



Philosophy of Care

The Public Services (Social Value) Act 2012 came into force in January 2013 cementing the responsibilities of a contracting authority when procuring services contracts subject to public procurement regulations to take into account the “economic, social and environmental well-being of the relevant area” in its procurement activity.

The community and voluntary sector have a good presence in the local community and surrounding areas these include, voluntary and community based organisations including registered charities covering everything from neighbourhood watch groups to social enterprises to national charities The sector comprises a mix of paid staff and volunteers.

Heron care regards the voluntary and community sector as a key partner in the delivery of health and social care services. Whether local driven by faith, imagination or public advice services who have the skills, passion, and commitment to get things done?

Heron Care strives to understand, address and co-operate with local groups to identify barriers which the voluntary and community sector can face and work together in partnership so sustainability and public awareness of these sectors are known to the community. .

Heron Care embraces the voluntary and community sector, not just in the award of social care contracts, but in the planning of required outcomes and the development of effective strategies in community relations and workforce development.

Heron Care aims to communicate regularly with the local voluntary sector to develop early involvement in community groups that may be beneficial to service users also consultation with local suppliers of any goods or equipment required prior to any new services is crucial to the running of effective and responsive value for money service.

Heron Care has identified objectives and outcomes which are reflected in our social value policy.

- Heron care aims to build a wider relationship in our communities, reduce demand for public services and lower environmental impacts
- Heron care aims to improve in citizenship, social networks and participation associated with general positive effect.

The different aspects to social involvement

- Do individuals or friends help or look in on their neighbours when they know they may be alone or when there is severe weather?
- Consider their neighbourhood a place where people help each other?
- How much social contact individuals have in their lives and how often individuals see family and friends.

Heron Care has a social value plan to support the consistent delivery of health and social care outcomes.

Social outcomes

Heron care aim to reduce demand for public services, lower environmental impacts and secure improvements in social values and community awareness, with general positive effects across the life course of the contract if we were awarded.

Heron Care also embraces the Councils social value commitment and is working towards the outcomes identified below.

- Promote participation and community engagement
- Assistance in building capacity and sustainability of the voluntary and community sector
- Raise awareness of and too local residents
- Promote equality and fairness
- Promote employment and economic sustainability
- Promote environmental sustainability
- Build new relationships with local businesses and suppliers
- Open a local office so our employees and members of the community can visit for advice or training sessions.
- Meeting targeted recruitment and training needs by offering a range of apprenticeship, training and skills development opportunities as well as employment opportunities.

Heron Care is a community based provider which takes Social Values to the heart of our existence. Heron Care is user focused and puts the Service User and their community to the centre of what we are trying to achieve. We are creative, flexible and innovative. We are open and approachable at all levels. We work hard to provide high quality services that meet the needs of the people, and communities who access us. We strive to improve our work and to deliver services to the highest standards. We are accountable, and monitor all aspects of the work we do. We are practical and make our organisation accessible to underrepresented groups.

- It is Heron Care's objective in empowering individuals that use our services to maintain independence and emphasises on early intervention. To help prevent low-level care needs escalating to higher levels of dependency, Heron Care concentrate on re-enablement through adequately trained staff who seek to provide the highest possible standard. Within our Domiciliary and Supported Living Services, our main objective is to help develop the individuals living skills, help integrate and become part of their community and promote Independence to the point of reducing the amount of hours required. Heron Care acknowledges this as an achievable outcome within a time frame, agreed by a multi-disciplinary team.

- Heron Care is dedicated to the Partnerships it has created within its communities, from local authorities, NHS, CCG, Voluntary Organisations, and other agencies. We are transparent in what we do, and are always willing to share and pass on any knowledge or information for which may be relevant to third parties. We champion local charities and compound this with reiteration in our Quarterly Newsletters, for which all contributors to Heron Care receive. Through our Newsletters we offer information To_What Is Going On within the community, and regularly include articles on being Environmental Friendly and local wellbeing groups and events..

- Through our Service User/Families Questionnaires, we continually thrive to develop our Social Values by taking on board others points of view, and amending Heron Care's approach where required. Local advocacy groups, family members, and other relevant services are always welcome to contribute. We have a reactive management team, who respond to, and regularly visit, service users in their own home, dealing with any issues that need to be resolved.

- Through our Staff Questionnaires, we recognise the experience of both their development and training, and continually seek to improve their skills and knowledge, always seeking their advice through supervision and appraisal. Our staff represents Heron Care within their communities, and our intentions are to develop an ownership for staff, both for their employment, career and community. We are approachable and accessible, and create openness and welcoming environment to which all are teams are conscious of.