



Morgan Sindall Property Services Social Value Report 2022/23

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Our Vision for Delivering Social Value

At Morgan Sindall Property Services (MSPS), we see social value as an offer that is constantly evolving to meet the needs of each local community. Working closely with clients and community partners allows us to be responsive and tailor our approach to support specific needs and priorities, whether those be social, economic or health and wellbeing, or a blend of all three.

As a business we created a record £7.4 million of wellbeing during 2022-23 as a result of our social value activity. This means for every £1 invested, we generated £30 worth of wellbeing. We use HACT, an industry recognised social value calculation to quantify our social value activity. Our figures are externally verified annually so we can be sure they are robust and transparent. The results represent tangible, quantifiable help and support for communities across of all our contracts during one of the most economically challenging years in recent times.

We understand that people everywhere are struggling. The social and economic aftermath of the pandemic, the cost of living crisis, climate change and rising energy costs all continue to have damaging impacts for residents and across communities. The current increase in inflation is driven by rising food and energy costs, which has the greatest impact on lower income families who spend a greater proportion of their income in these areas. Our aim is to deliver programmes that provide practical, responsive support and solutions for people, adding value by giving people hope and confidence to move forward and access opportunities.

We think differently here about social value. We are a progressive, forward thinking organisation and, as such, we nuance and flex our offer so that we are continually responding to need at a local level. We create bespoke social value programmes which have real, measurable outcomes.



Pat Boyle, Managing Director and Helen Sheen, Head of Social Value

Our Core Commitments



Engagement with schools and young people

Working with local partners to inspire young people from diverse backgrounds, giving them the confidence and skills to achieve their ambitions and showing them the opportunities available within our industry and beyond.



Community training and employment

Collaborating with partners to provide training, work placements and sustainable job opportunities for people who face challenges or barriers to gaining employment. Providing opportunities in different sectors, which mirror the local labour market in the areas where we are working.



Volunteering

Encouraging our employees to donate their time to support our charities, education and employment partners, and also enabling them to donate their expertise and skills to causes that are important to them.



Charity Partnerships

Supporting local, grass roots and national organisations that are most important to our employees, customers and the communities where we are based.

We want our offer to be more than our organisation, recognising that although we are primarily a property maintenance company, we can offer so much more. We are always looking for organisations, providers and charities to partner with us. If you would like to join us on our social value journey, please get in touch with us at: CSRbox@morgansindall.com or Communications@morgansindall.com.

Our Contribution at a Glance

Across 16 of our contracts with Social Landlords, we:

39

apprenticeships supported including 14 new ones during 2022-23

239

people benefitted from our online training platform

709

hours spent volunteering in the local community

96

customers provided with energy advice and support

125

people completed a work to learn programme

2,092

people received employability support
1,632 under 24 years of age
460 over 24 years of age

339

hours spent engaging with 58 schools

94

weeks of work experience delivered

2,959

young people we engaged with

£30,940

donated to worthy causes

£6,429

issued in energy vouchers for customers in fuel poverty



Community Training and Employment

Our focus is to support people from all backgrounds to access opportunities, to enhance social mobility and promote workplace diversity and inclusion. Taking this approach enables us to have a greater social impact in the communities where we work. Our comprehensive package of training and employment opportunities is designed to appeal to and meet the needs of a wide range of individuals, from 'one off' training through our extensive online training package to gain a specific skill, to complete work programmes aimed at supporting residents into long-term employment. Some of our programmes from last year are detailed over the next few pages.





Bespoke Online Learning Platform

We recognise that 'face to face' learning does not work for many residents, for a wide range of reasons. Also, that individual residents have diverse reasons for seeking training, and wide-ranging circumstances, needs and interests. To ensure breadth and flexibility in our offer, our bespoke online learning platform offers over 650 different courses. These include health and wellbeing, administration, fitness, education and many more. They support people to upskill in their current job role, learn new skills to change career direction, improve employability and support health and wellbeing.

BasWorx Employment Programme

Through our contract with Basildon Borough Council, BasWorx aims to support local unemployed people back into work. Many resident training courses are offered in isolation, with no onward pathway or sustainable outcome. What differentiates Basworx is that it provides initial training as a direct route into employment, with end opportunities already identified.

BasWorx has been running since 2017, a programme we designed to ensure that our 15-year contract with the council would always provide meaningful opportunities for the residents in the borough. Previously, Basworx has supported residents into construction and health and safety roles, but the latest cohort was focussed on administration and customer service, which are highly transferable across multiple sectors. Through our analysis of local labour market information, we identified that multiple vacancies in administration were available locally but that local residents did not have the required skills. Our training partner, Ixion, delivered a week-long course to nine learners, enabling them to gain a level 1 nationally recognised qualification to support their job search and enhance their CV.

At the end of the week, eight of the nine learners attended a 'speed interview' with SS&C Technologies and Basildon Borough Council, supported by a MSPS supervisor from our Basildon customer contact centre. Four of those subsequently attended an assessment day with SS&C as part of its recruitment process.



It was a great programme, letting new learners know about the wide range of opportunities in Basildon.

Billy Masters

Senior Economic Development
Officer at Basildon Borough Council

Longhurst Employability Academy

Through our Longhurst Group contract, we were keen to deliver three Property Maintenance Operative apprenticeships. Seeking to support residents who were long-term unemployed into these opportunities, we established an academy model as the vehicle to recruit and train them.

We partnered with three Job Centre Plus (JCP) teams, based in Boston, Grimsby and Lincoln, to deliver Sector-based Work Academy Programmes (SWAPs). The SWAPs included:

- Initial one to one meeting with each applicant to gain an understanding of their needs and fully explain what the programme entailed
- Health and safety level 1 qualification
- Work-based induction
- One week's work experience
- A guaranteed interview

6

Residents completed the programme

3

Residents secured apprenticeships

11

Residents were given other additional support



WalthamFUTURES

WalthamFUTURES is our work to learn programme supporting residents of Waltham Forest into employment. The programme offers training, and employability skills with a guaranteed interview at the end. Previously, it has been focused on recruiting to trades roles but this time we wished to appoint two Quantity Surveyor apprentices. There is a significant shortage of trained Quantity Surveyors across the sector and, recognising this, we are keen to 'grow our own'.

Nine candidates completed this bespoke five-day programme, which consisted of:

- An introduction to Morgan Sindall Property Services
- Q&As with MSPS staff including the commercial team and our Partnership Director
- Completion of two qualifications from our MSPS training platform and a task that was set by our commercial team, to give candidates an understanding of the requirements of the Quantity Surveyor role

Our Social Value Officer also provided each candidate with employability support including CV writing and interview skills, to give them the best possible chance of success at the guaranteed interview.

We were delighted to appoint two, very different, candidates from the programme to the QS apprenticeship programme: Xavier, a school leaver aged 18, and CJ, a mature candidate, eager to start a new journey in the industry. Both are thriving in their new role.



I feel this format of onboarding is extremely helpful. It builds lots of confidence in people and their areas of interest, and helps them develop skills they can take on to the job or next job they get.

Warren, Programme participant

Engagement with schools and young people

Our focus during the past year has been to engage with young people with special educational needs and those facing other challenges or barriers to learning. Through our programmes, we aim to inspire young people from diverse backgrounds about our industry and wider sectors, providing supportive opportunities for them to learn and gain practical skills.



Road Safety Awareness for Rainbow House

Rainbow House is a respite care centre for young people with learning difficulties, physical disabilities and/or sensory impairments. The team there asked for our support to provide a space where children could learn about road safety in the safety of the centre's grounds.

Working with a local contractor and the Rainbow House Manager, we created a realistic road space with markings including white lines, a roundabout, a zebra crossing and road signs. Young people learned how to cross the road safely using the crossing but also how to use the road safely with their adapted bikes.

Roots to Roofs

We ran this successful programme with several schools through our maintenance contract with Housing Association Home Group last year including:

- Broomfield Special Inclusive Learning Centre (SILC) in Leeds, for children aged two to 19 with special educational needs and disabilities
- Oastlers SEMH school in Keighley, which supports children aged 11 to 19 who have social emotional and mental health issues through lived trauma

Roots to Roofs supports young people to learn about different aspects of construction and work as part of a team to design a house on green credentials and budget. The wider aims are to encourage positive communication and compromise.

The programme also supports schools to link:

- Curriculum to careers (benchmark 4)
- Encounters with employers (benchmark 5) and
- Experience of the workplace (benchmark 6)

“It has been great having Morgan Sindall Property Services come into our school, our children often get overlooked.”

Grace
Teacher

Employability Support and Work Experience

We worked with Oastlers SEMH school in Bradford to deliver bespoke programmes for its year 11 and sixth form pupils, which included:

- Weekly sessions for six weeks, covering career advice and guidance
- One to one support and guidance sessions
- Work experience opportunities and information on apprenticeships
- Interview techniques

The programme also supported the school to link:

- Curriculum to careers (benchmark 4)
- Encounters with employers (benchmark 5)
- Experience of the workplace (benchmark 6) and
- Personal guidance (benchmark 8)

12

Pupils engaged

4

Now have a CV

2

Attended work experience



Mock Interview Sessions for St Luke's

St Luke's is a St Albans secondary school for students with special educational needs. During National Careers Week, we ran mock interview sessions for 19 students who were interested in a wide range of roles from barista to hairdresser to gardening. Our team held interviews including 'real life' scenarios, to help the students understand the requirements of different sectors, ask questions and gain insight into other potential career options.

Running these sessions allows us to support schools outside mainstream education, who often have difficulty finding employers to interact with their students. Following the success of our programme, St Luke's has asked us to run further sessions and other non-mainstream schools have contacted us for support.

Our Social Value Officer has also now started an induction to become an 'Enterprise Advisor', bridging the gap between the worlds of work and education.



Charity Partnerships

We focus our work with charity partners on making a positive difference for people from disadvantaged backgrounds and those who face other barriers or challenges.



The Diana Award

The Diana Award was founded on the belief that young people have the power to change their community, their country and the world. The charity works to empower young people to make that positive change.

Through our Home Group contract, we delivered two mentoring programmes with The Diana Award last year, with Leeds City Academy and the Youth Offending Team in Selby. These 12-week programmes aimed to improve employability outcomes and break down the barriers to employment for disadvantaged young people.

Activities included:

- Health and wellbeing support
- Employability workshops including:
 - CV writing
 - Interview skills
 - Skills and qualities
 - Effective job searches
- Employability skills games and activities

“Having Donna attend every week and believe in and support us has been amazing.”

LCA pupil



Pupils at the Leeds City Academy completed a School Action project aimed at making the school a more positive place to be. As part of this they designed a positive affirmation board that all the school could contribute to.

Participants referred by the Youth Offending Team were supported to prepare and cook a range of food items of their choice, improving their ability to follow verbal and written instructions and work in teams. After the programme, one has gained a part-time job and enrolled into a full-time college course.

“If you’d have told me that I would be able to get a job when I started this course, I wouldn’t have believed you.”

J, Course Participant

Improving Employability with MIND

We work with the Westminster MIND team to run weekly drop-in employability sessions designed specifically to help those who have suffered from mental health issues. This is a key project under our Social Mobility Pledge, to help remove barriers to enable those from disadvantaged backgrounds to secure employment.

We work with small groups of around five people, which allows closer collaborative group communication and enables us to provide 1-2-1 time with each person. This helps us engage more successfully and build trust with those who attend.

Support includes:

- CV and cover letter writing
- Mock interviews to help candidates prepare and build confidence
- Digital skills, for example to work with the MS Office suite
- General employability advice and mentoring on how to search for and secure jobs

Everyone has commented on how useful the job coaches have been... and we have noticed some real positive changes to attendees' wellbeing since engaging with this project.

Tom Acres

Community Lead at Westminster MIND



Volunteering

We believe in the circular value of volunteering. It enables MSPS, through our employees, to donate time and other resources to make a positive difference to people's lives, but in addition, employees who volunteer tell us how much they gain from 'giving back'. We support this by giving each employee two paid days a year to volunteer, to support our charity, education and employment partners, or to donate their expertise and skills to causes that are personally important to them.





Wellbeing Garden for Batley Foyer

Batley Foyer is a homeless shelter for 16-24 year olds who need support to develop life skills before leaving the scheme to live independently. The Foyer team approached us for support to renovate their garden, which was dilapidated and not used by residents. Understanding the importance of green space to health and wellbeing, we were keen to help.

We worked with the Foyer team and residents to design and create a safe, tranquil space to relax. We refurbished the planters and planted a range of flowers, fruit and vegetables. We rejuvenated the decking and seating areas and restored the sheds and brick BBQ.

Volunteering with Reach Out

Under our community volunteering programme, employee Fiona has been giving time to charity Reach Out.

Reach Out provides companionship and practical support to older people who are medically vulnerable and at risk of hospital admission or have recently been discharged from hospital. It links them up with a volunteer in their neighbourhood who can offer support to them in their own home, also helping to reduce social isolation and loneliness.

Fiona was matched with a Alice. Alice is in frail physical health and gets very lonely so wanted someone to chat to regularly on the phone. Fiona contacts her at least twice a week and through their chats, she and Alice have discovered a shared love of warm weather and travel, and a shared dislike for quizzes!

This charity is very close to my heart. I've previously volunteered in a nursing home and many of the residents there were very lonely and wanted someone to chat to. I wanted to do something that could 'give back' and help those who don't have many others or anyone else in their lives.

Fiona

Community Pond for Knightswood Court

Knightswood Court is a sheltered scheme in Essex, managed by our Housing Association partner Moat Homes. It was nominated by the Moat Foundation as one of several community garden projects that we supported last year. The Moat team was keen to restore the pond and garden area to make it more comfortable for residents to spend time in and to increase the biodiversity of the area.

In partnership with Idverde grounds maintenance, we held two volunteering days during autumn/winter 2022, to clear the pond and tidy the garden, creating a space with the right conditions to encourage local wildlife to return and a diverse range of plant species to thrive. The space will also be much nicer for Knightswood Court residents and their visitors to spend time in.

15

Volunteers donated a total of 8 hours



Methodology

To prepare this report and to understand the quantifiable difference we are making to people, communities, and society, we partnered with the HACT Social Value Bank.

The HACT Social Value Bank, has estimated the social value that Morgan Sindall Property Services has unlocked through our various initiatives by developing a social value measurement framework specifically for us.

The HACT Social Value Bank, first published in 2013, provides wellbeing value estimates for over 120 outcomes across 10 different outcome categories. These include Employment, Local Environment, Health, Financial Inclusion, Youth, Social Groups, Physical Activity, Other, Homelessness and the Physical Environment.

To estimate the monetary equivalent of the impacts of the outcomes on individuals, the wellbeing valuation method was used. This approach relies on a comparison between the change in wellbeing from the outcome to be valued, with the change in wellbeing from income. The value of the outcome is then calculated as the marginal rate of substitution (MRS) between income and the outcome itself, expressed in monetary terms.

For more information please visit: <https://hact.org.uk/>



