**FRC Group’s Reporting: Social Value
Materiality and Stakeholder Engagement Policy**

This policy describes FRC Group’s approach to understanding, measuring and reporting the social value that is created by the work we do. It explains how we assess what is material to report; how we define our relationships with stakeholders, and documents how we engage with them.

This policy, the determination of material issues and the annual schedule of stakeholder engagement will be overseen by the Social Value Committee of FRC Group’s Board. The policy, material issues and annual schedule will be reviewed once a year to ensure it remains current.

“Issue” is used to describe a theme, topic or area of interest to a stakeholder group.

**Material Social Value and Stakeholder Groups**

FRC Group’s social value measurement and reporting focuses on what social value is material. Identifying material social value, or what is relevant and significant to FRC Group’s stakeholders, is about being clear that some issues are more relevant and significant than others. This is based on their level of importance to stakeholders and the relationship we have to stakeholders. By applying a judgement about how important the issues are in our operating context, and considering how important they are to our key stakeholders, we are able to determine what is material. Our reporting then focuses on these material issues

FRC Group’s stakeholders are those people to whom FRC Group matters and who matter to FRC Group. Our stakeholders include individuals, organisations, communities of location and interest. Stakeholder engagement is carried out by using various methods - one to one discussion, focus groups, telephone online and email surveys.

To determine whether an issue is relevant to the stakeholder group we consider the following:

* What issues are raised as important by the stakeholder group during stakeholder engagement?
* Based on our knowledge and experience, what issues would we expect to be relevant to these stakeholders based on the social norms relating to the stakeholder group and FRC Group?

To determine whether an issue is significant to either the stakeholder group we consider the following issues:

* Is the issue indicated as being important to a high proportion of the stakeholders in that stakeholder group during stakeholder engagement?
* Is the issue indicated as being highly important to a low proportion of the stakeholders?
* Based on our knowledge and experience, what issues would we expect to be significant to these stakeholders based on the social norms relating to the stakeholder group and FRC Group?

Having applied the materiality determination process, the table below describes our stakeholders and the relationship we have with them:

| **Stakeholder Group**  | **Relationship to FRC Group** | **Issues of interest** | **Relevant to stakeholder group?** | **Significant to stakeholder group?** | **Are this stakeholder’s issues material?** *(Process last applied October 2014)* | **Date of next scheduled stakeholder engagement** | **Reporting routes** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Trainees** – previously long-term unemployed people. | Take part in “Driving Change” programme to gain skills, experience and employment in the logistics industry. | Content and performance of Driving Change programme. Support to find employment. | Yes – trainees are on the programme with the aim of becoming employed | Yes – Trainees spend 40 hours a week on the Driving Change programme | Yes | Ongoing engagement with this group – rolling schedule of reviews every 6 weeks | Quarterly KPIsBi-annual Social Value Budget report on Driving ChangeAnnual Report |
| **Ex-trainees –** people who have been on the training programmes in the past. | After “Driving Change”, ex-trainees find employment or receive further support from FRC Group to find work. | Usefulness of skills and qualifications gained through Driving Change. Support to find employment. | Yes – ex-trainees are the experts in how the training programme may have helped them | Yes – although significance may reduce in line with the length of time since they left | Yes – follow up survey was carried out in October 2014 | Next formal follow ups with ex-trainees will take place in March 2015. | Quarterly KPIsBi-annual Social Value Budget report on Driving ChangeAnnual Report |
| **Launch Padders** – unemployed people with little or no work experience and people with physical or learning disabilities who are seeking personal development opportunities. | Take part in “Launch Pad” a flexible volunteering programme which provides basic skills and experience of the world of work. Launch Pad also offers meaningful activity in a mainstream diverse environment to people with physical or learning disabilities. | Content and performance of Launch Pad programme. Support to meet personal objectives. Support to find opportunities after Launch Pad – employment, training or other. | Yes – Launch Padders choose to come on the programme to improve their personal or work skills | Yes –significant to all as they give on average XX days to the programme but some variation in the group – more significant to those who spend more time on the programme | Yes | Ongoing – individuals have a minimum of a start and exit review, and may have reviews around every 4 weeks in between depending on how long they are on programme. | Quarterly KPIsBi-annual Social Value Budget report on Launch PadAnnual Report |
| **Agencies referring people to Launch Pad** | Organisations supporting unemployed people which refer people onto the Launch Pad programme | Content and performance of Launch Pad programme. Support to meet personal objectives. Support to find opportunities after Launch Pad – employment, training or other. | Yes - Agencies are working to find the people they work with suitable experience to improve their personal or work skills | Yes – but this can vary depending on the size of the referring organsiation and how large a proportion of their placements are hosted by FRC Group | Yes  | Formal survey scheduled for November 2014 | Annual Report |
| **Bulky Bob’s Furniture World customers receiving discounts** – people in receipt of benefits, pensioners, students, people referred from other support agencies. | Customers buy ‘pre-loved’ furniture from Bulky Bob’s Furniture World. They receive discounts in a tiered pricing structure which offers best value to those in lowest income groups. | Availability of pre-loved furniture. Pricing of furniture. Targeting of service to low-income shoppers.Quality of customer service in store and at delivery. | Yes – customers buy pre-loved items  | Yes – but variable depending on the type of item purchased – a sofa is a more significant addition to someone’s home than a coffee table  | Yes | Survey taking place in November 2014 | Quarterly KPIsBi-annually Social Value Budget report on BBFWAnnual Report |
| **People in crisis receiving essential furniture items** | Customers receive free packages of pre-loved furniture delivered to their homes. | Availability of pre-loved furniture. Accessibility of crisis support.Quality of customer service in store and at delivery. | Yes – referral for this service indicates they are in urgent need of essential items | Yes – items donated are essential items that make a big difference to people’s home –bed, sofa etc. | Yes | Survey taking place in November 2014 | Quarterly KPIsBi-annually Social Value Budget report on BBFWAnnual Report |
| **Staff from support agencies referring people for crisis support** | Social support agencies such as homelessness organizations, domestic violence charities and Citizen’s Advice Bureaux make referrals for donations of pre-loved furniture packages. | Ease of referral process. Quality of crisis packages. | Yes – these support agencies are working with people to address a range of issues – their feedback tells us that solving material problems is essential before bigger issues can be tackled | Yes – varies by nature f referral agency but for many agencies they refer a large proportion of their clients to us | Yes | Survey taking place in November 2014 | Annual Report |
| **People living locally to where FRC Group operations are working** – general public affected by local environmental impact from our vehicles and building and our operations and from our reuse and recycling activities. | FRC Group’s activities have the potential to impact on local communities and businesses. | Environmental impacts – emissions, noise, visual pollution | No – all sites are currently located in light industrial or retail areas where residential neighbours are few or nonexistent. Vehicle fleet is very small in comparison to quantity of other road users. | No – all sites are currently located in light industrial or retail areas where residential neighbours are few or nonexistent. Vehicle fleet is very small in comparison to quantity of other road users. | No | No engagement planned at this time | Headline information reported in Annual Report |
| **The global community and future generations** – we are all affected by the global environmental impacts of our business. | FRC Group’s activities contribute to global environmental concerns. | Environmental impacts – emissions. | Yes – the effect of global emissions are relevant to everyone | No – FRC Group’s contribution to emissions is of miniscule size | Yes | No engagement planned at this time | Headline information reported in Annual Report |
| **Staff** – permanent employees of FRC Group. | FRC Group plays a significant role in the lives of its employees. We aim to be a great place to work where people are valued, rewarded and recognised for their efforts. Everyone at FRC Group contributes to the work of the organisation and the social and financial value that is created. | Working conditions.Culture. Health and safety.Commercial performance.Social performance.Strategic direction. | Yes – the culture, working environment, and social and commercial performance is of high relevance to the staff who work for FRC Group | Yes – staff give a significant proportion of their time and energies to their work. Work is a big part of everyone’s lives. | Yes  | The next survey is scheduled for March 2015 | Headline information reported in Annual Report |
| **Furniture Resource Centre customers** – the social housing providers who buy furniture and related items from us. | FRC’s customers receive products and service from FRC. | Quality.Range of products.Value for money.Social performance. | Yes – the quality of goods and service, the price of our products is of utmost importance to our customers. There is some variation across the customer group around the importance of our social performance. | Yes – this varies by customer depending on the scale of their purchasing from FRC Group and the importance within then housing association of the project that is being furnished. | Yes  | Next engagement will take place between April 2015 and March 2016 | Headline information reported in Annual Report |
| **Tenants** who receive and use the furniture supplied by Furniture Resource Centre. | Social Housing tenants benefit from the use of the furniture that FRC delivers. They receive service from our delivery staff. | Quality of products and delivery service. | Yes – quality of furniture is highly relevant – the items supplied are core items that a household needs | Yes – essential furniture items are supplied which are central to having a home not just a house | Yes | Surveys are being carried out with LMH tenants (Nov 2014) and with WHG (TBC before March 2015) | Bi-annual Social Value Budget report on Furnished Tenancies (under development)Annual Report |
| **Bulky Bob’s customers** – the local authorities that contract with us to provide collection, reuse and recycling services for furniture and white goods.  | Bulky Bob’s provides a collection, reuse and recycling service for domestic bulky waste. | Quality of service.Diversion from landfill performance.Value for money.Social performance – furniture to low-income families | Yes – the local authority procures the service and is the customer | Yes – the bulky waste service is significant to the local authority and especially to the members and officers connected with the waste department | Yes  | Engagement is on going, through contract meetings | Headline information reported in Annual Report |
| **Householders** who receive the collection service from Bulky Bob’s. | Bulky Bob’s provides a service to householders. | Quality of customer service at point of collection. | Yes – as the users of the service, the quality of service provided is relevant | No – a collection from the Bulky Bob’s service is very small part of a householder overall interests | Yes  | A telephone survey will be carried out during Q4 2014/15 | Headline information reported in Annual Report |
| **Bulky Bob’s Furniture World Liverpool customers** – all the people who shop in Bulky Bob’s Furniture World. | Our customers receive products and servicein the store and from our delivery crews. | Quality of furniture.Availability of furniture.Prices.Customer service. | Yes – the quality, availability, price and service are very relevant to our customers | Yes – significance may vary depending on the amount of items bought and the type of items. Significance is high when customers are buying many or essential items | Yes  | A survey is being carried out in November and December 2014 | Headline information reported in Annual Report |
| **Our suppliers** – the companies who supply us with goods and services. | FRC Group buys goods and services from its suppliers. | Professional relationship with FRC Group | Yes – all of our suppliers are concerned with having a good relationship  | Yes – this varies according to the size of customers we are to different suppliers. Engagement will target those to whom we are a significant customer | Unknown – next engagement scheduled for 2015/16 | Engagement is planned for April 2015 to March 2016 | TBC |
| **Furniture reuse charities** and similar organisations we work with to supply reusable items. | FRC Group works with a number of furniture reuse organisations to provide them with excess reusable furniture. This supplements the furniture they already collect. | Supply of reusable items and professional relationship with FRC Group | Yes – organizations need reusable furniture to carry out their work | Unknown – the scale of contribution made by furniture from FRC Group is unknown. This will be identified from next scheduled engagement. | Unknown – next engagement scheduled for 2015/16 | Engagement is planned for April 2016 to March 2017 | TBC |

**Stakeholder Engagement Plan**How we engage with stakeholders to find out their priorities and views varies according to the different groups. Resources to carry out engagement activities and the pace of change in our interaction with different groups also have an impact on the pattern of interaction.

Certain groups within our stakeholders are seen as a higher priority for regular engagement. They are defined by a number of characteristics:

* The significance of the role FRC Group’s work has in their lives
* How the groups relate to FRC Group’s social mission
* The practicality of and resources involved in engaging with them

FRC Group has a rolling three-year schedule of stakeholder engagement to ensure that all groups have a regular opportunity to contribute. The distinction between those groups to be engaged with annually and those to be engaged with once every three years reflects the priority attached to certain groups as discussed above.

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| **Annual Engagement** | **Three Year Rotating Engagement Cycle** |
| Driving Change Trainees – those on programme during the year and trainees who were on programme in the past three yearsLaunch Pad participants – those on programme during the yearLaunch Pad referral partnersCrisis Furniture Referral Partner agencies – to be consulted in their own right as a stakeholder group and as a proxy for the crisis furniture recipientsCrisis Furniture RecipientsFRC Group’s Staff Bulky Bob’s Furniture World customers | **2014/15** |
| Residents using the Bulky Bob’s serviceNeighbourhood and community groups local to FRC Group’s premises and Bulky Bob’s operations – as a proxy for people living locally because all premises are in commercial areas.Social housing tenants receiving furniture through Furniture Resource CentreLocal authorities contracting with Bulky Bob’s |
| **2015/16** |
| Suppliers of goods and services to FRC and Bulky Bob’sFurniture Resource Centre customers |
| **2016/17** |
| Furniture reuse organisations working with Bulky Bob’s |