

Key actions following the Stakeholder Survey

The survey showed strong support for Big Society Capital and our work, and many respondents said there had been continuing improvement over the last two years. But the survey also showed some problem areas. Some of these can be addressed with straightforward improvements. Others represent difficult choices, for example between making social investment more affordable and being able to raise more capital. After listening to respondents and considering the alternatives, here are our actions.

We will:

- Focus on our core job, the top priority shown in the survey – getting capital funds to charities and social enterprises, to help in achieving social impact.
- Recognise that affordability is an issue for many organisations and review what we can do. We will examine the pricing issue, and also help charities and social enterprises understand price ranges and how to get the best deal.
- Review both our investment and legal process to try to make social investment deals simpler, and make proposals on this to our Board.
- Improve our communication in areas where stakeholders find it difficult to access information. For example, we will publish on our website a map of frontline organisations using social investment so that people can see more clearly where the money is going.
- Do more to share different perspectives through staff swaps, secondments with intermediaries, and more engagement with frontline organisations.

The survey provided valuable insights and raised longer term questions which are better addressed as part of the strategy review we will conduct for early 2017. We have to recognise that some of these may prove to be immovable boundaries because of legal or other constraints.

- Should we look at our governance structure?
- Should we revisit our mandate and the rules set out for us?
- How can we better support intermediaries?
- What strategic choices will give the best chance of getting the right investment to charities and social enterprises in future years?