

16 June 2020		ITEM: 9
Housing Overview and Scrutiny Committee		
Housing Social Value Framework		
Wards and communities affected: All	Key Decision: N/A	
Report of: Susan Cardozo, Strategic Lead, Assets Repairs and Compliance		
Accountable Assistant Director: Carol Hinvest, Assistant Director of Housing		
Accountable Director: Roger Harris, Corporate Director Adults, Housing and Health		
This report is Public		

Executive Summary

This report sets out the principles applied when procuring works or services for Housing.

The Housing repairs, maintenance and major works programmes invest to secure the long-term integrity of the Council's housing assets and bring significant improvements to the health and wellbeing of our local residents through improvement to their living conditions. They also provide an opportunity to support the local economy and provide additional benefits for our local communities.

The tender process for Housing sets out the key performance expectations in social value from successful contractors. Commitments made subsequently form part of the contractual agreement. This approach has secured and delivered considerable local benefits which are detailed in this report.

1. Recommendation(s)

Housing Overview and Scrutiny members are requested to:

- 1.1 Note the approach taken to commissioning the Housing investment contracts to secure social value outcomes.**
- 1.2 Note the recent performance and community benefit projects achieved.**

2. Introduction and Background

- 2.1 The Public Services Social Value Act 2012 requires local authorities to consider social value for every procurement. This means we must consider**







how the service being procured might improve the economic, social and environmental wellbeing of the area.

- 2.2 There is an ongoing need to invest in our existing council stock to ensure the integrity of the asset is maintained and that the Council fulfils its duty to provide residents with warm homes with modern facilities.
- 2.3 This significant investment represents a real opportunity to provide additional social value to the local communities in the borough. The commissioning and contract management approach operated in Housing supports a framework for social value delivery to provide training and employment opportunities for our communities and maximise spend in the local economy.
- 2.4 When tendering for new housing investment contracts the expectations for social value commitments are specified in relation to the size of the contract. For the larger investment contracts this will include requirements for:
 - Percentage of suppliers registered in Thurrock
 - Percentage of workforce resident in Thurrock
 - Number of local apprenticeships
- 2.5 In addition to the above key performance areas, companies tendering are asked to outline additional benefits they can provide for the local communities aligning with the borough's strategic priorities. This will typically include the following:
 - Engaging with the local communities in activities that support Thurrock's strategic objectives
 - Involving local communities in shaping where they live to deliver improvements to the local environment
 - Increasing the number and prosperity of local businesses
 - Providing employment opportunities that leave a legacy of skilled local labour
- 2.6 One of the key principles that is central to delivery of the housing programmes is to ensure a mechanism is in place for stringent contract governance. This includes the monitoring of the social value commitments made by contractors at tender stage. These social value commitments from each contractor are then reflected in the contract agreement with the council. The progress with these is subsequently monitored alongside other contractual performance indicators at monthly governance meetings.
- 2.7 In addition to the above monthly governance arrangements a social value monitoring group meets bi-monthly. This group is made up of representatives from the main contractors, Thurrock contract managers and the resident engagement team. The remit of this group is to ensure all partners are working together and we are therefore able to deliver a broad range of opportunities to achieve the best outcomes.

3. **Headline Performance in the last year**

3.1 As noted above the main contracts have key performance indicators for social value outcomes. The performance on these contracts for the last financial year is shown in the table 1 below.

Table 1 – Social Value Performance for 2019/20

	 Apprenticeships Last Year	 Workforce Resident in Thurrock	 Suppliers Based in Thurrock
 Repairs	3	55%	80%
 Transforming Homes	4	50%	60%
 Gas	2	95%	100%

4. **Local Community Projects**

4.1 A broad range of local projects have been delivered through the housing contracts in line with the contract requirements. Local improvement projects are designed in response to consultation with local residents.

4.2 Below are some examples that have been delivered in the last 2 years, many of which have provided education and training opportunities as well as improvements to local facilities.

4.3 **Environmental – Improving the Local Area**

- Improvements to the Grays Beach Park were completed by our Transforming Homes contractor Wates in partnership with The Conservation Volunteers. This improved wheelchair access to the

specialist playground equipment, refurbished a number of planted areas at the entrance and repainted equipment and signage.

- Mears our major repairs contractor are undertaking an ongoing project with a Thurrock community group at Falconwood in Grays. They have built boundary walls, installed railings and gates to secure the site on all sides. They have also participated in three tidy up days on the site and installed a 200m path to allow side access. They are continuing to support projects on this site planned in the coming year.
- Refurbishment at Lime Close Community Hall undertaken by our Transforming Homes contractor United Living, addressing priorities identified by local residents. This included new men's WC facilities and refurbishment of the wood flooring to main hall area
- Installation of bollards in a street in Ockendon to prevent vehicles cutting through a grassed undertaken area by Mears. Improvements included the creation of a garden memorial space in memory of a local resident and an improved paved area by the park play area. All identified as priorities by local residents.
- Pilgrims Lane and Gammonfield Site activity days were supported by Mears who also carried out resident identified repairs at the sites.
- Oakray our Door Entry and Electrical works contractor have carried out improvements to security doors on two blocks in the borough and upgraded control systems of two further blocks as part of their social value commitment.
- Improvements were made to the Grangewaters Outdoor Activity Centre by Wates who improved the path around the lake and in partnership with Essex Wildlife Trust installed signage a for wildlife trail.

4.4 Economic - Providing Training and Skills for the Future:

- Mears have successfully run an award winning trade school in Thurrock for several years as part of their social value commitment. They deliver three programmes per year to students between the ages of 13 and 16 providing basic training in plumbing, carpentry and electrical repairs. 36 students a year have benefitted from this training.
- The Building Futures Programme delivered by Wates provided four unemployed residents with a level 1 BTEC in Construction and the certification needed to take up employment in the sector.
- Mears have been working with the Thurrock Sanctuary Team at the woman's refuge participating in training in life skills and delivering DIY classes

- Wates have worked in partnership with the community interest company 'Volunteer it Yourself' to give young people in the borough the opportunity to learn DIY skills while refurbishing local buildings. Four phases of this project have been completed so far with different target groups one with young offenders, one involving students from the South Essex College and two with candidates from the Princes Trust. The programmes have worked on the Turnaround Centre in Stanford and the Adult Community College. The programmes supports a City and Guilds level 3 in employability skills.
- Our contractors support a number of careers events held at Thurrock schools, the South Essex College and the Opportunity Thurrock event. They encourage students to consider a variety of careers in the construction industry, they help with mock interviews and provide support with CV writing.
- Contractors have also delivered many targeted interventions in local primary schools. Examples include a Maths Day for Year 5 students presented by Wates and Health and Safety talks delivered by Mears.
- Our contractors support the work experience programme. Between 10 and 15 placements every year to local school children.
- Several contractors have been supporting schools in the Thurrock Next Top Boss competition. Mears supported the winning team in 2019 with their design of a Trade School website
- A local Scout Group were supported by United Living to enter a national competition to design a site hoarding.

4.5 **Social – Health and Wellbeing**

- United Living are supporting the MIND charity through volunteering. A member of the team has been trained to volunteer with MIND and has supporting the local branch at their stand in Lakeside providing information and advice to visitors.
- Donations have been made by several contractors to local foodbanks throughout the year with large donations at Christmas.
- Aaron Services our Gas contractor have installed a new gas hob at a Christian Care Home
- A joint project between Mears and Amalgamated Lifts has successfully revamped a former crèche space at the bottom of one of the tower blocks in Chadwell. This adapted all areas to meet fire regulation so it could be used as a community space. It included a painted mural to enhance the space and provision of a gaming table.

- Mitie our decorating contractor have redecorated the communal areas and a guest bedroom at one of our sheltered complexes
- 4.6 In addition both Mears and Wates sponsor the annual Thurrock staff awards. A number of companies who provide services to Housing also provide free training to Thurrock staff in their specialist areas such as Asbestos management and contract administration.
- 4.7 These are just some of the many examples. In 2018 Thurrock Housing won an award jointly with Wates from TPAS the national Tenant Participation Advisory Service for 'Excellence in Contractor Engagement'. The award recognised a project undertaken the previous year achieving improvements in outdoor spaces for our sheltered housing residents.

5. Issues, Options and Analysis of Options

- 5.1 The principles applied in Housing contracts have been demonstrated to deliver positive outcomes for Thurrock local communities.
- 5.2 Looking to the future Housing will continue to apply the same principles in terms of tender stipulations and ensuring the ongoing emphasis at monthly governance meetings to ensure commitments are brought through to fruition.
- 5.3 It is important that the initiatives respond to the different needs of local areas. Engagement with local resident has been and will continue to be at the heart of any improvement projects.
- 5.4 Members of The Excellence panel have been given training in order to participate in the procurement of Housing contracts and assist in the evaluation of the social value offers.
- 5.5 Contractors are regularly invited to The Excellence Panel to update on progress with their contractual commitments.

6. Reasons for the report

- 6.1 This report is submitted to Housing Overview and Scrutiny Committee to provide an overview of the social value framework applied when procuring major investment contracts for housing.
- 6.2 This report demonstrates the performance and recent achievements in this respect.

7. Consultation (including Overview and Scrutiny, if applicable)

- 7.1 Members of the Resident Excellence Panel are invited to participate in the tender evaluation of new housing contracts. Members of the Resident Excellence Panel have been trained in the evaluation process and have provided positive contributions when involved.

8. Impact on corporate policies, priorities, performance and community impact

8.1 The improvement of the Council's housing assets supports the Council's key priorities through the provision of quality housing and estates people are proud to live on.

8.2 The Council's strategic priorities have been and will continue to be an integral part of the social value tender documents and bidders will be required demonstrate how they will generate added value for local communities, support the local economy through opportunities for local businesses and provide local job opportunities.

9. Implications

9.1 Financial

Implications verified by: **Mike Jones**
Strategic Lead for Finance

The social value commitments of the housing contracts form part of the tender and are delivered at no additional cost to the Council.

9.2 Legal

Implications verified by: **Courage Emovon**
Principal Lawyer / Manager Contracts Team

The Public Services (Social Value) Act 2012 came into force on 31 January 2013. It requires Public Authorities to consider how what is proposed to be procured might improve the economic, social and environmental well-being of the relevant area and how in conducting such procurement process, it might act with a view to securing that improvement.

The Council have a duty to consider matters relevant to what is proposed to be procured and in doing so to consider the extent to which it is proportionate in the circumstance to take those relevant matters into account and consider whether to undertake any consultation as to what it should consider. These are requirements necessary for the Council to comply with the Public Services (Social Value) Act and secure the wider social, economic and environmental benefits through the services they commission.

9.3 Diversity and Equality

Implications verified by: **Rebecca Lee**

Team Manager - Community Development and Equalities

A full community equality impact assessment has been undertaken of the implementation of the Housing delivery of the investment programmes.

The significant investment made through the ongoing repair and maintenance of the housing stock represents a real opportunity to provide additional social value to the local communities in the borough. It is therefore important that the commissioning and contract management approach continues to support a framework for social value delivery to support training and employment opportunities for our communities and maximise spend in the local economy.

Housing work closely with the Community Development team to ensure alignment with the corporate framework for social value.

9.4 **Other implications** (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

None

10. **Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright): -

None

11. **Appendices to the report**

None

Report Author:

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