Mid Kent Waste Partnership social value and impact report

01 April 2025 – 31 March 2026

suez

Introduction

This report provides an overview of the social value generated during Year 2 of SUEZ's contract with the Mid Kent Waste Partnership. This analysis is based on 63 monetised metrics, with total social value calculated at £10,485,076.10, a 65.3% increase on the revised Year 1 figure £6,341,180.23.

In this report, the Year 1 data has been revised and updated to reflect metric changes and ensure the data comparisons provided in this report truly reflect the generated value. As a result, the values from Year 1 have increased which is detailed in this report.

Social value refers to the combined environmental, social and economic impacts an organisation creates. This includes outcomes such as providing jobs and training, as well as protecting the environment. By understanding and quantifying these effects, we can capture the wider contribution of our services beyond their immediate function.

Included in this report is a breakdown of how social value is created through economic, social and environmental impacts. We will also distinguish between the social value generated through the delivery of core services and the specific value delivered against the contractual social value commitments. This approach highlights that the contractual commitments represent only part of the overall impacts, whilst showcasing the additional value SUEZ brings through its core service delivery.

Several factors have contributed to the changes observed between Year 1 and Year 2. The most significant driver is the increased maturity of the contract, with Year 2 reflecting a more established and embedded approach to delivering social value. This includes expanded training provision, the introduction of new apprenticeship opportunities, and more consistent delivery of community and wellbeing initiatives. Improvements in data capture have also played a key role, with Year 2 benefiting from clearer reporting processes, the introduction of new metrics, and complete recording of activities.

Approach to social value

At SUEZ, creating social value is at the heart of what we do. We recognise that our role goes beyond delivering essential environmental services and that we are also a partner in supporting thriving, resilient communities.

We track our impact using a bespoke social value measurement framework underpinned by the National Social Value Standard (SVS) through the Loop platform. This gives us a robust and credible way of assessing outcomes across economic, social, and environmental dimensions. In the UK, our custom dashboard enables us to monitor 88 KPIs across wellbeing, employment, community initiatives, supply chain activity, and environmental enhancements. This ensures that our results are consistent, transparent, and aligned with best practice.

It is important to note that the figures reported here are specific to SUEZ and are not designed to be compared directly with those of other organisations. The purpose of using the bespoke Loop tool is to enable us to track our own performance year on year, recognising that other organisations may use different metrics, even if they are also working with Loop. In addition, the Loop platform is regularly updated, which may require us to revisit and adjust previously reported figures in future years. This ensures that comparisons are always made on a like-for-like basis and reflect the most up-to-date methodology.

Revised social value figures from 2024

In line with best practice, the social value figures originally published for Year 1 have been recalculated using the updated 2024 National Social Value Standard (SVS) and the most recent proxy values within the Loop platform. These updates mean that some of the values reported last year have changed, even though the underlying activities delivered during the period remain the same.

These updates include refreshed proxy values, revised carbon factors, and updated national data sets such as inflation, salary benchmarks, and wellbeing weightings. These changes affect the monetised value of activities, but not the activities themselves. Recalculating the figures ensures that all values presented in this report are based on the most current methodology and can therefore be compared on a consistent, like-for-like basis.

Using the updated SVS 2024 framework, the recalculated total social value for Year 1 is £6,341,180.23, compared with the originally reported £4,149,373.47.

Key changes

- A1 (Jobs – General) now generates £3,955,093.56, compared with £1,637,286.63 previously
- Carbon-related metrics (E644, E654, E636) have been updated to reflect revised emissions factors and carbon pricing
- Community and wellbeing metrics (D2, SUEZ21, B8) now use refreshed national weightings

Together, these updates ensure that the Year 1 figures now reflect the most accurate and up-to-date valuation framework available.

Limitations and considerations

While this report provides a comprehensive overview of the social value generated through the contract, there are several considerations to bear in mind when interpreting the results. Some metrics were introduced for the first time in Year 2, meaning percentage changes cannot be calculated for these areas. A small number of activities rely on information provided by external partners, which may affect the timing or completeness of reporting. Environmental metrics are particularly sensitive to changes in national carbon factors and pricing, which can influence year on year comparisons.

The recalculation of Year 1 figures using the updated SVS 2024 framework means that the baseline has shifted; while this ensures more accurate comparisons, it also means that previously published figures will differ from those presented here.

Although monetised social value provides a useful way to quantify impact, many of the benefits delivered through the contract extend beyond what can be captured in financial terms. These include strengthened relationships with community organisations, increased visibility and trust in local services, improved wellbeing and confidence among participants in programmes such as Upcycle Your Skills, and the positive cultural impact of initiatives like Mental Health First Aid and A Day A Year to Volunteer. These qualitative outcomes play an important role in shaping the long-term social and environmental benefits of the contract and should be recognised alongside the monetised results.

Headline figures for Year 2

Total social value achieved for the Mid Kent Waste Partnership	Social value ROI % for the Mid Kent Waste Partnership	Social value ROI ratio for the Mid Kent Waste Partnership
£10,485,076.10	**219.64%**	**£2.20**

Social	Environmental	Economic
£65,482.15	**-£834,492.24**	**£11,254,086.19**

Achieved total social value from contractual commitments	Social value ROI % from contractual commitments	Social value ROI ratio from contractual commitments
£91,539.54	**129.91%**	**£1.30**

Social	Environmental	Economic
£32,964.64	**£365.13**	**£58,209.77**

	Whole contract Yr 1	Whole contract Yr 2	% change
Total SV generated	£6,341,180.23	£10,485,076.10	+65.3%
Social Value ROI	£1.83 / 183.31%	£2.20/ 219.64%	+20.2% / +19.8%
Social	£26,459.05	£65,482.15	+147.5%
Environmental	£-164,190.95	£ -834,492.24	–408.3%
Economic	£6,478,912.13	£11,254,086.19	+73.7%
Total contract spend	£3,459,182.74	£4,773,775.38	+38.0%

	Social value commitments Yr 1	Social value commitments Yr 2	% change
Total SV generated	£17,367.38	£91,539.54	+427.1%
Social Value ROI	£0.84 / 3.52%	£1.30 / 129.91%	+54.8% / +3,589%
Social	£694.45	£32,964.64	+4,646%
Environmental	£314.01	£365.13	+16.3%
Economic	£16,358.92	£58,209.77	+255.9%
Total contract spend	£20,795	£70,461.11	+238.8%

Impact by theme

This reporting period demonstrates the significant positive impact created through the contract, with a total social value of £10,485,076.10 generated across economic, social, and environmental outcomes. This represents a 65.3% increase on Year 1 and reflects the continued strengthening of the partnership's ability to deliver meaningful benefits for communities across Maidstone, Ashford and Swale.

The overall social value return on investment (ROI) for the whole contract has risen from 183.31% to 219.64%, a 19.8% increase, with the ROI ratio improving from £1.83 to £2.20. This means that for every £1 invested through the contract, £2.20 of additional social, economic, and environmental value is being created. Importantly, this figure represents tangible benefits for local communities and the environment in Maidstone, Ashford and Swale.

Across the three core areas, the contract continues to deliver substantial economic benefits, increasing from £6.48m to £11.3m, a 73.7% uplift driven by local employment, supply chain activity, and productivity gains. Social value outcomes have also strengthened significantly, rising from £26,459.05 to £65,482.15, a 147.5% increase, reflecting deeper engagement with schools, community organisations, and residents.

If we focus specifically on the contractual social value commitments, the outcomes achieved in Year 2 equate to £91,539.54 in social value generated, representing a return on investment of £1.30 (129.89%), a 54.8% increase on the revised Year 1 baseline. These commitments go beyond the core collection and cleansing services, requiring the delivery of targeted social and environmental initiatives, managed by a dedicated team.

This achievement highlights the continued growth and maturity of the partnership in Year 2. From engaging with local schools and delivering employment and skills programmes, to volunteering with community organisations and supporting local initiatives, the impact extends far beyond the headline figures. By embedding social value into the way we work, we are not only delivering essential services, but we are creating sustained social, economic, and environmental benefits with long term impact for Ashford, Maidstone, and Swale.

Economic impact

The most significant contribution was generated in the economic domain, with a total value of £11,254,086.19, a 73.7% increase on year 1. This figure reflects the direct and indirect ways our activities have strengthened the local economy, through job creation, support for local supply chains, training and skills development, and investment that circulates back into communities. These are detailed further in Figure 1 below.

A total of fourteen metrics has been used to calculate the economic value generated during year 2 of the Mid Kent Partnership contract (see Figure 1). These measures provide a well-rounded picture of how our activities have contributed to the local economy. They cover a range of factors including employment opportunities created, spend with local suppliers, support for small and medium-sized enterprises (SMEs), training and skills development, and other forms of investment that circulate money back into the community. By applying this multi-metric approach, we can demonstrate not only the scale of the financial impact delivered but also the breadth of ways in which value has been created for people, businesses, and the wider economy.

Figure 1 – Details of metrics used to calculate the generated economic value for Year 2 of the Mid Kent Waste Partnership

Metric	Description	Achieved	Achieved value	% change
C10 - Monetised - Supply chain - Payments made within 30 days	£s spent with suppliers in the UK where payments were made within 30 days.	£186,206.95	£709.11	+26.5%
C3 - Monetised - Supply chain - Supply chain spending - Small business	£s spent in the UK where it related to a small sized business.	£800,668.30	£28,051.76	+32.9%
C4 - Monetised - Supply chain - Supply chain spending - Medium business	£s spent in the UK where it related to a medium sized business.	£541,056.83	£9,478.08	+6.6%
C5 - Monetised - Supply chain - Supply chain spending - Large business	£s spent in the UK where it related to a large sized business.	£223,583.19	£1,958.33	–37.1%
A1 - Monetised - Employment and economic - Jobs - General	This metric represents all the jobs in your organisation which are not apprenticeships. This is recorded as full-time equivalents (FTEs).	380.5 FTE	£4,737,906.10	n/a
A2 - Monetised - Employment and economic - Gross operating surplus	This metric represents the economic value of an organisation aside from the income paid in wages. This portion of value is referred to as gross operating surplus and combined with wages makes up gross value added.	n/a	£6,250,498.75	n/a
B8 - Monetised - Health, training, and skills - Training - Hourly - General	Total number of hours of training provided.	929 Hours	£24,817.71	+10,222%
SUEZ24 – Monetised - Health, training, and skills – Training – Hourly - Health and safety training	Total number of hours of health and safety training provided.	501.91 Hours	£11,170.75	n/a
B34 - Monetised - Health, training, and skills – Health- organisation-wide interventions – health promotion	The value is based off two hours per week.	271 Stakeholders	£220.16	n/a
B4 - Monetised - Health, training, and skills – General – Mentoring relationship	Total number of official mentoring relationships that the reporting organisation is responsible for.	2 Relationships	£13,409.72	n/a

Metric	Description	Achieved	Achieved value	% change
SUEZ18 - Monetised – Environmental – Tonnes (any items) - waste re-use – Tonnes (any items)	The number of tonnes of items that has been allocated for re-use in the particular period by the reporting organisation.	0.3 Tonnes	£811.85	n/a
A5 - Monetised – employment and economic – Level 3 – Apprenticeships – Level 3	This metric represents all the apprenticeships within an organisation within each level. This is recorded as FTEs.	5 FTEs	£221,232.25	n/a
B29 - Monetised – Health, training and skills – Mental Health First Aid – Health – Organisation wide interventions – mental health first aid	The intervention is typically two full days over two weeks.	8 Stakeholders	£2,467.28	n/a
B2 - Monetised – Health, training and skills – careers advice or guidance	Number of stakeholders that are receiving unique careers information or guidance, i.e. in an annual report	3 Stakeholders	£219.67	n/a

The largest contributors to the economic value achieved by the contract in year 2 is general employment and gross operating surplus.

General Employment (A1) accounts for 380.5 full-time equivalent (FTE) positions, generating £4,737,906.10 in monetised social value. This reflects the direct impact of the contract on local employment, providing stable jobs and income for individuals while supporting workforce development and creating opportunities that benefit the wider community.

Gross Operating Surplus (A2) represents the value generated by the organisation beyond wages, totalling £6,250,498.75. This is not profit, but a standard measure of the wider economic contribution captured through the contract. It reflects the resources and activity that support operations, services, and supply chains, and makes up a substantial portion of the total economic value achieved (£11,254,086.19). Together with wages, it highlights how the contract contributes to the broader economy and delivers long-term social and economic benefits for communities.

Across the supply chain, the contract continues to demonstrate a strong commitment to supporting small and medium sized enterprises (SMEs).

Spending with small businesses increased from £602,379.49 to £800,668.30, a 32.9% uplift, while spending with medium sized businesses rose from £507,506.05 to £541,056.83, a 6.6% increase.

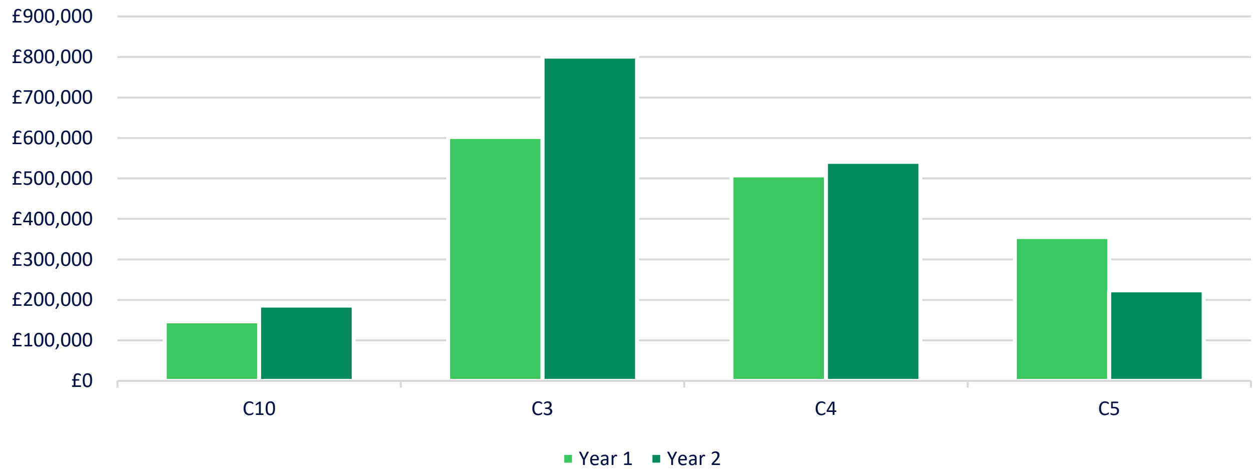
These gains reflect a deliberate shift towards procurement with a broader and more diverse SME supplier base. Spending with large businesses decreased from £355,246.21 to £223,583.19, a 37.1% reduction, demonstrating a conscious rebalancing of procurement activity in favour of SMEs.

This approach aligns with wider social value objectives by strengthening opportunities for smaller suppliers and contributing to a more inclusive and resilient supply chain.

General training delivery increased significantly in Year 2, rising from 9 hours to 929 hours, with the monetised value increasing from £197.00 to £24,817.71. This reflects the substantial amount of training delivered through Upcycle Your Skills and other workforce development activities, which were recorded much more fully in Year 2.

In addition to general training, Year 2 also captured 501.91 hours of health and safety training under the SUEZ 24 metric, generating £11,170.75 in social value. This represents the first year of reporting for this measure and provides a clear baseline for tracking future health and safety engagement across the workforce.

Figure 2 – Year-on-year comparison of supplier chain spending



- C10 - Supply Chain - Payments made within 30 days.
- C3 - Supply Chain Spending - Small Businesses
- C4 - Supply Chain Spending - Medium Businesses
- C5 - Supply Chain Spending - Large Businesses

Economic impact generated by the contractual social value initiatives

Economic value continues to be the most significant contributor to the contractual social value commitments, generating £58,209.77 in Year 2. This represents a 256% increase compared with the revised Year 1 baseline and reflects both the scale and the depth of economic activity delivered through the contract. The uplift is driven by a combination of expanded training provision, new apprenticeship opportunities, mentoring partnerships, and the wider economic contribution captured through gross operating surplus.

The most significant contributor to economic value in Year 2 is the introduction of a Level 3 Business Administrator apprenticeship, generating £28,227.49 This reflects the long-term economic benefit associated with higher-level skills development, including increased earning potential, improved job security, and enhanced productivity. Apprenticeships also support succession planning and help build a skilled local workforce, aligning with the partnership's commitment to creating sustainable employment pathways.

Alongside apprenticeships, the contract delivered 922 hours of training through the Upcycle Your Skills programmes, delivered across all three Mid Kent boroughs. These programmes generated £24,663.50 in economic value and represent a significant expansion compared with Year 1.

-CASE STUDY-

Apprenticeships at SUEZ

Supporting skills development and creating opportunities for people to build long-term careers is an important part of how we deliver social value across Mid Kent. This year we expanded our apprenticeship programme to support both new starters and existing colleagues.

We welcomed a new Level 3 Business Administrator apprentice who is helping to deliver social value activity across the contract while gaining experience in community engagement, reporting and project management. We also recruited two new technical apprentices, an apprentice LGV technician and a large vehicle service and maintenance technician, strengthening future capability within our fleet and workshop teams.

Alongside these new roles, two existing colleagues continued their professional development through apprenticeships. One is completing a Level 3 Business Administration apprenticeship, and another is working towards a Level 3 Team Leader qualification. Supporting internal progression in this way reflects our commitment to upskilling our workforce and helping colleagues gain recognised qualifications that support their growth.

Together these apprenticeships demonstrate our investment in people and our focus on building a skilled and confident workforce that supports the long-term success of the Mid Kent contract.

-CASE STUDY-

Upcycle Your Skills

Upcycle Your Skills is a five week* employability programme designed to boost young people's** confidence, skills and readiness for work, while connecting them directly with local employers. Delivered in partnership with CXK and the Mid Kent councils, the programme supports young people who are not currently in education, employment or training (NEET), or who are at risk of becoming so.

Across Mid Kent, 37 people completed the programme in Year 1, engaging in a blend of personalised one-to-one support and interactive group learning. Each participant began with an individual goalsetting session to identify aspirations, barriers and development needs. This was followed by twice weekly sessions covering essential employability skills including teamwork, communication, CV writing, interview preparation, and exploring local training, apprenticeships and employment pathways. The programme "focused on building confidence, developing essential employability skills and increasing exposure to local employers".

A defining strength of Upcycle Your Skills is the direct access it provides to employers. Participants took part in employer led activities such as Guess My Job, My Career in Pictures, and mini careers fairs, which brought learning into a real-world context and increased participants' understanding of local labour market opportunities. Young people also gained behind the scenes insight into SUEZ operations, including sustainability priorities, repair and reuse, and emerging technologies such as electric refuse vehicles.

Crucially, SUEZ offered participants the opportunity to interview for live vacancies, creating a clear and tangible route into employment. This approach has already delivered real outcomes: in Swale, one CXK beneficiary has already been offered a Street Cleanser role with SUEZ after impressing them in her interview. In Maidstone, 27% of participants secured employment by the end of the programme, and 18% progressed into further training.

The programme's impact extended beyond employment outcomes. Participants reported significant increases in confidence, communication skills and belief in their ability to succeed. In Maidstone, confidence ratings rose from 20% at the start to 75% by the end, and the proportion of young people who felt prepared to find work increased from 30% to 75%. In Swale, 100% of participants finished the programme feeling confident in their ability to achieve their goals, compared with 50% at the start.

In Ashford, 57% felt they could learn what they needed from the programme to achieve their goals and by the end 100% felt the course had exceeded their expectations.

Participants themselves described the programme as transformative. One young person shared: “Taking part in this programme has changed my life ten times for the better. It has helped with my self-confidence, making friends and my wellbeing.” Another reflected: “I feel so supported and happy with how much I’ve achieved and learnt.”

By combining personalised support, practical skill building and meaningful employer engagement, Upcycle Your Skills has created a supportive environment where young people can grow, explore new opportunities and take confident steps towards their future. The programme demonstrates how targeted social value initiatives can deliver measurable, lifechanging outcomes for individuals and communities across Mid Kent.

By investing in high-quality, community focused training programmes, the contract is contributing directly to improved employability outcomes, increased confidence and skills among participants, and stronger pathways into work. This approach not only delivers immediate social and economic value but also supports long-term resilience and opportunity across Mid Kent.

*In Ashford, the programme was two weeks long.

**In Ashford, the programme was open to long-term job seekers aged 18+.

As part of our continued commitment to staff wellbeing and creating a psychologically safe workplace, six members of staff completed Mental Health First Aid (MHFA) training during Year 2. This programme equips participants with the confidence to recognise signs of poor mental health, provide initial support, and guide colleagues towards appropriate professional help. The training generated £2,467.28 in social and economic value and embeds our wellbeing and inclusion culture by ensuring that mental health is openly supported across our sites.

Alongside this, two colleagues undertook Applied Suicide Intervention Skills Training (ASIST) - an intensive, internationally recognised course that prepares individuals to provide life-assisting, suicide-prevention support. Together, MHFA and ASIST demonstrate our commitment to equipping staff with the skills, confidence, and knowledge to support one another and contribute to a safer, more resilient workforce.

Compared with Year 1, the economic value generated in Year 2 is not only larger but also more diverse. This more mature workforce reflects a shift from foundational activity in Year 1 to a more strategic and embedded approach in Year 2, where economic value is generated through both direct delivery and long-term capability building.

Social impact

In the second year of the contract, the Mid Kent service generated £65,482.15 in social value, delivered across a wide range of community, education, wellbeing, and volunteering activities. While this represents a smaller proportion of the overall social value compared with the economic contribution of employment, these activities capture some of the most direct and meaningful impacts on local people, community organisations, and the wider region.

Figure 2 – Social value achieved across social impact metrics for Year 2 of the Mid Kent Waste Partnership (excluding metric A1 and A5)

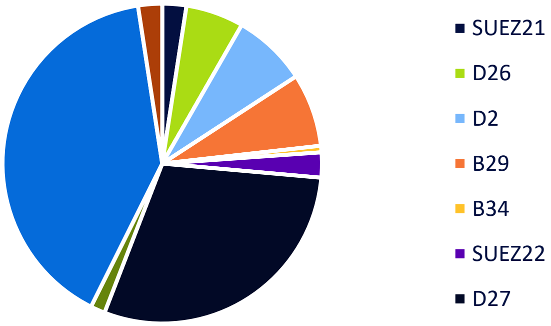


Figure 3 – Details of metrics used to calculate the generated social value for Year 2 of the Mid Kent Waste Partnership

Metric	Description	Achieved	Achieved value	% change
A5 - Monetised - Employment and economic – Level 3- Apprenticeships	This metric represents all the jobs in your organisation which are not apprenticeships. This is recorded as full-time equivalents (FTEs). The duration can also be altered accordingly.	5 FTEs	£221,232.30	5 FTEs
SUEZ21 - Monetised - Community - Stakeholder engagement - Hourly - Education	Stakeholder engagement and consultation events, recorded as hours. Examples include: community consultation events, business briefings, individual meetings with community and third parties, design consultations and site visits. This only includes the hours input from staff.	41.5 hours	£812.84	+374.99%
D26 - Monetised - Community - Donations - Cash donations	Donations to heritage groups, local, national and/or international charities, groups, initiatives or events. Can include in-kind donations of goods, materials and services.	£2,045	1955.20	+488.03%
D2 - Monetised - Community - Volunteering - Hourly - Full impact	The number of hours volunteered by staff during working hours or are compensated through time off in lieu or additional pay. This metric includes both the wellbeing benefit to the volunteer and a standardised assumption on the impact of the volunteering itself. If enough evidence is available on the specific impact of that volunteering and it can be captured separately with other SVS metrics, then please use the 'Impact on volunteer' metric which just includes the volunteer wellbeing impact and therefore can be combined with other metrics.	114 hours	£2,508.28	+1,387.20%
B29 - Health, training, and skills – Mental Health First Aid – Health – Organisation-wide intervention – Mental health First Aid	The intervention is typically two full days over two weeks. The duration should be adjusted to take account of the length of intervention. For more information refer to the 'Organisational universal-level approaches' NICE evidence.	8 Stakeholders	£2,467.28	n/a

Metric	Description	Achieved	Achieved value	% change
B34 - Health, training, and skills – Health - Organisation-wide intervention – Health promotion	The value is based off two hours per week. The duration should be adjusted to take account of the length of the intervention. For more information refer to the 'Organisational universal-level approaches' NICE evidence.	271 Stakeholders	£220.16	n/a
B4 - Health, training, and skills – general – mentoring relationship	Total number of official mentoring relationships that the reporting organisation is responsible for. The duration can be altered to impact value. Typically, a mentoring relationship should involve at least an hour a month.	2 Relationships	£13,409.72	n/a
D27 – Community – In-kind donations – Donations	Donations to heritage groups, local, national and/or international charities, groups, initiatives or events. Can include in-kind donations of goods, materials and services.	£10,350.00	£9,832.50	n/a
SUEZ18 – Environmental – Tonnes (any items) - Waste re-use – Tonnes (any items)	The number of tonnes of items that has been allocated for re-use in the particular period by the reporting organisation. This should include all items not under the existing items that are available.	0.3 Tonnes	£811.85	
SUEZ22 – Community – Stakeholder engagement – Hourly – Community	Stakeholder engagement and consultation events, recorded as hours. Examples include: community consultation events, business briefings, individual meetings with community and third parties, design consultations and site visits. This only includes the hours input from staff.	53 Hours	£846.47	
SUEZ23 – Community – Industry – Stakeholder engagement – Hourly – Industry	Stakeholder engagement and consultation events, recorded as hours. Examples include: community consultation events, business briefings, individual meetings with community and third parties, design consultations and site visits. This only includes the hours input from staff.	25 Hours	£492.33	

-CASE STUDY-

British Heart Foundation

Over a two-week period, eight Mid Kent colleagues volunteered at the British Heart Foundation's (BHF) Maidstone and Sittingbourne stores through SUEZ's Day a Year to Volunteer initiative. Volunteers supported a range of essential retail tasks - from tagging and rotating stock, to organising textiles and maintaining clean, customer-ready spaces - providing valuable operational support to the charity's teams.

In addition to hands on help, the activity generated further impact through SUEZ's volunteering scheme, which donates £5 per logged volunteer day to our charity partners Macmillan Cancer Support and British Heart Foundation.

The experience was positive for both colleagues and store teams. Employees gained insight into the vital role volunteers play in charity operations, with many expressing interests in returning. BHF staff praised the volunteers as a "massive help" who brought enthusiasm and a willingness to get involved in any task.

This activity delivered practical support for local BHF stores, enhanced employee understanding of the charity sector, and showcased SUEZ's commitment to responsible business and community volunteering.

Volunteering activity increased significantly in Year 2, with colleagues contributing 114 hours of time with multiple charities. This generated £2,508.28 in social value and supported a wide range of community organisations, including foodbanks, community centres, charity distribution hubs, and local events. These activities not only provide direct benefit to local residents but also strengthen relationships between SUEZ teams and the communities we serve.

Cash donations made through the contract generated £1,955.20 in social value, reflecting the positive impact these contributions created for local communities. This includes £500 donated via the SUEZ SCOPE Fund to the Swale Community Care Project, which supported the delivery of Christmas food parcels for families in need. A further £300 was donated to Maidstone CAN as a thank you for hosting our teams at their Repair Café events throughout the year, strengthening our shared commitment to reuse and community engagement.

In addition, £1,245 was donated to the KMFM Give a Gift campaign. These donations demonstrate our ongoing commitment to supporting grassroots organisations and responding to local priorities.

-CASE STUDY-

KMFM Give a Gift

This year, the Mid Kent SUEZ team proudly supported the KMFM Give a Gift campaign, which provides Christmas presents for children and young people across Kent who may otherwise go without. After hearing the appeal on the radio, our Ashford Contract Manager, Ryan Hinton, encouraged the team to get involved, and colleagues quickly came together to raise over £1,200.

Representatives from the team were invited to KMFM to meet the campaign organisers and to see the scale of donations made. The visit also included an opportunity to speak on air about our fundraising, helping to raise awareness and encourage others to support the campaign. The experience reflected the generosity and teamwork across Mid Kent and demonstrated how collective action can make a meaningful difference to local families during the festive season.

-CASE STUDY-

Blue Monday

Blue Monday is often described as one of the most challenging days of the year for wellbeing, with post-Christmas pressures and "New Year, new me" expectations contributing to low mood for many people. To support colleagues during this period, the Mid Kent social value team created and distributed small wellbeing packs across all depots as a simple reminder to pause, check in, and look after themselves during the working day.

The packs were handed out by supervisors in Maidstone and made available on site in Ashford and Swale for crews to collect during their breaks. Each one included signposting to internal and national wellbeing resources, ensuring that anyone who needed additional support knew where to find it. This thoughtful initiative reached 271 colleagues and formed part of our wider commitment to promoting a psychologically safe and supportive workplace.

While a small gesture, the activity helped bring a moment of positivity to teams during a traditionally difficult time of year and reinforced the message that wellbeing matters across the Mid Kent contract.

Social value generated by the contractual social and environmental initiatives

The contractual commitments delivered £32,964.64 in social value during Year 2, reflecting a substantial expansion in community-focused activity across Ashford, Maidstone, and Swale. This year's programme demonstrates a maturing and increasingly embedded approach to social value delivery, with a strong emphasis on community engagement, volunteering, education, wellbeing, and targeted support for local residents. The breadth of activity delivered across 42 monetised metrics highlights the partnership's commitment to supporting people and strengthening community resilience.

Stakeholder engagement remained a core part of the social value programme, with over 70 hours of education, community, and industry engagement delivered across the region. This included school visits, careers events, and participation in local initiatives. These sessions generated £1,682.54 in social value and provided opportunities for young people and residents to learn about recycling, sustainability, careers in the waste sector, and the role of SUEZ in their community.

Careers guidance also formed an important part of this year's activity, with three individuals receiving tailored careers advice and support through work experience placements, generating £219.67 in social value. This work helps build pathways into employment and supports young people and jobseekers to develop confidence, skills, and awareness of opportunities within the sector.

In kind donations (D27) totalled £9,832.50 in Year 2 and include the installation of six new 2 Minute Clean Boards across Swale and Maidstone. These boards were introduced following the success of the pilot board installed in Ashford during Year 1, which demonstrated strong public engagement and consistent use by local residents.

The expansion of the scheme in Year 2 reflects the positive response from residents and the value of providing practical, accessible tools that empower communities to take pride in their surroundings.

-CASE STUDY-

#2minclean boards

The 2 Minute Clean Boards provide free access to litter picking equipment, enabling people to carry out quick, two minute clean ups while out in their communities. Each board includes grabbers, bags and simple guidance, making it easy for anyone to take part without needing to bring their own equipment or join an organised group. By placing the boards in high footfall areas, the initiative encourages spontaneous action, supports cleaner public spaces and helps build a sense of shared responsibility for the local environment.

Environmental impact

In the second year of the contract, the Mid Kent waste Partnership continued to manage substantial volumes of waste across a range of streams and treatment routes. While the waste streams broadly follow the same structure as the previous year, the inclusion of a few additional metrics provides a more complete picture of the contract's environmental footprint.

Figure 4 – Details of metrics used to calculate the generated environmental value for Year 2 of the Mid Kent Waste Partnership

Metric	Description	Achieved	Achieved value	% change
E644 – monetised – environmental – composting – refuse – Organic: garden waste	Waste disposed during the reporting period.	-22,001.47 Tonnes	£36,245.16	-5.88
E654 – monetised – environmental – recycling – refuse - recycling	Waste disposed during the reporting period.	-44,970.93 Tonnes	£177,401.07	+13.66
E636 – monetised – environmental - combustion – refuse – household residual waste	Waste disposed during the reporting period.	-81,276.640 Tonnes	£-320,619.64	-10.71
E13 – monetised – environmental – Diesel (average biofuel blend) - Fuel – Liquid Fuel – Diesel (average Biofuel blend)	Fuel used in period.	1,150,867.00 Tonnes	£-727,883.96	n/a
SUEZ20 – monetised – environmental – planters or nature beneficial planting -	The number of planters or nature beneficial planting.	2 Planters	£354.92	n/a
SUEZ18 – monetised – environmental –waste reuse – tonnes (any items)	The number of tonnes of items that has been allocated for re-use in the particular period by the reporting organisation.	0.3 Tonnes	£811.85	n/a
E657 – monetised – environmental – recycling – Metal - Recycling	Waste disposed in the relevant reporting period.	1.52 Tonnes	£-5.99	n/a
E641 – monetised – environmental – anaerobic digestion - waste disposal – refuse – Organic: food and drink waste	Waste disposed in the relevant reporting period.	1.95 Tonnes	£-3.21	n/a

A total of 22,001 tonnes of garden waste were collected and sent for composting. This generated £36,245.16 in environmental value. Composting remains a lower carbon treatment route for organic material, avoiding the higher emissions associated with landfill or combustion. The positive value reflects the environmental benefit of diverting biodegradable waste into a circular process that returns nutrients to soil and reduces greenhouse gas emissions.

Recycling continues to deliver the largest positive environmental contribution within the contract. This year, 44,970 tonnes of recyclable materials were collected, generating £177,401.07 in environmental value. This represents a 4,794 tonne increase on Year 1, an 11.93% uplift, and a 13.78% increase in environmental value. Recycling has a particularly high impact because it reduces the need for raw materials, conserves energy, and lowers carbon emissions compared with producing goods from virgin resources. This strong year on year improvement reflects both operational effectiveness and demonstrates the impact of sustained efforts to encourage residents to recycle more.

Residual waste remains the largest single waste stream, with 81,276 tonnes sent for energy from waste treatment. This produced -£320,619.64 in environmental value. When comparing absolute tonnage, residual waste decreased by 11,159 tonnes compared with Year 1 - a 12.07% reduction. This is a significant improvement and indicates progress in waste prevention and diversion efforts. Although combustion generates emissions, the model recognises the carbon benefit of energy recovery compared with landfill, where methane emissions would be substantially higher.

The contract recorded 1,150,867 litres of diesel consumption, resulting in a negative environmental value of £727,883.96. Fuel use remains one of the most carbon intensive aspects of our operations, reflecting emissions from collection vehicles and site activities. We continue to focus on reducing this impact through fleet optimisation, efficient routing, and ongoing work to support drivers in improving on road efficiency. In addition, four electric vehicles are now operating within our street cleaning fleet, helping to reduce emissions in areas where it is currently most viable.

-CASE STUDY-

People and planet

At SUEZ, we recognise that sustainability is not only about reducing our environmental impact but also about creating long-term social value for our community. By embedding sustainable practices into everyday operations, we contribute to a healthier environment, support our communities, and promote responsible behaviours across our organisation.

Across our three depots, we have introduced a range of positive initiatives to play our part in sustainability. From installing bird boxes and bug hotels to support local biodiversity, to encouraging our team members to take part in volunteering opportunities throughout the year, we are committed to making a meaningful difference.

We remain dedicated to maintaining these standards and continually seeking new ways to improve. By balancing the needs of people, planet, and prosperity in the way we operate, we ensure our actions create lasting environmental and social value.

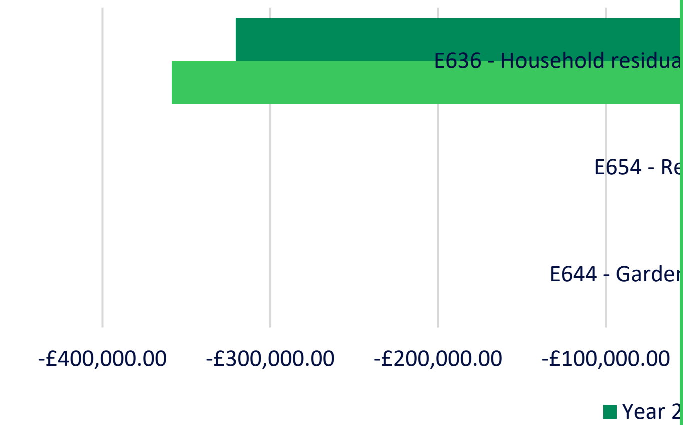
In addition to the measurable environmental impacts shown through waste tonnages and associated carbon outcomes, at SUEZ we are guided by a set of sustainability principles that shape everyday decision-making. These principles provide a consistent framework across all sites to help reduce consumption, cut waste, and protect natural resources.

The focus areas include reducing single use items, lowering energy, fuel, and water consumption, encouraging reuse and recycling, and promoting sustainable purchasing. They also extend to wider actions such as supporting biodiversity, engaging with local communities, and encouraging sustainable travel. Together, these standards ensure that sustainability is embedded not just in the outcomes of the contract, but also in the way our services are delivered.

Each site has a sustainability champion who helps colleagues put these principles into practice, ensuring that environmental improvements are continually driven forward at a local level. This means that, alongside the large-scale environmental benefits achieved through waste diversion and carbon savings, the contract also delivers everyday actions that support long-term sustainability in Mid Kent.

Figure 5 – Environmental value generated by waste

Metric
E644 - Monetised - Environmental - Carbon dioxide equivalent (CO2e) - Option B - use tool to sum components of CO2e - Wa disposal (CO2e) - Refuse - Organic: garden waste - Composting
E654 - Monetised - Environmental - Carbon dioxide equivalent (CO2e) - Option B - use tool to sum components of CO2e - Wa disposal (CO2e) - Refuse - Recycling
E636 - Monetised - Environmental - Carbon dioxide equivalent (CO2e) - Option B - use tool to sum components of CO2e - Wa disposal (CO2e) - Refuse - Household residual waste - Combus



Environmental impact generated by the contractual social value initiatives

The contractual commitments generated £365.13 in environmental value during Year 2, delivered through a small but focused set of activities supporting biodiversity, reuse, and recycling. Although environmental value represents the smallest proportion of the overall social value portfolio, it is important to recognise that these figures do not fully capture the wider effects of these initiatives.

For example, promotional activity linked to WEEE roadshows is likely to have contributed to increased public awareness and behavioural change, potentially driving higher levels of recycling beyond those directly measured.

As such, the reported value should be considered alongside these indirect environmental benefits, which support the

-CASE STUDY-

WEEE roadshows

To make recycling easier and more accessible for residents across Mid Kent, the SUEZ team delivered a series of nine WEEE (Waste Electrical and Electronic Equipment) roadshows in community locations throughout the year. These events invited residents to drop off unwanted electrical items in convenient, walkable spaces, helping to remove barriers such as transport, mobility challenges or limited access to household waste sites.

Across the nine roadshows, the team collected 1.52 tonnes of small electricals, preventing valuable materials from entering the residual waste stream and supporting more sustainable disposal habits. The roadshows also created opportunities for meaningful engagement, with residents' keen to learn more about responsible recycling.

High attendance rates and positive feedback demonstrated an appreciation for accessible recycling initiatives. By bringing WEEE recycling directly into town centres and community hubs, the roadshows helped raise awareness, encourage positive behaviour change and strengthen connections between SUEZ and the communities we serve.

These events highlight how practical, community focused initiatives can deliver both environmental and social value, supporting residents to take small but impactful steps towards a more sustainable Mid Kent.

resources. In this reporting year, the activity generated a positive environmental value of £6.01, reflecting the carbon savings achieved through recovering and reprocessing metals. Although the value is modest due to the relatively small tonnage, it demonstrates the environmental benefit of targeted community engagement initiatives such as the WEEE roadshows.

The second carbon metric captures 1.95 tonnes of food waste processed through anaerobic digestion (E641), collected via Swale’s dedicated pumpkin-disposal bins used in the days following Halloween. This seasonal initiative helped residents divert pumpkins from residual waste and supported a more sustainable treatment route and is something we will look to expand across all three boroughs in contract Year 3.

Anaerobic digestion generated a positive environmental value of £3.21, reflecting the carbon benefits of converting food waste into renewable energy and nutrient rich digestate. While the tonnage is small, the metric demonstrates the value of community focused interventions that encourage residents to separate food waste for treatment through a circular, energy producing process.

Looking forward

Year 2 marks a significant step forward in the maturity and impact of the Mid Kent Waste Partnership contract. The partnership has delivered £10.4 million in social value, a 64.1% increase on the recalculated Year 1 baseline, demonstrating not only the scale of activity delivered but also the growing depth and quality of outcomes across economic, social, and environmental themes. This progress reflects a more embedded approach to social value, stronger networks and community connections. Our ongoing commitment to finding new ways to grow our social value contribution will remain an important part of how we move into Year 3.

As we look ahead, this momentum provides a strong foundation for even greater impact. The team is already exploring new ways to enrich engagement, strengthen partnerships and make our social value contributions bigger, better and more responsive to local needs. With stronger networks, clearer insight and a growing culture of collaboration across the contract, the partnership is well placed to continue delivering positive, lasting benefits for the communities of Ashford, Maidstone and Swale.

Looking forward, we are excited to continue to work in partnership with Ashford, Maidstone and Swale Borough Councils to identify innovative ways of maximising value, ensuring the contract consistently delivers outcomes that extend well beyond its core services.

SUEZ in the UK,
SUEZ House, Grenfell Road
Maidenhead, Berkshire SL6 1ES

www.suez.co.uk