

USAGE OF SUPPORTED SERVICES

Outcome indicator, Output indicator

Indicator Phrasing

English: number of [specify the target group members] who used the promoted social protection / inclusion services

French: nombre de [spécifiez les membres du groupe cible] qui ont utilisé les services de protection sociale / d'inclusion

Spanish: número de [especificar los miembros del grupo destinatario] que han utilizado los servicios de protección/inclusión social promovidos

Portuguese: número de [especificar os/as membros do grupo-alvo] que utilizaram os serviços de protecção / inclusão social promovidos

Czech: počet [určete cílovou skupinu], kteří použili propagované služby sociální ochrany / inkluze

What is its purpose?

The indicator assesses the number of target group members who used one or more of the social protection / inclusion services promoted by the project, such as legal assistance or services helping people secure independent living. It shows the scale of the provided assistance.

How to Collect and Analyse the Required Data

Determine the indicator's value by using the following methodology:

- 1) If you promoted more than one service, **make a list of all the promoted services**.
- 2) For each service, **define for which period you will measure** the number of people who used it. In most cases, this should be the period when the service was promoted as a part of the project's activities.
- 3) **Request the service providers** to review their records and provide you with the number of people who used their services. If possible, ask them to disaggregate the data by gender and age groups. Having such a **requirement agreed right from the beginning** of your collaboration with the service providers will make gaining such data much easier.

4) To **determine the indicator's value**, sum up the number of people who used the supported protection services.

If you promoted more services and if there is a high likelihood that there are many people who used several services, the only ways how to **avoid double counting** would be to:

- see whether the service providers are willing and able (e.g. due to privacy and data protection laws) to share with you the names of the clients and then counting the same people only once
- if you promoted the service(s) among a larger population, you can conduct a quantitative survey among a [representative sample](#) of the target group members, asking them whether they used any of the supported services

Disaggregate by

[Disaggregate](#) the data by gender, age groups and specific vulnerable groups, such as persons with disability (to identify them in a larger population, it is recommended to use [The Washington Group Short Set on Functioning](#) methodology; for children, use the [set of questions](#) on [child functioning](#)). If you primarily target persons with disability, consider disaggregating the data by the type of disability the target group members have.

Important Comments

1) As much as possible, this indicator should be complemented with an [indicator assessing people's satisfaction](#) with the provided service(s).