

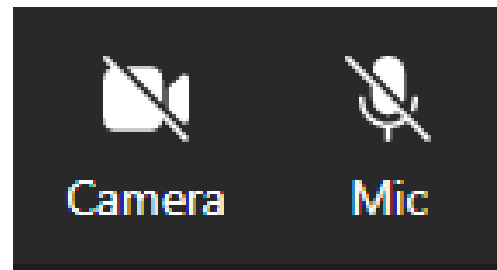


**RAISING SOCIAL VALUE
STANDARDS IN HEALTHCARE**

**INTRODUCING THE SOCIAL VALUE
QUALITY MARK FOR HEALTH**

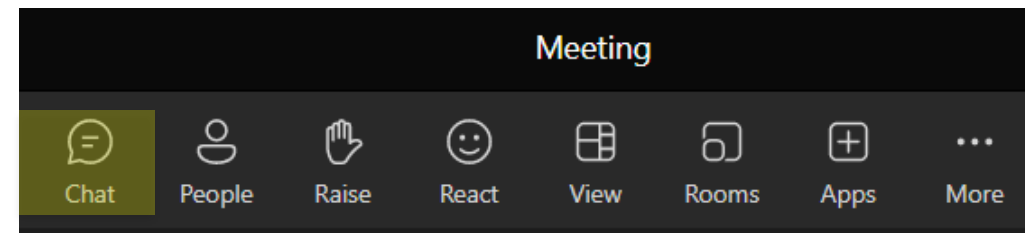
Thank you for joining this webinar on 'Raising social value standards in healthcare'

Today's event will begin shortly.

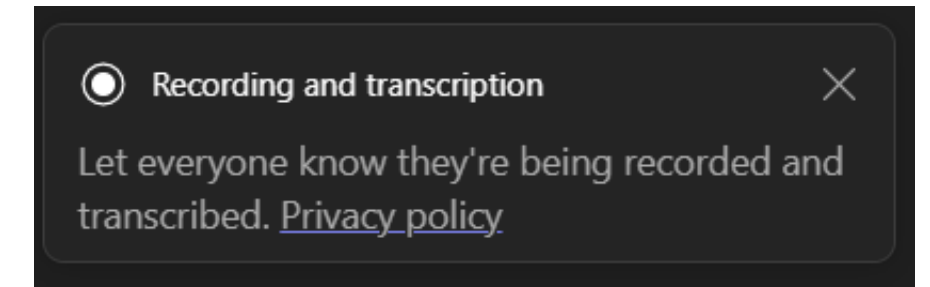


Please ensure that your camera and microphone are turned off while the main presentations take place.

There will be an opportunity to join the conversation later in the event.



You can add comments or ask questions throughout the event by posting these in the chat box.



This event is being recorded and transcribed. The recording will capture all audio, screen share and on camera contributions.

A recording link and presentation pack will be circulated to all participants after the event.

Raising social value standards in healthcare



How a strategic approach to social value helps meet healthcare challenges

Alison Tonge

Executive Director of Strategy and Innovation at NHS Arden & GEM

Arden & GEM overview



4.1 out of 5 customer satisfaction score

Working with a customer base of **70+** organisations across health systems

- NHS England
- ICBs
- Provider Trusts
- Primary Care
- Local Authorities



1,300+ Multidisciplinary staff

Quality assured services

Accreditation	Area of focus	Arden & GEM
Investors in People	Leadership, HR	✓ Gold
Future Focused Finance	Finance systems	✓ Level 1
ISO 9001	Management systems	✓
ISO 14001	Environmental	✓
Cyber Essentials Plus	IT security systems	✓
Excellence in Informatics	Informatics	✓
DSPT	Information governance	✓
Service Desk Institute	IT service desk	✓
IASME	Cyber Essentials assessments and IASME Cyber Assurance assessments (including GDPR readiness)	✓
Social Value Quality Mark	Social value level 1	✓

Multiple national award wins in 2022/23



Track record of innovation

Our core services	Description	Our Credentials
Data and Business Intelligence	Our team specialises in data management, data integration with business intelligence products that enable better decision making.	Designated DSCRO, we host data platforms on behalf of ICBs and NHS England, Controlled Environment for Finance (CEFF) and Accredited Safe Haven. Information Governance toolkit Level 2 status.
Information Technology	A high performing service that provides service desk, procurement, digital automation transformation, cyber security assurance.	Service Desk Institute accredited. Shortlisted for the SDI Service Desk of the Year Award 2023. Provide IT support to 25,000 users.
Flexible Resourcing	We work closely with systems and individual teams to find and mobilise high quality, non-permanent resources and multi-disciplinary teams for priority projects and programmes.	We currently have over 150 colleagues supporting a wide range of customer assignments, across a number of business and skill areas, including finance, analytics, PMO, HR& OD.
Procurement	Highly experienced award winning clinical services and corporate support procurement. Enabling value and quality across NHS and independent sector provision of NHS clinical services	Our 50+ procurement specialists, award winning end to end procurement support - specialists in spend analytics & contract management. Delivered 324 procurements.
Human Resources	Human Resources business partnering services. Including recruitment, training, development, mediation, payroll support workforce redesign.	Our skilled business partners hold a range of professional qualifications ranging from Business Administration and Payroll management to CIPD level 3 to 7, with all SHRBPs and higher are level 3 and above.
Finance services	Full financial services including transactional, ledger, governance and management accounting. Financial system implementation.	Project Managing ISFE2 Finance Ledger implementation for 14 ICB's. Exception free Service Auditor Report for Finance controls four years in a row. Towards Excellence Level 2 Accredited.
Clinical Consulting and Performance Improvement	Leadership and organisation development, medicines management, public health advice, performance, productivity improvement, transformation, change management and evaluation.	Our qualified change management practitioners combines the skills of multi-disciplinary teams spanning our broad portfolio of service lines to deliver change programmes aligned to NHS priorities.

Our vision, mission and objectives

Arden & GEM adopted this vision in December 2021, signalling a significant shift towards being a partnering, innovation and transformation enabling organisation.

Our vision



To add value when anticipating and meeting our customers' needs.

Our mission



To work as the partner of choice with our customers, delivering **innovative** and **transformational** solutions that support the Triple Aim of better health and wellbeing for everyone, better quality of health services for all individuals, and **sustainability of resources**.

Our objectives



Growing our support

Sustain our level of business with NHSE and ICBs, and grow our support of providers, provider collaboratives and primary care to help improve productivity, efficiency and effectiveness of ICSs, with the CSU income levels reflecting this growth.



Innovation and service transformation

Working as a partner of choice with our customers, delivering innovative, transformational and integrated solutions that meet their needs and support delivery of the Triple Aim.



People and workplace

As an organisation with a positive cycle of continuous improvement, always putting the wellbeing and development of our people first to ensure Arden & GEM continues to be a great place to work, achieving a wide range of accreditation that cements our position as a leading healthcare support organisation.



Measuring and delivering value

Leading by example, driving best practice throughout the organisation, by reducing overheads and increasing internal efficiency in 24/5 and 25/6. Measuring and delivering system wide productivity, innovation and value for customers.

Our ambition for integrated care faces challenges and uncertainty

improve outcomes in
population health and
healthcare

tackle inequalities in
outcomes, experience
and access

**Integrated
care aims**

help the NHS support
broader social and
economic development

enhance productivity
and value for money

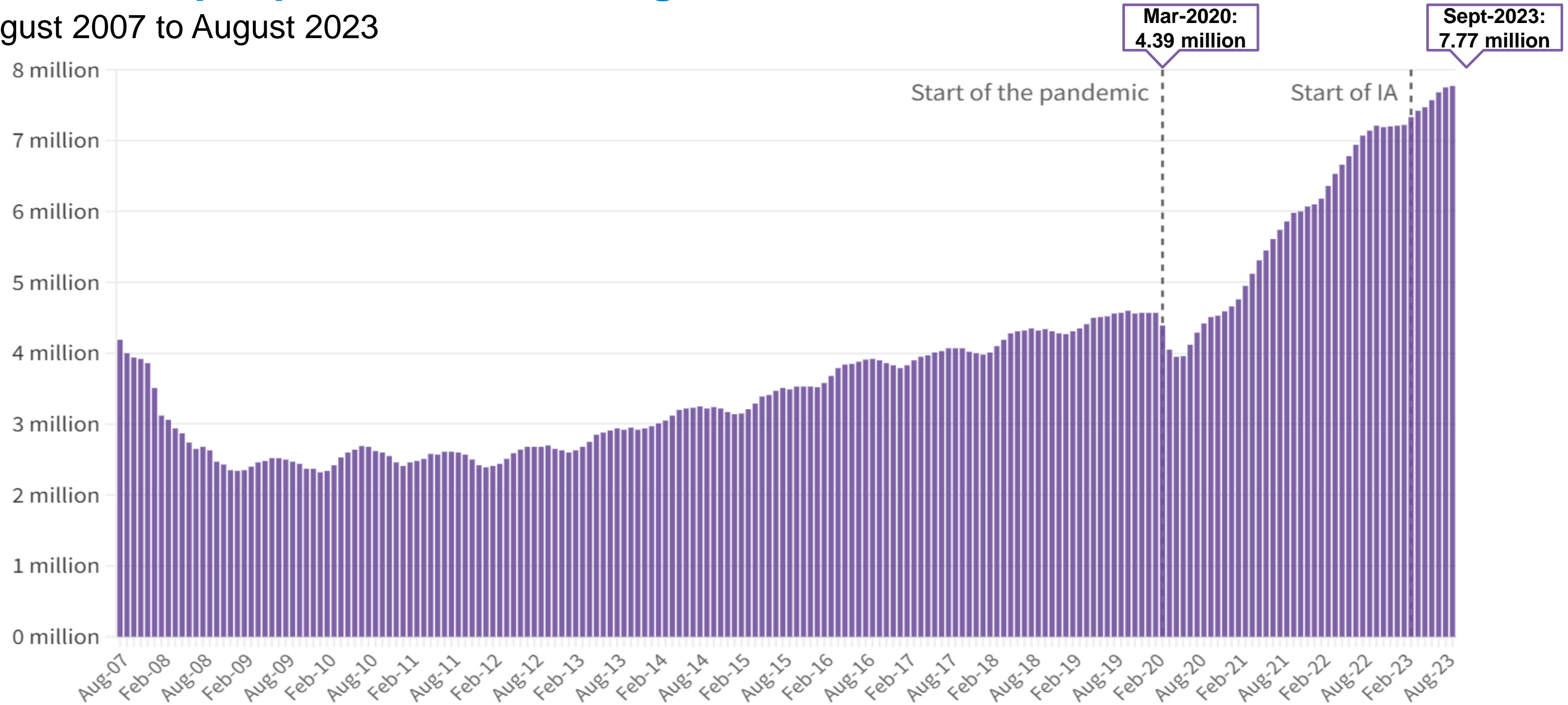
The national picture

- 01** The next general election must be announced by 17 December 2024 with the very last possible date for the next general election being 28 January 2025.
- 02** NHS England's 2023-24 [Priorities and Operating Planning Guidance](#) sets out in summary the following key aims:
 1. recover our core services and productivity;
 2. as we recover, make progress in delivering the key ambitions in the Long-Term Plan (LTP), and;
 3. continue transforming the NHS for the future.
- 03** On-going unrest & industrial action.
- 04** In 2022 the NHS lost 9.1% of its employees due to factors such as pay, work-life balance, and health and wellbeing. Workforce – 112,000 vacancies with numbers increasing.
- 05** Very significant financial challenge together with the NHS consuming nearly 40p in every pound spent on public services. McKinsey are looking at productivity as the NHS is treating no more patients than before the pandemic.
- 06** Elective Recovery: At the end of September there are 6.5 million people waiting for 7.77 million operations. There has been a significant reduction in those patients waiting more than 18 months.
Urgent and emergency care recovery plan challenges with 6.2% growth in emergency admissions so far this year.

The national picture

Number of people on NHS waiting lists for elective care

August 2007 to August 2023



A strong alignment in delivery

If we take one of our **key targets to improve access and reduce inequalities in Elective Care?**

Theme	Outcome
Jobs - Promote Local Skills and Employment	More local people in employment
	Fair Work
	More opportunities for disadvantaged people
	Improved skills
	Improved skills for disadvantaged people
	Improved skills for a low carbon transition
	Improved employability of young people
Growth - Supporting Growth or Responsible Regional Business	More opportunities for local MSMEs and VCSEs
	Improving staff wellbeing and mental health
	Reducing inequalities within supply chain
	Ethical Procurement is promoted
	Cyber security risks are reduced
	Social Value embedded in the supply chain
	Supporting workers, SMEs and

Workforce

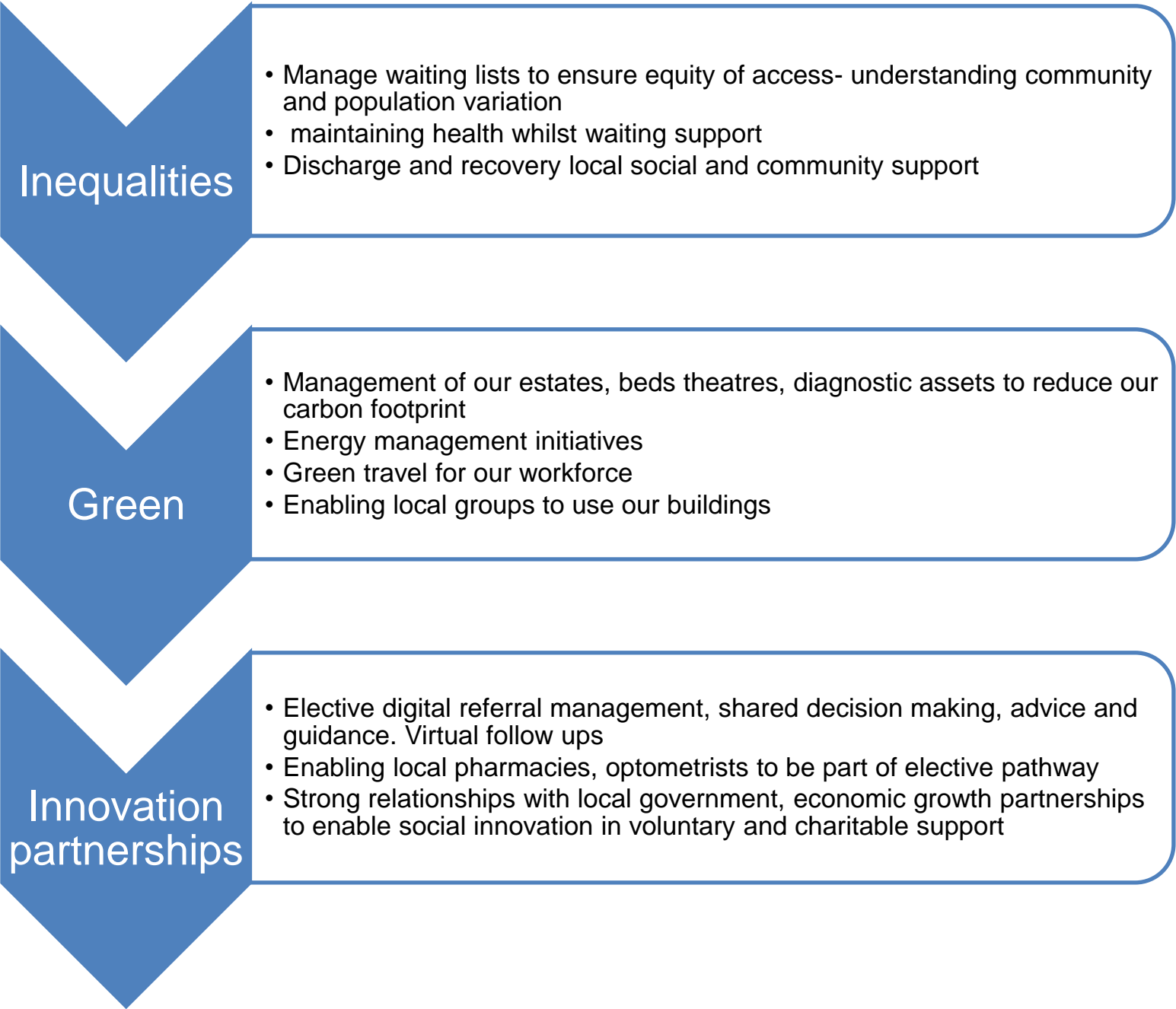
- Train retain and reform our workforce, creating many more local opportunities
- Enabling employment from disadvantaged groups
- Without action our workforce gap will be 360,000 FTEs in 10 yrs

Procurement and partnering

- All NHS procurement will seek to achieve Social value goals and net zero
- Elective care procurement of independent sector – ensuring this is providing opportunities for value
- Enterprises providing solutions within elective care – digital adoption
- Community diagnostic centres impact on local economy

How can social value contribute?

Social - Healthier, Safer and more Resilient Communities	Crime is reduced
	Creating a healthier community
	Vulnerable people are helped to live independently
	More working with the Community
Environment - Decarbonising and Safeguarding our World	Carbon emissions are reduced
	Air pollution is reduced
	Safeguarding the natural environment
	Resource efficiency and circular economy solutions are promoted
	Sustainable Procurement is promoted
Innovation - Promoting Social Innovation	Social innovation to create local skills and employment
	Social innovation to enable healthier safer and more resilient communities
	Social innovation to safeguard the environment and respond to the climate emergency

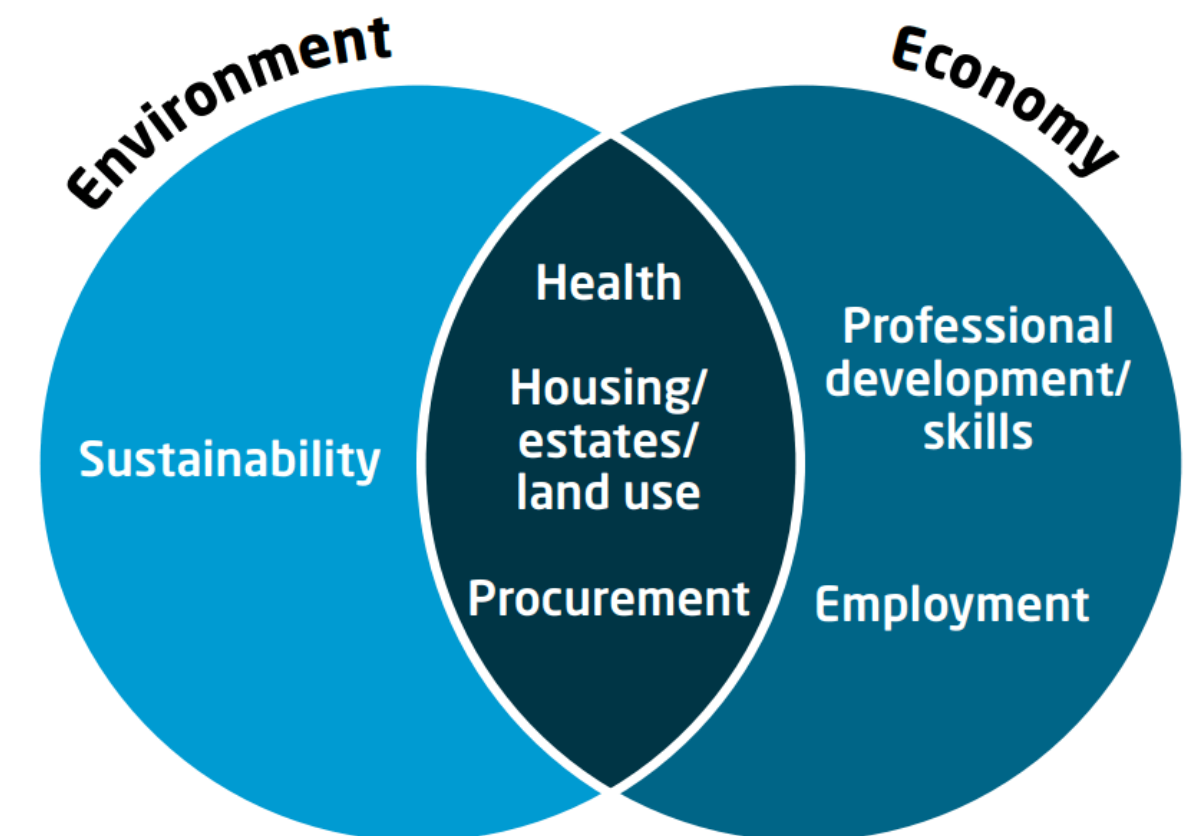


Our future sustainability is tied to the wellbeing of the population we serve

As well as providing health services, the NHS can use its resources and influence to maximise its **social, economic and environmental** impacts (social value) to **improve the social determinants of health, health outcomes and reduce health inequalities.**

Our strategic impact is much wider

- **Widening access to quality work:** Being a good employer, paying people the real living wage and creating opportunities for local communities to develop skills and access jobs in health and care.
- **Purchasing for social benefit:** Purchasing supplies and services from organisations which consider their environmental, social and economic impacts
- **Using buildings and spaces to support communities:** Widening access to community spaces, working with partners to support high-quality, affordable housing and supporting the local economy.
- **Reducing its environmental impact:** Taking action to reduce carbon emissions, consumption and reduce waste and protect and enhance the natural environment.
- **Working closely with local partners:** Collaborating with communities to help address local priorities and build on their energy and skills; and work with other anchors and partners to increase and scale impact.



Raising social value standards in healthcare



The Cheshire and Merseyside experience

Dave Sweeney

Associate Director of Sustainability and Partnerships at
NHS Cheshire and Merseyside Health and Care Partnership

Raising social value standards in healthcare



Introducing the Social Value Quality Mark Health

Richard Dickins

Managing Director and Founder at Social Value Quality Mark
CIC

What I'll cover

- Background to the Social Value Quality Mark CIC
- The SVQM Health Award
- The benefits of applying
- Getting started with Bronze
- Available tools and resources



A proud social enterprise.

- SVQM CIC is an independent social enterprise, first established in 2018
- We exist to promote trust, rigour, credibility and high standards in social value by:
 - Offering a robust, independent audit service
 - Providing a suite of UK-leading social value accreditations
 - Working in partnership to support skills, knowledge and best practice
- The Social Value Quality Mark distinguishes organisations committed to the highest standards of ethics, fairness and sustainability.
- By encouraging procurement through organisations who hold the Mark, we can drive socially responsible investment.
- We have accredited around 200 organisations to date...
- ...across all sectors, in the UK and internationally.



Cabinet Office



Arden and
Greater East Midlands
Commissioning Support Unit

ttm

Healthcare Solutions

We Power Potential



The SVQM Health Award

Aim: 'To nurture and celebrate the highest value standards in healthcare'

- The first UK-wide, health specific social value accreditation
- Delivered in strategic collaboration with NHS Arden & GEM CSU
 - Designed to reflect national health and care policy
- Responds to the specific needs, challenges and opportunities of the health industry
 - The Bronze Award will launch first, followed by Silver in 2024

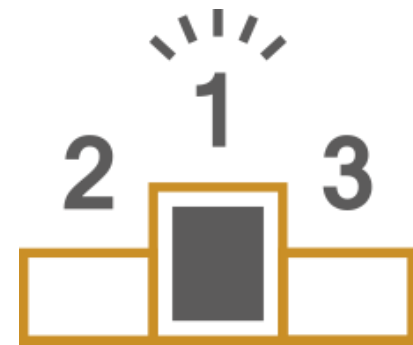


The benefits of applying

Accreditation is probably the biggest outward sign that you are committed to **tackling health inequality, driving fairness and inclusion** and supporting a **happier, healthier workforce**.



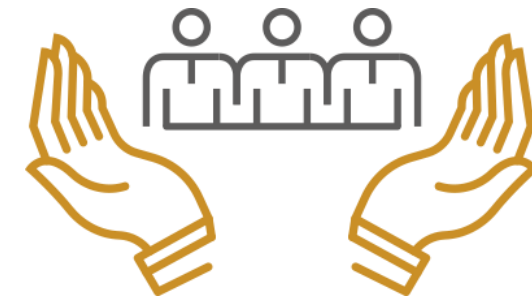
Be celebrated for your impact



Compete across public and private sectors



Have your value independently assured



Attract and retain healthcare talent



Empower integrated delivery



Evidence your statutory responsibilities



Progress towards Net Zero



Build your reputation with stakeholders and communities

Getting started with Bronze

- **'COMMIT'** – an initial commitment and starting point.
- A simple 9-step process.
- Focussed on setting pledges and measures, establishing basic governance and creating an action plan.
- No lengthy audit process at Bronze.
- Simply upload your evidence and make payment online.

What you'll create:

- A clear view of how you create value for your stakeholders and communities.
- A definition of social value and your social legacy, bespoke to your organisation.
- A 12-month road map showing how you will develop, measure and report social value.



Tools and resources to support you

- The SVQM Health accreditation website:
www.socialvaluequalitymark.com
> Health Award
- The Bronze Award brochure
(Available online to download)
- Webinars/podcasts planned for 2024
- Contact SVQM CIC or NHS Arden & GEM CSU
admin@socialvaluequalitymark.com



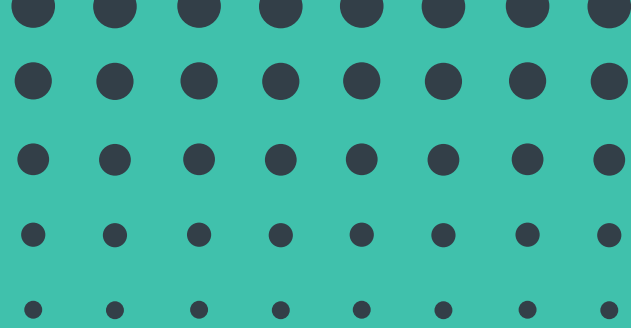
Raising social value standards in healthcare



Inspire North – Our social value journey

Claire Walker

Head of Quality and Business Support



Our Social Value Journey

Claire Walker



www.inspirenorth.co.uk

About Inspire North



Creating a World Where Everyone Matters

93%

Overall client
satisfaction
(2022/23)



People

We will always treat
you as an individual



Integrity

We will always do
the right thing



Collaboration

We will always
achieve more
together



Passion

We will always go
the extra mile

Two Outstanding Charities

We set out on this journey in 2018 when we brought together the work of Community Links and Foundation.

As a parent organisation we bring together this expertise and find innovative ways to provide the very best for the communities we serve. We provide award-winning services and accredited training in mental health, wellbeing, housing and domestic abuse. We work across the north of England, from Doncaster to Durham.



Our Social Value Journey

Our Social Value journey started in November 2021.....

October 2023



Key Benefits



TOP TIPS

01. Accreditations showcase Inspire North's experience and commitment to delivering Social Value

02. Provides tangible impact data in relation to the Social Value that we deliver as a group.

03. Strengthens our bid responses supporting the organisations sustainability and growth

- Don't underestimate the size and scale of the organisation
- Get buy in from key stakeholders - especially those on the ground (e.g. working with clients)
- Build into Service / Annual Plans
- Develop a robust project plan, delivered by a strong and diverse project team - collaboration!
- Invest in consultancy to lead you through the process
- Keep internal stakeholders informed - intranet, briefings, training, presentations etc.
- Celebrate achievements - no matter how small



Employee Testimonial

“What makes this organisation different is that we fight for what we believe, and we care, We work with people, and they are not just a number to us.”

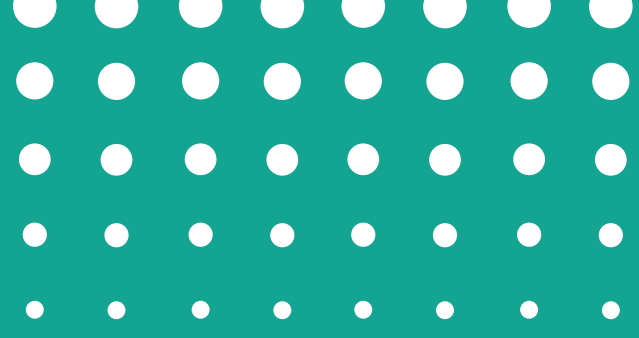


Client Testimonial

“All aspects of my life have vastly improved thanks to the service.”

“”I really got a lot of help and support from the service and without the, I would be in a bad place with drug use and mental health.”





Thank you

For more information
please visit:

www.inspirenorth.co.uk



**But what is
Social Value
and why is it
important?**



Raising social value standards in healthcare



What support is available?

Becky Jones

Social Value Specialist at NHS Arden & GEM
and Social Value Lead at the Social Value Network

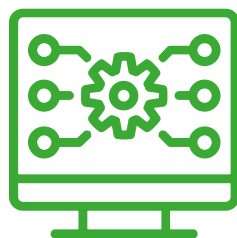


Membership of the Social Value Network

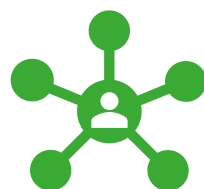


Consultancy support to achieve the Social Value Quality Mark Health

How do we do this?



We need consistency
within a flexible
framework



We need a cohesive,
cooperative approach



We need to work
together to deliver
defined outcomes



Responsibility to
deliver for our
colleagues, customers
and local communities



We need transparency
and a simple process



We can all achieve
something individually
but working together
we can complete the
jigsaw



Social Value Network

The Network



Arden and
Greater East Midlands
Commissioning Support Unit



We have invested in this – we have funded it if we all come together and contribute a bit, we will get maximum impact for our colleagues, customers and local communities



By everyone putting a bit in to join the Social Value Network, we all benefit



We need to keep the skills, knowledge and money within the sector to grow our own



Social Value Network

- Will give clear, bespoke guidance and support to deliver social value for your organisation
- Multiple levels of support available – advice, guided support, embedded roles
- Network with organisations across the health and care sector
- Access to Social Value Advisory Board



Meet the The Social Value Advisory Board



Alison Tonge, Executive Director of Strategy and Innovation NHS Arden & GEM



Ashley Morgan, Head of Members at Social Value Portal



Becky Jones, Social Value Specialist at NHS Arden & GEM



Dave Sweeney, Associate Director of Partnerships & Sustainability at Cheshire and Merseyside ICS



Shelley Brough, Acting Director of Integration and Commissioning, and Social Value Programme Lead at Cheshire East Council



Mark Swift, Co-founder and Chief Executive Officer at Wellbeing Enterprises CIC



Richard Dickins, Managing Director at Social Value Quality Mark CIC



Sol Tannir, Strategic Account Manager at the Social Value Portal

Social Value Advisory Board

- NHS
- Local council
- Voluntary sector
- Subject matter experts



Social Value Network



Social Value Network

- Access to specific, social value focused content
- We need to keep the skills, knowledge and money within the sector to grow our own
- Grow with you, getting stronger and more detailed
- We align the support given in the Network with the Award
- We can help make this happen!

Home My Dashboard My Workspaces Search

Social Value Network

Social Value Network



Create a new item

Welcome to the Social Value Network!

We are supporting organisations across the country to determine what social value means to them and then helping them to achieve that vision.


To us, social value encompasses everything. It is included in culture, values, behaviours, leadership, purchasing and selling. It encompasses environmental, social and economic elements but, most importantly, we view it as activities to make things better for our colleagues and local communities.

We can help you to determine what it means to you through becoming a part of our membership programme.





REMINDER*: Our upcoming webinar is taking place on Thursday 23 Novemb


Welcome new members, we're working on some really exciting initiatives with the SVN which we'll share with you in the upcoming months. Please do get in touch with us to see how we can spread social value!




← 1 of 30 →



About us



Our membership



Free resources

Free to access workspace

<https://future.nhs.uk/SocialValueNetwork>



Social Value Network

Supporting members to deliver a collaborative, joined up approach to social value across the public sector



For the past decade, the Social Value Act has given public authorities a legal responsibility to contribute to the social, environmental and economic sustainability of their communities, and society as a whole.

The need to adhere to recent legislative shifts in procurement, combined with the NHS's ambition to become the world's first net zero health system, has placed social value high on the list of 'must dos' for those working in and with health and care systems.

The Social Value Network has been established to support systems and organisations in defining and delivering their social value ambitions through membership of a collaborative network with access to expertise, knowledge, tools and resources.

Together we can meet net zero ambitions and achieve community benefits through a social value approach that puts people at its heart.



Social



Economic



Environment

Core resources available to all members



Checklists



Best practice documentation



Training materials


























Forum



Advise and thought pieces from the Advisory Board

SVN TESTING VAULT

 1 member

 Anchor Institution	 03-11-23 Test Member	 UPLOAD DOCUMENT
 Baselining & audit	 31-08-23 Test Member	 UPLOAD DOCUMENT
 Co-production		 UPLOAD DOCUMENT
 Net Zero		 UPLOAD DOCUMENT
 Social Value Charter		 UPLOAD DOCUMENT
 TOMs	 08-11-23 Test Member	 UPLOAD DOCUMENT
 Training	 31-08-23 Test Member	 UPLOAD DOCUMENT
 Miscellaneous		 UPLOAD DOCUMENT
 Deleted	 7 item	

The VAULT

- Password protected online platform only accessible to Network members
- Collaborate and work on documents with organisation and system colleagues



Social Value Quality Mark Health



We can support
you to achieve
the Bronze
Award





Social Value Network

Consultancy support



Arden and
Greater East Midlands
Commissioning Support Unit

We can work with you to:



develop processes



produce relevant documents



provide assurance on existing work.

We can tie this into the Network, so you've got a secure and specific place to develop your work, across an organisation or system.

We can help make this happen.



What next?

- Help us to grow the Network to support our colleagues, patients and local communities
- Become accredited and establish yourself as a leading organisation
- Grow your knowledge and understanding and evidence this too
- Develop your specific approach to delivering social value
- Join the movement!



Social Value Network



Get in touch



agem.socialvalue@nhs.net



<https://future.nhs.uk/>

[SocialValueNetwork](#)



Social Value Network

Raising social value standards in healthcare



The TTM experience

Greg Ayles

Head of Bids & International Workforce Solutions



SOCIAL VALUE QUALITY MARK: THE TTM EXPERIENCE

Presented by: Greg Ayles – Head of Bids & International Workforce Solutions
Date: November 2023



Key topics

Who we are

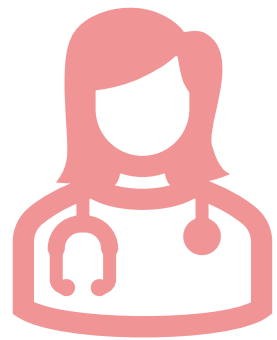
Why Social Value matters

How SVQM supported our journey

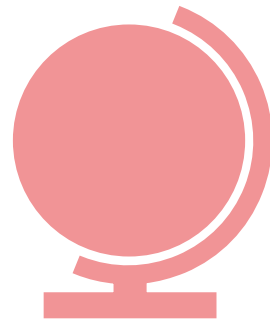
How Social Value is shaping our future

Who we are

Since 2002, we've been changing the face of healthcare talent management with a true focus on people and their potential:



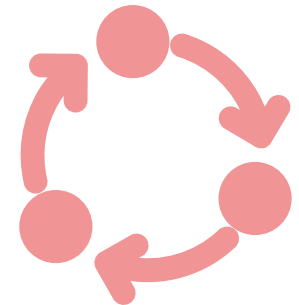
Healthcare
Workforce
Solutions



International
Workforce
Solutions



Healthcare
Process
Outsourcing



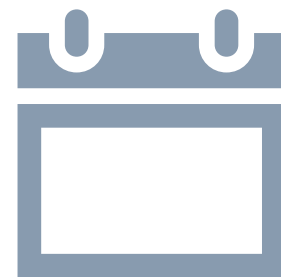
Workforce
Technology
Solutions



Ireland, UK, South
Africa, India and the
Philippines

Work in flexible frontline &
support services every week

3,200

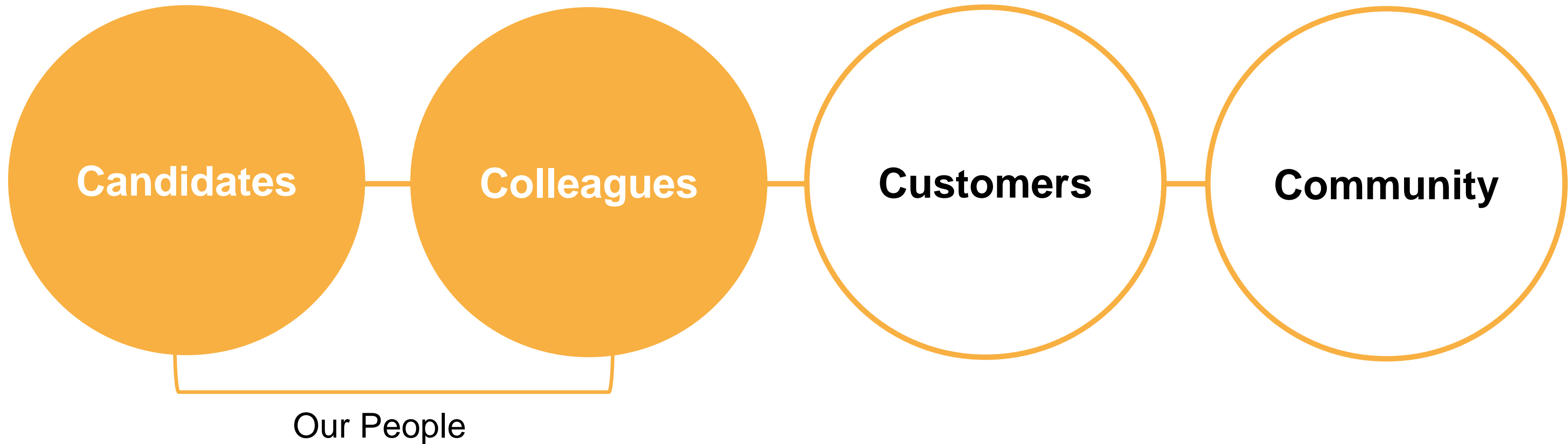


3,600

Placed each year in
permanent roles

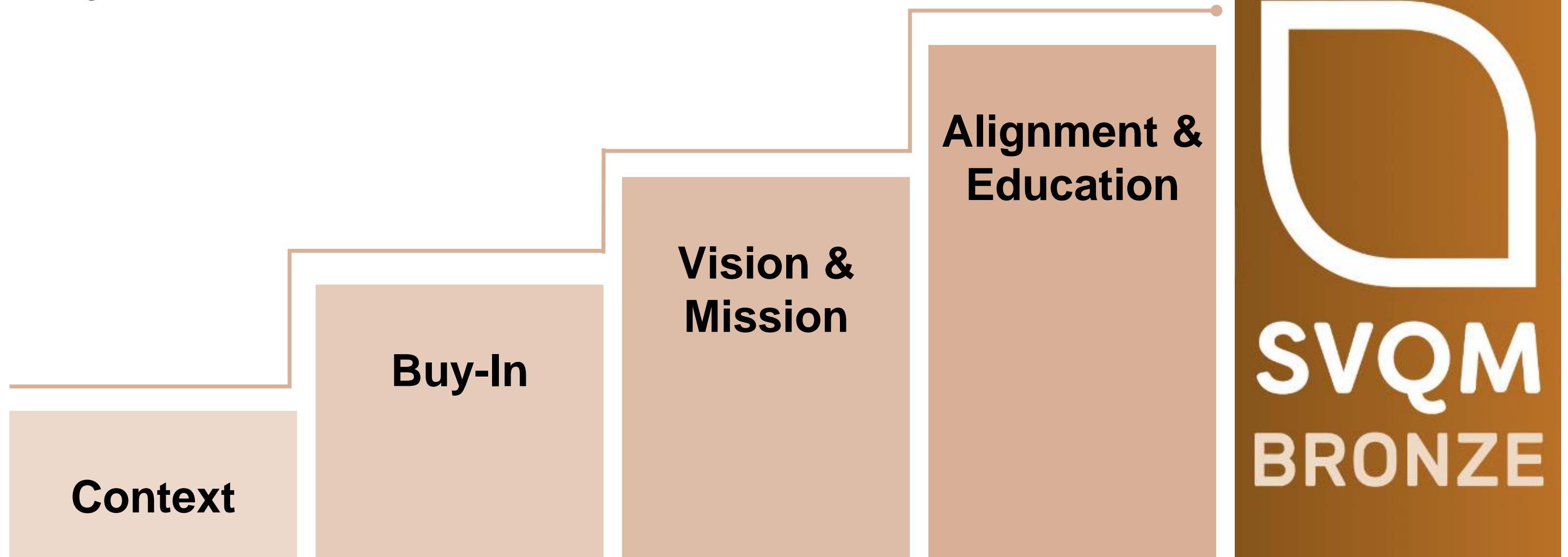
Why Social Value matters

Social value impacts four key stakeholders and is fundamental to all the relationships TTM create, nurture and grow:



How SVQM supported our journey (1)

With the many themes and desired outcomes of the Social Value Model, a step-by-step approach was needed to build understanding and gain sponsorship:



How SVQM supported our journey (2)

With the legitimacy SVQM has provided, TTM's social value approach is now in its second iteration (v2.0) and has been embedded from the board to the back-office:



- Social Value is now branded as 'Positive Impact' to connect both the UK and ROI's models
- Four 'Impact Pillars' have been created to drive initiatives spanning across all themes and outcomes
- To embed behaviours (and actions) Positive Impact has a home in our 'Family Principles' (AKA Values) and how we measure, report and manage the business ('the Playbook'):
 - Dedicated Playbook chapter: 'Impact' which is discussed and measured at every board meeting
 - Family Principles: 'H.A.V.E positive impact'; Happy People, Accessibility & Inclusion, Valued Member of the Community and Environmental Choices

How SVQM supported our journey (3)

TTM have family principles, not values, that we bring every-day in everything we do:

- 1



Trust,
Respect ,
Openness &
Honesty
- 2



Simplify to
Create Clear
Tracks
- 3



Know
Yourself to
Know Each
Other
- 4



Realising
Potential
- 5



Confidence
& Bravery
- 6



Have Fun &
Celebrate
Success
- 7



Own it & be
Responsible
- 8



Fact Based
Decision
Making
- 9



Respect for
Money &
Time
- 10



Clear
'Why Us'
- 11



Customer
& User
Obsessed
- 12



Super
Collaboration
- 13



Love Tech
Don't Fear It
- 14



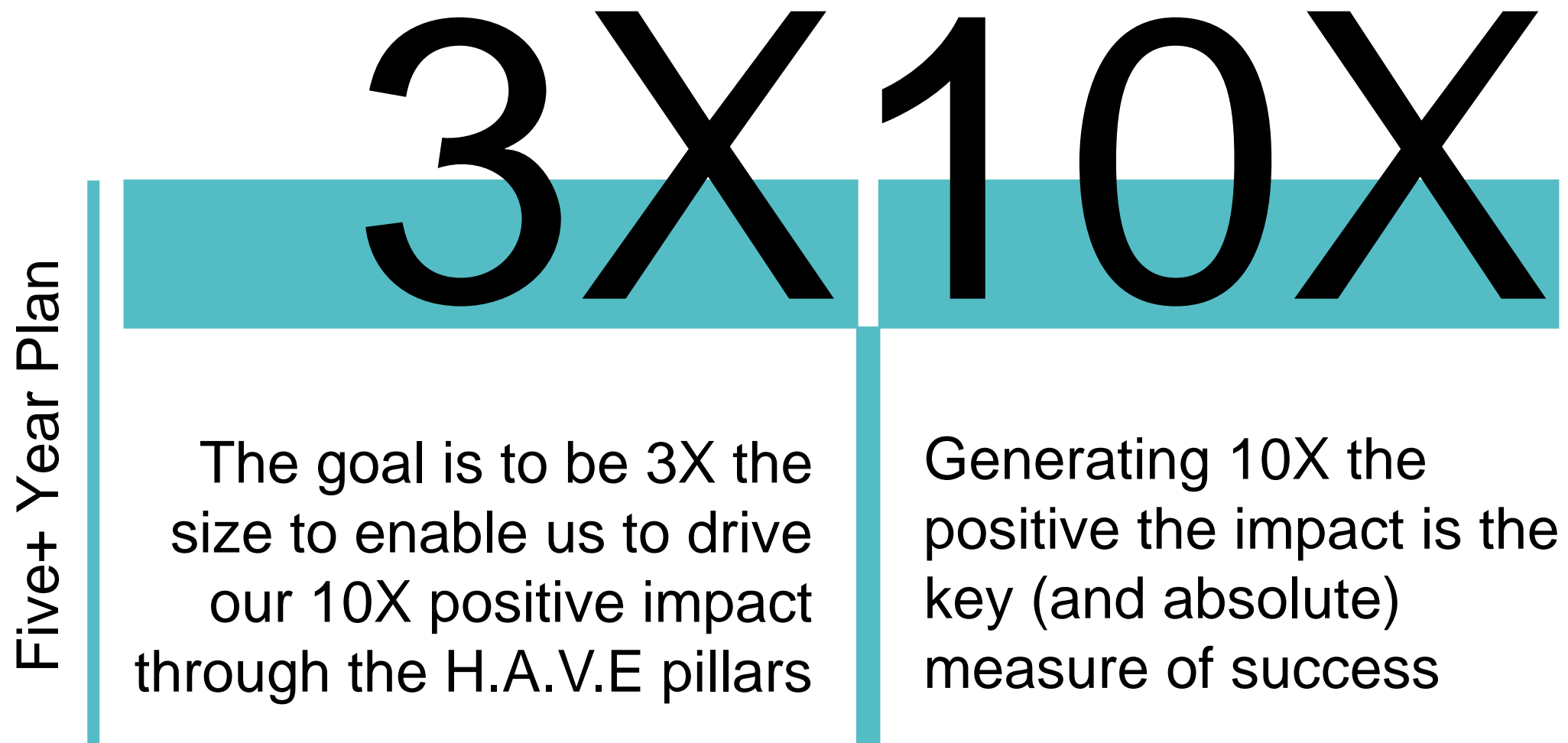
H.A.V.E
Positive
Impact
- 15



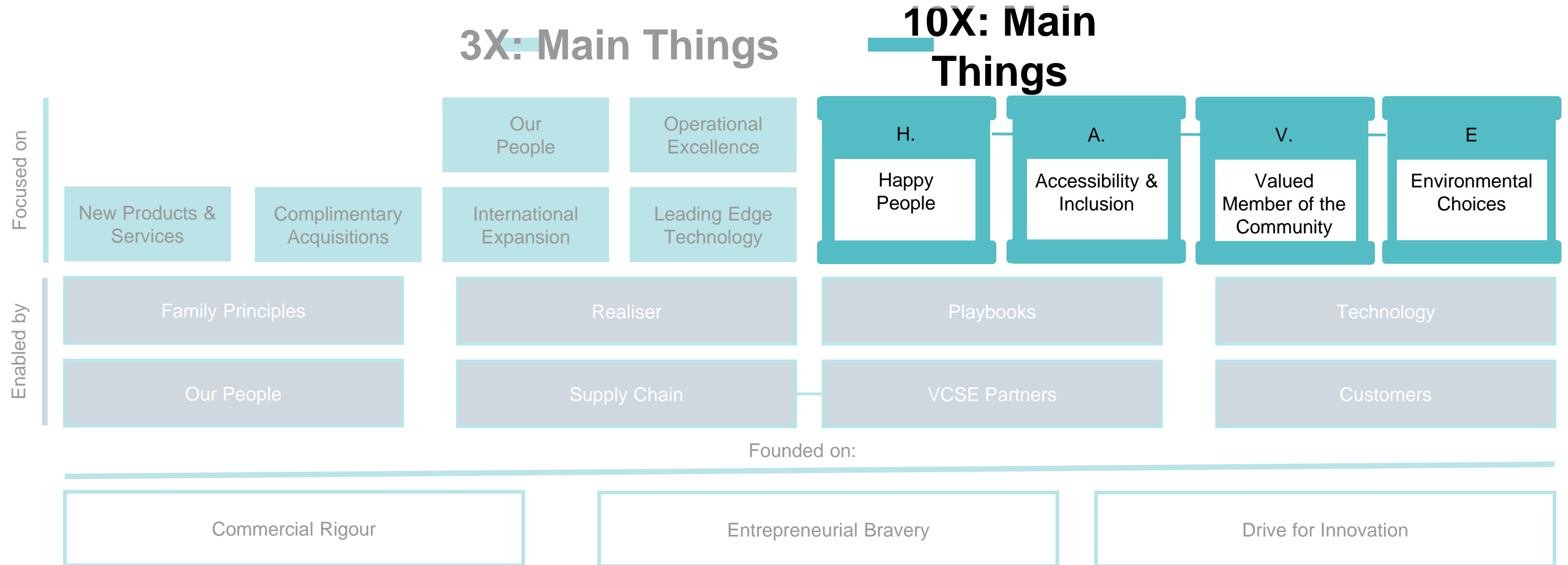
Keep Everybody
and Everything
Safe & Secure

How Social Value is shaping our future (1)

TTM has inextricably linked positive impact with its vision as a business – which is socialised at every level and engrained within every decision:



How Social Value is shaping our future (2)





THANK YOU

for listening

Greg Ayles

Head of Bids & International Workforce Solutions

+44 (0)794 911 5489

greg.ayles@ttmhealthcare.com



Raising social value standards in healthcare



Q&A
Close

Alison Tonge

Executive Director of Strategy and Innovation at NHS Arden & GEM

GET IN TOUCH WITH US AT:

agem.socialvalue@nhs.net

admin@socialvaluequalitymark.com

