

Social Value Policy and Procedure

Business Impact	Medium Impact Changes are important, but urgent implementation is not required, incorporate into your existing workflow
Summary	This policy sets out the legal, strategic and policy context for social value and the approach the service takes to its delivery in its relationships with commissioners and other stakeholders. It has been reviewed with minor content changes and reference to the Corporate Social Responsibility Policy and Procedure added. References have also been checked to ensure they remain current
Relevant legislation	The Public Services (Social Value) Act 2012
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> • Author: VODG, (2016), <i>VODG Social value toolkit - Mainstreaming social value in social care</i>. [Online] Available from: https://www.vodg.org.uk/wp-content/uploads/2016-VODG- Social-value-toolkit.pdf • Author: NHS England and Public Health England, (2018), <i>Social Value Calculator</i>. [Online] Available from: https://www.sduhealth.org.uk/areas-of-focus/social-value/social-value-calculator.aspx • Author: Salford City Council, (2019), <i>Measuring and Evaluating Social Value</i>. [Online] Available from: https://www.salfordsocialvalue.org.uk/social-value-toolkit/measuring-and-evaluating-social-value/
Actions	<ul style="list-style-type: none"> • Encourage sharing the policy • Add the policy to the planned team meeting agendas • Share 'Key Facts' with all staff
Equality Impact Assessment:	Team Brain Injury Support have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law

1. Purpose

1.1 This policy sets out the legal, strategic and policy context for social value and the approach that Team Brain Injury Support will adopt to deliver social value through the delivery of care and support and the relationships with commissioners and other stakeholders.

1.2 To support Team Brain Injury Support in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
EFFECTIVE	E4: How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?
WELL-LED	W1: Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

1.3 To meet the legal requirements of the regulated activities that {Team Brain Injury Support} is registered to provide:

- The Public Services (Social Value) Act 2012

2. Scope

2.1 The following roles may be affected by this policy:

- All staff
- Registered Manager
- Other management

2.2 The following Clients may be affected by this policy:

- Clients

2.3 The following stakeholders may be affected by this policy:

- Commissioners
- Local Authority

3. Objectives

3.1 To describe how Team Brain Injury Support will deliver outcomes and activities that will improve the quality of life and life chances of specific to geographical area where client lives residents and enhance the sustainability of the local area through the services we provide.

4. Policy

4.1 Social Value Statement

As a Care provider, Team Brain Injury Support has a significant opportunity to create social value: more jobs, stronger local economies, healthier residents, vibrant communities and supporting an environmentally sustainable future. Team Brain Injury Support defines social value as the value that stakeholders experience through changes in their lives, the benefits to society which are generated from particular activities.

4.2 In creating as much social value as possible we will:

- Consider social value as part of our procurement process. We will work with our contractor partners to deliver social value while they deliver the main element of their contracts
- Support local economies in the areas we work through focusing on local employment, buying locally and building local partnerships
- Commit to protecting our local environment through minimising waste and energy consumption and using resources efficiently
- Involve our Clients to find out what they think and what matters to them
- Measure the impact of our activities so we understand how much social value we are creating. This will help us make informed decisions to try and make even more of a difference

4.3 Monitoring how we are doing

We will:

- Track the social value commitments made by our contractors to make sure they are delivered
- Measure how much of a difference we are making to our customers lives across the following areas; jobs, health and wellbeing, environmental impact and how we ensure best value for specific to geographical area where client lives
- Actively ask our Clients how we are doing against our commitments
- Produce an annual Social Value report to celebrate and share our achievements

5. Procedure

5.1 Sustainable Growth

Team Brain Injury Support will actively recruit locally and ensure that we match the demographics of our workforce to meet the needs, expectations and wishes of the Clients. Our recruitment strategy will consider how we support the local employment economy to reflect the diversity of our Client and staff profiles.

5.2 We will ensure that staff at Team Brain Injury Support understand the importance of reducing waste, promote greater local recycling and follow the Environmental Policy and Procedure at Team Brain Injury Support.

5.3 Team Brain Injury Support will ensure that it bases its services in the local area to support the local economy.

5.4 Support Health and Wellbeing

As a social care provider, our priority is to ensure positive outcomes for Clients. We will listen and engage with Clients, their families and those who care for them to ensure that we are meeting their needs and that we swiftly identify any unmet needs, trends in unmet needs and use innovative solutions to close the gap.

5.5 Reaching Full Potential

Team Brain Injury Support is committed to the ongoing development of its workforce. Team Brain Injury Support will, through its recruitment and onboarding process, ensure that there are increased skills and training opportunities for local people. Wherever appropriate, Team Brain Injury Support will provide opportunities for work experience placements.

5.6 As a regulated provider we are required to co-operate with other providers. We will strive to have better connections across services and a greater understanding of how services interact to support the wider community. We will do this through our engagement and interactions with specific to geographical area where client lives, other local providers and local provider forums.

5.7 Best Value for specific to geographical area where client lives

We recognise the importance of providing innovative and cost effective solutions to specific to geographical area where client lives. We will do this by managing our own internal efficiencies whilst maintaining high-quality services for Clients. We will, as far as possible, support the local economy, by engaging with local suppliers and contractors to boost the local economy in specific to geographical area where client lives. This will also have an impact on our ability to reduce our carbon footprint and we will ensure that the people we do business with have a corporate social responsibility strategy that dovetails with ours and specific to geographical area where client lives.

5.8 Annual Social Value Report

Team Brain Injury Support will report on its social impact annually. The report will be clear, logically set out and 'tell the story' of its social impact. Where possible, Team Brain Injury Support will demonstrate the real impact of what has been achieved and not just what can be easily measured. Wherever possible, Team Brain Injury Support will use tools such as social values reporting to evidence the monetary value of its activities.

6. Definitions

6.1 Social Value

- Social Value has been defined as the additional benefit to the community from a commissioning/procurement process over and above the direct purchasing of goods, services and outcomes

6.2 Corporate Social Responsibility

- Corporate Social Responsibility, or CSR, refers to the way in which businesses regulate themselves in order to ensure that all of their activities positively affect society as a whole. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic and environmental impacts of what they do as a business

Key Facts – Professionals

Professionals providing this service should be aware of the following:

- Our recruitment plan will consider how we can maximise opportunities for the local community
- This Social Value Policy and Procedure is not used in isolation. It runs alongside our Environmental Policy and Procedure, Corporate Social Responsibility Policy and Procedure, Recruitment and Onboarding and reflects our vision and values
- The aim of the social value policy is to maximise the local impact of the specific to geographical area where client lives's spend and to demonstrate how Team Brain Injury Support contributes to this
- We will work with specific to geographical area where client lives to achieve their aims and to ensure that we meet the needs of the local community

Key Facts – People affected by the service

People affected by this service should be aware of the following:

- We want to make sure that we contribute to the local area and community
- We will employ staff who live locally
- We will work with local businesses and suppliers as far as possible

Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

Sustainable Development Unit - NHS - has a template available to help with being able to evidence social value in monetary terms:

<https://www.sduhealth.org.uk/delivery/evaluate.aspx>

Refer to other policies and procedures at Team Brain Injury Support including:

- Corporate Social Responsibility Policy and Procedure
- Environmental Policy and Procedure
- Induction and Onboarding Policy and Procedure
- Recruitment Policy and Procedure

Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- Social Value is incorporated into the provider's vision and values
- Team Brain Injury Support can evidence it is making a difference in the local area
- The provider operates an ISO 14001 environmental management system or similar
- Team Brain Injury Support can evidence that it is reducing its carbon footprint/pollution and improving air quality by using solutions such as electric cars, reducing mileage, energy-efficient equipment decreasing congestion by car-sharing and cycle to work schemes

Forms

Currently there is no form attached to this policy.