



1. Purpose

1.1 This policy sets out the legal, strategic and policy context for social value and the approach that Bespoke Health and Social Care will adopt to deliver social value through the delivery of care and support and the relationships with commissioners and other stakeholders.

1.2 To support Bespoke Health and Social Care in meeting the following Key Lines of Enquiry:

| Key Question | Key Lines of Enquiry |
|--------------|---|
| EFFECTIVE | E4: How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment? |
| WELL-LED | W1: Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people? |
| WELL-LED | W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed? |

1.3 To meet the legal requirements of the regulated activities that Bespoke Health and Social Care is registered to provide:

- | The Public Services (Social Value) Act 2012



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff
- | Registered Manager
- | Other management

2.2 The following Clients may be affected by this policy:

- | Clients

2.3 The following stakeholders may be affected by this policy:

- | Commissioners
- | Local Authority



3. Objectives

3.1 To describe how Bespoke Health and Social Care will deliver outcomes and activities that will improve the quality of life and life chances of specific to geographical area where client lives residents and enhance the sustainability of the local area through the services we provide.



4. Policy

4.1 Social Value Statement

As a Care provider, Bespoke Health and Social Care has a significant opportunity to create social value: more jobs, stronger local economies, healthier residents, vibrant communities and supporting an environmentally sustainable future. Bespoke Health and Social Care defines social value as the value that stakeholders experience through changes in their lives, the benefits to society which are generated from particular activities.

4.2 In creating as much social value as possible we will:

- | Consider social value as part of our procurement process. We will work with our contractor partners to deliver social value while they deliver the main element of their contracts
- | Support local economies in the areas we work through focusing on local employment, buying locally and building local partnerships
- | Commit to protecting our local environment through minimising waste and energy consumption and using resources efficiently
- | Involve our Clients to find out what they think and what matters to them
- | Measure the impact of our activities so we understand how much social value we are creating. This will help us make informed decisions to try and make even more of a difference

4.3 Monitoring how we are doing

We will:

- | Track the social value commitments made by our contractors to make sure they are delivered
- | Measure how much of a difference we are making to our customers lives across the following areas; jobs, health and wellbeing, environmental impact and how we ensure best value for specific to geographical area where client lives
- | Actively ask our Clients how we are doing against our commitments
- | Produce an annual Social Value report to celebrate and share our achievements



5. Procedure

5.1 Sustainable Growth

Bespoke Health and Social Care will actively recruit locally and ensure that we match the demographics of our workforce to meet the needs, expectations and wishes of the Clients. Our recruitment strategy will consider how we support the local employment economy to reflect the diversity of our Client and staff profiles.

5.2 We will ensure that staff at Bespoke Health and Social Care understand the importance of reducing waste, promote greater local recycling and follow the Environmental Policy and Procedure at Bespoke Health and Social Care.

5.3 Bespoke Health and Social Care will ensure that it bases its services in the local area to support the local economy.

5.4 Support Health and Wellbeing

As a social care provider, our priority is to ensure positive outcomes for Clients. We will listen and engage with Clients, their families and those who care for them to ensure that we are meeting their needs and that we swiftly identify any unmet needs, trends in unmet needs and use innovative solutions to close the gap.

5.5 Reaching Full Potential

Bespoke Health and Social Care is committed to the ongoing development of its workforce. Bespoke Health and Social Care will, through its recruitment and onboarding process, ensure that there are increased skills and training opportunities for local people. Wherever appropriate, Bespoke Health and Social Care will provide opportunities for work experience placements.

5.6 As a regulated provider we are required to co-operate with other providers. We will strive to have better connections across services and a greater understanding of how services interact to support the wider community. We will do this through our engagement and interactions with specific to geographical area where client lives, other local providers and local provider forums.

5.7 Best Value for specific to geographical area where client lives

We recognise the importance of providing innovative and cost effective solutions to specific to geographical area where client lives. We will do this by managing our own internal efficiencies whilst maintaining high-quality services for Clients. We will, as far as possible, support the local economy, by engaging with local suppliers and contractors to boost the local economy in specific to geographical area where client lives. This will also have an impact on our ability to reduce our carbon footprint and we will ensure that the people we do business with have a corporate social responsibility strategy that dovetails with ours and specific to geographical area where client lives.

5.8 Annual Social Value Report

Bespoke Health and Social Care will report on its social impact annually. The report will be clear, logically set out and 'tell the story' of its social impact. Where possible, Bespoke Health and Social Care will demonstrate the real impact of what has been achieved and not just what can be easily measured. Wherever possible, Bespoke Health and Social Care will use tools such as social values reporting to evidence the monetary value of its activities.



6. Definitions

6.1 Social Value

- 1 Social Value has been defined as the additional benefit to the community from a commissioning/procurement process over and above the direct purchasing of goods, services and outcomes

6.2 Corporate Social Responsibility

- 1 Corporate Social Responsibility, or CSR, refers to the way in which businesses regulate themselves in order to ensure that all of their activities positively affect society as a whole. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic and environmental impacts of what they do as a business



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

This template is to help with being able to evidence social value in monetary terms: <https://www.sduhealth.org.uk/delivery/evaluate.aspx>



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | We want to make sure that we contribute to the local area and community
- | We will employ staff who live locally
- | We will work with local businesses and suppliers as far as possible



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Our recruitment plan will consider how we can maximise opportunities for the local community
- | This Social Value Policy and Procedure is not used in isolation. It runs alongside our Environmental Policy and Procedure, Recruitment and Onboarding and reflects our vision and values.
- | The aim of the social value policy is to maximise the local impact of the specific to geographical area where client lives's spend and to demonstrate how Bespoke Health and Social Care contributes to this.
- | We will work with specific to geographical area where client lives to achieve their aims and to ensure that we meet the needs of the local community.