



## SOCIAL VALUE COMMISSIONING AND PROCUREMENT FRAMEWORK

### Introduction

This is a framework to guide Council officers and members on how to embed Social Value into the council's commissioning and procurement activity. The framework sets out what Social Value means to the council, how it can help us to deliver on our outcomes and priorities and how we will apply it in practice. In addition, the framework sets out how we will ensure, through our commissioning and procurement activity, that we achieve the greatest possible impact on behalf of Shropshire's residents. It identifies how customer outcomes are linked to the council's priorities and suggests measures, milestones or specific indicators by which Social Value can be demonstrated.

### What is Social Value?

There are numerous definitions of 'Social Value'. This Guidance Document uses The Sustainable Procurement Task Force's definition which has been widely adopted. Here 'Social Value' is defined as, "a process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits to society and the economy, whilst minimising damage to the environment".

The Public Services (Social Value) Act 2012 requires contracting authorities to consider:

- How it will secure improvements to the **economic, social and environmental** well-being (Social Value).
- How and what it procures, commissions or provides will secure such improvements.

It is essential that these considerations are built in at the start of any commissioning review, service design or procurement process so that they become an integral part of the process, rather than an 'add-on'.

### What does Social Value mean to Shropshire Council?

The council's **Vision** guides how we go about doing our work:

*Working to make Shropshire a great place to live, learn and work*

The council's **Mission** makes clear the key things that we will do, based on our long term, high level outcomes:

*To be an excellent organisation working with partners to protect the vulnerable, create the conditions for economic growth, and support communities to be resilient.*

As a council we are focusing on delivering outcomes for our customers. Our Vision and outcomes have been designed to reflect what people want for themselves, their families and friends and for their community.

Everything we do (and everything our contractors are committed to do) will work towards and fulfil one or more of these outcomes. These are as follows:

<b>Shropshire Council High-Level Outcome</b>	<b>Which means...</b>
<b>Healthy People</b>	<p>The vision of our Health and Wellbeing Board, which we endorse, is that we have the healthiest population in the country. This means supporting people to take responsibility to look after themselves, increasing their quality of life as well as their length of life, and reducing ill health to minimise demand and dependency on public services. In doing so we want to promote health awareness and healthier lifestyles within families. This will reduce the likelihood of them developing health problems such as diabetes, and help to detect diseases such as cancer earlier improving the chances of successful treatment outcomes.</p>
<b>Resilient Communities</b>	<p>Resilient communities are self-sufficient and have the resources and capabilities to meet their collective needs and flourish. They are safe, sustainable and interdependent on each other; supporting vulnerable children and adults to remain in their communities for longer and realise their goals. Early local intervention focused on maximising independence is central to achieving this. Public services in the future will need to come together to focus their expertise and resources, work with the Voluntary Community and Social Enterprise Sector; enabling and supporting more people to volunteer and play an active role in their communities, and to improve lives. This will reduce the current unsustainable levels of demand and expenditure on the state.</p>
<b>Prosperous Economy</b>	<p>Economic performance in Shropshire is good but we want to make more of our economic potential. This includes land, infrastructure, connectivity and the facilities to train and educate a world class workforce. We will continue to monitor and work with schools and academies to promote high standards of provision and outcomes above the national averages and ensure that our children and young people are best placed to achieve their goals. We will work to improve our physical and digital connectivity and our skills base in liaison with the Government and with partners, and to grow existing businesses and support the strong entrepreneurial base that already exists in Shropshire. We will also explore new niche industries that are right for Shropshire and Shropshire is right for them. This means higher added-value industries, exploiting supply chains, and higher paid jobs attracting young people and families.</p>

By ensuring that we pursue and deliver on these outcomes we will also ensure that we deliver the Social Value that people want.

### **Our Principles for applying Social Value**

The following principles will be used as a guide for **every** commissioning and procurement exercise that we carry out. This will include procurement of contracts, internal service redesign and any other commissioning review. Therefore, **in addition to** the core subject matter of each procurement, service redesign or commissioning exercise, we will ensure that:

- The Social Value we generate will contribute to the council's outcomes and will make a positive contribution to one or more of the council's measures of how well it is achieving its outcomes
- For each commissioning and procurement exercise, we will identify what Social Value can be generated from the table below and is appropriate for inclusion. This is not meant to be a prescriptive or exhaustive list and commissioners may wish to develop their own Social Value relevant to each project.
- For each commissioning and procurement exercise commissioners across all Council directorates will give consideration to how the Social Value they aim to generate will in particular benefit vulnerable groups such as children and adults with disabilities, Looked After Children, young people leaving care and those who are NEET (Not in Education, Employment or Training). This will apply across all Social Value outcome areas but has particular relevance in terms of employment, training and skills development, volunteering and access to community-based activities
- Appropriate Social Value will be identified from the table below on the basis of what is relevant and proportionate for each situation.
- This means that our approach to Social Value is a bespoke approach, tailored each and every time.
- Every tendering exercise will if at all possible include at least one of the Social Value outcomes listed below (or an alternative as appropriate to the scheme) as part of award criteria.
- Suppliers will be scored on their responses to the question(s) about how they will deliver against these outcomes.
- Suppliers will also be scored on their responses to an accompanying question(s) about how this will be measured and verified.

The table below shows the relationship between the Council's high-level outcomes, the medium-term outcomes and objectives by which we will evaluate success overall, and suggested social value outcomes which will make a contribution to this success.

## Social Value Outcomes Framework

High-Level Outcome	Medium-Term Outcomes and Objectives	What Social Value <u>could</u> be delivered which <u>contributes</u> to these outcomes and objectives? What <u>could</u> this mean in practice? How can this benefit vulnerable children and adults? (Note – these are examples only – this is not an exhaustive list and will be added to as good examples are developed)
<b>Healthy People</b>	<p>A clean and attractive environment is maintained</p> <p>Potential for future good health is improved</p> <p>Demand for health and care services is reduced</p>	<p>Contribution to community environmental cleanliness schemes</p> <p>People feel they have a decent and appropriate place to live</p> <p>People know how to avoid or manage those things which impact on their long-term health</p> <p>People are helped to help themselves and know what choices are available to them and how to make the most of them</p> <p>Information is available in a form and setting that people find easy to access</p> <p>Increased opportunity is available for people to engage in physical activity, eg groups, clubs and associations or activity spaces</p> <p>Social and environmental factors to support and encourage smokers to quit and to prevent new smokers from starting</p> <p>Social and environmental factors to support and encourage new mothers to breastfeed</p>
<b>Resilient Communities</b>	<p>Volunteering and self-support has increased</p> <p>Needs have been met to prevent demand from escalating</p> <p>Local members are leading in their communities</p> <p>The range of opportunities for leisure, culture and</p>	<p>People from a wide range of backgrounds are able to engage in volunteering activity</p> <p>No. people supported to engage in volunteering / new volunteering opportunities created</p> <p>No. people who have access to recreational, leisure and cultural activities and are supported and encouraged to do so if needed / % people reporting improved access</p> <p>Contribution to community-based transport initiatives</p>

	<p>community participation has increased with low, or no, funding</p>	<p>Local communities are able to help themselves and do not rely on others to meet their needs</p> <p>% of service users supported to self-help</p> <p>% of service users directed towards lower-cost forms of contact, including training people to use IT</p> <p>No. of groups, clubs and associations / no. of people in attendance</p> <p>% / No. people reporting a reduction in feeling isolated</p> <p>Contribution to community infrastructure</p> <p>Contribution to reduced opportunities for crime</p> <p>Support for community initiatives to tackle crime and anti-social behaviour</p> <p>Support for initiatives to reduce accidental fires and fire crime</p> <p>Contribution to community road safety initiatives</p>
<p><b>Prosperous Economy</b></p>	<p>Rural businesses have grown</p> <p>Existing businesses overall have grown</p> <p>New small businesses have established</p> <p>The economy has diversified into higher added-value business</p> <p>Jobs for young people have been created</p>	<p>Businesses are supported to grow and to be resilient to market changes, in order to deliver more high quality secure jobs</p> <p>£ inward investment funding attracted to support growth aspirations of local businesses and community initiatives</p> <p>No. new jobs created in Shropshire</p> <p>No. new traineeships / apprenticeships created in Shropshire</p> <p>No. days work experience created for Shropshire residents</p>

		<p>No. young people supported into work</p> <p>No. graduates employed in Shropshire direct from Higher Education</p> <p>Practical support for business start-ups</p> <p>Support for the local supply chain by spending x% of turnover with Shropshire businesses</p> <p>Businesses have access to a skilled and loyal workforce</p> <p>People who are not in education, employment or training or are looking for work are helped to move into work and progress in work</p> <p>Children and young people are helped to achieve their potential at school to enable them to pursue their academic or work-based careers</p> <p>Reduction in number of businesses reporting skills gaps through improving workforce skills levels</p> <p>Support for schools and early years providers through provision of expertise, resources, links through community-based initiatives, etc.</p>
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