

Social Value in Greater Manchester Case study



Softcat

Softcat is a commercial IT organisation based in Manchester. They provide a number of back office and IT support activities for local authorities and other public sector agencies across Greater Manchester. Softcat prides itself in the way in which it supports and looks after its workforce by promoting and enabling progression, ensuring staff are paid fairly and that there is certainty to employment in the organisation, and through offering graduate and apprenticeship opportunities. This component of social value flows through everything which the organisation does and how it operates, which is reflected in being awarded one of the Best Large Workplace in the UK in 2016.

Softcat has contracts with a range of public sector organisations in Greater Manchester. This includes work with Manchester City Council around licensing agreements and a Cloud Strategy with NHS Trusts which is seeking to drive better patient care and safety through investment in IT. As well as seeking to enable social value through employment and terms and conditions, Softcat also undertakes a range of other activities.

These include:

- Seeking to develop the Greater Manchester market through sub-contracting;
- Involvement in tackling homelessness initiatives including the End Homeless Initiative and Clothes for the Homeless;
- Supporting staff to volunteer at charities across Greater Manchester;
- Running the Comic Relief Call Centre.

A quote from the Softcat website is below:

'Exceptional feedback in our recent annual survey suggests our customers agree and our recognition as the Great Place to Work 'Best Large Workplace' 2016 is an achievement that demonstrates what a unique place Softcat is to work and a recognition of our ongoing commitment to the welfare of our employees.'