

Social Value Policy

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1. Introduction

NHS Shared Business Services (NHS SBS) was created in 2004 by the Department of Health and Social Care (DHSC) to deliver corporate services to the National Health Services (NHS). NHS SBS is a unique joint venture between NHS Business Services Authority, a Department of Health and Social Care arms' length body, and digital transformation experts Sopra Steria. As a service provider committed to supporting the NHS and other public bodies, we have established a comprehensive Social Value Policy to articulate our commitment to delivering on our social responsibility.

Proud members of the NHS family, we provide finance & accounting, digital, procurement and workforce services to more than half the NHS in England. Co-created with and for those who use them, our shared solutions are informed by big data and powered by innovative technologies, delivering efficiency, effectiveness, and resilience at levels unachievable for organisations working alone. Our partnership approach to every project is underpinned by our teams' expertise, in-depth understanding of the NHS, and pursuit of service excellence.

NHS SBS are proud to have a Social Value policy that represents our values as an organisation and highlights our commitments within our company wide Social Value programme: Healthy NHS SBS.

2. Purpose and justification for the policy

2.1 Purpose

The purpose of this policy is to provide clarity and direction to NHS SBS employees, customers, and suppliers on the approach, desired outcomes and actions taken at NHS SBS to deliver Social Value, in adherence to the UK Public Services (Social Value) Act 2012.

2.2 Justification

NHS SBS's aim is to provide sustainable and impactful Social Value through all our services, including Framework Agreements and direct procurements as well as through our internal corporate social responsibility programs.

This policy outlines a commitment to our suppliers, customers, and employees to implement the Social Value Act and function as a driving force to develop organisational best practice.

Social Value is underpinned by the Public Services (Social Value) Act 2012, which imposes an obligation on all public sector bodies to consider Social Value in the procurement of goods, services and works.

From the 1st of April 2022, NHS England extended the reach of Procurement Policy Notice (PPN) 06/20: taking account of Social Value in the award of central government contracts to the commissioning and purchase of goods and services by NHS organisations, as well as to organisations acting on behalf of such commissioners and purchasers. All such organisations, including NHS SBS, are required to adopt and apply PPN 06/20 (“In Scope Organisations”).

As a service provider to the NHS and wider public sector customers, Social Value is a core part of our delivery, therefore, it is embedded into everything we do. Social Value, when incorporated effectively, can help reduce health inequalities, drive better environmental performance, and deliver even more value to the NHS from service providers such as NHS SBS.

3. Scope of the Policy

The scope of this policy spans across our business however, it is concentrated in three high impact areas:

1. Embedding Social Value and Sustainability as a core part of our business, in everything we do.
2. Embedding Social Value in our service delivery, as a supplier to NHS England and the wider public sector (Finance and Accounting, Employment Services, Procurement, and Integrated Healthcare Solutions).
3. Incorporating the UK Public Services (Social Value) Act 2012 Public Procurement Note (PPN) 06/20 through all NHS SBS frameworks, procurement services, and customer delivery with a minimum weighted value of 10% from the 1st of April 2022

4. Definitions

Term	Description of Term
Social Value	Social value legislation requires buyers of public sector services to consider whether there are related social, economic or environmental benefits that can be delivered through the contract. In line with PPN 06/20, this can be delivered in 5 key themes: Climate Change, Economic Inequality, Wellbeing, COVID-19 Recovery and Equal Opportunity.
Sustainability	Sustainability is the long-term maintenance and enhancement of human well-being within finite planetary resources. It is usually considered to have environmental, economic, and social dimensions.

5. Roles and Responsibilities

5.1 NHS SBS Executive Team

The NHS SBS Board has overall responsibility to ensure that we deliver on our Social Value and Sustainability programme; 'Healthy NHS SBS'. This is overseen by the Executive Team and accountability with the Director of Procurement, Sustainability and Social Impact

5.2 Director of Procurement, Sustainability and Social Impact

The Director of Procurement, Sustainability & Social Impact has overarching accountability for the NHS SBS delivery of Sustainability and Social Impact. This includes the implementation of this policy and the oversight of the Sustainability and Social Impact Team.

5.3 Head of Sustainability and Social Impact

The Head of Sustainability and Social Impact is responsible for the implementation and delivery of this policy. This includes setting strategic direction, KPI's and overseeing the delivery of these. The Head of Sustainability and Social Impact also manages the team delivering day to day projects.

5.4 Senior Social Value Manager

The Senior Social Value Manager manages this policy and its day-to-day delivery. This includes ownership of updating, implementing and reporting on the Social Value activity across the business both internally and externally.

5.5 All staff

All staff at NHS SBS have a duty to understand Social Value through our corporate programme; Healthy NHS SBS. This ensures that Social Value does not live in one team, but within our values.

6. Commitments

This Social Value Policy sets out key deliverables to fulfil three desired outcomes across the three high impact areas at NHS SBS:

Outcome 1: Social Value is integrated into all areas of our business as a service provider to the NHS and other public bodies.

NHS SBS is committed to generating social, economic, and environmental value for the communities in which we operate within through our company-wide sustainability and social value programme: Healthy NHS SBS. This includes the following workstreams:

- *Dedicated Sustainability and Social Value Team:* We maintain a specialised team committed to driving positive impact throughout our organisation. This team identifies and capitalises on opportunities to deliver social value in new contracts, ensuring effective measurement and monitoring aligned with the five themes of Social Value.
- *Employee empowerment:* We support our employees in actively contributing to social value through targeted programs such as volunteering, charitable giving, and initiatives that promote diversity and inclusion.
- *Environmental Stewardship:* NHS SBS is dedicated to supporting the NHS journey to Net-Zero by ensuring our organisation is constantly reviewing, updating, monitoring, and improving our impact on the environment.

Outcome 2: Social Value is fully integrated into our Procurement service by:

- *Alignment with Social Value Themes:* Social Value is an integral part of our procurement process. All tenders run through our procurement service align with the five themes set out in the Social Value Act: COVID-19 recovery, tackling economic inequality, Fighting Climate Change, Equal opportunity, and wellbeing.
- *Supplier Engagement and Guidance:* Our pre- and post-market engagement with suppliers includes guidance on how to incorporate Social Value into procurements to both engage and support suppliers and also deliver meaningful social value in our procurement solutions.
- *Performance Management:* Integration of Social Value Key Performance Indicators (KPI's) throughout the procurement lifecycle.
- *Weighted Criteria in Tenders:* We use a minimum of 10% weighting in Social Value criteria for all NHS SBS Framework agreement tenders and direct procurements, ensuring that social value considerations are integral to our procurement decisions.
- *Supplier Development:* We actively invest in upskilling our suppliers on Social Value to enhance the quality of social value delivery through procurement activity.

Outcome 3: Our NHS SBS employees are educated on Social Value and empowered to oversee and deliver Social Value in our service delivery.

- *Continuous Awareness and Empowerment:* Regular Social Value awareness sessions are conducted for all departments within NHS SBS to educate and empower employees in fostering social value.
- *Integration into Employment Objectives:* Social Value and Sustainability are integrated into employment objectives across our organisation to promote a culture of social responsibility and value creation.
- *Encouraging Innovations:* We encourage employees to drive discussions with suppliers, the NHS and public sector organisations on innovative and impactful social value initiatives to collectively drive positive impact.
- *Emphasis on Sustainable Procurement:* We emphasise the importance of sustainable procurement and its relevance in improving population health outcomes, focusing on Framework Agreements.
- *Business Case Review:* Ensure all business cases review social value and sustainability pre-submission.

7 Implementation and monitoring

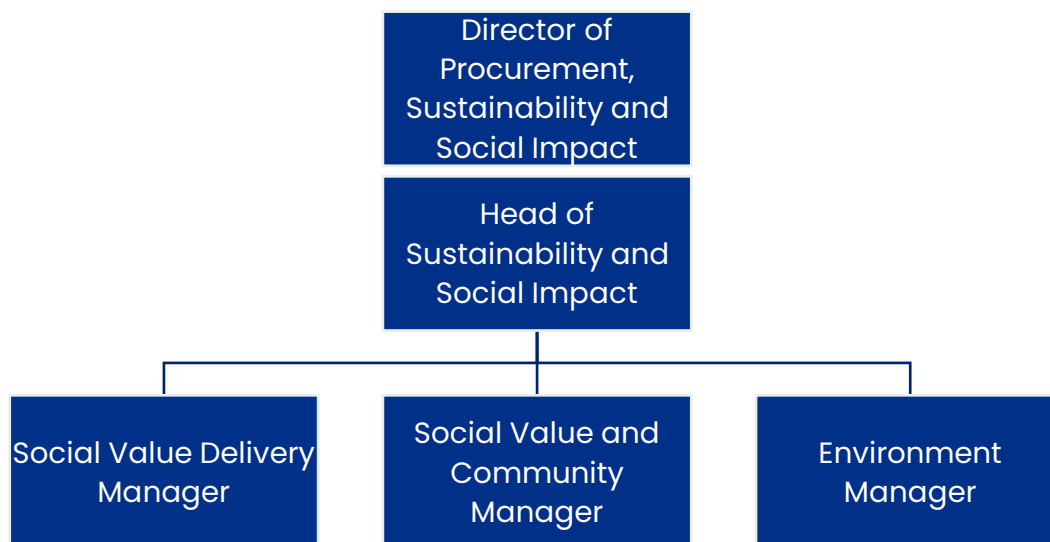
7.1 Implementation

This policy will be made available to the business via the NHS SBS Intranet.

Social Value desired outcomes and actions are owned and managed centrally in NHS SBS by our Sustainability and Social Value team. This team are supported by company-wide stakeholders who deliver the objectives set out in this policy.

Accountability and responsibility are maintained at all organisational levels from executives to individual employees, as well as through the wider supply chain where suppliers have a responsibility to support and deliver Social Value Goals.

The delivery of our overarching Social Value strategy is within our Social Value and Sustainability team, as outlined below, with executive level oversight through our Director of Procurement, Sustainability and Social Impact.



7.2 Director Sign Off

Lydia Sullivan

Director of Procurement, Sustainability and Social Impact signature

Date: 27 March 2024

7.3 Process for monitoring implementation & effectiveness

For this policy, the following monitoring processes are in place.

Standard	Monitoring process
Monitoring arrangements for compliance and effectiveness	Senior Social Value manager updates the policy on an annual basis to ensure it remains accurate and fit for purpose. This is signed off as per the responsibilities section by the Head of Sustainability and Social Impact
Responsibilities for conducting the monitoring/audit	Senior Social Value Manager reviews alongside key stakeholders to inform any additions or updates
Methodology to be used for monitoring/audit	Ensuring alignment with both government and NHS England Social Value updates as well as any key organisational changes
Frequency of monitoring/audit	Annual
Process for reviewing results and ensuring improvements in performance occur	Undertaken through the Sustainability team end of year review, as well as the Social Value Champions Group

8 Dissemination of and access to the policy

This document will be available on the NHS SBS Beehive Intranet as part of the overall corporate policies and procedures.

The Privacy, Risk & Counter Fraud Coordinator will maintain an archive of all policy documents. This policy will be reviewed annually unless there are any legislative changes prior to this.

9 References

[B1030-applying-net-zero-and-social-value-in-the-procurement-of-NHS-goods-and-services-march-2022.pdf \(england.nhs.uk\)](#)

[Guide-to-using-the-Social-Value-Model-Edn-1.1-3-Dec-20.pdf \(publishing.service.gov.uk\)](#)

[Social Value Act: information and resources - GOV.UK \(www.gov.uk\)](#)

[Public Services \(Social Value\) Act 2012 \(legislation.gov.uk\)](#)

10 Version Control Sheet

If revising a policy/procedure summarise the key changes made in the comment's column.

Where a policy/procedure replaces a previous version, the old version will be archived in accordance with the Policy for the Development and Management of Policies and Procedures.

Version	Date	Author(s)	Job Title	Comment
0.5	November 2023	Olivia Murphy / Tanika Marais	Head of Sustainability and Social Value / Senior Social Value Manager	Agreed draft
0.6	December 2023	Lisa Tann	Senior Privacy Manager	Review of format against Policy on Policies
0.7	December 2023	Olivia Murphy	Head of Sustainability and Social Value	Updated draft
0.8	January 2024	Lisa Tann	Senior Privacy Manager	Feedback following QAB Ratification