

## The Impact Hub for VPPP Portfolio Leads and Partners

### Introduction

The Armed Forces Covenant Fund Trust (the Trust), has developed the Impact Hub, which is an online tool to help VPPP Portfolio Leads and Partners track the impact of their project.

This portal is a valuable way to show that the work you are doing is making a positive impact on the Armed Forces community.

We would like all VPPP Portfolio Leads to use the **Impact Hub** as part of their grant management, and for all portfolio leads to encourage their partners to use the Hub if it is suitable for their particular project.

### Why should VPPP leads and partners use the Impact Hub?

- Both portfolio leads and partners will have a better understanding of the impact of the funded projects. Partners will have access to reports that track the improvement in well-being of those they are working with.
- You could use the data you gather to strengthen your discussions with other funders. Some projects we've funded previously have used evaluation data from their project to access funding from other sources.
- You can use the information to help you have better conversations with your beneficiaries about what they feel they have gained from your project and help them think about their ideas for the future.

### How does the Armed Forces Covenant Fund Trust use the information?

Your information will help us understand the difference this funding is making to the Armed Forces community. We will look at what wellbeing issues your beneficiaries had, and how they were supported.

We don't have any targets, but we might look at projects where most or all of those supported use the Hub, and find out how you're engaging with your beneficiaries, so that we can share this learning with others.

If you are a few months into your project and you have not registered any beneficiaries, then we might ask your Portfolio Lead to get in touch with you to see how your project is going, and if you are having any difficulties.

### When do we use the Impact Hub?

There are three different elements to the Impact Hub. The first part, which is also the registration process, collects demographic information on the people accessing your project. This helps us to understand who our funding is reaching.

We would like you to ask all adults who are benefitting from Trust funded VPPP projects to complete the demographic questions. If a beneficiary does not want to give demographic information, that is absolutely fine and **must not impact on their access to your project**.

We would like those accessing projects to tell us their gender, age range and how long ago they left the military, if relevant. There are also additional questions about disability, family

circumstances, housing, ethnicity and sexuality, but there is always a “prefer not to say” option if the beneficiary does not wish to answer a particular question.

**This information is of course voluntary**, but it helps us to understand more about the types of people that projects we fund are supporting and helps us to understand if our funding is making a difference.

**At the Trust, we cannot see the details of each individual, only summarised, anonymised data.**

If someone does not want to complete the ONS4 Personal Wellbeing Survey questions (see below), then it is still helpful if they can complete the demographic section if they are comfortable with this.

The second element of the Impact Hub is that we would like you to ask all adults benefitting from VPPP funded projects if they would complete the Office for National Statistics (ONS) Personal Wellbeing survey questions (often referred to as the ONS4).

For best results, this survey should be completed TWICE, once at the beginning of the beneficiary’s interaction with the project, and again at the end.

The ONS4 survey assesses personal well-being using four measures:

- Life Satisfaction
- Worthwhile
- Happiness
- Anxiety

These measures ask people to evaluate how satisfied they are with their life overall, asking whether they feel they have meaning and purpose in their life, and asking about their emotions during a particular period. Our measures of personal well-being ask people to assess each of these aspects of their lives.

One of the main benefits of collecting information on personal well-being is that it is based on people’s views of their own individual well-being. In the past, assumptions were made about how objective conditions, such as people’s health and income, might influence their individual well-being. Personal well-being measures, on the other hand, take account of what matters to people by allowing them to decide what is important when they respond to questions.

Monitoring personal well-being will help to show how people feel their quality of life changes in relation to changes in circumstances, policies and wider events in society.

The ONS4 uses four survey questions to measure personal well-being as illustrated below. People are asked to respond to the questions on a scale from 0 to 10 where 0 is “not at all” and 10 is “completely”.

## Four measures of personal well-being

**I would like to ask you four questions about your feelings on aspects of your life. There are no right or wrong answers. For each of these questions I'd like you to give an answer on a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".**

Measure	Question
Life Satisfaction	Overall, how satisfied are you with your life nowadays?
Worthwhile	Overall, to what extent do you feel that the things you do in your life are worthwhile?
Happiness	Overall, how happy did you feel yesterday?
Anxiety	On a scale where 0 is "not at all anxious" and 10 is "completely anxious", overall, how anxious did you feel yesterday?

### Source: Office for National Statistics

Further information about the ONS4 and its methodology can be found [here](#).

Further FAQs about the data set can be found [here](#).

**Remember: The data provided by projects should only relate to the funding you've spent as part of the VPPP programme.**

Projects should only ask those taking part to begin using the Impact Hub when they start using funding from the VPPP grant to support them.

The third element of the Impact Hub is the use of additional, optional survey sets. Depending on your project type, you may benefit from using these survey sets to help gather further evidence of how well your project is providing a positive impact on your beneficiaries.

These survey sets are:

- The Veterans' Wellbeing Index (WBI)
- The Warwick Edinburgh Mental Wellbeing Scale (WEMWBS)
- The UCLA Loneliness Scale

The WBI is designed for use with veteran beneficiaries only. The WBI has four sections and will take about 20-30 minutes to complete. You can choose to use all four on your project or choose elements that feel most relevant to you. Gathering more information will give you better information on your project impact, which may help your sustainability. But this is your choice, and the choice of the people using your project.

[WEMWBS](#) is a shorter survey set and can be useful when working with family-based projects. It will take about 5 minutes to complete. The survey consists of a set of 15 positive statements. The beneficiary is asked how much they agree with the statement on a sliding scale of 1-5, where 1 is not at all, and 5 is in complete agreement.

The [UCLA Loneliness Scale](#) is of particular interest to projects working with beneficiaries who may be isolated or lonely. It will take around 2 minutes to complete and is a set of 4 questions which will give an insight into levels of loneliness or isolation that people might be feeling.

Additionally, we know that the Impact Hub is not suitable for **EVERY** project.

We encourage you to look at the “Choosing the Right Survey Set for your project” section of this document and let us know if you do not feel that the Impact Hub is the right impact tool for your project.

We encourage you to either speak to your portfolio lead, or if you are a lead, your Grants Manager to explore other ways of evaluating your project impact if this is the case.

## **There are five types of information that you can gather through the Impact Hub**

### **Demographic**

This gives broad information about the people using your project, such as age; if they are a veteran and how long they have been a veteran for

All projects that can use the Impact Hub should ask these questions

### **Wellbeing**

These measures ask people to evaluate how satisfied they are with their life overall, asking whether they feel they have meaning and purpose in their life during a particular period.

All projects that can use the Impact Hub should ask these questions

Projects that are working with the same group of people over a period of time, and offering a distinct activity or activities can also use one of these question sets

### **Well Being Index**

This uses the Veterans Well-Being Index and is split into five sections. It gives a comprehensive picture of wellbeing. You can choose the sections that are most relevant to your project, or you can ask people accessing your project to complete all sections.

**This question set is suitable for veterans only**

### **Loneliness**

This uses the UCLA loneliness scale to ask 4 questions that can give an insight into people's feelings of loneliness

### **Warwick-Edinburgh Mental Wellbeing Scale**

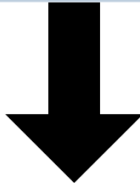
Also known as WEMWBS, this is a question set that measures mental wellbeing.

This question set is recommended as an additional tool for projects supporting Armed Forces families

## VPPP Projects: choosing the right survey set for your project

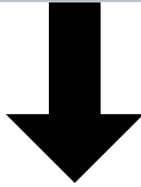
Which description fits best with your project?

Our project works with lots of people. We contact people through digital channels but have very limited direct contact with our beneficiaries



The Impact Hub is not a good fit for your type of project; and you should measure the impact of your work in another way. Please contact your grants officer if you have any queries

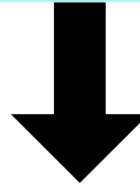
Our project does outreach work to help reach and engage with people who are particularly lonely and isolated. Over time, we encourage them to take part in activities, but build these relationships carefully



Use the Impact Hub, and ask beneficiaries if they would consider completing the demographic and wellbeing questionnaires, if you are confident that the person is engaged enough with the project for this to not have a negative impact.

You can also consider using the Loneliness scale, WBI, or WEMWBS if the beneficiary is taking part in regular activities

Our project works with a particular group of people from Armed Forces communities, We offer a specific activity, or activities that people attend at regular intervals



Use the Impact Hub, and ask beneficiaries if they would consider completing the demographic and wellbeing questionnaires. Ask beneficiaries to also consider answering questions using WBI or WEMWBS or the Loneliness scale at the start and end of the overall activity (such as the beginning and end of a course)

## **Getting Started with the Impact Hub**

It's vital that the people you are working with understand that:

- they are in control of the information they add into the Hub
- they can choose not to use the Hub or not to answer certain questions
- they can amend or revoke their consent for us to use the data they add to the Hub at any time.

Each VPPP Portfolio Lead will be responsible for adding details of each of their partner organisations to the Impact Hub:

1. Portfolio leads will tell us who will be the Administrator for your project. We'll set up the account for that person. (They need not be the same person who is the main contact for the grant.)
2. Once added by the portfolio lead, partner projects will then be able to access the Impact Hub online. They will automatically be sent the log in details.

Once a partner organisation has an Administrator account, they can also add extra people from that organisation, who are working directly on the VPPP funded project, who also need to access the Hub.

We have a comprehensive website page dedicated to the Impact Hub, and it is [here](#) that you will be able to find everything you need to get started once you have your login.

The website will provide:

- Comprehensive first-time user training video
- Further information on the Hub and survey sets
- FAQs on using the Impact Hub
- Testimonials from other organisations on how they have made the Hub work for them

## **Feedback**

The Trust welcomes feedback on the Impact Hub from VPPP Portfolio Leads and Partners. We operate a system of continuous improvement and are always looking for ways to make the Hub more accessible and user friendly. We have invested in a plan of development for this year to make the Impact Hub the impact measurement tool of choice for all Trust-funded projects, and to do this, we would love your help.

Perhaps you might like to join our user group? You will be the first to know about any changes to the Impact Hub and will get the opportunity to try them out first and let us know what you think. For further information, contact: [rachel.smith@covenantfund.org.uk](mailto:rachel.smith@covenantfund.org.uk)

## **Further help and guidance**

There is a page of some of our most commonly asked queries below.

We've also created a one-pager for your beneficiaries which is at the end of this guidance document – you can print it out and hand it to them before you introduce the Impact Hub to them. Let your beneficiaries know the best person to contact to get help with the Hub from your organisation in the “Additional Support” section. **Remember, the Trust and your Portfolio Lead is here to help you make the best use of the Impact Hub.**

## FAQs on using the Impact Hub

### What happens if my beneficiaries don't progress as much as those on another project?

People on some projects may progress quicker than on others. It might be that those with less complex needs progress the quickest.

We have confidence in your project from the information we receive from either yourself as Portfolio Lead, or via your Lead if you are a partner. We will look carefully at the data we get from projects, but we will be using this to understand more about the impact of our grant funding, and to help us develop even stronger programmes in future.

### Can we use the Impact Hub across other parts of our organisation?

No. As the Hub is designed to measure the impact of our grants, under data protection laws we can only hold information about activities that have taken place using one of our grants. You therefore cannot use it to measure the impact of other projects that you are doing, which we haven't funded.

### How can I get more help to use the Impact Hub?

Our website provides comprehensive first-time user training. Visit: <https://covenantfund.org.uk/impact-hub/> We are also committed to supporting portfolio leads to help their partners get the best out of using the Hub, and will run specific training webinars to facilitate this. We can also run bespoke training sessions for organisations who require more help.

### What if someone does not want to take part?

It is absolutely their choice, and they can choose to only complete some parts of the Hub, or not use it at all.

They can also change their mind about the consents they have given, and have their personal data erased if they choose.

If some of your beneficiaries do not wish to use the Impact Hub, please contact your Portfolio Lead, or your grant manager if you are a Lead organisation. It's important that we know how many people are being supported through our funding.

### How do I know which survey set to use?

All VPPP projects are being asked to complete the demographic information and the ONS4 wellbeing survey set as a minimum. You can use the other three survey sets if you feel it would benefit your organisation to do so.

If you feel that the Impact Hub is unsuitable for you due to the type of project you are running, please speak to your Portfolio Lead, who will discuss with your grant manager.

### What if someone is unsure if they want to take part in the activity?

You should only ask people to complete the Hub if they are benefiting from the grant that we have given you.



**Our Portfolio Lead Organisations**

	<p><b>Scotland</b> NHS Lothian The Scottish Veterans Wellbeing Alliance</p>
	<p><b>Northern Ireland</b> Tanvalley &amp; Anaghlonge Project Northern Ireland's Vital Veterans Network</p>
	<p><b>North East</b> Sporting Force VPPP North East &amp; Yorkshire</p>
	<p><b>North west</b> Broughton House NW Armed Forces Wellbeing Network</p>
	<p><b>Midlands</b> DMWS 'Joining the Dots' Midlands Veterans Wellbeing Alliance</p>
	<p><b>Wales</b> Adferiad Recovery V4P Wales</p>
	<p><b>East of England</b> The Bridge for Heroes Project Sunrise</p>
	<p><b>London</b> Poppy Factory Better Together: London Veterans' Partnership</p>
	<p><b>South East</b> Veterans Outreach Support Partnership in Mind</p>
	<p><b>South West</b> Invictus Games Foundation Brighter Future for Veterans</p>



## **Privacy and Consent**

The Impact Hub is based on consent. Giving consent is completely up to the individual, **and no-one should be turned away from your project if they do not wish to give this.**

Your beneficiaries can also choose to use the Hub, but not give any information that would identify them. In this case, they can choose a memorable username, or a pseudonym, so they can also access the wellbeing questionnaire at a later date.

**NB: Your beneficiaries can change their consent at any time.**

## **How do we know our data is safe?**

The Trust **does not** have access to any personal data through the Impact Hub. All data that the Trust has access to is aggregated by programme and is anonymised. The only people who will have access to personal data are the administrator and staff of each organisation.

**It is therefore up to each organisation to ensure logins are current, and that access to the Impact Hub is revoked to staff who leave the organisation.**

The Impact Hub data is held on secure UK-based servers by an organisation with many years' experience in managing tools of this kind.

There is a data breach notification section in the Hub. If you know or suspect that there has been unauthorised access to the Hub, then you must immediately complete and submit the data breach questionnaire. There is more information on this in the help section. We may shut down access to all or part of the Impact Hub while we investigate.

The Armed Forces Covenant Fund Trust also adheres to a strict [Privacy Policy](#)

This privacy policy explains what personal data is collected by the Armed Forces Covenant Fund Trust through our grant making activities and how and why we use this data.

Our processing of your personal data via the Impact Hub relies on your consent. You also have the right to withdraw your consent at any time and the right to ask for your personal data to be transferred to another organisation (known as the right to data portability).

For more information or to exercise your data protection rights, please contact our Data Protection Officer using the contact details below. There are other rights not listed here and exemptions may apply in some circumstances.

If you are unhappy about how your personal data has been processed, or if you have any queries, please do contact us.

You also have a right to complain to the Information Commissioner's Office – contact details below – which regulates the processing of personal data.

If you have any questions, queries or complaints, and to exercise your personal data rights, please contact us at [info@covenantfund.org.uk](mailto:info@covenantfund.org.uk)

You can contact the Information Commissioner's Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

### **Ethical Consideration**

The Trust consults regularly with its own Ethics Advisory Panel, which meets quarterly to discuss ethical issues pertaining to the Trust. The Panel consists of the Trust CEO, Trustees, members of its senior management team, and external members invited to sit on the Panel who are experienced in matters pertaining to the ethical considerations of charities.

The Panel is regularly appraised of the methodology of The Impact Hub and is invited to consider and advise on its activities, in conjunction with the impact and evaluation aims of the Trust.

# The Impact Hub:

## MEASURING THE POSITIVE IMPACT OF GRANT FUNDING



You've come along to a great activity, and now you're being asked if you're happy to answer some questions that can feel a bit detailed or in-depth - maybe you're wondering what this has to do with the activity you've signed up for?



The project you're taking part in has been supported with funding designed to support the Armed Forces community - serving, veterans, families and carers. The questions you've been asked to answer not only help the group to track the success of their project, it's also a way for you to track your own progress - how you're doing at the start of the project compared with at the end.



Do you have to answer the questions? **No.** There's no pressure for you to answer anything you're not comfortable with, or simply don't want to answer. We'd much rather you simply enjoyed the activities than feel put off in anyway.



However, if you are happy to take **15-20** minutes to answer some or all of the questions, there will be people at the group who can help, show you how to use the Hub and how it might help them in future. Check out the Additional Support below for who that might be.



Any data collected is **secure and anonymous**. Most questions are either multiple choice or on a sliding scale of satisfaction. There are absolutely no right or wrong answers, and anything you say, good or bad, will be really useful in making sure the funding awarded is making the positive impact intended.

**Remember: You can still take part in the project  
even if you choose not to answer some or all of the questions.**

### ADDITIONAL SUPPORT: