

Social Value Policy

How we deliver meaningful social value within our communities and throughout our organisation

Create trust, Be curious, Make it happen, Achieve impact, Have fun

1. Scope

- 1.1 At Yorkshire Housing, our purpose is to make it possible for customers to have a place they're proud to call home. Social value helps us go further than housing alone.
- 1.2 This policy explains how we build social, environmental and economic value into everything we do, so that our work delivers lasting benefits for our customers, communities and the wider region.
- 1.3 The policy is shaped by the Public Services (Social Value) Act 2012 and supports how we live our values every day.
- 1.4 It applies to everyone who works with or for Yorkshire Housing, including colleagues, contractors, suppliers, volunteers and partners. Social value is relevant to both procurement-led and service-led activity, including capital investment, operational services and corporate initiatives, where social value can reasonably be delivered.

2. Policy Statement

- 2.1 We will listen to our customers and communities to shape how we deliver social value.
- 2.2 We are committed to highlighting and embedding the social, environmental and economic value of what we do across the organisation, whether through service delivery, customer interactions, service improvement activities or procurement. We recognise that social value is created not only through dedicated programmes and investment, but also through the quality, accessibility and effectiveness of the services we provide every day.
- 2.3 We do this through meaningful engagement, including Your Voice Matters, community engagement activity and insight gathered through place-based working and everyday service delivery.
- 2.4 We are committed to:
 - Ensuring customers can access our services in ways that meet their individual needs, supporting accessibility, digital inclusion, customer choice and equitable access to services. Wherever possible, we will design services that reduce barriers and help customers achieve positive outcomes
 - Embedding social value into our procurement and commissioning processes so it creates real benefits for customers
 - Working regularly with partners, suppliers and customers to co-design activities that respond to local needs

- Measuring and reporting the social value we create using recognised frameworks, including the HACT Social Value Bank and the Sustainability Reporting Standard for Social Housing (SRS)
- Continuously improving our approach through learning, feedback and best practice

3. Policy Aims

3.1 Social value is about making a positive difference beyond bricks and mortar.

3.2 It includes the wider social, environmental and economic benefits created through our work, such as:

- Improving health and wellbeing
- Strengthening community resilience and connection
- Promoting sustainability and reducing environmental impact

3.3 We deliver social value through dedicated teams and frontline services, alongside financial and in-kind commitments made by contractors through our procurement processes.

3.4 Our approach reflects the social and governance principles of the Sustainability Reporting Standard for Social Housing (SRS), particularly in relation to customers, communities and organisational accountability.

4. Definitions

4.1 **HACT** - Housing Associations' Charitable Trust

4.2 **SRS** - Social Value Bank and the Sustainability Reporting Standard for Social Housing

4.3 **ESG** - Environmental, Social and Governance

4.4 **RSB** - Regulator of Social Housing

4.5 **KPI** - Key Performance Indicator

4.6 **SME** - Small and Medium-sized Enterprises

4.7 **VCSE** - Voluntary, Community and Social Enterprise

5. Roles and Responsibilities

5.1 Social value is delivered across Yorkshire Housing every day, often as part of normal service delivery. From tenancy coaches supporting customer wellbeing to designing greener homes and neighbourhoods.

5.2 Where appropriate, social value activity will be linked to relevant SRS themes to support consistent monitoring and reporting.

5.3 Social value for customers is most commonly delivered and recorded through the following service areas:

5.4 Customer Channels

- Providing accessible services across telephone, digital, face-to-face and written channels
- Identifying customers who may be vulnerable or require additional support and making appropriate referrals
- Supporting digital inclusion and helping customers access online services
- Using customer insight, feedback and service data to improve services and customer outcomes

- Resolving customer enquiries and issues efficiently to reduce customer effort and improve wellbeing
- Supporting trust and confidence through responsive and customer-focused service delivery

5.5 Procurement

- Embedding social value within tenders and contracts
- Aligning policy and practice
- Engaging with suppliers
- Using local suppliers where possible

5.6 Community and Customer Engagement

- Your Voice Matters, involving customers in decision making
- Community grants
- Community volunteering
- Engagement events funded through social value commitments
- Partnership projects to tackle issues such as loneliness and isolation
- School engagement
- Customer Insight Committee
- Review Crew

5.7 Schemes and Supported Living

- Activities that reduce loneliness and support wellbeing, delivered with activity coordinators and volunteers

5.8 Tenancy Coaches

- Practical and wellbeing support for customers

5.9 Estates and Environmental Services

- Biodiversity and community green space development

5.10 Emerging Talent

- Apprenticeships and work experience placements
- Targeted customer support
- School engagement

5.11 Assets and Sustainability

- Warm, safe and sustainable homes
- Renewable energy systems
- Recycling and waste reduction
- Carbon reduction
- Home adaptations linked to equality, diversity and inclusion

5.12 Workplace Experience

- Colleague volunteering

5.13 Equality, Diversity and Inclusion

- Championing inclusive support for different groups

5.14 Organisational accountability

- The Executive Team is accountable for embedding social value across the organisation
- The Community and Customer Engagement Team coordinates, monitors and reports social value activity
- The Procurement Team embeds social value in tenders, contracts and supplier engagement
- Service leads identify, deliver and evidence social value in their areas
- The Board receives assurance through regular reporting

6. Legal and regulatory context

6.1 This policy is supported by statutory, regulatory and sector frameworks that underpin social value delivery in social housing.

6.2 Required statutory and regulatory framework

- Public Services (Social Value) Act 2012
- Public Contract Regulations 2015 (where applicable)
- Procurement Act 2023 (where applicable)
- Social Housing (Regulation) Act 2023
- Regulatory Framework for Social Housing
- RSH Consumer Standards (2024), including value for money and quality requirements

6.3 Sector standards and best practice

- Government Social Value Model
- Sustainability Reporting Standard for Social Housing (SRS)
- ESG reporting frameworks
- HACT Social Value Bank and other recognised tools

6.4 Alignment with these standards supports transparency and consistency and does not replace statutory or regulatory reporting.

7. Policy details

7.1 Where our procurement activity is subject to public procurement legislation, we will set proportionate and relevant social value requirements that support value for money and wider public benefit.

7.2 Social value opportunities will be chosen based on:

- Relevance to the service or contract
- The needs of Yorkshire Housing customers and communities

7.3 Social value commitments will be monitored through contract management and service performance arrangements. Where commitments are not being met, issues will be addressed through agreed escalation and review processes.

7.4 Overall oversight of procurement-led social value sits with the Community and Customer Engagement Team, working with service leads and procurement colleagues.

7.5 Project and service leads are responsible for identifying and tracking social value outcomes in their areas.

7.6 Social value is considered across the full procurement lifecycle. From early market engagement and specification development, through evaluation and contract award, to mobilisation and ongoing management.

7.7 We will:

- Set clear and achievable social value outcomes
- Define what evidence suppliers must provide
- Evaluate commitments proportionately alongside price and quality
- Agree delivery plans, timescales and reporting arrangements with suppliers

7.8 Typical procurement-led social value may include:

- Local employment, apprenticeships and training
- Community investment and volunteering
- Local supply-chain opportunities
- Environmental improvements such as waste reduction, biodiversity or carbon reduction

8. Diversity and inclusion implications

8.1 We are committed to making sure our policies are inclusive and support fair treatment for colleagues, customers and the public.

8.2 The impact of this policy has been considered across the nine protected characteristics. No negative impacts have been identified.

8.3 Social value activity will be designed, where possible, to reduce inequality and support inclusion.

8.4 If anyone believes this policy does not meet this commitment, they are encouraged to contact the policy owner.

9. Reporting and Monitoring

9.1 Social value performance will be monitored and reported through:

- The HACT Social Value Bank
- Annual ESG reporting aligned to the Sustainability Reporting Standard for Social Housing
- Customer feedback and case studies
- Internal reporting and performance reviews

9.2 Progress and assurance are reported annually to the Board.

9.3 This policy supports Yorkshire Housing's commitment to value for money by maximising social, environmental and economic benefits for customers and communities.

Approved by:	29 September 2026		
Three Directors approval:	Director of Places and Customer Engagement		
	Director of Homes		
	Director of Customer Channels		
Reviewed by:	Customer and Community Engagement, Procurement, Sheltered and Supported Housing, Assets and Sustainability, Communities, Estates and Environmental Services, People and Culture		
Next review due:	29 September 2029		
Review period:	Three yearly		
Responsible Director:	Director of Places and Customer Engagement		
Policy Lead:	Anna Clewlow		
PEIA completed:	Yes ☒	No ☐	Date: 27/4/2026
DPIA completed:	Yes ☐	No ☒	Date: 27/4/2026
Associated policies or other documents:	Procurement Policy Colleague Volunteering Policy Place Plans – all areas DE&I policy		
Publication:	Central ☒	Website ☒	

Version	Date	Change Type	Summary of Change By	Approved By
1.0	July 2022	New policy	First Issue	Directors
2.0	September 2026	Review	Full review of the Social Value Policy to reflect current organisational practices, including updated social value delivery principles, customer engagement, sustainability and ESG commitments, procurement requirements, governance arrangements, performance monitoring, and legislative and regulatory changes.	Director of Places and Customer Engagement Director of Homes Director of Customer Channels