

Standard on Applying Principle 1:

Involve Stakeholders

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Introduction

The [Seven Principles of Social Value](#) are intended to guide organisations and individuals from all sectors on best practice in measuring social value and are the framework that underpins the work of Social Value International (SVI). The Principles provide the basis for collecting data that will support decisions to increase the value being created for stakeholders and hold the organisations to account for their impact.

SVI administer the Assurance Standard and Accreditation Scheme upholding the Social Value

Principles. The [Assurance Standard](#) is designed to test understanding of the Principles. Going through the Assurance process can give you confidence in your work, and the judgements you have made. It is meant to be a useful learning tool, to assess how you might be able to improve your social value measurement over time and begin to use the information to manage your impact.

This document is SVI's Standard for the application of the Principle *Involve your stakeholders* to meet the requirements as set out in the SVI reporting standard. Stakeholder involvement will also be needed in applying the other Principles of Social Value: 2) Understand what changes; 3) Value the things that matter; 4) Only include what is material; and 5) Do not over-claim.

This Standard should be read in conjunction with the [other Standards](#) relating to the Seven Principles. Stakeholder involvement in Social Value analyses would also be required in calculating Social Return on Investment (SROI), and for people using this guidance as part of SROI, there are references to SVI's *Guide to SROI*. This guidance does not cover detailed descriptions of different methods of stakeholder involvement, although links to some sources are provided at the end of this document.

The Social Value Principles

1. Involve stakeholders
2. Understand what changes
3. Value the things that matter
4. Only include what is material
5. Do not over-claim
6. Be transparent
7. Verify the result

Principle 1: Involve stakeholders

Inform what gets measured and how this is measured and valued in an account of social value by involving stakeholders.

Stakeholders are those people or organisations that experience change as a result of your activity – and they are best placed to describe the change. This Principle means that stakeholders need to be identified and then consulted throughout the analysis. This means that the value and the way that it is measured, is informed by those affected by, or who affect, the activity.

Definitions

Stakeholders are defined as: people who affect the activity under analysis and those that are affected by it. They can be individuals, groups of individuals and organisations. Involvement is the process by which a group of people are able to influence decisions.

Risk of bias

Stakeholders must be involved in the process of accounting for value, but this doesn't mean that those affected are the only source of relevant information. Other people, often the staff within the organisation, will have knowledge and experience. Third party research may also be available. However, accounting for value should start with stakeholders' perceptions of outcomes. If other information is used and results in exclusion or refinement of the outcomes expressed by stakeholders this should be stated for reasons of transparency.

Some risks of relying on information from stakeholders are:

- some stakeholders may not be well informed;
- they may have short term priorities, which restrict their ability to consider longer term outcomes;
- within any group, some members may be able to have their views heard more effectively than others.

Some risks of relying on information from those responsible for the activity are:

- they do not know all the outcomes that stakeholders experience;
- they use language that is more general and does not reflect the specific stakeholder's experience, and this can affect subsequent decisions during quantitative data collection;
- they tend to exclude or explain away any negative outcomes that are experienced (no causality, not relevant, activity not understood etc.).

Some risks of relying on third party research are:

- the research does not relate to a similar group of people, in a similar context, involved in a similar activity;
- the research itself was not based on a process of involvement that identified all the outcomes.

The judgement on how to use the information that arises from stakeholder involvement remains with those undertaking the analysis. At relevant places in this Standard, some short examples of the issues raised are included in italics. Please remember that the approach in any of the examples may not be appropriate in your situation and that each situation should be considered on its own merits. We have included an example that appears in the Guide to SROI (Wheels to Meals) and the [Supplementary Guidance on Using SROI](#) to demonstrate some of the points on involving stakeholders – as well as a selection of others covering a range of situations.

The main things to remember are:

- Stakeholders should be involved in the process of determining the most important outcomes
- Information from stakeholders should be balanced with other research and evidence
- There will be a trade-off between the resources you have available and the level of involvement that is possible. Any trade-off should be acknowledged in the reporting of social value, highlighting the risk that material outcomes have not been identified
- The number of interactions and the time required should be kept to the minimum necessary

The remainder of this supplement covers:

- Identifying stakeholders
- Stakeholder involvement – how should stakeholders be involved in applying the Social Value Principles?
- Deciding how many stakeholders should be involved
- Planning – making sure data collected from stakeholders is good enough to support decisions

Identifying stakeholders

Before you can identify relevant stakeholders, you need to be clear on what the activity is that is being investigated. The stakeholders relating to that activity then need to be identified before they can be involved. Whoever is responsible for collecting data from stakeholders will need to start by drawing up a list of those groups of people or organisations that they consider:

- have affected the activity (or will affect the activity)
- have been affected by the activity (or will be affected by the activity)

There is always a risk that this list is incomplete, insufficiently detailed or includes stakeholders that are not relevant. You may need to revise your list of stakeholders as you progress with your analysis. Applying the 'Involve Stakeholders' Principle means identifying:

- other stakeholders that should be included;
- segments (or sub groups) within your stakeholder group, where shared characteristics may relate to shared outcomes or shared perceptions of the relative importance of those outcomes;
- groups that do not experience material outcomes and can be excluded.

Stakeholder involvement

Is it possible to involve your stakeholders?

The first question to ask is whether a particular stakeholder group will be able to provide data or whether there are any limitations. Some groups may not be able to answer questions or there may be sensitivities, for example:

- a) people with certain mental health issues;
- b) very young children;
- c) people who dropped out of your activity and are harder to contact;
- d) people whose experience wasn't positive;
- e) the setting is not appropriate for this kind of consultation

In these situations, you may need to:

- take sensitivities into account when deciding how you will involve stakeholders; or
- identify other people who are not responsible for the activity but who can talk on behalf of that stakeholder group.

Involving stakeholders in data collection

In applying the Seven Principles of Social Value you will need to collect a range of qualitative and quantitative data. The table below provides a summary of how stakeholders should or could be involved in accounting for social value. The table also references relevant sections of the Guide to SROI. Each row in the table sets out what stakeholders will be contributing to the analysis.

Should be involved: Involvement is required to meet the SVI Assurance Standard or reasonable justification is necessary for not involving them combined with a reasonable alternative source of data (which would not include reliance on those responsible for the activity).

Could be involved: Involvement would provide additional data in support of your decisions to increase value but is not required by the SVI Assurance Standard.

There are usually two phases of stakeholder involvement; a qualitative phase in which a sample of stakeholders are involved in collecting most of the qualitative data (specifically defining the outcomes and identifying any additional stakeholders); and then a quantitative phase in which a larger sample of the stakeholder group are involved in establishing the quantities for each outcome and the impact. However, this two-phase approach is not prescriptive and for some stakeholder groups is not appropriate, for example when there is a small stakeholder group (approximately 10-20 individuals) it may be appropriate to do both phases of engagement (covering what changes and how much changes) at the same time.

Principle of Social Value	Section of the <i>Guide to SROI</i>	Details of stakeholder involvement	Type of data	Necessary to involve to meet SVI assurance criteria?
N/A	1.1 Establishing the scope	To test the logic of the initial scope of the analysis i.e. which activities the analysis is based upon.	Feedback on processes	Could be involved but not essential
Involve stakeholders	1.2 Identifying stakeholders	In consultation with the initial list of stakeholders, your stakeholders should be asked if they think others are experiencing change because of the activity.	Qualitative	Should be involved
	1.3 Deciding how to involve stakeholders	To test that the proposed methods for involvement are: <ul style="list-style-type: none"> • appropriate to the stakeholder group/s • match the resources available (yours and the stakeholders') • will generate the quantity of involvement 'necessary' 	Feedback on processes	Could be involved but not essential
N/A	2.2 Identifying inputs	To understand the range of inputs made by stakeholders to the organisation or programme.	Qualitative	Could be involved but not essential
		To establish the quantities of inputs (e.g. how much time was required).	Quantitative	Could be involved but not essential
	2.3 Valuing inputs	In valuing both monetary and non-monetary inputs.	Quantitative	Could be involved but not essential
Understand what changes	3.1 Defining outcomes	A sample of stakeholders must be involved in determining the outcomes they have experienced (or are likely to experience).	Qualitative	Should be involved
		Determining the outcome in the chain of events (well-defined outcome) that will be tested for materiality and be the basis for subsequent decision making (see <i>Supplementary Guidance on Creating a well-defined outcome</i>).	Qualitative	Should be involved

Principle of Social Value	Section of the <i>Guide to SROI</i>	Details of stakeholder involvement	Type of data	Necessary to involve to meet SVI assurance criteria?
Understand what changes	3.1 Defining outcomes	In developing outcomes for other stakeholders, for example families of young children may help you understand outcomes for young children.	Qualitative	Could be involved but not essential
	3.2 Defining indicators	In the absence of relevant and available indicators for the outcomes, stakeholders could be involved in developing bespoke indicators that can measure the amount of each outcome.	Qualitative	Could be involved but not essential
		In assessing the data collection processes.	Feedback on process	Could be involved but not essential
	3.2 Collecting outcomes data	Understanding if each stakeholder has experienced either a positive change, a negative change or no change for each outcome.	Quantitative	Should be involved
		Understanding the amount of change for each outcome (positive or negative - usually measured as movement on a scale).	Quantitative	Should be involved
Value what matters	3.4 Understanding the relative importance of different outcomes	In informing the assessment of the relative importance of different outcomes they experience.	Quantitative	Could be involved but not essential
		Verifying the appropriateness of financial proxies used in reflecting the relative importance of the outcomes they experience.	Quantitative	Should be involved
Do not over-claim	5.1 Deadweight	Questions to understand what might have happened anyway (without your activities).	Qualitative	Should be involved
		Estimating the amount of deadweight for each outcome.	Quantitative	Could be involved but not essential

Principle of Social Value	Section of the <i>Guide to SROI</i>	Details of stakeholder involvement	Type of data	Necessary to involve to meet SVI assurance criteria?
Do no over-claim	5.2 Attribution	Questions to understand who else has contributed to the changes (outcomes).	Qualitative	Should be involved
		Estimating the amount of attribution to others.	Quantitative	Should be involved
	5.3 Displacement	Questions to understand the availability (and usefulness) of comparable services.	Qualitative	Should be involved
		Estimating the amount of displacement for each outcome.	Quantitative	Could be involved but not essential
	5.4 Drop-off	Stakeholders could be involved in assessing approaches to reporting drop-off data.	Feedback on process	Could be involved but not essential
	5.4 Establishing the duration of outcomes	In considering how long we should continue to measure the outcomes.	Feedback on process	Could be involved but not essential
Be transparent	6.2 Using the results	Within the determined scope and audience, stakeholders should be informed of changes in performance over time.	Quantitative	Should be involved
Verify the result	7.1 and 7.3 Verification	In reviewing: <ul style="list-style-type: none"> The theory of change The value and range of outcomes 	Qualitative	Should be involved
		In assessing the appropriateness and usefulness of the form of reporting back to stakeholders.	Feedback on process	Could be involved but not essential
		In reviewing and providing feedback on proposed changes to the activity that have arisen based upon impact data.	Feedback on process	Could be involved but not essential

Deciding how many stakeholders to include

Issues

The Standard does not define a minimum number of stakeholders that should be involved as this will vary based on the context and scope of analysis. This judgement is left to whoever is collecting data from stakeholders, and they must consider what will be sufficient for accountability, as required for the audience and purpose of data collection and allowing for accessibility and resources.

Social Value UK's website includes [examples of social value reports](#) that can be used as guidance in conjunction with this Standard.

There are several potential issues to consider when deciding how many stakeholders to involve. The points made below refer to an approach that will meet the Assurance Standard. In some situations, this may not be good enough. In others, it may be more than is necessary.

Lack of time or resources may also mean that it is not possible to engage with as many stakeholders as you wish to. Where you have to reduce the amount of involvement, it is important to be transparent and to be aware of the resulting limitations of your data which include:

- that the relative size and importance of different outcomes' impacts may not be correct;
- that decisions on what outcomes are material may be incorrect.

Qualitative data collection

As mentioned earlier, there is a mixture of qualitative and quantitative data to collect. It is best practice to do two phases of data collection. The aim of qualitative data collection is to provide the basis to understand which outcomes your stakeholders are experiencing and provide some initial information on the other aspects of those outcomes (such as duration, deadweight, attribution etc.) as a basis for subsequent quantitative data collection.

The main methods and their advantages and disadvantages are set out in the table on the next page.

Stakeholder group	Methods	Advantages	Disadvantages
Individuals (often end users of the products or services)	Focus group	Time to explore issues with others in a conversation	<ul style="list-style-type: none"> Individual voices can dominate Several focus groups may still be required
	One to one interviews / conversations	Time to make sure individuals' experiences are explored and ensure understanding on both sides	<ul style="list-style-type: none"> Can require more resources (time and finances etc.) No chance for discussion to develop an understanding
	Phone survey	Compromise on cost and involvement between focus group and one to one approaches	<ul style="list-style-type: none"> May not be able to explore issues in detail May be hard to arrange appropriate times for calls Can miss non-verbal cues
Organisations	Phone surveys	As above	As above
	One to one meetings		
	Review policy documents	Easy and documented	May not represent specific objectives and expectations of an activity

Mixed methods

You may decide to use different approaches. For example, a focus group for people who had experienced mainly positive outcomes, and face-to-face informal interviews with people who had experienced negative outcomes, perhaps had dropped out early, or didn't achieve the activity's stated goals.

Selecting some stakeholders from each stakeholder group

Unless you are working with small numbers of people and can involve everyone, you will need to make a selection. This won't be perfect, but you should do all you can to reduce the risk of bias within this sample. Remember it is important not just to involve those stakeholders that have positive experiences, as this can present you with skewed results. Including open questions in subsequent quantitative data collection and having a regular (often annual) process of data collection will improve

understanding and continue to reduce risks. Start with your assessment of the characteristics of people in the group and select a sample that is representative.

The characteristics could relate to many factors, for example age, gender, location or levels of involvement in your service (e.g. some people may have been accessing your service for many years whilst some might be new to your service – this is something to consider in your sampling.)

Frequency of updates

In future years, you may decide to reduce the frequency and the extent of involvement of stakeholders in updating your understanding of outcomes (the qualitative stage). Quantitative data (your surveys/questionnaires) needs to be collected regularly. Surveys can be updated as appropriate.

Questions and discussion

Your discussions will cover:

- people's outcomes, the relative importance of those outcomes, the involvement of other people or organisations in causing those outcomes and the desired duration of the outcomes;
- people's background, further exploration of the background behind their experiences, which could inform your understanding of different user segments within a stakeholder group.

It has been highlighted that there is no rule as to how many people you will need to engage with qualitatively. The accepted approach is that we need to involve enough people until you reach the point that you are no longer hearing anything differently – you have become saturated (further information is available here). This will form the basis of your understanding of change. More information is available in the supplement on [well-defined outcomes](#).

At this point you may notice that the different things you have heard from stakeholders relate to different characteristics or segments within a stakeholder group. Your analysis of the characteristics and outcomes will determine potential segments and extend your understanding of who your stakeholders are. Although you drew your initial sample to be representative based on your knowledge, for example on variations in age or gender, this may prove to be less accurate when you have some data. You may have heard things that make you think that people experience different outcomes based on other characteristics. Alternatively, you may decide that estimates of deadweight reflect different groups. For example, in an employment programme, those who gain employment may have a supportive family background, and so what would have happened anyway depends on the extent of family support. While you will be looking for groups that experience different outcomes, the focus should still be on similarities. Otherwise there would be a tendency to collect data on each individual customer's experience, which is unlikely to be feasible or help us to make decisions.

You may also need to expand your sample taking new characteristics into account so that you are able to check whether you have reached saturation, allowing for adequate representation from your emerging segments.

Quantitative data collection

The main methods and their advantages and disadvantages are set out in the table below.

Informal Approaches		
Method	Advantages	Disadvantages
Ad hoc meetings, discussions, observations	<ul style="list-style-type: none"> • Low cost 	<ul style="list-style-type: none"> • Not representative – limited value in counting instances of actions / behaviours
Formal Approaches		
Method	Advantages	Disadvantages
Face-to-face survey	<ul style="list-style-type: none"> • Time to ensure questions are understood and to explore answers • Low rate of non-response 	<ul style="list-style-type: none"> • Time consuming / resource intensive • Risk that person filling in the form leads the answers
Phone survey	<ul style="list-style-type: none"> • Time to ensure questions are understood and to explore answers 	<ul style="list-style-type: none"> • Difficult to find appropriate time • Difficult to obtain contact numbers • Risk of error in data entry
Email / online survey	<ul style="list-style-type: none"> • Relatively inexpensive/free 	<ul style="list-style-type: none"> • Risk that answers are not complete • Some people may not have online access • High rate of non-response
Postal survey	<ul style="list-style-type: none"> • Less time intensive 	<ul style="list-style-type: none"> • Difficult to obtain addresses • Expensive, requires self-addressed envelope • Loss of control as to who completes

In some situations it won't be appropriate to collect data directly from a stakeholder group, and someone will have to ask the questions and complete the answers – for example, if you are working with young children, or people with visual impairments.

Selecting stakeholders – sample size

Stakeholders are involved in providing quantitative data on outcomes i.e. how many experience the outcome and how much change. If you are working with a small number of people it may be possible to involve them all, otherwise you will need to select a sample. In quantitative research, you want to use the analysis of the data you collect as the basis for the experience of the whole group.

Deciding on a sample size can quickly become a complex statistical question requiring information that includes population size, the level of confidence you require, the variability and distribution within the population. This means there is no simple answer, even for a known population size. Once you have determined your required sample you would then need to select people randomly from the population. It is difficult to make random selections, and if you have any people who once selected do not respond or provide the data, your sample is no longer random, and you will have sampling error.

The pragmatic solution is to consider the different segments you may have, use an online sample size calculator to get a minimum, and then survey to achieve a response rate that gives you a minimum of that sample for each segment. Further information on calculating a relevant sample size is available [here](#) and for selecting random samples a good website is <https://sealedenvelope.com>.

Supporting data collection

To increase the confidence that the outcome has occurred you may decide to collect data from people who know the stakeholders who are experiencing that outcome. You may decide you need a different approach and/or sample size for this situation.

Questions to ask during quantitative data collection

Your questions will cover:

- Whether an individual has experienced each outcome (this should be captured as either a positive change, a negative change or no change);
- the amount of change (usually on a scale) for each outcome;
- the length of time that each outcome lasts for (or is expected to last);
- the relative importance/value of each outcome;
- the likelihood that the outcome would have happened anyway;
- an estimation of how much of the outcome should be attributed to your activities.

Planning

Involving stakeholders at the earliest possible opportunity should make subsequent data collection far more efficient, reducing the time and resources needed as well as making subsequent communication and tracking easier. A systematic approach to

stakeholder involvement should also encourage reflection, and thus opportunities to modify or extend the way you are engaging with your stakeholders. Over time this engagement should significantly improve your organisation's social impact performance, and ability to innovate to meet stakeholder needs. The decisions made can now be summarised in a stakeholder involvement plan. This will set out:

- Who will be involved?
- When they will be involved?
- How they will be involved?
- What resources are required to involve them?
- How will this be monitored?

Who will be involved – and when?

The stakeholder groups and the approach to selecting people to represent the group has been determined above but should be set out in the plan. The next step is to decide when to involve them, not only in the process but practically at times that are convenient for those stakeholders. Careful planning at this stage ensures that those selected can be accessed and can be provided with appropriate support where necessary.

How will they be involved?

The broad lines of how stakeholders will be involved should already be determined. However, the specific approach (e.g. one-to-one interviews) and justification for it, should be included in the stakeholder involvement plan. The framing of the discussion during qualitative data collection, and the questions to be used in quantitative data collection, will depend on context. The examples in Appendix A are intended to give an idea of the type of questions that would be included. Remember, it is important that the wording of the questions and the language used is appropriate to the situation, as this can have a significant effect on the quality of the engagement.

One of the distinguishing characteristics of high-quality stakeholder involvement is it allows the organisation to empower its stakeholders, particularly if they include groups that have been, or are marginalised in any way. Taking the time to build capacity during stakeholder consultation sends important signals to your stakeholders (internal and external) that the organisation considers them to be a valuable resource and is willing to invest in the relationship. This investment can deliver benefits to your stakeholders, through increased confidence and ability to express themselves, and over time should build strong foundations for the organisation's future social impact analyses.

What data will be collected?

Your plan will have discussion guides and survey forms attached. Refer to other Social Value Standards and the Guide to SROI for guidance on developing these.

What resources are required?

The scope will be one of the main drivers of the amount and type of stakeholder involvement and therefore the resources required. For a new activity (or a new organisation) you will need to involve people from the group that you want to become your stakeholders. For a forecast, relating to an existing activity, you will need to involve people that have been stakeholders. These differences will inform scale and methods of involvement. Organisations will often have existing processes for involving stakeholders which can be built on.

Stakeholder involvement can be one of the most resource intensive aspects of data collection, with financial, human, and technological resources required for those carrying out the activities, as well as for the stakeholders invited to participate. Stakeholders may wish, or need to be compensated for their time as well as for any expenses incurred. Any financial support should be designed in such a way that it does not represent a potential conflict of interest (paying people to hear their views), or generate financial implications where stakeholders are in receipt of state benefits.

Who is responsible?

Ensure someone is responsible for involving stakeholders and for identifying and resolving any conflicts of interest.

Monitoring and Feedback

To establish trust, transparency, and accountability, it is also critical that the outputs of the stakeholder involvement programme are communicated and acted on. An action plan that articulates how the organisation will respond to the results generated by stakeholders is useful here. It is important that the plan is communicated consistently and equitably so that all participants receive feedback on results of their involvement.

High-quality stakeholder involvement requires that activities are monitored and that processes are continually improved. The ongoing success of stakeholder involvement, and people's willingness to participate in future engagement activities, depends in large part on the organisation achieving the commitments it makes in the action plan. It is also good practice to report these publicly so that the broader community can identify the organisation's knowledge and understanding of stakeholder concerns, and how it is responding to these. (See Wheels to Meals case study example on the next page).

Wheels to Meals Stakeholder Engagement Plan

Stakeholder	Number	How involved and when	Number involved	Resources required	Responsible	Reporting and feedback
Older residents	30	Focus group held during lunch	10	<ul style="list-style-type: none"> Necessary finances Suitable room, note-taking facilities, and refreshments for participants 	Wheels to Meals staff	At start of first day after data collection and analysis
Health Service	1	<ul style="list-style-type: none"> Review of policy Phone call with area manager 	1	<ul style="list-style-type: none"> Access to IT equipment Phone and time to make the call 	Advisor	Account of overall impact shared
Local authority	1	<ul style="list-style-type: none"> Review of policy documents and contract Meeting with contract manager and policy officer 	1	<ul style="list-style-type: none"> Access to IT equipment Meeting room and note-taking facilities 	Advisor	Account of overall impact shared
Volunteers	5	Focus group held at end of normal working day	6	<ul style="list-style-type: none"> Necessary finances Suitable room, note-taking facilities, and refreshments for participants 	Wheels to Meals staff and advisor	Feedback meetings arranged

Useful Resources

Some sources of additional useful information include:

- Free online application to create a visual chain of events (outcomes) myGVE, Social Value UK, available [here](#).
- SVUK links on stakeholder segmentation, developing user personas and journeys, [here](#).
- AA1000SES, Stakeholder Engagement Manual, [here](#).
- Acorn, Acorn User Guide, The Consumer Classification, [here](#).
- Cabinet Office Guide to Segmentation, [here](#).
- Catalogue of segmentation and clustering software, [here](#).
- Robert Wood Johnson Foundation, A Practical Guide to Engaging Stakeholders in Determining Evaluation Questions, [here](#).
- Segmentation Portal, [here](#).
- The New Economics Foundation, Participation Works! [here](#).

Appendix A - example questions for qualitative data collection

These are general examples and would need to be developed to be appropriate for the stakeholder group that you are working with.

Identifying	Question
Inputs	<ul style="list-style-type: none"> • How are you involved in the activity we are analysing? • What did you contribute to the activity (and how much)?
Outcomes	<ul style="list-style-type: none"> • What changes did you experience, (or do you think you will)? What will you do differently as a result? • Were all the changes positive? If not, what were the negative changes? • Were all the changes expected or was there anything that you didn't expect that changed? <p><i>NB: Be ready to probe for a range of answers, asking:</i></p> <ul style="list-style-type: none"> • So what happened next...?
Other stakeholders	<ul style="list-style-type: none"> • Do you think anyone else has experienced any changes as a result?
Indicators	<ul style="list-style-type: none"> • How would someone else know that this had happened and what would we show them? What would it look like? • Could you measure it?
Deadweight	<ul style="list-style-type: none"> • What would have happened to you if you hadn't taken part? • Would you have found something else later?
Attribution	<ul style="list-style-type: none"> • Who else provides something like this? • Did anyone else contribute to the experience/change?
Displacement	<ul style="list-style-type: none"> • Did you have to give up anything to take part in the activity? • Were you getting similar support from somewhere else?
Duration	<ul style="list-style-type: none"> • How long did the change last for (or do you think the change will last)?
Valuation	<ul style="list-style-type: none"> • How important was this change? • Can you compare it to something else just as important to you? • Can you put these changes in a priority order of how important they are to you? Which are worth most / least to you? • Which of these changes will make the biggest difference to you?
General Feedback	<ul style="list-style-type: none"> • Which other ways might you/your organisation achieve the same changes? • How might we improve our services?