

CRESTART -Creative rESilient leARning communiTies meeting COVID challenges  
2021-1-HU01-KA220-ADU-000027016

## COUNTRY REPORT ON 2ND SOCIAL IMPACT MEASUREMENT

### COUNTRY - NETHERLANDS

MEASURING THE LEVEL OF SATISFACTION AND THE IMPACT ON SOCIETY  
WITHIN THE CRESTART PROJECT  
2023



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## Introduction

The pandemic brought significant changes to our social and cultural life. In this and similar crisis situations, there is an increasing need for cooperation and communities helping each other.

In the framework of the “CRESTART - CReative rESilient leARning communiTies meeting COVID challenges” Erasmus + project we collected creative solutions and good practices that allows us in times of crisis to help and support each other. Our goal is to provide tools for local residents/individuals/citizens with which local people can help each other in difficult situations within their community.

## What is social impact measurement?

Social impact measurement refers to the process of evaluating and quantifying the effects of social initiatives, programs, or interventions on individuals, communities, and society. It is a critical tool for organizations and stakeholders to understand the effectiveness and outcomes of their social investments.

Change:

- arising in the quality of life of the people benefiting from the project
- can be connected to the project activities
- planned and unplanned
- positive and negative
- measured systematically and regularly.

During the CRESTART project all the partners agreed to use the same methodology. The chosen social impact measurement is based on the so-called (Theory of Change, TOC). The project and the SIM followed the main principles and steps of TOC.

A theory of change is a description and illustration of how and why a desired change is expected. It focuses on mapping or "filling in" it, what has been described as the "missing middle ground" of a programme or change initiative (its activities or interventions) and how these lead to the desired goals the desired outcomes. The steps to do this are to first identify the desired long-term goals and then identify the conditions (outcomes) that need to be met to be achieved in order for the objectives to be realised.

The outcomes then form the basis for determining the type of activities or interventions that lead to the achievement of the long-term goal as a precondition for achieving the objective. Through this approach, a better understanding of the activities and the achievement of the long-term objectives. It also leads to better evaluation, as progress towards longer-term goals becomes measurable, going beyond the the definition of programme outputs.

As part of the methodology, a questionnaire survey was carried out, where the number of respondents was also indicator within the project. The questionnaire was used to identify age groups, municipalities and and by gender, it can be used to draw conclusions from the original assumptions. As the pandemic has brought major changes in our social and cultural life, the questionnaire survey tool was used to gather the best local knowledge on the practices at local level to share them and provide creative tools, to empower local citizens to support each other and their communities in times of crisis. We can also measure social impact by filling in the questionnaire.

## Structure of the questionnaire



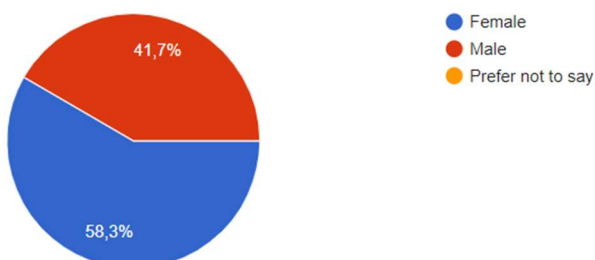
## Results

The questionnaire survey was conducted in August 2023. A link to the questionnaire was available on the company website the CRESTART project website and all of these social media social media platforms (FB, Instagram). Several NGOs as well as in previous surveys, participants in previous surveys and workshops were invited to fill in the questionnaire directly. However, due to the summer season, only some of them were willing to fill in the questionnaire of those contacted.

A total of 24. valid responses were received.

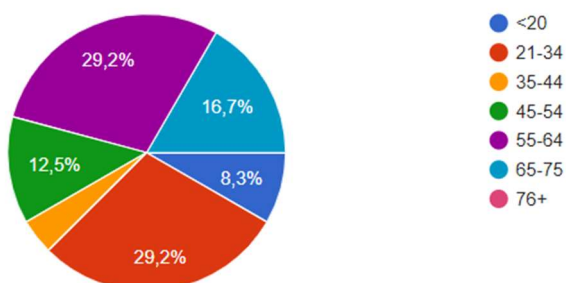
### Demographics:

1. What is your gender?

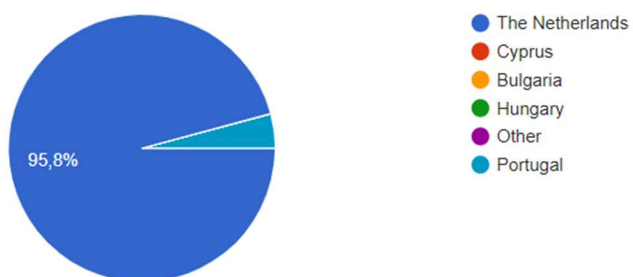




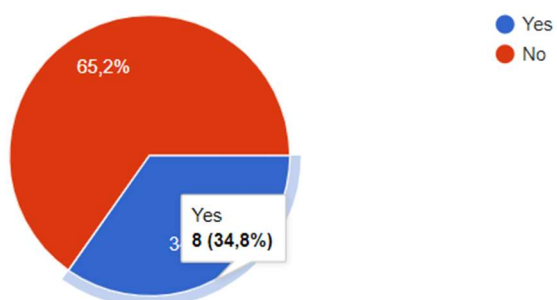
2. Which category includes your age?



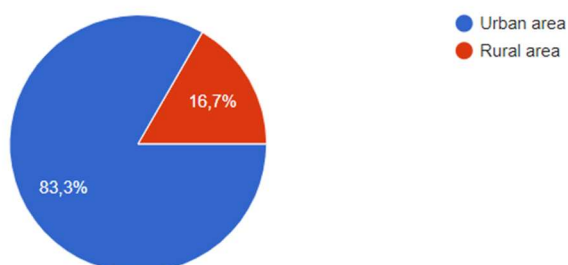
3. In which country do you live?



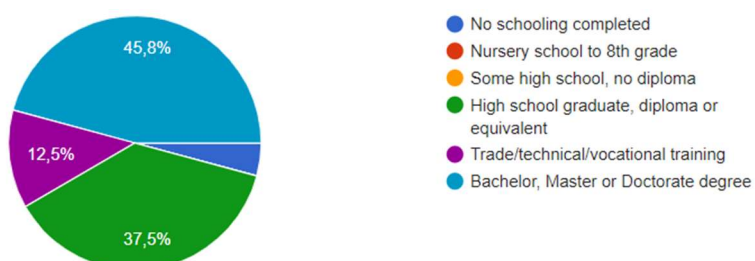
4. Do you live in partner city: Nicosia, Rotterdam, Erd, Lovech or surrounding?



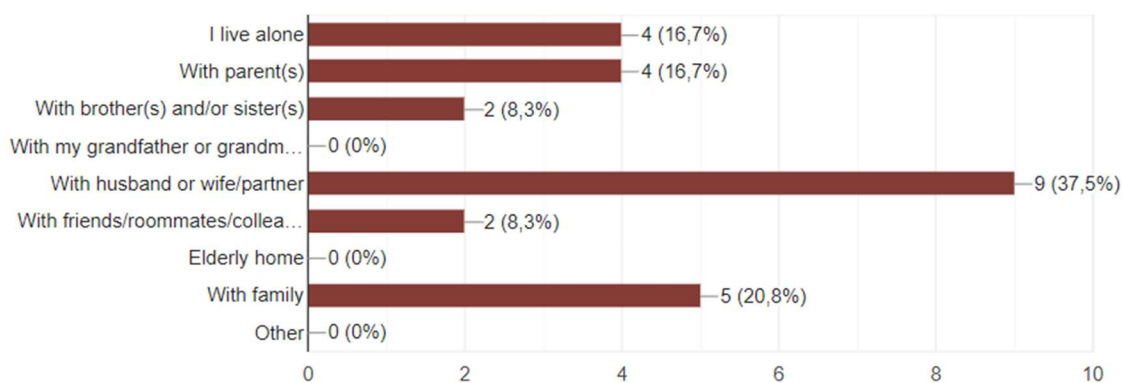
5. Is your residence located in:



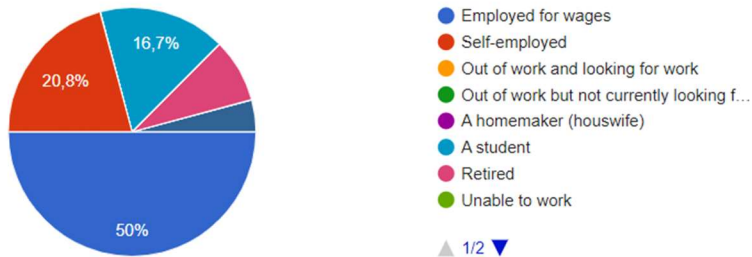
6. What is the highest degree or level of school you have completed?



7. What is your current living situation?



## 8. Are you currently ....?



## Short evaluation demographics

In this demographic, respondents are fairly evenly represented by female or male . What is noticeable is that fewer young people participated in this enquete By far the majority of respondents are older than 50 years, recidivating in the Netherlands. A limited number of the respondents live in Rotterdam, are fairly spread across the Netherlands but mainly in urban areas. Respondents are generally highly educated and in most cases live with family.

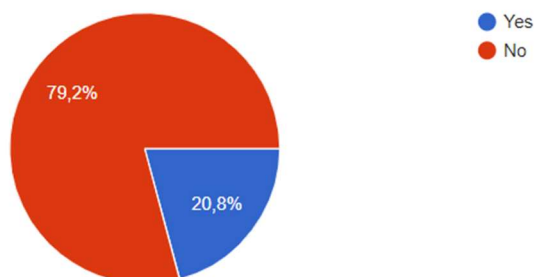
75% of respondents have an income from paid employment or are self-employed.

What stands out in this first sector is that most respondents are already somewhat older but still work and do not make use of a parental facility.

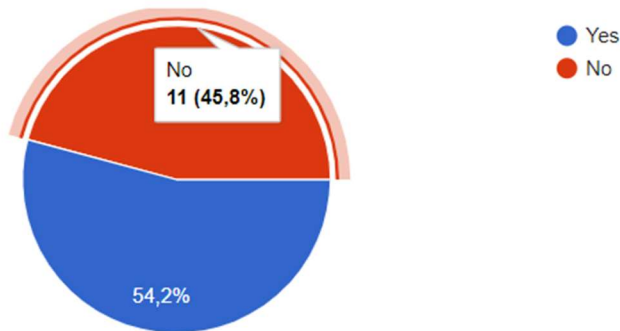
## Local cultural life, activities, effect of the project on society

The next block of the questionnaire assesses the cultural offerings available in the respondents' place of residence, activities and gaps.

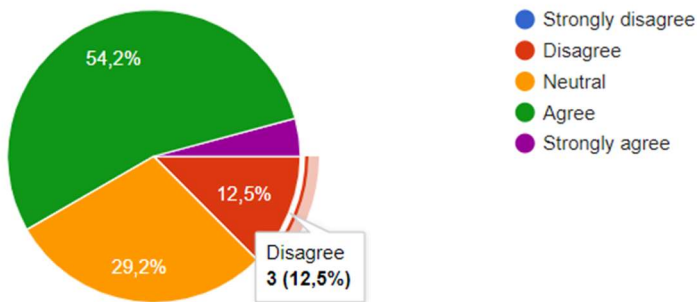
### 15.Do you miss anything in the local cultural offering?



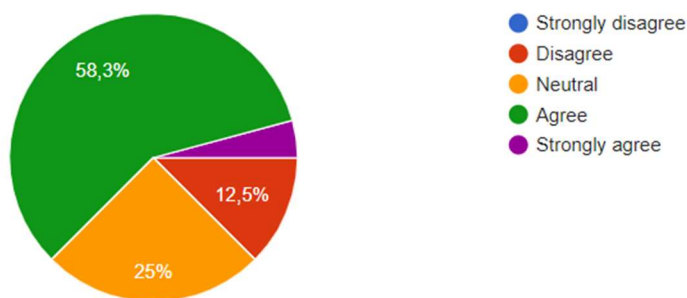
16. Do you participate in cultural activities in your living environment?



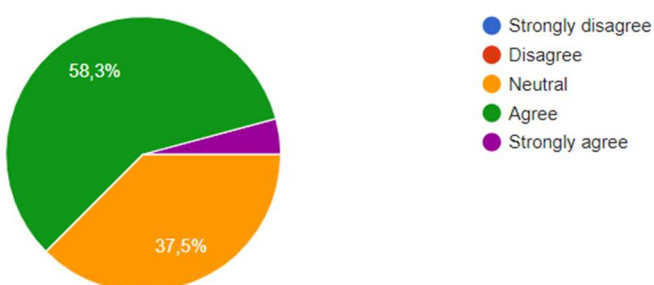
17.1 I am satisfied with the local live and activities!



18.1 I have sufficient information about local, social or cultural events/communities



19 The cultural activities create social connections within my living environment.



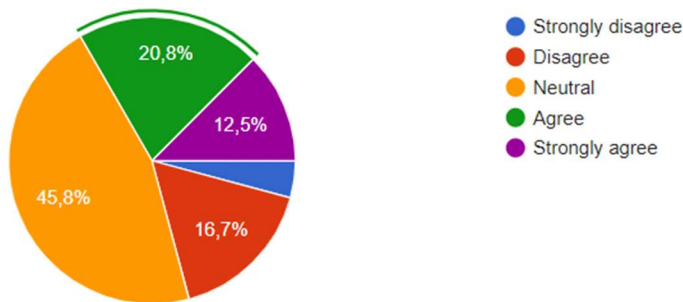
## Short evaluation local cultural activities

Most respondents miss little in cultural offerings. Plus minus half say they regularly participate in cultural activities in their community.

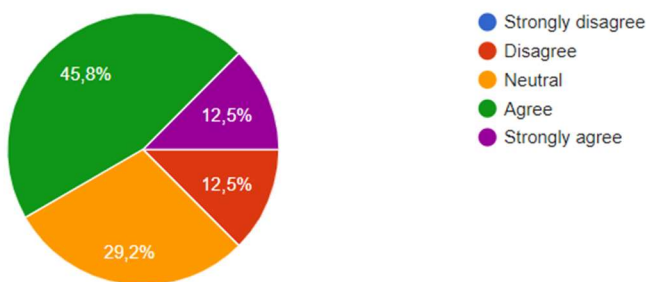
About the offerings, the majority of respondents are satisfied, are actually no respondents who are not at all satisfied with the offerings. The provision of information about the activities being organised is adequate. More than half of the respondents indicated that cultural activities enhanced togetherness in the community. however, it is notable that a significant proportion of respondents also responded neutrally to this statement.

## Participation of the responders in local cultural activities

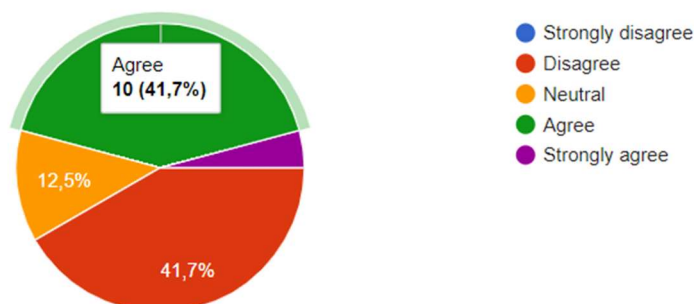
20. I am active in the local community.



21. I have enough creative ideas, tools to form the local cultural or social life.

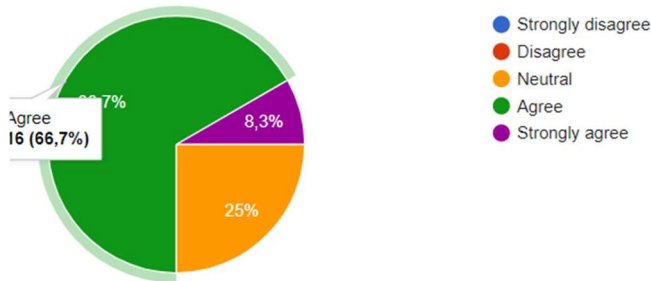


29. My need for cultural activities has changed during the COVID epidemic?





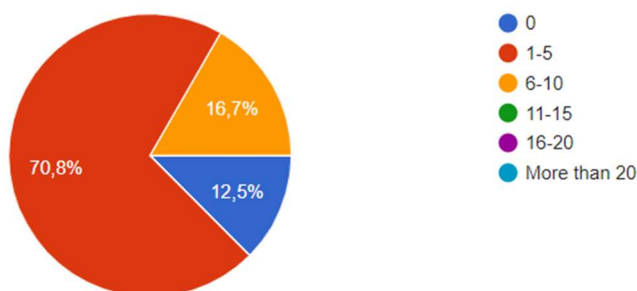
30. In case of a disbalance or crisis in society i am ready to actively support the local community.



22. Do you have specific talents that could contribute to cultural activities?

Skills, personal qualities	Knowledge	concrete tasks, volunteering
digital skills	Moroccan culture to inform communities	exercise activities in te community
phtography	to create a network	
dancing skills	experience in artistic films	
creative	digital art	
can keep overview		

23. How many hours per week you like to be involved in community/cultural activities in your living environment?



### Short evaluation activity in local cultural life

Remarkably, only 32% of respondents are active within the local community while at least 60 5 say they have creative ideas that can be meaningful for the local community.

Overall, a proportionate share of respondents indicated that because of COVID, the needs for cultural activities remained the same or changed.



What stands out positively is that the majority of respondents want to actively support the community at the time of a crisis and free up at least 1-5 hours a week to do so.

## Good practices

One of the aims of the project is to identify and showcase local examples of good practice. To learn about these good practices, the questionnaire also included a question to bring to surface these ideas and share as widely as possible. The project partners would like to disseminate as wide as possible the good practices in crisis management, which can work at local level.

### LIST OF GOOD PRACTICES FROM THE QUESTIONNAIRE IF ANY: Q31

- online activities
- walk together
- staying in contact bij messages
- cooked together or shared meals
- cooked for people with critical jobs
- brainstorm ideas
- hiking buddy
- workshops for people with dementia
- gardening together

## Conclusions

The results of the survey show that there are potentially a lot of people who want to do something for society, especially at a time of crisis, and who not only want to make time for this but also want to apply their skills and knowledge. What strikes me personally in this regard is that in rural areas, more initiatives are taken to nurture a sense of community together and that in the big cities, the involvement is there but people cannot always find the way to effectively convert this involvement into actual participation.