Social Value Policy

PRN-132: **Social Value Policy**
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to creating meaningful **social value** for service users, families, communities, staff, and wider society. Social value refers to the positive social, economic, cultural, and wellbeing impacts generated through companionship services, organisational behaviour, and community engagement.

This policy outlines how CAREHOPES embeds social value into its operations, decision-making, service delivery, and organisational culture.

2. Key Principles

- **Community Benefit:** Services must contribute positively to local communities.
- **Wellbeing:** Activities must enhance emotional, social, and mental wellbeing.
- **Inclusion:** Services must promote equality, diversity, and cultural respect.
- **Empowerment:** Service users must be supported to participate confidently in society.
- **Sustainability:** Organisational decisions must consider long-term social impact.
- **Safeguarding:** Social value must be delivered safely and ethically.
- **Accountability:** Social value outcomes must be monitored and documented.

3. Policy Statement

CAREHOPES ensures that:

- Social value is embedded in all companionship activities
- Staff promote wellbeing, independence, and community participation
- Services reduce social isolation and loneliness

- Cultural and personal preferences are respected
- Safeguarding rules are followed at all times
- Staff avoid proxy working or unauthorised shift swapping
- Social value outcomes are measured and reviewed
- Activities align with care and support plans
- Documentation is factual, objective, and secure

4. Purpose

- Strengthen community wellbeing
- Reduce social isolation and loneliness
- Promote inclusion and cultural respect
- Support service users to engage meaningfully with society
- Ensure organisational decisions create positive social impact
- Provide clear guidance for staff
- Maintain compliance with safeguarding and governance standards

5. Scope

This policy applies to:

- All employees
- Volunteers
- Contractors
- Agency workers
- Zero-contract workers (**PRN-149**)
- Managers and supervisors

It covers social value creation in:

- Companionship delivery
- Community participation
- Organisational behaviour
- Staff conduct
- Safeguarding practice

- Multi-staff working environments

6. Related Policies

PRN-107 Care and Support Planning Policy PRN-108 Community Participation Policy PRN-109 Companionship Standards Policy PRN-110 Cultural Competence Policy PRN-112 Data Protection and GDPR Policy PRN-113 Deprivation of Liberty Awareness Policy PRN-139 Social Isolation Reduction Policy PRN-143 Wellbeing Monitoring Policy PRN-145 Working in Pairs and Multi-Staff Working Policy PRN-146 Working with Other Social Workers and Carers Policy PRN-147 Proxy Working Principle PRN-148 Use of Personal and Service Users Gadget Policy PRN-150 Working with Vulnerable Children Policy

7. What Social Value Means for CAREHOPES

Social value includes:

- Reducing loneliness and isolation
- Supporting emotional wellbeing
- Encouraging community participation
- Promoting cultural inclusion
- Strengthening social networks
- Improving confidence and independence
- Supporting vulnerable individuals safely
- Enhancing quality of life
- Creating positive community impact

8. Delivering Social Value Through Companionship

8.1 Person-Centred Support

Companions must:

- Tailor activities to service user interests
- Respect cultural and personal preferences
- Encourage independence
- Promote confidence and self-esteem

8.2 Community Participation

Companions may support:

- Social clubs
- Walks
- Coffee outings
- Cultural events
- Religious gatherings
- Community centres
- Educational activities

All activities must be risk-assessed and follow PRN-108.

8.3 Emotional Wellbeing

Companions may:

- Provide conversation
- Offer reassurance
- Encourage expression
- Support confidence

Companions must avoid:

- Counselling
- Therapy
- Clinical advice

9. Safeguarding and Social Value

Social value must never compromise safeguarding.

Companions must:

- Follow PRN-143 and PRN-150
- Maintain boundaries
- Avoid unsupervised contact with children
- Follow gender-based allocation rules
- Report concerns immediately
- Document safeguarding risks accurately

If external professionals already provide a service:

- Companions must skip that service
- Document: *"Service already being provided by other service: {name of service}."*
- Avoid duplication
- Escalate concerns to management

10. Social Value in Organisational Behaviour

CAREHOPES creates social value by:

- Providing ethical employment
- Offering training and development
- Supporting staff wellbeing
- Promoting equality and diversity
- Engaging with local communities
- Maintaining high safeguarding standards
- Ensuring transparent governance
- Reducing digital and social exclusion

11. Prohibited Conduct

Companions must **not**:

- Provide personal care
- Provide clinical or therapeutic support
- Attend private family events unless authorised
- Engage in physical sports
- Transport service users without approval
- Share personal contact details
- Engage in proxy working
- Swap shifts without TC approval
- Force participation in activities
- Restrict movement or freedom

12. Measuring Social Value

Social value outcomes may be measured through:

- Wellbeing monitoring (PRN-143)
- Service user feedback
- Community participation records
- Social isolation reduction outcomes
- Safeguarding reports
- Documentation audits
- Staff feedback

13. Documentation Requirements

Companions must document:

- Activities completed
- Social engagement levels
- Observations
- Safeguarding concerns
- External professionals present
- Multi-staff involvement
- “Service already being provided” entries

Records must be factual, objective, and securely stored.

14. Roles and Responsibilities

14.1 Trustees

- Oversee governance and social value strategy

14.2 Senior Management

- Ensure social value is embedded across the organisation
- Approve policy changes

14.3 DSL

- Review safeguarding concerns
- Provide guidance and training

14.4 Managers

- Support staff

- Conduct risk assessments
- Review documentation

14.5 Staff

- Follow standards
- Maintain boundaries
- Promote social value
- Report concerns
- Document accurately

15. Non-Compliance

Non-compliance may include:

- Boundary breaches
- Safeguarding failures
- Proxy working
- Poor documentation
- Unsafe behaviour
- Failure to follow care plans

Consequences may include:

- Retraining
- Formal warnings
- Suspension
- Termination
- Referral to safeguarding authorities

16. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Audit findings