

# ANNUAL REPORT SOCIAL VALUE: YOUR OVERVIEW 2023/24

Reporting Period 01/04/2023 – 31/03/2024  
Validated by Social Value Portal for nGAGE Talent



**FUTURE  
READY.  
ALREADY.**

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# 1. OVERVIEW

# INTRODUCTION.

**THIS REPORT OFFERS AN OVERVIEW OF THE SOCIAL, ECONOMIC, COMMUNITY AND ENVIRONMENTAL VALUE DELIVERED BY NGAGE TALENT FROM APRIL 2023- MARCH 2024.**

The activities and initiatives carried out have generated value for local people, their immediate communities and the wider UK society

## THE KEY INFORMATION IN THIS REPORT:

- nGAGE's approach and commitment to Social Value
- nGAGE's TOM System™
- Breakdown of Social Value data
- Key highlights

### KEY

**SV** = Social Value  
**SLEV** = Social and Local Economic Value  
**% SVA** = Percentage Social Value Add  
(Percentage Social Value/Total Contract Value)



**SV £23,612,995.29**

Total Social and Local Economic Value created by nGAGE Talent over the year 2023-24

# NGAGE TALENT AND SOCIAL VALUE PORTAL

**SOCIAL VALUE PORTAL WAS APPOINTED BY NGAGE TALENT TO HELP EMBED SOCIAL VALUE INTO THEIR BRANDS, ENABLING THEM TO MEASURE, VALIDATE AND REPORT ON THE COMPANY, AND THEIR BRANDS' POSITIVE CONTRIBUTIONS TO LOCAL COMMUNITIES AND WIDER SOCIETY.**

## **SOCIAL VALUE PORTAL WAS ENGAGED TO:**

### **Define measurement**

Social Value Portal developed a Social Value measurement framework (TOM System™) that reflected nGAGE Talent's Social Value priorities.

### **Set-up platform and processes**

Social Value Portal created a nGAGE Talent Master Account to enable monitoring of Social and Local Economic Value delivery across its brands.

### **Validate data for robust reporting**

Supporting nGAGE Talent in the quality assurance of data including periodic reviews of the data collected. Reports and project summaries could then be generated through the system.

### **Performance**

The purpose of this report is to communicate the successes from the year 2023-24 with the Social Value Portal (SVP) and identify performance highlights.

# 2. MEASUREMENT



Social Value  
**TOM** Themes  
Outcomes  
Measures

-  Jobs
-  Growth
-  Social
-  Environment
-  Innovation



# MEASURING SOCIAL VALUE: THE TOM SYSTEM™

## THE MEASUREMENT FRAMEWORK USED BY NGAGE TALENT IS ALIGNED WITH THE NATIONAL SOCIAL VALUE MEASUREMENT FRAMEWORK – 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 System™ mapping

A mapping exercise was conducted to align the TOM System™ to the nGAGE Talent's priorities. As a result, SVP developed a bespoke set of TOM System™ built around five Themes, supported by 16 Outcomes and 31 Measures. The set is the default set of TOM System™ used by nGAGE Talent and is based on the 2022 TOM System™ methodology and proxy values

# 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 directly by nGAGE Talent brands. Social Value (SV) and Local Economic Value (LEV) are reported separately, as LEV represents economic value generated locally through displacement of value from elsewhere and therefore not considered to represent value to society as a whole.

## Defining the 'Local'

For nGAGE Talent, 'Local' was defined as a 20-mile radius from the postcode for each of its brands. This ensured that nGAGE Talent were making the most impact for the communities they were working in.

## Local Economic Value

LEV is the monetised value of local jobs and local spend resulting in additional economic value locally. It works under the assumption that the jobs and money spent are simply being diverted from other areas therefore this value is only displaced rather than created.

## Social Value

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

## nGAGE Local Economic Value Measures

1. No. of local employees hired or retained on the contract (NT1)
2. Total amount (£) spent on Local supply chain (NT18)

# NGAGE TALENT: SOCIAL VALUE JOURNEY

nGAGE Talent is a group made up of 24 global brands within talent solutions, headquartered in the UK. As a business operating primarily within the public, health, social care and built environment sectors, we are a purpose-driven business with social value at the heart of what we do. Working in collaboration with Social Value Portal, we established our first formal Social Value Policy and Strategy in 2023. Our key impact areas, where we can deliver the most benefit to society, are:

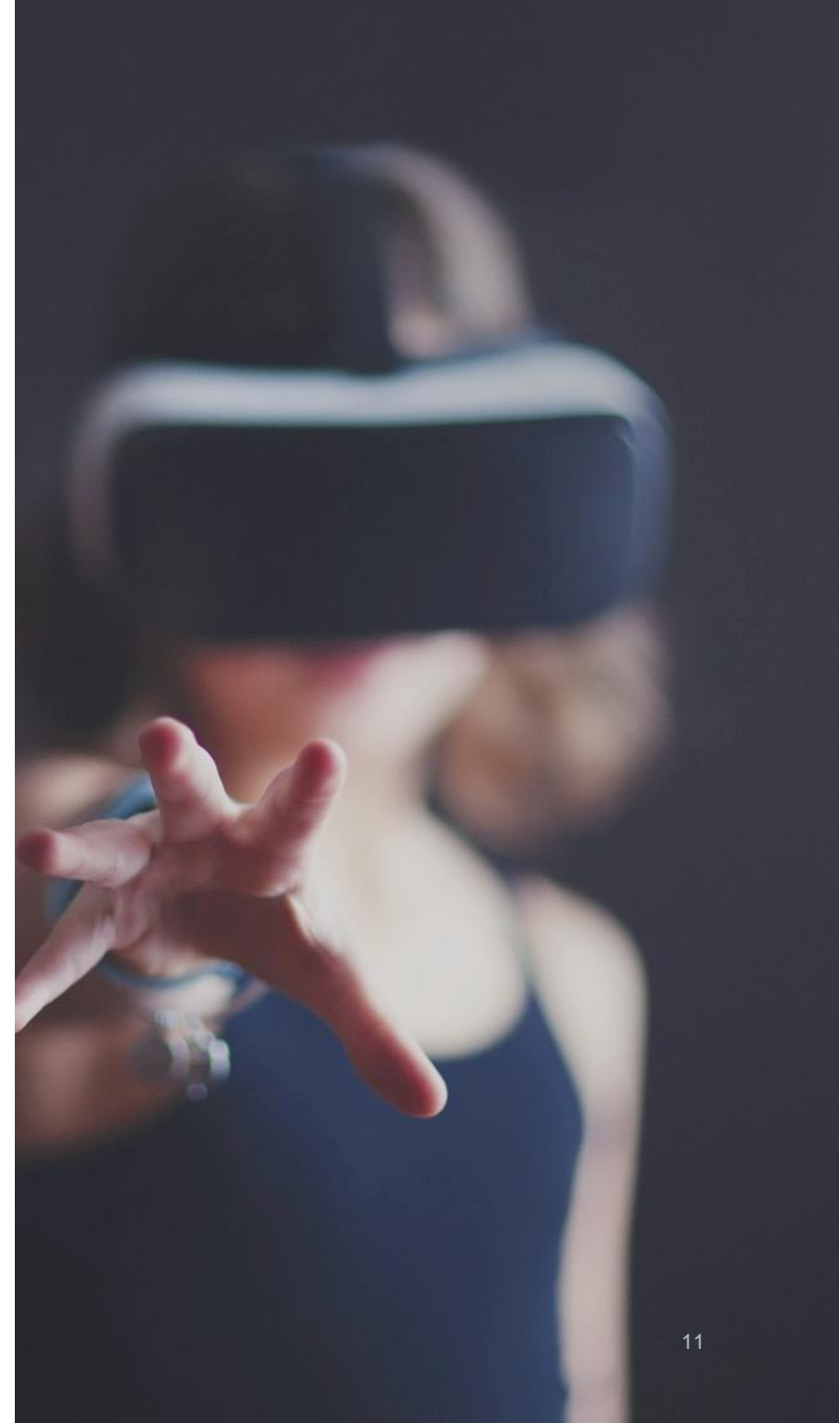
- facilitating more employees entering work,
- facilitating returning to work, and
- overcoming barriers to obtaining employment.

As part of our Social Value Strategy, we have committed to maximising the Social Value Add of our activities by focusing our efforts on where we can have the greatest impact and be accountable to our stakeholders; ensuring we take responsibility for the role we play in their lives.

As a group of brands, we are keen to share our experiences across the group so we can develop organisational best practice around the way in which our activities create social value.

Through the policy development nGAGE Talent has set the aim of:

*“Facilitating a more resilient and dynamic workforce which strengthens the economy and empowering local communities within which we and our customers operate.”*



**nGAGE TALENT**  
OPERATIONS

**attenti**  
consulting

 **Agile Insourcing**

**Proactive**  
GLOBAL

**edenbrown**  
built environment

**edenbrown**  
**synergy**

 **Agile Workforce**

**synergy**<sup>+</sup>  
medical



**ewi** Your Future  
Builds Ours.

**LMS**

**ButlerRose**<sup>®</sup>

**setsquare**

**ACS**

 **BRIDGE OF HOPE**  
.CAREERS

 **Cloud4**  
Solutions

**caritas**

**H** **HOLT**  
**DOCTORS**

**i-resource**

 **MR** Talent  
Technology  
Transformation

**retinue** 

**ryalto**  
CONNECTION THAT COUNTS

## NGAGE TALENT: SOCIAL VALUE JOURNEY

The brands operating under the nGAGE Talent group umbrella have focused on a variety of different initiatives over the past year with a significant impact being created through employing locally as well as employing staff with disabilities and ex-offenders. As a people business, we also place a strong emphasis on employee wellbeing through our wellbeing benefits programmes, EDI training and our volunteering initiatives. Examples include employees providing career support and CV workshops within prisons and employment charities and, within another group business, purchasing and packing Comfort Cases for children going into foster care.

To help us understand our impact, we selected the Social Value Portal to help us quantify the Social Value we generate. We are therefore excited to have this report to help showcase our achievements for our year 2023-24.

# THE TOM SYSTEM™: NGAGE TALENT

**THEMES:**

**OUTCOMES:**



**Jobs**

**Promote Local Skills and Employment**

- More local people in employment
- More opportunities for disadvantaged people
- Improved skills
- Improved skills for disadvantaged people
- Improved employability of young people






**Growth**

**Support Growth of Responsible Regional Business**

- More opportunities for local MSMEs and VCSEs
- Improving staff wellbeing and mental health
- Reducing inequalities
- Ethical procurement is promoted



# THE TOM SYSTEM™: NGAGE TALENT

THEMES:		OUTCOMES:
 <b>Social</b>	<b>Healthier, Safer and more Resilient Communities</b>	Creating healthier community
		More working with community
 <b>Environment</b>	<b>Decarbonising and Safeguarding Our World</b>	Carbon emissions are reduced
 <b>Innovation</b>	<b>Promoting Social Innovation</b>	Social innovation to create local skills and employment
		Social innovation to support responsible business
		Social innovation to enable healthier safer and more resilient communities
		Social innovation to safeguard the environment and respond to the climate emergency



# 3. SOCIAL VALUE IN NUMBERS

# IN NUMBERS.

TOTAL SOCIAL VALUE DELIVERED

**SV £23,612,995.29**

LEV  
£22,582,327.51

SV  
£1,030,667.78

TOTAL REVENUE

**£89,654,875**






SOCIAL AND LOCAL ECONOMIC VALUE ADD (%):

**26.34%**

LEVA (%)  
25.19%

SVA (%)  
1.15%

## SOCIAL VALUE BREAKDOWN BY THEME

		THEME	£SLEV
	<b>Jobs</b>	Promote Local Skills and Employment	£ 22,759,818.27
	<b>Growth</b>	Supporting Growth of Responsible Regional Business	£ 82,402.87
	<b>Social</b>	Healthier, Safer and more Resilient Communities	£ 26,824.15
	<b>Environment</b>	Decarbonising and Safeguarding our World	-
	<b>Innovation</b>	Promoting Social Innovation	£ 743,950.00



# KEY PERFORMANCE INDICATORS



## EMPLOYING LOCALLY

570 Full-Time Equivalent jobs created in the definition of local:

**£22.5m**  
of Local Economic Value



## DISABLED PEOPLE

5.29 Full-Time equivalent jobs created for disabled people:

**£87.7k**  
of Social Value



## YOUNG OFFENDERS

2.59 Full-Time jobs created for 18+ rehabilitating or ex-offenders:

**£62.8k**  
of Social Value



## APPRENTICESHIPS

89.8 weeks of apprenticeships:

**£22.6k**  
of Social Value



## COMMUNITY SUPPORT

£ 18.1k invested in local community projects:

**£18.1k**  
of Social Value



## VOLUNTEERING

515 hours of community project volunteering:

**£8.7k**  
of Social Value



## STAFF SUPPORT

48.32 session hours of staff support provided:

**£4.9k**  
of Social Value



## CAREER SUPPORT SESSIONS

39 session hours of career support sessions provided:

**£4.1k**  
of Social Value

# 4. PERFORMANCE HIGHLIGHTS

TOP THEME

**JOBS**

By delivered SLEV

**595**

Employees provided access to multidimensional wellbeing programme

TOTAL SLEV

**£4m**

Contributed by Built Environment

**7.88**

FTE employment opportunities created for disadvantaged people

## PERFORMANCE HIGHLIGHTS

**THE SOCIAL VALUE DELIVERY DESCRIBED CLEARLY SHOWS THE WIDESPREAD IMPACT AND BENEFIT DELIVERED TO LOCAL COMMUNITIES, AS WELL AS WIDER SOCIETY, BY NGAGE TALENT THROUGHOUT THE YEAR 2023-24.**

The top Theme for nGAGE was 'Jobs' for the year 2023 to 2024 with a total of £22.7m of SLEV. Out of this £22.5 million was achieved via local employment across the different brands. nGAGE had a total of 570 full time equivalent employees within their definition of local.

nGAGE Talent provided staff, across all brands, access to Perkbox, an employee rewards and benefits programme, resulting in £77.5k of Social Value. The programme provides discounts at major supermarkets and retailers which has been ever more significant during the cost-of-living crisis. It also has a wellness hub to promote employee wellbeing.

Built Environment contributed a total of £4m of SLEV equating to around 18% to the total SLEV. This was followed by Retinue with a total of £3.6m SLEV and nGAGE Operations with £3.1m SLEV.

nGAGE Talent created 7.88 full-time equivalent employment opportunities for disadvantaged people. This included opportunities for differently-abled people and rehabilitating or ex-offenders. This contributed towards the outcome of more skills and employment opportunities for disadvantaged people under the Jobs Theme.

# 5. SUCCESS STORIES

# PROVIDING COMFORT FOR CHILDREN GOING INTO CARE.

## SOCIAL VALUE IN ACTION



**£13,118**

Donated to purchase  
comfort cases

**46**

Hours volunteered to help pack  
comfort cases

## Background

Eden Brown Synergy (EBS) supports professionals throughout the public and not-for-profit sectors, with over 160 partnerships with Government authorities, the NHS, third sector charities and Further Education establishments. In 2023 EBS chose Comfort Cases UK as their charity of choice. The charity provides children entering the care system with a bag of bespoke belongings (comfort cases) they can call their own.

## Our activity

Through the year, Eden Brown Synergy have worked in partnership with Comfort Cases UK and local authorities to not only purchase the comfort cases and content for children going into care but also encourage staff to use their 2 day a year volunteering allowance to pack the comfort cases for distribution by the relevant authorities.

## Our impact

EBS has engaged directly with local councils to offer comfort cases for children going into care. For example, EBS approached Northamptonshire council who were immediately taken with the idea and ordered 50 comfort cases for the children they felt needed them most. 4 EBS staff members alongside representatives from Comfort Cases UK, travelled to meet the Northamptonshire council staff who work with children in care and to pack these comfort cases on site. The cases were then distributed by the local authority to children entering the care system.

# MAXIMISING THE NUMBER OF 'LOCAL' PEOPLE IN EMPLOYMENT.

## SOCIAL VALUE IN ACTION



**£22,582,327**

Social Value generated

**570**

Local Employees

## Background

We are committed to reducing our employee commuting as far as possible as a group. As more employees return to the office, their home to work commute becomes an area of increasing focus for us. Our office locations are in city centres where our customers require our services and are as close to public transport links as possible.

## Our activity

We hire as locally to our clients as possible to meet their needs. This has two impacts. The first is to generate as much economic value in the communities in which our customers are based and also minimising our carbon emissions from employee commuting.

## Our impact

We are pleased that we have contributed over £22.5 million of Local Economic Value across the UK. That is 570 employees working within 20 miles of our key work locations providing a positive economic impact and minimising carbon emissions in the local communities in which our customers are based.

# WELLBEING

## SOCIAL VALUE IN ACTION



**£77,522.55**

Social Value generated

**595**

Number of employees  
positively impacted

### Background

nGAGE Talent, as a people business, places great emphasis on the wellbeing of its employees. Therefore, it is paramount that we support our employees' physical, mental and financial wellbeing during the cost-of-living crisis.

### Our activity

Across the whole Group globally we provide staff access to an online app delivering discounts at major supermarkets and retailers. In year one, our global workforce saved over £88,000 through the app. The group also paid cost of living allowances targeted at those with a lower income. In addition to financial wellbeing support, the app provided a wellbeing hub and physical and mental wellbeing support for our staff. Several of the group businesses have taken further action to extend this support to their customers' temporary workers. Holt, Agile & LMS agency doctors and health professionals are offered free access to a mindfulness app. Caritas & Attenti partnered with health and fitness professionals to provide weekly classes (e.g. HIIT & yoga) for all their health and social care customers agency workers online that their own employees could join too.

### Our impact

Through our multiple wellbeing programmes, we have been able to support people working for us, through our supply chain and for customers, throughout the cost-of-living crisis with their mental, physical and financial wellbeing.

# ENGAGING WITH PRISONS TO BRIDGE THE SKILLS GAP IN CONSTRUCTION.

## SOCIAL VALUE IN ACTION



**£2,300**

Social Value delivered

**22**

Hours support provided

## Background

Against a backdrop of skills shortages across the construction sector, Resourcing Group and Set Square have identified a relatively untapped opportunity. With over 80,000 people in custody, they have built strong relationships with prisons, supporting prisoners and prison leavers to find meaningful employment and thereby aid their resettlement back into the community upon release.

## Our activity

Over the course of a year, Resourcing Group and Set Square have supported over 150 prisoners and prison leavers across 8 prisons through CV and interview coaching, training opportunities and careers advice in construction. The mentoring and coaching provided crucial knowledge, skills and training to enable them to secure employment once they leave prison or even secure work whilst in prison. They also actively sought out employment opportunities for prisoners by engaging with the prison employment leads to discuss available roles for prisoners released on temporary license.

agency workers online that their own employees could join too.

## Our impact

The unique engagement with local prisons has enabled Set Square and Resourcing Group to support the construction industry to close the skills gap while making a meaningful impact in their local communities and providing the team with a strong sense of purpose in their work. Crucially, it has enabled employment for prisoners and prison leavers including for a serving offender at HMP Guys Marsh with a construction contractor working within the prison itself.



# 6. SOCIAL VALUE BREAKDOWN

# SOCIAL VALUE BREAKDOWN BY BRAND

Team	£SV	%SLEV
Built Environment Corporate Measurement 23/24	£4,185,069.49	30.47%
Butler Rose, Myles Roberts, Cloud4Solutions Corporate Measurement 23/24	£1,249,285.42	28.07%
Caritas and Attenti Corporate Measurement 23/24	£1,869,661.45	19.27%
Eden Brown Synergy Corporate Measurement 23/24	£2,476,696.15	22.90%
EWI Corporate Measurement 23/24	£1,540,001.07	19.75%
GCS Corporate Measurement 23/24	£1,467,460.35	15.45%
Holt, Agile & LMS Corporate Measurement 23/24	£2,943,084.94	26.86%
nGAGE Operations Corporate Measurement 23/24	£3,117,370.45	269.93%
Proactive Global Corporate Measurement 23/24	£1,138,744.54	16.93%
Retinue Corporate Measurement 23/24	£3,625,621.43	24.46%

# SOCIAL VALUE BREAKDOWN BY KPI

KPI	Number Delivered	£SV
Local Employment (no. people FTE)	570	£ 22,582,327.51
Disabled People (no. people FTE)	5.29	£ 87,770.19
Young Offenders (no. people FTE)	2.59	£ 62,856.71
Apprenticeships (no. weeks)	89.80	£ 22,610.80
Community Support (£ value)	18,105.20	£ 18,105.20
Volunteer Hours (no. of staff volunteering hours)	515.00	£ 8,718.95
Staff Support (no. hrs (session duration)*no. attendees)	48.32	£ 4,880.32
Career Support Sessions (no. hrs (session duration)*no. attendees)	39.00	£ 4,117.62
Educational Sessions (no. staff hours)	8.00	£ 135.44
Other Measures	744,545.00	£ 821,472.55

# £SV BREAKDOWN BY MEASURE

- Jobs
- Growth
- Social
- Innovation

#	Measure	Units	Total Number Delivered	Total Value £SV
<b>NT1</b>	No. of full time equivalent direct local employees (FTE) hired or retained for the duration of the contract	No. people FTE	<b>570.00</b>	£ 22,582,327.51
<b>NT5</b>	No. of 18+ rehabilitating or ex-offenders (FTE) hired on the contract	No. people FTE	<b>2.59</b>	£ 62,856.71
<b>NT6</b>	No. of full time equivalent disabled employees (FTE) hired on the contract	No. people FTE	<b>5.29</b>	£ 87,770.19
<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>8.00</b>	£ 135.44
<b>NT10</b>	No. of weeks of apprenticeships or T-Levels (Level 2,3, or 4) provided on the contract (completed or supported by the organisation)	No. weeks	<b>89.90</b>	£ 22,610.80
<b>NT11</b>	No. of hours of 'support into work' assistance provided to unemployed people through career mentoring, including mock interviews, CV advice, and careers guidance	No. hrs (total session duration)*no. attendees	<b>39.00</b>	£ 4,117.62
<b>NT20</b>	No. of employees on the contract that have been provided access for at least 12 months to comprehensive and multidimensional wellbeing programmes	No. employees provided access	<b>595.00</b>	£ 77,522.55
<b>NT21</b>	Equality, diversity and inclusion training provided both for staff and supply chain staff	No. hrs (total session duration)*no. attendees	<b>48.32</b>	£ 4,880.32
<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	£ invested including staff time	<b>487.20</b>	£ 487.20
<b>NT28</b>	Donations and/or in-kind contributions to specific local community projects (£ & materials)	£ value	<b>17,618.00</b>	£ 17,618.00
<b>NT29</b>	No. of hours volunteering time provided to support local community projects	No. staff volunteering hours	<b>515.00</b>	£ 8,718.95
<b>NT50</b>	Innovative measures to promote local skills and employment 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 - including staff time	<b>743,950.00</b>	£ 743,950.00

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](https://socialvalueportal.com)

