



# THE NATIONAL SOCIAL VALUE CONFERENCE 2018

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**SUMMARY OF DAY 1 & DAY 2:  
INSPIRING LEADERSHIP AND THE SVUK  
ANNUAL MEMBERS EXCHANGE  
20-21ST NOVEMBER 2018**

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# OVERVIEW

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The National Social Value Conference (#NSVC18) was held in Manchester on 20-21st November 2018. The conference was delivered in partnership between Social Value UK and Social Value Portal. For a summary of Day 1 including video please see [here](#). This document includes a short summary of Day 1 courtesy of Social Value Portal's Guy Battle, and a summary of Day 2 of the #NSVC18 which was led by Social Value UK and followed the format of SVUK's annual 'Members Exchange'. This marked the 10th Annual Members Exchange organised by Social Value UK (or previously the SROI Network), and as Jeremy Nicholls (founder of Social Value UK and Social Value International) noted, "the difference in energy is palpable...there is a real sense of the absolute need to get on...and start managing the social value we create". This sentiment was sharpened by the coinciding announcement by UK government to strengthen the Social Value Act Legislation; the importance of the conference in bringing together the community at this crucial time was evident.

The theme for the overall conference was "Inspiring Leadership – Building a movement for change"; the energy and vibrancy of the conference certainly seemed to match. With individuals and organisations across all sectors and regions of the UK, the day felt like a coming together of a community and network of people who are truly committed to driving forward this movement for change.

***"It's fantastic to be in a room with so many enthusiastic people looking to truly embed social value" - Eleri Lloyd, Social Value Manager, Mantell Gwynedd***

The round table discussions and workshops on the agenda for Day 2 was deliberately diverse to demonstrate that social value is already a movement with many different actors. We were joined by evaluators and academics discussing how to measure social value; service designers, market researchers, even architects conveying how social value is at the heart of their work; and social entrepreneurs, economists and activists rethinking and challenging the systems in which we operate.

Throughout the day there were 12 workshops and 18 roundtables, delivered by over 50 speakers, covering a range of topics from Impact Management, to Wellbeing, to the Built Environment and Urban Development, to Mainstreaming the Sustainable Development Goals. All of these breakout sessions allowed for energetic and passionate discussion, with a great atmosphere of cross-sectoral learning and sharing – in the words of one of Day 2's attendees "the workshops and roundtable sessions were really valuable, and I felt that I gained some great knowledge and contacts from them" – and for all of us at Social Value UK it was fantastic to be able to hear the variety of discussions which transpired from all of the sessions.

Due to the variety and number of sessions taking place throughout the day, no two people had the same experiences or interactions, which created a diversity of opinions and conversations which subsequently led to further sharing and learning for attendees.

***"The second day stretched me in a good way and I now understand social value and impact measurement in a deeper way"***

***"A really enjoyable conference which helped me appreciate the very different stages that individuals and organisations are on in their social value journey - but also the enthusiasm and engagement to make consideration of social value an integral part of management and decision-making."***

# DAY 1 SUMMARY

**A summary of the first day of the National Social Value Conference from Guy Battle, Chief Executive of Social Value Portal.**

## ***Inspiring Leadership***

Inspiring Leadership can of course be read two ways and at this year's conference we were not only looking to inspire attendees to take the lead but also to show case some of the inspiring leaders of the year who have set the pace and continue to show us that anything is possible.

Day 1 was opened by key note speaker Steve Morrell, CEO of the Cooperative who showed us how a business can lead from the front and do good by being good and this was followed by a fascinating panel discussion chaired by Claire Dove OBE looking at some of the biggest challenges facing society.

**"The organisation was excellent; presentations topical, thought provoking and left with lots to build on - very positive; excellent day!"**

As well as the launch of the National TOMs 2019 and the Real Estate Plug-In, conference also saw the release of a number of important guidance documents including a toolkit for engaging SMEs and VCSEs within public sector procurement alongside the release of a contract management tool for procurement officers.

Presentations for the rest of the day were built around a number of core themes and one of the key themes of the conference was the different ways in which social value can be measured and managed. Darren Knowd, Procurement lead at Durham Council noted that the launch of the TOMs framework last year was the biggest change he'd seen, as previously it had been "difficult for buyers and suppliers to understand what social value means". The TOMs, on the other hand, clearly explain what it means, put financial values on it, and make it tangible, transparent, and legitimate to use. "A lot of the barriers that people felt were there, or were perceived to be there, have been removed," the Durham official said.

## **Other key themes addressed included:**

- Looking at how social value can be integrated into the planning process which we were told represents £17bn annual opportunity for delivering additional social value.
- How the health sector can embed social value into their own processes with the launch of a Health Sector Social Value Measurement (TOMs) Framework that was sponsored by NHS Sustainable Development Unit (NHS SDU).
- A Manchester show case that looked at the initiatives that have been taken in the region and how this has paved the way for many others to follow.
- A discussion looking at how to better involve stakeholders in the design and delivery of public services, giving people a voice and responding to the needs of communities including a discussion about participatory democracy, community and voluntary services, customer segmentation and service design



The day was rounded off with the inaugural Social Value Awards 2018 that gave a platform to those organisations and people who are just getting on with the business of delivering social value, knowing that there is little to lose, except time and much to gain including more jobs for the vulnerable, more local spend, stronger communities and a cleaner environment.



**Jeremy Nichols and Cindy Nadesan were both recognised for their leadership of the sector**

Watch the **Local Government Video on the National TOMs** and the full **Conference video**

# THE OPENING SESSION



A key theme of this opening session was tackling inequality. CEO of SVUK Ben Carpenter stressed that “If we want to create meaningful change through social value, we need to recognise that there are massive power imbalances in our society. If we are to make this movement of social value effective, we need to shift power. This means amplifying the voices of those most marginalised, not only listening but responding to what is heard”. Lynn Collins, General Secretary from TUC North West really drove this point of

inequality and power imbalance home by highlighting that for those born in the bottom 10% of society in terms of poverty, it will take **six generations** to reach average wage earnings.

This worrying message from Lynn was linked back to the concept of social value when she noted that “when a public sector contract is based on paying minimum wage, we are essentially buying poverty”. This emphasised why it is important to include an understanding of social value in our decision making and activities – in this case, through ensuring fair and meaningful employment, through social justice, and through understanding what really matters to individuals and stakeholders.



The following panel discussion brought together a diverse set of speakers from a range of disciplines and sectors:

Henry Leveson-Gower from Promoting Economic Pluralism, Neil Stevenson from IIRC, Bethia McNeil from Centre for Youth Impact, Lynn Collins from TUC North West, and Tim Hughes from Involve. It was inspiring to hear them all continue to emphasise the importance of using social value data to make decisions that can tackle inequality and improve wellbeing.



# WORKSHOPS



***“The workshops I attended were excellent; they were informative, well run and kept to time” – Day 2 Attendee.***

Throughout the day, 12 workshop sessions were delivered by a number of organisations, the Social Value UK and Social Value Portal Teams, and members of Social Value UK. Below is a brief synopsis of each of the workshops and the areas they covered in the sessions.

## **1. What factors contribute to personal wellbeing in local areas? – Led by the ONS, Happy City and the What Works Centre for Wellbeing**

The ONS, Happy City and What Works Centre for Wellbeing illustrated how using a well-being lens can help us to look differently at local economic growth strategies and encourage decision-makers to consider what good policies for well-being might be in their local area. The hosts welcomed discussion with the participants, and some great feedback was delivered on how their analysis could be refined and made more useful in the future.

## **2. Practical Applications of Social Valuation in Built Environment Projects – Led by RealWorth and HACT**

This session was looking at the built environment community and the production of social and environmental value by development and real estate projects in this community. It looked beyond the theory of social value in the environment and concentrated on explaining how it has been identified and reported.

The session delivered three working case studies of approaches and reactions to their work within social value and the built environment, in a response to the fact that more public bodies are asking for evidence of social value in their tender documentation, meaning that some developers have shifted their commercial advantage to be their ability to offer stakeholders more social value than their counterparts.

Real Worth are leading a thought leadership group on behalf of SVUK and anyone interested in this is encouraged to **join**.

## **3. Decision Making with Social Value: The questions we need to ask to scrutinize results – Led by Social Value the UK and the Centre for Public Scrutiny**

Social Value UK and the Centre for Public Scrutiny co-developed this workshop to help those in scrutiny and other decision-making roles to better understand the questions they should ask when the Social Value Principles and Impact Questions are used to measure the impact of activities. The session was designed for decision-makers in public-sector roles but was open to anyone interested in ensuring social value information is used in decision making, and as a result, allowed for some great cross-sectoral learning and communication.

Our previous work with CfPS includes this guide which discusses the common challenge public services are facing: how to spend public money in ways that meet society's needs and deliver better outcomes for people and communities.



#### **4. The Value of Monetisation – Led by Peter Scholten**

This workshop was looking at one of the principles of SROI – “value the things that matter”. For many, this is a challenging principle as not everyone likes to monetise or use financial proxies. Even if people are comfortable with this, difficulties still lie in the issues of it being built on assumption, on aggregation of different values, and not always from the perspective of the stakeholder.

This session looked at all of these issues, and answered questions such as “is valuation the same as monetisation”, “what methods can you use for what purpose” and “how can you avoid the most common mistakes”

A **Webinar** on this topic will be taking place on April 11th, 2019.

#### **5. Social Value, Employment Charters and Sectors – Led by the Inclusive Growth Analysis Unit**

This interactive workshop started with the opportunity for participants to map their organisation and sector against a generic good work framework.

The session then answered questions such as “How does promoting good work within organisations fit with social value?”, “How do, and potentially will, Employment Charters around the UK link to social value?” and “is good work the same across all organisations – or does the reality of different sectors and kinds of organisations need to be recognised?” and finally explored the challenges and opportunities to do more.

SVUK are facilitating a **working group** on social value and employment, which you can join by emailing [info@socialvalueuk.org](mailto:info@socialvalueuk.org).

#### **6. Challenges of definition: Balancing principles with a rigorous approach to measuring value to society – Led by Sheffield Hallam University and Morethanoutputs**

Using an example of population SROI, this workshop explored contrasting definitions of social value that are popularly measured – value to society or value expressed by end users?

The session then went on to discuss the Principles of Social Value and whether they are compromised by either (when the data you really want is not available) or the scope or proving the value to society.

The session then looked specifically at how a society level SROI into sport could be achieved, and what would be required for an assured society level study as based on the Principles of Social Value.

#### **7. Attributing Impact: Can Qualitative Data be used more effectively? – Led by Bath Social and Development Research Ltd.**

This session presented the key features of QulP – Qualitative Impact Protocol – as an innovative approach to collecting and analysing qualitative data on social impact from the perspective of intended beneficiaries.

Following from a successful pilot with Bristol City Council, Bath SDR were interested in discussing the scope for adaptation of the approach to the UK voluntary and community sector. Three actions that came from this session included: Thinking more about how to frame questions in a way which elicits broader stories of change, investing in capacity to do more qualitative analysis and discuss incentives (and disincentives) for impact assessments and how these may deter more collaborative work on contribution and attribution across departments and projects.



## **8. Social Value and Wellbeing in the National TOMs Framework – Led by Social Value Portal, Office for National Statistics, Happy City and What Works Centre for Wellbeing**

In this workshop, participants learned about the National TOMs Framework and heard from wellbeing experts from the ONS, What Works Centre for Wellbeing and Happy City about wellbeing measurements at national, local, and city level.

This interactive session encouraged attendees to share their experiences and participate in a discussion about how to extend the framework so that it can include standardised measures of well-being within it.

## **9. How truly embedding social value drives greater performance – Led by VINCI Facilities**

Using the work carried out by VINCI Facilities in embedding social value as a case study, this session explored how the Social Value Principles can be embedded in an internal framework for managing social value.

Attendees were able to learn how VINCI Facilities were able to move from wanting to measure social value, to putting social value into the heart of strategic decision making and designing systems that could influence behaviours.

For more information about the above, see **this Q&A** with VINCI's Charlotte Österman about embedding social value in Facilities Management.

## **10. The investor perspective: How can impact be aggregated across a portfolio and what data is needed to make decisions – Led by Social Value UK and East Riding of Yorkshire Council**

This workshop allowed attendees to hear from Social Value UK and a selection of funders (including Local Authorities) about the challenges and opportunities to use data at a portfolio level. This interactive session gave an insight into the type of data needed between enterprise level and investor level and explored the challenges of aggregating data and the potential of using responsiveness as a way of ensuring accountability and building trust.

## **11. Unearthing Hidden Value: Using constituents to measure and maximise social value – Led by Think NPC and Keystone Accountability**

In this session, Think NPC and Keystone Accountability explored the reasons why organisations should listen to their service users (in the Social Value Principles these form part of the stakeholders), and how to do so in a way that empowers them, delivers better outcomes for both services users and organisations, and improves how you work with service users to increase meaningful interactions and relationships.

## **12. What Kind of environment fosters the most useful and productive connections between government suppliers, local businesses and local VCSE organisations? – Led by Firesouls, Knowsley CVS and Supply Change**

This workshop session was designed with the aim that participants could test assumptions and generate solutions to create the best conditions for connecting government suppliers that have committed to creating local community benefits, with both local businesses and local VCSE Organisations. Case studies and practical examples of this were given by all of the hosts, and some really insightful feedback was delivered by the attendees of the session.

# ROUNDTABLES



***"I really enjoyed the roundtable discussions - they provided the chance to have in-depth conversations with others with a similar interest - in a way that just isn't possible in the panel sessions" – Day 2 Attendee and Social Value UK Member***

Throughout the day, 17 roundtables were delivered by over 30 representatives from the public, private and civil society sectors. Below gives an overview of the different sessions, and in some

cases, the tangible actions decided upon by the roundtable attendees:

## **1. How can businesses work with social enterprises to create more social value? – Led by Wates and Willmott Dixon**

This interactive session explored the challenges and opportunities of trading with social enterprises and how this approach can bring value to both business and wider society. Key themes included engaging with Social Enterprises, education of Social Enterprises, the relationships between Social Enterprises and Corporates, and ways of identifying Social Enterprises.

**The actions from the session were:** to keep in touch and explore running an event specific to this topic, to develop individual action plans, and share information about Social Enterprises.

## **2. Measuring Social Value in the context of place – Led by East Riding of Yorkshire Council**

This roundtable explored an approach using the Principles of Social Value, combined with the indicators of sustainable communities, to demonstrate the impact of activities on the places people live.

Key themes for the session were: Thinking about simplicity vs complexity in calculating the social value and thinking about differences in places and how this might affect proxy values.

**Key actions from the session were:** Scope for more discussion about place and social value and research into links between high social value and community capacity.

## **3. Impact Management: The Yes. Story – Led by Crellin Consulting and YES (Your Employment Solutions)**

Manchester-based YES (Your Employment Solutions) and Crellin Consulting described the ups and downs of the experience developing the Yes' Impact Management as part of the Access Fund's Impact Management Programme.

The central theme of the session was around the process of implementing and embedding impact management into the normal business processes at YES. Other themes included: Including audience, process and threshold; How to involve and engage both staff and the board; and more general discussions around what is impact management.

**Key actions from the session included:** Taking learning from the session to participants own organisations, sharing resources between roundtable members, and collaborating and engaging with staff in new ways.

#### **4. The role of Universities in delivering social value to local communities – Led by the University of Northampton**

This roundtable was an opportunity to explore the role all UK Universities can play in delivery social value for money and being a key driver of social and economic growth.

Key themes from the session included: With the recent extension of the Social Value Act, how can we encourage all UK universities to consider their role in delivering social value to their local region? How can we share best practice between universities, local stakeholders and policymakers and the business community to deliver social value? And How can we ensure universities are recognised for the wider contribution they make to the regional and national economy?

#### **5. A campaign to change mainstream financial accounting – Led by Jeremy Nicholls, SVI Board Member**

This roundtable discussion approached how we can change mainstream financial accounting to reflect contemporary attitudes to value.

Attendees were able to hear about **SVUK's recent research carried out with YouGov** on the basis of financial accounting and were able to help shape the next steps in this campaign.

#### **6. Gender, Inclusion and Impact Management – Social Value UK, Social Audit Network and Coalition for Efficiency**

The Gender, Inclusion and Impact Management working group convened over 2018 to take action around three priorities 1. Recognition that gender matters, 2. Acknowledgement that the social impact sector has a role to play, and 3. To set standards on gender, inclusion and impact management. Key themes discussed in the roundtable included topics as unconscious bias, the need to amplify voices to make a change, inequalities across different sectors, and the long-term nature of addressing such structural issues.

**The group agreed on aims including:** Mapping of standards and alignment of these, and a sharing of resources between the roundtable participants.

If any members are interested in becoming involved with the **working group**, please email [catherine.manning@socialvalueuk.org](mailto:catherine.manning@socialvalueuk.org)

#### **7. Measuring Social Value from procurement to operation to drive and deliver change through construction projects – Led by CHY and Social Profit Calculator**

Quantifying, monitoring and accounting for social value in monetary terms has become more prevalent in recent years. This roundtable aimed to answer the questions – Are the principles and analysis tools tangible? Can we embed them in procurement, through delivery and operations? Do they measure real change? And can they deliver better interventions for stakeholders?

#### **8. Making The Sustainable Development Goals Mainstream – Led by U-Solve SELE**

This session was structured as an informal discussion to encourage participants to share experience and generate new ideas to help embedding the goals part of our practice and offerings. The session featured themes such as: how practitioners can engage business, civil society groups and public bodies on the SDGs, making them strategically important rather than areas of philanthropy, and the ability to communicate them simply.

**Actions as decided by the participants included:** the creation of a **working group** to take this discussion further, for further education on the SDGs, and to take these discussions beyond the sustainability agenda.



## **9. Social Audit Network and Assurance: Where to next? – Led by Social Value UK and the Social Audit Network**

This roundtable was designed to answer the following questions: What does Social Audit and Assurance mean to you? Where are we now, and where do we go to next? As we see funders relax their reporting requirements, is this a time where a form or assurance and audit is even more necessary? How can it reduce risk for funder perspective? And provide confidence to organisations (including trustees) that we're on the right path? How well can it support in providing accountability to the people who are impacted?

**Key actions from this session included:** Providing a better explanation as to why to do this, looking beyond service provision into influencing policy, and looking at how this impacts contract management and procurement.

## **10. Answering the “So What” question – Led by Buzzacott**

This roundtable discussion encouraged participants to explore the reasons why boards should be maximising social value at the heart of their agendas, and the ideas and concepts that will inspire them to be passionate about doing so.

## **11. What should the accountant's role be in a stakeholder economy? – Led by Promoting Economic Pluralism**

This roundtable session asked participants to imagine if all stakeholders in corporations had a legitimate say in their strategic direction – investors, employees, customers, suppliers, and even the wider groups who may be affected by their activities.

It then explored what role accountants could have in helping to build a common ground amongst stakeholder groups, and the implications of this on the future role, skills and knowledge of accountants.

The session covered questions such as: what might be the path for accountancy to that future? What might be the existing opportunities for and barriers to change? What strategic steps could accountants take while also making immediate improvements? How can we ensure the short-term doesn't undermine the long-term vision?

## **12. Embedding SROI in employer value propositions - Led by Talent Gateway**

This roundtable explored the use of SROI as a tool to better understand the impact organisations are having on their employees from wellbeing initiatives to flexible working. The aim was to start a discussion around using SROI to develop and measure the employer value propositions to better understand the impact on employees and respond accordingly.

## **13. The Social Value UK Strategy– Led by Ben Carpenter**

Social Value UK will be writing its 5-year strategy in 2019. As part of the member exchange, Ben consulted members of Social Value UK on what they would like to see Social Value UK focus upon over the next 5 years.

This session was really helpful for Social Value UK, as it allowed us to gain feedback and guidance from our members ahead of the official consultation that will be happening in early 2019.

#### **14. Demystifying the world of social value for small organisations – Led by Turn Up the Value**

This session explored ways to support small organisations understand the difference they can make and take simple steps to demonstrate this using a social accounting approach. Themes discussed in the roundtable session included: barriers to understanding social value, online tools that can support quantifying social value for SME's, support networks for social value and ways of demystifying social value through jargon busting, and stronger definitions of the Social Value Act.

**Actions from the session included:** creating the twitter hashtag #thatssocialvalue, sharing examples and infographics, and the creation of a how to guide or social value thesaurus.

#### **15. The end and the means: valuing process as well as outcomes – Led by the Centre for Youth Impact and Barnardo's**

This session reflected on current work exploring outcomes of value to children and young people, sharing current thinking on valuing outcomes and emerging work on understanding the active ingredients in social programmes. Key discussions focused on: not separating process from outcomes, on the fact that moving towards a strength-based approach is easier if we have a good understanding of processes, and that setting, quality and experience are all good ways of understanding how outcomes are created.

**Actions as decided by participants were:** to look at how real learning and opportunity lies in interrogating process - this could be enhanced within SVUK guidance; Emphasise ownership of SROI process within delivery orgs – don't buy into stereotypical consultancy behaviours; and recognise benefits of outcomes frameworks for creating shared language and understanding of where we fit into a wider ecosystem/contribute.

#### **16. Culture<sup>3</sup> - Led by MB Associates and Future Foundry**

Culture<sup>3</sup> is a new resource that discusses how creativity and culture contribute to social impact and offers step by step guidance developed with testbed arts organisations in Kent on how to evaluate impact. This session was designed to gain feedback on this, as well as open up the discussion of the role of culture and creativity in social impact.

There is a **working group** on Culture and Social Value - to get involved please email [info@socialvalueuk](mailto:info@socialvalueuk),

#### **17. Social Impact assessment in urban development: valuing community needs and aspirations – Led by the New Economics Foundation.**

For many, urban development is likely to be experienced as a burden rather than a blessing. With multiple stakeholders frequently holding opposing views and defending conflicting interests, urban development is often steered in a direction of financial viability that leaves community interests behind and fails to recognise the value of community assets and social infrastructure. This session asked: What approaches can we identify towards the impact assessment of urban policy and design decisions to value and engage with community needs and aspirations?

**Key actions from the session included:** to work across communities, developers, institutions on a shared commitment on social value measurement; to effectively engage with communities at the right times i.e. early in the process; to structurally reimagine the foundations/criteria/principles for common ownership & management institutions and explore the room for manoeuvre within existing policies.

# CLOSING SESSION



The closing session of the day was opened by Richard Kennedy, Chair of the Social Value UK board.

Delegates were given the opportunity to reflect and give comments on the two days.

One attendee, from a small charity, said they found these two days helpful, and remarked that it challenged their thinking. "There's been such honesty and openness from speakers and attendees," she adds.

Another stated that his head was "spinning" from the breadth and depth of his last session. The wealth of knowledge that was shared over the two days is immense - "I don't think social value will ever be the same again".



Social Value UK's Assurance Manager, Catherine Manning, chaired the closing panel which included Wilma Smythe, Insight for Good; Liz Riley; Guy Battle, Social Value Portal; Jeremy Wyatt; and Simon Smith, Snook, who tied together the themes from the past two days and reflected on ideas of how to continue to take social value forward as a movement for change.



Some tips from the panel on implementing social value included:

- **Communicate in plain English**
- **Just start somewhere**
- **Be comfortable dealing with complexity and scale**
- **Be curious and keep asking "why"**
- **Realise there is no end point - it's an ongoing and ever-changing process**



The day was finished with a passionate Keynote Speech from Maeve Cohen of Rethinking Economics who succeeded in her aim to "slightly terrify" but strongly motivate us all into taking action in order to tackle inequality and environmental degradation.



# FEEDBACK

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At Social Value UK we believe it is vital to hold our selves accountable, and therefore the feedback we received on the sessions, the second day, and the whole conference is incredibly important to us. Feedback from all of those who attended the conference has been read by the whole team at Social Value UK and has been instrumental in creating the foundations upon which we will plan our next conference.

Below highlights the top three things that went well (which we will continue to do more of!) and the top three things we can improve next year:

## **What you felt went well:**

### 1. The Speakers

**You liked:** "The range & quality of speakers", "Excellent speakers, good range, pertinent workshops", "Interesting speakers with different perspectives from different sectors.", "keynote speakers were inspiring."

### 2. Opportunity to Network

**You liked:** "Good networking opportunities", "Great opportunity for networking", "Having lots of chances to network was good."

### 3. Variety of Workshops and Roundtables

**You liked:** "The workshop and roundtable sessions were really valuable", "the workshops worked really well, we were able to participate and actively learn as well as ask questions", "I enjoyed the roundtable events which were more intensive and provided a greater opportunity to contribute"

While some felt that the variety of workshops and roundtables was a positive, we understand that some felt they were compromising and missing out on sessions they wanted to attend. Next year we will consult our members on the number of sessions, and the possibility of repeating sessions which generate interest before the conference.

## **What you felt could be improved next year:**

### 1. Roundtables became full too quickly

**You told us:** "lots of people wanted to go to one of the roundtable sessions but couldn't as full", "limited capacity for some breakout sessions, some limited to 10 and were quickly filled", "More room on some of the roundtables - I couldn't get on some of the groups I wanted"

**Our actions:** For those who missed out we hope that the information in this write up will be of use to you. Please do look out for webinars in our events calendar next year, as we will be running them on some of the more popular themes of the day. Next year we may look into running the same session twice, to allow another chance to attend roundtables without having to miss out due to a clash with another interesting session.

## 2. Panel Discussions

**You told us:** “Some panellists introductions were not succinct, reducing relevance for some of the audience”, “The panel at the end of the day was not as useful - maybe straight after lunch it would have been easier to engage with but I think people were too tired at that point to really focus”, “The panel discussions were a little bit long although a lot of the information discussed was useful”

**Our actions:** All of our panellists were selected by us because we felt that they could provide valuable insights into social value implementation across various sectors and organisations. Next year we will try to provide more structure to our panel discussions, both with the kinds of questions asked, limiting the amount of time in which panellists can answer certain questions, and sticking to chosen topics, in order to make the valuable information being presented more relevant and easy to follow.

## 3. Noise levels in the roundtable room

**You told us:** “More space between tables as the volume levels in the room were quite high”, “Slightly fewer tables in the roundtable rooms - at times it was quite difficult to hear what other participants were saying.”

**Our actions:** Next year, we will aim to split the roundtables between two rooms, which will help with some of the noise issues and therefore make the sessions more accessible to those who are hard of hearing and/or deaf. Accessibility in general is something that we know we must take steps to improve with our events, and we are committed to ensuring that our events are open to those with disabilities and access needs.

We are grateful to all of the attendees, but especially to those who took the time to give us their feedback and in turn have allowed us to ensure that we can create an even better experience based on your needs and wants next time.

# ABOUT SOCIAL VALUE UK

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Social Value UK is the National Network for social value. Our members share a common goal: to change the way society accounts for value.

All too often, key decisions about resources and policies are made using a limited economic concept of value, which fails to consider important effects on people and the environment. As the gap between rich and poor increases and the effects of climate change become more apparent, our work has never been more urgent. Social Value UK works with our members to embed core principles for social value measurement and analysis, to refine and share practice, and to build a powerful movement of likeminded people to influence policy.

This pioneering community contains members from throughout the UK, drawn from a huge range of different sectors and disciplines. Our goal at Social Value UK is to support, connect, and represent our members through training, knowledge-sharing and networking.

Social Value UK is much more than a professional network. Together, we are building a movement for change.

## OUR VISION

A world where decision making, ways of working and resource allocation are based on the principles of accounting for value leading to increased equality and well-being and reduced environmental degradation.

## OUR MISSION

To change the way society accounts for value through principles, practice, people and power:

1. Principles: Our principles will lead to the inclusion of social, environmental and economic value in decision making.
2. People: We will build and support a network of like-minded individuals who want to work with us to put these principles into practice.
3. Practice: We will develop guidance, tools, and support to help put the principles into practice.
4. Power: By connecting these individuals and supporting their learning, growth and influence we will build a movement to change the way society accounts for value.

**To join us, go to: <http://www.socialvalueuk.org/join-social-value-uk/> or email [farhana.khan@socialvalueuk.org](mailto:farhana.khan@socialvalueuk.org)**





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