



assist
social capital

SOCIAL CAPITAL AND COMMUNITY RESILIENCE
4TH June 2009, New Lanark

CONFERENCE REPORT

Assist Social Capital
Edinburgh, Scotland
July 2009



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The New Lanark World Heritage Centre

1. INTRODUCTION

This report will;

- outline the purpose of the conference
- summarise the major points of discussion
- assess the success of the conference
- plan for future conferences

2. BACKGROUND

Assist Social Capital

Assist Social Capital offers a variety of services; advice and information including a free monthly newsletter; training and networking events; case studies; social capital management tools and policy development. For the last 3 years, we have organised an annual conference looking at the benefits of social capital in different contexts. For further information, visit; www.social-capital.net

This year's theme 'Social Capital & Community Resilience' was chosen because resilience, '*the ability to solve problems, act for the future and participate in decision making*' is a developing international theme, distinguishable from the more familiar theme of 'sustainability'. The world is at a critical point in history, facing a growing number of threats including environmental degradation, deep economic recession, humanitarian disasters and a predicted pandemic (e.g. swine flu). Experience and research show that the quantity and quality of social capital within a community plays a crucial role in its resilience.

We began with an ambitious 'open call' for papers, which produced 23 notes of interest, 9 case studies were then selected by a panel of 4 based on those with the most practical approach. This conference was designed to increase awareness and understanding of social capital, specifically, how it could be applied *practically* in the field of community resilience. Assist Social Capital's vision was to bring together practitioners, academics and agencies from the UK and beyond, to inspire, exchange experiences and ideas, identify areas for further work and form links within an international 'social capital community'.

Scottish Community Foundation

The Scottish Community Foundation has been a key supporter of Assist Social Capital's work. The Foundation is one of the largest independent funders of the UK voluntary and community sector, supporting grassroots community activity. It aims to "support activities that engage, involve and connect people; discover and make the most of people's talents and potential; improve and create networks within and between communities; and nurture relationships of trust through working together. In support of this remit, the Foundation generously agreed to sponsor the conference with £5,000. [http://www.social-capital.net/documents/A5flier1\(lr\).pdf](http://www.social-capital.net/documents/A5flier1(lr).pdf)

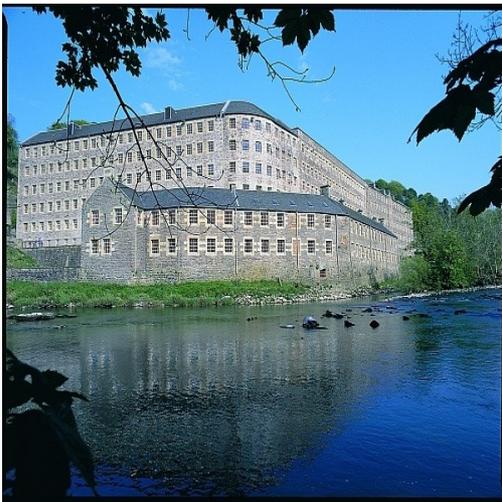
Big Lottery Fund

Big Lottery Fund distributes millions of pounds from the National Lottery to good causes including community groups and to projects that improve health, education and the environment. It is committed to bringing "real improvements to communities and the lives of people most in need." Ahead of their launch of a strategic framework to 2015, the Big Lottery has shown a keen interest in the value of developing social capital in communities and has been a valuable supporter of Assist's activities, kindly sponsoring us with £3,000. www.social-capital.net/documents/A5flier1.pdf

3. THE CONFERENCE

3.1 The Birthplace of the Modern Cooperative Movement

The venue, New Lanark World Heritage Centre in Lanarkshire, is a beautifully restored 18th century cotton mill set in stunning surroundings near the Falls of Clyde, where in the early 19th Century Robert Owen transformed life for the mill workers and their families, abolishing child labour and corporal punishment and providing decent homes, schools, free health care and affordable food and even evening classes. Owen has been lauded as the founder of the modern 'Co-operative' movement and this ethos fitted perfectly with the theme of the conference, 'Social Capital and Community Resilience.' Today, the mill, a social enterprise and a community asset, is a significant local employer. The site has UNESCO World Heritage status and excellent conferencing facilities and overnight accommodation, great for an international conference. Although centrally positioned, about an hour from either Glasgow or Edinburgh, a complimentary minibus was made available for those travelling to and from Edinburgh (which doesn't have a direct train link). This was arranged through the local Community Transport provider.



3.2 Marketing

The conference was promoted by tapping into a wide variety of networks, newsletters, e-bulletins and associated websites, including Assist Social Capital, Senscot, DTAS, SSEC, NIDOS, SEE, CRNS, New Start Online, Social Enterprise Magazine Livewire, CEiS, TMP, CBS Network, Social Capital Gateway, SURF, Learning Connections, Poverty Alliance, Vita Europa, CEH, CVS North Lanarkshire, HISEZ and Regen.net. Conference information was also sent directly to attendees of previous social capital conferences, relevant MSPs, Community Regeneration Managers in each Scottish Local Authority and senior policy makers. In addition, Assist Social Capital contracted the BIG Partnership, a well respected PR and marketing company to raise the profile of social capital in general and the conference in particular. The campaign was very successful; a full report of their activity can be found in Appendix 3. Coverage was therefore extensive, both in Scotland and abroad. The target for attendance was between 80 and 120 people. 113 attended on the day.

3.3 Finances

The conference was helped greatly through sponsorship by the Scottish Community Foundation and Big Lottery Fund. Additionally, Assist Social Capital adopted a sliding scale of delegate fees. A total of 25 bursary places were offered of which 23 were taken up. Total costs for the conference were £13,180. For a breakdown of income and expenditure, see appendix 2.

3.4 Format & Itinerary

The conference began with delegates gathered together in The Gallery, famous for Robert Owen's 'New Millennium' speech of 1896, were Colin Campbell's opening remarks, followed by the keynote speech by Dr Manfred Hellrigl, from the Office of Future Related Issues in Austria. [Full delegate list appendix 4 and conference program Appendix 1]

3.5 Content

WELCOME - Colin Campbell, Executive Director of Assist Social Capital

Cooperation, with us since society's earliest beginnings, is perhaps human kind's most important asset. Robert Owen said "*There is but one mode by which man can possess in perpetuity all the happiness which his nature is capable of enjoying, - that is by the union and co-operation of ALL for the benefit of EACH.*" (**The Social System, 1826**)

Social capital is basically invisible (unless you're looking for it). We don't notice it when it's there, but take it away.....! The value attributed to social capital in reducing crime, increasing health and wellbeing, educational attainment and prosperity give some insight into why social capital is becoming seen as an important resource by more and more people.

The protective factors required for community resilience are outlined as '*community cohesiveness, continuity in neighbourhoods, strong informal supportive networks, and an open supportive educational climate*'. (**Garbarino et al.1992**). Also, '*resilient communities are characterised by the presence of community leaders who build cooperative and collaborative approaches and work with a supported network of community development organisations, self-help groups and advocacy groups*' (**National Forum on Health, 1997, p.17**)

By bringing Social Capital & Community Resilience together we begin to look for communities that are;

- Connected and informed
- included in decision making
- where benefits are distributed amongst the whole community

<http://social-capital.net/documents/asconf09/ColinNewLanarkIntroduction.pdf>

<http://social-capital.net/documents/asconf09/papers/ColinIntrospeech.pdf>

Life Worth Living - Dr Manfred Hellrigl, Programme Director at the Office For Future Related Issues (OFRI), North West Austria

Ten years ago, Langenegg was a small, divided community with a stone wall running through the centre of it. Since then, despite the global financial crisis, which has seen other towns and cities in the area experience falling quality of life and standard of living, Langenegg has emerged as a resilient, prosperous place with new shops, businesses and public facilities. The approach OFRO facilitated in Langenegg has brought the town many national and international awards for energy efficiency and sustainable development. Manfred's presentation explored how this happened, what lessons could be learned and how it could be replicated.

The common problems facing many communities today include; insufficient solutions, disenchantment with politics, competition, spin, exclusion, linear thinking and 'top down' approaches. OFRI wanted to challenge this old paradigm and began asking crucial questions; is there room for co-operation? Is there real interest to let people participate? Are they ready for an open process? In the small town of Langenegg, the answer was 'yes' and it became the ideal testing ground for a new way of thinking to strike a balance between civil society, state and business. The new paradigm, which has social capital at its heart, centred on ideals of co-operation, participation, diversity, self-organisation and open processes - a belief in the wisdom of crowds and a 'bottom up' approach. It has proved extremely successful with the town's inhabitants who have adopted this new way of thinking easily and wholeheartedly and it has also led to Langenegg winning numerous national and international awards.

<http://social-capital.net/documents/asconf09/ManfredNEWLANARKKEYNOTEHANDOUT3.PDF>

3.6 The Case Studies

Seminar 1

'Building Wooden Capital' Nigel Lowthrop

Hill Holt Wood, was once a declining oak woodland in Lincolnshire, but is now enjoying a remarkable revival through an award winning community controlled environmental business that also acts as a centre of learning for at-risk, excluded and unemployed young people. The presentation examined the web of interactions around Hill Holt Wood that have enabled it to influence at local regional and national levels in a range of expertise based on co-operative trust partnerships.

<http://www.social-capital.net/docs/Nigel%20Lowthrop%20Hill%20Holt%20Wood.pdf>

<http://social-capital.net/documents/ascon09/papers/HillHoltWoodTheIdea.pdf>

'Canal Revitalisation and Social Capital in Thailand' Dr Tangon Munjaiton

Expanding urbanisation of the Saphasoong District in Bangkok had led in part to the local canals becoming blocked and polluted. Commercial and social activity around the canals dwindled and locals felt the problem was not theirs and unsolvable. In her presentation, Dr Munjaiton explored how the community was encouraged to tackle the problem collectively, and how the resulting clean up brought about changes in the community's relationship amongst its own members and those 'outside'.

<http://socialcapital.net/documents/ascon09/papers/CanalRevitalizationandSocialCapitalComplete.pdf>

Seminar 2

'Seeing Ourselves as Other See Us' Colin Campbell / Lorna Watt

In 1998, 'Here We Are' was founded in the Scottish rural community of Cairndow in Argyll. HWA's purpose was to empower the community and bridge the gaps through the use of social capital. The case study explored how much impact this made on HWA and the community (the first to own a biomass plant) and concluded that they are now a more resilient group.

<http://social-capital.net/documents/ascon09/HWASeminarJune09.pdf>

<http://social-capital.net/documents/ascon09/papers/HereWeAreCaseStudy.pdf>

'Social Capital and Community Dynamics' Manfred Hellrigl

In North West Austria a new approach is being trialled to facilitate whole system change in very large corporations and cities. With little effort and cost, 'Wisdom Councils' have been established to build trust and cooperation. Manfred explained this approach, what Wisdom Councils are, how they work and what they can achieve.

<http://social-capital.net/documents/ascon09/ManfredNEWLANARKHANDOUT.PDF>

Seminar 3

'Social Capital, Community Resilience and Collective Efficacy: The Brookview Neighbourhood Case' Cynthia Ganote

Brookview is a predominantly African-American working class neighbourhood in a mid sized Southern US city. Cynthia explained how its citizens are using social capital to fight crime, but also how the different social and economic background of its citizens affect their resourcefulness, persistence and courage and their willingness to engage in collective action. Cynthia then looked at how these differences inform the practical use of social capital to help communities.

<http://tinyurl.com/kle8sm>

'Social Capital and the Increase of Community Wellbeing: A Review of Some Practical Experiences in Rural Brazil' Claudia Andreoli Galvao

Despite its vast natural resources and economic wealth, Brazil has an overwhelmingly poor population facing alarming inequalities. Claudia's presentation focussed on one case study of a rural association to demonstrate the connection between social capital and community empowerment to cope with adversity and risk and enhance collective wellbeing.

<http://social-capital.net/documents/asconf09/CommunityWellbeinginRuralBrazil.pdf>
<http://social-capital.net/documents/asconf09/papers/ClaudiaAndreoliGalvao.pdf>

Seminar 4

'Women Entrepreneurs Program: Mendoza, Argentina' Osvaldo Ellisechte

In 2001, Argentina faced a catastrophic economic, political and constitutional crisis. A year on, the poverty rate peaked at 58%. Osvaldo described the effects of a program promoting women-led, community based initiatives which reinforced traditional values of cooperation and mutually supportive relations in communities. Existing networks and interrelations between local actors were strengthened, encouraging good citizenship, empowerment and economic recovery.

<http://social-capital.net/documents/asconf09/WomenentrepreneursinArgentina.pdf>
<http://socialcapital.net/documents/asconf09/papers/WomenEntrepreneursProgrammeinArgentina.pdf>

'Social Capital and Community Resilience in Resource Poor Rural Women' Raghu Prasad

Raghu presented the results of a recent field study of resource poor rural women engaged in mushroom cultivation, using agricultural waste in the Karnataka region of India. Raghu explained that the self help groups that were formed have shown a significant increase in the stock and use of social capital and have sparked much more commercial and social activity amongst the female members. Raghu's study concluded that by working together, the members are much less exposed to market risks, production constraints and outside exploitation.

<http://socialcapital.net/documents/asconf09/CommunityResilienceinResourcePoorRuralWomeninIndia.pdf>
<http://social-capital.net/documents/asconf09/papers/SocialCapitalinRuralIndia.pdf>

Seminar 5

'Thornlie Primary School: Harmonia' David Hughes / Karen Sinclair / Madge Bray / pupils

Faced with a number of serious social and economic challenges, the pupils of this small school in North Lanarkshire embarked on a project to link up with a Georgian village school and orphanage. Their inspirational Head Teach, David Hughes along with some of the pupils and their form teacher, Karen Hughes, explained that these global links have begun to inspire good citizenship, social enterprise and personal pupil resilience.

4. FEEDBACK (See Appendix 5) - 38 responses in total, a sample of which is below;

- The venue was very appropriate for the course and the staff there were really helpful and friendly. As for the organisation, really well done and very human ie friendly and organised though flexible. Greatly appreciated welcoming approach.
- A real privilege to be at venue with its historic relevance
- Gained much more enriched understanding about social capital. The Wisdom Circles are definitely worth exploring and I want to know more.
- I feel more confident in using the techniques I believe in and I feel more motivated to work with communities
- I made connections with people with whom I intend to keep in touch and who may be able to help my organisation to progress.
- Really enjoy the format. Am ...wonder[ing] if shorter presentations and something like the wisdom circle/facilitated discussions to help maximise our knowledge of each other and build the community of community workers.
- Make it last a week!
- A fabulous event with wonderful participants

5. FINAL COMMENTS

Assist Social Capital is always happy to get hear from conference delegates about how you, your organisations or your communities have benefitted by what you have learned. It would be great to hear about any new outcomes or initiatives that have come about as a result of this year's conference, whether it has already happened or occurs a couple of years down the line.

A great example was highlighted recently by Eoghan Howard of Wester Hailes who sent us a link to an article in the Scotsman on a new Time Bank. It was inspired by Edgar Cahn one of the keynote speakers at our 2007 conference 'Social Capital & Financial Inclusion' hosted by RBS at Gogarburn in Edinburgh.

"...based at Wester Hailes Health Agency, gives members the chance to exchange whatever skills they have. The only currency it uses is time, so an hour's dog walking has the same value as 60 minutes of legal advice or piano lessons. The idea, popular in the United States, is designed to help improve neighbourliness, and give people access to services that they might struggle to pay for in cash. It can also give non-workers a sense of worth as they realise that their skills are valuable.

Carol Cawood, director of Prospect Community Housing said: "I came across it when I went to a conference on financial inclusion at the RBS a couple of years ago. The man who started time banks in the States, Edgar Cahn, was speaking. He was very inspirational"

<http://edinburghnews.scotsman.com/latestnews/Scheme-to-improve-neighbourliness-set.5524553.jp>

This year's conference is over but the next event is already in the diary; make a note of 29th September - 1st October 2010, for 'Sustainable Development and Social Capital: Social Capital As A Key Factor For A Sustainable And Liveable Society', which will take place in Dornbirn, Austria.

And if you'd like to tell us about you social capital projects don't hesitate to get in touch colin@social-capital.net

6. Appendices

Appendix I

Social Capital & Community Resilience Conference

9.30am – 4.30pm, 4 June 2009

New Lanark World Heritage Centre, Lanarkshire, Scotland

09.00- 10.00	Registration
10.00-10.15	A Scottish Perspective Colin Campbell , Assist Social Capital
10.15-11.00	Life Worth Living Manfred Hellrigl , Office of Future Related Issues
11.00-11.20	Refreshment Break
11.20-12.30	Social Capital and Community Resilience - Seminar 1
12.30-13.30	Lunch
13.30-14.40	Social Capital and Community Resilience - Seminar 2
14.40-15.00	Refreshment Break
15.00-15.20	Social Capital and Community Empowerment Fiona Malcolm , Third Sector Division, Scottish Government
15.20 - 15.40	Social Capital and Community Resilience Toby Johns
15.40-16.00	Question and Answer Session
16.00 - 16.30	'Harmonia' Madge Bray Singing by Thornlie Primary School
16.30	Close

Appendix 2

Income	
Scottish Community Foundation Grant	£5,000
BIG Lottery Grant	£3,000
Delegate fees	£5,800
TOTAL	£13,800

Expenditure	
Travel and accommodation (presenters)	£1,800
Venue hire	£1,350
Catering	£2,300
Marketing	£4,030
Staff costs (inc. accomm)	£3,300
Misc. (minibus, car hire, conference materials, guided tour)	£400
TOTAL	£13,180

Appendix 3

ASSIST SOCIAL CAPITAL

Media Analysis

International Social Capital Conference – June 2009

cOutlet	Date	Subject	1	2	3	4	5
Hamilton Advertiser on-line	21/05/09	Lanark conference to debate social issues	X	X	X	X	
Lanark & Carluke Advertiser	21/05/09	Conference will debate social issues	X	X	X	X	
Citizens' Eye	26/05/09	The Demise of local communities	X	X	X		X
L107 FM	27/05/09	News Bulletin (conference announcement including comment from Colin Campbell)	X		X	X	
Lanarkshire Chamber of Commerce (and online)	28/05/09	International conference on social capital heads to New Lanark	X	X	X	X	X
Lincolnshire Echo	28/05/09	Interaction meeting for staff	X		X	X	X
Aberdeen & Grampian Chamber of Commerce (and online)	28/05/09	The Demise of Local Communities?	X	X	X		X
The Journal on-line	30/05/09	Today's News: Conference				X	
Newcastle Journal	30/05/09	North Today: Leaders meet				X	
Alliance e-bulletin	01/06/09	Assist Social Capital	X				X
The Herald (and online)	02/06/09	Scottish Government accused of ignoring social capital	X		X	X	X
Wishaw Press	03/06/09	Georgia is on their minds for special day	X		X	X	
L107 FM	03/06/09	Interview with Colin Campbell and David Hughes (Thornlie Primary)	X		X	X	
Argyllshire Advertiser	04/06/09	Here We Are				X	

1 = Assist Social Capital mention

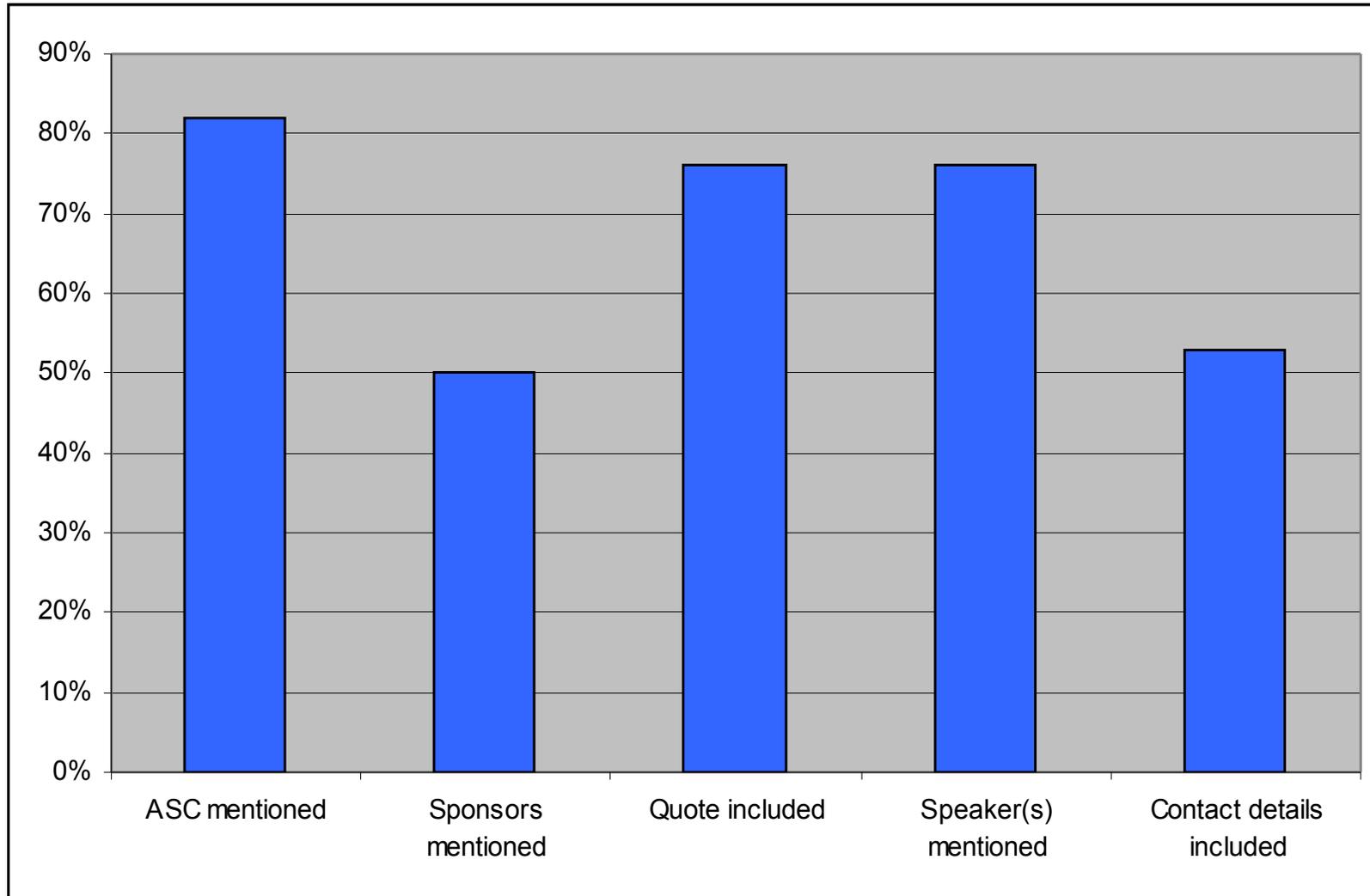
2 = Sponsor mention

3 = Colin Campbell quoted

4 = Speaker(s) mentioned

5 = Contact details included

Key point overview



Appendix 4

Attendees

First Name	Last name	Organisation
Abby	Boulton	Re-Union
Alan	Varagona	with Lynn
Alex	Johnston	Big Lottery Fund
Aline	Ewan	Scottish Community Foundation
Alison	Stevenson	Voluntary Action Fund
Allison	Mathews	Big Lottery Fund
Amy	Stewart	Forest Research
Andreas	Wiesner	Cheshire East Council
Angus	Hardie	Local People Leading
Anna	Roscoe	Senscot
Ben	Hall	Health In Mind
Bob	Benson	Scottish Community Foundation
Bosco	Santimano	You Can Cook
Brian	DeLord	PPP Ltd
Chris	Conniff	Wester Ross Alliance
Christine	Mackay	City of Edinburgh Council Children and Families
Claudia	Andreoli Galvao	Universidade de Brasília
Colin	Campbell	Assist Social Capital
Cynthia	Ganote	St Mary's College of California
David	Hughes	Thornlie Primary School
David	Walker	High Point University
David	Niven	
Denise	Horn	Denise Horn Consultancy
Diane	Cameron	Coalfield Social Enterprise Network
Douglas	Westwater	CEL
Ellen	Potter	NVA
Emma	Margrett	Comrie Development Trust
Eoin	Cox	
Fiona	Malcolm	Third Sector and Implementation Team
Fiona	Swindell	Newcastle City Council
Frank	Gunning	Clydesdale Befriending Group
George	Hepburn	Community Foundation
Giles	Ruck	Scottish Community Foundation
Grace	Quigley	CVS Hamilton / East Kilbride
Gregor	Clark	Gregor Clark & Co
Hannah	Mitchell	Edinburgh Community Backgreens Association
Helen	Chambers	Inspiring Scotland
Helen	Wray	Scottish Community Foundation
Humphrey	Jartue-Gilpin JP	Community Development Consultant
Ian	Cooke	DTA Scotland
Isabel	Brown	Assist Social Capital
Iyke	Kegwuonu	Culture and Sports Glasgow (CSG)
Jan	Bebbington	St Andrews Sustainability Institute
Jane	Lee	CVS Hamilton / East Kilbride
Jermaine	Allison-McCracken	SaluVida Ltd
John	Riley	Carbon Neutral Biggar
John	Boswell	Assist Social Capital
Jonathan	Dawson	Findhorn Foundation

Judith	Lowes	Judith Lowes Consultancy
Karen	Sinclair	Thornlie Primary School
Katie	Smith	Volunteer Centre Edinburgh
Katie	Healy	Community Foundation Northern Ireland
Kenneth	Tomory	Knowledge Hunter
Kenneth	Fisher	Phoenix Stress Centre
Kevin	MacDonald	Highlands and Islands Enterprise
Kevin	Wilkinson	
Lan-Anh	Pham	BIGGAR Economics
Laura	Carswell	Neilston Community Trust
Licia	Claveria	Assist Social Capital
Liz	Thomas	Assist Social Capital
Lorna	Watt	Here We Are
Lynn	Varagona	LV Global Consulting
Madge	Bray	Mamatsui Guli
Manfred	Hellrigl	Bureau for Future Related Issues
Margaret	Donaldson	Ruchill Youth Project
Margaret	Barbier	City Of Edinburgh Council
Mark	Langdon	Ruchill Youth Project
Mary	Robb	Community Learning Highland Council
Mhairi	Reid	Big Lottery Fund
Michelle	McKearnon	Coalfields Regeneration Trust
Mike	Worthington	Community Foundation
Monina	O'Prey	Community Foundation Northern Ireland
Morag	Maclean	Gregor Clark & Co
Morene	Simpson	North Lanarkshire Council
Nick	Addington	Scottish Community Foundation
Nick	Wilding	Carnegie UK Trust
Nigel	Lowthrop	Hill Holt Wood
Osvaldo	Elissetche	Asociación Civil Estudios y Proyectos
Pam	Judson	Scottish Community Foundation
Pamela	Galbraith	Community Learning Highland Council
Patrick	Boase	CBS Network
Paul	Silvester	Individual
Pauline	Livingston	Cowal Elderly Befriending Scheme
Rachel	Searle-Mbullu	Scottish Community Foundation
Raghu	Prasad	University of Bangalore
Richard	Brunjes	Senscot
Rodney	Stares	
Ross	McCulloch	Family Support Partnership Lanarkshire
Ruth	Baddoo	Newcastle City Council
Shona	McElroy	Hill Holt Wood
Steve	Nesbitt	Manchester Metro University
Stuart	Rennie	CVS North Lanarkshire
Stuart	Hashagen	Scottish Community Development Centre
Susan	Deacon	Queen Margaret University
Susan	Boath	CEiS
Tam	Cassidy	Timebanks Scotland
Tangon	Munjaiton	National Institute of Development Administration (NIDA)
Tania	Morlan	CEiS
Toby	Johns	The Pool
Vicki	Samuels	Rag Tag'n Textile Collective
Victoria	Pearce	Assist Social Capital
Walt	Crowson	LSEN Manchester

Appendix 5



Analysis of Survey Responses

Social Capital and Community Resilience 2009 was a one day conference organised by Assist Social Capital and sponsored by Scottish Community Foundation and The Big Lottery. The conference featured a number of international presenters (with representation from Thailand, Argentina, USA, Austria, Brazil and India) and attracted delegates from a variety of backgrounds from across the UK and beyond. This was a new, ambitious format for Assist Social Capital.

The conference was an opportunity to explore how social capital can positively impact a community's resilience; it's ability to solve problems, act for the future and participate in decision making. The focus of the day was practical rather than academic, featuring a number of national and international case studies.

The event was held at the highly regarded New Lanark World Heritage Centre, founded by philanthropist Robert Owen and the birthplace of the modern co-operative movement. A total of XX people attended on the day, including speakers and presenters. 37 people completed the online survey (XX% of total) which forms the basis of this report. Where appropriate, additional comments received via email have been included.

The breakdown of respondents by sector was as follows;

Private Sector 8%

Public Sector 19%

Third Sector 59%

Other 14%

1. How do you rate the Social Capital Conference?

	Excellent	Good	Okay	Poor	Very Poor
Overall rating of the conference	41%	38%	16%	5%	0%
Pre event organisation	43%	52%	5%	0%	0%

On the day organisation	32%	49%	16%	0%	3%
The venue	65%	27%	8%	0%	0%
Location of the venue	57%	16%	24%	3%	0%
Catering	8%	46%	41%	5%	0%
Helpfulness of staff	49%	43%	8%	0%	0%

We asked people how they rated the conference overall. Feedback was, in the main, very positive with the majority of respondents rating it 'excellent'. One person commented *"it was truly an inspirational event,"* and another *"I was very impressed with the conference and thought it went very well. The balance of people and subjects was excellent."* Another delegate emailed *"Thanks for organising such a very successful conference last week. I found it energising and the atmosphere created was very positive"... "Really great day- well organised and a fantastic venue".* One delegate wrote *"A fabulous event with wonderful participants - possibly the best use of National Lottery money ever!"*

Organisation leading up to the conference, organization on the day and helpfulness of staff were rated 'good' to 'excellent.' One respondent said *"the staff there were really helpful and friendly. As for the organisation, really well done and very human i.e. friendly and organized though flexible. Greatly appreciated welcoming approach"* and another *"great staff –really friendly, organized and helpful".*

The venue received high praise with 65% of respondents rating it as 'excellent'. *"It was great to hold the conference at New Lanark, with all the history the place holds, together with the fantastic regeneration which has been undertaken"* and *"I liked the fact that it looked like a retreat to nature to discuss an issue that is highly important for policy-making."* However, using separate venues for speeches and presentations required delegates to walk between sites. This was difficult for some and affected the time keeping. *"Venue was an interesting and relevant one and the quality of the spaces etc. were good. However, the split site caused delays and some problems for those of limited mobility"* another person commented *"the walking was a problem for some - but you needed the cabaret style of layout and the setting more than compensated for this."* Another respondent commented *"Really liked the location... the visitor centre really added to the event as well as getting us up on our feet and moving every now and then"... "the walking [was] a good thing for all those bound to their computer and car."*

The time keeping posed a particular challenge on the day. The conference started behind time due to a major road traffic accident delaying some delegates. Due to the tight scheduling of the day, it was difficult to make up the time. One person responded *"The melt down in time keeping in the afternoon session significantly diminished the value of the afternoon"* and another commented that we could improve the conference by *"Tighten[ing] up afternoon plenary timings - realise this was due to outside factors - but some people will have missed final speakers due to overrun and the final Q and A was lost."*

The catering was mostly rated 'good' / 'okay' and comments were very varied. One respondent felt there was *"Not enough food to go round"* and another that *"there was not enough fluids, fresh fruit or nuts."* However, referring to the fresh fruit bowls on each table, one respondent commented *"Having lots of fruit was brilliant and that shortbread was amazing."*

2. What did you think of the speakers?

	Excellent	Good	Okay	Poor	Very poor
Manfred Hellrigl	81%	14%	5%	0%	0%
Fiona Malcolm	9%	23%	35%	21%	12%
	21%	41%	32%	6%	0%

Toby Johns					
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Manfred Hellrigl's 'Wisdom Councils' speech was highly rated with 81% of respondents rating it as 'excellent'. *"Manfred was amazing"* said one respondent. *"Manfred was extremely inspiring"* said another, *"a very humble man representing a cutting edge and compassionate team"* and *"the Wisdom Circles are definitely worth exploring"*.

Some people were unable to comment on the afternoon speakers due to changes to the timetable and the school over-run, some had to leave before the end of the session.

In general, Fiona Malcolm's speech was seen as 'okay' but responses were varied. One respondent noted *"Fiona seemed to have to follow the civil service anodyne contribution"* and *"shame she couldn't speak from the heart"* but *"did as much as she could"* and another *"the delivery was fine, but the content was minimal and already well known"*.

Toby John's speech was rated 'good' overall with one person commenting that his *"ideas and thoughts were v. insightful."* Another expressed that *"Toby was obviously a confident speaker and had the hard job of being at the end. However I was strongly aware of the audience need to finish and he was determined to continue with his allotted time. If he could have edited his contribution he would have got his message over clearer to more receptive listeners."*

3. Did you find the seminars useful?

The seminars were hosted in the morning and repeated again the afternoon. Each seminar featured two case studies, loosely based on similar themes. Delegates were offered their preferred choices.

	Very useful	Useful	Not useful	Too academic
Building Wooden Capital (England) / Canal Revitalisation (Thailand)	57%	29%	14%	0%
Seeing ourselves as others see us (Scotland)/ Social Capital and Community Dynamics (Austria)	73%	23%	4%	0%
The Brookview Neighbourhood Case (USA) / Practical Experiences in Rural Brazil	32%	56%	0%	12%
Women Entrepreneurs in Argentina / Poor rural women (India)	36%	43%	14%	7%
Thornlie Primary School (Scotland-Georgia)	26%	44%	30%	0%

Overall, all seminars were rated as 'useful' to 'very useful', the Austrian and Scottish case studies being the most highly rated. *"The Scotland / Austria seminar was really useful - yet to look back at my notes but lots of things came out of that seminar that I'd like to try in my own work."*

Unfortunately, the breakdown of the school bus forced the cancellation of the Thornlie Primary School morning and afternoon sessions. Once the school children did finally arrive, it was decided they would be given space in the afternoon plenary session, to avoid disappointment. Although given 40 minutes, the session did significantly overrun. The lapse in time keeping clearly caused frustration to some delegates who missed out on the final round-up. The survey returned several comments about this, including *"Thornlie presentation, while charming, went on a bit too long"*.

Other delegates said they were “very impressed with the Thornlie Primary School presentation” and “The Thornlie School kids were really amazing in what they are doing.”

A minority of delegates felt some of the seminars (particularly the Brazilian case study and the Indian case study) were too academic and lacked a practical perspective. “It was interesting but I was hoping to learn more about putting social capital theory into practice. Instead, I learnt that for the most part, practitioners don’t seem to make such connections.” However, many expressed the opposite view- that the academic social theory reinforced and gave credibility to the practical work going on at the grass roots- particularly in the case of The Brookview Neighbourhood Case. Additionally, the seminars prompted a number of practical intentions and responses, for example; “Osvaldo’s work [Argentina] had so many good examples, that I will keep them in mind when planning my interventions” and the seminars provided good insight into “how to consult with stakeholders more effectively and more creatively.” One person responded that they now had “really good models and case studies, like the Wisdom bank” to help them develop ideas for their own social capital work.

Interestingly, two out of the respondents commented that the two case studies focusing on social capital and rural women were “hosted by men”- one saying it was “a shame” and they “would have like to have heard their ‘voices’ somewhere in the presentations”.

One other criticism was the breakdown of some technical equipment during one seminar- a delegate at this seminar said “It was a great shame that Nigel Lowthrop only got to speak for 15 minutes and without his slide presentation due to technical faults. However, his 15 mins was commandingly brilliant.”

4. Please tell us the two most important things you gained from the conference

34 out of 37 people responded and answers were varied. However, some common themes were;

- Linking up/ Networking; “seeing some old friends” but also making new contacts and forging new partnerships “the opportunity to get to know other participants was so valuable. I look forward to continuing our relationships.” Other survey extracts include;

“Making contact with international social capital practitioners”,

“Also met the people from Cairndow that have a community biomass plant! Marvellous - going to arrange a trip to see them”

“have invitations to the Loch Fyne and Kyle of Lochalsh which I will take up”

“contact with Hill Holt Wood”

“made connection with Lynn Varagona (the Community Psychologist) about resilience and community profiles”

“Links with Manfred, Cynthia and a host of other great people”

“I made connections with people with whom I intend to keep in touch and who may be able to help my organisation to progress.”
- Bonding; “Inspiration, excitement and reassurance others are doing great collaborative community work.” A sense of “being part of a movement.”
- Being inspired; “the opportunity to learn about the work that others have done/are doing was valuable and affirming of the work that we do”. Being stimulated to encourage community empowerment and citizen participation. “To take opportunities as they arise and tell people about what I do.”
- Learning and sharing; “taking part in interesting conversations and debates”, “that lessons can be learned across countries and continents”, and “a better understanding of some of the concepts.” “It reinforced the need to write up projects, however small, as they add to

the knowledge base for investing in social capital.” The conference also appears to have highlighted the gap between those on the ground and those at policy-making level *“Learned how many people’s radar social capital is on without making the break-through to mainstream policy”* and another commented that there were *“Some stimulating ideas about why social capital isn’t more widely used in policy and how to advance it’s cause.”*

- A significant number of participants cited the Wisdom Councils and dynamic facilitation as a valuable feature of the conference

5. Will any aspect of your future work involve what you learned at the conference?

26 people answered this question, 68% of whom said ‘yes’, 3% said ‘no’ and the remaining 29% said ‘not sure’. Given the variety of different backgrounds delegates came from, there were a range of ways in which they intended or imagined how they would use what they had learned. A significant number of people reported that they were pursuing the idea of Wisdom Councils and have been in touch with Manfred Hellrigl since the conference. Additionally, there has been some joint working between Cynthia Ganote and a youth group representative who attended her “brilliant seminar.”

Below are some survey extracts of the responses to this question;

“I feel more confident in using the techniques I believe in and I feel more motivated to work with communities.”

“Community Engagement and Capacity Building work in Glasgow Communities. I would also like to pioneer a social capital task force in the city.”

“I envision reaching out to Manfred, Osvaldo, and others to possibly partner together in the future.”

“Helping community groups to see their day to day operation as building social capital and the impact this could have on income generation. One delegate called it ‘value discovered’ rather than ‘value added’”

“I did a community profile and I hope to be able to progress this work with the community I live in.”

“Up-skilling of community development groups through ‘bridging’ social capital links.”

“social impact assessment”

“Some of ways the measuring of social capital, especially the US presentation will be useful.”

“I thought that Manfred was fantastic. I genuinely think the Wisdom Council is a great idea. When I was doing some work ...around empowerment, the key difficulty was finding who should be involved in making or contributing to local decisions... how can you say it is representative and diverse?... Choosing 15 people at random is a stroke of genius. I will be using this method as part of local research from now on.” (via email)

6. In what way could we improve the conference?

27 people responded to this question with a number of different suggestions. These included;

- More time - Generally; *“Make it last a week!” “Doing it more often, I’ll say!” “It would have been nice to have some time to walk around New Lanark”, “I grew weary at the end from Conference brain overload. It would have been good to have 2mins of standing up to stretch in between the speakers at the group session at the end. I think we sat for 1.5 hours without a chance to move - tough on body and concentration.”*

- More time - for discussion / debate; *“go beyond the comfort zone, get deep into case study, show us how to measure and what it means.”*

“more time and space required to allow more in depth dialogue on the inputs to allow a deeper understanding and opportunity to arise...less density of timetabling”

“Interaction i.e. discussion & sharing of knowledge of delegates”

“Use the round table approach to facilitate networking and discussion instead of having people moving around so much. Have people sit at a different table after each break or lunch and network with a new group of potential collaborators or peers.”

”Much more time for discussion”

- More time - for networking and linking up; *“More time for networking informally”*

“Possibly include some time for a 'speed networking' session”

“Really enjoy the format. ... wonder if shorter presentations and something like the wisdom circle/facilitated discussions to help maximise our knowledge of each other and build the community of community workers.”

“create an academic stream through which both practitioners and academics can gain from each other.”

Other suggestions included;

- More focus on practitioners and less on academics; *“less reliance on presentations by academics” “Maybe having more practitioners doing workshops or as speakers?”*
- Tighter time keeping; *“Tighten up afternoon plenary timings” “Moving between the buildings was good to be able to stretch the legs, but a lot of people took their time, and so sessions had to be cut short. Either allow more time for people to walk between venues, or have the conference in the same building.”*
- Adhering more strictly to the conference program; *“A stronger focus on the declared theme (resilience got a bit lost)” “Delivering the agenda as published.”*
- Making the most of international speakers- again this links to having more time; *“Some of the workshop speakers merited being keynote speakers”, “I would have enjoyed the opportunity to hear all of the speakers.”*

7. Lesson learned

In summary we would aim to;

- Allow greater lead in time for organisation purposes (begin call for papers much earlier, choose content, produce publicity materials and develop corresponding marketing strategy earlier)
- Secure more sponsorship / funding / income to develop aspects of the conference
- Consider extending the conference over 2 days
- Allow more time for discussion and debate; for networking and moving between venues
- Consider more 'formal' networking opportunities
- Keep better time and avoid overruns

- Ensure that the theme and agenda of the conference is adhered to throughout
- Offer more practical evidence / examples of the theme in question
- Provide fuller briefs for facilitators and insist on early arrival to check the facilities

APPENDIX 6

Photographs

Delegates attending Seminar 3



Speakers, presenters and funders at dinner, Thursday, 4th June