



SYNECTICS
SOLUTIONS

Social Value Report

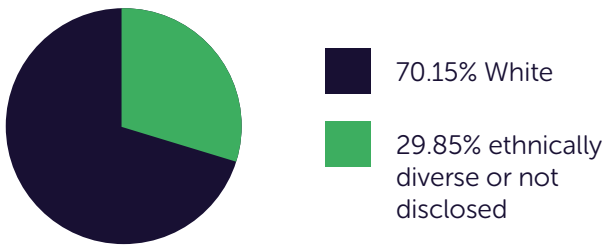
NFI Contract
March 2025 –
February 2026

Social Value Report

This Social Value Report outlines the initiatives, achievements, and community contributions delivered under the NFI Contract from March 2025 to February 2026. The purpose of this document is to highlight our ongoing commitment to the Good Work Plan and the development of a diverse, supported workforce. In this report, you will see a detailed breakdown of our workforce demographics, inclusive recruitment practices, and our strong employee retention rates. The report also explores our efforts to inspire and develop local talent from areas of deprivation, our investments in employee training and AI-driven automation, and our broader contributions to vulnerable groups across North Staffordshire.

Diverse workforce

Our workforce reflects a diverse employee base:



We maintain strong partnerships with **Keele University and Staffordshire University**, engaging local talent and supporting approximately **10 temporary roles** via Unitemps to deliver contract requirements specific to the NFI contract.

Focus is on inspiring and developing local talent from an area of deprivation to develop critical skills for the future in a high-growth SaaS business working in fraud prevention.

Good Work Plan

We align our employment practices with the Good Work Plan, ensuring fair, inclusive and high quality work:

What this means

Fair Pay: Regular benchmarking and pay reviews

Employee Voice: Pulse surveys aligned to business updates, annual Net Promoter Score (eNPS) surveys, and a staff representative group

Progression: Internal and External learning supported through funded development including qualifications, training, and conferences

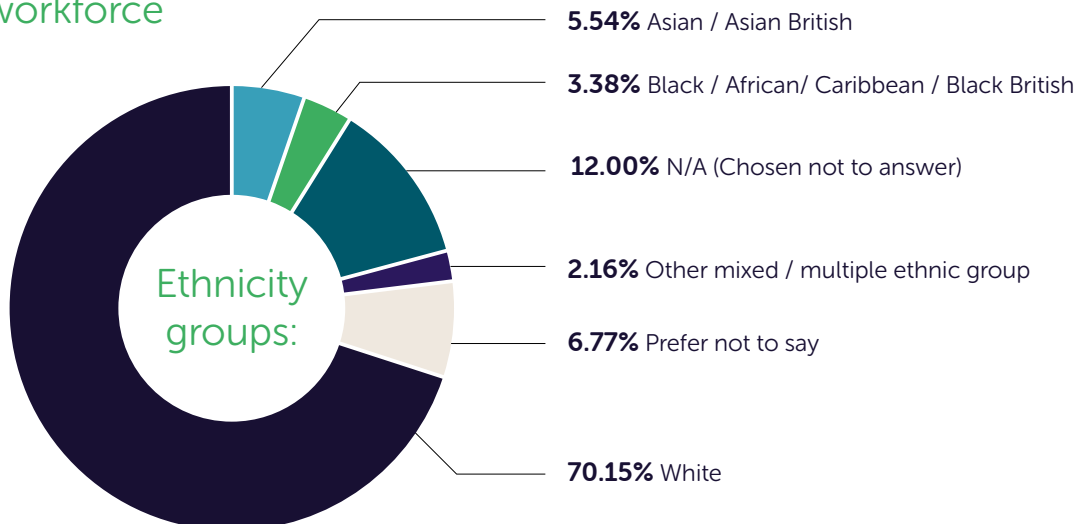
This approach supports productivity and retention, with 5.26% voluntary turnover in the NFI team against a wider business voluntary turnover of 11.97%.

5.26%
voluntary turnover
in the NFI team

11.97%
voluntary turnover
of wider business

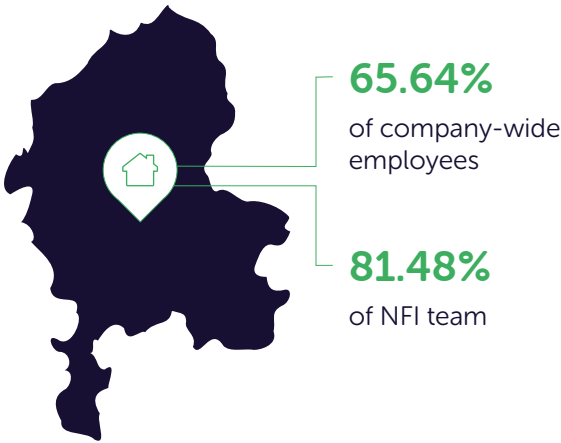
Breakdown of workforce

All Staff Ethnicity Data:



Regulatory and compliance requirements mean some roles require robust background checks, including security clearance. Within these constraints, we apply fair and responsible recruitment practices.

We also contribute to the local economy by supporting employment from areas of deprivation. As a whole, our staff base across Staffordshire County is as follows:



This ensures economic benefit is retained within the local community.

We actively promote careers through:

- University partnerships and careers fairs
- School engagement and outreach activities
- Internal recruitment and employee referral schemes
- Use of specialist job boards and agencies
- Enhanced employer branding via LinkedIn and our careers portal

These activities support attraction into high-demand skill areas.

We support workforce development through:

- Mentoring, career conversations, and CV/interview support where applicable
- Access to training and development opportunities
- Internal progression pathways

During this period, no contract staff were engaged; however, these support mechanisms remain in place and will be applicable in the 2026 workforce requirements.

We have delivered outreach and engagement activities including:

- Careers fairs and workshops across **Staffordshire University, Keele University, and local schools**

We have supported early career development through:

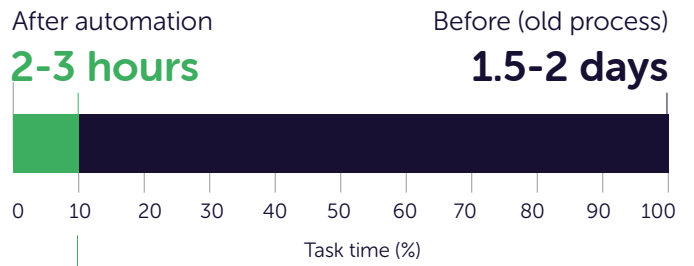
- 9** work experience placements
- x1** 10-week paid internship
- x3** university student placement

These opportunities provide practical experience and pathways into employment.

Focus has been placed on driving efficiency and capability within the existing workforce, resulting in no requirements for new headcount in the NFI team during this period.

Key achievement:

Automation of data processing reduced task time from **1.5–2 days to 2–3 hours** – delivering over 90% efficiency gain.



90% efficiency gain

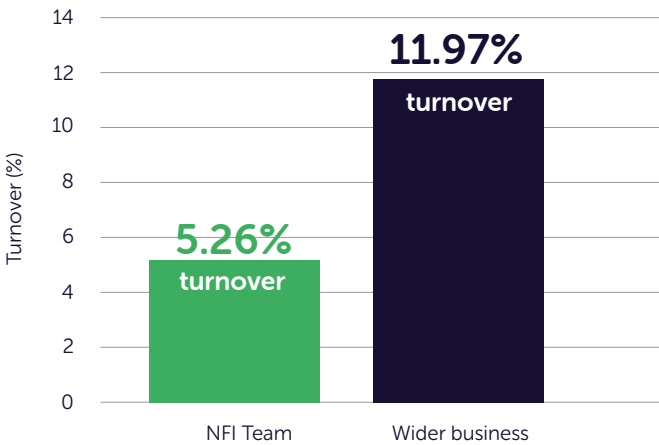
We are continuing to invest in **AI-driven solutions** to further enhance productivity allowing skills to focus on further value-adding activities.

We have implemented inclusive practices including:

- Partnerships with recruitment platform **"Coding Black Females"**
- Achieved Disability Confident employer status
- Armed Forces Friendly Employer (Bronze Award)
- Capturing reasonable adjustments at application stage



We maintain strong retention rates:



This reflects a stable and engaged workforce.

We ensure continuous improvement through:

- Full review of staff policies (Jan–Feb 2026), including impact on protected groups
- Structured onboarding feedback:
 - 4-week survey
 - 6-week HR review
 - Supportive 6-month onboarding process

March 2025 – February 2026:

£7,849.80

raised

16

charities supported

Activities included sponsorships, fundraising, and volunteering supporting vulnerable and disadvantaged groups across North Staffordshire.

We continue to invest in workforce capability:



For NFI delivery:

146+ hours of training provided

88.24%

participation across the NFI team

The initiatives detailed in this report reflect our dedication to generating meaningful social value while fulfilling the NFI contract requirements. By prioritising continuous improvement—such as conducting thorough reviews of staff policies and optimising operational processes—we have successfully fostered a stable, highly engaged workforce with exceptionally low turnover who are totally committed to fighting Public Sector fraud. As we look to the future, we remain committed to investing in our workforce’s capabilities, driving efficiency, supporting our local community, and ensuring that these robust support mechanisms are carried forward into 2026.

We are committed to delivering meaningful social value through responsible employment and community impact.

Natalie Simpson
Head of People Success
Synectics Solutions Ltd