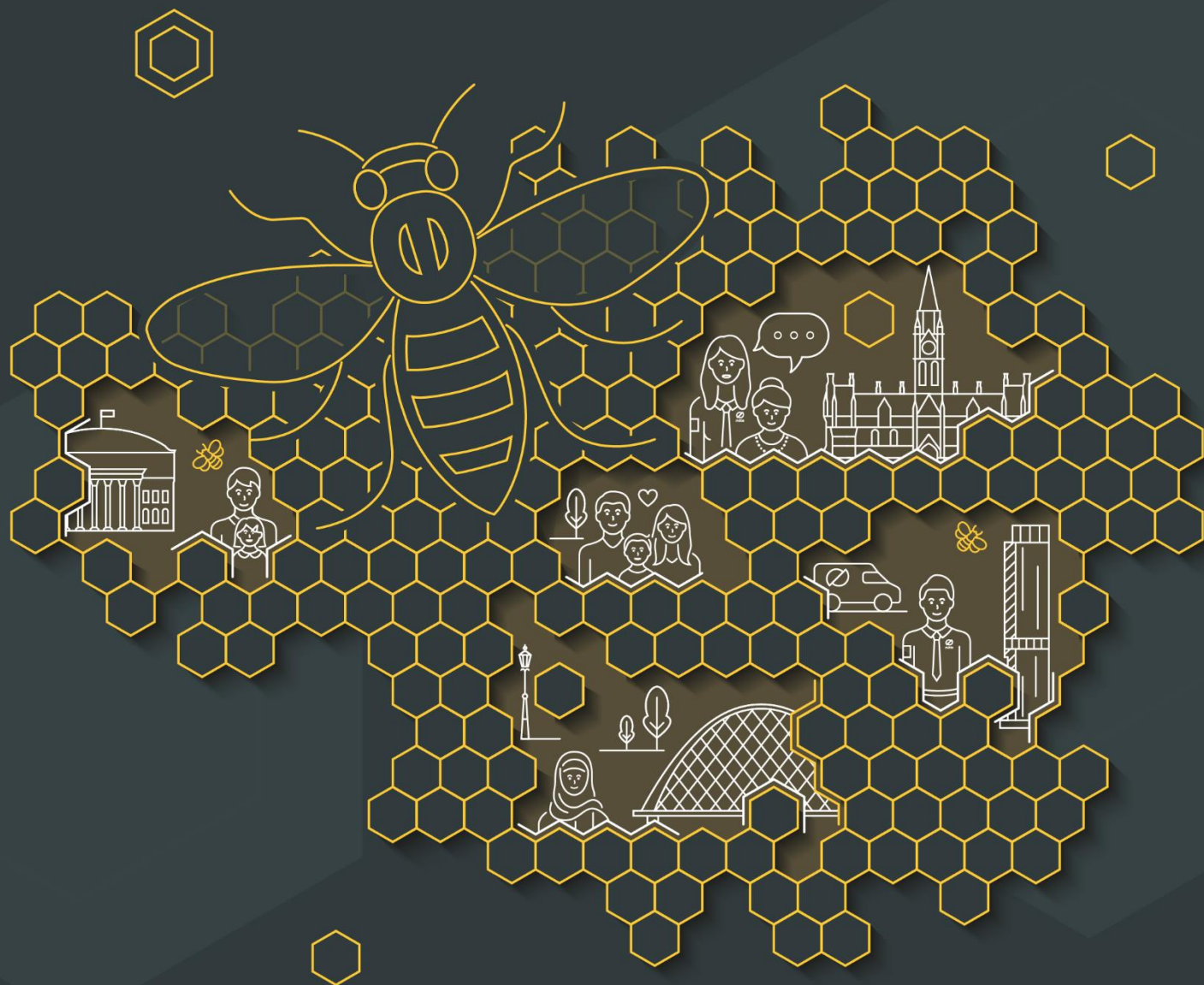

THE EXCEPTIONAL EVERY DAY



Working in partnership to deliver social value

Manifesto for Manchester: During the tendering process for the security services contract with Manchester City Council, we developed a 'Manifesto for Manchester' strategy which outlined a suite of social value commitments that we will be delivering as part of the contract. Aligned to the principles and priorities of Our Manchester, these social value activities are seeking to (amongst other things), tackle unemployment, promote participation and citizen engagement and promote environmental sustainability.

Giving back to local communities in Manchester: Our team are proud and passionate about Manchester; we have a genuine need to give back to the local communities that we live and work in. For every

project we undertake our focus is always on ensuring it is outcome based so we can have a real impact upon the community and benefit those within it. The projects so far have touched upon a number of the Manchester City Council wards, which include, Woodhouse Park, Sharston, Fallowfield, Crumpsall and Gorton. We also received support for our South Manchester projects from Cllr Mary Monaghan, the representative for Northenden ward at the time.

There are so many more areas of Manchester that we plan to support in the hope that we really can help better our communities and the lives of people who reside within them.

Social value delivered

To showcase the social value benefits that we offer Manchester City Council (MCC) we have provided a series of short case studies identifying the successes we have had grouped by social value aims, these include:

- I. Working with local schools and colleges to support pupils, e.g. delivering career talks, curriculum support, literacy support, safety talks (including preparation time).
- II. Support into work' assistance provided to unemployed people through career mentoring, including mock interviews, CV advice, and careers guidance.
- III. Meaningful work placements or pre-employment course.
- IV. Donations and/or in-kind contributions to specific local community projects (£ & materials).
- V. Hours of volunteering time provided to support local community projects.

Below is a snapshot of the social value outcomes delivered over the last two years:



232 hours of support into work



£2,668 donated to local charities plus other in-kind donations



151 hours spent on local community projects



128 Weeks of meaningful work placement



667 hours staff volunteering



104 hours spent on local school visits




I.

WORKING WITH LOCAL SCHOOLS AND COLLEGES TO SUPPORT PUPILS,
E.G. DELIVERING CAREER TALKS, CURRICULUM SUPPORT, LITERACY
SUPPORT, SAFETY TALKS (INCLUDING PREPARATION TIME)



In 2023 alone our team have provided **104 staff hours** within local schools and colleges to support pupils with career readiness.

Project Name	Business Careers Day
Date of project	30th March 2023
Social Value Benefit	54 staff hours
<p>5 MCC staff collaborated with 4 members of the wider Mitie group to participate in an event organised by our Mitie foundation initiative.</p> <p>Together they organised and hosted a business challenge day where students were given a scenario to overcome.</p> <p>Our team mentored conversations and prompted different ways of thinking which would benefit the students in real life situations.</p>	
	

Project Name	Maths in Business
Date of project	23 rd June 2022
Social Value Benefit	5 staff hours
<p>We partnered with Button Lane School to support children with a project on how to apply maths to business.</p> <p>One member of our team attended the school and acted as the project lead in the learning environment to provide timing of the exercise, engaging with the pupils and making sure they were applying the learnings throughout the exercise.</p>	

Project Name	Career Ready
Date of project	Ongoing since January 2023
Social Value Benefit	45 Staff Hours
<p>At the beginning of 2023 we supported the career ready initiative which is available in Manchester schools/colleges.</p> <p>The programme includes paid internship for 3 students over 4 weeks to begin engaging with working people and workplaces ultimately developing their understanding of different careers and the correct attitudes for the workplace environment.</p> <p>Our team are currently mentoring 3 students that are attending college giving them opportunities and knowledge about a career in facility management.</p>	




II.

SUPPORT INTO WORK' ASSISTANCE PROVIDED TO UNEMPLOYED PEOPLE THROUGH CAREER MENTORING, INCLUDING MOCK INTERVIEWS, CV ADVICE, AND CAREERS GUIDANCE.



Between September 2021 and the end of 2022 our team provided **232 hours of 'support into work' assistance** to achieve this we delivered the following projects:

Project Name	Read Easy
Date of project	January 2022 - Present
Social Value Benefit	130 hours 'support into work'
<p>Read easy is a charity supporting employment and social mobility by teaching adults to read using phonics and turning pages. 2 members of our team volunteered to support this initiative.</p> <p>One of the adults attended the programme until she was confident enough to be able to take the learnings back to her children and then left the course and the other reader remains on the programme having 1.5 hours mentorship a week since April 2022.</p>	
	

Project Name	SIA Training
Date of project	September 2021
Social Value Benefit	102 hours 'Support into work'
<p>To improve employability 4 members of our team trained 6 people at NML House High Street to obtain their SIA licence. 100% of the people passed the training and therefore given a guaranteed interview for available positions in which 3 were offered employment.</p> <p>These candidates have since worked their way into a supervisory role within the account.</p>	



III.

MEANINGFUL WORK PLACEMENTS OR PRE-EMPLOYMENT COURSE



Between From June 2021 to date we have provided 128 weeks of meaningful work placements/pre-employment courses.

Project Name	Ready to Work (R2W)
Date of project	June 2021 – August 2021
Social Value Benefit	128 weeks meaningful work placement
<p>This initiative is a Mitie programme to develop work and interview skills for the unemployed. We offered an 8-week programme for 16 candidates split over two cohorts providing full SIA training along with a payment for an SIA licence.</p> <p>During the first 2 weeks the candidates were taught all things “Employment.” This ranged from understanding more about Mitie, what we do, our clients to CV writing, interview prep, and workplace expectation. This ended on a high for all the candidates as they each sat a mock interview conducted by the MCC team with support from the Home Office and HMRC.</p> <p><i>“My Mock interview was my favourite part of the week, I was so nervous as I know that people often judge me on interview, but it went really well! Receiving feedback straight after my interview helped me too, as it has really boosted my confidence for the weeks to come.”</i></p> <p>Carlloyd Samuels R2W Candidate.</p> <p>Candidates then had the opportunity to participate in 6 weeks voluntary work experience, learning more about the contracts. They got the chance to experience the different elements of security on the contracts from Car parks, Custodian teams, Key holders, CCTV, First Response to Site Security in the prestigious Manchester Town Hall.</p> <p><i>“In the beginning I thought security was just one thing, keeping a site safe and the people but after this experience I now see it is so much more than that!”</i></p> <p>Jack Johnson Ready2Work Candidate.</p> <p>Jack is a local trainee who went through a period of unemployment following 3 years of college studies. He was frustrated at the lack of opportunities he had following his achievements in further education, but with a lack of work experience he felt like he was wasting his time waiting by the phone for a return call from recruiters.</p> <p>After visiting his local job centre, he discovered the ‘Ready2Work’ scheme which was ran in collaboration with Mitie. Finding an accessible interview process, he was surprised to learn that not only would he gain more vocational qualifications, but also a wealth of work experience on a range of sites and have an opportunity to interview for a role at the end.</p> <p>He was awarded official security badges and mapped a career development plan during the 2-month initial training programme. After this period, Jack was accepted for a full-time role as front of house security in a Manchester office close to home. Jack states he would tell others who are in his position to apply for the ‘Ready2Work’ programme, stating that the programme offers a holistic training package. He really enjoys his full-time role with Mitie, offering him structure and stability while allowing him access to work accessibly through local public transport.</p>	



IV.

DONATIONS AND/OR IN-KIND CONTRIBUTIONS TO SPECIFIC LOCAL
COMMUNITY PROJECTS (£ & MATERIALS)



Between 2021 and 2023 we **provided £2,668 total donations**, plus in-kind contributions to local communities. The projects we worked on were as follows:


Project Name	Macmillan Coffee Morning
Date of project	25 th November 2022
Social Value Benefit	50 hours volunteering + £310 donated

To raise money for the Macmillan charity our team organised and hosted 5 coffee mornings across varying MCC buildings including Town Hall, Gorton Hub, and Alexandra House. We successfully raised £310 which was donated to the charity.

Project Name	Humans Manchester
Date of project	January 2022
Social Value Benefit	8 hours volunteering and food donated

Humans Manchester are a charity within Manchester supplying food to those who are unfortunate enough not to be able to afford it.

One member of our team spent a full day with this charity working to hand out the food as well as taking in donations which had previously been collected to support further.



Project Name	Easter Eggs for Royal Manchester Children’s Hospital
Date of project	April 2022 and April 2023
Social Value Benefit	20 hours volunteering (per year) and donations in kind



For the past 2 years (22 and 23) we have collected Easter eggs to donate to the Royal Manchester Childrens Hospital. Initially our aim was to collect enough for Ward 84 which cares for young children suffering from varying forms of cancer, but our overwhelming response meant we were able to support over children wards within the hospital.

In 2022 there was a final count of 270 easter eggs which was beaten in 2023 providing 288 eggs. Our team both promoted the project to get donations from the local community as well as financially contributing around £80 to buy eggs too.



royal manchester
children’s hospital **charity**
supporting excellence in treatment, care and research
Registered charity number 1049274

Project Name	100 miles for MIND
Date of project	May 2021
Social Value Benefit	£566 donated

5 members of the team committed to running 100 miles in May 2021 to raise money for mind charity, they exceeded the mileage to run 746 in total and proudly raised £566.




Project Name	Movember
Date of project	November 2021
Social Value Benefit	£635 donated


5 members of the team supported the widely known event Movember by growing a moustache to raise awareness of men's health issues such as prostate and testicular cancer. We proudly raised £635 during this event.

Project Name	Trussell Trust
Date of project	July 2022
Social Value Benefit	5 hours volunteering and donations in kind



The Trussell Trust is a charity within Manchester supplying food to those who are unfortunate enough to not be able to financially afford it. We provided donations that were taken to the food drive by a member of our team who worked with representatives from The Trussell Trust to help with packaging and distribution of the food parcels.

Project Name	Shelter
Date of project	December 2021
Social Value Benefit	3 hours volunteering and £115 donated
<p>Walk for home is a charity where you get to pledge a donation value against a set walking distance based on your preference and physical ability.</p> <p>As we work closely with outreach who combat homelessness, we naturally wanted to assist Shelter as part of the wider vision and thought this would be a fantastic opportunity to give back.</p> <p>We raised £115 for the cause and walked little over 5K from Manchester City Centre to Philips Park and back. Our initiative Quote “Sparechange4change”.</p>	
	

Project Name	Manchester Big Brew SSAFA Coffee Morning
Date of project	26 th May 2022
Social Value Benefit	6 hours volunteering and £215 donated
<p>This was a coffee morning to raise money to support veterans in greater Manchester via SSAFA armed forces charity who provide lifelong support to veterans and their families.</p> <p>Victor Mashamba took the lead on this project setting up the event and promoting the donation page on his personal social media platforms. This effort resulted in £125 being donated.</p>	
	

Project Name	BW3
Date of project	26 th January 2022
Social Value Benefit	9 hours volunteering and £400 in kind donation
<p>Facilities provided to BW3 (Businesses Working with Wythenshawe) who promote support for local charities and organisations looking to give back to the community. We provided space at our Manchester TSOC offices to enable BW3 to host their gateway event for small businesses within the South Manchester and Wythenshawe area looking to give back to their communities.</p> <p>Our MCC team have attended these events on a regular basis and have been able to use the platform to initiate a number of the social value projects we have completed to date. The event is regularly supported by Manchester city council. In the last year both Mike Kane MP and Leader of Manchester City Council Bev Craig have both spoken at their events, two of the committee members Rob Dillon and Juliet Felstead are also employees of Manchester City council. When the opportunity to support with providing the facilities so that BW3 could host an event we were more than happy to support, we also provided refreshments and food which in total equated to £400 value, a saving to local businesses who are focused on supporting our local communities.</p>	

Project Name	Walk for Alzheimer's
Date of project	24 th August 2022
Social Value Benefit	36 hours volunteering and £117 donated

Our team pictured below all completed the 5K walk in Heaton Park to raise money for the Alzheimer's Charity. This event raised £117.



Project Name	Bowling Competition
Date of project	29 th July 2022
Social Value Benefit	£80 donated



We had a bowling day with Debdale Park bowling club to raise awareness and donations for the club, in total we raised £80.

Project Name	Mitie Spring Clean
Date of project	23 rd March 2022
Social Value Benefit	20 hours volunteering and £150 donated

To support Debdale park, 6 of our MCC team litter picked the park and provided 20 litter pickers to local school Oasis Academy Aspinall. We additionally fundraised £150 worth of food and drink donations for the local Debdale bowls team and attended a challenge game with residents.

Project Name	Community Grocery
Date of project	April 2022
Social Value Benefit	£80 donation

We had the pleasure of attending a local charity event called The Community Grocery who offer a weekly shop for £4 for families with little or no income. There is an additional offering where people can then purchase a ticket and leave behind with a message for families to get there shopping for free. Our team left 20 tickets with messages to support 20 local families.






V.

HOURS OF VOLUNTEERING TIME PROVIDED TO SUPPORT LOCAL
COMMUNITY PROJECTS



Between 2020 and 2023 we provided **667 hours of staff time** to local communities as follows:

Project Name	Outreach Volunteering
Date of project	2 nd March 2021
Social Value Benefit	18 hours community volunteering
<p>Three members of our team volunteered with the MCC outreach team to enable us to get a more detailed look at what the project does and have greater knowledge of the homeless communities and the social issues they face daily.</p> <p>This information was then fed back to the wider team on how we can provide appropriate support options such as moving to accommodation. This became invaluable to our teams when working in the city centre car parks and Manchester airport to helping the homeless communities whilst securing facilities.</p>	
	

Project Name	Wythenshawe Waste Warriors
Date of project	26 th September
Social Value Benefit	80 hours community volunteering
<p>Working in conjunction with the local volunteer group ‘Wythenshawe Waste Warriors’ 16 volunteers from our Mitie security team took part in the 5-hour challenge, with the aim to collect one bag of litter each from each of the 17 parks within the area.</p> <p>The Wythenshawe Waste Warriors promote the clean-up of local parks and green spaces to create a community that is environmentally, economically, and physically sustainable. As an active group they work closely with Manchester City Council to deliver against their vision.</p> <p>Mitie donated 20 litter pickers and 25 high vis vests. Our team collected a staggering 132 bags of litter with 16 bags of litter collected from one park alone. The team also collected over 35 items of substance misuse and even a lost mobile phone, thankfully finding its way back to its rightful owner.</p>	
	
<p>Mitie Business Services Commercial Director Kevin Tyrell was one of the volunteers who took part on the day said <i>“It’s a wonderful initiative to be a part of, helping keep our local communities clean and safe so that everyone can enjoy them to their fullest. When I heard that we had the opportunity to take part I had no hesitation in putting my name down and it’s great to help enhance our developing relationship with Manchester CC.”</i></p>	
	

Project Name	Big Mitie Litter Pick
Date of project	14 th June 2022, 20 th October 2022 and 17 th May 2023
Social Value Benefit	9 hours volunteering

On the 14th of June 2022 and between the 18th – 22nd October 2022 and 17th May 2023 the Mitie Foundation in a collaborative effort with Mitie Landscapes and Mitie Waste delivered a week of litter picking sessions across 3 cities: Bristol, London, and Manchester.

Each event was supported by an army of willing Mitie volunteers all eager to get outside and make a positive contribution to the cities they live and work in. Supporting the litter pick in Manchester our 8 volunteers in June, 5 volunteers in October and 8 volunteers in May worked in partnership with MCC representatives to litter pick a number of South Manchester parks.

“The week was a huge success, there was a real buzz at each of the events with colleagues throwing themselves in. Georgia Rabbich of Mitie Energy remarked “when we first set off with our bags and litter picks, I looked around and didn’t really see much litter but as soon as we started to pick up it was surprising how quickly a bag can fill up!! Just goes to show unless you are looking you don’t realise how much litter is actually there damaging wildlife and messing up our parks”.



MMC Manchester



Coop Manchester

Project Name	LifeShare
Date of project	Throughout December 2022
Social Value Benefit	22 hours volunteering

Our operations manager volunteered at the initiative to provide Christmas meals and clothes bank for the homeless.

This was further supported by our custodial team logistically to move equipment to and from the life share office on Houldsworth street to the project venue at Vinci Project.

Project Name	Wood Street Mission
Date of project	December 2021, 2022, and 2023
Social Value Benefit	72 hours volunteering

Christmas toy appeal 2021/22/23. Each year 24 hours of volunteer support provided to support charities with local Christmas toy appeal. We provide logistical support to enable the charity to move donations ready to be delivered on time for Christmas and our efforts have been recognised and praised by the charity as shown below.



Project Name	Marcus Rashford School Meals Vouchers
Date of project	December 2020/ February 2021
Social Value Benefit	80 hours volunteering

Over a four-week period Manchester CC took steps to support children and vulnerable families across Greater Manchester. The support included providing £500,000 worth of meal vouchers that could be used at major supermarkets across 163 locations. The challenge was not only completing this safely and securely but in just 2 days.

Our team was proud to be responsible for the distribution of the Marcus Rashford school meals vouchers in time for the Christmas school holidays. Our careful planning of logistics and team effort meant all vouchers were received by the schools, meaning children would be able to receive food over the holidays. The schools included Newall Green Primary School, Chorlton High School, St Margarets CE Primary School, and Rolls Crescent Primary School.






Project Name	Coats4Kids
Date of project	December 2022 and February 2021
Social Value Benefit	16 hours volunteering

Coats4Kids is a campaign which supports families with schoolchildren in Manchester who face financial hardship. In 2021, Our Operations Manager Shelley Hinard, supported the appeal by posting on social media, which resulted in over 20 households donating to the campaign. Working in true partnership we then arranged our Mitie colleagues to collect the items from the donating households on a chosen Saturday morning. Account Manager Brian Worrall also drove support amongst local businesses and a gym in Wythenshawe where donations were given in bulk. This positive contribution from the whole team enabled us to collect 214 coats, 17 pairs of shoes.

Our support for this campaign also generated additional items such as trainers, teddy bears and around 100kg in other clothing ranging from early years to teenagers meaning we were able to support a further charity call Sure Start.




Support the Coats4Kids campaign by donating any warm coats and shoes you have


The exceptional, every day 

Project Name	LifeShare
Date of project	Throughout Feb 2022
Social Value Benefit	60 hours volunteering


We provided two staff per weekend in February to support at the homeless breakfast club. Our contributions included supplying foodbank donations, clothes donations, furniture donations and Manchester digital collective donations.

- **Week 1 – Clothing Collection**
- **Week 2 – Digital Items**
- **Week 3 – Food Collection**
- **Week 4 – Office Furniture**



As we begin a new month we have to extend a big thank you to @MitieSecurity for their support in the month of February. They've been volunteering to provide security at our Weekend Breakfast Project! They've helped us to provide close to 400 meals to the people of Manchester.



Project Name	Bread and Butter Thing
Date of project	From 9 th December 2022 to Present
Social Value Benefit	310 hours volunteering

This is an ongoing project which started with 5 staff working 3 hours each, now 3 staff working 3 hours weekly.

They volunteer at Gorton library to support food being distributed at low cost to residents. Staff unpack the van and then place the items in bags. When the bags are purchased, the team hand them over to the customers. We also assist carrying the bags for anyone who needs assistance.

