



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:

Innovate to thrive

As a council we are focusing on delivering outcomes for our customers. Our Vision and Priorities 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 priorities. These are as follows:

| Shropshire Council Priority | Which means... |
|---|---|
| More people with a suitable home | The Council will work with developers to shape the housing market to ensure the development of housing to meet local need. The Council's Housing Stock will be managed through appropriate vehicles and work with partners to improve and ensure the availability of social housing. |
| Care for those in need at any age | The Council will ensure that children and young people are safe and fulfil their potential in their future lives. Innovation in technology will be harnessed to help people to be as independent as they can be and live and take part in their communities. The Council will work with partners and providers to ensure that the right care is available in the right place at the right time. |
| A good place to do business | The Council will work with businesses and developers to identify and pursue appropriate opportunities for investment that will grow Shropshire's economy. Employment and career opportunities in Shropshire for all will be created through working with the Council's partners in business, training and education. Working with businesses and developers to promote clean growth and safeguard our natural assets including water quality and supply. |
| A healthy environment | The Council will ensure that its infrastructure and assets are as efficient and environmentally sensitive as they can be to reduce environmental pollution. Working with partners to maintain Shropshire's landscapes, culture and heritage to support good health, communities and growth of the economy. Positive lifestyle choices will be encouraged. Information, advice and opportunities for health and wellbeing will be provided. |
| Sustainable places and communities | The Council will continue to encourage communities to support each other and find local solutions. Working with parish and town councils to identify opportunities and develop local economies across Shropshire, centred on the market towns. Continued implementation of a place-based approach to optimise physical assets with our partners and deliver services where the greatest number of people can access them. |
| Embrace our rurality | The Council will influence improvement in mobile and digital connectivity across all areas, for all age groups and homes and businesses. Working with partners from across the West Midlands and into Mid-Wales to improve physical connectivity to the benefit of all those who live, study and work in Shropshire. Continuing to work with the business sectors operating in rural areas to facilitate economic growth and appropriate housing for rural communities. |

By ensuring that we pursue and deliver on these priorities 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 priorities and will make a positive contribution to one or more of the council's measures of how well it is achieving its priorities
- For each commissioning and procurement exercise, we will identify what Social Value can be generated from the table below and is appropriate for inclusion. **We will prioritise** the following Social Value measures:
 - Employment created for local people working on Council contracts – with a focus on particular priority groups where appropriate (eg care leavers, ex-armed forces, people with disabilities) **NT1 – NT6 inclusive**
 - Prime contractor spend in the local supply chain **NT14, NT18, NT19**
 - Promotion of locally important careers with associated training, work placements, etc (eg care work) **NT8, NT11, NT12, NT13**
 - Developing people and skills in priority employment areas, eg care **NT50**
 - Apprenticeships / work placements / training in the workplace **NT9, NT10, NT12, NT13**
 - Reducing the carbon impact of our commissioned services **NT31, NT32, NT33, NT44, NT45, NT46, NT64, NT65, NT66**
 - Reducing waste **NT68, NT70, NT72**
 - Supporting workforce healthy lifestyle schemes **NT20**

This is not meant to be a prescriptive or exhaustive list and commissioners may still 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 firstly from the priority measures shown above**, then from the remainder of 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 as part of award criteria – **with a focus on the priority measures shown above**

- 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 **weighting** given to Social Value in tenders and quotations will be within the range **10% - 20%** of total marks. Any weighting outside of this range must be justified
- Social Value measures will be built into contract reporting requirements

The table below shows the relationship between the Council's priorities, Shropshire's Social Value principles and outcomes and the measures by which we will evaluate success overall.

Issued by Shropshire Council September 2021

Social Value Outcomes Framework

| Shropshire Council Priority | Shropshire Social Value Principle | Shropshire Social Value Outcome / Commitment | NT Ref | RE Ref (Real Estate) | Shropshire Social Value Measures - From National Social Value Framework http://socialvalueportal.com/national-toms/ |
|-----------------------------|-----------------------------------|---|--------|----------------------|---|
| A good place to do business | Supporting the Shropshire economy | Employment opportunities for local people | NT1 | RE1 | No. of local direct employees (FTE) hired or retained (for re-tendered contracts) on contract for one year or the whole duration of the contract, whichever is shorter |
| | | | NT1a | | No. of local direct employees (FTE) which are TUPE transfers retained on contract for one year or the whole duration of the contract, whichever is shorter (re-tendered contracts only - to be used at Measurement) |
| | | | NT1b | RE1a | No. of residents (FTE) from the listed sub-localities employed directly or through the supply chain as a result of your procurement requirements on the contract for one year or the whole duration of the contract, whichever is shorter (see sub-localities listed in 'LISTNT1b') |
| | | | NT1c | RE1b | No. of local people (FTE) on contract for one year or the whole duration of the contract, whichever is shorter, employed through the supply chain as a result of your procurement requirements |
| | | | NT2 | RE2 | Percentage of local employees (FTE) on contract |
| | | | | RE3 | Employer's fairs held to encourage local employment in the area |
| | | Developing education, skills and training opportunities in the Shropshire economy | NT3 | RE4 | No. of employees (FTE) hired on the contract who are long term unemployed (unemployed for a year or longer) as a result of a recruitment programme |
| | | | NT3a | | No. of armed forces veterans employees (FTE) hired on the contract as a result of a recruitment programme who are long term unemployed (unemployed for a year or longer) and are facing specific barriers to transitioning to civilian employment that do not qualify them as disabled (e.g. long term service) |
| | | | NT3b | | No. of homeless employees (FTE) hired on the contract as a result of a recruitment programme |
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| | | | NT3c | | No. of mothers returning to work (FTE) hired on the contract as a result of a recruitment programme who are long-term unemployed (unemployed for a year or longer) - (when the mother is the primary carer) |
| | | | NT3d | | No. of survivors of modern slavery employees (FTE) hired on the contract as a result of a recruitment programme |
| | | | NT4 | RE5 | No. of employees (FTE) hired on the contract who are Not in Employment, Education, or Training (NEETs) as a result of a recruitment programme |
| | | | NT4a | | No. of 16-25 y.o. care leavers (FTE) hired on the contract as a result of a recruitment programme |
| | | | NT5 | RE6 | No. of 18+ y.o. employees (FTE) hired on the contract who are rehabilitating or ex offenders as a result of a recruitment programme |
| | | | NT5a | | No. of 18-24 y.o. employees (FTE) hired on the contract who are rehabilitating young offenders as a result of a recruitment programme |
| | | | NT6 | RE7 | No. of disabled employees (FTE) hired on the contract as a result of a recruitment programme |
| | | | NT6a | | No. of armed forces veterans employees (FTE) hired on the contract as a result of a recruitment programme who are disabled and are facing specific barriers to transitioning to civilian employment (e.g. physical injury, medical discharge, psychological condition) No. of armed forces veterans employees (FTE) hired on the contract as a result of a recruitment programme |
| | | | | RE57 | Percentage of women (FTE) hired on the contract |
| | | | | RE58 | Percentage of employees (FTE) BAME hired on the contract |
| | | | | RE71 | Specific initiatives or recruitment programmes for women run for the contract (Y/N) |
| | | | | RE72 | Specific initiatives or recruitment programmes for BAME run for the contract (Y/N) |
| | | | NT7 | RE8 | No. of hours of support into work provided to unemployed people through career mentoring, including mock interviews, CV advice, and careers guidance -(over 24 y.o.) |
| | | | NT8 | RE9 | No. of staff hours spent on local school and college visits e.g. delivering careers talks, curriculum support, literacy support, safety talks (including preparation time) |
| | | | | RE10 | No. site visits for school children or local residents |

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| | | | NT9 | RE11 | No. of weeks of training opportunities on the contract (BTEC, City & Guilds, NVQ, HNC) that have either been completed during the year, or that will be supported by the organisation until completion in the following years - Level 2,3, or 4+ |
| | | | NT10 | RE12 | No. of weeks of apprenticeships on the contract that have either been completed during the year, or that will be supported by the organisation until completion in the following years - Level 2,3, or 4+ |
| | | | NT9a | | No. of weeks of training opportunities on the contract (BTEC, City & Guilds, NVQ, HNC) that have either been completed during the year, or that will be supported by the organisation until completion in the following years - Level 2,3, or 4+ - delivered for groups specified in 'LISTNT9a' (e.g. NEETs, under-represented gender and ethnic groups, disabled, homeless, rehabilitating young offenders) |
| | | | NT10a | | No. of weeks of apprenticeships on the contract that have either been completed during the year, or that will be supported by the organisation to completion in the following years - Level 2,3, or 4+ - delivered for groups specified in 'LIST NT10a' (e.g. NEETs, under-represented gender and ethnic groups, disabled, homeless, rehabilitating young offenders) |
| | | | NT54 | | Support a 'just transition' for workers by supporting those in 'traditional' high carbon industries to retrain |
| | | | NT10b | | No. weeks on the contract of apprenticeships relating to the low carbon economy - opportunities either to be completed during the year, or that will be supported by the organisation to completion in the following years - Level 2,3, or 4+ |
| | | | NT11 | RE13 | No. of hours dedicated to support young people into work (e.g. CV advice, mock interviews, careers guidance) - (under 24 y.o.) |
| | | | NT12 | RE15 | No. of weeks spent on meaningful work placements or pre-employment course; 1-6 weeks student placements (unpaid) |
| | | | NT13 | RE16 | Meaningful work placements that pay Minimum or National Living wage according to eligibility - 6 weeks or more (internships) |
| | | | NT13a | | Meaningful work placements that pay Real Living wage according to eligibility - 6 weeks or more (internships) |
| | | | | RE14 | Employment taster days for those interested in working in the real estate and construction industry |

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| A good place to do business | Supporting / purchasing from the local supply chain | NT14 | | Total amount (£) spent with VCSEs within your supply chain |
| | | NT15 | RE18 | Provision of expert business advice to VCSEs and MSMEs (e.g. financial advice / legal advice / HR advice/HSE) |
| | | NT15a | RE18a | Provision of expert business advice to help VCSEs and MSMEs achieve net zero carbon by 2030 |
| | | NT16 | RE19 | Equipment or resources donated to VCSEs (£ equivalent value) |
| | | NT17 | RE20 | Number of voluntary hours donated to support VCSEs (excludes expert business advice) |
| | | NT18 | RE22 | Total amount (£) spent in LOCAL supply chain through the contract |
| | | NT18a | RE22a | Total amount (£) spent through the contract in specified sub-localities (e.g. high deprivation areas) - please refer to list NT18a for the qualifying areas |
| | | NT19 | RE23 | Total amount (£) spent through contract with LOCAL micro, small and medium enterprises (MSMEs) |
| | | NT19a | | Total amount (£) spent with local Micro and Small enterprises within your supply chain through the contract |
| | | | RE73 | No. of opportunities created for local MSMEs to respond to tenders for de-carbonisation work on the contract |
| | | | RE21 | Meet the buyer' events held to highlight local supply chain opportunities |
| | Good conditions of employment and fair wage rates and structures | NT20 | RE24 | No. of employees on the contract that have been provided access for at least 12 months to multidimensional wellbeing programmes that include flexible working time arrangements; healthy nutrition options; physical health programmes; a health risk appraisal questionnaire; access to health and wellbeing resources (e.g. a tailored health improvement web portal; wellness literature; and seminars and workshops focused on identified wellness issues) |
| | | NT55 | | No. of employees provided with workplace screening (e.g. questionnaire) and support (e.g. at least six session of cognitive behavioural therapy) for anxiety and depression |
| | | | RE59 | No. of employees provided with workplace screening (e.g. questionnaire) and support (e.g. six session of cognitive behavioural therapy) for anxiety and depression (Construction) |

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| | | | NT39 | | Mental Health campaigns for staff on the contract to create community of acceptance, remove stigma around mental health |
| | | | NT56 | | Percentage of suppliers to Tier 2 in the supply chain to deliver the contract (including the prime contractor) that will implement the mental health core standards for all companies and also the mental health enhanced standards for companies with more than 500 employees, as set out in Thriving at Work: the Stevenson Farmer Review on Mental Health and Employers |
| | | | NT21 | RE25 | Equality, diversity and inclusion training provided both for staff and supply chain staff |
| | | | NT57 | | Prime contractor's median gender salary pay gap for staff - Small and Medium enterprises |
| | | | NT40 | | Number and type of initiatives to be put in place to reduce the gender pay gap for staff employed in relation to the contract (describe and document initiatives) |
| | | | NT41 | | Percentage of staff on contract that is paid at least the relevant Real Living wage as specified by Living Wage foundation |
| | | | NT42 | | Percentage of contractors in the supply chain required (or supported if they are micro and small business) to pay at least Real Living wage |
| | | | NT58 | | Number of employees FTE on contract to have pay raise to Real living wage or higher (on a renewed contract or TUPE) |
| | | | NT22 | RE26 | Percentage of procurement contracts that includes commitments to ethical procurement, including to verify modern slavery and other relevant requirements. |
| | | | NT43 | | Number and type of initiatives throughout the supply chain to identify and manage the risks of modern slavery occurring (i.e. supply chain mapping, staff training, contract management) in relation to the contract (describe and document initiatives) |
| | | | NT59 | | Number of supply chain audits to be undertaken in the supply chain, to identify and manage the risk of modern slavery occurring in relation to the contract |
| | | | NT60 | | Number of people employed in the supply chain to identify and manage the risk of modern slavery occurring in the supply chain, in relation to the contract |
| | No equivalent | NT61 | RE60 | Percentage of invoices on the contract paid within 30 days | |

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| | | | NT62 | | Number and type of initiatives in place, to Tier 2 in the supply chain, to protect against cyber security risks in the delivery of the contract - Number of staff to receive training on identifying and managing cyber security risks in relation to the delivery of the contract. (describe and document initiatives) |
| | | | NT23 | RE27 | Percentage of contracts with the supply chain on which Social Value commitments, measurement and monitoring are required |
| Sustainable places and communities | A great place to live | | NT24 | RE28 | Initiatives aimed at reducing crime (e.g. support for local youth groups, lighting for public spaces, private security, etc.) |
| More people with a suitable home | Promoting wellbeing in Shropshire | People have a good, decent and appropriate place to live | NT25 | RE29 | Initiatives to be taken to tackle homelessness (supporting temporary housing schemes, etc.) |
| | | | NT63 | | Initiatives to support rough sleepers - including training for security and night staff, opening up facilities spaces (e.g. showers or additional beds when temperature drops) after hours |
| A healthy environment | Promoting wellbeing in Shropshire | Addressing the social, economic and environmental factors which contribute to poverty and inequality | NT26 | RE30 | Initiatives taken or supported to engage people in health interventions (e.g. stop smoking, obesity, alcoholism, drugs, etc.) or wellbeing initiatives in the community, including physical activities for adults and children |
| | | Initiatives to address social and rural isolation | NT27 | RE31 | Initiatives to be taken to support older, disabled and vulnerable people to build stronger community networks (e.g. befriending schemes, digital inclusion clubs) |
| Sustainable places and communities | A great place to live | Support or contribution to community initiatives | NT28 | RE32 | Donations or in-kind contributions to local community projects (£ & materials) |
| | | | NT29 | RE33 | No. of hours volunteering time provided to support local community projects |
| | | | NT30 | RE34 | Support provided to help local community draw up their own Community Charter or Stakeholder Plan |
| More people with a suitable home | Promoting wellbeing in Shropshire | People have a good, decent and appropriate place to live | | RE35 | Occupier satisfaction score (NPS) |
| | | | | RE36 | A Post Occupancy Evaluation has been carried out |
| A healthy environment | | A green and sustainable county | NT31 | | Savings in CO2 emissions on contract achieved through de-carbonisation (specify how these are to be achieved) |

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| | | | NT44 | | Policy and programme to achieve net zero carbon by 2030 including monitoring plan with specific milestones (issued or to be issued by the end of 2020) |
| | | | NT64 | | Contribution made on the contract to own carbon offset fund (when it has been demonstrated said carbon cannot emission cannot be reduced within the contract's timeframe) |
| | | | | RE39 | Carbon savings from energy efficiency measures on site (e.g. increased use of renewables) |
| | | | | RE40 | Embodied Carbon reductions in CO2e emissions against baseline |
| | | | | RE61 | Offset embodied carbon emissions from construction material |
| | | | | RE62 | Carbon offset fund payments against new developments (payments into external carbon offset funds e.g. through S106) |
| | | | NT45 | | Carbon Certification (Carbon Trust Standard, Planet Mark or equivalent independently verified) - achieved or to achieve for current year |
| | | | | RE37 | Carbon reductions through energy efficiency measures or renewables - building operations - (e.g. REEB benchmark or 3 year baseline) |
| | | | | RE38 | Percentage of buildings meeting target (Building use less energy and are more energy efficient) |
| | | | NT32 | RE46 | Car miles saved on the project as a result of a green transport programme or equivalent (e.g. cycle to work programmes, public transport or car pooling programmes, etc.) |
| | | | NT33 | RE47 | Car miles driven using low or no emission staff vehicles included on project as a result of a green transport programme |
| | | | NT46 | | Corporate travel schemes available to employees on the contract (subsidised public transport, subsidised cycling schemes and storage, sustainable corporate transport such as electric bus from public station to corporate facilities) |
| | | | NT65 | RE63 | Percentage of fleet or construction vehicles on the contract that is at Least Euro 6 or LEV |
| | | | NT66 | RE64 | Fleet emissions monitoring programme on the contract, including data collection (miles, type of vehicle, engine type, emission standard) |
| | | | | RE65 | Offsets or mitigation initiatives on biodiversity delivered whenever restoration is not available, and when implemented beyond legislative or regulatory requirements: Natural Capital Approach carbon sequestration and air quality |

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| | | | | benefits |
| | | | NT67 | Donations or investments towards initiatives aimed at environmental and biodiversity conservations and sustainable management projects for both marine and terrestrial ecosystems |
| | | | NT47 | Donations or investments towards expert designed sustainable reforestation or afforestation initiatives |
| | | | | RE48a Volunteering with environmental conservation initiatives or engagement in multi-stakeholder and advocacy initiatives around environmental conservation and sustainable ecosystem management - resources invested including time, funds and in-kind contributions |
| | | | NT68 | RE74 Plastic recycling rate on the contract (to e.g. reduce microplastics) |
| | | | NT69 | Support provided internally and to MSMEs and VCSEs within the supply chain to adopt Circular Economy solutions - business case and leadership for circular economy |
| | | | NT70 | Single-use plastic packaging eliminated through reusable packaging solutions or schemes (e.g. Loop or equivalent) on the contract |
| | | | NT71 | Value of local partnerships to implement circular economy solutions |
| | | | NT72 | Hard to recycle waste diverted from landfill or incineration through specific recycling partnerships (e.g. Terracycle or equivalent) |
| | | | | RE66 Waste management verification policies: audit hierarchy, downstream audits for waste stream |
| | | | | RE42 WATER: Percentage of buildings meeting good practice benchmark (e.g. REEB) |
| | | | | RE43 M3 water saved against relevant benchmark (e.g. REEB) |
| | | | | RE44 WASTE: Percentage of buildings meeting good practice benchmark (e.g. REEB) |
| | | | | RE45 Tonnes waste diverted against relevant benchmark (e.g. REEB) |
| | | | | RE75 Percentage of of biocomposites and equivalent materials |
| | | | NT35 | RE49 Percentage of procurement contracts that includes sustainable procurement commitments or other relevant requirements and certifications (e.g. to use local produce, reduce food waste, and keep resources in circulation longer.) |

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| | | | NT73 | | Percentage of contracts with the supply chain requiring contractors to operate low or zero emission vehicles |
| | | | NT48 | | Supply Chain Carbon Certification (Carbon Trust Standard for Supply Chain or equivalent independently verified) - achieved or to achieve for current year |
| | | | NT49 | | Requirements or support (for Micro or Small enterprises) for suppliers to demonstrate climate change and carbon reduction training for all staff - e.g. SDGs Academy courses (NTs) or (e.g. RE) Supply Chain Sustainability School bronze or higher or equivalent |
| | | | | RE50 | Percentage of NEW buildings achieving BREEAM Rating |
| | | | | RE51 | Percentage of assets that have undergone a climate risk assessment |
| | | | | RE52 | Percentage of assets where sustainability risk has been reduced |
| | | | | RE53 | Percentage of buildings achieving BREEAM IN-USE |
| A good place to do business | Supporting the Shropshire economy | Developing education, skills and training opportunities in the Shropshire economy | NT50 | RE67 | Innovative measures to promote local skills and employment to be delivered on the contract - these could be e.g. co-designed with stakeholders or communities, or aiming at delivering benefits while minimising carbon footprint from initiatives, etc. |
| | | A green and sustainable county | NT51 | RE68 | Innovative measures to promote and support responsible business be delivered on the contract - these could be e.g. co-designed with stakeholders or communities, or aiming at delivering benefits while minimising carbon footprint from initiatives, etc. |
| Sustainable places and communities | Promoting wellbeing in Shropshire | Support or contribution to community initiatives | NT52 | RE69 | Innovative measures to enable healthier, safer and more resilient communities to be delivered on the contract - these could be e.g. co-designed with stakeholders or communities, or aiming at delivering benefits while minimising carbon footprint from initiatives, etc. |
| A healthy environment | A great place to live | A green and sustainable county | NT53 | RE70 | Innovative measures to safeguard the environment and respond to the climate emergency to be delivered on the contract - these could be e.g. co-designed with stakeholders or communities, or aiming at delivering benefits while minimising carbon footprint from initiatives, etc. |