



Social Value report 2022/23

L&Q
FOUNDATION



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Foreward

As one of the UK's leading housing associations and developers, with social purpose at the core of everything we do, it's so important to L&Q that we're making a significant and positive impact on the people who live in the communities we serve.

Our vision is that everyone deserves a quality home that provides them with the opportunity to live a better life. That's why our Foundation is such an integral part of the organisation.

Our Foundation's priority is to increase community activity and investment in our core neighbourhoods so they remain places people are proud to live.

I'm so pleased to say that our Major Works Investment Programme has given us the chance to do this - by working with our like-minded partners to continue providing social value on a large scale.

Over the next 15 years, we'll be investing £3 billion to transform existing homes and neighbourhoods, in what we believe is the largest housing investment programme ever undertaken by the sector.

We've only just started, but I'm already confident that we're adding more value to local communities than ever before – and the good news is, we can measure this now.

Before the Major Works Investment Programme procurement, there was no consistent approach for the delivery of social value, but we've now embedded this into our contracts, as one of our six KPIs. This emphasises our commitment to providing social value through the programme.

Our first Social Value annual report shows the incredible work we did in 2022/23 - a lot of which was part of the first year of the programme, with our incumbent partners. We plan to build on this going forward, as we work with our ten Major Works partners, who we started working with in April 2023. We hope to be generating around £40 million in social value this financial year.

Mark Newstead
Director of Major Programmes



Social Value and the L&Q Foundation

L&Q's strategic vision and priorities form part of our Future Shape strategy. Our purpose is to provide homes and neighbourhoods residents can be proud of.

Social purpose is at the core of this. A lot of this activity is delivered as Social Value through the L&Q Foundation.

The L&Q Foundation aims to create positive, lasting change for residents, to help them live healthy, independent lives in thriving communities. Everything we deliver begins with our social purpose, and working with residents, we have developed two strategic outcomes grouped into '**People**' – residents – and '**Place**' – the communities where residents live.



People

To support L&Q residents to increase their incomes and financial resilience to help sustain tenancies and maximise income.



Place

To increase community activity and investment in our core neighbourhoods so they remain places people are proud to live.

What is Social Value?

Social Value, defined through the Social Public Services (Social Value) Act 2012, came into force in 2013 and requires all public sector organisations and their suppliers to consider how to secure wider social, economic, and environmental benefits beyond the financial cost of a contract.

There have been some real challenges over the last few years with Covid and the cost of living crisis, but Social Value has played a big role in maximising not only opportunities for residents and communities but businesses too. Partners are now able to measure and report on Social Value generated through a number of approaches and frameworks, enabling better value for money or social return on investment.



Social Value in the supply chain

Over the last year, the L&Q Foundation Community Development Leads have been working closely with procurement colleagues and our supply chain to make sure Social Value is maximised. We've been using the Social Value Portal Themes, Outcomes and Measures (TOMS) Framework to measure Social Value with our Major Works Improvement Programme (MWIP) contractors.

The National TOMs are designed to capture Social Value created through supply chain commitments, such as apprenticeships, local spend, and volunteering.

Social Value is calculated as direct savings to the public purse, for example the savings to welfare through someone moving to employment.

Major Works Investment Programme

The Major Works Investment Programme is one of the biggest investment programmes in the sector, with nearly £3bn to be spent over the next 15 years.

As part of the programme, we will make sure every resident has a safe and decent home to live in, with our homes maintained to the Decent Homes Standard. The programme will provide around 48,000 new kitchens and 42,000 new bathrooms for our affordable tenants, in addition to heating and window upgrades and installation of low carbon measures.

The programme is based upon six Core Principles that are regularly used to inform and shape how we develop and deliver works. Social Value is one of these ('Deliver significant levels of Social Value through the major works investment programme'). This shows a real commitment to making positive, lasting change for our communities.



48,000 new kitchens and
42,000 new bathrooms
will be provided by Major
Works Investment Programme

Following this significant investment, Foundation colleagues have established a really strong supply chain Social Value management process. Contractors were scored on Social Value at the procurement stage and will continue to work with the Foundation to develop their Social Value commitments into Social Value plans.

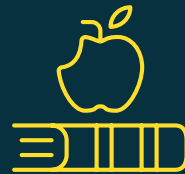
In 2022/23, **£690k** in **Social Value** was created (using the National TOMs methodology) and **17 Social Value plans** were developed with contractors.

This included:



1,000+

hours of volunteering to support local community projects



14

hours spent on local school visits supporting pupils



£80k

spent on community centre improvements



9

community centres Refurbishments/improvements



£100k+

spent on donations and in-kind donations to local community projects.

Over the last year we know residents have faced financial pressures due to the cost-of-living crisis.

Through Social Value, our supply chain has been able to support residents and communities through donations, volunteering and initiatives through this challenging time.

Local community projects

As part of our Social Value Framework, winter food hampers were delivered, cost of living vouchers were donated and bedding and blankets were provided by our supply chain partners, Wates and Jigsaw Conferences, to support our most vulnerable residents through the winter months.

Travis Perkins

The Travis Perkins Community Legacy Project was set up to support local organisations, which in turn helps improve the lives of L&Q residents and helps to build thriving sustainable neighbourhoods with a long-lasting impact. 17 local organisations have received funding ranging from £1,800-£20k. The funding is based on how much L&Q spend with Travis Perkins, as part of a Social Value agreement. Some of the projects funded included:



Community Tech Aid

Lambeth TechAid works to bridge the digital divide by providing information technology to those in need. They repurpose redundant computers, tablets and mobile phones, removing all data and refurbishing the devices, and deliver them to people in need, identified through local schools and other community organisations.

This project enabled us to purchase 150 headphones for people to carry out schoolwork and other online activities. We delivered 50 sets to users who have already received device donations from us, but who had struggled due to noise and space issues.

The remaining 100 were to be delivered alongside laptops and desktops to other pupils, identified by community-led organisations. 56% of headphone recipients were under 18, with 18% under the age of 10.

All of the recipients were from low-income households, with over 30% receiving means-tested benefits. 27 of these devices were allocated directly to local schools and children's support services.



“

We are a school in a London borough with low-income families and large families that are in social housing.

These are families that would not normally be able to afford tech like this to help their children. They can use the noise cancelling technology to work on their homework without the constant distraction and disturbance from small housing with a large number of people living there. This will directly impact on their learning and ability to progress while at home. You made their year with your generosity.”

- James, deputy headteacher at south London school

Beaumont Estate – Metro Store Bins



On the Beaumont Estate, residents were delighted with the installation of the new metro bins, funded through the Travis Perkins Community Legacy Fund. These industrial sized bins are larger, to prevent overflowing and encourage recycling.

Glenn Winney, Community Development Lead within the L&Q Foundation said: ‘It was reported that the bins on site were no longer fit for purpose. It was having a negative impact on the wellbeing of residents and made the estate very untidy and attracted vermin such as rats and foxes. With the bins constantly overflowing, this led to occasional fly tipping too. The metro bins has reduced fly-tipping and increased green recycling across the estate’.

The bins are part of a wider strategy encouraging recycling and green initiatives, driven by Waltham Forest Council. There are 1,000 properties on the Beaumont Estate and approximately 4,000 people will benefit from a cleaner, greener environment. The new metro store bins have also improved the look and cleanliness of the estate, meaning less visits from our waste partner, AnyJunk.

“

It looks so much better, no rubbish flying about, I feel much safer putting my rubbish out.”

- Mrs Saunders, resident of Beaumont House

Community Centre refurbishments/improvements



In 2022/23, we refurbished nine of our Community Centres carrying out some incredible improvements.

St James, Hadlow Road, Starting Point, The Lewington Centre, Wandle Valley, Gibson Court and Winsor Park Community Centres were all refurbished, which included the decoration and painting of walls and ceilings in all rooms, new kitchens and toilets, new flooring, and new furniture.

Work was carried out on The Seddon Centre, to improve its energy efficiency with updated sensor lighting, improvements to its roof, double glazing, and upgrades to the boiler system, to help with decarbonisation.

These improvements make sure that our centres continue to be sustainable options for local organisations. The refurbished Seddon Centre has reignited the community, with five organisations now using it running health, educational and under-fives service provision and providing a welcoming space for our residents.

Additionally, the centres are used to run warm hubs and community initiatives such as the food bank delivered at The Lewington Centre. The Community Centres are a real asset within our communities and enables real social impact for our residents.



“

The Seddon Centre refurbishment has positively impacted on our sessions because it now can facilitate roller-skating services due to the new flooring and furnishings. The modern interior is more appealing to younger people who previously would not participate in activities due to the lack of amenities and resources.”

- Amanda Henry - Ebony
I.N.K CIC

14 hours spent on local school visits supporting pupils

Our supply chain recognises our commitment to making sure children and young people living in our communities are better equipped with the skills, knowledge, and attitude to help them thrive.

In 2022/23, 14 hours of volunteering was spent on local school visits supporting pupils to understand the workplace and career pathways.

Through Social Value commitments, young people living in our communities can engage with our supply chain partners to develop a better understanding of roles available within their area of work, receive invaluable advice to help them in their career choices and motivate them to be the best they can be.

Supply chain volunteering supports our young people to make better informed decisions about their career path.

Jigsaw Food bank hamper donation

In December last year, L&Q's flagship Lewington Centre hosted Jigsaw Conferences Ltd, who are one of the world's leading venue-finding agencies for finding venues in UK, Europe or Worldwide. They're also one of our contractors, who arrange temporary accommodation for residents when they have been displaced from their homes.

As part of their Corporate Social Value commitment, Jigsaw helped fund payments towards food boxes, which helped our vulnerable residents just before Christmas.

The Lewington Food Bank volunteers and staff were very grateful for Jigsaw's support and appreciated Jigsaw's visit to the Lewington Centre, highlighting how the L&Q Foundation team work very closely with our contractors to give back to our communities.

This was a shining example of where working together, we have managed to bring some health and nutrition benefits to residents, especially during the current cost of living crisis.

We have managed to help many more residents than we would normally have been able to. We were also able to support 50 local families with larger than usual food hampers.



“

I wanted to say thank you so much for the opportunity to take part in the food parcels yesterday. The team, the volunteers are all doing a tremendous job.”

- Director of Jigsaw

Wates Group



Earlier this year, Wates Group donated more than £4,000 worth of vouchers and items to L&Q, to be used to support residents who are struggling with the cost of living crisis.

The donations came from Wates Group's supply chain:

-  **£1,000** vouchers from Gateville Group LTD
-  **£460** voucher from TMN CONTRACTORS LIMITED
-  **£600** worth of @Love2Shop vouchers Build Recruitment
-  **£500** voucher from Jewsons
-  **£799** worth of 100 blankets from Benchmarx Kitchens & Joinery
-  **£1,000** worth of 100 fitted fleece sheets Schore Limited

Wates Living Space's Regional Social Value Manager, Christina Byrne, said: "Social Value is a golden thread through our day to day work with continuous commitment to giving back to the communities where we work, leaving a lasting legacy. These days are what makes my job so worthwhile particularly when we all partner and collaborate together as one to support residents.

“

I know these donations will make a huge difference to L&Q staff in their work supporting those residents struggling with the current cost of living.”

- Christina Byrne
Social Value Manager,
Wates Group

Looking forward

We are determined that social value can make a real difference and create lasting change. There are some great examples of partnership work in the report, which is just the start. Over the next year we will work collaboratively with our supply chain partners and stakeholders to ensure social value is generated and invested in things that matter to our residents and their communities.

Matt Corbett
Director L&Q Foundation



Our partners



L&Q

For more information

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