

Progress Housing Group		Housing Operations			
Title:	Social Value Strategy				
Ref No:	GRSTRHM08	Reviewed:	13/12/2023	Version:	3



STRATEGY DOCUMENT

Service Area: Housing Operations

Document Ref No: GRSTHM08

Subject Title: Social Value Strategy

Version: 3

Date of Issue: 04/09/2020

Last Review Date: 13/12/2023

Next Review Date: 01/12/2026

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Group vision, values and strategic aims – available on BoardEffect

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1. Introduction

The strategy sets out Progress Housing Group's (the Group's) approach to social value.

The Group's vision is to ensure everyone has a place to call home and the opportunity to live their best life. Our mission statement, having a positive impact on people and communities by providing high quality homes, supporting independence and creating opportunities supports this.

This vision is underpinned by the Group's three strategic aims.

- Providing more and better homes
- Supporting individuals and communities to achieve independence.
- Creating opportunities

The term "social value" is not defined in legislation, but instead references economic, social and environmental wellbeing.

For the purposes of this strategy the Group defines social value as follows:

"Social Value is the financial and non-financial, local, emotional, psychological and physical impact that Progress Housing Group's activities have on their stakeholders, either directly or indirectly".

Social Value is important to the Group and many of the services provided by the Group demonstrate our social value ethos, having a positive impact on individuals and communities. This includes but is not limited to the following.

- Provision of refuge accommodation
- Homelessness support
- Support to older people
- Technology enabled care and support
- Supported living accommodation
- Progress Futures
- Tenancy Sustainability
- 24/7 Tenant Wellbeing Support
- Family support services

The strategy sets out the social value journey for the next three years.

2. Aims of the strategy

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A number of key aims have been developed to embed social value across the Group which link directly to the Group's overall vision and operational delivery.

The aims of the strategy are:

1. Support tenant health and wellbeing
2. Enable tenants to develop new skills, knowledge and confidence
3. Support tenants into employment and volunteering
4. Increase social value through procurement

3. Where are we now?

The Group owns and manages in excess of 11,000 housing rental and low-cost home ownership units across 181 different local authorities with nearly 20,000 people living in these households.

This includes approximately 4,300 supported living tenancies predominantly for people with a learning disability, autism, acquired brain injury or enduring mental health conditions. These tenancies sit within the RWP business stream, making RWP the largest provider of supported living properties in the country.

We currently hold data for 33% of the Group's households. This data tells us.

- 49% are male and 51% female.
- The average tenancy holder is 51.8 years young
- 82% have a disability
- 4.2% are from minority ethnic backgrounds

In February 2023 a pilot of the newly introduced Tenant Satisfaction Measures provided the following results.

	Progress Homes	RWP
Overall satisfaction	73.10%	62.8%
Progress Housing Group makes a positive contribution to your neighbourhood	58.9%	54.4%

In 2022/23 we received 5,670 transactional surveys from tenants. The transactional surveys give tenants the opportunity to tell us how they found the service. The average satisfaction from all transactional surveys showed 88.7% of customers are satisfied with the services provided to them.

Support tenant's health and wellbeing

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We are committed to supporting tenants to maintain their health and wellbeing, introducing initiatives to help those in difficulty during the unprecedented cost of living crisis. This has included the following.

In April 2023 we introduced a 24/7 Tenant Support and Wellbeing service for tenants of Progress Homes.

The Tenants Sustainability Fund (TSF) has received 355 applications from tenants. This has resulted in £150k being distributed to help tenants with food, fuel, furniture and white goods.

The Tenancy Support service delivered by KEY has helped 212 tenants with over £300k generated for those tenants through maximising income, mainly through benefits and grants from other organisations.

The Base Community Centre supports 400 people per week, mainly tenants of Progress, with the community café, one stop shop, wellbeing groups and wellbeing drop in. In addition to this, specific projects have also been delivered to help families and young people, including Christmas Smiles campaign, children's activities during school holidays, participation in Leyland Festival and Christmas panto planned for Christmas 2023.

Enable tenants to develop new skills, knowledge and confidence

KEY deliver a digital inclusion service, which is open to all tenants to introduce them to or help them to improve their digital skills and confidence. Workshops have been run at the Refuge's and homeless schemes. This will be expanded to independent and supported living schemes over the next few months.

Using the Outcome Star and WEMWBS as a measure of an individual's progress following the support of the Key Unlocking Futures, we have seen the following success over the year;

- WEMWBS – 31.3% change
- Outcome STAR – 12.5%

The Group delivers a range of opportunities to tenants to develop their knowledge and understanding of the housing sector. This has included.

- Delivering scrutiny activity
- Role of the Regulator
- Community check sheets
- Developing confidence through art project
- Developing skills through community projects
- Tenant Talk sessions on specific topics and services

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- RWP and Lilac involvement sessions

The Group has also supported two tenants to take an active role in the Department for Levelling Up, Housing and Communities consultation, Four Million Homes and Stop Social Housing Stigma campaign.

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Support tenants into employment and volunteering

During 2022/23 Progress Futures worked with tenants and customers, supporting them into training and employment using a person centred and holistic approach. Over the year they achieved the following.

Number of customers supported by Progress Futures	341
Number of customers supported into employment	48
Number of customers supported into education or training	7
Number of attendances at community-based job clubs	644

Using the Outcome Star as a measure of an individual's progress following the support of the Progress Futures Team this has seen the following success over the year.

- 40.6% change
- 98% of people making progress in at least three outcome areas
- Average number of outcome areas where someone is making progress is 6.6 out of a possible 7.

In 2021 we joined Project Search, a project bringing together Runshaw College, Home Farm Trust (HFT) and Progress Housing Group. The project supports young people with learning disabilities and autism into the workplace by providing training and work experience to develop skills, knowledge and confidence.

Over the last two years we have supported 18 interns through the project, this has seen the young people move on to the following.

- 12 in paid employment
- 3 seeking employment
- 1 volunteering role

Increase social value through procurement

All procurement activities includes a requirement to demonstrate a social value contribution. The level of social value to be included is proportionate to the contract value and will indicate the level and way in which social value is to be included in the subsequent contract.

This helps to develop and deliver services which meet the expectations of individuals and communities and contributes sustainable and thriving communities.

4. What do we need to do to achieve our aims?

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The action plan below sets out actions required to achieve the aims of the strategy. The action plan will be refreshed annually to ensure continuous improvement in the way we embed social value across the Group.

5. Monitoring, reporting and review

Progress on actions included in this strategy will be monitored and reported using the following mechanisms.

- Annual report provided to Tenants' Forum
- Annual report provided to Executive Board
- Annual infographic update will be published on the Group's website.
- Full social value position statement will be produced in 2023 and every following 3rd year.

The annual reports will include an update on progress against the action plan, including examples of changes and improvements made as a result of our social value commitment.

The strategy document will be reviewed every three years unless a material change requires an earlier review.

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Action Plan – 2023 –

2026

Aim	Action	Lead	Target date	Desired outcome	Specific measure
Improve tenants health and wellbeing	Complete 12-month pilot of Tenant Support and Wellbeing Service and assess the impact this has made for tenants.	Director (Housing Operations)	June 2024	Tenants accessing the service for support	Number of tenants accessing the service Impact assessment
Enable tenants to develop new skills, knowledge and confidence	Continue to deliver a programme of learning and development opportunities to tenants	Progress Futures Manager	September 2024	Increased skills, knowledge, confidence, empowerment and long-term success for tenants	Number of tenants securing learning opportunities Number of RWP tenants receiving service Increased scores on Outcome STAR
Support tenants into employment and volunteering	Continue to deliver a programme of support to help tenants into volunteer or paid employment.	Progress Futures Manager	September 2024	Increased skills, knowledge, confidence, empowerment and long-term success for tenants	Number of tenants securing volunteering or paid employment roles Number of RWP tenants receiving service Increased scores on Outcome STAR
Provide	Develop 2 community projects	Customer	September	2 community	Number of tenants

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opportunities for volunteering	per year to enable tenants and colleagues to work together for the benefit of the wider community.	Voice Manager	2024	projects completed.	and colleagues involved in project. Impact and feedback from project participants
Increase social value through procurement	Social value commitment considered within each procurement activity for the Group.	Head of Procurement	September 2024	Social value commitment included in all procurement exercises	Number of contracts with social value commitment
	Develop a register of social value commitment from suppliers and contractors through procurement.	Head of Procurement	September 2024	Register of all external supplier and contractor commitments	Value and social value opportunities available and impact delivered
	Ensure social value training is included in contract management process.	Head of Procurement	September 2024	Training package embedded	Number of colleagues receiving training