




Review Sheet

Last Reviewed
30 Jun 2025Last Amended
10 Feb 2025This policy will be reviewed as needs require or at the following interval:
Annual

Business Impact:	 LOW Minimal action required. Circulate information amongst relevant parties.
Reason for this Review:	Scheduled review
Changes Made:	No
Summary:	This policy details the contributions a provider makes and has been written for a provider's tender submission. It has been reviewed with no significant changes. The references and further reading links have been checked and updated.
Relevant Legislation:	<ul style="list-style-type: none"> The Public Services (Social Value) Act 2012
Underpinning Knowledge:	<ul style="list-style-type: none"> Author: Social Value UK, (2025), The Principles of Social Value [Online] Available from: https://socialvalueuk.org/principles-of-social-value/ [Accessed: 30/06/2025] Author: GOV.UK, (2021), Social Value Act: information and resources [Online] Available from: https://www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources [Accessed: 30/06/2025] Author: VODG, (2016), VODG Social value toolkit - Mainstreaming social value in social care [Online] Available from: https://www.vodg.org.uk/publications/social-value-toolkit/ [Accessed: 30/06/2025] Author: Salford City Council, (2024), Measuring and Evaluating Social Value [Online] Available from: https://www.salfordsocialvalue.org.uk/social-value-toolkit/measuring-and-evaluating-social-value/ [Accessed: 30/06/2025]
Suggested Action:	<ul style="list-style-type: none"> Encourage sharing the policy through the use of the QCS App
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

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

1.2

Key Question

Quality Statements

EFFECTIVE	QSE3: How staff, teams & services work together
WELL-LED	QSW1: Shared direction and culture QSW2: Capable, compassionate and inclusive leaders
WELL-LED	QSW5: Governance, management and sustainability

1.3 Relevant Legislation

- The Public Services (Social Value) Act 2012



2. Scope

2.1 Roles Affected:

- All Staff
- Registered Manager
- Other management

2.2 People Affected:

- Service users

2.3 Stakeholders Affected:

- Commissioners
- Local Authority



3. Objectives

3.1 To outline how Golden Star Care Ltd will approach the principles of social value and to describe how Golden Star Care Ltd will deliver outcomes and activities that enhance the sustainability of the local area through the services provided.



4. Policy



4.1 'Social value requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits.' UK GOV 2021

4.2 Social Value Statement

As a Care provider, Golden Star Care Ltd has a significant opportunity to create social value: more jobs, stronger local economies, reduction in health inequalities, vibrant communities and supporting an environmentally sustainable future.

Golden Star Care Ltd defines social value as looking beyond financial cost of the service, to the value that stakeholders and wider society experience through both environmental and social impact.

4.3 Social value is a crucial element of our procurement process, as such, we will:

- 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 Service users to find out what they think and what matters to them
- Work with our contractor partners to deliver social value while they deliver the main element of their contracts
- Measure the impact of our activities so we understand the impact of our methods. This will help us make informed decisions to try and make even more of a difference

4.4 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 Enfield Local Authority
- Actively ask Service users how we are doing against our commitments
- Produce an annual Social Value report to celebrate and share our achievements
- Review our Social Value initiatives annually to plan for the forthcoming year



5. Procedure

5.1 Social Value Plan

To ensure that Golden Star Care Ltd remains focused and up to date, it will create a Social Value Plan that it will review annually. This plan will include:

- Employment plans and apprenticeship opportunities
- Supporting local business and using local suppliers
- Environmental impact and targets to reduce waste
- Good working practices, reviewing work patterns for example
- Partnership working with other organisations



5.2 Best Value for Enfield Local Authority

We recognise the importance of providing innovative and cost effective solutions to Enfield Local Authority. We will do this by managing our own internal efficiencies whilst maintaining high-quality services for Service users. We will, as far as possible, support the local economy, by engaging with local suppliers and contractors to boost the local economy in Enfield Local Authority. 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 Enfield Local Authority.

Staff can also refer to Corporate Social Responsibility and Environmental Sustainability Policy and Procedure for further information.

5.3 Employment and Sustainable Growth

Golden Star Care Ltd will actively recruit locally and ensure that we match the demographics of our workforce to meet the needs, expectations and wishes of the Service users.

Our recruitment strategy will consider how we support the local employment economy to reflect the diversity of the Service user and staff profiles.

Golden Star Care Ltd will consider what it can offer in terms of work flexibility as well as apprenticeship opportunities.

5.4 Reaching Full Potential

Golden Star Care Ltd is committed to the ongoing development of its workforce.

Client_Name_Official} will, through its recruitment and onboarding process, ensure that there are increased skills and training opportunities for staff. As such, is committed to cultivating a workplace environment that supports career progression and opportunity.

Wherever appropriate, Golden Star Care Ltd will provide opportunities for work experience placements.

5.5 Supporting the Local Economy

Golden Star Care Ltd will ensure that it bases its services in the local area to support the local economy. It will deliver local recruitment opportunities and will make use of local suppliers where possible.

5.6 Environmental Impact

Golden Star Care Ltd recognises the importance of being environmentally efficient as an organisation, and takes steps to reduce waste where possible. It considers the impact of:

- Transport
- Paper
- Chemicals
- Unnecessary waste
- Gas, electricity and water usage

Golden Star Care Ltd ensures that staff understand the importance of waste reduction and promote greater local recycling.

Please refer to the Environmental Policy and Procedure at Golden Star Care Ltd.



5.7 Good Working Practices

Golden Star Care Ltd operates by offering an environment that promotes good working practices. We actively encourage a happy work/life balance, making sure that staff work patterns are reviewed regularly and that we pay at least the national living wage.

We ensure that staff are sufficiently skilled and trained to support the Service users in our care.

5.8 Support Health and Wellbeing

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

5.9 Partnership Working

As a regulated provider we are required to co-operate with other providers. We strive to have better connections across services and a greater understanding of how services interact to support the wider community. We do this through our engagement and interactions with Enfield Local Authority, other local providers and local provider forums.

5.10 Feedback

Golden Star Care Ltd values feedback from all stakeholders and the wider community in order to fully understand what people value in the local area and how it can improve its contribution.

5.11 Annual Social Value Report

Golden Star Care Ltd 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, Golden Star Care Ltd will demonstrate the real impact of what has been achieved and not just what can be easily measured. Wherever possible, Golden Star Care Ltd will use tools such as social values reporting to evidence the monetary value of its activities.

5.12 Audit

Golden Star Care Ltd will regularly audit the social value profile of the service to evidence any changes that have been made and to ensure they are recorded and followed up.



6. Definitions

6.1 Social Value

- 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

- 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



7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- We will work with Enfield Local Authority to achieve their aims and to ensure that we meet the needs of the local community
- 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, Corporate Social Responsibility and Environmental Sustainability 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 Enfield Local Authority's spend and to demonstrate how Golden Star Care Ltd contributes to this



8. 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



Further Reading

Refer to other policies and procedures at Golden Star Care Ltd including:

- Corporate Social Responsibility and Environmental Sustainability Policy and Procedure
- Environmental Policy and Procedure
- Induction and Onboarding Policy and Procedure
- Recruitment Policy and Procedure

Care Management Matters - Social Value: What it is and how can it help your care business:

<https://www.caremanagementmatters.co.uk/article/social-value-what-it-is-and-how-can-it-help-your-care-business/>

Cabinet Office - Social Value Act: Information and Resources:



<https://www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources>

Thrive - Social Value: Ten Things Every Business Needs To Know:

<https://www.thrive-platform.com/social-value-ten-things-every-business-needs-to-know/>



Outstanding Practice

To be "outstanding" in this policy area you could provide evidence that:

- The wide understanding of the policy is enabled by proactive use of the QCS App
- Social Value is incorporated into the provider's vision and values
- The provider operates an ISO 14001 environmental management system or similar
- Golden Star Care Ltd can evidence that it is reducing its carbon footprint/pollution and improving air quality by using solutions such as electric cars, reducing mileage, energy-efficient equipment decreasing congestion by car-sharing and cycle to work schemes
- Golden Star Care Ltd can evidence it is making a difference in the local area

Quality Compliance Systems
Golden Star Care Ltd
Downloaded: 3 June 2025
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