

1.0 Executive summary

Social Value is defined through the Public Services (Social Value) Act (2013) which requires all public sector organisations and their suppliers to look beyond the financial cost of a contract to consider how the services they commission and procure can improve the economic, social, and environmental wellbeing of an area.

This policy seeks to demonstrate the actions that Bluestones Medical Complex Care has taken and plans to take from a CSR perspective, along with the processes we have in place to further support this.

2.0 Introduction

CSR is at the heart of Bluestones Medical Complex Care. The work that we do enables individuals with complex care needs to reach their fullest potential in life, thanks to our implementation of customised care packages.

We're proud of our proven ability to enhance the lives of the individuals in our care along with offering our clients high-quality, cost effective, efficient solutions to the ever increasing demand for social care services in the UK. Furthermore, we're able to do all this whilst supporting our candidates with their wellbeing and developing within their careers.

We're proud to have achieved our Care Quality Commission (CQC) and Care Inspectorate Wales (CIW) registrations, as it demonstrates our commitment to delivering the highest standards of care and adhering to health and social care best practice.

Moreover, thanks to the work we do, we're able to offer individuals with complex care needs a stable and happy environment to live in that will allow them to lead healthy, fulfilling and prosperous lives.

The Public Services (Social Value) Act 2013 places huge importance on CSR when it comes to public sector procurement and highlights the need for public sector suppliers to be actively putting effort behind their corporate social responsibility. As a supplier to councils and local authorities throughout the UK, Bluestones Medical Complex Care understands the standards and behaviours expected from us. We are fully committed to conducting our business as ethically as possible, respecting the law, and going beyond what is deemed compulsory so that in all we do we positively affect society as a whole.

This policy outlines how we deliver on the promise of being good corporate citizens and focuses on achieving **economic, social, and environmental** benefits for all our stakeholders. It is clustered around seven core areas where we believe we can achieve the greatest positive impacts and create value for all our stakeholders:

- Equality and accessibility
- Looking after our staff
- Human rights
- Environmental Sustainability
- Supply chain
- Community engagement and Social Value
- Value

We adhere to the UK Corporate Governance Code underpinned by robust processes. We actively seek to be good corporate citizens by upholding the values of this policy, taking into consideration Social Value legislation in delivering our services and supporting key government corporate social

responsibility policy areas such as diversity and inclusion, sustainability, prompt payment, apprenticeships, and skills development.

This policy applies to our company and all its branches. It applies to all employees and workers engaged by Bluestones Medical Complex Care and all third parties engaged by and representing or acting on behalf of Bluestones Medical Complex Care in whatever capacity.

3.0 CSR defined

Corporate Social Responsibility, or CSR, refers to the way in which businesses “take account of the economic, social and environmental impacts that arise from the way they operate – maximising benefits and minimising the downsides”. Today, the success of an organisation is measured by more than just profitability, and so businesses are encouraged to expand business success metrics to include contributions to environmental health, social well-being, and a just economy (triple bottom line approach). As a result, a company’s CSR standards are now defining the way they do business and their reputation. Promotion of CSR efforts, whether this is implementing green practices or staff fundraising efforts, this positively impacts the corporate reputation amongst all stakeholders

4.0 Who we are and what we do

Bluestones Medical Complex Care is a CQC, and CIW registered care provider based in Chester, Cheshire. We are a private limited company that focuses on providing care packaged to adolescences with complex care needs in England and Wales.

Our goal is to provide them with independence, choice and opportunities that enhance their lives and set them up to enter adulthood successfully. By upholding the highest standards, we can be relied upon by our clients to deliver exemplary care.

All the above is underpinned by staying true to our values which are:

- **Accountability** - Bluestones Medical values accountability as it allows us to foster a greater commitment to consistently striving to do better and be better. Moreover, accountability for our actions demonstrates our dedication to being a trustworthy organisation
 - **Humility** - We are always open to feedback and constructive criticism. We show respect and always recognise the roles and contributions of others
 - **Innovation** - Bluestones Medical will always strive to develop and implement new products, processes, or services, with the aim of improving efficiency, effectiveness, and competitive advantage
 - **Passion** - A passion to provide our candidates with a best-in-class service is imperative for anyone working with Bluestones Medical. You'll also need to be passionate about becoming the best version of yourself, supporting the business to achieve its goals and being a great team player
 - **Teamwork** - Whether you work internally or externally for Bluestones Medical – we are a team and together, we are better. With this, we ensure that no matter what your role is, there will always be someone, somewhere to support, listen and lift you – whenever you need it

- **Trust** - Bluestones Medical will always remain transparent and honest when it comes to our relationships and transactions with our employees, candidates, and clients. This trust is extended to anyone that works with or alongside Bluestones Medical through a trusted advisory approach. We do right by all our partnerships, whatever the relationship may be.

5.0 Equity, diversity & inclusion

Promoting equal opportunities is fundamental to the ambitions and ethos of Bluestones Medical Complex Care. We welcome applications from those with as diverse a range of backgrounds as possible. All applicants are treated solely based on their abilities and all recruitment, selection and training processes are free from discrimination on the grounds of the protected characteristics. When engaging with prospect applicants or their trade associations we will always act ethically and abide by the relevant legislation, such as the Bribery Act 2010.

All internal staff receive an equity, diversity and inclusion handbook and are required to take an ED&I quiz upon completion of reading the handbook. Once they have demonstrated that they have fully understood the information within the handbook, they receive a certificate.

Topics that the handbook covers include:

- What is ED&I?
- Attracting diverse and underrepresented talent
- ED&I and the Law - How does ED&I relate to the law?
- Creating inclusive job adverts
- Inclusive recruitment practices
- Unconscious bias

By educating our staff in this way, we ensure that they treat all persons encountered in the course of their work with respect.

Some public contracts deliver services to service users with particular needs such as physical or mental disabilities, medical conditions or other factors that place them in a vulnerable position. We will ensure that these service users are always treated with courtesy and that their dignity, safety, security, and wellbeing is always treated as a priority concern.

Our employees, those of our key stakeholders, and service users have the right to respectful treatment. We will not tolerate discrimination, harassment, or victimisation in the workplace or in connection with any services we provide. We expect our suppliers to provide the same commitment, including to their own employees. The Equality Act 2010 protects against discrimination, harassment, and victimisation.

Further information on the action we have taken to combat ED&I issues can be found in our Social Value policy.

6.0 Looking after our staff

We are only as good as the people we employ. We aim to create a great place to work where everyone is treated with respect and fairness, feels valued and can flourish. The opportunities we offer our staff give them realistic scope to develop and progress. Furthermore, we take our responsibility for protecting the health and wellbeing our stakeholders extremely seriously and the points below outline the action we have taken, and plan to take, to demonstrate our commitment to this.

- We provide all internal employees and full-time external workers with free private healthcare via Medicash, allowing them to claim the full amount back for things like dental and optical appointments. Moreover, Medicash also gives them access to up to 6 free counselling sessions should they feel they need any mental health support
 - All external workers have access to our Rapid Pay scheme, allowing them to work and shift and get paid within a day or two. This offers workers peace of mind that they can access money earned quickly should they ever need it
 - We are continuously working to develop a culture that encourages employees to talk about wellbeing issues they may have, whilst equipping managers to respond
 - We provide advice and information that promotes general wellbeing
 - Our Clinical Manager is a Registered Nurse and our Registered Mental Health First Aider. Both our internal and external employees are made aware of this and have her contact details should they need to reach out to her
 - We provide all internal employees and consistent external employees with a free Blue Light Card giving them access to great discounts, cashback & more
 - We've introduced a lunchtime walking club with the aim of encouraging employees to get away from their desks, get some exercise and have nonwork-related conversations
 - To raise the profile of mental health and wellbeing, we invite guest speakers in to talk to internal employees about the rising emotional problems people face in a technologized and performance-oriented culture
- The flexible nature of markets we serve means we can offer jobs and income security to those who might otherwise struggle to find work
- All our staff, including temporary workers receive an itemised and accurate payslip every time they are paid so that they can understand how their take-home pay is calculated
- We will only provide temporary workers via payment methods that deduct PAYE tax and Class 1 ENIC in line with IR35/ITEPA legislation and HMRC requirements
 - We will protect our employees with respect to health and safety and provide them with a safe place to work as far as it is reasonably practicable

7.0 Human rights

The Human Rights Act 1998 sets universal standards to ensure that a person's basic needs as a human being are recognised and met. We believe everyone deserves to be treated with fairness, respect, dignity and autonomy and we understand our responsibility to safeguard the rights of the wider community. Moreover, we strive to go about our business in a responsible way, respecting the human rights of all our stakeholders and complying with all legal requirements.

All Bluestones Medical Complex Care employees are responsible for ensuring compliance with this policy and we encourage them to raise any concerns with their manager or Human Resources. Furthermore, we will investigate any alleged human rights violations and take appropriate corrective action, as necessary.

8.0 Environmental sustainability

Our company recognises the need to protect the natural environment. We appreciate our impact on the environment may be relatively small, but we strive to make a difference as we:

- Reduce the amount of waste we produce, promote re-use and recycling
- Dispose of any waste through licenced contractors
- Encourage staff to walk, cycle and use public transport to get around
 - We are in the process of drawing up our carbon reduction plan (CRP) and will provide an assessment within the next year. As a result, we will be working towards Net Zero by 2050
 - Our hybrid working model has reduced the amount of carbon emissions our workforce emits due to their commute
 - Our office has recycling facilities available, and the office has clear signage to show where these facilities are located around the office
 - We share advice, top tips, myth busters and helpful resources via mailers, social media, and blog posts on how both internal and external shareholders can effectively reduce their carbon footprint

9.0 Supply chain

Where contractually required, we will provide full and prompt disclosure of accurate cost, revenue, and margin information (Open Book Accounting and Open Book Contract Management) in line with published guidance and the terms of each contract.

Pursuant to this, Bluestones Medical Complex Care will not engage in bribery or corruption in any form and has a zero-tolerance approach to breach whether it involves private individuals or public officials.

Bluestones Medical Complex care is part of Bluestones Investment Group who provide us with business support functions such as marketing, legal support, human resources, IT etc. Therefore, our stance on ethical supply chain management matches theirs and we will work collaboratively with them to consistently make improvements where we can.

We pledge to do our due diligence on any external supplier before working with them, and always that they behave ethically and adhere to the same high standards of professional behaviour as we do.

10.0 Community engagement & Social Value

The Bluestones Medical Complex Care Social Value policy outlines the actions we already implement and plan to implement to support our commitment to being a good corporate citizen. Our Social Value deliverables cover the 5 following areas:

- Supporting Covid-19 recovery
- Tackling economic inequality
- Fighting climate change
- Equal opportunities
- Health and wellbeing

The policy outlines the rationale behind the implementation of this policy and the methodology for its application.

All public sector organisations are required to procure goods and services with due consideration to value for money. Value for money is a complex calculation which includes mandated services, need by a proportion of population vs extremity, effectiveness, availability, and impact, in addition to cost to budget. The 2012 Public Services (Social Value) Act and more recently the Procurement Policy Note (6/20) places an obligation upon all public sector organisations to consider how they can secure social, economic, and environmental benefits from the procurement of public contracts.

The Bluestones Medical Complex Care Social Value policy provides more information on the principles we have applied, including those surrounded by community integration. Adhering to the policy helps make us more accountable for what happens because of the work we do and encourages us to measure success based on more than if we have achieved our commercial objectives.

11.0 Value

We aspire to obtain value for every taxpayer pound and to be able to demonstrate that long-term value to the taxpayer. This means that our contracts are priced to offer sustainable value throughout their life, including when changes are needed. We work in good faith to resolve any disputes promptly and fairly during the life of a contract through good relationship management and, where appropriate, contractual dispute resolution mechanisms.

As mentioned previously, we're proud to have been awarded our CQC and CIW registrations, as it demonstrates our commitment to delivering exemplary care and supporting our clients with a high- in a cost-effective, fair, and efficient manner.

We use recognised industry practices in the delivery of our care packages, or on behalf of, all our contracting authorities. We aim to continuously improve our services and bring innovation, ideas, and expertise to help contracting authorities to address their strategic challenges and to support growth and prosperity in the UK.

12.0 Turning strategy into action

Bluestones Medical Complex Care understands that success is not just reflected in our profit and loss statements and that the way in which we conduct business operations impacts our stakeholders.

We're committed to growing our business responsibly, therefore we must actively implement positive actions and have processes in place that positively impact the environment and society at scale.

13.0 Monitoring and review

Our CSR policy is reviewed annually or sooner if significant changes are made to ensure it is up to date with regulations and industry best practices. Furthermore, this annual review allows the policy to grow and adapt with the business along with ensuring it remains adequate in line with things such as our Carbon Reduction Plan etc.

Signed by: Georgia Bellis – Marketing Executive

Signature: GBellis