

SOCIAL VALUE POLICY

Introduction

As a non-profit organisation established to benefit the community and as a registered Charity, social responsibility is at the heart of our mission. However we recognise that as a corporate entity we have obligations to our service users, staff and volunteers and to the wider community in respect of showing leadership in terms of corporate social responsibility and adding social value. This statement explains our policy position and processes with regards to Corporate Social Responsibility (CSR) and Social Value (SV).

Policy Statement

Manchester Care & Repair aims to be a responsible corporate citizen in every aspect of our business. We aim to have a positive social, environmental and ethical impact and to enhance this year on year.

This policy statement challenges us to consider our corporate actions in relation to the wider community and the environment, creates an expectation that we will be proactive in playing our part in addressing wider social and environmental issues and lays down a framework of practice that allows us to put our commitments into action.

As an organisation we commit to taking action and monitoring our progress in the following areas:

- 1) Ethical Business Practices**
- 2) Promoting Fairness and Equity**
- 3) Community Investment**
- 4) Employment and Economic Sustainability**
- 5) Environmental Sustainability and Climate Action**

Our approach to CSR and Social Value is based on the following actions:

- Make commitments.
- Baseline Measurement (Year 2021).
- Set SMART Targets.
- Incorporate CSR and SV targets into all our plans.
- Drive change.
- Measure change.
- Publish progress (first publication date) end 2022-2023 and then annually as part of our annual report).

Policy commitments

1) Ethical Business Practices

1. **Integrity:** We will stay focused on the needs of our client groups and use our position as a trusted local provider to advocate for our clients collectively and individually.
We will maintain codes of conducts for Board members, staff, and clients to ensure a clear ethical framework for our interactions and decision making.
We will follow the regulations of the charity commission and the fundraising regulator in regard to our business practices.
2. **Accountability and Transparency:** we will publish our Accounts, our Outputs and Outcomes data and our Social Value data annually in an Annual Report and will make all out policy documents available to the public.
We will follow the duty of candour and be transparent about any mistakes we make.
3. **Compassion, Fairness and Respect:** Our relationships with clients, colleagues, staff, volunteers, suppliers, partner agencies and other with whom we deal will be fair and respectful and will be guided above all things by compassion. Our codes of conduct and values statements will enshrine these values.
4. **Our leaders will follow the Nolan Principles of Public Life:** Selflessness – Integrity- Objectivity- Accountability- Openness- Honesty- Leadership

2) Promoting Fairness and Equity

1. In all our service delivery we “work with the person in front of us” in a client centered and holistic way ensuring all clients receive the same service and treatment.
2. We will follow the principles of the NHS Equality Delivery system to monitor and report our achievements in terms of client access and outcomes.
3. We will be pro-active in ensuring our services are promoted widely to all communities within our operational areas.
4. We will be proactive in promoting equality for BAME individuals, women, members of the LGBTQ+ communities and people with disabilities and will

ensure that all staff are equipped to challenge prejudice and discrimination wherever they might encounter it.

5. We will use an adapted version of the NHS England Workforce Race Equality Standard to monitor our progress around equalities within our workforce, our volunteer body and our supply chain.

3) Community Investment

1) MC&R will increase investment into our communities by developing and financing (through grants, donations, and strategic investment from reserves) innovative projects that capitalise on our organisational skills and capabilities and our position as a trusted provider with older people.

2) We will use our organisational, skills, capabilities, and our status as a well-established and trusted provider to support the goals and ambitions of the wider VCSE, by sharing our skills and knowledge, participating in sector development activity and by creating positive partnerships with like-minded VCSE organisations.

3) We will actively use our procurement policy to support local VCSE enterprises within our supply chain.

4) We will develop our client engagement activity creating more opportunities for older people to participate in meaningful activities such as advisory groups, fundraising groups and volunteering activity.

4) Employment and Economic Sustainability

1) MC&R are committed to delivering positive employment opportunities. We will demonstrate our employment practice standards by;

- a) maintaining Investors in People Status
- b) achieving and maintaining accreditation with the Greater Manchester Good Employment Charter.

2) We will seek to continue to grow our workforce and invest in traineeships and volunteering opportunities, providing opportunities for local people to engage in meaningful and well managed work.

3) We will actively use our procurement policy to support Greater Manchester business, favouring local firms, contractors and business partners within our supply chain and ensuring as much of our £ as possible is spent within the GM economy.

5) Environmental Sustainability and Climate Action

1) MC&R has adopted the SME Climate Commitment. In doing so we recognise that climate change poses a threat to the economy, nature and society-at-large and commit to:

- a) Halve our greenhouse gas emissions before 2030*
- b) Achieve net zero emissions before 2050*
- c) Disclose our progress on a yearly basis*

2) MC&R will set and pursue targets for waste reductions and recycling against key materials types; wood, paper, plastic, glass and metals and ensure that we play our part in the circular economy.

3) We commit to using the 'Four Pillars' and follow the steps laid out in the in the '1.5°C Business Playbook' to formulate and pursue our emissions, waste reduction and recycling targets. <https://exponentialroadmap.org/business-playbook>

Author / Reviewed	Date	Consultation period - staff	Date - Board approved	Implemented	Review date
AJM	March 2022	Rewritten to restate and extend commitments to CSR and SV	15.3.2022	immediately	