

# Social Impact Report

2023/24



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# Building Sustainable Futures Through Conscious, Responsible Actions

“The best way to find yourself is to lose yourself in the service of others.”

- Mahatma Gandhi -

# Our Mission

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At **Commercial Group** we recognise the integral role that Social Value plays in shaping our industry and see it as a vital reflection of our broader commitment to ensuring responsible business and creating meaningful, lasting change.

Our mission goes beyond creating profit; it is about making a lasting, positive impact on individuals and communities.

This principle is at the heart of our strategy, guiding us to foster inclusive growth and create sustained positive impact.

The creation of this report has been a process of reflection and pride. It highlights our achievements while reinforcing our commitment to continuous improvement and transparency. We're excited by the insights we've gained and the tangible impacts we've made. Looking ahead, our commitment to Social Value remains unwavering.

We are dedicated to refining and evolving our approach to better meet the needs of society.

For us, social value is a catalyst for positive change, shaping lives with each placement.

This report reflects our progress and reaffirms our pledge to continue driving impactful changes.



**Simone Hindmarch**  
Managing Director



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# Commercial Group

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Driving  
**Meaningful**  
Change

# Our Values

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At **Commercial Group** our values are the foundation of who we are and how we work. They guide our decisions, shape our culture and define how we engage with our clients, communities and one another.

Our values influence the standards we uphold, the partnerships we build, and the impact we aim to deliver. They keep us focused on our mission, ensure consistency across everything we do, and inspire us to continually raise the bar.



- 1 **Integrity** — We act honestly, ethically, and transparently in all our relationships and decisions.
- 2 **Collaboration** — We work together across teams, sectors, and communities to achieve shared goals.
- 3 **Innovation** — We embrace creativity and continuous learning to drive meaningful progress.
- 4 **Sustainability** — We are committed to creating lasting, positive impacts for people and the planet.
- 5 **Accountability** — We take ownership of our actions and deliver on our promises



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# About This Report

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We have partnered with Social Value Consultancy, a leading consultancy and software solution, who have developed a robust and accredited process to measure, assess and articulate our impact across several critical areas.

## These areas include:



Social Value



Socio-Economic Impact



Sustainability



Equality, Diversity & Inclusion (EDI)



Wellbeing



Social Value KPI's



ESG Performance



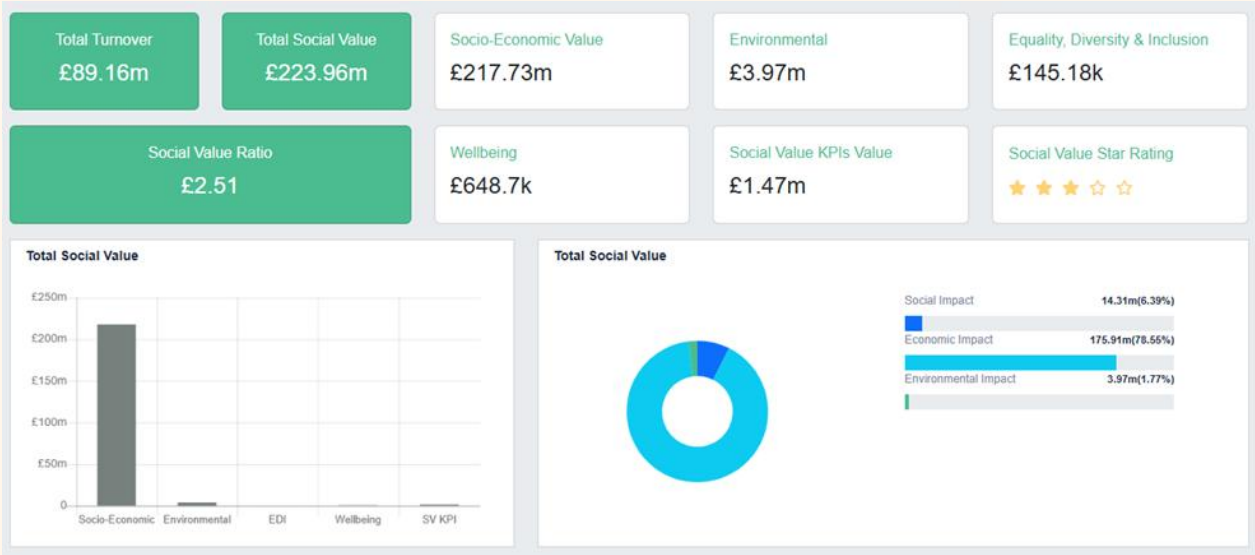
Alignment with UN SDGs & Government Frameworks

## Our impact has been evaluated using the Whole Life Social Value Standard which uses a range of Government accredited methodologies:

- **Cost-Benefit and Cost-Effectiveness Analysis:** Capturing fiscal savings, socio-economic value, and wellbeing outcomes.
- **HM Treasury Green Book:** Calculates the benefits derived from capital investments and interventions, leveraging the Unit Cost Database.
- **Social Value UK and Social Value International Frameworks:** Developed in collaboration to assess improvements to individual, community, and economic wellbeing.
- **Environmental Impact Analysis:** Evaluating carbon reduction, resource efficiency, and broader environmental gains.
- **Economic Impact Analysis:** Assessing the wider economic benefits driven by employment and expenditure,

All methodologies used are aligned with UK Government-endorsed standards and are supported by accreditations from the Institute for Social Value, Social Value International, and GRESB.

Through detailed data collection, rigorous analysis, and trusted frameworks, this report reflects our ongoing commitment to driving societal progress in a meaningful and measurable way.



Total Social Value Added

**£ 223.96**

Social Value Ratio

**£ 2.51**

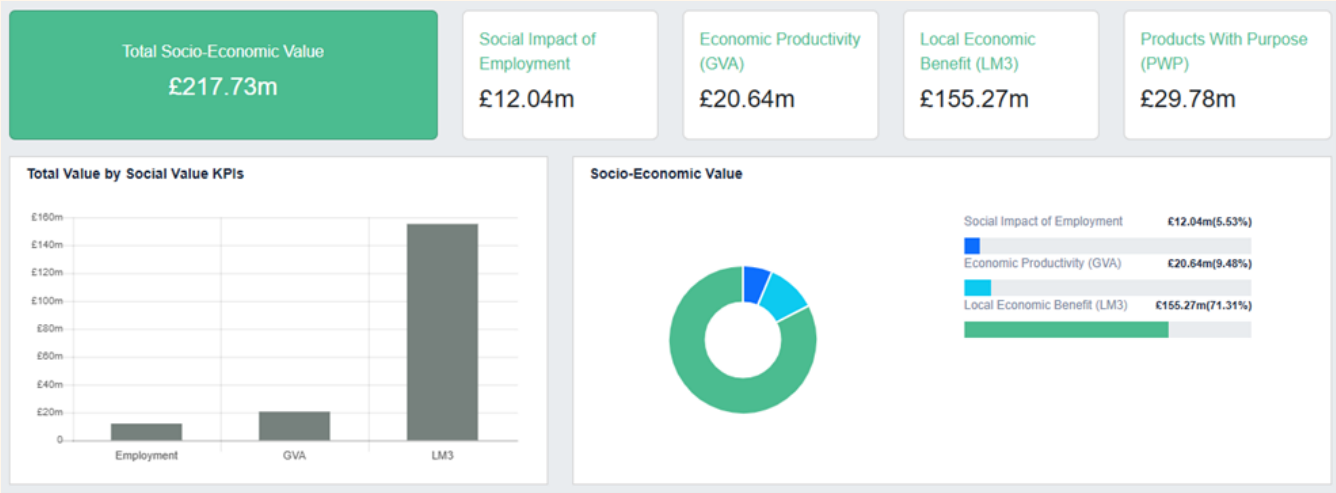
Social Value Rating

★★★★☆

The total social value presented in this report reflects the measurable impact of our combined efforts to deliver social, environmental, and economic benefits.

This includes initiatives such as job creation, educational programmes, sustainable practices, and community development. By striving to maximise our social value, we are not only strengthening our organisation — we are helping to improve lives, support communities, and drive meaningful, lasting change.





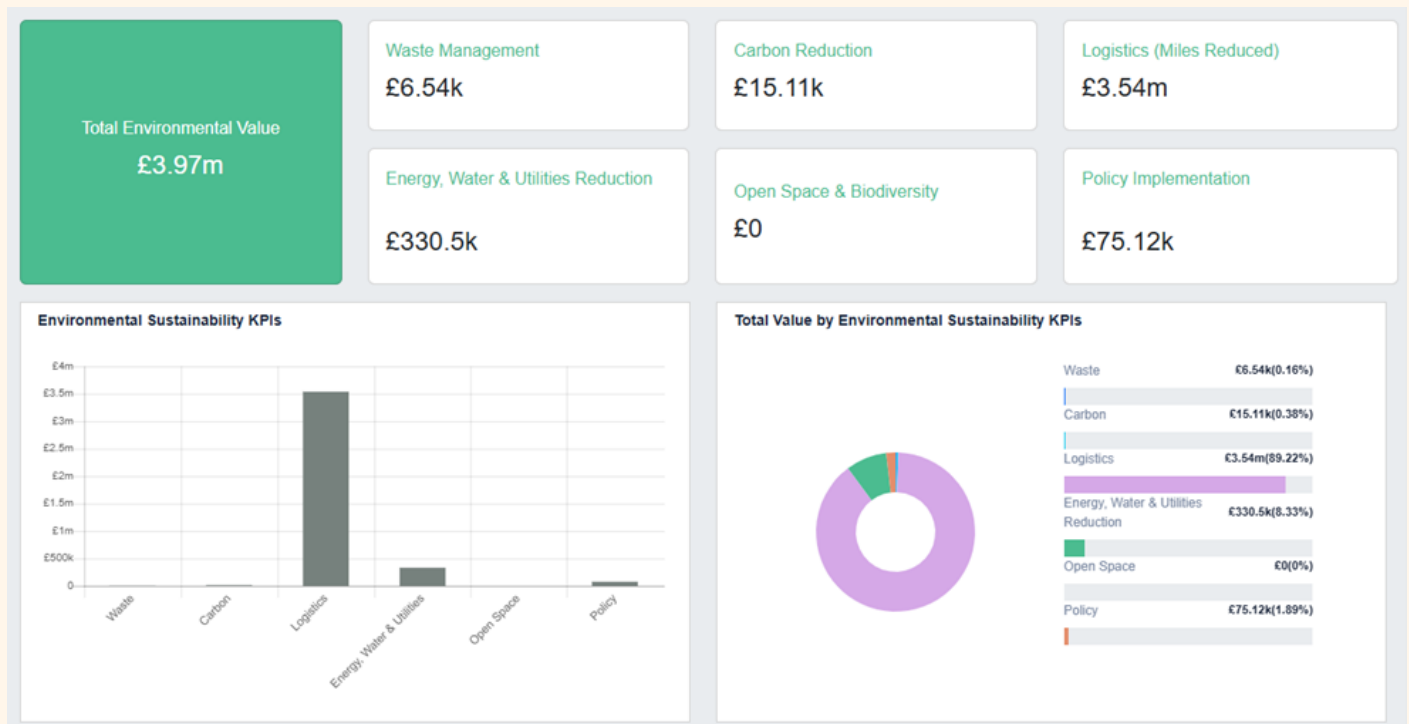
This socio-economic report provides a comprehensive assessment of the positive contributions we make to society and the economy.

Key social value initiatives have been instrumental in driving these outcomes, ensuring that our efforts translate into measurable societal and economic improvements.

**Total Value** represents the combined social benefits of our activities, covering the following areas:

- Social Impact of Employment:** highlights the wider effects of job creation, including skill development, improved livelihoods, and reduced poverty.
- Economic Productivity:** measured using Gross Value Added (GVA), reflects the value we add to the broader economy by showing how much our business contributes to economic growth.
- Local Economic Benefit:** indicated by the LM3 metric (Local Multiplier 3), evaluates our impact at the community level, capturing how our operations benefit local businesses and residents.
- Products With Purpose:** this is the value of the products that we create that have a specific social or environmental purpose.

Together, these indicators provide a comprehensive, data-driven overview of our socio-economic contributions.



This dashboard presents our environmental outcomes, and the metrics used to measure our impact.

It outlines the results of our efforts in areas such as resource management, carbon reduction, biodiversity support, and policy implementation..

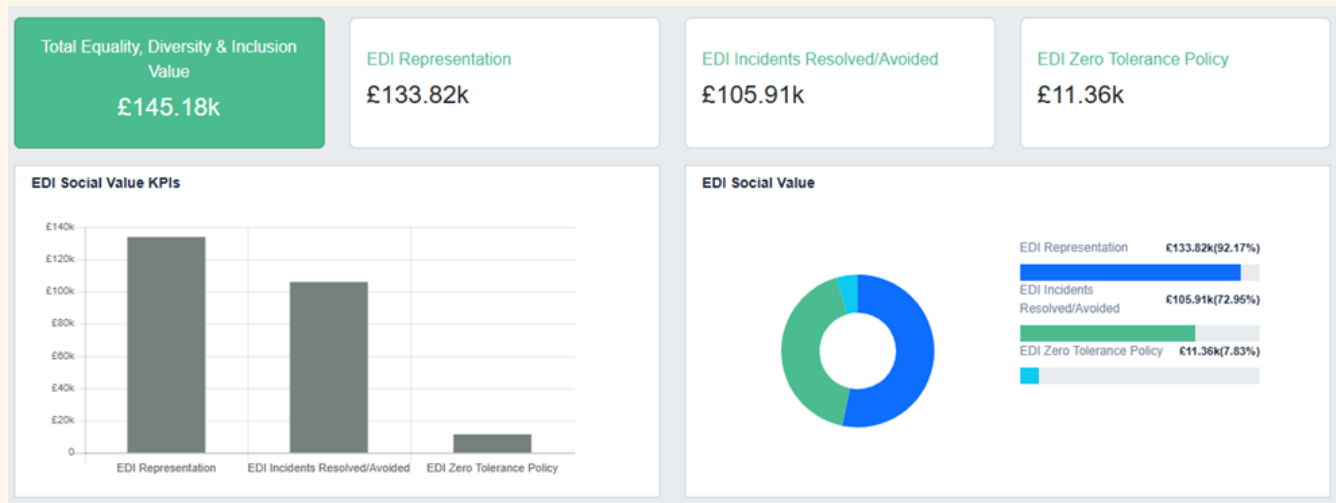
Through data and performance indicators, we highlight tangible outcomes of our sustainability initiatives, demonstrating our commitment to integrating environmental responsibility across all aspects of our operations.

The following areas are part of our long-term strategy to create a positive impact on the planet:

- **Waste Management:** Reduction in overall waste generated and increased recycling rates.
- **Carbon Reduction:** Achievement of a reduction in carbon emissions through energy efficiency projects and green energy sourcing.
- **Logistics (Miles Reduced):** Miles saved by optimising transportation routes and consolidating deliveries.
- **Energy & Utilities:** Reduction in energy consumption due to upgrades in energy-efficient technologies and practices.
- **Water Usage Reduction:** Decrease in water usage through the implementation of water-saving systems.
- **Open Space & Biodiversity:** Creation and preservation of open space, with ongoing biodiversity projects.
- **Policy Implementation:** Successful integration of sustainability policies in operations,

# Equality, Diversity & Inclusion (EDI)

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This EDI dashboard consolidates key metrics that highlight our ongoing commitment to fostering a diverse, equitable, and inclusive workplace.

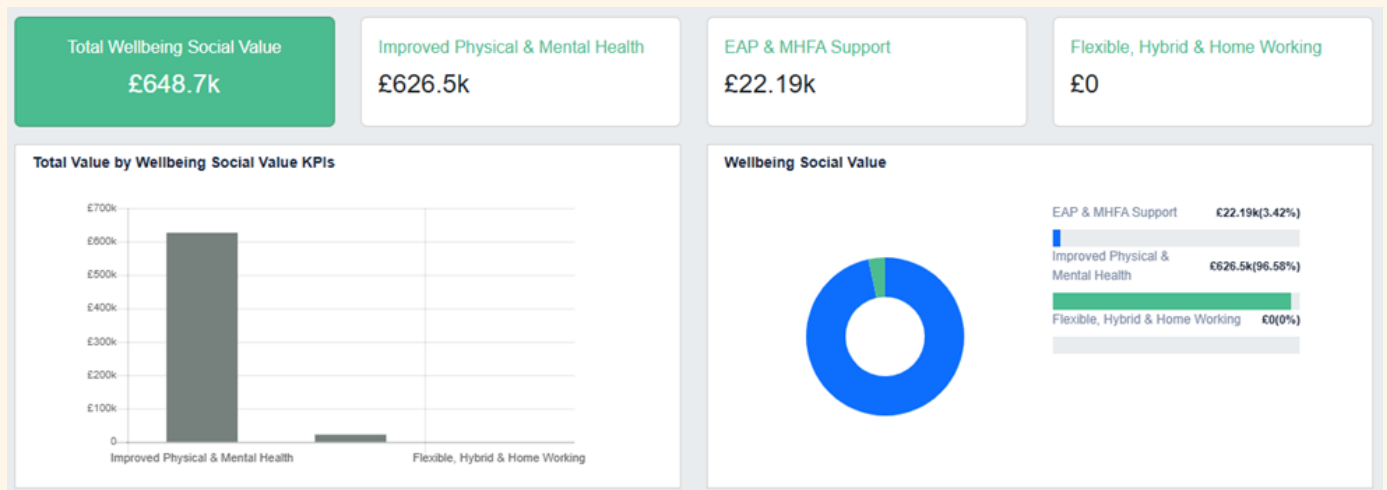
The total EDI value offers a comprehensive measure of the impact of our equality, diversity, and inclusion initiatives:

- **EDI Representation:** provides a snapshot of the diversity within our workforce, demonstrating how well we reflect the communities we serve across gender, ethnicity and disability status as well as employees with protected characteristics.
- **EDI Incidents Resolved/Avoided:** captures the number of equality and inclusion-related incidents that have been addressed and resolved, showcasing our proactive approach to maintaining a safe, respectful, and supportive environment.
- **EDI Zero Tolerance Policy** reinforces our unwavering commitment to upholding a workplace culture where discrimination, harassment, and exclusion are not tolerated.

Specific initiatives delivered during the reporting period, such as targeted recruitment programmes, leadership training on unconscious bias, employee resource groups, mentorship schemes,

Key targets and outcomes achieved, such as percentage improvements in workforce representation, completion rates for EDI training programmes, or milestones in policy development, can be outlined here.





This Wellbeing dashboard presents key metrics that demonstrate our commitment to supporting employee health and overall well-being.

The data highlights how our initiatives create lasting benefits for individuals, the workplace, and the wider community.

## Key focus areas include:

- **Total Wellbeing Social Value Score:** Captures the combined impact of all wellbeing initiatives, providing an overall measure of the social value generated through improved health, engagement, and support outcomes.
- **Improved Physical & Mental Health:** Quantifies the benefits of our targeted health and wellbeing programs, which are designed to enhance physical fitness, boost mental resilience, and promote overall healthy living.
- **Employee Assistance Program (EAP):** Measures the reach and effectiveness of our mental health and support initiatives, including the Employee Assistance Programme (EAP) and Mental Health First Aid (MHFA) provision. This area captures engagement with confidential support services, early intervention through trained Mental Health First Aiders, and overall mental wellbeing support. Insert specific initiatives and key data for MHFA-trained staff, EAP usage rates, case studies, training sessions delivered, or employee feedback.
- **Flexible, Hybrid, and Home Working Arrangements:** Assesses the contribution of flexible working practices to employee well-being, work-life balance, and productivity, particularly in adapting to modern workplace expectations. including access to EAP, hybrid work satisfaction benchmarks, sector health & wellbeing accreditations.



This KPI dataset features a comprehensive dashboard that categorises key performance indicators (KPIs) across critical focus areas, providing a detailed assessment of organisational effectiveness and societal impact.

Theme	KPI Category	Social Value KPI	No. of People	Total KPI Value
Advice and Support	Financial Wellbeing	Financial Inclusion Support	286	£47,221.27
Advice and Support	Employee Assistance Programme	Legal Advice	286	£66,063.49
Advice and Support	Employee Assistance Programme	Telephone Counselling	24	£5,259.84
Advice and Support	Employee Assistance Programme	Support with Mental Health at Work	286	£30,730.78
Apprenticeships	Apprenticeships	General Apprentices (Average for all entry levels)	14	£394,931.65
Community and Social	Community Engagement	Community Cohesion Activity	70	£16,536.52
Community and Social	Community Engagement	Community Engagement Event	10	£2,384.61
Community and Social	Community Engagement	Community Environmental Project	110	£12,480.75
Community and Social	Community Event	Community Project	70	£7,942.29
Community and Social	Families	Improved Family Relationships	75	£46,209.00
Education	Education Support	Careers Information Advice and Guidance	4	£4,598.70
Education	Education Support	Classroom Activity	150	£13,244.26
Health and Wellbeing	Social Isolation	Reduced Social Isolation	174	£267,019.65
Health and Wellbeing	Mental Health	People Supported by Mental Health Champions	20	£22,835.20
Health and Wellbeing	Mental Health First Aiders	Training for Mental Health First Aiders	7	£3,647.02
Health and Wellbeing	Drug and Alcohol Services	Recovery from Alcohol Dependency Problems	15	£163,001.85
Health and Wellbeing	Drug and Alcohol Services	Recovery from Drug Dependency Problems	1	£15,810.18
Health and Wellbeing	Smoking Cessation	Reduction in Smoking	15	£28,493.18
Health and Wellbeing	General Health and Wellbeing	Improved General Health and Wellbeing	107	£237,627.23
Health and Wellbeing	Reducing Obesity	Accessing Healthy Meals	216	£63,486.29
Health and Wellbeing	Employee Assistance Programme	Support with Mental Health at Work	35	£17,461.11
Training and Skills	Education Support	Curriculum Enrichment Talks	50	£4,414.75

# Progress Towards the SDGs

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This section explores our approach to SDG (Sustainable Development Goals) monetisation, where we translate the United Nations' 17 SDGs into tangible financial and business value.

Rather than viewing the SDGs as aspirational or philanthropic, we strategically integrate them into our operations, products, and services to unlock growth, attract investment, and create competitive advantage. Each SDG presents unique market opportunities, which we can address through innovation, partnerships, and tailored solutions.

Monetising the SDGs requires a shift from traditional CSR to a value-driven strategy. This involves identifying priority SDGs aligned with our mission, setting measurable outcomes, and tracking progress through transparent reporting.

By demonstrating our impact and return on SDG-aligned initiatives, we not only drive global change but also generate long-term economic value. Insert relevant industry benchmarks, e.g., SDG performance standards for manufacturing, renewable energy targets, sustainable sourcing guidelines.

1 NO POVERTY



£12.47m

2 ZERO HUNGER



£12.47m

3 GOOD HEALTH AND WELL-BEING



£629.17k

4 QUALITY EDUCATION



£3.43m

5 GENDER EQUALITY



£53.49k

6 CLEAN WATER AND SANITATION



£0

7 AFFORDABLE AND CLEAN ENERGY



£330.5k

8 DECENT WORK AND ECONOMIC GROWTH



£12.04m

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



£19.53k

10 REDUCED INEQUALITIES



£79.74k

11 SUSTAINABLE CITIES AND COMMUNITIES



£121.35m

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



£3.54m

13 CLIMATE ACTION



£21.65k

14 LIFE BELOW WATER



£0

15 LIFE ON LAND



£0

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



£86.48k

17 PARTNERSHIPS FOR THE GOALS



£86.48k

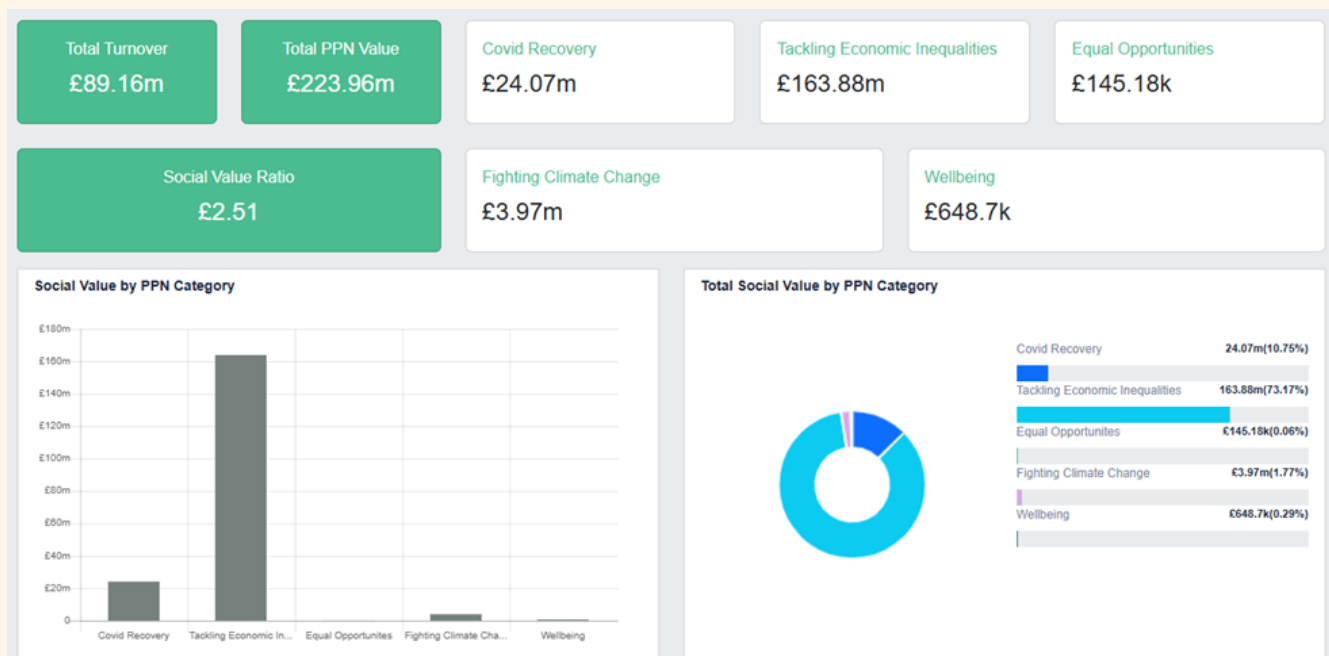
SUSTAINABLE  
DEVELOPMENT  
GOALS

£223.96m



# Progress Towards PPN06/20 KPIs

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This dashboard outlines our approach to monetising the five core themes of Procurement Policy Note (PPN) 06/20, which mandates central government organisations to account for social value in procurement decisions.

By embedding these themes into our delivery models, we unlock new revenue opportunities, strengthen return on investment narratives, and create business streams that support PPN 06/20 compliance.

We have implemented several targeted initiatives to support progress in delivering against PPN 06/20 priorities such as: insert here. These initiatives are designed to generate measurable outcomes aligned with each core theme. Industry benchmarking suggests.

This strategy involves integrating social value into operations, evidencing impact, and continually improving delivery to achieve long-term economic and social benefits.



In 2024, **Commercial Group** achieved remarkable results in delivering social value.

We are proud to report that we generated **£223.96m** in Social Value, demonstrating our ongoing commitment to creating positive outcomes for our employees, local communities, and the businesses we partner with. This achievement highlights the meaningful impact we strive to make across all areas of our work.

Our total social value equates to a Social Return on Investment (SROI) of **{£2.51 for every £1 spent}** invested by our clients — a strong indicator of the social, economic, and environmental benefits generated through our initiatives.

We are equally proud of our Social Value rating of {2.51 stars out of 5}, reflecting our sustained focus on creating value beyond financial returns. We are committed to improving this rating year by year, driving continuous improvement across all impact areas.

We extend our thanks to our employees, partners, and clients for their continued collaboration and support.

Together, we are building a brighter, more sustainable future.



## Statement of Confirmation of Independent Advisory

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This statement is provided by Social Value Consultancy Ltd (SVC Ltd), an independent consultancy specialising in social value, environmental, and sustainability reporting. We are a Partner of the Institute for Social Value and Social Value International, and all calculations were carried by our team of Economists, SROI Practitioners and Sustainability Consultants.

We confirm that the following calculations and outputs in the Social Value Report 23/24 produced on behalf of **Commercial Group** were prepared independently by our consultancy.

All quantitative calculations and qualitative analyses contained within the report were carried out by Social Value Consultancy Ltd in accordance with established methodologies aligned with:

- The principles of Social Value International and the Institute of Social Value
- UK Government Guidance, including PPN 06/20 and its related guidance

Where appropriate, SVC's proprietary Social Value & ESG Software, which is accredited by the Institute of Social Value and Social Value International, was used to quantify and structure the data presented in the reports.

This accreditation recognises our software and methodology as meeting the highest standards of transparency, rigour, and alignment with UK public sector sustainability and social value reporting expectations.

As an independent consultancy, we affirm that all calculations and outputs were developed with objectivity, methodological consistency, and professional care to ensure credibility and usability for both internal decision-making and external reporting purposes.

If further verification or clarification is required, please do not hesitate to contact us.

**Mark Bolger**

Founder and Director

Social Value Consultancy Ltd

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This report was produced by Social Value Consultancy on behalf of: Commercial Group

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