

SOCIAL VALUE FRAMEWORK

Our Approach to Delivering Social Value Impact

Version 1.0

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1.0 OUR SOCIAL VALUE - APPROACH AND PRIORITIES

We are committed to embracing our responsibility to manage our activities in a way that maximises the positive environmental, social, and economic impacts we deliver for our customers and the communities we serve. To support this, we have established a Social Value Framework which outlines how Platform supports the delivery of social value across all our activities. This framework is designed to assist our operational teams and supply chain partners to work in partnership, aligning day-to-day decisions and delivery with our shared purpose and corporate ambitions for social value. The framework has been co-created with our customers to ensure that it is grounded in valuable insight and can deliver what really matters to our customers.

Our Social Value Purpose

**“To make a positive difference to customers’ lives
and the communities we serve.”**

1.1 Our Key Priority Areas

We have gathered knowledge and insight from within our communities so that we can focus on things that matter most to local people. We have aligned our approach to three core priority areas:



The cost of living and economic equality



Thriving communities



Employment and skills development

Our approach prioritises local relevance, and fairness to ensure that social value activity is proportionate, transparent, and embedded across everything we do.

1.2 Supporting our Environmental Ambitions

We recognise the strong link between achieving our environmental ambitions and social wellbeing. Our Environmental programme will continue to be used to promote both internal and externally delivered environmental initiatives (including those delivered through suppliers and partners). Such activities will also be promoted, captured, monitored and reported through this framework.

2.0 SOCIAL VALUE IN PROCUREMENT

This section of the Social Value Framework has been set out to ensure that all contractors and suppliers understand Platform's aims in creating social value for the communities we serve and the important role the supply chain plays in this.

2.1 Regulatory and Legislative Context

Platform's social value approach aligns with the requirements of the Public Services (Social Value) Act 2012, the Procurement Act 2023, the National Procurement Policy Statement, PPN06/20, 05/21 and 06/21.

2.2 Definition of Social Value within the Context of Procurement

Social value is generated when we commit to using our influence and spending power to improve social inequalities, drive local economic growth and enhance the local environment. For operational application, Platform defines social value as opportunities, in kind or cash contributions from our supply chain partners that.

- Are over and above the goods and services or works they're contracted to provide
- Produce a positive economic, social and environmental outcome
- And benefit our customers, local communities and wider societal needs.

2.3 Securing Social Value

Platform will seek social value commitments from all contracts with an annual contract value of at least £200k. If there is an exceptional requirement for a waiver, a business case will be necessary. Commitments may be sought from lower value contracts where feasible.

Social value requirements in procurement will apply to contracts/ agreements via all formal and compliant procurement routes.

The social value commitments made at tender will remain in situ for the duration of all contracts unless Supply Chain Partners are given the opportunity to revise them. This will be managed via contract management processes. The most current revised version will supersede original offers.

Social value commitments are contractually binding.

Platform have a requirement for suppliers to meet a minimum required Financial Social Value Contribution Target (FSVCT) - of 20% of the overall contract value of the tender. Social value commitments can be financial or non-financial contributions (or a combination of the two), which are assessed using recognised proxy values to quantify the social, environmental and economic benefits delivered. Financial commitments and wider social value activities are

translated into monetised social value using established measurement frameworks, enabling consistent and transparent reporting of the impact generated. Where appropriate, we may apply Social Return on Investment (SROI) principles to evaluate the outcomes delivered, assessing the social value created relative to the investment made.

Social value generated is calculated using an SROI – derived Financial Social Value Contribution Target (FSVCT) ratio of £1 to £20. This means a £10,000 financial contribution is expected to generate £200,000 in social value outcomes.

Contract value	Non-financial social value commitment (equivalent to 20% of contract value)	Financial value commitment (equivalent to 1% of contract value)
£500k	£100,000	£5,000
£1 million	£200,000	£10,000
£5 million	£1,000,000	£50,000
£8 million	£1,600,000	£80,000
£10 million	£2,000,000	£100,000

Table 1 – Illustration of financial and non-financial social value commitments based on contract value

Under framework agreements, bidders should commit to a Social Value Contribution Target percentage (20% min) and provide any other requested information. Then, during further competition or direct award stage, should submit their detailed matrix offer and further information, for evaluation.

Alongside and independent of price and quality, Social Value will receive at least a 10% weighted allocation of the total quality score for all relevant tenders.

2.4 Tender Submission Requirements

All bidders will be required to:

1. Use Platform's **Social Value Matrix** to build their social value offers, clearly setting out their proposed social value commitments. The matrix will be made available as part of the tender pack, and there is a mandatory requirement for bidders to utilise it. The social value commitment documented within the matrix must achieve a minimum contribution target of 20% of the overall contract value (or 1% for financial contributions). The social value offer, demonstrated through the **Social Value Matrix** should be aligned to Platform's three priority areas [1. The cost of living and economic equality; 2. Thriving communities; 3. Employment and Skills development]
2. Provide a supporting narrative response describing:
 - I. Details of the proposed social value initiatives they will deliver for Platform, using supporting examples to back up their proposal

II. How their proposed activities align with Platform’s priorities and the specific contract

III. How social value will be delivered in a locally relevant and customer focused way

Platform subscribe to the online social value brokerage platform “Match my Project” [More information is provided in section 2.9 of this document]. Bidders are encouraged to look at the local Platform projects requiring support and where appropriate, draw inspiration from the current projects needed investment, skills or volunteering for incorporation into their bid.

2.5 Tender Stage – Setting Social Value Commitments

Platform’s **Social Value Matrix** provides the mechanism through which bidders will quantify proposed social value activities within the tender.

Bidders will be asked to:

- Clearly set out their proposed activities using the social value matrix, including both financial and non-financial inputs
- Identify the units of delivery (e.g. weeks of engagement, number of people supported, hours of volunteering)
- Demonstrate how these translate into monetised social value outputs, using the pre-defined proxy values within the matrix
- Ensure that the total combined output meets the minimum 20% social value requirement

2.6 Tender Evaluation

Social value submissions will be formally evaluated and scored as part of the tender assessment process.

Evaluation will consider:

- Alignment with Platform’s priority areas
- The credibility and deliverability of proposals
- Evidence of experience and capacity to deliver social value
- Anticipated outcomes and impact including details of how data will be captured and progress measured within your organisation

The bidder with the highest social value score will be awarded the full percentage allocation, and the rest of the cohort receiving a percentage that is proportionate to the top scorer.

2.7 Dialogue

In some tender processes, Platform may undertake further dialogue or clarification discussions as part of the bidding process. This may be used to better understand the proposed social value offering, how commitments will be delivered in practice and to explore opportunities to strengthen alignment with customer and community needs.

2.8 Post Award Requirements and Delivery

Following contract award, the successful bidder's **Social Value Matrix** submission will form the baseline for delivery and will be embedded into contract management arrangements. The successful bidder will also be required to attend a **Social Value Start-Up Meeting** with Platform representatives. This session will be used to:

- Review and confirm the social value commitments made at tender stage
- Refine and shape delivery approaches where appropriate
- Agree reporting arrangements and points of contact

Social value commitments agreed through this process will form part of the ongoing contract management arrangements and will be monitored and reviewed throughout the life of the contract.

Strategic Supply chain partners will be asked to regularly attend a **Social Value Partnership Group** along with other supply chain partners, Platform representatives and Platform customers. The purpose of the group will be to explore and progress opportunities to work collaboratively on social value with Platform.

2.9 Online brokerage to connect businesses and suppliers

Bidders are encouraged to subscribe to the “**Match My Project**” platform and utilise the database both at bidding stage and throughout contract delivery. Match My Project is an online brokerage platform that connects businesses and suppliers with local voluntary, community, faith and social enterprise (VCFSE) organisations. This facilitates targeted social value by supporting real community needs.

At tender stage, bidders should review the Match My Project database to understand current community priorities and, where appropriate, draw inspiration from live projects requiring funding, skills, volunteering, or materials. This will help ensure proposed social value commitments are relevant, deliverable, and aligned to local need.

During contract delivery, suppliers will be expected to actively engage with the Match My Project platform to identify opportunities, match resources to projects, and deliver against their social value commitments.

The platform can be accessed here:

→ Match My Project [<https://matchmyproject.org>]

Please note that the platform will be live from August 2026.

2.10 Monitoring and Reporting Social Value

Supply Chain Partners will be required to follow Platform's social value reporting process as instructed. This will include completion of a monthly **Social Value Progress Update Form**, capturing details of progress against the social value commitment.

Social value reporting should reflect the anticipated cost of social value committed, actual cost and impact proxy values of social value delivered - none of which should be double counted in any other Platform reports. Changes in contract spend +/- 10%, will trigger proportionate adjustments to social value targets.

Supply Chain Partners will be required to elect a **Social Value Champion** and provide Platform with their name and contact details. This person will act as the first point of call for all aspects of the supplier social value commitment. Additionally social value will be a regular item at contract management meetings.

A social value dashboard report and performance league table will be published and distributed to Supply Chain Partners at least quarterly.

2.11 Supporting SMEs, VCSEs and Social Enterprises

We recognise the critical role that Small and Medium-sized Enterprises (SMEs), Voluntary, Community and Social Enterprises (VCSEs) and Social Enterprises play in driving inclusive economic growth, innovation, and local value. As such, we are committed to encouraging and enabling participation from these organisations throughout the delivery of contracts.

Where a supplier or delivery partner qualifies as an SME, VCSE, or Social Enterprise, we acknowledge that some elements of social value reporting may present additional challenges, particularly during early stages of contract mobilisation or where formal measurement is a new requirement. In recognition of this, reporting expectations will be proportionate and tailored to reflect the capabilities and maturity of the supplier organisation.

We will work collaboratively with qualifying suppliers to develop the social value reporting approach, ensuring this is meaningful, and focused on genuine value creation.

2.12 Distribution of Social Value to the heart of Customer and Community Need

Platform's approved, digital, social value matching platform, that brings community requests to the direct attention of Supply Chain Partners (Match My Project) will be the primary vehicle for social value delivery. In this way, community/customer requests and Supply Chain Partner offers will be vetted, compliance checked and assessed for alignment to our core social value themes. This is intended to ensure fairness and transparency in the distribution of social value resources and opportunities. Staff of Platform, community partners/groups and Supply Chain Partners, should not make arrangements for social value resources, outside of Match My Project. Coincidental, 'real world' matches will be agreed by Platform's Social Value Team (and may still need uploading to Match my Project).

2.13 Social Value Commitments

All social value commitments are contractual, and Platform will work alongside you and our Customers to make sure these happen and that they return true benefits. These commitments will be monitored as part of the regular Contract Management meetings. If commitments are not met for whatever reason one financial year these will be assessed to see if all parties can improve/ adapt them so they can become achievable within an agreed timescale.

3.0 MEASURING SOCIAL VALUE

To ensure transparency and consistency, Platform adopt a structured approach to assessing our social value impact. Our primary methodology for measuring social value is through the use of our Impact Tool. Impact is a recognised measurement platform that enables us to quantify, track, and report the social, economic, and environmental outcomes generated by our activities. This tool allows us to assign financial proxies to social outcomes, ensuring that the value created for communities is clearly demonstrated and comparable.

In addition, we align our measurement of social value with the recognised MeasureUp framework. MeasureUp's methodology provides us with a robust, transparent and standardised approach to evaluating social value creation. This framework ensures that our reporting is consistent with industry best practice and supports effective benchmarking.

Through the integration of these methodologies, we are able to:

- Capture both quantitative and qualitative social value outcomes
- Monitor performance against Platform's defined social value targets

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- Provide transparent and auditable reporting to stakeholders
 - Continuously improve our approach based on data insights

By embedding these tools and frameworks into our processes, we ensure that Social Value is measured, delivered and clearly evidenced.

4.0 DIRECTORATE AND LOCALITY DELIVERY

Each Directorate and/ or locality can apply this framework by creating and implementing their own social value delivery roadmap, integrated into local plan(s).

Directorates and localities can decide which priorities and goals to address within those plans, according to local needs analysis. In this way teams and functions can build social value into their activities.