RBH

4 December 2017

AGENDA

- Welcome – Barry Howarth
- Membership Council – Emma Russell
- Introduction to RBH – Nickie Hallard
- Our Community Social Impact – Nicky Morris
- Social Impact Measurement – Sarah Robinson
- Social Impact – over to you
- Lunch
- Regional Business – Barry Howarth and Oliver Smith

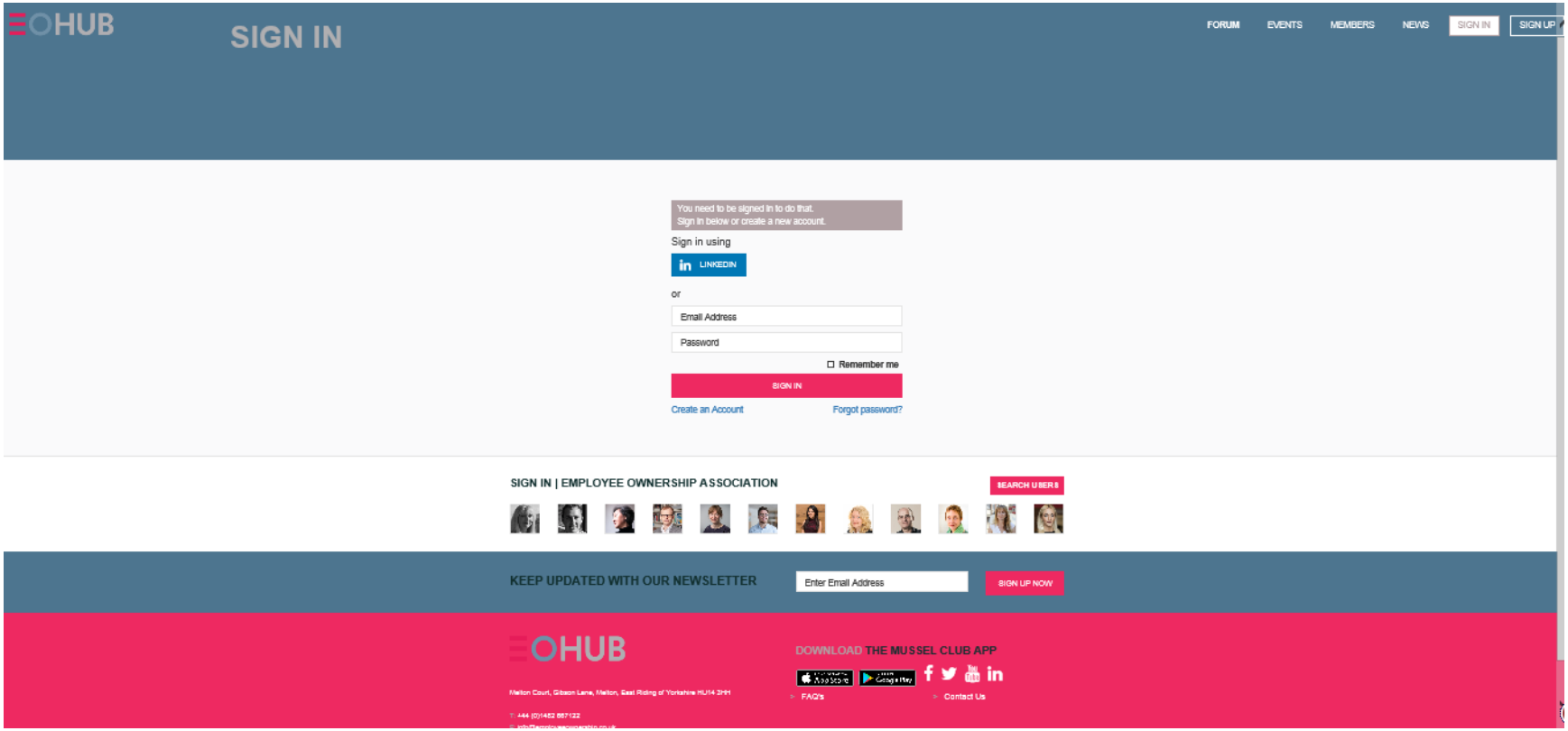
EOA Membership council

- 14 representatives from EOA businesses and supporter organisations
- Assisting the EOA in developing the member proposition
- 4 members from the Northern Regional network
  - Lucy Flower (City Health Care Partnership)
  - Simon Holfield (Castlefield Partnership)
  - Elaine Johnson (Rochdale Boroughwide Housing)
  - Emma Russell (Alfa Leisureplex Group)
- Contact details can be found on EOA's website

EOA Hub

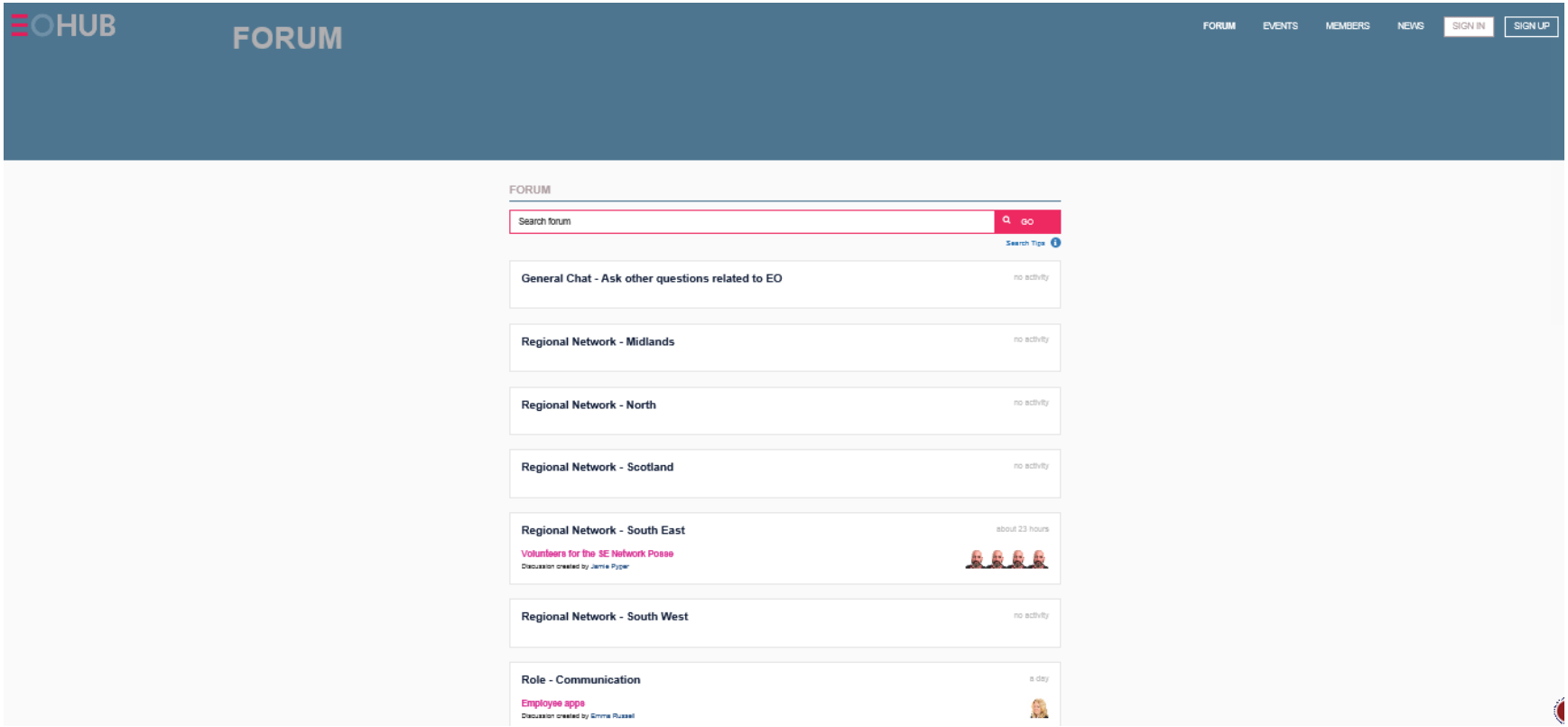
- Membership council have been contributing to the development of the EOA Hub
- An online platform to connect members, potential members and those interested in employee ownership
- Includes a forum, event booking and news
- Launched at the Annual Conference that took place on 27-28 November
- Can be found at https://eohub.employeeownership.co.uk

Register



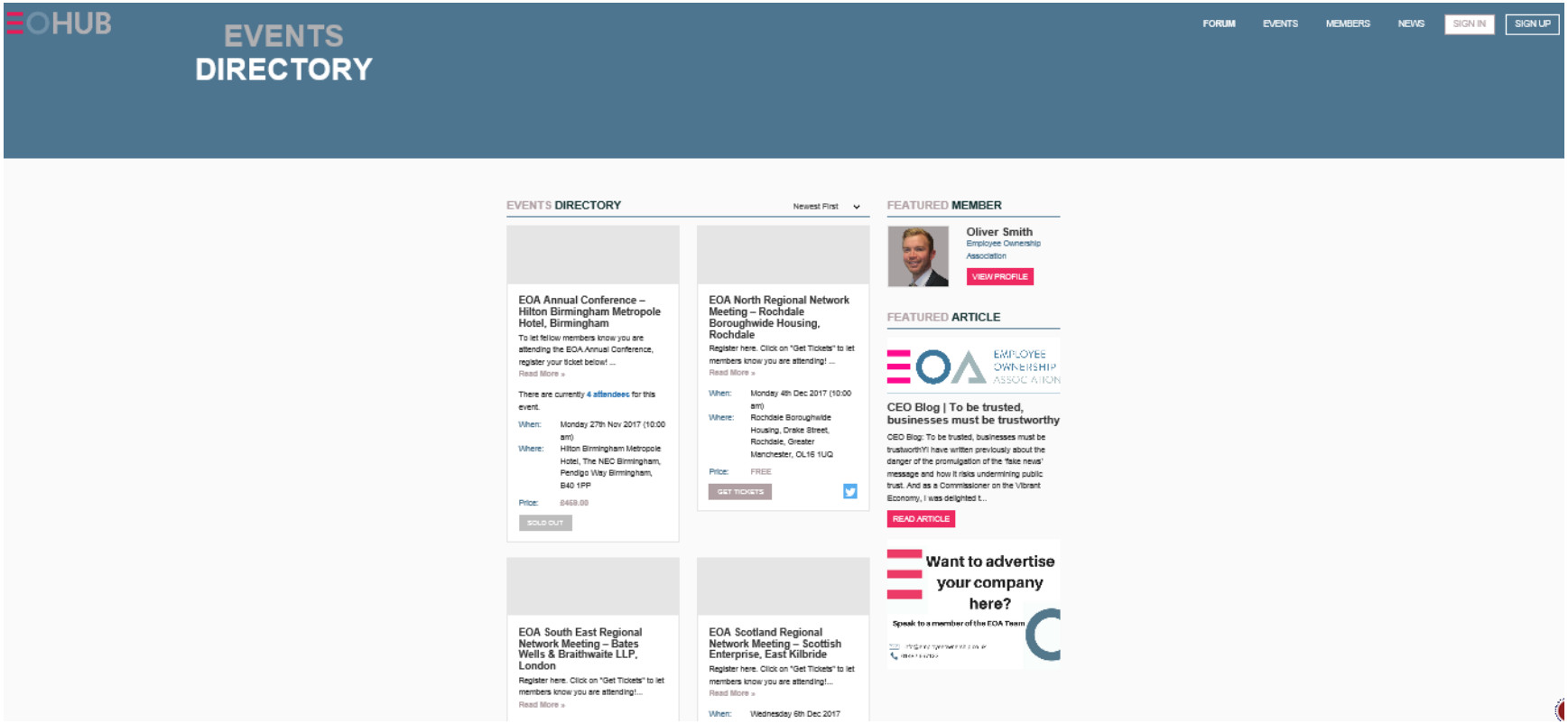
- Create a profile
- Allows you to connect with relevant members and post in the forums
- Encourage others with an interest in EO to join

Forum



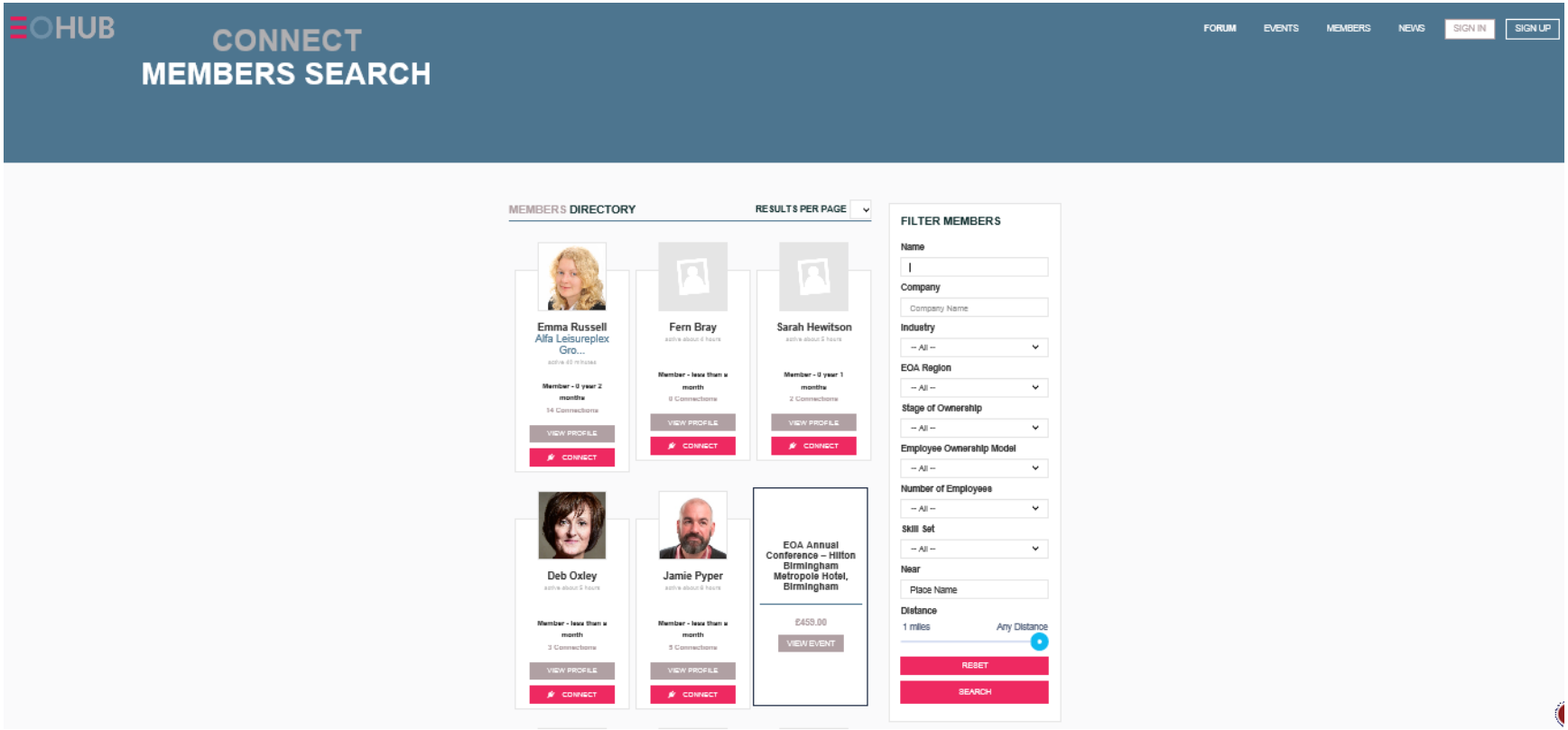
- Ask questions- By region, role and sector or general EO questions

Events



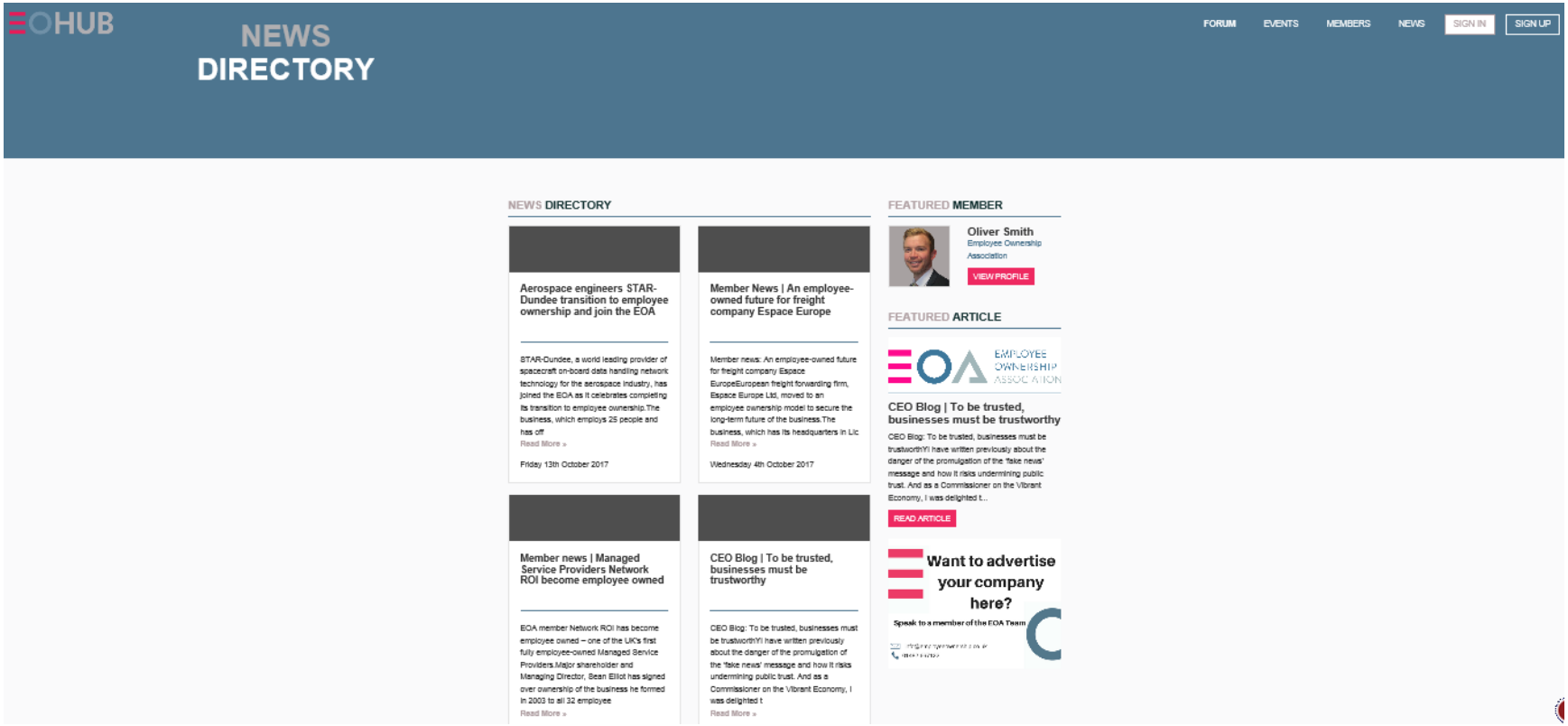
- Find EOA events being held and book places

Members



- Connect with other members- allows you to send messages

News



- Find out the latest news from the EOA
- Submit articles for publication

In summary……

- Please register
- Further features will be added as developed
- Invaluable resource for networking
- Use the forums to grow our EO support network
- Contact the membership council with any ideas and suggestions to develop the membership offering

RBH

RBH

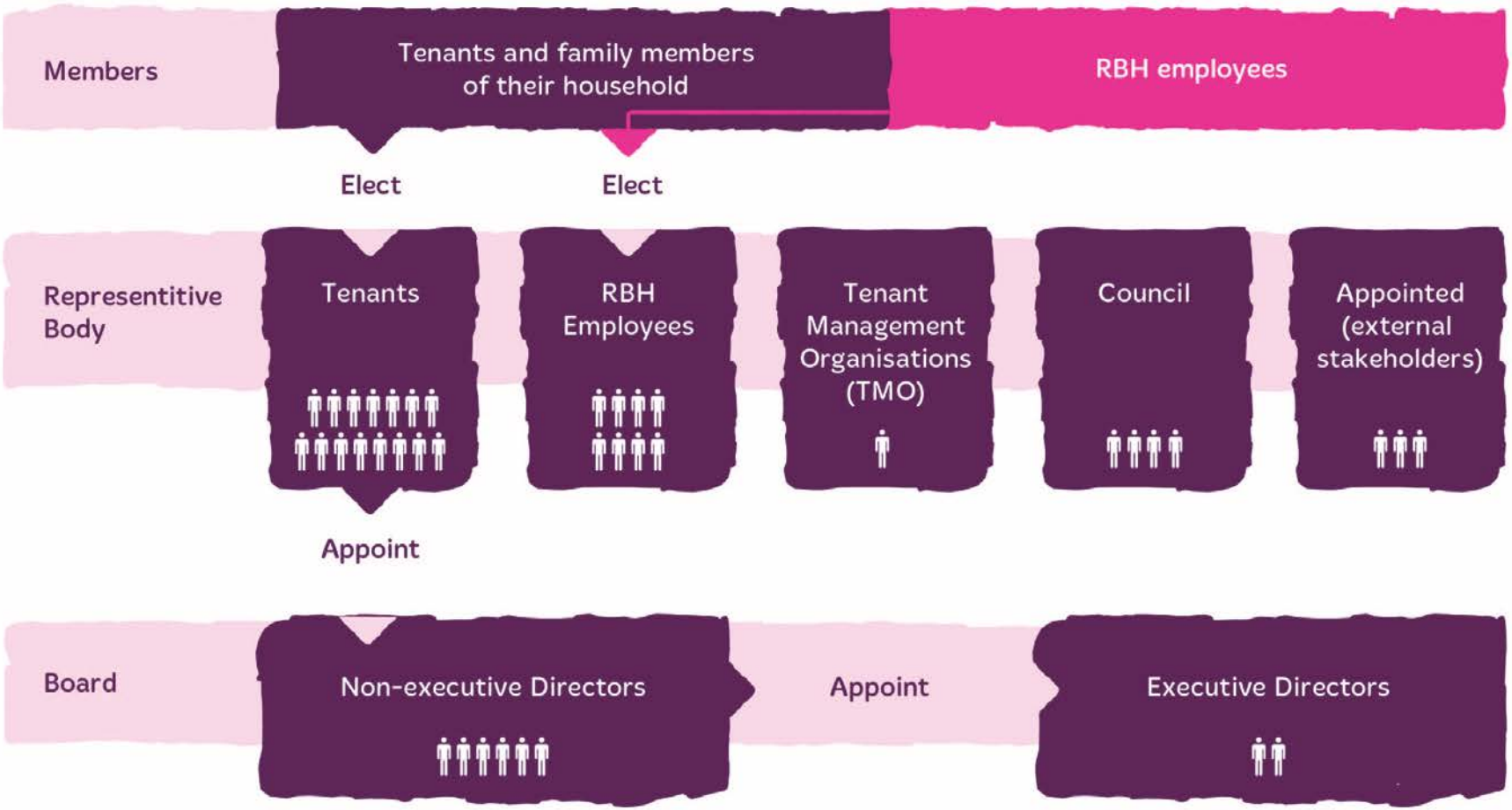
- Established 26th March 2012
- Mutual – 26th June 2013
- Housing Association
- 13,100 homes
- 600 employees

OUR JOURNEY TO MUTUALITY

- Investment and Involvement Commission 2009
- Co-operative heritage
- Starting point people –
  - Community served by RBH
  - People working for RBH
  - Increased resilience
- Good levels of satisfaction but desire for more participation and responsibility
- Culture based on collaboration, co-production and co-ownership
- Very lengthy approval process

GOVERNANCE

RBH
ALL TOGETHER
BETTER LIVING



SO WHAT IS A HOUSING ASSOCIATION?

- Let and manage homes to those in housing need
- Plus lots more
- Developing Corporate Strategy – Together We Are RBH

THRIVING GROWING IMPROVING

OUR SOCIAL IMPACT

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COMMUNITIES PARTNERSHIP TEAM

Social impact in our communities

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HOW DO WE CREATE A SOCIAL DIVIDEND FOR OUR MEMBERSHIP?

3 COMMUNITY FUNDING STREAMS

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Community Asset Base

- Community Bases
- Mutuality Fund

Members Community Fund

- OMF/corporate theme driven
- Member sponsor
- Member Panel decision/influence

Deciding Together

- Neighbourhood priorities driven
- Member sponsor
- Member decision

PRINCIPLES OF NEIGHBOURHOODS TOGETHER

- Employee & Tenant Members working together
- Local conversation to identify and agree local priorities
- Deliver agreed actions and tailor service delivery
- Maximise positive impact for our communities and the Society
- Mutual values embedded
- Encouraging our members to influence decision making
- Target resource allocation at neighbourhood level
- Extend our partnership working

COLLECTIVE OWNERSHIP

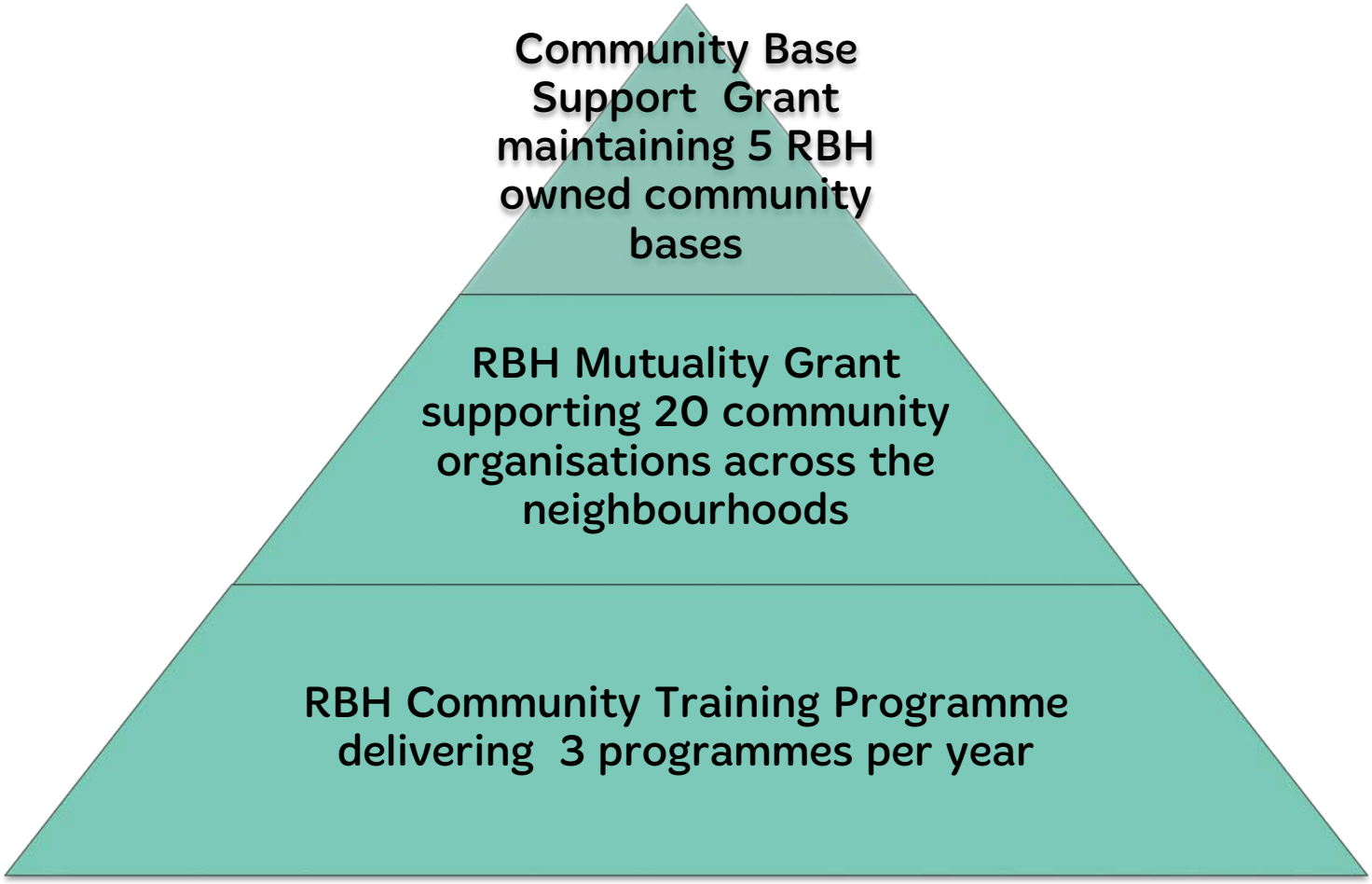
COMBINED ACTION

SHARED RESPONSIBILITY

DECIDE TOGETHER

MEMBERS COMMUNITY FUND

COMMUNITY ASSET BASE



SO WHAT IS THE DIVIDEND FUNDING

Digital inclusion	3
Employment & skills	1
Health & well being	19
Social isolation	21
Young people	8
Clean & green	1
Financial inclusion	4
Mutuality	21
Training	4
Employee volunteering	4

THE NUMBERS

86 projects

346 sessions

401 participants

THE LOCAL PANTRY

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Q GARDENS

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MEMORY BOX

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EMPLOYEE VOLUNTEERING

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VOLUNTEERING

RBH volunteer awards

SOCIAL VALUE MEASUREMENT

SARAH ROBINSON

THE BIGGER PICTURE...

Part of Greater Manchester Housing Providers

GMHP
Greater Manchester Housing Providers

Social Value Task and Finish Group 2 projects...

1 – Collective Social Impact Measurement
2 - Supply Chain Impact

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ALL TOGETHER BETTER LIVING

WHY COLLECTIVELY MEASURE?

- Practical first task for group to focus on
- Track future trends
- Share learning of what's working
- Raise awareness more widely of our impact
- Practice what we preach and provide point of reference to suppliers
- Explore opportunities to increase collective impact

WHICH INDICATORS DID WE MEASURE?

- Promote employment & economic sustainability
- Raise the living standard of local residents
- Promote participation and citizen engagement
- Build capacity and sustainability of the voluntary and community sector
- Promote equity and fairness
- Promote environmental sustainability

WHY THESE INDICATORS?

- Align with GMCA social value framework
- Availability of “good” data
- Consistent with what we ask of suppliers
- Aspiration & challenge

GMCA GREATER MANCHESTER COMBINED AUTHORITY

Promote Employment and Economic Sustainability

1,938 Residents supported into employment

73% Spend with businesses based in GM

4,528 Residents supported to move closer to work

9,330 Apprenticeship weeks

Raise the Living Standard of Local Residents

99% of staff paid (at least) the Living Wage Foundation level

1,518 Homes let to people who were previously homeless

£14,330,757 Benefits and grants gained for customers

Promote Participation and Citizen Engagement

135,508
Hours volunteered by the community

5,810
Hours volunteered by staff

1,323
Community volunteers

12,092
Involved tenants engaged

932
Staff volunteers

Build the Capacity & Sustainability of the Voluntary & Community Sector

£3,084,346
Cash spent on grants and support for community and voluntary sector groups

939
Voluntary and community groups supported

136
Community and voluntary sector organisations engaged in formal alliances or contracts

Promote Equity & Fairness

87%

Of the workforce live in Greater Manchester

7%

Of the workforce live in managed properties

Promote Environmental Sustainability

1,869

Hours of energy advice and training delivered to tenants

A minimum of 64%

Of business waste is recycled

4,576

Fly tipping incidents cleared

579

Average CO2 equivalent output per FTE (kg)

69

Average CO2 emissions from employee business miles per FTE (t)

73.4

Average energy (SAP) rating of managed stock

This is in the upper quartile of data supplied to Housemark

WHAT CAN WE DO WITH IT?

- Collective communications – increase awareness among stakeholders of our collective impact
- Support supplier engagement, call to action in support of social value
- Benchmark and strive for improvements
- Engage other providers in GM that have not yet contributed

PROJECT 2 - SUPPLY CHAIN ANALYSIS

CONTEXT TO THE WORK

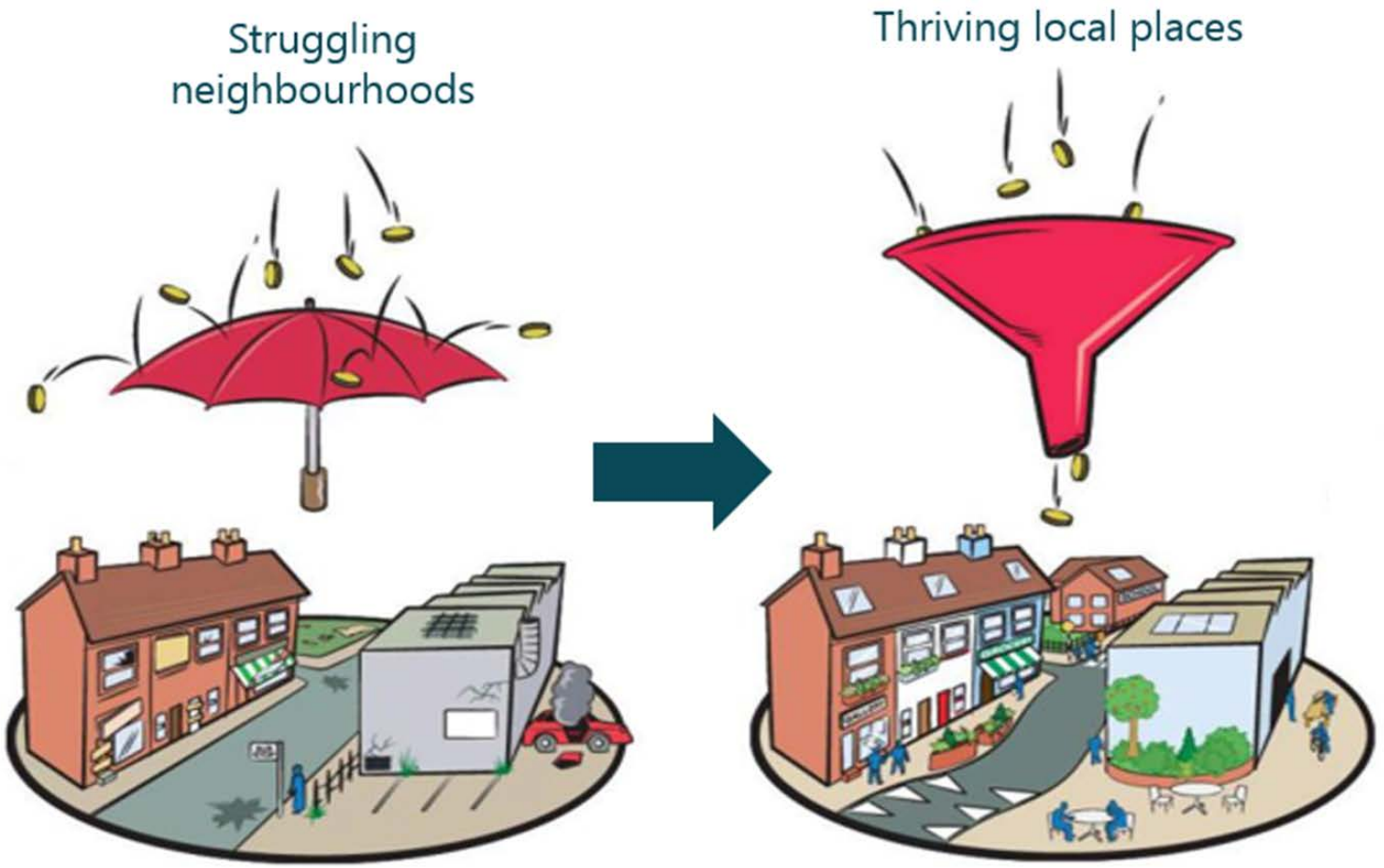

Image adapted from illustration by Rory Seaford of The Creative Element, www.pluggingtheleaks.org/resources/plm_ptl_images.htm

PROCESS

- Work with CLES
- Review of indicators workshop
- Discussion with each provider to identify top 30 suppliers
- Identification of email addresses
- Supply chain analysis (GM, local authority boundary, SME)
- Survey of suppliers
- Development of report – same indicators as first project
- Review of recommendations

RECOMMENDATIONS

1. Ensure social value is considered as a matter of course

2. Develop processes for continuous monitoring of social value

3. Explore the spend leaking out of the Greater Manchester economy

RECOMMENDATIONS

4 Influence the behaviour of the supply chain

5 Provide signposting to suppliers

6 Collaborate with other housing providers and local authorities

GMHP SOCIAL VALUE PLEDGE

We, as members of Greater Manchester Housing Providers (GMHP) committed to maximising the social value generated through our supply chain spend, commit to:

- Embedding social value into our internal procurement and contract management processes.
- Exploring a minimum weighting for social value in procurement activity.
- Establishing a common framework for measuring the impact of our supply chain spend on an annual basis.
- Supporting a collective approach/project to reduce leakage out of GM economy.
- Developing and promoting a GMHP Social Value Guidance document, articulating a common approach and 'simplifying' social value for our suppliers.
- Delivery of a GMHP supplier event, focussed on education around SV, influencing behaviour and signposting (incl. launch of the guidance document).

- Continuation of GMHP Social Value Group to ensure ongoing collaboration in order to further maximise the social impact of our supply chain spend.