

CORPORATE SOCIAL RESPONSIBILITY

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Policy Statement

This organisation is committed to good practice and ethical behaviour, and we recognise that we have responsibilities to all stakeholders. We regularly review our employee, ethical, and environmental policies and improve them where appropriate.

Corporate social responsibility for this organisation is about how we align our activities with the expectations of our stakeholders in relation to our economic, social, and environmental impacts. Our stakeholders include local authorities (LAs) and private residents, as well as our employees, suppliers, communities, and society.

The Corporate Social Responsibility Policy covers operations at all our sites, Currently our Head Office in Crawley but will be extended to cover all areas of growth.

The director receives regular updates on the Corporate Social Responsibility Policy and reviews recommended changes.

The Policy

Business Ethics

This organisation works to ensure standards are met and, where possible, exceed all relevant legal requirements.

This organisation endeavours to behave with honesty and integrity, to act fairly and ethically in its relationships and dealings with its suppliers, customers, and other stakeholders, and to extend its values to relationships with these parties, working only with companies that uphold high standards of ethical conduct and fair practices.

The organisation's employee handbook details its approach to these matters and a section on whistleblowing encourages employees to report any concerns and provides means for them to do so with anonymity. This is reinforced in the organisation's Whistleblowing Policy

This organisation is committed to ensuring that our workers are paid at least the National Minimum Wage (and National Living Wage where applicable). All of our workers have been paid at least National Minimum Wage (or National Living Wage as applicable) as defined by legislation and increased by the government from time to time. We are aware of no breaches of National Minimum Wage or National Living Wage legislation by us and any employee that believes they have been paid less than the NMW should contact their manager immediately.

Any shortfall in pay will be investigated and any monies owed will be paid for the full period where pay was below NMW.

Summary of Key Policies

Equal Opportunities Policy

This organisation is committed to achieving equal opportunities for all, through fair employment policies, procedures, and practices.

The organisation respects employee human rights and dignity and recognises the advantages of a diverse workforce. This organisation does not tolerate any harassment or discrimination against employees or potential employees, irrespective of their race, religion and belief, sex, sexual orientation, age, disability, marriage and civil partnership, pregnancy and maternity, or gender reassignment.

Employment of People with Disabilities

This organisation makes every effort to ensure that disabled employees are treated fairly and without prejudice.

Job applicants with disabilities have an equal opportunity to be selected for employment and disabled employees have an equal opportunity to be selected for promotion and receive training to aid their career development. However, this organisation is aware of its responsibility in working in a regulated activity to ensure that employees are fit both physically and mentally to do the work required.

Family Friendly Employment Policies

The Maternity, Paternity, Adoption and Shared Leave Policies of this organisation meet the statutory minimum standards concerning leave.

Flexible approaches to returning to work after maternity leave, including part-time and non-standard hours of work, are adopted where viable.

We also offer care/support staff the opportunity of selecting their working hours as far as is reasonably possible and patterns of work to fit in with existing domestic arrangements

Employee Training and Development

This organisation considers continuous learning to be one of its core organisational values, and training is a key constituent of the employee supervision and appraisal processes.

This organisation has a dedicated in-house training team which, together with the manager, is responsible for sourcing appropriate employee training.

This organisation aims to provide a safe and rewarding career pathway for all its employees

Employee Communication and Involvement

Management acknowledges the importance of internal communication, especially in an organisation with more than one site.

Managers and their employees are kept informed of general business issues and other matters of interest. This is through regular staff meetings, memos, and newsletters, which are used both to communicate organisational matters to employees and to elicit questions, feedback, and requests.

Procurement

People are the organisation's largest expense, and the procurement of other supplies, such as stationery and medical supplies, is a smaller proportion of outgoings.

However, we aim to use local companies for supplies wherever possible and have a company policy of recycling printer cartridges, paper, cardboard, and other supplies as appropriate.

Health and Safety

Given the nature of our services, health and safety are a priority within the organisation's workspaces. The organisation's health and safety policies and procedures are issued to all employees at the start of their employment, and induction training for all staff reinforces specific health and safety training.

Environment

This organisation's offices all occupy leased parts of larger buildings and therefore the organisation has no control of overall building emissions, energy usage, or waste. However, the organisation seeks to reduce usage by encouraging employees to turn off equipment and lights outside of normal office hours and, where possible, minimise usage during working hours. In essence, we encourage all staff to develop a sustainable approach to their work and make the most efficient and effective use of all resources

This organisation encourages office staff to use sustainable modes of transport to commute to work. We aim to deploy carers in tight geographical areas to minimise travel, and we can offer positions to several carers who can walk their round of calls. However, due to the nature of the care work and the requirement to provide care at unsocial hours and in rural areas, it remains a challenge to move away from the traditional need for carers with car transport, as public transport and bikes cannot sustain the care provision and would undoubtedly impede efficiency or effectiveness.

Political and Charitable Donations

This organisation's policy is that it does not donate money, services, or facilities to political parties.

This organisation endeavours to work with charities and organisations that are either in some way local or of interest to its employees.

[AMEND POINTS BELOW TO REFLECT YOUR ACTIVITIES, examples only]

We have introduced an annual ballot for employees to select charities to sponsor for each forthcoming year.

Additionally, in 2013, the organisation sponsored the 'Carer of the Year Award'.

We will encourage and enable staff who wish to undertake voluntary activities to do so and give them the time and opportunity to participate in charitable events. If required, reasonable use of time and facilities will be allowed, e.g. Comic Relief, and Macmillan Coffee Fundraisers.

Quality Assurance

An annual quality audit of all the organisation's policies is undertaken as part of our statutory obligations under the Health and Social Care Act 2008 and following the guidance issued by the Care Quality Commission. This is part of our continual quality monitoring system.

This annual review will be undertaken by the director responsible for corporate social responsibility matters, **Victoria Bell** and this policy will be reviewed and updated.

Related Policies

Accessible Information and Communication

Audit

Bribery and Corruption

Business Contingency and Emergency Planning

Duty of Candour

Good Governance

Whistleblowing

Related Guidance

Skills for Health/Care Code of Conduct Employer Guide:

<http://www.skillsforhealth.org.uk/>

CQC Regulation 17: Good Governance:

<https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-17-good-governance>

Training Statement

All staff, during induction, are made aware of the organisation's policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary, and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used, including one to one, online, workbook, group meetings, and individual supervision. External courses are sourced as required.

Date Reviewed: March 2024

Person responsible for updating this policy: Hitendra Sharma

Next Review Date: March 2025