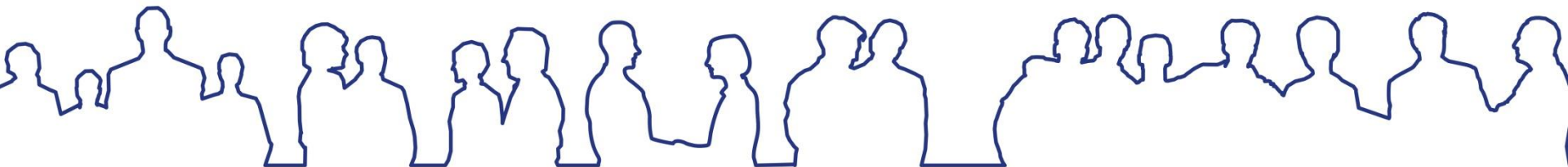


# 4th Annual Social Value Conference

Thursday 8 February 2018,  
Marriott Hotel, Leeds, LS1 6ET

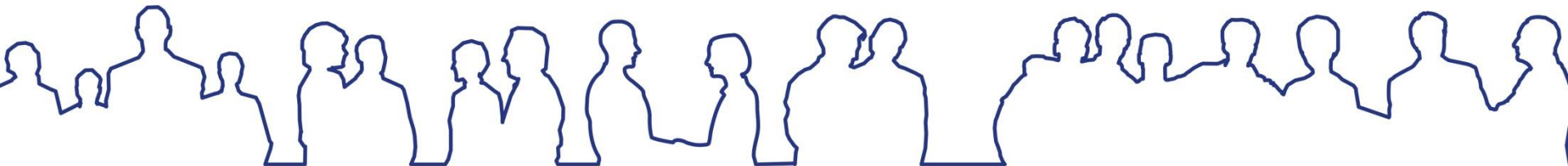
**#NHCsv18 | @nhc**



# Using Social Value information to inform dialogue with clients

*Tracey Lyth,  
Group Head for Customer Success and Social Impact,  
Mears*

**#NHCsv18 | @nhc**





**MEARS**

Making People *Smile*

## Tracey Lyth – Group Head Customer Success – Social Impact





**MEARS**

Making People *Smile*

Using Social Value  
information to inform  
dialogue with clients







## Our Approach To social value

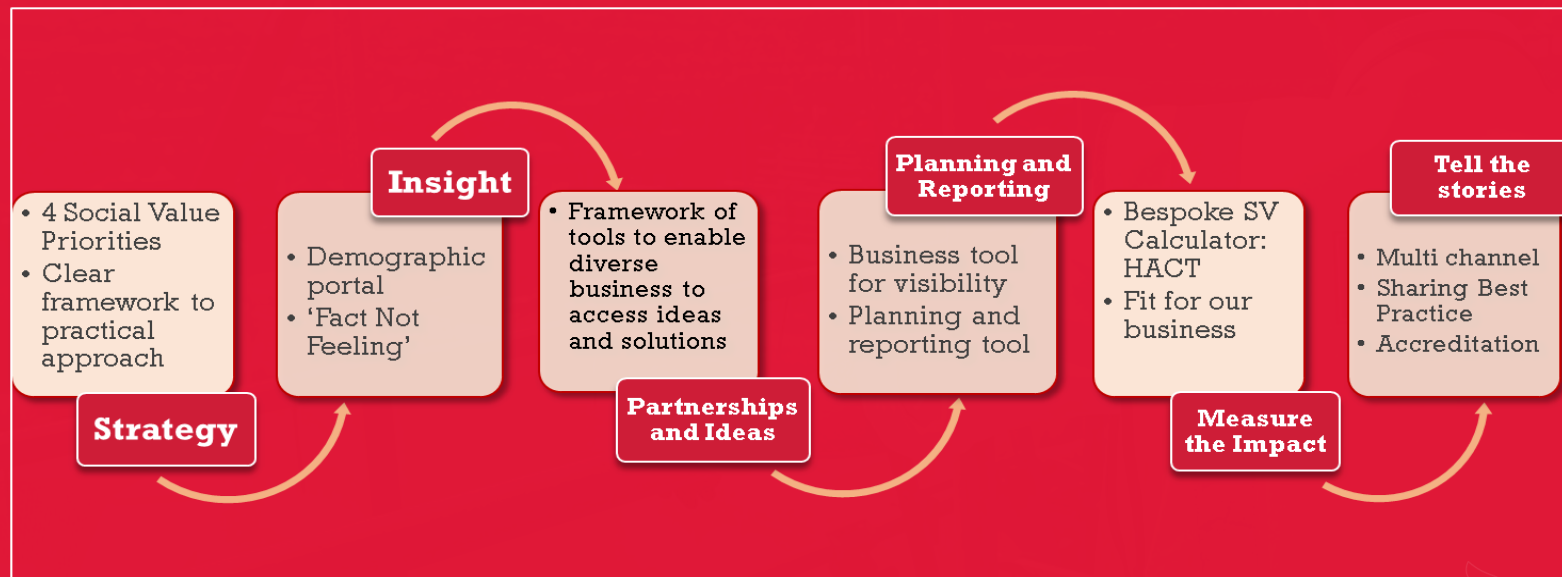


## Considering the strategy

- Maintain it at the top of organisational strategy, considered within our DNA
- Create a framework from Board to the front line that drives understanding, activity and demonstrates the impact
- Tailored and meaningful to our culture, activity and mission
- Agile to align to client strategies
- Validated and challenged independently
- Consistent approach to making a POSITIVE difference in all our markets



# Our practical approach – making it real



## Our Social Values in

### PRACTICE



#### Championing Local

Improving the wellbeing  
of people and the  
communities we serve



#### Creating Chances

Providing career, skills and  
employment opportunities



#### Fair for all

Reducing prejudice,  
improving understanding  
of differences, and  
supporting social inclusion



#### Healthy Planet

Making a positive  
contribution to our planet

### Our commitment

"It's about making a **POSITIVE**  
difference, to enable the individuals  
and the communities in which we  
operate to flourish and thrive."

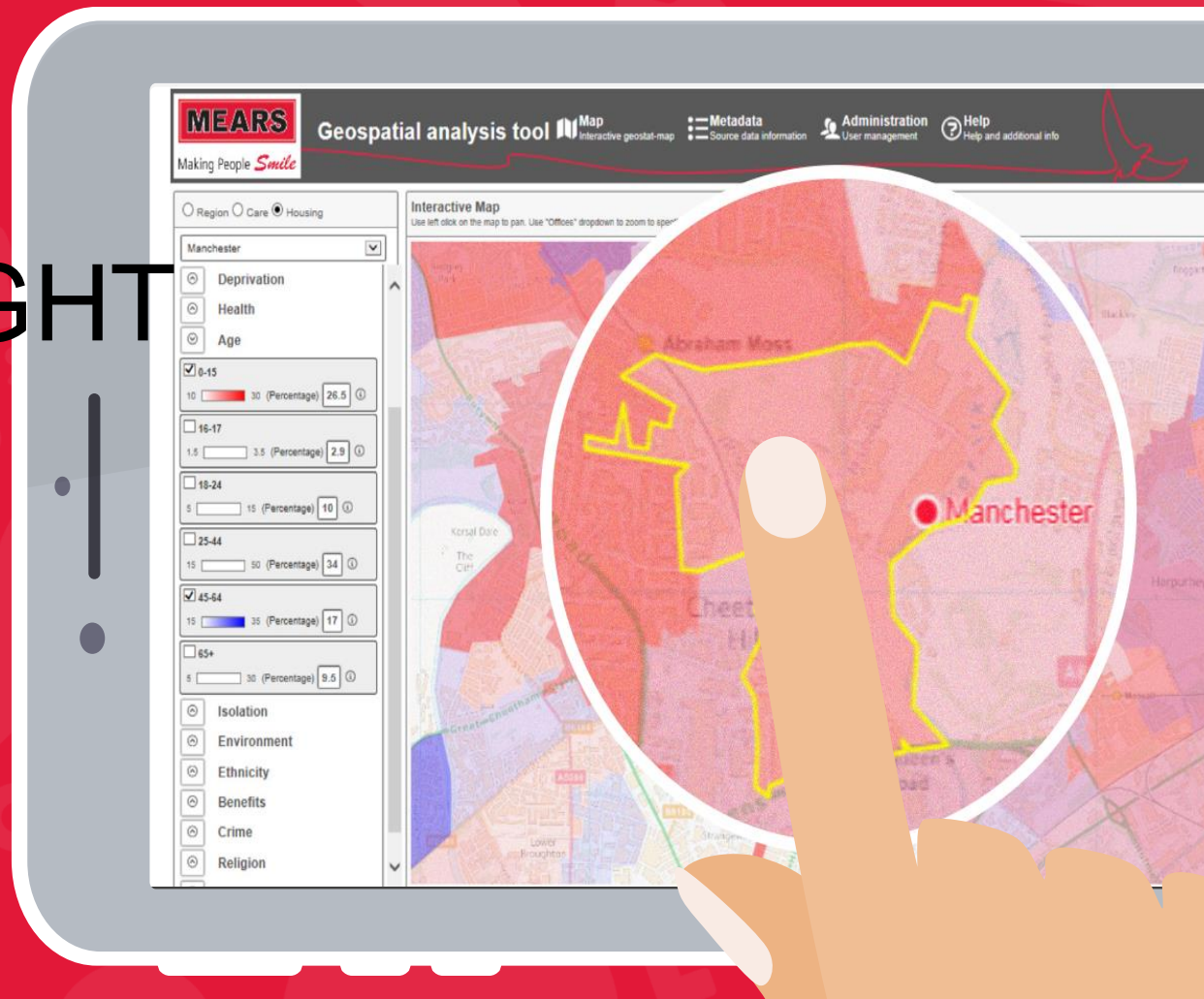


# MEARS

Making People *Smile*

## USING INSIGHT GEOSTATS

- Using the power of insight
- Focussing on the right outcomes
- 'Fact and not feeling'
- Tenants, clients and service providers working together with finite resources, to deliver social goals
- Innovation in practice



# MEARS SOCIAL VALUE CALENDAR



## Social Value Activity Planner 2018

**All Month**  
**Winter Warmer**

World Braille Day

**All Month**  
Alcohol Awareness  
- Dry January

**Become a  
Dementia  
Friend**

**1st February**  
Dignity In Care  
Action Day

**2nd February**  
NSPCC Number  
Day

World Cancer Awareness Day

JANUARY

**All Month**  
National  
Mentoring  
Month

**All Month**  
Fairtrade  
Fortnight

FEBRUARY

**17th February**  
Random Acts of  
Kindness Day

**8th January**  
National Obesity  
Awareness Week

**19th February  
onwards**  
Student  
Volunteering  
Week

28th January  
Homelessness  
Sunday

16th January

All Month

Career awareness  
event at your  
local school: Trade



# Measuring Success



# What is the practical application of Social Value:

- Equality and Diversity
- Local
- Work and Life skills
- Environment





# Diversity and Inclusion – Setting our goals

- To create a diverse, highly skilled and engaged workforce at all levels to deliver even better services to clients and customers
- Create an effective evidence based monitoring system, with capability to enable analysis and tracking
- Develop and deliver practical diversity and inclusion training for all staff
- Develop clear accountability and competence on diversity and inclusion for all posts at all levels
- Ensure the diversity and inclusion steering group monitors and reports progress
- Set targets to increase the representation of underrepresented groups at all levels
- Review recruitment and selection processes to be fully inclusive, and enable the attraction and selection of the best talent
- Continue to support Social Mobility agenda



Fair  
For all





# Fair for All – In practice

Tradeswomen into Maintenance Project is a CITB supported project

Aim to attract more women into trades

- Original Research
- A Best Practice Guide
- A Resource Guide
- Legal Guidance for procurers
- Taster Courses for women
- A Schools Toolkit linked to the National Curriculum

Mears Investing in the future through training and skills



# Social Value in practice

## Female Apprenticeship – Plumbing

### BEFORE

- Lifetime mental health issues
- Aged 35 and thought would never get the opportunity of a trade job
- Just wanted a chance someone to believe in her

### AFTER

- Participated in our six week pre-recruitment programme
- Was successful – appointed on a Plumbing Apprenticeship
- More confident person and in process of doing her apprenticeship



# Social Value:

## What's important to our customers

### Mears Customer Advisory Board

- MCAB acts as the customer scrutiny panel for policy changes or service impacts
- Key objectives are to Influence, Challenge and Scrutinise
- Our eyes and ears: feedback any burning issues out in the communities
- Take scrutiny topics into community and give us feedback



**MEARS**

Championing **Local**





# Improving the wellbeing of people and the communities we serve

- Every branch making a yearly social value pledge
- Group volunteering commitment
- Strategic partnerships at a local location
- Making it real at an operational level
- Impacting on the local outcomes

Championing  
**Local**



# CreatingChances

In practice

**Mears Investing in the future through training and skills**



Mears Learning Ltd (MLL) is the Group's commercial training business dedicated to improving the skills of employees, and the employability of people within the communities we serve.

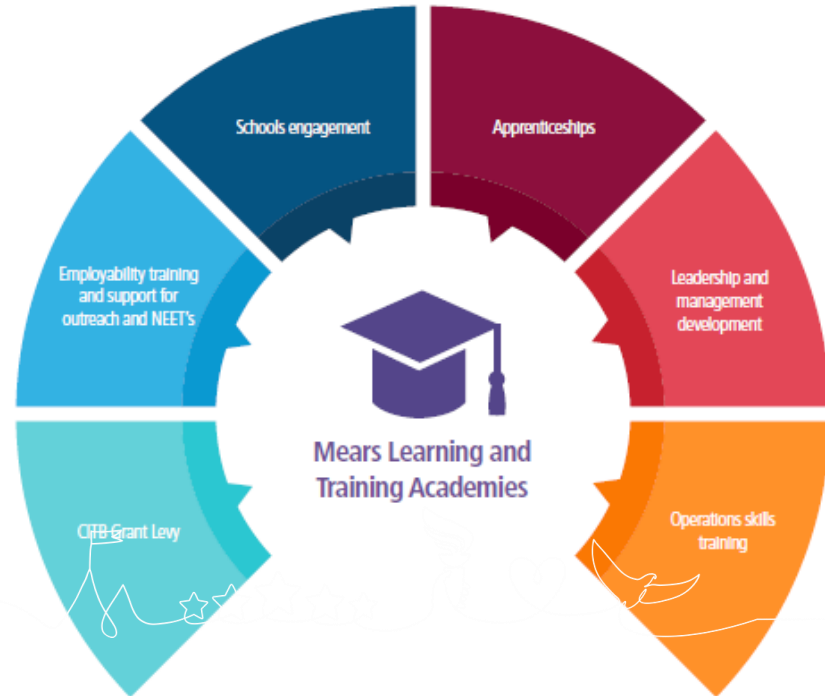
**2016** saw the official launch of our new Training Academy at New York Stadium in Rotherham.



**MEARS**

Making People *Smile*

**Social  
Mobility  
Champion**





# Creating Chances



## ROTHERHAM CAREERS EVENT BRINGS EMPLOYMENT OPPORTUNITIES

Mears brought together local businesses and organisations to showcase employment and training opportunities at the annual Local Employment Advisory Forum (LEAF) event in Rotherham.

Over 1,429 students and jobseekers attended the LEAF event, held at the Magna Science Adventure Centre. The event brought together 65 local businesses and organisations with over 500 current vacancies to showcase employment and training opportunities in the area, as well as providing advice on how to gain the skills needed by employers.

Exhibitors ranged from Ikea and Aldi with vacancies in retail and warehousing, Mears with opportunities in construction and care, and recruiters for the gaming industry Aardark Swift. Other sectors represented included manufacturing, food manufacturing, health, hospitality, childcare, laboratory technician and business services.

Councillor Denise Lelloitt, Cabinet Member for Jobs and Local Economy, said, "Rotherham Council is pleased to be part of such a successful and expanding event. Each year more organisations exhibit and each year more people attend. The feedback from the businesses has been positive and many have already signed up for the 2017 event. The partnership working between the Council, Mears and Job Centre Plus is strong and ensures many different job seekers and students are engaged throughout the day leading to potential employment and/or valuable career advice."

Sarah Sykes, Careers Adviser, Aston Academy, said, "Our students really enjoyed attending the LEAF event and found it beneficial. One of our students was able to find out more about the NHS and Rotherham College health apprenticeships. She had the opportunity to talk to staff from both organisations and she was really buzzing about it afterwards."

"At one point the student and I talked

When we returned to school she was motivated to complete her UCAS Progress application form and as she had found out the information at the event she was able to apply for the relevant course and apprenticeship opportunities. Other students have commented that it was good for them to meet new people and have the opportunity to find out more about opportunities for them after 16 years."

Diane Keay, Customer and Community Manager at Mears, said, "Following the success of last year's event, we are pleased to once again host the LEAF event along with our partners in Rotherham. Mears has always supported local employment initiatives, and this event provides a forum for local people to find out more about training and career opportunities."

The all-day event was sponsored by Mears and Rotherham Council, delivered in partnership with Jobcentre Plus, with event patrons; Phoenix Enterprises, Ways to Work, Xtal Development Services, Engage Training

### FOCUS ON INVESTMENT IN WORK PLACEMENTS AND INTERNSHIPS:

Mears are a national business, and the clear strategy is to offer equal opportunities to work placements in all regions and contracts. This is underpinned in its vision and strategy and is a sponsored commitment from Exec Directors in the business.

Mears offers work experience and internships as part of its commitment to improving the neighbourhoods and communities that we serve. We see them as a way of providing an introduction to our business and the sectors in which we work, whilst helping participants build valuable work and life skills, recognised externally as best in sector. To drive opportunity work placements and job opportunities are also advertised through the landlord newsletters, social media and front line staff working in the communities we serve.

Mears places a big focus on the development of resident engagement groups across the business, at both a National level and locally, through the brand network. These take the form of The Customer Advisory Board, which is a national resident engagement group, created as an opportunity for Mears, key residents and experts to keep in touch' and drive improvements, whilst supporting continuous improvement projects, increasing community engagement. We place deliberate efforts to drive collaborative working to fully embrace customer engagement and involvement in shaping the service and social value delivery.

### WORKING WITH SCHOOLS

An active programme of engagement with schools and colleges is undertaken within Mears, for regular talks and presentations to promote widely the opportunity, and follow up support for interested parties.

To support wider opportunities for advertising work placement and internships to 'hard to reach' groups, active partnerships with a number of organisations are ongoing, including The Princes Trust. This will provide a national alignment with the two organisations to develop programmes and initiatives, specifically targeted to diverse groups.

# MEARS

Making People *Smile*



Pictured: Mears Customer & Community Manager Diane Keay and Mears General Manager Andrew Chambers meeting the careers and enterprise team at St Pius X Catholic High School

### MEARS GROUP AND ST PIUS ARE ROTHERHAM'S FIRST MATCH IN ENTERPRISE ADVISERS PROGRAMME

Rotherham's Mears and faith school St Pius in Wath are the first to be officially 'matched' in an exciting programme to help businesses and school work together.

The national 'Enterprise Advisers' programme, sees volunteers from the world of work and business team up with schools to increase the quality and quantity of careers and enterprise learning for young people.

The Enterprise Advisers programme, with support from the national Careers and Enterprise Company will link schools with a credible and well connected professional or business person who helps increase the quality and quantity of careers and enterprise learning.

The first official 'match' for Rotherham has been made - with Mears Customer & Community Manager Diane Keay and Mears General Manager Andrew Chambers meeting the careers and enterprise team at St Pius X Catholic High School today (Weds 13th Jan).

Andrew Chambers said:

"We are very proud to be supporting this important programme. Helping broaden young people's horizons and improve their skills and aspirations is crucial for their personally, and for the future of Rotherham. We would urge other businesses and schools to get involved."

Joanne Burke, Enterprise Coordinator at St Pius, said:

"Careers and enterprise learning helps motivate young people with learning because they start to imagine where school and qualifications can take them, and this impacts on their attitudes towards education."

Jackie Frost is Enterprise Projects Manager at Rotherham Metropolitan Borough Council and is helping manage the programme for the town. She said:

"It is fantastic that Mears are giving their time to build a partnership with St Pius to benefit the schools and pupils, and to build better links between education and the world of work. We would love to hear from other business people who are interested in giving their time, either as an Enterprise Adviser, or someone who might visit schools to give talks in assemblies, Tutor time or to work on curriculum projects."



# Creating Chances



## MEARS SUPPORTING THE MILITARY COMMUNITY

### CREATING A PEACEFUL HOME FOR FORMER SOLDIERS

In the peaceful Malvern Hills, there's a change underway – and it's one that will lead to even bigger changes in the lives of former soldiers.

Adelaide House, a former nursing home, has been bought by Rooftops Housing Association. Once the Victorian building has been renovated it will become a treatment and recovery centre for former soldiers living with Post-Traumatic Stress Disorder (PTSD). The relaxing environment will help them to adjust to civilian life. Eventually, we hope to offer the residents jobs, adult apprenticeships and careers advice.

Mears have joined forces with building materials provider Travis Perkins, to transform the building... and engaged volunteers from across the Group to give their time to work on the site.

Jon Ludlow has been managing the Adelaide House site since May. He's already seen huge changes. "When I got here there was a lot of rubbish to shift. We had to replace the old windows and fix the leaking roof. We took down ceilings and unwanted walls. We wanted to expose the timbers to make sure there was no damage."



Recently Jon's been hosting our very own Mears Task Team at the site. They've all found the experience very valuable:

"I've enjoyed being a part of this and making a change," says Carl Martox from the Task Team. "The ex-soldiers will enjoy living in such a peaceful setting. It will help them to recover and move on in life."

Paul Lambert from Ramsgate agrees: "When I heard about this project I jumped at it. We don't do enough for our armed services." After a week of shifting plasterboard and fitting windows he says, "To anyone thinking of joining in, I say, 'Do it!'"

### ONLINE COMMUNITY

There's a new online community for Mears colleagues who are military veterans or who have an interest in supporting veterans. Featuring discussions and events news, it's called "Mears Military Veteran Colleagues"



### OUR NEW GROUP FOR MILITARY VETERAN COLLEAGUES

We are launching a Military Veterans Group to recognise our colleagues who have served in the armed forces. These valued colleagues are best placed to encourage more ex-service personnel to consider Mears, whether within housing or care, for future employment opportunities.

Part of this strategy could be to engage with UK Veteran Support and develop a range of training opportunities for ex-military personnel at our Rotherham Training Academy. Here they can gain trade qualifications and business skills to prepare them for civilian life.

Our Military Veterans Group will also discuss ways in which our business can become more inclusive and supportive for those making the transition from the armed service.

### WORKING WITH A MILITARY CHARITY

We're pleased to report that the group's work is now well underway. They met recently at Rotherham Training Academy with the military charity RFEA. This charity looks at ways to help military veterans with securing a job, including training and advice. They've covered a number of areas where we can work with the charity. Heather Hughes and the Learning team are now working closely with RFEA to see how we can open existing channels to veterans as well as developing new training specifically for them.

# MEARS

SOME OF THE RECOGNITION  
FOR SUPPORT TO DEFENCE



Mears were amongst the award recipients of the Silver Defence Employer Recognition Award. The Defence Employer Recognition Scheme (ERS) encourages employers to support Defence and inspire others to do the same. The scheme encompasses bronze, silver and gold awards for employer organisations that pledge, demonstrate or advocate support to Defence and the armed forces community, and align their values with the Armed Forces Covenant.

The awards were presented to employers by James Heappey, MP for Wells. James thanked the employers in the audience, saying: "Being a Reservist is a challenging thing for the individual, but it is also a challenging thing for you as employers to support, and I know we are hugely grateful that you do."

He went on to say, "It's not just about the Reservists, it's not just about the adult instructors in the cadets, it's not just about spouses, it's not just about Regulars, it is about the entire Armed Forces community and that relationship with employers and the community, which underpins the Armed Forces Covenant".

We are very grateful for the excellent support that these innovative employers give to their employees from the Defence community."

# MEARS

# Social Value in practice

## Traineeship – Ex-Offender

### BEFORE

- Previously dealt in drugs, was tagged, had to do community service and came close to going into jail
- Wanted to change his life but didn't really know how
- Previously of the mind set that all his chances had gone

### AFTER

- Applied for traineeship - didn't believe he would be successful-started as a Technical Planner
- Struggled with the transition
- Came very close to losing his job
- Supported him throughout his roller coaster ride





# Social Value in practice

## The real impact.....





# Healthy Planet

## Supplier Commitments



## Foreword

**Dear Supplier,**  
Introducing the Mears Group Supplier Commitments Document.

At Mears Group, we are committed to being a good corporate citizen in all our dealings with customers, colleagues, suppliers and in the communities where we work. To ensure a consistent approach throughout our supply chain, we expect our suppliers to have or adopt similar business principles to our own.

As a Mears Group supplier, you will be required to acknowledge the significance of social, environmental and ethical matters in your conduct, and to work towards improving your quality standards and performance in these areas. In short, we encourage and expect the adoption of responsible behaviour throughout your supply chain.

Above all, we expect you to be able to demonstrate compliance with all the UK, EU and international legislation that applies to your business operations from Modern Slavery, Anti-Bribery and health, Safety & Wellbeing laws to product specific regulations.

The following 'Supplier Commitments' document sets out our minimum requirements in all areas. Our aim is to source products from the suppliers who can either meet these requirements, or demonstrate a commitment to improve on any unacceptable lower standards within a reasonable timescale.

It is your responsibility to make sure that all relevant staff within your organisation, and any sub-contractors or other third parties that work for us on your behalf, are aware of all the requirements set out in our Supplier Commitments document, and are adhering to them.

If you have any questions about our Supplier Commitments, please speak to your procurement contact in the first instance.

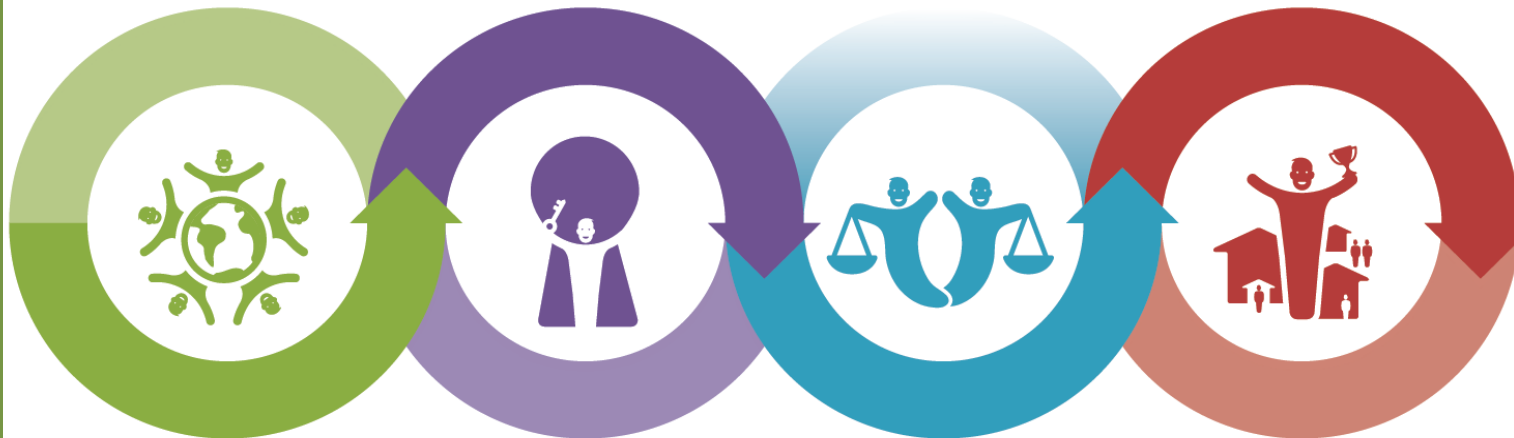
Yours faithfully

**David Miles**  
Chief Executive Officer  
Mears Group PLC





# Healthy Planet



## Healthy Planet

The Mears Group is committed to making positive choices in our supply chain that will reduce our impact on the global environment. We understand the nature and scale of our impact and the importance of working with our supply chain partners to reduce it.

### As a supplier, you commit to:

Comply with all applicable environmental legislation in all areas of your operations and supply chain.

Manage the extraction of any natural materials with care and consideration for local communities and the environment.

Minimise the use of water and energy throughout your operation.

Reduce costs by manufacturing your products using the lowest achievable amount of natural resources and by selecting packaging that has a minimal impact on the environment.

Reduce waste by working towards making your products and packaging as recyclable as possible

Reduce your carbon footprint

Provide an Environmental Product Declaration (EPD) for any resource-intensive commodity materials and products you supply to us, such as cement, insulation, gypsum or timber.

## Creating Chances

Mears Group is committed to provide career, skills and employment opportunities to those hard to reach people and the communities we serve.

### As a supplier, you commit to:

Increasing the number of apprentices in your business and the conversion of apprentices in to full-time employment

Increasing the number of female and disadvantaged minorities in your business (particular focus on trade)

## Fair for All

Mears Group is committed to reducing prejudice and improving understanding of differences of minority groups. We actively promote positive working conditions and practices throughout our supply chain.

### As a supplier, you commit to:

Actively promote and work to an Diversity & Inclusion policy

Protect your workers from dangerous or harmful operations

Make sure all workers involved in product manufacture and supply are treated fairly and with respect for their human rights.

Meet or work towards meeting the principles of the Ethical Trade Initiative (ETI) Base Code.

Find positive steps to ensure that Modern Slavery has no place in your businesses or supply chain.

Conduct your operations in line with all applicable competition laws.

Prevent the use of, and not condone any corrupt activity, bribery or inducement with the aim of securing an improper or unfair business advantage.

Increase the number of female managers/senior managers in the business

Improve the customer experience by increasing front line knowledge of minority groups

## Championing Local

Mears Group is committed to supporting the local economy and helping communities to thrive, become healthier and more vibrant and to support regeneration.

### As a supplier, you commit to:

Actively recruiting from the communities you serve

Actively use locally based Social Enterprise and SMEs

Working with the local communities to give something back and leave a lasting legacy





# the Mears FOUNDATION



## Charitable support for social value

- The Mears Foundation is the independent charitable arm of Mears Group.
- The Foundation is a grant-making trust that seeks to harness the goodwill, talents and skills within Mears Group to benefit charities that provide practical help and support to vulnerable people.
- The Mears Foundation exists to help improve the lives of vulnerable or disadvantaged people in the UK through practical help, support and intervention.
- The specific aim of the Foundation is to provide support through volunteering and hands on help, for the nominated causes, rather than solely providing financial support.





Making People *Smile*



Making People *Smile*



**a sm:)e is**

*everything*



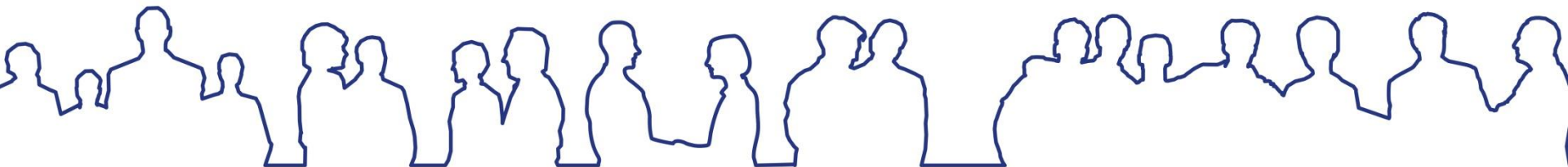




# Bringing your Social Impact Reports to Life

*Paul Mitchell,  
Social Value Manager,  
Efficiency North*

**#NHCsv18 | @nhc**



# Bringing your Social Impact reports to life

**Paul Mitchell**

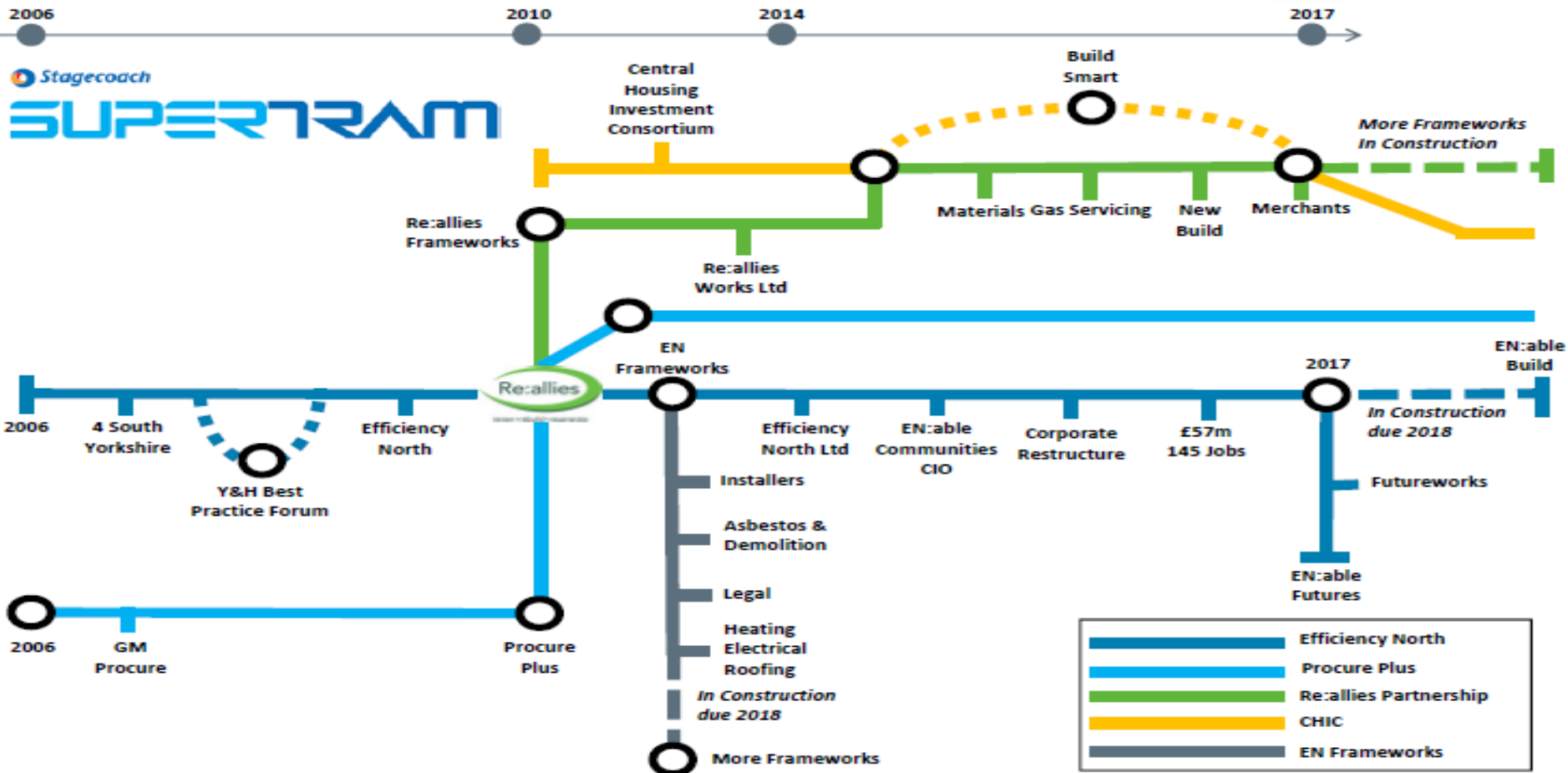
**Social Value Manager**  
**Efficiency North Holdings Ltd**  
[paul.mitchell@efficiencynorth.org](mailto:paul.mitchell@efficiencynorth.org)



# Efficiency North?



# Efficiency North



# BUILDING COMMUNITIES IN YORKSHIRE AND HUMBER



## Efficiency

To help landlords reduce their expenditure of money and time by offering a range of intelligent and flexible procurement solutions.

## Sustainability

To help sustain the environment by integrating green energy solutions into our procurement offer and minimising the negative impact of maintenance and construction waste.

## Workforce

To help build the workforce of the future by offering a range of employment and training opportunities through our frameworks targeted at local people to develop their confidence, skills and abilities.

## Communities

To help regenerate communities by targeting funding into local projects which make a real difference by empowering people to make a positive change in their lives.

# Social Value Delivery



# Priority Groups



- Long Term Unemployed (6 months +)
- Not in Education Employment or Training (NEET) (16-24 3 months +)
- Ex-offender
- BAME
- Non-Traditional Gender roles (eg Females in to Construction)
- Living in Social Housing
- Disabled
- 50 plus
- Military Service Leaver
- In care/care leavers
- Homeless (in last 5 years)



# Social Value Delivery



- Apprenticeships and Employment
  - Frameworks
  - Non-Framework

Frameworks





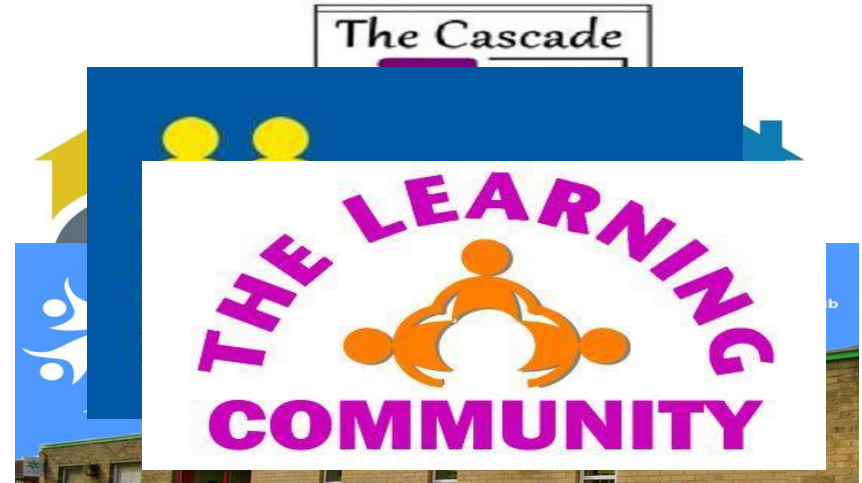


# Social Value Delivery



- Apprenticeships and Employment
  - Frameworks
  - Non-Framework

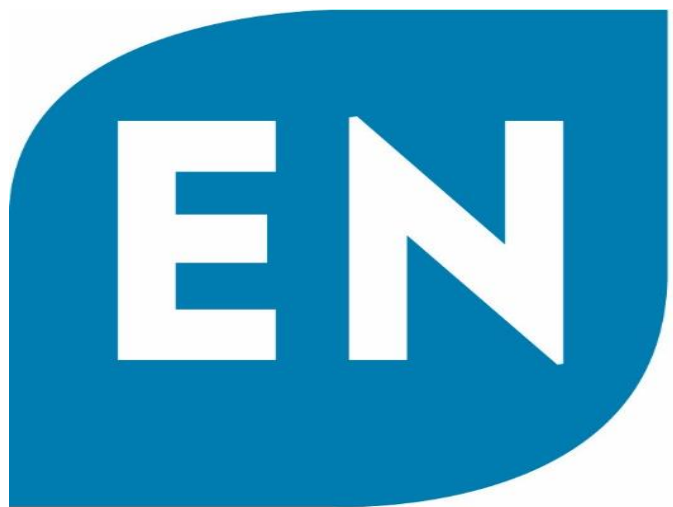
Non-Framework



# Outcomes



|           |                 |     |
|-----------|-----------------|-----|
| Framework | Apprenticeships | 182 |
|           | Employment      | 19  |
| 492       |                 | 291 |



**EN:ABLE COMMUNITIES**  
**COMMUNITY**  
**INVESTMENT FUND**



**6 Rounds** - 2012 - 2017

**358** project applications

**£2m** funds requested

**159** projects funded





**HAPPY  
DAYS**  
SOCIAL ENTERPRISE  
BUILDING & ROOFING

aliestan@castigers.com



# HACT...?



## Why HACT?



- Procurement process – Quality / Price
- Common currency for Housing Sector – Homes England
- Established measurement – continuation from our 1<sup>st</sup> annual report

# Evaluation





What did we give HACT?

- Clean data set from our 2016/17 outcomes

| Start Date | Framework or Brokered | Position Type | Level | D.o.B      | Under 25? | Position                                    | Landlord                      | Tenant | Diverse  | Priority Group                        |
|------------|-----------------------|---------------|-------|------------|-----------|---|-------------------------------|--------|----------|---------------------------------------|
| 1/4/2016   | Framework             | Apprentice    | 2     | 19/06/1999 | Yes       | Plumbing Apprentice                         | Yorkshire Housing             | No     | Tier 1   | NEET 3+, BAME                         |
| 1/4/2016   | Framework             | Apprentice    | 2     | 17/12/1999 | Yes       | Plumbing Apprentice                         | City of York Council          | No     | Tier 1   | NEET 3+                               |
| 4/4/2016   | Framework             | Apprentice    | 2     | 11/08/1984 | No        | Machine Apprentice                          | WDH                           | No     | Tier 1   | BAME - Polish                         |
| 4/4/2016   | Framework             | Employment    | emp   | 24/08/1965 | No        | EMP - Driver and Warehouse                  | Hull City Council             | Yes    | Tier 1   | LTU 24+, 50+, Tenant                  |
| 4/4/2016   | Framework             | Employment    | emp   | 14/02/1981 | No        | EMP - Driver and Warehouse                  | Hull City Council             | No     | Tier 2   | Ex-armed Forces                       |
| 4/4/2016   | Framework             | Apprentice    | 2     | 27/04/1981 | No        | Machine Apprentice                          | WDH                           | Yes    | Tier 2   | Tenant                                |
| 31/5/2016  | Framework             | Apprentice    | 2     | 16/04/1992 | No        | Painting and Decorating Apprentice          | Yorkshire Housing             | No     | No       |                                       |
| 13/6/2016  | Framework             | Apprentice    | 2     | 17/12/1996 | Yes       | Branch Apprentice                           | Yorkshire Housing             | No     | Tier 1   | BAME, Female                          |
| 1/7/2016   | Framework             | Employment    | emp   | 18/09/1959 | No        | EMP - Warehouse                             | Leeds City Council            | No     | Tier 2   | 50+                                   |
| 1/7/2016   | Framework             | Employment    | emp   | 31/08/1957 | No        | EMP - Warehouse                             | Leeds City Council            | No     | Tier 2   | 50+                                   |
| 18/7/2016  | Framework             | Apprentice    | 2     | 08/01/1999 | Yes       | Painting and Decorating Apprentice          | Yorkshire Housing             | No     | Tier 1   | NEET                                  |
| 25/7/2016  | Framework             | Apprentice    | 2     | 21/08/1999 | Yes       | Brokered SAS - Joinery                      | WDH                           | Yes    | Tier 2   | Tenant                                |
| 8/8/2016   | Framework             | Apprentice    | 2     | 28/04/1997 | Yes       | Painting and Decorating Apprentice          | Yorkshire Housing             | No     | No       |                                       |
| 15/8/2016  | Framework             | Apprentice    | 2     | 24/08/1997 | Yes       | Painting and Decorating Apprentice          | Yorkshire Housing             | No     | Tier 1   | Unemployed 0-6 months, Female         |
| 2/9/2016   | Framework             | Apprentice    | 3     | 25/03/1999 | Yes       | Electrical Apprentice - L3                  | Yorkshire Housing             | No     | Tier 1   | NEET 3+                               |
| 2/9/2016   | Framework             | Apprentice    | 3     | 22/03/2000 | Yes       | Electrical Apprentice - L3                  | Yorkshire Housing             | No     | Tier 1   | NEET 3+                               |
| 2/9/2016   | Framework             | Apprentice    | 3     | 22/10/1998 | Yes       | Electrical Apprentice - L3                  | Yorkshire Housing             | No     | Tier 1   | NEET 3+                               |
| 2/9/2016   | Framework             | Apprentice    | 3     | 08/10/1999 | Yes       | Electrical Apprentice - L3                  | Yorkshire Housing             | No     | Tier 1   | NEET 3+                               |
| 2/9/2016   | Framework             | Apprentice    | 3     | 10/06/2000 | Yes       | Electrical Apprentice - L3                  | Yorkshire Housing             | No     | Tier 1   | NEET 3+                               |
| 2/9/2016   | Framework             | Apprentice    | 3     | 13/01/1999 | Yes       | Electrical Apprentice - L3                  | Yorkshire Housing             | No     | Tier 1   | NEET 3+                               |
| 8/9/2016   | Framework             | Apprentice    | 3     | 23/05/1996 | Yes       | Electrical Apprentice - L3                  | Yorkshire Housing             | No     | Tier 1   | NEET 3+                               |
| 13/9/2016  | Framework - SAS       | Apprentice    | 2     | 01/11/1999 | Yes       | FW SAS - Maintenance Ops                    | WDH                           | No     | no       |                                       |
| 19/9/2016  | Framework             | Apprentice    | 2     | 23/12/1997 | Yes       | Wood Occupations - Site Carpentry           | WDH                           | No     | No       |                                       |
| 26/9/2016  | Framework             | Apprentice    | 3     | 12/12/1999 | Yes       | Electrical - L3                             | Sheffield City Council        | No     | Tier 1   | NEET                                  |
| 3/10/2016  | Framework             | Apprentice    | 2     | 28/05/1970 | No        | Asbestos Technician Apprentice              | City of York Council          | No     | Tier 1   | Female                                |
| 3/10/2016  | Framework             | Apprentice    | 2     | 12/12/1997 | Yes       | Maintenance Ops Apprentice                  | Yorkshire Housing             | Yes    | Tier 1   | NEET 3+, Tenant                       |
| 3/10/2016  | Framework             | Apprentice    | 3     | 03/01/1997 | Yes       | Electrical Apprentice - L3                  | Sheffield City Council        | No     | Regional | Unemployed 0-6 months                 |
| 5/10/2016  | Framework             | Apprentice    | 2     | 31/12/1997 | Yes       | Plumbing & Heating L2                       | WDH                           | No     | No       |                                       |
| 5/10/2016  | Framework             | Apprentice    | 2     | 16/03/2000 | Yes       | Bricklaying                                 | WDH                           | No     | No       |                                       |
| 5/10/2016  | Framework             | Apprentice    | 2     | 10/02/2000 | Yes       | Wood Occupations                            | WDH                           | No     | No       |                                       |
| 10/10/2016 | Framework             | Apprentice    | 3     | 03/05/1998 | Yes       | Electrical - L3                             | Sheffield City Council        | No     | Tier 1   | NEET                                  |
| 10/10/2016 | Framework             | Apprentice    | 2     | 04/07/1953 | No        | TLO - Customer Service - Apprentice         | Yorkshire Housing             | Yes    | Tier 2   | Underemployed (hours), Tenant         |
| 24/10/2016 | Framework             | Apprentice    | 2     | 20/12/1999 | Yes       | Joinery apprentice                          | Sheffield City Council        | Yes    | Tier 1   | NEET, Tenant                          |
| 24/10/2016 | Framework             | Apprentice    | 2     | 11/07/2000 | Yes       | Joinery apprentice                          | Sheffield City Council        | No     | Regional | Resident in Social Housing Area       |
| 25/10/2016 | Framework             | Apprentice    | 2     | 17/01/1998 | Yes       | Asbestos Technician Apprentice              | Shoreline Housing Partnership | Yes    | Tier 2   | Tenant                                |
| 4/11/2016  | Framework             | Apprentice    | 2     | 02/09/1996 | Yes       | Multi Skill (focus on Roofing/roofline)     | Sheffield City Council        | No     | Tier 1   | NEET                                  |
| 21/11/2016 | Framework             | Apprentice    | 2     | 24/03/1990 | No        | Labourer Driver - Site Logistics Apprentice | Yorkshire Housing             | No     | Tier 2   | Ex Armed Forces                       |
| 21/11/2016 | Framework             | Apprentice    | 2     | 20/03/2000 | Yes       | Multi Skill Apprentice                      | Shoreline Housing Partnership | Yes    | Tier 1   | NEET, Tenant                          |
| 1/12/2016  | Framework             | Apprentice    | 2     | 03/03/1996 | Yes       | EMP - Branch Warehouse                      | Leeds City Council            | No     | Tier 1   | NEET                                  |
| 1/12/2016  | Framework             | Apprentice    | 2     | 11/01/1971 | No        | Driver Warehouse                            | Leeds City Council            | No     | Regional | Underemployed                         |
| 3/1/2017   | Framework             | Apprentice    | 2     | 06/04/1971 | No        | Driver Warehouse (Doing NVQ Retail Skills)  | Hull City Council             | Yes    | Tier 2   | Tenant, Unemployed less than 6 months |
| 5/1/2017   | Framework             | Apprentice    | 2     | 01/09/1964 | No        | Driver Warehouse                            | City of York Council          | No     | Tier 2   | 50+                                   |
| 9/1/2017   | Framework             | Apprentice    | 2     | 13/10/1983 | No        | Driver Warehouse                            | City of York Council          | No     | No       |                                       |
| 1/2/2017   | Framework             | Apprentice    | 2     | 17/03/1981 | No        | Driver Warehouse                            | Leeds City Council            | No     | Regional | Unemployed less than 6 months         |
| 1/2/2017   | Framework             | Apprentice    | 2     | 24/11/1973 | No        | Driver Warehouse (Doing NVQ Retail Skills)  | Hull City Council             | No     | No       |                                       |
| 3/2/2017   | Framework             | Apprentice    | 2     | 16/07/2000 | Yes       | Branch Apprentice                           | Hull City Council             | No     | No       |                                       |
| 30/3/2017  | Framework             | Apprentice    | 3     | 15/02/2000 | Yes       | Electrical Apprentice                       | Yorkshire Housing             | No     | Tier 1   | NEET                                  |

And no... I'm not expecting you to be able to read this... Cardinal presentation sin...

| Start Date | Position Type | Level | D.o.B      | Under 25? | Position                   | Landlord             | Tenant | Diverse | Priority Group       |
|------------|---------------|-------|------------|-----------|----------------------------|----------------------|--------|---------|----------------------|
| 1/4/2016   | Apprentice    | 2     | 19/06/1999 | Yes       | Plumbing Apprentice        | Yorkshire Housing    | No     | Tier 1  | NEET 3+, BAME        |
| 1/4/2016   | Apprentice    | 2     | 17/12/1999 | Yes       | Plumbing Apprentice        | City of York Council | No     | Tier 1  | NEET 3+              |
| 4/4/2016   | Apprentice    | 2     | 11/08/1984 | No        | Machine Apprentice         | WDH                  | No     | Tier 1  | BAME – Polish        |
| 4/4/2016   | Employment    | emp   | 24/08/1965 | No        | EMP - Driver and Warehouse | Hull City Council    | Yes    | Tier 1  | LTU 24+, 50+, Tenant |
| 4/4/2016   | Employment    | emp   | 14/02/1981 | No        | EMP - Driver and Warehouse | Hull City Council    | No     | Tier 2  | Ex-armed Forces      |

Some information not shown for data protection reasons. Such as name, where they're working etc... grey is left early – Positive – alternative employment

## What did we give HACT?

- Clean data set from our 2016/17 outcomes
- Case Studies – HACT selected 20 – 10 framework and 10 non-framework
  - Questionnaire approach
  - 10 selected from these



## What did we give HACT?

- EN:Able Community Investment Fund – Round 5 Projects
- Grant Monitoring Form
- Volunteer Hours Form
- Focus Workshop – projects attending



## GRANT FUNDING REPORT

| Project                        |  |
|--------------------------------|--|
| Name                           |  |
| Location                       |  |
| Start Date                     |  |
| End Date                       |  |
| Applicant Organisation         |  |
| Name                           |  |
| Applicant Organisation Address |  |
| Website Address                |  |
| Contact                        |  |
| Name                           |  |
| Position in organisation       |  |
| Telephone Number               |  |
| Email Address                  |  |
| Project Grant Award £          |  |

### Number of Beneficiaries

**Direct** (Took part in project or project recipient)

**Indirect** (Did not specifically take part, but benefited from the project in some way)

### Expenditure Breakdown of how the funding grant award was spent

### Quotes

Please provide a minimum of two comments from individuals who have benefitted ~~as a result of~~ the project including their names and activity they were involved in.

| NAME | ACTIVITY | COMMENT |
|------|----------|---------|
|      |          |         |

# Volunteer Hours Tracker



Project Name \_\_\_\_\_ Project Location \_\_\_\_\_ Page No. \_\_\_\_\_ of \_\_\_\_\_

Project Start Date \_\_\_\_\_ Project End Date \_\_\_\_\_ Key Contact Name \_\_\_\_\_ Key Contact Number \_\_\_\_\_

Efficiency North and [EN:ABLE](#) Communities CIO recognise the great contribution that volunteers make to a wide range of projects and would like to track how many where involved in the projects we have helped to fund. Please complete the information below and return alongside your project monitoring form. If volunteers do not want to give their name, please put a simple identifier such as vol1, vol2 etc. Please use additional pages if required.

| Ref or Name | Age | Gender | Date From | Date To | Daily Hours | Weekly Hours | Brief Description of tasks |
|-------------|-----|--------|-----------|---------|-------------|--------------|----------------------------|
|             |     |        |           |         |             |              |                            |
|             |     |        |           |         |             |              |                            |
|             |     |        |           |         |             |              |                            |
|             |     |        |           |         |             |              |                            |
|             |     |        |           |         |             |              |                            |
|             |     |        |           |         |             |              |                            |
|             |     |        |           |         |             |              |                            |
|             |     |        |           |         |             |              |                            |

Any Additional Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



## What did we give HACT?



- Be Your Best Foundation – Rock Challenge Annual Report
- Rock Challenge Evaluation Results – National and South Yorkshire specific

# What did we get?



|   | Social Impact combined UK<br>Social Value Bank and<br>Commission for New<br>Economy | Ratio £ spend to Social<br>Impact |
|---|---|-----------------------------------|
| Employment and training                     | £1,654,049  | £1 : £6.21                        |
| Round 5 Community Investment Fund           | £1,802,290  | £1 : £13.10                       |
| Be Your Best Foundation - Rock<br>Challenge | £429,159  | £1 : £21.40                       |
| <b>Grand Total</b>                          | <b>£3,885,498</b>   | <b>£1 : £13.98</b>                |

# Lessons Learned



# Apprentices



~~Sometimes~~ they don't know their posteriors from the point in their arm where it bends...

Of the 10 case studies conducted, 7 contradicted their pre-employment status to what they told us before they were appointed! Even though we know that they were!



In future, we will show them their data consent forms, which will clearly show that what they said at the start!

## Did we learn anything...?

- You CAN challenge HACT...
- Look at their response, understand why they've calculated things the way they have... we did!
- Not all our outcomes counted... why? New measurements still needed.
- We need to shout more, in the right direction! Otherwise, what's the point...?



# So what...?



## Strategic Review

- Social Value is embedded in everything we do
- Narrower focus – built around our 4 Core Themes
- Member driven
- Always striving to improve our systems and data collection
- Collecting evidence from apprentices to track their distance travelled (Warwickshire Edinburgh Mental Wellbeing Scale WEMWBS for example)

# Me to you...



Me to you



- Anyone else going through this?
- Is your data better than ours?
- Your experience of HACT?

# Thank you

# Questions?

