

Rapid Company Self-Assessment
Social Enterprise Business
Performance



Why Review your Social Enterprise Business Performance?

It is important for social enterprises to regularly review their business performance to ensure that they are effectively achieving their social and environmental mission and values. By monitoring and evaluating their performance, social enterprises can identify areas for improvement, measure their impact, and make informed decisions about their operations and strategy. This can help them to better serve their stakeholders, optimise their resources, and ensure long-term sustainability. Additionally, regular performance reviews can help social enterprises to remain accountable and transparent to their stakeholders, building trust and confidence in their organisation. Overall, reviewing business performance is crucial for social enterprises to achieve their social and environmental goals and maximise their positive impact.

Steps Companies Can Take to Improve their Social Enterprise Business Performance?

Here are some steps that companies can take to review and improve the business performance of their social enterprise:

1. **Define Key Performance Indicators (KPIs):** Companies should identify and define KPIs that align with their social and environmental mission and values. These KPIs can include measures of impact, such as the number of people served or the amount of carbon emissions reduced, as well as financial metrics, such as revenue and profit.
2. **Collect Data:** Companies should collect data on these KPIs to measure their performance. This can involve tracking data from internal systems, such as sales or customer feedback, as well as external sources, such as surveys or market research.
3. **Analyse Performance:** Companies should analyse their performance data to identify trends, strengths, and weaknesses in their operations. This can involve using data visualization tools or statistical analysis to identify patterns and insights.
4. **Set Goals:** Based on their performance analysis, companies should set specific, measurable goals for improving their social and environmental impact. These goals should be aligned with their social enterprise mission and values.
5. **Develop an Action Plan:** Companies should develop an action plan that outlines the steps they will take to achieve their goals. This may involve implementing new processes, technologies or partnerships, or adjusting their marketing or sales strategy.
6. **Monitor Progress:** Companies should regularly monitor their progress towards their goals, using their KPIs to track performance. This can help them to identify any issues or challenges that arise and make adjustments as needed.
7. **Report Results:** Finally, companies should report their results to their stakeholders, sharing information on their social and environmental impact as well as their financial performance. This can help to build trust and transparency with their stakeholders and demonstrate their commitment to social enterprise.

Rapid Self-Assessment Audit: Taking your First Steps in Strengthening Social Enterprise Business Performance

Here is a rapid self-assessment questionnaire that companies can use to conduct an audit of their current Social Enterprise business performance to identify areas where they might be opportunities to strengthen them in line with industry best practice.

By answering these questions, companies can identify areas where they may be falling short of best practice and regulatory requirements and develop an action plan for improving their Social Enterprise business practices. Each question is answerable using a 1-5 scoring system, with 1 being needs significant improvement and 5 being excellent and no action needed.

Scoring system for the questionnaire:

1	Needs Significant Improvement	The company's practices in this area are inadequate or non-existent.
2	Needs Improvement	The company's practices in this area are lacking, but some efforts have been made to address the issues.
3	Adequate	The company's practices in this area meet minimum standards and are generally aligned with industry norms.
4	Good	The company's practices in this area are better than average, and some efforts have been made to go above and beyond industry norms.
5	Excellent	The company's practices in this area are exemplary, and it is a leader in the industry.

What next?

Carsis Consulting can support social enterprises after they complete the self-assessment by providing tailored recommendations and guidance to help them improve their business performance. Based on the results of the self-assessment, Carsis Consulting can identify areas where social enterprises are excelling and areas where they may need to improve. From there, they can work with social enterprises to develop a customised action plan that addresses their specific needs and goals. This may include providing training or coaching on specific skills, connecting social enterprises with relevant resources or partners, or providing ongoing support and guidance as they implement their action plan. Overall, Carsis Consulting can provide valuable expertise and support to help social enterprises maximise their impact and achieve their social and environmental mission.

Get in touch

For more information or to arrange a chat about how Carsis Consulting can support you visit us at www.carsis.consulting/contact

Social Enterprise Performance Audit

Topic 1: Mission and Values

Statements	Score
Our company's mission is clearly defined and aligned with our core business objectives.	
Our company's values are widely understood and embraced by our employees.	
Our company's mission and values have been integrated into our day-to-day decision-making processes.	
Our company's mission and values have been integrated into our performance evaluation and rewards systems.	
Our company regularly reviews and updates our mission and values to ensure their continued relevance.	
Our company actively seeks input and feedback from our stakeholders on our mission and values.	
Our company's mission and values are reflected in our marketing and branding strategies.	
Our company's mission and values have been integrated into our corporate social responsibility initiatives.	

Topic 2: Governance and Leadership

Statements	Score
Our company has a well-defined governance structure that includes clear roles and responsibilities.	
Our company's governance practices are transparent and accountable to our stakeholders.	
Our company's decision-making processes are fair, ethical, and aligned with our mission and values.	
Our company has established policies and procedures to prevent and address conflicts of interest.	
Our company's governance structure includes diverse perspectives and backgrounds.	
Our company has implemented effective risk management practices to identify and mitigate potential issues.	
Our company regularly conducts training and education on ethical behaviour and compliance with applicable laws and regulations.	
Our company has established a system for reporting and addressing any issues or violations of laws and regulations.	

Topic 3: Stakeholder Engagement

Statements	Score
Our company regularly engages with our stakeholders to understand their needs and priorities.	
Our company has established channels for stakeholders to provide feedback and input on our policies and practices.	
Our company has a clear and effective system for addressing stakeholder concerns and complaints.	
Our company regularly communicates with our stakeholders about our social and environmental impact.	
Our company has established partnerships and collaborations with other organizations to maximize our social and environmental impact.	
Our company actively seeks out and incorporates stakeholder feedback into our decision-making processes.	

Our company has established programs and initiatives to support stakeholder engagement and participation.

Our company regularly measures and reports on our stakeholder engagement efforts to continuously improve our strategies.

Topic 4: Financial Performance

Statements	Score
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Our company has a clear and well-defined financial strategy that supports our social enterprise mission and values.

Our company's financial performance is regularly measured and reported to our stakeholders.

Our company's financial practices are transparent and accountable to our stakeholders.

Our company has established effective financial management practices to minimize risk and maximize opportunities.

Our company's financial practices support sustainable growth and long-term success.

Our company actively seeks out and incorporates stakeholder feedback into our financial decision-making processes.

Our company has established systems and processes to manage and monitor financial risks and opportunities.

Our company has established partnerships and collaborations with other organizations to maximize our financial impact and sustainability.

Topic 5: Human Resources

Statements	Score
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Our company's human resources strategy is aligned with our social enterprise mission and values.

Our company has established clear and fair hiring and promotion practices that promote diversity and inclusion.

Our company provides regular training and development opportunities to our employees to support their growth and advancement.

Our company provides competitive compensation and benefits packages to attract and retain top talent.

Our company regularly measures and reports on employee satisfaction and engagement.

Our company has established channels for employees to provide feedback and input on company policies and practices.

Our company supports work-life balance and flexible working arrangements to promote employee well-being.

Our company has established programs and initiatives to support employee volunteerism and community engagement.

Topic 6: Supply Chain and Procurement

Statements	Score
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Our company has established policies and practices to ensure that our supply chain is socially and environmentally responsible.

Our company regularly monitors and evaluates our suppliers' social and environmental practices.

Our company has established protocols to address any negative social or environmental impacts in our supply chain.

Our company actively seeks out suppliers who share our social and environmental values.

Our company's procurement practices are transparent and accountable to our stakeholders.

Our company regularly communicates with our stakeholders about our supply chain and procurement practices.

Our company has established partnerships and collaborations with other organizations to advance sustainable supply chain practices.

Our company regularly measures and reports on our supply chain and procurement practices to continuously improve our strategies.

Topic 7: Innovation and Impact

Statements

Score

Our company actively seeks out and implements innovative solutions to social and environmental challenges.

Our company has established partnerships and collaborations with other organizations to advance innovation and impact in our industry.

Our company regularly measures and reports on the impact of our innovative solutions.

Our company's innovation and impact initiatives are aligned with our social enterprise mission and values.

Our company encourages and supports employee innovation and creativity.

Our company has established programs and initiatives to support social and environmental entrepreneurship.

Our company invests in research and development to advance innovation and impact in our industry.

Our company regularly engages with our stakeholders to gather feedback and input on our innovation and impact initiatives.