



# **Measuring the D-WISE Social Impact**

## **Capturing the difference we make**

September 2022

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## Acronyms

CRPD	Convention on the Rights of Persons with Disabilities
D-WISE	Work Inclusion Social Enterprises hiring mostly workers with disabilities
EASPD	European Association of Services Providers for Persons with Disabilities
EC	European Commission
EDF	European Disability Forum
EPR	European Platform for Rehabilitation
EU	European Union
EVPA	European Venture Philanthropy Association
GECES	Group of Experts of the European Commission on Social Entrepreneurship
GRI	Global Reporting Initiative
ILO	International Labour Organisation
NEET	Neither in Employment nor in Education and Training
OECD	Organisation
OHCHR	Office of the United Nations High Commissioner for Human Rights
SDG	Sustainable Development Goal
SROI	Social Return on Investment
WISE	Work Inclusion Social Enterprise
UN	United Nations

## 1. Introduction

The D-WISE Network is an international partnership promoted by Fundación ONCE and co-financed by the European Social Fund. It aims to examine and raise awareness about the role of the social economy sector in creating employment and facilitating the labour inclusion of persons with disabilities in Europe. The network currently brings together members from 9 European countries – namely Belgium, Bulgaria, Croatia, Finland, France, Netherlands, Spain, Slovenia and Sweden. It also has European and international partners, such as the European Association of Service Providers for Persons with Disabilities (EASPD), the European Platform for Rehabilitation (EPR), the European Disability Forum (EDF), the International Labour Organisation (ILO) and Workability International.

In 2020, the D-WISE Network explored the various business models of its membership (European Centre for Social Welfare Policy and Research, 2020). It concluded that organisations and enterprises rely on two main sources of incomes: revenues generated by activities and public subsidies, whose proportion varies across companies. State aids and favourable clauses in public procurement make a crucial difference in their activity. While relying on public money, many Work Inclusion Social Enterprises hiring mostly workers with disabilities (D-WISEs) employ persons with disabilities considered “far off the mainstream labour market” and who would otherwise likely rely on social protection. While the moral benefits are obvious, measuring the social impact generated by D-WISE would be an even more striking call.

This short piece of research aims to propose indicators to measure the D-WISE’s social impact. To begin with, Sections 2 and 3 set the research framework by respectively clarifying the definitions used in the report, and methodology applied to produce the research findings. Section 4 describes the international and European policy contexts influencing D-WISE operations. Getting into the report’s main subject, Section 5 briefly introduces the state of play in regards to social impact measurement. Finally, Sections 6 and 7 dive deeper into the core topic. Section 6 reviews existing indicators relating to human rights, disability rights, labour market and/or social economy, as a source of inspiration to design the proposed indicators spelled out in Section 7.

## 2. Methodology

### 2.1. Scope and Research framework

The theoretical background constitutes the framework against which practices in the field of employment of persons with disabilities are grounded and assessed.

For many men and women with disabilities, work is key to economic independence, health, well-being and full participation in the community. Employment is not only economically important as it helps to increase incomes but it is also a means to improve self-worth, social acceptance and respect, as for anyone.

As the internationally recognised disability rights standards, the United Nations (UN) Convention on the Rights of Persons with Disabilities (CRPD) sets the vision. The D-WISE Network is keen to contribute to it. CRPD Article 27 ‘Work and employment’ defines a clear long-term target: persons

with disabilities shall have access to all forms of employment (meaning working as employees for Government authorities at all levels and the private sector or as self-employers) without discrimination on the basis of disability. They shall have free choice over the job they want to do and not be confined to low waged work or handicraft only. They shall also receive a salary for their work equal to what a person without disabilities would get. Practically, persons with disabilities should benefit from mainstream technical and vocational training, poverty reduction and livelihood related programmes and placement services provided by Government authorities and other stakeholders. Accessibility of the work environment (including provision of reasonable accommodation, meaning a specific practical support to a person with a disability in a given situation) should be provided, as well as referral to rehabilitation and disability specific services. The recently issued General Comment No. 8 on the Right of Persons with Disabilities to Work and Employment of the Committee of the Rights of Persons with Disabilities (CRPD Committee) clarifies the obligations under CRPD Article 27.

This short research piece explores how to measure the social impact generated by D-WISEs. In practice, it aims to identify indicators that could or should illustrate, and give a true picture of the value that they bring to society. The ultimate aim is to gather evidence on D-WISEs' capacity to meet the challenges for building an inclusive, green and fair society.

## **2.2. Timeline**

In the fall 2021, a first version of this report was produced.

In the first semester 2022, three new members joined the D-WISE Network. For the report to reflect all members' work and perspectives, these three new organisations were offered the opportunity to answer the two surveys in September 2022. Consequently, the report was reviewed in light of their contributions. At the same time, all latest contextual developments were included.

## **2.3. Research methods**

### **2.3.1. Collecting secondary data: literature review**

As the first step of this research, secondary data was collected through desk research. The main documents reviewed for this research piece are provided in the Bibliography section of this report.

Data was gathered around the following three main elements:

- Existing indicators measuring D-WISE's impact, especially from a social and societal perspective.
- Existing methodology and indicators relating to human rights, rights of persons with disabilities and/or right to work.
- Existing methodology and indicators used by social economy actors to measure their (social) impact.

This is meant to map out existing methodologies and/or indicators aiming to measure social impact. They could either be directly re-used or bring inspiration to create new ones. This also supports listing the considerations and dimensions according to which indicators could be designed.



The focus of this research is primarily at European level. Anyway, the literature review looked at documents from international, European and national organisations, since all may have designed methodologies and/or indicators of interest. The reviewed documents were produced by various types of stakeholders operating mainly in the human and disability rights and/or social economy sectors. A non-exhaustive list follows:

- Multilateral organisations, e.g.: UN, Organisation for Economic Co-operation and Development (OECD), Office of the United Nations High Commissioner for Human Rights (OHCHR)
- International NGOs, e.g., ex: International Disability Alliance, Light for the World
- European institutions: European Commission, European Parliament, Fundamental Rights Agency
- European civil society organisations and other associations, e.g.: European Association of Service Providers for Persons with Disabilities (EASPD), European Social Economy Europe
- National institutions, e.g.: Ministry of Employment and Social Economy of Spain, Danish Institute for Human Rights
- Academics and researchers: ex: Academic Network of European Disability Experts (ANED)

### **2.3.2. Collecting primary data: surveying the D-WISE Network members**

Complementing the literature review, two surveys were rolled out to collect a consistent set of information about social impact measurements undertaken by the D-WISE Network members. A [first survey](#) aimed to gather information about (a) how the D-WISE members understand social impact and its measurement, (b) potential existing indicators and data collection processes to measure their contributions to society, and (c) national obligations and/or relevant initiatives in this respect. The [second survey](#) meant to ask the D-WISE members about the relevant dimensions leading to design draft indicators to measure social impact.

Data was collected on two occasions:

- In the fall 2021, the D-WISE Network members responded to the two surveys.
- In the first semester 2022, three new members joined the D-WISE Network. In September 2022, they provided feedback to the two surveys as well.

Below can be found the list of organisations which were asked to take part in the surveys over 2021 and 2022:

- 1) APF France Handicap (France)
- 2) Cedris (Netherlands)
- 3) Groep Maatwerk (Belgium)
- 4) National Federation of Employers of Disabled People (NFRI) (Bulgaria)
- 5) ONCE Social Group (Spain)
- 6) OSVIT (Croatia)
- 7) Samhall (Sweden)
- 8) SOTEK Foundation (Finland)

- 9) ZIPS (Slovenia)
- 10) European Association of Services Providers for Persons with Disabilities (EASPD)
- 11) European Platform for Rehabilitation (EPR)
- 12) International Labour Organisation (ILO)/ Global Business and Disability Network
- 13) Workability International
- 14) European Disability Forum (EDF)

## 2.4. Limitations

This short research piece has two main limitations:

- The study is based on a short 11-day consultancy and surveying 14 organisations. This cannot be considered as representative of all European D-WISEs’ perspective. It represents more of a scoping study to get preliminary elements to understand the situation and suggest draft indicators.
- The suggested indicators are based on a desk research and survey of 14 international, European and national organisations. They will, however, not be tested in the context of this research. Therefore, they remain theoretical at this stage and would need to be piloted to be amended and validated by experiences. Further and broader research should be considered in this respect.

## 3. Definitions

In the context of this report, the definitions below have been adopted:

Word	Definition
Activity	“What is being done with those resources by the social enterprise (the intervention)” (EC, 2014)
Alternative attribution	“Deducting the effect achieved by the contribution and activity of others” (EC, 2014)
Cost effectiveness analysis	“The estimation of the return from the program cost from an investment point of view” (World Bank Group, 2021)
Deadweight	“What changes would have happened anyway, regardless of the intervention” (EC, 2014)
Drop-off	“Allowing for the decreasing effect of an intervention over time” (EC, 2014)
Framework	“For each major area of social enterprise interventions, a list of the most usual outcomes being targeted, and, for each of these outcomes, a series of sub-outcomes that again appear most regularly.” (EC, 2014)



Word	Definition
Impact	<p>“The extent to which that change arises from the intervention” (EC, 2014)</p> <p>This is detailed by the following definition: “Impact is more than a buzzword. Impact implies causality; it tells us how a program or organization has changed the world around it. Implicitly this means that one must estimate what would have occurred in the absence of the program—what evaluators call “the counterfactual.” The term sounds technocratic, but it matters a great deal in assessing how best to spend limited resources to help individuals and communities.” (World Bank Group, 2021)</p>
Indicator	<p>“A particular way of attaching a value or measure to those outcomes and impacts” (EC, 2014)</p> <p>This is detailed by the following definition: “Information that indicates a state or level of an object, event or activity. It provides an indication of prevailing circumstances at a given place and a given point in time. Often based on some form of quantification (e.g., proportion of children immunized) or qualitative categorization (e.g., a treaty ratified/not ratified). In the context of this work, an indicator can be considered as a human rights indicator if it can be related to human rights norms and standards, addresses and reflects human rights principles and concerns, and is used to assess and monitor the promotion and implementation of human rights.” (Office of the United Nations High Commissioner for Human Rights (OHCHR), 2012)</p>
Input	<p>“What resources are used in the delivery of the intervention” (EC, 2014)</p>
Outcome	<p>“The change arising in the lives of beneficiaries and others” (EC, 2014)</p>
Output	<p>“How that activity touches the intended beneficiaries” (EC, 2014)</p>
Process	<p>“The series of steps or stages by which a Social Enterprise or Fund investigates, understands and presents how its activities achieve change (outcomes) and impact in the lives of service users and stakeholders” (EC, 2014)</p>
Social economy	<p>Social economy’s “main objective is to have a social impact rather than make a profit for their owners or shareholders.” (European Commission, 2011)</p>
Social enterprise	<p>“The social economy covers entities sharing the following main common principles and features:</p> <ul style="list-style-type: none"> <li>- The primacy of people as well as social and/or environmental purpose over profit</li> <li>- The reinvestment of most of the profits and surpluses to carry out activities in the interest of members/users (“collective interest”) or society at large (“general interest”) and</li> <li>- Democratic and/ or participatory governance.”</li> </ul> <p>(EC Action Plan for the Social Economy, 2021)</p>

Word	Definition
Social impact	“The reflection of social outcomes as measurement, both long-term and short-term, adjusted for the effects achieved by others (alternative attribution), for effects that would have happened anyway (deadweight), for negative consequences (displacement) and for effects declining over time (drop off)’ (EU, OECD, 2015; based on the 2014 definition of the Group of Experts of the EC on Social Entrepreneurship (GECES)).
Social impact measurement	<p>“Social impact measurement aims to assess the social value and impact produced by the activities or operations of any for-profit or non-profit organisations.” (EU &amp; OECD, 2021)</p> <p>It is further detailed by the following definition: “Social impact measurement refers to all the sustainable social changes that an organisation or a programme generates both on the direct or indirect beneficiaries and on the environment or society in general. It is therefore not only a matter of defining indicators of resource consumption (inputs) and outputs, and specifying the efficiency and effectiveness relationships between them, but also of measuring outcomes. The latter makes it possible to assess the lasting qualitative effects produced at the level of a human community and its stakeholders over time.” (Eynaud &amp; Mourey, 2015)</p>
Social utility <sup>1</sup>	<p>“It is therefore a question of marking what distinguishes services provided by the non-profit sector, particularly when they are monetised, from those provided by the for-profit market sector. The notion of social utility has thus been imposed in a fiscal context, the issue being to justify the allocation of subsidies/exemptions to associations accused of unfair competition.</p> <p>3 main criteria (French jurisprudence):</p> <ul style="list-style-type: none"> <li>• disinterested management</li> <li>• reinvestment of surpluses in the activity</li> <li>• more advantageous conditions for the beneficiaries than those of the market and/or no assumption of responsibility by the market” (Pro Bono lab, 2012)</li> </ul>
Work Integration Social Enterprise (WISE)	“Specific types of organisations operating in the field of social inclusion, mainly by facilitating the work integration of people excluded from the labour market” (EC, 2020)
Work Inclusion social enterprises	These social enterprises are WISEs that specifically intend to facilitate the work inclusion of persons with disabilities.

<sup>1</sup> Term appears in the 1970s

Word	Definition
hiring mostly workers with disabilities (D-WISE)	

## 4. Policy Context

### 4.1. International policy developments

The UN have drawn attention to the inclusion of persons with disabilities in mainstream crisis and recovery measures in the early stages of the COVID-19 pandemic (UN, 2020; OHCHR, 2020(a)). On the 3rd of December 2020, the UN Special Rapporteur on the rights of persons with disabilities, CRPD Committee and Special Envoy of the Secretary-General on Disability and Accessibility called on building back better economy and giving persons with disabilities a vital role (United Nations Special Rapporteur on the rights of persons with disabilities, 2020). Without being very specific about workers with disabilities in the social economy, this creates momentum for actions.

In September 2022, the CRPD Committee issued its General Comment No. 8 on the Right of Persons with Disabilities to Work and Employment. It provides guidance to State parties on how to comply with their obligations to respect, protect and fulfil the right to work of persons with disabilities. It clarifies the measures that State parties should adopt to make this right real to people. The elements of interest to D-WISE are the following:

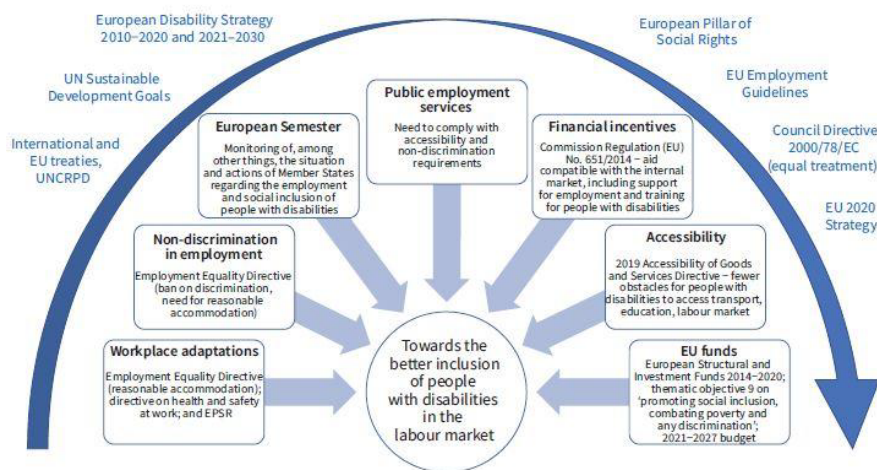
- The General comment reminds how work is important to anyone’s “economic security, physical and mental health, personal well-being and sense of identity” (Paragraph 3). It also lists the too many barriers faced by workers with disabilities, the main three ones being segregation from the mainstream labour market, inaccessibility of work places and denial of reasonable accommodation. The digital era and green economy bring as many work opportunities as additional layer of inaccessibility (Paragraph 5).
- The CRPD Committee considers the right to work as “the right to gain a living by work freely chosen or accepted in a labour market and work environment that is open, inclusive and accessible to persons with disabilities.” (Paragraph 12) When they are the only realistic options for persons with disabilities, segregated employment settings, including sheltered workshops, are inconsistent with the right to work. It cannot be considered as a measure of progressive realization of the right to work either (Paragraphs 12 and 15).
- Nonetheless, the CRPD Committee opens up space for alternative work organisation for persons with disabilities. It is at the conditions of self-organisation and representation, and just and fair wages and work conditions for persons with disabilities. (Paragraph 15).

Besides, the Human Rights Office of the High Commissioner (OHCHR) had issued illustrative indicators on CRPD Article 27 ‘Work and employment’. They are not of immediate relevance to the D-WISE Network, though bringing the overall spirit of Article 27 implementation.

Moreover, in its State of Economic Inclusion Report 2021, the World Bank Group has reported an “unprecedented surge in economic inclusion programming [...] occurring worldwide” (Key finding 1). The focus of the economic inclusion programmes focuses on the most vulnerable groups, among which persons with disabilities (27% of the surveyed programmes) (Key finding 2). And a strong partnership is a key leverage to successful programmes (Key finding 10).

Finally, on the side of social impact audit or measurement, the UN has clearly indicated the shift from a Corporate Social Responsibility (CSR) voluntary approach, to enterprises' responsibility to assess their impact on human rights, including disability rights, and address the positive or negative impact they might have on them. This is reflected by the adoption of the UN Guiding Principles on Business and Human Rights in 2011.

## 4.2. European policy developments



**Figure 1: EU policies and initiatives impacting employment of persons with disabilities (Eurofund, 2021(b))**

As reflected in the figure above and described in the sections below, many European legislation and programmes influence how organisations and companies employ workers with disabilities. Entering 2021 implied adoption of a set of new EU legislation framing actions for 2021-2030. The 2019-24 College of Commissioners committed to inclusion by appointing a Commissioner for Equality.

### Multiannual Financial Framework and Structural Funds

A new 7-year Multiannual Financial Framework has been adopted, including special consideration for persons with disabilities and their inclusion in the European labour market. Additional references to disability are included for instance in the specific objectives of the new European Social Fund Plus (ESF+), particularly on accessibility, employment, education and social inclusion, and 25% of the fund (total budget around €88 billion) must be allocated to social inclusion projects.

## European Semester

The European Semester provides a framework for the coordination of economic policies across the EU. It allows EU countries to discuss their economic and budget plans and monitor progress at specific times throughout the year. “Tackling unemployment and bringing people out of poverty is an important element of achieving sustainable public budgets at national level. The European Semester therefore clearly has a role in implementing these policies and thus focusing its attention on national measures” (EASPD, 2016(a)). The European Commission (EC) has now started monitoring actions taken by Member States to enhance the participation of persons with disabilities in the labour market. However, there are no targets or indicators to measure their progress in this respect (Eurofund, 2021). Unsurprisingly the European Semester country reports mention serious disability related issues: a very high unemployment rate and a serious employment gap between persons with and without disabilities.

However, only a few country reports and a single country specific recommendation mention issues related to access to work for persons with disabilities. Also, it does not address the economic implications of having millions of workers with disabilities unemployed.

## European Pillar of Social Rights Action Plan

Early March 2021, the EC published its Action Plan on the implementation of the European Pillar of Social Rights. It outlines the concrete actions to further implement the 20 principles of the European Pillar of Social Rights, itself adopted in 2017 in Gothenburg by all EU Member States. It addresses disability rights principles 3 (equal treatment and opportunities in relation to employment) and 17 (non-discrimination on the basis of disability).

The Action Plan highlights the underlying European values in the social field and the key principle of non-discrimination, bringing opportunities for all, irrespective of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation. It also stresses that the just transition to a more social Europe must be completed in parallel with the challenges of climate change, digitalisation, globalisation as well as addressing the impact of the ongoing COVID-19 pandemic.

The Action Plan includes three headline targets to be achieved by 2030:

- At least 78% of people aged 20 to 64 should be in employment
- At least 60% of all adults should participate in training every year
- The number of people at risk of poverty or social exclusion should be reduced by at least 15 million.

Under the first headline target, the Action Plan emphasises that under-represented groups in employment, such as older people, low skilled people, persons with disabilities and others particularly at risk of exclusion, shall be given more opportunities to participate in the labour market at the maximum of their capacity to achieve a more inclusive employment growth.

Interestingly, the Action Plan is accompanied by a proposal for a revision of the “Social Scoreboard”, which is a key monitoring tool used for the European Semester process. The EC proposes to cover the Social Pillar more comprehensively, updating the existing set of indicators to track progress

towards the Pillar principles and the three headline targets, and to monitor the implementation of the different policy actions proposed by the Action Plan. It is particularly worth noting that the review proposal includes a new headline indicator in the area of social protection and inclusion, on the “disability employment gap”. The disability employment gap is defined as the difference between the employment rates of persons with and without disabilities in a country. The use of this indicator stresses the importance of improving the inclusion of persons with disabilities in line with Pillar principle 17 (“Inclusion of people with disabilities”). The EC aims to base this indicator on data of the Survey of Living and Income Conditions (SILC), until the data of the Labour Force Survey (LFS) will be available in 2022.

### **Strategy for the Rights of Persons with Disabilities 2021-30**

Released in March 2021, the new Strategy for the Rights of Persons with Disabilities 2021-30 places employment as a basis for a decent quality of life and living independently. It notably emphasizes the role of social economy actors (among which D-WISEs), since they offer various work opportunities contributing to bridge the employment gap between persons with and without disabilities. Most interestingly, is planned:

- EC support to Member States for implementation of the employment guidelines through the European semester and exchange of best practices through the open social method of coordination.
- The release of a package to improve labour market outcomes of persons with disabilities in 2022. This clearly refers to creating new disability indicators, which objective would be to bring a better understanding about the situation of working persons with disabilities.
- The “guidance and support mutual learning on strengthening capacities of employment and integration services (...) exploring quality jobs in sheltered employment”.

This echoes the policy directions adopted by the Council in its 2019 Conclusions “Improving the employment of people in vulnerable positions in the labour market”. All are measures worth contributing to by the D-WISE Network.

### **Employment guidelines**

The employment guidelines specifically mention persons with disabilities. Guideline 6 states that “Member States should support an adapted work environment for persons with disabilities, including through targeted financial support and services that enable them to participate in the labour market and in society”. Guideline 8 asserts the need for equal treatment and accessibility in labour markets (Council of the European Union, 2020).

### **Employment package to improve market labour outcomes of persons with disabilities (The Disability employment package)**

Launched in September 2022, the Disability Employment package aims to improve the employment situation of persons with disabilities. It is one of the seven flagship initiatives announced in the Strategy for the Rights of Persons with Disabilities 2021-2030. It focuses on six key areas for actions:

1. Strengthening capacities of employment and integration services
2. Promoting hiring perspectives through affirmative action and combating stereotypes



3. Ensuring reasonable accommodation at work
4. Retaining persons with disabilities in employment: Preventing disabilities associated with chronic diseases
5. Securing vocational rehabilitation schemes in case of sickness or accidents
6. Exploring quality jobs in sheltered employment and pathways to the open labour market - Of interest to the members, the EC is due to launch a study examining how alternative employment models contribute to the overall access to work for persons with disabilities.

Member States are called upon to set up targets by 2024. The EC will monitor the situation, using existing data and indicators produced by the European Disability Expertise (EDE) (formerly known as the Academic Network of Experts on Disability (ANED)).

### **Action Plan on Social Economy**

In December 2021, the EC published its long-awaited Action Plan on Social Economy. It lays solid foundations to develop policies and regulations in support of the social economy sector across the EU. In this Communication, the EC clearly acknowledges the value of social economy enterprises across all sectors and, more importantly, the specific references made to social economy enterprises and their contribution to provide employment and entrepreneurship for disadvantaged social groups, such as persons with disabilities.

Besides announcing a number of promising initiatives to enable the further expansion of the social economy sector in Europe, the Action Plan also provides with a clear definition of social economy enterprises. Such clarity in the definition will be key for the development of future measures, ensuring that public support targets those companies who truly invest in people or society.

### **Provisional agreement on a Directive on adequate minimum wages**

In July 2022, a provisional agreement on the proposal for a Directive on adequate minimum wages was reached by the EU institutions. This Directive aims at finding the adequacy of statutory minimum wages for employees throughout the EU. There will not be a minimum wage instituted. On the contrary, different traditions and starting points will be used. The Directive strengthens the role of social partners and collective bargaining to ensure that decent working and living conditions for European employees are achieved in the EU.

In the recitals, the proposal recognises the right to equal pay for equal work for workers with disabilities. It also underlines a higher probability for persons with disabilities to be of minimum wage or low wage earners than other groups, as well as the lack of data in this respect. While workers in sheltered employment settings are not specifically mentioned, the new Directive will apply to them as it does to any other European employee.

## 5. About Social Impact and its Measurement

### 5.1. The D-WISE Approach to Social Impact Measurement

Defining social impact reveals a difficult task. There is no globally agreed definition. Social impact is also linked with social value, social value creation, social accounting, social return or social utility. Some organisations prefer using these terms as an alternative to social impact (Avisé, 2013 & 2017). However, this report does not aim to report on the current debates. Fitting the D-WISE Network's work, it rather adopts the following EC definition of social impact:

Social impact is “the reflection of social outcomes as measurement, both long-term and short-term, adjusted for the effects achieved by others (alternative attribution), for effects that would have happened anyway (deadweight), for negative consequences (displacement) and for effects declining over time (drop off)’ (EU, OECD, 2015; based on the 2014 definition of GECES).

Historically there have been two main trends in social impact measurement. Initiated in the 1970s, the first one consisted of social accounting and audit, and derived nowadays to social audit, corporate social reporting and social responsibility accounting. Developed in the 1950s but spreading widely since the 2000s, social impact assessment is about “the processes of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programmes, plans, projects) and any social change processes invoked by those interventions” (Dufour, 2015). The work of the D-WISE Network and this report especially fits in this second approach. It indeed enables to approach D-WISEs' reality more thoroughly. Hence, the following definition of social impact measurement is adopted for the purpose of this report:

“Social impact measurement aims to assess the social value and impact produced by the activities or operations of any for-profit or non-profit organisations.” (EU & OECD, 2021)

### 5.2. The Reasons behind Social Impact Measurement

The main objective of social impact measurement is to assess the “social value” generated by an organisation. In a context of generalisation of the new public management approach, social impact measurement has grown in popularity over the past years (Dufour, 2017). It has been accelerated by the generalisation of competitive bidding and drying up of public funds for public interest organisations, as well as by the demand for decision-making tools from private investors in impact investing (Pro Bono Lab, 2012(c)). To a lesser extent, not-for-profit organisations have also engaged into social impact measurement to use objective information to improve their practices and maximise their impact (Buckland & Hehenberger, 2021). This is used as a transformative learning opportunity to guide strategy definition and activity steering. Finally, organisations use it as a way to demonstrate that they fulfil their social mission to their employees and volunteers, or the public at large.

### 5.3. Process and Approach of Social Impact Measurement

Measuring social impact makes sense. At the international level for the past decade, there has also been a strong push for standardisation of approach in both the private and public sector (EC, OECD, 2021). This would allow easier benchmarking and comparison among organisations. Practitioners and experts, and especially the GECES, have however come to the conclusion that a one-size-fits-all solution would not be appropriate for several reasons (EC & OECD, 2015; EC & OECD, 2021):

- “The variety of the social impact sought by social enterprises is substantial and it is difficult to capture all kinds of impacts fairly or objectively” (EC, OECD, 2015). This is even truer of organisations working in different sectors.
- The existing options are mostly designed by and for private and for-profit organisations. They are not adapted to the not-for-profit sector. They indeed neither reflect the organisation's intentions nor capture the activities' outcomes properly. Social economy organisations call for and engage into designing their own field-rooted, user-centered, bottom-up and flexible methodologies.
- Social economy organisations are very varied in nature and scope. The intensity of resources put into measurement might also be intense for smaller organisations. Hence a balance must be found between using tools bringing comparability, versus using indicators that are useful and relevant for the organisation management.

That is why the GECES rather recommended "the provision of a toolkit that can be adapted to the different outcomes of social enterprise activities and stakeholders" (EC, OECD, 2015). As an alternative, international organisations and networks have reflected on the best way to undertake and manage social impact measurement. Already in 2012, the European Venture Philanthropy Association (EVPA) has designed a five-stage process:



**Figure 2: The 5-stage process of social impact measurement methodology (EVPA 2012)**

The five stages are:

- 1) Setting objectives: consists in determining the basis of the benchmark and the evaluation criteria.

- 2) Analysing stakeholders: mapping all stakeholders that have a role to play, as well as their specific responsibilities and implications in social impact measurement. This includes, but is not limited to, administrators, public and private funders, foundations, volunteers, managers, employees, users, the public and the communities where the organisation is situated.
- 3) Measuring results: recognised as the most complex, consists in developing or mobilising quantitative and qualitative indicators to establish 'proof' of social impact. Data collection and analysis will depend on the tools and methods chosen. Evaluation stakeholders will need to consider their capacity and resources in relation to the operational feasibility of this stage.
- 4) Verifying and valuing impact: promotes the appropriation of the results of the evaluation by all the targeted stakeholders to guarantee the usefulness of the approach (Avisé, 2021).
- 5) Monitoring and reporting

At a practical level, measuring social impact is based on causal relations being evidenced. This is commonly called the impact value creation, theory of change or logic model. Once the intended results are spelled out, the below described overall approach can be put in place. This follows the GECES recommendations for social impact measurement.



Resources (capital, human), invested in the activity	Concrete actions of the organisation	Tangible products from the activity	Changes, benefits, learnings, effects resulting from the activity	Attributions of an organisation's activities to broader & longer-term outcomes
€, number of people etc.	Development & implementation of programs, building new infrastructures etc.	Number of people reached, items sold, etc.	Effects on target population e.g. increased level of education	Take account of actions of others (alternative programs e.g. open air classes); unintended consequences etc.
EUR 50 000 invested, 5 people working on project	Land bought, school designed & built	New school built with 32 places	Places occupied by students: 8	New students with access to education: 2

### Figure 3: Key definitions in impact measurement (EVPA Guide 2012)

In addition to evaluating impact based on outcomes, three more adjustments ought to be taken into account (EC, 2014):

- Deadweight: meaning what changes would have happened anyway, regardless of the intervention.
- Alternative attribution: that is deducting the effect achieved by the contribution and activity of others.
- Drop-off: allowing for the decreasing effect of an intervention over time.

Finally, it is worth bearing in mind the definition between the various types of indicators (Valor'ESS, 2017):

- **Performance indicator** is an output measure. It directly relates to the organisation's activities and records the achievements made. E.g.: number of beneficiaries reached, number of persons trained, number of job interviews conducted.
- **Result indicator** is a measure of the change achieved as a result of the activity. More complex to measure than the performance indicator, it requires a survey approach to gather the necessary information. E.g.: number of persons who are in jobs after the training and support provided by the organisation's services.
- **Impact indicator** is a measure of change, but based on the share attributable to the activity. It therefore takes into account the share of change that would have occurred, all other things being equal. E.g.: number of persons who are in jobs after the training and support provided by the organisation's services and who would not have been able to gain this job position without the programme; number of persons who have found a job and who would not have found one within the same timeframe without the programme (if problems of personal mobilisation, mobility, etc.).

## 5.4. Issues around Social Impact Measurement

While bringing added value, measuring social impact brings challenges as well:

- It is considered complex by most social enterprises, and thus remains a side issue (KPMG, 2017).
- In the absence of standardised processes or indicators, organisations have a high degree of discretion as to how to measure social impact. This implies low comparability between measurements.
- The variety of stakeholders implies a diversity of opinions on the objectives pursued and their prioritisation. This is due to multiple interests and issues in terms of producing figures and representation of social impact. This consequently makes measurement difficult, since it requires trade-offs.
- "The very nature of the organisations' activity is an additional factor of complexity in an environment marked by information asymmetries" (Kendall and Knapp, 2000). "Thus, most social enterprises operate in sectors of activity where it is difficult to evaluate the quality of the

service received and where it seems complex to measure the satisfaction of beneficiaries in the form of quantitative indicators” (Eynaud & Mourey, 2015).

## **6. Mapping and Reviewing Existing Social Impact Measurement Methodologies and Indicators**

This section maps existing social impact measurement methodologies and indicators. Some are linked to human and disability rights, or disability inclusion. Others arise from the social economy sector. All are of inspiration to define the D-WISE approach and indicators to measure their social impact. The below table reviews the indicators according to the following elements:

- Governance level: international, European or national
- Author organisation
- Name
- Background information
- Existing indicators

Analysing this review of existing methodologies and indicators, indicators in relation to persons with disabilities, employment or both cover the main following areas:

- Linkages with social protection floors and systems, specific funds and aids allocated to persons with disabilities
- Employment opportunities
- Adequate earnings
- Contractual conditions
- Transition to and inclusion in open labour market
- Continuous education and training
- Accessible and inclusive social company
- Disaggregation of all indicators by identity characteristics such as sex/gender, age, race and types of disability (intersectionality); Level of education; and, type of occupation (ex: managerial versus administrative) or type of contracts



## 6.1. Reviewing Social Impact Measurement Methodologies and Indicators

Level	Author organisation	Measurement name	Background information	Indicators
Inter-national	UN	Sustainable Development Goals (SDG)	<p>Part of the UN's 2030 Agenda</p> <p>International recognition</p> <p>Widely used across</p>	<p><b>SDG 1 - No poverty</b></p> <ul style="list-style-type: none"> <li>Indicator 1.3.1: Proportion of population covered by social protection floors/ systems, by sex, distinguishing [...] persons with disabilities</li> </ul> <p><b>SDG 4 - Quality Education</b></p> <ul style="list-style-type: none"> <li>Indicator 4.3.1: Participation rate of youth and adults in formal and non-formal education and training in the previous 12 months, by sex</li> <li>Indicator 4.4.1: Proportion of youth and adults with information and communications technology (ICT) skills, by type of skill</li> <li>Indicator 4.5.1: Parity indices (female/male, rural/urban, bottom/top wealth quintile and others such as disability status, indigenous peoples and conflict-affected, as data become available) for all education indicators on this list that can be disaggregated</li> </ul> <p><b>SDG 8 - Decent work and economic growth</b></p> <ul style="list-style-type: none"> <li>Indicator 8.5.1 Average hourly earnings of female and male employees, by occupation, age and persons with disabilities</li> <li>Indicator 8.5.2 Unemployment rate, by sex, age and persons with disabilities</li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
				<p><b>SDG 16 – Peace, justice and strong institutions</b></p> <ul style="list-style-type: none"> <li>Indicator 16.7.2 Proportion of population who believe decision-making is inclusive and responsive, by sex, age, disability and population group</li> </ul>
Inter-national	OHCHR	OHCHR Human Rights Indicators - Indicators on Article 27 'Employment' - Illustrative indicators on work and employment	<p>Initiated by the <a href="#">Bridge the gap project</a></p> <p>Aim to guide States on actions and measures to be taking in implementing and assessing the CRPD</p> <p>Based on international human rights standards</p> <p>Not intended for cross-country comparison</p>	<p>Indicators are meant to provide an indication on the implementation of a particular right and identify an implementation gap</p> <p><b>Outcome indicators:</b></p> <ul style="list-style-type: none"> <li>27.19 Employment rate of persons with disabilities compared to other persons and to the overall employment rate, disaggregated by type of employment (public, private, self-employed) and kind of position (e.g., managerial/administrative), sex, age and disability</li> <li>27.20 Unemployment rate of persons with disabilities compared to other persons and to overall unemployment rate, disaggregated by age, sex and disability (based on SDG indicator 8.5.2)</li> <li>27.22 Proportion of women in managerial positions (SDG indicator 5.5.2), disaggregated by age and disability</li> <li>27.24 Percentage of persons with disabilities in part-time and temporary employment as compared to other persons and to the overall rate, disaggregated by age, sex and disability</li> <li>27.25 Average hourly earnings of female and male employees, by occupation, age and persons with disabilities (SDG indicator 8.5.1)</li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
				<ul style="list-style-type: none"> <li>27.27 Number and proportion of persons with disabilities among total population of active persons with disabilities, engaged in work outside the open labour market</li> </ul> <p><b>Process indicators:</b></p> <ul style="list-style-type: none"> <li>27.12 Number and percentage of persons, disaggregated by age, sex and disability enrolled in: vocational training, employment services, school to work transition programmes, lifelong learning, return-to-work programmes, and/or programmes promoting entrepreneurship, starting one's business, development of cooperatives, etc. (In relation to Access to decent work and employment)</li> <li>27.13 Number and percentage of persons, disaggregated by age, sex and disability benefitting from each of the following measures: job coaching, work placements and internships, workplace rehabilitation, microfinance projects &amp; programmes and employment through an affirmative action measurability in both the public and private sector. (In relation to Equal opportunities in the workplace)</li> </ul>
Inter-national	OECD	Policy marker to track development finance that	"The marker is a qualitative tool to estimate the level of mainstreaming of	<b>Definition:</b>

Level	Author organisation	Measurement name	Background information	Indicators
		<p>promotes the inclusion and empowerment of persons with disabilities (OECD Disability Markers)</p>	<p>disability inclusion in development co-operation activities. The disability policy marker is instrumental to:</p> <ul style="list-style-type: none"> <li>○ Identify disability-related projects.</li> <li>○ Estimate the disability-related development finance for each data reporter, and globally.</li> <li>○ Assess the sectors and countries prioritised by disability-related aid.</li> <li>○ Identify the shares of disability-related development finance with a principal or significant objective.</li> </ul>	<p>Development cooperation activities are classified as being inclusive of persons with disabilities (scores Principal or Significant) if:</p> <p>They have a deliberate objective of ensuring that persons with disabilities are included, and able to share the benefits, on an equal basis to persons without disabilities.</p> <p>Or, if they contribute to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and promote respect for their inherent dignity in line with CRPD Article 1</p> <p>Or, if they support the ratification, implementation and/or monitoring of the CRPD</p> <p><b>Eligibility Criteria</b></p> <p>Support to activities that contribute to respect, protection and fulfilment of the rights and inclusion of persons with disabilities, through specific measures explicitly promoted in activity documentation which:</p> <p>Promote and protect the equal enjoyment of all human rights by all persons with disabilities, and promote respect for their inherent dignity (CRPD Article 1).</p>

Level	Author organisation	Measurement name	Background information	Indicators
			<ul style="list-style-type: none"> <li>Identify overall trends and changes over time in disability-related aid.” (OECD, 2020)</li> </ul>	<p>Ensure empowerment and accessibility for persons with disabilities to the physical, social, economic and cultural environment, to health and education and to information and communication.</p> <p>Promote social, economic or political inclusion of persons with disabilities; or develop or strengthen policies, legislation or institutions in support of effective participation in society of persons with disabilities and/or their representative organisations.</p>
Inter-national	ILO	ILO Decent Work Indicators	<p>“The Framework on the Measurement of Decent Work covers ten substantive elements which are closely linked to the four strategic pillars of the Decent Work Agenda, that is (i) International labour standards and fundamental principles and rights at work (ii) Employment creation (iii) Social protection</p>	<p><b>Statistical indicators on Employment opportunities:</b></p> <ul style="list-style-type: none"> <li>• Employment-to-population ratio</li> <li>• Unemployment rate</li> <li>• Labour force participation rate [to be used especially where statistics on Employment-to-population ratio and/or Unemployment rate (total) are not available]</li> </ul> <p><b>Statistical indicators on adequate earnings and productive work:</b></p> <ul style="list-style-type: none"> <li>• Working poverty rate</li> <li>• Employees with low pay rate (below 2/3 of median hourly earnings)</li> <li>• Average hourly earnings by occupation group</li> <li>• Average real wages</li> <li>• Minimum wage as a percentage of median wage</li> <li>• Manufacturing wage index</li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
			<p>and (iv) Social dialogue and tripartism:</p> <ul style="list-style-type: none"> <li>• Employment opportunities;</li> <li>• Adequate earnings and productive work;</li> <li>• Decent working time;</li> <li>• Combining work, family and personal life;</li> <li>• Work that should be abolished;</li> <li>• Stability and security of work;</li> <li>• Equal opportunity and treatment in employment;</li> <li>• Safe work environment;</li> <li>• Social security; and</li> <li>• Social dialogue, employers' and</li> </ul>	<ul style="list-style-type: none"> <li>• Employees with recent job training (past year / past 4 weeks)</li> </ul> <p><b>Statistical indicators on Decent Working Time:</b></p> <ul style="list-style-type: none"> <li>• Employment in Excessive Working Time (more than 48 hours per week)</li> <li>• Employment by weekly hours worked (hours in standardized hour bands)</li> <li>• Average annual working time per employed person</li> <li>• Time-related underemployment rate</li> <li>• Paid annual leave</li> </ul> <p><b>Statistical indicators on Combining work, family and personal life:</b></p> <ul style="list-style-type: none"> <li>• Asocial / unusual hours (developmental work to be done by the Office)</li> <li>• Maternity protection (developmental work to be done by the Office; main indicator)</li> </ul> <p><b>Statistical indicators on Stability and security of work:</b></p> <ul style="list-style-type: none"> <li>• Precarious employment rate</li> <li>• Job tenure</li> <li>• Subsistence worker rate</li> <li>• Real earnings of casual workers</li> </ul>



Level	Author organisation	Measurement name	Background information	Indicators
			workers' representation.	<p><b>Statistical indicators on Equal opportunity and treatment in employment:</b></p> <ul style="list-style-type: none"> <li>• Occupational segregation by sex</li> <li>• Female share of employment in senior and middle management</li> <li>• Gender wage gap</li> <li>• Measure for discrimination by race / ethnicity / of indigenous people / of (recent) migrant workers / of rural workers where relevant and available at the national level to be developed by the Office</li> </ul> <p><b>Statistical indicators on safe work environment:</b></p> <ul style="list-style-type: none"> <li>• Occupational injury frequency rate, fatal</li> <li>• Occupational injury frequency rate, nonfatal</li> <li>• Time lost due to occupational injuries</li> </ul> <p><b>Statistical indicators on social security:</b></p> <ul style="list-style-type: none"> <li>• Share of population above the statutory pensionable age (or aged 65 or above) benefiting from an old-age pension</li> </ul> <p><b>Social dialogue, workers' and employers' representation:</b></p> <ul style="list-style-type: none"> <li>• Trade union density rate</li> <li>• Employers' organization density rate (ED)</li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
				<ul style="list-style-type: none"> <li>Collective bargaining coverage rate</li> </ul>
Inter-national	Global Reporting Initiative	GRI standards	<p>GRI is an independent organisation that helps businesses and other organizations in sustainability reporting.</p> <p>GRI standards are the world's most widely used standards for this purpose.</p> <p>In the 2021 revision of the GRI standards, human rights ceased being a stand-alone topic. It rather became a mainstream subject area into all universal standards.</p>	<p><b>GRI 412: Human rights assessment 2016 - Disclosure 412-2 - Employee training on human rights policies or procedures:</b></p> <ul style="list-style-type: none"> <li>a. Total number of hours in the reporting period devoted to training on human rights policies or procedures concerning aspects of human rights that are relevant to operations.</li> <li>b. Percentage of employees trained during the reporting period in human rights policies or procedures concerning aspects of human rights that are relevant to operations.</li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
European	EC	Indicators of the Disability Rights Strategy 2021-30	The Staff Working Document evaluating the European Disability Strategy 2010-2020 lists gaps and challenges in achieving the set outcomes. One of them is the lack of a comprehensive set of indicators and benchmarks, as well as the absence of a monitoring framework.	Monitor the issue of indicators by the EC to monitor and evaluate the Disability Rights Strategy 2021-30
European	EC	Social Scoreboard	<p>The indicators of the European Pillar of Social Rights are also called the Social Scoreboard.</p> <p>It consists of 14 key indicators to measure progress of the 20 policy principles set in</p>	<p><b>Equal opportunities headline indicators:</b></p> <ul style="list-style-type: none"> <li>• Adult participation in learning during the last 12 months</li> <li>• Individuals who have basic or above basic overall digital skills</li> <li>• Young people neither in employment nor in education and training (NEETS) (15-29)</li> <li>• Gender employment gap</li> </ul> <p><b>Fair working conditions headline indicators:</b></p> <ul style="list-style-type: none"> <li>• Employment rate</li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
			<p>the Pillar of Social Rights.</p> <p>Critics: the existing indicators do not cover all 20 principles. Various realities are currently not captured by existing indicators. It does not foresee the collection of indicators regarding active support for employment for persons with disabilities.</p>	<ul style="list-style-type: none"> <li>• Unemployment rate</li> <li>• Long-term unemployment rate</li> <li>• The real gross disposable income of households per capita</li> </ul> <p><b>Fair working conditions headline indicators:</b></p> <ul style="list-style-type: none"> <li>• Activity rate</li> <li>• Activation measures</li> <li>• Youth unemployment rate</li> <li>• Employment in current job by duration</li> <li>• Labour transitions from temporary to permanent contracts (3-year average)</li> <li>• In-work at-risk-of-poverty rate</li> </ul> <p><b>Social protection and inclusion - headline indicators:</b></p> <ul style="list-style-type: none"> <li>• People at risk of poverty or social exclusion (AROPE)</li> <li>• At risk of poverty rate</li> <li>• Severe material and social deprivation rate</li> <li>• Impact of social transfers (excluding pensions) on poverty reduction</li> <li>• Disability employment gap</li> </ul> <p><b>Social protection and inclusion - secondary indicators:</b></p> <ul style="list-style-type: none"> <li>• General government expenditure by function: social protection</li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
				<ul style="list-style-type: none"> <li>• General government expenditure by function: healthcare</li> <li>• General government expenditure by function: education</li> </ul>
National/ Austria	Austrian Government	Indicators of the National Action Plan on Disability 2012-20	The National Action Plan on Disability 2012-20 includes indicators in some target areas. However, the list is not comprehensive.	<p><b>Chapter 5: Employment – subchapter 1: general</b></p> <ul style="list-style-type: none"> <li>• Indicator: Unemployment rate of persons with disabilities</li> <li>• Indicator: Number of workplaces in integrated businesses</li> </ul>
National/ Bulgaria	Bulgarian Government	Methodology for assessment of the social added value	It comes from the law on the enterprises of the social and solidarity economy (Paragraph 7 / Final provisions)	<p><b>This methodology takes into account data regarding the:</b></p> <ul style="list-style-type: none"> <li>• Average number of employees in the enterprise</li> <li>• Certificate of quality according to Bulgarian and/or internationally recognized standards</li> <li>• Realized revenues from the business activity of the enterprise for the previous reporting year</li> <li>• Sources of funding for the implementation of the social activity/goal</li> <li>• Remuneration of members, workers or employees in the social enterprise</li> <li>• Funds invested in the development of social services</li> <li>• Mechanisms of introduction of innovations in the enterprise</li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
				<ul style="list-style-type: none"> <li>• Mechanisms of transparency in decision-making with the participation of members, workers or employees</li> <li>• Employed persons from vulnerable groups</li> </ul>
National/ Denmark	Danish Institute for Human Rights	The 10 Gold Indicators	<p>A set of 10 statistical outcome indicators that compare the situation of persons with and without disabilities in relation to 10 key thematic areas of the CRPD.</p> <p>Developed by the Danish Institute for Human Rights through an inclusive process with relevant national stakeholders, including national ministries, State authorities and a broad range of disability organisations.</p>	<p><b>Gold Indicator 8: percentage of persons with and without disabilities who in a selected week had at least a few hours of paid employment:</b></p> <p>The Gold Indicator measures the general and current employment situation for persons with disabilities and is related primarily to CRPD Article 27 on work and employment.</p> <p>Data availability: The Gold Indicator allows for international comparison as the indicator is used by Eurostat. The ad-hoc module to the ‘Eurostat Labour Force Survey’ and the Danish National Centre for Social Research’s reports on ‘Disability and Employment’ (‘Handicap og Beskæftigelse’) provides data that measure this Gold Indicator.<sup>27</sup></p> <p>Sub-indicator:</p> <ul style="list-style-type: none"> <li>• percentage of persons with a severe disability who, during a selected week, have had at least a few hours of paid employment.</li> <li>• percentage of persons with and without disabilities who have experienced discrimination in employment.</li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
			<p>The main purpose of the Gold Indicators is to generate change and stimulate action.</p> <p>Statistical indicators have the potential of becoming goals for policy-making.</p>	<ul style="list-style-type: none"> <li>percentage of persons with and without disabilities who have expressed desire to work more hours than they currently do.</li> <li>Gold Indicator disaggregated by sex.</li> <li>Gold Indicator disaggregated by ethnicity.</li> </ul>
National/ Greece	Greek Government	Disability equality indicators	Included in the National Disability Observatory reports (2017/2018)	<p><b>Disability equality indicators relating to social affairs, education and employment:</b></p> <ul style="list-style-type: none"> <li>Employment rate</li> <li>Unemployment rate</li> <li>Economic activity</li> <li>Early school leaving rate</li> <li>Completion of tertiary or equivalent education</li> <li>People living in households with very low work intensity</li> <li>Risk of poverty after social transfers</li> <li>Severely materially deprived persons</li> <li>Population at risk of poverty or exclusion</li> </ul>



Level	Author organisation	Measurement name	Background information	Indicators
National/ Ireland	Irish National Disability Authority	An indicator set to monitor the National Disability Inclusion Strategy 2017-21	<p>58 indicators to measure progress against the National Disability Inclusion Strategy 2017-2021</p> <p>3 objectives:</p> <ul style="list-style-type: none"> <li>○ Enhance the body of data available on disability</li> <li>○ Measure outcomes related to key disability actions and policies</li> <li>○ Drive the collection of disability data in a timely and regular manner by mainstream departments and agencies</li> </ul> <p>The indicators are far from being perfect and thus should be</p>	<p><b>Theme 1 - Equality and Choice</b></p> <ul style="list-style-type: none"> <li>○ Outcome 1.1: Persons with disabilities are recognised and treated equally before the law. They have the same rights and responsibilities as other citizens: <ul style="list-style-type: none"> <li>○ Indicator 1.1d: percentage of cases taken under the Employment Equality Act and Equal Status Act on disability grounds in the Workplace Relations Commission (WRC) that are upheld</li> </ul> </li> </ul> <p><b>Theme 4 – Employment</b></p> <ul style="list-style-type: none"> <li>● Outcome 4.1: Persons with disabilities are encouraged and motivated to develop to the maximum of their potential, with a view to participating in further education and employment: <ul style="list-style-type: none"> <li>○ Indicator 4.1a: percentage of people aged 15-65 with and without a disability by principle economic status (Employed, Unemployed, Not in labour force)</li> <li>○ Indicator 4.1b: Number of people with a disability on disability payments/benefits e.g., Disability Allowance (DA), Illness benefit (IB), or Domiciliary Care Allowance (DCA)</li> <li>○ Indicator 4.1c: percentage of people exiting HSE funded Rehabilitative Training to take up employment</li> </ul> </li> <li>● Outcome 4.3: Employers can easily access information about employing a person with a disability</li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
			considered as “living” indicators	<ul style="list-style-type: none"> <li>○ Indicator 4.3a: Expenditure by Department of Employment Affairs and Social Protection (DEASP) on the reasonable accommodation fund</li> </ul> <p><b>Theme 6 – Person-Centred Disability Services:</b></p> <ul style="list-style-type: none"> <li>○ Outcome 6.1: Disability services support individuals to live a fulfilled life of their choosing:               <ul style="list-style-type: none"> <li>○ Indicator 6.1a: People in new residential models of service are enjoying better outcomes and quality of life.</li> <li>○ Indicator 6.1b: Adoption of person-centred practice among disability service providers</li> <li>○ Indicator 6.1e: Percentage of persons with disabilities included in an evaluation of a personalised budgeting scheme who are satisfied with the scheme</li> </ul> </li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
National/ Portugal	Disability and Human Rights Observatory	<a href="#">Persons with Disabilities in Portugal – Human Rights Indicators 2020</a>	<p>The report is launched by the Disability and Human Rights Observatory (ODDH) every year since 2017 (4 editions published so far).</p> <p>The report covers indicators across 4 key areas: (1) discrimination; (2) education; (3) employment and (4) social protection &amp; living conditions.</p>	<p>In the area of employment, the report looks into the following (traditional) indicators:</p> <ul style="list-style-type: none"> <li>○ Activity rate</li> <li>○ Percentage of people that is either working or available to work</li> <li>○ Employment rate: percentage of people that is working, including according to sex and level of disability</li> <li>○ Unemployment rate: percentage of people that is unemployed, including according to sex and level of disability</li> <li>○ Registered unemployment rate (as recorded by IEFP), including according to sex, age group and level of studies, as well as rate of reintegration into the labour market</li> <li>○ Rate of persons with disabilities employed in the private sector, including according to sex, level of disability and level of studies</li> <li>○ Rate of persons with disabilities employed in the public sector, including according to sex</li> </ul>
National/ Spain	Ministry of Employment and Social Economy in collaboration with the	<a href="#">2021 Report on the Labour Market of Persons with Disabilities</a>	<p>The report looks into a number of indicators, including: Spanish Population with and without disabilities, and people in jobs.</p>	<p><b>In relation to active persons with disabilities:</b></p> <ul style="list-style-type: none"> <li>○ Number of people that are employed, unemployed or unemployed but looking for the first job;</li> <li>○ Total number and percentage of people employed according to:</li> <li>○ Professional situation (e.g., private sector worker, public sector worker, self-employed, etc.)</li> <li>○ Economic sector (e.g., services, construction, industry, agriculture)</li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
	Occupations Observatory			<ul style="list-style-type: none"> <li>○ Type of contract (i.e., permanent or temporary; full time or part time)</li> </ul> <p><b>Evolution and distribution of contracted persons with disabilities (and often shown per sex or age group) as per:</b></p> <ul style="list-style-type: none"> <li>○ Geographical location</li> <li>○ Age group</li> <li>○ Type of disability (e.g., mental, physical, language, etc)</li> <li>○ Level of education</li> <li>○ Academic degree area</li> <li>○ Economic Activity/sector</li> <li>○ Occupational area</li> <li>○ Type of contract (i.e., permanent or temporary; full time or part time)</li> <li>○ Number of contracts to date</li> <li>○ Type of occupational area and specific occupation</li> <li>○ Permanent and temporary contracts per specific occupation</li> <li>○ Work on the same province or the need to commute to work, including per specific occupation</li> </ul> <p><b>Evolution and distribution of unemployed persons with disabilities (and often shown per sex or age group) as per:</b></p> <ul style="list-style-type: none"> <li>○ Geographical location</li> <li>○ Age group</li> <li>○ Type of disability (e.g., mental, physical, language, etc)</li> <li>○ Level of education</li> </ul>

Level	Author organisation	Measurement name	Background information	Indicators
				<ul style="list-style-type: none"> <li>○ Occupational area</li> <li>○ Academic degree area</li> <li>○ Economic sector</li> <li>○ Economic Activity</li> <li>○ Period of unemployment</li> <li>○ Most Desired occupation</li> </ul>

## 7. Designing D-WISE Approach and Indicators for Social Impact Measurement

### 7.1. Results of Survey 1

The [first survey](#) asked the 9 national members of the D-WISE Network about their current social impact measurement practices. Out of the 6 organisations that replied, 5 do some kind of social impact measurement already. It has taken several forms ranging from input and activity follows up, impact measurement framework (against objectives and goals), to cost-benefit analysis. One company has even made measurement against the SimSE 4 defined dimensions: (a) Personal dimension (self-image, self-reliance...), (b) Relational dimension (social network and social inclusion), (c) Quality of life (physical and mental health, income, ...) and (d) Work dimension (work competences and view of work).

Besides, the main motivations for social impact measurement by importance are self-motivation, and justifying financial support from the government. In all 6 countries, there are initiatives around social impact measurement (both methodologies and indicators). However, nothing outstanding or inspirational could be identified.

### 7.2. Results of Survey 2

The [second survey](#) targeted all international, European and national D-WISE Network members. Unfortunately, 4 out of 11 organisations only replied. The main results are explained below:

Survey question	Topic	Main findings
2 and 4	Purpose and objectives	<p>The main purpose or objectives, why a D-WISE would engage into social impact measurement, relate to explaining, checking if and proving that the organisation is fulfilling its core mission.</p> <p>This would be communicated first to funding public authorities, and then to other partner organisations and the wider public.</p> <p>These objectives come way ahead of respecting legal provisions or reporting to private funders.</p>
3	Involved stakeholders	<p>Social impact measurement must be done with involved stakeholders to reflect various perspectives and be valuable.</p> <p>The stakeholders with whom D-WISE would conduct their social impact measurement are primarily public authorities, whether working with them or not.</p>

Survey question	Topic	Main findings
		The second type of stakeholders are the target group/ beneficiaries meaning persons with disabilities as well as the local population where D-WISE is implemented.
5	Governance level	D-WISE are first interested to know of impact at the macro level (e.g.: your ecosystem, context or community), then Meso level (e.g.: your organisation) and finally at the micro level (e.g.: a project, product or activity). It must be kept in mind that micro level feeds into the bigger levels.
6	Timeframe of intervention	D-WISEs are mostly interested to know about the impact after the intervention has taken place (Ex-post).  During the intervention implementation as part of continuous monitoring and evaluation process (In itinere) or before (ex-ante) rank second and third respectively.
7	Scope of intervention	The main dimensions that D-WISE would like to know more about are the economic and financial ones (e.g.: cost benefits, return on investments).  Then comes the stakeholder- and community-related dimensions. These are about the positive social impact generated for the stakeholders and community, which the D-WISE work with, as well as for the territory in which they operate.
8	Scope of intervention	The topics that D-WISE would like to gather data about, are directly linked to their mission fulfilment. They are about how persons with disabilities gain employment and work. What work competences, incomes and revenues or job satisfaction they get from having a job. It is also linked to how being in employment actually improves persons with disabilities' empowerment and inclusion in society overall.
9	Scope of intervention	Correlating questions 7 and 8 findings, the areas where D-WISE would like to measure social impact are by order of importance: <ul style="list-style-type: none"> <li>• Return on investment of used budget;</li> <li>• Transition rate from D-WISE to mainstream labour market;</li> <li>• Net change in employment directly attributed to the D-WISE.</li> </ul> Other aspects (such as length of contract, job quality, accessibility of the work place) matter less to D-WISE.



Survey question	Topic	Main findings
10	Indicators of intervention	D-WISE would prefer quantitative measurement, over qualitative.
11 and 12	Resources linked to of intervention	<p>D-WISE do not have internal staff members dedicated to social impact measurement, which is a strong limitation to conduct social impact measurement and collect the appropriate data to feed in the indicators. Hiring external expertise and consultants would be the preferred options.</p> <p>Financially-wise, some D-WISE have dedicated budget to do such a social impact measurement exercise. Others do not.</p>

### 7.3. Proposed Approach and Draft Indicators

Based on the results of the desk research and 2 surveys, the following approach and indicators are proposed by the D-WISE Network. Depending on the objectives set and available resources, the D-WISE are recommended to choose from the available indicators. They should in any case be specified according to the overall purpose and following the social impact measurement methodology as described in Section 5.3 of this report.

#### Proposed objectives:

The D-WISE expressed interest in social measurement for the purpose of explaining and proving that the organisation is fulfilling its core mission, and thus justifying the financial support received from the government. On this basis, the objectives of social impact measurement would be:

After benefiting from the D-WISE programmes or services, persons with disabilities have acquired a job.

#### Resources

The D-WISE expressed that they have constrained resources to conduct social impact measurement in terms of staff availability, budget and time. There are no dedicated staff within each organisation, while a budget can be made available. It is therefore advised to find a balance between intended objectives of measuring impact, and approach or methodologies adopted. It is recommended to use performance or result indicators.

## Proposed indicators

Area	Proposed indicator	Comments
Social inclusion	Persons benefiting from the D-WISE services/programmes enjoying better outcomes and quality of life	Additional data and surveys should be designed. Practical indications are provided by the Irish National Disability Authority Indicator Set to Monitor the National Disability Inclusion Strategy 2017-21
Access to work and employment	Percentage of persons with a severe disability who, during a selected week, have had at least a few hours of paid employment	D-WISE are likely to gather this data already or can produce it easily
	Number or average percentage of workplaces in integrated/mainstreamed businesses	D-WISE are likely to gather this data already or can produce it easily
Working conditions	Type of contracts (permanent, temporary, casual workers)	D-WISE are likely to gather this data already or can produce it easily
	Labour transitions from temporary to permanent contracts (3-year average)	Directly contributing to the EU Social Scoreboard
	Economic sector (e.g., services, construction, industry, agriculture), which employees with disabilities work in	D-WISE are likely to gather this data already or can produce it easily
	Type of employment (public, private, self-employed) held by employees with disabilities (Meaning when an employee with disabilities is placed to a partner organisation of the D-WISE)	D-WISE are likely to gather this data already or can produce it easily
	Kind of position (e.g., managerial/administrative) held by employees with disabilities	D-WISE are likely to gather this data already or can produce it easily
	Full-time, part-time and temporary employment positions held by employees with disabilities	D-WISE are likely to gather this data already or can produce it easily

Area	Proposed indicator	Comments
Incomes and revenues	Average wages	D-WISE are likely to gather this data already or can produce it easily
	Employees with low pay rate (below 2/3 of median hourly earnings)	D-WISE are likely to collect data, which can be used to produce data feeding this indicator easily
	Average hourly earnings of female and male employees, by occupation type (ex: administrative/managerial)	Directly contributing to SDG indicators and national review (SDG8) D-WISE are likely to gather this data already or can produce it easily
Linkages with social protection floors/ systems	Proportion of beneficiaries covered by social protection floors/ systems	Directly contributing to SDG indicators and national review (SDG1/indicator 1.3.1) D-WISE are likely to already know whether their beneficiaries benefit from social protection floors/systems, and which programmes Supports costs-benefits and Social Return on Investment (SROI) analysis
Education and training	Youth and adults in formal and non-formal education and training in the previous 12 months/ Adult participation in learning during the last 12 months	Directly contributing to SDG indicators and national review (SDG4) Directly contributing to the EU Social Scoreboard D-WISE are likely to gather this data already
	Persons enrolled in: vocational training, employment services, school to work transition programmes, lifelong learning, return-to-work programmes, and/or programmes promoting entrepreneurship, starting one's business, development of cooperatives, and alike	D-WISE are likely to gather this data already or can produce it easily
	Persons benefiting from each of the following measures: job coaching, work placements and internships, workplace rehabilitation, microfinance	D-WISE are likely to gather this data already or can produce it easily

Area	Proposed indicator	Comments
	projects & programmes, and employment through an affirmative action measure	
	Employees with recent job training (past year / past 4 weeks)	D-WISE are likely to gather this data already or can produce it easily
ICT skills	Youth and adults with information and communications technology (ICT) skills, by type of skill	Directly contributing to SDG indicators and national review (SDG4) D-WISE are likely to gather this data already

### Granularity of data and disaggregated factors

Each indicator should at least be disaggregated by the following 3 vulnerability factors:

- Impairment or disability types: this should be aligned with national definitions and systems or fit into the 4 impairments types (physical, sensory, intellectual or mental/psychosocial) listed in CRPD Article 1. The Washington group questions, as the best statistical tools at disposal, should obviously be used and/or referred to.
- Sex/gender, that is either male, female or other;
- Age: age brackets must be in line with national definitions and practices. This might refer to legal age to start working, youth age (usually until 24, 25 or 30, working-age population (usually between 24 and 65), legal age for retirement. Each D-WISE should define their own relevant age brackets depending on national context and usefulness within the organisation.

Depending on the context, socio-economic characteristics and demographics of the population and territory, which the D-WISE operate in, other relevant factors could be:

- Ethnicity/race and other intersectionality-related vulnerability factors;
- Socio-economic class/poverty status/bottom or top wealth quintile;
- Rural/urban;
- Migrant status;
- Persons NEETS, especially young people NEETS;
- Level of education (primary, secondary, tertiary; vocational).

## 8. Conclusion

The purpose of this short research was to explore how social impact measurement applies to D-WISEs. Recent international and European policy developments concur towards a reinforcement of the role of social economy. In particular, D-WISEs have a role to play to fight against unemployment of persons with disabilities. Measuring their positive social impact will demonstrate how such companies meet the challenges of building an inclusive, greener and

fairer society. Based on desk research and surveying the D-WISE Network members, the approach and indicators presented in this report should be considered as suggestions at this stage. To be fully validated, they should be tested and adapted based on real case scenarios.

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## 10. Annexes

### 10.1. Survey 1

#### Introduction

The D-WISE Network has launched a short research piece aiming to explore how to measure the social impact generated by D-WISE. Such indicators should illustrate and give a true picture of what value D-WISE brings to society. This ultimately aims to gather evidence on D-WISEs' capacity to meet the challenges of building an inclusive, green and fair society.

The objectives of this 1st survey (out of 2) are as follows:

1. Find out how your organisation understands social impact and its measurement
2. Map potential existing indicators and data collection processes that your organisation uses to measure its contributions to society
3. List national obligations and/or relevant initiatives relating to social impact measurement

The survey is composed of 8 questions and will take you between 20 and 30 minutes to answer.

You can answer this survey up to 22 October 2021 COB.

#### Questions

1. Does your organisation measure its social impact?
  - a. Yes
  - b. No
  - c. Other. Please explain.
2. If you answered yes to Question 1, what motivated your organisation to measure its social impact? (Multiple answers possible)
  - a. Legal or policy obligations
  - b. Donors' requirements
  - c. Self-motivation to measure social impact
  - d. Other. Please explain.
3. If you answered yes to Question 1, how does your organisation measure its social impact? Explain what are the indicators as well as measurement mechanisms and processes in place. Please add as many details as possible and/or links to resources available online.
4. In your country of operations, are there any existing specific indicators measuring access to work and employment for persons with disabilities? If yes, what are the indicators and what are the data collection mechanisms to report on them? Please add as many details as possible and/or links to resources available online.
5. In your country of operations, are there any existing specific indicators measuring the social impact of social economy actors? If yes, what are the indicators and what are the data collection mechanisms to report on them? Please add as many details as possible and/or links to resources available online.

6. In your country of operations, are there any existing specific indicators measuring the social impact of D-WISE that your organisation reports on? If yes, what are the indicators and what are the data collection mechanisms that your organisation has put in place to report on them? Please add as many details as possible and/or links to resources available online.
7. Do you know of any organisations in your ecosystem measuring social impact in an inspirational way? Please add as many details as possible and/or links to resources available online.
8. Last chance: Is there anything else that you would like to share with us? (Not mandatory)

## Conclusion

Thank you for taking this survey.

Bear with us! We will come back to you very soon with preliminary results and the 2nd survey.

For any questions about the survey or general remarks, do not hesitate to contact:

Sofia Brandão

Account Director, Health Policy, Weber Shandwick

## 10.2. Survey 2

### Introduction

The D-WISE Network has launched a research piece aiming to explore how to measure the social impact generated by D-WISE. Such indicators should illustrate and give a true picture of what value D-WISE brings to society. This ultimately aims to gather evidence on D-WISEs' capacity to meet the challenges of building an inclusive, green and fair society. The results of this survey will be used to draft recommendations for policy-makers and other relevant stakeholders.

The objectives of this 2nd and last survey are as follows: if your organisation were to engage into social impact measurement:

1. What would be the purposes or reasons behind it?
2. What scope would your organisation be interested in knowing more about?
3. What types of indicators would be most useful for your organisations?

The survey is composed of 12 questions. It will take you about 20 minutes to answer.

You can answer this survey up to 15 December 2021 COB.



## Questions

- 1) On behalf of which organisation do you reply?
  - a) Belgium/ Groep Maatwerk
  - b) France/ APF
  - c) Netherlands/ Cedris
  - d) Slovenia/ ZIPS
  - e) Spain/ Once
  - f) Sweden/ Samhall
  - g) European/ EDF
  - h) European/ EASPD
  - i) European/ EPR
  - j) European/ ENSIE
  - k) International/ ILO
  - l) Another organisation: please specify
- 2) Purpose - Rank in order of importance the reason(s) why your organisation would engage into social impact measurement:
  - a) Respect legal or policy obligations (Legal purposes)
  - b) Prove positive social and/or economic impact to funding public authorities (Accountability purposes)
  - c) Comply with private donors' requirements (Fundraising purposes)
  - d) Check whether my organisation fulfills its missions and objectives (Goals/impact level)
  - e) Gather information to improve my organisation's practices (Outputs/activities level)
  - f) Assess my organisation's target group satisfaction with the provided services
  - g) Communicate about the social impact achieved by my organisation to its partner organisations and the wider public
  - h) Value the work of employees and/or volunteers
  - i) Others
- 3) Stakeholder - Rank in order of importance the stakeholders with whom your organisation would do social impact measurement:
  - a) Target group/ beneficiaries meaning persons with disabilities
  - b) The families or caretakers of the target group/ beneficiaries
  - c) The local population where your organisation is implemented
  - d) Staff/ employees/ volunteers
  - e) Service providers or subcontractors that your organisation work with
  - f) Public authorities that you directly work with
  - g) Other public authorities
  - h) Private funders that finance your organisation
  - i) Other private funders
  - j) Others
- 4) Objective - Rank in order of importance the objectives, which your organisation would set to measure social impact:
  - a) Follow up and pilote my organisation's intervention: Produce regular information on the expected results of my organisation's intervention

- b) Describe, understand and explain the change observed through my organisation's intervention and the potential explanatory factors
  - c) Prove that the change is due to my organisation's intervention
  - d) Value the change brought about by my organisation's intervention
  - e) Others
- 5) Level - Rank in order of importance the level, for which social impact measurement would make sense to your organisation:
  - a) Micro level: ex: a project, product or activity
  - b) Meso level: ex: your organisation
  - c) Macro level: ex: your ecosystem, context or community
- 6) Timeframe - Rank in order of importance the timeframe for which social impact measurement would make sense for your organisation:
  - a) Ex-ante: estimating the social impact before the intervention to compare the situation before and after
  - b) Ex-post: estimating the social impact retrospectively, after the intervention has taken place
  - c) In Itinere: estimating the social impact concurrent to the intervention, as part of a continuous monitoring and evaluation process
- 7) Scope - Rank in order of importance the dimensions of social impact that would matter to your organisation:
  - a) Territorial dimension: positive social impact generated for the geographic area where your organisation is situated
  - b) Community-related dimension: positive social impact generated for the local people and community where you are situated (Community recognition)
  - c) Stakeholder related dimension: positive social impact generated for the stakeholders your organisation work with and their level of involvement
  - d) Political dimension
  - e) Economic and financial dimension: cost-benefits, return on investments
  - f) Ecological dimension: the green footprint of your organisation
  - g) Others
- 8) Scope - Rank in order of importance the areas linked to your target group/beneficiaries (meaning persons with disabilities), which your organisation would like to measure social impact about:
  - a) Work/professional integration
  - b) Job satisfaction
  - c) Work competences
  - d) Inclusion in society
  - e) Well-being
  - f) Physical health
  - g) Psychosocial or mental health
  - h) Empowerment
  - i) Welfare
  - j) Self-image
  - k) Self-reliance
  - l) Incomes and revenues (ex: level of assets/consumptions/savings)
  - m) Inclusion of persons with disabilities into your organisation decision making process

- n) Inclusion of persons with disabilities into your organisation's governance
  - o) Others
- 9) Scope - Rank in order of importance the areas linked to labour market change, which your organisation would like to measure social impact about:
- a) Characteristics of employment contracts
  - b) Length of contract duration in D-WISE, compared to length of contract duration in mainstream labour market
  - c) Permanent contract in D-WISE, compared to type of contract in mainstream labour market companies
  - d) Transition rate from D-WISE to mainstream labour market
  - e) Net change in employment directly attributed to social and solidarity economy organisation
  - f) Speed of hiring
  - g) Job quality (ex: career trajectories, new leadership role)
  - h) Accessibility of the workplace
  - i) Return on investment of used budget
  - j) Others
- 10) Indicators - Rank in order of importance the characteristics of indicators, which would be the most useful to measure the social impact of your organisation:
- a) Quantitative measurement: to provide numbers, statistics about the intervention and the social value created
  - b) Qualitative measurement: to provide in-depth analysis of what happened thanks to the intervention and the social value created
- 11) Human resources - What human resources does your organisation have to coordinate the social impact measurement process (design, collect and analyse data, share and communicate)?
- a) No internal staff members dedicated to social impact measurement
  - b) 1 internal staff member dedicated to social impact measurement
  - c) Several internal staff members dedicated to social impact measurement
  - d) Hiring external experts/consultants
  - e) Others
- 12) Financial resources - What financial resources does your organisation have to collect data?
- a) No dedicated budget
  - b) Dedicated budget to social impact measurement
  - c) If you have a dedicated budget: how much budget do you have? Please gives us an indication
  - d) Others
- 13) Last chance: Is there anything else that you would like to share with us? (Not mandatory)

## Conclusion

Thank you for taking this survey.

Bear with us! We will come back to you very soon with preliminary results and a draft report before the holiday season!



For any questions about the survey or general remarks, do not hesitate to contact:

Sofia Brandão

Account Director, Health Policy, Weber Shandwick

Report developed in collaboration with:



and



**Nadège Riche**

Commoning Founder and Gender, Disability  
Diversity Consultant

[richenadege@gmail.com](mailto:richenadege@gmail.com)

Tel: +33 (0) 602 552 453