



# Our commitment to Social Value

Social Value Report 2024-2025



**LNER**  
LONDON NORTH EASTERN RAILWAY

Welcome from James Downey

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## A message from our Finance Director, James Downey

This report reflects something we're incredibly proud of at LNER; the tangible impact we create for our communities through the way we spend and procure. Social value is no longer a side consideration, it is a core part of how we do business.

It's also been a year of change, as we began operating under the Procurement Act 2023. We've taken further steps to strengthen our approach, refining our themes, outcomes, and measures framework and supporting suppliers to deliver with purpose and accountability.

Over the past year, we've continued to turn that commitment into action. Working closely with our suppliers, we've delivered real benefits across our route — supporting jobs, developing skills, strengthening local communities, and driving more sustainable outcomes, all whilst procuring the right solutions for LNER and delivering net value for our communities and the taxpayer.

The results speak for themselves. Whether it's creating opportunities for young people, backing local initiatives, or helping charities thrive, our supply chain is delivering meaningful, measurable outcomes. Behind every number in this report is a story of collaboration and long-term value.

Thank you to our procurement team, our colleagues, our partners, and everyone who's helping shape a more inclusive and responsible railway.

“  
**Social value is no longer  
a side consideration,  
it is a core part of how  
we do business**

James Downey  
LNER Finance Director



## Social Value Report overview

# Social Value at LNER in 2024-25

We go beyond getting people from station-to-station safely and efficiently. We believe we have the power to make a positive difference to the lives of people and communities through delivering economic and social value.

This is the fifth year in a row we have produced a dedicated social value report to measure and evaluate the social value generated through our procurement activity. This year also marks our transition towards operating under The Procurement Act 2023.

Our ambition remains the same. We use our spending power to generate meaningful value and positive impact for our customers, stakeholders and the communities along the route. By embedding social value into our procurement practices, we influence how suppliers deliver their services and ultimately encourage responsible, inclusive and sustainable outcomes.

We continue to uphold our commitment consider social value in all contracts valued over £100,000. This approach ensures that our procurement processes deliver more than just contractual outcomes; they also bring wider social, economic, and environmental benefits to the people and places we serve.

This financial year we've continued to work with the Social Value Portal (SVP). Our suppliers report against the themes, outcomes, and measures (TOMs) framework, using a tailored set of 43 core measures selected specifically for LNER. This streamlined version allows us to track delivery across key areas including jobs, growth, social, environmental and innovation, while maintaining consistency and relevance to our business.

# £31,628,906

Total **Social Economic Value** unlocked  
by our suppliers from 2024-2025

# 69

live procurement  
projects

# £90m

committed social value





## Key performance indicators

These key performance indicators reflect the social value measures most consistently delivered by our suppliers through their contracts, providing insight into where our procurement activity is having the greatest collective impact.

### Employing locally

861 full-time  
equivalent jobs

**£24.4m**  
Local Economic  
Value



### Career support

121,275 career  
support sessions  
generating

**£2.7m**  
Social Value



### Spending locally

£1,555,763.91  
spent within  
definition of  
local

**£3.2m**  
Local Economic  
Value



### Community support

£368,123  
invested in local  
community  
projects

**£368.1k**  
Social Value



### Mental health support






3,204.21 hours  
of mental  
health support,  
generating

**£319.9k**  
Social Value





## Year in review

Theme	2022-23 £SV	2023-24 £SV	2024-25 £SV	
 <b>Jobs</b>	21,624,274	17,778,152	<b>127,242,718</b>	↑ Increase
 <b>Growth</b>	1,916,955	3,071,357	<b>3,854,519</b>	↑ Increase
 <b>Social</b>	4,642	59,892	<b>416,209</b>	↑ Increase
 <b>Environment</b>	58	131,632	<b>5,600</b>	↓ Decrease
 <b>Innovation</b>	386	24,100	<b>109,858</b>	↑ Increase

**Delivering Social Value across key themes**

This table captures how LNER and its suppliers are unlocking social value across five key themes with strong year-on-year growth and £31.6 million delivered in 2024/25.

**Jobs:**

A consistently high-impact area, reflecting sustained investment in employment, skills, and access to opportunity across our network.

**Growth:**

Rising contributions here show growing support for local businesses and regional economies - a key part of our place-based approach.

**Social:**

Rapid growth in this theme highlights increased focus on community wellbeing, from health and education to inclusion and resilience.

**Environment:**

While lower this year, environmental value remains a priority as we work towards more sustainable ways of delivering our services.

**Innovation:**

A steadily growing area, capturing how suppliers are embedding new ideas, technologies, and smarter ways of working all whilst delivering social value.

Each theme represents a different kind of impact. Together, they show how our projects are creating broader value for people, places, and the planet.



Express

## Case study: Berwick-upon-Tweed Station Travel Centre

**Supplier:** The Consortia Group

**Duration:** 10 weeks

**Location:** Berwick-upon-Tweed Station

As part of a 10-week refurbishment programme, The Consortia Group delivered a comprehensive upgrade to the Berwick-upon-Tweed Station Travel Centre. The scope of works included a new ticket desk, ceramic tile flooring, acoustic panels, new sanitary and kitchen facilities, improved assistance seating, and full decoration of both front-of-house and office areas. The project also included repairing existing structures and installing new fixed and loose furnishings to enhance the overall customer experience.

# Case study



## Berwick-upon-Tweed Station case study

# Delivering Social Value

Social value was embedded from the outset, with the supplier committing to a range of activities that would benefit the local community and economy. In total, The Consortia Group delivered 105.19% of their targeted social value, equating to £10,950.54.

A standout initiative was an interactive visit to Holy Trinity First School, where Year 3 pupils learned about the construction industry through hands-on activities. The team introduced the children to project planning, problem-solving and creativity by helping them design their own dream ticket offices. This session aimed to inspire curiosity and pride in local development, while also opening up conversations about future careers.

The Consortia Group also volunteered with Berwickshire Riding for the Disabled, offering time and support to help the organisation continue its vital work in delivering inclusive riding sessions to people with disabilities.

In addition, a three-week placement for an NVQ Level 3 Electrical Installation apprentice was provided during the project, helping to build skills and offer real-world experience in a live construction environment.

## Community perspective

"Thank you so much for this morning. The children thoroughly enjoyed it, and it was so nice to see them engaged with the activities." – **Adam Rutherford, Teacher, Holy Trinity First School**

## Supplier reflection

"We spent a lot of time planning the school visit, hoping it would be engaging, but not knowing quite how the children would react. What stood out was just how enthusiastic, curious, and switched-on they were from the moment we walked in. Their energy was incredible, and the creativity they showed in designing their dream ticket offices honestly blew us away. Working alongside LNER to bring it all to life made it even more special. It felt like a true team effort." – **The Consortia Group**

## Staff perspective

"The Consortia group were by far the best contractors that we have worked with at Berwick Station. Brian was always keeping us updated and nothing was too much hassle for him and his team. Amazing work from start to finish. The refurbished Travel Centre looks fantastic and the staff and community love it." – **Michelle Shields, SDM, LNER**

## Key outcomes

**£10,951** in  
social value delivered



**105.19%**

of targets achieved

**One**

local apprentice supported  
(3 weeks on site)

**One**

primary school engaged  
through a construction  
workshop



**Volunteering support**

provided to a local disability charity

## Social value maturity

# Social value maturity in 2024-25

Our approach to social value continues to mature and has become well established across our procurement and wider business activities. Social value is now a core consideration when we award contracts and procure products.

We joined **Social Value Pledge** this year, which commits us to delivering £40m of social value by the end of 2026. This has helped shift our focus from year end reporting to proactive and consistent delivery throughout the year.

Through this increased maturity, social value is increasingly considered in the development of new tenders, business cases and project plans. Teams are incorporating estimated social value commitments into early project proposals and business case documents which supports our ambition for more accurate, holistic reporting.

We now support our suppliers more than ever before. Regular check-ins help resolve challenges, improve reporting quality, enhance relationships and maximise social value contributions

In this financial year, we were delighted to be shortlisted for two national awards recognising our work on social value both for our internal progress, and for the role we play in championing social value across the rail sector. Being one of the first operators to adopt the TOMs framework has allowed us to influence industry best practice and we've actively supported, collaborated, and shared knowledge with industry partners and colleagues at other TOCs.

Our supply chain continues to benefit from our connections with local causes. Building on last year's work, we connected unsuccessful CCIF applicants with suppliers looking for many community partners. In the past two years we have tripled the number of charities on our list and hear about the organic positive relationships that form from our introductions. This has helped to ground social value in real local needs and led to some fantastic outcomes, including one organisation securing additional funding through a supplier-led community scheme.

While there is always more to do, we are extremely proud that 2024/25 has been a year of progress. We have moved from embedding social value within procurement processes to using it as a tool for wider strategic influence, ensuring the value we create extends beyond contractual commitments and delivers lasting benefits to the communities along our route.





# Looking ahead

## In the future for LNER

# Looking ahead to 2025-26

As we continue our commitment to embedding social value, 2025 - 26 will be a year of strategic development, system updates, and cross-sector collaboration. Key priorities include:

### Refreshing our TOMs

We will be updating our LNER-specific TOMs framework in May 2025. This will be the first refresh since 2022 and is designed to better align with our evolving responsible business strategy. The new measures will also enhance clarity for suppliers and provide stronger alignment with national TOMs used across the rail and public sectors.

### Strategy development

We are working closely with the Social Value Portal to develop our long-term social value strategy, ensuring it supports the wider LNER corporate strategy while being practical, measurable and responsive to the needs of our stakeholders and communities.

### Supporting suppliers

Building on this year's progress, we will expand our supplier engagement work with:

- Updated guidance and FAQs
- Practical case studies
- New webinars and training materials

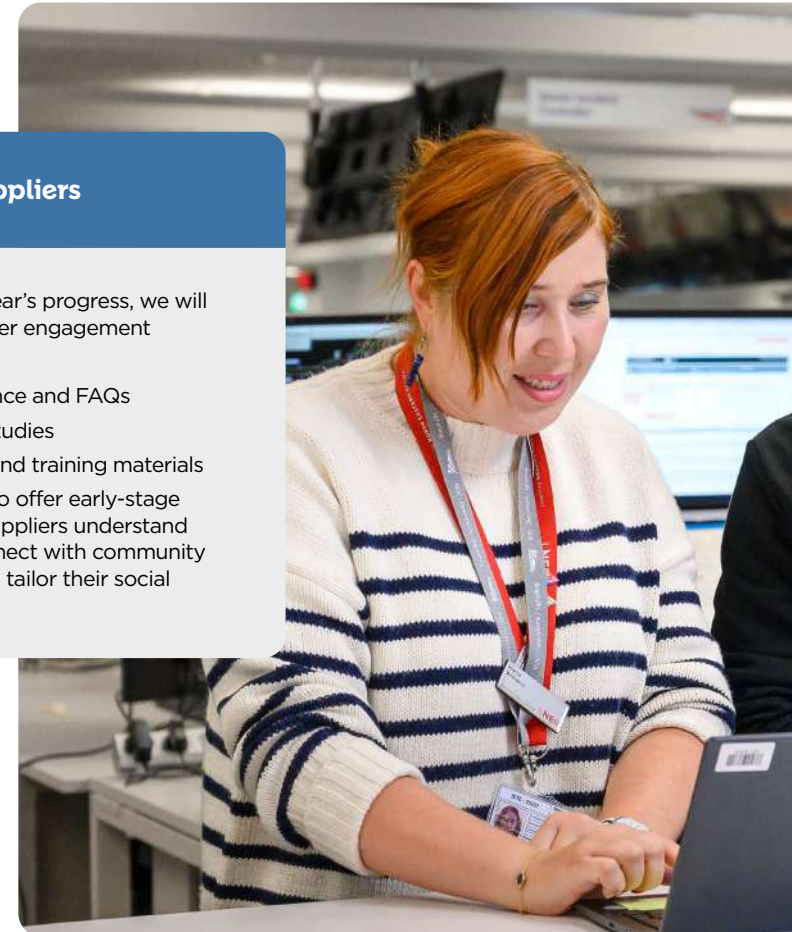
We will continue to offer early-stage support to help suppliers understand local context, connect with community organisations, and tailor their social value delivery.

### Updating tender and contract documents

Alongside the TOMs update, we will revise our procurement documentation, evaluation criteria, and contract templates to reflect updated expectations and improve the clarity of social value requirements. This will ensure consistency, drive higher quality proposals, and make social value a seamless part of supplier delivery.

### Collaboration with DFTO and TOCs

We remain committed to collaborating with our sister Train Operating Companies under the Department for Transport Operator (DFTO). As we work under the Procurement Act 2023, shared learning, innovation, and consistent best practice will be critical to improving sustainable procurement outcomes across the network.





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Published by London North Eastern Railway.

Registered in England No. 04659712.

Registered Office: London North Eastern Railway, West Offices, Station Rise, York YO1 6GA

June 2025. Details correct at time of publishing. Information is subject to change.

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