COOP-IN

Social Innovation Training for Virtual Work Based Learning

Self Assessment Tool

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Introducing the Social Innovation Self-Assessment Tool

There is agreement that innovation is a key source of competitiveness and economic growth. Organisations are facing unprecedented levels of change given trends such as ageing of the population, technological change and increasing socio-cultural diversity. This is creating a need for innovative responses, not only in terms of managing people in the organisation but also in managing external stakeholders such as customers, suppliers and the community.

As a result, there is a growing interest in the concept of social innovation. This can be defined as 'new solutions' (products, services, models, markets, processes) that simultaneously meet a social need (more effectively than existing solutions) and lead to new or improved capabilities and relationships and better use of assets and resources. In other words, social innovations are both good for society and enhance society's capacity to act (The Young Foundation, 2012).

This social innovation self-assessment tool will assist you in identifying what the organisation does well and what are the key areas for development in introducing and making social innovations work. It will provide you with a baseline assessment as well as an action plan. The self-assessment tool is designed to be used alongside the Social Innovation Serious Game which contains ideas, knowledge and tools to help you to advance your plans for developing your organisation's plans for social innovation.

In the event you have any questions or need clarification when completing the Social Innovation Self-Assessment Tool, contact your National COOP-IN partner (contact details can be found at the COOP-IN website: www.coopinproject.eu/en/partners).

Instructions for Completion:

On the following page, you will find 40 statements associated with social innovation. There is also a scoring grid.

1. For each statement, you must allocate a score between 1 and 4 based on the extent to which you agree with each statement within the context of your organisation.

The scale is as follows:

1 =	Strongly disagree
2 =	Disagree
3 =	Agree
4 =	Strongly agree

You should enter your score in the **bold cell**. For example, if you believe you '*disagree*' with *'Our people have a clear idea of how innovation can help us compete*', you would enter 2 in the **bold cell in column A** – see example below.

Statements	A	B	C	D	E
Our people have a clear idea of how social innovation can help us compete.	2				
Our social innovation projects are usually completed on time and within budget.		1			

2. Once you have scored each statement and entered your score in the bold cell in the appropriate column, check you have scored all the statements – each of the **bold cells** should now have a number in them.
3. Add up your score for each column (i.e. column A, B, C, D and E) and write your score in the cells marked '**Column Scores' on page 5**.

Note: The maximum score you can have in the Column Score cells for any column is '32'.

4. Transfer your **Total Score** for each column onto page 6 to identify your Organisation's Social Innovation Index score for each of the five Innovation Pillars.

Read each of the following statements and score each one between 1 and 4.

	Statements	A	B	C	D	E
1.	We have processes in place to manage social innovation projects from start to finish.					
2.	Our people have a clear idea of how social innovation can help us compete.					
3.	Our social innovation projects are usually completed on time and within budget.					
4.	Our people work together well no matter what their role and responsibilities.					
5.	We have effective processes to ensure everyone understands our customer's needs.					
6.	We regularly review our skills and competences.					
7.	We have effective mechanisms in place for managing change.					
8.	We have shared our vision for the organisation which promotes social innovation					
9.	We have improved the way we work by working collaboratively with others to develop new products and processes.					
10.	We take time to develop our people's skills and competences.					
11.	We have a supportive climate for coming up with new ideas for social innovation.					
12.	We evaluate how we can improve our management of social innovation.					
13.	We are effective at learning from other organisations in how to introduce and manage social innovations.					
14.	We systematically search for new ideas to support the introduction of social innovations.					
15.	We recognise the value of skills like collaboration, team-working and problem-solving.					
16.	We work with universities and research centres to help us develop our knowledge.					
17.	We are good at understanding the needs of our customers and end-users.					
18.	Our organisation is good at converting ideas into practice as part of the social innovation process.					
19.	Our customers and stakeholders are actively encouraged to engage with our social innovation processes					
20.	Our reward and recognition systems support social innovation.					

	Statements	A	B	C	D	E
21.	We have a clear system for choosing social innovation projects.					
22.	We work well in teams.					
23.	We have a strong commitment to training and development.					
24.	We actively build relationships and networks to help us spot opportunities to introduce social innovations in the organisation.					
25.	We make plans to ensure early involvement of people in any social innovation.					
26.	Our processes for social innovation help us to implement small, 'fast-track' projects quickly.					
27.	We scan technology and markets to spot opportunities and emerging trends.					
28.	Our managers are committed to and supportive of social innovation.					
29.	Our people are involved in suggesting ideas for improvements to products or processes.					
30.	We work with education and training providers to communicate our needs for skills.					
31.	Communication is effective and works top down, bottom up and across our organisation.					
32.	People understand our distinctive competence which gives us a competitive edge.					
33.	Our organisation is good at developing meaningful, collaborative relationships to identify and introduce social innovations.					
34.	We systematically compare our products and processes with competitors.					
35.	We look ahead to identify potential threats and opportunities.					
36.	Our organisation is good at measuring and quantifying the impact of social innovation on the development of the organisation.					
37.	There is a clear link between our social innovation projects and our business plan.					
38.	We have good 'win-win' relationships with our suppliers.					
39.	Our structure helps us to take decisions quickly about introducing and managing social innovations.					
40.	Our plans for social innovation and improvement are communicated effectively to our people.					

Add up your score for each column: **COLUMN SCORE**.

Social Innovation Index

Instructions:

1. Transfer your **COLUMN SCORE** from page 5 into the table below.

2. Divide each of your **COLUMN SCORES** by 32 and multiply by 100 to calculate your **SOCIAL INNOVATION INDEX** for each Innovation Pillar.

3. Add up your **COLUMN SCORES** and divide the total by 160 and multiply by 100 to calculate **SOCIAL INNOVATION INDEX**.

My Organisation's Social Innovation Index

COLUMN	COLUMN SCORE	PILLAR INDEX	INNOVATION PILLAR
A			Strategy
B			Processes
C			Organisation
D			Collaboration
E			Learning
Total			Social Innovation Index

Index Score	Interpretation and Actions
25 – 49	You have lots of room for improving your organisation's approach to social innovation. Rather than trying to improve all of them at once, select the lowest scoring Pillar and focus on identifying actions you can implement to improve your performance in this Pillar. A great place to start is by sharing the results of this assessment with your team and asking them for their ideas and suggestions on changes and improvements you can implement.
50 – 74	You are already benefiting from using social innovation with your organisation, but there is more you can be doing. You have probably scored below 50 per cent in more than one Innovation Pillar. It is recommended that you select the Pillar you score lowest and then work with your team to brainstorm lots of ideas on how you can improve. Using these ideas set up and run an improvement project making sure you capture evidence of improvements. When you are ready move on to the next lowest scoring Pillar.
75 - 100	You are already doing lots of the right things enabling your organisation and team to capitalise on the benefits of social innovation. If you scored lower than 60 per cent in any Pillar Index, take time to consider how you can improve your organisation's performance in this aspect of social innovation. If you scored lower than 60 per cent in two or more, choose one to look for improvements for now and then come back to the other low scoring Pillar.