



SOCIAL VALUE

REPORT APRIL 2022 - MARCH 2023



ARCUS

“We make a living by what we get, but we make a life by what we give.”

- Winston Churchill

1. EXECUTIVE SUMMARY

The purpose of this report is to summarise the Social Value work undertaken by Arcus in the year 2022-23, and to reflect on the impact of this work.

Social Value is one of Arcus' five strategic pillars. It is therefore a core driver in helping Arcus achieve its vision 'To provide outstanding FM services – technology led, people driven'.

In 2022-23 we continued to prioritise interventions which aim to improve the life chances of individuals in the following under-represented groups i.e., this is **who** we support as a priority:

1. Young people generally in particular care leavers.
2. Those serving or soon to be released from prison.
3. Ex-services personnel.
4. Individuals with health conditions.

A key outcome this year was sign off on our Arcus Social Value Strategy 2022-2027 which was instrumental in focussing our work and in providing reportable metrics. As per our strategy, the two action areas we focussed on in 2022-23 were Employability and Community Work.

Arcus FM became a disability confident employer in this period. We also became a signatory to the Care Leavers Covenant, pledging our support to care leavers in several different ways including offering work experience (WEX) opportunities. We participated in several career fairs/events. We maintained and continued to build partnerships in our justice sector work, however ongoing Covid restrictions meant some of our aspirations in this space were put on hold. Through Arcus' investment in the government funded Kickstart scheme, ten young people were brought into employment with Arcus.

All this work has been made possible in part by growing the number of social value partners we work with, including partnering with the Career Transitions Partnership (CTP) to better support veterans and

those transitioning from the the Armed Forces. In recognition of the positive impact our social value work is having on the lives of the disadvantaged groups we work with, Arcus are very proud winners of the ERSA Award 2021 in the category: Employer of the Year.

Employability: Since beginning our social value work end of 2020, our primary aim has remained unchanged – to improve the life chances of individuals in our priority groups through the offer of employment. This is because we recognise the offer of employment to individuals in our four marginalised groups is, quite simply, a life-changing intervention Arcus has the power to make. To this end we continued working through our social value partners offering employment. Where employment was not possible and/not the best solution, we enhanced employability prospects through the offer of meaningful work experience (WEX) opportunities as well as offering specialist career information and advice. To further encourage engagement from individuals in our under-represented groups we hosted employer's fairs, conducted employer talks and visits in schools, colleges, prisons etc., and maintained proactive relationships with our social value partners collaborating with them on employability interventions.

Community Work: As a national FM provider we continued playing our part in creating healthy and resilient communities across the UK. Through our Arcus in the Community (AitC) scheme, donations were made to a number of worthwhile causes nominated by our colleagues. Arcus' Christmas 2022 Raffle fundraiser supported The Adolescent and Children's Trust (TACT), a charity that provides fostering and adoption service across the UK. The charity was chosen as it aligns with one of our four priority groups i.e., it supports young people, particularly care leavers.

Our **definition** of Social Value (SV) at Arcus is: 'the act of giving back to our communities and to our society, leaving it better off because of our interventions.' Given this is the impact we wish to have, part of our efforts should include measuring whether we have achieved this. To this end, we used the National TOMs (Themes, Outcomes, Measures) Framework for the second year. TOMs provides a framework to measure the monetary value or impact of our social value work on our communities or society. In 2021-2022 the monetary value our work added to society totalled **£83,716,380.70**. In 2022-23 this increased by over two million pounds to a total of **£85,811,361.27**. See Appendix 1 for the details behind Arcus' TOMS calculations 2022-23.



2. BACKGROUND

Our work in 2022-23 took place against a backdrop of a cost-of-living crisis in the UK, and losses as well as gains in Arcus' customer base. Despite these challenges, we progressed our work because we recognise that every social value intervention Arcus makes, has a 'ripple effect' into the communities in which we work. This recognition is reflected in our Social Value commitment statement: 'We at Arcus FM recognise that we reflect the wider community in which our business exists, and we will play our part in contributing to the health of our communities'.

We are proud of the work we do to contribute to the health of our communities and continue to raise our profile as a social value employer, where our positive reputation as a social value provider can support us in our growth ambitions and help us to attract and win new work. Promoting and celebrating our work also supports recruitment, as applicants will be attracted to working for a diverse employer that contributes in such a positive way to our communities.

Finally, retention can also benefit from our work – where Arcus colleagues have the opportunity to find a higher sense of purpose and meaning in their roles by e.g. hiring and supporting a care leaver, or mentoring an ex-offender, they will feel a sense of pride working for Arcus knowing we are having an impact in improving the following UK statistics (this provides some justification for the four groups we prioritise):

- Over 10,000 young people in England age out of the care system every year.
- Care leavers make up 25% of the homeless population.
- Almost 25% of the adult prison population have previously been in care.
- Nearly 50% of under 21-year-olds in contact with the criminal justice system have spent time in care.
- Every time Arcus employs an imprisoned or newly released parent, we are sending a working parent back to a family and creating a role model for their child/ren. Up to 312,000 children in England and Wales affected by parental imprisonment each year [\(Source\)](#).
- 41% of care leavers aged 19-21 years are not in education, employment, or training (NEET), compared to 12% of all 19- to 21-year-olds [\(Source\)](#).
- Disabled people of all ethnicities are less likely to be in employment compared to non-disabled counterparts.

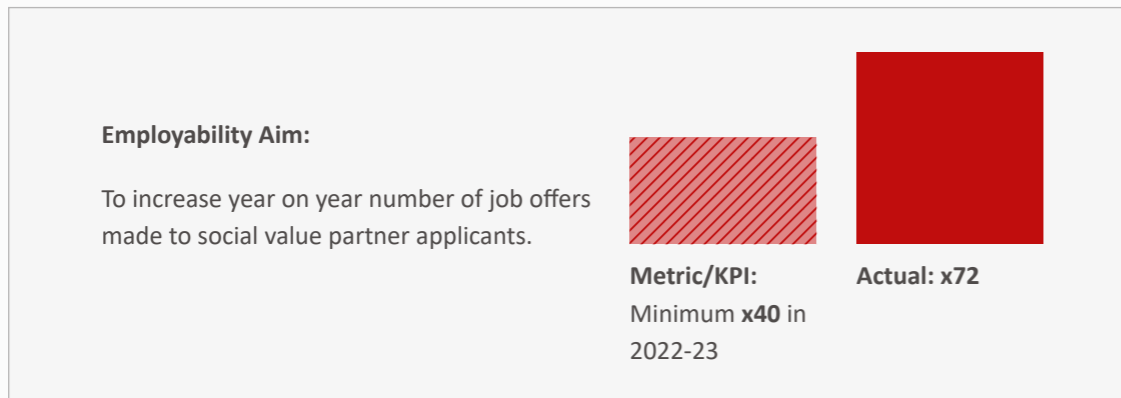
- The disability employment rate was 52.6% in July to September 2022, compared to 82.5% for non-disabled people [\(Source\)](#).
- Working age veterans in the UK are nearly twice as likely to be unemployed as their civilian contemporaries [\(Source\)](#).

“Striving for social justice
is the most valuable thing
to do in life’ .

- Albert Einstein

3. OUTCOMES

Much of our social value work is carried out in partnership with various charities and social enterprises. During 2022-23 we grew our social value partners from ten as of end of March 2022, to nineteen as of end March 2023 (see Appendix 2 Arcus FM Social Value Partners).



All Arcus' social value partners support individuals who are disadvantaged and facing barriers into employment, for example, individuals with unspent criminal convictions. Additionally, several of our partners are contract providers for Department for Work and Pensions employability programmes such as Restart. By working with our partners Arcus achieved way above our target metric of 40, we have contributed towards improved employment levels in the UK for people from our four disadvantaged groups helping them get the skills and experience they need to move into sustainable work. This ultimately helps to increase financial resilience and reduce poverty in the communities in which Arcus operates.

Of the 72 individuals to whom job offers were made during 2022-23:

- x30 had been unemployed for 12 months or longer before joining Arcus.
- x7 were returning citizens i.e., rehabilitating/ex-offenders.
- x3 were Veterans.
- x2 were NEETs (Not in Employment, Education or Training) before joining Arcus.
- x1 was a Care Leaver.

One colleague whom Arcus employed in the year fit into three of these categories i.e., he was a NEET, a Care Leaver and had recently been released from prison. This thank you note to the hiring manager goes some way towards highlighting the kind of impact our work has in our communities:

“ As you're aware, C is recently released from prison and he has an unspent criminal conviction. He is also a care leaver i.e.; he grew up in the care system. He is therefore one of the 25% of serving prisoners who are care leavers – without the love and support of a caring family growing up, too many people end up offending later in life.

C's partner is pregnant and he will become a young father for the first time in January. By employing him you have increased the likelihood he will stay out of prison and given him the chance to be the dad that he never had. He can go on to role model being a working parent to his child. The ripple effect to your decision to employ him is just wonderful. I am thankful to you S, and to Arcus, for giving him this chance. ”



WEX

Employability Aim:

To increase year on year number of WEX opportunities, 10% of which are for social value participants.



Metric/KPI:
Minimum **x12** in
2022-23



Actual: x12 (of
which 25% were
social value
participants)

Where a paid job is not possible, a work experience (WEX) opportunity is a great alternative, proven to enhance a young person's employability prospects. The Department for Work and Pension's 2016 study into the impact of work experience adds to existing positive evidence that:

- Taking part in work experience reduces the time 19 to 24 years old Job Seekers Allowance claimants spend on benefits and increases the time they spend in employment, and this impact is sustained for at least two years following participation.
- Each work experience placement has a net benefit to the Exchequer, and therefore to the UK taxpayer, of £150.00 and an estimated benefit to each participant of £1,950.00 ([Source](#)).
- A further study by Aston University shows that work experience is linked to better grades i.e. academic achievement ([Source](#)).

Arcus' WEX opportunities are open to anyone of any age and at any stage of their career. They provide an important step into the world of work for individuals who are unemployed; changing career; looking for their first job or returning to work after a break. WEX opportunities greatly benefit the individual by building confidence, skills, knowledge and appropriate work behaviours, ultimately boosting their employability prospects.

The benefits to Arcus are that it can create a talent pipeline for the future, and it enables us to contribute towards building the skills of our future workforce and our communities. Two of our Career Transition Partnership (CTP) participants who were transitioning from the Armed Forces gave the following feedback (both created LinkedIn posts about their experiences, see below, the added benefit in these cases is it enhances our brand as a veteran's employer):

“ I have fully enjoyed the work experience, you have a tight knit, cracking team of engineers in the Manchester region who will go above and beyond helping each with the workload...they have shown me the plant packs in every site we attended too giving detailed procedures of the running of the plant packs and explaining the day to day experience of a supermarket refrigeration engineer. ...I am super keen to get involved within your company... I will submit a cv to your company and see what happens from there. Thank you for the opportunity. ”

“ I seen a great overview of two engineers at different levels. A really good insight. (I am now) Driven to enter the world of refrigeration. ”

As well as the x12 WEX, Arcus also provided two students with paid internships during the year.

Employability Aim:

Arcus colleagues to offer a minimum number of career coaching / advice sessions which support individuals from our marginalised groups into employment.



Metric/KPI:
Minimum **x2** in
2022-23



Actual: x1

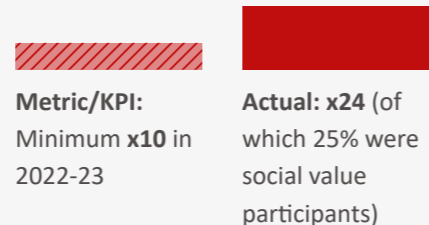


Individuals in marginalised groups may not always have the contacts or networking opportunities to be able to gain useful and practical information, advice and guidance on specialist careers such as Refrigeration, HVAC, Electrical engineering etc.

The social value team links Arcus' specialist engineers with participants put forward to us by our social value partners who are seeking career advice and guidance. During these career mentoring discussions, the Arcus colleague answers their questions about their chosen profession e.g., which courses / qualifications they should gain, what types of jobs they should apply for to gain relevant experience etc. Through this kind of practical feedback and advice delivered by a role model in the industry, the participant becomes better able to decide whether to pursue a particular profession and next steps to getting there.

Employability Aim:

Participate in employer fairs, talks and visits to schools, colleges, prisons and armed forces personnel, helping prepare people for work, to promote Arcus as an inclusive employer and to encourage applications.



This employability aim is important for several reasons. For young people it is proven to reduce the likelihood of them becoming NEET (not in education, employment or training); it increases the amount young adults earn once in full-time employment; it impacts positively on student motivation by linking the curriculum to the world of work and it helps to tackle career gender stereotyping ([Source](#)).

A careers charity study ([Source](#)) evidenced a clear link between GCSE grades and employer involvement via school visits / talks and work experience opportunities, low achievers are particularly likely to be motivated with a 9% increase in their revision hours.

Enabling the unemployed, of any age, to experience the world of work firsthand from an employer helps build their confidence, broaden their horizons, fuel their ambitions to achieve their potential, and ultimately improves employment levels within a local area. Of the 24 events in which Arcus participated, x14 were via social value partners. Some highlights are:

As a Care Leavers Covenant (CLC) signatory, Arcus has pledged our support of care leavers in several different ways including delivering **career talks to care leavers**. We delivered to x9 care leavers between the ages of 17-24 who were enrolled on various courses at Lewisham college. As well as hearing about Arcus, refrigeration as one of our specialist careers and how to apply and prepare for job interviews, they also had the opportunity to listen to an Arcus colleague who himself is a care leaver and who Arcus employed via the CLC. He was a great role model to the young people and shared about his own transition from care to working for Arcus. Feedback from our CLC contact was:

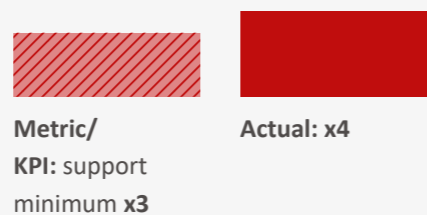
“ I just wanted to send a real heartfelt thank you for your brilliant session this morning. It’s already had a big impact on the students that attended, and it was a brilliant turn out! Thank you for sharing your knowledge, experience and expertise with our students and I look forward to collaborating again soon. The Care Leaver Covenant are so lucky to have Arcus FM as a signatory as your offer to Care Leavers is holistic, creative, and easy to access. ”



- **In-prison employer/career events:** Arcus delivered x5 in-prison work events helping prepare participants for the realities of getting a job post release, and what they can do now to get there e.g., which courses they should consider doing whilst serving out their prison sentence. Hearing firsthand from an employer who is aware of their background gives these participants encouragement and hope that they can succeed in finding employment post-release.
- **Mock interviews in schools:** Two Arcus colleagues attended South Bromsgrove High School Year 11 mock interviews helping to give the students some idea of what a real job interview will be like. Students were given verbal feedback to help build their confidence and interview technique as they prepare for upcoming applications to sixth form, college, University and jobs.
- **Careers Talk at Heart of Worcester College:** Arcus' IT Support Manager visited Bromsgrove campus and delivered an IT career talk to students currently studying IT. This was a great opportunity for the learners to ask any questions about a career in IT, and to get advice as to how to get started in a career within IT. As a follow up Arcus was approached by the college to offer T level placement to a student/s next year.

Employability Aim:

Engage and collaborate with external stakeholders on SV interventions; initiatives, schemes, or projects through our social value partners



“Be the change you wish to see in the world.”

- Mahatma Gandhi

COMMUNITY WORK

NO GOING BACK PROGRAMME

Arcus FM partnered with our social value partner Bounce Back (BB) on their **No Going Back programme**, working with serving prisoners to develop their employability skills and improve awareness of and access to information on training and employment opportunities. Arcus attended three in-prison events.

The HMP Isis (youth offending institution) and HMP Wandsworth (male prison) events were aimed at encouraging employment into the cleaning industry specifically. Arcus representatives delivered group presentations followed by one-to-one discussions with interested participants. We provided feedback on how each participant came across to help them develop and improve their interview technique.

The third event at HMP Downview (female prison) was a careers fair style event in collaboration with BB where we spoke with participants on a one-to-one basis about Arcus, the nature of our jobs, how to apply, CVs etc. Feedback on Arcus' participation from BB was positive, including this comment:

“ I would like to say a big thank you to you all for taking the time to join us today... I know the men really got a lot from the session, and we appreciate you for helping to make it such a positive experience for them. Thanks to the efforts of employers, we can continue meeting the needs of people with criminal convictions who truly need this assistance. Not only does your work help the charity, but it also directly impacts the participants we work with giving them a sense of hope for the future. ”

THE BIG GIVE AND THE RECRUITMENT JUNCTION

Arcus donated £250, doubled through Big Give's match funds scheme to £500, to our social value partner Recruitment Junction. Some of this money supported their Christmas Hamper initiative, giving hampers to participants recently released from prison who were slowly getting back on their feet and who would struggle to afford the 'extras'. Each received three small gifts, including one for a child, so they and their families had something to open on Christmas Day ([see LinkedIn post](#)).

Remaining funds went towards their "Back to Work" scheme for ex-offenders, many of whom face the prohibitive costs of basic yet vital items which make starting work impossible e.g., their first month's travel pass and buying work clothes. One of our own Arcus colleagues was supported through this scheme, Recruitment Junction bought him a 2nd hand bicycle and a rain jacket, so he could get to the Sainsbury's store for 5am each day to carry out his cleaning role (see x2 Linked In posts for details: [Post 1](#) | [Post 2](#))



WARWICKSHIRE COUNCIL

During the year Arcus also donated 2,000 lateral flow tests to Warwickshire Council. The donation will support the local community such as adult care programmes and social and welfare services for children and their families.

BUILDING RELATIONS WITH OUR NEAREST HMP

We continued, through our partnership with Beating Time, to build our relationship with HMP Hewell which is in very close proximity to Arcus' Redditch office. Earlier in the year five Arcus colleagues visited HMP Hewell, the head of Education at HMP subsequently visited our Redditch office and visited a local store with one of our engineers to give a feel for the type of work we deliver to our customers and the skills set required, so that this could inform HMP Hewell's learning pathways/curriculum. Three colleagues represented Arcus at an Arcus employer event held inside the prison which was attended by 12 serving men. The presentation covered what we do at Arcus and the opportunities we offer; this was followed by individual career and CV advice sessions. We received positive feedback from HMP's Hewell's Business and Community Engagement Manager who wrote:

“ May I take this opportunity to thank you sincerely for attending HMP Hewell yesterday and undertaking the event, the feedback from those attending has been extremely positive. We look forward to working with you.”

And from our Beating Time contact:

“ Thank you for attending and giving the candidates at Hewell an overview of Arcus and the opportunities you can provide. It is good to open their minds to what's out there but seeing employers in person who are willing to give them opportunities also gives them hope.”

Community Work Aim:

Arcus contributes a minimum amount yearly to worthwhile causes that are linked to our four priority groups.



Metric/KPI:
Minimum **£4,000**
annual donations
through Arcus in
the Community



Actual: £7,400



Metric/KPI:
Arcus Christmas
Raffle held in aid
of a nominated
charity.



Actual: £7,958
raised for The
Adolescent and
Children's Trust
(TACT)



ARCUS IN THE COMMUNITY (AitC)

Through AitC colleagues can nominate their chosen charity, organisation, or community project for financial or time/skills support from Arcus. We prioritise nominations that support our four priority groups as well as those where the Arcus colleague has a strong association with their nominated charity i.e., they volunteer for or work with them, or if they or a family member have benefited from their support.

This year we received, and supported, a record number of AitC nominations. Fifteen nominations were supported, to the total value of £7,400.00. Examples of organisations we supported include:

- **Bristol City Cerebral Palsy FC** – a football team for children with cerebral palsy. A colleague’s son is a part of the team, and since joining it has improved his quality his life. Arcus’ £500 donation will be used to support the team travelling to tournaments and matches - as most Cerebral palsy football teams are spread across the country it takes some travelling to attend matches. Funds will also be used for training equipment to help support the team.
- **Young at Heart** – a colleague’s family was supported by this charity. Arcus’ £500 donation will contribute towards their work in provide professional support and organising days out for families who have had children go through heart surgery, donating toys and teddys to cardiac wards and they organise transfers to and from hospitals to support families that may not have the finance.
- **BEAT Eating Disorders** – a charity that helps those struggling with eating disorders. They provide information, sign posting and a caring ear for families. The Arcus colleague found them a huge support for them and their daughter when they were unable to access help from the NHS.
- **Redditch Self-Defence** – our £500 donation was used to support the purchase of ‘Bleed Kits’ for the local Redditch area. Each ‘Bleed Kit’ contains vital resources to help control and stop severe bleeding, including bleeding as a result of stab wounds. For injuries where response times and speed of treatment is paramount, these can increase the chances of saving a life due to catastrophic blood loss.

CHRISTMAS RAFFLE

Each year Arcus holds a Christmas raffle, all funds raised are donated to charity. Our chosen charity will always align with our social value strategy.

This year’s charity was The Adolescent and Children's Trust (TACT), chosen because they support one of our four priority groups – young people in particular care leavers. TACT provide fostering and adoption services across the UK and are the UK’s leading dedicated fostering charity. A total of 74 prizes were available in the Arcus Christmas raffle.



Most were generous donations made by several of our suppliers, and Arcus provided cash for the purchase of some prizes. One prize was the skateboard featured in John Lewis’ Christmas 2022 advert; John Lewis will have donated 25% of the purchase price to their two foster charity partners. Our raffle raised £7,958.00 for TACT, and Arcus match funded this amount to support our AitC activities next year.

Community Work Aim:

Volunteering in support of community-based causes or initiatives



Metric/KPI:
Minimum x2 chartable DIY projects delivered.



Actual: x2

CARE LEAVERS COVENANT REQUEST

The CLC approached Arcus asking us to help Yusuf, one of their care leavers, with his transition into independent living. Yusuf needed some basic decoration carried out in his new home. One of maintenance service technician teams carried out an assessment of what decorating work was required, and then two Arcus colleagues attended and completed the decoration work. The team painted his entire flat, the team leader had kindly arranged for the paint to be donated by City Hardware [\(see LinkedIn post\)](#).



“Love is the most durable
power in the world.”

- Muhammad Ali

BIRMINGHAM CHILDREN'S TRUST (BCT)

BCT support disadvantaged children including care leavers and foster families. Arcus' HSQE team delivered a garden project at their new residential home which houses children in care on a temporary basis, as their team 'away day'. Young people joined the Arcus FM team to carry out the work. We were grateful to the Arcus colleague who won the Christmas 2021 raffle prize of a £200 (two hundred pound) donation to a charity of his choice who chose to donate this to BCT in support of the garden project. BCT was nominated for Arcus in the Community through which they received a further donation of £500 towards the cost of the project and to provide services to disadvantaged young people in Birmingham. The project was a huge success [\(see LinkedIn post\)](#).



**BIRMINGHAM
CHILDREN'S TRUST**



In addition to the interventions discussed over the previous pages, all of which are metrics/KPI's within Arcus' Social Value Strategy, we also carried out the work on the following pages.

SUPPORTING OUR ARMED FORCES

As a signatory to the Armed Forces Covenant, we're delighted to be a forces friendly business meaning we're committed to offering career opportunities for ex-armed forces individuals and we are extremely proud to have many veterans in our workforce.

We remembered the service and sacrifice of all those who have defended our freedoms and protected our way of life by once again holding a 2-minute silence on Remembrance Day across all Arcus offices including our lone working colleagues.

This is a photo of Arcus veteran support group lead Eddie Manners, Head of Operations at Arcus pictured before his local Remembrance event. Eddie described his experience of working for Arcus as:

“ Arcus has been incredibly supportive getting Reservists and Veterans into employment. I believe with their management style, skills and can-do attitude, employing the wider Forces community is a key to success for the business. ”



We encouraged colleagues to use the Arcus FM themed images which we had specially designed for Remembrance Day, as part of their e-signatures and as Teams backgrounds. We showed our commitment to supporting former members of the Armed Forces in their career transition by hosting a Career Transition Partnership (CTP) careers fair, and as mentioned above, two of our WEX opportunities went to individuals who were transitioning - one a serving royal marine and one an Engineering Supervisor in the British Army. Both really enjoyed the placement and are looking to move to Arcus should the right role become available.

Our veteran and reservist colleagues can join our Armed Forces Veterans' Group on Yammer, this is a virtual networking and support group.

From time to time, we may engage with our group asking them to support certain initiatives e.g., for Remembrance Day, we invited our veteran and reservist colleagues to post a meaningful photo related to their service to Yammer with the hashtag #proudtohaveserved. Here are some of the wonderful posts:



In June 2022, Arcus joined the nation to celebrate Reserves Day and Armed Forces Day (25th June). Chris Green, CEO said:

“ We recognise the broad range of skills service leavers have gained during their time in the Armed Forces, and behaviours including resilience, discipline, commitment, and organisational skills. We encourage applications from those who have served or are currently serving, who truly deserve every opportunity for a successful second career after they have given so much for their country. ”

We retain our bronze award from the Defence Employer Recognition Scheme (ERS) in recognition of our commitment and support of those who serve or have served in the Armed Forces, and their families.

HM PRISON AND PROBATION SERVICE

His Majesty's Prison and Probation Service (HMPPS) continues to supply Arcus with our Arcus notebooks. By procuring products made by serving prisoners we are helping to provide purposeful activity to serving prisoners as part of their rehabilitation.

APPENDIX 1

NATIONAL TOMS FRAMEWORK

Themes, Outcomes, Measures (TOMs) provides a framework to measure the monetary value or impact of our social value work on our communities or society. In 2021-2022 the monetary value our work added to society totalled **£83,716,380.70**. In 2022-23 this increased by over two million pounds to a total of **£85,811,361.27**.

Reference	Measure	Units	Proxy value	Delivered number	Delivered social value
NT1	No. of full time equivalent direct local employees (FTE) hired or retained for the duration of the contract.	no. people FTE	£35,885.00	2,230.90	£83,658,750.00
NT3	No. of full time equivalent employees (FTE) hired on the contract who are long term unemployed (unemployed for a year or longer).	no. people FTE	£20,429.00	25.3	£516,853.70
NT5	No. of full time equivalent employees (FTE) aged 18+ years hired on the contract who are rehabilitating or ex-offenders .	no. people FTE	£24,269.00	5.9	£143,187.10
NT6	No. of full time equivalent disabled employees (FTE) hired on the contract.	no. people FTE	£16,605.00	7.7	127,858.50
NT8	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	£16.93	30	£507.90
NT9	No. of weeks of training opportunities (BTEC, City & Guilds, NVQ, HNC - Level 2,3, or 4+) on the contract that have either been completed during the year, or that will be supported by the organisation until completion in the following years.	no. weeks	£317.82	107	£34,006.94
NT10	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	£251.79	4,113.00	£1,035,614.62
NT11	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	£105.58	120	£12,669.60

APPENDIX 1: CONTINUED NATIONAL TOMS FRAMEWORK

Reference	Measure	Units	Proxy value	Delivered number	Delivered social value
NT12	No. of weeks spent on meaningful work placements or pre-employment course; 1-6 weeks student placements (unpaid)	no. weeks	£194.50	24	£4,667.96
NT13	Meaningful work placements that pay Minimum or National Living wage according to eligibility - 6 weeks or more (internships).	no. weeks	£194.50	20	£3,889.97
NT18	Total amount (£) spent in local supply chain through the contract.	£	£0.26	724.8	£189.26
NT21	Equality, diversity and inclusion training provided both for staff and supply chain staff.	no. hrs (total session duration) *no. attendees	£101.00	295	£29,795.00
NT28	Donations and/or in-kind contributions to specific local community projects (£ & materials).	£ value	£1.00	15,379.51	£15,379.51
NT29	No. of hours volunteering time provided to support local community projects.	no. staff volunteering hours	£16.93	104	£1,760.72
NT20	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	£130.29	1382	£180,060.78
FM3	Employer's fairs held to encourage local employment in the area.	£ invested including staff time	£1.00	21	£21.00
NT4	No. of full time equivalent local employees (FTE) hired on the contract who are NOT in Employment, Education, or Training (NEETs).	No. people FTE	£15,382.90	2	£30,765.81
FM6a	No. of full time equivalent local 16-25 y.o. care leavers (FTE) hired on the contract.	No. people FTE	£15,382.90	1	£15,382.90
				TOTAL:	£85,811,361.27

APPENDIX 2 ARCUS FM

SOCIAL VALUE PARTNERS

1. **A FAIRER CHANCE** supporting returning citizens
2. **BEATING TIME** returning citizens primarily in West Midlands and Kent
3. **BOUNCE BACK** returning citizens primarily in and around London
4. **CARE LEAVERS COVENANT** a national inclusion programme that supports care leavers aged 16-25 to live independently
5. **CAREER TRANSITION PARTNERSHIP (CTP)** national, the official provider of Armed Forces resettlement
6. **CATCH22** national, support individuals from disadvantaged backgrounds
7. **CLEAN SLATE SOLUTIONS** Supporting returning citizens in Teeside and North Yorkshire
8. **FEDCAP** supporting individuals from disadvantaged backgrounds in Scotland and South Central
9. **INGEUS** regional, support individuals from disadvantaged backgrounds
10. **IXION AND SHAW TRUST** national, support individuals from disadvantaged backgrounds
11. **JOBS22** supporting individuals from disadvantaged backgrounds in East central
12. **MAXIMUS** supporting individuals from disadvantaged backgrounds
13. **PEOPLE PLUS** supporting individuals from disadvantaged background in Glasgow and Kent
14. **RECRUITMENT JUNCTION** supporting citizens currently serving a prison sentence and those recently released in the Newcastle area
15. **REED IN PARTNERSHIP** regional, support individuals from disadvantaged backgrounds
16. **SEETECPLUSS** regional, support individuals from disadvantaged backgrounds
17. **SERCO** supports individuals from disadvantaged backgrounds primarily in Wales and West Central
18. **STANDGUIDE** supporting individuals from disadvantaged backgrounds in North and Northeast Lincolnshire
19. **WORKING CHANCE** national, work exclusively with women with convictions.

