

CABAN CIC SOCIAL RETURN ON INVESTMENT FORECASTED REPORT 2025-2027



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Executive Summary

This forecast Social Return on Investment (SROI) report assesses the social value generated by Caban CIC as a result of essential building improvements funded through the Shared Prosperity Fund. The analysis evaluates the social, wellbeing, and organisational outcomes experienced by Caban's key stakeholder groups; people in the local community, tenants, and volunteers, between 2025 to 2027.

Using a recognised SROI framework and underpinned by extensive stakeholder engagement, the report combines qualitative insights and quantitative evidence to understand what changes occur, how significant those changes are, and the extent to which they can be attributed to Caban's activities. Conservative assumptions have been applied throughout to avoid overclaiming, including the use of counterfactual, attribution, and drop-off, alongside sensitivity analysis to test the robustness of results.

The findings indicate that Caban is forecast to generate a total social value of approximately £6.5m million over the evaluation period, from a total investment of £1.43 million, resulting in an estimated Social Return on Investment ratio of £4.59 of social value for every £1 invested. Sensitivity analysis demonstrates that even under less favourable assumptions, Caban continues to deliver a positive social return.

The majority of social value is created through outcomes experienced by people in the local community. These include improved accessibility leading to increased participation, reduced loneliness and isolation, strengthened social connections, a greater sense of belonging, and an enhanced sense of purpose. These outcomes reflect Caban's role as an inclusive, accessible, and welcoming community hub that supports wellbeing and social cohesion.

Tenants benefit from Caban as a purpose-driven workspace within a rural context where alternatives are limited. Shared values, collaboration, and a strong sense of community contribute to tenants feeling valued, supported, and connected to a wider mission.

Volunteers experience increased feelings of achievement, pride, and purpose through contributing their skills and time to Caban's governance and long-term sustainability. These outcomes highlight the crucial role volunteers play in maintaining and strengthening the organisation.

In addition to capturing positive outcomes, the evaluation also identifies areas for improvement raised consistently by stakeholders, including the desire for more evening events, improved communication (particularly in relation to the Welsh language), parking pressures, facilities issues, and concerns about financial sustainability in the context of the wider cost of living crisis. These insights provide valuable learning and inform practical recommendations to enhance Caban's impact moving forward.

Overall, this forecast SROI report provides strong evidence that investment in Caban represents excellent value for money and delivers meaningful, long-term benefits aligned with funder priorities and the Well-being of Future Generations (Wales) Act. It demonstrates that Caban is not only maintaining a community facility, but actively strengthening wellbeing, connection, and resilience within Brynrefail and the surrounding area.

Acknowledgements

This report would not have been possible without the involvement of key stakeholders who helped us understand what changes have taken place and to evidence the impact of those changes. We are extremely grateful to everyone who took part and gave their time to help us understand what has changed in their lives, as well as how this impact can be built on in the future.

Thank you to the staff, volunteers, tenants, and customers of Caban for their time, for discussing the project with us in detail, and for their support in collecting both qualitative and quantitative data. This evaluation would not have been possible without their support.

Diolch yn fawr / Thank you

Social Value Cymru



Caban CIC Forecast Social Return On Investment (SROI) Report April 2025 - March 2027



Overview in numbers

- There are **2,000** people in the community included in this evaluation
- **10** tenants are a part of Caban
- There are **9** volunteers on the board of directors
- Caban was successful in obtaining **£85,506** in grant funding to upgrade the building

Stakeholder Engagement

People in the community

- **26** in-person interviews
- **2** in-person focus groups with 12 people
- **107** survey responses

Tenants

- **1** in-person interview
- **1** online interview
- **10** survey responses

Volunteers

- **3** meetings with the volunteers
- **1** focus group with 6 volunteers
- **9** survey responses

Outcomes for people in the community

- **84%** of the people in the local community feel an increased sense of belonging within the community by attending Caban
- **87%** of people in the community feel less lonely and isolated because they can attend Caban
- **69%** of people in the community experience an increased sense of purpose because their actions at Caban are having a positive impact on the community

Tenants

- **100%** of the tenants feel an increased sense of belonging due to being a part of Caban
- **90%** of the tenants feel they have increased networking opportunities by being a part of Caban

Volunteers

- **60%** of the volunteers feel a sense of achievement seeing their hard work and efforts benefiting the community
- **80%** of the volunteers feel a sense of purpose in being able to contribute to the long-term sustainability of Caban

Forecast Social Return On Investment (SROI)

*Please see the full forecast report for further information

£1
↓
£3.28- 5.90



Wedi ei ariannu gan
Llywodraeth y DU



Funded by
UK Government

1.0 Introduction

This forecast report analyses the social value generated by Caban CIC in Brynrefail, with a focus on how the organisation's activities impact people of the local community and other key stakeholders including tenants and volunteers.

Caban received funding through the Shared Prosperity Fund (SPF), managed by Mantell Gwynedd, to undertake essential building improvements. These works include the redevelopment of the kitchen and outdoor decking area, the recommissioning of the passenger lift, and the installation of new carpets in shared spaces. The redevelopment has been undertaken to enhance accessibility and energy efficiency, while modernising internal spaces to better meet the evolving needs of the community. In doing so, Caban aims to future-proof the facility, ensuring its relevance and resilience for both current and future users.

This is a full Social Return on Investment (SROI) forecast report, assessing the social value created in the current year and forecasting the value expected to be generated in the subsequent year once the upgraded facilities are fully operational.

Through engagement with people in the community, tenants and volunteers, alongside a review of available information and data, reasonable and proportionate assumptions have been applied to estimate impact, supported by relevant secondary evidence.

2.0 Purpose, Scope & Audience

2.1 Purpose and scope

The purpose of the analysis is to provide valuable insights into the changes experienced by key stakeholder groups. This report looks specifically at the outcomes and their value for people living in the local community, the tenants of Caban, and the volunteers.

This report aims to understand the experience of the stakeholders and establish the following:

- The views of the key stakeholders involved in the project, being the local people and volunteers who are key for the success of Caban.
- The outcomes experienced by other material stakeholders, including the tenants of Caban.
- To give value to the project and to answer the question: ‘Does Caban CIC provide social value to the local community and other material stakeholders?’
- To identify changes Caban could introduce to generate additional outcomes and further value for local people, tenants, and volunteers

2.2 Audience

This report has been prepared for both internal and external audiences. For internal stakeholders, the analysis aims to provide a thorough understanding of the changes created through the activities of Caban. This includes assessing both positive and negative changes, as well as intended and unintended results. By gaining insights into these changes, decision-makers can make more informed choices and improve the value created by the project.

For external audiences, the aim is to clearly communicate the impact of the grant funding, demonstrating how the outcomes identified in the evaluation can support future planning by

fundes. Involving all stakeholders ensures a clear understanding of the changes achieved and helps align the needs of local communities with strategic decision-making.

3.0 Background & Context

3.1 Key Organisation(s) and the need for the service.

Caban is a Community Interest Company (CIC) and was incorporated in 1999 (03818471). It started operating in 2006 and is celebrating 20 years of operation this year. Caban CIC is a community hub, and its main aim is to provide a place of pride for local people to meet, create, collaborate, work, relax and to provide a destination for visitors to enjoy.

As a CIC, Caban has been a successful social enterprise, based on local values, for more than twenty years, its primary purpose being one of community benefit rather than private profit. Caban's success has always been built on collaboration, volunteer passion, and local creativity. Caban's facilities include a licensed restaurant/café and al fresco dining area, conference or meeting and exhibition units and co-working spaces. It also offers meeting rooms for events to individuals, micro-businesses, remote workers, and community and creative groups.

There are currently 10 tenants also renting office space at Caban and they include:

List of tenants:

- RAW Adventures
- The Snowdonia Society
- Caban Collective (Fledgling Communications and North Star Transition)
- North Wales River Trust
- Snowdonia Active
- Geraint Evans Architect
- Megni
- Matrix 10
- IRATA

Further information about each tenant can be found here: <http://caban-cyf.org/units/>

3.2 Shared Prosperity Fund: Voluntary Sector Grant 2025-26

The extension to the Shared Prosperity Fund for 2025/26 continues to prioritise;

- Communities and Place
- Supporting Local Businesses
- People and Skills

North Wales was allocated **£42.4million** of UKSPF.

Allocation per local authority:

- Gwynedd - £8,192,058
- Anglesey - £5,394,101
- Conwy - £8,224,382
- Denbighshire - £8,602,674
- Flint - £4,394,902
- Wrexham - £7,608,591

£650,000 was allocated to Mantell Gwynedd for sharing among voluntary and community groups in Gwynedd during 2025-26. 56 applications were received and 24 projects were successful¹. Figure 1 shows the details and location of the successful projects funded by the 2025/ 2026 Voluntary Sector Grant, managed by Mantell Gwynedd.

¹ <https://mantellgwynedd.com/eng/shared-prosperity-fund.html>

Figure 1 - Voluntary Sector Grant Breakdown



3.3 Project Outline - Building Improvement Project at Caban CIC

The project will secure the future of Caban CIC as a thriving community hub by delivering essential building improvements, ensuring it remains a vibrant, accessible and sustainable resource for Brynrefail and the surrounding area.

The project focuses on priority works to protect the long-term functionality and viability of the Caban facility, including redevelopment of the kitchen and outdoor decking area, recommissioning of the passenger lift, and installation of new carpets in shared spaces.

These works will improve accessibility and energy efficiency, while modernising internal areas to better meet the community's changing needs. This investment will future proof the building, supporting its relevance and resilience for current and future users. The improvements will also enable Caban to expand and adapt its offer, increasing capacity to host more events, activities and services in response to needs identified by local residents and community partners. Overall, the upgrades are intended to strengthen one of Brynrefail's most valued community assets, and keep Caban at the heart of village life.

The project fully aligns with the objectives of the Shared Prosperity Fund Voluntary Sector Grant, by:

- **Improving community assets:** The building works will secure and upgrade an important community facility, improving accessibility, energy efficiency, and modernising spaces for multiple uses.
- **Strengthening community pride and belonging:** Caban provides a much-needed neutral space where all members of the community can gather, connect, and collaborate.

- **Encouraging community participation:** By improving facilities, Caban will continue to offer a diverse programme of volunteer-led activities, cultural events, enterprise support, and learning opportunities.

Through this project, Caban are committed to creating a positive legacy for Brynrefail by investing in the sustainability and flexibility of the Caban building, ensuring that it remains a vibrant, inclusive space that meets the social, cultural, and economic needs of our community for many years to come.

3.4 Establishing the need

One of the key priorities highlighted by the Community of Bro Peris was the need for projects to support businesses to establish and thrive locally, whilst also creating high-value work and jobs. Within Penisarwaun there are 686 households, of which 192 are classed as living in poverty².

The role of Caban as a social enterprise that provides a viable place for people to socialise, strengthens social cohesion, and supports the local economy has never been greater. Over more than twenty years, Caban has become a vital and much-loved part of Brynrefail; however, the building now requires essential improvements to continue serving the community effectively. Regular consultation with users, partner organisations, volunteers, and community members has highlighted the need for improved accessibility, modernised interior spaces, and better energy efficiency.

These improvements are critical to meet growing demand for flexible, high-quality facilities that support work, learning, events, and social activities. Without investment, there is a real risk that the current facilities will no longer meet modern standards or remain fit for purpose, limiting Caban's ability to support community needs, business activity, and local partnerships. In particular, increasing demand for co-working, training, and community event space requires Caban to adapt and upgrade its infrastructure. Consultation includes feedback from local community groups, self-employed individuals, small businesses, and partner organisations who rely on Caban for accessible, affordable space.

²<https://www.gwynedd.llyw.cymru/en/Council/Documents---Council/Key-statistics-and-data/Census-2021/Penisarwaun-a-Brynrefail-S.pdf>

The proposed improvements directly respond to these consultations, ensuring that Caban continues to meet the evolving needs of the local community and plays an ongoing role in promoting wellbeing, inclusion, and economic resilience in Brynrefail.

3.5 The hospitality sector in Wales

The hospitality sector in Wales, including hotels, pubs, restaurants, cafés, self-catering accommodation, and related tourism services, plays a vital role in the Welsh economy. The sector employs approximately 165,000 people, making it the second-largest employer in Wales and accounting for around 11% of all jobs. It contributes an estimated £4–5 billion in economic activity each year, with tourism-related industries representing approximately 5% of Gross Value Added (GVA), according to UK Hospitality Cymru³ (UKHC).

Despite this significant economic contribution, UKHC has also highlighted that the sector has faced mounting challenges in recent years. Soaring business rates are currently the most acute pressure. The Welsh Budget has been described as “disastrous” for hospitality, with the sector facing an estimated £122 million increase in business rates over three years, beginning with a £19.6 million rise in 2026/27 and, in some analysis, escalating to an 80% cumulative increase by 2028/29. These pressures have been exacerbated by a 26% increase in rateable values, the scaling back or removal of previous relief schemes, and the sector’s limited inclusion in wider rates reform. Together, these factors pose a significant threat to business viability, particularly for smaller independent operators, increasing the risk of closures and job losses. Short-term relief measures, such as one-year settlements, offer limited long-term certainty.

In addition, businesses are facing rising operating costs, including persistently high energy bills, significant food and drink inflation, and increased employment costs resulting from

³ <https://www.ukhospitality.org.uk/ukhospitality-wales-cymru/>

National Living Wage rises and changes to National Insurance. These escalating and often described as “suffocating” costs are forcing many hospitality businesses to consider workforce reductions or, in some cases, closure.

The sector also continues to experience staffing shortages and recruitment challenges. Labour shortages, particularly acute within food and accommodation services—are compounded by high staff turnover, competition from other sectors, and difficulties in attracting and retaining workers, especially in rural and seasonal areas. Together, these challenges continue to constrain operational capacity and limit growth across the Welsh hospitality sector.

4.0 Social Return on Investment (SROI) Framework

By explicitly asking those stakeholders with the greatest experience of an activity, SROI can quantify and ultimately monetise impacts so they can be compared to the costs of producing them. This does not mean that SROI can generate an ‘actual’ value of change, but by monetising the value of stakeholder outcomes from a range of sources it can provide an evaluation of projects that change the way value is accounted for – one that considers economic, social, and environmental impacts. The Insititue of Social Value (formally Social Value UK) (2014) ⁴states;

‘SROI seeks to include the values of people that are often excluded from markets in the same terms as used in markets, which is money, in order to give people a voice in resource allocation decisions’.

Based on eight principles, SROI explicitly uses the experiences of those who have or will experience changes in their lives as the basis for evaluative or forecasted analysis. Figure 2 outlines the Principles of Social Value.

Figure 2 -The Principles Of Social Value ⁵



The guiding Principles ensure that *how* value is accounted for remains paramount. To ensure a consistent approach is used, chains of change are constructed for each material stakeholder explaining the cause-and-effect relationships that ultimately create measurable outcomes. These chains of change create the overall Value Map (attached

⁴ Social Value UK.

www.socialvalueuk.org

⁵ <https://www.socialvalueint.org/principles>

separately as appendix 1), and these stories of change are equally as important as the result of analysis. SROI is best thought of as a story of change with both quantitative and qualitative evidence attached to it. Figure 3 summarises the different elements for each chain of change included within the SROI analysis (before the impact of outcomes is calculated).

Figure 3 – Outline of the chain of change



SROI is an outcomes-measurement approach, and only when outcomes are measured is it possible to understand if meaningful changes are happening for the stakeholders. To illustrate this idea, figure 4 displays a brief chain of change for a domiciliary care programme to assist people to remain in their own homes - only by measuring the final outcome, is it possible to understand the impact of the care programme.

Figure 4 – Example of a chain of change



As will be discussed at the point of analysis, SROI also incorporates accepted accounting principles such as counterfactual and attribution to measure the final impact of activities that

are a result of each activity or intervention. Importantly, SROI can capture positive and negative changes, and where appropriate these can also be projected forward to reflect the longer-term nature of some impacts. Any projected impacts are appropriately discounted using the Treasury's discount rate (currently 3.5%). The formula used to calculate the final SROI is;

$$\text{SROI} = \frac{\text{Net present value of benefits}}{\text{Value of inputs}}$$

So, a result of £4:1 indicates that for each £1 invested, £4 of social value is created

Overall, SROI can create an understanding of the value of activities relative to the costs of creating them. It is not intended to reflect market values, rather it is a means to provide a voice to those material stakeholders and outcomes that have been traditionally marginalised or ignored. Only by measuring outcomes are organisations able, not only to demonstrate their impact, but also importantly to improve them. This thereby strengthens accountability to those to which they are responsible, which, in the case of the third sector is fundamentally the key beneficiaries of services.

5.0 Stakeholder engagement

Including stakeholders is the fundamental requirement of SROI. Without the involvement of key stakeholders, there is no validity in the results – only through active engagement can we understand actual or forecasted changes in their lives.

To understand what is important for an analysis, the concept of materiality is employed. This concept is also used in conventional accounting and means that SROI focuses on the most important factors to the stakeholders, and their most important outcomes, based on the concepts of relevance and significance (see Figure 5). The former identifies if an outcome is important to the stakeholders, and the latter identifies the relative value of changes.

Initially, for the evaluation of Caban, a range of stakeholders were identified as either influencing or being affected by the project – table 1 highlights each stakeholder, identifying if they had material outcomes or not for inclusion within the SROI analysis. Table 2 below shows the number and type of stakeholders for the analysis.

Figure 5 - Materiality principle

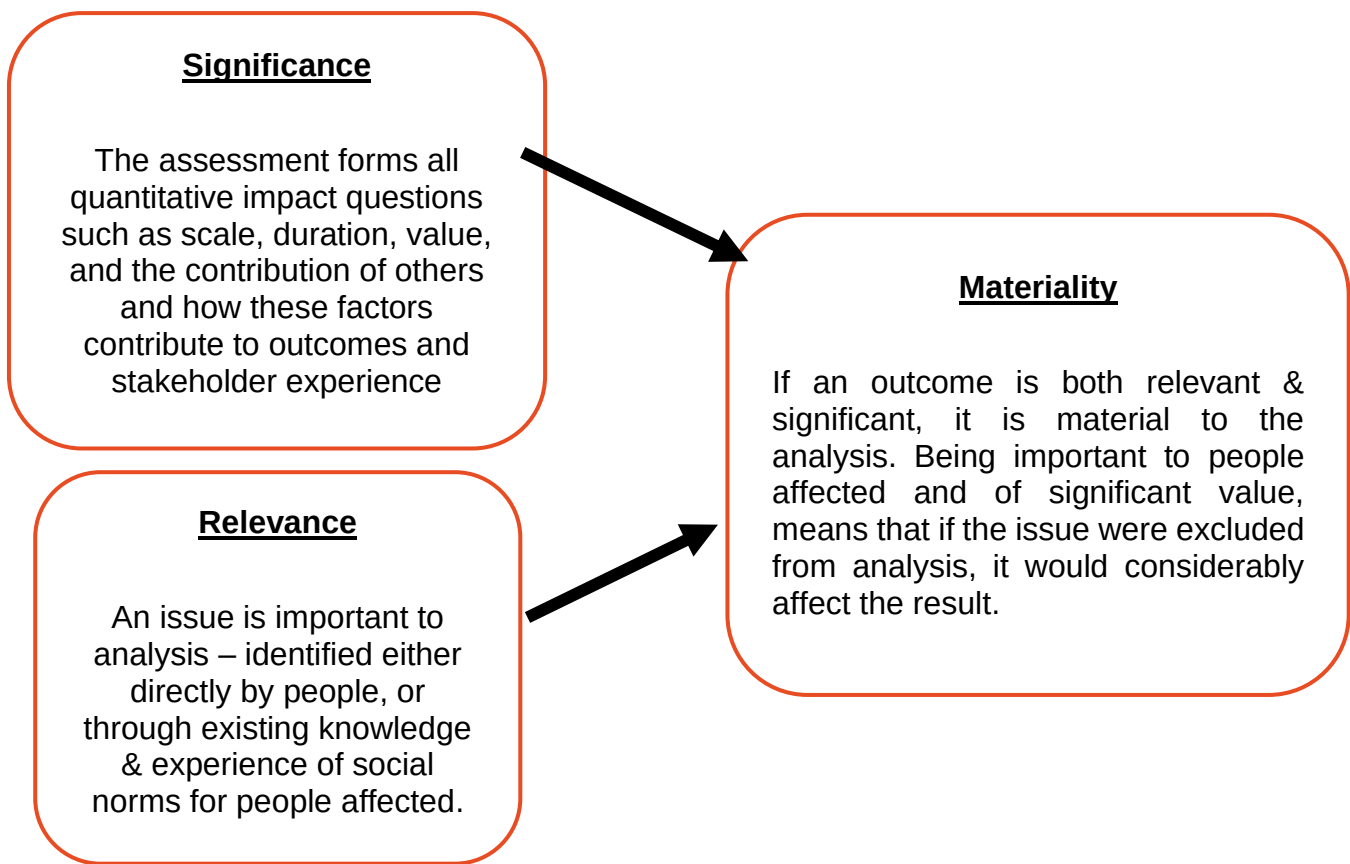


Table 1 - Stakeholder List & Materiality

Stakeholder	Stakeholder included or excluded?	Explanation
People in the local community	Included	They are one of the key beneficiaries of the grant funding as they benefit from Caban being more accessible and fit for purpose, and they experience material outcomes as a result.
Tenants	Included	They are another key beneficiary of Caban and experience material outcomes due to being a part of Caban.
Volunteers	Included	The volunteers are a key stakeholder group, without their efforts, Caban would not be able to function as it currently does. Additionally, without the volunteers' hard work, Caban would have not been able to obtain the grant funding it needed to undertake the essential upgrade works needed to secure Caban's long term future.
Cyngor Gwynedd	Excluded	They are a key partner for Caban; however, their inputs leads to outcomes experienced by other stakeholder groups

Mantell Gwynedd	Excluded	They are the stakeholder that distributed the grant funding to Caban. However, all the outcomes are experienced by other stakeholder groups.
Local partners and groups	Excluded	Some local partners and groups use Caban on an ad hoc basis to deliver sessions. However, the interviews did not identify any material outcomes for this stakeholder group. Their contribution is reflected in outcomes experienced by other stakeholder groups.
Other local cafes	Excluded	The café at Caban is in competition with other local cafés in the area, and the upgrade works at Caban may affect visitor numbers at those venues. However, consideration of other local cafés was beyond the scope of this analysis.

Table 2 - Engagement with stakeholders

Stakeholder	Population size	Method of engagement
People in the local community	2000	• 26 interviews • 2 focus groups - one including 8 participants, one including 4 participants • 107 surveys answered
Tenants	10	• 2 interviews • 10 surveys answered
Volunteers	9	• 1 focus group including 6 participants • 5 survey responses
Cyngor Gwynedd	1	• 1 interview
Other local groups and partners	6	• 3 interviews with local groups

The potential subgroup of stakeholders

Many considerations were given to the subgroups so that the stakeholder group could understand and assess if there is any difference in impact based on certain characteristics such as age, gender, language and number of visit per month the people of the community attend Caban.

Chart 1 – Gender

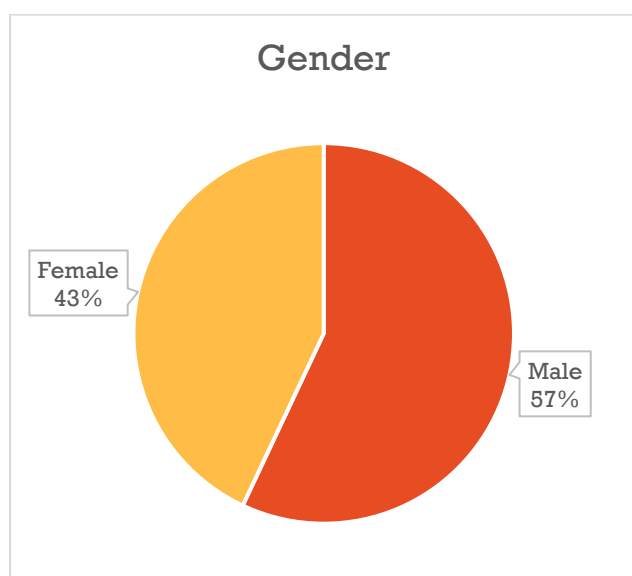


Chart 2 - Age

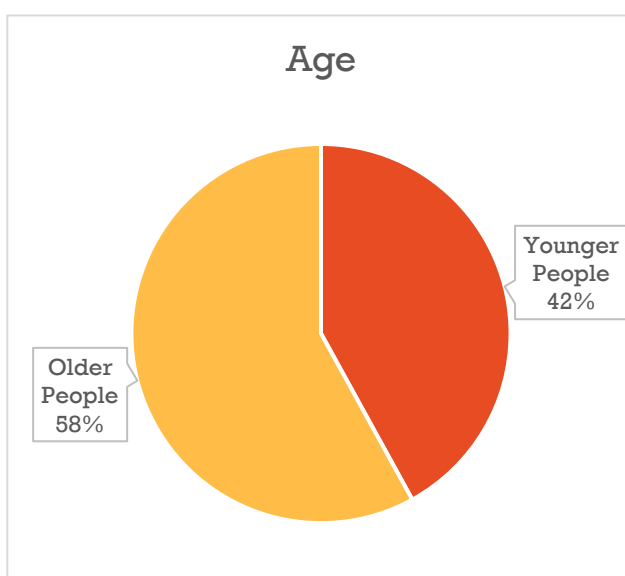


Chart 3 – Language

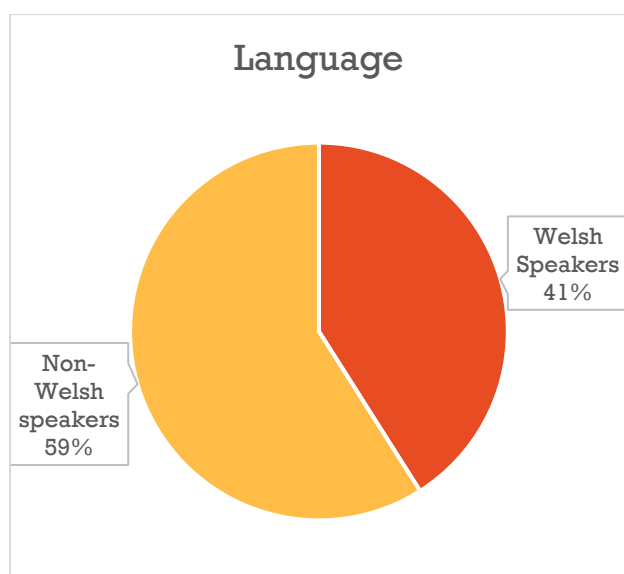
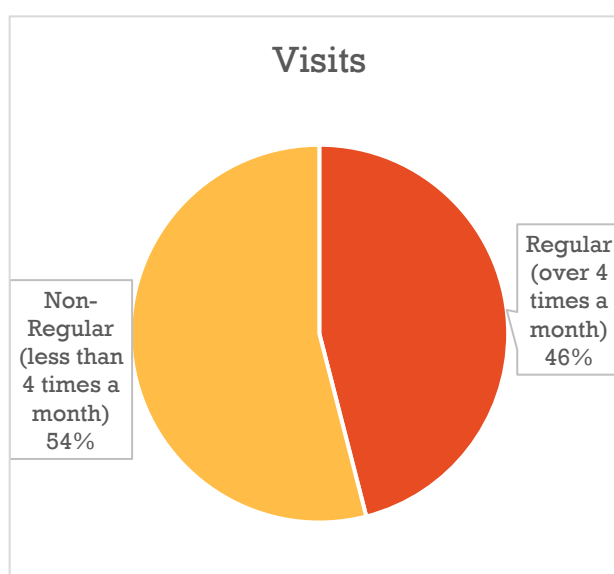


Chart 4 - Visits



6.0 Project Inputs

This section of the report describes the necessary inputs from multiple stakeholders. Some inputs are financial, whereas others are not – yet where possible inputs are monetised. Without the necessary complement of inputs from various material stakeholders the project would not be possible, a full breakdown of total monetised inputs is highlighted in Table 4.

As this report forecasts the social impact created by Caban for 2025 and 2026, the projected inputs for 2026 have been calculated as the 2025 value plus a 5% increase (in line with average increases in recent years, according to CIPD⁶). This reflects potential increases in staff salaries and other costs for Caban and is consistent with the principle of not overclaiming, particularly for the second-year forecast.

Mantell Gwynedd

Caban was successful in obtaining a grant from the Voluntary Sector Grant managed by Mantell Gwynedd as part of the wide SPF funding from the UK Government. The total grant funding awarded to Caban was £85,506 for 2025 (year 1).

Consideration was given to including only a percentage of this capital investment in year one as the upgrades are likely to last for many years before further investment is required. However, as this was a grant, it was decided to show the total investment within the first year and then consider the value over the two years. For future internal purposes, the future capital costs can be reduced to avoid over-claiming the inputs.

⁶[https://www.cipd.org/uk/views-and-insights/thought-leadership/cipd-voice/pay-awards-2024/#:~:text=Looking%20at%20the%20make%20Dup,a%20pay%20freeze%20\(12%25\).](https://www.cipd.org/uk/views-and-insights/thought-leadership/cipd-voice/pay-awards-2024/#:~:text=Looking%20at%20the%20make%20Dup,a%20pay%20freeze%20(12%25).)

Total financial input by Mantell Gwynedd = £85,506

Caban

The financial inputs to consider for Caban are the overheads they must pay to keep it open, including paying staff salaries (including National Insurance and pension contribution), rent, food and drink for the café, energy, water, and other administrative costs. To calculate the year 2 cost of the project, we have taken the cost of year 1 and then added a 5% additional cost. Please see table 3 below of all the overheads included in the value map as a financial input.

Table 3 - Caban inputs

Overheads and expenses	Year 1	Year 2	total
Gross Wages	£307,266.77	£322,630.11	£629,896.88
Subcontract Chefs	£6,182.62	£6,491.75	£12,674.37
Employers N.I.	£19,642.25	£20,624.36	£40,266.61
Employers Pensions	£4,305.53	£4,520.81	£8,826.34
Rent	£2,395.00	£2,514.75	£4,909.75
Rates	£2,443.80	£2,565.99	£5,009.79
Electricity	£8,970.46	£9,418.98	£18,389.44
Gas	£110.13	£115.64	£225.77
Printing	£456.06	£478.86	£934.92
Office Stationery	£289.27	£303.73	£593.00
Telephone, Internet & Mobile	£6,869.83	£7,213.32	£14,083.15
Computers & Software	£1,330.26	£1,396.77	£2,727.03
Legal & Professional Fees	£611.33	£641.90	£1,253.23
Accountancy Fees	£11,091.17	£11,645.73	£22,736.90
Consultancy Fees	£109.25	£114.71	£223.96
Software Subscriptions	£947.22	£994.58	£1,941.80
Leasing of Office Equipment	£247.30	£259.67	£506.97
Repairs and Renewals	£103,631.90	£108,813.50	£212,445.40
Cleaning and Sanitary Products	£4,360.53	£4,578.56	£8,939.09
Bank Charges	£74.99	£78.74	£153.73
Credit card charges	£8,616.11	£9,046.92	£17,663.03
Subscriptions	£544.69	£571.92	£1,116.61
Training Costs	£50.00	£52.50	£102.50
Insurance	£6,859.52	£7,202.50	£14,062.02
Sundry Expenses	£2,210.27	£2,320.78	£4,531.05
Mis postings Account	£136.11	£142.92	£279.03
Discounts Allowed	£362.45	£380.57	£743.02
Admin charges	£2,500.00	£2,625.00	£5,125.00
Cafe Purchases - Food	110,663.25	£116,196.41	£226,859.66
Cafe Purchases - Wet	35,556.05	£37,333.85	£72,889.90

Total Overheads	£648,834.12	£681,275.83	£1,330,109.95
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Financial input by Caban = £1,330,109.95

Although Caban's total financial input over the two-year evaluation period is approximately £1.3 million, it is important to recognise that a significant proportion of this is offset by income generated through café sales and tenant contributions, which help cover the organisation's operating costs.

In line with SROI Principle 3 (*value the things that matter*) and Principle 6 (*transparency*), the financial contributions made by people in the local community (£1,034,783.37) and tenants (£114,333.85) have been deducted from Caban's total inputs. This approach ensures that inputs are not double counted within the value map.

Caban inputs (**£1,330,109.95**) – Income (**£1,149,117.21**)

As a result, **the net additional inputs attributed to Caban and included in the value map = £180,992.74**

Further detail on the contributions made by the community and tenants is provided in the following section of the report.

People in the local community

People in the local community are forecast to contribute a total of **£1,034,783.37**, primarily through café food and drink sales, alongside retail purchases, event attendance, room hire, art sales commission, and use of the vehicle charge point. A modest 5% increase has been applied in Year 2 in line with inflation (CPI), reflecting a conservative forecasting approach. This demonstrates that people in the local community are not only key beneficiaries of Caban's activities but also make a substantial financial contribution that is essential to the

organisation's ongoing operation and financial sustainability. Table 4 below shows the inputs breakdown per category and per year.

Table 4 – people in the local community inputs

Financial inputs by customers	Year 1	Year 2 (+5% CPI)	Total
Cafe Sales - Food	£315,225.33	£330,986.60	£646,211.93
Cafe Sales - Drinks	£162,535.22	£170,661.98	£333,197.20
Other income	£240.00	£252.00	£492.00
Retail	£20,384.17	£21,403.38	£41,787.55
Event Sales	£767.55	£805.93	£1,573.48
Art Sales Commission	£1,277.51	£1,341.39	£2,618.90
Conference Room Hire	£2,584.49	£2,713.71	£5,298.20
Vehicle Charge Point Sales	£1,758.10	£1,846.01	£3,604.11
Total financial inputs by customers	£504,772.37	£530,011.00	£1,034,783.37

Total financial input by people of the community = £1,034,783.37

Tenants

Table 5 below shows the financial inputs made by tenants through rent and service charges over the two-year evaluation period. In Year 1, tenants are forecast to contribute £55,772.61, increasing to £58,561.24 in Year 2. This results in a total tenant contribution of £114,333.85 across both years. These inputs represent an important and stable source of income for Caban and demonstrate the role tenants play not only as beneficiaries of the space, but also as contributors to the organisation's financial sustainability.

Table 4 - Tenants inputs

Tenants inputs	Year 1	Year 2
Rent	£25,860.24	£27,153.25
Tenants service charges	£29,912.37	£31,407.99
Total each year	£55,772.61	£58,561.24
Total inputs for tenants	£114,333.85	

Volunteers hours as a financial input

Over the last 12 months, Caban has been supported by a significant contribution of volunteer time across a range of governance and operational roles. Volunteer input includes eight directors' meetings per year, each lasting an average of two and a half hours and attended by approximately six board members. In addition, the Finance Director contributes an average of five hours per week, as does the Chair. The Café Operations Director currently provides around one hour per week, increasing to an ongoing commitment of approximately five hours per week. This volunteer time, shown in table 6 below represents a substantial non-financial input and plays a vital role in supporting Caban's governance, strategic direction, and day-to-day operations. Each hour volunteers will be costed as £12.71, in line with the 2025 living wage⁷.

Table 5 - Volunteer inputs

Volunteer hours	Year 1	Year 2
Board Meetings	120.00	120.00
Finance Director	260.00	260.00
Chairman	260.00	260.00
Café Operations Director	52.00	260.00
Total hours volunteered	692.00	900.00
Living wage £12.71		
Hours volunteered as a financial input in each year	£8,795.32	£11,439.00
Total cost of time volunteered	£20,234.32	

Table 7 below outlines the combined financial and non-financial inputs included in the value map (Appendix 1), representing the total level of investment that is forecast over the two-year evaluation period.

⁷ <https://www.gov.uk/national-minimum-wage-rates>

Table 7 - Total monetised inputs

Stakeholder	Non-financial input	Financial input		Total	Cost per stakeholder
		Year 1	Year 2		
Mantell Gwynedd	Ongoing SPF monitoring grant funding obligations and support	£85,506	/	£85,506	
Caban overhead costs		£648,834.12	£681,275.83	£1,330,109.95	
People in the community		£504,772.37	£530,011.00	£1,034,783.37	
Tenants		£55,772.61	£58,561.24	£114,333.85	
Caban – net financial inputs (minus community and tenants inputs)		£88,289.07	£92,703.59	£180,992.73	
Volunteers hours	1,592 hours volunteered by the board members	£8,795.32	£11,439.00	£20,234.32	
		Total monetised inputs		£1,435,850.27	Cost per stakeholder =£711

In line with the principles of social value, valuing the things that matter, it is important to recognise that the income generated by Caban through café sales and rental income is essential to maintaining its financial stability and cover overhead costs. Without these income streams, Caban would not be able to operate as it currently does.

7.0 Outputs, Outcomes & Evidence

This section outlines the outputs for each stakeholder group and explores the outcomes identified, alongside the evidence used to confirm that these outcomes are material. The report first examines the outputs (the quantitative summary of activities) and outcomes experienced by people in the local community, followed by tenants, and then volunteers. Finally, it considers how these outcomes align with the Well-being of Future Generations (Wales) Act 2015 goals.

7.1 People in the local community

Outputs

In line with the principle of transparency, no definitive figure is available for the number of people attending Caban each year. As such, a considered estimate has been used to determine the number of individuals included as outputs in this evaluation. Caban's grant application indicates that approximately 20,000–30,000 people visit annually, through use of the café and participation in a range of activities such as knitting and craft groups, the men's group, forest school sessions, and community events including apple pressing and the New Year gathering.

As many of these visits are repeat visits by local residents, a conservative and proportionate approach has been applied. Consequently, only 10% of the lower estimate has been used in this evaluation, equating to 2,000 individuals.

Survey data has been reviewed to provide additional assurance that the number of people included in the value map is both proportionate and robust. In total, 107 members of the local community responded to the survey. Although the survey was open to all visitors, all

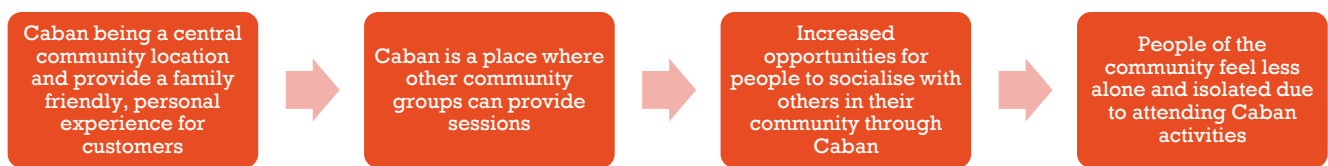
respondents were found to live within a 30-mile radius of Caban and there are 686 households across the local villages of Brynrefail and Penisarwaun, according to the 2021 census. Survey findings also indicate that 46% of respondents visit Caban more than four times per month, while 54% visit less frequently (see Chart 4: 'Visits', p.25). This balance of regular and less frequent users supports the inclusion of a broad and representative group.

Based on this evidence, 2,000 people have been included in the value map. As survey responses represent 5.35% of this population (107 out of 2,000), the analysis can be considered evidence-based and proportionate, with a reduced risk of over- or under-claiming the social value generated. We will also test this variable within the sensitivity analysis to ensure that the number of people included in this evaluation is adequate.

The outcomes set out below were identified through interviews with people in the local community and guided by the ten impact questions of social value (please see Appendix 2 for the list of the 10 impact questions). These outcomes reflect stakeholder feedback and survey responses. Once a saturation point was reached and there was sufficient confidence that the right outcomes were being measured, a Theory of Change (ToC) was constructed. To understand and illustrate the journey people in the local community have experienced to reach each well-defined outcome, please see Appendix 3 for the Theory of Change. The survey sent to people in the local community can be found in Appendix 4.

Two outcomes are explored in detail in this report, additional intermediate outcomes that lead to the long well-defined that are a part of the change of change were identified through interviews and included in the survey. Details on these intermediate outcomes, including the number of people experiencing change and the distance travelled (the extent of change experienced), are presented in Appendix 5.

Outcome 1 - Caban's role as a central, family-friendly community hub provides welcoming, personal experiences for customers and a space for other community groups to deliver activities. This creates more opportunities for people to socialise, **helping reduce loneliness and isolation while strengthening community connection.**



Caban's role as a central, family-friendly community hub creates a welcoming and inclusive environment where people feel comfortable spending time and returning regularly. By offering personal, approachable experiences for customers alongside accessible space for other community groups to deliver activities, Caban creates a focal point for community life. This encourages people of all ages to meet, interact, and build relationships through shared experiences, events, and informal social contact. As a result, individuals have increased opportunities to socialise, helping to reduce feelings of loneliness and isolation while strengthening social connections within the community.

"I meet up with my friends at Caban most days. If I could not come to Caban, I would be stuck in the house alone with nothing to look forward to."

“I think Caban has an amazing community, I think they do an incredible job of trying to get people to come together and I think they should keep doing what they’re doing.”

“Am so grateful for Y Caban. As someone who works alone at home a lot it can be a real-life saver to get out of the house and see folks. Really appreciate the laid-back atmosphere and friendly staff. Feel much more at ease there than other local cafés.”

From the survey results, **87%** of people in the community reported reduced loneliness and isolation through being able to attend and take part in Caban activities, with a distance travelled of **61%**. As 87% of the sample experienced positive change, 1,305 people were included in the value map for this outcome.

Outcome 2 - Caban’s strong sustainability and environmental ethos creates an increased **sense of purpose** among those involved. People feel part of a collective mission, have greater opportunities to connect with like-minded individuals, and feel that their actions are making a positive contribution to their community.



Caban’s commitment to sustainability and environmental responsibility helps create a strong, shared sense of purpose among those involved. Through engagement with these values,

people feel part of a collective endeavour and gain opportunities to connect with others who hold similar beliefs. This involvement reinforces the feeling that their actions are meaningful and contribute positively to the local community, leading to an enhanced sense of purpose and personal fulfilment.

“Coming to Caban and helping maintain the woodlands gives me a purpose since I have semi-retired.”

From the survey results, **79%** of people in the local community reported an increased sense of purpose through contributing to Caban’s activities and mission, with a distance travelled of **56%**. As 79% of the sample size experienced positive change, 1,185 people were included in the value map for this outcome.

7.2 Tenants

Outputs

As already discussed earlier in the report, there are currently 10 tenants of Caban, these are; RAW Adventures, Geraint Evans Architect, The Snowdonia Society, Caban Collective (Fledgling Communications and North Star Transition), Megni, North Wales River Trust, Matrix 10, Snowdonia Active, IRATA.

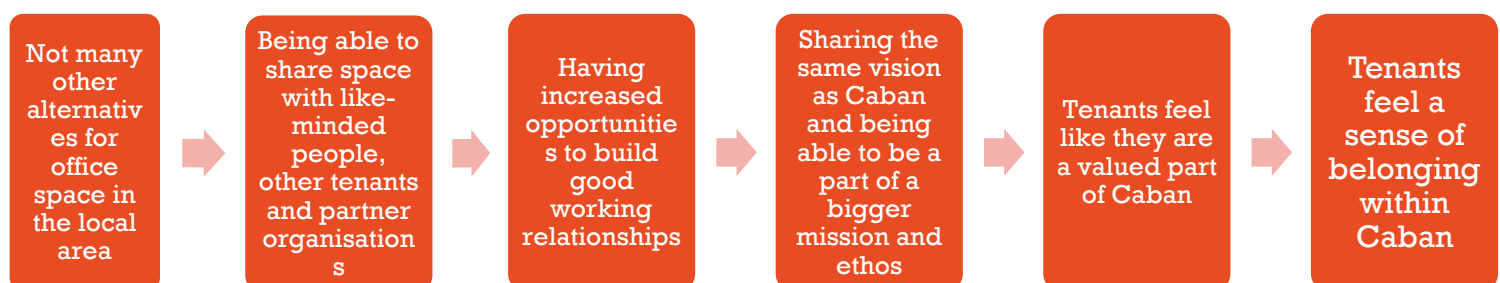
Through the 2 interviews held with the tenants and going through the 10 impact questions of social value, the outcomes considered below were the ones deemed most appropriate for the stakeholder group, given their feedback and responses to the survey. Once a saturation point was reached and enough confidence that we were measuring the right outcomes a theory of change (ToC) was constructed; to understand and illustrate the journey the tenants have

experienced to reach each well-defined outcome, please see Appendix 6 for the tenants theory of change. The survey that was sent to the tenants can be seen in Appendix 7.

While additional tenant outcomes were identified through engagement, only one outcome has been included in the value map to ensure a conservative and proportionate approach. Details on these outcomes, including the number of tenants experiencing change and the distance travelled (the extent of change experienced), are presented in Appendix 8.

Outcomes

Outcome 3 – Through a shared vision and ethos, tenants feel part of a wider mission, experience a strong sense of community and togetherness, and feel valued resulting in a clear **sense of belonging**



By providing a purpose-driven workspace in a rural area where alternative office and co-working space is limited, Caban offers tenants a unique opportunity to work within an environment that is rooted in shared values and community benefit. The shared setting encourages regular interaction and collaboration between tenants, staff, and volunteers, enabling the development of strong professional relationships with like-minded organisations.

Through working alongside others who are motivated by a common vision and social ethos, tenants feel connected to a wider mission that extends beyond their individual organisations. This collaborative and values-led environment fosters a strong sense of community, mutual support, and togetherness, helping tenants to feel welcomed, recognised, and valued as part of the Caban community. As a result, tenants experience a clear and meaningful sense of belonging within the workspace and the wider local community.

“Everyone from the volunteers, staff and tenants are just like one big family”

From the survey result, **100% (10/10)** of tenants feel a sense of belonging being a part of Caban with a distance travelled of **65%**. As 100% of the sample size had experienced positive change, 10 tenants were included in the value map for this outcome.

7.3 Volunteers

Outputs

There are a total of 9 volunteers on the board at Caban. Through their various roles and duties, they experience material outcomes.

Through engagement with volunteers and using the 10 impact questions of social value, the outcomes considered below were deemed most appropriate for this stakeholder group, based on their feedback and survey responses. Once a saturation point was reached and there was sufficient confidence that the right outcomes were being measured, a Theory of Change (ToC) was constructed. To understand and illustrate the journey volunteers have experienced

to reach each well-defined outcome, please see Appendix 9 . The survey sent to volunteers can be found in Appendix 10.

Two outcomes are explored in detail in this report, additional intermediate outcomes that lead to the long well-defined that are a part of the change of change were identified through interviews and included in the survey. Details on these intermediate outcomes, including the number of people experiencing change and the distance travelled (the extent of change experienced), are presented in Appendix 11.

Outcomes

Outcome 4 – **Volunteers feel an increased sense of achievement** being able to see their work and efforts benefiting the community



Volunteers experience an increased sense of achievement through being able to see the tangible impact of their work and efforts benefiting the community. By contributing their time, skills, and commitment, volunteers can clearly observe the positive difference they are making to individuals and to the wider community. This visible impact reinforces the value of their contribution, boosts confidence, and provides a strong sense of personal satisfaction. As a result, volunteers feel motivated and rewarded by knowing their involvement plays an important role in supporting and strengthening their local community.

“ I wanted to join Caban to help the community”

“ Nice to be able to give back to the community”

From the survey results, **80%** of volunteers reported an increased sense of achievement through being able to contribute to Caban’s local community, with a distance travelled of **75%**. As 80% of the sample experienced positive change, 7 volunteers were included in the value map for this outcome.

Outcome 5 – Through sharing their skills and working alongside like-minded people, volunteers **feel a strong sense of purpose** in contributing to the long-term sustainability of Caban.



Through sharing their skills and working alongside like-minded people, volunteers experience a strong sense of purpose and pride in their contribution to Caban. Being actively involved in meaningful work allows volunteers to see the positive impact of their time and expertise, reinforcing the value of their role within the organisation. Working collaboratively with others who share similar values fosters a supportive and motivating environment, strengthening relationships and mutual respect. As a result, volunteers feel personally invested in the long-term sustainability of Caban, gaining a deeper sense of fulfilment from knowing their efforts are helping to secure the future of a valued community asset.

“The potential of Caban is strong, I’m looking forward to seeing what the future will bring!”

From the survey results, **60%** of volunteers reported a stronger sense of purpose and pride through contributing to Caban, with a distance travelled of **88%**. As 60% of the sample experienced positive change, 5 volunteers were included in the value map for this outcome.

Possible negatives outcomes /changes/improvements?

Through comprehensive stakeholder engagement, this report has identified a wide range of positive outcomes experienced by Caban’s stakeholders. Alongside capturing these outcomes, both the qualitative and quantitative stages of the evaluation provided opportunities for stakeholders to share their views on potential improvements and changes for the future.

Through the stakeholder engagement process, each group was given the opportunity to identify any negative outcomes they experienced as a result of attending Caban. During interviews and focus groups, after discussing and validating the positive outcomes, stakeholders were asked: *“Is there anything not working so well at Caban that is resulting in you experiencing unintended negative outcomes?”*

No negative outcomes were identified through these discussions. Stakeholders were also provided with further opportunities to highlight any negative outcomes within the survey; however, none were reported.

Although no negative outcomes were identified, several recurring issues were raised across the engagement process. The five points outlined below represent the most common areas for improvement, with further detail provided in the recommendations section.

- More events
- Communication and language
- Parking
- Facilities
- Volunteers express concerns about the financial position of the organisation

8.0 How do the outcomes relate to the Well-being of Future Generations (Wales) Act?

What is The Well-being of Future of Generations (Wales) Act?

“The Well-being of Future Generations (Wales) Act is about improving the social, economic, environmental, and cultural well-being of Wales. The Act gives a legally binding common purpose – the 7 well-being goals – for national government, local government, local health boards and other specified public bodies. It details how specified public bodies must work together to improve the well-being of Wales. It will make the public bodies listed in the Act think more about the long-term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach⁸. This will help to create a Wales that we all want to live in, now and in the future.”

Well-being goals



⁸ www.gov.wales

Overall, the outcomes identified in this SROI report demonstrate that Caban makes a meaningful contribution to the Well-being of Future Generations (Wales) Act 2015. By strengthening social connections, improving wellbeing, supporting inclusion, and fostering a sense of place and purpose, Caban aligns strongly with national well-being goals, particularly A Wales of Cohesive Communities, while also contributing to wider health, equality, cultural, and sustainability objectives.



9.0 Valuing Outcomes

A key difference between SROI and many other frameworks is that it places a monetary value on outcomes. Monetisation enables us to tell the story of what has changed in people's lives and to assign a value to those changes so that outcomes can be compared with the costs of delivering them. This is not about putting a price on everything; rather, it helps demonstrate the impact of a service for stakeholders and the potential savings an intervention can create. It also supports organisations to manage and improve their activities to achieve the best possible impact for those who matter most.

Financial proxies

There are a range of approaches to monetise outcomes, including the use of market-based alternatives as approximations of value. However, these do not always reflect the value that stakeholders with lived experience would place on the change.

Where possible, this analysis applies the first SROI principle by involving stakeholders in identifying and prioritising outcomes. Stakeholders were asked to rank outcomes by importance and score them out of 10. These scores were then used in the valuation process alongside survey data from community members, tenants and volunteers.

To avoid overclaiming, two adjustments were applied where relevant:

- **Distance travelled:** this reflects how much change an individual experiences, expressed as a percentage (e.g. 50% = modest change, 75% = significant but not full change).
- **Anchoring based on outcome weighting:** based on how important stakeholders rated each outcome relative to others.

All outcomes have been assigned wellbeing values using proxies from the HACT Social Value Bank (accessed via the Social Value Engine), including those referenced in *The National Lottery Community Fund's report, The Economics of Community Asset Transfers* (p.60). Using a consistent source ensures comparability across stakeholder groups.

For the people in the local community, the most appropriate proxy is *'talks to neighbours regularly'* (people living outside London), valued at £4,511. This reflects increased social interaction enabled by Caban's café and activities.

For this stakeholder group, "reduced feeling of isolation and loneliness" was identified as the most important outcome and is used as the anchor outcome. This means its adjusted value forms the basis for scaling other outcomes.

Here is the calculation used;

- Anchor proxy value: **£4,511**
- Distance travelled: **60%**
- Adjusted anchor value: $£4,511 \times 0.60 = \textbf{£2,751.71}$

Other outcome for this group (sense of purpose) was then valued proportionally, based on their relative importance out of 10 compared to the anchor outcome.

Here is the calculation used;

- Anchor outcome value out of 10: **6.73**
- Sense of purpose as an outcome value out of 10: **6.61**
- Financial value placed on outcome based on relative importance to the stakeholder
 - o $£2,751.71 / 6.73 \times 6.61 = \textbf{£2,702.65}$

A full breakdown of these calculations is provided in Table 8.

For tenants, the proxy used is '*feeling belonging to a neighbourhood*' (people living outside London), valued at £4,603. As only one material outcome was identified for this group, the value is adjusted directly through using distance travelled.

Here is the calculation:

- Proxy value: £4,306
- Distance travelled: 65
- Adjusted anchor value: $£4,306 \times 0.65 = \textbf{£2,798.90}$

For volunteers, the proxy used is '*regular attendance at a voluntary or local organisation*' (people living outside London), valued at £1,875. The primary outcome identified was "feeling a sense of purpose", which is used as the anchor outcome for this group.

Distance travelled was applied (e.g. 75% for this outcome), giving:

- Adjusted anchor value: $£1,875 \times 0.75 = \textbf{£1,406}$

As with community stakeholders, any additional volunteer outcomes are valued relative to this anchor, based on their importance.

A full set of outcome values and calculations for all stakeholder groups is presented in Table 8.

Table 6 - Value

Stakeholder group	Outcomes	Distance Travelled	Average Weighting	Value included in value map
People in the community	Reduced feeling of isolation and loneliness	61	6.73	£2,751.71
	Increased sense of purpose	56	6.61	£2,798.90
Tenants	Increased sense of belonging	65	7.6	£2,468.70
Volunteers	Increased sense of purpose and pride	75	8	£1,406.25
	Increased sense of achievement	88	7.5	£1,318

10.0 Establishing Impact

To assess the overall value of Caban's outcomes it is important to establish how much change is specifically a result of the project. SROI applies accepted accounting principles to discount the value accordingly, by asking what would have happened anyway (counterfactual). What is the contribution of others (attribution)? Have the activities displaced value from elsewhere (displacement)? If an outcome is projected to last more than 1 year, what is the rate at which the value created by a project reduces over future years (drop-off)? Applying these four measures creates an understanding of the total net value of the outcomes and helps to abide by the principle of not overclaiming.

10.1 Counterfactual

Counterfactual allows us to consider what would happen if the service were not available. There is always a possibility that the stakeholders would have received the same outcomes through another activity or by accessing support elsewhere.

In the surveys, each stakeholder group was asked about possible overall counterfactual. Respondents were given five options to choose from and their responses were converted into a percentage using the assigned counterfactual level for each option. For example:

- Highly unlikely – 0%
- Unlikely – 20%
- Somewhat likely – 40%
- Likely - 0%
- Highly likely – 80%

Each value discount principle was given a low, medium, and high discount rate, depending on the impact created by others.

- Low = 30%
- Medium = 60%
- High = 90%

Table 9 below outlines the counterfactual levels applied to each outcome for each stakeholder group, along with the justification for these levels.

Table 7 – Counterfactual

Stakeholder group	Outcomes	Counterfactual level applied	Justification
People in the local community	All outcomes	30%	Using the approach outlined above, counterfactual levels were calculated for each stakeholder group in line with Principle 1 of the SROI framework: involving stakeholders. Stakeholders themselves are best placed to assess how likely they are to experience the identified outcomes without Caban. The counterfactual levels reported by each group are
Tenants	All outcomes	30%	

Volunteers	All outcomes	30%	also consistent with the qualitative evidence gathered through interviews and focus groups, providing further confidence in the assumptions applied.
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10.2 Attribution

Attribution allows us to recognise the contribution of others towards achieving outcomes. There is always a possibility that others will contribute towards any changes in people's lives such as family members or other organisations. In the survey, the stakeholder groups were asked about the attribution of others and were given five options to choose from, and then their responses were given a rating out of 100. For example;

- None of the changes is due to others – 0%
- A few of the changes are due to others – 20%
- Quite a bit of the changes are due to others – 40%
- Much of the changes are due to others – 60%
- All of the changes are due to others – 80%

Each value discount principle was given a low, medium, and high discount rate, depending on the impact created by others.

- Low = 30%
- Medium = 60%
- High = 90%

Table 10 below outlines the attribution levels applied to each outcome for each stakeholder group, along with the justification for these levels.

Table 8 - Attribution

Stakeholder group	Outcomes	Attribution level applied	Justification
People in the local community	All outcomes	30%	Using the approach outlined above, attribution levels were calculated for each stakeholder group in line with Principle 1 of the SROI framework: involving stakeholders. Stakeholders themselves are best placed to assess how much of the outcomes they have experienced are because of Caban compared to other people and organisations. The attribution levels reported by each group are also consistent with the qualitative evidence gathered through interviews and focus groups, providing further confidence in the assumptions applied.
Tenants	All outcomes	30%	
Volunteers	All outcomes	30%	

10.3 Displacement

We need to consider if the outcomes identified displaced other outcomes elsewhere. For example, if we deal with criminal activity in one street, have we just moved the problem elsewhere?

For this project, no displacement effects were identified as material based on primary stakeholder engagement and supporting secondary research. As a result, a 0% displacement rate has been applied across all outcomes and stakeholder groups in the value map. However, this assumption will be tested within the sensitivity analysis, recognising that alternative cafés in the local area, operating as private businesses without access to similar grant funding, may represent a potential source of displacement

10.4 Duration & Drop-off

In this evaluation, we are looking at two years, from April 2025 to March 2027 for all outcomes identified for each stakeholder group. Therefore, it is right to consider if any drop off should be included for the outcomes identified for each stakeholder group in the second year, to ensure we are reducing the risk of overclaiming where possible.

Table 11 below outlines the drop off levels applied to each outcome for each stakeholder group, along with the justification for these levels.

Table 9 - Drop off

Stakeholder group	Outcomes	Drop off level applied	Justification
People in the local community	All outcomes	30%	A low level of 30% drop-off rate has been applied to each stakeholder group reflect the expectation that the impact of the grant funding will gradually diminish over time, leading to a corresponding reduction in the outcomes experienced.
Tenants	All outcomes	30%	
Volunteers	All outcomes	30%	

11.0 SROI Results

This section of the report presents the overall results of the SROI analysis of Caban. Underpinning these results are the eight SROI principles which have carefully been applied to each area of this analysis.

The results demonstrate the positive contribution that Caban makes within its community through the dedication of staff and volunteers, to create positive change in people's lives.

In practical terms, the findings show that investment in Caban is highly effective and represents excellent value for money, as it generates over four times the value of what is invested while delivering meaningful improvements in people's day-to-day lives.

The project is not only sustaining a community facility, but actively reducing loneliness and isolation, increasing social connection, and creating a stronger sense of belonging and purpose among local people, tenants, and volunteers. This means more individuals have opportunities to engage, feel connected, and contribute to their community, which in turn helps prevent more serious social and wellbeing issues from developing.

Alongside these social benefits, the investment also supports the local economy and strengthens community resilience. Importantly, the results remain strong even under more conservative assumptions, indicating that the value created is both significant and reliable, making Caban a low-risk, high-impact investment, and a great asset for the community.

Social Return on Investment (SROI) measures the amount of social and community value generated for every £1 invested. In simple terms, it answers the question: *is this investment worthwhile, and how much benefit does it deliver?*

Net present value refers to the total social value created by the project, expressed in today's terms after accounting for the full cost of investment. It represents the overall net benefit to

the community, demonstrating the scale of value generated through Caban’s activities for its stakeholders.

$$\text{SROI} = \frac{\text{Net present value of the benefit}}{\text{Value of inputs}}$$

Table 12 displays the present value created for each of the included stakeholders who experienced material changes. The present value calculations take account of the 3.5% discount rate as suggested by the Treasury’s Green Book for outcomes lasting more than one year. Table 13 shows the social value created by each stakeholder group.

Table 10 - SROI Headline Results

Total value created	£
Total present value	£6,585,155.60
Investment value	£1,435,850.27
Net present value (present value minus investment)	£5,149,305.33
Social Return on Investment	£4.59

Table 11 - Social value created per stakeholder group

Stakeholder	Total social value
People in the local community	£6,548,347.26
Tenants	£23,314.84
Volunteers	£13,490.50

12.0 Sensitivity Analysis

The results demonstrate the highly significant value created by the Caban and are based on the application of the principles of the SROI framework. Although there are inherent assumptions within this analysis, consistent application of the principle not to over-claim leads to the potential under-valuing of some material outcomes based on issues such as duration of impact.

Conducting a sensitivity analysis is designed to assess any assumptions that were included in the analysis. This is done to identify which variables in the analysis are most sensitive; any variables that show high sensitivity indicate where additional data is needed to improve the accuracy of the judgements made.

Testing one variable at a time such as quantity, duration, counterfactual, or drop-off allows for any issues that have a significant impact on the result to be identified. If any issue is deemed to have a material impact, this assumption should be both carefully considered and managed going forward. To test the assumptions within this analysis, a range of issues were altered substantially to appreciate their impact.

If the outcomes were to have quantitative variable changed applied, this would show a difference in the SROI result as seen in Table 14. This adds confidence in the results and in all of the judgments made during this analysis. From the sensitivity analysis table below, the social value evaluation can be estimated to be between £3.28 and up to £5.90 for every £1 invested. The assumptions used in the value map estimate the social value is £4.59.

Table 12 - Sensitivity Analysis Summary

Factor changed	Revised SROI Ratio	Difference	Variance
Counterfactual – reduce all outcomes counterfactual level by 20% - from 30% to 10%	£5.90	+\$1.31	+28.5%
Counterfactual – increase all outcomes counterfactual level by 20% - from 30% to 50%	£3.28	-\$1.31	-28.5%
Attribution – reduce all outcomes attribution level by 10% - from 30% to 20%	£5.24	+\$0.65	+14.2%
Attribution – increase all outcomes attribution level by 10% - from 30% to 40%	£3.93	-\$0.66	-14.4%
Displacement – add a 20% displacement level to all outcomes	£3.67	-\$0.92	-20.0%
Drop off – Add an additional 20% drop off to outcomes experienced by people of the community – from 30% to 50%	£4.05	-\$0.54	-11.8%
Increase the number of people of the community included by 500 – from 2,000 to 2,500	£5.21	+\$0.62	+13.5%
Reduce the number of people of the community included by 500– from 2,000 to 1,500	£3.97	-\$0.62	-13.5%

Increase value of all proxies by 25%	£5.73	+\$1.14	+24.8%
Reduce value of all proxies by 25%	£3.44	-\$1.15	-25.1%
Increase total financial inputs by 20%	£3.83	-\$0.76	-16.6%
Reduce total financial inputs by 20%	£5.73	+\$1.14	+24.8%

13.0 Limitations

As demonstrated above, great care was taken to adhere to the principle of not overclaiming. However, it is also important to recognise that there are some limitations in this evaluation, as shown in table 15 below.

Table 13 - Limitations

Limitation	Reasoning
Stakeholder engagement – ad hoc visitors	Limited engagement was carried out with ad hoc visitors to Caban in an attempt to identify potential outcomes. However, the level of engagement was not sufficient to establish material outcomes with confidence. As a result, ad hoc visitors were not included in the evaluation, ensuring the analysis remains consistent with social value principles.
Measuring counterfactual and attribution levels	Using a single counterfactual and attribution estimate across all outcomes for each stakeholder group is a limitation, as individuals may experience different levels of counterfactual and attribution depending on the specific outcome. To strengthen rigour in future analyses, stakeholders could be asked to assess counterfactual and attribution separately for each outcome.

14.0 Risks

In keeping with Principle 6 (transparency), this report clarifies the key risks associated with the analysis, as shown in table 16 below. This forecast SROI has been prepared while the project is still ongoing; therefore, some risks were identified and mitigated as far as possible in line with the eight social value principles.

Table 14 - Risks

Risk	Actions taken
Data collection	There is a risk that survey responses from local people could be influenced by volunteers or staff during data collection. However, this approach was considered the most practical and effective method, as volunteers and staff were best placed to engage directly with individuals, either in-person when people were visiting the café or by sharing the survey online via Caban's website and social media channels. To mitigate this risk, analysis was undertaken with care and rigour. The distance travelled method was used to ensure a robust assessment of the level of change experienced by stakeholders. In addition, the anchoring method was applied to ensure consistency and comparability in the valuation of outcomes across the analysis.
Tenant stakeholder engagement numbers	Interviews were conducted with 2 of the 10 tenants at Caban, through which outcomes were identified. However, qualitative engagement with a larger number of tenants would have

	increased confidence that all material outcomes were being captured. It should be noted that the survey distributed to all tenants provided an opportunity to capture additional outcomes, helping to ensure that any material outcomes not identified during the interviews could still be included. To avoid overclaiming social value, only one tenant outcome was included in the value map. With further engagement, it may be possible to identify and include additional outcomes for tenants in a future evaluation of Caban.
Potential missing material outcomes for Ad hoc visitors	As noted in the limitations section, engagement with ad hoc visitors was limited. As a result, there is a risk that some material outcomes have not been captured, which may affect the overall value identified for Caban.
Under or over claiming value for the people of the community	As outlined in the report, it is estimated that between 20,000 and 30,000 people visit Caban each year. As an exact figure is not available, the number of survey responses was used to guide the size of the population to be included in the analysis. With 107 survey responses, a conservative estimate of 2,000 people was included in the value map, reducing the risk of both underclaiming and overclaiming the social value created. With a larger volume of survey data, it would have been possible to include a greater number of people in the value map. This assumption was tested within the sensitivity analysis.

Forecasting inputs for year 2 of the evaluation	Every effort was made to ensure that the year two forecasts were robust and as accurate as possible. A consistent 5% increase in financial inputs was applied across all cost categories in line with CPI assumptions, ensuring a cautious and consistent approach to forecasting. In addition, to strengthen the accuracy and reliability of the year two projections, a review meeting was held with volunteers to discuss and validate the financial inputs included in the analysis.
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15.0 – Verification process

In line with the principles of social value, it was important to verify the information and outcomes included in this analysis. To do this, the outcomes identified for people of the local community, tenants, and volunteers were validated through direct engagement with both community members and the committee. During the 26 semi-structured interviews and two focus groups conducted with people in the community, a clear saturation point was reached, with no new themes and outcomes emerging after a sufficient number of interviews. Additionally, at the end of each interview, people were asked to confirm whether the outcomes identified accurately reflected their experiences, providing further assurance that the correct outcomes had been identified and captured.

Verification was strengthened by continuing discussions with stakeholders and explicitly asking whether they agreed with the outcomes identified. The majority of interviewees confirmed that these outcomes were an accurate reflection of the changes they experienced as a result of attending Caban.

For tenants, only two interviews were conducted, meaning a saturation point was not reached through interviews alone. However, the survey data collected provided sufficient confidence that the outcomes being measured accurately represented tenants experiences.

Finally, as an additional verification step, the theory of change developed for each stakeholder group was shared with board volunteers for feedback. While some refinements were suggested, the volunteers confirmed that the outcomes identified for each stakeholder group were broadly accurate and appropriately reflected the changes generated through Caban's activities.

16.0 Conclusion and Key Findings

This report shows that Caban is forecast to create over £6,500,000 of social value and that, for each £1 invested, an estimated £4.59 of value is created, with a social return on investment ranging from £3.28 to £5.90.

What that means in practical terms is that people's lives have been positively changed.

This forecast Social Return on Investment (SROI) analysis demonstrates that Caban is expected to generate substantial social value for its community, tenants, and volunteers over the 2025–2027 period. Through a rigorous and transparent application of the SROI framework, underpinned by extensive stakeholder engagement and evidence-led assumptions, the analysis indicates that Caban is forecast to create over **£6.5 million in social value**, equating to an estimated **£4.59 of social value for every £1 invested**.

The findings clearly show that the majority of this value is generated through improved wellbeing outcomes for people in the local community, particularly in relation to increased social connection, reduced loneliness and isolation, and enhanced sense of purpose. These outcomes reflect Caban's role as a highly valued, accessible, and inclusive community hub, providing both structured and informal opportunities for people to connect, participate, and feel part of something meaningful.

For tenants, the analysis highlights the importance of Caban as a purpose-driven workspace in a rural context, where affordable and values-led alternatives are limited. The shared environment, vision, and ethos foster collaboration, mutual support, and a strong sense of belonging, contributing positively to organisational wellbeing and sustainability.

Volunteers also experience clear and material benefits through their involvement with Caban. The opportunity to contribute skills, shape the organisation's future, and see tangible results from their efforts generates strong feelings of achievement and enhanced purpose. These outcomes reinforce the critical role volunteers play in Caban's governance and long-term sustainability.

The robustness of the results is strengthened through the careful application of counterfactual, attribution, and drop-off, alongside a sensitivity analysis. This demonstrates that, even when key assumptions are altered, Caban continues to deliver a positive social return, with the SROI ratio remaining strong across all tested scenarios.

Importantly, this evaluation does not only evidence what is working well but also captures constructive feedback from stakeholders on where improvements could be made. These insights provide valuable learning for Caban and highlight opportunities to enhance impact further, particularly around communication, inclusivity, facilities, and future programming.

In conclusion, this forecast SROI report provides strong and credible evidence that investment in Caban represents excellent value for money and delivers meaningful, long-term benefits for people and organisations in Brynrefail and the surrounding area. It affirms Caban's position as a vital community asset and demonstrates its alignment with funder priorities and the Well-being of Future Generations (Wales) Act. Most importantly, it shows that Caban is not only sustaining a building or service, but is positively shaping lives, relationships, and community resilience, now and for the future.

17.0 Recommendations

17.1 Increase Events

Feedback from interviews indicated that community members would like to see improvements or changes to Caban, with the most consistent theme being a desire for more events, particularly in the evenings. This was reinforced by survey findings, where 82% of respondents agreed or strongly agreed that they would like to see more events at Caban.

Examples of feedback included:

“I would like to see more events during the day.”

“More use in the evenings as a venue.”

“More events so people have more chances to get together and talk.”

Overall, stakeholders demonstrated strong demand for a broader and more frequent programme of activities, especially outside standard daytime hours.

To respond to this demand, Caban should explore expanding its events programme, with a particular focus on evening provision while also introducing additional daytime opportunities. This would help increase social connection, enhance community cohesion, and maximise use of the space during quieter periods.

17.2 Improve Communication and Promotion

Stakeholders highlighted the need for clearer, more consistent communication regarding Caban’s activities and events. Nearly 69% of survey respondents indicated that improved promotion and advertising would enhance their engagement.

To address this, Caban should strengthen its communication strategy by increasing its use of social media and other promotional channels, as well as improving both on-site and online information about upcoming activities. More consistent and accessible messaging is likely to increase awareness, attendance, and overall engagement.

Additionally, respondents called for improved promotion overall, particularly through social media:

“Better advertisement for the use of the space.”

“Better social media to inform of events.”

17.3 Strengthen Use and Visibility of the Welsh Language

Stakeholder feedback highlighted limited use of the Welsh language as an area for improvement, particularly given the linguistic profile of the local community. Respondents expressed a strong desire for greater inclusion of Welsh across staffing, signage, and daily interactions.

Caban should consider increasing the visibility and use of Welsh throughout the venue, including bilingual signage, written materials, and digital communications. Where possible, recruiting or supporting more Welsh-speaking staff and actively encouraging the use of Welsh would help ensure that Caban reflects the linguistic and cultural identity of the local community.

Feedback also highlighted concerns about communication relating to the Welsh language. In a community where 67.5% of residents speak Welsh as a first language, this is a particularly important consideration.

Examples of feedback included:

“Have more Welsh speaking staff working at Caban...”

“More emphasis on the Welsh language.”

“Need more Welsh speaking staff and Welsh writing on the boards.”

“Mwy o Gymraeg os gwelwch yn dda.”

17.4 Address Parking Constraints

Parking was consistently identified as a barrier to access, particularly during busy periods. 60% of survey respondents agreed or strongly agreed that parking can be problematic, with some indicating they avoid visiting due to anticipated difficulties.

With an estimated 20,000–30,000 annual visitors, peak-time demand places significant pressure on existing parking provision. Some users reported being unable to visit due to lack of space, while others choose alternative venues.

Feedback included:

“Improve car parking.”

“Increase parking and offer evening events.”

“The car park is a nightmare at times.”

Caban should explore both short and long-term solutions, such as improved management of existing spaces, identifying overflow parking options, and factoring parking capacity into event planning.

17.5 Prioritise Facilities Improvement: Septic Tank

Despite recent investment in building improvements, the septic tank was consistently highlighted as a key issue across stakeholder groups. Reports indicated that it is not fit for purpose, with odours affecting tenants and visitors, particularly during warmer periods.

Feedback included:

“The septic tank is not fit for purpose.”

“The smell coming from the septic tank on a hot day is horrible.”

Addressing this issue should be treated as a priority. Caban should seek appropriate solutions and funding to resolve the problem in order to protect the visitor experience, maintain a suitable working environment for tenants, and support the long-term sustainability of the facility.

17.6 Strengthen Financial Sustainability and Resilience

Volunteers raised concerns about Caban's financial position, particularly in the context of reduced footfall linked to the cost-of-living crisis and reliance on café income. As a volunteer-governed organisation, financial sustainability presents an ongoing risk.

Caban should explore opportunities to diversify income streams and strengthen its financial resilience. This may include increased income from events, room or space hire, partnerships, and further grant funding, alongside continued financial planning and monitoring by the board.

Wider economic pressures on the hospitality sector have contributed to reduced customer spending, directly impacting café-dependent organisations such as Caban. Addressing this challenge is essential to securing long-term viability.

17.7 Data Collection

Robust data is essential for understanding and evidencing the scale and depth of change experienced by stakeholders. Improved data collection would enable Caban to better assess impact and respond to differing needs across stakeholder groups.

It is recommended that Caban invests in systems and processes to measure social value more consistently, extending this approach to include a broader range of stakeholders.

Collecting data over time will support more informed decision-making, allowing impact to be actively managed and enhanced. For new stakeholders, baseline data should be established to enable ongoing monitoring of change and identification of additional support needs.

17.8 Identified Outcomes

Consideration should be given to outcomes that were not deemed material within this evaluation. Although excluded from the current analysis, these outcomes should be revisited and explored in future assessments.

In addition, greater attention should be given to any potential negative outcomes identified, including how these may be addressed or mitigated moving forward. This will help ensure a balanced and comprehensive understanding of Caban's overall impact.

17.9 Further research

It is recommended that Caban considers the potential impact of its café operations and recent upgrades on other local cafés, particularly in terms of visitor numbers and competition. While this analysis did not assess these effects, undertaking further research in this area would provide a more comprehensive understanding of Caban's wider local economic impact.

18.0 Appendices

18.1 Appendix 1: Value Map (Separate excel document)

[18.2 Appendix 2: The 10 impact questions of social value](#)

[18.3 Appendix 3: People in the local community – theory of change](#)

[18.4 Appendix 4: People in the local community – survey](#)

[18.5 Appendix 5: People in the local community additional short-term outcomes identified](#)

[18.6 Appendix 6: Tenants – theory of change](#)

[18.7 Appendix 7: Tenants – survey](#)

[18.8 Appendix 8: Tenants additional short-term outcomes identified](#)

[18.9 Appendix 9: Volunteers – theory of change](#)

[18.10 Appendix 10: Volunteers – survey](#)

[18.11 Appendix 11: Volunteers additional short-term outcomes identified](#)

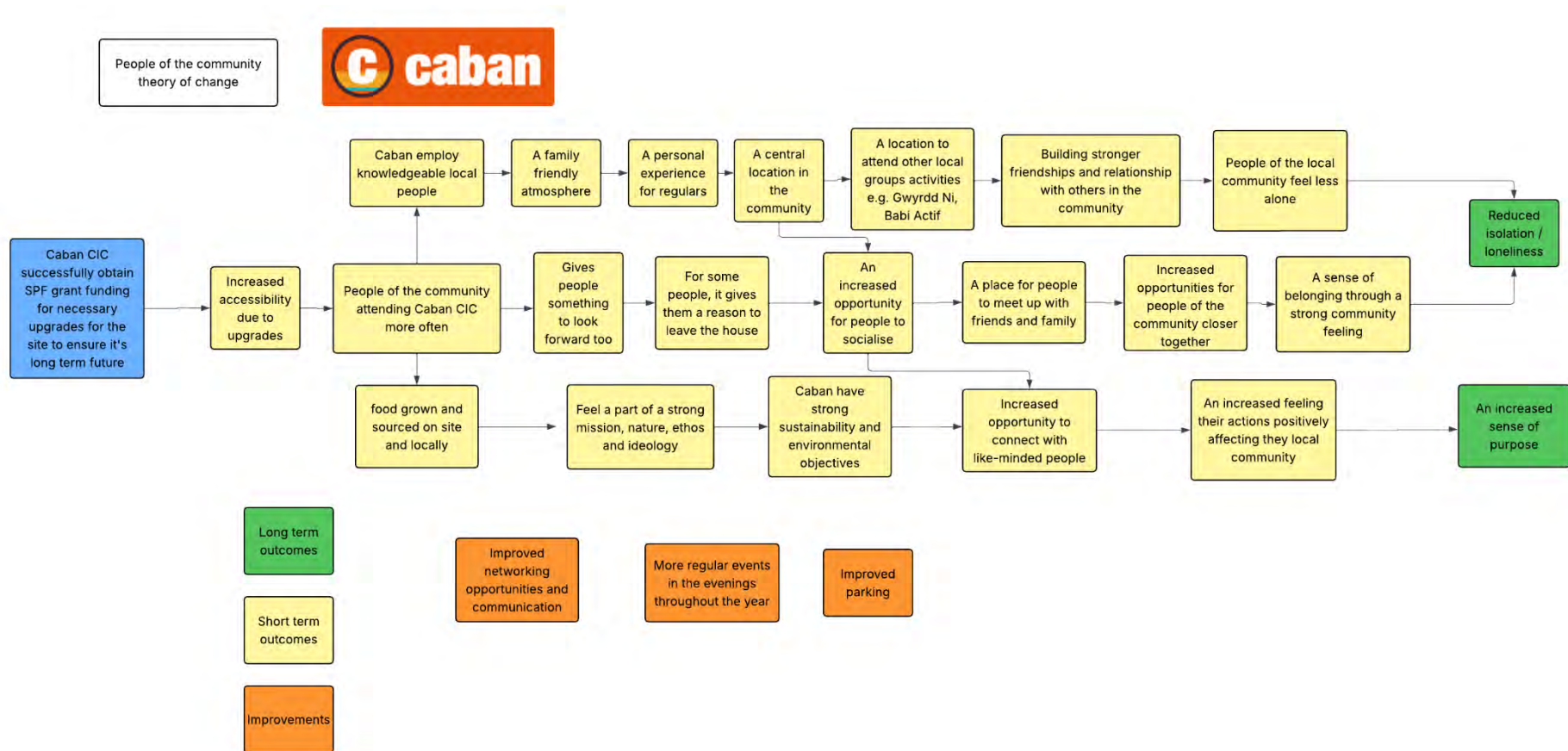
18.2: Appendix 2: The 10 impact questions of social value

Ten Impact Questions

1. What is the problem we are trying to solve?
2. What is the solution to the problem?
3. Who changes as a result of activities?
4. How do they change?
5. How do we measure the changes?
6. How much of each change happened?
7. How long will it last / how long will we measure?
8. What is the relative importance of the different changes?
9. How much is caused by us?
10. Which changes are important enough for us to manage?

(Source: Social Value Cymru: <https://mantellgwynedd.com/eng/svc/how-to-measure-social-value.html>)

18.3: Appendix 3: People in the local community – theory of change



18.4: Appendix 4: People in the local community – survey

**caban**

Caban Social Value Survey

What is the purpose of this survey?
Caban has been successful in obtaining grant funding from the Shared Prosperity Fund from Mantell Gwynedd to carry out upgrading work on the building. The works include the following:

- Reconmission and refurbish lift to improve access for conference room and lower level of Caban
- Upgrading flooring in main hallways and bathrooms
- Upgrade and refurbish kitchen, to improve the kitchen and remove the last gas appliances.
- Replace wooden exterior decking with hard paving

As a result, Mantell Gwynedd is preparing a social value evaluation to understand how important the Caban is to local people. It also aims to understand what difference the Caban and its activities make. We would appreciate if you could spare a couple of minutes to fill in this questionnaire to voice your experiences with Caban.

Data Protection
Your response will be treated confidentially and in accordance with the Data Protection Act 2018. All your responses will remain confidential and anonymous. Only general survey results will be published. If you have any questions about this survey, please contact: Social Value Cymru Team - sv@cabanmanteilgwynedd.com.

Can you please state the village you live in:-

Short-answer text

What is your level of understanding of the Welsh language? *

☐ I am fluent in Welsh

☐ I'm learning Welsh

☐ I only know a few words

☐ I don't speak Welsh

Why do you attend Caban? Please tick all the boxes that are applicable to you. *

☐ Cafe

☐ Gwydd Ni sessions

☐ Babi Actif sessions

☐ Brynrefail Community Group Activities

☐ Other community activities

☐ Volunteer

☐ Allotments

☐ Visit one of the organisations that are a tenant

☐ Other: _____

Choosing from the list of changes listed below on a scale of 1-10, where 10 is very important to **, you, can you say how important these changes are to you?

1 (Not ... 2 3 4 5 6 7 8 9 10 (Ext...

I feel it... ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

I feel it... ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

I have ... ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

How likely is it that you would have experienced the changes above without Caban? *

☐ Highly unlikely I would have experience these changes without Caban

☐ Unlikely I would have experience these changes without Caban

☐ Somewhat likely I would have experience these changes without Caban

☐ Likely I would have experience these changes without Caban

☐ Highly likely I would have experience these changes without Caban

Is there anything you would like to see done differently to improve Caban for local people?

Long-answer text

Any other comments you would like to add about Caban? Any quotes you would like to share.

Long-answer text

Can you please choose your gender:- *

☐ Male

☐ Female

☐ Other

☐ Prefer not to say

Age:- *

☐ Under 18

☐ 18 - 24

☐ 25 - 34

☐ 35 - 44

☐ 45 - 54

☐ 55 - 64

☐ 65+

About how many times do you visit Caban in a month? *

☐ 1 - 3 times

☐ 4 - 6 times

☐ 7 - 10 times

☐ More than 10 times

☐ Occasionally

☐ Other: _____

What do you feel has changed for you when participating with Caban? Tick the box that best describes how you feel and how much change you have experienced. *

	No change	A little change	Some change	Quite a lot o...	A lot of chan...	Not relevant
A growing s...	☐	☐	☐	☐	☐	☐
I am able to L...	☐	☐	☐	☐	☐	☐
I have an (tic...	☐	☐	☐	☐	☐	☐
I am able to ...	☐	☐	☐	☐	☐	☐
A place to m...	☐	☐	☐	☐	☐	☐
A personal, f...	☐	☐	☐	☐	☐	☐
Gives me so...	☐	☐	☐	☐	☐	☐

When thinking about others who may have helped you experience any positive changes, how much of the results are due to their help? Family, friends, or other groups may have helped you with these changes too.

☐ None of the changes are due to others

☐ Some of the changes are due to others

☐ Quite a few of the changes are due to others

☐ Many of the changes are due to others

☐ All the changes are due to others

Do you do attend other local groups and events? If so, could you please specify some. **

Long-answer text

From the statements below, can you please give your opinion from strongly disagree to strongly agree. *

	Strongly disagr...	Disagree	Neither agree n...	Agree	Strongly agree
I feel Caban (ar...	☐	☐	☐	☐	☐
I would like to	☐	☐	☐	☐	☐
I think the car p...	☐	☐	☐	☐	☐

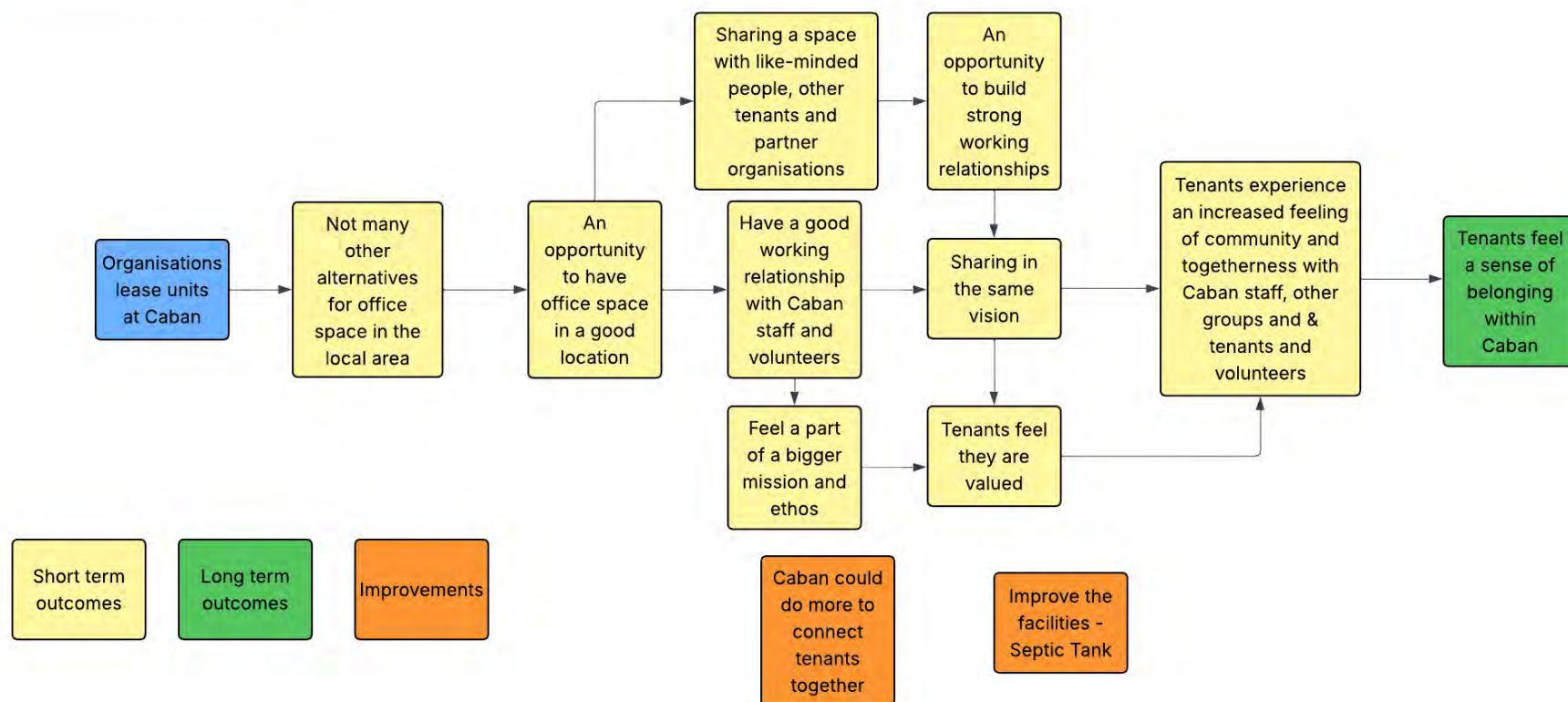
18.5: Appendix 5: People in the local community additional short-term outcomes identified

Outcome	% of people experiencing change	Distance travelled
I am able to attend group sessions	40%	51%
A place to meet like-minded people	82%	63%
A personal, friendly service and atmosphere improving my experience	85%	67%
Give me something to look forward to	94%	64%

18.6 Appendix 6: Tenants – theory of change



Tenants theory of change



18.7 Appendix 7: Tenants – survey


caban

Caban Tenants Social Value Survey

What is the purpose of this survey?
Caban has been successful in obtaining grant funding from the Shared Prosperity Fund from Mantell Gwynedd to carry out upgrading work on the building. The works include the following:

- Recommission and refurbish lift to improve access for conference room and lower level of Caban
- Upgrading flooring in main hallways and bathrooms
- Upgrade and refurbish kitchen, to improve the kitchen and remove the last gas appliances.
- Replace wooden exterior decking with hard paving

As a result, Mantell Gwynedd is preparing a social value evaluation to understand how important the Caban is to local people. It also aims to understand what difference the Caban and its activities make. We would appreciate if you could spare a couple of minutes to fill in this questionnaire to voice your experiences as a tenant of Caban.

Data Protection
Your response will be treated confidentially and in accordance with the Data Protection Act 2018. All your responses will remain confidential and anonymous. Only general survey results will be published. If you have any questions about this survey, please contact: Social Value Cymru Team: svc@mantellgwynedd.com.

Name of organisation (Optional)

Short-answer text

In which sector does your organisation operate in? *

☐ Public

☐ Private

☐ Third Sector

Choosing from the list of changes listed below on a scale of 1-10, where 10 is very important to you, can you say how important these changes are to you?

	1 (Not ...)	2	3	4	5	6	7	8	9	10 (Ext...)
We are...	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
We fee...	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
We fee...	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
We fee...	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
By bei...	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

How likely is it that you would have experienced the changes above without Caban? *

☐ Highly unlikely I would have experienced these changes without Caban

☐ Unlikely I would have experienced these changes without Caban

☐ Somewhat likely I would have experienced these changes without Caban

☐ Likely I would have experienced these changes without Caban

☐ Highly likely I would have experienced these changes without Caban

When thinking about others who may have helped you experience any positive changes, how much of the results are due to their help? Family, friends, or other groups may have helped you with these changes too.

☐ None of the changes are due to others

☐ Some of the changes are due to others

☐ Quite a few of the changes are due to others

☐ Many of the changes are due to others

☐ All the changes are due to others

How long has your organisation been a tenant at Caban?

☐ Under 1 year

☐ 1 - 2 years

☐ 3 - 5 years

☐ 5 - 7 years

☐ 7 - 9 years

☐ 10+ years

What is your level of understanding of the Welsh language? *

☐ I am fluent in Welsh

☐ I'm learning Welsh

☐ I only know a few words

☐ I don't speak Welsh

From the statements below, can you please give your opinion from strongly disagree to strongly agree.

	Strongly disagr...	Disagree	Neither agree n...	Agree	Strongly agree
We feel valued ...	☐	☐	☐	☐	☐
We have a goo...	☐	☐	☐	☐	☐
We have increa...	☐	☐	☐	☐	☐
We feel a sens...	☐	☐	☐	☐	☐
We feel like we ...	☐	☐	☐	☐	☐
We feel a sens...	☐	☐	☐	☐	☐
By being part o...	☐	☐	☐	☐	☐

Is there anything you would like to see done differently to improve your experience as a tenant at Caban?

Long-answer text

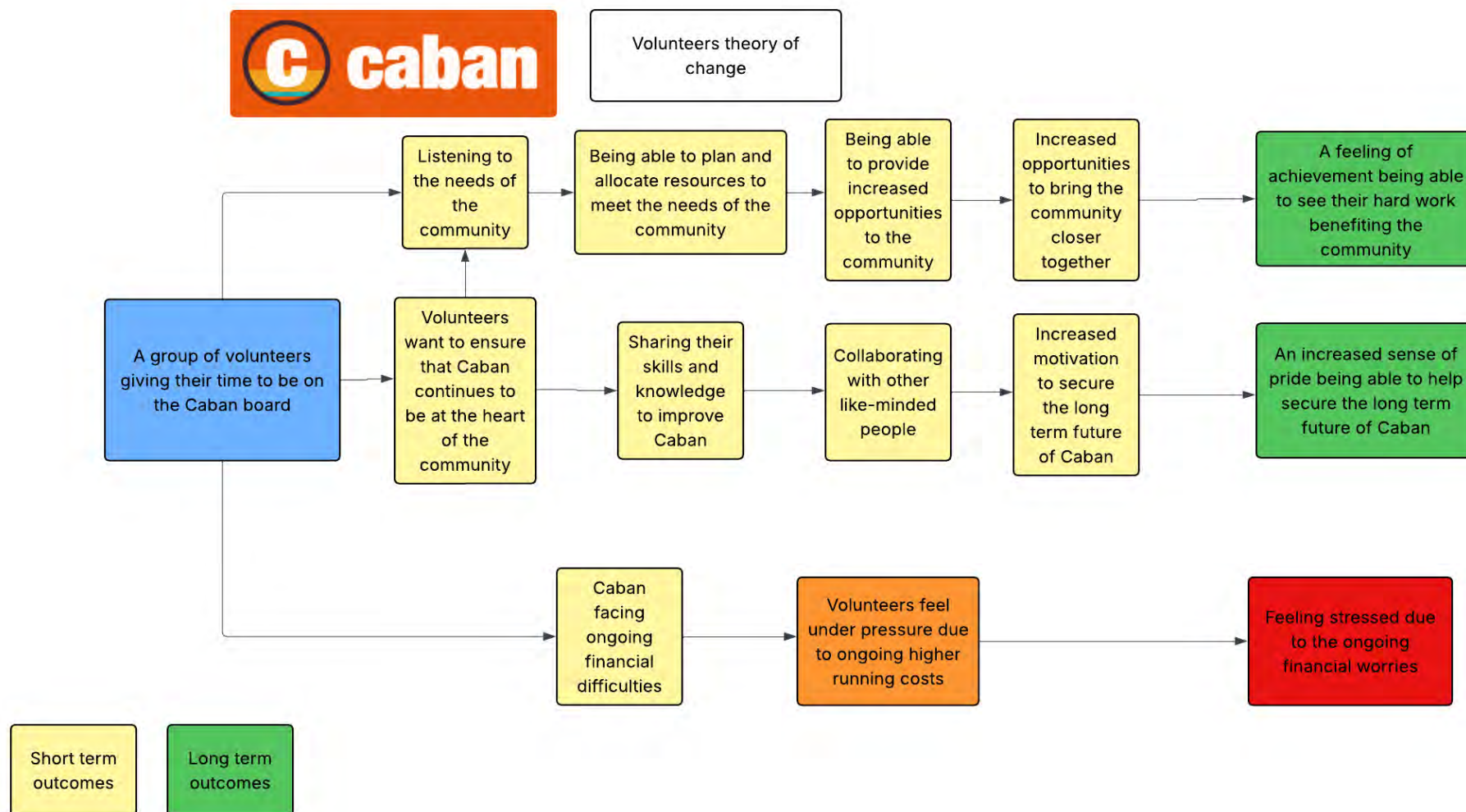
Any other comments you would like to add about Caban? Any quotes you would like to share.

Long-answer text

18.8 Appendix 8: Tenants additional short-term outcomes identified

Outcome	% of tenants experiencing change	Distance travelled
We have increased opportunities to socialise, network and share space with other organisations	90%	61%
We feel like we are a part of the community	90%	64%
By being part of Caban, we have increased our income-generation opportunities and financial sustainability of our organisation	40%	63%
We feel a sense of togetherness with other tenants/staff/volunteers of Caban	90%	58%

18.9 Appendix 9: Volunteers – Theory Of Change



18.10 Appendix 10: Volunteers – survey



Caban Volunteers Social Value Survey

What is the purpose of this survey?
Caban has been successful in obtaining grant funding from the Shared Prosperity Fund from Mantell Gwynedd to carry out upgrading work on the building. The works include the following:

- Re-commission and refurbish lift to improve access for conference room and lower level of Caban
- Upgrading flooring in main hallways and bathrooms
- Upgrade and refurbish kitchen, to improve the kitchen and remove the last gas appliances.
- Replace wooden exterior decking with hard paving

As a result, Mantell Gwynedd is preparing a social value evaluation to understand how important the Caban is to local people. It also aims to understand what difference the Caban and its activities make. We would appreciate if you could spare a couple of minutes to fill in this questionnaire to voice your experiences as a volunteer of Caban.

Data Protection
Your response will be treated confidentially and in accordance with the Data Protection Act 2018. All your responses will remain confidential and anonymous. Only general survey results will be published. If you have any questions about this survey, please contact:- Social Value Cymru Team:- svc@mantellgwynedd.com.

Age

☐ Under 30

☐ 31-40

☐ 41-50

☐ 51-60

☐ 60+

Can you please choose your gender:- *

☐ Male

☐ Female

☐ Other

☐ Prefer not to say

What is your level of understanding of the Welsh language? *

☐ I am fluent in Welsh

☐ I'm learning Welsh

☐ I only know a few words

☐ I don't speak Welsh

How long have you been a volunteer at Caban?

☐ Under 1 year

☐ 1-2 years

☐ 3 - 5 years

☐ 5 - 7 years

☐ 7 - 9 years

☐ 10+ years

In your own words, why do you volunteer at Caban? *

Long-answer text

Typically, about how many hours do you volunteer at Caban in a month? *

☐ Less than 10 hours

☐ 11 - 20 hours

☐ 21 - 30 hours

☐ 31 - 40 hours

☐ 41 - 50 hours

☐ 51+ hours

☐ Other: _____

What do you feel has changed for you because you volunteer at Caban? Tick the box that best describes how you feel and how much change you have experienced. *

	No change	A little change	Some change	Quite a lot o...	A lot of chan...	Not relevant
I feel a sens...	☐	☐	☐	☐	☐	☐
I am able to ...	☐	☐	☐	☐	☐	☐
A place to m...	☐	☐	☐	☐	☐	☐
Gives me so...	☐	☐	☐	☐	☐	☐
I have an inc...	☐	☐	☐	☐	☐	☐
I feel proud ...	☐	☐	☐	☐	☐	☐
I feel a pers...	☐	☐	☐	☐	☐	☐

Choosing from the list of changes listed below on a scale of 1-10, where 10 is very important to you, can you say how important these changes are to you? *

	1 (Not ...	2	3	4	5	6	7	8	9	10 (Ext...
I feel a...	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
I have ...	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
I feel p...	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
I feel a...	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

From the statements below, can you please give your opinion from strongly disagree to strongly agree. *

	Strongly disagr...	Disagree	Neither agree n...	Agree	Strongly agree
I feel under pre...	☐	☐	☐	☐	☐
I feel the peopl...	☐	☐	☐	☐	☐

Do you volunteer at other local groups and events? If so, could you please specify some. *

Long-answer text

From the statements below, can you please give your opinion from strongly disagree to strongly agree. *

	Strongly disagr...	Disagree	Neither agree n...	Agree	Strongly agree
I feel under pre...	☐	☐	☐	☐	☐
I feel the peopl...	☐	☐	☐	☐	☐

Do you volunteer at other local groups and events? If so, could you please specify some. *

Long-answer text

How likely is it that you would have experienced the changes above without volunteering at Caban? *

☐ Highly unlikely I would have experienced these changes without Caban

☐ Unlikely I would have experienced these changes without Caban

☐ Somewhat likely I would have experienced these changes without Caban

☐ Likely I would have experienced these changes without Caban

☐ Highly likely I would have experienced these changes without Caban

When thinking about others who may have helped you experience any positive changes, how much of the results are due to their help? Family, friends, or other groups may have helped you with these changes too. *

☐ None of the changes are due to others

☐ Some of the changes are due to others

☐ Quite a few of the changes are due to others

☐ Many of the changes are due to others

☐ All the changes are due to others

Is there anything you would like to see done differently to improve your experience as a volunteer at Caban? *

Long-answer text

18.11 Appendix 11: Volunteers additional short-term outcomes identified

Outcome	% of people experiencing change	Distance travelled
An opportunity to meet like-minded people	100%	73%
Give me something to look forward to	100%	58%
I feel the people of the community appreciate my efforts	40%	50%