

# SOCIAL RETURN ON INVESTMENT 2017

## GALLO CREATES BETTER MENTAL HEALTH AND NOTICEABLE VALUE

Gallo Kriserådgivning (Gallo Crisis Counselling) is a non-profit organisation that fulfils a charitable purpose by helping a large target group with mental issues. Their work helps prevent admissions and re-admissions in an overloaded psychiatric system and thereby relieves the pressure on governmental healthcare programmes as well as creates a better well-being for the beneficiaries. Gallo's effort consists of a drop-in centre and therapy consultations.

The drop-in centre frames a cosy and secure social community where everybody is welcome. The drop-in centre is intended for those who miss intimacy and fellow-feeling in their everyday life and it is possible to get an informal talk about the struggles of life with a counsellor or fellow-man. In 2016, the drop-in centre was open 25 hours every week.

The therapy offers free, open, and anonymous counselling without waiting time and reduces the risk for mental issues to turn into mental diseases. It is open for everybody – no crisis is too little or too big. The many volunteers, of whom many are students, receive sparring from educated professionals and offer help and counselling until the user no longer needs it.

### The outcome

The analysis is centred around the method Social Return on Investment (SROI), which frames a monetary valuation of voluntary work and social efforts by comparing the investments made in the social efforts with the value created for the involved stakeholders. At Gallo, the investment is constituted in donations and the volunteers' time-investment. A lot of positive outcomes are generated from Gallo's activities – these include increased well-being for the users, saved health expenses for the government, and valuable experience for the volunteers.

The analysis finds that Gallo creates DKK 6.43 in value for every DKK 1 that is invested in the organisation. The value is created for the stakeholders and society as a whole. The high yield substantiates that Gallo's contribution is necessary and creates great value for the applied funds.

» For every DKK 1 invested in input in Gallo, DKK 6.43 are created in financial and social value in return «

The most substantial contribution to the SROI-ratio comes from the users' increased well-being caused by better mental health. Saved public expenditures to drop-in centres, medical treatments and welfare transfers are among the other substantial contributions.

Although the analysis is composed with a very conservative approach, there are some uncertainties with the calculations. A number of sensitivity analyses have been conducted in order to unveil the uncertainties and the result's dependency on the different parameters.

Specifically, the inclusion of volunteers and well-being valuation in the calculation have been analysed. In the most positive scenario, the SROI-ratio would rise to 10.48. In the most negative scenario, the SROI ratio would drop to 2.48. Even in the most negative scenario, the SROI ratio is relatively high.

### Additional value creation

In the assessment of Gallo's value creation, it is important to take account of the effects that cannot be valued monetarily. These effects include improvement in the social relations with family members and reduction in physical illnesses.

The full analysis of Gallo is composed by Lind Invest in the spring of 2017 and is documented in a SROI report, which is online available at [www.lind-invest.dk](http://www.lind-invest.dk).

Gallo Crisis Counselling offers a unique variety of efforts, and the rising number of users indicates a great demand for the programmes. The impressive value creation further proves that Gallo offers an important and valuable supplement to the government's effort.