



Resources and Governance Scrutiny Committee

Date: Thursday, 22 June 2023

Time: 10.00 am

Venue: Council Antechamber, Level 2, Town Hall Extension

This is a **Second Supplementary Agenda** containing additional information about the business of the meeting that was not available when the agenda was published.

Access to the Antechamber

Public access to the Council Antechamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension.

Filming and broadcast of the meeting

Meetings of the Resources and Governance Scrutiny Committee are 'webcast'. These meetings are filmed and broadcast live on the Internet. If you attend this meeting you should be aware that you might be filmed and included in that transmission.

Membership of the Resources and Governance Scrutiny Committee

Councillors - Simcock (Chair), Abdullatif, Andrews, Brickell, Connolly, Davies, Evans, Kilpatrick, Kirkpatrick, Lanchbury, Rowles and Wheeler

Second Supplementary Agenda

9. Social Value

3 - 28

Report of the Head of Integrated Commissioning and Procurement and the Strategic Lead – Commissioning.

This report sets out the Council's approach to social value.

Further Information

For help, advice and information about this meeting please contact the Committee Officer:

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This supplementary agenda was issued on **Friday, 16 June 2023** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 2, Town Hall Extension, Manchester, M60 2LA

Manchester City Council Report for Information

Report to: Resources and Governance Scrutiny Committee – 22 June 2023

Subject: Social Value

Report of: Head of Integrated Commissioning and Procurement
Strategic Lead Commissioning

Summary

This report sets out the Council's approach to social value.

Recommendations

The Committee is recommended to:

- (1) Note the content of the report and comment / question the information presented to the Committee as appropriate.
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Wards Affected: All

<p>Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city</p>
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<p>Manchester's social value priorities include zero carbon and wider environmental priorities.</p>

<p>Equality, Diversity, and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments</p>
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<p>Equality, diversity, and inclusion – in particular creating value and opportunities for Black, Asian and Minority Ethnic residents – is reflected in the council's social value priorities.</p>
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Manchester Strategy outcomes	Summary of how this report aligns to the OMS/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Manchester's social value priorities align closely with the Manchester Strategy outcomes.
A highly skilled city: world class and home-grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	
A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

There are no direct consequences arising specifically from this report.

Financial Consequences – Capital

There are no direct consequences arising specifically from this report.

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Background documents (available for public inspection):

The following documents disclose key facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy, please contact one of the contact officers above.

- Paper submitted to the Economy Scrutiny Committee in January 2023 to update on the employment and skills opportunities created from Manchester City Council's major capital investment programmes, with a key focus on the Our Town Hall and The Factory projects
<https://democracy.manchester.gov.uk/documents/s37714/Employment%20and%20Training%20Opportunities%20from%20Major%20Capital%20Programmes.pdf>
- The Highways Asset Management State of the City Annual Report 2021/22, which was also presented to the Economy Scrutiny Committee in January 2023, provides some further detail on social value approach in Highways and case studies from specific projects. [Microsoft Word - Highways Asset Management Annual Report 2021-22 v1 \(1\) \(manchester.gov.uk\)](#)

1. Background

1.1. Social value refers to the wider value to Manchester residents and communities that organisations can generate beyond the direct value to that organisation and its customers or end-users. Social value can be generated in a variety of ways, from creation of new job opportunities for residents currently unemployed, through to support for local voluntary, community and social enterprise (VCSE) organisations and reducing carbon emissions. Manchester, along with the rest of Greater Manchester, summarises the priorities into six themes:

- Create the employment and skills opportunities that we need to build back better
- Provide the best employment that you can
- Be part of a strong local community
- Develop a locally based and resilient supply chain
- Keep the air clean
- Make your organisation greener

1.2. Social value is greater when efforts are targeted towards those who are more disadvantaged, such as creating new job opportunities for residents who are currently long-term unemployed, or Not in Employment, Education, or Training (NEET). Manchester therefore has for many years now promoted 'social value' priority groups, as set out in its Social Value Policy, which is available on the Council's website. These priority groups are intentionally broad in scope, since many residents will face greater inequalities – an observation reinforced by the Covid-pandemic:

- children and young people, specifically: looked after children and care leavers; young people who are Not in Employment, Education, or Training (NEET) or at risk of becoming NEET; and young people involved in or at risk of being involved in the criminal justice system.
- long-term unemployed with an underlying health condition or complex needs, including, the over 50s who have, on average, been hit harder economically by the Covid-pandemic.
- promoting equality for Black, Asian and Ethnic Minority residents, who research shows have been disproportionately impacted by the Covid-pandemic.
- disabled people.
- older people; and
- vulnerable adults overcoming a crisis or, domestic violence and abuse, rough sleepers.

1.3. This report, given the wider theme for this month's Scrutiny Committee, focuses particularly on how the Council promotes social value through its commissioning and procurement. It has a long history in this regard, with the Council promoting social value in its procurements for 15 years. It pioneered dedicated social value weightings in procurement evaluations, which at 20% for social value and a further 10% for zero carbon and the environment, are the largest dedicated weightings that we are aware of in the country. It has

also worked with the Centre for Local Economic Strategies (CLES) over the last decade in understanding the impact of the council's procurement in terms of social value.

- 1.4. Social value though, while often associated with the realm of procurement (in part because there is the Public Services (Social Value) Act 2012 which specifically relates to procurement), is wider in scope and the Council looks to drive social value in its own operations (e.g. in how it recruits and employs staff), through new planning / development proposals and through its influence with partners and stakeholders in the city.
- 1.5. This is reflected both in the Council's governance arrangements overseeing the social value work, and in its refreshed programme of work, which comprises workstreams involving multiple different teams across the council. This programme aims to achieve a step change in driving social value. Both of these are set out further in the section below.

2. Social value governance and programme

- 2.1. Social value is overseen by the Social Value Governance Board, which was re-established in September 2022 and meets quarterly. It is chaired by the Deputy Chief Executive and City Treasurer and its terms of reference are attached in the Appendix 1 at the end of this paper.
- 2.2. Reporting to the Board is a Social Value Task and Finish Group which is a programme of work to drive forward action on social value. Whilst the Council has a long track record on social value delivery, the Board wanted a programme of work to deliver a step change. The Council commissioned a report from the organisation CLES, who are long-time partners on developing and measuring social value impact in Manchester, setting out options to deliver that step change, which in turn led to Governance Board establishing the Task and Finish programme of work. The programme consists of 5 workstreams, of which commissioning and procurement is one workstream, with others focused on workforce training and development; brokerage; communication and influence and bespoke strategic approaches for spatial areas (such as the North Manchester development). A programme overview is attached in Appendix 2 for reference. Workstream Highlight Reports are provided to each Governance Board.

3. Overview of social value in commissioning and procurement

- 3.1. Manchester City Council has promoted social value in its procurements for 15 years and there are clear links between social value priorities and wider city priorities like the Our Manchester Strategy, Building Back Fairer, Our Year in 2022 (and now Child Friendly City), the Climate Emergency etc. Whereas social value might have been seen by some a few years ago as an 'add-on' (an observation that was common across authorities), it's increasingly embedded in everyday practice.

- 3.2. This is having a real, positive impact on resident's lives. The direct impact is most evident in larger contracts due to their nature - construction and works contracts being prime examples. The scale of investment in some of these projects, such as Our Town Hall and the Factory, has enabled the Council to be ambitious and provide a level of challenge to maximise outcomes for Manchester residents and businesses. The January 2023 report to the Economy Scrutiny on employment and skills opportunities from major capital projects (see 'Background Documents' above) provides a detailed overview, but the following excerpt from the report, Table 1 below, gives a sense of the scale of social value delivered on the Our Town Hall project alone. The Economy Scrutiny report provides further information on this, and on the wider portfolio of major contracts, including the Factory and Gorton Hub.

Table 1 – Social Value KPI Targets and Actuals to Date on the Our Town Hall project

KPI Ref	KPI Summary	Project Base Target	Project Actual To Date
SV1	Local Employment	30%	47.00%
SV2a	MCR Spend	40%	57.25%
SV2b	GM Spend (including MCR)	50%	71.00%
SV3	New jobs created	45	239
SV4	New qualifications achieved	50	136
SV5	New professional memberships achieved	20	42
SV6	Progression in professional memberships	20	28
SV7	School/college careers/employment sessions	50	156
SV8	School/college STEM sessions	50	28
SV9	Higher Education students supported with employment, skills or subject/research work	1500	1025
SV10	Higher Education research projects supported	35	35
SV11	Work placements 14-16 yrs	50	75
SV12	Work placements 17+ yrs	50	215
SV13	New apprentices up to level 3	100	84
SV14	New apprentices level 4+	50	54
SV15	Manchester resident apprentices (Lendlease and Lendlease Supply Chain)	100%	100.00%
SV16	Existing apprentices employed	100	17
SV17	Completing apprentices	100	25
SV18	Volunteer hours spent	10,000	6620.35
SV19	Compliance with MMW	100%	100.00%
SV20	Compliance with Ethical Procurement Policy	100%	100.00%

- 3.3. Even larger in scale are the plans for Government investment into the North Manchester General Hospital site, together with the residential-led Victoria North development and renewal programme. These developments present a major opportunity to deliver a holistic place-based programme of inclusive growth. The North Manchester Social Benefit Framework has been specially developed for the developments. It articulates the key priorities, opportunities, and the outcomes to which activities related to the Victoria North and North Manchester Health Campus programmes could contribute towards. These outcomes, co-produced through consultation and engagement with a wide range of stakeholders, align with the broader

strategic aims of the city, for which detailed strategies have been implemented. The outcomes, aligned to a clear set of priorities under each key strand, are intended to support the tailoring of social value activities that could be delivered through/supported by the respective transformation programmes.

3.4. The Framework's five themes are:

- Theme 1: Education, Employment and Skills, with a vision to take advantage of the scale and duration of the Victoria North and North Manchester General Hospital development pipeline to create joined-up pathways that support Manchester residents towards and into sustainable employment and training opportunities.
- Theme 2: Health and Wellbeing, with a vision to take advantage of the scale and duration of the Victoria North and North Manchester General Hospital development pipeline to create joined-up pathways that support Manchester residents towards leading healthier lives.
- Theme 3: Community Resilience, with a vision for the neighbourhoods of Victoria North and the North Manchester Health Campus to be cohesive, resilient communities where people are enabled and supported to live long and healthy lives. Through the creation of liveable and inclusive places, where people are involved in decision making and engaged in the work we do, people will get together and feel happy, empowered and a strong sense of belonging. Community groups in north Manchester will be empowered to grow and support the communities in which they work. They will have the skills and governance in place to take advantage of the support and funding available to them, making their groups more sustainable and more resilient. A coherent, strategic approach to the distribution of information in north Manchester will help bring together residents, organisations and partners, building on local pride and fostering an environment of understanding and collaboration.
- Theme 4: Digital, with a vision to take advantage of the scale and duration of the Victoria North and North Manchester General Hospital development pipeline to address the inequalities that are prevalent in north Manchester, including access to digital infrastructure.
- Theme 5: Zero-Carbon 2038, with a vision to take advantage of the scale and duration of the Victoria North and North Manchester General Hospital development to help the city meet its targets in relation to zero-carbon.

- 3.5. Outside of capital programmes and development, Highways are the other major area that commissions works contracts. The Highways' Asset Management State of the City Report, which was also presented to the Economy Scrutiny Committee in January 2023, includes an overview of the approach Highways take to social value along with some case studies, which are reprinted in this report in Appendix 3. These case studies are qualitative in nature, but Highways track a range of social value outcomes through its use of the Social Value Portal.

- 3.6. Although larger construction and works contracts may often be viewed as the 'flagships' for social value, social value is promoted across the contracts portfolio with examples across services of suppliers committing and delivering social value for Manchester. Integrated Commissioning are currently working with contracts leads to develop a suite of case studies to demonstrate to external and internal stakeholders how we can maximise our purchasing power to attain additional social benefits for Manchester residents. One example is the End User Device project in ICT, where the supplier relocated their principal office to Manchester City Council, developed a Manchester graduate programme and donated £20,000 (to date) to local charities. Equipment was also sourced that would align with the Carbon reduction strategy of the council, with important consideration given to product energy efficiency, post-consumer recycled content and bulk packaging in the choice of devices purchased and with new devices & computer monitors using just over half as much energy as the previous desktop devices consumed.
- 3.7. In addition to the above, there are wider impacts that suppliers are making in Manchester, beyond the contracts they have with the council. To understand these impacts further, over the last decade Manchester has worked with the Centre for Local Economic Studies (CLES) to survey the council's top 300 suppliers, asking suppliers about their wider social value impact they are making in the city. CLES analyses the returns, producing a detailed report for the council and one-page highlight summaries which are freely available on the CLES website. Last year a survey wasn't conducted because the Council and CLES were taking stock of how social value could be further boosted in the city. A new survey however is now being prepared (see Section 4 on next steps) and will include new questions, including on the steps suppliers are taking to promote equality, diversity, and inclusion in their organisation.
- 3.8. Fostering a social value culture both within the organisation and with suppliers, has been a long-term effort and remains ongoing. Particular observations and highlights over the last year include the following:
- Internal Audit reviewed social value last year and gave an overall 'Reasonable' assurance opinion. The report stated "To inform our review we requested evidence of social value monitoring activity from a range of services covering all directorates. We reviewed some good examples of monitoring activity where this was clearly embedded within the contract management arrangements. These examples provided assurance that social value commitments made in tenders were being monitored regularly and there were robust records to support monitoring activity." The report also noted areas for development, particularly around systems which is discussed further in Section 4 of this paper.
 - Integrated Commissioning have delivered, at the request of services, separate social value workshop sessions with Children's Commissioning team, with Adults Social Care Contracts and Commissioning Officers and with ICT Project Managers. These sessions included an overview of the Council's Priorities and Objectives, giving a context of the need of Social Value as part of service delivery; an understanding of how to design social value into contracts during service specification and tendering stage; how

to engage with the market to consider the limitations and opportunities; the process of negotiating social value into existing contracts and the process of monitoring Social Value delivery in the duration of the contract. The training sessions received positive feedback, especially around the way to evaluate the social value responses and how to ensure suppliers deliver their social value offers.

- Additionally, the Council has worked with an external company to delivery dedicated zero carbon training for contract managers and commissioners, complementing the carbon literacy training for staff. This training also received positive feedback, which is discussed further in a report to the May 2023 Environment Scrutiny (available on the Council's website).
- Market engagement is an ongoing priority. Some services hold supplier days (i.e. non-contract specific) and Integrated Commissioning and Procurement have led social value discussions at these (e.g. ICT Supplier Day, MLCO Innovation Lab). Services themselves hold various pre-market engagement events too in relation to specific contracts. One of Integrated Commissioning's focus over the coming months will be to work with services on pre-market engagement on upcoming major contracts, which are set out in the accompanying paper to this.
- The group of Social Value and Commissioning Leads, facilitated by Integrated Commissioning and Procurement has grown in membership and continues to share learning and current issues. Practical issues relating to social value are being shared (such as what effective questions to use in procurements, what monitoring arrangements contract managers use).

4. Issues and Next steps

- 4.1. In 2022, the council asked CLES to propose options for how the Council might take social value to the next level, "putting more oomph" into social value to use CLES' terminology. Options ranged from relatively quick wins such as the development and dissemination of case studies through to developing improved brokerage arrangements between suppliers and the voluntary, community and social enterprise sector.
- 4.2. Those options have actively shaped the Task and Finish Group, established by the Social Value Governance Board, as set out in Appendix 2. With regards to the commissioning and procurement workstream, Integrated Commissioning and Procurement initiated a project group in May to progress social value work with directorates. Key priorities include reviewing internal and external-facing social value guidance; refining the measurement framework for social value; refreshing of the Social Value Case studies library described above; implementation of monitoring systems, and (working with HR), further staff engagement and training (in conjunction with workstream2); and market engagement, particularly in relation to major contracts (as referred to above).
- 4.3. The systems and measurement elements of the work are a particular priority, but they have also been a longstanding challenge – something highlighted by Internal Audit in their report. Highways earlier this year completed a successful pilot of a dedicated social value monitoring tool – the Social Value Portal – and

has confirmed that it will continue to use this tool for its contracts. Officers are reviewing options for extending the system, or an alternative tool, for use more widely across the council for major contracts. Major contracts by their nature will have some of the largest potential for social value, which is where a dedicated social value tool could really help. A business case for capital funding is being prepared as it would require additional budget.

- 4.4. Another step forward is that the council is currently implementing a new contract management system, which will have functionality to capture social value contractual commitments. For many contracts, this will be the default way of systematically capturing social value, along with other contractual commitments. This will include capturing commitments to the social value fund, helping to ensure that commitments made in the procurement are followed through.
- 4.5. Intertwined with the work on systems is work on measurement, particularly at the detailed Key Performance Indicator (KPI) level. The Council already has, in addition to its social value priorities, a more detailed breakdown of the different impacts that could be made under each priority. But with new systems, we are looking to drive further consistency down to KPI level. The Social Value Portal used in Highways and the North West Construction Hub uses what is called the Themes, Outcomes and Measures (TOMS) framework, which is a framework for capturing consistent KPIs, defining what is meant by long-term unemployed, for example. There are other measures though (the government has its own Social Value Model, for example).
- 4.6. Another area, related to measurement and impact, will be working with CLES on a renewed survey of top suppliers. This had been delayed for a year due to factors including resourcing issues within Procurement, but there is budget for the Council to continue working with CLES this year.

5. Recommendations

- 5.1. The Committee is recommended to note the content of the report and comment / question the information presented to the Committee as appropriate.

6. Appendices

Appendix 1 – Social Value Governance Board Terms of Reference
 Appendix 2 – Social Value Task and Finish Group Programme
 Appendix 3 – Highways Social Value Case Studies

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Social Value Governance Board Terms of Reference

Purpose

The Social Value Governance Board exists to ensure that the Council is maximising Social Value across all activity.

Priorities

The Social Value Governance Board is a strategic group who will monitor delivery of and set the future direction of travel for Social Value in the Council.

The Board will ensure that Social Value is fully embedded within the Council's day-to-day operations to maximise the benefits to residents of the City and that achievements will be publicised appropriately

The key priorities of the Board are:

1. Monitor and review delivery of Social Value including an annual review and reset of the direction of travel for Social Value in the organisation
2. Ensure that links are put in place to broker opportunities to connect suppliers, community groups and residents
3. Provide support and resources for Council officers and partners involved in this agenda
4. Build relationships with anchor institutions to develop shared and complementary Social Value approaches
5. Ensure that robust contract management arrangements are in place to ensure delivery of Social Value commitments and to monitor delivery of the Social Value priorities in the Council's Social Value Policy
6. To have oversight of the work of other groups in delivering social value
7. To allocate the available budget within the Social Value Fund
8. Ensure that the Council's work on Social Value is promoted as widely as possible

Meetings

The Social Value Governance Board will meet every 2 months from September 2022 with the frequency of meetings being reconsidered in March 2023.

Agenda Standing Items

1. Actions from previous meeting

2. Dashboard (details of performance, KPIs and achievements – possibly each directorate in rotation)
3. Procurement pipeline (identifying future opportunities for specific Social Value to be delivered from selected contracts)
4. Actions from improvements to Social Value delivery recommended in the annual CLES analysis
5. Update on GM wide activity
6. Updates on the use of banked hours and the Social Value Fund
7. Considering requests for inclusion of new priorities or to sign up to Charters etc
8. Overseeing delivery of social value objectives including anti-poverty agenda and diversity in the supply chain

Governance

The Social Value Governance Board will be responsible for reviewing the effectiveness of Social Value delivery arrangements across the council including in service design and procurement and commissioning activity and for ensuring that Social Value delivery is targeted at the designated priority cohorts.

The Social Value, Contracts and Commissioning Group will have responsibility for preparation of reports on delivery of Social Value for consideration by the Social Value Governance Board.

Other subject specific reports will be requested as appropriate

Membership

The Board will have the following core membership and will co-opt additional members as necessary:

- Deputy Chief Executive and City Treasurer (Chair)
- Executive Member for Finance and Resources
- Deputy Executive Member for Finance and Resources
- Director of Capital Programmes
- Head of Integrated Commissioning and Procurement
- Director of Inclusive Economy
- Head of City Policy
- Representative from Communications Team
- Chair of Social Value, Contracts and Commissioning Group

Social Value Task and Finish Group Programme

SOCIAL VALUE TASK & FINISH GROUP

Purpose: Time limited group to drive forward action on social value with reporting back to the Social Value Governance Group.

SRO: Carol Culley

Senior Supporting Officers: Angela Harrington, Peter Schofield, Mark Leaver, David Houlston, Peter Norris, Mike Cunliffe, Suzanne Grimshaw

Objectives		Expected Outcomes		
<p>To provide an injection of strategic thinking and capacity to a small number of priorities that will deliver a step change in the Council's Social Value work. These include:</p> <ul style="list-style-type: none"> Taking forward the recent recommendations made by CLES & the recent internal audit report Ensuring that Social Value is properly embedded into procurement and commissioning and across the Council's workforce. Ensuring that the Council has the right monitoring and measurement systems in place Better connecting local Social Value opportunities (including VCSE) with commissioned businesses and organisations Putting in place strategic bespoke approaches for spatial areas of the city where there will be major transformation and for thematic areas such as Work & Skills and Zero Carbon. Improving communications to staff, members and externally to raise the profile of the work and influence other organisations in the city to implement Social Value 		<ul style="list-style-type: none"> Social Value better embedded into the Council's business as usual operations Better measurement and reporting of the benefits of Social Value with links back to the delivery of the city's and Council's strategic objectives More tangible examples of Social Value making a difference to people and communities by addressing their direct needs Improved coordination and connection between social value offers to create pathways towards employment (or other outcomes?) for residents Improved management of demand for interventions to avoid having surplus offers of support Bespoke and targeted approaches to Social Value in place to maximise the benefit from investment and development Manchester's approach to Social Value gains higher profile locally and nationally 		
Further embedding SV into Procurement & Commissioning	Learning & Development (formal & informal)	Brokerage to better connect opportunities with local need	Bespoke strategic approaches for spatial areas & major redevelopments	Communication & External Influence
<p>Lead: Peter Schofield/Mark Leaver</p> <p>Members: Directorate champions</p>	<p>Lead: Suzanne Grimshaw</p> <p>Members: Andrew Makinson, Yvonne Campbell, Procurement & Commissioning</p>	<p>Lead: Mike, Peter</p> <p>Members: Gary Lamb, Keiran Barnes, Sarah Henshall, Charlotte Moore</p>	<p>Lead: Mike Cunliffe & Peter Norris</p> <p>Members: Matt Doran, Westley Robinson, Charlotte Moore, Dave Berry</p>	<p>Lead: David Houlston</p> <p>Members: Roger Williams/Alun Ireland, Sarah Teague, CLES, partners</p>

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Highways Social Value Case Studies

Rosgals - Areas 2 (Brooks Bar junction to Seymour Grove/Manchester Road junction) and 3A (Seymour Grove/Manchester Road junction to Metrolink Bridge) of the Manchester to Chorlton Cycleway.

Hardy Farm:



Territorial Army Car Park:



As part of their social value commitments, Rosgals have restored the Territorial Army car park in Whalley Range and have improved the walking facilities by Hardy Farm which is situated near West Didsbury and Chorlton Football Club. Both requests required debris clearances, extensive machinery dig-outs and restorations of surfaces. The pictures show the completed activities.

Rosgals – Chapel Street - Community action day

The Neighbourhood Officer for Levenshulme, arranged a community action day for Chapel Street. The aim of the day was to revitalise the grassy area, planters and build some bee hotels.



Mark asked for a tonne of compost and for the three planters to be emptied.

"Kerry from Rosgal's kindly offered to support us and with her amazing team they were able to meet all our asks and make the whole process very simple- with excellent communication".

Hopkins

Hopkins donated 10 laptops to Loreto High School in Chorlton, to facilitate pupils to access their online learning platforms during the pandemic. During the pandemic, it has been widely reported that, unfortunately not all pupils have devices at home to access online lessons and workgroups or are working from devices unsuitable for long term use.

Speaking about the donation, Noel Hopkins CEO at J Hopkins said: After hearing that local school children are still struggling to access their work remotely, we got in touch with our IT partners, Concise Technologies, to see if together we could help. Concise had made sure our entire business could operate remotely last March and they managed to source 7 laptops for us to donate quickly due to their contacts, Concise then very kindly rounded the donation up to 10 laptops for the school.



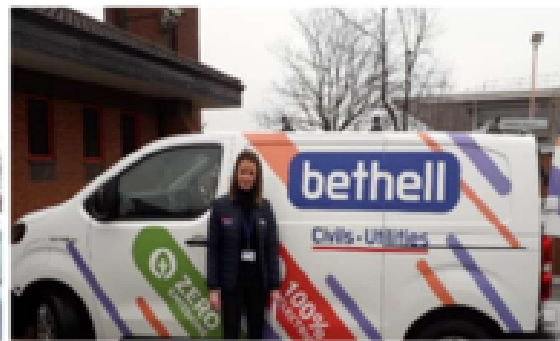
Bethell's

Bethell's Social Value lead reached out to the homeless charity 'Mustard Tree' following the launch of their 1000 egg challenge. With a target of 1000 egg donations that could be distributed to their charity shops, Bethell committed to donating 1000 easter eggs. Liaising with Community Fundraising and Events Coordinator, Laura Burton, Bethell were able to deliver all 1000 eggs to their HQ in Ancoats Manchester where volunteers were on hand to help unload.

Bethell made contact with Read Manchester to find out how they could assist and get involved.



Bethell's supported by offering to deliver as many books to as many local schools as possible. Liaising with their transport department, they scheduled for their 100% electric van to be available to carry out the deliveries. The team managed to deliver to over 13 schools on North and South Manchester just in time for the Easter half term.



Dowhigh

Dowhigh expressed an interest in becoming a supporter of the 2022 'Our Year' initiative by providing resources and donations. Dowhigh have donated £500.00 towards either Equipment or towards Youth initiatives. Dowhigh would like the 'Our Year team to use their professional experience and knowledge to indicate which area of resources would be best placed to accept this donation.

Dowhigh New Islington Free School – Green Screening

Dowhigh have also donated green screening materials to New Islington Free School to help improve the play experience for our pupils. Due to the location of our school, the playground was extremely exposed.

Headteacher Tabitha Smith said: "The screening looks fabulous, has drawn very positive comments from our parents and staff, and also ensures our children are safeguarded.

Many thanks to Dowhigh for this donation".



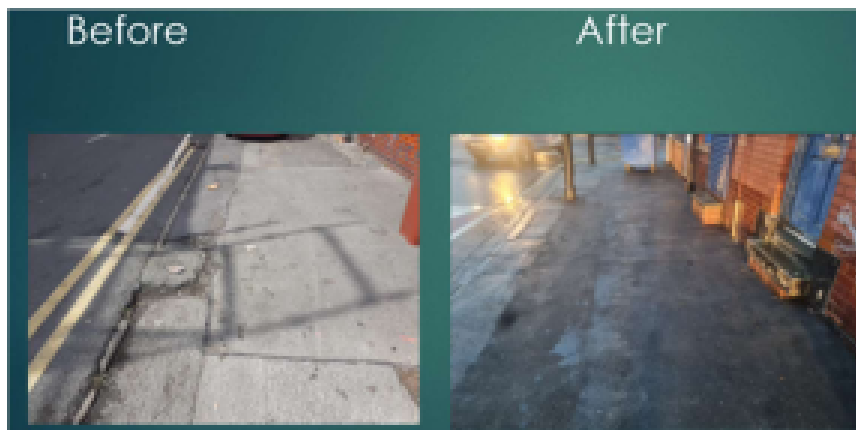
Gaist

St Chad's RC Primary in Cheetham have started a wonderful project to convert some unused land into a community garden and outdoor classroom but required a donation to help purchase some of the materials required.

As part of their social value commitments to Manchester, Gaist donated £250 towards the project. This will go towards the raised planting bed for community veg growing, composting, a pond and bug/beetle hotels.

Thermal Road Repairs

As part of their SV commitment to MCC, Thermal Road Repairs completed a patching job in Northenden. The following works were completed:

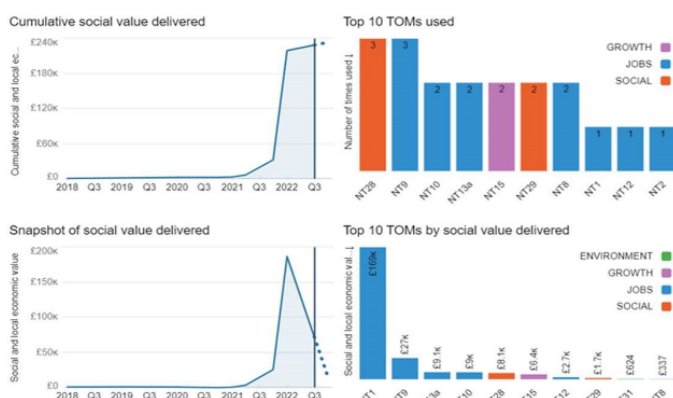
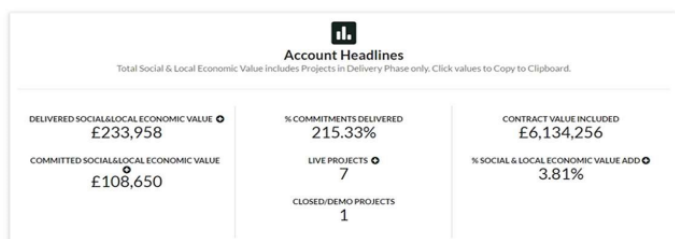


- Survey area
- Prepare and level the existing failed footway areas.
- Treat with bond coat.
- Minor repairs to edging.
- Repair footway area using Thermal Road in situ recycling process.

Network Management

The dashboard below outlines the social and local economic value that suppliers have committed to and delivered throughout the duration of their Network Management contracts with MCC Highways.

The data below covers the following contracts: TC1039 (Winter Gritting), TC205 (Water Features), TC999 Automatic Bollard Maintenance, TC1036 Road Asset Management System, TC1056 Skid Resistance Framework, Small Patching Works and Bridge Inspections. The information provides a monetary overview and four graphs. The second graph breakdowns how suppliers have delivered their social value and indicates the ten most popular measures used throughout the contracts. The bar chart uses different colours to show which target area the social value is contributing to, for example blue relates to jobs, orange is social, and purple is growth. The fourth graph demonstrates the ten most popular measures used by suppliers, the colours are the same as in graph two but an additional colour of green has been added for the inclusion of environmental measures. There is also a key explaining what each of the National Themes, Outcomes and Measures stands for.



National TOMs (Theme, outcome and measures) Key:

NT1: Number 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

NT2: Percentage of local employees (FTE) on contract

NT8: Number of staff hours spent on local school and college visits e.g. delivering careers talks, curriculum support, literacy support, safety talks (including preparation time)

NT9: Number 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: Number 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+

NT12: Number of weeks spent on meaningful work placements or pre-employment course; 1-6 weeks student placements (unpaid)

NT13a: Number of weeks spent on work placements that pay Real Living wage according to eligibility - 6 weeks or more (internships)

NT15: Number of staff hours providing expert business advice to VCSEs and MSMEs (e.g., financial advice / legal advice / HR advice/HSE)

NT28: Monetary donations or in-kind contributions to local community projects (£ & materials)

NT29: Number of staff volunteering hours/time provided to support local community projects

Appendix 4: Manchester North Social Value Case Studies

NMGH – Morgan Sindall

T LEVELS
THE NEXT LEVEL QUALIFICATION

STUDY A T LEVEL AT THE NUMBER 1 COLLEGE IN GREATER MANCHESTER FOR OVERALL ACHIEVEMENT.

Our courses are co-developed and co-delivered with leading employers!

CAREER JOURNEY: Mustaffa Wafa
Studying T-Level design, surveying and planning in construction at Manchester College

North Manchester General Hospital Project

All about me....
Tell us a bit about yourself
I live in Blackley, have lived there since I was 5-years old. I went to primary school and high-school in Blackley and Crumpsall, the high-school I studied at was Crumpsall Lane high-school which is round the corner from the hospital. Both of my parents moved here from Afghanistan 20-years ago, my dad was training to be a Structural Engineer in Afghanistan but due to the war he had to move to Pakistan and became a tailor until he moved over to the UK and opened his own tailoring business. With my dad wanting to work in construction/become a structural engineer when he was younger this is what made me look into it as a career.

What did you do before you started your role here at MS?
I am currently a T-Level student studying from Manchester College, this involves design, surveying and planning in construction. I am currently undertaking 3 placements at 2 different Morgan Sindall projects starting in November 2022 and ending in March 2023. I am currently on the NMGH MSCP project which is great for me as I live local to here and see it on the bus all the time when I am going past. I have also already had a small placement at Laing O'Rourke at a Leisure Centre opposite my old high school.

What was your routeway into the industry?
The majority of my family already work in the industry as either engineers, structural engineers, or Architects. This pushed me into looking at construction as an industry to work in as it seems interesting and has many possibilities.

What inspired you / why did you want to do the role you are currently doing?
I wanted to go down this route as I know my dad would have been doing this if it wasn't for the circumstances at home before moving to the UK. It is also interesting for me to see how buildings go together and being able to tell my family/friends that I have built/worked on a building is an exciting thought for me.

Anything to add ?
I am looking to go into the Structural Engineer role in the future, so it has been good to see on this project how the building starts from out of the ground to be a complete frame.
If I was to go onto a project that was further developed, I may not have learnt as much about this aspect which is what I wanted to see more.

Manchester University NHS Foundation Trust
MORGAN SINDALL CONSTRUCTION



Digital Roadshow: Hive Projects Ltd ARCADIS



Although Manchester has a very strong and resilient digital sector and ecosystem, statistics show that North Manchester wards are underdeveloped compared to other parts of the UK. Reducing the impact of digital exclusion and inequalities across North of Manchester is a key priority and will be paramount in helping residents to access training and employment opportunities in addition to other online services such as booking medical appointments, housing, benefits, banking, transport, and shopping whilst also connecting people to one another to combat loneliness and isolation.

Arcadis and Hive Projects secured 40,000 euros of funding to create a new digital hub to reduce the 'digital divide' in North Manchester. Supported by Manchester City Council's digital and work and skills teams, the funding allowed those working on the North Manchester General Hospital redevelopment to deliver 'Connect with Us', a four-week roadshow held across 10 dates in March that comprised taking new digital hardware and educational support to the north Manchester community. Each day coincided with a theme linked to employment and skills, wellbeing, money saving tips and advice and healthy start vouchers for new parents.

At No.93 Wellbeing Centre in Harpurhey, Hive's Social Value Manager Nin helped a lady who had struggled to book blood test appointments with her GP and whilst she had the NHS app, she was unsure how to use it. Nin spent time with the local resident to upload her photographic I.D and gave demonstrations of the NHS app so that she would be able to book GP and hospital appointments going forward. The resident was truly grateful by this small gesture and knowing how to utilise the app will make booking medical appointments much easier going forward. During this session, Manchester City Council's Digital Inclusion Officer Grace Perks signposted a local resident who could read but not write to access adult learning services through Manchester Adult Education Services (MAES). Another resident was also benefited by the roadshow when realising she was eligible for a free device.

The roadshow is the first phase of our digital offering and once complete, the team will create a lending service to North Manchester libraries and learning centres to ensure this much needed digital upskilling can continue. Phase 2 will see 15 pieces of hardware located in Morgan Sindall's Knowledge Quad; an onsite learning and training facility situated on the North Manchester General Hospital campus. The Knowledge Quad will be operational from the 21st March where education, employment and training activities will be offered to the local community.

NORTH VIEW - IHP

Supporting Greater Manchester Health & Social Care Partnership's new 'Green Social Prescribing' (GSP) initiative, being delivered by social enterprise, Sow the City.

The GSP initiative enables GPs, other health and care practitioners and local agencies to refer people to nature-based interventions and activities, such as local walking for health schemes, community gardening and food-growing projects.

The project team supported this initiative with their supply chain partners by dismantling some disused polytunnels from a former allotment at the North Manchester General Hospital site, transport and reassemble them at three other working allotments, including re-covering them with new polythene and installing new doors, and supplying a new welfare cabin and electrical connections at the Ryder Brow site.

The Ryder Brow community gardeners said: *"Words can't express how much your kind consideration has touched our hearts... thanks to your crew who delivered and constructed the polytunnel, installing the polythene and doors. It came just in time for the Grow Your Heritage project. A BIG THANKS too for arranging the donation of the cabin."* (10k value)



WHAT'S MY JOB

What's My Job' is an initiative run by the North Manchester Business Network, whereby local businesses visit primary schools in North Manchester to work with pupils teaching them about potential future career pathways.

NORTH VIEW - VCUK

Jennifer Aspinall Design Manager at VCUK joined a number of volunteers for a What's my Job session at St Patrick's School, the children were put into small groups and visited each volunteer with a set of questions, the session was a real eye opener for the children who all guessed Jennifer to be a teacher or teaching assistant, she then went onto explain the industry she works in, what she does on a day to day basis.

VICTORIA NORTH - FEC

Two members of the FEC team also supported the day by telling the children about their jobs and what they do at FEC. The children get lots of clues and then have to guess what the job roles are, this gives them an insight into the variety of opportunities, supporting and raising their career aspirations.

HIF – ARUP

Arup participated in a 'What's my Job' session at Irk Valley Community School.

NMGH – Manchester Foundation Trust

The Director of Strategic Projects attended at Irk Valley providing insight for young people about the different types of careers within the NHS





VICTORIA NORTH - FEC

A positive start to the quarter, organising the **Great British Spring Clean Event** at Angel Meadow Park. A mixture of 20 participants from FEC, MCC, Moodswings and Solid Ground attended completing a clean-up ready for Spring. A huge thank you to all our volunteers.

NORTH VIEW IHP

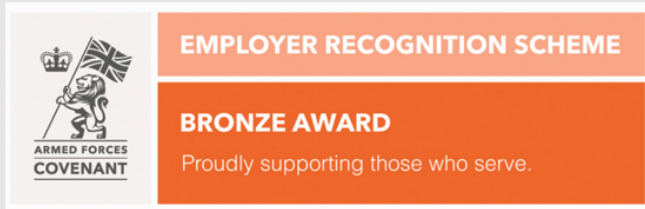
IHP team spent half a day at Crumpsall Park as part of British spring clean week (collected 6 bags of litter) and also provided 20 volunteer hours at Boggart Hole Cough.



MCC - Moston Juniors kit donated via the Highways Department



NMGH – Morgan Sindall



April – Students from Northridge SEN High School came and started work on painting the mural in the Knowledge Quad

May - Morgan Sindall are now a signed supported of the Employer Recognition Scheme in relation to the Armed Forces receiving the Bronze Award.