

# Social value in action

## A NEW APPROACH IN SHROPSHIRE

Shropshire Council is becoming a 'commissioning' council, working closely with communities to find out what's important to them, and looking to make sure services meet local needs.



Deriving social value is at the heart of this local commissioning approach. The council is looking to ensure that services better complement what is already happening in each community and that the best placed people are providing these services to achieve the best outcomes. Services are custom-built, as far as possible, to each community's needs.

This approach should also ensure that the maximum social value is being achieved through what is commissioned and procured for that community.

It involves working with town or parish councils, voluntary and community groups, organisations providing services and everyone living and working in the local communities. Statistical data, financial information and people's real-life stories will be used to find out what goes on in an area, how much time, effort and money is being spent, what is important to the people who live there, and what currently works and doesn't work.

The council will also look at what it's like for customers using services in the area and whether time and money are being used in the best way to deliver these services or whether improvements could be made. This helps to identify what is real social value for that community.

Local Shropshire councillors, organisations and individuals involved in all aspects of each community will be called upon to share information and ideas for working together to get the most out of the expertise, funds and resources in each area.

The council recognises that things cannot stay the same if it is to maintain the quality of services for people in Shropshire. This new approach means it can face the challenges of the current and future economic climate, as well as the increasing demand in the future from a growing number of people. It also means that residents and visitors can continue to benefit from good services.

By looking at new ways of working and making changes based on this work, the council aims to make sure that different organisations in each area work better together, that services don't cost more than they should, that they are delivered by the best people to do the job and that they support local jobs and economic vitality. In this way, it is delivering real social value.

For more information contact:  
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