The National TOMs Framework Engagement Survey
SUMMARY REPORT – OCTOBER 2019

The National Themes, Outcomes and Measures (TOMs) Framework is a continually evolving solution that aims to help organisations to articulate, deliver and measure social value. It establishes a common ground that helps the community of social value practitioners benchmark while comparing their experiences and sharing their learning.

The National TOMs Engagement Survey, supported by the National Social Value Taskforce, was developed to obtain feedback from current and potential users of the Framework to further enhance it going forward. This report aims to summarise the results of the Survey, through which users and potential users of the National TOMs shared information about what they need in terms of new areas of measurement and valuation, and new functionalities. The results will inform further development of the National TOMs to make sure the Framework successfully meets the needs of social value practitioners in the UK.

The survey will run periodically to continue monitoring evolving needs and adapt to those. If you want to be part of the conversation take the survey at https://socialvalueportal.typeform.com/to/I6Gdnr

CONTENTS:

EXECUTIVE SUMMARY

Over the course of two months the National TOMs Engagement Survey collected responses from 81 organisations, 60% from public sector, 30% from the private sector and the remaining 10% from the third sector. Most public sector responses are from local government, while private sector ones are from large organisations in Construction.

The survey asks participants about their areas of needs around social value measurement. Results highlight the need for additional solutions around the circular economy, sustainable supply chains, environmental conservation, mental health and personal wellbeing, quality of jobs, homelessness and care leavers' employment, SME spend and spend in most deprived areas and eradicating modern slavery. A breakdown of priorities by sector, region or country and social value maturity is provided in the analysis.

Qualitative results from the analysis of reported obstacles with adoption of the Framework identify the main issues as including lack of resources for monitoring and contract management, limited understanding of social value from bidders and complexity for smaller organisations.

1. RESPONDENTS

This summary report analyses the 81 responses to the National TOMs Engagement Survey that were collected from its launch in July 2019 until September 2019. The majority of respondents were from the public sector (Figure 1) and more specifically from local government (Figure 2), with large organisations in Construction being the most representative group among private sector respondents (Figure 3 and 4).
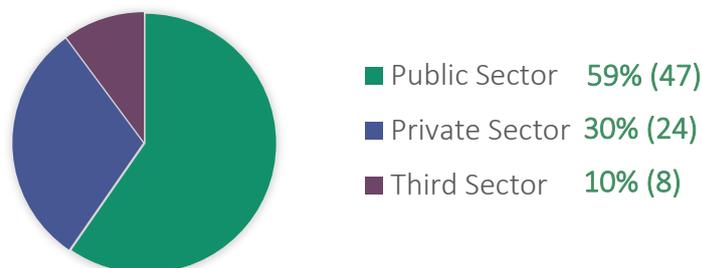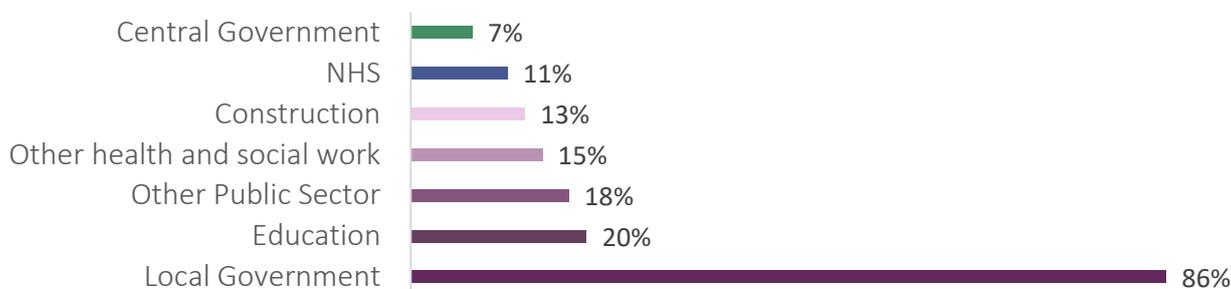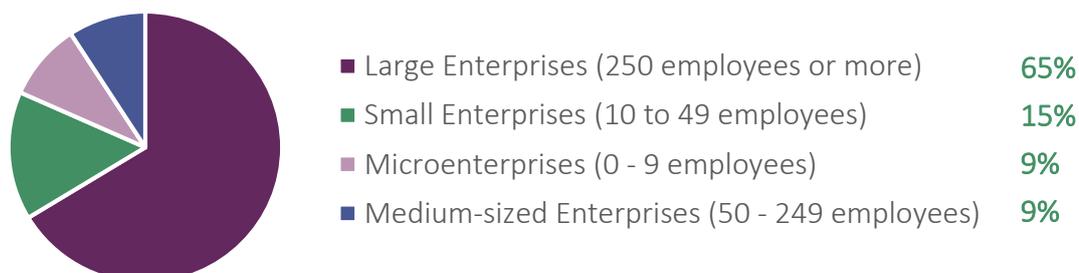
FIGURE 1: SECTOR (79/81)

- Public Sector   **59% (47)**
- Private Sector **30% (24)**
- Third Sector   **10% (8)**

FIGURE 2: PUBLIC SECTOR RESPONDENTS BY TYPE

- Central Government — 7%
- NHS — 11%
- Construction — 13%
- Other health and social work — 15%
- Other Public Sector — 18%
- Education — 20%
- Local Government — 86%

FIGURE 3: PRIVATE AND THIRD SECTOR RESPONDENTS BY TYPE

- Professional, scientific and technical activities,… — 15%
- Accommodation and food services activities — 18%
- Information and Communication — 20%
- Construction — 86%

FIGURE 4: PRIVATE AND THIRD SECTOR, RESPONDENTS BY SIZE

- Large Enterprises (250 employees or more)   **65%**
- Small Enterprises (10 to 49 employees)   **15%**
- Microenterprises (0 - 9 employees)   **9%**
- Medium-sized Enterprises (50 - 249 employees)   **9%**

FIGURE 5: WHERE IS YOUR ORGANISATION ON THE SOCIAL VALUE MATURITY JOURNEY?

Don't know	21%
Innovator	9%
Leader	10%
Mature	24%
Follower/Beginner	42%

42% of respondents identify as beginners on the Social Value Maturity journey[1] (Figure 5). The survey has successfully reached both users and non-users of the National TOMs, with 40% of respondents saying they are not current users but are interested in becoming so (Figure 6). A cumulative 31% is involved with a Social Value Taskforce, and 30% of respondents actively promote the National TOMs (Figure 7).

## FIGURE 6: USE OF THE NATIONAL TOMS OR REAL-ESTATE PLUG IN

- Not using the National TOMs Framework or Real Estate Plug In yet, but interested in using it — 40%
- Using the National TOMs Framework or Real Estate Plug In — 60%
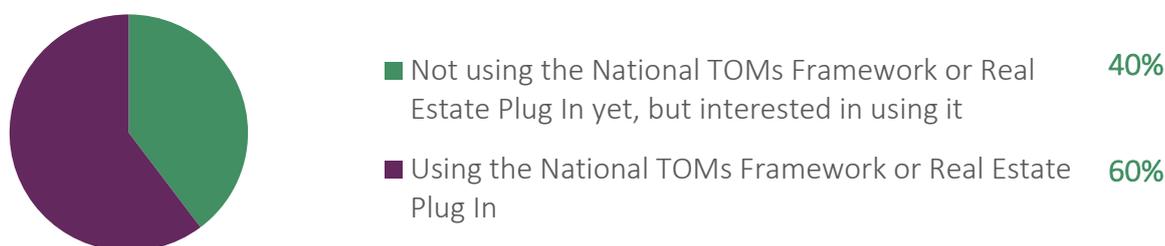
FIGURE 7: MEMBERSHIP OR SUPPORT OF THE NATIONAL OR A LOCAL SOCIAL VALUE TASKFORCE

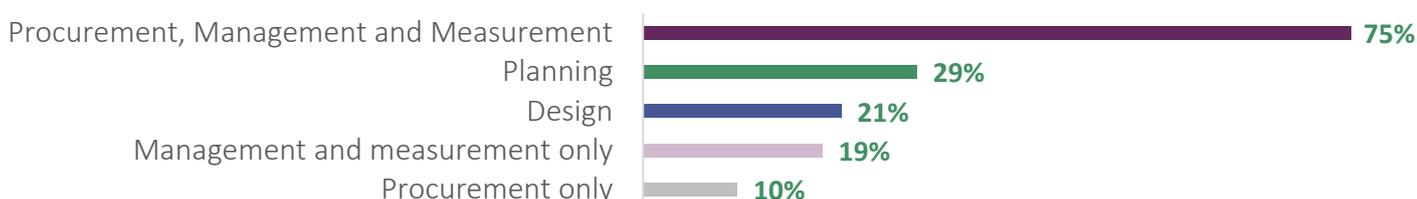|	
Actively support or promote the National TOMs…	30%
Member of the National Social Value Taskforce	23%
Part of a regional/local Social Value Taskforce	18%

99% of the Framework users report the National TOMs have made a difference to their journey towards delivering and measuring social value, with 65% saying the framework was a substantial improvement (Figure 8).

Finally, 75% of organisations taking the survey report they are looking to embed social value both at procurement, management and measurement stages (Figure 9).

FIGURE 8: USERS OF NATIONAL TOMS OR REAL ESTATE PLUG IN - FRAMEWORK FEEDBACK

- A substantial improvement — 65%
- A marginal improvement — 34%
- No difference — 1%
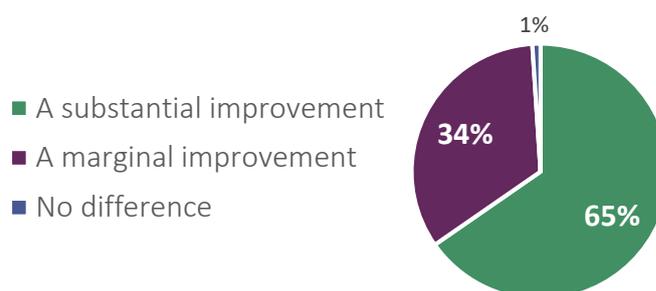
FIGURE 9: WHERE RESPONDENTS CURRENTLY PRIMARILY LOOK TO EMBED AND MEASURE SOCIAL VALUE

Procurement, Management and Measurement	75%
Planning	29%
Design	21%
Management and measurement only	19%
Procurement only	10%

---

[1] https://socialvalueportal.com/social-value-maturity-index/

2. SOCIAL VALUE MEASUREMENT NEEDS AND PRIORITIES

The Survey asks organisations about their need for social value measurement solutions around a number of areas where they might be delivering social value interventions, or where there might be a need for those.

The list of 28 environmental, economic, wellbeing or social issues included in the survey has been identified in consultation with the National Social Value Taskforce (See Figure 10). Respondents can skip any areas that they feel are not relevant to them and can add more topics that they feel are missing from this list. There might be some overlap between topics, or between areas that deliver social value or that simply represent responsible business practice. Issues have been deliberately not categorised into overarching areas so that respondents would only focus on the need for the specific option as opposed to the broader category.

FIGURE 10: AREAS OF POTENTIAL SOCIAL VALUE MEASUREMENT NEED

1. Mental health/mental wellbeing
2. Employing women
3. Employing Black, Asian and minority ethnic (BAME)
4. Homelessness
5. Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)
6. Environmental conservation (including biodiversity preservation)
7. Access to natural environment
8. Employing care leavers
9. Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
10. Inequality: pay gaps for minority groups including gender pay gap
11. Spend in the most deprived areas
12. Sustainable supply chains
13. Nutrition and diet
14. Eradicating modern slavery
15. Quality of jobs, employee engagement
16. Reducing alcohol, substance abuse and tobacco addiction
17. Physical exercise
18. Financial independence
19. Loneliness and social connections
20. Social participation and belonging to neighbourhood
21. Participation in arts or cultural activity
22. Fuel poverty
23. Digital inclusion
24. SME spend
25. Reducing knife crime
26. Housing Conditions
27. Perception of safety in the community
28. Employing ex forces

For each of the areas in Figure 10, the respondents were asked how urgent it is for them to find a social value measurement solution on a scale from 1 to 3 (1 = less urgent, 3 = very urgent).[2]

Figure 11 shows the resulting ranking for the whole cohort of 81 respondents, including the average score (1-3) for each of the issue. Each issue has additionally been assigned to a broader category.

A breakdown of the top 10 ranking issues for subgroups of respondents is similarly provided in Figures 12 – 15. The breakdown for subgroups with very small number of responses has been included in the Appendix section.

FIGURE 11: SOCIAL VALUE MEASUREMENT AREAS OF NEED RANKED BY URGENCY (ALL RESPONDENTS)

	All Respondents (81)	Score (1-3)	Broad Category
1	Circular economy: Waste reduction and material efficiency	2.06	ENVIRONMENT
2	Environmental conservation (including biodiversity preservation)	2.02	ENVIRONMENT
3	SME spend	2.02	ECONOMY
4	Sustainable Supply Chains	1.91	ENVIRONMENT
5	Quality of jobs, employee engagement	1.91	WELLBEING
6	Spend in the most deprived areas	1.90	ECONOMY
7	Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)	1.81	WELLBEING
8	Homelessness	1.79	SOCIAL (JUSTICE and OPPORTUNITIES)
9	Employing care leavers	1.78	SOCIAL (JUSTICE and OPPORTUNITIES)
10	Eradicating modern slavery	1.73	SOCIAL (JUSTICE and OPPORTUNITIES)
11	Mental Health/mental wellbeing	1.72	WELLBEING
12	Loneliness and social connections	1.68	WELLBEING
13	Employing women	1.65	SOCIAL (JUSTICE and OPPORTUNITIES)
14	Employing BAME	1.64	SOCIAL (JUSTICE and OPPORTUNITIES)
15	Inequality: pay gaps for minority groups including gender pay gap	1.63	SOCIAL (JUSTICE and OPPORTUNITIES)
16	Social participation and belonging to neighbourhood	1.62	WELLBEING
17	Employing ex forces	1.58	SOCIAL (JUSTICE and OPPORTUNITIES)
18	Financial Independence	1.53	SOCIAL (JUSTICE and OPPORTUNITIES)
19	Access to natural environment	1.52	ENVIRONMENT
20	Digital inclusion	1.49	SOCIAL (JUSTICE and OPPORTUNITIES)
21	Perception of safety in the community	1.47	WELLBEING
22	Reducing alcohol, substance abuse and tobacco addiction	1.46	HEALTH
23	Fuel poverty	1.43	SOCIAL (JUSTICE and OPPORTUNITIES)
24	Housing conditions	1.38	SOCIAL (JUSTICE and OPPORTUNITIES)
25	Physical exercise	1.36	HEALTH
26	Reducing knife crime	1.35	SOCIAL (JUSTICE and OPPORTUNITIES)
27	Nutrition and diet	1.22	HEALTH
28	Participation in arts or cultural activity	1.11	WELLBEING

---

[2] Respondents were reminded that the purpose of the exercise was not to evaluate how important each of the topics/areas are in general, but to understand how much they need a *social value measurement solution* for them.

Exploring how priorities vary between groups of respondents based on sector shows that there are some, but not vast, differences in the top 10 areas/issues highlighted as urgent. For both the public and the private sector, SME spend, environmental conservation (including biodiversity preservation) and sustainable supply chains came out as top 5.

FIGURE 12: TOP 10 SOCIAL VALUE MEASUREMENT AREAS OF NEED – BY SECTOR

Rank	PUBLIC SECTOR	PRIVATE SECTOR	VCSES/THIRD SECTOR
	Responses: 47	Responses: 24	Responses: 8
1	Circular economy: Waste reduction and material efficiency	SME spend	Social participation and belonging to neighbourhood
2	SME spend	Environmental conservation (including biodiversity preservation)	Loneliness and social connections
3	Environmental conservation (including biodiversity preservation)	Employing women	Spend in the most deprived areas
4	Spend in the most deprived areas	Quality of jobs, employee engagement	Reducing alcohol, substance abuse and tobacco addiction
5	Sustainable Supply Chains	Sustainable Supply Chains	Fuel poverty
6	Employing care leavers	Eradicating modern slavery	Quality of jobs, employee engagement
7	Homelessness	Employing BAME	Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)
8	Quality of jobs, employee engagement	Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)	Mental Health/mental wellbeing
9	Eradicating modern slavery	Homelessness	Homelessness
10	Loneliness and social connections	Loneliness and social connections	Financial Independence

FIGURE 13: TOP 10 SOCIAL VALUE MEASUREMENT AREAS OF NEED – Local government and Private sector Construction

Rank	PUBLIC SECTOR /LOCAL GOVERNMENT	PRIVATE SECTOR / CONSTRUCTION
	Responses: 43	Responses: 19
1	Circular economy: Waste reduction and material efficiency (including reducing single use plastics)	SME spend
2	SME spend	Environmental conservation (including biodiversity preservation)
3	Spend in the most deprived areas	Quality of jobs, employee engagement
4	Employing care leavers	Sustainable Supply Chains
5	Environmental conservation (including biodiversity preservation)	Eradicating modern slavery
6	Homelessness	Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
7	Sustainable Supply Chains	Spend in the most deprived areas
8	Social participation and belonging to neighbourhood	Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)
9	Loneliness and social connections	Employing women
10	Quality of jobs, employee engagement	Mental Health/mental wellbeing

FIGURE 14: TOP 10 SOCIAL VALUE MEASUREMENT AREAS OF NEED – POTENTIAL USERS

Rank	'I don't use the National TOMs framework or Real Estate Plug In yet, but I am interested in using it'
	Responses: 24
1	Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
2	Environmental conservation (including biodiversity preservation)
3	SME spend
4	Sustainable Supply Chains
5	Quality of jobs, employee engagement
6	Spend in the most deprived areas
7	Social participation and belonging to neighbourhood
8	Loneliness and social connections
9	Homelessness
10	Inequality: pay gaps for minority groups including gender pay gap

FIGURE 15: TOP 10 SOCIAL VALUE MEASUREMENT AREAS OF NEED – BY REGION*

*Additional Regions and Countries where a very small number of responses has been collected have been included in Figure 20 in the Appendix.

NORTH WEST (18 responses)

1. SME spend
2. Environmental conservation (including biodiversity preservation)
3. Quality of jobs, employee engagement
4. Spend in the most deprived areas
5. Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
6. Homelessness
7. Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)
8. Loneliness and social connections
9. Eradicating modern slavery
10. Sustainable Supply Chains

GREATER LONDON (13 responses)

1. Environmental conservation (including biodiversity preservation)
2. SME spend
3. Homelessness
4. Social participation and belonging to neighbourhood
5. Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
6. Loneliness and social connections
7. Access to natural environment
8. Employing BAME
9. Employing women
10. Spend in the most deprived area

WEST MIDLANDS (10 responses)

1. Spend in the most deprived areas
2. Employing care leavers
3. Homelessness
4. Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
5. Mental Health/mental wellbeing
6. Eradicating modern slavery
7. Quality of jobs, employee engagement
8. SME spend
9. Sustainable Supply Chains
10. Social participation and belonging to neighbourhood

EAST OF ENGLAND (10 responses)

1. Environmental conservation (including biodiversity preservation)
2. Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
3. Employing care leavers
4. SME spend
5. Spend in the most deprived areas
6. Quality of jobs, employee engagement
7. Homelessness
8. Loneliness and social connections
9. Employing ex forces
10. Sustainable Supply Chains

EAST MIDLANDS (9 responses)

1. Environmental conservation (including biodiversity preservation)
2. SME spend
3. Sustainable Supply Chains
4. Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
5. Spend in the most deprived areas
6. Quality of jobs, employee engagement
7. Access to natural environment
8. Eradicating modern slavery
9. Employing ex forces
10. Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)

NORTH EAST (8 responses)

1. Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
2. Spend in the most deprived areas
3. Employing care leavers
4. Fuel poverty
5. SME spend
6. Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)
7. Sustainable Supply Chains
8. Mental Health/mental wellbeing
9. Environmental conservation (including biodiversity preservation)
10. Quality of jobs, employee engagement

Respondents were then asked to choose - from the same list of 28 issues - only their top 3 priorities in terms of social value measurement needs. The resulting ranking (Figure 16) is strikingly similar to the one obtained by scoring each issue individually (Figure 11), ruling out the possibility that the way the framing of the question might affect the way participants respond. The most noticeable change from Figure 11 is 'Mental health' moving up the ranking to be included in the top 5.

FIGURE 16: TOP 3 SOCIAL VALUE MEASUREMENT AREAS OF NEED

RANK	ALL RESPONDENTS (81)	SCORE
1	Circular economy: Waste reduction and material efficiency	24
2	SME spend	23
3	Spend in the most deprived areas	19
4	Mental health/mental wellbeing	17
5	Sustainable supply chains	17
6	Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)	15
7	Environmental conservation (including biodiversity preservation)	13
8	Employing care leavers	13
9	Quality of jobs, employee engagement	12
10	Homelessness	9
11	Social participation and belonging to neighbourhood	8
12	Employing BAME	7
13	Eradicating modern slavery	6
14	Employing women	5
15	Access to natural environment	5
16	Inequality: pay gaps for minority groups including gender pay gap	5
17	Fuel poverty	3
18	Digital inclusion	3
19	Employing ex forces	3
20	Reducing Alcohol, substance abuse and tobacco addiction	2
21	Loneliness and social connections	2
22	Housing Conditions	2
23	Physical exercise	1
24	Financial independence	1
25	Reducing knife crime	1
26	Nutrition and diet	0
27	Participation in arts or cultural activity	0
28	Perception of safety in the community	0

3. OBSTACLES TO ADOPTION OF THE NATIONAL TOMs

The survey asks participants *that are not currently using the National TOMs* the open question: "If you have not currently adopted the National TOMs framework, what are the reasons for that or the obstacles that you are facing with adoption?"

A qualitative analysis of the responses has identified the following main obstacles:

1. Organisational resistance to change
2. Timing: Still researching options or in pre-adoption phase
3. Not bespoke enough
4. Lack of resources to change existing processes
5. Lack of understanding of SV in general from bidders
6. Concerns about complexity for smaller organisations
7. Costs of monitoring and management of SV commitments during delivery
8. Lack of transparency regarding the proxies

The results highlight the need for better communication around the National TOMs, e.g. in respect to obstacle 8 where the Rationale for each proxy value has nevertheless already been included in the Guidance for the Framework. Similarly, there seems to be a lack of understanding that the Framework is open source and free to download and use within the Licence specifications, and therefore does not necessarily entail additional costs.

A full list of anonymised responses has been included in Figure 17 below. Responses have been edited by removing references to specific organisations.

FIGURE 17: OBSTACLES TO ADOPTION FROM ORGANISATIONS NOT CURRENTLY USING THE NATIONAL TOMS

Existing and long-standing Responsible Procurement approach

Time and the organisation not ready for this change

Not bespoke enough. Too many sheets to complete, need to be less and simplified.

Lack of resource to make the changes to current processes

Lack of understanding in some service areas how SV applies to their contracts

Lack of resource to monitor SV benefits received

Cost of utilising the '*digital platform providers'* to manage/monitor SV contributions

We are not yet in a position to adopt a framework, but National TOMs is under consideration. -I'm struggling to have confidence in some of the assigned values and the lack of transparent source data is proving to be an obstacle.

There have been no obstacles other than we have been researching the best practices for social value

No obstacles encountered yet, but a developing arena and priorities have been elsewhere. We have yet to agree the council's local priorities and so the answers to the next series of questions are not a measure of urgency, just a reflection of our need to determine focus.

Adoption by contract specifiers and links to measurements that are realistic for a small district authority.

Currently trying to corporately adopt

One of our key aims is to try and encourage local SMEs to bid for our work. To assist in this we are trying to simplify our whole tender process and feel that the TOMs framework may be daunting for some of the SMEs to complete.

Lack of clarity on the proxy figures and their geographical variances.

We are not fully operational yet so we cannot measure it

We are working towards adopting the TOMs framework across the region. A number of significant procurement projects have adopted the framework and yielded substantial benefits as a result. We are looking at promoting the use and benefits across its various networks specific to the various public sectors in which we operate.

As a housing association, the sector is widely committed to a different framework and so we have chosen to measure and manage social value using this framework.

Cost benefit analysis at board level

The guidance needs to be simpler for all to use. It is quite complex at the moment.

Time and resources to develop priorities against the TOMs, to consult and agree internally those priorities and methods of measurement, and to communicate with and inform all those who will be affected, including suppliers.

Only just beginning our Social Value journey and determining what we want

Social value has not been seen as high a priority as other areas. From a procurement perspective we are keen to embed social value within the organisation and be able to demonstrate the benefits.

It needs to be simpler in design, more bespoke to our council.

We have been committed by senior management to using a different framework but finding challenges with the subjectivity of this approach. I am trying to influence the organisation that the TOMs approach is more transparent and comparable.

We are currently looking to pilot the National TOMs. However there are concerns that the breadth of this is too wide and will not focus our supplier towards are SV priorities

Currently exploring options on how to capture the value from Social Value. Additionally awaiting further steer from the Cabinet Office.

Beginning to implement, gaining buy in and communication has taken longer than anticipated. Considering how to blend use of '*digital platform providers'* and national TOMS

Only just found out about it. Not sure of the relevance yet to a wholly social value organisation/how we use it with corporate and public sector clients/partners.

Only beginning to understand them.

Haven't come across it before

4. EXPERIENCE OF EMBEDDING THE NATIONAL TOMs IN THE PROCUREMENT PROCESS

The survey asks participants *who are using the National TOMs* "What is your experience with testing the TOMs within the procurement process? Is the guidance issued by awarding authorities clear enough? Is the scoring clear?"

With many users self-defining as being early in the process of adopting the National TOMs, other responses are reported in Figure 18 having been anonymised.

The key messages can be summarised as follows:

- More detail is required at evaluation but also completion and contract management
- Language needs simplifying. More understanding from supply sector essential.
- Guidance is generally perceived as clear, but can be too complex for organisation just starting with social value
- There is a need for both internal and supply chain basic training around social value

FIGURE 18: EXPERIENCE EMBEDDING THE NATIONAL TOMs IN THE PROCUREMENT PROCESSES

Very good, clearly defines

Yes the guidance and scoring are clear but there is a significant change needed to how we include SV through TOMs in our tender processes and we have struggled to find resource to make this happen as well as communicating how the new system would work across the Council and potential suppliers.

I am relatively new to the TOMs. My awareness and knowledge are becoming clearer.

Language needs simplifying. More understanding from supply sector essential

Key issues are what should or shouldn't be included and how to ensure what's promised is deliverable. Scoring itself not the main issue

Guidance is clear - possibly seen as daunting to begin with for some people that are new to the TOMs as the Measures are quite comprehensive

The TOMs documentation is onerous for both procurement and the suppliers. The marking criteria are not clear and the document is not flexible enough. Plug ins are not easy to include in the documentation. The guidance issued (…) is as clear as we can make it, however it is suppliers' understanding of the social values that causes issues.

There are still some areas which need clearer instruction and consideration of how the SV offer is to be proposed e.g. NT1. For longer term contracts; how the SV is measured also needs some thought or alternative methods to record/publicise depending upon type of contract delivery. The TOMs is easy for one-off projects but longer term servicing type contracts can prove confusing for user + bidder.

TOMs reflected in SV charter, which is effectively embedded into procurement process. Commissioners aren't as familiar and do not resonate as much with the tool. The tool can be a little rigid, and our engagement to date informs us that it's felt to be a bit of a "one size fits all" approach. Even so being able quantify the SV contribution our suppliers are making is invaluable to being able to objectively assess and compare what organisations in are doing. Also, it helps with the development of initiatives such as the SV fund.

What is important is the local economy and the quality of the jobs

Feedback from suppliers - struggling to understand the difference between CSR, Social Value and Shared Value, how to develop their offer, how to link with voluntary and community sector. (...)

Still in the pilot phase with a number of projects. More guidance on evaluation criteria will be issued once that has been completed but 15% SV criteria is included in our overall Procurement framework.

As above we feel it can be daunting for SMEs, especially the smaller of these businesses.

Didn't realise there was guidance so haven't used. Would like to see the guidance.

The solution is excellent and without doubt creates a more tangible and level playing field for market providers to bid against. The framework in excel format has some limitations and could benefit from clearer descriptions of each metric. An example of a common issue is the committed reduction in business miles and increase in cycle miles. This is often interpreted as per mile rather than per 1000 mile (or whichever the measure used). NT1 also presented some work to identify how this can be compliantly competed for new as well as incumbent providers while taking into consideration TUPE implications.

Simple and easy to use, guidance was good and scoring clear

I have used TOMs for the procurement process for a tender bid. We had to decide on which measures to commit to during the length of the contract. The guidance on the definition of each TOMs measure was clear. Some confusion around additionality at times but the SV Portal did provide useful information to solve this.

I feel the guidance needs to be clearer. So, that all users can use it. Beginners, new to procurement, new to TOMs etc.

We have reviewed the guidance and feel it is clear – however we have not tested the guidance in "live" procurement.

Yes, we are happy with the guidance and have amended it based in feedback from users.

We're just starting to apply the financial proxies so will update in due course.

Not currently. More precise detail required as to evaluation but also completion and contract management

It is sometimes difficult to understand the outcomes from the formulae provided.

So far we have found some gaps in the toms in particular regarding the employment of care leavers. Some of the additional measures we want suppliers to focus on cannot be easily measured and it is not clear how they will be evaluated.

Yes - With occasional support from SVP

Not sufficiently clear for awarding.

Can be ambiguous, out-sourced scoring does not help

It's been difficult the first time

We are the awarding authority, so we make sure our guidance and scoring is clear. We also offer supplier sessions when we include the TOMs to ensure bidders understand what this is, how to complete the documents, how we will monitor any resultant SV offered and what the implications are of not delivering what is stated.

5. NEXT STEPS

This report has provided an overview of results of the National TOMs Engagement Survey from July to early September 2019. While we have successfully engaged with more than 80 organisations over the course of two months, we see the need for broader engagement and will continue to promote the survey through different channels.

The feedback obtained from current and potential users of the National TOMs will be used to inform the development of the Framework going forward and engage with other research institutions with the objective of inform their agendas to meet current and future demand for social value measurement.

The National TOMs Engagement Survey will keep running to periodically re-evaluate needs, priorities and opportunities for helping organisations articulate, deliver and measure social value.

7. APPENDIX

Figures 19 and 20 report the analysis for subgroup where the initial data collection has resulted in very small samples. Results should therefore be treated as preliminary.

FIGURE 19: TOP 10 SOCIAL VALUE MEASUREMENT AREAS OF NEED – BY SIZE – Preliminary results

Rank	Microenterprise (0 to 9 employees)	Small Enterprise (10 to 49 employees)	Medium-sized Enterprise (50-249 employees)	Large Enterprise (250 employees or more)
	Resp: 3	*Resp: 5*	*Resp: 3*	Resp: 21
1	Spend in the most deprived areas	Mental Health/mental wellbeing	SME spend	SME spend
2	Employing women	Circular economy: Waste reduction and material	Environmental conservation (including biodiversity preservation)	Environmental conservation (including biodiversity preservation)
3	Inequality: pay gaps for minority groups including gender pay gap	Homelessness	Sustainable Supply Chains	Quality of jobs, employee engagement
4	Employing BAME	Employing BAME	Circular economy: Waste reduction and material efficiency	Employing ex forces
5	Social participation and belonging to neighbourhood	Social participation and belonging to neighbourhood	Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)	Loneliness and social connections
6	Employing care leavers	Environmental conservation (including biodiversity preservation)	Quality of jobs, employee engagement	Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)
7	Physical exercise	Loneliness and social connections	Access to natural environment	Eradicating modern slavery
8	Digital inclusion	Spend in the most deprived areas	Social participation and belonging to neighbourhood	Employing women
9	Reducing alcohol, substance abuse and tobacco addiction	Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)	Spend in the most deprived areas	Sustainable Supply Chains
10	Personal wellbeing (life satisfaction, worthwhile, happiness, anxiety)	Quality of jobs, employee engagement	Employing women	Spend in the most deprived areas

FIGURE 19: TOP 10 SOCIAL VALUE MEASUREMENT AREAS OF NEED – BY REGION AND COUNTRY - Preliminary results

SOUTH WEST (*3 responses*)

1. Social participation and belonging to neighbourhood
2. Sustainable Supply Chains
3. Loneliness and social connections
4. Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
5. SME spend
6. Environmental conservation (including biodiversity preservation)
7. Physical exercise
8. Eradicating modern slavery
9. Spend in the most deprived areas
10. Homelessness

SOUTH EAST (*3 responses*)

1. SME spend
2. Social participation and belonging to neighbourhood
3. Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
4. Environmental conservation (including biodiversity preservation)
5. Eradicating modern slavery
6. Financial Independence
7. Quality of jobs, employee engagement
8. Sustainable Supply Chains
9. Loneliness and social connections
10. Homelessness

SCOTLAND (*2 responses*)

1. SME spend
2. Quality of jobs, employee engagement
3. Employing ex forces
4. Social participation and belonging to neighbourhood
5. Eradicating modern slavery
6. Sustainable Supply Chains
7. Perception of safety in the community
8. Reducing alcohol, substance abuse and tobacco addiction
9. Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
10. Environmental conservation (including biodiversity preservation)

WALES (*1 response*)

1. Social participation and belonging to neighbourhood
2. Loneliness and social connections
3. Spend in the most deprived areas
4. Employing care leavers
5. Homelessness
6. Circular economy: Waste reduction and material efficiency (including reducing single use plastics)
7. SME spend
8. Sustainable Supply Chains
9. Digital inclusion
10. Fuel poverty

NORTHERN IRELAND (*1 response*)

1. Eradicating modern slavery
2. Sustainable Supply Chains
3. Inequality: pay gaps for minority groups including gender pay gap
4. Employing women
5. Mental Health/mental wellbeing
6. Spend in the most deprived areas
7. Employing BAME
8. SME spend
9. Quality of jobs, employee engagement
10. Employing ex forces