

London Borough of Waltham Forest

SOCIAL IMPACT REPORT 2020-2022



Waltham Forest

SOCIAL IMPACT REPORT 2020-2022

FOREWORD BY COUNCILLOR PAUL DOUGLAS



In 2021 LBWF published its first Social Value Policy, developed with an aim to provide a more significant opportunity for the Council to deliver an effective, standardised and flexible approach to achieve social value through its procurement activities.

The policy is linked to and addresses our four immediate priorities that define the Council's Social Value principles:

- Connecting People with Jobs
- Safe and Healthy Lives
- Our 15-minute Neighbourhood
- Confidence in Our Future

In addition to fulfilling a primary purpose from its contracts, the Council uses procurement as a mechanism to provide socioeconomic and environmental benefits to our residents. To understand the positive effects of our activities, we theme Social Value under the three pillars of sustainability:

- Social
- Economic
- Environmental

This allows us to plan and measure how our actions have contributed to the long-term well-being and resilience of individuals, residents, and businesses.

This Social Impact Report illustrates The Council's social value journey, provides an overview of the social value progress, and highlights powerful human stories.

The Council has adopted a collaborative approach to prove its value to others and to improve its systems and arrangements to make the most value and be accountable to our stakeholders and investors. The effective engagement and collaboration with our supply chain and key stakeholders have led to the generation and delivery of over £30M in social and local economic value added for our residents and the local community in the last 24 months and the creation of a significant pipeline of future benefits.

Waltham Forest Cabinet Member for Public Service : Paul Douglas

EXECUTIVE SUMMARY

Social Value refers to the wider financial and non-financial value created by an organisation through its day-to-day activities in terms of the well-being of individuals and communities, social capital created and the environment. The Council has adopted the following definition of Social Value, as developed by the Sustainable Procurement Task Force:

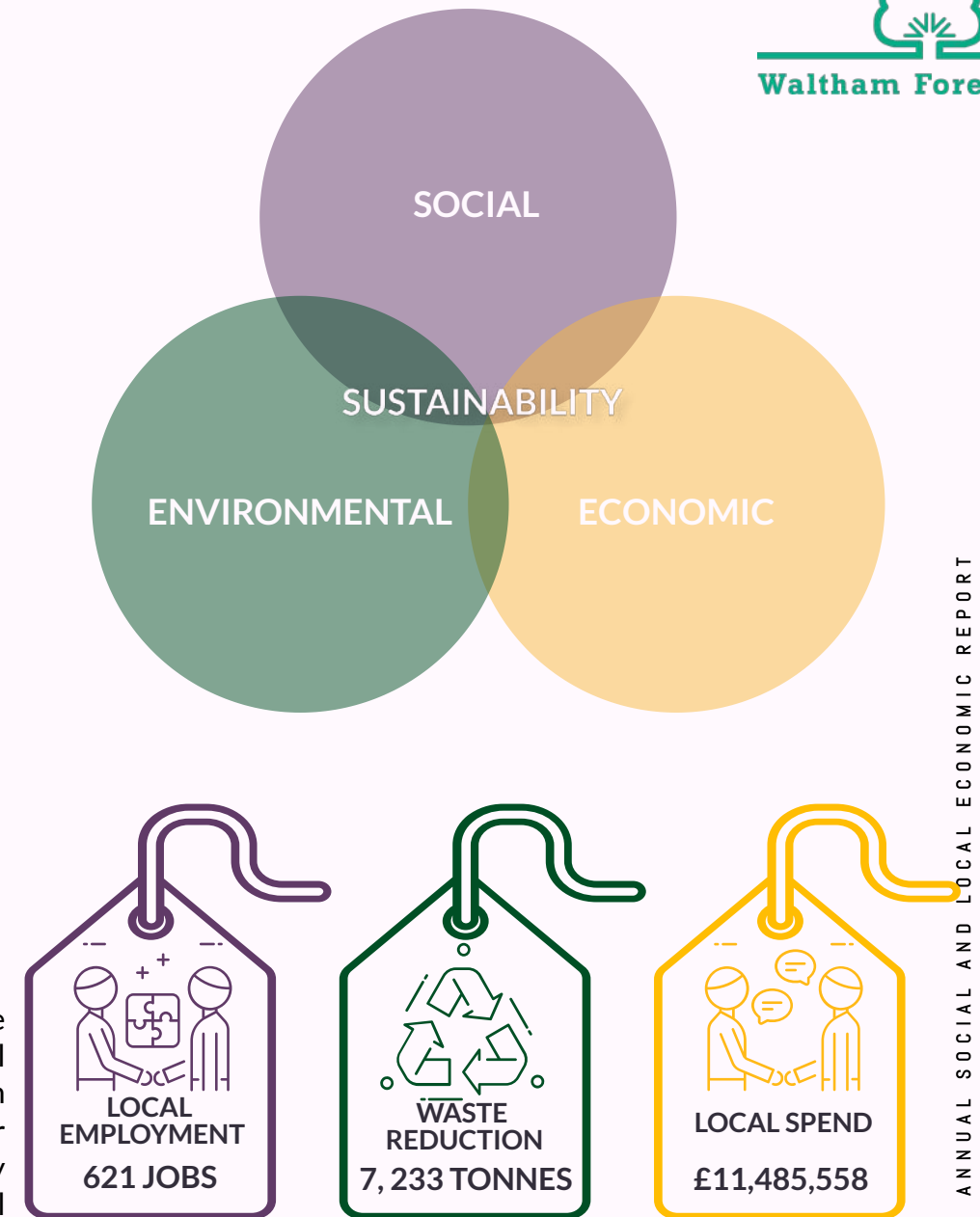
'A process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the organisation, but also to society and the economy, whilst minimising damage to the environment'

In December 2020 the Council established a dedicated Social Value function within the Return on Investment (ROI) umbrella, to drive additional value for every pound the Council spends with third party suppliers and unlocks genuine benefits for our communities, residents and environment.

Since social value has been embedded and mandated into our commissioning and procurement processes and embedded in the organisational culture to generate genuine and measurable benefits based on our community needs and priorities.

To demonstrate the wider impact of the Council's investment programmes, as well as to support future decisions, the Council developed priority impact measures to assess outputs and return on investment from its Capital Portfolio. These measures are linked to the LBWF TOMs* and include delivery of physical outputs as well as employment and skills outcomes for local people, such as construction jobs, apprenticeships, and work experience placements. The priority impact measures are regularly monitored across the capital investment portfolio, by collating project/programme-level data on physical benefits, together with information captured on the Social Value Portal and monitoring information on Developers Contributions agreed through the Planning process (i.e., S106 agreements).

The Council continues to work closely with our current development partners and contractors on innovative solutions to maximise Social Value delivery through our investment programmes. Further environmental impact measures will be developed during 2022/23, based on the Council's Climate Emergency Action Plan and developing strategy, as well as expanding on the established metrics to further capture the impact of our investment on residents, communities, and businesses. This approach has the potential to significantly increase the benefits we deliver in the coming years, developed through our 15-minute Neighbourhood model and pilots.



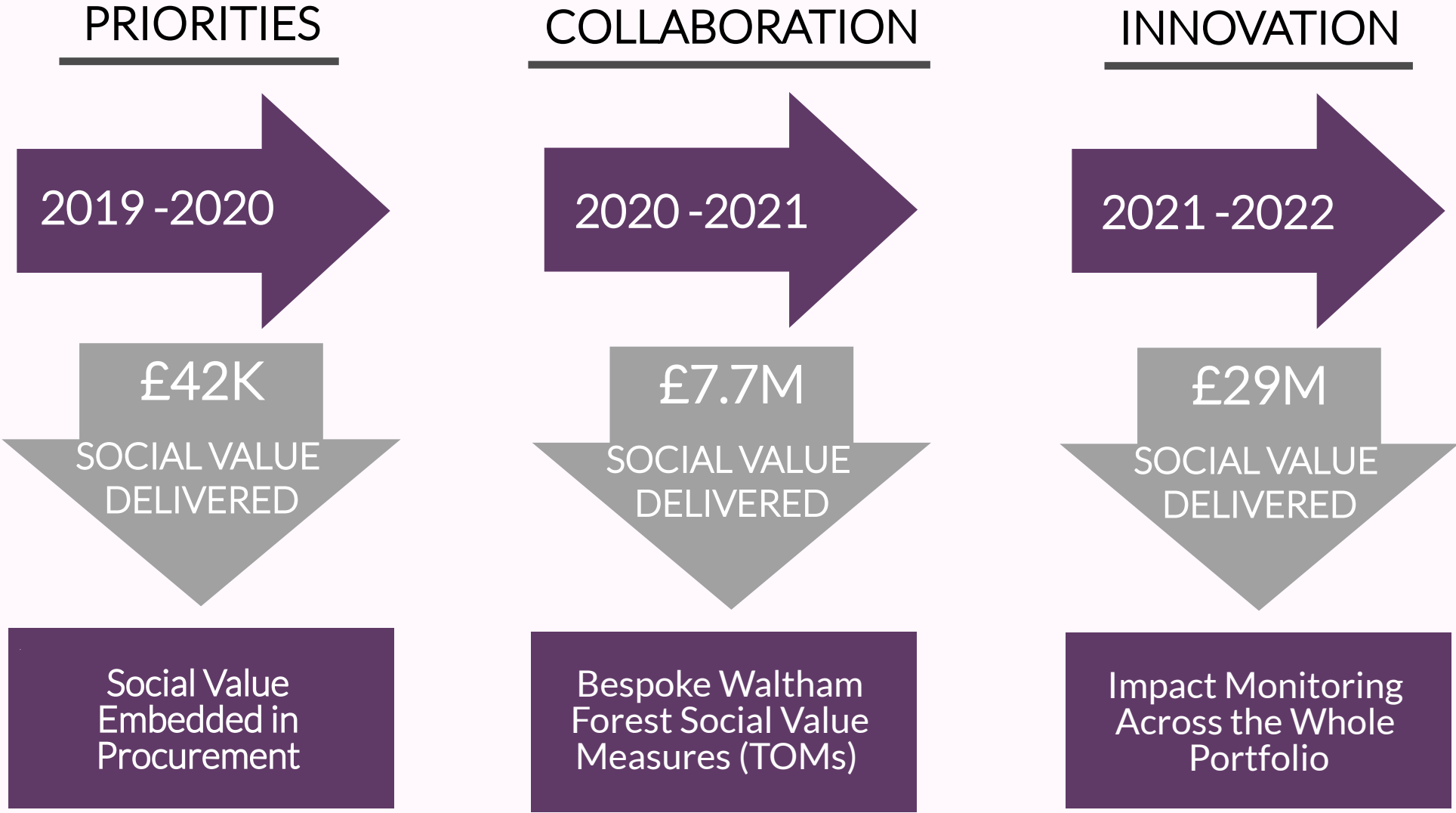


OUR VISION



We aim to ensure that all our suppliers consider and maximise social value and create initiatives to beneficially impact the communities in which we serve, both during the commissioning phase and once our suppliers are delivering

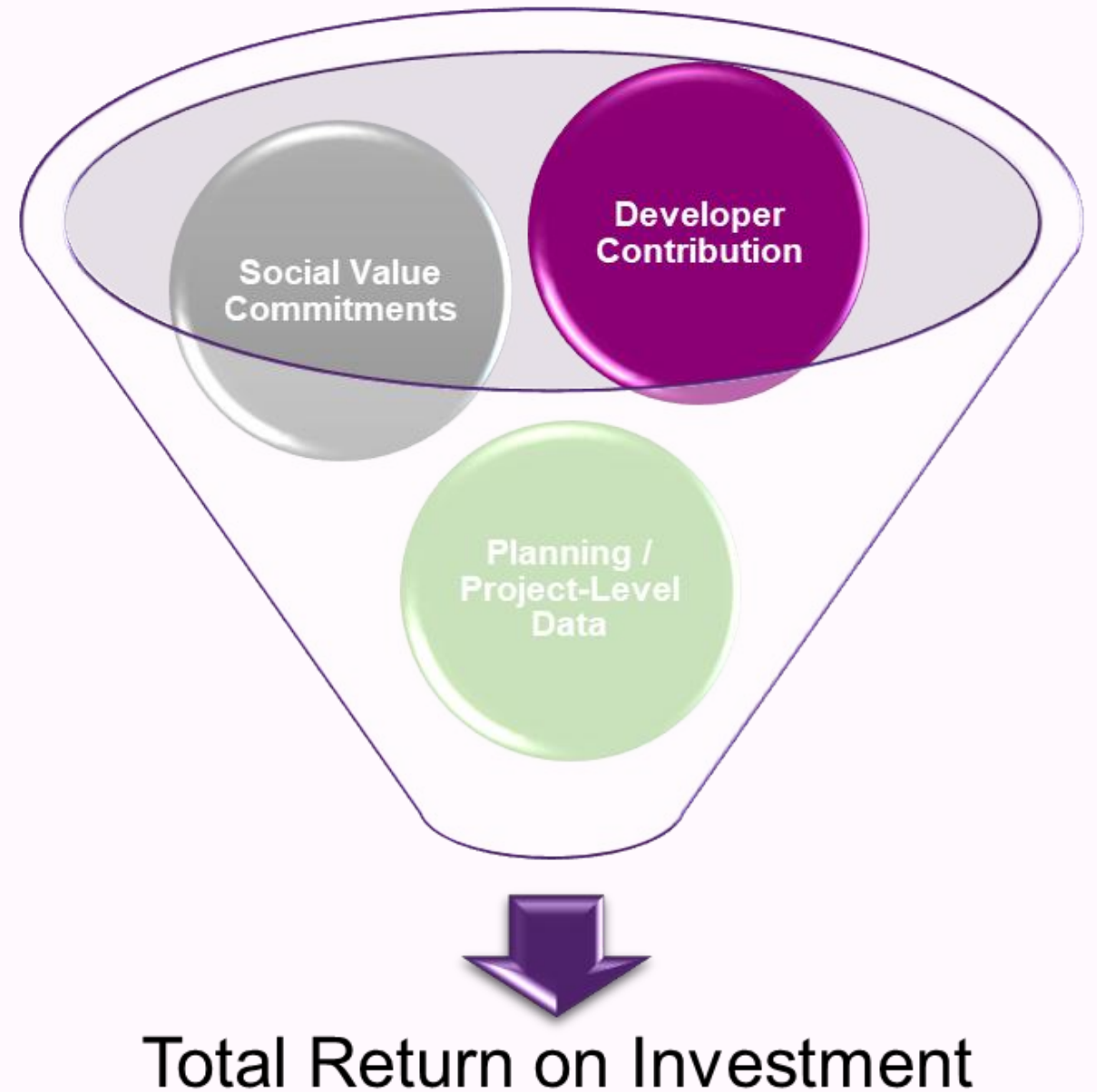
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6 IMPACT MONITORING JOURNEY

Since April 2021, the Council has developed new return on investment (ROI) monitoring arrangements. A cross Council approach had been implemented in partnership with the Council's Property PMO, Employment Business and Skills and Capital Portfolio Delivery teams to bring together a single view of the physical and social ROI delivered through our Capital Investment Strategy. Metrics are captured on the Social Value Portal, through s106 monitoring and at the project level into a single reporting framework across the following priority impact measures:

- Local construction & supply-chain jobs
- Apprenticeships
- Work placements
- New additional trees planted
- New homes
- New affordable homes
- New community/cultural/commercial space (sqm)

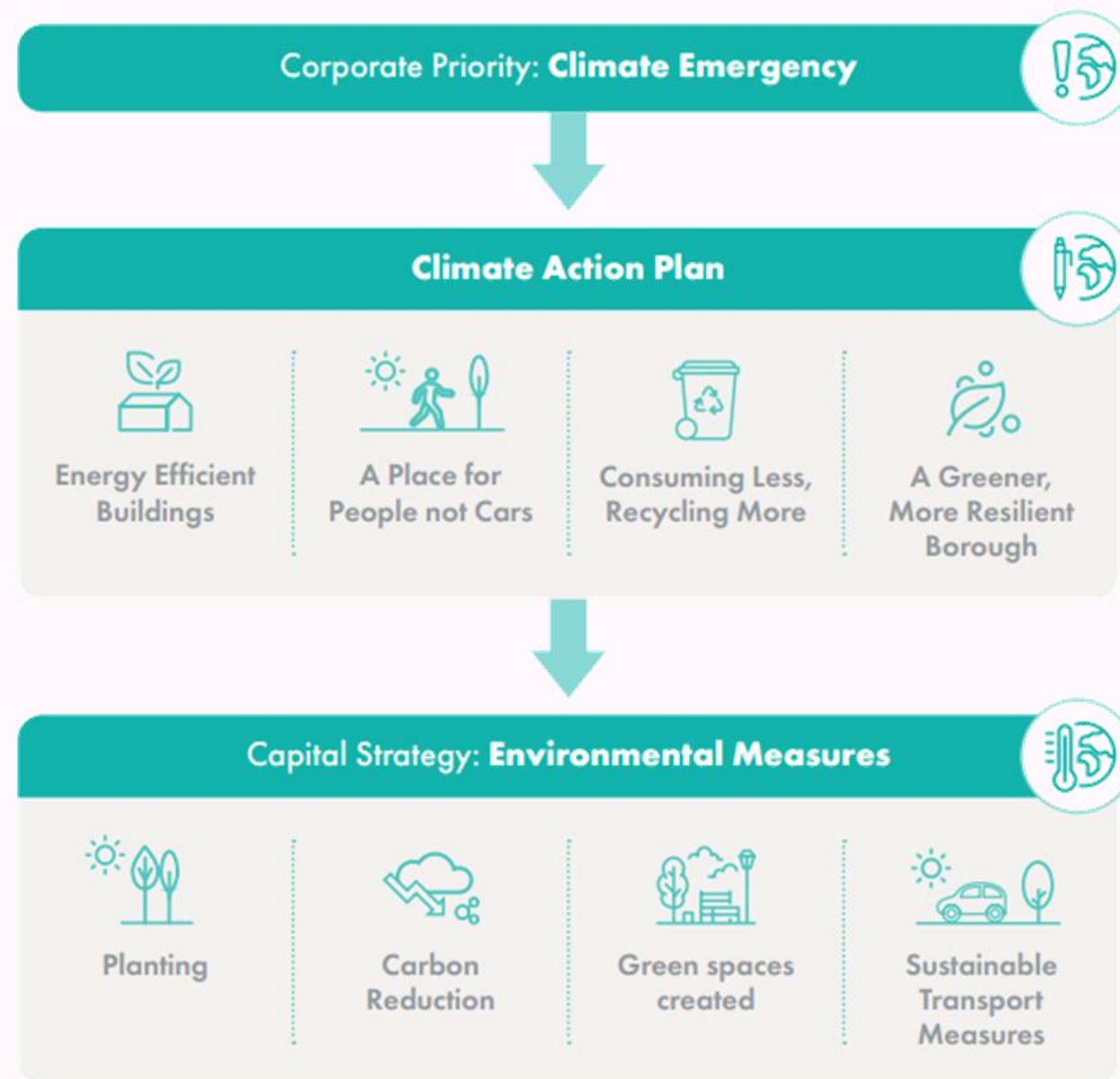


7 DEVELOPING ENVIRONMENTAL OUTCOMES

Over the past 3 months the Capital PMO in partnership with Social Value team have developed a first set of environmental impact measures supporting the council's Climate Action Plan and broaden our overall Portfolio Impacting Monitoring and aligned to demonstrate delivery of the Climate Emergency Action Plan:

Climate impact measures developed in 2022/23 include;

- Carbon reduction and emissions savings committed through social value contracts
- Local spaces created, improving biodiversity, helping eco-systems and providing outdoor spaces for residents
- Sustainable Transport outcomes, including; Cycle storage spaces, cycle paths, electric vehicle charging points and School Friendly streets

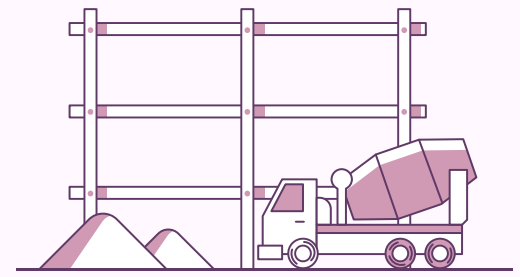


SOCIAL VALUE AND SECTION 106 DELIVERY

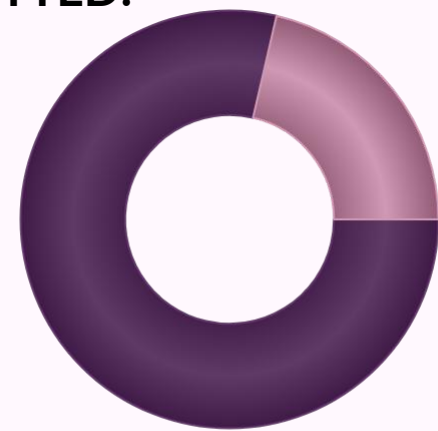
TOTAL SOCIAL VALUE AND SECTION 106 COMMITTED:
£80,732,264



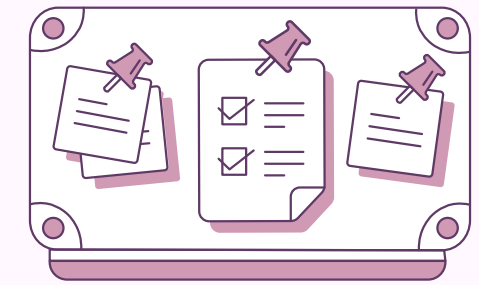
**COMMITTED
SOCIAL VALUE
£63,471,684**



**COMMITTED
SECTION 106
£17,260,580**



■ Social Value 79%
■ Section 106 21%

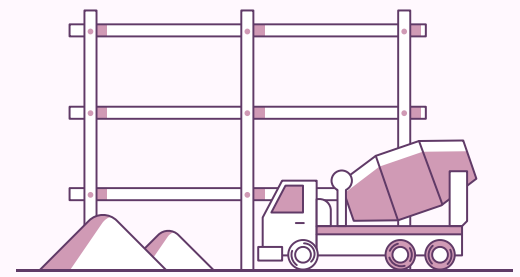


**50 PROJECTS COMMITTED
TO DELIVERING THROUGH
THE COUNCIL'S SOCIAL
VALUE SERVICE**

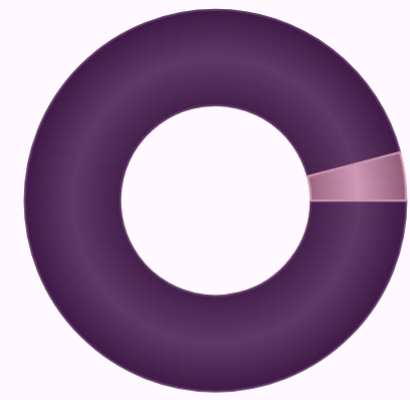
TOTAL SOCIAL VALUE AND SECTION 106 DELIVERED:
£31,040,594



**DELIVERED
SOCIAL VALUE
£29,775,974**



**DELIVERED
SECTION 106
£1,264,620**



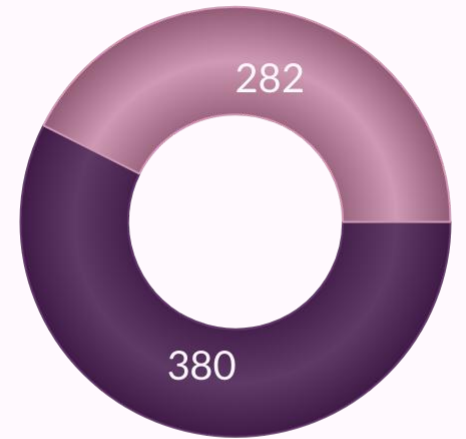
■ Social Value 96%
■ Section 106 4%



**39 LIVE PROJECTS
REPORTING THROUGH
THE COUNCIL'S SOCIAL
VALUE SERVICE**

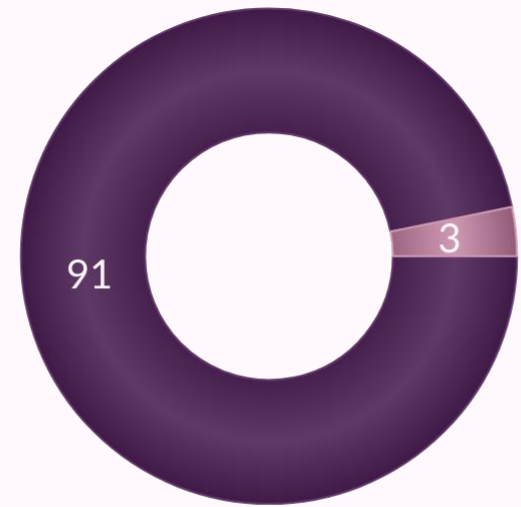
**Data collected for Section 106 are
council-led project report through the
social value service**

LOCAL CONSTRUCTION AND SUPPLY CHAIN JOBS



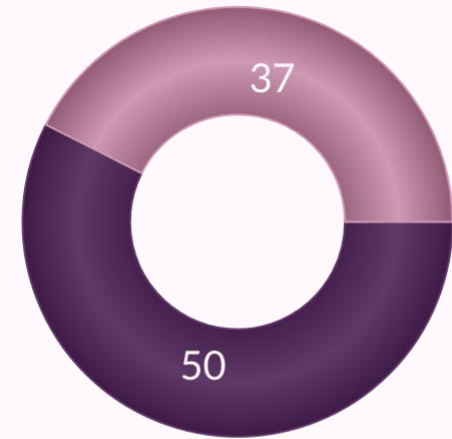
Social Value 57%
 Section 106 43%

LOCAL WORK PLACEMENTS



Social Value 97%
 Section 106 3%

LOCAL APPRENTICESHIPS



Social Value 57%
 Section 106 43%

Employment outcomes include:

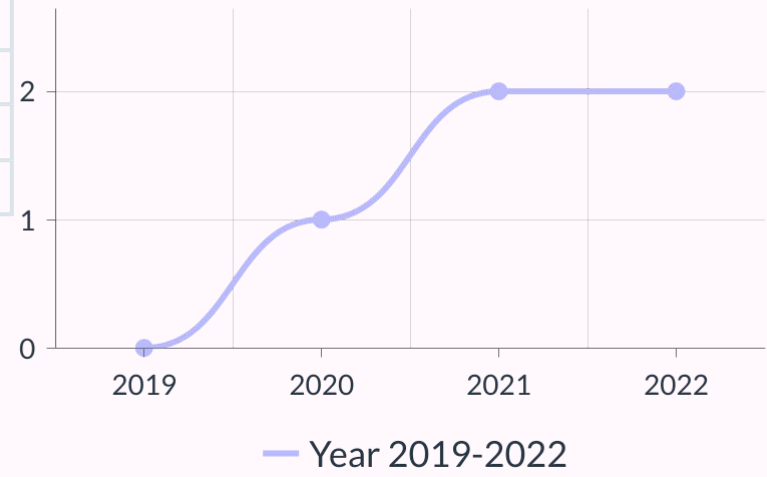
- An additional 200 local construction and supply chain jobs have been verified through the portal this period, including the s106 outcomes on several major Council-led schemes, notably at Coronation Square and through the completion of the Leyton Green Partnership project
- Variances to the number of local work placements and apprenticeships are reflective of adjustments to the s106 figures reported this period through the social value portal.

Cumulative Social Value Delivered



0:	Non Compliant
1:	Followers
2:	Mature
3:	Leader
4:	Innovator

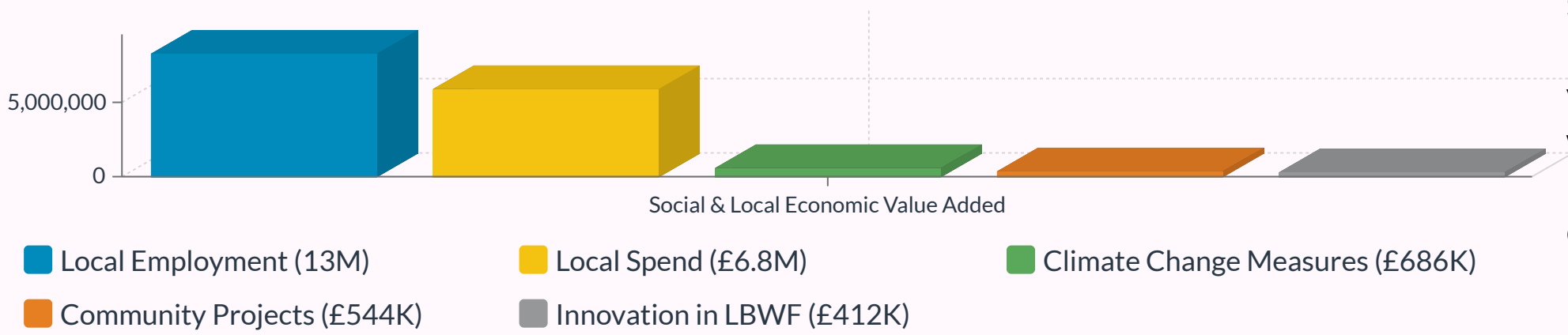
Social Value Maturity Index



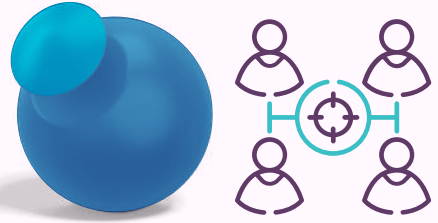
Social Value Maturity Index (SVMI)

The Social Value Maturity Index (SVMI) allow both council and our suppliers to assess where they are on their journey of embedding social value and provide a step by step guide on how to embed social value as an effective way of delivering better outcomes for communities

Top 5 Social Value Impacts Delivered Between 2019 -2022

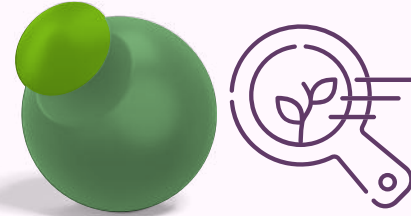


SOCIAL VALUE - DELIVERED OUTCOMES



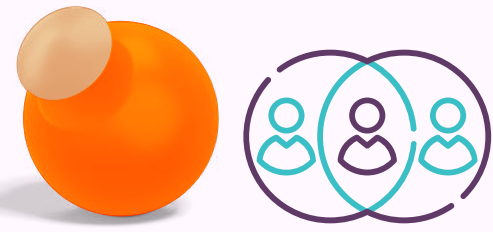
CONNECTING PEOPLE WITH JOBS
£27,812,226

LOCAL EMPLOYMENT
621 SUSTAINABLE JOBS
APPRENTICESHIPS
5,709 WKS
WORK EXPERIENCE
548 WKS



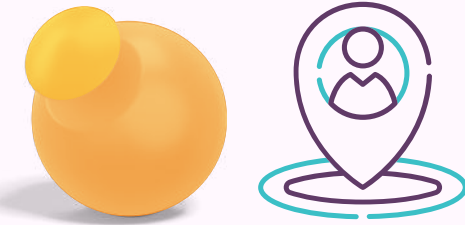
CONFIDENCE IN OUR FUTURE
£685,273

CAR MILES SAVED
6,811 MILES
WASTE REDUCTION
7,233 TONNES
CARBON REDUCTION
379 TCO2E



SAFE AND HEALTHY LIVES
£709,864

VOLUNTEER HOURS
6,382 HOURS
VCSE SPEND
£497,513
COMMUNITY SUPPORT
£769,730



OUR 15 MINUTE NEIGHBOURHOOD
£7,166,059

LOCAL SPEND
£11,485,558
EXPERT HOURS
6,190 HRS
MSME SUPPORT
£16,800

SOCIAL IMPACT GENERATED IN ADDITION TO SOCIAL VALUE COMMITMENTS



Young residents that had be homeless given specific employability and benefits advice and guidance to help them move into sustainable employment.



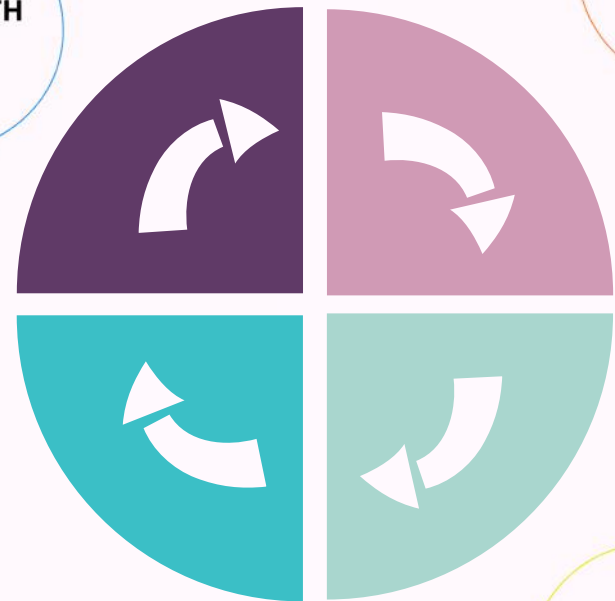
Deep cleaned and redecoration of the **Jubilee Sports Ground** changing rooms, toilet facilities, corridor and shower room. The total value generated (supplier's quote for the works) is £4,510.

Year 6 students from **Handsworth Primary School** were invited to **Wood Street** site to gain an insight of construction roles. The visit help students to understand various career opportunities available



CONNECTING PEOPLE WITH JOBS

INNOVATION



SAFE & HEALTHY LIVES



Cleaned disused kitchen and disposal of appliances. Installation of new kitchen appliances at **Langthorne Park Toy Library** and creation of planters for fruit and vegetable growing.

45 visits from schools based in **Waltham Forest** running curriculum based sessions on biodiversity and the environmental agenda at **Walthamstow Wetland**.



CONFIDENCE IN OUR FUTURE

Tree planting initiative at **Mansfield Park**. An opportunity for Council colleagues to work in partnership to ensure that the borough is environmentally sustainable.



OUR 15-MINUTE NEIGHBOURHOOD

Energy Saving Tips drop ins were rolled out across the borough including **Priory Court** and **Aldriche Way** to help residents deal with the current increases of the fuel and energy bills.



Procurement programme aimed to support **BAME SME's** in **Waltham Forest** to tender for contracts with major construction organisations.

SOCIAL AND LOCAL ECONOMIC IMPACT

- Suppliers have delivered over **900 hours** of educational sessions facilitated by industry professionals.
- They offered **674 weeks of training opportunities** on the duration of contracts (BTEC, City & Guilds, NVQ, HNC), helping individuals to gain Level 2,3 or 4+ qualifications.
- They have spent over **£33,500** in-kind attending **Employer's Fairs** to encourage local employment within Waltham Forest.

Wildlife Trust Green Jobs Fair

In October 2022, over 100 young residents attended our Green Jobs Fair in partnership with London Wildlife Trust at Walthamstow Wetlands.



This free-to-attend event was aimed at 16 to 25-year-olds, attracting young, diverse people into variety of organisations the green sector. Young residents got to learn about career pathways in the green industry, engage with a group of potential employers from the environmental sector and discover about paid trainee and apprenticeship opportunities at London Wildlife Trust and the wider green industry.

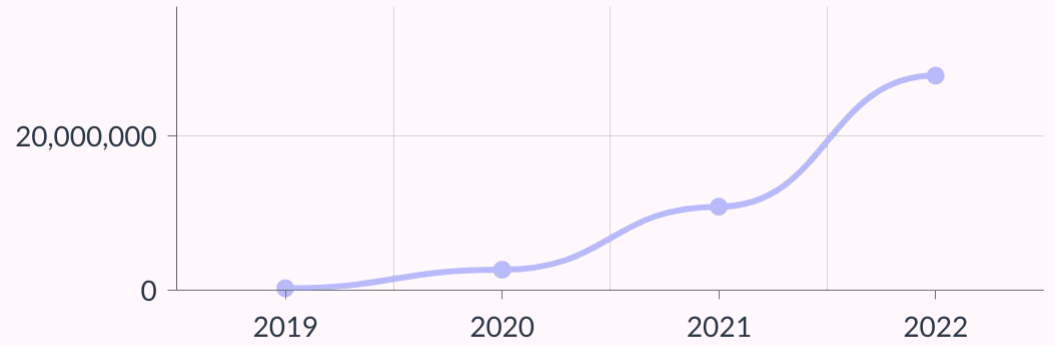
Sam Bibby - Social Media and Value Manager

Sam participated in the Council's futures programme and as a result secured a dream job with local supplier, leading on social value and comms strategy.



"The programme was an inspiring initiative to participate in, and I gained much-needed confidence from the experience. Post Covid, I found it challenging to secure employment, and the programme was an excellent example of what's it's possible when genuine support is available. My Social Value & Media Manager role at Riney ensures that our interventions generates real and positive impact for the local communities".

Employment and Training Outcomes



— Outcomes Between 2019-2022

SOCIAL AND LOCAL ECONOMIC IMPACT

- Reduce waste through the reuse of products and materials by **1,015 Tonnes**.
- **85.3 hundred of car miles saved** on the project (e.g. cycle to work programmes, public transport or carpooling programmes, etc.).
- Suppliers dedicated **12 hours of volunteering time** to the creation or management of green infrastructure, to increase biodiversity, or to keep green spaces clean.

Mini Forest in Waltham Forest

National fit-out and refurbishment specialist contractor Willmott Dixon Interiors has delivered a new initiative to create a vibrant pocket of nature in Chingford, Waltham Forest.



A new Miyawaki-style 'mini forest' has been planted at Mansfield Park in partnership with leading nature charity, The Conservation Volunteers. The two-day project was delivered with the support of more than 25 volunteers, including representatives from Waltham Forest Council and supply chain contractor AVV Solutions, which also provided sponsorship towards the cost of the trees planted.

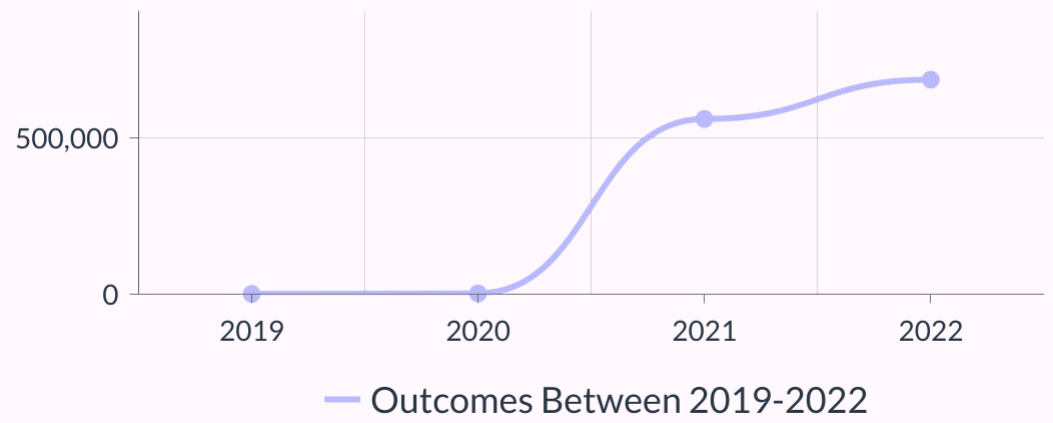
Easter Cycling School

Riney donated funding to support the borough's Easter Cycling School to ensure that children aged 4-9 years old become more cycle confident.



The Bikeability courses were designed to equip children with essential cycling and on-road cycling skills. The complete beginner training is a fun two-hour training session to teach children aged between 4 - 9 who are new to cycling basic off-road skills.

Environmental Outcomes



SOCIAL AND LOCAL ECONOMIC IMPACT

- **1,390 hours of volunteering** time provided to support local community projects.
- Suppliers have initiatives **in-kind £20,000** in support of the local authority to tackle homelessness.
- Contributed **in-kind £11,325** in initiatives to support older, disabled, and vulnerable people to build more robust community networks.

Energy Cafes Across the Borough

Aston Group and Morgan Sindall delivered support and advice sessions on energy awareness and energy-saving tips for our tenants and leaseholders. Both organisations ensured staff running the session had Level 3 qualifications in Energy Awareness with the National Energy Action.



- The sessions included:
- Advice for making home energy efficient
- Efficient boiler and thermostat controls guidance
- Grants and benefits available to support payment of the energy bills
- Additional support available from other agencies and signposting service

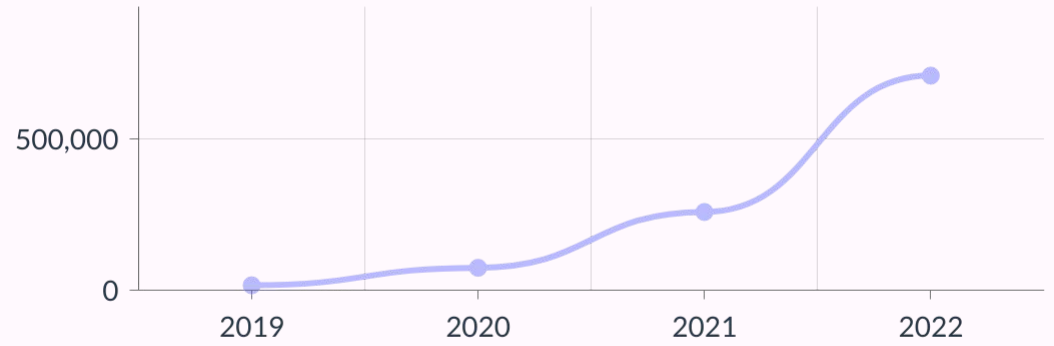
LivingRoom Project – Borough Wide Initiative

As part of our ongoing response to the cost of living crisis the Council has developed and implemented number of warm spaces across the Borough.



The initiative includes three different types of spaces. Community Living Rooms allow residents to relax and socialise in a friendly, warm environment. Community Kitchens are designed for people to come together to enjoy complementary hot snacks and hot drinks.

Social Outcomes



— Outcomes Between 2019-2022

SOCIAL AND LOCAL ECONOMIC IMPACT

- Suppliers have the provide **1,376 hours** of expert business advice to VCSEs and SMEs.
- They donated over **£37,625** for equipment or resources to VCSEs.
- **1,194 hours** of commitment to work practices that improve staff well-being, recognise mental health as an issue and reduce absenteeism due to ill health.

Waltham Forest 'Choose Local' Campaign

Launched in July 2020 as a response to the challenges faced by businesses during the coronavirus (Covid-19) pandemic:



The campaign is fronted by case studies of those representing the borough's diversity and demonstrates the value of choosing local shops, suppliers and tradespeople to boost the local economy.

As part of our ongoing response to the cost of living crisis the Council has developed and implemented number of warm spaces across the Borough.

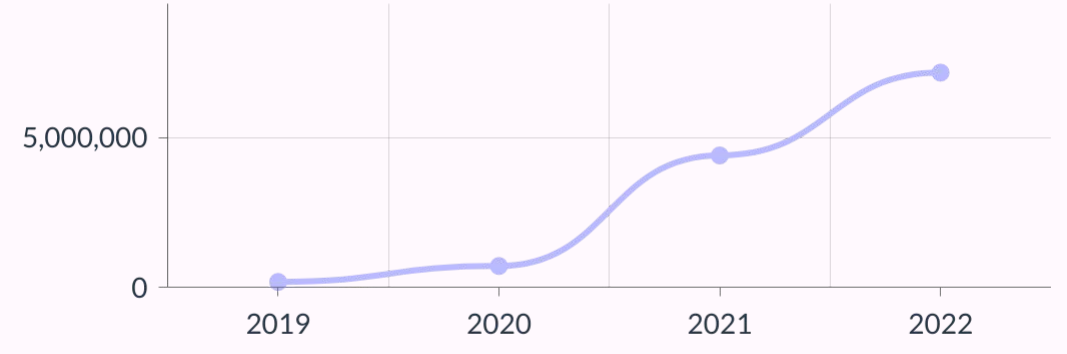
Training for Local MSME

Willmott Dixon Interiors has partnered with Black Professionals in Construction (BPIC) to deliver sharing workshops.



BPIC Network is an inclusive business working in the construction industry to help organisations improve ethnic minority representation and retention. Willmott Dixon Interiors, BPIC and Waltham Forest Council joined forces to co-design a bespoke programme for the borough's micro and small traders and businesses to win local contracts in construction.

Growth Outcomes



— Outcomes Between 2019-2022

SUPPLIERS PROGRESSION



3GS UK LIMITED

Committed SV: £728,719

Delivered SV: £715,444

Years in Operation: 1.5



ASTON GROUP

Committed SV: £470,042

Delivered SV: £6,354,821

Years in Operation: 2



BELLWAY HOMES

Committed SV: £20,849,244

Delivered SV: £0

Years in Operation: Construction phase yet to start



COUNTRYSIDE

Committed SV: £23,146,068

Delivered SV: £1,033,249

Years in Operation: 2



CYCLEHOOP LIMITED

Committed SV: £546

Delivered SV: £6,323

Years in Operation: 3



DAY 2 INTERIORS

Committed SV: £17,495

Delivered SV: £24,745

Years in Operation: 0.5



EQUANS

Committed SV: £0

Delivered SV: £5,809/573

Years in Operation: 3



HENRY

Committed SV: £830,471

Delivered SV: £0

Years in Operation: Delivery yet to commence

SUPPLIERS PROGRESSION



HILL PARTNERSHIP LTD
 Committed SV: £2,686,117
 Delivered SV: £944,604
 Years in Operation: 2



JB RINEY & CO LTD
 Committed SV: £2,838,914
 Delivered SV: £43,861
 Years in Operation: 1



ISG
 Committed SV: £4,572,810
 Delivered SV: £4,160,680
 Years in Operation: Contract completed



LONDON SQUARE
 Committed SV: £4,871,341
 Delivered SV: £873,171
 Years in Operation: Construction phase yet to start



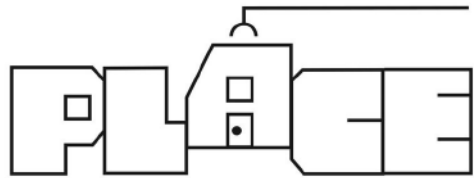
LONDON WILDLIFE TRUST
 Committed SV: £59,750
 Delivered SV: £501,882
 Years in Operation: 2



MATRIX SCM LIMITED
 Committed SV: £1,137,103
 Delivered SV: £515,351
 Years in Operation: 2



MAY HARRIS LTD
 Committed SV: £1,095,687
 Delivered SV: £1,137,851
 Years in Operation: 1.5



PAN LONDON SINGLE HOMELESSNESS PREVENTION SERVICE LTD
 Committed SV: £366,543
 Delivered SV: £396,711
 Years in Operation: 1.5

SUPPLIERS PROGRESSION



PROJECT CENTRE

PROJECT CENTRE
Committed SV: £386,818
Delivered SV: £125,667
Years in Operation: 2

RED LOFT
Committed SV: £143,308
Delivered SV: £109,098
Years in Operation: 1.5

THE LLOYD PARK CHILDREN'S CHARITY
Committed SV: £1,234,616
Delivered SV: £0
Years in Operation: Delivery yet to commence

TAYLOR WIMPEY UK LTD
Committed SV: £0
Delivered SV: £442,680
Years in Operation: 1

FCENS
FOREST CHURCHES EMERGENCY NIGHT SHELTERS

WALTHAM FOREST CHURCHES NIGHT SHELTER (WFCNS LTD)
Committed SV: £37,446
Delivered SV: £301,499
Years in Operation: 2



WILLMOTT DIXON INTERIORS

WILLMOTT DIXON
Committed SV: £2,160,000
Delivered SV: £3,452,782
Years in Operation: 2

YMCA ST PAUL'S GROUP
Committed SV: £195,946
Delivered SV: £614,776
Years in Operation: 2.5

ZEDIFY
Committed SV: £345,895
Delivered SV: £446,458
Years in Operation: 1.5

The Social Value Impact Report 2020- 2022 covers the activities and highlights the achievements delivered by our supply chain between December 2020 and December 2022.

Whilst the social value team strive to maximise all social return generated by our contracted spend, based upon the analysis of the social value generated by the supply base, it has become apparent that the market has focused primarily on the economic pillar of social value, with measures related to local jobs creation, work placements and apprenticeships most utilised in both, the tendering process and contract implementation stage. The focus of the social value work going forwards will be to enhance the other pillars to help drive the broader ambitions of the Council.

The Council aims to ensure that the return from every pound invested is maximised, delivering world-class buildings, community infrastructure and neighbourhoods and equally ensuring that as many benefits as possible are generated for our residents, businesses and places. This means employment and training opportunities that provide our disadvantaged residents with routes into sustainable jobs, environmental improvements, support for local charities and the voluntary sector, and money going back into the local economy through targeted spend with local businesses. This is part of helping to deliver a '15min Neighbourhood' for everyone who lives in Waltham Forest – a key strategic priority for the Council as we look to address the economic impacts caused by the cost-of-living crisis.

The Council continues to work closely with our current development partners and suppliers on innovative solutions to maximising Social Value delivery through our investment programmes. Further environmental impact measures will be developed during 2022/23, based on the Council's Climate Emergency Action Plan and developing strategy, as well as expanding on the established metrics to further capture the impact of our investment on residents, communities and businesses. This approach has the potential to significantly increase the benefits we deliver in the coming years, developed through our 15-minute Neighbourhood New Corporate Framework.

Building on the New Corporate Framework strategy, we will ensure that the social value approach fully aligned with its core aims. The Council will work with our suppliers to maximise social value interventions that are genuine and meaningful, based on our residents' priorities, shaped around our communities needs and deliver the desired, positive impact that benefits all in the Borough.

The Council's Social Value Service uses the National TOMs Framework to ensure suppliers align with the local authority's core priorities.

THEMES: (Five critical areas linked to the local authority's core priorities, focusing on improving the borough.)

Connecting People with Jobs - Investment in Local People

Safe and Healthy Lives - Healthier and More Resilient Communities

Our 15min Neighbourhood - Investment in Local Economy

Confidence in Our Future - Decarbonising Our World

Innovation - Promoting Social, Economic, and Environmental Innovation

OUTCOMES (The strategic objectives that suppliers achieve from delivery)

MEASURES (Measurable activities calculated in a variety of units)



Measuring Social Value: The TOMs Methodology

This report's measurement and reporting framework are aligned with the National Social Value Measurement Standard (National TOMs' - Themes, Outcomes & Measures). The National TOMs have been developed with a cross-sectoral stakeholder group - the National Social Value Taskforce. They result from extensive consultation across local authorities and public sector organisations and are widely used cross-sector as the default social value measurement solution.

The TOMs are built around 5 Key themes, supported by several outcomes and specific measures. The themes center around promoting jobs and skills, supporting regional growth, empowering communities, protecting the environment, and promoting social innovation. Financial proxy values have been attributed to measures within the framework, allowing organisations to report their overall contribution to society in financial and non-financial terms. By reflecting the real needs of communities, the TOMs enable a positive contribution toward economic, social, and environmental well-being.

The report highlights social, economic, and environmental commitment outputs from suppliers commissioned through the London Borough of Waltham Forest's Procurement Service.

This report has been summarised for easier comprehension. For further details, please contact the council's Social Value Service if you request complete information regarding the contracts being monitored.

GLOSSARY OF TERMS

- ROI = Return on Investment
- S106 = Section 106
- SV: = Social Value
- LEV: = Local Economic Value
- SLEV: = Social & Local Economic Value
- SME = Small and Medium-Sized Enterprises
- SVMI = Social Value Maturity Index
- SVP = Social Value Portal
- TOMs = (Themes, Outcomes, and Measures)
- VCSE: = Voluntary Community and Social Enterprises

