

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 shared services to the National Health Service (NHS). We are a unique joint venture between NHS Business Services Authority, an arms' length body of DHSC and digital transformation experts Sopra Steria Ltd.

NHS SBS is a proud member of the NHS family delivering finance, digital, procurement, consulting and workforce services to more than half of the NHS in England. As a critical service provider to the NHS, we have established a comprehensive Social Value Policy to articulate our commitment to delivering on our social responsibility.

Co-created with and for those who use them, our shared solutions are informed by big data and powered by innovative technologies, delivering efficiency, productivity, and resilience at levels unachievable for the NHS working alone. Our partnership approach to every project is underpinned by our teams' pursuit of service excellence, subject matter expertise and in-depth understanding of the NHS.

NHS SBS is 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

This policy is designed 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 with the UK Public Services (Social Value) Act 2012.

2.2 Justification

NHS SBS provides sustainable and impactful Social Value through all areas of our services, including framework agreements and direct procurements, as well as through our internal corporate social responsibility programs.

From 1 April 2022, NHS England extended the reach of 'Procurement Policy Note 06/20: taking account of Social Value in the award of central government contracts' to include 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 in scope organisations, including NHS SBS, are required to adopt and apply Procurement Policy Note (PPN) 06/20.

The PPN sets out the themes within which social value can be achieved in government contracts through Covid-19 recovery, tackling economic inequality, fighting climate change, equal opportunity and wellbeing.

NHS SBS recognises that social value, when incorporated effectively, can help reduce health inequalities, drive better environmental performance, and deliver even more value to the NHS.

Through this policy we reinforce NHS SBS commitment to our suppliers, customers, and employees to implement the Social Value Act and function as a driving force to develop organisational best practice.

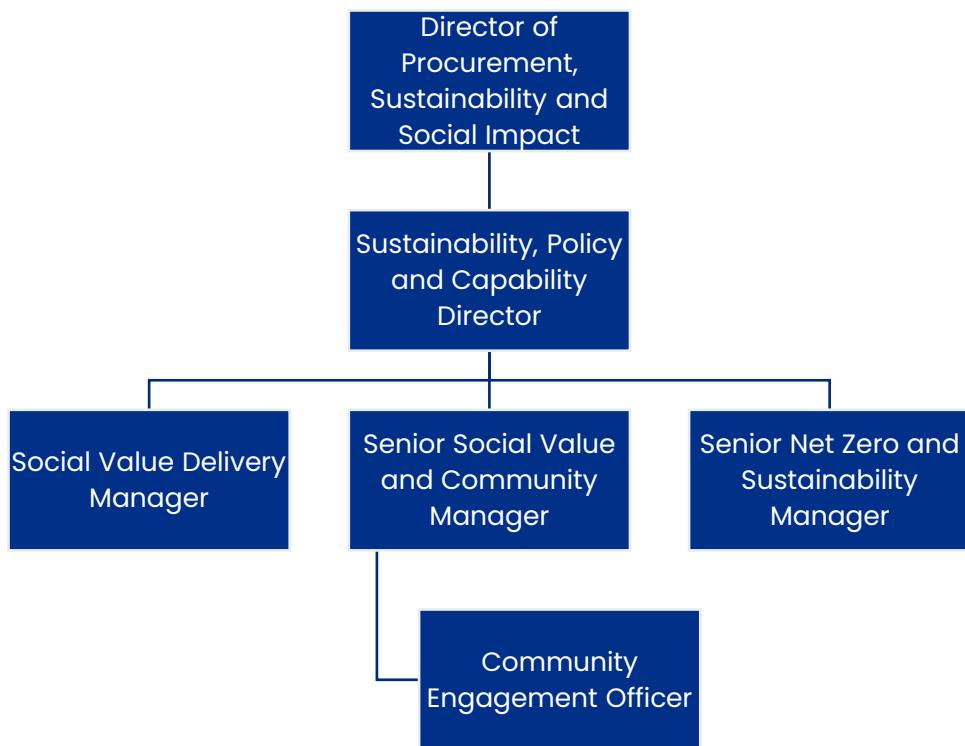
3. Scope of the Policy

The scope of this policy spans all of NHS SBS and is concentrated in three high impact areas:

1. **Embedding Social Value and Sustainability** across all business functions, for example coordination of volunteering and fundraising activity and providing Social Value training.
2. **Integrating Social Value into service delivery** for NHS England and other Public Sector clients, for example through the delivery of social value contractual obligations and providing meaningful social value into communities that we serve.
3. **Compliance with Social Value legislative and policy requirements** – Applying PPN 06/20 across NHS SBS procurement frameworks, with a minimum 10% weighting for Social Value in every framework.

Further detail about each of these areas can be found in the commitments section.

4. Roles and Responsibilities



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

4.1 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 sits with the Director of Procurement, Sustainability and Social Impact

4.2 Sustainability, Policy and Capability Director

The Sustainability, Policy and Capability Director is responsible for implementing this policy, setting strategic objectives, ensuring legislative and regulatory compliance and overseeing key performance indicators (KPIs).

4.3 Senior Social Value and Community Manager

Manages day-to-day policy execution, reporting, and ongoing improvements in Social Value delivery.

4.4 All staff

All employees are expected to integrate Social Value into their work through the 'Healthy NHS SBS' programme. A standard Sustainability and Social Value objective has been cascaded to all employees across the business – this includes 3 days per annum to undertake volunteering activity

5. Commitments

5.1 Embedding Social Value and Sustainability across all business functions

Our company-wide sustainability and social value programme: Healthy NHS SBS includes the following workstreams to drive sustainability and social value across the business:

- **Employee Engagement:** Encourages staff participation in volunteering, diversity, equity, and inclusion, and charitable initiatives.
- **Environmental Stewardship:** Actively supports the NHS Net-Zero agenda through continuous monitoring, reviewing, updating and improving our impact on the environment.
- **Sustainability champions:** management of a group of champions from different business areas, who support in embedding sustainability and social value across the organisation.
- **Learning and Development:** Regular Social Value and Modern Slavery awareness and training sessions are conducted for colleagues across NHS SBS to educate and empower employees in fostering social value.
- **Annual Objectives:** Social Value and Sustainability are integrated into employment objectives across our organisation to promote a culture of social responsibility and value creation.

5.2 Integrating Social Value into service delivery

Our highly skilled and experienced Sustainability and Social Value team support the business in ensuring that we take a robust approach to Social Value in our contracts. We do this by ensuring that we deliver Social Value contractual obligations agreed in contracts awarded to NHS SBS.

5.3 Compliance with Social Value legislative and policy requirements

We ensure that as a business, we maintain compliance with all legislative and policy requirements relating to Sustainability and Social Value. We do this by:

- **Alignment with Social Value Themes:** 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.
- **Sustainability and Social Value inherent to our frameworks:** We incorporate sustainable practices into the specifications of our framework agreements, improving population health outcomes
- **Performance Management:** Integration of Social Value Key Performance Indicators (KPI's) into our frameworks.
- **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.
- **Ongoing compliance** with other Sustainability and Social Value requirements such as our Modern Slavery Statement, Modern Slavery Assessment and Evergreen assessment.

6 Implementation and monitoring

6.1 Implementation

This policy is made available to the business via the NHS SBS Intranet and externally on the NHS SBS Website.

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 the company-wide champions who support the delivery of 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.

6.2 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 Sustainability, Policy and Capability Director.
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	Social Value KPIs tracked monthly.
Continuous Improvement	Learning from feedback from contracting authorities on our Social Value responses to tenders, so we can continually improve.

7 Version Control

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
0.9	January 2025	Tanika Marais	Senior Social Value Manager	Updated policy

8 Director Sign Off

Lydia Sullivan 

Director of Procurement, Sustainability and Social Impact

Date: 17/03/2025