



SOCIAL VALUE POLICY

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Purpose

The purpose of this policy is to clarify how The PCS Group will ensure Social Value is embedded throughout the procurement, commissioning, and delivery of services.

Background and Scope

Social Value has a legislative underpinning in most of the UK with the introduction of The Public Services (Social Value) Act 2012, which imposes an obligation to consider social value in the procurement of goods, services, and works.

The PCS Group believes that Social Value means looking at more than the environment we would be working in and the impact we have upon it, but to also look at the wellbeing of individuals in the local community, the impact we have on local and the wider environment and encouraging ethical practices. We are proud of our environmental credentials, but just as passionate about the important efforts our staff make when giving their time, energy, and enthusiasm to supporting Social Value ventures.

Through a consistent performance management approach, setting appropriate strategic objectives and embedding relevant measures of performance, The PCS Group ensures that all delivery partners in our supply chains and partnerships prioritise social value outcomes as an essential element in everything we do.

Social value is integral to The PCS Group's approach and operations.

Social value is not just a box ticking exercise to us. We ensure that there is an element of Social Value in every action we do. From recruitment, to purchasing- we ensure all avenues are approached with a view to enhancing a wider environment.

The PCS Group ensures socio-economic development and environmental responsibility sits at the heart of every activity we undertake.

The PCS Group intends to ensure that we play a leading role in the development of social value outcomes by embedding appropriate strategies into our service delivery approach, our employment practices, and to shape the way in which social value is delivered, measured, and reported upon.

The PCS Group experienced in unlocking social value with our clients. This has been achieved through procurement solutions and innovative joint ventures, creating scope to plan sustainably and invest for the future of our clients and employees.



Social Value Policy Objectives

The aim of this policy is to:

- Define the social value standards and behaviours The PCS Group expects to fulfil in the way in which our services are planned, managed, and delivered;
- Articulate why social value is important to The PCS Group and how it adds real benefit to the communities The PCS Group provides services for, setting out our organisation's commitments;
- Establish a position of thought leadership in respect of social value outcomes, helping to change attitudes and behaviours in everyone engaged in any project we are a part of;
- Set out expectations of our framework delivery partners and their supply chain as new frameworks are procured and collaborative relationships are entered into for delivering services.





Delivering Social Value

The PCS Group's service offering is a catalyst for social value.

The PCS Group not only sets the social value requirements for contracts and projects, but ensures we are consistently achieving them through performance management.

The PCS Group generates social value both directly, through the activities of our employees and initiatives such ventures through The Training Consortium and within the framework Business in The Communities projects; and indirectly, by stipulating and regulating supplier behaviour through thought leadership, which helps to shape how clients and suppliers think about social value.

The PCS Group has four main areas of impact where social value has significant influence:

- In setting objectives for delivery of services, to establish a common standard of outcomes, and to ensure social value outcomes feature in every service offered;
- In the specification of services; both those delivered directly and through our suppliers; ensuring social value outcomes influence the choices of materials, methods, and resourcing for every client contract;
- In performance management activities as services are delivered, ensuring social value measures are consistently captured and that data is used pro-actively; and
- In reporting progress and celebrating success; ensuring our clients are receiving the best possible service, celebrating and recognising the achievements of supporting the community



Our Social Value Commitments

The PCS Group will ensure that:

- social value objectives form an integral part of our strategy, business planning and decisionmaking;
- we maintain a 'green conscious' approach. Valuing the responsible employer/supplier approach;
- all our employees understand our social value policy and priorities, and how these are relevant to their day-to-day work;
- take responsibility for our internal environmental performance, reduce waste, maintain sound practices;
- our workforce management practices reflect our social value principles;
- social value is embedded in all specification activities;
- social value measurement is used as part of our performance management and continual improvement plan for every service we offer, developing a suite of reportable performance measures, ensuring the measures we use are:
 - relevant to our clients and the communities they serve;
 - proportionate for all parts of the supply chain to apply; and
 - robust enough to secure continuous improvement in the delivery of services.



Measuring, Recording and Reporting Social Value

Key Principles

The quality of the data captured is fundamental to the success of our social value strategy. The PCS Group are seeking to measure positive and meaningful social value impacts for clients.

The data collected provides the supporting evidence for this.

Adopting the TOMs approach

In addition to the KPIs, The PCS Group has developed a TOMs-based (Themes, Outcomes, Measures) approach to social value, in partnership with the Social Value Portal.



These outcomes and measures are economic, social, and environmental in nature. The National TOMs provide a simple, intelligible methodology and reporting standard to enable benchmarking across the UK.

The PCS Group are implementing National TOMs, alongside KPIs, as the basis of social value delivery in all frameworks. The current version of the National TOMs matrix is included in Appendix A.

The National TOMs will form part of the tender documentation, and when other directly delivered services are established by The PCS Group.

Once appointed, our designated Contract Managers for a client will report on performance against the measures in the TOMs matrix, alongside other contractual KPIs, to retain a streamlined reporting process.

The TOMs matrix will be used to establish performance management arrangements for our services and supporting structure. Local social value delivery plans will be developed for each client, relevant for their specific contract and the social value outcomes prioritised by the client.

As social value is a dynamic process, The PCS Group continues to look for further ways to add social value, improve outcomes, and respond to the changing needs of communities.

The TOMs matrix will be regularly reviewed to test the appropriateness of the measures and updated to ensure that it continues to provide maximum impact.



Policy Responsibilities

The PCS Group Administration Director is responsible for this Policy, and for ensuring this Policy is reviewed periodically.

The Senior Operations Manager is responsible for ensuring this policy is implemented and distributed to the operations teams, and that systems, and processes, are developed and monitored. All Area Contract Managers are responsible for ensuring that the employees under their charge are aware of their responsibilities under the Policy and that it is fully implemented throughout their contracted area.

All staff (including employees, volunteers, and contractors) have a responsibility to comply with this Policy.

The PCS Group Compliance Manager is responsible for updating, promoting, and ensuring compliance with the Policy.



Our 5-year Plan

The PCS Group is dedicated to continual growth and development. As such, we are constantly reviewing procedures to ensure we are delivering the highest level of social value to our clients, their microenvironment, and the macro environment.

In order to maintain growth, we have compiled a 5-year plan, in which we set targets to achieve our carbon footprint, social impact, and zero waste goals.

By 2026 we will have the following running, as standard practices, throughout the company:

- All of our driving workforce will be in electric vehicles- from 2021 our travelling Area Managers have been in hybrid vehicles.
- Hire a minimum of 2 employees at each location, where availability dictates, who were not in employment prior to placement.
- Where suitable, have facilities available to hire individuals who have not been able to find employment due to disability
- Offer enhanced employment supporting services to young people to develop their skills and enable career progression
- Through our encouragement to increase client's recycling by 80% over the first 6 months of the contract, thus reducing overall waste.
- Energy efficient equipment on sites- needing minimal use of client power. Explore alternative avenues for electrically charging machines.
- Further develop our Mental Health Wellbeing department.
- Community Investment Plan- Outline and develop a commitment to invest in local communities, assisting with volunteering ventures alongside our clients, building stronger community networks.
- Cement our commitment to The Race Charter, maintaining our all-inclusive practices.
- Develop our partnership with 'One Tree Planted' for involvement in wider sustainability initiatives.
- Cleaning operatives to use 50% less vehicle emissions to travel to work within the first 12 months of a new contract.



Appendix A – National TOMs Matrix

Theme	Outcomes	Measures
Jobs: Promote Local Skills and Employment	More local people in employment	No. of local people (FTE) employed on contract for one year or the whole duration of the contract, whichever is shorter.
		% of local people employed on contract (FTE)
	More opportunities for disadvantaged people	No. of employees (FTE) taken on who are long term unemployed (unemployed for a year or longer)
		No. of employees (FTE) taken on who are not in employment, education, or training (NEETs)
		No. of employees (FTE) taken on who are rehabilitating young offenders (18-24 yr.)
		No. of jobs (FTE) created for people with disabilities
		No. of hours dedicated to supporting unemployed people into work by providing career mentoring, including mock interviews, CV advice, and careers guidance - (over 24 yr.)
	Improved skills for local people	Local school and college visits e.g., delivering careers talks, curriculum support, literacy support, safety talks (No. hours, includes preparation time)
		No. of training opportunities on contract (BTEC, City & Guilds, NVQ, HNC) that have either been completed during the year, or that will be supported by the organisation to completion in the following years - Level 2,3, or 4+
		No. of apprenticeships on the contract that have either been completed during the year, or that will be supported by the organisation to completion in the following years - Level 2,3, or 4+
	Improved employability of young people	No. of hours dedicated to support young people into work (e.g., CV advice, mock interviews, careers guidance) - (under 24 yr.)
		No. of weeks spent on meaningful work placements or pre-employment course; 1-6 weeks student placements (unpaid)
		Meaningful work placements that pay Minimum or National Living wage according to eligibility - 6 weeks or more (internships)



Appendix A – TOMs Matrix

Theme	Outcomes	Measures
Growth: Supporting Growth of Responsible Regional Business	More opportunities for local SMEs and VCSEs	Total amount (£) spent with VCSEs within your supply chain
		Provision of expert business advice to VCSEs and SMEs (e.g., financial advice / legal advice / HR advice/HSE)
		Equipment or resources donated to VCSEs (£ equivalent value)
		Number of voluntary hours donated to support VCSEs (excludes expert business advice)
		Total amount (£) spent in LOCAL supply chain through the contract.
		Total amount (£) spent through contract with LOCAL SMEs
	Improving staff wellbeing	Demonstrate commitment to work practices that improve staff wellbeing, recognise mental health as an issue and reduce absenteeism due to ill health. Identify time dedicated for wellbeing courses
	A workforce and culture that reflect the diversity of the local community	Diversity training provided for contractors and subcontractors
	Ethical Procurement is promoted	Percentage of contracts that includes commitments to ethical procurement, including to verify anti-slavery and other relevant requirements.
	Social Value embedded in the supply chain	Percentage of contracts with the supply chain on which Social Value commitments, measurement, and monitoring are required



Appendix A – TOMs Matrix

Theme	Outcomes	Measures
Social: Healthier, Safer and more Resilient Communities	Crime is reduced	Initiatives aimed at reducing crime (e.g., support for local youth groups, lighting for public spaces, private security, etc.)
	Creating a healthier community	Initiatives to be taken to tackle homelessness (supporting temporary housing schemes, etc)
		Initiatives taken or supported to engage people in health interventions (e.g., stop smoking, obesity, alcoholism, drugs, etc) or wellbeing initiatives in the community, including physical activities for adults and children.
	Vulnerable people are helped to live independently	Initiatives to be taken to support older, disabled and vulnerable people to build stronger community networks (e.g., befriending schemes, digital inclusion clubs)
	More working with the Community	Donations or in-kind contributions to local community projects (£ & materials)
		No hours volunteering time provided to support local community projects
		Support provided to help local community draw up their own Community Charter or Stakeholder Plan



Appendix A – TOMs Matrix

Theme	Outcomes	Measures
Environment: Protecting and Improving Our Environment	Climate Impacts are reduced	Savings in CO2 emissions on contract not from transport (specify how these are to be achieved).
	Air pollution is reduced	Car miles saved on the project (e.g., cycle to work programmes, public transport or car-pooling programmes, etc.)
		Number of low or no emission staff vehicles included on project (miles driven)
	Better places to live	Voluntary time dedicated to the creation or management of green infrastructure, to increase biodiversity, or to keep green spaces clean
	Sustainable Procurement is promoted	Percentage of procurement contracts that includes sustainable procurement commitments or other relevant requirements and certifications (e.g., to use local produce, reduce food waste, and keep resources in circulation longer.)
Innovation: Promoting Social Innovation	Other measures (TBD)	Other measures (£) - please describe any additional initiatives that you would like to make and £ to be invested
		Other measures (hrs) - please describe any additional initiatives that you would like to make and hrs to be committed (No. expert hrs)
		Other measures (hrs) - please describe any additional initiatives that you would like to make and hrs to be committed (No. voluntary hrs)

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