

CONCEPT

SOCIAL VALUE MODEL

2022 Review

2023-2025 3 Year Plan



DRAFT FOR REVIEW

18th January 2023

SOCIAL VALUE – YEAR IN REVIEW 2022

For 2022 Social Value was measured within the business and across its activities based on the following three themes and subordinate objectives and metrics, identified as priorities for the year, as documented within the **CONCEPT-SHEQ-QA SHEQ AND SOCIAL VALUE PLAN 2022**. The following provides a summary of these themes, objectives and progress against the targets set:

THEME	OBJECTIVE	TARGET	CURRENT STATUS	RESOURCES	MEASURED BY	PROGRESS
ECONOMICAL <i>Promoting Local Skills, Local Business, Ethical Business Practices, and Employment</i>	School Engagement Target (North and South)	20 hours per year	28 hours for 2022	Local Schools/ Colleges / Social Media Connections	Social Value Records	COMPLETED – ABOVE TARGET
	HR Data – Mothers returning to work/not in employment/graduate positions/Interns	1 per year	1 - HT returned to work after maternity leave on 05/01/2022	HR Records	HR Data	COMPLETED – ON TARGET
	Work experience	1 per year	1 for 2022	Local schools/colleges	HR Data	COMPLETED – ON TARGET
	Training – on the job training to gain qualifications (NEBOSH, etc)	Average of 20 hours per year per employee	Average of 15 hours	HR Records / Training Matrix / HR Dashboard / Union Square	HR and Training Data	INCOMPLETE at 75%
	EDI Data – Female/BAME/Disabled/Etc	80% completion of EDI forms	80% completion of EDI forms	HR Records	HR Data	COMPLETED – ON TARGET
	Local Workforce – add to HR Dashboard how many employees based in which region and include how many employees are 'local' to area.	60% Target (within 50 miles)	Not undertaken	HR Records / E-site / Project Documentation	HR Data	INCOMPLETE at 0%
	Fair Payment Charter – 90% value invoices paid within 30 days	100%	Not undertaken	Accounting Records / SAGE / Finance Dashboard	Accounting Records / SAGE / Finance Dashboard	INCOMPLETE at 0%
	Local Supply chain – already monitored with Environmental target	70% (within 40 miles)	75%	Supply chain Records / Union Square Records	SHEQ Dashboard / Union Square	COMPLETED – ABOVE TARGET

THEME	OBJECTIVE	TARGET	CURRENT STATUS	RESOURCES	MEASURED BY	PROGRESS
SOCIAL <i>Creating healthier communities</i>	Quarterly initiatives to support and engage staff in health interventions and wellbeing initiatives	1 per quarter (4 per year)	4 done	H&S Calendar / SHEQ Newsletter	H&S Calendar / SHEQ Newsletter	COMPLETED – ON TARGET
	Local Foodbank	1 per quarter (4 per year)	2	Local Foodbanks / SHEQ Newsletter / H&S Calendar / Advertising in offices/sites	SHEQ Records	INCOMPLETE at 50%
	Monthly Mental Health Campaign (currently doing via newsletter/TBTs)	1 per month, 12 in total	10	Construction Industry Helpline / Online Resources / H&S Calendar	TBT Records / SHEQ Newsletter / SHEQ Dashboard	INCOMPLETE at 83%
	Grassroots FC Sponsorship	£500 p/year	£750	Accounts Records / Invoices / Club Information	Accounts Records / Invoices / Club Information	COMPLETED – ABOVE TARGET
ENVIRONMENTAL <i>Decarbonising and safeguarding our world</i>	Local Supply chain – monitored with Environmental target	70% (within 40 miles)	75%	Supply chain Records / Union Square Records	SHEQ Dashboard / Union Square Records	COMPLETED – ABOVE TARGET
	Reduced air pollution by monitoring and lowering our fleet emissions (less than 18) – monitored with Environmental target	Less than 18 Units	8.04 Units	FORS Dashboard	Environmental Performance Report / SHEQ Dashboard	COMPLETED – ABOVE TARGET
	Prevent the waste of materials, resources, and energy and manage waste products arising from our activities in accordance with the waste hierarchy	Increase recycling points at Brunel Rd, Coventry and Northfields. Quarterly waste initiatives/training sessions to be rolled out across all 3 premises.	1 waste initiative	SHEQ Newsletter, TBTs, Waste Documentation/Transfer Notes	SHEQ Newsletter, TBTs, Waste Documentation/Transfer Notes, SMT SHEQ Dashboard	INCOMPLETE – NB: although 1 waste initiative completed (upcycling of waste materials), this differed from the set target initiative.

SUMMARY CONCLUSIONS AND RECOMMENDATIONS

Following a review of the data for 2022, the following observations are made:

- Training metrics were affected by difficulties with staff cancelling training sessions due to project commitments.
- Data Analysis of systems with regard Local Workforce and Fair Payment Charter was not undertaken.
- Initiative for Local Foodbanks appears to have lost impetus.
- Monthly Mental Health Campaigns were completed for ten out of twelve months.
- Waste initiative for office facilities was not completed.
- Of the objectives completed, approx.. 65% were completed above target.
- Approx. 40% of all objectives were incomplete, 60% complete.

Looking forward to 2023 and beyond, the following recommendations are made:

- Review themes and objectives to ensure the business' social value metrics are aligned with current market trends, stakeholders and the TOMS framework.
- Set metrics for a 3-year period for measurement of continual improvement.
- Review training processes, specifically with the aim of increasing individual/line management responsibility and reducing cancellations.
- Undertake data analysis of Local Workforce and Fair Payment Charter.
- Undertake waste segregation initiative within all office facilities.
- Increase Mental Health First Aid provision across the business, and communicate internally.
- Establish a baseline for CO2 emissions to enable mapping and measurement of carbon reduction targets.
- Include metrics for the following key elements, as a minimum:
 - Dust and noise
 - Sustainable sourcing of materials
 - Number of verified Science Based Targets (SBTs)
 - waste recycled vs. landfill
 - biodiversity
 - apprenticeships
 - real living wage
 - graduate scheme
 - supply chain training
 - charitable donations
 - community projects
 - volunteer hours

Signature:

Date: 18/01/2023

Dave Cage – **Business Development and Process Manager**

SOCIAL VALUE – 3 YEAR PLAN 2023-2025

Following a review of our 2022 Social Value metrics, the following plan has been compiled with the following key considerations:

1. Themes and objectives should be bespoke to Concept, its operational structure and the specific activities of the business
2. Themes and objectives should primarily be aligned with the national TOMS Framework, with a detailed narrative describing our approach, and which of the set objectives we are able/unable to align with and why.
3. A newly created Company Policy is drafted for review, outlining our commitment.
4. Consideration shall be given to previous objectives and where appropriate these shall be integrated into the plan going forward.
5. Consideration shall be given to embedding social value into business processes i.e. procurement, supply chain, project management
6. Consideration shall be given to the mechanisms for internal communications to increase engagement with Social Value.

The following provides a summary of proposed themes, objectives and progress against the targets set:

THEME	OBJECTIVE	TARGET	RESOURCES
JOBS <i>Promote local skills and employment</i>	% employees paid on or above Real Living Wage		
	% Local labour		
	Number of NEETS (people previously Not in Employment, Education or Training) employed		
	Number of previously long-term unemployed people employed		
	Number of hours of paid work experience provided		Local schools/colleges
	Number of hours of staff time provided supporting people into work		
	% of employees/supply chain trained/attending workshops etc		
	Number of strategic workforce plans		
	Training – on the job training to gain qualifications (NEBOSH, etc)	Average of 20 hours per year per employee	HR Records / Training Matrix / HR Dashboard / Union Square
	Number of apprentices		
	Number of staff on graduate scheme		

THEME	OBJECTIVE	TARGET	RESOURCES
	Local Workforce – add to HR Dashboard how many employees based in which region and include how many employees are 'local' to area.	60% Target (within 50 miles)	HR Records / E-site / Project Documentation
	Fair Payment Charter – 90% value invoices paid within 30 days	100%	Accounting Records / SAGE / Finance Dashboard
	Local Supply chain – already monitored with Environmental target	70% (within 40 miles)	Supply chain Records / Union Square Records
GROWTH <i>Supporting growth of responsible regional businesses</i>	£/% spend with SMEs		
	% spend with 'local' organisations		
	Spend with Voluntary and Community Sector (VSC) organisations		
SOCIAL <i>Delivering healthier, safer and more resilient communities</i>	Quarterly initiatives to support and engage staff in health interventions and wellbeing initiatives	1 per quarter (4 per year)	H&S Calendar / SHEQ Newsletter
	Number of staff hours spent on curriculum support	30 hours per year	Local Schools/ Colleges / Social Media Connections
	Number of volunteer hours	800 hours	Concept operates a volunteer scheme in which all employees are able to undertake two days of volunteer work per year
	Local Foodbank	1 per quarter (4 per year)	Local Foodbanks / SHEQ Newsletter / H&S Calendar / Advertising in offices/sites

THEME	OBJECTIVE	TARGET	RESOURCES
	Monthly Mental Health Campaign (currently doing via newsletter/TBTs)	1 per month, 12 in total	Construction Industry Helpline / Online Resources / H&S Calendar
	Grassroots FC Sponsorship	£500 p/year	Accounts Records / Invoices / Club Information
	£ and % spend on public amenities for local community		
ENVIRONMENTAL <i>Protecting and improving our environment</i>	Local Supply chain – monitored with Environmental target	70% (within 40 miles)	Supply chain Records / Union Square Records
	Number of staff hours contributed to improving local biodiversity		
	Number of staff hours spent litter picking		
	Carbon emissions per £m turnover		
	% waste to landfill		
	% waste recycled		
	Number of electric vehicles in fleet		
	Number of hybrid vehicles in fleet		
	Number of staff hours spent volunteering to improve green space		
	% change/reduction in total CO2 emissions (requires baseline calculations)		
	Number of biodiversity action plans in place		
	Reduction in noise and dust levels		
	% of products sustainably sourced		
	Number of verified Science Based Targets		
	Monitoring and lowering our fleet emissions (less than 18) – monitored with Environmental target	Less than 18 Units	FORS Dashboard

THEME	OBJECTIVE	TARGET	RESOURCES
	Number of Waste Initiatives/campaigns to prevent the waste of materials, resources, and energy and manage waste products arising from our activities in accordance with the waste hierarchy	Increase recycling points at Brunel Rd, Coventry and Northfields. Quarterly waste initiatives/training sessions to be rolled out across all 3 premises.	SHEQ Newsletter, TBTs, Waste Documentation/Transfer Notes
INNOVATION <i>Promoting Social Innovation</i>	Number of Social Innovation Community Networks joined		
	Number of employee hours given to Social Innovation planning and initiatives		
	Number of internal comms campaigns to promote social innovation		
	Number of external marketing campaigns to promote social innovation		
	Number of innovative community events organised and undertaken		

Signature:

Date: 18/01/2023

Dave Cage – **Business Development and Process Manager**

SOCIAL VALUE POLICY

We recognise that the impact of our activities goes far beyond the financial returns that we are looking to achieve. We have a direct responsibility to the communities in which we operate to maximise social value in terms of economic, social and environmental wellbeing. Whilst we are not bound by the Public Services (Social Value) Act 2012, we have chosen to implement the spirit of the Act into how we do business as we believe that this will deliver the most value for ALL of our stakeholders.

Our Social Value Policy has been designed to ensure that we take into account and maximise the social value and beneficial impact that we bring to the communities we work within. This policy covers all our activities as well as the activities of our supply chain including suppliers and service providers. It lays out our management objectives as well as the specific activities that we will undertake to ensure that we meet the aims of this policy. This includes who our stakeholders are, how we consult with them, how we will deliver our core business activities and how we will report our progress against our ambitions.

Our Commitments

- **People and knowledge management** – to ensure that all of our staff are aware of the impact they have and the value that they can create and to put in place the resources needed to ensure that they can deliver the principles laid out within this policy.
- **Our stakeholders** – to ensure that we know and consult with our stakeholders on a regular basis. Our stakeholders include our people, our supply chain and, wherever possible, the communities in which we work.
- **Measurement and monitoring** – to measure the social value of all our business against the National Social Value Measurement (TOMs) Framework that is based on 5 key focus areas (themes)
 - Jobs: Promote local skills and employment
 - Growth: supporting growth of responsible regional businesses
 - Social: Delivering healthier, safer, and more resilient communities
 - Environment: protecting and improving our environment
 - Innovation: promoting social innovation
- **Target setting** – to set targets that are relevant and proportional and reflect the broader impact on society that we are looking to achieve. Targets will be set on a three-year rolling basis and progress will be reported annually.
- **Reporting** – to ensure that all our stakeholders have access to relevant information on our Social Value performance presented in a way that is clear and concise and shows how we are progressing against our targets. Where targets are not being met, we will be clear about measures to be

taken to rectify our performance. Reporting will be delivered through an annual update and a range of other media solutions.



Signature:

Date: 18/01/2023

Natalie Bews – **Managing Director**

Revision History

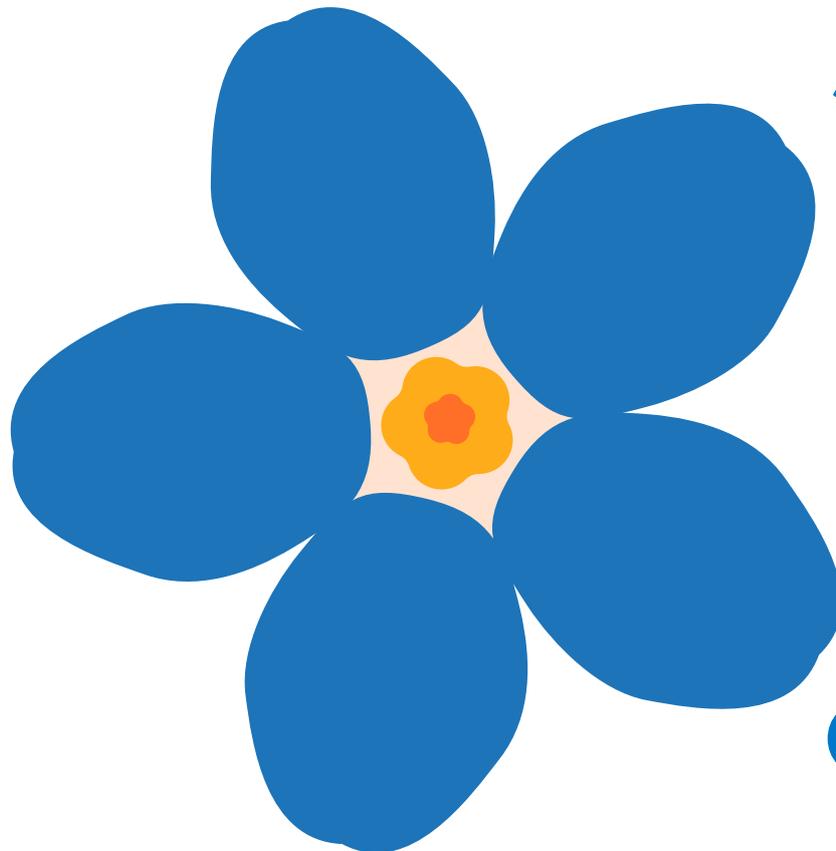
VERSION	DATE	DESCRIPTION	AUTHOR	AUTHORISER
0	18/01/23	Draft Policy created for review	Dave Cage	Natalie Bews

Social Value **Forget-Me-Not**

Innovation

Social

Jobs



Growth

Environment

Creating a place for Social Value to grow

CONCEPT