



# **Social Values Framework**

## **December 2023**

**Owner: Enterprise and Economic Social Value  
Manager**

<b><u>Version No.</u></b>	<b><u>Purpose/Changes</u></b>	<b><u>Approval Date</u></b>	<b><u>Approved By</u></b>	<b><u>Suggested Review Date</u></b>
<b>1.0</b>	<b>New Framework</b>	<b>14/12/23</b>	<b>ELT</b>	<b>November 2026</b>

## **1. Our policy...**

- 1.1 Our aim is to create social value in everything we do, to make social value a core part of our business, embedding it within our mind set and culture, and strengthening our overall commitment to being a leader of social value.
- 1.2 We want to drive the future of social value through collaborations, building an ecosystem in which all organisations and individuals have a common goal; to improve the societal, environmental and economic challenges our communities face in order for everyone to prosper and flourish.
- 1.3 To take into account our customers needs and tailor our social value dependant on the needs of the community, environment and the abilities of our supply chain.

## **2. It applies to...**

- 2.1 This framework applies to the whole organisation, including Ongo Recruitment and our Commercial businesses – Ongo Roofing (trading as Ashbridge Roofing Solutions Ltd.) and Ongo Heating and Plumbing (trading as Hales & Coultas Heating and Plumbing Ltd).
- 2.2 This framework applied to all contract managers and is to be followed and implemented for all contracts.

## **3. Because we want to...**

- 3.1 Our Social Value Framework will achieve:
  - ✓ Business benefits
  - ✓ Environmental benefits
  - ✓ Residents and community benefits
  - ✓ Wider social benefits
  - ✓ Value for money benefits
- 3.2 These priorities build on our Corporate Social Responsibility Policy commitments. The priority social value themes will be broad enough to be flexible and responsive and will influence our social investment decisions.
  - 3.2.1 Sets out our relationships with suppliers:
    - How we will secure social value through procurement
    - How we will ensure tenderers understand our social value objectives and requirements
    - And how tenders will be evaluated in relation to social value

## **4. The framework...What is social value?**

- 4.1 Social value refers to extra economic, social or environmental benefits that can be attached to procurement activity with suppliers. It must have a benefit to the public

or wider community and form part of the contract terms and conditions. It is a key part of ensuring that the organisations we work with make valuable contributions to our communities.

- 4.2 Our Social Value Framework identifies opportunities that will shape and focus our social value activity over the next 3 years.

## **5. Social value in the supply chain**

- 5.1 In accordance with the Social Value Act 2012, Ongo must consider social value at pre-procurement stage, in decisions about how the procurement of goods and services has potential to make a major contribution to the economic, environmental and wider social well-being of our tenants and customers. We always build 'social value' into our contracts with external companies.

- 5.2 We will use knowledge gained by listening to the needs of our tenants, customers and trusted partners to identify areas of focus for social value. This could be apprenticeships and training, volunteering time or goods and services.

- 5.3 We know that by linking communities and partners with social value through our supply chain, they can be better resourced to deliver support and increase capacity where it's needed most.

- 5.4 All those involved in procurement have a duty to consider how social value can be achieved, recognising that the best value option is not always the cheapest option. This means considering the cost of each contract, but it also encompasses a broader evaluation of the value of each contract including the wider social, economic and environmental outcomes each contract can deliver, offering additional value to the community.

- 5.5 We will work with suppliers and contractors that are committed to delivering added social value benefits, at no additional cost, over and above their main contract obligations, for our tenants, customers and communities.

- 5.6 We will offer support to our partners and suppliers to review our processes within procurement, to gather social value from tenders and align them to our Corporate Plan. This allows us to make sure that we take a consistent approach and drive forward the aims of our organisation.

- 5.7 Appendix 1 shows examples of social value that we would seek from tenders to provide the most impact for the local community. It specifies how Ongo should consider social value when putting contracts out for tender, so that any company who wants to work with us builds this into their way of thinking.

- 5.8 To help define what social value outcomes we are looking for through our procurement processes, Ongo has adopted a social value themed outcomes and measures approach which suppliers are encouraged to consider:

- TOMs Framework <https://socialvalueportal.com/> TOMs is a respected model that comprises a set of high-level themes with priority outcomes grouped

under each theme and a menu of specific metrics to use in contract management and reporting

- HACT calculator <https://hact.org.uk/tools-and-services/uk-social-value-bank/> used by housing associations across the UK to measure social return on investment

## **6.0 Scoring at tender evaluation stage**

- 6.1 Social Value has a minimum 10% weighting within our tender process.
- 6.2 Ongo's social value procurement model will help to level the playing field between large corporations and small or medium sized enterprises (SMEs). Our social values are scalable to ensure that all bidders are capable of meeting them, regardless of size. Support and advice will be given from the procurement and social value teams in order to establish and review social value programmes and pledge to tangible commitments.
- 6.3 Different social value issues and opportunities will be aligned with, and tailored to, different contractors and different types of contracts. Alignment will be considered at the tender stage, and also during the contract term.
- 6.4 Service providers often have their own social value or corporate social responsibility programmes. The social value team will engage with contractors to support in identifying potential collaboration opportunities on social value issues of mutual interest. Tenderers are encouraged to include examples of existing or previous social value delivery and commitments to demonstrate their track record and understanding of social value.
- 6.5 Different procurement categories will align to different specific areas of social value and size of contractor.
- 6.6 The duration of a contract may influence the choice of alignment social value issues. This is important to ensure that delivery is appropriate for the contract period and that interventions don't end abruptly. Bidders are required to consider the annual value of the proposed contract, their resources and ambition; and complete an annual social value offer (which they will be required to deliver if awarded the contract) and take this into consideration when completing their tender responses.

## **7.0 Monitoring and evaluation**

- 7.1 Approved contracts will include the social value commitments made during the tender process. A contract specific Social Value Plan will be agreed and completed at the commencement of the contract. This will form part of the contract and will be monitored through our contract management procedures.
- 7.2 Any difficulties in delivering on the individual Social Value Plan should be raised at the earliest opportunity with the contract manager so support can be offered. Social Value forms part of the contract and failure to deliver will be dealt with

through our contract management procedures. Meetings will be held at the commencement, during and conclusion of a contract to assess progress and achievements.

- 7.3 As well as measuring success against the commitments made at the time of the contract award, Ongo will seek to work with contractors to broker and facilitate additional social value opportunities at a local level through our Social Value Champions.

**Appendix 1 Examples of social value options to share with potential suppliers/contractors**

(This is not an exhaustive list)

<b>Themes</b>	<b>Outcomes</b>
<b>Environment</b>	Protecting and improving our environment
<b>Policy</b>	<ul style="list-style-type: none"> <li>• Implement an environmental policy by X date</li> </ul>
<b>Carbon Emissions</b>	<ul style="list-style-type: none"> <li>• Reduce carbon emissions from business milage by X % or X kgCO2e</li> <li>• Reduce carbon emissions from business premises by X % or X kgCO2e</li> <li>• Transition X % of fleet vehicles to is electric or hybrid</li> </ul>
<b>Energy Efficiency &amp; Utilities</b>	<ul style="list-style-type: none"> <li>• Implement initiative, improve the environment and reduce consumption by X% per year on any of the following themes:-               <ul style="list-style-type: none"> <li>○ energy efficiency consumption</li> <li>○ water management</li> <li>○ managing/reducing pollutants</li> </ul> </li> <li>• Increase the use of renewable energy as a proportion of total energy consumption by X% over the lifetime of the contract (without increasing overall energy consumption)</li> </ul>
<b>Waste</b>	<ul style="list-style-type: none"> <li>• Reduce the % of waste generated</li> <li>• Reduce the amount of waste sent to landfill by X%</li> </ul>
<b>Biodiversity</b> Better places to live	<ul style="list-style-type: none"> <li>• Deliver or sponsor a locally led biodiversity and environmental improvement initiative</li> <li>• How much £ do you intend to dedicate to creating green spaces, improving biodiversity or helping ecosystems during the lifetime of the contract?</li> </ul>
<b>Materials and Goods</b>	<ul style="list-style-type: none"> <li>• What % of your office consumables are responsibly sourced?</li> <li>• For works to buildings only, what proportion of your materials responsibly sourced?</li> </ul>
<p>We will ask you, on an annual basis, to provide information against these themes and measures to support our commitment to ensure our supply chain is adopting the environmental principles that Ongo strive to achieve.</p>	
<b>Employment and training</b>	<p><b>Employment opportunities</b> Utilise <a href="https://www.ongorecruitment.co.uk/">https://www.ongorecruitment.co.uk/</a> our not for profit recruitment agency to enable the employment of Ongo tenants and local people and ensure profits are put back into the community:</p> <ul style="list-style-type: none"> <li>• Create X number of apprenticeships</li> <li>• Create X number of new jobs</li> <li>• Create X number of temporary roles</li> <li>• Employ X number of ex-offenders (or other group of people who typically face additional challenges in competing in the labour market)</li> </ul> <p><b>Training Opportunities</b> Provide skills training/workshops to local residents by your own team of industry specialists:</p>

	<ul style="list-style-type: none"> <li>• Career mentoring for job clubs, including mock interviews, CV advice, and careers guidance for X Ongo tenants and local people</li> <li>• Deliver employability sessions (e.g. CV advice, mock interviews, careers guidance) to X number of school and college students</li> </ul> <p>Improve the skills levels and labour market status of existing staff by training X number of employees to Level 2/3/4</p>
<b>Volunteering/Work placements</b>	<p><b>Work experience for individuals (can be supported through the Ongo Communities Work Placement Coordinator)</b></p> <ul style="list-style-type: none"> <li>• Provide X number of days of meaningful work experience volunteering opportunities for local people</li> </ul> <p>Work with community and voluntary organisations to create X number of new volunteering opportunities</p>
<b>Support for charities, social enterprises and small businesses</b>	<ul style="list-style-type: none"> <li>• Provide support / financial advice / legal advice / HR advice to community and voluntary organisations through an employer-supported volunteering scheme</li> <li>• Sharing skills and knowledge with local voluntary groups and charities</li> <li>• Implement employee engagement programmes to encompass community based volunteering initiatives for staff that benefit local people</li> <li>• Support local third sector organisations through the supply chain by spending X% of total expenditure with community and voluntary sector providers e.g. Ongo Recruitment (social enterprise employment agency)</li> <li>• Support X number of new business start-ups by running practical workshops with enterprise clubs</li> </ul> <p>Provide meeting and training facilities for use by community and voluntary organisations for X number of hours per year</p>
<b>Young people</b>	<ul style="list-style-type: none"> <li>• Provide £X support to local youth clubs</li> <li>• Provide materials or services for youth club sessions</li> </ul> <p>Provide volunteers from your business to support Ongo youth club sessions</p>
<b>Financial Inclusion</b>	<ul style="list-style-type: none"> <li>• Secure £X-worth of investment in, or in-kind contributions to fuel poverty initiatives</li> <li>• Money management advice sessions</li> <li>• Fundraising training</li> <li>• £X contribution to the Ongo Hardship fund to support tenants to sustain their tenancies</li> </ul> <p>Offer X discounts for Ongo tenants</p>
<b>Health &amp; Wellbeing</b>	<ul style="list-style-type: none"> <li>• Coordinate and run a befriending scheme to reduce social isolation (and thus prevent the consequences of social isolation) for X number of older people</li> <li>• Support local charities to fundraise £X through health and wellbeing activities and match-fund X% of the total funds raised</li> <li>• Support prevention by running education and publicity campaigns with specific targets (e.g. support X number of staff / residents / service users to stop smoking / increase their physical activity /access money advice</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide access to training courses and services that promote the mental health, emotional resilience and personal health and wellbeing of your staff and identify and deliver X support</li> <li>• Identify all staff in your organisation who are carers, and ensure flexible working practices are implemented to support these responsibilities within X weeks of contract start date</li> </ul> <p>Secure a positive profile for Ongo through X number of positive stories in the national media by the end of the contract</p>
<b>Digital access</b>	<ul style="list-style-type: none"> <li>• Provide/donate suitable IT equipment for community groups</li> <li>• Provide Wi-Fi dongles/data for Ongo tenants</li> </ul>
<b>Cash contributions to community projects</b>	<ul style="list-style-type: none"> <li>• Provide £X cash or X% of profits to Ongo Community Grants, an annual grant scheme, providing funding for community groups to deliver activities and projects in our communities</li> <li>• Support the local economy by spending X% of total expenditure in the local supply chain</li> <li>• Contribute to a community project e.g. fit a kitchen at a community centre, redecorate a community building, donation of materials or services etc</li> <li>• Deliver initiatives aimed at reducing crime (e.g. support for local youth groups, lighting for public spaces, improved security) to reduce crime</li> </ul> <p>Support the creation of stronger communities through initiatives to be taken to tackle homelessness (supporting temporary housing schemes etc.)</p>