders	Outcome	How to measure indicator
.1	Direct beneficiaries	Improving the housing environment	Number of beneficiaries who reported an improvement in the housing environment
		Health improvement	Number of beneficiaries who reported reducing the financial expenses of the treatment
		Increasing psychological safety	Number of beneficiaries who reported an increase in psychological safety
		Increasing family and social stability	Number of beneficiaries who reported an increase in family and social stability
		Increasing educational attainment	Number of beneficiaries who reported an increase in the educational attainment of family members
		Reducing the financial burden	Number of beneficiaries who reported reducing the financial burden
.2	Beneficiaries' families	Health improvement	Number of families who reported reducing the financial costs of treatment
		Increasing psychological safety	Number of families who reported an increase in psychological safety
		Increasing family and social stability	Number of families who reported an increase in family and social stability
		Increasing educational attainment	Number of families who reported an increase in the educational attainment of family members
		Reducing the financial burden	Number of families who reported reduced financial burdens
.3	Gazze Destek Association	Achieving the project's goal	Cost of project's follow-up and field visits
		Achieving satisfaction and gratitude	The number of stakeholders who reported achieving satisfaction and gratitude
.4	Donor institutions	Achieving satisfaction and gratitude	Financial support allocated to the project
.5	Engineering and contracting companies	Achieving financial stability for workers and their families	Number of relevant contracting companies who reported the achievement of financial and family stability for workers
		Increasing the reputation achieving social responsibility	Number of stakeholders from contracting companies who reported an increase in prevalence
			Number of beneficiaries who appreciated the quality of work made by the contracting companies
.6	Volunteers	Achieving satisfaction	Number of volunteers who continued to volunteer
		Increasing experience and charitable work skills	Number of volunteers who reported an increase in their experience in charitable work
.7	The Ministry of Public Works and Housing	Achieving the ministry's goals in community service and reducing the list of people waiting for restoration projects	List beneficiaries' number of the project





## Financial evaluation of the project outcome:

(SROI) report depends on deep understanding of project's outcome through specific indicators. Evaluation of outcome is done through financial proxies, in order to obtain accurate and clear sources of information. Our team confirmed that the views shared by the stakeholders are effectively, completely and correctly accurate through the following steps:

1- Interviews: An interview was conducted with the executive director of Gazze Destek Association (GDD) -Turkey branch, the project manager in the Gaza Strip, who participated in managing and following up the implementation of the project. In order to get deeper understanding of the possible financial outcomes, and to gather the necessary information to measure the extent of the impact achieved through the project's activities.

2- Questionnaires: 92 questionnaires were filled out with stakeholders according to the classified groups. They were asked about their experienced with financial proxies of the project's outcomes. For example, they were asked about the annual financial cost specified by the direct beneficiaries - home owners - to reconstruct their homes, especially in the summer and winter seasons. This is done through calculating the financial cost of the "Reducing the financial burden."

3- Field interviews: The original plan consisted of conducting a field interviews with stakeholders. But the spread of COVID-19 in the Gaza Strip prevented us from doing so.

4- Mapping impact: after evidencing outcomes, and making sure that stakeholders experienced actual change in various levels, the impact map was prepared including the outcomes and financial proxies.



## Calculating the financial value of the variables

Table 8 Financial value of the variables

Stakeholders	How to measure indicator	Financial proxies to understand variables	Number	Indicator's value for one family annually	Total value	Verification source for indicator value
Direct beneficiaries	Number of beneficiaries who reported an improvement in the housing environment	Average cost of reconstruction per home	41	5,000	205,000	GDD Archive
	Number of beneficiaries who reported reducing the financial expenses of the treatment	Average household need for health care	38	500	19,000	Beneficiaries' questionnaire
	Number of beneficiaries who reported an increase in psychological safety	Average cost of implementing a psychological support project	34	3,700	125,800	GDD Archive
	Number of beneficiaries who reported an increase in family and social stability	Average cost of implementing a social support and family integration project	33	5,000	165,000	GDD Archive
	Number of beneficiaries who reported an increase in the educational attainment of family members	Average cost of educational lessons for a family	35	2,700	94,500	Beneficiaries' questionnaire
	Number of beneficiaries who reported reducing the financial burden	Average cost of financial burdens reduced for families	36	600	21,600	Beneficiaries' questionnaire
Beneficiaries' families	Number of families who reported reducing the financial costs of treatment	Average household need for health care	36	500	18,000	Beneficiaries' family questionnaire
	Number of families who reported an increase in psychological safety	Average cost of implementing a psychological support project	35	3,700	129,500	GDD Archive
	Number of families who reported an increase in family and social stability	Average cost of implementing a social support and family integration project	37	5,000	185,000	GDD Archive
	Number of families who reported an increase in the educational attainment of family members	Average cost of educational lessons for a family	35	2,700	94,500	Beneficiaries' family questionnaire
	Number of families who reported reduced financial burdens	Average cost of financial burdens reduced for families	24	600	14,400	Beneficiaries' questionnaire



## Calculating the financial value of the variables

Stakeholders	How to measure indicator	Financial proxies to understand variables	Number	Indicator's value for one family annually	Total value	Verification source for indicator value
Gaze Destek Association	Cost of project's follow-up and field visits	Paid operating expenses	3	2,700	8,100	Project Archive
	The number of stakeholders who reported achieving satisfaction and gratitude	Average cost of training a new employee for 6 months	3	3,000	9,000	Administrative and Financial Affairs
Donor institutions	Financial support allocated to the project	Average grant per family	4	3,558	14233.6	Project Archive
Engineering and contracting companies	Number of relevant contracting companies who reported the achievement of financial and family stability for workers	Average monthly wage of a worker	4	270	1,080	Engineering Companies questionnaire
	Number of stakeholders from contracting companies who reported an increase in prevalence	Average advertising cost	41	950	38,950	Engineering Companies questionnaire
	Number of beneficiaries who appreciated the quality of work made by the contracting companies	Average advertising cost	4	-	-	Beneficiaries' questionnaire
Volunteers	Number of volunteers who continued to volunteer	Average number of volunteer hours	2	2,160	4,320	Project Archive
	Number of volunteers who reported an increase in their experience in charitable work	Average cost of training courses	2	300	600	Questionnaire for volunteers
The Ministry of Public Works and Housing	List beneficiaries' number of the project	List beneficiaries' number of the project	1	3,500	3500	Ministry questionnaire





## Calculating the SROI

After establishing an indicator measurement for each outcome, the total value of outcomes is calculated by multiplying financial proxy by  $\times$  the quantity of the outcome. Then, deducting any percentages for deadweight or attribution, if the association did not intervene. Next, deducting possible drop off percentage from each outcome. Taking into account the determined duration of impact, in order to obtain the total present value of the impact.

$$\text{Net present value} = \frac{\text{Value of impact in year 1}}{R(1+.35)} + \frac{\text{Value of impact in year 2}}{R(1+.35)} + \dots$$

1. (Attribution) An assessment of how much of the outcome was caused by the contribution. To calculate attribution percentage, the questionnaire contained a set of questions, where stakeholders were asked if there is any institution/ministry that has contacted them to complete other restoration work.
2. (Displacement): An assessment of how much of the outcome has displaced other outcomes.
3. (Deadweight) A measure of the amount of outcome that would have happened even if the activity had not taken place. To calculate deadweight percentage, the questionnaire contained a set of questions, where stakeholders were asked about the possibility of achieving the same results.
4. (Drop off) An estimated percentage of outcome deterioration over time. To calculate drop off, stakeholders were asked through the surveys.

## Social Return Value during the scope period

Table 1 Social Return Value

Stakeholders	Outcome	Total value of outcome T	Attribution A	Deadweight B	Displacement C	Impact value during the scope period $T*(1-A) - (1-B) - (1-C)$
Direct beneficiaries	Improving the housing environment	205,000	%27	%20	0%	119720
	Health improvement	19,000	%42	%40	0%	6612
	Increase psychological safety	125,800	%47	%35	0%	43338.1
	Increase family and social stability	165,000	%47	%43	0%	49846.5
	Increasing educational attainment	94,500	%7	%46	0%	15309
	Reducing the financial burden	21600	%75	%70	0%	1620
Beneficiaries' families	Health improvement	18,000	%32	%45	0%	6732
	Increase psychological safety	129,500	%43	%38	0%	45765.3
	Increase social stability	185,000	%39	%37	0%	71095.5
	Increasing educational attainment	94,500	%65	%40	0%	19845
	Reducing the financial burden	14,400	%75	%70	0%	1080
Gaze Destek Association	Achieving the project goal, satisfaction, and social responsibility	8,100	0	%5	0%	7695
Donor institutions	Achieving satisfaction and gratitude	14233.6	0	0	0%	14233.6
Engineering and contracting companies	Achieving financial stability for workers and their families	1,080	%80	%80	0%	43.2
	Increase reputation and spread	38,950	%63	%80	0%	14.8
	Achieving social responsibility	-	-	-	0%	3895
Volunteers	Achieving satisfaction	4,320	%25	%48	0%	1684.8
	Increase experience and charitable work skills	600	%60	%50	0%	120
The Ministry of Public Works and Housing	Achieving the ministry's goals in serving the community and reducing the number of people waiting for restoration projects	350,000	%20	%70	0%	84000



## Drop off:

Stakeholders	Outcome	Impact value during the scope period	Drop off D	1-D	Duration of impact	Year1	Year2	Year3	Year4	Year5	Year6	Year7
Direct beneficiaries	Improving the housing environment	119720	0.27	0.73	7	119720	87395.6	63798.788	46573.11524	33998.37413	24818.81311	18117.73357
	Health improvement	6612	0.27	0.73	7	6612	4826.76	3523.5348	2572.180404	1877.691695	1370.714937	1000.621904
	Increase psychological safety	43338.1	0.27	0.73	7	43338	31636.813	23094.87349	16859.25765	12307.25808	8984.2984	6558.537832
	Increase family and social stability	49846.5	0.27	0.73	7	49847	36387.945	26563.19985	19391.13589	14155.5292	10333.53632	7543.481511
	Increasing educational attainment	15309	0.27	0.73	7	15309	11175.57	8158.1661	5955.461253	4347.486715	3173.665302	2316.77567
	Reducing the financial burden	1620	0.15	0.85	7	1620	1377	1170.45	994.8825	845.650125	718.8026063	610.9822153
Beneficiaries' families	Health improvement	6732	0.27	0.73	7	6732	4914.36	3587.4828	2618.862444	1911.769584	1395.591796	1018.782011
	Increase psychological safety	45765.3	0.27	0.73	7	45765	33408.669	24388.32837	17803.47971	12996.54019	9487.474338	6925.856266
	Increase social stability	71095.5	0.27	0.73	7	71096	51899.715	37886.79195	27657.35812	20189.87143	14738.60614	10759.18249
	Increasing educational attainment	19845	0.27	0.73	7	19845	14486.85	10575.4005	7720.042365	5635.630926	4114.010576	3003.227721
	Reducing the financial burden	1080	0.15	0.85	7	1080	918	780.3	663.255	563.76675	479.2017375	407.3214769
Gazze Destek Association	Achieving the project goal, satisfaction, and social responsibility	7695	0	1	1	7695	0	0	0	0	0	0
Donor institutions	Achieving satisfaction and gratitude	810	0	1	1	810	0	0	0	0	0	0
Engineering and contracting companies	Achieving financial stability for workers and their families	14233.6	1	0	1	14234	0	0	0	0	0	0
	Increase reputation and spread	43.2	0	1	3	43	0	0	0	0	0	0
	Achieving social responsibility	14.8	0	1	3	15	14.8	14.8	0	0	0	0
Volunteers	Achieving satisfaction	3895	0	1	2	3895	3895	3895	0	0	0	0
	Increase experience and charitable work skills	1684.8	0	1	2	1685	1684.8	0	0	0	0	0
The Ministry of Public Works and Housing	Achieving the ministry's goals in serving the community and reducing the number of people waiting for restoration projects	84000	0	1	1	84000	84000	0	0	0	0	0
<b>Total impact by year</b>						<b>493460</b>	<b>284141.882</b>	<b>207437.1159</b>	<b>148809.0306</b>	<b>108829.5688</b>	<b>79614.71526</b>	
<b>Present impact value by year</b>						<b>365526</b>	<b>105237.7341</b>	<b>51219.04095</b>	<b>27557.22788</b>	<b>16122.89908</b>	<b>9828.977193</b>	
<b>Net present value</b>												<b>581,657</b>



## SROI ratio

Table 11 SROI ratio

<b>Value of inputs</b>	<b>360,700</b>
<b>Value of outcomes</b>	<b>581,657</b>
<b>Net SROI ratio</b>	<b>1.6</b>

$$\begin{aligned}
 \text{SROI ratio} &= \text{Net Present Value} \div \text{Value of inputs "invesments"} \\
 &= 581,657 \div 360,700 \\
 &= 1.6
 \end{aligned}$$

Therefore, SROI ratio for the "Adequate Housing Project for Poor Families in the Gaza Strip 2020", which were previously explained in the report, is as follow:"


Estimated SROI ratio for the "Adequate Housing Project for Poor Families in the Gaza Strip 2020" is \$581,657 USD, which means there are \$1.6 of value for every \$1 of investment.





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