



Reflections on Social Value 2024-2025

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Kathleen Reid

Energy & Procurement Manager
Social Value Lead

Kathleen has worked for LASER for 34 years, with the last 20 years in Procurement, establishing energy frameworks, supporting day-to-day market trading with the team, and playing a key role in the development of services offered through the organisation.

Since 2022, Kathleen has also taken a leading role in working with suppliers to set out social value targets. She has built strong, collaborative relationships with suppliers, helping them enhance their offerings and deliver meaningful outcomes. Her work has included facilitating community events and ensuring that funds are directed to charities local to our customers across the UK, creating benefits for communities nationwide.



Introduction

At LASER, we understand the vital role we play in creating a more sustainable and inclusive future for our communities, our people, and society as a whole.

We aim to embed social value across all operations both internal and external and by engaging suppliers, customers, and employees. Our focus is environmental impact, complimented by social and economic benefits to wider communities as a whole. To deliver on this responsibility, we've developed a comprehensive social value plan focused on reducing emissions and addressing environmental challenges.



Management of Social Value

How it is run

A small internal team oversees social value activities, tracking progress and promoting integration into our culture.

Regular reviews focus on:

- ✓ Internal process improvements
- ✓ Reporting of tracked outcomes
- ✓ Team participation in activities
- ✓ Engagement with suppliers and customers

A dedicated Social Value Representative ensures:

- ✓ Early supplier engagement via Framework Management
- ✓ Customer needs are collated and communicated effectively
- ✓ Employees have a central point for input



Collaboration

As part of Commercial Services Group, LASER work with the Commercial Services ESG (Environment, Social and Governance) Team to share insights and strengthen our social value impact.

Embedding Social Value

We review:

- CSG Internal metrics (mileage, paper, waste, energy)
- Customer and supplier input
- Tendering (minimum 10% social value, PPN 002 compliance)
- Supplier management (KPIs and SLAs)

Working with our suppliers

We are very grateful to the involvement of the suppliers we work with and it is great to collaborate with them on several social value initiatives. You will read about some of these projects within this report, for example, Food Banks, Community Funds and more.

Communication

Having our employees involved in this mission is important to us and so we are proactively promoting social value activities internally to all staff. This includes – volunteering days and supplier social value initiatives that staff can share with customers and/or be involved with. Our supplier initiatives are all shared with relevant customers to ensure they can make the most of their opportunities as they arise.

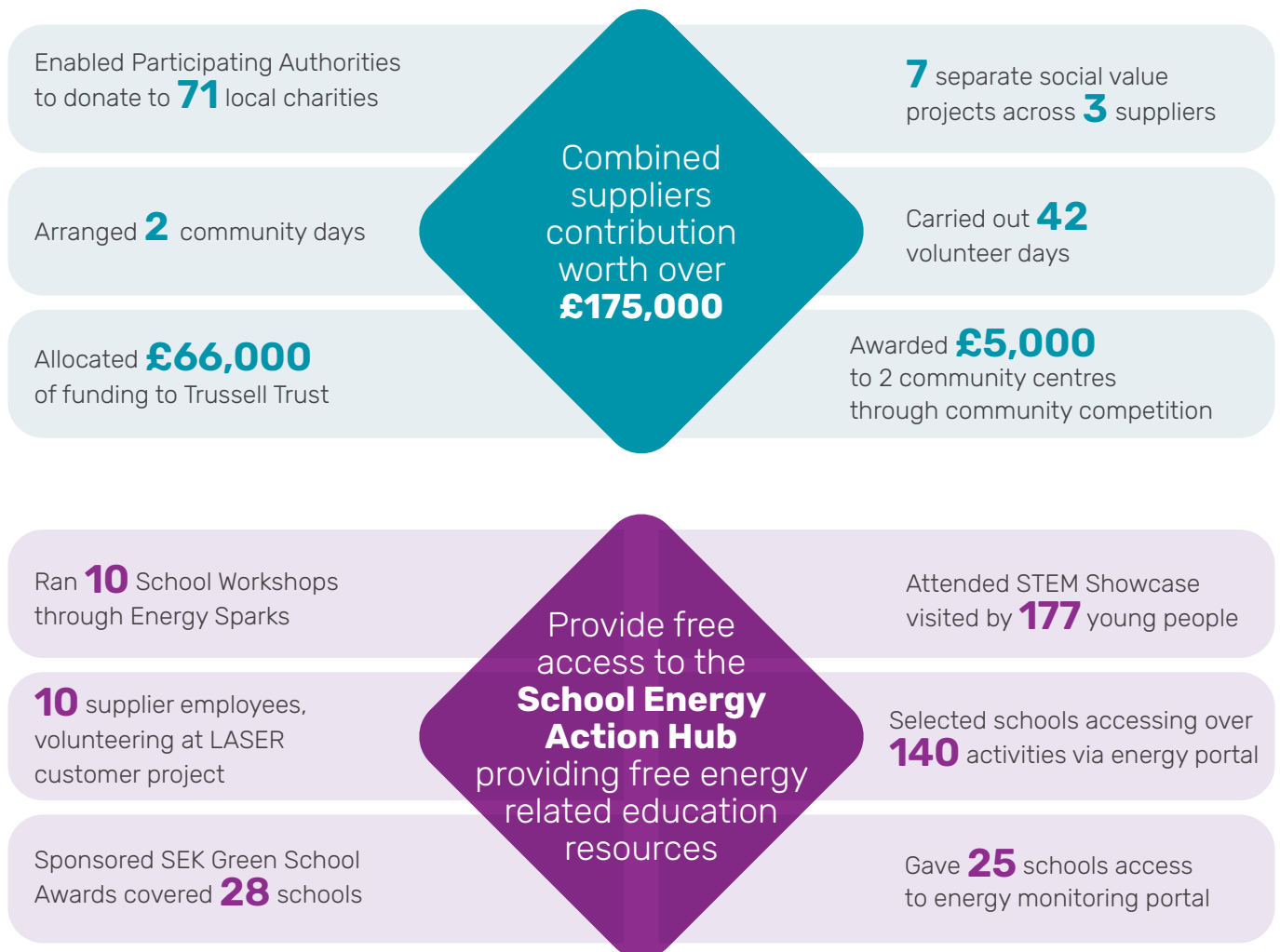
Performance management

We want to ensure that the activities and initiatives we are running are having impact. Our social value representative records all successes and attends review meetings with our suppliers on a monthly basis.



Impact by numbers

Projects are set on an annual basis this covers Q3 2024 – Q3 2025





Social Value in action

Below is a showcase of the social value initiatives generously supported by our suppliers throughout 2024-2025

We can help you with:



Flexible Energy Procurement
Shield your budget from price spikes



npower Business Solutions (nBS)

Donated £100,000 to Participating Authorities.

The aim: to give authorities the option to redistribute the funds and benefit a local charity.

Food Bank Donation

A grand total of £100,000 was put forward by npower Business Solutions (nBS) to be distributed amongst LASER/nBS Participating Authorities with the target of the funding being local or national foodbanks.

With poverty befalling many families across the UK, the local food bank has become all too familiar. By making this funding available, Participating Authorities have been able to make contributions to their local foodbanks.

Any Participating Authority that chose not to take their allocated funding, had their contribution passed to the Trussell Trust.

In the past 12 months, Trussell's network of food banks provided **3.1 million emergency food parcels** to people facing hardship across the UK – this is the most parcels the network has ever distributed in a single year.

£65,000 helped them support a food bank to provide an emergency food parcel to over **5,000 (5,416) people in crisis**.

A handful of the charities benefiting from the LASER Social Value Scheme 2024/25 include: Trussell Trust, The Community Storehouse, Leyland Foodbank, Bexhill Foodbank, Deal Foodbank, Horsham Matters, Waterloo Foodbank, Northern Devon Foodbank, Acts of Kindness, Folkstone Rainbow Centre, The Farm Community Kitchen and many more.





Feedback from some of the local charities:

“The Purfleet Trust has been a vital part of the King’s Lynn community for over 30 years, supporting thousands of individuals experiencing homelessness. In response to growing local needs, we established The Purfleet Pantry two years ago, located just off the Southgates Roundabout in South Lynn.”

“Since opening, the Pantry has supported thousands of residents from South Lynn and the surrounding areas by offering access to affordable food, household essentials, furniture, clothing, and crucial support services.”

“In light of the ongoing cost-of-living crisis, we have seen a significant increase in demand – even among working families who are now struggling to make ends meet. The support provided by both the Trust and the Pantry has become more important than ever.”

“Your generous donation enables us to continue this vital work, helping us provide fresh, high-quality, and affordable food to those who need it most in our community.”

Purfleet Trust (Norfolk donation), Norfolk and Suffolk Constabularies



Flintshire Foodbank were thrilled to receive a grant of **£1,006.71** from LASER. As a local, independent charity we raise all our own funds. Every donation we receive helps us to continue to support people in Flintshire experiencing crisis and hunger.

The **donation made by LASER** covered the cost of 20 family parcels. Each family parcel provides three days' worth of nutritionally balanced food for 2 adults and 2 children. In addition to food, we provide toiletries, sanitary products, and laundry detergent.

Because of the donation from LASER, **40 adults and 40 children** have been able to go to school and work with full stomachs, have had a warm meal in the evening, have been able to go out clean and washed and have felt the sense of dignity and nourishment that we all deserve. We believe that our food parcels offer more than a warm meal; **they give families back their independence**, a feeling of security and the hope that they will come through the crisis they are experiencing.

Thank you to LASER for supporting Flintshire Foodbank, enabling us to provide food to 20 families experiencing food poverty and crisis."

– Flintshire Foodbank



Funded Energy Sparks Energy Management Portal and Workshops.

The aim: facilitating schools to monitor and manage their usage but also to encourage pupils to get involved with energy awareness and participate in energy focused activities.

npower Business Solutions (nBS) have funded a programme of up to 25 school workshops through 2024 coupled with access to site usage information via the Energy Sparks Portal. The workshops are being run by Energy Sparks who also offer ongoing reviews and advice to the schools for a 12-month period helping them to recognise potential areas for energy saving and aiding the school to promote environmental awareness.

There have been **25 schools involved and over 13,000 pupils, with an average of 23% of pupils receiving free school meals across the funded schools.**



We're thrilled to report some great success stories so far:

Lea Forest Primary School reduced their annual energy bills **by 14%**.

Boxgrove C of E Primary used the online resources to initiate a "turn it off" campaign to reduce their electricity use over the Christmas Holidays by a **remarkable 62% compared with the year before.**

There were 119 registered staff users at funded schools with active Energy Sparks accounts, with job roles ranging from head teachers, teachers, school business managers and school estate managers.



Most workshops involved the use of a thermal imaging camera to allow the pupils to investigate heat and heat loss around the school site.



“The workshop facilitator **engaged the children really well from the start**. He provided information that was challenging, explanatory, global AND specific to us and this provided both children and staff with information that was likely to be behaviour changing even after the one input...**they were successfully made aware of what they could do on a daily basis** to make a difference on an individual and a school level. That was very well done!”

– Vanessa Pearce, Head teacher, Beaudesert Lower School



Community Days

Organised and financed community days with a focus on issues relevant to the local area.

The aim: to encourage communities to come together and provide access to help groups and support groups in one place.

Barking and Dagenham Community Day

LASER and npower Business Solutions (nBS) supported a Barking and Dagenham Community Day. This event was designed to bring residents, local businesses, charities and support organisations together under one roof, creating a space where people could access practical advice, enjoy fun activities and build stronger neighbourhood ties.

Around 60 residents engaged with stallholders and the event proved to be a great success helping to signpost attendees to vital local services and support.

“Meeting communities face-to-face is a powerful way to show how, together, we can support vulnerable households. It’s a privilege to be part of this event.”

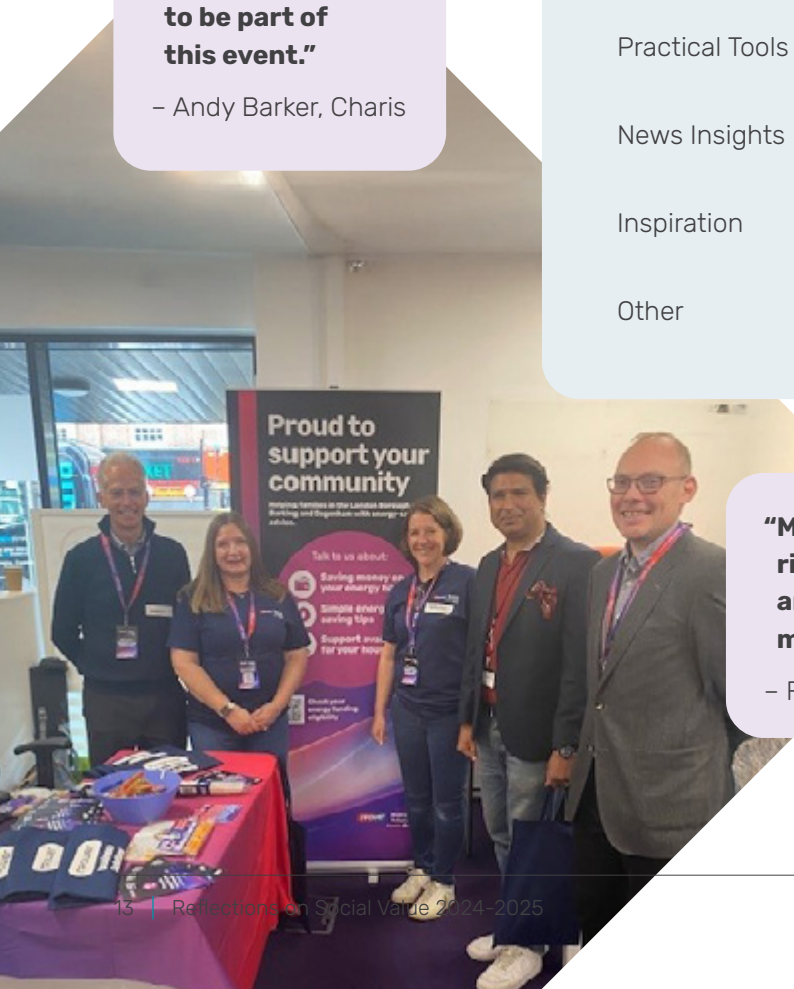
– Andy Barker, Charis

What value or benefit have you gained from attending?



“Many in our community are struggling with rising energy costs, so it’s great to have nBS and LASER’s support to offer practical help that makes a difference.”

– Faye Elliott, Barking & Dagenham Council



Thrift & Thrive Community Day

npower Business Solutions (nBS) collaborated with Thrift & Thrive (formally Gillingham Street Angels), to welcome local businesses and collaborators from Charis, NEA and MIND to host a community day in Chatham, Kent.

This event was set up as a one stop shop for advice across a wide range of areas and although Thrift & Thrive have a great network of people, they had not been in the Intra Chatham High Street for a long time and so they were also keen to use the opportunity to reach out to local businesses to help with the arrangements for the day as a way of bedding into the area.

Thrift & Thrive managed to arrange for three local restaurants/cafes to support the event, the local Granite Gym to provide a self-defence display and Medway Adult Education to host a stall offering advice and fun activities for the children.

They hosted a tombola while Shed Angels were selling wooden bird tables and reaching out to people to join them in creating amazing projects from wood destined from land fill.

There were businesses focusing on health support offering health advice and Carers First providing guidance to anyone struggling with their responsibilities to care for others. Carers First often support carers as young as five years old, caring for siblings or their parents and other carers as old as ninety-five. In addition to the all the above there was a recycling art stall, glitter tattoo table, children's activity table linked to the promotion of the Intra as a community and of course a bouncy castle and ice cream van.



"I hope this event gave people access to information that will be of help to them and that as well as having a fabulous day, eating some amazing food, entertaining some lively children, this event will have a legacy of sharing advice around energy efficiency, education, funding, access to benefits as well as mental health and carers support...and of course highlighting the great work carried out by Thrift & Thrive in relation to helping those people who find themselves in difficult financial situations."

– Kathleen Reid, Social Value Lead, LASER



Total Energies

Donated £5,000 to Community Centre Competition in 2024.

The aim: to give additional support to community centres forming the heart of many areas.

Community Centre Competition

Lower Green Community used their competition winnings to host Energy Saving Workshops. The funding provided helped to facilitate an event that would not only bring the community together but give them useful tools to help them save energy in the future.



Feedback from attendees

"Since the workshop last week I have only put my heating on twice because I've been using the electric blanket, it keeps me so warm. I didn't realise they would be so useful – they even keep the sofa warm!"

"The information I received from the workshop was amazing. I'm overwhelmed as I wasn't expecting so much help and support"

"Yes, very helpful, I've got tips to go away and think about"

What was delivered:



Over 60 energy savings devices distributed, including draught excluders, glazing film, radiator reflectors.



24 small appliances given out such as air fryers, slow cookers, electric drying rails and dehumidifiers.



Electric throw provided to all participants.



Resource booklets with guidance on where to find further help and support

Sponsored the Green School Awards 2024

The aim: to provide encouragement to pupils to be aware of the environment and act in a way that is beneficial for the future.

The Green School Awards are organised by Social Enterprise Kent (SEK) to celebrate and recognise schools for their eco-friendly initiatives. These awards highlight effort such as maintaining onsite veggie patches, setting up recycling stations and promoting outside learning. The awards showcase the creativity and dedication of young people in driving positive environmental change.

Total Energies provided sponsorship for these awards. LASER and Total Energies attended the launch of the awards, the judging of entries and the final award ceremony.



"I want to extend my heartfelt thanks to you, our wonderful sponsors for attending the Green School Awards today and for being such incredible supporters. Your sponsorship truly makes a significant difference, enabling this event to take place. Lots of happy faces, both teachers and children."

– Sophie Wallace, Corporate Fundraising Manager, SEK

Sponsored the Green STEM Showcase 2025

The aim: to support school children interested in STEM subjects but also to open up STEM options to all.

Total Energies

The Green STEM Showcase run by Social Enterprise Kent (SEK) was held at the University of Greenwich, Medway campus. Sponsored by Total Energies, this event enabled students to participate in interactive activities that not only spark curiosity but also inspire actions students can take back to their schools and homes. Featuring a host of energy and sustainability-focused organisations from Let's Go Zero, to South Eastern Railway and the Environmental Agency.

LASER had a stand at the exhibition getting children to share their thoughts around renewable energy and ran a competition for them to win prizes for their school.



Feedback from Social Enterprise Kent

"I was absolutely delighted with how well the Green STEM Showcase went and how positively it was received. Schools were highly complementary about the event, praising the range of activities and experiences offered to their students. It was a joy to watch young people engaging with industry professionals and enjoying their time at the University of Greenwich campus. I am confident that the event provided new knowledge, inspiration, and aspirations for all who attended."

– Jo Homes, Event Manager, Social Enterprise Kent



Corona Energy

Donated £5000 to Participating Authorities.

The aim: to give authorities the option to redistribute the funds and benefit a local charity.

“Thank you so much for choosing to support Trussell with a generous donation. Your support allows us to be there for people in their hardest moments and offers more than just food - it brings hope, dignity, and relief to people in financial hardship. Your generosity means we can ensure funds are targeted where they are needed the most so food banks can continue to be there for people to provide compassionate, practical support and advice this winter. Together, we can make a real difference.”

– Trussell Trust

Hardship Fund

Just over £5,000 was put forward by Corona Energy to be distributed amongst LASER/Corona Participating Authorities with the target of the funding being local or national charities.

Participating Authorities had the option to allocate their fund to a local charity but if a local charity was not chosen then their allocation went to the Trussell Trust benefiting foodbanks across the UK.

A handful of the local charities benefiting from the LASER Social Value Scheme 2024/25 include: Trussell Trust, The Rainham Foodbank Havering, The Rainbow Centre Barnet, Hambleton Foodshare and



Our contributions

The School Energy Action Hub

The School Energy Action Hub from LASER is a free resource designed to help UK primary and secondary schools cut carbon, save energy, and embed sustainability into everyday school life. It provides ready-to-use materials including infographic posters, classroom stickers, lesson plans, and assembly slide decks tailored for different age groups. Activities such as “Switch-Off Patrols,” “Eco Pledge Walls,” and the “Green Guardians” guide encourage pupils to take an active role in reducing waste and conserving energy both in school and at home.

Beyond teaching resources, LASER also offers schools practical support to identify energy-saving opportunities, reduce carbon emissions, and access funding for net zero projects. The Hub enables schools to engage pupils, staff, and the wider community in sustainability—turning awareness into measurable action while supporting long-term energy and carbon reduction goals.

OUR SCHOOL
**Energy
Action**
HUB

Access
the hub
here



Volunteering Days

Every member of Commercial Services Group is given a Volunteer Day to use each year. Here are some photographs of the team hard at work! Tasks were more often than not based outside involving litter picking, hedge trimming, pumpkin picking preparation, building but some were able to get opportunities at horse stables, fox hospital and dog kennels. All fantastic days and always a positive impact.

Looking to the future

We are thrilled with the impact the social value projects and initiatives have had this year and we're looking to how we can expand this in 2026-2027.



The new Social Value Model

The new Social Value Model was introduced in February 2025 as part of Procurement Policy Note 002.

The model provides a framework to help embed social value throughout public sector procurement. It sets out missions and outcomes for consideration and also provides clear award criteria guidance. By utilising this model we can ensure that every contract is set up to deliver additional benefit to the community, environment or economy and improve wellbeing.

Mission

Take Back our Streets

Focus:

Community safety, crime reduction, safer public spaces

Kickstart Economic Growth

Focus: Employment, fair work, skills, and workforce wellbeing

Net Zero and Environmental Resilience

Focus: Carbon reduction, sustainability, climate adaptation

Policy Outcome

- Reduced crime and antisocial behaviour
- Improved safety in public spaces
- Increased community participation in safety initiatives
- Support for vulnerable or at-risk groups
- Stronger partnerships with policing, youth services, and community organisations

- Creation of new jobs, especially for disadvantaged groups
- Addressing Skill Gaps
- High-quality apprenticeships and training
- Fair pay, secure work, and improved working conditions
- Workforce wellbeing and mental health support
- Inclusive recruitment and progression pathways

- Reduced carbon emissions across operations and supply chains
- Increased use of renewable energy and low-carbon technologies
- Reduced waste and improved circular economy practices
- Enhanced biodiversity and nature-positive actions
- Climate adaptation and resilience planning

Mission

Thriving Communities

Focus: Local prosperity, community cohesion, volunteering, and social capital

Public Sector Productivity

Focus: Innovation, efficiency, digital transformation, and value for money

Policy Outcome

- Increased community engagement and volunteering
- Strengthened local supply chains and SMEs
- Support for VCSE organisations
- Improved access to services for disadvantaged groups
- Enhanced community wellbeing and cohesion

- Improved productivity in public service delivery
- Adoption of innovative technologies and processes
- Better data use and digital capability
- Reduced administrative burden
- More efficient, transparent, and resilient supply chains

Here is what we are committed to:

Encourage case study building and share successes.

Work with Suppliers to plan for the future and develop an effective way of monitoring actions, benefits and progress.

Ensure channels are open to listen to feedback from Participating Authorities and review the way opportunities and social value projects are communicated to ensure maximum take up.

Make sure we align with PPN/002 – we will be looking to select Themes and Outcomes that align with the needs of Participating Authorities and utilise the resources available from Suppliers to deliver benefit.



Getting involved

We hope you have found value within this report and the great initiatives we are supporting, alongside our suppliers, customers and staff within LASER.

If you would like to get involved or have a social value lead within your organisation that would like to know of upcoming projects, please get in touch with us at Kathleen.Reid@laserenergy.org.uk.