



Why Property Services isn't Just About the Service

As a business, we recognise our role in helping to shape the impact we have on people's lives which is an integral element of every project and contract we undertake.

Social return on investment (SROI) is a principles-based method for measuring extra-financial value, such as environmental or social value that is not reflected in conventional financial accounts.

We help our customers deliver their commitments under the Social Value Act to improve the social, economic and environmental wellbeing of their customers and communities.

We are increasingly conscious of local authorities' and housing associations' requirements and aspirations in ensuring they have a beneficial impact on the wider community, as well as the immediate practical maintenance and repairs service. We always aim to fully support and extend the benefits of our partnerships with our customers to improve the social purpose for their residents and local communities.

It has been reported that a majority of senior housing professionals from 200 local authorities said that by focusing on social value as part of a programme of repairs and maintenance, cost efficiencies are generated. Some 71% also said that delivery of a community investment plan led to 'better service delivery.'

We will look at how to support local employment and create a legacy of skills and opportunities over the lifetime of our involvement in the contracts. Each of our contracts has a dedicated Community Investment Manager to maximise local integration

and opportunities. Employability Workshops for local secondary schools focus on work placements and apprenticeships, providing students with an insight into the sector. In our partnership with Optivo, to date 20 local jobs and 4 work experience placements have been created for local people.

The Social Value Act framework comprises seven areas: community involvement, social investment, education and culture, employment and skills, health, wealth and income creation, and technology.

For our long-term partnerships we use this framework to create a specific legacy plan that supports long-term investment aligned to our customer's wider strategic priorities. These plans are created in collaboration with our clients and their residents to ensure that the initiatives delivered will target investment into the right places and provide long-lasting benefits within communities.

