

SOCIAL VALUE AND SUSTAINABILITY MID-YEAR REPORT

2025



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Social Value and Sustainability at Language Empire

The Social Value Strategy of Language Empire is designed to align our business practices with our commitment to positive social economic and environmental impact on local communities by supporting local jobs, staff wellbeing, inclusive recruitment, and continuous training, while strengthening communities through volunteering and charity partnerships. It seeks to achieve Net Zero by 2040 by embedding sustainability and innovation across all operations.

Language Empire also seeks to lead the way in social value within the interpretation and translation sector, delivering lasting positive change for people, communities, and the planet.

At Language Empire, our main mission lies in:

“Supporting people to break down barriers to employment, education, and wellbeing through interpretation and translation services”

Our mission is to implement an integrated approach that incorporates different spheres of social values, sustainability aiming to comply with the Sustainable Development Goals (SDGs) and contribute to long term impact on social, economic, and environmental pillars of sustainable development.

This mission is in line with Language Empire values which are:

People
Ethical Conduct
Assured Excellence
Clients
Equality and Diversity

Our Social Value Strategy reflects our core values

At Language Empire, our values form the foundation of our Social Value and Sustainability Strategy.

People is at the heart of everything we do — from supporting our interpreters and translators with training, well-being initiatives, and career development, to delivering services that break down language barriers for diverse communities.

Our commitment to **Ethical Conduct** ensures that we operate with transparency, integrity, and respect for both the environment and the people we serve, aligning with our sustainability goals to make responsible choices in procurement, resource use, and carbon reduction.

By upholding **Assured Excellence**, we continuously strive to improve service quality while integrating innovative, sustainable practices that reduce our environmental footprint and deliver measurable social value.

Our focus on **Clients** drives us to create solutions that meet their needs in socially and environmentally responsible ways, from promoting remote interpreting to reduce travel emissions, to sourcing local interpreters and supporting community resilience.

Equality and Diversity underpin our strategy by ensuring that opportunities within our organisation and supply chain are accessible to underrepresented groups, contributing to fairer economic growth and stronger communities. By embedding these values into every aspect of our operations, we ensure that our Social Value and Sustainability Strategy is not just a set of targets, but a living commitment to creating lasting positive impact for people, the planet, and our partners.



Social Value Goals

We operate our programming of social value and sustainability via seven thematic goals, each supported by Key Value Indicators (KVIs) to track progress and ensure meaningful impact.

Goal 1: Economy

Language Empire aims to generate a positive economic impact within local communities by investing in VCSEs (Voluntary, Community, and Social Enterprises) and supporting local initiatives. Through partnerships with local charities and SMEs, as well as targeted investment by internal and external staff, we strengthen community resilience and foster sustainable growth.

Goal 2: Mental Health and Wellbeing

We prioritize the mental health and wellbeing of our interpreters, employees, and community stakeholders. Language Empire actively supports initiatives that promote good mental health, both internally through wellbeing programs and externally via local community projects focused on health and wellness.

Goal 3: Training and Skill Development

Investing in the training and development of our employees is a central pillar of our social value strategy. Language Empire enhances skills, promotes equality, and supports underrepresented groups in accessing opportunities for personal and professional growth.

Goal 4: Community and Volunteering

We engage with charities and VCSEs, encouraging employees to participate in volunteering activities that make a tangible difference. Language Empire ensures that our workforce is involved in creating lasting social impact through events, resources, and community initiatives.

Goal 5: Employment and Volunteering

This goal emphasizes motivating and enabling our employees to volunteer. Language Empire fosters a culture of civic responsibility, showing that individual efforts can contribute to broader societal benefits.

Goal 6: Environment

We operate as a carbon-neutral and environmentally conscious business, contributing to environmental initiatives, promoting green energy, and engaging with social panels on sustainable practices. Reducing our environmental footprint is central to how we create value.

Goal 7: Leadership in Social Value

Language Empire strives to lead by example in the provision of social value. By integrating social responsibility into business strategy, we become a benchmark for others, showing that commercial success and societal impact can go hand in hand.

Together, these seven thematic goals define how Language Empire delivers social value and sustainability, ensuring meaningful contributions across economic, social, environmental, and leadership domains.



Key value indicators for Social Value Strategy 2025

GOAL	ACTION	TARGET	TOM
G1	% INCREASE IN ANNUAL SPENDING WITH SMES AND VCSES (FROM 2024 BASELINE)	5%	NT14
G1	£ SPENT ON UK-BASED STAFF CONTRIBUTING TO LOCAL ECONOMIC GROWTH	X	NT1
G1	% OF EMPLOYEES PAID REAL LIVING WAGE OR ABOVE	95%	NT41
G2	# OF TEA & MENTAL HEALTH WORKSHOPS HELD ANNUALLY FOR INTERNAL EMPLOYEES	2	NT9
G2	# OF TEA & MENTAL HEALTH WORKSHOPS HELD ANNUALLY FOR EXTERNAL EMPLOYEES	2	NT9
G2	% PARTICIPATION OF INTERPRETERS IN WELLBEING INITIATIVES	33%	N/A
G2	COMPLETION STATUS OF COMMUNITY HEALTH INITIATIVE (YES/NO)	YES	NT8
G2	AVERAGE WELLBEING SURVEY ENGAGEMENT SCORE (E.G., 1-5 SCALE)	YES	N/A
G3	% OF STAFF UNDERTAKING APPRENTICESHIPS	5	NT10
G3	# OF CPD HOURS UNDERTAKEN BY UNDERREPRESENTED GROUPS	50	NT9
G3	# OF CPD HOURS UNDERTAKEN BY STAFF EACH YEAR	100	NT9
G3	# OF WEEK-LONG WORK EXPERIENCE OPPORTUNITIES OFFERED	2	NT11
G3	# OF SKILLS/EMPLOYMENT EVENTS ATTENDED IN SCHOOLS/COLLEGES EACH YEAR	3	NT8
G4	# OF CHARITY PARTNERSHIPS FORMED ANNUALLY	2	N/A
G4	# TOTAL £ RAISED FOR VCSE	1000£	NT16
G4	% OF FUNDRAISING TARGET FOR JOLLY JOSH ACHIEVED	100%	NT16 (N/A)
G4	# OF STAFF INVOLVED IN CHARITY-RELATED EVENTS OR INITIATIVES	10	N/A
G5	% OF STAFF COMPLETING 1 VOLUNTEERING DAY PER YEAR	80%	NT17
G5	% OF WORKFORCE FROM UNDERREPRESENTED GROUPS	90%	NT40
G6	% REDUCTION IN CARBON EMISSIONS	10%	NT31
G6	TOTAL CO ₂ EMISSIONS OFFSET (IN TONNES)	20	NT47
G6	% OF GREEN ENERGY GENERATED FOR TOTAL CONSUMPTION	30%	NT44
G7	# OF STAKEHOLDER FEEDBACK INTERACTIONS	10	N/A
G7	# OF SOCIAL VALUE REPORTS RELEASED	2	N/A
G7	# OF SOCIAL VALUE NEWSLETTERS RELEASED	2	N/A

Goal 1: Economy

We pledge to generate a positive economic impact through every action we undertake, ensuring our decisions contribute meaningfully to sustainable growth and shared prosperity.

GOAL	ACTION	TARGET	ACTUAL VALUE	
KVI1	% INCREASE IN ANNUAL SPENDING WITH SMES AND VCSES (FROM 2024 BASELINE)	5% INCREASE (2100£)	26.6% FULFILMENT	
KVI2	£ SPENT ON UK-BASED STAFF AND FREELANCERS CONTRIBUTING TO LOCAL ECONOMIC GROWTH	N/A	N/A	
KVI3	% OF EMPLOYEES PAID REAL LIVING WAGE OR ABOVE	95%	98.5%	

KVI1: 5% Increase in annual spending with SMEs and VCSEs

For this Key Value Indicator (KVI), we are currently in progress toward fulfilment. Following a 5% increase from last year, our annual target was £2,100 to be invested into local VCSEs. So far, we have invested £559. We have initiated several activities with our partner charity, Jolly Josh, and provided support to a Newcastle-based charity. These efforts mark the initial steps in increasing our annual spending with SMEs and VCSEs, and we will continue to build on these actions throughout the year.

KVI2: £ spent on UK-based staff and freelancers contributing to local economic growth

This indicator is primarily informative rather than externally measurable, and is intended to establish a baseline for local spending and job creation within the communities we serve. While the precise figures are known internally, they are not disclosed publicly for commercial reasons. However, this information may be shared upon request following a discussion with our Social Value and Sustainability Officer at zuzana.hudcova@empire-groupuk.com.

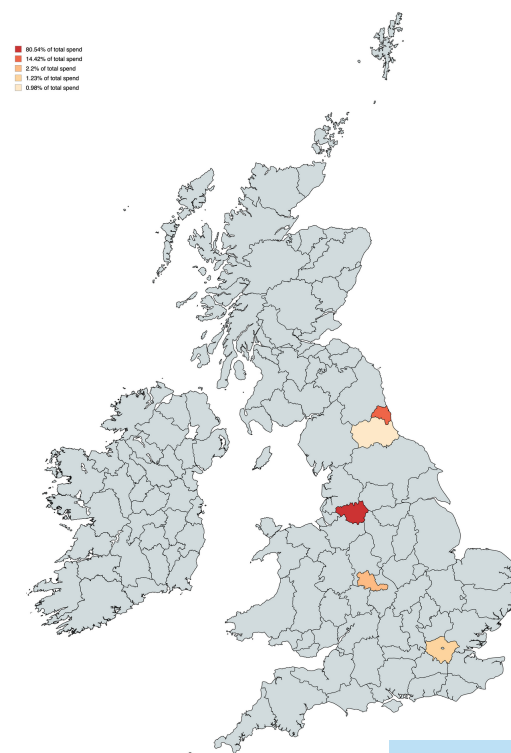
Our analysis shows that employee-generated economic impact is heavily concentrated in a small number of counties. On average, the highest proportion of spend occurs in the following areas:

Greater Manchester (Bolton, Manchester, Oldham/Rochdale, Stockport) accounts for 80.5% of total spend (indicated red), reflecting the location of our head office and the majority of operational activity.

Tyne and Wear (Newcastle upon Tyne and Sunderland) represents 14.4% of total spend (indicated orange), corresponding to the location of a major client and associated service delivery.

West Midlands (Birmingham) contributes 2.8% of total spend (indicated yellow), reflecting the presence of internal interpreters and support roles in the area.

Greater London (Romford) and County Durham (Darlington) together account for approximately 2.2% of total community spend, while Lancashire (Preston) recorded no spend during the reporting period.



KVI3: Percentage of employees paid Real Living Wage or Above

One of Language Empire's Key Value Indicators (KVIs) is that at least 95% of our employees are paid the Real Living Wage or above. This indicator measures our commitment to fair and responsible remuneration across the business.

In the current reporting period, we have exceeded this target, with 98.5% of employees receiving the Real Living Wage or above. It is important to highlight that the only employees who do not receive the Real Living Wage are apprentices and interns, as these roles are structured for training and development rather than full remuneration.

Methodology of data collection

The data for the Key Value Indicators (KVIs) were collected through a combination of internal reporting and verified operational systems. For the first KVI, information was gathered directly from the Financial Officer, as well as from the SV and Sustainability Officer. This dataset reflects both the total amount of funds raised and the contribution of volunteering time, providing a comprehensive view of financial and non-financial inputs.

Data for the second KVI were sourced from an independent payroll tool that systematically records and manages all payroll-related financial information. This ensured consistency and accuracy in the financial data used for analysis.

For the third KVI, the information was provided by the HR Manager extracted from the payroll tool. This approach allowed for validation of the figures and increased the reliability of the reported data.

Outcome and Impact

Through KVI 1, Language Empire set a target to increase annual spending with SMEs and VCSEs by 5%, equivalent to £2,100. To date, £310 has been invested, demonstrating early progress toward this goal. Partnerships with local charities, including Jolly Josh and a Newcastle-based charity, have been initiated. Feedback from Jolly Josh confirms that our financial support and employee volunteering have had a meaningful impact on families with SEND (Special Educational Needs and Disabilities). This support helps families overcome barriers faced by children with disabilities when accessing services, activities, and community support. The outcome of this KVI is the establishment of effective partnerships with VCSEs, while the impact is improved accessibility, inclusion, and wellbeing for families who often experience systemic barriers to support.

KVI 2 focuses on baselining spending on UK-based staff and freelancers to understand Language Empire's contribution to local economic growth. The outcome of this indicator is a clear understanding of where economic investment is concentrated, with 80.6% of spending in the Greater Manchester area, including Rochdale, Oldham, and Bolton, 14.2% in Newcastle upon Tyne, and 2.8% in Birmingham. Importantly, Rochdale, Oldham, and Bolton are recognised as more vulnerable and socio-economically deprived areas, meaning that our investment supports communities where economic intervention is particularly needed. The impact includes job creation, income generation, and skills retention in areas facing higher levels of inequality, alongside wider economic benefits across other UK locations.

Under KVI 3, Language Empire committed to ensuring that at least 95% of employees are paid the Real Living Wage or above. This target has been exceeded, with 98.5% of employees meeting this standard. The only employees excluded are apprentices and interns, whose roles are structured primarily for training and development. The outcome is strong alignment with fair pay objectives, while the impact includes improved financial security, employee wellbeing, and a positive workplace culture, reinforcing Language Empire's role as a responsible and socially conscious employer.

Monetary value generated

For KVI 1, which measures a 5% increase in annual spending with SMEs and VCSEs, Language Empire has generated a monetary social value of £559 to date against this indicator.

Furthermore, KVI 2 focuses on baselining spend on UK-based staff and freelancers contributing to local economic growth. Ordinarily, a proxy value would be calculated using TOMs NT1 (Local Employment); however, this approach is not appropriate in this case due to the use of zero-hours contracts, which would result in a misleading valuation. As a result, Language Empire uses the actual monetary value of local spend. While this figure is known internally, it is not disclosed in this report for commercial reasons and can be shared following internal consideration upon individual request via email to the Social Value and Sustainability Officer at zuzana.hudcova@empire-groupuk.com.

Moreover, KVI 3 does not generate a monetary social value. However, it confirms that 98.5% of employees are paid the Real Living Wage or above, exceeding the 95% target and demonstrating strong compliance with fair pay commitments.

Goal 2: Health and Wellbeing

We pledge to support the health and wellbeing of all staff and stakeholders

GOAL	ACTION	TARGET	MET	
KVI4	# OF TEA & MENTAL HEALTH WORKSHOPS HELD ANNUALLY FOR INTERNAL EMPLOYEES	2	NO	
KVI5	# OF TEA & MENTAL HEALTH WORKSHOPS HELD ANNUALLY FOR EXTERNAL EMPLOYEES	2	NO	
KVI6	% PARTICIPATION OF INTERPRETERS IN WELLBEING INITIATIVES	33%	NO	
KVI7	COMPLETION STATUS OF COMMUNITY HEALTH INITIATIVE (YES/NO)	YES	YES	
KV8	AVERAGE WELLBEING SURVEY ENGAGEMENT SCORE (E.G., 1-5 SCALE)	YES	NO	

KVI4: Number of Tea and Mental Health Workshops held annually for internal employees

This KVI is currently in the planning phase, with the first workshop scheduled to take place on International Self-Care Day, 24th July 2025. In preparation, the Employee Mental Health and Wellbeing Survey has been distributed and is currently receiving responses, providing valuable insight into employees' needs and priorities.

KVI5: Number of Tea and Mental Health Workshops held annually for external employees

Likewise, the KVI15 is in the planning stage as well, with the first workshop set to take place on International Self-Care Day, 24th July 2025. The Interpreter Mental Health and Wellbeing Survey has been circulated and is currently collecting responses, providing important insights into the wellbeing needs and priorities of our interpreters.

KVI6: Participation of interpreters in wellbeing initiatives

This KVI is currently in progress. We are aiming for at least 33% participation from our interpreters in wellbeing initiatives, including the upcoming workshop on International Self-Care Day

KVI7: Completion Status of Community Health Initiative

Two of our colleagues participated in an informal "NeWalk" event focused on mental health in the workplace. While informal, this activity contributed to raising awareness of mental health challenges and promoting positive wellbeing practices within the community. The outcome of this participation was increased engagement and knowledge sharing among colleagues, while the impact aligns with TOMS NT8 by supporting community wellbeing, fostering conversations about mental health, and demonstrating Language Empire's commitment to contributing positively to broader societal health initiatives.

KVI8: Average Wellbeing Survey Engagement Score

This KVI is dependent on the results from both the Employee and Interpreter Mental Health and Wellbeing Surveys. The engagement score will be calculated once survey responses are collected and analysed, and the findings will inform the upcoming Mental Health Report.



Methodology of data collection

The participation of colleagues in the informal NeWalk event focused on workplace mental health promoted awareness of mental health challenges and encouraged open conversations among participants. The outcome of this activity was increased engagement and knowledge sharing on mental health issues, while the impact aligns with TOMS NT8 by contributing to community wellbeing and demonstrating Language Empire’s commitment to supporting societal mental health.

Outcomes and impact

The participation of colleagues in the informal NeWalk event focused on workplace mental health promoted awareness of mental health challenges and encouraged open conversations among participants. The outcome of this activity was increased engagement and knowledge sharing on mental health issues at the workplace.

Several KVIs, including mental health workshops for employees and interpreters and participation metrics, are still in progress. The expected outcomes of these initiatives are increased engagement, awareness, and practical skills in self-care and mental health management. The anticipated impact includes measurable improvements in wellbeing, greater inclusion and support for all staff, and the creation of a positive, caring organisational culture. These initiatives are designed to strengthen both internal workforce resilience and external social value, reinforcing Language Empire’s commitment to employee and interpreter wellbeing and broader community mental health outcomes.

Monetary value of the KVIs

This KVI is currently in progress. We are aiming for at least 33% participation from our interpreters in wellbeing initiatives, including the upcoming workshop on International Self-Care Day

Interpreter Mental Health Survey

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

* Required

1. How would you rate your overall mental health at the moment? *

- ☒ Very Good
- ☐ Good
- ☐ Neutral
- ☐ Poor
- ☐ Very Poor

2. How often do you feel emotionally affected by the nature of the appointments you interpret (e.g., medical, mental health)? *

- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Always

3. How often do you feel stressed or overwhelmed during or after interpreting sessions? *

- ☐ Rarely
- ☐ Sometimes

Goal 3: Education and Skills

We pledge to provide training and development opportunities for all identified skill gaps

GOAL	ACTION	TARGET	ACTUAL VALUE	
KVI9	% OF STAFF UNDERTAKING APPRENTICESHIPS	5%	4	 DONE
KVI10	# OF CPD HOURS UNDERTAKEN BY UNDERREPRESENTED GROUPS	50H	X	 DONE
KVI11	# OF CPD HOURS UNDERTAKEN BY STAFF EACH YEAR	100H	X	
KV12	# OF WEEK-LONG WORK EXPERIENCE OPPORTUNITIES OFFERED	2	0	
KV13	# OF SKILLS/EMPLOYMENT EVENTS ATTENDED IN SCHOOLS/COLLEGES EACH YEAR	3	3	 DONE

KVI9: Percentage of Staff undertaking apprenticeships

For KVI9, Language Empire is committed to ensuring that at least 5% of the workforce is represented by apprentices. Based on a total workforce of 73 employees, this equates to approximately four apprentices. During the reporting period, we employed four apprentices across different areas of the organisation, including one Bid Manager apprentice, two Customer Service apprentices, and one Business Administration apprentice. This demonstrates that we met our target for this KVI within the reporting period and reflects our ongoing commitment to skills development and inclusive employment pathways.

KVI10: Number of CPD hours undertaken by underrepresented groups

Between January and June 2025, the organisation invested significantly in learning and development for underrepresented groups, focusing particularly on women. Training programs covered key professional themes including project management, public sector procurement, bid writing, safeguarding, and apprenticeships. In total, women participated in at least 21.5 hours of formal training, with a total investment of £2,150.92.

Project management courses provided essential skills in planning and coordination, while procurement and bid writing programs strengthened understanding of public sector tendering processes and improved bid submission capabilities. Safeguarding training ensured staff were equipped with the knowledge to maintain safe and compliant workplace practices. Apprenticeship programs in areas such as business administration, bid coordination, and customer service offered long-term, practical learning opportunities, further enhancing career development.

KVI11: Number of CPD hours undertaken by all staff

Between January and June 2025, a range of training programs was delivered to enhance staff skills across project management, procurement, bid writing, safeguarding, and professional apprenticeships. Project management training focused on developing essential planning and coordination skills. A strong emphasis was placed on public sector procurement and bid writing, with courses designed to improve understanding of procurement processes and strengthen bid submission capabilities. Apprenticeship programs in areas such as bid coordination, business administration, and customer service provided long-term, practical learning opportunities. Safeguarding training ensured staff were aware of their responsibilities in protecting vulnerable individuals and maintaining safe workplace practices. In total, £2,450.92 was invested in at least 31.5 hours of formal training, reflecting a clear commitment to developing staff expertise and maintaining compliance.

It is important to note that this figure should not be double-counted with targeted learning for underrepresented groups or non-targeted learning initiatives, ensuring accurate reporting of investment in staff development.

KVI12: Number of week-long work experience opportunities offered

No week-long work experience placements were provided during the reporting period due to their seasonal nature (summer holidays). However, one student placement is planned for August.

KVI11: Number of skills/employment events attended in schools/colleges and community each year

During the reporting period, colleagues actively participated in a range of skills and employment events across schools and colleges, promoting career pathways and engaging with students. In March 2025, two colleagues attended National Apprenticeship Week at Hopwood Hall College in Rochdale, dedicating one day (8 hours) to the event and an additional day (8 hours) for preparation. In April, two colleagues represented the organisation at the local Jobs Fair at Middleton Shopping Centre, spending a full day (8 hours) engaging with students and the community. In May, a colleague conducted a recruitment session at Manchester College on professional interpreting courses, including DPSI and Community Interpreting, for one day (8 hours). Additionally, two colleagues conducted Year 10 mock interviews at Spen Valley High School (8 hours).

Methodology of collected data

Data for KVI9, KVI10, KVI11, and KVI12 was collected through internal HR records, including workforce data and training, education, and development records maintained by the organisation. This data is based on information recorded and updated by HR in line with organisational processes. Data for KVI13 was collected by the Social Value and Sustainability Officer, using records of social value activities and engagement undertaken during the reporting period. The monetary value of these activities was calculated either through direct input for education and training costs or estimated using National TOMs proxy values for social value activities, ensuring consistent and transparent reporting of investment and impact.

Outcomes and impact

Between January and June 2025, Language Empire delivered a range of skills, employment, and development activities that contributed to workforce development, inclusion, and social value generation across Rochdale and Greater Manchester. In line with KVI9, the organisation maintained its commitment to ensuring that at least 5% of the workforce is represented by apprentices. With a total workforce of 73 employees, this equated to four apprentices, a target that was met during the reporting period. Apprentices were employed across bid management, customer service, and business administration roles, providing structured, long-term learning opportunities that supported employability, skills development, and inclusive access to the labour market.

In support of KVI11, a total of at least 31.5 hours of formal Continuing Professional Development (CPD) training was delivered to staff between January and June 2025, with a total investment of £2,450.92. Training focused on key areas including project management, public sector procurement, bid writing, safeguarding, and professional apprenticeships. This investment enhanced staff capability, compliance, and service quality, particularly in public sector delivery and safeguarding responsibilities. Care was taken to ensure that this figure was not double-counted with targeted learning for underrepresented groups, ensuring accurate and transparent reporting of training investment. Training activity primarily supported staff based in Rochdale and Greater Manchester.

Under KVI10, targeted CPD training for underrepresented groups, particularly women, accounted for at least 21.5 hours of formal learning and an investment of £2,150.92 during the reporting period. This training supported equitable access to professional development, strengthened career progression pathways, and contributed to improved confidence, retention, and representation within skilled roles. The impact of this targeted investment supports a more inclusive, resilient workforce and reinforces the organisation's commitment to equality and diversity across its operations in Rochdale and Greater Manchester.

With regard to KVI12, no week-long work experience placements were delivered during the reporting period due to the seasonal nature of such opportunities, which typically align with summer holidays. However, planning activity continued, and one student placement has been scheduled for August in Rochdale, ensuring continued engagement with education pathways and early career development. In addition, colleagues participated in a number of skills and employment engagement activities aligned with KVI11, including National Apprenticeship Week at a local college in Rochdale, a community jobs fair in Middleton, and recruitment sessions at a further education college in Greater Manchester focused on interpreting qualifications. Two colleagues also conducted Year 10 mock interviews at Spen Valley High School, providing students with practical interview experience, improving confidence and employability, and fostering strong school-employer relationships.

These activities collectively increased awareness of career pathways in interpreting, administration, and related professions, strengthened relationships with local educational institutions, enhanced the organisation's reputation as an employer committed to skills development, and supported meaningful engagement with students and early-career talent in the local community.

Monetary value

For the KVI9, during the reporting period from January to June 2025, Language Empire supported multiple apprentices at different stages of their placements. For the purposes of this report, individuals have been anonymised and referred to as Apprentice 1, Apprentice 2, and so on. Social value has been calculated using the agreed National TOMs proxy value of £224 per apprentice per week, with only the weeks falling within the reporting period included.

Apprentice 1 remained in post for the full reporting period from January to June, contributing a total of 26 weeks and generating £5,824 in social value. Apprentice 2 was in placement from early January until mid-March, contributing approximately 10 weeks and generating £2,240 in social value. Apprentice 3 joined the organisation in June through a customer service skills programme and contributed 4 weeks within the reporting period, generating £896 in social value. Apprentice 4 joined in mid-June as part of a business administration programme and contributed approximately 2.5 weeks by the end of June, generating £560 in social value. Apprentice 5 commenced their placement at the beginning of June and contributed 4 weeks within the reporting period, generating £896 in social value.

In total, apprenticeship activity between January and June 2025 generated an estimated £10,416 in social value. This reflects Language Empire's continued commitment to supporting skills development, employability, and inclusive access to the labour market, in line with National TOMs employment and skills outcomes.

During the reporting period, a total of £2,450.92 was invested in Continuing Professional Development (CPD) training. Of this amount, £2,150.92 was allocated to CPD training accessible to all staff, contributing to KVI11. The remaining investment supported targeted CPD training for employees from underrepresented groups, contributing to KVI10. These figures are reported separately to avoid double counting and to ensure transparent and accurate reporting of training investment.

Furthermore, KVI12 - we did not generate any monetary value yet as the activities are planned for summer 2025. However, for KVI13, colleagues actively contributed to a range of skills and employment activities generating a total of 72 hours of engagement. This included two colleagues participating over two days in the first activity, contributing 32 hours; two colleagues completing a full day (8 hours each) in the second activity, contributing 16 hours; one colleague delivering a full-day session (8 hours) in the third activity; and two colleagues dedicating 16 hours to the fourth activity, including preparation time. Using the TOMs proxy rate of £16.09 per hour, these contributions collectively represent a total social value of £1,158.60.

These activities not only provided practical support and engagement for students and community members but also strengthened the organisation's reputation as a socially responsible employer committed to skills development, workforce inclusion, and meaningful community partnerships. In this goal area, the total social value generated between January and June 2025 is **£13,725.52**.

We had a great time attending the Middleton Jobs Fair today at Middleton Shopping Centre, hosted in partnership with [#RochdaleCouncil](#). It was fantastic to connect with hundreds of job seekers from across Greater Manchester, ...more



Goal 4: Social and Community

We are dedicated to identifying and collaborating with a chosen charity each year to make a positive impact.

GOAL	ACTION	TARGET	ACTUALVALUE	
KVI14	# OF CHARITY PARTNERSHIPS FORMED ANNUALLY	2	2	
KVI15	# TOTAL £ RAISED FOR VCSE	1000£	559£	
KVI16	% OF FUNDRAISING TARGET FOR JOLLY JOSH ACHIEVED	100%	14.8%	
KVI17	# OF STAFF INVOLVED IN CHARITY-RELATED EVENTS OR INITIATIVES	10	7	

KVI14: Number of Charity partnership formed annually

During the reporting period, we maintained our ongoing charity partnership with Jolly Josh (Rochdale) from the previous year and established a new partnership with Deaflink (Newcastle). These partnerships reflect our continued commitment to supporting local communities and creating meaningful social impact through both volunteering and collaborative initiatives.

KVI15: Total £ raised for VCSE

During the reporting period, five colleagues supported Jolly Josh at the Easter Quiz, contributing three hours each. While not a full volunteering day, their participation was valuable, and Jolly Josh provided positive feedback on their contribution.

Two colleagues also supported Deaflink by raising awareness of British Sign Language over two days (8 hours each), with a volunteer value of £257.44. These activities demonstrate our commitment to supporting local communities and creating meaningful social value through staff engagement.

KVI16: Percentage of fundraising target for Jolly Josh Achieved

Although 5 of our colleagues supported Jolly Josh at the Easter Quiz, the activity lasted approximately 3 hours and therefore did not meet the definition of 1 volunteering day, which is 8 hours of work. Nonetheless, we are pleased that 5 colleagues were actively engaged, and we received positive feedback from Jolly Josh regarding their contribution, highlighting the value of their participation, as well as support that they provided in the activity implementation.

KVI17: Number of staff involved in charity-related events or initiatives

During the reporting period, a total of seven colleagues participated in activities supporting VCSEs, against a target of ten. It is important to note that this figure falls outside the definition of a full volunteering day, which the organisation is aiming to achieve 80% compliance with. Despite this, staff engagement demonstrates continued commitment to supporting local community organisations and creating social value.

Methodology of the collected data

Data for KVI14 was collected by the Financial Officer and the Social Value and Sustainability Officer, based on records of charity partnerships formed. KVI15 and KVI16 were reported by the same officers, including both monetary donations and the value of staff volunteer time. Data for KVI17 was provided by the HR Officer, tracking staff participation in charity-related events. All data is drawn from verified internal records to ensure accuracy.

Outcome and Impact

During the reporting period, colleagues actively participated in charity-related activities, including supporting Jolly Josh at the Easter Quiz. Their involvement provided practical support for the successful delivery of the event and contributed directly to the organisation's charitable engagement goals. These activities helped families with SEND (Special Educational Needs and Disabilities), offering support, engagement, and resources that positively impacted children and their families.

In addition, colleagues contributed to Deaflink by raising awareness about British Sign Language (BSL), helping to promote inclusion and understanding of communication needs within the community.

The overall impact of these efforts includes strengthened relationships with partner charities, increased awareness of charitable causes and inclusion among staff, and an enhanced organisational reputation as a socially responsible employer. Participation in these activities has fostered a culture of volunteerism within the organisation, encouraged ongoing engagement with charitable projects, and supported meaningful partnerships that benefit both the community and the organisation's social value objectives. The impact was later confirmed by Jolly Josh during a stakeholder interview.

Monetary value

During the reporting period, social and financial value from charity activities totalled £558.79. This includes the Easter Quiz with Jolly Josh, where five colleagues volunteered three hours each and £60 was raised in donations, contributing £301.35, and support for Deaflink, where two colleagues raised awareness of British Sign Language over two days (8 hours each), contributing £257.44. These activities demonstrate the tangible impact of staff engagement and our commitment to supporting local communities.

Goal 5: Employment and Community

We pledge to have an inclusive recruitment policy and support staff volunteering activities

GOAL	ACTION	TARGET	ACTUALVALUE
KVI20	% OF STAFF COMPLETING 1 VOLUNTEERING DAY PER YEAR	80% (54)	2
KVI21	% OF WORKFORCE FROM UNDERREPRESENTED GROUPS	90%	96%



KVI20: Percentage of staff completing 1 volunteering day per year

Although five of our colleagues supported Jolly Josh at the Easter Quiz, the activity lasted approximately three hours and therefore did not meet the definition of one full volunteering day, which is eight hours of work. Nonetheless, we are pleased that these colleagues were actively engaged, and we received positive feedback from Jolly Josh regarding their contribution, highlighting the value of their participation and the support they provided in delivering the activity.

In addition, two colleagues completed a full volunteering day at Deaflink, contributing to raising awareness about British Sign Language (BSL) and supporting the charity's mission, further demonstrating staff commitment to community engagement and social value initiatives.

KVI21: Percentage of workforce from underrepresented groups

Based on the data from the 2025 EDI report, we are pleased to announce that in this reporting period, 96% of Language Empire's employees come from underrepresented groups in the labour market, including women, NEETs, non-native English speakers, LGBTQ+ individuals, people with disabilities, and ethnic minorities. This exceeds our target by 6%, reflecting our commitment to fostering equality and diversity within the organization. We are proud to fulfill our commitments and uphold our core value of Equality and Diversity, ensuring that our workforce is representative, inclusive, and supportive of all individuals.

We are also pleased to note that women hold 44 % of upper-management positions at Language Empire, which compares favorably with broader patterns of gender representation in leadership. (World Economic Forum, 2025) Globally, women remain underrepresented in senior leadership, holding only around 28 % of top-management roles worldwide, despite making up a substantial portion of the workforce. This highlights that our leadership composition reflects a strong commitment to gender equity and our core value of Equality and Diversity.

To mark Deaf Awareness Week, we were proud to join #Deaflink at an awareness event at #FreemanHospital, #Newcastle. ...more



Methodology of the collected data

The data for KVI20 was sourced from the Social Value and Sustainability Officer. Data for KVI21, on the other hand, was collected through quantitative analysis of HR records, which were voluntarily provided and regularly updated by our employees.

Outcome and Impact

The Easter Quiz, supported by five colleagues, provided valuable assistance to Jolly Josh and the SEND families it serves. This activity resulted in active employee engagement, strengthened community relationships, and enhanced morale, reflecting Language Empire's commitment to social responsibility. Our workforce diversity initiatives have led to 96% of employees coming from underrepresented groups, exceeding our target by 6%, and women holding 44% of upper-management positions. These outcomes foster an inclusive culture, promote equality, and strengthen our reputation as a diverse and equitable employer. Both KVIs are based in Rochdale and the surrounding area.

#TeamFun #EasterQuiz #PieAndTrivia #TeamSupport



Goal 6: Environment

We pledge to achieve Net Zero by 2040

GOAL	ACTION	TARGET	ACTUALVALUE	
KVI22	% REDUCTION IN CARBON EMISSIONS	10%	N/A	!
KVI23	TOTAL CO ₂ EMISSIONS OFFSET (IN TONNES)	20	N/A	↻
KVI24	% OF GREEN ENERGY GENERATED FOR TOTAL CONSUMPTION	30%	N/A	↻

KVI22: Percentage of reduction in carbon emissions

Our baseline electricity-related carbon footprint for the previous year was 14.6 tonnes of CO₂. For the period January to June 2025, our electricity consumption has resulted in approximately 5.6 tonnes of CO₂ (using values based on Greenhouse Gas Reporting).

If we continue at this pace and implement energy-saving measures for the second half of the year, it appears we are on track to reduce our annual electricity emissions by around 10% compared to the baseline year. This reflects a positive trend towards our sustainability goals and demonstrates progress in lowering electricity-related carbon emissions from our office operations.

Regarding gas emissions, these have amounted so far to 0.35 tonnes of CO₂. According to our Carbon Reduction Plan, this is 0.01 tonnes lower than the baseline year. However, it is important to highlight that the CRP accounts for the entire year, and the data above represents only the first part of 2025. Therefore, urgent action is required to ensure we remain on track to meet our gas reduction targets.

KVI23: Total CO₂ Emission Offset (in tonnes)

With respect to carbon offsets, no offsets have been implemented during this reporting period. We have a contractor in place for offsetting via tree planting in the UK, with the contract starting in September 2025. At that time, we plan to plant at least 70 trees, which could potentially offset around 2.1 tonnes of CO₂ per year.

KVI24: Percentage of green energy generated for total consumption

Data on the percentage of green energy generated is collected on an annual basis, in line with the reporting system. Therefore, detailed information will be provided in the Annual Social Value and Sustainability Report, which will be published in early January 2026.

Methodology of the collected data

The environmental data was collected based on utility invoices and subsequently entered into the Carbon Planner Tool provided by NatWest Bank, which assists in calculating our carbon footprint. Additionally, we follow the Greenhouse Gas Reporting Conversion Factors published by the UK Government (Department for Business, Energy & Industrial Strategy, 2025) to ensure consistency and accuracy in our reporting.

Intervention outside of the scope of KVIs

As an additional sustainability measure outside the scope of our Key Value Indicators (KVI), we have upgraded our recycling bins across all our premises, including locations that we rent to other businesses. These bins are specifically for organic waste and enhance our existing recycling system. This initiative supports improved waste segregation and contributes to our broader environmental goals.

Outcome and Impact

For electricity, our actions have resulted in a positive outcome: for the first half of 2025, we are on track to reduce Scope 2 emissions by around 10% compared to the baseline year. The impact of this reduction is a lower operational carbon footprint, improved cost efficiency, and progress toward our sustainability targets. Gas emissions, in contrast, remain a risk. Without further interventions, they could exceed targets, creating a potential negative social value by increasing Scope2 emissions and affecting environmental performance and compliance. A new recalculation is needed.

The upgrade of our recycling system is another positive outcome, improving organic waste segregation across all premises, including rented spaces. Its impact includes reduced landfill waste, lower emissions, and strengthened sustainability culture among staff and tenants.



Goal 7: Leadership

We pledge to lead the way in Social Value creation and delivery within the interpretation and translation sector.

GOAL	ACTION	TARGET	ACTUALVALUE	
KVI25	# OF STAKEHOLDER FEEDBACK INTERACTIONS	10	2	
KVI26	# OF SOCIAL VALUE REPORTS RELEASED	2	1	
KVI27	# OF SOCIAL VALUE NEWSLETTERS RELEASED	2	0	

KVI25: Number of stakeholder feedback interactions

For this Key Value Indicator (KVI), Language Empire has achieved partial compliance, with 2 out of 10 stakeholder consultations completed to date. Initial engagement has focused on both internal and external stakeholders through the distribution of structured questionnaires, which are currently being used to collect feedback and input.

The remaining consultations are planned for August–September, during which more in-depth stakeholder interviews will be conducted. Targeted stakeholders include Jolly Josh, Thornton and Lowe, internal consultant Shabir Abdul, and Social Value Business, alongside other relevant internal and external stakeholders. These consultations will enable Language Empire to gather qualitative insights to inform decision-making, strengthen social value delivery, and ensure alignment with stakeholder expectations.

KVI26: Number of social value reports released

For this Key Value Indicator (KVI), Language Empire has recorded partial compliance. The current report represents an initial social value update; however, the **Annual Social Value and Sustainability Report** is scheduled for release in the first week of January 2026. This timeline has been set to allow for the full and accurate collection, validation, and analysis of social value data covering the entirety of the 2025 reporting year.

Once published, the annual report will provide a comprehensive overview of performance against all the Key Value Indicators, ensuring transparency, accuracy, and consistency in reporting. This staged reporting approach supports robust data governance and continuous improvement in Language Empire's social value and sustainability practices.

KVI25: Number of social value newsletters released

This KVI is currently in progress. The next newsletter is scheduled to be sent out to both internal and external stakeholders in the month following this report (August 2025).

Methodology of data collection

The data for these KVIs is collected from the Social Value and Sustainability Officer as the dataset does not require any complex data analysis.

Outcome and Impact

The release of this newsletter and report enhances transparency around our Social Value (SV) and sustainability strategy, demonstrating compliance and accountability. In addition to increasing visibility, the stakeholder engagement questionnaire provided valuable feedback from employees and interpreters on our SV strategy, giving us insight into internal perceptions and stakeholder views. This feedback will inform the improvement of SV programming in the coming months and into 2026. Overall, the process of collecting KVI data and sharing these updates supports more effective, data-driven SV initiatives while strengthening trust and communication with both internal and external stakeholders. Furthermore, the geographic location of these KVIs is mostly linked to Greater Manchester, and more precisely, Rochdale where our office is located.

Monetary value

Monetary value is not measurable or relevant to these KVIs.



Main Social Value Stakeholders for 2025 and impact of our SV programming

NUM BER	STAKEHOLDERS	LOCATION	VALUES	INPUT	OUTCOME AND IMPACT
1	INTERNAL EMPLOYEES	ROCHDALE, UK	PEOPLE ETHICAL CONDUCT ASSURED EXCELLENCE CLIENTS EQUALITY DIVERSITY	31.5 HOURS OF NON-MANDATORY LEARNING; £2,450 INVESTED; 4 APPRENTICES	ENHANCED STAFF SKILLS AND PROFESSIONAL DEVELOPMENT; INCREASED RETENTION AND ENGAGEMENT; APPRENTICES GAINED PRACTICAL EXPERIENCE AND CAREER PROGRESSION OPPORTUNITIES; CONTRIBUTED TO ORGANISATIONAL KNOWLEDGE AND CAPABILITY.
2	EXTERNAL EMPLOYEES AND INTERPRETERS	UK	PEOPLE ETHICAL CONDUCT ASSURED EXCELLENCE CLIENTS EQUALITY DIVERSITY	MANDATORY TRAINING	IMPROVED COMPLIANCE, PROFESSIONAL STANDARDS, AND QUALITY OF SERVICE; STRENGTHENED WORKFORCE CAPABILITY AND CONFIDENCE AMONG EXTERNAL INTERPRETERS.
3	JOLLY JOSH	ROCHDALE, UK	INCLUSION AND ACCESSIBILITY, COMMUNITY AND CONNECTION, EMPOWERMENT, SUPPORT AND GROWTH	VOLUNTEERING: 5 PEOPLE + 3 HOURS; £60 DONATION	POSITIVE SOCIAL IMPACT ON LOCAL FAMILIES WITH SEND; STRENGTHENED COMMUNITY RELATIONS; STAFF ENGAGEMENT AND AWARENESS OF SOCIAL RESPONSIBILITY.
4	HOPWOOD HALL COLLEGE	ROCHDALE	INTEGRITY, NURTURING, ENJOYMENT, AMBITION, SUSTAINABILITY	PARTICIPATION IN NATIONAL APPRENTICESHIP WEEK: 2 COLLEAGUES + 2 DAYS SESSIONS ON CAREERS IN OUR SECTOR	RAISED AWARENESS AMONG STUDENTS ABOUT CAREER PATHWAYS; LONG-TERM COLLABORATION FOR APPRENTICESHIP RECRUITMENT; STRENGTHENED PIPELINE OF SKILLED TALENT.
5	MANCHESTER COLLEGE	MANCHESTER	INTEGRITY, ONE TEAM, ALWAYS IMPROVING, CAN DO, SUSTAINABLE	WORKSHOP ON CAREERS IN INTERPRETATION AND TRANSLATION	INCREASED STUDENT KNOWLEDGE OF CAREER OPTIONS; PROMOTED INTERPRETING PROFESSION; SUPPORTED RECRUITMENT AND LONG-TERM COMMUNITY ENGAGEMENT.
6	BOLTON COLLEGE	BOLTON	INCLUSIVE, ASPIRATIONAL, COLLABORATIVE, AND EXCELLENCE	WORKSHOP ON CAREERS IN INTERPRETATION AND TRANSLATION	RAISED AWARENESS, SUPPORTED RECRUITMENT, AND STRENGTHENED RELATIONSHIPS WITH LOCAL EDUCATIONAL INSTITUTIONS.
7	SPEN VALLEY HIGH SCHOOL	LIVERSEDEGE	COMPREHENSIVE IDEALS, EXCELLENCE, PERSONAL DEVELOPMENT, ACHIEVEMENT, LIFE-LONG LEARNING	MOCK INTERVIEWS	PROVIDED STUDENTS WITH PRACTICAL INTERVIEW EXPERIENCE; IMPROVED CONFIDENCE AND EMPLOYABILITY; STRENGTHENED SCHOOL- EMPLOYER RELATIONSHIPS.

Impact on organizations

During the reporting period, a range of activities was delivered to support skills development, community engagement, and social value creation across our stakeholders. For our internal employees, we delivered 31.5 hours of non-mandatory learning, investing £2,450 in professional development. This training enhanced staff skills, engagement, and retention, while our four apprentices benefited from practical work experience, gaining valuable career progression opportunities and contributing to organisational capability.

For external employees, mandatory training for interpreters ensured compliance with professional standards, improved quality of service delivery, and strengthened workforce confidence and capability.

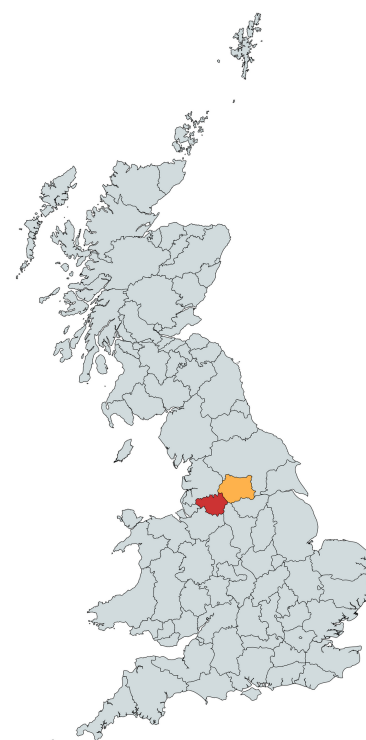
Through our partnership with Jolly Josh, five colleagues volunteered three hours each and supported a £60 donation. This activity had a meaningful social impact on local families with SEND, demonstrating our commitment to supporting vulnerable communities and fostering staff engagement in charitable initiatives.

Engagement with local educational institutions also contributed to long-term social value. At Hopwood Hall College, two colleagues participated in National Apprenticeship Week over two days, delivering sessions on careers in interpretation and translation. This raised student awareness of career pathways, supported apprenticeship recruitment, and strengthened our ongoing collaboration with the college.

Similar initiatives were delivered at Manchester College and Bolton College, where seminars on careers in interpretation and translation provided students with knowledge of professional opportunities and reinforced relationships with local educational institutions.

Finally, at Spen Valley High School, two colleagues conducted mock interviews for students, providing practical experience, enhancing confidence and employability, and fostering strong school-employer links.

Greater Manchester
(81.8% of activity)
Near Neepes
(18.2% of activity)



Baseline Supply Chain Value

During the first half of 2025 (January-June), Language Empire generated a baseline economic contribution through routine supply chain expenditure totalling £148,902. This expenditure supported the delivery of essential services including facilities maintenance, IT and digital infrastructure, compliance and certification, and business continuity services.

The organisation's supply chain includes a strong representation of Micro and SME suppliers, particularly across maintenance, safety, compliance, HR, and specialist services. This baseline spend contributes directly to employment, supplier revenue stability, and ongoing economic activity across the supply chain.

Negative social value

Aebi (2025) defines social value as the wider, non-financial impacts of programmes and organisations on individual wellbeing, group social capital, and the physical environment. Within this framework, negative social value refers to activities or outcomes that cause harm or deterioration to wellbeing, weaken social relationships or trust, or damage the environment, thereby reducing overall societal benefit rather than enhancing it (Aebi, 2025).

In line with this definition, there is no evidence that the organisation generated negative social value during the reporting period. All recorded activities contributed positively to community engagement, charitable support, skills development, and improved outcomes for beneficiaries, including families with SEND. Feedback from partners and stakeholders indicates that engagement with the organisation strengthened social capital and delivered beneficial outcomes rather than harm.

However, the organisation recognises that environmental impact, specifically gas-related carbon emissions (KVI22), represents a potential future risk of negative social value. As environmental degradation is a recognised form of social harm under Aebi's framework, failure to meet planned reductions outlined in the Carbon Reduction Plan could result in adverse social and environmental outcomes. This area will therefore continue to be closely monitored, with mitigation actions reviewed to prevent the generation of negative social value in future reporting periods.

Mandatory and non-mandatory outcomes

This report focuses on non-mandatory outcomes linked to our Social Value and Sustainability Strategy, aligned with our broader corporate objectives. Only a small number of our customers currently have formal social value commitments, and these are all in the planning phase. This is primarily because several of our long-standing contracts were established before social value became a standard consideration in tenders. Nevertheless, even in the absence of contractual or legal obligations, we remain committed to acting as a responsible and socially conscious business, embedding social value principles across our operations wherever possible.

Organizational learning

During the reporting period, several key organisational learning points were identified. Analysis of environmental data showed an increase in carbon footprint related to gas usage within the office compared to the previous year. This has highlighted the need for closer monitoring of energy consumption and the exploration of energy efficiency measures to reduce emissions going forward.

Employee participation in volunteering activities was lower than anticipated, particularly in relation to full volunteering days. This learning indicates a need to better understand barriers to participation and to explore more flexible or accessible volunteering opportunities that align with staff capacity and availability.

Feedback from an external stakeholder, the waste disposal agency, identified the need to improve recycling practices not only within the office but also across the wider building shared with other tenants. This has reinforced the importance of clearer waste management processes, improved communication, and shared responsibility across all occupants.

Despite reporting on social value outcomes, internal awareness of social value activities remains limited, particularly among colleagues who are not directly involved. This learning highlights the need to strengthen internal communication channels, including more visible updates and clearer engagement through mechanisms such as the Social Value Taskforce.

The introduction of new contracts with specific social value requirements, including the SY and Newcastle contracts, has highlighted the importance of maintaining a clear and accessible register of mandatory social value commitments. This will support compliance, accountability, and consistent delivery across contracts.

Finally, positive feedback received on apprenticeship programmes, engagement with schools, and the Jolly Josh partnership has reinforced the value of these initiatives. This learning confirms that investment in skills development and community partnerships delivers meaningful impact and should remain a core focus of future social value activity.

Recommendations for the upcoming 6 months

During the reporting period, several key organisational learning points were identified. Analysis of environmental data showed an increase in carbon footprint related to gas usage within the office compared to the previous year. This has highlighted the need for closer monitoring of energy consumption and the exploration of energy efficiency measures to reduce emissions going forward.

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Conclusion

This mid-year report summarises data from all our KVs outlined in the 2025 Social Value and Sustainability Strategy for the period January to June 2025, covering the first six months of the year. This report forms part of our enhanced social value reporting, with the Annual Social Value Report scheduled for release in January 2026, once all annual data has been collected.

This mid-year reporting approach helps strengthen the implementation of our social value strategy by providing timely insights and supporting continuous improvement. The total social value generated during this period (excluding direct contributions to the local economy, which are tracked internally but not disclosed externally due to their sensitive nature) was **14,284.52£**. In the upcoming months, we will continue to focus on maximising the social value we create across our communities, employees, and stakeholders.

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