



FCHO Social Value Policy

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MONITORING, APPROVAL AND REVIEW	
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1 Purpose

- 1.1 The purpose of this Policy is to ensure that First Choice Homes Oldham (FCHO) supports customers, their families and other service users to become more actively involved in and contribute positively to the communities in which they live. FCHO will encourage positive behaviour, help to sustain tenancies and contribute to creating confident and vibrant communities.

2. Defining Social Value

- 2.1 The Chartered Institute of Housing (CIH) defines Social Value as ‘the wider non-financial impacts of programmes, organisations, and projects, especially on the wellbeing of individuals, communities and of the environment’.

FCHO sees Social Value as a process for us to meet our obligations to deliver goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the organisation, but also to our customers and the local economy, whilst minimising damage to the environment.

FCHO can achieve this through the creation of jobs and training opportunities, supporting local employment and community projects as well as by promoting the social and economic wellbeing of our customers to ensure we have strong, vibrant and thriving communities.

3. Background and Scope

- 3.1 The Public Services (Social Value) Act 2012 came into force on 31 January 2013. It is now a legal obligation for local authorities and other public bodies to consider the social good that could come from the procurement of services before they embark upon it. The aim of the Act is not to alter the commissioning and procurement processes, but to ensure that, as part of these processes, public sector bodies consider the wider impact of the services delivery. It allows authorities, for example, to choose a supplier under a tendering process who not only provides the most economically advantageous service, but one which also goes beyond the basic contract terms and secures wider benefits for the community.
- 3.2 Together, the Public Services Act and this Policy provide an opportunity to deliver a cohesive yet flexible and innovative approach to generating social value through our procurement and operations.
- 3.3 We will continue to build on the strong foundations we have achieved through our in house support teams and through previously ground-breaking projects like the Asset-Based Community Development (ABCD) initiative.

4 Our Social Value Priorities

People

- 4.1 Promoting employment opportunities and economic sustainability – reducing unemployment through the provision of work experience and facilitating the development of skills through training initiatives.
- 4.2 Promoting citizen engagement - encouraging resident participation and promotion of active citizenship.
- 4.3 Providing affordable social housing with a range of tenure options that support the differing needs of our customers.
- 4.4 Promoting healthy lifestyles in our communities by providing and supporting activities and services that improve wellbeing and reduce social isolation, in partnership with health, social care and local authority services.

Community

- 4.5 Building capacity and sustainability of the voluntary and community sector by providing practical support for local voluntary and community groups.
- 4.6 Promoting equity and fairness – targeting those in the greatest need or facing the greatest disadvantage, tackling deprivation across the borough.
- 4.7 Promoting environmental sustainability – reducing wastage, limiting energy consumption and procuring goods and service from sustainable sources.
- 4.8 Building stronger and resourceful communities that are resilient by supporting the capacity of local groups and individuals to help themselves.
- 4.9 Actively working to maintain and increase tenancy retention by ensuring that our homes and communities are places where our customers want to live.

Local Economy

- 4.10 Supporting the local economy by committing to source, where feasible from local supply chains.
- 4.11 Reducing digital exclusion, by providing equal access and capacity to use Information and Communications Technologies (ICT).
- 4.12 Committing to the Living Wage as an employer and supporting the Governments' living wage campaign through our appointed supply chains.
- 4.13 Pursuing opportunities for joint delivery and external funding through government backed social investment and work programmes.

5. How we will create Social Value

- 5.1 We will include social value provision in terms of deliverable benefits from our supply chain and procurement activities.
- 5.2 We will commit to sourcing from local suppliers, where possible, to support the local economy.
- 5.3 We will increase the use of renewable energy across our operations, offices and homes and support our customers to better manage their energy demands through improvements in the fabric of their homes.
- 5.4 We will reduce the amount of waste generated across all relevant business activities and support our customers to reduce and better manage their waste through a range of initiatives and waste / recycling options.
- 5.5 We will commit to sustaining customer tenancies through supporting the changing needs of our customers.
- 5.6 We will commit to supporting customers to achieving sustainable employment.
- 5.7 We will facilitate the delivery of beneficial community projects and customer engagement activities.
- 5.8 We will actively seek out opportunities to work with a wide range of partners to create opportunities and build resilience in our local communities.
- 5.9 We will seek to secure external funding to support our customers, our properties, and our communities.
- 5.10 We will offer a range of home rental/ownership options to meet the needs of our local communities.

6 Policy Implementation, Monitoring and Review

- 6.1 This Policy will be reviewed through team plans and strategies, supported by SMART action plans and by making use of social value measurement tools.
- 6.2 Across all aspects of social investment activity, social dividend will look to be maximised, by working closely with appropriate partners and stakeholders and attracting external funding where appropriate, without compromising on the organisation's aims and values.
- 6.3 FCHO will produce an annual social value report to share our achievements with our customers and other key stakeholders.

7 Legislative or other Guidelines

7.1 Legislation

FCHO will ensure that this policy complies with all relevant legislation and takes account of current best practice including the Greater Manchester

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Combined Authority Social Value Framework, The National TOMs Framework and the HACT Social Value Bank.

7.2 Equality, Diversity, and Inclusion

FCHO is committed to promoting equality, diversity and inclusion, based on protected characteristics. We will take account of the needs and differences of all colleagues, customers and other stakeholders which may arise in line with this policy. We believe that everyone should be treated fairly and equally regardless of their difference.

8 Links to FCHO's Corporate Plan

8.1 This Policy underpins the aims of the 2022-25 Corporate Plan.