UCQ UNIVERSITY CENTRE QUAYSIDE

Social Value Policy

Version: 4
Revision date: 25/07/2025
Reviewer: Head of Data & Quality
Due for review: 25/07/2027

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1. About University Centre Quayside (UCQ)

1.1 UCQ is a financially robust, independent provider of further and higher education in England, with many years' experience delivering adult and work-based learning provision. UCQ is a Department for Education (DFE) and Combined Authorities contract holder, a registered provider on the Register of Apprenticeship Training Providers and Register of Training Organisations in England and a registered higher education provider with the Office for Students.

1.2 Our vision is to be a leading provider of further and higher education in England. Our mission is to enable all students, staff and organisations with whom we work to achieve their potential. UCQ is committed to achieving five strategic goals to fulfil its vision:

1.2.1 Excellence in teaching learning and assessment
1.2.2 Excellence in partnership and community engagement
1.2.3 Sustainable financial independence
1.2.4 Achieve full university title and be regarded as a leading provider of work-based higher education in England
1.2.5 Be recognised as an excellent place to work

1.3 UCQ core values

1.3.1 The team at UCQ work by following a set of core values. These values define the UCQ way of doing business and guide our decisions and interactions with students, employers, partners and other stakeholders.

Actively engaged

- We are open minded in our approach on where, how and to whom we deliver our programmes.
- We act with a sense of urgency whilst taking care over the job at hand
- We strive to do things right the first time
- We are thorough and do not cut corners
- We always strive to improve whilst being considerate about how we do things today
- We watch for changes in the market
- We understand what is happening around us, seeking new ideas and innovating
- We seek out solutions to our customers' pains
- We learn from our successes and failures

Being modest

- We give people the freedom and trust to decide what to do
- We are open to new ideas, experiences and ways of working
- We acknowledge our weaknesses as well as our strengths
- We support our people and pick them up when they fail
- We really understand our customer's needs by actively listening to them
- We respect and take the time to understand others
- We are authentic, open and transparent
- We promote positively and celebrate our successes
- We know when to maintain confidentiality and discretion

Integrity and candour

- We can be counted on to do what we say
- We are honest and accountable
- We strive to always do the right thing, even when no one can see us
- We say it as it is but continue to be respectful and fair to others
- We are as open about the bad news as we are about the good
- We give input during discussion, and always back the end decision
- We have the personal strength to take the tough right decisions

Our people

- We recruit, develop and retain the right people
- We have a "can do, will do" attitude
- We create constant dialogue centered on open and honest two-way communication
- We reward high performance
- We are innovative, stimulating and a fun place to be and work
- We all contribute to a collaborative working environment build on a foundation of mutual respect and trust
- We are in this together, operating with unity and inclusivity

2. Our commitment

2.1 UCQ recognises its obligations under the Public Services (Social Value) Act 2012 as well as its moral and ethical obligations as a further and higher education institution. UCQ are committed to improving the social, economic and environmental well-being of the local community through the process of consultation, service design, tendering and post-procurement activities. Through collaboration with our suppliers, UCQ make the following social value commitments:

2.2 Social considerations

2.2.1 Employing a diverse workforce for the delivery of our services
2.2.2 Collaborating with the voluntary and community sector, including stakeholder involvement in the design and delivering of our programmes, volunteering opportunities for UCQ staff and donation of equipment and resources to local community projects
2.2.3 Monitoring labour standards through the supply chain and adhering to our obligations under the Modern Slavery Act 2015
2.2.4 Improving skills and access to digital technology for all stakeholders
2.2.5 Encouraging initiatives that promote wellbeing and mental health support

2.3 Economic considerations

2.3.1 Employing from the local community and upholding our equality, diversity and inclusion principles
2.3.2 Spending with local businesses in our supply chain
2.3.3 Developing training and development opportunities for students and staff
2.3.4 Issuing prompt payment to our suppliers
2.3.5 Enhancing the UK Growth Agenda

2.4 Environmental considerations

2.4.1 Continuing to implement our Environmental and Sustainability Policy and prevention strategies
2.4.2 Engaging in responsible water consumption management
2.4.3 Using resources efficiently to reduce waste and maximise value
2.4.4 Promoting sustainable and ethical procurement
2.4.5 Donations towards sustainable reforestation initiatives, specifically towards the Trees on Tees initiative.

3. Governance, monitoring and reporting

3.1 We will communicate this policy to all employees, supply chain partners and relevant interested parties and review it every two years. We are committed to continuously improving our standards, efficiency and effectiveness through regular monitoring and reporting on our social value impacts.

4. How to make a complaint

4.1 If you wish to make a complaint with regards to our responsibilities under this Policy, this can be made in writing to complaints@ucq.ac.uk

4.2 For further information please refer to the UCQ Complaints Policy. This Policy is published on the UCQ website, available at http://ucq.ac.uk/policies/