

IMPACT REPORT: THE CLOTHING BANK & THE APPLIANCE BANK

Period: 2016 - 2020

Impact 1: SOCIAL INDEPENDENCE & HAVING A VOICE						
Dimension	Impact category	Definition	Indicator	Data / Value	Analysis	Source
What	Outcome level in period	The level of outcome experienced by the stakeholder when engaging with the enterprise. The outcome can be positive or negative, intended or unintended.	% of beneficiaries who indicated an increase in personal growth from baseline to 24 months <i>[Personal growth score is indicated as a composite of the following indicators: 1) Motivation & Attitude about Success; 2) Dealing with Challenges; 3) Awareness of needs: Life map & Personal Goals]</i>	45%	-55%	PSL - The Clothing Bank 2014-22012021 - Survey Timeline - 2020; TCB CRM (Business Competency Survey)
	Outcome threshold	The level of outcome that the stakeholder considers to be a positive outcome. Anything below this level is considered a negative outcome. The outcome threshold can be a nationally or internationally-agreed standard.	Target % of beneficiaries who indicated an increase in personal growth from baseline to 24 months	100%	n/a	n/a
	Importance of the outcome to stakeholder	The stakeholder's view of whether the outcome they experience is important (relevant to other outcomes). Where possible, the people experiencing the outcome provide this data, although third-party research may also be considered. For the environment, scientific research provides this view.	Importance of personal growth to beneficiaries	Not currently measured	n/a	n/a
	SDG target or other global goal	The Sustainable Development Goal target or other global goal that the outcome relates to. An outcome might relate to more than one goal.	Gender Equality; Reduced Inequalities	SDGs 5 & 10	n/a	Sustainable Development Goals
Who	Stakeholder	The type of stakeholder experiencing the outcome.	Type of stakeholder influenced by personal growth	Self-employed women and men from low-income, peri-urban communities	n/a	n/a
	Geographical Boundary	The geographical location where the stakeholder experiences the social and/or environmental outcome	Geographic location	Cape Town, Johannesburg, Durban, East London and Paarl	n/a	n/a
	Outcome level at baseline	The level of outcome being experienced by the stakeholder prior to engaging with, or otherwise being affected by, the enterprise	Personal growth score at baseline <i>[Personal growth score is indicated as a composite of the following indicators: 1) Motivation & Attitude about Success; 2) Dealing with Challenges; 3) Awareness of needs: Life map & Personal Goals]</i>	Motivation & Attitude about Success: 4.02 Dealing with Challenges: 4.09 Awareness of needs: 55%	n/a	PSL - The Clothing Bank 2014-22012021 - Survey Timeline - 2020; TCB CRM (Business Competency Survey)

	Stakeholder characteristics	Socio-demographic and/ or behavioural characteristics and/or ecosystem characteristics of the stakeholder to enable segmentation	Self-employed women and men	n/a	n/a	n/a
How Much	Scale	The number of individuals experiencing the outcome. When the planet is the stakeholder, this category is not relevant.	Number of women and men who indicated an increase in personal growth from baseline to 24 months	Motivation & Attitude about Success: 268 Dealing with Challenges: 272 Awareness of needs: 259	n/a	PSL - The Clothing Bank 2014-22012021 - Survey Timeline - 2020; TCB CRM (Business Competency Survey)
	Depth	The degree of change experienced by the stakeholder. Depth is calculated by analysing the change that has occurred between the 'Outcome level at baseline' (Who - ii) and the 'Outcome level in period' (What - i).	Difference between level of personal growth at outcome level and at baseline	n/a	n/a	n/a
	Duration	The time period for which the stakeholder experiences the outcome	Average period that beneficiaries take to increase personal growth score	Not measured	n/a	n/a
Contribution	Depth counterfactual	The estimated degree of change that would have happened anyway - without engaging with, or being affected by, the enterprise. Performance of peer enterprises, industry or local benchmarks, and/or stakeholder feedback are examples of counterfactuals that can be used to estimate the degree of change likely to occur anyway for the stakeholder.	Industry data is not available and therefore the 2020 cohort baseline information has been assumed as a proxy counterfactual	Motivation & Attitude about Success: 3.92/5 Dealing with Challenges: 3.98/5 Awareness of needs:72%	n/a	PSL - The Clothing Bank 2014-22012021 - Survey Timeline - 2020; TCB CRM (Business Competency Survey)
	Duration counterfactual	The estimated time period that the outcome would have lasted for anyway - without engaging with, or being affected by, the enterprise. Performance of peer enterprises, industry or local benchmarks, and/or stakeholder feedback are examples of counterfactuals that can be used to estimate the duration likely to occur anyway for the stakeholder.	The time period that the above scores of personal growth would have lasted for anyway	Industry data not available	n/a	n/a/
Risk	Risk type	The type of risk that may undermine the delivery of the expected impact for people and/or the planet. There are nine types of impact risk.	Risk type	Evidence Risk; External Risk	Risk associated with comparable benchmark data to assess depth and duration of counterfactual for this employment type	n/a

	Risk level	The level of risk, assessed by combining the likelihood of the risk occurring, and the severity of the consequences for people and/or the planet if it does.	Risk level	Evidence Risk - Medium; External Risk - Medium - High	n/a	n/a
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Impact 2: ROLE MODELS AND EQUIPPED LEADERS						
Dimension	Impact category	Definition	Indicator	Data / Value	Analysis	Source
What	Outcome level in period	The level of outcome experienced by the stakeholder when engaging with the enterprise. The outcome can be positive or negative, intended or unintended.	% of beneficiaries who indicated an increase in professional development from baseline to 24 months <i>[Professional development score is indicated as a composite of the following indicators: 1) Knowledge & skills to generate income; 2) Capacity to budget and plan; 3) Entrepreneurial spirit & Motivation]</i>	63%	-37%	PSL - The Clothing Bank 2014-22012021 - Survey Timeline - 2020
	Outcome threshold	The level of outcome that the stakeholder considers to be a positive outcome. Anything below this level is considered a negative outcome. The outcome threshold can be a nationally or internationally-agreed standard.	Target % of beneficiaries who indicated an increase in professional development from baseline to 24 months	100%	n/a	n/a
	Importance of the outcome to stakeholder	The stakeholder's view of whether the outcome they experience is important (relevant to other outcomes). Where possible, the people experiencing the outcome provide this data, although third-party research may also be considered. For the environment, scientific research provides this view.	Importance of professional growth to beneficiaries	Not currently measured	n/a	n/a
	SDG target or other global goal	The Sustainable Development Goal target or other global goal that the outcome relates to. An outcome might relate to more than one goal.	No Poverty; Quality Education; Decent Work & Economic Growth; Gender Equality; Reduced Inequalities	SDGs 1; 4; 5; 8 & 10	n/a	Sustainable Development Goals
Who	Stakeholder	The type of stakeholder experiencing the outcome.	Type of stakeholder influenced by professional development	Self-employed women and men from low-income, peri-urban communities	n/a	n/a
	Geographical Boundary	The geographical location where the stakeholder experiences the social and/or environmental outcome	Geographic location	Cape Town, Johannesburg, Durban, East London and Paarl	n/a	TCB Database

	Outcome level at baseline	The level of outcome being experienced by the stakeholder prior to engaging with, or otherwise being affected by, the enterprise	Professional development score at baseline <i>[Professional development score is indicated as a composite of the following indicators: 1) Knowledge & skills to generate income; 2) Capacity to budget and plan; 3) Entrepreneurial spirit & Motivation]</i>	Knowledge & skills to generate income: 36% Capacity to budget and plan: 21% Entrepreneurial spirit & Motivation: 56%	n/a	PSL - The Clothing Bank 2014-22012021 - Survey Timeline - 2020
	Stakeholder characteristics	Socio-demographic and/ or behavioural characteristics and/or ecosystem characteristics of the stakeholder to enable segmentation	Self-employed women and men	n/a	n/a	n/a
How Much	Scale	The number of individuals experiencing the outcome. When the planet is the stakeholder, this category is not relevant.	Number of women and men who indicated an increase in professional development from baseline to 24 months	Knowledge & skills to generate income: 378 Capacity to plan & budget: 433 Entrepreneurial spirit: 262	n/a	PSL - The Clothing Bank 2014-22012021 - Survey Timeline - 2020
	Depth	The degree of change experienced by the stakeholder. Depth is calculated by analysing the change that has occurred between the 'Outcome level at baseline' (Who - ii) and the 'Outcome level in period' (What - i).	Difference between level of professional development at outcome level and at baseline	n/a	n/a	n/a
	Duration	The time period for which the stakeholder experiences the outcome	Average period that beneficiaries take to increase professional development score	Not measured	n/a	n/a
Contribution	Depth counterfactual	The estimated degree of change that would have happened anyway - without engaging with, or being affected by, the enterprise. Performance of peer enterprises, industry or local benchmarks, and/or stakeholder feedback are examples of counterfactuals that can be used to estimate the degree of change likely to occur anyway for the stakeholder.	Industry data is not available and therefore the 2020 cohort baseline information has been assumed as a proxy counterfactual	Knowledge & skills to generate income: 22% Capacity to plan & budget: 15% Entrepreneurial spirit:38%	n/a	PSL - The Clothing Bank 2014-22012021 - Survey Timeline - 2020
	Duration counterfactual	The estimated time period that the outcome would have lasted for anyway - without engaging with, or being affected by, the enterprise. Performance of peer enterprises, industry or local benchmarks, and/or stakeholder feedback are examples of counterfactuals that can be used to estimate the duration likely to occur anyway for the stakeholder.	The time period that the above scores of professional development would have lasted for anyway	Industry data not available	n/a	n/a

Risk	Risk type	The type of risk that may undermine the delivery of the expected impact for people and/or the planet. There are nine types of impact risk.	Risk type	Execution Risk External Risk; Drop-off Risk;	Risk associated with comparable benchmark data to assess depth and duration of counterfactual for this employment type	n/a
	Risk level	The level of risk, assessed by combining the likelihood of the risk occurring, and the severity of the consequences for people and/or the planet if it does.	Risk level	Evidence Risk - Medium - High; Execution Risk - Low; Drop-off Risk - Medium	n/a	n/a

			Impact 3: FINANCIAL FREEDOM & ENTREPRENEURIAL SPIRIT							
			THE CLOTHING BANK				THE APPLIANCE BANK			
Dimension	Impact category	Definition	Indicator	Data / Value	Analysis	Source	Indicator	Data / Value	Analysis	Source
What	Outcome level in period	The level of outcome experienced by the stakeholder when engaging with the enterprise. The outcome can be positive or negative, intended or unintended.	Average monthly income for women* from their businesses for the entire time that they were part of the programme *2016 - 2018 cohorts only women who graduated from the programme included.	R6,245.00	25%	TCB CRM 20210226	Average monthly income for men* from their businesses * 2016 - 2018 cohorts only women who graduated from the programme included. 2019 & 2020 cohorts only women still in the programme included	R6,058.00	21%	TCB CRM 20210226
	Outcome threshold	The level of outcome that the stakeholder considers to be a positive outcome. Anything below this level is considered a negative outcome. The outcome threshold can be a nationally or internationally-agreed standard.	Income target threshold for women from their own businesses	R5,000.00	n/a	Defined by The Clothing Bank	Income target threshold for men from their own businesses	R5,000.00	n/a	Defined by The Appliance Bank

	Importance of the outcome to stakeholder	The stakeholder's view of whether the outcome they experience is important (relevant to other outcomes). Where possible, the people experiencing the outcome provide this data, although third-party research may also be considered. For the environment, scientific research provides this view.	Importance of decent income for women	Not measured currently	n/a	n/a	Importance of decent income for men	Not measured currently	n/a	n/a
	SDG target or other global goal	The Sustainable Development Goal target or other global goal that the outcome relates to. An outcome might relate to more than one goal.	No Poverty; Decent Work & Economic Growth; Gender Equality; Reduced Inequalities; Partnerships for the goals	SDGs 1; 5; 8; 10; 17	n/a	Sustainable Development Goals	No Poverty; Decent Work & Economic Growth; Gender Equality; Reduced Inequalities; Partnerships for the goals	SDGs 1; 5; 8; 10 & 17	n/a	Sustainable Development Goals
Who	Stakeholder	The type of stakeholder experiencing the outcome.	Type of stakeholder influenced by decent pay	Self-employed women from low-income, peri-urban communities	n/a	n/a	Type of stakeholder influenced by decent pay	Self-employed men from low-income, peri-urban communities	n/a	n/a
	Geographical Boundary	The geographical location where the stakeholder experiences the social and/or environmental outcome	Geographic location	Cape Town, Johannesburg, Durban, East London and Paarl	n/a	TCB Database	Geographic location	Cape Town, Johannesburg, Durban, Paarl	n/a	TCB Database
	Outcome level at baseline	The level of outcome being experienced by the stakeholder prior to engaging with, or otherwise being affected by, the enterprise	Average monthly income of women at baseline* *First month of trading of each cohort used as a baseline	R6,463.32	-3%	TCB CRM 20210226	Average monthly income of men at baseline* * First month of trading of each cohort used as a baseline	R5,385.20	12%	TCB CRM 20210226

	Stakeholder characteristics	Socio-demographic and/ or behavioural characteristics and/or ecosystem characteristics of the stakeholder to enable segmentation	Self-employed women	n/a	n/a	n/a	Self-employed men	n/a	n/a	n/a
How Much	Scale	The number of individuals experiencing the outcome. When the planet is the stakeholder, this category is not relevant.	Number of women earning an average monthly income of R6146.64 from their businesses *2016 - 2018 cohorts only women who graduated from the programme included.	322	n/a	TCB CRM 20210226	Number of men earning an average monthly income of R6058 from their businesses	31	n/a	TCB CRM 20210226
	Depth	The degree of change experienced by the stakeholder. Depth is calculated by analysing the change that has occurred between the 'Outcome level at baseline' (Who - ii) and the 'Outcome level in period' (What - i).	Difference between average monthly income for self-employed women at outcome level and at baseline	n/a	-3%	n/a	Difference between average monthly income for self-employed men at outcome level and at baseline	n/a	12%	n/a
	Duration	The time period for which the stakeholder experiences the outcome	Average period (in months) of monthly income sustained	Not measured currently	n/a	n/a	Average period (months) of monthly income sustained	Not measured currently	n/a	n/a
Contribution	Depth counterfactual	The estimated degree of change that would have happened anyway - without engaging with, or being affected by, the enterprise. Performance of peer enterprises, industry or local benchmarks, and/or stakeholder feedback are examples of counterfactuals that can be used to estimate the degree of change likely to occur anyway for the stakeholder.	Minimum wage in 2021 in South Africa* * R21.69 per hour calculated at 40 hours per week and 4.333 weeks per month	R3,759.31	n/a	Department of Employment and Labour: Republic of South Africa	Minimum wage in 2021 in South Africa* * R21.69 per hour calculated at 40hours per week and 4.333 weeks per month	R3,470.40	n/a	Department of Employment and Labour: Republic of South Africa

	Duration counterfactual	The estimated time period that the outcome would have lasted for anyway - without engaging with, or being affected by, the enterprise. Performance of peer enterprises, industry or local benchmarks, and/or stakeholder feedback are examples of counterfactuals that can be used to estimate the duration likely to occur anyway for the stakeholder.	The time period that the monthly income for self-employed women would have lasted for anyway	Industry data not available	n/a	n/a	The time period that the monthly income for self-employed men would have lasted for anyway	Industry data not available	n/a	n/a
Risk	Risk type	The type of risk that may undermine the delivery of the expected impact for people and/or the planet. There are nine types of impact risk.	Risk type	Evidence Risk; External Risk;	Risk associated with comparable benchmark data to assess depth and duration of counterfactual for this employment type	n/a	Risk type	Evidence Risk; External Risk	Risk associated with comparable benchmark data to assess depth and duration of counterfactual for this employment type	n/a
	Risk level	The level of risk, assessed by combining the likelihood of the risk occurring, and the severity of the consequences for people and/or the planet if it does.	Risk level	Evidence Risk - Medium; External Risk - High	n/a	n/a	Risk level	Evidence Risk - Medium; External Risk - High	n/a	n/a

Impact 3: FINANCIAL FREEDOM & ENTREPRENEURIAL SPIRIT						
Dimension	Impact category	Definition	Indicator	Data / Value	Analysis	Source
What	Outcome level in period	The level of outcome experienced by the stakeholder when engaging with the enterprise. The outcome can be positive or negative, intended or unintended.	% of beneficiaries who indicated an increase in financial independence from baseline to 24 months <i>[Financial independence score is indicated as a composite of the following indicators: 1) Stable Employment & Income; 2) Financial Independence]</i>	66%	-34%	PSL - The Clothing Bank 2014-22012021 - Survey Timeline - 2020; TCB CRM (Business Competency Survey)
	Outcome threshold	The level of outcome that the stakeholder considers to be a positive outcome. Anything below this level is considered a negative outcome. The outcome threshold can be a nationally or internationally-agreed standard.	Target % of women who indicated an increase in financial independence from baseline to 24 months	100%	n/a	Defined by The Clothing Bank
	Importance of the outcome to stakeholder	The stakeholder's view of whether the outcome they experience is important (relevant to other outcomes). Where possible, the people experiencing the outcome provide this data, although third-party research may also be considered. For the environment, scientific research provides this view.	Importance of decent income for women	Not measured currently	n/a	n/a
	SDG target or other global goal	The Sustainable Development Goal target or other global goal that the outcome relates to. An outcome might relate to more than one goal.	No Poverty; Decent Work & Economic Growth; Gender Equality; Reduced Inequalities	SDGs 1; 5; 8 & 10	n/a	Sustainable Development Goals
Who	Stakeholder	The type of stakeholder experiencing the outcome.	Type of stakeholder influenced by financial independence	Self-employed women from low-income, peri-urban communities	n/a	n/a
	Geographical Boundary	The geographical location where the stakeholder experiences the social and/or environmental outcome	Geographic location	Cape Town, Johannesburg, Durban, East London and Paarl	n/a	TCB Database
	Outcome level at baseline	The level of outcome being experienced by the stakeholder prior to engaging with, or otherwise being affected by, the enterprise	Financial Independence score at baseline <i>[Financial independence score is indicated as a composite of the following indicators: 1) Stable Employment & Income; 2) Financial Independence]</i>	Stable Income & Employment: 24% Financial Independence: 3.06	n/a	TCB CRM 20210226

	Stakeholder characteristics	Socio-demographic and/ or behavioural characteristics and/or ecosystem characteristics of the stakeholder to enable segmentation	Self-employed women and men	n/a	n/a	n/a
How Much	Scale	The number of individuals experiencing the outcome. When the planet is the stakeholder, this category is not relevant.	Number of beneficiaries who indicated an increase in financial independence from baseline to 24 months	Stable employment & income: 368 Financial Independence: 382	n/a	PSL - The Clothing Bank 2014-22012021 - Survey Timeline - 2020; TCB CRM (Business Competency Survey)
	Depth	The degree of change experienced by the stakeholder. Depth is calculated by analysing the change that has occurred between the 'Outcome level at baseline' (Who - ii) and the 'Outcome level in period' (What - i).	Difference between level of financial independence at outcome level and at baseline	n/a	n/a	n/a
	Duration	The time period for which the stakeholder experiences the outcome	Average period that beneficiaries take to increase financial independence score	Not measured currently	n/a	n/a
Contribution	Depth counterfactual	The estimated degree of change that would have happened anyway - without engaging with, or being affected by, the enterprise. Performance of peer enterprises, industry or local benchmarks, and/or stakeholder feedback are examples of counterfactuals that can be used to estimate the degree of change likely to occur anyway for the stakeholder.	Industry data is not available and therefore the 2020 cohort baseline information has been assumed as a proxy counterfactual	Stable employment & income: 19% Financial Independence: 2.92	n/a	PSL - The Clothing Bank 2014-22012021 - Survey Timeline - 2020; TCB CRM (Business Competency Survey)
	Duration counterfactual	The estimated time period that the outcome would have lasted for anyway - without engaging with, or being affected by, the enterprise. Performance of peer enterprises, industry or local benchmarks, and/or stakeholder feedback are examples of counterfactuals that can be used to estimate the duration likely to occur anyway for the stakeholder.	The time period that the financial independence would have lasted for anyway	Industry data not available	n/a	n/a
Risk	Risk type	The type of risk that may undermine the delivery of the expected impact for people and/or the planet. There are nine types of impact risk.	Risk type	Evidence Risk; External Risk;	Risk associated with comparable benchmark data to assess depth and duration of counterfactual for this employment type	n/a

	Risk level	The level of risk, assessed by combining the likelihood of the risk occurring, and the severity of the consequences for people and/or the planet if it does.	Risk level	Evidence Risk - Medium; External Risk - High	n/a	n/a
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			Impact 4: CONTRIBUTION TO CIRCULAR ECONOMY & CORPORATE CITIZENSHIP							
			THE CLOTHING BANK				THE APPLIANCE BANK			
Dimension	Impact category	Definition	Indicator	Data / Value	Analysis	Source	Indicator	Data / Value	Analysis	Source
What	Outcome level in period	The level of outcome experienced by the stakeholder when engaging with the enterprise. The outcome can be positive or negative, intended or unintended.	Total number of clothing items received for in 2020	1854981	7%	TCB Supplier Summary Reports	Total number of appliances received for the period 2016 - 2020	108960	-30%	TAB Supplier Summary Reports
	Outcome threshold	The level of outcome that the stakeholder considers to be a positive outcome. Anything below this level is considered a negative outcome. The outcome threshold can be a nationally or internationally-agreed standard.	Target threshold items of clothing received per year	1740000	n/a	Defined by TCB	Target threshold average monthly volume of appliances received	154800	n/a	Defined by TAB
	Importance of the outcome to stakeholder	The stakeholder's view of whether the outcome they experience is important (relevant to other outcomes). Where possible, the people experiencing the outcome provide this data, although third-party research may also be considered. For the environment, scientific research provides this view.	Importance of contribution to circular economy to women in the programme	Not measured	n/a	n/a	Importance of contribution to circular economy to men	Not measured	n/a	n/a

Contribution	Depth counterfactual	The estimated degree of change that would have happened anyway - without engaging with, or being affected by, the enterprise. Performance of peer enterprises, industry or local benchmarks, and/or stakeholder feedback are examples of counterfactuals that can be used to estimate the degree of change likely to occur anyway for the stakeholder.	Amount (in tons) of municipal solid waste textiles that ended up in landfills in the US in 2018	11 300 000	n/a	United States Environmental Protection Agency	Tons of e-waste generated in South Africa in 2016	321 000	n/a	South African Journal of Industrial Engineering: Consumer e-waste recycling in South Africa
	Duration counterfactual	The estimated time period that the outcome would have lasted for anyway - without engaging with, or being affected by, the enterprise. Performance of peer enterprises, industry or local benchmarks, and/or stakeholder feedback are examples of counterfactuals that can be used to estimate the duration likely to occur anyway for the stakeholder.	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Risk	Risk type	The type of risk that may undermine the delivery of the expected impact for people and/or the planet. There are nine types of impact risk.	Risk type	Evidence risk; Alignment risk	Risk associated with comparable benchmark data to assess depth and duration of counterfactual for this employment type	n/a	Risk type	Evidence risk; Alignment	Risk associated with comparable benchmark data to assess depth and duration of counterfactual for this employment type	n/a
	Risk level	The level of risk, assessed by combining the likelihood of the risk occurring, and the severity of the consequences for people and/or the planet if it does.	Risk level	Evidence risk - High; Alignment risk - Low	n/a	n/a	Risk level	Evidence risk - High; Alignment risk - Low	n/a	n/a

