

## Annual Report

# Social Value: Your overview 2022 - 2024



Validated





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# Introduction



# Introduction

**This report offers an overview of the Social Value (SV) delivered by NHS Cheshire & Merseyside's Trusts and suppliers over the period of 2022 to 2024.**

NHS Cheshire & Merseyside appointed Social Value Portal (SVP) to unlock Social Value for its local community through the measurement, procurement, management and reporting of NHS Cheshire & Merseyside's suppliers' activities, requiring suppliers to demonstrate their positive actions to society in addition to the delivery of their core goods or services.

The report will discuss the SV generated by activities and initiatives carried out for the local people, their immediate communities and the wider society across the UK.

The data in this report is limited to projects that have delivered SV in the reporting years only. Therefore, any reference to 'all time' data covers the data from these project's initiation to the end of the reporting years. The list of projects included in this report can be found on page 17.

Key:

SV = Social Value

% SVA = Percentage Social Value Add (Percentage Social Value/Total Contract Value)



socialvalueportal.com

Social Value Created 2022-2024



**SV £94,298,640**

**Total Social Value created by NHS Cheshire & Merseyside and their supply chain**

# NHS Cheshire & Merseyside and Social Value Portal

## Define Measurement

Social Value Portal (SVP) developed a Social Value measurement framework (TOM System™) that reflected NHS Cheshire & Merseyside's Social Value priorities.

## Set up platform and processes

SVP created an NHS Cheshire & Merseyside Master Account to enable monitoring of delivery across their Trusts. This report will look at the data unlocked across 14 projects.

## Data Validation

SVP supports NHS Cheshire & Merseyside with the quality assurance of data. It is important to note that different projects are at different stages within their life cycle. Delivery data and evidence will be added through the life of a project, ahead of a quarterly review by SVP for each material activity recorded against measures in the organisation's TOM System™. Some projects included within the dataset for this report have not yet undergone a review. The purpose of the quarterly reviews is to assess whether NHS Cheshire & Merseyside's suppliers have consistently applied the methodology that underpins the TOM System™ to measure the Social Value that they have delivered through these projects thus far.





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# Measurement



# Measuring Social Value: The TOM System™

The measurement framework used by NHS Cheshire & Merseyside is aligned with the National Social Value measurement framework – the TOM System™.

## The framework that sets the standard

The TOM System™ has been developed by the National Social Value Taskforce, a cross-sector organisation that combines both public and private sector organisations. It is the result of extensive consultation across local authorities and public-sector organisations, including the Office of Civil Society and Crown Commercial Services.

## Themes, Outcomes and Measures

The TOM System™ is built around five key Themes, supported by several Outcomes and specific Measures. The Themes centre around promoting jobs and skills, supporting regional growth, empowering communities, protecting the environment, and promoting social innovation.

## Turning activity into £SV

Financial proxy values have been attributed to Measures within the framework, allowing organisations to report their overall contribution to society in financial and nonfinancial terms. By reflecting the real needs of communities, the TOM System™ enables a positive contribution towards economic, social and environmental wellbeing.

## TOM mapping

A mapping exercise was conducted to align the TOM System™ to NHS Cheshire & Merseyside's priorities. As a result, SVP developed a bespoke TOM system built around five Themes, supported by 23 Outcomes and 55 Measures. This is the default TOM system used by NHS Cheshire & Merseyside and is based on the 2022 TOM methodology and proxy values.



**Jobs**



**Growth**



**Social**



**Environment**



**Innovation**

# Measuring Social Value: The TOM System™

## Financial proxy values

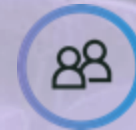
Financial proxy values have been attributed to the Measures that underpin these Themes by using publicly available data sources such as the Unit Cost Database. These values have been used to calculate the Social Value (SV) generated by NHS Cheshire & Merseyside .

## Defining the 'Local'

For NHS Cheshire & Merseyside, 'Local' was defined as the whole areas of Cheshire and Merseyside. This ensured that NHS Cheshire & Merseyside were making the most impact for the communities they were working in. Please note, this definition of local can vary across projects.

## Social Value

Social Value is the monetised value of additional benefits created for communities and society directly.



Jobs



Growth



Social



Environment



Innovation



# The TOM System™: NHS Cheshire & Merseyside



## Themes:

## Outcomes:



<b>Jobs</b>	<b>Promote Local Skills &amp; Employment</b>
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More local people in employment
More opportunities for disadvantaged people
Improved skills
Improved employability of young people
Improved skills for disadvantaged people



<b>Growth</b>	<b>Support Growth of Responsible Regional Business</b>
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More opportunities for local MSMEs and VCSEs
Improving staff wellbeing and mental health
Reducing inequalities
Ethical procurement is promoted



<b>Social</b>	<b>Healthier, Safer and more Resilient Communities</b>
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Creating a healthier community
More working with the community
Crime is reduced
Vulnerable people are helped to live independently

# The TOM System™: NHS Cheshire & Merseyside



## Themes:

## Outcomes:



<p><b>Environment</b></p>	<p><b>Decarbonising and Safeguarding Our World</b></p>	<ul style="list-style-type: none"> <li>Carbon emissions are reduced</li> <li>Air pollution is reduced</li> <li>Sustainable procurement is promoted</li> <li>COVID-19 environmental response</li> <li>Resource efficiency and circular economy solutions are promoted</li> <li>Safeguarding the natural environment</li> </ul>
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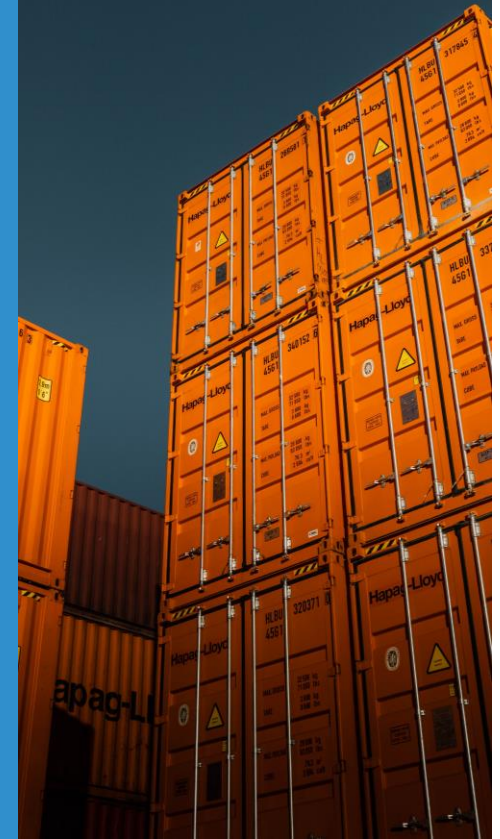
<p><b>Innovation</b></p>	<p><b>Promoting Social Innovation</b></p>	<ul style="list-style-type: none"> <li>Social innovation to create local skills and employment</li> <li>Social innovation to support responsible business</li> <li>Social innovation to enable healthier safer and more resilient communities</li> <li>Social innovation to safeguard the environment and respond to the climate emergency</li> </ul>
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## Social Value in Numbers



# Social Value Headlines

**Validated Delivered Social Value  
(2022-2024)**

**SV £94,298,640**

**All Delivered Social Value  
(2022-2024)**

**SV £110,686,871**

**Committed Social Value  
(2022-2024)**

**SV £21,169,660**

**Total Contract Value  
(2022-2024)**

**£2,753,415,775**

**Delivered Social Value Add (%):  
4.02%**

**Committed Social Value Add (%):  
00.77%**



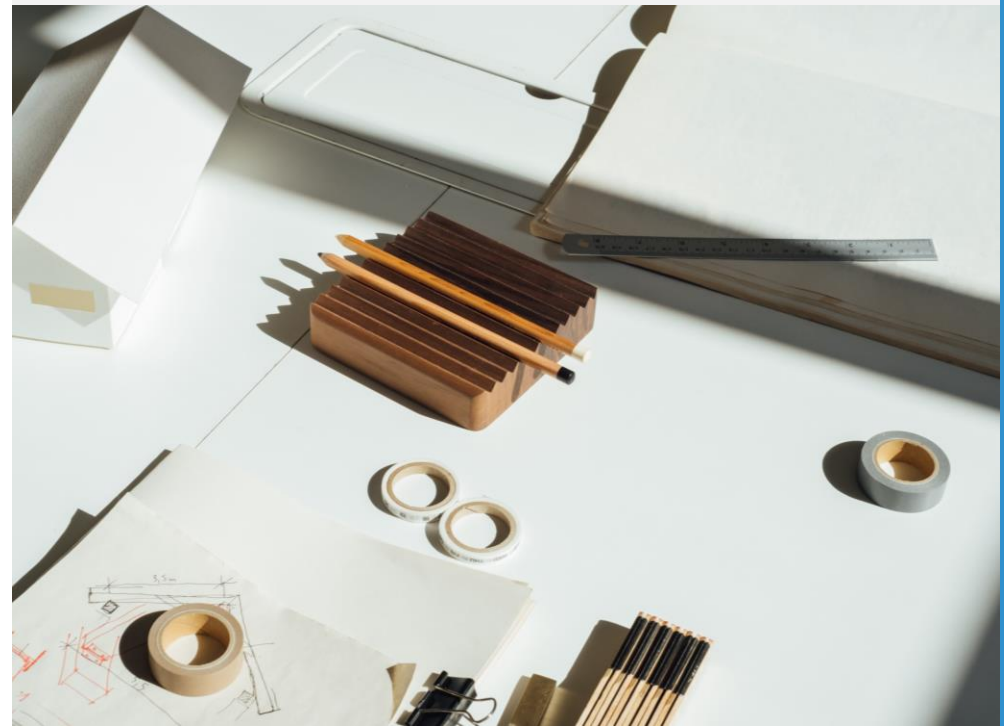
## Keynote

On this page, we have provided a summary of Social Value data.

This includes a snapshot of £SV delivered specifically within the reporting years 2022-2024

The 'all-time' delivered and committed Social Value, and total contract value encompasses data from projects initiation to end of the report year. You can view the list of projects included in this on page 17.

To ascertain the Social Value Add %, we calculate the proportion of the total contract value against the committed and delivered Social Value figures for all time.



# Delivered £SV Breakdown by Theme



Themes		Delivered £SV
	<b>Jobs</b> Promote Local Skills & Employment	<b>£78,855,196</b>
	<b>Growth</b> Support Growth of Responsible Regional Business	<b>£14,258,473</b>
	<b>Social</b> Healthier, Safer and more Resilient Communities	<b>£124,452</b>
	<b>Environment</b> Decarbonising and Safeguarding Our World	<b>£1,028,288</b>
	<b>Innovation</b> Promoting Social Innovation	<b>£32,231</b>

**Total delivered**  
**£94,298,640**



# Key Performance Indicators



## Employing Locally

2,499 Full-Time Equivalent jobs created in the definition of local:

**£78.3m**

of Social Value



## Spending with MSMEs

£11.7m spent with MSMEs in the definition of local:

**£5.3m**

of Social Value



## Spending with VCSEs

£41.9m spent with VCSEs in the definition of local:

**£5m**

of Social Value



## Spending Locally

£3.6m spent in the definition of local:

**£3.2m**

of Social Value



## Waste Reduction

7,245 tonnes of Hard-to-recycle waste diverted from landfill/incineration:

**£701k**

of Social Value



## Staff Support

5,951 hours of staff support to improve wellbeing and mental health:

**£601k**

of Social Value



## Carbon Reduction

1,316 tonnes of savings in CO2e emissions achieved through decarbonisation:

**£322k**

of Social Value



## Jobs for Disabled People

13 Full-Time Equivalent jobs created for disabled people:

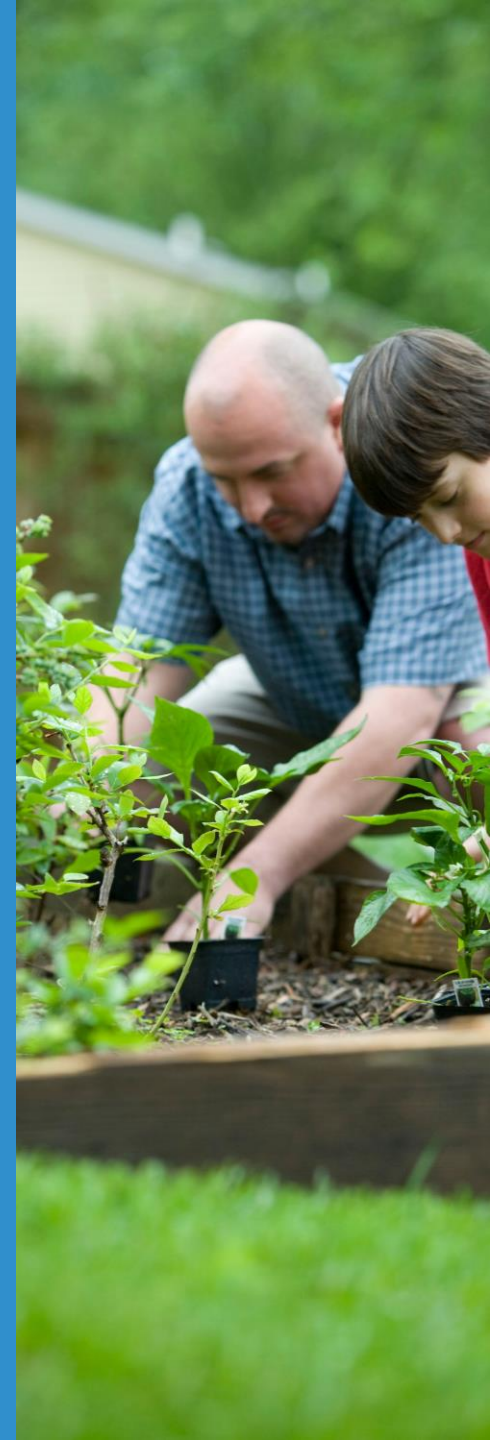
**£214k**

of Social Value

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# Social Value Breakdown





## Committed and Delivered £SV Breakdown by Project

Project	£SV Committed (all time)	£SV Delivered (all time)	% Delivered to date*
Annual SVP 2023/24	-	£58,502,827	-
Cancer Prehabilitation Wirral	-	£166,525	-
Crewe Cultural and Civic Space	-	£171,799	-
Crewe Royal Arcade	£302,570	£2,914,452	963%
Elworth Primary School	£262,595	£7,241	3%
ICB Corporate Social Value	-	£30,632,144	-
Master Planning Services for Old Royal Liverpool Hospital Site	£99,225	£34	0.03%
NANTWICH Leisure Centre	£24,394	£26,793	110%
One Wirral Corporate	-	£449,819	-
Park Lane Special School Conversion	£525,190	£729,586	139%
Royal Demolition - Phase 1	£19,922,118	£337,422	2%
Urgent Treatment Centre (UTC)	-	£132,042	-
Walton Centre 2023/24	-	£227,251	-
Wilmslow High School	£33,569	£705	2%

\*When ascertaining % delivered to date, we calculate the proportion of £SV delivered against the committed social value from the project initiation until the end of the reporting year in 2022-2024





## £SV Breakdown by KPI

KPI	Number Delivered	£SV
Local Spend (GBP)	3,625,558	£3,198,524
VCSE Spend (£)	41,900,371	£5,028,045
MSME Spend (£)	11,652,646	£5,285,931
Community Support (GBP)	152,058	£152,058
Volunteer Hours (hrs)	306	£5,041
Educational Sessions (hrs)	235	£3,940
Apprenticeships (weeks)	224	£51,834
Career Support Sessions (hrs)	115	£13,202
Charity Support (£)	1,200	£1,200
Waste Reduction (tonnes)	7,245	£700,625
Carbon Reduction (tCO2e)	1,316	£321,828
Staff Support (hrs)	5,951	£600,653
Work Experience (weeks)	517	£153,976
Training Opportunities (weeks)	21	£6,561
Local Employment (no.)	2,499	£78,393,767
Disabled People Employed (no.)	13	£214,371
Long Term Unemployed (no.)	2	£16,810
Expert Hours (hrs)	104	£10,496
Other Measures	1,604	£139,173



## £SV Breakdown by Measure

#	Measure	Units	Total Number Delivered	£SV Delivered
<b>NT1</b>	No. of local direct employees (FTE) hired or retained	no. people FTE	<b>2494</b>	£78,234,681
<b>NT1c</b>	No. of local people (FTE) on contract	no. people FTE	<b>5</b>	£159,086
<b>NT10</b>	No. of weeks of apprenticeships on the contract that have either been completed	no. weeks	<b>220</b>	£51,605
<b>NT11</b>	No. of hours dedicated to support young people into work	no. hrs (total session duration)*no. attendees	<b>89</b>	£10,459
<b>NT3</b>	No. of full time equivalent employees (FTE) hired on the contract who are long term unemployed (unemployed for a year or longer)	no. people FTE	<b>1</b>	£13,186
<b>NT4</b>	No. of full time equivalent employees (FTE) hired on the contract who are NOT in Employment, Education or Training	no. people FTE	<b>0.04</b>	£607
<b>NT6</b>	No. of full time equivalent disabled employees (FTE) hired on the contract	no. people FTE	<b>13</b>	£214,371
<b>NT7</b>	No. of hours of support into work provided to unemployed people through career mentoring, including mock interviews, CV advice, and careers guidance -(over 24 y.o.)	no. staff hours	<b>26</b>	£2,743
<b>NT8</b>	No. of staff hours spent on local school and college visits supporting pupils e.g. delivering career talks, curriculum support, literacy support, safety talks (including preparation time)	no. staff hours	<b>235</b>	£3,940
<b>NT9</b>	No. of weeks of training opportunities on the contract - Level 2, 3 or 4+	no. weeks	<b>21</b>	£6,561
<b>NT12</b>	No. of weeks spent on meaningful work placements (unpaid)	no. weeks	<b>153</b>	£27,850
<b>NT13a</b>	Meaningful work placements that pay Real Living wage according to eligibility - 6 weeks or more (internships)	no. people FTE	<b>364</b>	£126,126



## £SV Breakdown by Measure

#	Measure	Units	Total Number Delivered	Total £SV
<b>NT76</b>	No. of full time equivalent employees (FTE) hired on the contract who are registered as unemployed	no. people FTE	<b>1</b>	£3,624
<b>NT81</b>	No. of weeks of employee upskilling (FTE) delivered on contract as part of apprenticeships and comprehensive upskilling programmes	no. people FTE	<b>4</b>	£229
<b>RE10</b>	No. site visits for school children or local residents	no. visits	<b>2</b>	£129
<b>NT14</b>	Total amount (£) spent with VCSEs within your supply chain	£	<b>41,900,371</b>	£5,028,045
<b>NT15</b>	Provision of expert business advice to VCSEs and MSMEs	no. staff expert hours	<b>50</b>	£5,042
<b>NT16</b>	Equipment or resources donated to VCSEs (£ equivalent value)	£	<b>1,200</b>	£1,200
<b>NT17</b>	Number of voluntary hours donated to support VCSEs (excludes expert business advice)	no. hours	<b>2</b>	£34
<b>NT18</b>	Total amount (GBP) spent in LOCAL supply chain through the contract	£	<b>3,625,558</b>	£3,198,524
<b>NT19</b>	Total amount (GBP) spent through contract with LOCAL MSMEs	£	<b>11,652,646</b>	£5,285,931
<b>NT20</b>	Employee access to multidimensional wellbeing programmes	no. employees provided access	<b>1,060</b>	£137,952
<b>NT21</b>	Equality diversity and inclusion training for staff and supply chain staff	no. hrs (total session duration)*no. attendees	<b>5,951</b>	£600,653
<b>NT58</b>	No. of full time equivalent local employees (FTE) on contract to have pay raise to Real living wage or higher (on a renewed contract or TUPE)	no. people FTE	<b>2</b>	£1,092



## £SV Breakdown by Measure

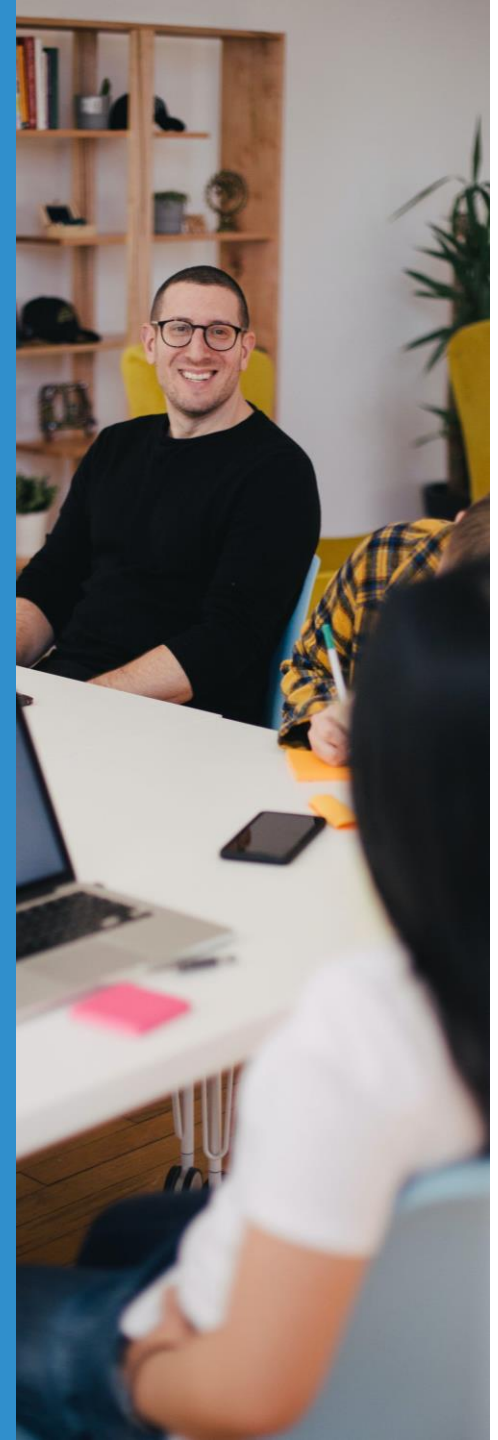
#	Measure	Units	Total Number Delivered	Total Value £SV
<b>NT26</b>	Initiatives taken or supported to engage people in health interventions (e.g. stop smoking, obesity, alcoholism, drugs, etc.) or wellbeing initiatives in the community, including physical activities for adults and children	£	<b>7,676</b>	£7,676
<b>NT28</b>	Donations and/or in-kind contributions to specific local community projects (£ & materials)	£ value	<b>112,151</b>	£112,151
<b>NT29</b>	No. of hours volunteering time provided to support local community projects	no. staff volunteering hours	<b>281</b>	£4,626
<b>NT31</b>	Savings in CO2e emissions on contract achieved through de-carbonisation (i.e. a reduction of the carbon intensity of processes and operations, specify how these are to be achieved) against a specific benchmark.	tCO2e	<b>1,316</b>	£ 321,828
<b>NT72</b>	Hard to recycle waste diverted from landfill or incineration through specific recycling partnerships (e.g. Terracycle or equivalent)	tonnes	<b>7,245</b>	£700,625
<b>NT86</b>	Volunteering time for environmental conservation & sustainable ecosystem management initiatives	no. staff volunteering hours	<b>23</b>	£381
<b>NT90</b>	Activities to influence staff, suppliers, customers and communities to support environmental protection and improvement.	no. staff expert hours	<b>54</b>	£5,454
<b>NT52</b>	Innovative measures to enable healthier, safer and more resilient communities to be delivered on the contract - these could be e.g. co-designed with stakeholders or communities, or aiming at delivering benefits while minimising carbon footprint from initiatives, etc.	£ invested inc. time, materials, equipment etc	<b>32,231</b>	£ 32,231



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# Key Highlights



# 2,494

FTE hired or retained locally

# 85.2%

Social Value data has been validated

# £10.3m

Spent with local MSME & VCSEs

# 5,951

Hours of EDI training provided for staff

## Key Highlights

The Social Value (SV) unlocked by NHS Cheshire & Merseyside clearly shows the widespread impacts and benefits delivered to local communities, as well as wider society.

NHS Cheshire & Merseyside's Trusts and their suppliers delivered a total of £94,298,640 validated SV£ from when reporting commenced on the Social Value Portal in 2022 until 31st March 2024. This represents 85.2% of all data delivered from project initiation to March 2024.

The standout Theme delivered against during this period was Jobs, with £78.9m of SV unlocked. This SV represents the creation or retention of 2,494 local jobs (FTE), demonstrating a commitment to promoting local skills and employment across their projects.

The second largest contributor to the total SV was the Growth Theme, with a total SV delivery of £14.3m. With £10.3m of this spent with local MSMEs and VCSEs contributing to the growth of regional businesses.

NHS Cheshire & Merseyside also showed dedication to improving staff wellbeing and mental health across their projects as 5,951 hours were recorded on Equality, Diversity and Inclusion training for staff and their supply chain, totalling £601k of SV.

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# Case Studies



## Success Story



### Royal Demolition – Phase 1

**£3.27m** Contract Value

**£363,398** Validated Social Value delivered



**Jobs**

### Social Value in action

## Liverpool University Hospital NHS Foundation Trust: *Royal Demolition – Phase 1*

### Background

January 2023, Social Value TOM System was included in the evaluation criteria for the Royal Demolition – Phase 1 contract. DSM Demolition Ltd won the contract and had committed to SV£366,353.60.

### Our activity

During the contract which ran from June 2023 – May 2024, the supplier DSM Demolition Ltd delivered SV£363,398 which is 99% of their committed Social Value.

### Our impact

- 20 weeks of accredited training provided to staff
- 6 local people were employed or retained
- 1 job provided to a rehabilitating ex-offender
- £50,000 donated to locally based Ranger Project
- 100 tonnes of demolition waste reused on site to reduce waste
- £85,561 spend with local suppliers, including MSMEs



# Nature Recovery Ranger

DSM delivered Social Value through significant community engagement, including:

- Production of a Trust biodiversity plan
- Creating, maintaining and improving green spaces
- School and Hospital seed giveaways
- Sessions for disadvantaged people
- Community space Clean Up
- Supporting clinical staff to use green space for patient activities
- Improving accessibility of local green spaces.

**As a result, the project was awarded:**

Project of the Year at HEFMA 2024

Sustainable Achievement at IHEEM 2024



**Early engagement with the right people internally is crucial to ensure that everyone is on board and understands the process”**

Nicola Daly, Head of Sustainability, Liverpool University Hospital NHS Foundation Trust





**The portal is a really useful tool that everyone can work with. It improves communication of social value to all stakeholders.”**

Lucy Raven, Sustainability Manager, Liverpool University Hospital NHS Foundation Trust

## Over the course of the procurement process and delivery, there were many lessons and learnings

### What went well

- Great to see different social value metrics and understand the impact of different initiatives.
- The TOMs provided a useful framework for the whole process with suppliers and has improved communication on what social value is in real terms.
- This has been particularly useful when engaging with internal teams within the Trust.
- The Social Value Portal and the TOMs are professional tools and add validity to the process.
- Acknowledgement at national level has shone a light on the role of social value to senior leadership within the trust and to our supply chain partners.
- The portal and TOMs has provided the foundation for a social value model that we know works.

### Lessons learnt

- Important to get the social value commitments as part of the tender exercise, rather than after the contract has started
- Early engagement with the right people internally is crucial to ensure that everyone is on board and understands the process
- Agreed Trust policy has added strength to the process, introducing this after proving the process works was important



The people, platform and programmes that support organisations to measure, manage and report on the economic, community and environmental benefits they contribute to society.

Join the Social Value movement.  
Book a discovery call with our experts:

**call: 0203 355 0530**

**socialvalueportal.com**

