

Unlocking Social Value Report 2024/2025

Introduction

Welcome, I'm pleased to introduce our Unlocking Social Value Report for 2024/2025.

At Karbon Homes, we believe in creating strong, thriving communities. One way we do this is through our Unlocking Social Value programme, which helps us go beyond financial investment to bring real benefits to people's lives.

Social value means helping residents find jobs, improving local spaces, and supporting essential services—things that make a lasting impact. Through our procurement process, we work with contractors and suppliers to find new ways to bring value to our communities.

In 2024-25, we've delivered £2.8 million in social value projects, making a real difference to those we serve. This report highlights the incredible contributions made over the past year and the positive changes they've brought.

A huge thank you to all the contractors and suppliers who have supported this work—your generosity has helped build strong foundations for life.

To learn more, check out our latest report or visit our www.karbonhomes.co.uk/social-value.

Philip Pollard,
Assistant Director, Customer and Community Engagement

How we procure goods and services

At Karbon Homes, we're committed to delivering high-quality products and services to our customers while ensuring great value for money. Our procurement process helps us find the best suppliers to work with, following public procurement regulations to keep things fair and transparent.

We welcome businesses of all sizes that align with our values. Environmental and social responsibility is important to us, and we expect all suppliers to follow our Contractor Code of Conduct.

Each year, we invest over £190 million in a wide range of goods and services, including:

- Food and care services
- Repairs, maintenance, and construction materials
- Utilities and office supplies
- Waste management and transport
- Professional services and ICT equipment

We also run a large capital investment programme, building 500+ new homes annually.

Want to learn more about our procurement process? Visit www.karbonhomes.co.uk/procurement.

Chris Smith, Group Procurement Manager

Social value delivered

Measured using the National TOMs

£2.8m - Total social value delivered at the end of 2024/25

87.5 local direct employees hired or retained - value: £2.4m

578.6 weeks of apprenticeships and T-Levels - value: £145.6k

47 weeks of paid work placements - value: £9.1k

2 people recruited via New Start employment programme

536 hours of support into work - value: £56.6k

155 hours of school and college visits - value: £2.6k

£195.4k incoming funding available to sponsor community projects

£29.4k in kind contributions made (materials and time)

142 volunteering hours delivered - value: £2.4k

£1.4k support for environmental conservation and sustainable ecosystem management

11.5 hours of expert advice to MSMEs and VCSES - value: £1.2k

Our social value stories

At Karbon Homes, social value is more than just an initiative - it's about people, futures, and real-life impact.

The projects we invest in are changing lives by empowering young people, strengthening communities, and providing crucial support to those who need it most.

I've loved being able to work with our contractors and suppliers to find ways they can make a difference to our customers lives. I'm excited to share some of the stories with you.

Jessica Alexander

Karbon Homes Social Value Coordinator

Case study

Investing in young people

A group of budding gardeners from St Oswald's Primary School left their mark on a new housing development in Hebburn. With the support of Able Construction, eight Year Five pupils helped plant the first flowers in the communal garden.

Able's commitment to social value goes beyond the flowerbeds. Through interactive sessions, they supported the pupils to explore design and technology, gaining hands-on experience in construction. A £500 donation from Able helped equip their school with a workbench and tools, ensuring they could continue to develop their skills and aspirations.

"Seeing the pupils getting stuck in has been truly rewarding—it's been about giving them a glimpse into their future." – Les Wharton, Contracts Manager at Able

Case study

RE:GENerating communities

In Hartlepool, RE:GEN's team saw an opportunity to support the community during their planned housing improvements. While renting space in Belle Vue Community Centre, they discovered the youth club kitchen—used to prepare meals for over 200 children a week—was no longer fit for purpose.

With support from their supply chain partners, they funded and fitted a brand-new kitchen, helping children in the community to continue receiving the meals they rely on.

“We wanted to leave something behind that mattered—this kitchen will support local children for years to come.” – Dave Brown, Operations Director, RE:GEN

Case study

Building partnerships

We've been able to bring together our supply chain to support our community partners with things that really matter to them.

West Northumberland Foodbank were able to benefit from three key partnerships:

- APM Cleaning volunteered specialist cleaning services for a one off clean of the building, leading to a longer term partnership and support with monthly cleaning
- Property consultant Storm Tempest conducted a building survey around energy efficiency, providing recommendations and advice on funding opportunities.
- BDS (Northern) Ltd volunteered expert advice and hands-on support around HR policies. Thanks to their time and

expertise of BDS' Operations Manager, Louise Ibberson, the food bank was able to manage its HR needs independently, ensuring its staff and volunteers are fully supported.

“Louise’s guidance has given us the confidence to take control of our HR function—we’re so grateful for her time and support.”
– Sam Gilchrist, Project Manager

Case study

Fuelling the future

Over 700 children across the North East are fuelling their school day with Greggs Foundation Breakfast Clubs, thanks to Unlocking Social Value funding from Karbon Homes.

The investment will help to prevent food insecurity, feeding pupils in a total of 11 primary schools from Seaham to Wylam, who previously arrived at lessons hungry.

The £60k funding is, for the next two years, part of the social value commitment to Karbon from three of its material contracts suppliers, Jewson, CEF and Wolseley.

Chris McKenna, Regional Sales Manager at Wolseley, UK said: “Wolseley are delighted to be involved with contributing to the community. We see it as part of our responsibility as we employ lots of people in the local area and the young children coming through could be future employees of ours so it’s good to give back to them.

“It feels great to see the money going to good use, it’s fantastic to see all the young kids here all happy and getting a good breakfast.”

Case study

Building future careers

For some, a helping hand into employment is life-changing. Robertson Group gave Karbon Homes residents the chance to explore careers in construction, offering a five-day hands-on skills course.

From bricklaying to painting and decorating, participants gained real experience and even secured certifications, opening the door to new job opportunities and brighter futures.

“This course wasn’t just about skills—it was about giving people the confidence to step into the industry with purpose and ambition.” – Alasdair Hill, Social Impact Manager, Robertson

Find out more

However big or small, the commitments from our contractors and suppliers make a huge difference to the lives of our customers.

Visit our Unlocking Social Value page to find out more about our programme

www.karbonhomes.co.uk/social-value