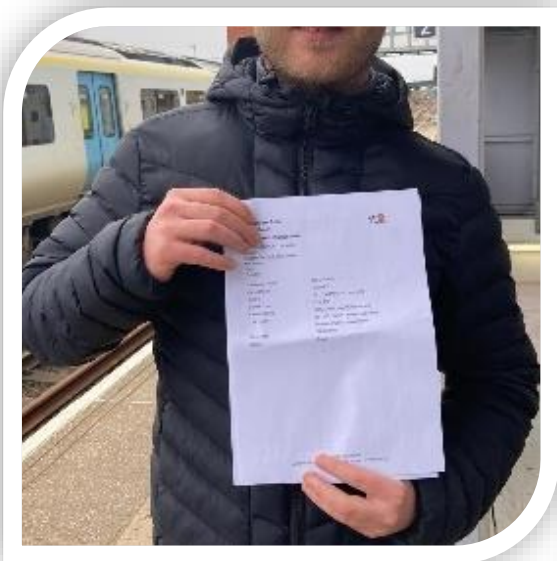




Social Value Annual Report

2024-25



Welcome

Welcome to Moat Foundation's Social Value Annual Report 2024-25. This report highlights the contribution our supply chain partners and stakeholders have made in creating meaningful benefits for Moat's customers and communities. Together, we have invested £119,065 in our communities through donations, resource, time, expertise, and grants and we're excited to share the inspiring stories of impact that have come from this collective effort.

Over the last eighteen months, the Moat Foundation has developed a Social Value Forum in partnership with our supply chain and contract managers. This forum was created to support our supply chain in fulfilling their commitments and through collaboration, increase the positive difference we make through Moat's community investment programme.

Please note, this report focuses specifically on the community investment programme led by Moat Foundation and does not represent the full scope of Moat's overall social value as an organisation.



Introduction to Moat Foundation



Moat Foundation is the community investment arm of Moat Homes, dedicated to developing people and communities. Our mission supports Moat's corporate purpose of "opening doors to better lives" by delivering programmes that improve employability, empower young people, improve wellbeing and confidence, tackle social isolation, and help build thriving, resilient communities.

We focus especially on those facing challenges related to age, ill health, disability, or financial

hardship, while also recognising the importance of improving the life chances for all residents. With a small, dedicated team, and through strong partnerships with local statutory bodies, charitable organisations, and supply chain partners, we deliver and commission an accessible, flexible programme of activities and services designed to meet community needs.

Our work is centred around our Community Hubs, currently located in Gravesend, Sittingbourne, Stanhope and Pollards Hill, alongside our innovative Mobile Hub model serving the Essex, Kent and Sussex regions. These Hubs provide warm, welcoming 'home from home' spaces where customers feel safe and supported to access services and build meaningful support network. The Mobile Hubs bring this same spirit of welcome directly into local spaces such as pub side-rooms or community halls, places where a permanent Hub isn't viable but where our customers greatly benefit from nearby support.

The Moat Foundation Community Investment programme is shaped by the needs of the local communities we serve, encouraging customer-led activities and engagement. One-off events help raise awareness about the support available, while ongoing community groups, like our youth clubs, offer regular connection and development opportunities tailored to different ages and interests. As local needs emerge, we respond by developing or commissioning specialist services such as employment support and creating volunteering opportunities.

Our aim is to support our supply chain in creatively applying their resources and expertise, aligned with their contract value and social value ambitions, to make a meaningful, direct difference for our customers. This report highlights the many ways our supply chain partners collaborate with Moat Foundation to generate social value and strengthen our communities.



Definitions

At Moat Foundation, Community Investment means providing long-term, sustained support to our customers and communities, delivered by a dedicated team of Officers committed to nurturing thriving, resilient communities.

For us, social value represents the strategic use of short-term and contract-bound resources to create lasting, positive impact within the communities we serve.

We are developing our approach by using the HACT Social Value Bank to measure wellbeing outcomes where appropriate, alongside calculating Return on Investment when possible. Complementing these metrics, case studies and customer feedback offer valuable, personal insights into the real difference our work makes.

“Community Investment is the work social housing organisations do alongside people and communities to help them thrive”.

Developing the descriptors | CECI

“Social Value is a measurement of the benefits that your services and programmes bring to people and communities.”

UK Social Value Bank | Demonstrating Social Value | HACT



Delivering Social Value 2024-25

Social Value Forum

During 2024-25, the Social Value Forum met three times, with eleven supply chain partners each represented at least once. These sessions have strengthened communication, enabling partners to gain a deeper understanding of our customers' needs and respond in a more tailored, impactful way by adapting their social value offers.



At the Forum, partners agreed to introduce a Moat Foundation-led 'Projects List', a shared resource highlighting customer hardships and providing clearer insight into upcoming capital projects. This enables our supply chain to identify opportunities where their skills, resources and expertise can make the most difference.

The Forum has also built stronger connections between Moat and its contractors, encouraging collaboration not only between us and our partners but also between the partners themselves. These alliances have allowed contractors to combine their specialisms to deliver larger capital projects with greater community benefit.

Social Value In-Kind

Partners contribute social impact through donations of operative time, expertise, advice, materials, and resources. We encourage partners to assign a value to these contributions. In 2024-25, Moat Foundation received in-kind donations valued at £46,250 from fifteen partners.

Investing in Community Spaces

In London we transformed a vacant community space into a warm, vibrant, and welcoming community Wellbeing Studio for the residents of Pollards Hill. This refurbishment included upgrading and redecorating five side rooms, one kitchen, a large atrium space, and the community garden, as well as constructing a new disabled toilet.



This project was made possible through the collaboration and support of several partners, including: **Mears** who supplied and fitted a new kitchen, **Armourhart** who re-painted throughout with brand-specific paint, supported a corporate volunteering day, and installed new window blinds, the **Window Company** who installed new patio and entrance doors, transported furniture from Essex, and attended the community launch event, **Breyer** who created the disabled toilet space, **Idverde** who cleared the garden and supported the community planting day, **Anyjunk** who arranged two large Bulk Waste collections, and **Cleanscapes** who provided a deep clean before launch. Moat Staff contributed 114 staff hours to the refurbishment, exemplifying our shared commitment to enhancing communities.

In Essex we leased a piece of neglected land to the local Heybridge and Maldon Climate Group who have transformed it into a community wild-life space. **Pinnacle** contributed two operatives for two days to clear overgrowth while **Moat Homes** provided two teams who dedicated 98 hours staff time to create new paths and planting spaces, move compost and planting new trees. **John O Connor** donated a secure storage container for tools.



In Kent we revitalised our Stanhope Community Hub, creating two new covered spaces to increase capacity for community sessions. Our garage was transformed into a welcoming 'games shed and workshop' with the help of: **MSPS** who installed a new ceiling and upgraded electrics, **Armourhart** who





redecorated throughout, and **Cleanscapes** and The **Window Company** for essential equipment. The **Window Company** also installed a canopy, giving us an all-year-round covered space, and Moat Staff contributed 45 hours to redecorating the main hub building, including converting a storage room into a music activity room. In addition, the **Window Company** generously purchased new

toys for children and young



people attending our Sittingbourne and Stanhope youth sessions, ensuring they received a generous gift at Christmas.



We also focused on improving access to outdoor spaces for our older customers. At one retirement scheme, **United Living** donated a new greenhouse, bringing residents together to enjoy gardening, reduce social isolation, and enhance wellbeing. In another case, **John O'Connor** provided a new garden shed and access ramp for a customer, enabling them to maintain their outdoor space, supports their tenancy and boost both emotional and mental wellbeing.

Investing in homes and social networks

As part of our Social Housing Decarbonisation Fund, contractors **United Living** and **Breyer** committed to supporting vulnerable customers and improving communication throughout the works. Customers benefited from decluttering initiatives, including bulk waste removal 'skip-days' and operative time dedicated to helping vulnerable residents clear waste from their homes. Additionally, by attending our Mobile Hub sessions, customers received guidance to sign up for works, understand the process, and maximise the benefits available to them. As a further gesture of support, **United Living** sponsored a community Christmas meal.



We also partnered with a local charity to deliver a football competition during the Stanhope Summer Fun Day and sponsored sports activities across London and Kent, promoting community wellbeing through active engagement.



Social Value Projects List

Customer needs don't always present themselves in advance; often, we uncover new challenges and opportunities as we work closely with our communities. Our Projects List enables us and our partners to respond flexibly and collaboratively to emerging needs. Suppliers can commit a defined value to fund projects that align with their expertise and values, working alongside the Foundation team to deliver meaningful support directly to customers.



In 2024-2025, nine of our suppliers contributed £17,815 in time and materials across twenty-four projects, responding to requests for support from customers. These projects have ranged from providing garden benches and planters at retirement schemes to supplying and installing cookers for customers in need.

Here are just a few examples of the impactful work delivered:

SureServe Compliance South donated thirty 'warm-well' packs to customers attending a cost-of-living community information morning at our Wellbeing Studio in Pollards Hill. They also gifted a new cooker to one of our retirement schemes, enabling increased use of the communal lounge and improved social wellbeing.

The Window Company had operatives collect and deliver furniture to older customers whilst on their daily routes. This thoughtful donation offered a low-cost, high-impact benefit for customers and gave furniture a new life instead of disposal.

ArmourHart sponsored new equipment, ingredients, and room hire for cooking courses designed for customers aged over 60. Many attendees were men living alone for the first time, with the project significantly improving their health and social confidence. **John O'Connor** and **Southern Land** have generously provided garden benches,

raised

planters, and operative time to support gardening groups at retirement schemes, helping reduce social isolation and enhance customer satisfaction.



Donations and sponsorship

We invite our suppliers to contribute funds to support our delivery of targeted customer projects, ranging from skills and confidence workshops to capital improvements like community garden upgrades. When donations are made for specific projects or purposes, our team provides detailed reports on outcomes, enabling suppliers to clearly demonstrate the impact of their social value commitments.



We warmly encourage our partners to actively participate in community events, deepening their engagement and impact within the communities we serve.

In 2024-2025, Moat Foundation received a total of **£55,000 in direct donations**, enabling us to deliver targeted projects that make a real difference in our communities.



The Window Company contributed **£10,000** to fund *Access to Education* skills workshops, aimed at reducing the risk of young people disengaging from education. **LHC** gave a grant of **£35,000** to support the upgrade of community gardens, deliver services for older customers, and provide activities for children and young people. **Sureserve Compliance South** contributed **£10,000** toward the Moat Foundation Community Development Fund, helping us respond flexibly to emerging needs.

Investing in Employability

We were grateful to receive ten CSCS training licenses from **Navigator Productions**, which we used to help individuals gain valuable accreditation on their journey into employment. We supported three young people who had previously disengaged from school and struggled with literacy; one young man successfully took and passed the CSCS assessment with our guidance.



SureServe Compliance South kindly offered a work experience placement to a customer in Pollards Hill, creating a vital pathway into employment.

In Stanhope, a motivated young person with basic qualifications sought support from our Hub Officer. Following an informal mentoring conversation with a senior leader at **The Window Company** and ongoing support from the Hub Officer, the young person secured a trial placement. After successfully completing induction training and earning praise for their attitude from trainers, they have sustained their employment and received their first promotion, demonstrating the power of partnership and personalised support.

Social Value Partners 2024-25





Next Steps

To learn more about the projects and initiatives featured in this report, explore opportunities to become a community investment delivery partner, or discuss how to shape your social value commitments within a new procurement proposal, please don't hesitate to get in touch with the Moat Foundation team. We look forward to working together to make a positive impact.

Contact Moat.Foundation@moat.co.uk or find us online at moat.co.uk.

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