



Social Value Case Study

ROCHDALE COUNCIL'S DEBT, WELFARE BENEFITS AND HOUSING ADVICE SERVICE

What was the project?

The overall aim of the provision of these services is to support people towards more independent and prosperous lives in line with the Council's vision. Suppliers should take particular care in positioning their service delivery model to ensure that it explicitly guards against encouraging greater welfare dependency, whilst supporting people's housing, debt and welfare needs



Project Team

Rochdale Council:
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STAR Procurement:
James Hunter & Michael Halsall

How were the Social, Economic & Environmental Issues ("Social Value") Addressed?

- Promotes Participation and citizens engagement
- Promotes employment and economic sustainability
- Builds the capacity and sustainability of voluntary, community and social enterprises

Want to know more?

Contact us on either:
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Outcomes

- The annual contribution of our 30 volunteers is worth £102,960 to Rochdale Borough and contributes significantly to the social capital of the area
- Provide a variety of flexible roles for people wishing to volunteer. These include administration, telephone 'gateway' assessment, form filling, fundraising and generalist advice
- Our comprehensive competence work based training programmes (equivalent to NVQ level 3) develops and builds on the skills and strengths of Rochdale residents
- Provide useful wellbeing activities for older unemployed people– via community links with CVS Rochdale and Age UK Rochdale people– via community links with CVS Rochdale and Age UK Rochdale
- Target young people by developing new links with Rochdale College and Rochdale Sixth Form

Lessons Learned

Focused on how Volunteers can contribute to the local area of Rochdale and delivery of service, but could have widened the outcomes of the social value policy to ensure a greater variety in response