

Draft Social Value Policy – Consultation Feedback – April 2021

Torbay Council Staff – Online Survey			
Question	Response	Comments	Action
1. Do you think the policy makes it clear what Torbay Council’s commitment to Social Value is?	Yes – 4 Somewhat – 1 No -0	- I don't think that the community benefits, or benefits to Torbay residents, are laid out in a way that will feel "real" to people.	- We will work with commissioners and the market in ensuring the benefits to Torbay are laid out in a ‘real’ way – use of the Social Value Portal will assist with this.
2. Do you think the policy makes clear what you will need to consider as part of any procurement process in relation to Social Value?	Yes – 3 Somewhat – 2 No -	- It seems complicated to explain and articulate to bidders.	- Use of the Social Value Portal will assist with this – they provide support to both the Council and bidders in understanding and using the bidding process - Workshops and training will be provided to staff to ensure that understand how they integrate Social Value into their projects designs from inception to implementation.
3. Do you perceive any challenges in adopting a minimum 10% score value for Social Value in your future procurements?	Yes – 3 No – 2	- concern about the relevant expertise required in certain areas of procurement - potentially where services have limited reach into Torbay and operate remotely, the benefit they can offer might be less. Also where contracts are shared across geographical footprints or other sector providers, aligning social value policies might create differences in approach, intentions or thresholds/requirements.	- 10% is becoming a typical weighting for procurements across the Public Sector - For central government procurements 10% minimum is mandatory - Do not recommend changing this element of the policy. - Exploring option of increased scoring where the benefit of the Social Value is direct to Torbay. - Adjust policy so that where co-commissioning is occurring with

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		<ul style="list-style-type: none"> - 10% is a significant chunk of the score if you are completing a complex tender with many elements. It might mean that you have to reduce the score apportioned to another important aspect of the tender. 	<p>other organisations there is flexibility in both the scoring and measurement used.</p>
<p>4. Do you think the information on selecting priority objectives and indicators is clear?</p>	<p>Yes – 3 Somewhat- 1 No – 1</p>	<ul style="list-style-type: none"> - I think some practical examples of how the scoring is applied to each of the objectives would be helpful bring this 'to life' - it's really hard to follow. I cannot see bidders being able to understand this which may detract from the quality of bids. It may even put some smaller and local, specialist providers off bidding altogether so could be counterproductive. 	<ul style="list-style-type: none"> - Need to ensure that in training to both officers and the market that we provide clear and transparent information on how priority indicators are selected. - Encourage commissioners to engage the market in pre-procurement activity around Social Value so they can contribute and be involved in determining priority indicators and what is achievable.
<p>5. Are the ongoing responsibilities of contract managers to report on Social Value clear?</p>	<p>Yes – 2 Somewhat – 3 No – 0</p>	<ul style="list-style-type: none"> - I think the challenge will embedding and robustly holding contract managers to account for something which may not be front and centre of their interest, expertise or centre of their focus will be the challenge. also reporting is one thing, taking action and understanding what and how to bring about a change in performance could well be another - the quality of reporting is going to depend on how well the indicators have been put in place and explained from the start. 	<ul style="list-style-type: none"> - We will work across Commissioning, procurement and contract management to support staff in contract managing social value offers. - Use of the Social Value Portal will greatly support the reporting and measurement from a contract management perspective.


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<p>6. What methods of training & support would help you in implementing this policy into your practice (prioritise 1, 2, 3 etc.).</p>	<table border="1"> <caption>Training Methods Data</caption> <thead> <tr> <th>Method</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>I learn training...</td> <td>3.2</td> </tr> <tr> <td>Face to face training</td> <td>3.0</td> </tr> <tr> <td>Webinar</td> <td>2.0</td> </tr> <tr> <td>More detailed...</td> <td>3.2</td> </tr> <tr> <td>Team meeting...</td> <td>3.5</td> </tr> <tr> <td>Updates in staff...</td> <td>4.2</td> </tr> </tbody> </table>	Method	Count	I learn training...	3.2	Face to face training	3.0	Webinar	2.0	More detailed...	3.2	Team meeting...	3.5	Updates in staff...	4.2	<ul style="list-style-type: none"> - the training would be most beneficial as part of the pre-work for a procurement to ensure that it is fresh in the mind and there is an opportunity for questions and exploration about the as applicable to the task at hand rather than general 	<ul style="list-style-type: none"> - A range of training methods will be used to support the implementation and ongoing management of this policy.
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<p>7. Are there any actions or proposals set out in this draft strategy that you believe may have an adverse impact on equality of opportunity or on good community relations?</p>		<ul style="list-style-type: none"> - in appendices, NT26 uses the term 'alcoholism' which is a contested term and concept as well as potentially pejorative. alcohol problem would be preferable. - I think this may deter SMEs and small local/specialist providers from engaging in procurement exercises, yet we are supposed to ensure that SMEs can bid. Furthermore it is the local small community organisations that are often best placed to deliver services to our communities - but are worst placed to be resourced or skilled sufficiently to respond to procurement opportunities. 	<ul style="list-style-type: none"> - To change terminology in NT26 - VCSE and SME's are often more strongly able to demonstrate the added Social Value they are able to provide within the community as it is at the heart of what they do. Work will be undertaken to support these sectors in understanding our process within procurements. - Work will be undertaken with the Community Development trust & Community Wealth Board to look at the wider role VCSE and SME's have in working in Social Value within Torbay. 														
External Stakeholders – Online Survey																	
<p>Question</p>	<p>Response</p>	<p>Comments</p>	<p>Action</p>														
<p>1. Do you think the policy makes it clear what Torbay Council's commitment to Social Value is?</p>	<p>Yes – 2 Somewhat – 2 No -0</p>	<ul style="list-style-type: none"> - The policy does not address procurement activity undertaken by the companies owned, in whole or part, by Torbay Council. The same policies should apply to the Torbay Development Association, Tor Vista, 	<ul style="list-style-type: none"> - This policy will apply to any work undertaken by subsidiary companies on behalf of Torbay Council – It will not apply to private work undertaken by these companies. 														

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		<p>Swisco and any other companies owned, in whole or in part, by Torbay Council. It is also not clear where the destination of profits fits into this policy. A local company will be more likely to spend the profits in our area, thereby providing a social benefit through additional economic activity and the avoidance of draining money out of the local economy that occurs when profits go outside our area. I would argue that the local destination for profits should also be considered as social value.</p> <ul style="list-style-type: none"> - It is clear around Torbay’s expectations and commitments around Social Value. It would be helpful if there was more explanation around the method used to select suitable TOMs for each procurement exercise to ensure the social value expectations are appropriate and realistic. It would also be useful to provide further clarity on how social value will form part of contractual obligations going forward and any additional demands this may place on providers (e.g. whether non-attainment of social value targets will be deemed to be poor performance or lead to contract termination). 	<ul style="list-style-type: none"> - Ongoing work to be undertaken in considering effectiveness/ability to allocate a higher score where social value benefit is directly attributable to Torbay. - Support and training will be provided to officers in understanding how to select and prioritise TOM’s through their project (including how to engage the market with this).
<p>2. Do you think that a minimum scoring value of 10% in evaluations</p>	<p>About right - 4 Too much - 0 Too little - 0</p>		

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<p>for Torbay Council contracts is:</p>													
<p>3. What support do you think bidding organisations may need in understanding what Social Value is and how to incorporate this into tender submissions to Torbay Council?</p>	 <table border="1"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Category</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Understanding what Social Value is</td> <td>2.5</td> </tr> <tr> <td>How to approach Social Value in your organisation</td> <td>3</td> </tr> <tr> <td>Monitoring & reporting Social Value Impact</td> <td>2.25</td> </tr> <tr> <td>How to answer Social Value responses in tenders for Torbay Council</td> <td>2.25</td> </tr> </tbody> </table>	Category	Value	Understanding what Social Value is	2.5	How to approach Social Value in your organisation	3	Monitoring & reporting Social Value Impact	2.25	How to answer Social Value responses in tenders for Torbay Council	2.25	<ul style="list-style-type: none"> - How VCSEs and other smaller organisations can be involved in ongoing development of Torbay Council's Social Value approach. 	<ul style="list-style-type: none"> - Work is planned to do this via the Community Wealth Board.
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<p>4. What methods of providing support would be most beneficial to you / your organisation?</p>	<p>More detailed written guidance – 2 Online training package – 1 Webinar - 1</p>	<ul style="list-style-type: none"> - The question suggests that more than one item can be selected, but the survey allows the selection of only one item. Generally I would rank these as follows: (1) detailed written guidance, (2) webinar and perhaps team meeting updates sessions. Online training packages are often used as a tick box approach to training, - Have selected webinar, but also think that more detailed written guidance and team meeting updates sessions will be beneficial. 	<ul style="list-style-type: none"> - A range of training and support tools will be developed to support implementation of this policy. 										
<p>5. Do you think that local SME's, Charities or Voluntary groups may need any additional support in relation to Social Value in Torbay Council?</p>	<p>Yes – 2 No -2</p>	<ul style="list-style-type: none"> - Webinars with substantial involvement from the SMEs/charities/groups. - There needs to be an awareness that charities and voluntary groups bring a lot of additional social value to contracts, which is often difficult to quantify, so additional support/guidance about what can be 	<ul style="list-style-type: none"> - Plan to develop a suite of tools and guides for bidders – will run specific workshops for VCSE's / SME's. - Plan to have a webpage including information on our approach to Social Value, our plans (SV statement) and 										

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		included in social value responses would be helpful. It would also be useful for Torbay Council to share news about ongoing developments and good practice around social value (particularly where the delivery partner is a SME, charity or voluntary group) for other organisations to learn from.	examples of Social Value in action will be included.
6. Are there any actions or proposals set out in this draft strategy that you believe may have an adverse impact on equality of opportunity or on good community relations?	No	- No. With luck the policy will encourage businesses and groups to think more creatively about how they can have a positive impact on the community and the individuals in our community. -	- We think this will be the long-term impact of this policy too.

Consultation feedback received directly:

Chief Executive

- How can we explicitly include in the social value consideration, support and opportunities specifically for our cared for and care experienced children and young people? It would be a really significant step in ensuring all parts of the Council contribute to our corporate parenting.
 - o Agreed this would be a great opportunity for bidders to work alongside us in providing support and opportunities for our cared for and care experienced children. We will explore this with the Social Value Portal to see if there are any National Themes, Outcomes and Measures we can utilise within our Framework. If not we will undertake some consultation and engagement work to include this within our Framework and work to develop appropriate and relevant measures that will be included.

Torbay Development Agency

- It would be helpful if it made reference to the Council’s wider ambitions and other areas of related work such as their commitment to Community Wealth Building as part of the economic recovery and repositioning.

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- We agree that this needs strengthening and will be updated in the final policy draft to make reference to the wider work being undertaken. We will also rename the policy to make it clearer that this policy only relates to procurement social value and does not cover the wider community wealth building programme within which this piece of work is situated.
- the policy is clear from a procurement perspective. It may be worthwhile noting what Torbay Council is looking to achieve from the Social Value policy and how it links to the Council's wider ambitions and delivery mechanism for supporting Community Wealth Building which is a key priority behind the development of a thriving economy. The policy could also reference employment and skills plans (ESP) for capital projects to show how Torbay Council will use capital programmes to create social value through work placements, apprenticeships, and local jobs for new entrants to the construction sector, number of training weeks, qualifications and/or short courses etc.
 - Agreed – we will add a specific reference in relation to Capital Build Projects and ESP's
- It clearly sets out the process and how to report. It would be beneficial to include why it is important to report back the social value impact and its importance to the Council.
 - Agreed – we will add stronger reference to this in the final draft.

Climate Emergency Officer

- Could we prioritise procurements that may have a negative environmental impact in the same way we prioritise high risk procurements for Modern Slavery?
 - Yes – this would really help contribute to the Council's Climate Plans – we will amend and include this in the final draft.
- The TOM's could be strengthened to cover currently missing really important elements that will help us achieve a carbon neutral Torbay by 2030. This includes: NT68 -widening waste to more than just plastic – we are a zero waste to landfill authority – we need to follow the waste hierarchy – reduce, reuse, recycle. In RE39 – we are missing reduce energy demand, improve energy efficiency and then source energy from low carbon/renewable sources. It is also missing use of sustainable materials/products. NT44 – we need to alter terminology to Carbon Neutral (not net zero). NT45 – We need to explore this in detail as we don't have an accredited scheme – we will need evidence that offset has been used through a credible process. NT32 – Need to broaden – walking/car share/ bike share options too? Address flood risks – need to ensure all services / good are also designed to ensure they are resilience to a changing climate i.e. heat waves, extreme weather events
 - Agreed that these are really appropriate refinements to the Draft TOM's – we will ensure to engage the Climate Officer when we finalise the framework with the Social Value Portal – where there are not national TOM's that support these objectives we will develop localised outcomes and measures to ensure we maximise the social value contributions to Torbay's climate policy and plans.