



# LHC Procurement Group Social Impact Report

2024-2025





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# Foreword

I’m incredibly proud to introduce LHC Procurement Group’s first Social Impact Report.



For nearly 60 years, LHC has been trusted by the public sector to deliver procurement solutions that offer more than just value for money; solutions that build better, smarter, and more sustainably. Our work is delivered through five regional business units — Scottish Procurement Alliance, Northern Procurement Alliance, Welsh Procurement Alliance, South West Procurement Alliance, and the Midlands, London and South East Procurement Alliance — ensuring we meet local needs through national expertise. But, as the world changes, so too must the way we define value. That’s why we’ve taken a bold step forward with the launch of our new Social Value Strategy in March 2024, a clear commitment to making sure everything we do improves lives and places, right across Great Britain.

This strategy is about maximising our impact, not just in theory, but in practice. Whether it’s creating opportunities for local people, supporting SMEs, or helping to meet net zero goals, we believe procurement has a huge potential to be a catalyst for positive change. Our role is to make that happen consistently, measurably, and meaningfully.

This report reflects LHC’s long standing commitment to improve local communities. It sets out a clear structure for how we will define, deliver, and report on social value moving forwards. It’s a promise to hold ourselves accountable, to learn as we go, and to keep raising the bar.

As we do this, we will continue to work in partnership with industry experts like HACT to hold us to account and ensure we are driving social value measurably, transparently, and ethically in order to drive change through our frameworks and regions.

Thank you to our clients, partners, and suppliers who share our vision and continue to deliver outstanding work in communities across Great Britain. I look forward to seeing what we can achieve together in the year ahead.

Let’s keep building with purpose.

**Clive Feeney**  
Group CEO, LHC Procurement Group



## Quote from HACT:

“HACT recognises LHCPG as a key actor in public sector procurement with a role to play in raising standards around social value and to deliver long term transformational change in communities.

This first annual (impact) report sets out how LHCPG drives forward meaningful environmental and social impact in communities across England, Scotland and Wales. This is delivered directly through LHCPG activities as well through facilitation and influencing with members and networks. “

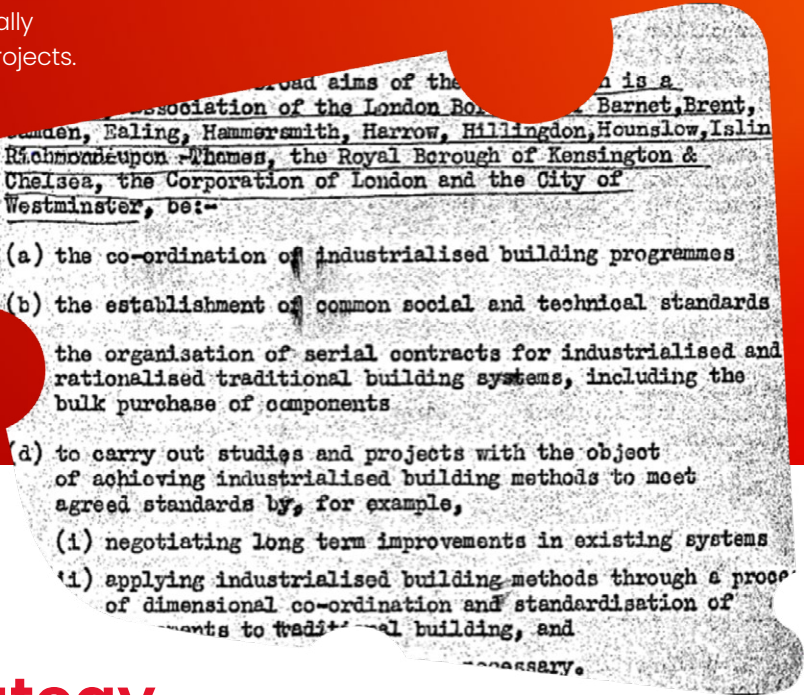
**Frances Harkin,**  
HACT, Head of Services

# Introduction

LHC was established in 1966 to provide procurement solutions for local London boroughs and have driven both technical and social improvements to local communities since day one.

Now a nationwide not-for-profit framework provider, LHC Procurement Group (LHCPG) has regional offices throughout England, Wales and Scotland and has built a strong reputation for enabling high-quality, cost-effective, and socially responsible construction and refurbishment projects.

Working in partnership with local authorities, housing associations, schools, healthcare and other public sector bodies, LHCPG develops and manages frameworks that prioritise best value, not just in terms of cost and compliance, but through meaningful social, economic, and environmental outcomes. This commitment to maximising impact is not new. It is embedded in our DNA and has guided operations for nearly six decades. Delivering impact is not an add-on; it is part of our organisational vision to improve lives and places.



# Social Value Strategy

Social value is a measure of the wider benefits provided to individuals and communities.

In partnership with industry experts HACT, we launched our Social Value Strategy in 2024 as part of a commitment to go beyond cost and compliance – Making sure every pound spent through our frameworks delivers more impact; more jobs, more skills, more support for communities, and more sustainable outcomes.

We will work together with public sector clients, our appointed companies and all regional partners to influence, facilitate or deliver the priorities set out, by:

- Embedding social value into every framework right from the start
- Helping our clients set meaningful targets that reflect local needs
- Supporting suppliers to deliver real, measurable outcomes
- Providing funding into community projects through our Community Benefit Fund
- Measuring what matters so we know the difference we’re making

# Social Value Priorities

We have identified three social value priority areas that, as a provider of construction frameworks in the public sector, cuts across all areas where LHCPG support and deliver.



## Social Mobility

Creating opportunities for economic impact including engaging small and medium-sized enterprises (SMEs) and fostering employment prospects within local communities.

## Individual Wellbeing

Enhancing the health and quality of life for individuals by supporting initiatives that promote wellbeing and address local needs.

## Planet & Environment

Promoting sustainability by integrating environmental considerations into procurement practices, developments, and supporting projects that contribute to environmental wellbeing.

## Impact areas we have set:

### Impact Area 1: Procurement with Added Value

Defining and delivering social impact through our framework and procurement activities.

### Impact Area 2: Community Impact

Working in collaboration with local partners to identify the greatest need and deliver a social value legacy across our regions.

### Impact Area 3: Living our own Values

By investing in our people and encouraging them to add value to their local communities and the wider environment.

LHCPG recognises that our Social Value Strategy includes a commitment to improving the environment through sustainable and effective corporate governance.

We are actively addressing environmental progress through a holistic impact approach, ensuring we are embedding the principles of Environmental Social Governance (ESG) across our work. We will do this by delivering impact in our teams and values, by facilitating positive projects and outcomes with clients and suppliers, and influencing them to prioritise social value through their procurement activities.



Through our frameworks, we support the delivery of low-carbon, energy-efficient solutions in the built environment. At a community level, we fund and enable projects that promote better energy use and help mitigate fuel poverty. Internally, we’re committed to monitoring and reducing our own environmental footprint—from business travel to resource consumption—ensuring sustainability is both what we deliver and how we operate.





# Impact Area 1: Procurement with Added Value

## Our commitment

We enhance our procurement frameworks with a suite of Added Value Services, including procurement guidance, technical support, and client assistance. These services are designed to support clients throughout their procurement and project journeys, ensuring projects are executed efficiently and effectively.

By integrating Added Value Services to enhance our frameworks, we support clients throughout their procurement and project journeys, ensuring we are driving value and impact through the following:

- **Empowering Clients:** Providing expert guidance enables public sector organisations to make informed decisions that align with their social value objectives, leading to projects that benefit local communities.
- **Enhancing Project Outcomes:** Technical support ensures that projects meet high-quality standards, contributing to improved living conditions and community well-being.
- **Promoting Sustainability:** Assistance in implementing sustainable practices helps reduce environmental impact, supporting broader environmental goals.

## Impact in 24/25

In the year from 1st April 2024 to 31st March 2025, we have launched the following:

- **N9 Framework:** Retrofit and Decarbonisation, which delivers Social Value as core component of all work, improving lives and places by enhancing energy efficiency and achieving net zero targets through comprehensive retrofit

solutions. Additional social value priorities include improved health and wellbeing associated with warm and secure housing, reduced bills, and addressing green skills and training gaps supporting supplier development. This supports wider organisational sustainability and ESG considerations by embedding how value is defined and delivered through the built environment.

- **Energy Efficiency and Renewable Technology Dynamic Purchasing System :** With similar overarching social value priorities, this DPS will support the inspection, repair, and replacement of energy-efficient measures and renewable technology installations. Operating independently while complementing the N9 framework, it ensures a comprehensive range of renewable and energy-efficient solutions are accessible to public sector clients.
- **Repairs and Maintenance DPS:** Aims to deliver societal benefits, such as enhancing premises and community facilities, increasing health and wellbeing, and promoting a safe and secure community.

With 18 live frameworks and an additional three DPSS, LHCPG have worked with clients and suppliers on 1,459 active projects in the year.

Working closely with clients and suppliers to maximise the impact of this work to enhance efficiency and cost effectiveness of building, refurbishing, and maintaining social housing and public properties will provide long term benefits to local communities.

Additionally, they have supported social value priorities by increasing housing supply, fostering local employment, encouraging the use of sustainable materials, and enhancing community engagement.

**The Retrofit and Decarbonisation (N9) Framework**, launched during this period, appointed **126 specialist consultants and contractors** to facilitate public sector clients improving homes and lives through energy-efficient retrofitting of social housing and public sector buildings. Our N9 framework supports recent legislative drive to provide fairer opportunities for suppliers, with 88 of the 126 appointed companies being SMEs and 30 Micro.

LHCPG’s frameworks and DPSSs have played a pivotal role in delivering high-quality public sector projects this year, contributing to improved living standards and environmental sustainability across the regions they serve.

Clients have experienced smoother project execution, leading to timely and cost-effective delivery of public infrastructure.

Communities benefit from projects that are not only functional but also deliver meaningful and lasting impact to social and environmental well-being.

## Reporting

In line with our Social Value Strategy we are now embedding social value into all frameworks through a strategic and structured approach that ensures social, economic, and environmental benefits are considered from the outset of every procurement process.

### How LHCPG is Embedding Social Value into Frameworks:

 <b>Social Value as a Core Requirement</b> <p>Each LHCPG framework includes defined social value criteria</p>	 <b>Early Engagement and Clear Expectations</b> <p>Expectations communicated to suppliers from the pre-tender stage.</p>
 <b>Measurement and Reporting</b> <p>Frameworks track and report social value outcomes.</p>	 <b>Regional Relevance</b> <p>Social value delivery reflects local community needs.</p>
 <b>Community Impact Integration</b> <p>Surpluses are reinvested into local projects.</p>	 <b>Support and Guidance</b> <p>Appointed companies receive ongoing support.</p>

This approach ensures social value isn't just an add-on, it is a fundamental part of how LHCPG frameworks operate, helping to deliver better outcomes for people, places, and the planet.



# Richmond Housing Partnership Roofing Upgrade



**Client:**  
Richmond Housing Partnership (RHP)

**Region:**  
LHC Midlands  
London South East

With roof structures leaking and in a state of disrepair – impacting energy performance and long-term resilience – RHP needed a solution that delivered both technical quality and sustainable outcomes.

Their goal was to minimise disruption while significantly enhancing the comfort, safety, and thermal efficiency of their homes, in line with wider environmental commitments.

LHC’s Procurement and Technical Support team working closely with RHP to facilitate appointment of quality supplier from our RS4 framework to ensure delivery.

The project focused on modernising key housing infrastructure, improving energy efficiency, and ensuring a safe, futureproofed solution for residents.

Collaborative planning empowered our client and helped navigate logistical challenges like resident communication, access to privately owned properties, and limited parking, all while maintaining smooth delivery.

## Impact

The results have been transformative. The new roofing systems have already started to cut energy loss, reduce resident heating costs, and extend the life of critical housing stock.

Feedback from RHP has been overwhelmingly positive:



“We use LHC to ensure we get good quality contractors at a competitive price, this doesn’t only benefit us but, most importantly, our customers.”

**John Dwyer**  
Cyclical Project Manager,  
Richmond Housing Partnership



This project is a clear example of how **targeted procurement can drive environmental performance and improve everyday living standards, promote sustainability,** all while laying the groundwork for a net zero future.



**Indicative Measurable Social Value Return** for this project based on wellbeing improvements of the repairs and subsequent energy efficiency increase – **£515,000\*.**



**Enhanced project outcomes with additional social value facilitated through this project** – Increased satisfaction with maintenance of property.

## Gold Standard Constructing Excellence

As a Gold Standard verified organisation, LHC has proven that its local council and housing association clients experience enhanced project support, focused community impact, improved collaboration across supply chains and long-term cost savings, all underpinned by best practices in transparency, sustainability and social value. This supports positive delivery in all impact areas of our social value strategy.



**Constructing Excellence**  
Gold Standard Verified



## Social Value: Added value to the supply chain in our regions

As part of our DNA, social value is delivered is everything we do; focusing on local need and developing key partnerships and initiatives to create longer-term across our regions.

Continued







## Supporting Local Suppliers

The **Supplier Development Programme (SDP)** is a Scotland-wide initiative designed to help micro, small, and medium-sized enterprises better engage with public sector procurement.

The programme offers free training, support, and resources to help local suppliers, especially those without dedicated bid teams or prior experience with public procurement, access opportunities and thrive in a competitive environment.

Impact of Scottish Procurement Alliance (SPA) involvement:

- **Social Mobility:** Over 900 suppliers attended training events co-hosted by SPA and SDP. This training has created around **£1.1m\*** of Social Value in economic impact to wider society
- **Individual Wellbeing:** 100+ Scottish SMEs received direct support linked to SPA frameworks. This has provided a social value uplift of £220,000 to individuals in these organisations
- **Planet and Environment:** New entrants to procurement gained first-time wins on SPA managed construction contracts

SPA's continued investment in supplier development ensures that its frameworks remain accessible, competitive, and inclusive, supporting both local economies and the wider goals of public sector procurement in Scotland.

*\*using HACT's social value metrics*



## Building Futures

**Preston Vocational Centre** is a specialist training provider based in Lancashire, focused on delivering high-quality vocational education in construction and the built environment.

The Centre equips young people and adult learners with the practical skills and qualifications needed to access careers driven through Northern Procurement Alliance (NPA) Frameworks. NPA will continue to develop a relationship with the Centre where this year we have had various engagements and college visits including sponsoring awards to pupils. NPA will continue its support through:

- **Social Mobility:**
  - ◊ Increased employer engagement has led to more job placements and apprenticeships for students
  - ◊ Ensure suppliers working with NPA are more actively involved in local skills development
- **Individual Wellbeing:** Build a model of good practice for how procurement organisations can deliver long-term social impact to peoples lives through education

NPA aims to provide long term help to ensure the success of Preston Vocational College, creating real career opportunities for learners and meaningful, skilled pipelines for the construction industry across the North.





## Empowering Youth

**The Youth Engagement and Progression Framework** is an initiative by the Welsh Government aimed at reducing the number of young people aged 11 to 24 who are not in education, employment, or training.

The initiative focuses on early identification of at-risk youth and provides tailored support to guide them toward positive outcomes. This proactive approach not only aids in individual development but also contributes to broader societal benefits by addressing issues such as homelessness and poverty.

To improve communities, lives, and places throughout Wales, Welsh Procurement Alliance (WPA) are committed to working in partnership with this Framework to equip young people with skills and opportunities to support Wales' national milestone of having at least 90% of 16 to 24-year-olds in education, employment, or training by 2050.

WPA has attended meetings to provide guidance and follow up engagement is ongoing with YEPF coordinators to explore collaborative opportunities that align with mutual goals of community development and social value enhancement.

This involves:

- **Social Mobility:** Enhance employment opportunities by facilitating training and apprenticeships. WPA contributes to increasing the number of skilled workers, addressing supply chain challenges, and improving the economic prospects of young individuals.
- **Individual Wellbeing:** Support mental health and social wellbeing by providing pathways to employment and education helping improve the mental health and social situations of young people, fostering a more resilient community.
- **Planet and Environment:** Promoting net zero goals by working together to provide quality training in sustainability and energy efficiency within the construction industry, focusing on enhancing green skills and upskilling the regional workforce.

WPA's commitment reflects its dedication to social value, community enhancement, and sustainable development, aligning with broader national objectives to improve lives and places throughout Wales.



## Driving a Greener Future

**The Green Skills Advisory Panel** is a collaborative initiative designed to support the development of the skills and knowledge needed to deliver the UK's net zero and sustainability ambitions, particularly within South West Procurement Alliance (SWPA) client base and the built environment in the public sector.

By bringing together employers, educators, industry experts, and public bodies, the panel helps identify current skills gaps, shape training priorities, and steer investment into the green workforce of tomorrow.

Aligning training with future needs helps ensure that public investment in green infrastructure delivers maximum impact; socially, economically, and environmentally.

SWPA impact:

- **Social Mobility:** Help shape training content for retrofit and decarbonisation initiatives aligned with SWPA frameworks
- **Individual Wellbeing:** Drive better understanding among framework users of green workforce challenges and opportunities facilitating direct engagement between suppliers and training providers to co-design relevant green skills programmes for better outcomes
- **Planet and Environment:** Accelerating progress toward net zero housing and infrastructure

SWPA's support ensures the Green Skills Advisory Panel stays rooted in real-world demand helping align procurement, employment, and training systems to deliver a greener, more resilient South West.







## Diversity in Procurement

**LHC Midlands London South East has been instrumental in promoting diversity in procurement, particularly in the architecture and design sectors.**

This year, in collaboration with Future of London, we again focused on facilitating more opportunities for ethnic minority-led architecture and design practices, addressing a critical challenge in the profession; the lack of ethnic diversity and the importance of reframing procurement processes to better reflect and serve the diverse communities of London.

LHC's active role in this initiative includes fostering and influencing inclusive procurement strategies, as seen in their award winning partnership with Southwark Council.

Key themes from the event with Future of London were building capacity in smaller firms, involving young people from ethnic minority backgrounds, and ensuring flexibility in procurement. These themes will be central to LHC's ongoing support.

LHC demonstrate commitment to advocate for ethnic diversity but also facilitating structural changes that allow smaller, diverse practices to thrive in the competitive public sector procurement landscape.

LHC's proactive approach, including lowering financial thresholds for emerging firms and championing diverse suppliers, continues to ensure that public sector procurement contributes meaningfully to building a more inclusive built environment.

Go Awards 2022



## Impact Area 2: Community Impact

### Our Commitment

As a not-for-profit organisation committed to delivering procurement with purpose, community impact is at the heart of everything we do. Through our Community Benefit Fund, we invest directly in the places and people we serve, working with partners to identify local priorities and deliver meaningful social value.

The LHC Community Benefit Fund is a dedicated funding initiative established by LHC Procurement Group, designed to provide support to local communities. As a not-for-profit organisation, LHCPG uses this fund to support social value projects across the regions we operate in, with a strong focus on improving lives and places.

### Our Impact

In 2024/25, we strengthened our approach by increasing available funding, enhancing collaboration with local charities and community organisations, and supporting projects that leave a lasting legacy. With guidance from our regional committees and oversight from LHCPG Board, we remain focused on growing our impact year on year, together with our clients, suppliers, and communities.

In 2024/25 we allocated £314,816 in Community Benefit Funds to our local regions, and in the period created upwards of £936,979 of social value from the previous years funding.

Continued



# Community Benefit Funding 2024/25

*\*Indicative value using HACT metrics*

£936,979\*

Social Value evidenced

Since 2017/18 when this funding began, LHCPG has distributed a significant £1,695,892 across all regions, evidencing an indicative social value of over £9,470,736. CBF Reports are available on our website.

This social value has predominately measured the impact of community investment donation using HACT’s Build Environment Bank, however this also includes additional outcomes such as:

- Ability to obtain advice locally
- Attendance at social groups
- Increased Recycling
- Training
- Volunteering

Part of our commitment to making community impact is delivered in partnership with our regional charity partners who work with ourselves and local clients to help identify and measure the impact of our Community Benefit Fund.



Locality supports local community organisations by offering specialist advice, peer learning and resources helping to create a better environment for communities to thrive.



The Intel Trust aims to provide opportunities for people living in social housing so they live fulfilled lives empowering them to participate fully in community life.



WPA partner with Community Benefit Wales to reach people most in need helping to create equality and opportunity in Welsh communities.



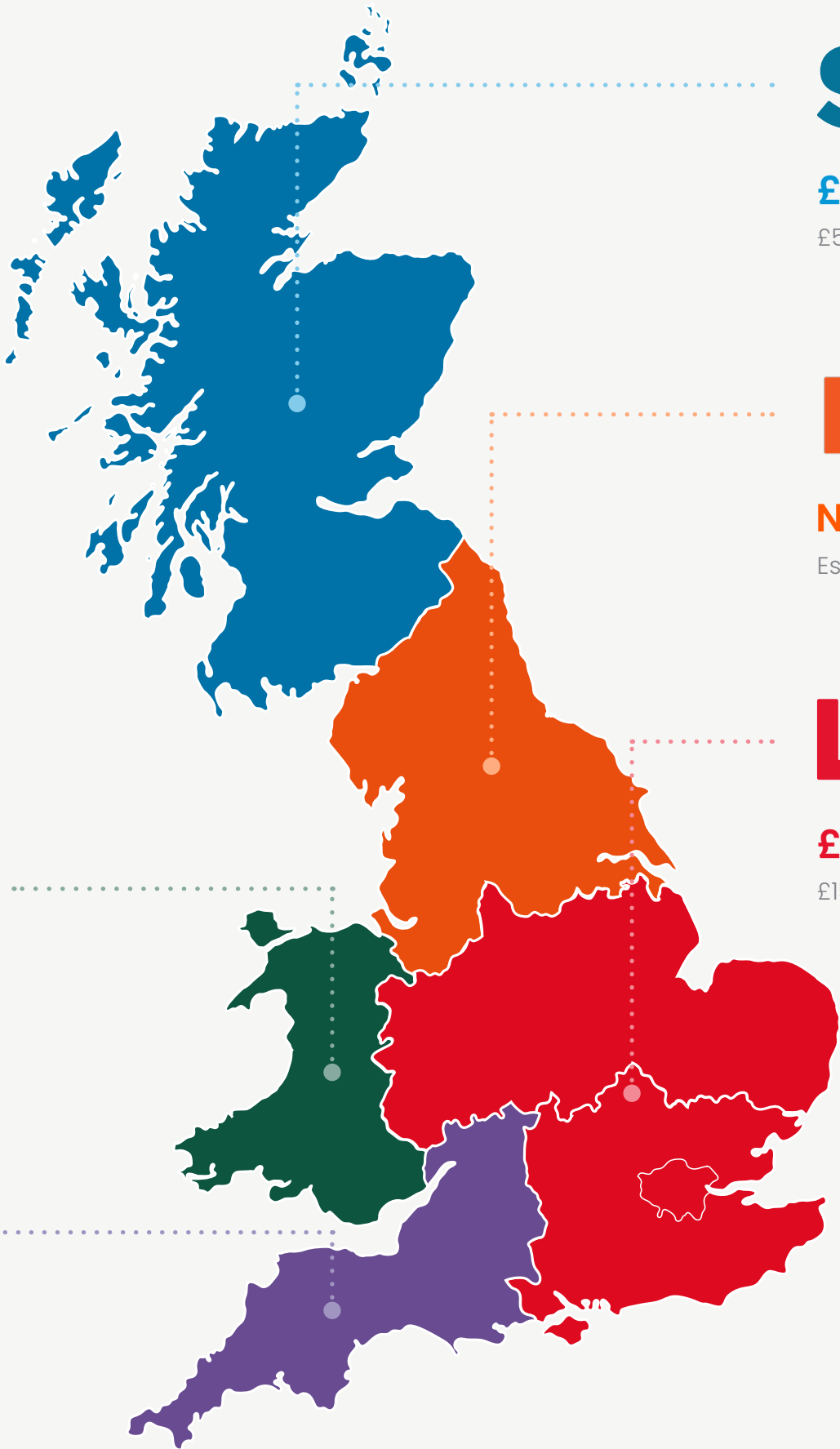
£80,000 Funded

£106,660 Social Value delivered



£89,816 Funded

£95,914 Social Value delivered



£120,000 Funded

£577,406 Social Value delivered



New Committee

Established 24/25



£30,000 Funded

£156,999 Social Value delivered



# Y Enterprise – Investing in Ambition: Sparking Enterprise in Young Lives



With support from the SPA Community Benefit Fund, **YMCA Tayside** launched the Y Enterprise pilot – a creative entrepreneurship programme aimed at 14-year-olds disengaging from mainstream education in Perth and Kinross.

Research conducted in partnership with Perth and Kinross Council identified that age 14 is a critical point at which young people often begin to disengage from school, highlighting a clear need for early, positive intervention to help redirect their trajectories.

## Delivery

Backed by a £10,000 grant, the project provided a hands-on, flexible learning environment where young people explored business skills, developed their own ventures, and pitched ideas to local business leaders. The programme nurtured confidence, life skills, and aspiration, with successful pitches earning seed funding to bring their ideas to life.

## Impact

The Y Enterprise pilot has delivered meaningful outcomes across multiple levels:

- **For individuals** it built confidence, sparked creativity, and provided a platform to develop practical skills and accredited qualifications. Participants reported renewed motivation and a sense of ownership over their learning , many for the first time.

“The schools group I have been taken part in has been really great for me and has really built up my confidence and my ability to speak in front of people”



Alice  
Y Enterprise learner

- **For the community**, the project contributed to early intervention efforts that reduce the risk of long-term unemployment and social exclusion. It fostered community spirit and encouraged charitable giving from the young people themselves.
- **For wider society**, initiatives like this contribute to a stronger, more resilient future workforce, help tackle inequality, and reduce pressure on education and support services.

Through its backing of YMCA Tayside, the SPA Community Benefit Fund has helped shape a programme with the potential to transform lives and empower young people to re-engage with their futures.

Beyond individual growth, the initiative supports early intervention, prevents school drop-out, and contributes to stronger communities and a future-ready workforce. It’s a clear example of how targeted investment in youth development can create lasting social and economic value for individuals and society.



Additional outcome areas positively impacted – **Increased confidence, Improved mental health, educational attainment**

Indicative Social Value delivered:  
**£41,247\***

*\*Indicative value using HACT metrics*

# Impact Area 3: Living Our Own Values

At LHC Procurement Group, we believe that the values we promote through our frameworks and partnerships should also be reflected in how we operate as an organisation.

This section outlines how we’ve embedded Environmental, Social and Governance (ESG) principles into our everyday workplace culture. We’ve started comparing our office-based environmental and social performance with national benchmarks. We will use the initial figures outlined below as a baseline to assess performance in all future years. Here’s how we measure up in key areas:

“Volunteering with a local charity was an eye-opening experience, something I might never have done if LHC hadn’t offered a paid day to give back.

It’s a brilliant initiative that’s made a lasting impact on me personally, and I’m grateful to be part of a company that encourages this kind of meaningful involvement in communities.”



Mariann Hughes  
SPA, Procurement Assistant

# Social Value in Action – Community and Volunteering

## Our commitment

We empower our staff to give back to the communities we serve. Staff took part in 84.5 volunteering days this year, equating to 591 hours of total working time.

## What we’ve achieved

### Individual Volunteering Days: 48 days in 2024/25

Each employee is given a minimum of paid volunteering days annually. In the past year, our team supported local food banks, environmental clean-up projects, and educational mentoring schemes.

### Team Volunteering: 36.5 days in 2024/25

Staff-led volunteering have supported place based work in community centres, accommodation for homeless families, and employability partnership run in collaboration with local housing associations.

## Impact in 24/25

Total social value of volunteering in 2024/25:  
**£10,033\***

## How We Compare

CIPD reports that the UK average for employee volunteering is just under one day per year, per employee. LHC provide all staff with one and a half individual volunteering days, and an additional minimum of 1 team volunteering day. With over two paid days one per staff member, this puts us ahead of the curve in employee-supported volunteering.

*\*using HACT’s social value metrics*





## Environmental Responsibility – Reducing Our Business Impact

### Our commitment

- **Carbon Footprint and Energy Use:** Studies show that remote work can dramatically lower the carbon footprint associated with traditional office work.
- **Business Travel:** Business travel has a significant impact on the environment, primarily due to the carbon emissions generated by transportation

In order to deliver an effective and high quality service, LHCPG are committed to a hybrid approach between office and remote working with all offices closed every Friday.

### Impact in 24/25

As a people focused company, we strive to balance fostering internal community, by creating enjoyable and productive office environments for our teams and partners to come together to collaboration and innovation, while understanding our business impact on the environment and

reducing waste where-ever possible.

Across all LHCPG Staff in the year, the business travel calculated produced **52,892 CO2 per mile** (this did not include train travel as data was unavailable).

- **Home working:** In our Uxbridge Head Office our staff spent 4,714 days home working, 4,911 in the office.

### How We Compare

This provides a lower carbon footprint than the average for the region of 47% reported by Transport for London in 2024. Using average consumption figures taken from Exeter University study, our main office staff produced 29.705 KgCo2 from office and home working in the year.

The balance used in our main office which we measured, provided better enviornmental impactl than the national average at 16 kWh/m² in the previous year, demonstrating our focus on efficiency and low-carbon operations.

## Waste

### Our commitment

Measuring and recycling office waste is crucial for reducing landfill use, conserving resources, and lowering carbon emissions, directly supporting environmental sustainability.

### Our impact

LHCPG recycles 7.5 kg/m² of waste in our main office 60% of our overall office waste, which is substantially higher than the 40% average, highlighting our strong commitment to sustainable workplace practices.



**Total Waste**  
26,364 Kg



**Recycled Waste**  
16,224 Kg

### Next steps

In these baseline figures we have gathered available data from our LHC main office, moving forward we will gather all available data to assess performance in all regions and are committed to improving these figures in 25/26.

## Sustainable IT Lifecycle

### Our commitment

We've taken steps to ensure our technology practices align with circular economy principles:

- All end-of-life IT equipment is responsibly recycled or repurposed through certified partners
- Devices still in working order are donated to schools, charities, or social enterprises where possible
- We continue to monitor our digital carbon footprint by optimising storage and reducing unnecessary data retention



This year, LHC Procurement Group took its first steps toward tackling digital exclusion by supporting Good Things Foundation's national device donation programme.

Our initial donation — including 28 laptops, 5 monitors, 5 iPads and 12 mobile phones — will be redistributed through a trusted device bank to individuals and families in need.

### Impact in 24/25

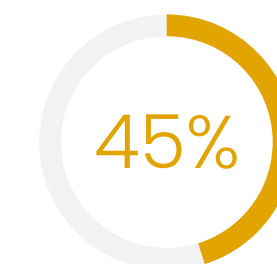
The estimated social value of this donation is **£7,650\***, delivering real impact for end users while extending the life of technology that might otherwise go unused.

Beyond the direct social benefit, the initiative also generates organisational and environmental value – reducing waste and contributing to our sustainability goals.

We're also backing the development of a new Responsible Device Donation Charter, and plan to work with our public sector clients and framework suppliers to promote wider participation increasing impact across our regions and beyond.

*\*using HACT's social value metrics*

### How We Compare:



Only 45% of UK businesses ensure **IT waste is reused or properly recycled** placing us above the national average.



# Ethical Governance and Inclusive Culture

## We are committed to ethical leadership and transparent operations.

LHC Procurement Group is a not-for-profit, Company Limited by Guarantee. We are governed by a Board comprised of Directors from public sector organisations and supported by a senior executive team responsible for the day to day oversight and performance of the Group.

Our mission to improve lives and places through quality procurement solutions is realised by reinvesting our surplus funds into community benefit and social value projects, supporting the communities that we and our clients serve rather than distributing profits to shareholders.

Environmental and ethical governance considerations are embedded in our performance management and internal decision-making, reviewed regularly.

## Our commitment

LHCPG promote a culture of continuous improvement and provide a range of training opportunities for all staff members in order to maximise the social and economic benefits both to individuals but also to wider society.

## Impact in 24/25

In this year we have provided the following:

**22** Masterclasses  
Training to **80** staff members  
**36** hours of accredited CPD sessions delivered to **70+** partners

Indicative social value of this years training -

**£160,669\***

*\*Indicative value using HACT metrics*

## Ethical Business Practice

We strive to create a workplace that reflects our commitment to fairness, diversity, and inclusion. All staff are required to complete our Equality, Diversity and Inclusion (EDI) course as part of induction and our Dignity at Work and EDI policy is reviewed regularly to ensure our staff are informed and supported in creating an inclusive environment.

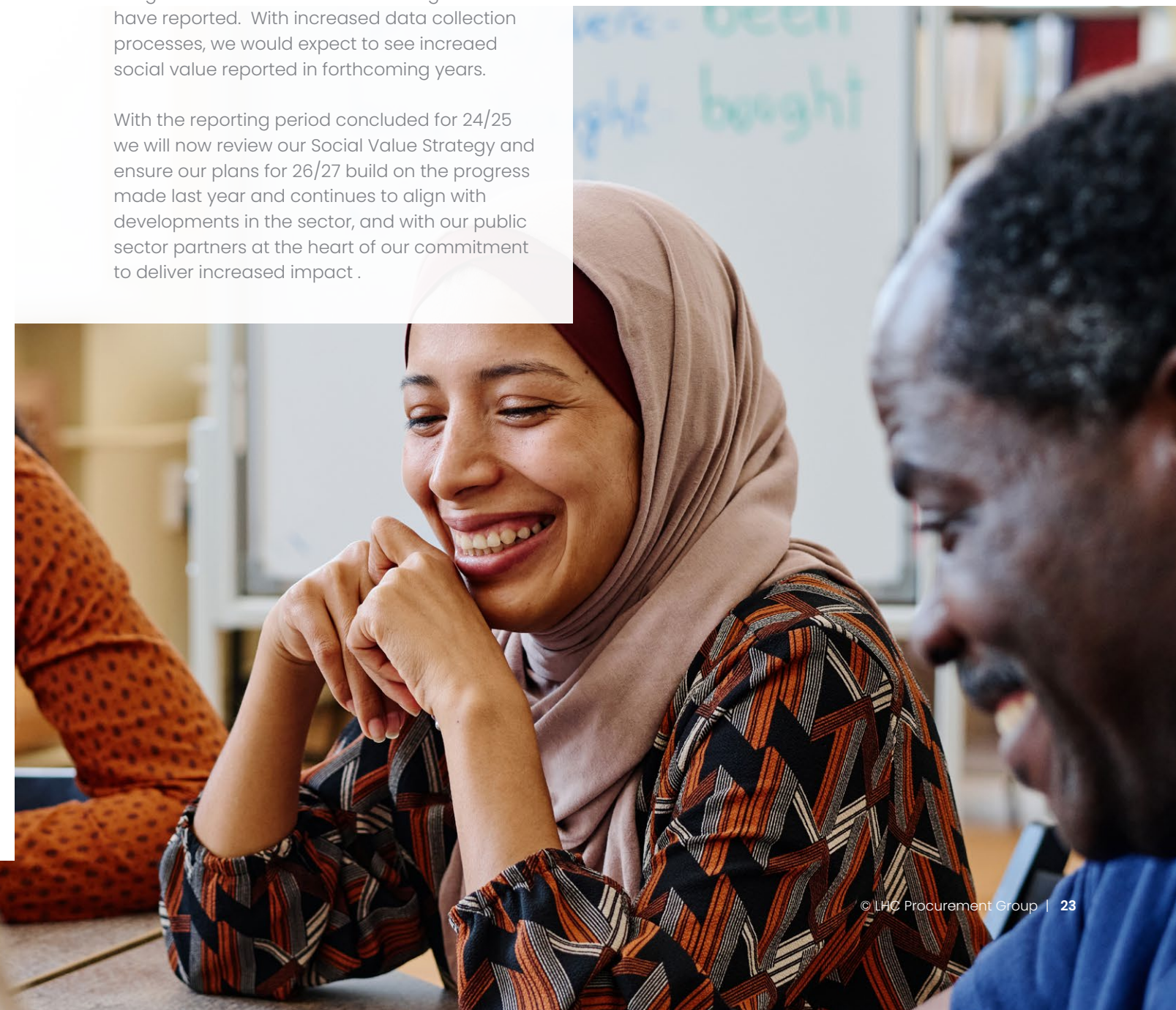
We review our procurement practices not only for commercial and compliance outcomes but now consider the environmental and social impact of all new frameworks.

Impact measurement within this report has been calculated using existing data which will give a conservative view of the figures we have reported. With increased data collection processes, we would expect to see increased social value reported in forthcoming years.

With the reporting period concluded for 24/25 we will now review our Social Value Strategy and ensure our plans for 26/27 build on the progress made last year and continues to align with developments in the sector, and with our public sector partners at the heart of our commitment to deliver increased impact.

## Partnering with HACT

LHCPG continue to work with HACT to ensure our social value vision, strategy and social impact measurement aligns with industry standard metrics, enabling clear evidence of improvements highlighted through our impact in 2024/25.







PROCUREMENT GROUP

Improving lives and places  
through quality procurement solutions

**LHC NPA SPA SWPA WPA**

For more information about the LHC Community Benefit Fund and its future plans, please visit:  
[www.lhcprocure.org.uk/social-value-strategy/](http://www.lhcprocure.org.uk/social-value-strategy/) or contact our Group Social Value Manager at  
[Michael.McLaughlin@lhcprocure.org.uk](mailto:Michael.McLaughlin@lhcprocure.org.uk)

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