



Do good, better.



MentorED
Ngā Whakaruruhau Mātauranga

MentorED

ImpactLab GoodMeasure Report
March 2022

ImpactLab
GoodMeasure Report

Wellington, New Zealand

Prepared for:
MentorED

March 2022

ACKNOWLEDGEMENTS

We would like to thank Mercedes Strutt, Fiona Cain, and the MentorED team who contributed to the preparation of this report by sharing their values, processes, evidence and experiences.

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Simplifying social impact measurement

I had the privilege in public life to work with people who understood the need for positive change in the lives of those around them and worked hard to achieve it.

Our social services do a tremendous job of bringing positive change to our most deserving individuals and communities. These organisations are built by volunteers and community workers who dedicate their lives to helping others.

Social service workers can see the positive impact of their work. Children thriving, families united, jobseekers in new employment and people empowered to change their life course.

With more tools they could do more good. I want to help them by finding ways to make sure that effort is recognised, results are measurable and they can make decisions about how to do more good.

ImpactLab grew from a desire to make available to community organisations tools that use the power of public information and the latest technology, so these organisations can change more lives.

By measuring social change and positive outcomes, ImpactLab enables charities and social service providers to speak the language of funders, investors and governments.

It has been a pleasure to work with MentorED to learn how this organisation changes lives throughout the Manawatu-Whanganui region.

Calculating social value helps inform decision making and investment and enables you to do good, better.

Thank you for joining us on this journey.

Sir Bill English
ImpactLab Chairman

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Who we are

The team at ImpactLab share the goal of helping all organisations do good, better.

Our story

Our team at ImpactLab has seen the power of understanding social change. Our founders came together working in the public sector, where we led the development of new processes to link social value measurement with decision making. We believe that all organisations should be able to understand and improve their social impact. Our mission is to help impact creators and investors make decisions that change more lives.

Our team

To make better decisions, it's crucial to consider both the hard facts and the human stories that substantiate them. Our family of researchers, data scientists and statisticians are committed to combining powerful analytics with what you know works for your community.

Alongside expertise in data-driven decision making, our team brings a wealth of real-world experience. We are parents, teachers, volunteers and customers of social services.

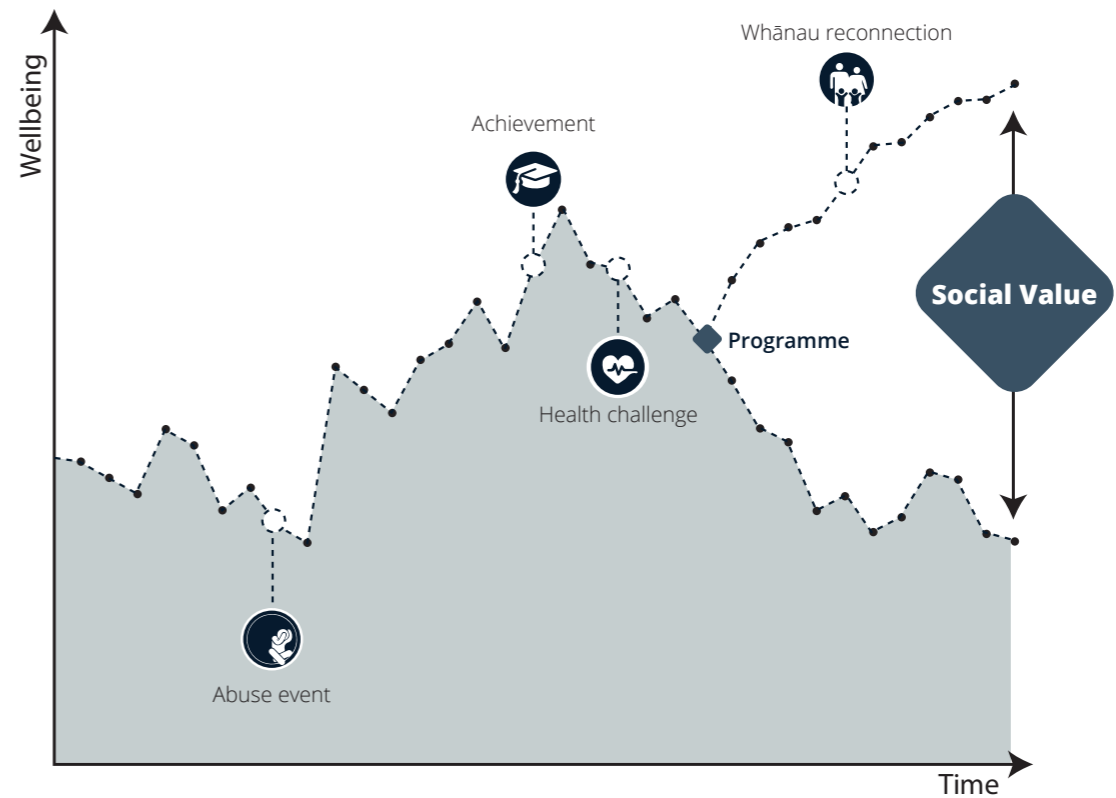
Our partners

ImpactLab is proud to be partnering with trust company Perpetual Guardian. Together we are using GoodMeasure to improve strategic grantmaking and support collaboration with grantees by applying a consistent measurement framework.



“The strength of ImpactLab is a real depth of experience in a public policy context. They understand what evidence would be helpful to enable us to make decisions for the future”

- Debbie Sorenson, CEO, Pasifika Futures



Understanding social value

Social value is the social impact in dollar terms that a programme achieves for participants over their lifetime.

Throughout our lives, different events occur which impact our overall wellbeing trajectory. ImpactLab measures the impact on an individual's wellbeing across multiple domains when they're supported by a programme to make positive changes in their life.

We measure this impact in terms of both positive benefits (such as increased income) and avoided costs to government.

To calculate social value, we combine these impact values with

- ◆ Evidence from global literature about how effective a programme can be.
- ◆ The size of the opportunity for the people an organisation serves to achieve more positive outcomes.
- ◆ The number of people supported.

By combining these inputs, the social value calculation helps us understand how a programme or intervention helps change lives for the better. We combine the social value with cost information to calculate a programme's social return on investment.

How we measure social value

Our consistent approach to measurement enables comparisons across wellbeing domains and over time.

Map programme dimensions

ImpactLab engages with providers to understand their people, their service and the outcomes they seek to achieve.

Clean and analyse data

ImpactLab uses the best of data about people's lives to understand what works, for whom, at what cost. We combine publicly available insights from the NZ Treasury, NZ Statistics and other sources. Impact values produced using Statistics NZ's Integrated Data Infrastructure are a particularly valuable resource. The IDI is a dataset containing information on every New Zealander about many areas of their lives – education, health, social welfare, employment and others. It's anonymised, so we can't identify anyone. This adds up to over 166 billion facts, for nine million New Zealanders (some have left the country, and some have passed on), for more than a generation of us.

Collect and synthesise literature

ImpactLab draws on the best academic impact literature from around the world. We access globally screened evidence from top universities and governments to estimate how impactful a programme can be. We also identify service delivery model features associated with the most effective programmes.

Calculate impact

Our algorithm combines New Zealanders' life experiences, with the wisdom about what works from the brightest minds across the world, with what we know about need in communities.

This combination of system level insights and grassroots know-how means we can consistently calculate the expected impact of a programme, and the social return on investment.

Map social value to frameworks

Because we start with individuals' experience, we can organise our insights into the relevant government and international frameworks. The New Zealand Treasury's Living Standards Framework (Living Standards Framework) is the Treasury's way of systematising wellbeing. It has four 'capitals' – social capital, financial and physical capital, human capital and natural capital. ImpactLab's GoodMeasure tool links the social value and return on investment created to domains within human capital.

We can also map social value and return on investment to the relevant OECD Sustainable Development Goals.

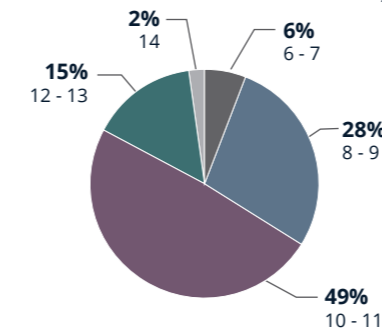


Year in scope
April 2020 – March 2021

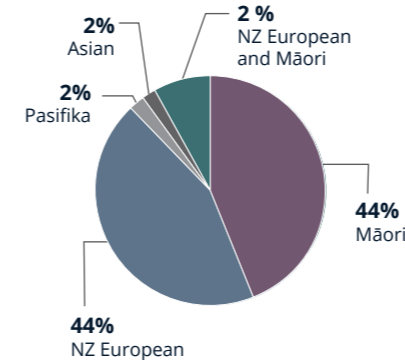
Range

Children	48
Volunteer mentors	20

Age



Ethnicity



Gender



Location

New Zealand



MentorED's people

MentorED advocate for, support and mentor children in primary and intermediate school who have been exposed to multiple adverse childhood experiences (ACEs). The organisation believes in creating a trauma-informed education system that is aware of, and caters to, the varying educational and emotional needs of every child.

Some aspects of mainstream schooling can be unsuitable for children who have different emotional and educational needs as a result of adverse experiences such as family harm, being in state care or living in unstable housing. These traumatic childhood experiences can have a lasting impact on health, well-being and life opportunities. Promoting acceptance, empathy, and resilience by creating safe, stable and nurturing environments for children to learn and play is essential to mitigating these harmful impacts.

Utilising a research-based approach, volunteer mentors are vetted, trained, and thoughtfully matched with a child. Mentors build trusting relationships and engage children in fun, social and emotional education and activities. Alongside one to one mentoring, MentorED creates other educational opportunities such as sponsoring access to school camps and digital education platforms.

Cumulatively, relationship-building, advocacy, and activities increase children's resilience and self-confidence, acting as a protective factor against future adversities and mitigating the negative impacts of ACEs. MentorED believes that advocating for and mentoring children facing adversity can lift school engagement, boost confidence and wellbeing, and ensure every child has access to quality education.



The change journey

MentorED advocates for and supports children in primary and intermediate school who have had between three to seven Adverse Childhood Experiences (ACEs).

Evidence-informed design

Referrals

Children are referred primarily by their school's special education needs coordinator (SENCO) or Learning Support Coordinator (LSC) and in some cases agencies such as Oranga Tamariki and the Ministry of Education.

Children eligible for the programme have at least 3 Adverse Childhood Experiences.

Adverse Childhood Experiences can include:

- Poverty
- Exposure to family harm
- Neglect and abuse
- Parents/family member with addiction and/or mental health issues
- Transient/unsuitable/no housing
- Having a family member in prison
- Being in state care

Whānau permission is always sought before children are matched with a mentor.

Mentors

MentorED's mentors are all volunteers who come from a range of professional backgrounds including teaching and social work.

Mentors are vetted by police and undergo training, including:

- Safeguarding Children
- Te Tiriti o Waitangi training
- Trauma and Attachment Informed Practice

Resilience and confidence

Matching

A thoughtful and structured matching process ensures children are matched with the right mentors, tailored to their circumstances and interests.

Mentors collaborate with teachers to figure out emotional and learning needs.

Building trust

Before one-to-one mentoring, mentors ensure children are comfortable with them and establish a trusting relationship.

While mentoring often takes place in quiet spaces away from distractions of the classroom, mentors ensure other children in the classroom are accustomed to another adult in their environment.

Engagement

Mentors' engagement with children is trauma-informed, flexible and culturally sensitive.

Mentors are intuitive to children's changing needs and emotions, ensuring mentoring is fun and socially and emotionally stimulating as well as educational.

Educational activities are aligned to the school curriculum.

Examples of activities include:

- Maths and literacy games
- Teaching skills e.g., cooking, gardening, and art.
- Reading books together which are emotion focused.

Tailored support

Additional opportunities

MentorED provides a range of support alongside one-to-one mentoring such as reading with the therapy dog and sponsoring access to activities such as school camps.

Additional support is always tailored to the specific interests and circumstances of children. For older children heading to high school, MentorED may provide a laptop to facilitate school engagement and improve the home learning environment or offer to facilitate visits to the new school to aid their school transition.

Advocacy

MentorED engages with teachers and schools to advocate for children and create awareness about the impacts of ACEs and toxic stress on child development.

Long-term engagement

Mentors build long-term relationships with children based on trust and safety. The child's journey with their mentor boosts confidence and resilience and increases readiness for secondary school education.

Outcomes map

The outcomes that MentorED aims to achieve and how these are reflected in the GoodMeasure calculation.

Referral channels



Client description

Children aged 6 to 14 with multiple adverse childhood experiences (ACEs).

Intervention structure

Evidence-informed design

Resilience and confidence

Tailored support

GoodMeasure outcomes

These outcomes directly contribute to this year's social value calculations.

- Increase academic achievement
- Improve mental health
- Reduce addiction
- Reduce offending
- Reduce risky behaviour

Additional outcomes

These outcomes do not directly contribute to this year's social value calculations.

- Increase student engagement
- Increase emotional regulation
- Increase resilience
- Increase self-confidence

GoodMeasure results summary

Every year, MentorED delivers \$377,528 of measurable good to society in New Zealand.

MentorED real-world value is even greater than this, as some outcomes such as increased social connectedness cannot yet be directly quantified with available data.

When we consider the operating costs of MentorED, we can calculate the social return on investment that is generated for every dollar that is invested in the programme.

Social value generated for each participant:	\$7,865
Measurable benefits as proportion of programme cost:	1180%
Cost of the programme per participant:	\$668

The Living Standards Framework is a practical application of national and international research around measuring wellbeing.

It was designed drawing from the Organisation for Economic Co-operation and Development's (OECD) internationally recognised approach, in consultation with domestic and international experts, and the NZ public.

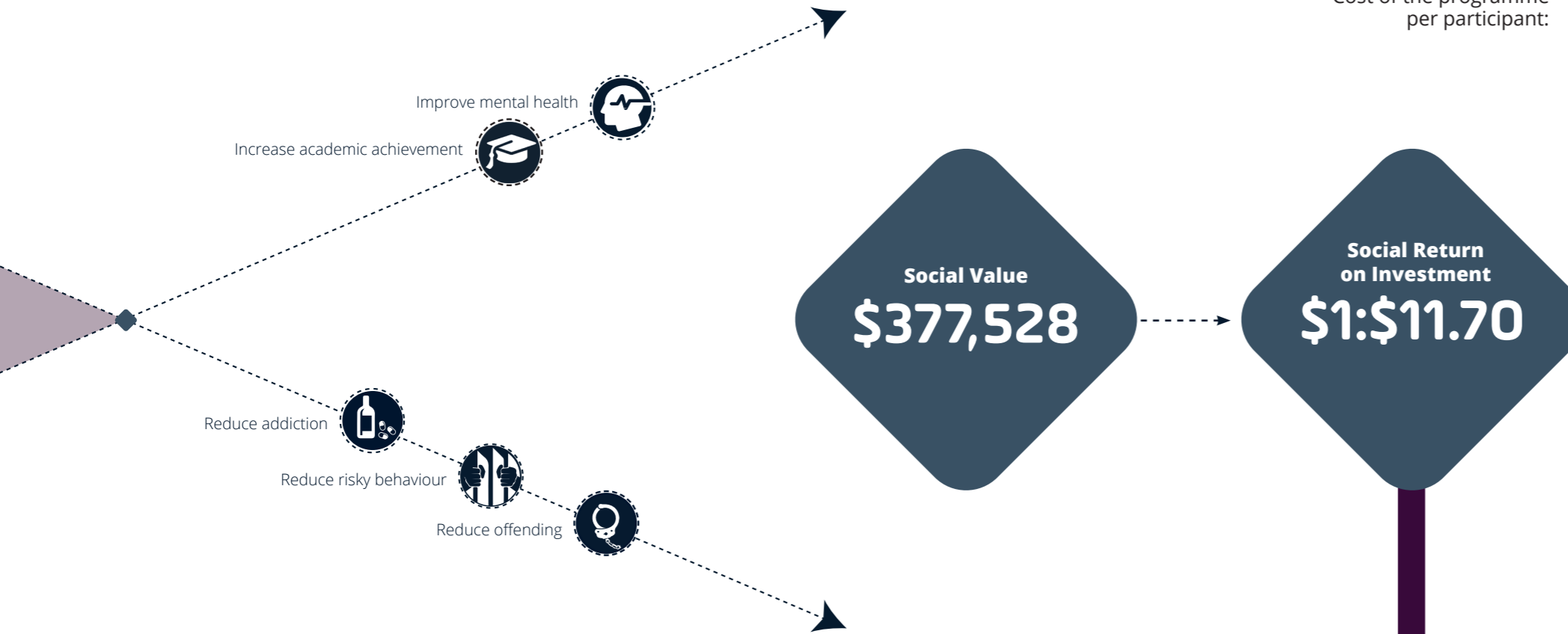
Definitions

Jobs and Earnings: People's disposable income

Income and Consumption: Freedom from unemployment

Health: People's mental and physical health

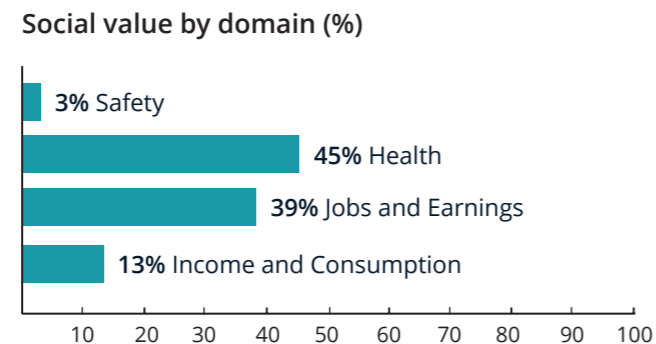
Safety: People's safety and security and freedom from risk of harm



Social value breakdown

MentorED creates social value across different aspects of people's lives.

This chart shows the breakdown of social value created according to the Living Standards Framework. Each domain highlights a different aspect of wellbeing.



This means that every dollar invested in MentorED delivers **\$11.70** of measurable good to society in New Zealand.

(April 2020 - March 2021)

GoodFeatures

GoodFeatures are actionable insights drawn from literature. Research has connected these actions with positive outcomes for participants.

Use GoodFeatures to prompt discussion about your programme and service delivery compared to examples of effective practice from international literature.

◆ Service delivery

- The programme ensures mentoring takes place for at least 12 months.
- The programme targets its services to young people demonstrating emotional and behavioural difficulties.
- The programme mentors and mentees to meet at least once a week.
- Mentors receive compulsory training of 6 or more hours pre-match and are provided with ongoing training and opportunities for feedback and advice thereafter.
- Mentors are trained in the effects of childhood toxic stress and trauma and cultural sensitivity.
- The programme places a strong focus on matching mentors and mentees based on personality, interests, background and life experiences.
- The programme establishes processes to monitor fidelity to ensure intervention is being delivered consistently and as intended.
- The programme seeks to involve mentees' whānau where possible.

◆ Resilience and development

- The programme ensures that children who experienced Adverse Childhood Experiences develop at least one stable, committed relationship with a supportive adult.
- Mentors are clear with mentee about the frequency and duration of contact to prevent unrealistic expectations.
- Mentors recognise, appreciate and build on skills mentees already have and reframe deficit-focused language to focus on mentees' strengths.
- Mentoring includes structured activities that are driven by the needs and interests of the mentee.
- Mentors create regular opportunities for mentees to learn and practice new skills in age-appropriate, meaningful contexts.
- The programme identifies the individual sensitivities, dispositions and triggers of the children who participate, to help children build resilience applicable to their individual circumstances and situation.
- The programme considers teaching children techniques to directly assist neurological repair, such as mindfulness techniques.

References and further reading

In compiling our reading lists we consider a wide variety of topics, focussing on specific aspects of service delivery or outcome attainment. Here are a selection of readings that may be of interest.

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Whether you're funding change-making organisations or delivering the services that make a difference, GoodMeasure simplifies impact measurement so you can learn what works and make a bigger impact.

We take great pride in providing a research process that our customers can trust. GoodMeasure's power comes from calculations using multiple reputable data sources, including the Living Standards Framework. GoodMeasure also uses the best of the worldwide evidence about what works. This includes published literature and evidence databases from world renowned academics and impact organisations.

Contact us

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Understanding social value

Throughout our lives, different events occur which impact our overall wellbeing trajectory. ImpactLab measures the impact on an individual's wellbeing across multiple domains when they're supported by a programme to make positive changes in their life.

We measure this impact in terms of both positive benefits (such as increased income) and avoided costs to government.

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|| Helping you do good, better.

Our team

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GoodMeasure for MentorED

In the year in scope, MentorED delivered \$377,528 of measurable good to society in New Zealand.

Understanding MentorED's impact

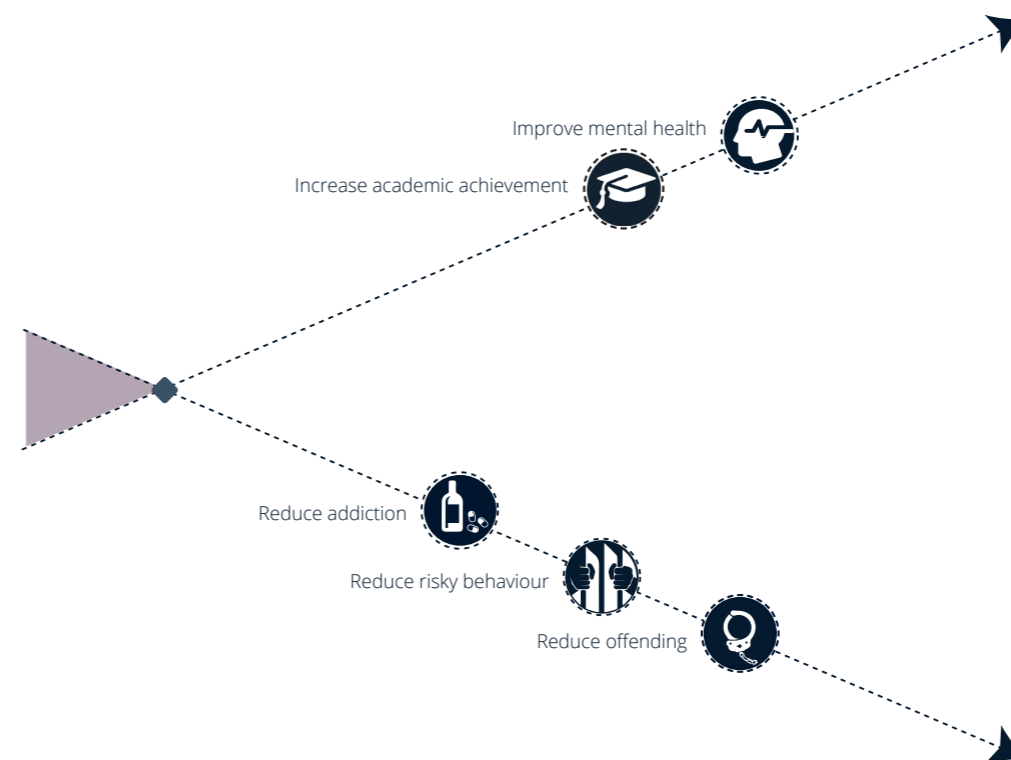
MentorED advocate for, support and mentor children in primary and intermediate school who have been exposed to multiple adverse childhood experiences (ACEs). The organisation believes in creating a trauma-informed education system that is aware of, and caters to, the varying educational and emotional needs of every child.

What does MentorED do?

MentorED provides children with trauma-informed, school-based mentoring. Utilising a research-based approach, volunteer mentors are vetted, trained, and thoughtfully matched with a child. Mentors build trusting relationships and engage children in fun, social and emotional education and activities. Alongside one to one mentoring, MentorED creates other educational opportunities such as sponsoring access to school camps and digital education platforms.

Whom does MentorED serve?

MentorED serves children aged 6 to 14 who present with more than 3 Adverse Childhood Experiences (ACEs). Within the year in scope, MentorED supported 48 children.



GoodMeasure outcomes

These outcomes directly contribute to this year's social value calculations.

- Increase academic achievement
- Improve mental health
- Reduce addiction
- Reduce offending
- Reduce risky behaviour

Additional outcomes

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MentorED's impact



Social value definition

Social value generated for each participant	\$7,865
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Cost of the programme per participant	\$668

When we take into account the operating costs of MentorED, we can calculate the social return on investment that is generated for every dollar in the programme.



Appendix

Below is a list of definitions of key terms contained in this report.

Amount invested

The dollar amount that has been invested in a specific programme, in New Zealand dollars.

Cost per person

The dollar amount invested in the programme divided by the number of people supported by the programme (including those who did not successfully complete it).

Domain

A domain is a way of dividing or filtering the subject and outcome material in your ImpactLab results. ImpactLab refer to domains as per the New Zealand Treasury's Living Standards Framework domains.

Population

The group of people supported by the programme, in terms of age, gender, and ethnicity.

Programmes

The services delivered by the provider for the amount invested.

Social ROI

This is the Social Return on Investment. It is calculated by comparing the social value generated by the programme to the amount invested in it.

Social Value

The social impact in dollar terms that the amount invested achieves for participants over their lifetime. The social value is calculated by combining impact values with a service delivery quality score, the size of the opportunity to support a population, and the number of people supported.

Attribution

Some data and information used in the Social ROI calculations is licensed under a Creative Commons Attribution 4.0 International (CC BY 4.0) Licence. It is attributed to the NZ Treasury.

Disclaimer

This disclaimer sets out important information about the scope of our (ImpactLab Limited) services. It should be read in conjunction with the contract that we have entered into with you (or your company/organisation) for our services, including the applicable terms and conditions.

We have endeavoured to ensure that all material and information on GoodMeasure, including all ROI calculations and impact numbers (together the information) is accurate and reliable. However, the Information is based on various sources, including information that you have provided to us, which we do not independently verify. Accordingly, we do not provide any representations or warranties in relation to any information, including any representations or warranties relating to the accuracy, adequacy, availability or completeness of the information or that it is suitable for your intended use. We do not provide advice or make any recommendations in relation to decisions, financial or otherwise, that you may make.

