

Social Value Delivery Plan

Social Value Theme	Social Value Initiatives	Delivery Method	Key contacts	Rep
Supporting skills and employment opportunities	Donating a £20,000 apprenticeship levy to support training needs of local SMEs and/or charities	VMO2's SV Lead and Future Careers team will work with the Council to establish which local organisations may wish to receive the apprentice levy. We can work with third parties to facilitate this transfer, such as a local Levy Transfer Network or LEP network to socialise the offering amongst local businesses requiring support. Once we have identified and approved local employers, an agreed payment for training the apprenticeship(s) will be scheduled monthly over the apprenticeship qualification duration (e.g., if it's a 2-year apprenticeship, the employer will receive 24 monthly payments). Once registered on the government's 'Digital Apprenticeship Service' (DAS) platform, the benefitting businesses will then need to request the agreed levy transfer. Once this has been done, we will receive a notification of this request which will then be approved by our Head of Future Careers via Virgin Media O2's DAS account. Timelines: Once employers and apprenticeship opportunities have been identified, payments will be scheduled monthly over the qualification duration. We will therefore deliver this commitment over the length of the apprenticeship(s); this will likely be between 24-36 months.	Responsible: Evie Metcalfe (Social Value Lead) Resource: Future Careers Team - Tessa Roberts (FC specialist); Karen Handley (Head of Future Careers, VMO2)	We ens bas Up wit imp
Supporting strong integrated communities	Supporting 6 x digital inclusion pop-up events over the initial contract term	VMO2's Digital Inclusion Programme Manager will work with relevant teams to develop the digital inclusion sessions and identify existing programmes that would benefit from this support. For example, our volunteers could volunteer at the Maya Centre, a registered charity that provides free mental health and wellbeing services to women on low incomes. Many attendees are digitally excluded and may benefit from sessions providing the skills and confidence needed to navigate the online world. Alternatively, we partner with Disability Action in Islington to help bridge the digital barrier for disabled individuals in the community. These events will include basic digital skills training delivered by local Virgin Media O2 employees to support residents, as well as signposting all Virgin Media O2 digital inclusion support. This may include, but not be limited to: how to sign up to our Essential Broadband (EB) tariff; how to become part of the online centre network to receive free SIMS via the National Databank, established with the Good Things Foundation; where to find the nearest online centres. We've also conducted digital inclusion sessions with a specific focus on helping individuals navigate the NHS App. Timelines: We will aim to deliver all these sessions within the first year of the contract term, where suitable opportunities are identified by the Council and VMO2's Digital Inclusion Programme Manager.	Responsible: Evie Metcalfe (Social Value Lead) Resource: Digital Inclusion Programme Manager and local London VMO2 employees	We ens bas Up wit imp
Support digital inclusion for residents and businesses	Provision of 10 x 1GB Voom business broadband circuits for premises that support vulnerable residents across Islington. Free of charge for 3 years from installation. Premises may include charities, community centres, food banks, temporary accommodation schemes, etc.	It is at the Council's discretion where these free connections are allocated. To support identification of sites, we can provide a co-branded 'Expression of Interest' Microsoft Form that can be socialised with local VCSE organisations to help identify suitable premises. Our SV team will then identify which sites are serviceable and will engage with key contacts based at the organisation to draw up an order form, keeping them informed about delivery. We have processes in place to ensure the beneficiaries do not receive any charges over the contract term. We will begin the order process as soon as eligible premises have been identified by the Council; lead times currently 20 working days from the order being keyed in. Upon successful completion of each install, the beneficiary will receive a confirmation email from the service delivery team with key account information. The SV team will also notify the relevant Council team for commitment tracking purposes. Timelines: We will aim to deliver all the free connectivity during year 1 of the contract term, but the offer will be available until we have supported all 10 sites. Delivery lead times with adhere to Business-as-Usual delivery timescales for the broadband service.	Responsible: Evie Metcalfe (Social Value Lead) Resource: Account Manager; Order Desk; Service Delivery	We ens bas Up wit imp
Support digital inclusion for residents and businesses	Provide a £15,000 Digital inclusion fund to tackle digital exclusion across the borough.	Following contract signature, our SV team will work with the relevant stakeholders to identify local, high-impact digital inclusion initiatives that may benefit from additional funding. We have a flexible long-term approach to community investment, so we will work closely with the Council to identify how the fund is allocated between initiatives. The Council may choose to allocate the entire fund to one initiative or split the fund between multiple initiatives. The in-kind donation must be vetted against Virgin Media O2 charitable donations policy prior to making any such donation. For example, this could fund refurbished mobile and tablet devices for cohorts living in Islington without access to digital devices and data. We could do this with our charity partners, such as Hubbub who specialise in redistributing refurbished technology to digitally excluded groups. Timelines: Following contract signature, we will work with the Council to identify funding opportunities for the £15,000. The fund will be available for the first 2 years of the contract term.	Responsible: Evie Metcalfe (Social Value Lead) Resource: Account Manager; charity partners such as Hubbub or The Good Things Foundation	We ens bas Up wit imp
Help fight climate change	Provide contract-specific carbon footprint in accordance with GHGP Product Standard	Virgin Media O2 has recently developed the capability to provide contract-level carbon footprints for specific B2B services which has now been validated by the Carbon Trust as an independent third party. The approach captures carbon emissions derived from all relevant activities: sales and activation of contracts; manufacture and logistics of devices; energy use of purchased devices and accessories; servicing solutions; and any waste or disposal at the end-of-life of the devices. The results are presented as two measures; Measure 1 is in line with the Greenhouse Gas Protocol (GHGP) Product Footprint Standard; and a Measure 2 which excludes sources of emissions that may already be accounted for in the Council's corporate carbon footprint. As part of this SD-WAN contract, your account manager will provide an annual contract-specific carbon footprint in accordance with the GHGP Product Standard, enabling a comprehensive view of carbon emissions arising across the full lifecycle of the contract as well as how these will reduce over the contract lifetime.	Responsible: Evie Metcalfe (Social Value Lead) Resource: Account Manager; Environment Manager	At Foo rep