
SOCIAL CAPITAL EVALUATION PILOT

VAF CROSS-PROGRAMME EVALUATION 2015-2016



APRIL 2016

"Community connectedness is not just about warm fuzzy tales of civic triumph. In measurable and well-documented ways, social capital makes an enormous difference in our lives... Social capital makes us smarter, healthier, safer, richer, and better able to govern a just and stable democracy."

Robert Putnam

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ABOUT THIS PILOT

This Social Capital Evaluation pilot forms part of the Investing in Social Capital partnership*, by trialling the Social Capital Evaluation tools developed by ASC to evidence and measure social capital, across various VAF-funded projects.

The pilot took place from **April 2015 to March 2016** across the following four funding streams:

- Volunteering and Community Grants
- Equalities Grants
- Anti-Sectarianism (Community Safety Fund)
- Violence against Women and Girls Fund

This cross-fund character of the pilot is a follow-up from the first Social Capital Evaluation pilot (2014-2015) to test ASC's evaluation tools within VAF's Glasgow Third Sector Transformation Fund. Due to the positive feedback received from the six projects which took part voluntarily in the first pilot, the partners decided to roll out the pilot across multiple VAF-funded projects interested in social capital and the evaluation tools.

Seven projects from the four different funding streams volunteered to take part in the second pilot. They were introduced to social capital and the social capital evaluation tools for use during the 2015-2016 funding period as additional reporting tool.

Overall, the pilot was considered as a positive experience and an opportunity by the projects to learn about and receive training on social capital as well as on the social capital evaluation tools. All projects thought that the tools provided helpful and interesting new information and that future use of them would be beneficial.

* Investing in Social Capital

...is the strategic partnership between the Voluntary Action Fund (VAF) and Assist Social Capital (ASC).

The partnership combines VAF's knowledge and expertise as a grant-maker with ASC's understanding of social capital to maximise outcomes for grant investments to the funded organisations, their communities and immediate beneficiaries.

Investing in Social Capital

www.iiscpartnership.org



ABOUT SOCIAL CAPITAL

Social Capital describes the value of relationships between individuals as the 'glue' that binds people together.

Social Capital is defined as *“networks, together with shared norms, values and understandings that facilitate cooperation within or amongst groups”*

(OECD, 2001)

Social Capital therefore has an impact on the quality and quantity of social interactions and defines the social fabric and structures of groups and communities

The four main **elements** of social capital are:

(i) Shared Understanding is based on shared norms and values impacting on shared standards of behaviour and expectations within a group and/or community.

(ii) Reciprocity occurs when people help each other, confident that someone will return the favour to them in the future.

(iii) Trust is the expectation and confidence that other members of the community will be honest and act cooperatively.

(iv) Networks describe the relationship ties by which people are linked together; there are three different network types:

- a. **Bonding** – close, strong ties between members of a community
- b. **Bridging** – horizontal ties across similar groups and communities
- c. **Linking** – vertical ties between groups with differing power (financially and/or politically)

Benefits of Social Capital

Social Capital has been found to foster collective action for **mutual benefits** enhancing the capacity within groups as well as communities and their networks to **respond positively and effectively** to challenges they face individually and collectively.

Increasingly, research has linked higher levels of social capital to a number of positive impacts such as:

- Better Health and Wellbeing
- Increased levels of Happiness and Quality of Life
- Increased Inclusion and Equality
- Improved Child Welfare
- Lower levels of Crime

PILOT STRUCTURE

Building on the previous pilot, the cross-fund pilot:

- Extended the introduction and testing of the impact of funding on longer term outcomes using the Social Capital Compass™ and Social Network Analysis
- Introduced the concept of social capital & the social capital evaluation to VAF-funded projects across four different funds (Volunteering & Community, Equalities, Anti-Sectarianism, Violence Against Women and Girls)

Overall, ten organisations involved in seven projects¹ volunteered to take part in the pilot (see project list on following page 7). The pilot was conducted from April 2015 to March 2016 with the following structure:

Flow of the Pilot



Social Capital Evaluation Tools

The Social Capital Evaluation Tools have been developed by ASC to provide an easy-to-use and accessible online platform to evaluate and measure social capital.

The two main elements of the tools are:

(I) Social Capital Compass™ identifies the elements and degree of social capital within a project, community and/ or organisation. Once those have been established they can be used strategically to guide and enhance outcomes.

(II) Social Network Analysis explores the social structures of a project, community and/ or organisation in terms of nodes (people within the network) and the ties (relationships/ interactions) that connect them

Both elements gather qualitative as well as quantitative data on social capital.

The structure and elements of the evaluation tools has been developed based on the theoretical base of social capital.

¹ Note that initially nine projects started the pilot with two projects which dropped out.

GUIDE TO SOCIAL CAPITAL EVALUATION TOOLS

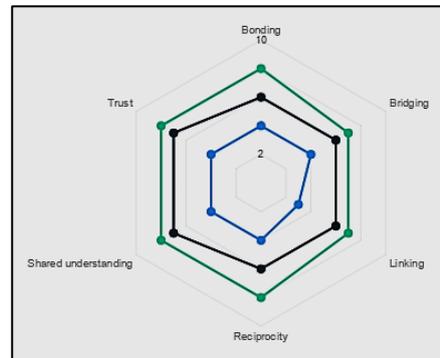
The following examples of a Social Capital Compass™ (SCC) and a Social Network Analysis (SNA) briefly explain the different figures and tables used throughout the report.

SOCIAL CAPITAL COMPASS™

The Social Capital Compass™ (SCC) is arranged in the form of a spider chart with:

- The six **social capital elements** arranged around it to be scored from '0' to '10'; ten indicating the highest possible and zero the lowest possible score for any element
- The three **graphs** within the spider diagram describe three different times at which the social capital can/will be measured:
 - The **benchmark** graph in blue describing the social capital at beginning of the project (in this case the pilot)
 - The **now** graph in black displaying the current level of social capital
 - The **planning** graph (green) displaying the level of social capital the project would like to achieve in the future

Figure 1: Social Capital Compass™ Example Chart



Each of the SCC comes with a score card for the different graphs (benchmark, now and planning) (Fig. 2).

Figure 2: Social Capital Compass - Score Card Example

Scores	Bonding	Bridging	Linking	Reciprocity	Shared Understanding	Trust
Benchmark	4	4	3	4	4	4
Now	6	6	6	6	7	7
Planning	8	7	7	8	8	8

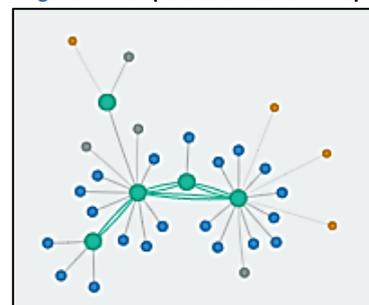
SOCIAL NETWORK ANALYSIS

The data gathered from the Social Network Analysis (SNA) is also used to create a **Social Network Map** (Fig. 3) which visualises the network relationships between the different members of a group/ project. As there are three different types of relationship ties, the map also distinguishes between the different kinds of ties.

In general, each individual dot, called a **node**, represents a person, group or organisation. The differences in relationship ties are represented from the project's perspective through the differently coloured nodes:

- The **green** nodes describe the members of the group/project who have been interviewed for the SNA -
- The **blue** nodes are other members of the group/project –
 - ⇒ Together the green and blue nodes describe the BONDING relationships (between members of the network)
- The **grey** nodes represent people outside of the network with whom the members have an equal relationship, a BRIDGING tie – and
- The **yellow** nodes define vertical ties with influential people outside the network, LINKING ties

Figure 3: Example Social Network Map



Those nodes are connected through **lines** representing the relationships between the different nodes.

Please note that for each of the projects there are two SNA maps: a 'benchmark' and a 'now'. The 'benchmark' map displays the relationships which already existed when the project started and the 'now' map displays the relationships which the participants of the project had at the end of the pilot.

PARTICIPATING PROJECTS

WAVE Project – focussing on volunteering opportunities in the area. This is a cluster project carried out by the following three partner organisations: DRC Environment Trust, Linkes and DRC Generations



(Volunteering & Community Grant)

Pg. 9



Deaf Sector Partnership – partnership of eight organisations (including the Scottish Government) to support the process of establishing the Scottish BSL Act – the pilots lead organisation is SCoD.

(Equalities Grant)

Pg. 13

Generations Working Together – facilitating the creation of a thematic network on inter-generational work for protected characteristics.

(Equalities Grant)



Generations Working Together

Pg. 17



Dumbarton District Women's Aid – local women's aid group providing information, support, refuge and outreach services to women and children who are experiencing or are at risk of domestic abuse

(Violence Against Women & Children Fund)

Pg. 21

Auchinleck Community Development Initiative (ACDI) – developing a local anti-sectarian partnership network
(Community Safety Fund)

Pg. 25



New Farm Loch, Community Council

"Looking to the future - learning from the past."

New Farm Loch Community Council – increasing the awareness around anti-sectarianism in the New farm Loch community primarily involving pupils from two local academies

(Community Safety Fund)

Pg. 28

Fauldhouse Community Development Trust – establishing a network between local organisations to increase awareness on anti-sectarianism

(Community Safety Grant)

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WAVE PROJECT

BACKGROUND

The Dumbarton Road Corridor Environment Trust (DRCET) is the lead partner for the Volunteering Support Cluster funded by VAF for the Glasgow WAVE (West Area Volunteer Experience) project. The two other partners involved in the cluster project are LINKES and DRC Generations. The WAVE cluster emerged out of the Dumbarton Road Corridor (DRC) which was set up four years ago as a local network by local organisations to connect and also be better prepared for future changes to the public sector. Together, the three WAVE organisations took part in this Social Capital Evaluation Pilot focussing in on their volunteer activities. The Glasgow WAVE project was first set up in July 2014. The cluster aims at providing volunteer opportunities across the wider area through:



- Developing policies, procedures and practices across the Cluster to ensure that both the target volunteers and the host organisations have a positive experience of volunteering
- Building an infrastructure within each partner organisation to support a strong and effective volunteering culture for people experiencing disadvantage
- Ensuring the recruitment, support and deployment of target volunteers across the Cluster, and
- Working with the host organisations to ensure new services are developed to involve the target volunteers

PILOT OVERVIEW

To gather all the relevant social capital information, all three partners completed a Social Capital Compass™ and nine interviewees took part in the face-to-face interviews for the Social Network Analysis, three from each organisation. Out of the nine interviewees, two participants were staff who had newly joined the project and the other seven participants were all non-staff members (volunteers).

The interviews took place in two stages, interviewing the participants twice; one in July 2015 and the second in February 2016. ASC facilitated the first round of interviews face-to-face for all participants and in the second stage some of the interviewees completed their own interviews using the online systems with remote support from ASC available if required.



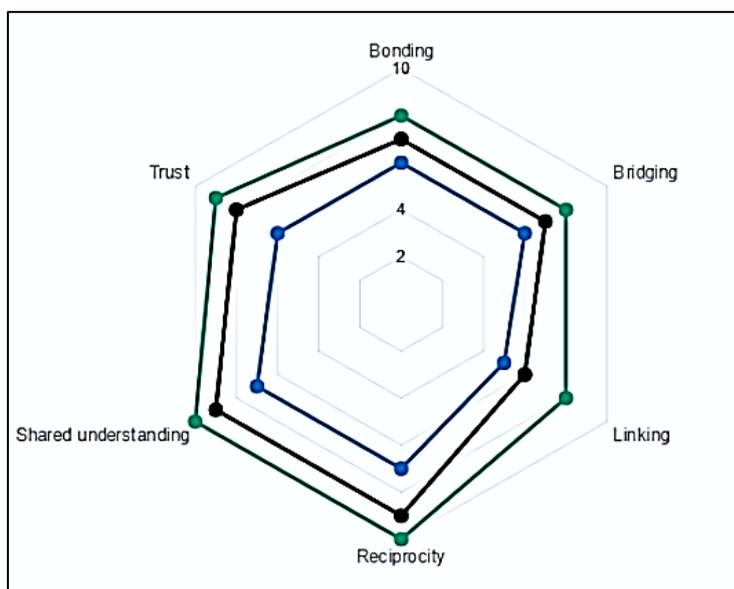
SOCIAL CAPITAL EVALUATION OUTCOMES

The **Social Capital Compass™** for the WAVE projects (Fig. 4) displays the ‘level’ of the social capital elements within the project starting with the ‘benchmark’ (blue) when we started the evaluation April 2015 until ‘now’ (black) February 2016.

The benchmark compass indicates that a considerable amount of social capital had already been established before the pilot started as all elements are rated above ‘5’ score points. This is down to the fact that the WAVE project started in 2014 before the pilot began, bringing together the three partner organisations to discuss, outline and establish their aims and objectives as well as volunteer activities. This helped to form network ties within the group (bonding) as well as with other important organisations (bridging) and influencers (linking). Similarly, this initial process allowed for the partners and volunteers to form their relationships building up their shared understanding, trust and reciprocity by working together. The introduction of the social capital pilot enhanced this trend during the timeframe of the pilot, demonstrated by one or two score points increment for all elements.

The introduction of the social capital tools significantly increased each partner’s awareness of a social capital approach. This ensured that this knowledge could then be embedded in the WAVE cluster’s regular activities such as the regular day-to-day delivery of community services.

**Figure 4: WAVE project
– Social Capital Compass™**

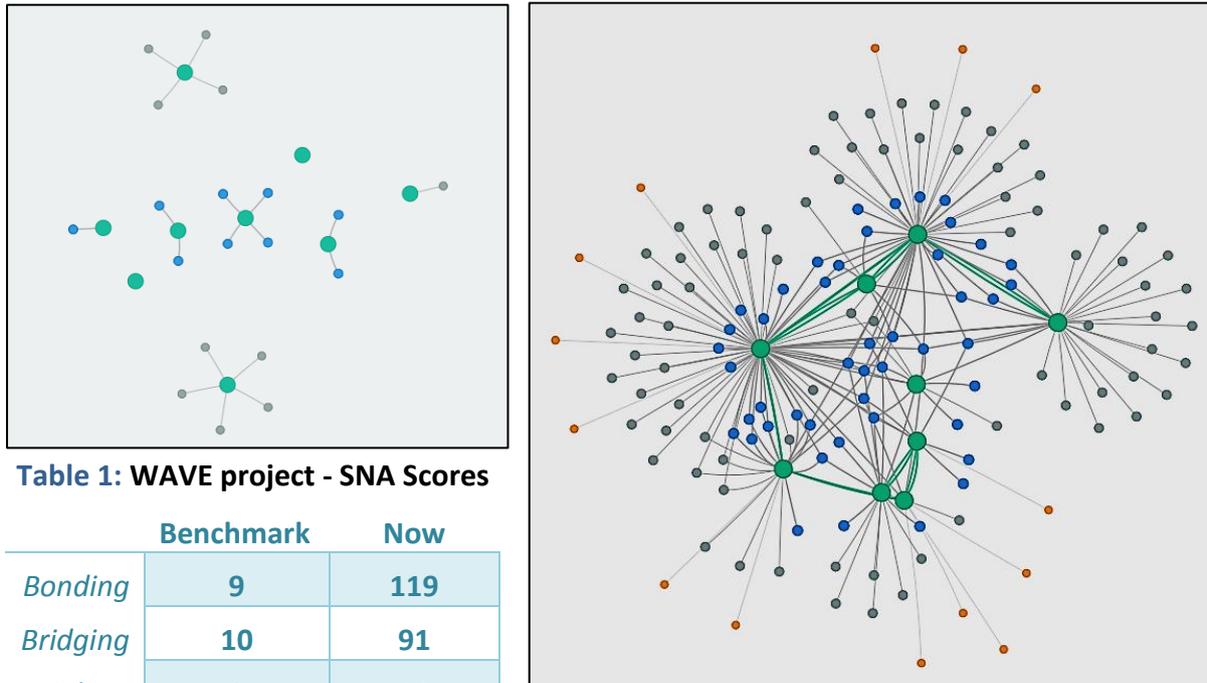


Additionally, the WAVE cluster facilitated a number of activities directly aimed at increasing social capital amongst the partners and volunteers such as a ‘study visit’ to each of the three partners’ premises. The tour also included a lunch together as well as a brief overview on the WAVE project itself and the social capital pilot, providing a great opportunity for people (staff and volunteers) to meet each other. Following on from this, the cluster also organised a community tour for all

Scores						
	<u>Bonding</u>	<u>Bridging</u>	<u>Linking</u>	<u>Reciprocity</u>	<u>Shared Understanding</u>	<u>Trust</u>
Benchmark	6	6	5	7	7	6
Now	7	7	6	9	9	8
Planning	8	8	8	10	10	9

the partners to drive through the community getting to know other local organisations and places of interest. Continuing those as well as related and new activities will ensure that the WAVE project will be able to achieve its 'planned' social capital (Fig. 4, green graph) scores as they facilitate the forming and deepening of the relationship ties between the cluster's members and other stakeholders.

Figure 5: WAVE Cluster - Social Network Analysis, 'before' (left) and 'now' (right)



The **Social Network Maps** (Fig. 5) of the cluster clearly demonstrate the success in terms of building relationships through the WAVE cluster as there is a significant increase in relationships formed, since it was originally established (Fig. 5; left). The bonding relationships have increased 10-fold (Tab. 1). None of the interviewees knew each other at the beginning to the formation of a well-connected cluster (Fig. 5; right).

However, not all participants are connected to each other and/or have the same bonding relationships within the cluster. This can be explained through the nature of the cluster being formed by different organisations and volunteers for different services within those organisations. Therefore, they do not necessarily always all meet and form bonding ties between each other. This is not necessarily an issue but it could be considered as an opportunity for further social capital development between volunteers as well as partners.

Similarly to the bonding, the bridging ties of the volunteers and two new staff members interviewed have greatly increased (9-fold) (Tab. 1, Fig. 5). This may be down to the previously established project of the 'Dumbarton Road Corridor' with the idea of connecting local organisations and services in the area along the 'Dumbarton Road' as well as other partner

relationships the WAVE cluster partners have established over the years working with the community.

Additionally, the significant increase in connections of two of the interviewees indicates the relationships established by the two new staff members who directly and more actively try to engage externally with other organisations and community groups leading to their considerably high bridging ties.

The linking ties also increased but comparably less than the bonding and bridging. This is likely to be due to the nature of the WAVE project which aims to involve the local community through activities, service provision and volunteering. Therefore, linking ties are likely not the priority but rather local participation and involvement through inclusion and building local relationships.

Quote by Volunteer: *“You have to care about where you live. I like what they have done here when they created the DRC - this is a brilliant idea, it is a whole 'corridor' of people who care and that is the thing about it - it is about community, it is about caring and it is about getting people involved.”*

SCOTTISH COUNCIL ON DEAFNESS

BACKGROUND

“Effecting Change, Equality & Access for BSL in Scotland”

The Scottish Council on Deafness (SCoD) is the lead organisation for the Deaf Sector Partnership (DSP) taking part in the Social Capital Evaluation Pilot. Overall, the DSP consists of

- (I) **six delivery partners:**
 - SCoD
 - British Deaf Association Scotland (BDA Scotland)
 - Deaf Connections
 - Deafblind Scotland (DbS)
 - National Deaf Children’s Society Scotland (NDCS Scotland)
 - Deaf Action
- (II) as well as **two support partners:**
 - The Scottish Government (directing the DSP)
 - The Voluntary Action Fund (monitoring & support)

The network between the different partner organisations previously predominantly worked independently and have come together since mid-2015 to achieve the common aim of supporting the implementation of the BSL Act. The funding for this partnership is provided through the Equalities Fund to engage the Deaf/Deafblind/BSL communities and to contribute and support public bodies to better understand and meet the needs of these communities.

PILOT OVERVIEW

The focus of the pilot was on the partnership network itself, its development and its social capital. As the lead organisation in the pilot as well as its role in the DSP for overall reporting, SCoD completed the **Social Capital Compass™**.

For the Social Network Analysis, six people from five of the partner organisations took part in the interview process from November 2015 until January 2016. All of the interviews were conducted face-to-face by ASC. Due to the area of the work with the deaf/deafblind community, for one of the interviews an interpreter was required to facilitate and translate the interview conversation.



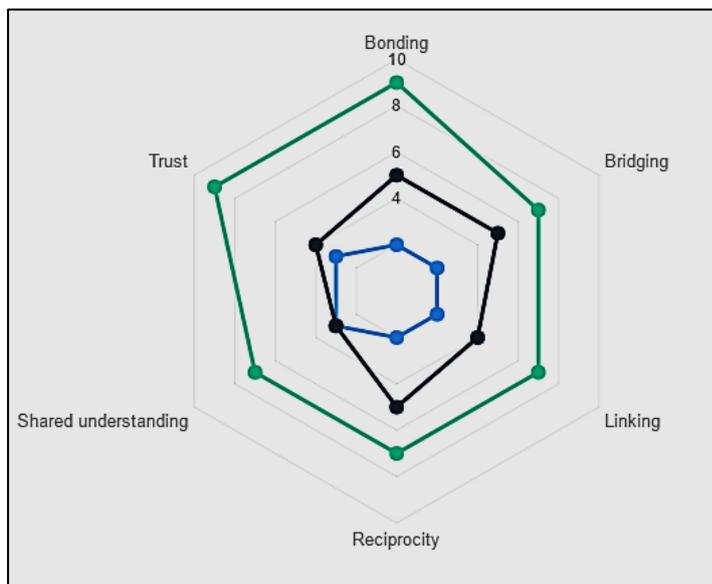
SOCIAL CAPITAL EVALUATION OUTCOMES

The partners for the DSP have previously worked in the same area but mostly independently, so understandably the ‘benchmark’ graph scores (Fig. 6, blue graph) of the **Social Capital Compass™** are all relatively low at two or three score points as the scores reflect the social capital of the partnership overall. Since the partners had previously not worked with each other formally, most of the relationships were still to be established which is why bonding, trust and reciprocity are relatively low.

Additionally, for the DSP’s role on advising the government on the new act, new staff members had to be recruited who had no previous involvement with the partnership. This meant that shared understanding which is embedded in common values, aims and objectives still had to be defined by the group, as they were still at the early stages of bringing together the partnership (April 2015). Subsequently, the relevant external bridging and linking ties had yet to be established specifically for the DSP.

The development of the partnership through regular meetings, discussions and project delivery to support the work towards the BSL (Scotland) Act, had an impact on the partnership’s social capital with most of the social capital elements increasing. In the year of the pilot bonding, bridging and reciprocity reached ‘five’ and linking as well as trust increased to a score of ‘four’ (Fig. 6; black graph). Through working together over the last few months

**Figure 6: Deaf Sector Partnership
- Social Capital Compass™**

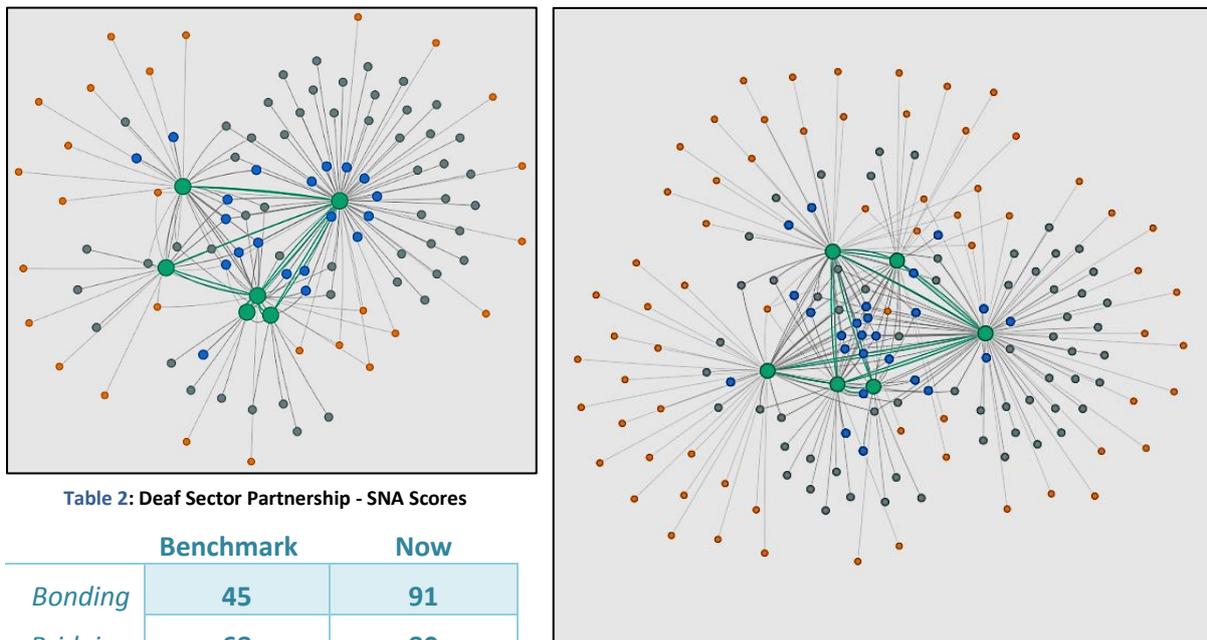


the DFP partners have slightly increased their trust and reciprocity through regular contact and communication between each other which has also led to increased bonding ties between the members of the group. Likewise, as the work within the group progresses they have established more external bridging ties with similar organisations as well as linking ties with relevant influencers in the areas of policy and within the deaf sector.

Scores						
	<u>Bonding</u>	<u>Bridging</u>	<u>Linking</u>	<u>Reciprocity</u>	<u>Shared Understanding</u>	<u>Trust</u>
Benchmark	2	2	2	2	3	3
Now	5	5	4	5	3	4
Planning	9	7	7	7	7	9

However, the partnership has also been encountering the challenge of having to facilitate translation between the two different languages of English and British Sign Language (BSL) as well as their corresponding cultures which may have constrained communication between the different partners, internally as well as externally. This potentially also can impede how the social capital is developed and as a result this could be one of the reasons why the levels of shared understanding remained at ‘three’ score points. The partnership may therefore require more time to invest in cultivating the necessary relationships. As the partnership continues to establish itself, most social capital elements are likely to further increase to the desired social capital levels (Fig. 6; green ‘planning’ graph).

Figure 7: Deaf Sector Partnership - Social Network Maps 'before' (left) and 'now' (right)



The **Social Network Analysis** (Fig. 7) highlights that a number of relationships were already established between the DFP members as well as with other external (bridging and linking) partners (Fig. 7; left/ Tab. 2). As the partners already worked on similar goals towards the BSL (Scotland) Bill, they were likely to have started to informally form connections between key stakeholders in the deaf sector before forming the DSP.

Overall, all three types of network ties increased which is visible comparing the initial (Fig. 7, left) and current (Fig. 7, right) social network maps. The biggest increase can be observed within the partnership (Tab. 2) as the bonding ties more than doubled in the process of establishing the DSP and recruiting new staff. Through working in the partnership the interconnectivity of the relationships increased. However, not all DSP members are connected to each other which highlights the potential for further social capital development which links in with the results of the **Social Capital Compass™**.

Bridging ties also increase by 18 percent and the generally high levels of linking relationships for this project are explained through the context of the DSP operating at the Scottish policy-making level to bring about the desired impact on policy. This requires all key stakeholders at all levels; working with governmental bodies as well as other influential partners of the Deaf Sector to support the establishment of the new act.

GENERATIONS WORKING TOGETHER²

BACKGROUND

Generations Working Together (GWT) provides information, delivers training and support and encourages involvement to benefit all of Scotland's generations, by working, learning, volunteering and living together by connecting organisations locally and nationally to share good practice and learning. GWT has grown significantly over the last four years to over 2200 members and 34 local networks across Scotland consisting of a rich mix of community and public service groups and individuals.



One of GWT's new projects is to establish a thematic network on protected characteristics for intergenerational work. Representatives from protected characteristics groups and organisations including disability and ethnicity are invited to discuss how GWT can best support them to use intergenerational approaches in their work. GWT also works with them to help map existing work and identify

the best ways of supporting the use of intergenerational approaches within and across these organisations. The new network for protected characteristics and intergenerational work is one of GWT's projects funded by VAF's Equality Fund and was identified as the focus for this social capital evaluation pilot.

PILOT OVERVIEW

In total 7 people were interviewed for this pilot. The two main staff from GWT involved with establishing the new network each completed the Social Capital Compass (SCC)[™] and also filled in the Social Network Analysis (SNA). Five more SNA interviewees came from members of the new network established in 2015.



Each of the seven participants filled in the SNA once during the course of the pilot between November 2015 and February 2016. Four of the interviews with the member organisations were conducted face-to-face and one interview was conducted over Skype with the support of ASC. The two GWT staff filled in the **Social**

² All of the pictures where on GWT's project were taken by the intergenerational projects 'Room to Bloom' & 'Butterflies for Change'

Capital Compass™ and their SNA interviews on the online platform with the option of remote support if required.

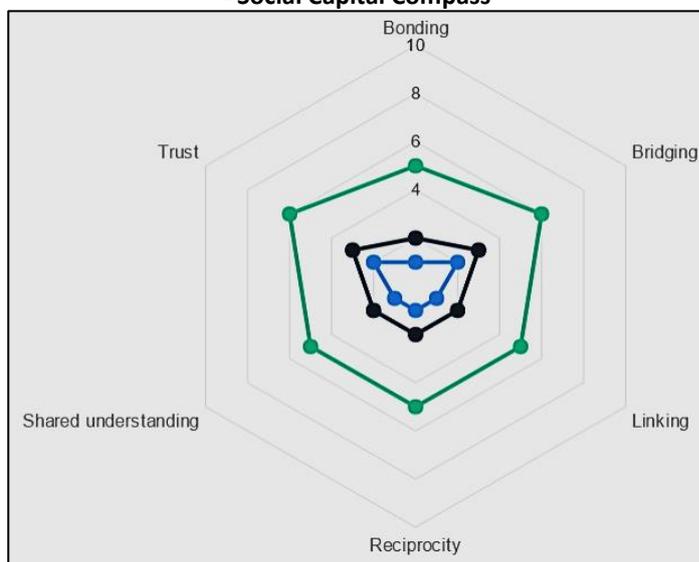
SOCIAL CAPITAL EVALUATION OUTCOMES

As the pilot focuses on the new thematic network to be established by GWT, the initial ‘benchmark’ social capital scores (Fig. 8, blue graph) in the **Social Capital Compass™** are all quite low at the beginning. With a completely new network this is to be expected as the relationships within as well as with other partners out with the network still need to be established. Similarly, the shared understanding about the aims and objectives of the network will be formed as part of the process of creating the new group, as the network identifies the best ways of combining intergenerational work and protected characteristics.

To establish the new network, GWT initially had to identify and contact organisations that might have an interest in the new thematic network before arranging the first network meeting. The idea of the new network was then publicised to develop further interest. Building on this initial work, GWT hosted the first few meetings to introduce the underlying ideas for the project to the attendees. Based on those initial meetings, organisations were then able to choose whether they want to become a member of the new network. This means that there was some degree of fluctuation in terms of attendees at those initial meetings as the network membership was just starting to be formed.

Usually, GWT network members meet three to four times a year as they are nation-wide

Figure 8: Generations Working Together - Social Capital Compass

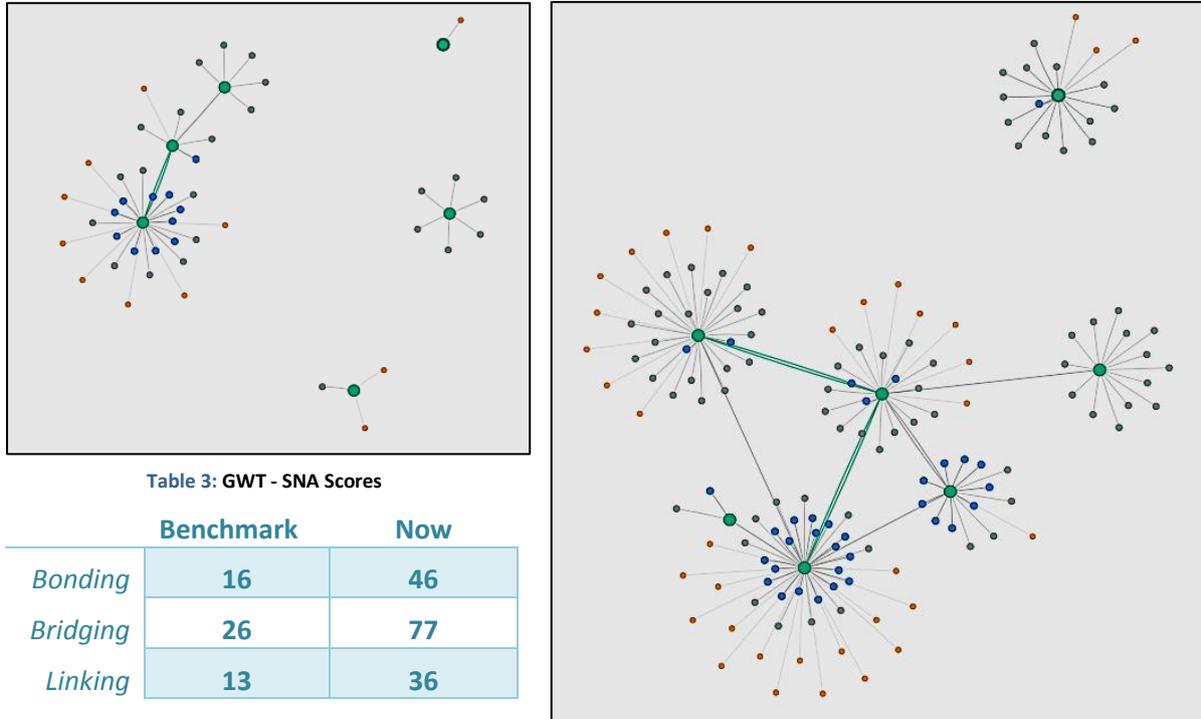


networks. This national remit is a major factor in why the membership of the new network can only be established slowly as members will only meet each other a few times a year. Subsequently, the corresponding social capital has grown relatively slowly (Fig. 8, black graph) - for all social capital elements by about one score point. This is also partially down to the work GWT has done on an individual basis through face-to-face meetings with new members to start building the

Scores						
	<u>Bonding</u>	<u>Bridging</u>	<u>Linking</u>	<u>Reciprocity</u>	<u>Shared Understanding</u>	<u>Trust</u>
Benchmark	1	2	1	1	1	2
Now	2	3	2	2	2	3
Planning	5	6	5	5	5	6

relationships based on which the network will further develop in the future (Fig. 8; green graph).

Figure 9: Generations Working Together - Social Network Map
 'benchmark' (left) and 'now' (right)



Like the Social Capital Compass, **the Social Network Analysis** (Fig. 9) reflects the early stages of the new thematic network. Initially, there are only 16 bonding relationships (Tab. 2) between the members, and their individual networks appear to be mainly separate and relatively small (Fig. 9; left). Only three of the interviewees already had some connections. Also, the larger size of one of the member networks is down to the fact that GWT’s staff are the individuals building the wider GWT network and have already established relationships (bonding, bridging and linking) due to previous work on other projects.

Despite the early stage of the network, ties have increased (between 2- to 3-fold each) in all areas for all those interviewed (Fig. 9), which indicates the network is growing and is facilitating the creation of new relationships and generating social capital based on intergenerational work and protected characteristics.

Bridging ties in particular appear higher, which is consistent for a thematic network intended to be a supportive framework for members who are working with other organisations and individuals beyond GWT’s network but on the same theme. The increase in linking social capital can be attributed to the high interest the network has created among some local government and public bodies.

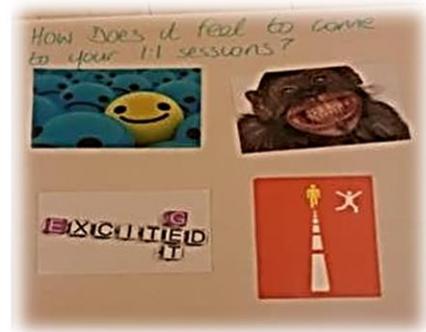
In terms of the bonding social capital, the quantity of relationships has clearly increased between the members however the quality of the relationships, indicated by the double-green lines, is still in the early stages and so relatively low. Interviewees mentioned that they now know more members in the network but could not remember their names as they have only met each other once or twice.

Again, those aspects reflect the stage the new network is still forming and as members meet each other at the network meetings more often, they are also likely to build and develop their relationships between each other which will be reflected in that they will be more likely to remember each other's names, for instance. Therefore, we can foresee that the interconnectivity between the members will increase as the network becomes more established and matures.

DUMBARTON DISTRICT WOMEN'S AID

BACKGROUND

Dumbarton District Women's Aid (DDWA) was founded in 1987 providing confidential information, support and where appropriate refuge to women, children and young people experiencing or at risk of domestic abuse. Across all service areas women, children and young people have access to a broad range of information, emotional and practical support as well as direct advocacy with other agencies and service providers.



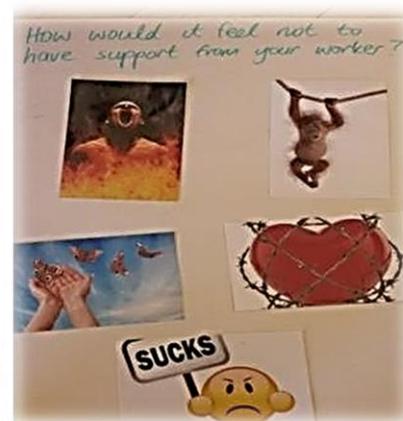
The information and support provided is person-centred and based on individual needs and abilities. The main services provided are:

- Refuge Accommodation
- Follow-on & Resettlement support
- Outreach & Drop-in services
- Children & Young People Services

In 2015-16, 168 women and 64 children & young people received support through our services which are also part-funded through VAF's Violence Against Women and Girls Fund.

PILOT OVERVIEW

Two of the project's staff completed the **Social Capital Compass (SCC)TM**. For the Social Network Analysis (SNA) one mother and seven children from the refuge and outreach service participated in the face-to-face interviews in January 2016. Leading up to the interview and due to the vulnerable position the mothers and children (aged 7-11) who seek DDWA's support are in, DDWA and ASC arranged a preparation meeting. During this meeting the main concerns were discussed and the following points were agreed:



- During each interview the main DDWA one-to-one worker of each participant should be present as they already have an established relationship with the mothers and children - therefore they would be available for support if required

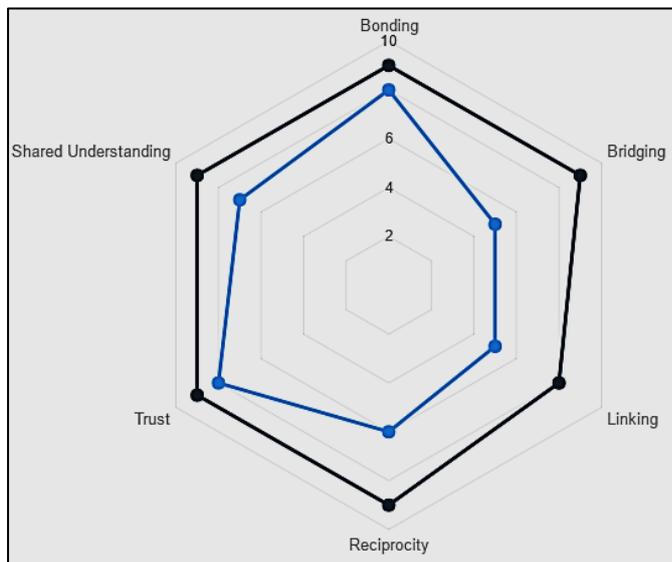
- The DDWA staff who would sit-in during the interviews to be familiarised with the SNA questions in advance as they might have to be reformulated and/or explained to the children in a different way depending on their age and understanding of the questions
- The option for participants to terminate the interview at any time at their and/or their one-to-one worker's request would also be available

SOCIAL CAPITAL EVALUATION OUTCOMES

The **Social Capital Compass™** of DDWA (Fig.10) demonstrates relatively high social capital scores for the 'benchmark' (Fig. 10, blue graph) scores, all achieving five score points or above. This is due to the nature of the services provided by DDWA which are delivered throughout the year to women and children without a specific start or end date. This 'fluidity' within the service leads to the social capital being built consistently with slight fluctuations. At points when more women and children join the service the social capital will be lower and vice versa. When the majority of women using the service have been there for a longer time period the overall social capital will increase as is the case with the current social capital compass (Fig. 10, black graph: 'now')³.

In general, women and children who access DDWA's services are in a vulnerable situation and start building new networks and new relationships through the services they choose to

Figure 10: Dunbarton District Womens Aid - Social Capital Compass



attend. They build relationships with each other as well as with DDWA's staff by living together in the refuge and/or participating in group activities. In some cases these new relationship lead to close, lifelong friendships.

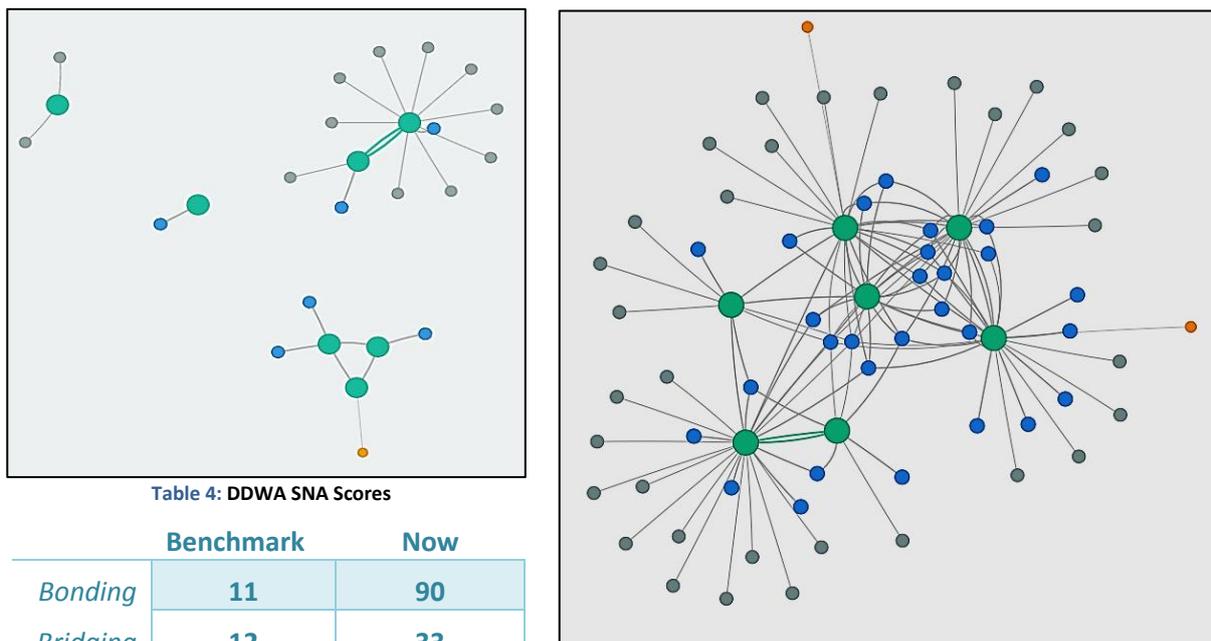
Through shared experiences of domestic abuse and the related issues, the women and children can relate to each other and their shared understanding can be further developed through the services offered.

Scores						
	<u>Bonding</u>	<u>Bridging</u>	<u>Linking</u>	<u>Reciprocity</u>	<u>Shared Understanding</u>	<u>Trust</u>
Benchmark	8	5	5	6	8	7
Now	9	9	8	9	9	9
Planning	0	0	0	0	0	0

³ Due to the context of the service where new women and children will regularly access the services offered and others will reduce and/or leave the services at the same time, no planning graph has been created.

Similarly, the levels of trust and reciprocity between the women and children as well as with staff are created and increased over time due to the safe and confidential environment within which they can listen to, share and learn from each other's experiences whilst supporting one another. In terms of external bridging ties, DDWA encourages the women and children to build new relationships by participating in other activities (e.g. school, leisure clubs). Likewise, building relationships with key influential services (linking ties) such as police, social workers, benefit agencies, housing association, courts etc. are encouraged by DDWA.

Figure 11: Dumbarton District Women's Aid - Social Network Analysis 'before' (left) and 'now' (right)



The **Social Network Maps** (Fig. 11) of the interview participants clearly illustrate the difference DDWA services make on an individual basis as it highlights the development of the relationships between the women and children interviewed from when they initially accessed (Fig. 11, left image) the refuge and/or outreach services until now (Fig. 11, right image). When initially coming to DDWA the participants mostly only knew their mother/sibling or child(ren) and most other relationships had been reduced or ended to allow them a new start. Therefore, the number of bridging and linking ties is also considerably low except in one case where the child maintained contact with most family members.

Generally, there is an increase in social ties (Tab. 4) with all forms of ties increasing; most notably the bonding ties between the service users increased significantly (9-fold) due to the individuals either living together in the refuge and/or attending the same group services offered. This allowed the mothers and children to form new relationships within DDWA which provides them with a safe environment where they can exchange and find support with other

women and children in similar situations. Those new support networks are likely the initial key focus to establishing their new lives.

In the same way, they also start forming new relationships outside (bridging) establishing ties in the local community, which in this case was mostly through school-based relationships. Furthermore, by the end of the pilot some of the mothers and children had reached a point where they felt ready to move out of the refuge into the local community; therefore, those bridging relationships facilitate their opportunity to become established in their new communities.

The linking relationships in this case remained relatively low, which is understandable given the focus of DDWA initially being to support the women and children to build those relationships most valuable in helping them feel safe and confident enough to move out of the refuge.

AUCHINLECK COMMUNITY DEVELOPMENT INITIATIVE

BACKGROUND

The Auchinleck Community Development Initiative (ACDI) promotes community development, health and environmental initiatives in the area. ACDI was established in 2004 but only recently started its anti-sectarian project (Community Safety Fund) funded by VAF (since April 2015). As part of the project ACDI aims to build a local anti-sectarian partnership network to create understanding and awareness around the root causes and implications of anti-sectarian behaviour and attitudes as well as the wider effects they have on the Auchinleck community:



- To inform, educate and inspire all partners on how others have addressed sectarianism as well as provide opportunities for discussions on the issue
- For project partners to attend thought provoking educational and successfully delivered peace and reconciliation projects in Northern Ireland
- To bring young people of different faiths together to learn and discuss about anti-sectarianism, its causes and outcomes

PILOT OVERVIEW

As the partnership project is facilitated by ACDI, the **Social Capital Compass (SCC)[™]** was completed by the project manager.

For the Social Network Analysis four partnership network members were interviewed during January and February 2016. Each of the participants came from a different background and activity related to the anti-sectarianism project. The interviews were facilitated face-to-face by ASC's staff.



SOCIAL CAPITAL EVALUATION OUTCOMES

The **Social Capital Compass™** (Fig. 12). The Auchinleck Anti-Sectarian Partnership was a new project - but was building on relationships already established through previous projects in the Auchinleck community. Therefore, the social capital scores for some of the elements were already relatively high at the beginning of the project (Fig. 12, blue graph: 'benchmark') such as bonding, linking and trust. However, other social capital elements had to be newly established and built up due to the differing context of the project focussing on sectarianism which is likely why shared understanding and reciprocity within the subject was relatively low. Similarly, bridging relationships with new partners had to be established.

Overall, the partnership has around 60 members working with a variety of organisations such as Auchinleck Orange Lodge, the Auchinleck Youth Project and the Boswell Arts and Crafts, across all age groups. Correspondingly, the anti-sectarian partnership organised a wide variety of activities from initial meetings and the development of a shared framework between the partners, to the delivery of projects through the various groups such as local arts and crafts-based workshops exploring the local diversity of groups as well as facilitating workshops based on the play *'Scarfed for Life'* to discuss and explore issues. Furthermore, a knowledge trip or learning journey to Belfast in the form of an educational tour on sectarianism and other Scotland-based educational visits were organised and a *'Steps to Excellence'* course was provided to each of the partner groups.

The wide variety of projects facilitated by the partnership led to a significant increase in social capital (Fig. 12, black graph) across most of the elements (except linking which already was very high) within the timeframe of the pilot (2015-16) with an average increase of two score points. Most notably new bridging relationships were established and the reciprocity between the partners increased indicating that new external partners were engaged through the project and the partnership was working well. The support within the partnership

Figure 12: Auchinleck CDI - Social Capital Compass™



capital (Fig. 12, black graph) across most of the elements (except linking which already was very high) within the timeframe of the pilot (2015-16) with an average increase of two score points. Most notably new bridging relationships were established and the reciprocity between the partners increased indicating that new external partners were engaged through the project and the partnership was working well. The support within the partnership

Scores						
	Bonding	Bridging	Linking	Reciprocity	Shared Understanding	Trust
Benchmark	5	4	8	3	3	6
Now	7	7	8	6	5	8
Planning	9	9	8	9	8	9

increased which is likely due to working together on a shared project relevant to the local issues around anti-sectarianism.

Quote from one of the interviewees on the Auchinleck Anti-Sectarian Partnership:

“The work (...) has been very refreshing and I have worked with other organisations in the past which felt very hierarchical. Not so here; you feel valued, it is just great to have this support, it kind of makes you want to do the work well when you work with people who are so passionate wanting to make the community a better place (...)”

Figure 13: Auchinleck Community Development Initiative - Social Network Analysis ‘before’ (left) and ‘now’

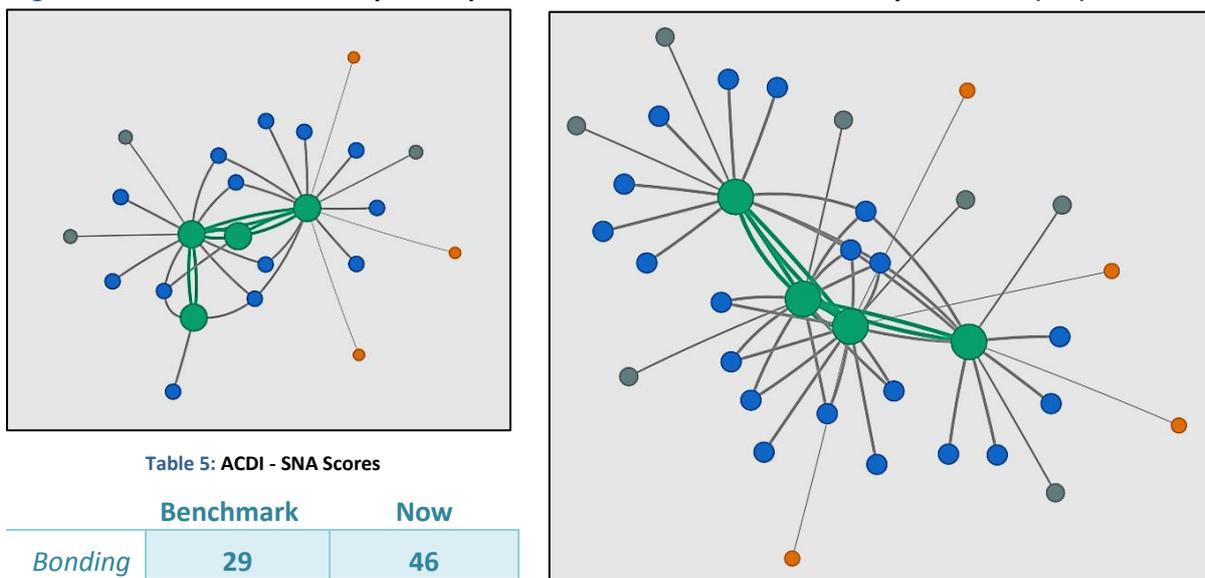


Table 5: ACIDI - SNA Scores

	Benchmark	Now
Bonding	29	46
Bridging	4	9
Linking	4	6

With sixty members in the partnership network, the **Social Network Maps** (Fig. 13) display the main relationships formed by each of the interviewees. Most of the network members appear to have known each other quite well at the beginning of the project (Fig. 13, right image), which aligns with the fact that ACIDI already was established and had facilitated other projects previously. However, the inter-connectivity between the members of the Anti-Sectarian Partnership still increased notably (Tab. 5) by over 58 percent.

The project also increased the social ties between its members. This is visible in the difference between the two network maps (Fig. 13) from when the project started (benchmark, left image) until the end of the pilot (now, right image). As a result, each of the interviewees appears to have built overlapping but also new bonding relationships which may be down to the variety of different activities facilitated through the partnership where each individual might focus on a different part.

Similarly, due to the new focus through the anti-sectarian project, some new external bridging (5) and linking (2) ties were established (Tab. 5).

NEW FARM LOCH COMMUNITY COUNCIL

BACKGROUND

In 2014, as part of an initiative from Faith in Community Scotland, two members of the New Farm Loch Community Council visited the Corrymeela Community in Belfast as part of the Tackling Sectarianism Together (TST) Project. The overarching aim of the project was to adopt an asset-based approach to address issues through activities and actions facilitated by local people in the faith community. The two New Farm Loch Community members brought their experiences back into the community, engaging in a wide variety of activities to tackle anti-sectarianism such as *'Celebrating Diversity Weekend'*, *'Scarfed for Life'* workshops, *'Community Dialogue'* etc.



In 2015, out of these activities the idea to directly engage senior pupils from the two local academies developed: St Joseph's and The Grange Academy – for them to visit Northern Ireland and the Corrymeela Community with teachers from the two schools as well as members of the community's churches St Kentigern's and St Matthew's. Afterwards, the pupils would then share their

experiences and learnings with other pupils of their schools and the wider community. This part of the project is funded by the Anti-Sectarianism Fund (Community Safety) of VAF which also participated in the Social Capital Evaluation Pilot.

PILOT OVERVIEW

As the project is entirely based on volunteer activities by the community members and the school teachers, the **Social Capital Compass™ (SCC)** was completed by one teacher from each school and one community member, the latter being introduced to the online platform over the phone whereas the two teachers were introduced through individual face-to-face meetings.



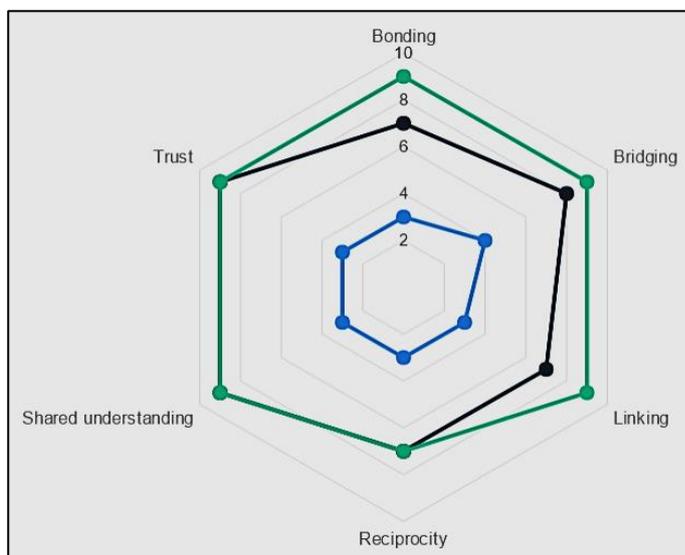
The Social Network Analysis (SNA) was carried out through face-to-face interviews with six students from the two schools facilitated by ASC. At each of the schools the teachers had the option to sit in during the interviews with the pupils. The participating pupils were between 15 and 17 years old.

SOCIAL CAPITAL EVALUATION OUTCOMES

The **Social Capital Compass™** for the anti-sectarian project of the New Farm Loch Community Council (Fig. 14) indicates that at the beginning of the project all the social capital elements were relatively low as the light blue graph indicates with all of the scores points being at '3', except bridging which is at '4'. This 'benchmark' social capital (Fig 14, blue graph) level is down to the aspect that the project came out of the community initiative of the New farm Loch Community Council which was reaching out to include the local two academies into this project. Therefore, a basic level of social capital was already in place, on which the community could start to build with the two schools, which previously had not been directly involved with the anti-sectarian project.

Through the project, two different student groups (one from each academy) became involved in the activities that were focussed around the trip to Northern Ireland. This was attended by some of the community members as well as the two groups of pupils and two teachers (one from each academy). In Northern Ireland the group visited the local community where two facilitators explained the history and issues around sectarianism in Northern Ireland. Additionally, in advance as well as after the trip all attendees were given the opportunity to discuss what they wanted to/had taken away from their time in Northern Ireland. They also attended an outing to Glasgow to the play '*Scarfed for Life*' and gave multiple presentations after the trip; for example at the schools, at the East Ayrshire Council Headquarters and the St. Kentigern's Church.

Figure 14: New Farm Loch Community Council - Social Capital Compass



All those activities formed part of the project on anti-sectarianism whilst at the same time providing a platform to increase the social capital between the project participants as the SCC™ black graph (Fig. 14) highlights. This demonstrates the current level of the group's social capital having reached or in some cases almost reached the intended social capital levels (see green graph for 'planning') towards the end of the project.

Scores						
	<u>Bonding</u>	<u>Bridging</u>	<u>Linking</u>	<u>Reciprocity</u>	<u>Shared Understanding</u>	<u>Trust</u>
Benchmark	3	4	3	3	3	3
Now	7	8	7	7	9	9
Planning	9	9	9	7	9	9

Figure 15: New Farm Loch Community Council - SNA Map before (left) and after (right)

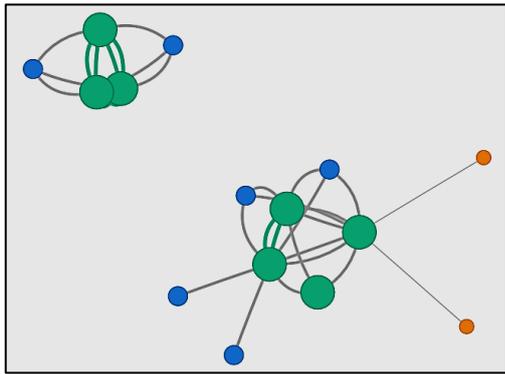
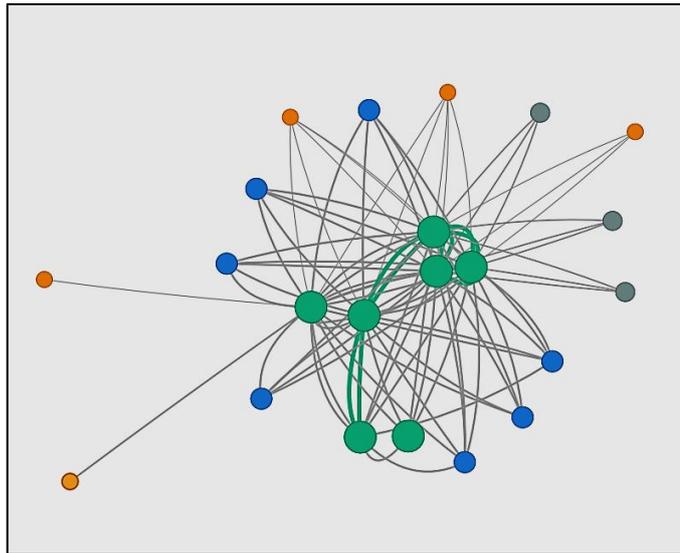


Table 6: New Farm Loch CC - SNA Scores

	Benchmark	Now
Bonding	29	70
Bridging	0	9
Linking	2	15



Initially, the **social network map** (Fig. 15, left image) shows two different networks of relationships and ties. This can be explained through the character of the project where two groups of pupils from two different local academies came together over the course of the anti-sectarian project. Given the information from the map, the pupils from each school knew their fellow students but not the students from the other school.

Towards the end of the project the ‘two’ networks to have merged together (Fig. 15, right image), become highly inter-connected and expanded from 29 to 70 bonding ties (Tab. 6). This links in with the evidence provided above from the **Social Capital Compass** where all elements increased significantly.

Quote from one of the students: *“Not only have we learned a lot in terms of sectarianism, but we have also created bonds between others whom we didn’t know beforehand which has been highly important as we have stayed in contact due to our involvement in the project”*

In addition, the pupils mentioned that they keep in contact through an online group they have formed for the project which has been really helpful as well as the various group meetings, the trip and other activities which have been part of the project. Most of the pupils also highlight that the project has been very interesting, increasing their knowledge and awareness around anti-sectarianism (see e.g. quote) which has enabled them to discuss the topic as well as apply and bring it back into the local community. At the same time, they also found the project very beneficial in terms of the opportunities it has provided to them and some expressed that they feel more confident as a result of the project.

Most of the external ties were established with the facilitators for the projects which the students either considered as bridging or linking depending on how they perceived the ties established.

FAULDHOUSE COMMUNITY DEVELOPMENT TRUST

BACKGROUND

The Fauldhouse Community Development Trust (CDT) is independently owned and managed by the local community but works together in partnership with other private, public and voluntary sector organisations. It has been established to contribute to the regeneration of the Fauldhouse community through initiating, developing and participating in projects tackling economic, social, environmental as well as cultural needs of the local community.

The main focus of the Tackling Sectarianism in Scottish Communities project funded by VAF was to work with community organisations as well as public and private community service providers on their equalities agenda. The aim was to provide support and learning opportunities for those already working within the local community on the issues on anti-sectarianism and wider equalities aspects to carry this into their work as well as the wider community context facilitated through this newly established partnership network.

PILOT OVERVIEW

For this particular project the **Social Capital Compass™ (SCC)** as well as the Social Network Analysis (SNA) were completed by the project manager who unfortunately left at the end of the project. Therefore, the information is incomplete and some elements of the online platform have not been filled in.

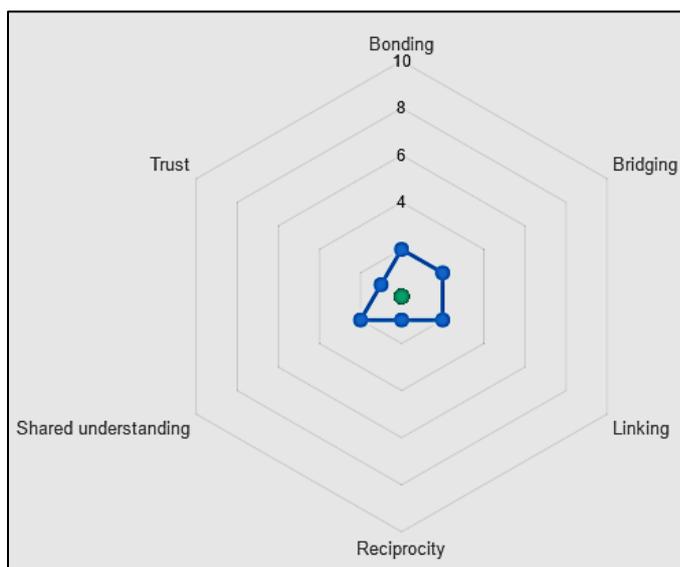
The SNA was conducted via phone support after an additional meeting as well as a Skype discussion with ASC on the situation of the network in November 2015 as the project was facing challenges in terms of engaging with its new members. In an effort to report on the project despite these setbacks, ASC focused on capturing the Fauldhouse CDT project manager's experience on building the new network.

SOCIAL CAPITAL EVALUATION OUTCOMES

The **Social Capital Compass™** displays the benchmark graph (Fig. 16, blue graph) from the beginning of the project⁴. As the project aimed to establish a completely new partnership network between organisations, providing services in the local area based around the challenges of Sectarianism, all the social capital element scores are low with only ‘1’ or ‘2’ score points. This is to be expected when establishing new networks as the social capital and the relationships residing within this are still to be established as well as the aims and objectives, which altogether will be the platform on which the partnership will be built. Similarly, with a new network, it is unlikely that many external relationships (bridging and linking) have been established yet as they will emerge through the work done by the partnership over time, except where a partnership is being built on previous work in the locality.

Throughout the course of the pilot, the Fauldhouse CDT aimed at establishing relationships on an individual basis through one-to-one meetings with the potential partner organisations. Subsequently, around three network meetings were held once a month to start building up the network as a whole. After initially well attended meetings, the attendance rate of the partner organisations dropped sharply in November/December 2015 with only one network partner attending.

Figure 16: Fauldhouse CDTrust - Social Capital Compass™



The Fauldhouse CDT project manager thought that perhaps the initial forming of the relationships in terms of bonding, shared understanding, reciprocity and trust had not been sufficient enough to bring the group of organisations together into the partnership network. For that reason, the project manager decided to ‘go back’ and focus more on the individual projects trying to establish stronger relationships and develop anti-sectarian projects with each of the partners interested. It is likely that due

Scores						
	<u>Bonding</u>	<u>Bridging</u>	<u>Linking</u>	<u>Reciprocity</u>	<u>Shared Understanding</u>	<u>Trust</u>
Benchmark	2	2	2	1	2	1
Now	0	0	0	0	0	0
Planning	0	0	0	0	0	0

⁴ Please note that the current and planning Social Capital Compass™ have not been completed for this project.

to those challenges, the social capital built by the project remained fairly low and the relationships formed primarily between Fauldhouse project manager and the individual organisations.

Figure 17: Fauldhouse CDT – Social Network Analysis ‘Before’ (left) & ‘Now’ (Right)

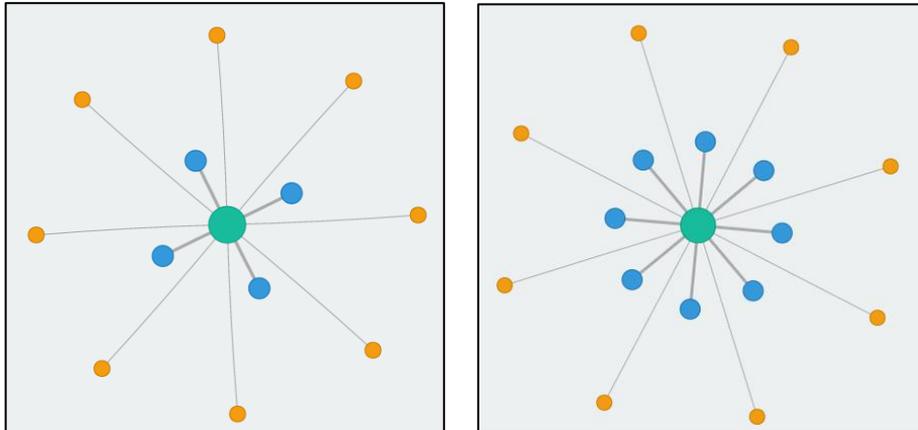


Table 7: Fauldhouse CDT - SNA Scores

	Benchmark	Now
<i>Bonding</i>	4	8
<i>Bridging</i>	0	0
<i>Linking</i>	8	8

The **Social Network Analysis** for the Fauldhouse CDT anti-sectarian partnership network (Fig. 17) displays little difference in terms of social ties established within and out with the network, with only bonding ties doubling from four to eight

relationships build by the Fauldhouse CDT project manager with the individual partner organisations.

Due to the struggle of establishing the network, it is unlikely that the partner organisations built social capital between each other as most of them only attended one or two of the meetings. However, on an individual basis it is possible that the Fauldhouse CDT manager did establish and increase the social capital within the individual ties established.

Furthermore, the Fauldhouse CDT manager had already established a number of external linking ties at the beginning of the project which might be due to previous work done in the same or related areas.

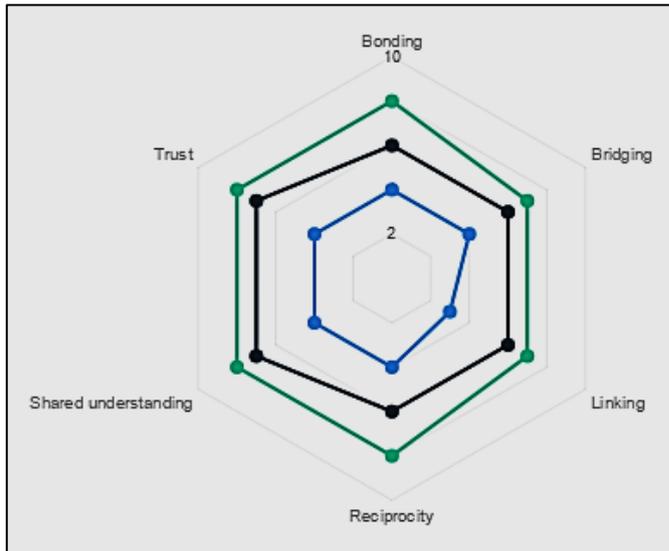
However, with the project manager leaving Fauldhouse CDT at the end of the funding year, it is likely that the initial social capital as well as the network ties will remain quite low.

PILOT SUMMARY

OVERALL SOCIAL CAPITAL EVALUATION RESULTS

Overall, the Social Capital Pilot across four of VAF’s funding streams demonstrates that almost

Figure 18: Social Capital Compass™ of all Projects



all projects successfully built social capital through their actions. The combined **Social Capital Compass™** (Fig. 18) demonstrates these findings with all the scores of the social capital elements increasing from initially ‘3’ or ‘4’ (Fig. 18, light blue graph: ‘benchmark’) by two or three score points (Fig. 18, black graph: ‘Now’). At the same time, the compass also highlights that on average the projects still aim to increase their social capital further (Fig. 18, green graph: ‘Planning’).

Scores

	Bonding	Bridging	Linking	Reciprocity	Shared Understanding	Trust
Benchmark	4	4	3	4	4	4
Now	6	6	6	6	7	7
Planning	8	7	7	8	8	8

Similarly, the overall **Social Network Analysis** scores (Tab. 8) highlight that the internal (bonding) as well as external relationships (bridging & linking) for the projects have increased significantly: bonding increased 3-fold, bridging almost 2.5-fold and linking 2-fold.

Table 8: Overall Social Network Analysis Scores

	Benchmark	Now
<i>Bonding</i>	152	479
<i>Bridging</i>	121	302
<i>Linking</i>	74	153

However, it is important to keep in mind that the overall results only provide a general overview of all the projects which participated in the pilot and that each of those projects is very individual and the social capital they create is specific to their context. Therefore, how and why social capital developed over the time period of the pilot can differ greatly between the individual projects and across the funding streams. Subsequently, it may not be appropriate to directly compare all with each other, rather each of the projects should be considered on an individual basis and then within their funding streams.

OVERALL PILOT RECAP & FEEDBACK

From the seven projects taking part in the second social capital pilot (2015-2016), all wished to learn more about social capital and how it may be evaluated and reported on using the Social Capital Evaluation Tools developed by ASC.

During the first pilot, it was pointed out to the projects that the online platform's software was still at a development stage and that the results as well as their feedback would be used to inform VAF and ASC in terms of how the system may be improved to become more user-friendly for the projects as well as VAF as a funder.

The initial meeting to introduce social capital as well as the online social capital evaluation tools to the projects was followed up by individual 1-to-1 visits by ASC staff to each of the projects to discuss the best method of how to gather the evidence. At this point we discovered that due to the different nature of this second pilot in terms of choosing projects across four funds, the projects were all structured quite differently, which had an impact on how we went about gathering the information.

The whole group met again for a mid-pilot meeting in October 2015 to discuss the experiences as well as progress of the different projects. At that meeting projects appeared to be at very different stages in terms of start dates, interviews and using the social capital evaluation tools. Therefore, we offered projects the option to have another individual meeting if they felt that this would be required.

By the end of February 2016, all projects were asked to complete the social capital evaluation for the final report. Generally, the final feedback on the pilot from the participating projects was very positive;

- The pilot was perceived as very **interesting, useful** and as an **opportunity** to develop and to increase the project's understanding on social capital as it *"provided us with training, learning and development as to how we can make organisations better and how we can make our organisations more connected, which should in turn increase our resilience and ability to deal with issues that arise (...)"*. Projects also stated that it helped them as it *"enlightened [their] thought process on the social impact [their projects] were collectively making to improve community (...)"*.
- The **Connecting Communities Framework**⁵ handed out to the projects at the first meeting as a reference document was also considered as a useful overview
- The **first individual meeting** with each of the projects was considered as very important to identify the focus and perspective of each of the projects and to clarify

⁵ The 'Connecting Communities Framework – Putting Social Capital into Practice: An introduction to understanding and using social capital in your community' is a training manual developed by Assist Social Capital and was handed out to the participating projects during the first meeting of the pilot. More information available here: <http://social-capital.net/social-capital/connecting-communities/connecting-communities-framework-introduction-to-social-capital/>

any further questions: *“The little knots in my head are less knotted now (...) This gave me a way of unknitting”*

- The **online tools** and website were considered as helpful for providing useful information:
“The website was a great tool to map/visualise the connections which we made over the duration of the pilot”
- *“I enjoyed the **support** from staff and the meeting with other projects”*. Generally, projects found the workshops and meetings as well as the staff to be helpful throughout the pilot process
- All projects think it would be beneficial to have **access** to and use the tools in the **future**, including for any other funding applications:
“(…) I hope that the online tools are available for future use as there needs to be a simple way of capturing the intangibles of what we do and to be able to evidence this in a way that is clear and easy to understand”
“I think including the benefits of social capital will add weight to any funding application (...)”

Some suggestions:

- Single biggest challenge perceived by the projects was **time** as this was a pilot and therefore ‘added’ work in terms of filling in the online system as well as attending meetings etc.: *“I did find it to be a lot of work at a time when I was feeling that I didn’t have a lot of time to spare”*. However, projects also thought that it was helpful that VAF took that into consideration and was ‘flexible’ in terms of the use of the grants (e.g. distribution of financial resources for reporting on pilot).
- Initially some of the projects felt that it was difficult to identify the **‘perspective’** (*“what we were going to do”*). However, once that was identified, it was much easier to recognise what activities etc. to measure/evidence.
- Similarly, in some cases it was more challenging to **arrange interviews** with the project’s beneficiaries due to the beneficiaries being identified as **‘vulnerable groups’** (e.g. young children). Additionally, there was also the concern of the language used on the online platform as being too formal for the children to understand. Though, once it was agreed that a one-to-one worker of the children would attend the interview and that they would get the questions in advance to be familiar with them, the interviews went well and the feedback from the children was very positive. The children felt it was exciting and also great that they were directly interviewed and involved in this process.
In other cases the challenge of organising interviews was more down to the fact that the interviewees were from different organisations and different geographical locations which required more coordination.
- Some felt that the initial training on the **practical application** of social capital and the online system was a bit ‘blurred’, they felt it would have been better to initially spend

more time on the practical application for everyone to get a good understanding of it. Similar comments were that more explanation on social capital as well as the online tools and terminology used would have been helpful.

- Some projects struggled with **the online tools** and therefore needed ASC staff to explain how it worked *“Using the online system was challenging and sometimes difficult to navigate through”* – so more explanation around the website would have been useful. Some projects suggested that a user manual would have been beneficial (maybe a similar document to the Connecting Communities Framework on social capital). Another similar comment was that the evidence part was *‘a wee bit clunky’* which made it more difficult to use than other parts of the online system. However, projects did recognise that the improvements made to the online tools during the pilot worked well.
- Some of the projects were not able to use the **Dropbox** (due to firewall blocking software or already full Dropboxes) which was used during the pilot to collate all the evidence reports, pictures etc. due to V1.0 of the online tools not having an internal storage space. Note that this issue will be addressed in V2.0⁶

Other Comments:

- *“Building up a group and your relationships with a group is a very slow process therefore more time is needed. When I first became involved I had a vision of an old group that I used to work with and how it would have been great for them, however I was working with them for over 6 years which would have made the whole process much easier/beneficial”*

“Overall, I think it has been a useful experience for us to be involved with the pilot. It will be interesting to see the final report and how other projects got on and how things will be taken forward”

⁶ The second version of the online tools (V2.0) is currently in development.