



Corporate Social Responsibility (v3.0.0)

Date Reviewed: 11/12/2024 | **Next Review Date:** 11/12/2025

Person responsible for updating this policy: Hitendrakumar Sharma

Policy Statement

Bluestar Care & Support- Bluestar Resourcing is committed to good practice and ethical behaviour, and we recognise that we have responsibilities to all stakeholders. We regularly review our staff member, ethical, and environmental policies and improve them where appropriate.

Corporate social responsibility for Bluestar Care & Support- Bluestar Resourcing 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 the Local Authority (LA) and the self funded service user, as well as our staff, suppliers, communities, and society.

The Corporate Social Responsibility Policy covers operations at all Bluestar Care & Support- Bluestar Resourcing sites.

The board of directors receives regular updates on the Corporate Social Responsibility Policy and reviews recommended changes.

Business Ethics

Bluestar Care & Support- Bluestar Resourcing works to ensure standards are met and, where possible, exceed all relevant legal requirements.

Bluestar Care & Support- Bluestar Resourcing 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 Bluestar Care & Support- Bluestar Resourcing staff member handbook details its approach to these matters and a section on whistleblowing encourages staff to report any concerns and provides means for them to do so with anonymity. This is reinforced in the Bluestar Care & Support- Bluestar Resourcing Whistleblowing Policy.

Bluestar Care & Support- Bluestar Resourcing is committed to ensuring that our staff are paid at least the National Minimum Wage (and National Living Wage where applicable). All of our staff 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 the National Minimum Wage or National Living Wage legislation by us and any staff member that believes they have been paid less than the NMW should contact Service Manager Hitendrakumar Sharma immediately.

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

Social Ethics

Social Value is about the well-being of current and future generations and covers three different areas:

- **Social** – the well-being of individuals and communities
- **Economic** – putting in place economic policies and business practices to improve the well-being of society
- **Environmental** – looking after the social and physical environment and where possible developing more

- **Environmental** – looking after the social and physical environment and where possible developing more sustainable processes

For Bluestar Care & Support- Bluestar Resourcing, social value is important because it gets us to think through our actions, and consider whether they add value to society and how they can impact future generations. It encourages us to be more socially conscious. Putting an emphasis on engaging people to understand the impact of decisions on their lives.

Bluestar Care & Support- Bluestar Resourcing will always aim to create good experiences and on balance aim to create a positive impact for the present and future. These impacts are measured to be used to understand how we can improve these decisions for everyone. Social value is a mindset shift where our impact on people and the planet are a part of everyday culture, and is embedded into how we continuously manage our activities. It helps to continuously improve and ask 'Have we made as much of a difference as we can with the resources available?' It also encourages us to:

- Gain a competitive advantage – prove to external stakeholders (including funders/investors/commissioners) the broader value that is being created
- Improve our practice – social value can help us to improve our services and gain efficiencies by helping to focus on the things that really matter to people
- Maximise our impact – maximise the value we are creating for all our stakeholders by implementing robust systems to measure, manage, and maximise our social value
- Social Risk Manage – increase confidence that we are taking steps to manage our social value including the risk of negative or unintended outcomes
- Involve the people who matter most – involving stakeholders allows us to listen to, be accountable to, and be responsive to those who matter most; those that are most affected by what we do.

We can also put in place sustainable practices to protect the environment. Being less reliant on natural resources means we are less likely to be affected by increasing costs due to climate change. Areas to focus on include reducing reliance on fossil fuels, preventing unnecessary travel or carbon miles, encouraging recycling and reducing waste.

Social Value Model - COVID 19 Recovery

COVID-19 exacerbated existing economic and social challenges and created new ones. Social value provides additional benefits that aid the recovery of local communities and economies, especially through employment, re-training, return to work opportunities, community support, developing new ways of working and supporting the health of those affected by the virus.

There is a need of understanding the employment, skills, re-training, and other return-to-work issues in the healthcare sector as a consequence of COVID-19. The development and implementation of recruitment practices and employment conditions, such as those set out in the Good Work Plan (e.g., fair pay, participation and progression, voice and autonomy) will attract good candidates from all backgrounds, minimise turnover of staff and improve productivity. By being more inclusive and offering employment opportunities to people who may have previously been overlooked. This increases the pool of talent we have access to and improves our reputation.

Summary of Key Policies

Equal Opportunities Policy

Bluestar Care & Support- Bluestar Resourcing is committed to achieving equal opportunities for all, through fair employment policies, procedures, and practices.

Bluestar Care & Support- Bluestar Resourcing respects staff member human rights and dignity and recognises the advantages of a diverse workforce. Bluestar Care & Support- Bluestar Resourcing does not tolerate any harassment or discrimination against staff or potential staff, 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

Bluestar Care & Support- Bluestar Resourcing makes every effort to ensure that disabled staff are treated fairly and without prejudice.

Job applicants with disabilities have an equal opportunity to be selected for employment and disabled staff have an equal opportunity to be selected for promotion and receive training to aid their career development.

However, Bluestar Care & Support- Bluestar Resourcing 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 Bluestar Care & Support- Bluestar Resourcing 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 and Support staff the opportunity of selecting their working hours and patterns of work to fit in with existing domestic arrangements. We also offer care/support staff the opportunity of selecting their working hours and patterns of work to fit in with existing domestic arrangements.

Employee Training and Development

Bluestar Care & Support- Bluestar Resourcing considers continuous learning to be one of its core organisational values, and training is a key constituent of the staff member supervision and appraisal processes.

Bluestar Care & Support- Bluestar Resourcing has a dedicated in-house training team which, together with Service Manager Hitendrakumar Sharma, is responsible for sourcing appropriate staff member training.

Bluestar Care & Support- Bluestar Resourcing aims to provide a safe and rewarding career pathway for all its staff. This organisation has a dedicated in-house training team which, together with the manager, is responsible for sourcing appropriate employee training.

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.

Carrying out due diligence on potential suppliers ensures the smooth running of the business and minimises the damaging disruption caused by poor suppliers. Due diligence of potential suppliers includes:

- Accreditations – such as ISO or ICO – copies of certificates
- Companies House Registration – check the CH website
- Business Insurance – Copies of relevant certificates such as public liability
- Modern Slavery Compliance – Copy of statement or policy
- Previous Breaches of regulations such as Health and Safety
- Financial Health/Compliance – published accounts, evidence of UK tax compliance
- Obtaining References or Testimonials
- Site Visit
- Directors are of good character and conduct
- Environment and Sustainability – Copies of Policies or Accreditations.

It's also important to review existing supplier performance to ensure they continue to meet the standards required. Existing supplier performance is reviewed annually or sooner if a problem occurs that poses a risk to our business operations.

Continued poor performance will result in the supplier being removed from the approved supplier's list.

Good Work Plan

The Good Work Plan has changed the way we employ people. With further changes yet to come, we recognise the need to stay up to date and react to the latest changes in employment law.

The government published the Good Work Plan (GWP) in December 2018, in response to the 2017 Taylor review of employment practices in the UK. The GWP introduced a number of reforms designed to provide clarity for employers and employees, ensure fair and decent work for all and facilitate fairer enforcement.

The right to a written statement was extended to workers and, from April 2020, it has been a day-one right (rather than employers having two months from the employee starting work to provide a statement). The requirements only apply to new employees/workers who started on or after 6 April 2020.

However, since that date, an existing employee/worker may request a written statement that complies with the new

However, since that date, an existing employee/worker may request a written statement that complies with the new requirements. In that situation, the company must provide the statement within one month of the request. The employee/worker can only make this request once.

In response to the changes in the Good Work Plan, our written statement of employment sets out the below: (**NB** this also applies to our Worker contracts) :

- The names of the employer and employee
- The date the employment starts and the date the employee's period of continuous employment began
- Pay (or method of calculating it) and interval of payment
- Hours of work, including normal working hours
- Holiday entitlement and holiday pay
- Any paid leave to which the employee is entitled
- Details of all remuneration and benefits;
- The employee's job title or a brief description of the work
- Place of work
- The days of the week the employee is required to work, whether the working hours may be variable and how any variation will be determined
- Any probationary period
- Any training entitlement we provide, including whether any training is mandatory and/or must be paid for by the employee
- Terms as to the length of temporary or fixed-term work
- A person to whom the employee can appeal if they are dissatisfied with any disciplinary or grievance decision (and the manner in which any such application should be made) or any decision to dismiss them
- Terms related to work outside the UK for a period of more than one month
- The notice periods for termination by either side

Health and Safety

Given the nature of our services, health and safety are a priority within Bluestar Care & Support- Bluestar Resourcing workspaces. Bluestar Care & Support- Bluestar Resourcing health and safety policies and procedures are issued to all staff at the start of their employment and following all reviews/changes, 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. [AMEND AS YOUR OFFICE SITUATION DICTATES]

Bluestar Care & Support- Bluestar Resourcing encourages office staff to use sustainable modes of transport to commute to work. We aim to deploy Care and Support staff in tight geographical areas to minimise travel, and we can offer positions to several Care and Support staff 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 Care and Support staff with car transport, as public transport and bikes cannot sustain the care provision and would undoubtedly impede efficiency or effectiveness.

Political and Charitable Donations

Bluestar Care & Support- Bluestar Resourcing policy is that it does not donate money, services, or facilities to political parties.

Bluestar Care & Support- Bluestar Resourcing endeavours to work with charities and organisations that are either in some way local or of interest to its staff.

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 Bluestar Care & Support- Bluestar Resourcing policies is undertaken as part of our

An annual quality audit of all the Bluestar Care & Support- Bluestar Resourcing policies is undertaken as part of our statutory obligations under Health and Social Care Act 2008 (Regulations 2014) and following the guidance issued by the Care Quality Commission (CQC). This is part of our continual quality monitoring system.

This annual review will be undertaken by the director responsible for corporate social responsibility matters, [INSERT NAME], and this policy will be reviewed and updated.

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, individual supervision and external courses are sourced as required.

Related Policies

- Accessible Information And Communication (Including Statement) (Domiciliary)
- Audit (Domiciliary)
- Bribery And Corruption (Domiciliary)
- Business Contingency And Emergency Planning (Domiciliary)
- Duty Of Candour (Domiciliary)

Related Guidance

- [GOV.UK: Guidance Social Value Act: information and resources](#)
- [Gov.UK: The Social Value Model](#)
- [CQC: Regulation 17 - Good Governance](#)
- [Skills for Care: The Code of Conduct Employer Guide](#)

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