



The
Shared
Value
Business

Training Report:

**Understanding Social Value –
doing business with public
sector**

**Digital training delivered 29-31st
March and 25-27th April 2022**

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Overview

Social Value specialist The Shared Value Business Ltd was commissioned by Boost, Lancashire's Business Growth Hub to deliver 2 courses of digital training on new legislative requirements in public sector tendering.

Attendance

Both digital courses had capacity for 10 delegates. Both courses were over booked, to allow for potential apologies.

Representation

The 22 delegates represented:

- 13 Private businesses or 59% of delegates
- 6 Public sector organisations or 27% of delegates
- 3 Third sector organisations or 14% of delegates

From trainer experience the course runs best with a mixture of sectors, giving good discussion. As one attendee commented:

"I was especially impressed by the peek behind the curtain to the challenges facing our customers in commissioning tenders." A second delegate gave verbal feedback how valuable having public commissioners in the sessions was in understanding how tender questions would be designed.

Delegate Feedback

10 of 18 attendees provided detailed feedback (56%). Gaining feedback from virtual sessions is challenging. 100% of those who gave feedback found the training well-structured and easy to follow

Was the training structure well organised and easy to follow?

- Yes. The content of each of the sessions was clearly communicated prior to the course, along with the expected learning outcomes, and this was followed closely throughout the course, notwithstanding appropriate organic discussions between delegates.
- Yes, was very well organised and easy to follow.
- Yes, I got a lot from the 3 remote sessions.
- Yes - Very organised and easy to follow and understand.
- Yes, and with plenty of opportunity to shout out and ask questions
- The training was well structured and easy to follow with lots of examples from the trainer and the attendees. Time was given for people to ask questions and/or provide input into the discussion.
- Yes. The course was clear and concise taking into account the subject topic, which is very board and can be interpreted in a variety of different ways.
- Yes, there was a really good flow in delivery

Are there any specific areas you would have wanted more information or guidance?

- No, I was there for an introduction and got an in-depth review (i.e., more than I expected)

- I felt that the guidance was optimized very effectively to the timescale provided. The additional information in the links given in the chat provided the extra information I would have initially sought in any event.
- No, going through tender example questions was useful
- Not particularly. Social Value is a very broad subject, and the course covered the fundamental basis and expanded examples of what social value is defined as, what is expected from commissioning bodies and private companies and how to best deliver social value.
- For the length of time allocated for this course, a significant amount of information was delivered, which for me covered everything.

100% of respondents would recommend the course to others

Would you recommend the course to others? Please tell us why, or why not.

- Yes, it gives you a good understanding of what social value is and how best to approach it on a tender application. I definitely feel more confident now.
- Yes, very useful practical insights from someone who clearly is immersed in this sector every day.
- Yes. The course does an excellent job of contextualizing and explaining the context behind current social value practices. I was especially impressed by the peek behind the curtain to the challenges facing our customers in commissioning tenders. And I say this as a former Training Manager and Qualified Teacher who's notoriously hard to please with a training course.
- Yes, especially if you are involved in either commissioning tenders that have a social value element or responding to the tenders.
- Yes, would recommend - it provided high level information relating to social value, and although my job role doesn't require me to submit bids or commission any services, it is most useful information for when I engage with local businesses who require support for tendering contracts, in which I am now more confident to provide social value advice for businesses to consider.

Respondents were asked how the course, or their experience could have been improved. Comments focused on increasing the opportunity for delegates to talk to each other.

- It was a very positive experience. If I were to look hard for a suggestion it might have been possible to use a breakout room or a table in an in-person session to make some kind of group learning task. Potentially giving a TOMs section or a question from a tender and suggesting possible responses or methods of meeting the standard? Certainly, I always like some kind of group exercise when you've got a lot of very qualified delegates attending. It makes them think and aids knowledge retention if you can make them do it themselves.
- Not really, although it was useful to explore the experiences from others in answering questions and learning from them. Its highly dependent on the attendees, but there was benefit from dialogue with peers.
- No, it was presented brilliantly.

Delegates were asked about their preference for virtual or in person training. It was generally commented that being in a room together is preferable but in reality, it was the virtual delivery that made it accessible.

This was evidenced by full bookings for the digital training, and low bookings for an in-person session which was then re-scheduled (and fully booked) as digital provision.

