



The Shankill Women's Centre was formed in 1987 as a locally based Community/Voluntary group to provide education for women. Since that period we have flourished and developed our current

position as a key provider for training, health awareness, childcare and young women's activities in the Greater Shankill area in Belfast, Northern Ireland. In 2008 we purchased Social Impact Tracker (Pro Version) primarily to be used for our Education, Training and Employability Project. Since then two other projects (*Health and Wellbeing Project & Young People's Empowerment Project*) have also taken up use of the system. Our Education Team in particular use Social Impact Tracker for the purpose of their European Social Fund (ESF) reporting requirements and collating information and soft outcomes. The staff was trained in 3 onsite sessions, which we felt were excellent, professional and thorough from the outset. Implementing the system took approx 2-3 months however an upgrade of our IT infrastructure led to increased capacity, use and ease. In general we use Social Impact Tracker:

1. To store, track and report on our client details, non-client contacts (e.g. volunteers, supporters, funders) and organisations
2. To record and manage data on all programmes /activities/events
3. Monitor progression and measure soft outcomes for activities and participants (e.g. clients' progress towards goals)
4. A further option for use with one-to-one support work with clients has yet to be taken up but is planned in the near future

With the proper training Social Impact Tracker is easy to use and each module effortlessly accessible and navigated. Since we have started using the product we have put forward new ideas for improvements/flexibility

and have always found that all queries and changes to the system have been met. Cúnamh ICT's support rates/times are very reasonable and we have always had rapid response with any queries. Support is always of high quality, with all problems being resolved and explained when needed.

In terms of day-to-day staff use, we usually we have one to three staff members assigned to the database, with further staff inputting when enrolling in September and January. We are aware that keeping the database up to date is important and all participant information must be inputted before quarterly reports can be generated (especially for ESF).

As a reporting tool we find the product very effective as Social Impact Tracker allows us to report on activities, beneficiaries, distance travelled, progression etc. It allows us to group/filter reports by age group, gender, background, etc. Depending on the funder we have bespoke reporting options on participants/activity numbers and more recently the total social impact we are making.

Overall Social Impact Tracker has made our lives easier. Due to the complexity of ESF it is a fundamental tool when meeting the reporting requirements of this funder. We believe Social Impact Tracker is ideal for organisations working within the community and voluntary sector as the system can be tailored to meet the needs of these organisations. We look forward to the next phase of the product, Social Impact Tracker *Online* and believe that this too will be a valuable resource for this sector.

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