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By: Team 1

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Statement: We declare that all material included in this assignment is the result of our own work and that due acknowledgement has been given in the bibliography and references to all sources be they printed, electronic or personal.

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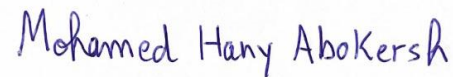
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List of Abbreviations

HAP – Housing Assistance Payment

SEP – Social Enterprise Project

TILDA – The Irish Longitudinal Study on Ageing

ToC – Theory of Change

Executive Summary

The following report documents the project undertaken by Team 1 of the Executive MBA group at Trinity Business School. This project was done in partnership with THE HomeShare, which is a social enterprise involved in helping older people to live independently for longer into their retirement. The focus of the project was to help the organization to better quantify all the benefits that their services provide for both the community and the Irish Government.

The report initially provides some background information on THE HomeShare organization and also sets out the methodology by which the work was undertaken. It then looks to quantify the potential financial savings that the organization service can provide by reducing medical as well as social housing costs for the government. It proceeds to then explain some of the qualitative benefits of the service in reducing loneliness and the correlation to improved quality of life for older people.

In addition to this, the team conducted interviews with industry experts from TILDA (Ann Hever and Sinead McLoughlin) and Netwell CASALA (Julie Doyle) as part of the research. Further information on these interviews can be found in Appendix B.

Finally, the report concludes by providing some recommendations for future work. these include guidance as to how to calculate the return on investment due to social impact as well as recommendations on the future use the Power BI dashboard and a sample survey to help the organization to collect further qualitative data from their clients going forward

Social Enterprise Project Overview

Team 1 was appointed to work with THE HomeShare in a consultancy capacity as part of the Social Enterprise Project (SEP) of the Trinity Business School Executive MBA Programme. THE HomeShare is currently in talks with the Department of Housing, Local Government and Heritage to explore the feasibility of launching a government funded pilot program. As part of this, Team 1 was tasked with assisting them to quantify the benefits that their service provides for renters seeking affordable accommodation, older people living at home (and their families) and the Irish Government. The intention in doing this is to help THE HomeShare to strengthen the value proposition within their proposal to the Department in the hope of securing funding to initiate this pilot program.

Contained within this report is the analysis undertaken by Team 1 to provide both quantitative and qualitative data to help THE HomeShare to better demonstrate the full spectrum of benefits that their home sharing service provides to the community. The team will look to quantify the direct financial savings that THE HomeShare provides. Examples of this would be the reduced cost to the government for hospital admissions for older people as well as expenditure on the Housing Assistance Payment (HAP). The team will also provide information on some of the other, non-financial benefits, such as reduced social isolation and improved quality of life for older people as well as safe and secure rental accommodation for renters. As part of this research, the "Theory of Change" framework (Bush, 1987) is explored, and guidance is provided on how THE HomeShare can utilise this concept to improve the way they gather and analyse critical metrics going forward.

Team 1 consists of Executive MBA students Tara Kelly, Phil Corr, Vivian Zeng, Mohamed Elkordy, Mohamed Abokersh, Cesar Prada, Silvia Alegria and Pablo Ayala.

Introducing THE HomeShare

THE HomeShare is an Irish social enterprise focused on helping older people to continue to live independently at home while simultaneously assisting renters to find affordable accommodation. They do this by facilitating older people living at home alone to rent a room in their house to an individual who can assist them with some daily tasks in return for a reduced rental rate. The organisation was founded in 2017 by Lucie Cunningham and focuses their efforts in the wider Dublin area as this is where they feel they can offer the most benefit to both homeowners and renters.

THE HomeShare's mission statement is *“to create positive homesharing experiences between older and younger adults in Ireland, that inspires mutually beneficial social and practical supports and empowers independent living”*. Their vision is *“for home sharing to become a lifestyle choice that enhances positive ageing and develops deep intergenerational social ties”* and their core values are Trust, Connections, Collaboration and Commitment (THE HomeShare, 2023). Their success in growing to Ireland's largest home sharing provider over the last 6 years stems from the holistic approach outlined in these values.

In addition to providing this home sharing service, THE HomeShare have worked with the Irish government to incorporate home sharing into national policy via the “Housing Options for our Aging Population policy” (Department of Health, et al., 2019). They are also currently involved in discussions with the Minister for Housing, Local Government and Heritage, Darragh O'Brien, about launching a government-funded pilot program to expand the provision of their service.

Methodology

THE HomeShare program aims to demonstrate the social and economic impact of homesharing in Ireland. To achieve this goal, the program has identified several objectives, activities, outputs, and outcomes that it hopes to accomplish. The Theory of Change (ToC) is an effective tool for mapping out the steps required to achieve these objectives, outputs, outcomes and impact generated. It can also be used as a tool for communicating and discussing the rationale of the intervention with staff members, stakeholders, the target population, and other audiences. Given its ability to depict the process through which an intervention is meant to work and what change it is expected to produce, ToC can also inform monitoring and evaluation processes. (Romão, et. al., 2023) The ToC framework will help to explain areas performed by the team, and the areas that will need to be executed by THE HomeShare organization.

For the first two, objectives and outputs, which could also be defined as the work plan and deliverables, Team 1 highlighted tasks performed; while, later on, THE HomeShare, in using these outputs, will not only be able to monitor and evaluate progress, but also demonstrate the outcome and impact generated in the community.

The program's first objective is to gather quantitative data on the social and economic impact of homesharing in Ireland. Team 1 conducted a literature review to gather existing research on this topic and analysed administrative data on older-person hospital stays, long-term care costs, and HAP usage to estimate the potential cost savings of homesharing. This data will be critical in demonstrating the economic impact of homesharing and will be described in more detail in the following sections.

Furthermore, the program's second objective is to gather qualitative data on the experiences of homesharing participants, including older persons and accommodation seekers, as well as their family members and caregivers. Team 1 proposed plans to develop surveys and interview protocols and to recruit homesharing participants, family members, and caregivers to participate in the survey and interview process. This, together with the research performed reinforcing the impact of isolation and loneliness, will be essential in demonstrating the social impact of homesharing, including improved mental and physical health and reduced social isolation.

The program's third objective is to use the data collected to demonstrate the value of homesharing to policymakers, funders, and the general public. The program plans to use the data collected by Team 1 to develop evidence-based recommendations for policy and practice

to support homesharing in Ireland. The program also plans to disseminate its findings and recommendations through reports, briefings, and presentations to policymakers, funders, and the general public.

Aligned with these objectives and with the overall purpose of continuing the constant support to THE HomeShare program, there were several activities which held to cover the project including conducting a literature review to identify the existing research on homesharing, including quantitative and qualitative studies. This involved reviewing academic journals, policy documents, and other relevant sources of information to gain a better understanding of the existing knowledge base on homesharing. Secondly, collecting quantitative data on the potential cost savings associated with homesharing in Ireland, specifically in relation to older-person hospital stays, long-term care costs, and housing costs through HAP and existing housing stock. This required accessing relevant data sets from government agencies, hospitals, and other sources to gather information on the costs associated with various types of housing and care for older persons and accommodation seekers. Then, using data analysis tools, Team 1 identified the potential cost savings associated with homesharing. This involved using statistical software and other tools to analyse the data collected in the previous step and identified patterns and trends that informed the development of recommendations and strategies for promoting homesharing. This, in addition to conducting surveys, focus groups, and interviews with homesharing participants, families, and stakeholders helped explore the qualitative impact of homesharing. This required engaging with potential homesharing participants and other stakeholders in the community to gain a deeper understanding of their experiences and perceptions of homesharing. Hernandez and Hodges (2006) claim that the Theory of Change offers a context for embracing a community's shared values that shape the expected results and the techniques effective for obtaining the intended results.

Finally, using the findings from the analysis, Team 1 developed recommendations and strategies for promoting the adoption of homesharing. This involved synthesizing the quantitative and qualitative data collected in the previous steps and developing a set of actionable recommendations and strategies for promoting homesharing as a viable and effective solution to address the challenges faced by older persons in need of support and accommodation seekers in need of safe and affordable housing.

The program's outputs will include a literature review summarizing existing research on the social and economic impact of homesharing, quantitative data on the social and economic

impact of homesharing, qualitative data on the experiences of homesharing participants, evidence-based recommendations for policy and practice to support homesharing in Ireland, and reports, briefings, and presentations disseminating findings and recommendations.

The program's outcomes will provide data showing the reduced costs to the state by promoting THE HomeShare program, and also evidence of the potential improvement in the quality of life for older persons and accommodation seekers, including improved mental and physical health, reduced social isolation, and increased independence and well-being.

To ensure that the program is achieving its objectives and outcomes, the program plans to engage in regular monitoring and evaluation of progress towards objectives and outputs. The program will also engage stakeholders throughout the project to ensure relevance and impact. Finally, the program will conduct an end-of-project evaluation to assess the overall impact of the project and identify opportunities for further improvement.

The developed Theory of Change is used to map out the steps required to achieve its goal of demonstrating the social and economic impact of homesharing in Ireland. By identifying objectives, activities, outputs, and outcomes, the program can effectively monitor and evaluate progress towards its goal and ensure that its activities are having a positive impact on the lives of homesharing participants and the wider community.

Findings

Quantitative Data

An ESRI report from 2019 found “A 10% increase in the supply of Homecare support per capita would equate to 14,700 fewer inpatient beds per annum (equivalent to 40 inpatient beds per day, which by costs (according to the HSE in 2019) of €839 per bed in an acute hospital per day would be a saving of €12,249,400.00 per year (€12.25 million)”. This illustrates how much would be saved if 10% more on homecare support. People sometimes go to hospitals before they need to or stay longer than needed because there is no community support available when they leave. By increasing homecare support, there will be savings on the costs of hospital and nursing home care.

We used the ERSI data have also taken the forecast population data from the CSO out to 2036 by age and region. We have used this where possible to support our findings, e.g. to predict demand for certain services in the future.

Ireland's forecast for demand

Below is the raw tool designed to calculate the size of the population by age

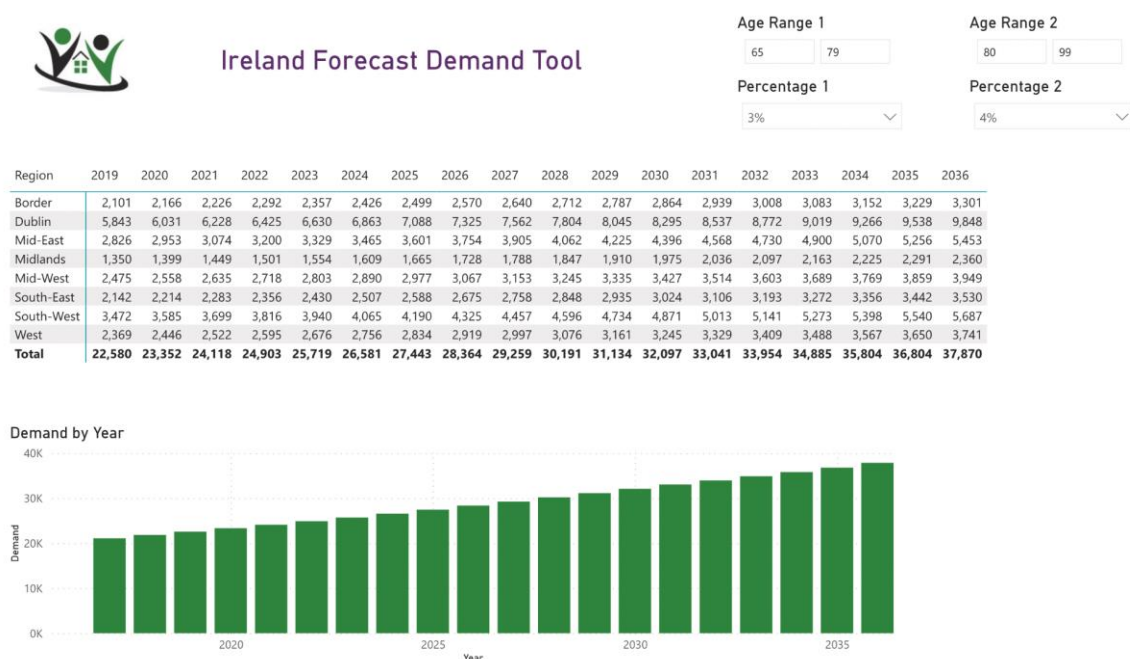
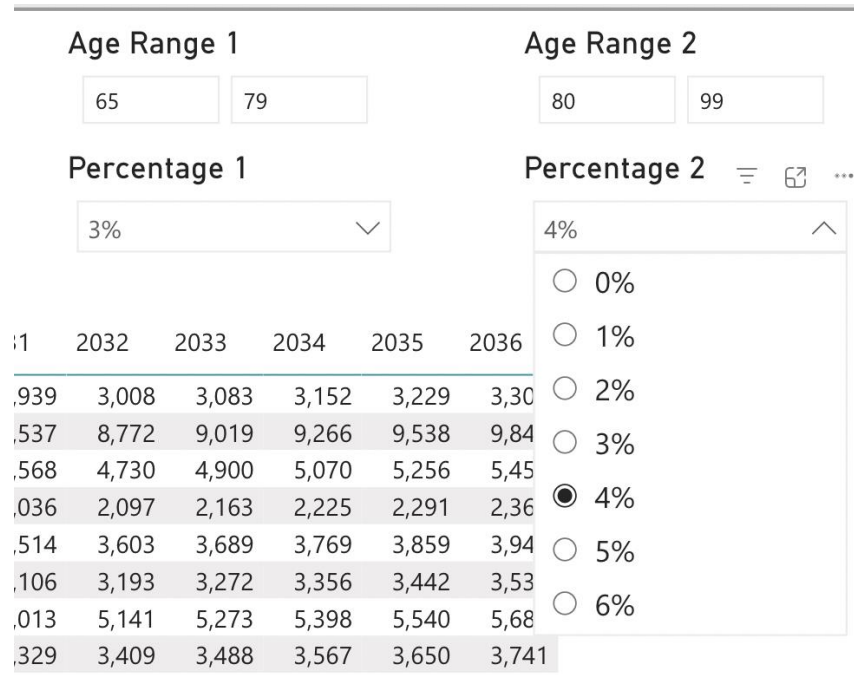


Figure 1. Ireland Forecast Demand Tool

The tool can combine percentages of the population between certain ranges and between two age bands (example). This can be changed depending on the age groups or necessary ranges:



The charts reflect how the population of Ireland will keep on increasing, and in following, the demand for services.

Region	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
Border	2,101	2,166	2,226	2,292	2,357	2,426	2,499	2,570	2,640	2,712	2,787	2,864	2,939	3,008	3,083	3,152	3,229	3,301
Dublin	5,843	6,031	6,228	6,425	6,630	6,863	7,088	7,325	7,562	7,804	8,045	8,295	8,537	8,772	9,019	9,266	9,538	9,841
Mid-East	2,826	2,953	3,074	3,200	3,329	3,465	3,601	3,754	3,905	4,062	4,225	4,396	4,568	4,730	4,900	5,070	5,256	5,453
Midlands	1,350	1,399	1,449	1,501	1,554	1,609	1,665	1,728	1,788	1,847	1,910	1,975	2,036	2,097	2,163	2,225	2,291	2,360
Mid-West	2,475	2,558	2,635	2,718	2,803	2,890	2,977	3,067	3,153	3,245	3,335	3,427	3,514	3,603	3,689	3,769	3,859	3,949
South-East	2,142	2,214	2,283	2,356	2,430	2,507	2,588	2,675	2,758	2,848	2,935	3,024	3,106	3,193	3,272	3,356	3,442	3,530
South-West	3,472	3,585	3,699	3,816	3,940	4,065	4,190	4,325	4,457	4,596	4,734	4,871	5,013	5,141	5,273	5,398	5,540	5,687
West	2,369	2,446	2,522	2,595	2,676	2,756	2,834	2,919	2,997	3,076	3,161	3,245	3,329	3,409	3,488	3,567	3,650	3,741
Total	22,580	23,352	24,118	24,903	25,719	26,581	27,443	28,364	29,259	30,191	31,134	32,097	33,041	33,954	34,885	35,804	36,804	37,870

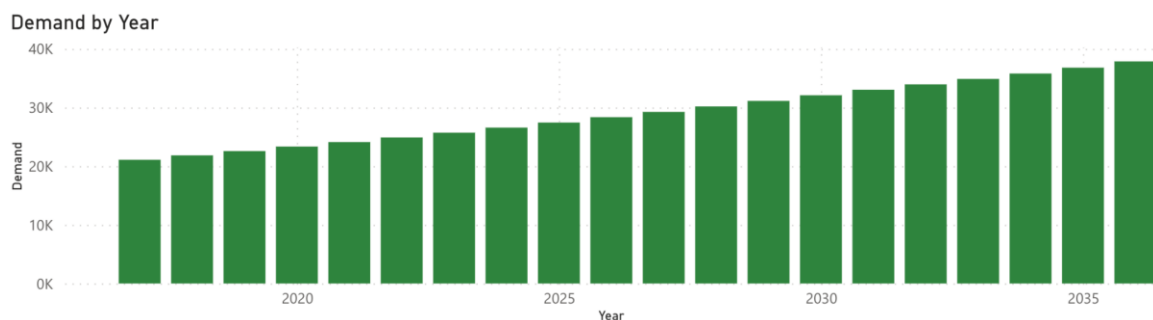


Figure 2. Ireland's population demand by year.

Not only is the population of Ireland forecasted to increase but the average age of the population is also expected to increase, putting further demand on services.

Net Savings

The 2019 ESRI report indicated that a 10% increase in the supply of homecare support per capita would yield net savings of €12.25 million. In the below table, we adjusted the totals according to the

inflation and population growth and determined that by 2023 the net savings would total €14.31 million.

Table 1. Forecasted net savings by region

Region	2023
Border	1,143
Dublin	4,217
Mid-East	2,111
Midlands	875
Mid-West	1,396
South-East	1,216
South-West	2,044
West	1,307
Total	14,309

These charts extend the calculation through to 2036 based on the forecast population growth of the CSO:

Region	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
Border	1,143	1,148	1,153	1,158	1,162	1,166	1,171	1,175	1,179	1,183	1,187	1,191	1,195	1,199
Dublin	4,217	4,292	4,366	4,440	4,513	4,586	4,659	4,731	4,802	4,874	4,946	5,018	5,090	5,163
Mid-East	2,111	2,136	2,161	2,186	2,211	2,235	2,260	2,284	2,308	2,333	2,357	2,382	2,406	2,431
Midlands	875	881	887	893	898	903	909	914	919	923	928	932	937	941
Mid-West	1,396	1,406	1,417	1,427	1,437	1,446	1,456	1,466	1,475	1,484	1,494	1,503	1,513	1,522
South-East	1,216	1,220	1,224	1,227	1,229	1,231	1,233	1,235	1,237	1,238	1,239	1,239	1,240	1,240
South-West	2,044	2,062	2,079	2,095	2,111	2,127	2,142	2,158	2,173	2,188	2,202	2,217	2,232	2,246
West	1,307	1,314	1,322	1,328	1,335	1,341	1,347	1,353	1,358	1,364	1,370	1,375	1,381	1,386
Total	14,309	14,460	14,608	14,753	14,896	15,037	15,176	15,314	15,451	15,587	15,722	15,858	15,994	16,129

Net Savings on Acute Care (€k) by year by Year

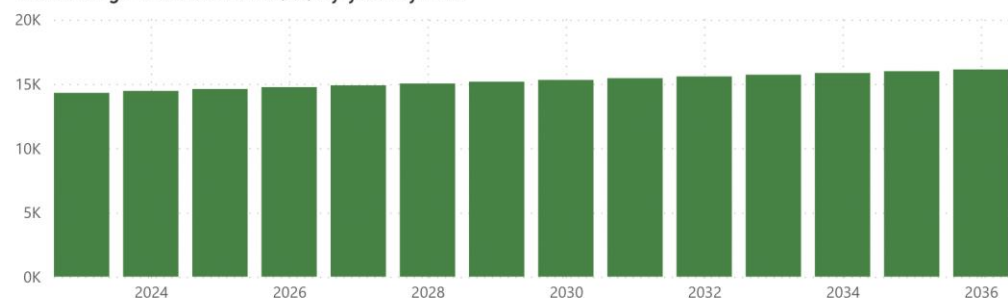


Figure 3. Forecasted net savings by year.

Care facilities

To calculate the cost and demand for care facilities, we looked at the median weekly cost of residential care across 537 facilities in Ireland. Ideally, we would have looked to take the average cost per bed but

that data was not available.



Figure 4. Median weekly care costs for residential care.

Cost and demand

The below table summarises the median weekly cost per region from private and public facilities:

Table 2. Median weekly costs for residential care in private and public facilities.

Median Residential Care weekly Costs 2022				
Sector Region	Private		Public	
	Hospital	Nursing Home	Hospital	Nursing Home
Dublin		1,265	1,921	1,720
Mid-East		1,118	1,810	1,870
South-West	1,258	1,040	1,621	1,496
Border		1,027	1,678	1,568
Midlands		1,020	2,428	1,939
South-East	1,030	1,035	1,575	1,039
West		1,005	1,855	1,499
Mid-West	950	997	1,730	1,546
Median	1,030	1,052	1,690	1,583

The next table estimates how this translates into spending based on assumptions for demand levels. Again, we will use the forecasted population figures and input two assumed demand ranges, taking the

earlier example where the assumption was 3% of the population aged 65-79 and 4% of the population aged 80 and older would require residential care. Multiplying the assumed demand by the median weekly residential care cost, we forecasted the spend of weekly residential care out to 2036.

Table 3. Forecasted nursing home and hospital residential care spend.

Forecast Nursing Home + Hospital Residential Care Spend €M to 2036														
Region	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
Border	135	139	143	147	151	155	159	164	168	172	176	180	185	189
Dublin	379	393	405	419	433	446	460	474	488	502	516	530	546	563
Mid-East	190	198	206	215	223	232	242	251	261	271	280	290	301	312
Midlands	89	92	95	99	102	106	109	113	116	120	124	127	131	135
Mid-West	160	165	170	175	180	186	191	196	201	206	211	216	221	226
South-East	139	143	148	153	158	163	168	173	178	183	187	192	197	202
South-West	225	233	240	247	255	263	271	279	287	294	302	309	317	325
West	153	158	162	167	171	176	181	186	190	195	199	204	209	214
Total	1,471	1,520	1,570	1,622	1,674	1,727	1,781	1,836	1,890	1,942	1,995	2,048	2,105	2,166

These figures anticipate spending growing from under €1.4 billion to approximately €2.2 billion in 2036 as the population grows and ages.

Residential costs

The following table shows the typical homecare cost in contrast with residential cost. The table shows the typical cost by day, week, overnight and live-in services. These are further broken down by the qualification of the carers. These figures show homecare is way more cost-effective than residential care.

Table 4. Average home care costs.

Typical Home Care Costs 2023				
Typical Costs vs Experience	1-3 years	3+ years	Qualified Nurse	Senior Nurse
Daily (7 hours)	120	140	160	180
Weekly (5 days x 7 hours)	600	700	800	900
Weekly (7 days x 7 hours)	840	980	1,120	1,260
Overnight Stay	200	200	200	200
Live-in carer (7 days)	450			

In conclusion, if this is a costly problem now, it will be even worse in 13 years. Part of the solution could be for older people to remain in their homes for as long as possible.

Potential State Savings

We tried to quantify how much money THE HomeShare can save the state by calculating how much money can be saved if some people who use social housing assistance were shifted towards homesharing.

The government of Ireland currently runs multiple housing assistance programs, with HAP being the dominant scheme used by the state. The Housing Assistance Payment (HAP) is a social housing support for people who have long-term housing needs. HAP is available in all local authority areas and administered by the local authorities, who pay the landlords directly (Citizensinformation.ie, 2023).

HAP spending has notably increased recently. The Department of Housing budget for HAP payments across 2022 was €564m, up from €465m in 2020 (Brennan, 2022). Hence, we see a huge savings potential for the state if THE HomeShare was able to accommodate some of the people relying on the HAP program through homesharing and relieve some of the pressure on the state.

To come up with an exact figure of how much money can be saved, the below assumptions were made:

1. The State payment for singles is €616 per month (30% less than the average). Unfortunately, the government does not release the HAP payment breakdown by occupancy type. However, we have contacted all the city councils seeking payment breakdowns, and based on the answers we received from Donegal, Meath, and Dublin, we believe that this is a valid assumption.
2. THE HomeShare will accommodate 50 HAP households in 2023 with 20% yearly growth.
3. The average state payment will grow by 5% yearly for the next 5 years reflecting the ongoing increase in rental rates.

Based on these assumptions, we calculated the savings as below:

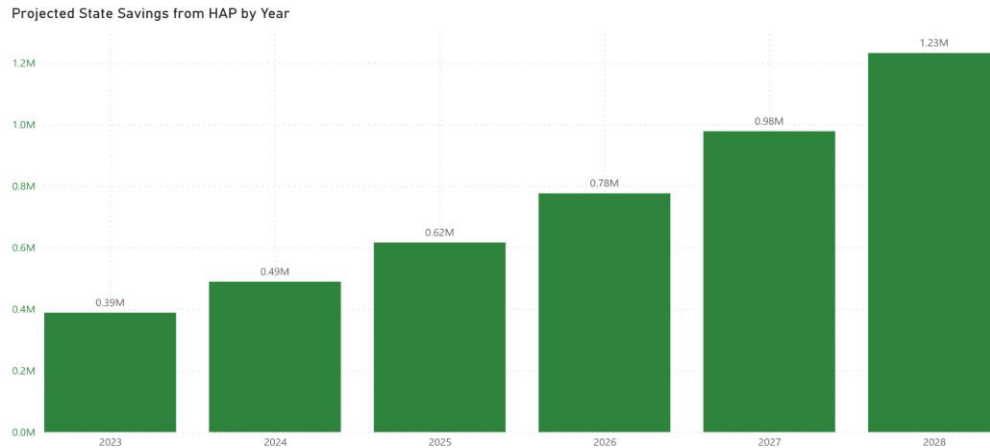


Figure 5. Projected State savings from HAP by year.

According to our predictive model, the government could save a total of €4.5 million through THE HomeShare by 2028. If we assume that THE HomeShare will run a Dublin-focused program where rents are 50% higher than the national average, then this figure could rise to €6.7 million.

Qualitative Data

Qualitative data, by its nature, cannot be counted, measured, or easily expressed using numbers. It offers an in-depth understanding of the human experience, making it particularly relevant when examining quality of life improvements for both Householders and Sharers. In this context, it is crucial to explore aspects such as loneliness alleviation, assistance with medical conditions, and the prevention or reduction of falls and home accidents.

Loneliness, an emotional state resulting from the subjective assessment of an individual's satisfaction with their social relationships, is a key factor to consider. The Irish Longitudinal Study on Aging (TILDA) employs the UCLA loneliness scale to evaluate this dimension. While often thought of as the psychological embodiment of social isolation, loneliness can also be present among individuals with extensive social networks. (Ward, Layte & Kenny, 2019) In order to better understand the complexities of loneliness, it is important to differentiate it from social isolation, which focuses on the size of an individual's social network, as measured by the Berkman-Syme Social Network Index (SNI).

Cognitive discrepancy theory posits that loneliness arises from a mismatch between desired and actual frequency and quality of social interactions. To capture this concept more accurately, TILDA utilizes the term "social asymmetry," which combines both subjective and objective dimensions of loneliness (McHugh et al., 2017). By employing qualitative research methods to examine these aspects, researchers can gain deeper insights into the impact of homesharing arrangements on the quality of life for both Householders and Sharers, and inform strategies for addressing the challenges they face.

Social isolation and loneliness are correlated with a plethora of physical and mental conditions, including: heart disease, obesity, cognitive decline, depression, anxiety, Alzheimer's disease, a weakened immune system and dementia. (NIA, 2019; Rezaei & Saghazadeh, 2022) Furthermore, older people who live alone are more likely to forget to take their medication which can have detrimental effects on their health. (Bastani, et. al., 2021)

Within Ireland, TILDA found that loneliness was associated with significantly poorer quality of life and that more than three quarters (76.6%) of the loneliest third of older adults had clinically significant depressive symptomology. (Ward, et. al., 2019) Almost one-third of adults aged 50 and older in Ireland experienced emotional loneliness at least some of the time, which highlights the necessity for the work that THE HomeShare are doing.

In addition to addressing loneliness and social isolation, qualitative research has uncovered other well-being benefits related to homesharing among older adults. In Australia, Giles, et. al. (2006) found that volunteer companions helped to reduce falls in older hospital patients by up to 44%. While this focused on older patients in hospital, it indicates that the physical presence of a companion significantly reduces fall risk. In Japan, home visits by welfare volunteers to older people's homes resulted in lowered suicidal ideation and depressive symptoms. (Noguichi, et. al, 2014)

A study conducted in Spain by Sánchez and colleagues (2011) found that older participants experienced a greater capacity for independent living due to homesharing. Participants reported improvements in various aspects of their daily lives, such as attending doctor's appointments (35.1%), shopping (28.9%), completing household tasks (25.7%), running errands (25.7%), leaving the house (24.2%), and preparing meals (10.8%). These findings highlight the significant impact that homesharing can have on older adults' ability to maintain autonomy and participate in daily activities.

Similarly, research conducted in Canada by Rekart & Trevelyan (1990) found that 59.5% of home providers aged 55 and older expressed an increased sense of well-being because of homesharing. This is further supported by a study conducted in the United States by Altus & Mathews (2000), which revealed that 94% of participants' lives had either stayed the same or improved due to homesharing arrangements. These studies provide valuable evidence of the broader well-being benefits associated with homesharing for older adults, emphasizing the importance of considering these factors when evaluating the impact of such living arrangements on quality of life.

We attempted to quantify the results of our qualitative research. For this, we assumed 26.7% of older people self-report loneliness and of these, 54% report falls each year. (Ward, et. al., 2019) We then applied 44% fall reduction in the presence of a companion (Giles, et. al., 2016). Using our findings to the CSO's population forecast for the Dublin region, we calculated an estimated reduction in the number of falls in people aged 55 and over each year which is displayed in the figure below. In Dublin alone, we estimate a reduction of 2,519 falls in 2023, increasing up to 3,666 in 2036.

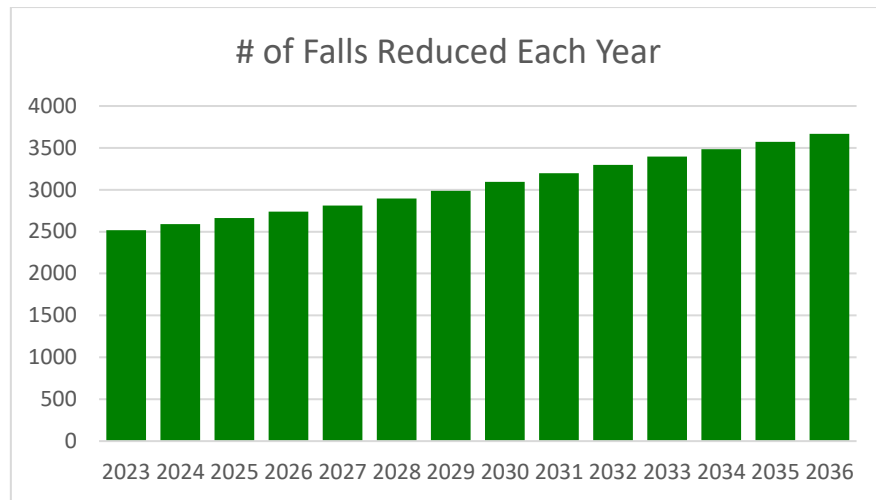


Figure 6. Number of falls reduced each year through THE HomeShare program in the Dublin region.

Recommendations

Reflecting on the journey that has been taken with THE HomeShare over the course of the SEP, Team 1 feels that THE HomeShare are in a good position to capitalize on the outputs from this SEP project. They can use data on valuable insights of the economic and social benefits of their program, to communicate to shareholders and prospective investors and ultimately, to scale up their business.

Survey - Following a desktop literature review, the team have compiled a custom survey based on KPIs from multiple sources. This has been uploaded into Survey Monkey and is ready to be distributed to stakeholders of the service. A copy of the survey is also included in Appendix C. The questions can also be edited as required. We recommend THE HomeShare reviews this survey, makes any required changes and publishes it.

Power BI - The team has developed a Power BI dashboard which pulls in data from multiple sources and presents it in an easy to understand, interactive format. We pulled quantitative data on costs of Hospitals, Nursing Homes, Housing Application Process (HAP), Central Statistics Office (CSO), and qualitative data from THE HomeShare's own CRM database - OPEN CRM. Some of this data was used by THE HomeShare in a recent meeting with the Minister for Housing Darragh O'Brien and proved invaluable in communicating the housing crisis and the potential for Homesharing to be a viable option to alleviate same. In April, the team will provide training in the use of this tool and hand it over to THE HomeShare as an asset that they can use and continue to develop as new information arises.

HomeShare International Presentation - As part of our research the team contacted HomeShare International. Their Chair was 'intrigued' by the SEP project subject and requested that the team presents their final report to an international audience via an online conference. We recommend that THE HomeShare supports this, which they have, and use it to build stronger alliances with worldwide HomeShare groups to increase power through unity and ultimately scale upwards.

Open CRM Report Training - As part of the quantitative and qualitative research the SEP team analysed the CRM system currently in use at THE HomeShare. The software has a powerful custom report building tool and we will work with THE HomeShare post the SEP to teach them how best to use this tool to their advantage. This could prove highly beneficial in making data-based assertions and making data driven decisions. It can also be used to pinpoint

data quality issues, leading to cleaner, useful data. Likewise, it could highlight gaps in data capture leading to additional fields being added to the profile.

Data collection framework - It is essential to develop a data collection and analysis framework to monitor and evaluate the impact of THE HomeShare program. This framework can include information about both the economic and social benefits. A summary for all the potential KPIs that can be used to is shown in Appendix D.

Further Work

Calculating Social Return on Investment (SROI)

As part of the research undertaken for this project, a methodology has been developed to enable THE HomeShare to calculate the financial benefit of the social impacts referenced above. In providing this, the intention is to empower the organisation to be able to further quantify the financial benefits of their services going forward. It is advised, however, that THE HomeShare should engage with a professional consultant experienced in this field due to the complexity of attempting to quantify qualitative data with so many impacting variables.

Since 2010, there has been a steady increase in the amount of research related to calculating social return on investment. This predominantly stems from the need for more accountability by organisations receiving public investment and a need for that investment to demonstrate effectiveness (Krlev et al. 2013). Below is a summary of the steps involved in calculating social return on investment as defined by NEF Consulting (2017);

- Define scope with key stakeholders
- Use a framework such as “Theory of Change” (Bush, 1987), to map the relationship between inputs, outputs and outcomes are developed.
- Collect data to confirm that the intended outcomes have been achieved and estimate their financial benefits
- Establish the specific impact of the outcomes, by clarifying how they are directly related to the works undertaken.
- Calculate the net financial benefit by adding up all the benefits, subtracting any negatives and comparing them to the original financial investment.
- Share the findings and recommendations with the wider team and embed practices that lead to good outcomes into future work.

Olsen & Lingane (2004) suggest it is good practice to calculate the Net Present Value (NPV) of the net financial benefit and provide the Social Internal Rate of Return (SIRR) to better demonstrate the overall financial benefits from the social impacts being analysed.

Power BI Dashboard

As mentioned above, one of the deliverables of this project is the Power BI dashboard which the team will hand over to THE HomeShare and provide training in same. This should hopefully prove useful for future data-based discussions. However, the dashboard depends on

the input of accurate, up-to-date information. The data being presented is accurate as at a point in time. THE HomeShare team will need to monitor for the availability of new data.

Conclusion

Reflecting on the data analysed and the outputs of this project it is evident that THE HomeShare is a synergistic entity, with multiple potential benefits to multiple stakeholders primarily the Householder, the Sharer, the State and the Householders and Sharer's respective families. These can be classified as both quantitative and qualitative. Prior to this project the team was not aware of THE HomeShare or their services but going forward would not hesitate to recommend this to friends and family, old and young.

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Appendix A (Sample Survey)

THE HomeShare Effectiveness Survey

Name: _____ Householder/
Sharer: _____
Start Date: _____ Address: _____

Please rate the following information on a scale of 1 to 5, with 5 being "strongly agree" and 1 being "strongly disagree".

Reduction in feelings of isolation by participating in THE HomeShare program

1	2	3	4	5
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Reduction in the use of emergency services, such as ambulance rides and hospital stays, as a result of the home-sharing arrangement

1	2	3	4	5
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Improvement in overall quality of life for individuals who participate in home-sharing.

1	2	3	4	5
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Improvement in health and well-being for individuals who participate in home-sharing.

1	2	3	4	5
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Increase in community engagement and roles by participating in home-sharing.

1	2	3	4	5
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Increase in social interactions by participating in home-sharing.

1	2	3	4	5
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Improvement in access to services and resources experienced by participating in home-sharing.

1	2	3	4	5
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Increase in feelings of safety and security by participating in home-sharing.

1	2	3	4	5
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Desire to continue participating in THE HomeShare program over time.

1	2	3	4	5
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Is there anything you would have liked to have had more as part of the program? If so, please explain.

What improvements could be made to THE HomeShare program?

Appendix B (KPIs)

Economic KPIs:

KPIs	Definition	Impact type	How to measure?	Ref.
Cost savings in older-person hospital stays	Measures the cost savings achieved by reducing the length of stay in older-person hospitals for individuals who participate in homesharing compared to those who do not	Economic	Calculate the average cost per night of a older-person hospital stay and compare it with the cost of a homesharing arrangement	homeshareUK
Cost savings in long-term care	Measures the cost savings achieved by reducing the need for long-term care facilities for individuals who participate in homesharing compared to those who do not.	Economic	Compare the cost of long-term care facilities with the cost of a homesharing arrangement for individuals who require support to live in their own homes safely.	Much More Than Accommodation in Exchange for Company: Dimensions of Solidarity in an intergenerational Homeshare Program in Spain
Housing Assistance Payment (HAP) savings	Measures the cost savings achieved through the reduction in monthly HAP payments for individuals who participate in homesharing compared to those who do not.	Economic	Calculate the monthly cost of HAP for individuals who participate in homesharing and compare it to the cost of HAP for those who do not.	HomeSharing MatchUp Agencies: for Seniors
Utilization of existing housing stock	Measures the rate at which homesharing arrangements are made in existing housing stock as opposed to new age-friendly homes	Economic	Count the number of homesharing arrangements in existing housing stock and compare it to the number	Key Factors in the Survival of Non-Profit Homesharing Programs serving senior

			of new age-friendly homes built	
Timelier hospital discharges	Measures the reduction in the length of stay in hospitals for individuals who participate in homesharing compared to those who do not.	Economic	Track the length of stay in hospitals of individuals who participate in homesharing and compare it with those who do not.	HomeSharing MatchUp Agencies: for Seniors
Reduced Demand on Healthcare Services	Measures the reduction in the demand for healthcare services for individuals who participate in homesharing compared to those who do not.	Economic	This can be measured through healthcare utilization data and costs.	NHS Confederation
Improved Affordability of Housing	Measures the improvement in housing affordability for individuals who participate in homesharing compared to those who do not.	Economic	This can be measured through financial data such as housing costs and HAP subsidies	Measuring Social Impact in Social Enterprise: The state of thought and practice in the UK!
Reduced Long-Term Care Costs	Measures the reduction in long-term care costs for individuals who participate in homesharing compared to those who do not.	Economic	This can be measured through financial data and healthcare utilization data	

Social KPIs:

KPIs	Definition	Impact type	How to measure?	Ref.
No. people benefited from living in a homeshare arrangement	-	Social	This KPI This can be measured through self-reported surveys and observation.	homeshareUK
Reduced use of emergency services	The reduction in the use of emergency services, such as ambulance rides and hospital stays, as a result of the homesharing arrangement.	Social	This can be measured through self-reported surveys, medical records, and regular check-ins with healthcare providers	Much More Than Accommodation in Exchange for Company: Dimensions of Solidarity in an intergenerational Homeshare Program in Spain
Reduction in isolation	Measures the reduction in feelings of isolation for individuals who participate in homesharing.	Social	Conduct surveys or interviews with homesharing participants to assess their level of social engagement and sense of community before and after joining the program	More Than Just a Room: A Scoping Review of the Impact of Homesharing for Older Adults
Improved quality of life	Measures the improvement in overall quality of life for individuals who participate in homesharing.	Social	Conduct surveys or interviews with homesharing participants to assess their overall well-being and quality of life before and after joining the program	HomeSharing MatchUp Agencies: for Seniors

Improved Health and Well-being	Measures the improvement in health and well-being for individuals who participate in homesharing.	Social	This can be measured through self-reported surveys, medical records, and regular check-ins with healthcare providers	HomeSharing MatchUp Agencies: for Seniors
Increased Community Engagement	Measures the increase in community engagement for individuals who participate in homesharing.	Social	This can be measured through self-reported surveys and community involvement data.	More Than Just a Room: A Scoping Review of the Impact of Homesharing for Older Adults
Increased Social Interactions	Measures the increase in social interactions for individuals who participate in homesharing.	Social	This KPI This can be measured through self-reported surveys and observation.	More Than Just a Room: A Scoping Review of the Impact of Homesharing for Older Adults
Improved Access to Services and Resources	This KPI measures the improvement in access to services and resources experienced by the older person because of participating in homesharing	Social	This can be measured through self-reported surveys and regular check-ins with healthcare providers.	More Than Just a Room: A Scoping Review of the Impact of Homesharing for Older Adults
Increased Safety and Security	Measures the increase in feelings of safety and security for individuals who participate in homesharing.	Social	This can be measured through self-reported surveys and observation	Key Factors in the Survival of Non-Profit Homesharing Programs serving senior
Retention Rate	Measures the rate at which individuals continue to	Social	This can be measured by tracking the number	HomeSharing MatchUp Agencies: for Seniors

Team 1

THE HomeShare
Submission Date: March 25th, 2023

	participate in the homeshare program over time.		of individuals who leave the program and the reasons for their departure.	
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