



MTVH Social Value Policy

1 Purpose

- 1.1 The Social Value Policy sets out Metropolitan Thames Valley's (MTVH's) process for requesting social value contributions from its supply chain. It explains how social value expectations are built into the pre-procurement process; how suppliers will be assessed on their social value responses during the tender evaluation process; and how social value contributions will be formally embodied and monitored.
- 1.2 This policy offers a fair process for requesting social value from MTVH's supply chain in a way that encourages suppliers to consider how their capacity and resources might be used to bring about positive benefits over and above those generated from the works they have been contracted to deliver; and above other external social value/CSR quotas and requirements they must also satisfy.
- 1.3 MTVH is a new organisation with a new vision and values. We are a people-focussed business, solving social issues by working together. In everything we do we are guided by three values which define how we work:

We dare to change by:

- Using our voice to challenge ourselves and others
- Thinking differently and commercially to create new and better ways of doing things
- Working with drive and energy to achieve our goals

We care about customers, colleagues and communities by:

- Listening to everyone's view to help us do the right thing
- Keeping people safe and managing risk at the heart of our work
- Treating everyone with dignity and respect

We collaborate with others by:

- Working as one team to solve problems together and deliver the best outcomes
- Challenging ourselves to deal with the difficult questions in an open and honest way
- Using our integrity and sound judgement to share information when it is right to do so

This Policy supports and promotes this MTVH focus on People Powered Living and the vision that everyone should have a home and the chance to live well.

- 1.4 MTVH delivers social value directly i.e. through its staff teams and contacts, as part of its CSR commitments. This can be seen in its environmental sustainability projects, sustainable construction programmes, apprenticeship programmes, charitable donations, and in the work of the MTVH Community Investment team. This direct social value is outside the scope of this policy.
- 1.5 As part of the pre-procurement process, suppliers are already required (where relevant) to produce evidence of their commitment to diversity and inclusion, health and safety, and

their opposition to modern slavery. Requests for these policies and/or statements sit outside the scope of this policy.

2 Scope

2.1 The policy is owned by the Director of Community Investment, and applies to all teams within MTVH. This policy is underpinned by the identified themes in the Resident and Community Empowerment Strategy.

3 Publicising the Policy

3.1 This policy and all associated documents will be publicised on the relevant MTVH page.

3.2 Any changes in the procedures will be notified to our staff and other applicable stakeholders using a variety of communication tools including:

- Noticeboard item;
- Manager and team briefings; and
- Specialist training for relevant staff

4 Key Controls

4.1 By publishing this policy document, we aim to ensure compliance with the operational key controls. A key control is one that is fundamental to the system of internal control. If the key control was not in place it could expose MTVH to a range of risks including serious detriment

4.2 All staff and managers are responsible for ensuring compliance with the key controls.

No.	Social Value Policy Key Controls
1	Use the points system and social value matrix as a guide to social value requests (to ensure reasonable requests are made and there is no breach with relevant legislation i.e. Bribery Act 2010).
2	Ensure social value offers are embodied in a social value plan signed by the supplier.
3	Include the Social Value Tender Pack into the suite of tender documents/pack to ensure MTVH's expectations for social value from its supply chain are made clear at preprocurement stage and therefore does not jeopardise the contract – implementation or delivery.
4	Social value contributions are well advertised across the business to ensure take-up and fair access.
5	Liaise with suppliers on an ongoing basis to ensure effective delivery of social value commitments, but also to mitigate issues that may be detrimental to MTVH and/or its residents.

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6	Annual spend figures (actual or, where relevant, estimated) must be provided in order to ascertain the most suitable level of social value contributions required from a supplier. These should be based on the contract year cycle unless otherwise stated.
7	Prior to the delivery of social value activities, where relevant: risk assessments and method statements (RAMS), DBS checks and permissions must be obtained, reviewed and approved.

5 Responsibilities for Key Controls

5.1 The responsible officer and their responsibilities under the Social Value Policy are detailed below:

Responsible Officer	Responsibilities	Key Control
Social Value Manager	Coordinate the social value request process, monitor social value delivery, liaise with all internal staff and suppliers, explore best practice, hold all documents, lead on future reviews of this document and related processes.	1,2,3,4,5,6,7
Procurement Director (and Category Managers as delegated)	Overseeing the quality of the pre-procurement and procurement process. Supporting the review of this document and related processes.	2, 3
Contract Managers	Liaising with suppliers and using regular contract meetings to seek updates on social value delivery.	5,6
Other Heads/Directors	Ensuring that staff are aware of this policy and adhere to its guidance.	2,3,4,5,6
Performance Analysts	Providing contract spend information.	6
Staff (leading on the social value activity)	Act as the point of contact for the supplier and beneficiaries. Lead on securing the relevant permissions and assessment of risk; and ensuring relevant checks are requested.	5,7
Director of Property	Review and assess all Risk Assessment and Method Statement (RAMS) documents; and sign-off to indicate approval (if satisfactory).	7

6 Regulatory Code and Legal Framework

6.1 This policy and associated policy guidance documents comply with the Housing & Communities Agency's Neighbourhood and Community Standard.

6.2 The most important legislation and case law that currently govern registered provider policy and practice are:

Public Services Act	2012
Public Contracts Regulations	2015

- 6.3 The Public Services Act 2012 (also known as the Social Value Act) requires organisations delivering public services to consider how what is being procured might be maximised to create additional environmental, economic or social benefits - beyond those directly related to those goods and services; for local people, local areas, or the UK public; with a view to working with its suppliers to achieve those benefits where appropriate.
- 6.4 Whilst the Public Services Act 2012 positively encourages economic, social and environmental well-being to be taken into account during procurement exercises, the existing constraints of the Public Contracts Regulations 2015 and other relevant procurement legislation must be adhered to. This means that, for applicable contracts, any specific social value benefits which may be sought from a procurement exercise must remain fair to contractors, cannot be mandated, and any weighting social value will have towards the contract award (during the tender submission evaluation process), must be stated up front.

7 Defining Social Value

- 7.1 Social value is about using the money and resources we have more strategically, to produce a wider benefit. In their Brief Guide to the Public Services (Social Value) Act 2012, Social Enterprise UK conceptualise social value by posing the question: "If £1 is spent on the delivery of services, can that same £1 be used to also produce a wider benefit to the community?"
- 7.2 MTVH will use the following criteria to determine what will be classed as a social value contribution: "Any contribution from MTVH's appointed suppliers that:
- is over and above the goods and/or services they are contractually obligated to provide"
 - has an equivalent monetary value"
 - produces a positive economic, social or environmental outcome"
 - is of benefit to an individual (i.e. local resident), an area where MTVH has a presence; or the general UK public."
- 7.3 MTVH's Mission and BAU activities are naturally socially, economically and environmentally well intended. Together with our commitment to CSR, our social value work will reinforce our mission, vision and values.

8 Strategic Aims and Aspiration

- 8.1 It is our intention that by 2020:
- The social value policy will be fully integrated into the procurement process; and
 - All new contracts over **£100,000 for the full contract term** (where it can be shown that it is relevant and proportionate and is compliant with EU regulation) will have annual

social value plans containing commitments to be delivered by the corresponding supplier for the benefit of MTVH residents, MTVH communities, or the general public

8.2 In keeping with the above aims, this policy will support MTVH to:

- fulfil its responsibilities under the Public Services Act 2012
- work more collaboratively with colleagues and suppliers
- ensure that internally and externally our position regarding social value is understood

9 MTVH's Approach to Social Value

9.1 In order to work effectively with its supply chain and to ensure the level of social value contribution from suppliers is proportionate to the value of their contract, MTVH will employ a points system which works alongside a social value matrix.

9.2 The points system (see below table) bands contracts by value and assigns an equivalent number of points to each band (contract class).

Points by Contract Class		
Contract Class	<u>Estimated Annual Contract Value</u>	(Minimum) Points Target
A	£5m and over	325
B	£3m – up to but not including £5m	250
C	£1m – up to but not including £3m	150
D	Over £300k – under £1m	75
E	Under £300k	50
F	Social Value Starter Plan (year one of the contract)	25

9.3 Using MTVH's Social Value Matrix (see overleaf with completed example), suppliers are asked to select a mix of social value activities that they have the ability and aspiration to deliver, whilst considering the corresponding points total against the points target they are encouraged to meet (as determined by the annual value of their contract).

Social Value Matrix				
Social Value Category	Package	Package Breakdown	Points	Further details on your offer (for organisations to complete)

Financial donations to the MTVH Community Investment team	Bronze	£1k-£5k	15	A donation of £3,000 will be made to the MTVH Community Investment team and utilised by a registered project.
	Silver	£5k - £10k	25	
	Gold	£10k - £25k	40	
	Platinum	Over £25k	60	
‘Closed’ Recruitment Rounds and full candidate feedback (for the purpose of recruiting to job and apprenticeship vacancies) <u>Only select this option if you are able to commit to ‘Closed Recruitment’/ advertising to MTVH-referred clients first</u>	Bronze	1 closed recruitment round per annum	15	We will advertise all suitable jobs and apprenticeship opportunities, with the aim of helping to facilitate the placement of at least one resident into a job or apprenticeship this year. Vacancies will be sent to the designated MTVH colleagues. We will provide contract details of where the MTVH colleagues can forward their clients’ CVs. We will also send representatives along to any Job Fairs MTVH deliver and use this as a further opportunity to advertise our vacancies.
	Silver	2 closed recruitment rounds per annum	25	
	Gold	3-5 closed recruitment rounds per annum	40	
	Platinum	Over 5 closed recruitment rounds per annum	60	
Refurbishment/ Improvement of community spaces	Bronze	Contribution to up to 2 small jobs	15	The Social Value and Fundraising Manager will inform us as and when the need for improvement jobs comes up.
	Silver	Contribution to up to 4 small jobs	25	
	Gold	Contribution to up to 2	40	

		small jobs and 1 large job		
	Platinum	Contribution to up to 2 small jobs and 2 or more large jobs	60	
Training and Workshops	Bronze	1 training session or workshop	15	Details of this workshop will be confirmed once the Social Value and Fundraising Manager informs us of what is needed. Our strengths lie in: Vocational training Employment skills
	Silver	2 training sessions or workshops	25	
	Gold	3 training sessions or workshops	40	
	Platinum	Over 3 training sessions or workshops	60	
Skills Share Programme	Bronze	Up to 2 skills shares	15	We will await requests and contact details of the lead person from the Social Value and fundraising Manager. We are happy to visit schools, community groups, etc., to share skills and knowledge that we hold, or for individuals to come and shadow our staff and senior managers
	Silver	3 skills shares	25	
	Gold	5 skills shares	40	
	Platinum	Over 5 skills shares	60	
Bonus Points	Apprenticeship or Job opportunity CREATED for a MTVH resident		25	
	Training Provision is ACCREDITED		15	
	Refurbishment/Improvement/Equipment provision is valued at more than £2,000		15	
Total Number of Points			75	(Minimum) Points Target 75

- 9.4 To support appointed suppliers to make their selections, a description for each Social Value Category is provided as follows:

Definition of Social Value Categories

Financial donations to the MTVH Community Investment team

Please note that financial donations to the MTVH Community Investment team will be used to cover the project and administration costs of a number of programmes including those aimed at:

- Financial support/Money and Debt advice
- Employment and economic mobility
- Young and older people
- Environmental sustainability
- Physical improvement
- Community investment (i.e. those posted on Space Hive)
- Community events
- Sponsoring an Apprenticeship position (outside of your organisation)

Closed Recruitment Rounds

Closed recruitment rounds and detailed feedback (for the purpose of recruiting to job or apprenticeship vacancies)

As vacancies arise in a contractor's organisation, where suitable these should be made available to MTVH referrals via MTVH Community Investment team's employment Managers. Such vacancies should follow a 'Closed Recruitment' process (i.e. be ring-fenced for or offered to MTVH referrals in the first instance). Where MTVH referrals meet the criteria and are considered suitable for the position, they should be appointed to the vacancy. If MTVH referrals fail to meet the required standard, detailed feedback should be provided to the candidates and the vacancy should be handled however the hiring organisation sees fit. The National Living Wage should be offered as minimum remuneration.

Please note, these job vacancies can be:

- Entry level (or above)
- Part-time
- Full-time
- Contract (six months minimum)
- Apprenticeships for those aged 18 and under
- Adult Apprenticeships for those aged 18 and over

'Open' recruitment cannot be counted as social value as this would be considered a 'business as usual' process. While sharing adverts for vacancies is encouraged, this will not count towards social value points.

BONUS POINTS: are available for organisations who not only ring-fence vacancies for MTVH referrals, but who created new apprenticeship or job opportunities from scratch for MTVH referrals. In this case points would be awarded for closed recruitment rounds AND for the creation of new opportunities.

Refurbishment/Improvement of community spaces

This can include:

- Full or partial refurbishment
- Specific upgrades; and
- Can take place in internal or external spaces (i.e. communal spaces within blocks or estates, community centres or communal gardens)

Examples of small refurbishment/improvement contributions might include:

- Tasks that take less than three hours
- Tasks requiring fewer than three members of staff to carry out (for three hours or less) □ Provision of materials or services under £500

Examples of large refurbishment/improvement contributions might include:

- Tasks that take significantly more than three hours
- Tasks that require several members of staff or the involvement of senior staff
- Provision of materials or services that cost more than £500

BONUS POINTS: are available for works or equipment valued at £2,000 and above. In this case, points would be awarded for the 'size' of job/equipment as explained above; AND if the job/equipment costs more than £2,000.

Training and workshops

These can be delivered in local MTVH offices/centres; or those owned or managed by the supplier. They can take place face-to-face or remotely/online if this can be facilitated. Training and workshops can be oneoffs or a series; and they can cover a range of topics including:

- Mock interviews
- Other employment-related topics
- Confidence building
- Project management
- Health and safety
- Legal tips
- Other industry-specific or trade-specific topics

BONUS POINTS: are available for courses that are accredited. In this case, points would be awarded for the provision of training AND for accreditation.

Skills Share Programme

The skills share programme is a way for individual staff members from your organisation to share skills, knowledge or time - one-to-one, with MTVH residents or individual stakeholders identified by MTVH. Skills sharing can be one-off or over more than one session; and each session should be for at least two hours. Skills sharing can take place face-to-face or remotely as agreed between the sharer and recipient.

Skills Sharing might include:

- Pro-bono legal advice
- Mentoring (career/aspiration related)
- Mentoring a young person □ Other professional skills

Unless unreasonable or if covered by MTVH or a third party; travel, lunch and equipment costs for the individual(s) receiving the skills share should be covered by the supplier if required.

- 9.5 Although financial contributions to the MTVH Community Investment team feature in the Social Value Matrix, social value should not be considered as an aggressive fundraising strategy.
- 9.6 The selection process described above will take place at the end of the first contract year so that it is based on actual contract spend; and suppliers' selections are then embodied in a formal Social Value Plan (see Appendix B). However, it is important to note that the social value matrix selections that suppliers will complete as part of the evaluation exercise (see 9.3), will be used as a reference (i.e. transferred as far as possible unless there has been a significant shift in beneficiary need or supplier's ability to deliver those initial selections) when formal social value plans are being developed – both starter plans and full plans.
- 9.7 Framework suppliers will only be required to go through the selection process for both Social Value starter plans and ongoing annual Social Value Plans if they are offered a Call Off contract (often following a mini-tender process), when some estimated annual contract value and contract duration can be indicated.
- 9.8 The Social Value Plan allows the supplier the duration of the next/new contract year to deliver the annual social value commitments reflected in their Social Value Plan. The process is then repeated **at the end of each contract year** (so that it is based on actual spend), with a new annual Social Value Plan put in place each time.
- 9.9 At the end of the final contract year, suppliers will still owe social value against the contract spend - as social value activities are delivered a year in arrears. As suppliers will be 'out of contract' at this point, it may be inconvenient for them to be tied to delivering social value activities for a whole year post contract end.
- 9.10 To avoid this situation, suppliers are asked to deliver at least 25 points worth of social value activity in advance, **during their first contract year**. A Social Value 'Starter' Plan embodying this advance social value commitment will be drawn up **at the start of the first contract year**, just after appointment has been made and accepted. Suppliers can select any options from the matrix to make up their 25 points. Suppliers are welcome to deliver more than 25 points of social value in their first contract year should they wish too – but there is no obligation.
- 9.11 Although it is likely that suppliers might owe more than 25 points worth of social value against their final contract year spend, we will forego any shortfall as this approach simplifies the monitoring process for all parties.
- 9.12 Some suppliers may want to deliver a full plan of social value during their first contract year. In other words, using estimated spend figures, they would deliver social value 'from day one' of the contract. In these instances, the social value matrix suppliers complete as part of the tender evaluation (see 9.3) will be lifted into a formal social value plan; and become 'live'. Adjustments can be made to the social value plans for future years should the actual spend figures be significantly more or less than the estimates. This will be agreed between the supplier, Contract Manager and Social Value Manager, should the need arise. There is no obligation for suppliers to deliver on estimated spend.
- 9.13 By continuing with the tender process and completing the social value tender pack, Framework suppliers and standard contract suppliers are confirming their commitment to following MTVH's social value approach, should they be appointed.
- 9.14 Social value commitments must be considered part of a supplier's contractual obligations and breach of this commitment i.e. failure to deliver the activities indicated in each Social

Value Plan, can be considered as a breach of contract; and the necessary contract protocols followed.

- 9.15 Any financial contributions made by suppliers under the banner of social value, must not be costed back to MTVH i.e. form part of a works invoice. This may be considered as dishonest, a breach of contract and will be pursued in line with our fraud policy. A declaration is featured as part of the Social Value Plan and in signing it; the supplier acknowledges and accepts this.

10 Evaluating Responses to the Social Value Exercise

- 10.1 In order to evaluate each supplier's commitment to delivering social value, MTVH will request responses to three exercises as part of the tender process:

Exercise 1: Supplier's track record of social value delivery/commitment to CSR:

suppliers should provide examples of social value activities they have delivered previously/are currently delivering; and indicate whether they have a policy/statement that embodies social value/CSR commitment. Attachments and case studies can be submitted as part of this response along with details of the level of resource previously invested in social value activity.

Exercise 2: Designated responsibility for Social Value: suppliers should indicate who will be the dedicated social value lead(s) and ensure they coordinate delivery of social value commitments, provide progress information to MTVH and be the point of contact for MTVH's Social Value and Fundraising Manager and other relevant MTVH colleagues

Exercise 3: Completing the Social Value Matrix: suppliers must complete the Social Value Matrix (see paragraph 9.3). For standard contracts, suppliers will use the estimated annual spend (found using the estimated value of the contract divided by estimated duration of the contract - as provided in the general contract tender pack) to work out the minimum number of points they should aim to meet. Framework suppliers should complete the matrix using contract class D as their guide (since no estimated annual spend can be provided at this stage)

- 10.2 It will be made clear to suppliers that, if they are appointed, the activities they selected in the social value matrix completed as part of the evaluation exercise will be translated into their Formal Social Value Plans, which they should deliver against. It will also be used to develop their Formal Social Value Starter Plan for advance delivery (worth at least 25 points) in the first contract year.
- 10.3 Only the social value matrix exercise will receive a score, although the information provided for the first two exercises will be taken into consideration – particularly in the event that scores are tied between suppliers across all categories of the evaluation.
- 10.4 In order for the social impact to be a differentiator between bids, MTVH will apply a minimum of a 10% weighting to social value in the tender evaluation. A higher weighting can be applied where deemed appropriate.
- 10.5 Submissions are scored on a curve, which means that the supplier(s) who offers the most points worth of social value (in their matrix) will be awarded the highest mark. Suppliers

with lower social value scores will then be given an overall evaluation score that is proportionate.

10.6 To simplify the above:

Highest Social Value Score = Full Social Value Tender Evaluation Allocation i. e. 10%

For suppliers who have social value scores that are lower than the highest social value score the following formula is required to generate their tender evaluation score:

$$\frac{\text{Social Value Score}}{\text{Highest Social Value Score}} = \text{Proportion of Social Value Tender Evaluation Allocation}$$

10.7 When evaluating the social value responses, panel members should be clear on the overall weighting of this section with respect to the other evaluation categories e.g. social value scores will account for up to 10% of the overall tender evaluation score – but this will be agreed at the start of the process.

11 Appointment of a Supplier

- 11.1 Once a supplier has been appointed and the Alcatel period has lapsed, the appointing staff member should contact the Social Value and Fundraising Manager with details of the appointment and a copy of the organisation's social value submission (responses to the above exercises).
- 11.2 The Social Value and Fundraising Manager will contact the appointed organisation(s) for introductions. This may be done in conjunction with the MTVH contract manager or following the meeting with the MTVH contract manager.
- 11.3 For standard contract suppliers, the Social Value and Fundraising Manager will remind them of the Social Value Plan process; and support them with the development of their Social Value Starter Plan (or full Social Value Plan based on estimated spend if preferred by the supplier).
- 11.4 For framework contract suppliers, work on a Social Value Starter Plan will begin when Call Off contracts are awarded.
- 11.5 At the end of the first contract year, the Social Value and Fundraising Manager will contact appointed suppliers again and using actual spend information given by the relevant MTVH teams, will oversee the development of the first 'full' annual Social Value Plan – kickstarting the ongoing, annual planning process.
- 11.6 Copies of signed Social Value Starter Plans/Social Value Plans will be given to the relevant MTVH contract manager. Contract managers should use the plans to assess suppliers' progress during their regular (i.e. monthly) contract meetings.
- 11.7 The Social Value and Fundraising Manager will also make contact with suppliers periodically (i.e. 2-3 times a year) to track progress, collate supplier evidence; and to oversee any issues.

12 Development

- 12.1 Development contractors will likely already have CSR commitments they are required to honour, i.e. local labour and apprenticeship targets as dictated by Section 106 (S106) agreements, HCA quotas, GLA quotas or other caveats i.e. stemming from joint venture arrangements; and so it would be too complex to expect them to commit to additional social value options from our Matrix.
- 12.2 If there is scope to approach contractors and consultants for one-off social value contributions – namely financial donations for community projects, this will be done. The Development Team may nominate contractors who they feel would be best placed to make an offer.
- 12.3 Any commitment to one-off contributions can still be captured in an agreement; and contractors will receive updates on the outcomes of the projects their financial contributions have sponsored.

13 Retrospective Social Value Contributions

- 13.1 Current suppliers who had social value caveats built into their contracts, but have not yet made any contributions, should be revisited. An assessment will need to be made on the feasibility of the supplier providing all social value owed (from the start of the contract) – whether in one go, or over time.
- 13.2 If it is deemed unfeasible to claim all social value owed (i.e. the supplier does not have the resources/capacity; poor/no records kept by both parties); then an agreement can be made to limit a retrospective social value claim to one contract year only (i.e. against spend from the previous contract year).
- 13.3 A Social Value Plan will then be developed to reflect the new arrangement/commitments.
- 13.4 Moving forward, suppliers can still decide whether they want to deliver social value a year in arrears or a year in advance (based on estimates).
- 13.5 Social value owed (and social value against the final contract year) will need to be agreed and spread over the remaining term of the contract and reflected in subsequent Social Value Plans.
- 13.6 The Social Value and Fundraising Manager will assist MTVH contract managers with process.

14 Social Value Plan for Special Arrangements

- 14.1 There are currently some MTVH suppliers who did not have social value expectations tied into their contracts, but who have approached us (or whom we have approached) to offer some social value contributions.
- 14.2 There are also current suppliers who did not have social value expectations built into their contracts but who intimated some low level contribution as part of their general offer – albeit not fully quantified or definitive.

- 14.3 These suppliers will be encouraged to select from the options in the Social Value Matrix – if they feel they have the additional capacity to deliver against them; and will not be tied to a points target with respect to the value of their contract.
- 14.4 Any selections they make will be embodied in the Social Value Plan for Special Arrangements (see Appendix C). This is a specially adapted version of the Formal Social Plan being used for new tenders (see Appendix B).

15 Accessing Social Value Contributions

- 15.1 Social Value commitments from suppliers will be lifted from their plans/addendums and uploaded into a social value database. Staff members wishing to access social value pledges to aid the progression of a relevant project working on behalf of residents, local areas or the UK public, should send their request to social.value@mtvh.co.uk
- 15.2 Once the email is received an acknowledgement will be sent to the requester within 48 hours.
- 15.3 A designated member of the MTVH Community Investment team will then search the database for a match; and after completing any checks required (and assessing which requests take priority in the case of competing demand), will put the requesting staff member in touch with the relevant person from the supplier organisation and put a note on the system to reflect this. This will happen within one week from the request being made.
- 15.4 Once the project requiring/social value activity has been completed, a short case study with photos and quotes where possible should be completed by the staff member (or appointed person) and submitted to the Social Value Manager. This will be uploaded to the database and used to create the Social Value bi-annual statements. Copies will also be shared with MTVH's Communications Team for maximum internal and external promotion/publicity.

16 Risk Assessments and Permissions

- 16.1 All suppliers who agree to carry out any physical works as part of their social value contributions must be sure to carry out a Risk Assessment and Method Statement (RAMS), before the works begin. This is to ensure that the full extent of works to be carried out is clarified, all risks are fully assessed, planning permission can be sought or given where necessary, DBS checks are in place where required; and any ongoing maintenance needs can be evaluated. Suppliers must send their completed RAMS to the MTVH colleague member overseeing the project in question. The MTVH colleague member will review and then pass this on to MTVH's Head of Stock Investment for assessment and approval (if satisfactory).
- 16.2 For joint social value activities involving the bringing together of suppliers and other parties (including resident groups) for very low-level works (i.e. painting a wall mural, planting flower bulbs, etc.) the MTVH colleagues member who is coordinating the activity will be responsible for ensuring a risk assessment is carried out and the necessary permissions, DBS checks, etc. are sought. Suppliers may be asked to offer their input into the risk assessment; and MTVH's Head of Stock Investment will still be required to assess and approve.

16.3 For training programmes and workshops taking place on MTVH's premises, MTVH's standard Fire Risk Assessments (FRAs) and Facilities Management Assessments (FMAs) will be adequate. For other non-physical activities, if there is a need for a risk assessment, seeking permissions or ensuring DBS checks are carried out, the MTVH colleagues member who is coordinating the activity will be responsible for this; and should ensure they get sign off from both their line manager and a relevant senior manager.

16.4 The Social Value and Fundraising Manager will inform MTVH's Contract Managers and Property Managers of any social value activities taking place in the areas they manage/involving the suppliers whose contracts they manage.

17 Communications

17.1 MTVH's suppliers will receive quarterly Social Value Statements, outlining all the social value activities delivered by suppliers. This statement may also be shared with MTVH's Board, Executive Management Team, MTVH colleagues and external channels.

17.2 A Social Value Group will be held at least once a year and representatives from MTVH's suppliers and internal MTVH teams will be invited to attend. This group will provide an opportunity for suppliers to share their social value work; and for best practice to be discussed.

17.3 MTVH's Central Communications Team will also help to ensure that good examples of social value and the efforts made by our suppliers are promoted on MTVH's social media platforms. Where appropriate, MTVH's official photographers may attend activities to capture the work that suppliers have enabled. Photographs may be used where explicit written permission and consent has been given

17.4 Should suppliers wish to use examples of how their social value activities have helped a MTVH resident, community or partner organisation, to promote through their own channels, MTVH will assist in any reasonable way it can.

18 Key Performance Information (KPIs), Monitoring & Evaluation

18.1 The Performance Management Framework ensures that there is a hierarchy of scorecards, KPIs and management information that can be scrutinised and actioned from Board level to individual team level.

18.2 The scorecards, and the KPIs within, are aligned to MTVH's strategic objectives and ensure that key projects are monitored and provide evidence that the projects' aims are being met.

19 Associated Policy Guidance Documents and Procedures

Policy Guidance Documents	Procedures
Procurement Policy	
MTVH Community Investment team Policy	

MTVH Resident and Community Empowerment Strategy	
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20 Glossary

CSR	Corporate Social Responsibility
EU	European Union
HCA	Homes and Communities Agency
GLA	Greater London Authority

21 Appendices

Appendix A – Social Value Tender Pack

Appendix B – Social Value Plan

Appendix C – Social Value Plan for Special Arrangements

22 Version History

Version no.	1.0	Effective date: June	2020
Full/partial review/new policy		New policy	
Brief summary of changes		N/a	
Staff consultation:(teams):		Procurement, MTVH Community Investment team, Property Services, Communications, Development, (All teams who regularly procure)	
Signed-off by:		ET	
Date Published:		June 2020	
Policy Author:		Jahanara Rajkoomar	
Policy and Compliance Business Partner:		Kelly Thomas	
Policy Owner:		Director of Community Investment	