

# Social Value Annual Report

2025 - 2026



# Welcome

We recognise the difference our supply chain partners can make to our customers and communities through meaningful social value initiatives. In 2024, we launched our Social Value Forum to support our supply chain in delivering projects where help is needed most. Over the last year, this has included donations of operative time, expertise, advice, materials, and resources, alongside sponsorships and grants.



Since launching this way of working, our partnership approach has developed – we continue to identify and run new projects, based on the needs of each community, and collaboration between partners has strengthened. We’ve worked closely with partners to deliver vibrant new outdoor spaces and gardening support for customers, provided targeted support for vulnerable people in need, and created new employment opportunities for young people who’ve gone on to start their careers.

This report highlights the many ways our supply chain partners have collaborated with us in the last year to generate social value and strengthen our communities. We’re excited to share stories of the impact that’s come from our shared vision and collective effort, and we look forward to what’s to come in the year ahead.



Families enjoyed drum lessons at our Stanhope Summer Fair.

Please note: This report focuses on the community investment programme led by Moat Foundation and does not represent the full scope of Moat’s overall social value activity as an organisation.

What we’ve achieved through social value

-  **£91,980** has been invested into 46 projects, supporting 434 customers in their homes and communities.
-  our partners volunteered **319 hours** of their time, roughly equivalent to £11,865 in operative costs.
-  **£10,410** from our partners has supported 27 households with the replacement of broken kitchen appliances, garden clearance and more.
-  **£31,570** donated by suppliers to refurbish and re-equip community spaces.
-  **£35,000** grant was received to provide new equipment, fund skills and wellbeing courses.

# Who we are and what we do

**Moat Foundation is Moat’s community investment arm, and our vision is to support customers and grow our communities.**

We do this by including customers and communities in projects - particularly those who face challenges related to ill-health, age, disability, financial hardship, wellbeing or vulnerability - and investing in programmes that boost their skills and confidence. This provides customers with access to employment, improved personal wellbeing, and a sense of place, while reducing social isolation. We work to increase the resources needed to build thriving lives.

Our passionate team partners with local statutory bodies, charitable organisations, and supply chain partners to organise and deliver an accessible programme of activities and services which meets the specific needs of our communities.

Our work is centred around our Community Hubs, located in Gravesend, Sittingbourne, Stanhope and Pollards Hill. We also work from Moat’s Supported and Independent Living schemes and our Mobile Hubs in community halls and local spaces across Essex, Kent, London and Sussex. Our Community Hubs are warm, welcoming spaces where customers can use our services and build meaningful support networks in a safe and supportive environment.

### **What ‘community investment’ means to us**

We see community investment as providing long-term, sustained support to our customers and communities through activities we deliver directly, commission, or facilitate. ‘Social value’ is how we strategically use short-term, contract-bound resources to create lasting, positive impact within the communities we serve.

### **Our community investment programme**

We want our activities and engagement to be led by our customers, so our Community Investment Programme is shaped by the needs of the communities we serve. One-off events help us to 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.

We support our supply chain partners in using their expertise and resources to make a meaningful difference for our customers. We make sure our support is in line with their contract value and what they’re looking to achieve through social value.



Members of the Moat Foundation team (left to right): Katie, Abolore, Susan, Beverley, James, Nicky.

**‘Social value’ is how we strategically use short-term, contract-bound resources to create lasting, positive impact within the communities we serve.**

## Developing our Wellbeing Studio

Our Wellbeing Studio in Pollards Hill welcomes over 50 customers each week and has a growing programme of wellbeing activities, led by the Moat Foundation team and our specialist partners. We continue to develop the studio, creating a space for our customers to improve their mental, emotional and physical wellbeing, meet new people, learn new skills, and boost their confidence.

We've transformed the space from a disused council building into a calm, welcoming studio, with **ArmourHart** initially redecorating every room. They've continued to support the Studio this year by installing a disabled access ramp and replacing an old shipping container with a new one focussed on welfare - complete with electricity and water services - that will be used as a garden workshop. Our community garden group now uses this space regularly, and our new Men's Shed group starts in summer 2026.

With the interior of the studio revamped, we've turned our attention to the garden spaces. **Southern Land** has supported customers in our WeRPollards gardening group as they create a community garden at the Wellbeing Studio. The team at Southern Land supplied spring bulbs, with an operative also helping to create a fruit-tree orchard. Our safe, new garden space is already supporting customers who were facing social isolation, low mental health, and substance addiction, and will also host future family activities during school holidays.



Our Wellbeing Studio is a vibrant, safe, and welcoming space for our customers.

## Investing in safe, pleasant outdoor spaces

We know how important it is to have an outdoor space that brings joy, boosts wellbeing and creates a sense of community – that’s been an ongoing focus for us this year.

**Pinnacle** has continued their support of the ‘Our Wild Life Space’ project in Essex – a collaborative project with Heybridge and Maldon Climate Action Partnerships. We’ve been working together to create a community forest garden on abandoned land behind one of our Independent Living schemes. Having previously helped clear the half-acre site of brambles - enabling local volunteers to develop growing spaces, orchards, hedges and a fire-circle - Pinnacle returned this year with a water tank that will collect rainwater on site.

**LHC** provided a grant to improve the outdoor spaces of several of our Supported and Independent Living schemes. This included the installation of new garden tables, benches, and raised planters for customers wanting to grow plants, herbs and vegetables.

**The Window Company** and **John O’Conner** also teamed up with interested customers who learned how to plant up their garden spaces. Thanks to the support from our partners, **96** customers at five of our Supported and Independent Living schemes now have vibrant outdoor spaces to enjoy.

At our Stanhope ‘Love Where You Live’ event, **John O’Conner**, **The Window Company**, and **Morgan Sindall Property Services** joined local children, young people and adults in a community litter pick, collecting over 40 bags of waste.

In Gravesend, we supported **Gravesend Borough Council’s** ‘Creating Cleaner, Safer Streets’ campaign, with 17 community members working together to collect litter at our Gravesend Community Hub.



Ockley Court customers enjoying their improved garden space in the sun.



Partners and volunteers at the OWLS project taking a well-earned break from clearing brambles.



Sue Saunders, Moat Foundation Officer, with our partners John O’Conner at Ockley Court, our Independent Living scheme.

# Supporting young people into employment

We know that many of our young customers need extra support when it comes to finding work. Employment support and apprenticeships are a key element of many of our supply chain partners' social value offers. Through our 'Access to Work' programme, our partners are supporting customers with mentoring, work experience, interview practice, and bursaries, so our customers are ready for work.



Josh, a Stanhope resident finds work thanks to our partnership with The Window Company.

Our Access to Work programme starts with young people in our Community Hubs where we address the barriers they face and support them with useful practices to build their confidence, core skills, and experience. Alongside job opportunities, we're also supporting customers with college courses, construction licences, counselling, and income advice.

## The Window Company sponsor youth skills

The Window Company have been key partners in delivering our Access to Work programme across our Kent Hubs. They've made annual donations and have helped us develop our community spaces. The funds they donated in 2025-26 enabled us to encourage children and young people towards positive social interaction and new skills that build confidence and aspiration. For our older youth, it's enabled 1:1 mentoring, skills development, and early steps in accessing work.



The Window Company presents £10,000 cheque to support Moat Foundation youth employment projects.





(Left to right): Brothers Zack and Josh found work through Moot Foundation's Access to Work programme.

### Case study: Josh and Zack

For young people at the start of their careers, the opportunity to gain new skills and workplace experience is invaluable.

“Recruiting Josh and Zack via the Stanhope Hub is particularly special because we’re setting both youngsters up for what could be long and successful careers, working within their own community.”

Rob Petre, Managing Director,  
The Window Company

Last year, **The Window Company** used our Stanhope Community Hub to meet young residents and discuss career opportunities with them. They went on to employ one of our residents, Zack, who’s followed the path of his older brother, Josh. Both brothers are now in full-time employment - Josh has since completed his qualifications in window installation, with Zack not far behind.

# Social Value Forum launches ‘Skills Roadshow’

This year, our Social Value Forum partners worked with us to launch a ‘Skills Roadshow’, which included workshops linked to our partners’ expertise. The roadshow visited various communities, inviting customers to speak directly to our partners and learn more about home decorating, garden maintenance, clearing blocked drains, and what skills they’d need to enter that specific workplace. Partners also advertised vacancies and talked about training routes and apprenticeships.



Partners support customers at our first Skills Roadshow in Stanhope.

Eighteen customers attended our first Skills Roadshow in Stanhope, with many taking away useful advice and decorating kits from **ArmourHart**.

One customer explored a work opportunity with **Mears**, and another customer discussed an apprenticeship placement with **Sureserve** for their son. In 2026-27, our supply chain partners will deliver more Skills Roadshow workshops during our community engagement events.



Young residents learning about the skills opportunities available to them in Stanhope.

## Meeting the individual needs of vulnerable people

We receive regular referrals from charities, organisations, and internal teams. They help us identify the vulnerabilities and challenges some of our customers are facing, and find practical ways to help.

Once we've confirmed the need, we present the project to our supply chain partners. Items on this project list often relate to financial hardship or disabilities, such as customers who can't afford to replace a broken appliance, or others whose physical limitations prevent them from making home improvements. We also list refurbishments or equipment that customers need.

Partners can choose the projects suited to their skills and knowledge to support our customer. This often includes providing vouchers and materials such as appliances, carpet, and decorating supplies. We then ask our customers for feedback, so we know that they received the support we'd committed to.

### This year, our supply chain partners responded to:



**27**

Project requests



**£10,410**

Donations in materials.



**76**

volunteered hours of their time to support people in our communities.

### Case study: Mears tackles social isolation

Moat's Neighbourhoods team introduced us to a customer who was socially isolated and struggling with their physical and mental health. These difficulties, along with financial challenges, prevented our customer from decorating their home. Mears took the time to understand our customer's situation and committed to decorating several rooms in their home. Thanks to this support from Mears, the customer's wellbeing improved, encouraging them to join our community group which focuses on reducing social isolation and providing access to support services.



By engaging with our customer, the Mears team was able to provide the help they needed most.



## Social value in action



Pollards Hill customer signing up to one of our new projects.

**Case study:**  
**ArmourHart and Pinnacle support Essex customer**

In Essex, our Income and Advice team introduced us to a customer who was becoming increasingly overwhelmed and unable to manage their home. They had a broken oven and an overgrown garden, which was causing stress and anxiety. **ArmourHart** provided the customer with a new cooker so they could cook healthy food at home, and **Pinnacle** scheduled a garden clearance. The customer was so motivated by the support they received that they tackled the overgrown garden themselves and have now joined the local community hub for ongoing support.

**Case study:**  
**Cleanscapes supports customer impacted by fire damage**

After a customer's flat became uninhabitable due to a fire in a nearby flat, they moved into a new home which needed to be refurnished. **Cleanscapes** responded to our request for additional support, donating vouchers which were used to buy new kitchen appliances. One of our colleagues also donated a sofa, and we organised transport to have this delivered directly to the customer's door.

# How we partner with our suppliers

Procurement tendering → Mobilisation → Contract delivery → Reporting

## Procurement



Throughout the tendering process, we work with supply chain partners to identify how we can work better together using our shared values and Moat's community investment programme. Partners then build a social value offer that will directly benefit our customers and communities.

## Mobilisation



Once awarded a contract, our partners meet with us to finalise their offer and define the value this brings, leading to the delivery of a successful and meaningful social value programme.

## Reporting



Regular updates and monitoring ensure that partners successfully deliver meaningful social value benefits to our customers. Moat's contract manager can add social value as a standing item to the contract meeting agenda, or we can meet regularly with a designated Social Value Officer to review projects and findings.

## Contract delivery



Throughout the contract, we meet with partners three times a year at our Social Value Forum. At the Forum meetings, we reflect on previous social value projects delivered and discuss new ideas and initiatives to support our customers moving forward. We also:

- Review our list of customer projects which includes small initiatives that partners can take on and deliver.
- Review our Community Investment Plan which outlines opportunities, activities and events that partners can support. Partners offer materials and operative time to deliver projects directly or through sponsorship.



Our Social Value Forum in action.

## Think you can work with us to make a positive impact in your local community?

If you'd like to partner with us, learn more about the projects and initiatives in this report, or discuss how to shape your social value commitments in a new procurement proposal, please don't hesitate to get in touch with our team.

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🌟 [moat.co.uk/supporting-you/  
community-support](https://moat.co.uk/supporting-you/community-support)



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