

CASE STUDY



Social Value Achievements

ABP has a long-term contract with Hyde Housing for the planned replacement of Windows and Doors. While the contract was performing well operationally, more focus was required to achieve social value commitments.

Taking time to investigate, it became clear that social value was not aligned with commercial output, so over the following year, ABP developed a new approach to ensure 100% social value delivery would be achieved in future years.

CHALLENGES IDENTIFIED

- Social value was not assigned to a specific team member, instead there was over-reliance on our operations team to achieve social value commitments whilst delivering operational targets.
- There was limited internal awareness towards our social value commitments with Hyde.
- Team members lacked tools for tracking and reporting on internal social value achievements.

ACTIONS TAKEN

1. ABP appointed Billy Lowe as Social Value Manager, to ensure commitments are monitored, delivered and accurately reported on.
2. ABP developed a social value leaflet which allowed vacancies and employment opportunities to be advertised directly to the local community.
3. Development of a forward looking social value strategy for each year of the contract, with a time-bound delivery plan for increased accountability.

OUTCOMES

- ABP's Social Value Impact Value increased to over £1.2m across '24 - '25
- ABP strengthened its residents relationship with Hyde.
- ABP is proud to have won the Rising Star award for 'Social Value Innovation Initiative' and Highly Commended award for 'Best Employment & Training Initiative', at the 2025 Social Value Supply Chain Awards (SVLG).

CLIENT TESTIMONIAL

"I have been in awe of the social value contributions ABP has made and it just adds the icing to the cake that they are recognised for their great work in this area [in the SVLG Awards 2025]."

"This is a massive achievement for Anglian Building Products. I am very proud of this and the difference you have made with your social value contribution".

– Ann Miller, Contract Manager at Hyde Housing.

REFLECTION

"This experience highlighted that social value delivery is an evolving process. We will continue refining our approach, exploring innovative initiatives, and sharing best practices."