



The Impact Hub

An introduction and the basics

Tom Traynor, Head of Research and Evaluation
Armed Forces Covenant Fund Trust



Outcomes Measurement Framework Grant Impact
Tool

Sign in

Email address*

Password*

[Forgot password?](#)

☐ Remember me

Sign in

What is the [Impact Hub](#)?

- The Impact Hub is an online resource that is used to collect data to help measure the reach and impact of the Trust's funding programmes
- It enables the collection of demographic and wellbeing data from the beneficiaries of projects funded by the Trust
- Beneficiaries register by answering a series of demographic and consent-based questions
- Once registered, grant holders assign surveys to beneficiaries to collect wellbeing data – this helps to measure the impact of the project and the programme
- The Impact Hub generates reports for grant holders and displays associated data in a dashboard
- Grant holders can download data on their projects and beneficiaries for their own reporting



Data protection and GDPR

- The Trust is unable to identify individuals in the data – the data is anonymised
- Access to any data is controlled by the beneficiary – the Impact Hub uses informed consent as a basis for processing data
- It collects ‘special category’ data – but beneficiaries can decline to answer these questions
- Impact Hub data is held on secure UK-based servers by an organisation with many years’ experience in managing tools of this kind
- From 31 March 2025, users are required to set up Multi-factor Authentication (MFA)
- Full privacy policy information is available on our website on the Impact Hub page (<https://covenantfund.org.uk/impact-hub/>)

Edit Consent

☐ Over 14

☐ Would like to take part in the project?

☐ Understands what the project is about?

☐ Has asked all questions?

☐ Questions answers where understood?

☐ Legal guardians of child, agreed for them to take part in the project?

☐ Has the code of conduct and safeguarding policy?

Legal guardian relationship?

Select an option

Legal guardians name

☐ Agreed Personal data to be stored and used?

☐ Understands, personal data can be accessed anytime?

☐ Understands, personal data can be removed any time?

☐ Agreed pseudo-anonymised data can be shared with Covenant Team?

☐ Agreed pseudo-anonymised data can be shared with Research Partners?

☐ Agreed shared data will be stored externally?

☐ Agreed pseudo-anonymised data can be linked to databases?

Can be contacted by researchers?

How is Your Wellbeing Today?
Four questions about your feelings on aspects of your life.

There are no right or wrong answers. For each of these questions please give an answer on a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".

Life Satisfaction
Overall, how satisfied are you with your life nowadays?

1 2 3 4 5 6 7 8 9 10

Worthwhile
Overall, to what extent do you feel that the things you do in your life are worthwhile?

1 2 3 4 5 6 7 8 9 10

Happiness
Overall, how happy did you feel yesterday?

1 2 3 4 5 6 7 8 9 10

Anxiety
On a scale where 0 is "not at all anxious" and 10 is "completely anxious", overall, how anxious did you feel yesterday?

1 2 3 4 5 6 7 8 9 10

Using the Impact Hub

- Use of the Impact Hub should be factored into evaluation plans and frameworks
- The Impact Hub is not a 'one size fits all' tool – there are circumstances where it is not suitable for data collection
- The demographic survey is used when registering beneficiaries – either manually, via a link to the survey sent to the individual, or on the beneficiary's behalf
- Several health and wellbeing surveys are available for use in the Impact Hub – the ONS4 wellbeing survey is the primary survey recommended, but others may be suitable
- ONS4 is a subjective wellbeing survey, which represents a harmonised standard for measuring personal wellbeing
- ONS4 questions incorporated into many other surveys, including the UK Regular Armed Forces Continuous Attitude Survey

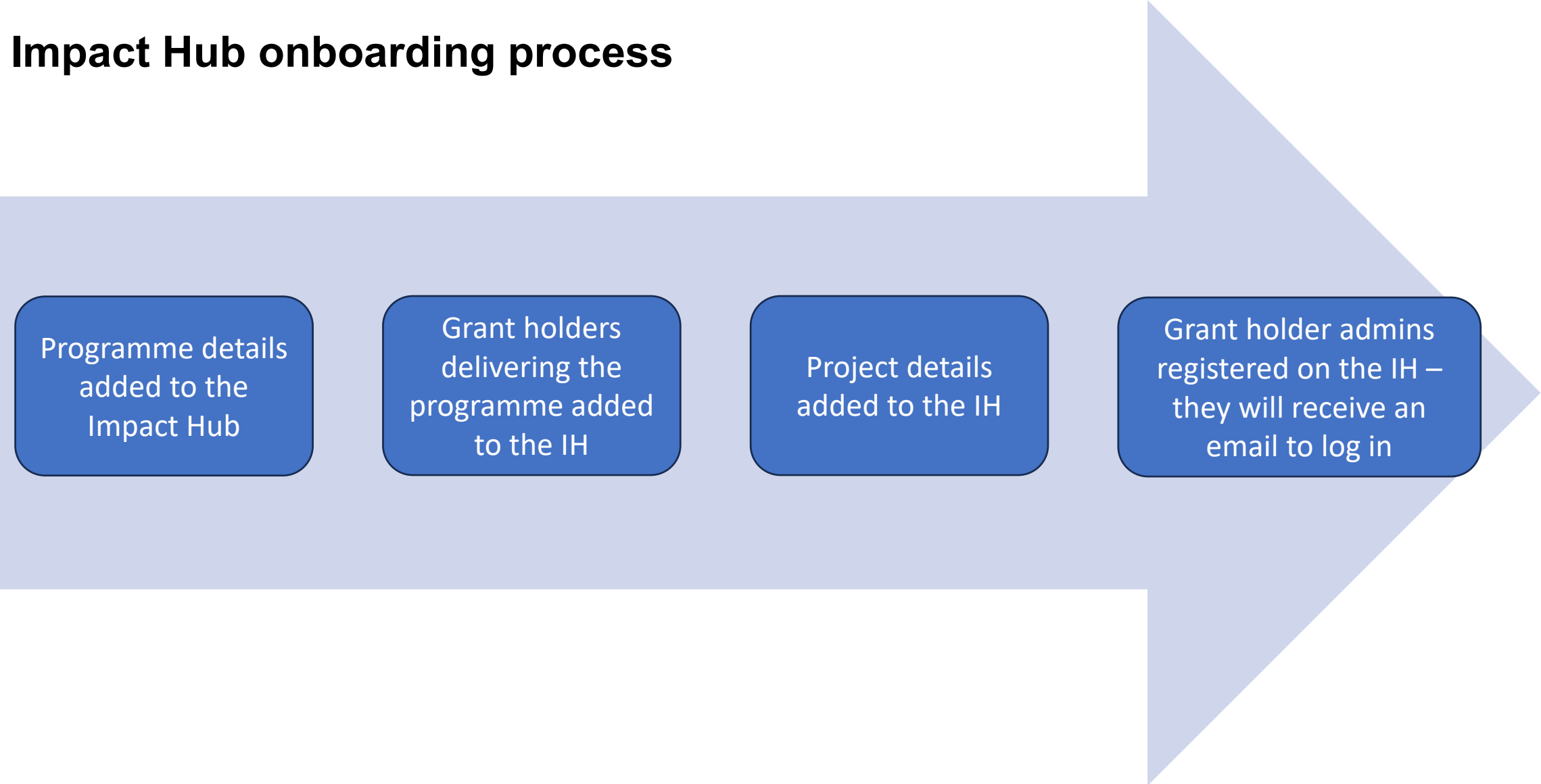


Exemptions to using the Impact Hub

1. Projects that only have beneficiaries under the age of 18
 2. Projects whose adult beneficiaries are unable to give informed consent, e.g. those with dementia
 3. Projects whose beneficiaries are in the justice system
 4. Projects whose beneficiaries are perpetrators or victims of abuse
 5. Projects that have no direct beneficiaries, e.g. research projects, advice/helplines or capital projects
- Project delivery and the support of beneficiaries is most important!



Impact Hub onboarding process



The diagram illustrates the Impact Hub onboarding process as a sequence of four steps, each contained within a blue rounded rectangle. These rectangles are arranged horizontally and are set against a large, light blue arrow that points from left to right, indicating the flow of the process. The steps are: 1. Programme details added to the Impact Hub, 2. Grant holders delivering the programme added to the IH, 3. Project details added to the IH, and 4. Grant holder admins registered on the IH – they will receive an email to log in.

Programme details
added to the
Impact Hub

Grant holders
delivering the
programme added
to the IH

Project details
added to the IH

Grant holder admins
registered on the IH –
they will receive an
email to log in

IMPORTANT: Impact Hub Multi-factor Authentication Mandatory Setup

Overview

Multi-factor authentication has been available in the Impact Hub for the last few months, and at **12pm on 31 March 2025** setting up multi-factor authentication will be mandatory for accessing the Impact Hub to further support the cyber security of your Beneficiary data.

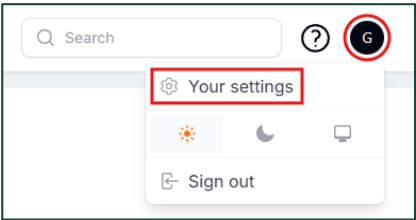
What is Multi-factor Authentication?

Multi-factor authentication (MFA) or two-factor authentication (2FA) provides a second layer of security. When logging in with multi-factor authentication, you will enter your password, followed by a six-digit code to prove it's really you.

Setting up Multi-factor Authentication

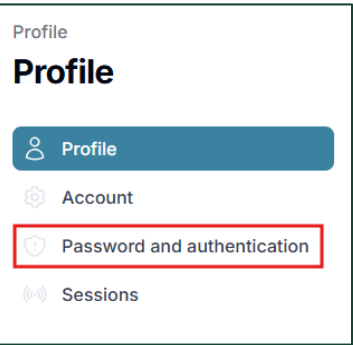
We advise setting up multi-factor authentication now by following these steps:

1. Login to the Impact Hub, click on the profile icon top right and click **Your settings**

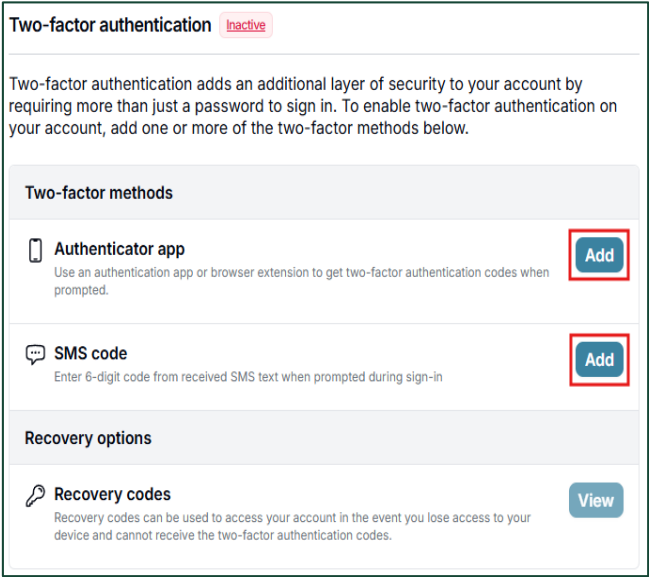


Multi-factor Authentication (MFA)

2. Click **Password and authentication** on the profile menu



3. Scroll down and click either the **Add** button next to **Authenticator app** if you want to use an App on your Mobile device (Android phone/tablet, iPhone or iPad) or a browser extension ([1Password](#)), or the **Add** button next to **SMS code** if you would prefer to receive a code to your Mobile device via SMS instead. If none of these options are viable then it is possible to use a landline number to receive SMS codes, but we do not recommend this as it is less secure and less reliable.



3a. If you selected the **Authenticator app** option you will be asked to re-enter your password and click a **Confirm** button.

You will then be shown details of the supported mobile authentication Apps, we recommend using Google Authenticator ([Android](#), [iPhone & iPad](#)) or Microsoft Authenticator ([Android](#), [iPhone & iPad](#)) or **1Password** (paid browser extension)

In **Google Authenticator** tap the plus icon (bottom right) and select “Scan a QR code” and scan the code on the page.

In **Microsoft Authenticator** tap the QR code button (bottom right) and scan the code on the page.

The two options above are free, **1Password** requires a licence, pricing starts at €2.65/month. You will need to create an account and [follow the instructions on their website](#) to install and use the browser extension to scan the QR code.

This will add an item to the app/extension called **Armed Forces Covenant Fund Trust**, this is where you can view the six digit authentication code which changes every 30 seconds.

On the page add a friendly name for the mobile device in Device name if required, then enter the six digit code in Verify the code from the app and click the Save button before it changes to a new number, if the number changes in the App the authentication will fail and the new number will need to be added.

Multi-factor Authentication (MFA)

If the code is saved successfully you will be provided with recovery codes which can be used to recover your account should you lose access to the authenticator app on the mobile device. Please save these to a secure location.

To change the mobile device, edit the name or remove the authenticator app click the **Edit** button.

3b. If you selected the **SMS code** option you will be asked to re-enter your password and click a **Confirm** button.

You will then be asked to enter the number you wish to use for authentication in **Phone number**, once entered click the **Verify** button.

This will send an SMS to you the number entered, enter the six digit code in **Verify the code from received sms text** and click **Save**.

If the code is saved successfully you will be provided with recovery codes which can be used to recover your account should you lose access to the authenticator app on the mobile device. Please save these to a secure location.

To change or remove the number click the **Edit** button.

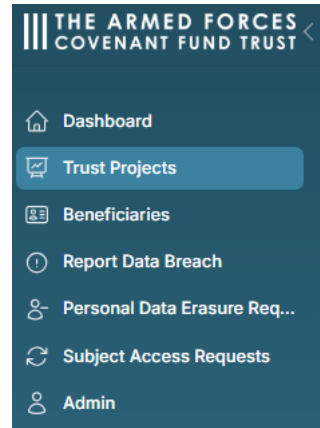
Help

If you need any assistance, please contact your Grant Manager and provide details of the issue(s) you are experiencing, including a screenshot if possible.


Grant holders

- Newly funded projects will be added by the Trust
- Grant holders will then need to add 'Activities' (formerly 'Key Functions') to each project to indicate the services or support that is being delivered



➤ Go to 'Trust Projects'



Grant holders

- Newly funded projects will be added by the Trust
 - Grant holders will then need to add 'Activities' (formerly 'Key Functions') to each project to indicate the services or support that is being delivered
-
- Go to 'Trust Projects'
 - Click the '  View ' icon next to the Project

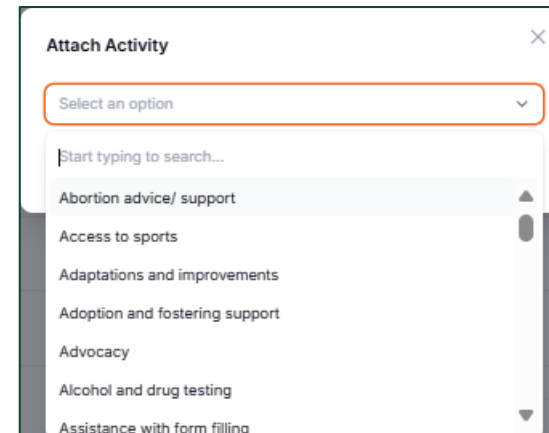
Grant holders

- Newly funded projects will be added by the Trust
 - Grant holders will then need to add 'Activities' (formerly 'Key Functions') to each project to indicate the services or support that is being delivered
- Go to 'Trust Projects'
 - Click the '  View ' icon next to the Project
 - Scroll down to 'Activities' 

Grant holders

- Newly funded projects will be added by the Trust
- Grant holders will then need to add 'Activities' (formerly 'Key Functions') to each project to indicate the services or support that is being delivered

- Go to 'Trust Projects'
- Click the '  View ' icon next to the Project
- Scroll down to 'Activities' 
- Click 'Attach Activity to Project'



Attach Activity

Select an option




Start typing to search...

- Abortion advice/ support
- Access to sports
- Adaptations and improvements
- Adoption and fostering support
- Advocacy
- Alcohol and drug testing
- Assistance with form filling

Grant holders

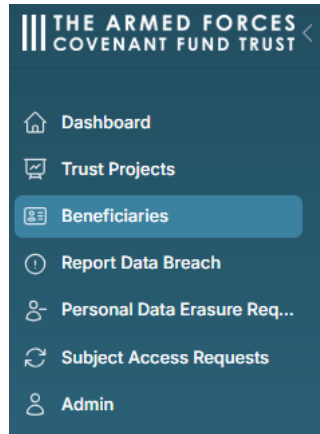
- Newly funded projects will be added by the Trust
- Grant holders will then need to add 'Activities' (formerly 'Key Functions') to each project to indicate the services or support that is being delivered

- Go to 'Trust Projects'
- Click the '  View ' icon next to the Project
- Scroll down to 'Activities'  
- Click 'Attach Activity to Project' 
- To add a single Activity, click , to add multiples click 

Activities		Attach Activity to Project
NAME ▾	CATEGORIES	
Art therapy	Health General Support Families Criminal Justice	 View
Emotional support	Health General Support Families Criminal Justice	 View
Mental health advice	Health Families Criminal Justice	 View

Grant holders – adding new Beneficiaries

➤ Go to 'Beneficiaries'



Grant holders – adding new Beneficiaries

- Go to 'Beneficiaries'
- Click 'New Beneficiary' 

Grant holders – adding new Beneficiaries

- Go to 'Beneficiaries'
- Click 'New Beneficiary'

New Beneficiary

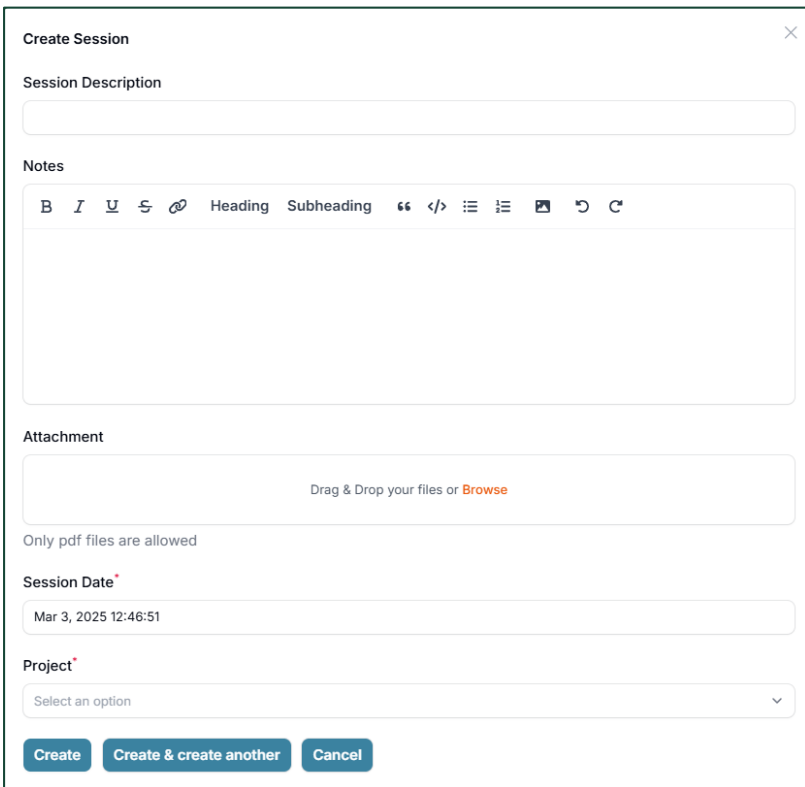
The screenshot shows a web form titled 'Create Beneficiary' with a breadcrumb 'Beneficiaries > Create'. The form has a 'Details' tab selected. It contains the following fields: 'Username*' (text input), 'First Name' (text input), 'Surname' (text input), a checkbox for 'Send email invitation', 'Project*' (dropdown menu with 'Select an option' text), and three buttons at the bottom: 'Create', 'Create & create another', and 'Cancel'.

- Assign the beneficiary a Username
- Add their first name and surname – real or pseudonym
- Click 'Send email invitation' box to get the option to add an email address for the individual – this will send them an email inviting them to register by completing the consents
- Select the relevant project from the drop-down list to add them to the project
- Click 'Create' to add the beneficiary onto the Impact Hub and associate with the project
- Click 'Create & create another' to add the beneficiary and repeat the process for another beneficiary

Grant holders – attaching surveys to Beneficiaries to complete

- On the 'Beneficiaries' page, select a beneficiary from the list
- Click 'View' on the right

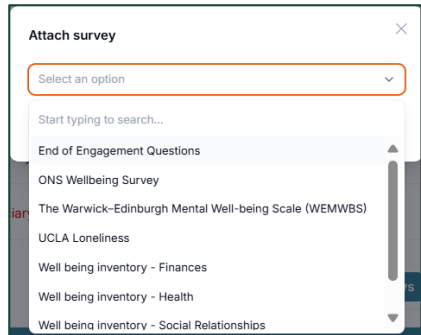
 View  Edit  Delete



The 'Create Session' form is a modal window with a close button in the top right corner. It contains the following sections:

- Session Description:** A text input field.
- Notes:** A rich text editor with a toolbar containing icons for bold, italic, underline, strikethrough, link, heading, subheading, quote, code, list, ordered list, image, undo, and redo.
- Attachment:** A file upload area with a 'Drag & Drop your files or Browse' prompt. Below it, a note states 'Only pdf files are allowed'.
- Session Date:** A date and time input field showing 'Mar 3, 2025 12:46:51'.
- Project:** A dropdown menu with 'Select an option' as the placeholder.
- Buttons:** 'Create', 'Create & create another', and 'Cancel' buttons at the bottom.

- Click the 'Sessions' tab
- Click 'New Session', the box on the left will appear
- Add a name/description for the session and any notes
- Select the relevant project for the beneficiary
- Click 'create' at the bottom to create a session – then attached a survey to the session
- Select 'Surveys', the select **Attach Survey to a Session**
- Select 'ONS Wellbeing Survey' from the dropdown list, then click 'Attach'
- Other surveys like the 'End of Engagement' survey can be added to a new session later



The 'Attach survey' modal shows a dropdown menu with the following options:

- Select an option
- Start typing to search...
- End of Engagement Questions
- ONS Wellbeing Survey
- The Warwick-Edinburgh Mental Well-being Scale (WEMWBS)
- UCLA Loneliness
- Well being inventory - Finances
- Well being inventory - Health
- Well being inventory - Social Relationships


Grant holders – attaching Activities to Beneficiaries

- The specific Activities that have been attached to a Project will be available to assign to registered Beneficiaries that are being supported by that Project

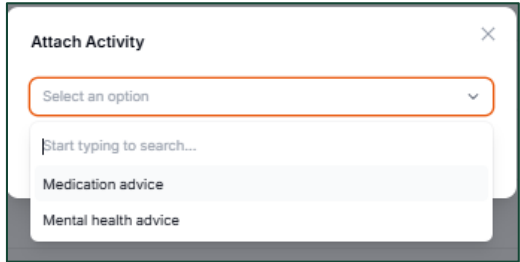
➤ On the 'Beneficiaries' page, select a beneficiary from the list

➤ Click 'View' on the right 

➤ Click on 'Activities' down the page 

➤ Click on 'Attach' on the right 

➤ On the 'Attach Activity' box, select the relevant activities that the beneficiary has engaged in or received, from the drop-down list 'Attach' or 'Attach & attach another' to continue to add further available Activities



Attach Activity

Select an option

Start typing to search...

Medication advice

Mental health advice

➤ The Activities that have been selected and attached to specific beneficiaries are used in the 'End of Engagement Questions' survey later on

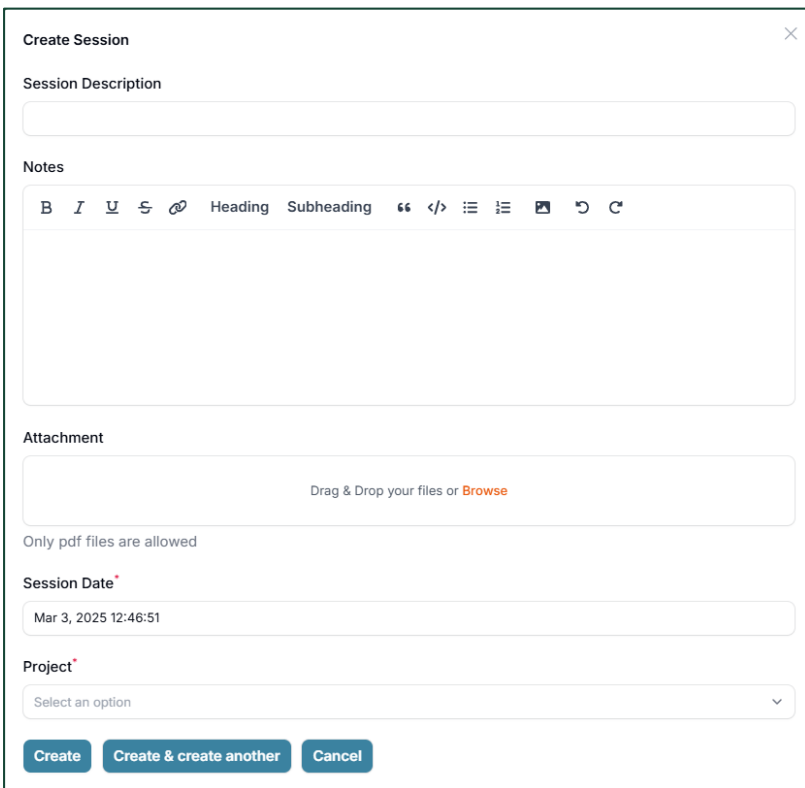
‘End of Engagement Questions’ survey

- When a beneficiary is coming to the end of their engagement with your project or intervention, you can use the End of Engagement survey to get their feedback on the Activities they have engaged in.
- The process for doing this is the same as those for the Registration and ONS4 surveys...

Grant holders – attaching surveys to Beneficiaries to complete

- On the 'Beneficiaries' page, select a beneficiary from the list
- Click 'View' on the right

 View  Edit  Delete



Create Session

Session Description

Notes

Attachment

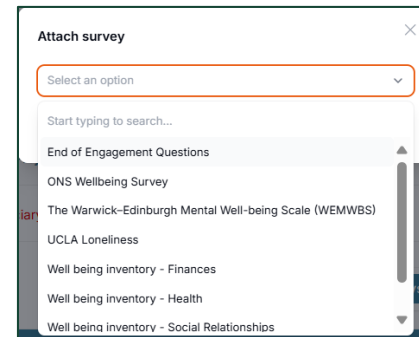
Only pdf files are allowed

Session Date*

Project*

Create Create & create another Cancel

- Click the 'Sessions' tab
- Click 'New Session', the box on the left will appear
- Add a name/description for the session and any notes
- Select the relevant project for the beneficiary
- Click 'create' at the bottom to create a session – then attached a survey to the session
- Select 'Surveys', the select **Attach Survey to a Session**
- Select 'End of Engagement Questions'
- from the dropdown list, then click 'Attach'



Attach survey

Select an option

Start typing to search...

End of Engagement Questions

ONS Wellbeing Survey

The Warwick-Edinburgh Mental Well-being Scale (WEMWBS)

UCLA Loneliness

Well being inventory - Finances

Well being inventory - Health

Well being inventory - Social Relationships

The Impact Hub

An introduction and the basics

Tom Traynor, Head of Research and Evaluation
Armed Forces Covenant Fund Trust