

Social Value

This Guidance Note introduces the subject of Social Value in the Towns Fund context, and how it should be applied to proposals within Town Investment Plans



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PURPOSE OF THIS GUIDANCE

With significant Towns Fund planned investment paired with socio-economic challenges exacerbated by the COVID-19 crisis, there is now more than ever a need/opportunity for development and infrastructure projects to create additional social value over their lifecycle and help to rebuild local economies.

This document provides an insight into the benefits of social value, and how to implement it within development and infrastructure projects. It seeks to provide guidance on the following:

- What is driving the need to articulate and deliver social value
- How to define social value in the built environment
- How social value links to the Towns Fund's outcome led approach and the Theory of Change
- How social value can be set out in business cases and embedded in to all stages of a project's life cycle
- What to consider in social value impact measurement
- Further reading

SOCIAL VALUE DRIVERS

The COVID-19 pandemic is bringing immense change, the past few months have shown that the world is changing rapidly in response to a range of drivers and impacts; climate change; levelling up and equality; community voices increasing connected; and funders and investors are demanding clarity on social integrity of investments. This all driving a social value agenda.

The Public Services (Social Value Act) 2012¹, has empowered local authorities to use social value to maximise their purchasing power and secure as much benefit as possible for their local area. Social value can include a range of outcomes, such as leaving a skills legacy by employing locally and creating sustainable apprenticeships, boosting local small, medium and micro businesses and social enterprise by ensuring that they form a core part of the supply chain and that a high proportion of the project spend goes to local suppliers. Reducing air pollution, maximising green space and ensuring the value of materials is optimised through a circular economy.

The Social Value Act, requires those commissioning public services to consider the wider benefits of schemes but has led to too narrow a focus, with benefits expected to be delivered in the procurement and construction phases alone. Embedding social value in the built environment means finding ways to add value across the full project process from early commissioning and investment decisions, through design, planning, and construction, into long-term operation, decommissioning processes, and post-closure planning.

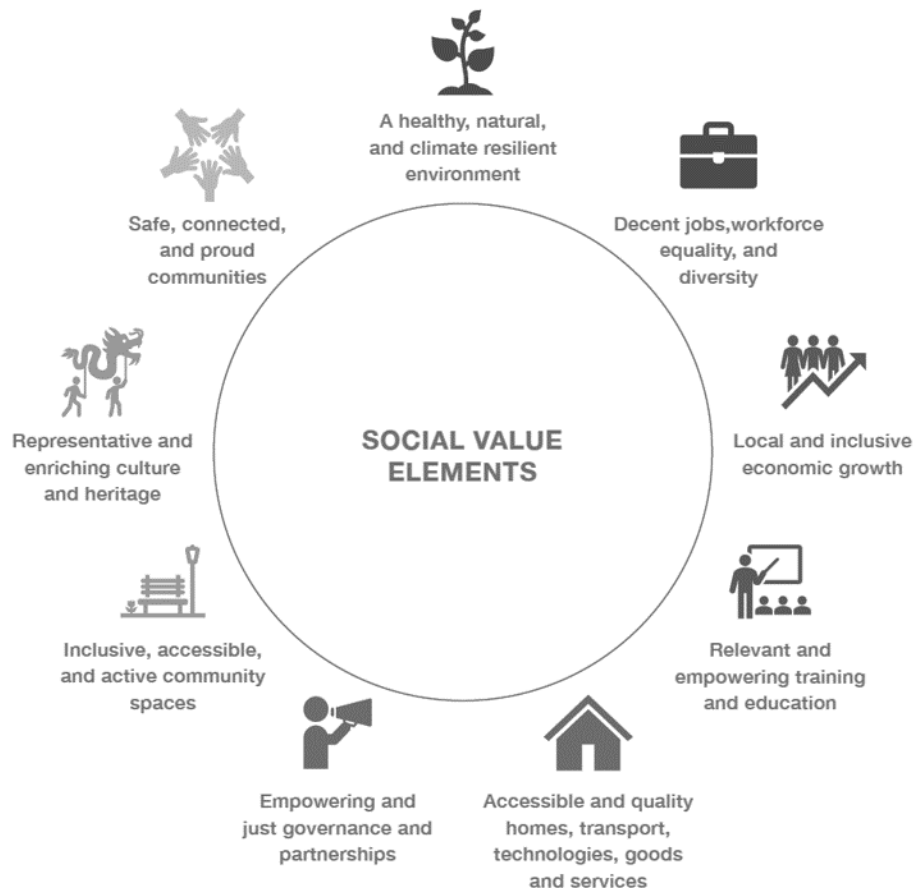
SOCIAL VALUE DRIVERS

Designing homes, buildings and infrastructure so that they generate social value for individuals and communities can create social value. This can include:

- Supporting economic prosperity by creating jobs for unemployed people, provide opportunities for small and medium enterprises, supporting connectivity, cultural integration, social cohesion and improving social capital.
- Integrating stakeholders into the design process provides a sense of ownership and involvement, connecting people with places and making them feel valued.
- The way that places are planned, maintained, built and operated can create jobs and bolster economic growth, improve local health and wellbeing, and strengthen the community.
- Designing places that are valued and that people want to spend time in, increases quality of life and boosts the long-term value of an asset.

WHAT IS SOCIAL VALUE?

Social value comprises different elements



- Major developments bring regeneration investments and opportunities to boost “life chances” of people in local communities
- Social value is the **change created** within communities that leads to improved well-being and quality of life as a result of a project
- Starts with a real, in-depth understanding of **priorities and local needs**
- Social value outcomes will vary from project to project and community to community
- A change in mindset from **outputs** to **outcomes**
- A core thread throughout the **life cycle** of built environment projects
- Should be considered as an integral part of **sustainable development**

Embedding social value in the built environment means finding ways to add value across the full project process from early commissioning and investment decisions, through to design, planning, and construction, and into long-term operation, decommissioning processes, and post-closure planning.

Figure 1 Social value elements (Source: Arup, 2020)

AN OUTCOMES-LED APPROACH

The Total Towns Outcomes Framework is a tool to collaboratively identify long-term aspirations and priorities for your town with stakeholders and your Towns Fund Board. It will help identify how your Town Deal can support your town in achieving identified priorities and outcomes. These outcomes and priorities will also be fed into your Town Investment Plan. Outcomes can be defined as the changes a programme or project brings about for its beneficiaries or users.

Taking an outcomes-led approach is a way to move away from measuring project success through short-term financial return and towards achieving long-term sustainable change within a community. This approach puts local need at the heart of a Town Investment Plan (TIP). Articulating social value can be used as narrative to describe the outcomes that your prioritised projects will deliver to address identified local need. Achieving these outcomes will be indicators of success.

The outcomes that are set out in the Total Towns Outcomes Framework can also be regarded as social value outcomes, and the most relevant outcomes are those that have been substantiated through local stakeholder engagement.



Figure 3 The Total Towns Outcomes Framework – August 2020. Available at: <https://townsfund.org.uk/resources-collection/2qgnweo0zeunyvfoqz9u1n11fjzida>

SOCIAL VALUE AND THEORY OF CHANGE

The Towns Fund Theory of Change model is intended to help foster clarity and logic for decision making throughout the Towns Fund process. Articulating your town's theory begins with looking at local issues, how change will occur and how a particular project will trigger change.

By then building up the logic through defining context, input, outputs, outcomes, and impact in tandem with the Total Towns Outcome Framework, the strategic building blocks for your Town Investment Plan will be created. Many of these outcomes will be social value outcomes.

Using the Theory of Change process provides a logical pathway to follow so that communication of your town's vision is clear. It provides key points where decisions can be challenged and justified. It also provides an opportunity to highlight desired social value outcomes that your TIP and associated projects can deliver.

This can then be shared with stakeholders to be questioned and challenged in order to check that your town's local needs will be addressed by your Town Fund Plan and associated proposed projects.

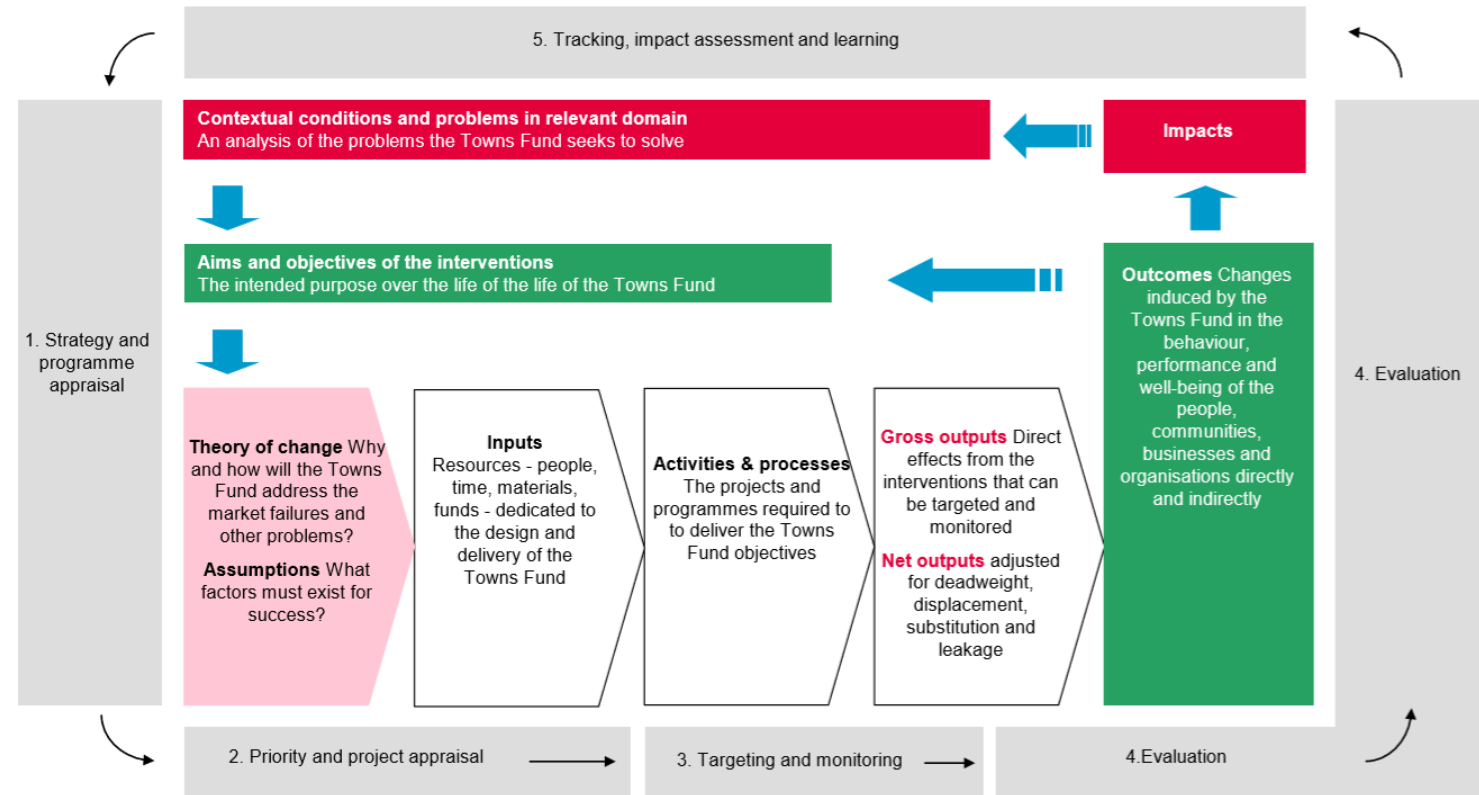


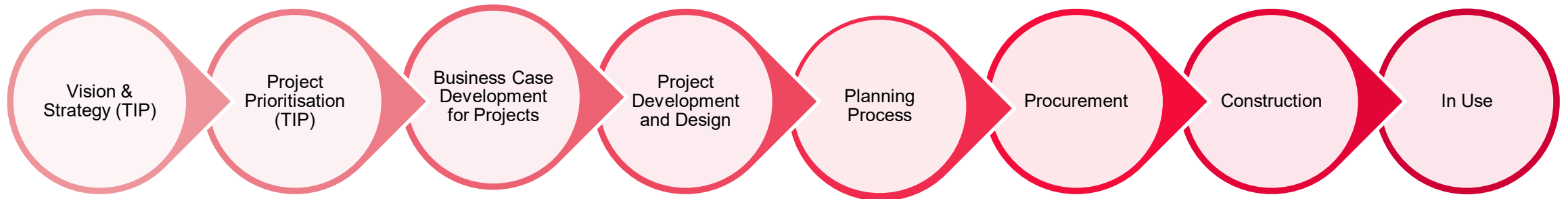
Figure 4: *The Towns Fund Theory of Change – August 2020*. Available at: <https://townsfund.org.uk/resources-collection/gtd46ghwmv37mdjvr421iyyzqor7uz>

SOCIAL VALUE ACROSS A PROJECT LIFECYCLE

When social value is planned for and delivered across the full life cycle of a development, from design and construction through to occupation developments, there is a greater ability to contribute to a wide range of local agendas and outcomes delivering social, economic and environmental value. Taking this approach drives long term thinking and innovation.

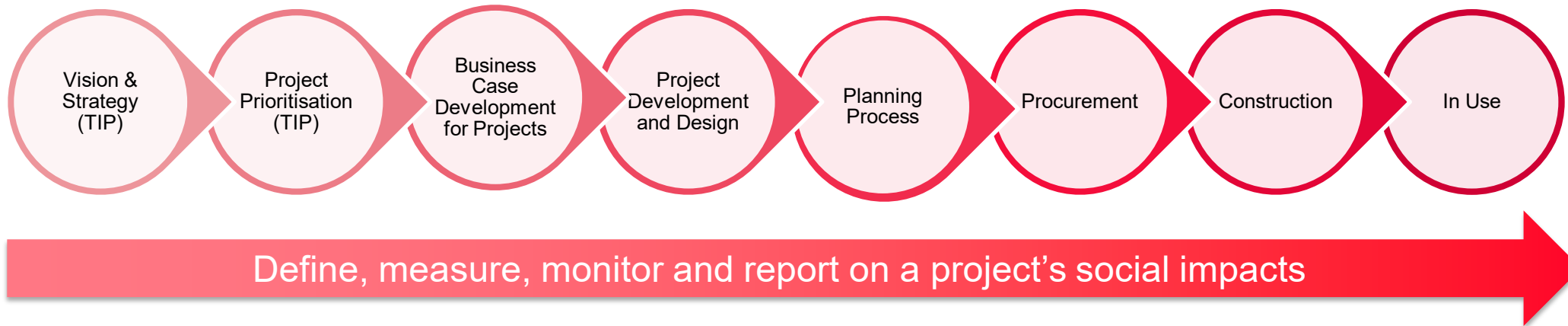
Currently most projects focus on delivering social value only at the procurement and delivery phase. This means that opportunities to create benefits during planning and design as well as operations and decommissioning are being lost.

Research by the British Council of Offices² indicates that the potential contribution that a building can make to society is significantly higher where there is a comprehensive social value strategy that covers every stage of the life cycle. Where this whole lifecycle social value strategy is in place for a typical development, the social value delivered over 20 years could be up to four times higher than the original construction costs.



Developing a social value strategy is key to maximising benefits throughout the life cycle of a project

THE VALUE OF IMPACT MEASUREMENT

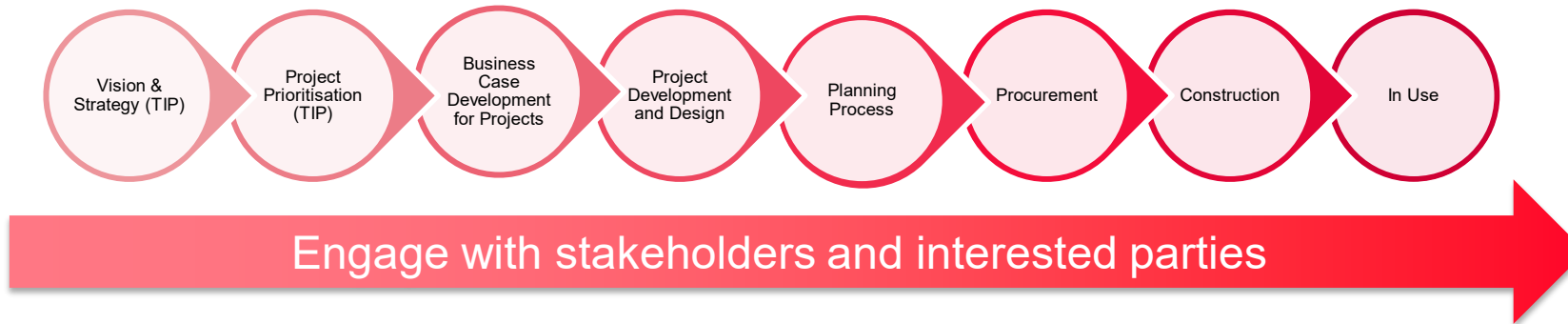


Articulating measuring, monitoring, and reporting the social impacts of a project is a vital approach to understand, manage and communicate a project's social value.

Reporting social value outcomes and impacts contributes to a more informed decision-making process, fosters transparency and can be used to gain support from stakeholders. Outcomes can include the: creation of jobs workforce equality and diversity; local and inclusive economic growth; access to quality homes, transport, technologies, goods and services; empowering governance and just partnerships; inclusive and accessible community spaces; safe, connected and proud communities; enriched culture and heritage and a healthy and climate resilient environment.

More on tools and links to useful social value measurement references can be found on [page 24](#) of this guidance note

STAKEHOLDER ENGAGEMENT



A shared vision and commitment from a range of stakeholders, showing how they have played, and will continue to play an active role in developing your TIP will demonstrate that you have secured buy-in from the local community.

Engaging early through the use of the Towns Total Outcomes Framework, the Theory of Change, and during development of the Town Investment Plan is key to identifying and incorporating local views into about priorities and outcomes. This approach will ensure that town plans are aligned with locally perceived needs.

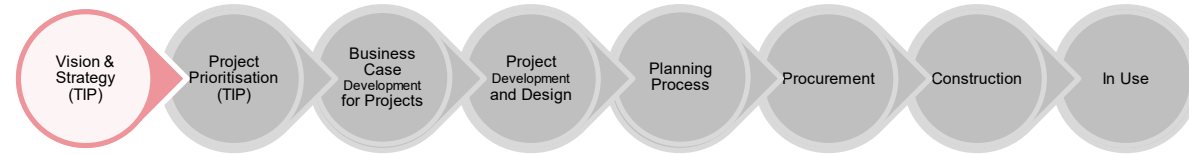
With regard to projects, early engagement with stakeholders including the community is a key part of successfully embedding social value into a project's life cycle. Stakeholder engagement at each stage of project will establish if a project's social value outcomes are still relevant and act as a way of keeping the community and stakeholders involved.

The role various stakeholders can play in driving social value will depend on the development type and local context. Stakeholders will be motivated in different ways but there is an underlying socioeconomic imperative for all stakeholders to deliver high-quality places which benefit the communities that live there. During the lifecycle of a development there are multiple stakeholders who will both benefit from a development delivering positive social value and have an important role in driving the social value outcomes of that development.

While social value interventions should be based on a local needs analysis a key first step is that all stakeholders understand that social value goes beyond just delivering jobs, training, apprenticeships and SME involvement during construction and that thought should be given to how the project can improve the lives of local people and deliver clear social benefit.

SOCIAL VALUE

Vision & Strategy



Your TIP will set out context analysis, strategy, engagement and delivery details of the projects which you are proposing to receive Towns Fund funding for. In order to do this, an understanding of the context of the local area, the local community, and associated needs and priorities will be required. This is also a key first step in developing a targeted approach to maximising social value.

Both the local needs analysis and the local engagement that informed the “Context Analysis” of the TIP should also inform the development of a project’s priorities and outcomes. From these priorities and outcomes, social value outcomes - social value targets and indicators can be established for your projects.

Embedding and revisiting social value priorities and outcomes at subsequent project stages will ensure that social value is being addressed at key decision making points in a project’s lifecycle. Also, by tracking performance on social value targets throughout a project life cycle means that social value creation will be kept accountable and becomes a consistent goal to strive for.

Opportunity to consider: Community Wealth Building to deliver social value³

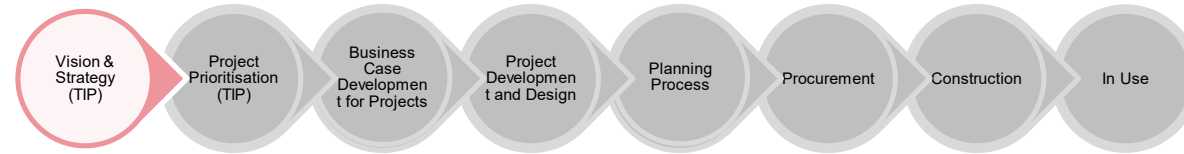
There is an opportunity at this stage to explore community wealth building principles. Community wealth building takes a people-centred approach to local economic development in order to redirect wealth and increase flows of investment back into the local area and economy and deliver social value. For example:

- Promoting locally owned and socially-minded enterprises
- Evoking change in local anchor institutions to recruit inclusively and from lower income areas
- Encouraging anchor institutions to procure locally and create dense local supply chains and business ecosystems
- Ensuring assets are owned and managed in ways which they generate wealth for local citizens as opposed to private interests

Building these principles into the TIP gives the opportunity to maximise project benefits to the local economy.

SOCIAL VALUE

Vision & Strategy



Your TIP will set out context analysis, strategy, engagement and delivery details of the projects which you are proposing to receive Towns Fund funding for. In order to do this, an understanding of the context of the local area, the local community, and associated needs and priorities will be required. This is also a key first step in developing a targeted approach to maximising social value³.

Undertaking early engagement with stakeholders during this stage is invaluable to corroborate the findings of the local needs analysis, as well as understanding strategic drivers and ambitions. Having a diverse and inclusive range of voices contributing to a project is crucial for delivering impactful projects that account for everyone's needs. Local engagement can be used as a tool to draw out the needs, challenges, strengths, and assets of the town, which then can be translated into opportunities. These can feed directly into the 'Context Analysis' section of the TIP.

Both the local needs analysis and the local engagement should inform the development of your town's project priorities, targets, outcomes, and indicators.

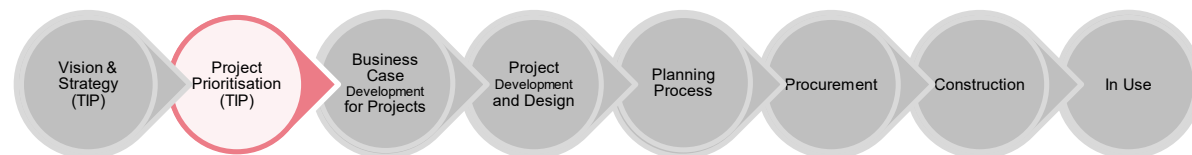
CASE STUDY: Legal and General Affordable Homes committed to delivering social sustainability from the outset



L&G Affordable Homes has put social value at the heart of all that they do. As such, they are developing a framework for sustainable development to deliver economic, social and environmental sustainability. They are committed to delivering new builds and retrofitted homes which are sustainable. They aim to build carbon zero homes which are flexible and adaptable to changing life needs. Intended outcomes across their portfolio include biodiversity net gain and high levels of active transport. Social value outcomes include: improved mental health, high levels of community participation, a strong sense of place and connected communities, access to life long learning and community-led advocacy for sustainable living.

SOCIAL VALUE

Project Prioritisation



Most towns will naturally do some kind of prioritisation process, whether through discussion in a board meeting, or an initial filtering by officers.

Once vision and objectives have been established and potential projects identified and a long list of projects created, projects should be assessed against the town objectives which should be based on the vision and local policies, including COVID-19 recovery and Clean Growth. During this second sift, a look at the Theory of Change for each project will be helpful to see if there is a clear chain of logic between inputs, outputs, outcomes and impacts. Some of these outcomes may be clear social value outcomes.

A final project sift will help look at the programme of chosen projects as a whole and ask whether together they form a transformational programme and their sum is greater than their parts. It is also important to think at this stage about how outcomes including social value outcomes could be measured and evaluated. Impact measurement is addressed later in the document on pages 24 and 25 in "[Social Value Impact Measurement](#)".

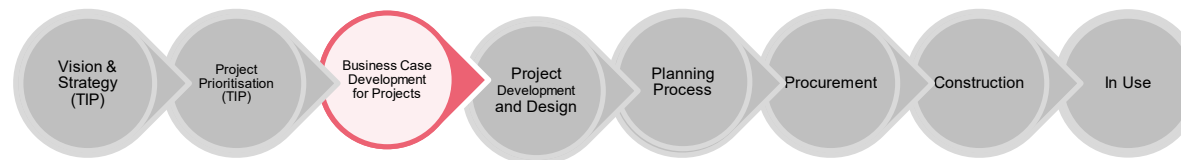
CASE STUDY: Engaging to deliver a 'Mini Holland' in Waltham Forest



The London Borough of Waltham Forest had a vision to join cycle routes into a connected network, attract growth into the area, and achieve 10% of journeys by cycle by 2020. The scheme, dubbed "Mini Holland", was met with strong opposition from many in the local community. The local authority team used data from digital engagement to assess local needs and inform the design process. Design proposals were then presented back to the community to build support. As a result, public support for the scheme across the borough doubled compared to how they had initially viewed proposals for changes to their neighbourhoods.

SOCIAL VALUE

Business Case



Currently social value is sometimes included in the economic case of the five-case business model. However, to really embed social value there is an opportunity to include social value objectives in the additional four investment cases i.e. strategic, commercial, management and financial. This will ensure that all benefits are captured, not just traditional economic benefits (e.g. GVA, land value capture, jobs, time savings).

Your project's social value outcomes will be informed by the local needs identified in your TIP and the subsequent project prioritisation process. Including social value will enhance the articulation of projects' benefits and mean that social value will not be considered as an "add on".

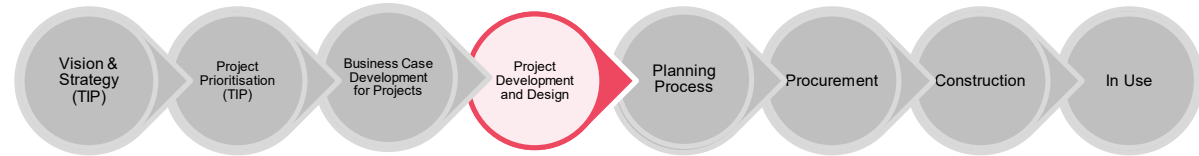
Ideally social value outcomes should include opportunities associated with what is to be developed, how it is developed and how it will be operated, plugged into wider strategies for social change to achieve multiple benefits and a lasting legacy for the communities served by proposed projects.

Outlining clear social value outcomes in your projects' business cases will help ensure that desired outcomes are embedded in projects' concept and design phases. In this way social value interventions should deliver benefits that meet the specific needs of the affected communities; helping to build stronger and more resilient towns.



SOCIAL VALUE

Project Development



Producing a Social Value Strategy (SVS) for a project or development will identify clear and ambitious social value outcomes. The strategy should ideally include opportunities associated with what is delivered, how it is delivered and how it is operated, based on a Local Needs Analysis. Delivering the strategy should create social benefits and a lasting legacy for the stakeholder that the project aims to benefit.

A project's design stage is critical in making sure that social value outcomes set out in the business case are taken forward. Collaboration with designers is key during this stage to ensure they are familiar with a project's social value priorities, targets, outcomes, and indicators⁴.

Design workshops provide opportunities to work with designers in concept designs, developed design and technical design stages to ensure that a project's wider outcomes are considered and incorporated into design briefs and design requirements. It is important to identify, assess and prioritise design features that will generate social value during construction and asset use. Also integrating social value into all outputs of this stage and then into the SVS so that social value is carried through all subsequent project stages.

Building in local input gathered from earlier stakeholder engagement will help sense check that these designs address identified local needs. Additionally, building in local input through engagement can provide a sense of ownership and involvement, connecting people with places and making them feel valued. Involving users in the design ultimately enhances the long-term value of the asset as it effectively fulfils its purpose to users.

Checking progress at key design decision gates will make sure that project outcomes are not 'value engineered' out. This stage has key links to a project's later 'in use' stage.

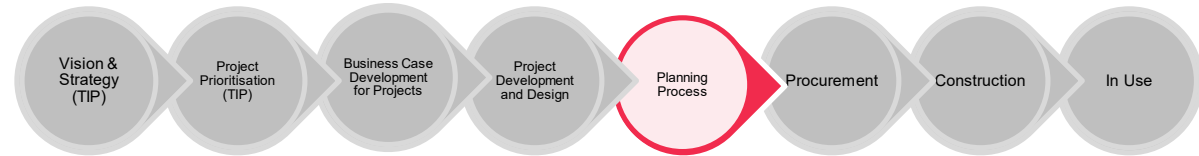
CASE STUDY: Designing to promote social interaction and learning at Coventry University



Coventry University commissioned the design of a new Engineering and Computing Building (ECB) with the aim to bring industry, education and research together. People were at the heart of this design. From the strategic level to the smallest detail, Arup architects focussed on how people would use the building and ran workshops with lecturers from different departments to understand the University's vision. Arup designed a series of interconnected, flexible spaces instead of the typical model for an academic building – a series of separate independent spaces. This allowed staff and students to interact as part of the wider faculty community and break out of the confines of lecture theatres and classrooms into more informal spaces.

SOCIAL VALUE

Planning Process



“Planning should take account of and support local strategies to improve health, social and cultural wellbeing for all, and deliver sufficient community and cultural facilities and services to meet local needs.”⁵

The Social Value Act has been highly successful at driving consideration of social value in local authorities’ approach to public procurement. However, social value is not explicitly considered in local plans or in the planning consent process. As a result, opportunities to deliver wider benefits and potential opportunities for communities are being missed. The inclusion and mainstreaming of social value in planning policy and planning consents could be a driver for the articulation and inclusion of wider social value associated with developments.

In the development of projects funded through the Towns Fund, local councils may be both planning authority and planning applicant. Forward thinking local authorities are currently considering how the benefits of the Social Value Act can be applied to local planning policy and into the consenting process. Some are considering how to move Section 106 agreements and Community Infrastructure Levies (CIL)⁶ to include more targeted social value outcomes, meeting the identified needs of local communities and delivering long term benefit. For example, requiring that social value assessments are to be undertaken for strategic schemes and that social value statements (SVS) are included with planning submissions.

A social value statement sets out the social, economic and environmental benefit a development, how it aligns with local policies and meets the local needs identified through stakeholder engagement. This approach provides an opportunity to require developers to clearly set out a development’s social, economic and environmental value in a way that can be clearly conveyed to planning committees. It can also be used to monitor, measure and report on social impact beyond planning consent, into the construction and in-use phases.

5. MHCLG – National Planning Policy Framework. Available at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/810197/NPPF_Feb_2019_revised.pdf

6. UKGBC Driving social value in new development: Options for local authorities. Available at: [https://www.ukgbc.org/wp-](https://www.ukgbc.org/wp-content/uploads/2019/03/UKGBC-Driving-social-value-in-new-development-Options-for-local-authorities-1.pdf)

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CASE STUDY: Northern Roots, Oldham

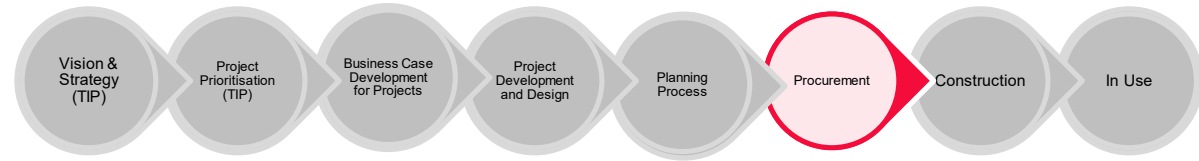


The Northern Roots project is an ambitious project in development to create the UK’s largest urban farm and eco park in the heart of Oldham.

Northern Roots will be developed for and with local communities, creating a wide range of activities and businesses on the site. Potential projects may include growing edible crops, animal husbandry and bee-keeping, forestry, mountain biking, outdoor events and performances. The ambition is that Northern Roots will become self-financing in the longer term through a blend of social investment, enterprise, tourism, licensing and commissioning.

SOCIAL VALUE

Procurement



When done well, procurement can enable social value delivery and provides opportunities to engage local suppliers and SMEs, building local capabilities, and ensure that the supply chain is diverse and reflects the local cultural mix.

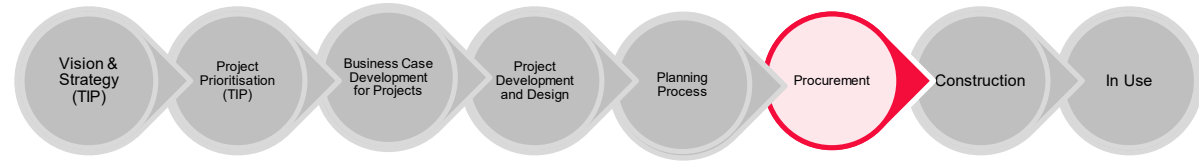
The procurement stage provides a valuable opportunity to deliver social value by ensuring that supply chains are engaged and committed to contributing to the defined social outcomes of a project.

Engagement and collaboration i.e. pre-procurement market engagement with potential suppliers before developing the tender will offer an opportunity to design a commission that enables the supply chain to be prepared for success and delivering clear social value. By communicating expected outcomes (those ideally set out in a project's business case) and discussing the commission before with potential bidders, before tender, will ensure a more inclusive bidding process, provide insight and unlock creativity and innovation in the supply chain.

Good practice is that any social value opportunities agreed in a project's planning and design phase are set out within contractual requirements to ensure clarity and delivery. To deliver more social value it is essential to communicate a project's social value ambitions in the procurement tender information as well as include evaluation criteria for social value and a percentage scoring weighting. This will make clear the importance of delivering social value and the supply chain can respond accordingly.

SOCIAL VALUE

Procurement



When designing a tender, a set of contract requirements that are aligned with the projects' priorities and outcomes is a clear way to get supply chain commitment to delivery of social value. However, it is important to strike a balance between clear requirements and giving bidders, particularly SMEs, the flexibility to show capability and innovative ways to deliver social value. Early supplier engagement helps determine this balance.

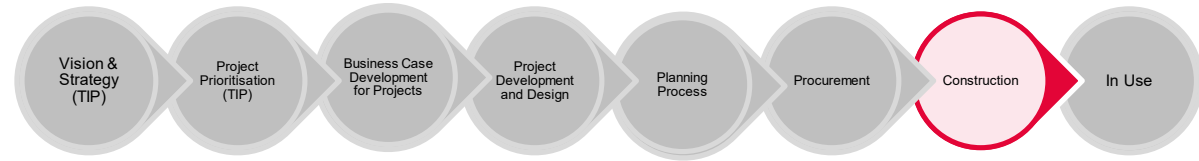
To maximise social value it is important that that contract opportunities are open to SMEs and the voluntary and community sector (VCS) and that the supply chain has the chance to form collaborations so that they can fulfil the tender requirements. Innovative suppliers will work in partnership to go beyond provision of jobs, apprenticeships i.e. delivering social value in creative ways, working with local community groups or organisations who specialise in addressing local need.⁷

They may, for example, offer job and training opportunities to those furthest from the labour market and involve social enterprises with local knowledge and local networks to do this. Community is one area where businesses, especially SMEs and VCS organisations wishing to add value, can provide tangible benefits as they are more likely to have vision, knowledge and skills to engage with and deliver social value in communities.

Finally, track social value achievements. If targets are used this can be expected of the supply chain and metrics can be used as well as case studies. On bigger contracts supply chain forums can be set up and good practice can be shared and celebrated via awards schemes.

SOCIAL VALUE

Construction



Construction develops places in which people live, work and socialise, and the connections between such places, communities and people. A project's construction phase offers responsible contractors the chance to invest in and enhance local communities thus spreading the benefits of developments as widely as possible.

Contractors are to be expected to take social value seriously, demonstrate that they have embedded social value principles in their business practices and bring their best ideas to win and deliver public contracts making impactful commitments and ensuring that social value is not an afterthought.

Ideas are developed when contractors listen to and understand local community need and knowledge and then respond to this. For example, when building a health and well-being centre, considering how that might help reduce unemployment levels provide training, but also address levels of obesity, social cohesion, and high crime rates.

To deliver commitments contractors often form partnerships with local charities, community groups, businesses and social enterprises to create impactful social value. Not all of the social value-adding commitments need be innovative. Some, such as paying suppliers on time, supporting young people into sustainable employment and promoting equality by ensuring ethical employment practices and offering opportunities targeted at underrepresented and hard to reach communities, should be a core part of the commitment all contractors make to the communities that they operate in.

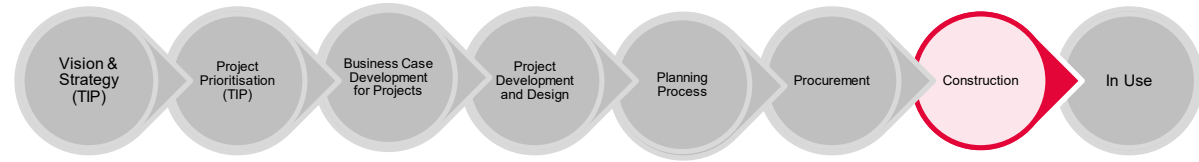
CASE STUDY: Balfour Beatty at the Manchester Engineering Campus Development



Balfour Beatty is currently delivering the Manchester Engineering Campus Development (MECD) project. Through a partnership with the University of Manchester's Construction Academy, which operates through the university's own employment and training centre, the project is committed to ensuring that Greater Manchester residents benefit from the skills development and employment opportunities the expansion of the campus will provide. By raising skill levels and creating sustainable job opportunities local communities are directly benefitting whilst the project is contributing to a strong regional and national economy.

SOCIAL VALUE

Construction



To embed social value delivery strong contract management is needed. All Tier I contractors should be required to develop a social value action plan based on a local needs analysis and to meet any social value requirements set out in planning permissions.

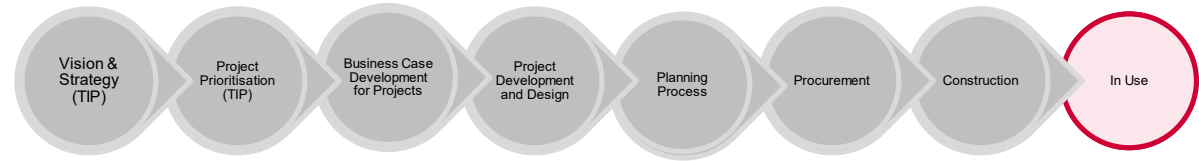
It is also advised to set up a system for social value reporting (e.g. quarterly or monthly) that best demonstrates impact, meets client requirements and can be shared with and used by the whole supply chain.

Once construction is complete then a detailed handover social value report can be used by asset managers and passed on if the property is sold.



SOCIAL VALUE

In Use



At the in-use stage opportunities for social value can be realised through the management and use of a building. Many buildings will have a property manager and management team and there is an opportunity for the local community to receive benefits from the development. Commitments and plans for do this can be set out in a social value action plan.

Social value can be unlocked through :

- Providing job and training opportunities for local people – in cleaning, repairs, security
- Engaging with local supply chains
- The use of the building for community activities/meetings
- Organising community engagement programmes

Many businesses have sustainability or corporate responsibility strategies that include outreach strategies of volunteering and engaging with local schools and the local community. Good practice is that occupiers set out social value action plans setting out commitments for engagement and their social value activities. This will allow clarity of actions and foster an ability for measurement and reporting on actions that deliver social value. Review and feedback can also be used to inform approaches to the design, management and use of further developments.

CASE STUDY: Post-Occupancy Surveys by Berkeley Group⁸



The views of residents are essential in informing how developments are managed and future schemes designed. For this reason Berkeley Group is committed to carrying out post-occupancy surveys. The surveys usually result in many positive comments but also identify potential improvements to include in future developments. Improvements include managing agent visibility, car parking provision and delivery of community facilities. In April 2014, residents responded to a post-occupancy survey at Edenbrook in Fleet. Some 95% of respondents rated the external design of the homes as good or excellent and 93% felt safe or very safe in the development.

8. Berkley Group – Places. Available at: https://www.berkeleygroup.co.uk/media/pdf/t/s/BG_PLACES.pdf

SOCIAL VALUE **IMPACT MEASUREMENT**

A key part of social value is measuring and reporting effectively across a project’s lifecycle. Being able to assess social value is vital to be able to communicate positive impacts to stakeholders, make more informed decisions, and to identify where the greatest social value is being created in a project and in its supply chain. To fully understand this measurement should ideally begin as early as possible and continue until after the project has been delivered and is in use.

There are a variety of impact measurement tool that help identify social value objectives and actions and measure and report on qualitative impact.

Impact Reporting has produced a useful report⁹ setting out the range of social value tools available for use. They also provide advice on framework adoption and metric and approaches to benchmarking against the UN Sustainable Development Goals.

Social value measurement tools can be referred to get an understanding of the range of social value outcomes that could be delivered through a project. Which impacts and when they are delivered will always be project and context specific.

The Social Value Portal’s ‘National Themes Outcomes and Measurement tool (TOMs)’¹⁰ (see adjacent box) provides examples of outcomes for projects TOMS Calculator (excel tool).

Themes	Outcomes
Jobs: Promote Local Skills and Employment	More local people in employment
	More opportunities for disadvantaged people
	Improved skills for local people
	Improved employability of young people
Growth: Supporting Growth of Responsible Regional Business	More opportunities for local SMEs and VCSEs
	Improving staff wellbeing
	Ethical Procurement is promoted
	A workforce and culture that reflect the diversity of the local community
Social: Healthier, Safer and more Resilient Communities	Social Value embedded in the supply chain
	Crime is reduced
	Creating a healthier community
	Vulnerable people are helped to live independently
Environment: Protecting and Improving Our Environment	More working with the Community
	Climate Impacts are reduced
	Air pollution is reduced
	Better places to live
Innovation: Promoting Social Innovation	Sustainable Procurement is promoted
	Other measures (TBD)

Some of the Themes and Outcomes listed in the TOMs Framework (Source: Social Value Portal)

9. Impact Reporting – Frameworks for social value and CSR reporting. Available at: <https://impactreporting.co.uk/resources/sv-csr-frameworks/>

10. Social Value Portal – National TOMs Framework. Available at: <https://socialvalueportal.com/national-toms/>

SOCIAL VALUE **IMPACT MEASUREMENT**

The Housing Associations' Charitable Trust's (HACT) 'Social Value Calculator'¹¹ is also useful for tracking, measuring, monitoring and reporting social value.

Social Return on Investment (SROI) is an outcomes-based measurement tool to understand and quantify the social, environmental and economic value created. Developed from traditional cost-benefit analysis and social accounting, SROI is a participative approach that is able to capture in monetised form the value of a wide range of outcomes, whether these already have a financial value or not. An SROI analysis produces a ratio that states how much social value (in £) is predicted or has been created for every £1 of investment.

Others include:

- Social Profit Calculator: www.socialprofitcalculator.co.uk
- Seratio Social Value Software: <https://www.seratio.com/home>
- Social Value Bank Tools: <https://www.hact.org.uk/value-calculator>
- LM3: www.lm3online.com

11. HACT Social Value Calculator. Available at: <https://www.hact.org.uk/value-calculator/>

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APPENDIX 1: FURTHER READING

- [BCO - Measuring the Social Value of Offices](#)
- [Berkley Group – Places](#)
- [CLES - Community Wealth Building](#)
- [Considerate Constructors Scheme](#)
- [HACT - Social Value Calculator](#)
- [ICE – Maximising Social Value from Infrastructure Projects](#)
- [IED – From The Ground Up - Improving The Delivery Of Social Value In Construction](#)
- [Impact Reporting - Frameworks for Social Value and CSR](#)
- [Inclusive Growth Analysis Unit, University of Manchester - Achieving Inclusive Growth in Greater Manchester](#)
- [LM3 Impact Reporting](#)
- [Local Government Association – Social Value Toolkit](#)
- [MHCLG – National Planning Policy Framework](#)
- [RIBA - Social Value Toolkit](#)
- [Seratio Social Value Software](#)
- [Social Profit Calculator](#)
- [Social Value Portal – National TOMs Framework](#)
- [Social Value UK – Social Return on Investment Guidance](#)
- [Social Value UK - Value Map Resource and Guidance](#)
- [Social Value UK – Value Mapping](#)
- [Supply Chain School – Social Value and Design of the Built Environment](#)
- [The Total Towns Outcomes Framework – August 2020.](#)
- [The Towns Fund Theory of Change – August 2020](#)
- [UK Government Public Services \(Social Value\) Act 2012.](#)
- [UKGBC - Driving social value in new development: Options for local authorities](#)
- [UKGBC – Driving Social Value in New Developments](#)