



Review Sheet



Last Reviewed
07 Jan '25



Last Amended
07 Jan '25



Next Planned Review in 12 months, or
sooner as required.

Business impact



Minimal action required circulate information amongst relevant parties.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy will support providers in identifying the steps they will take to fulfil their responsibilities to run a socially responsible and environmentally sustainable business. It has been reviewed with minor changes. For some customers the policy reference number may have changed.

Relevant legislation:

- Climate Change Act 2008
- The Environment Act 2021
- Modern Slavery Act 2015
- Companies Act 2006
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Human Rights Act 1998
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: Antislavery, (2024), *Slavery in supply chains*. [Online] Available from: <https://www.antislavery.org/slavery-today/slavery-in-global-supply-chains/> [Accessed: 7/1/2025]
- Author: The giving machine, (2023), *Corporate Social Responsibility and Environmental, Social, and Governance - A Simple Guide*. [Online] Available from: <https://www.thegivingmachine.co.uk/blog/posts/corporate-social-responsibility-a-simple-guide/> [Accessed: 7/1/2025]
- Author: CIPD UK, (2024), *Corporate Responsibility: An introduction*. [Online] Available from: <https://www.cipd.org.uk/knowledge/factsheets/corporate-responsibility-factsheet/> [Accessed: 7/1/2025]
- Author: UK Health Security Agency, (2024), *Adverse Weather and Health Plan*. [Online] Available from: <https://www.gov.uk/government/publications/adverse-weather-and-health-plan> [Accessed: 7/1/2025]
- Author: United Nations, (2024), *Sustainable Development Goals*. [Online] Available from: <https://www.un.org/sustainabledevelopment/sustainable-development-goals/> [Accessed: 7/1/2025]
- Author: Global Reporting Initiative, (2020), *GRI Standards*. [Online] Available from: <https://www.globalreporting.org/how-to-use-the-gri-standards/gri-standards-english-language/> [Accessed: 7/1/2025]
- Author: Care Quality Commission, (2024), *Environmental sustainability - sustainable development*. [Online] Available from: <https://www.cqc.org.uk/guidance-regulation/providers/assessment/single-assessment-framework/well-led/environmental-sustainability> [Accessed: 7/1/2025]
- Author: Harvard Business Review, (2015), *The Truth about CSR*. [Online] Available from: <https://hbr.org/2015/01/the-truth-about-csr> [Accessed: 7/1/2025]

Suggested action:	<ul style="list-style-type: none"> Encourage sharing the policy through the use of the QCS App
Equality Impact Assessment:	<p>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.</p>

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1. Purpose

1.1 To demonstrate the commitment of Seren Healthcare Solution Limited to social, ethical and environmentally sustainable issues which Seren Healthcare Solution Limited can positively influence both internally within the service and externally.

1.2 To align social, ethical and environmental activities of Seren Healthcare Solution Limited with its business purpose and values.

1.3 The following policies should be read alongside this policy:

- Environmental Policy and Procedure
- Adverse Weather Policy and Procedure
- Business Plan Policy and Procedure

1.4 To support Seren Healthcare Solution Limited in meeting the following Key Lines of Enquiry/Quality Statements (New):

Key Question	Key Lines of Enquiry	Quality Statements (New)
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?	QSW1: Shared direction and culture QSW2: Capable, compassionate and inclusive leaders
WELL-LED	No equivalent KLOE	QSW8: Environmental sustainability sustainable development

1.5 To meet the legal requirements of the regulated activities that Seren Healthcare Solution Limited is registered to provide:

- Climate Change Act 2008
- The Environment Act 2021
- Modern Slavery Act 2015
- Companies Act 2006
- Equality Act 2010
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Human Rights Act 1998
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012



2. Scope

2.1 The following roles may be affected by this policy:

- All staff

2.2 The following Service Users may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives
- Commissioners
- External health professionals
- Local Authority
- NHS
- Housing Provider Partners (Where applicable)



3. Objectives

3.1 To identify social, ethical and ecological issues which Seren Healthcare Solution Limited can positively influence.

3.2 To equip employees of Seren Healthcare Solution Limited to understand their social and environmental responsibilities beyond the services that are provided to Service Users at Seren Healthcare Solution Limited.

3.3 To demonstrate to stakeholders of Seren Healthcare Solution Limited the commitment of Seren Healthcare Solution Limited to working ethically in a proactive way across the business including its supply chain.



4. Policy

4.1 Corporate Social Responsibility

Corporate social responsibility is a business practice that looks beyond the ability to make a profit and considers the value that an organisation is able to make to the wider society, carrying out its activities in an ethical and responsible way.

Seren Healthcare Solution Limited understands:

- That it is not a standalone business but part of the wider world and, as such, aims to give back to the world through social, ethical and environmental means
- The importance of climate change and recognises the threat that it poses to the health of its Service Users, staff and the wider community

Seren Healthcare Solution Limited has a strong commitment to do its utmost to lower carbon emissions within the service to promote the healthiest work environment possible and will endeavour to integrate environmental considerations into its business decisions and adopt greener alternatives, wherever possible, throughout its operations.

4.2 Environmental Sustainability

Seren Healthcare Solution Limited is committed to reducing its impact on the environment and working proactively to help clean it up.

It will ensure that its procedures always consider the impact on the environment and seek to find alternatives to reduce its impact.

Seren Healthcare Solution Limited will:

- Recycle wherever possible, striving to find alternatives where this is not possible
- Create less waste by procuring accurately
- Consider travel arrangements to promote less pollutants
- Use environmentally friendly technology, or contract suppliers to use environmentally friendly

technology

- Source locally where it is able

Seren Healthcare Solution Limited also recognises the UK's commitment to net zero targets through the Net Zero Strategy and will work proactively towards this, where required.

Net-Zero Commitment

Seren Healthcare Solution Limited commits to achieving net-zero greenhouse-gas emissions across all operations and supply chains by 31 December 2045. We will publish annual progress updates and formally review this target at least every three years to stay on track.

4.3 Transparency

Seren Healthcare Solution Limited will abide by the legal framework that it operates within, ensuring the following:

- That all business dealings are transparent and open, operating to the highest of standards
- That it will do what it says it will do in its policies and procedures
- That it will ensure that its staff are legally fit for the role they hold

4.4 Seren Healthcare Solution Limited will:

- Treat its Service Users, staff and other stakeholders with dignity and respect
- Ensure that everyone is treated fairly
- Have in place anti-bribery and anti-corruption policies and practice to safeguard from wrongdoing
- Ensure that those with whom it is in partnership uphold its same high standards of ethical and fair practices

4.5 Human Rights

Seren Healthcare Solution Limited will uphold the human rights of all of its Service Users, employees, stakeholders and supply chain.

- It will ensure that its policies and procedures reflect its dedication to human rights
- Seren Healthcare Solution Limited believes in a fair wage, not only for staff in direct employment but for those within the supply chain. Seren Healthcare Solution Limited will ensure that value for money is not at the expense of workers' wages

Modern Slavery

Seren Healthcare Solution Limited has a zero-tolerance approach to all forms of modern slavery. Seren Healthcare Solution Limited has policies, procedures and systems in place to ensure that its contracts, supply chains and recruitment processes are safeguarded from all forms of modern slavery.

Equal Opportunity

Seren Healthcare Solution Limited is an equal opportunities employer and will ensure that its procurement practices reflect the same ethics.

Seren Healthcare Solution Limited believes in a diverse workforce which enriches and strengthens its service. Seren Healthcare Solution Limited will not tolerate discrimination in any form due to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Seren Healthcare Solution Limited has active complaints and whistleblowing policies which it encourages the use of to stamp out bad practice and improve its service.

4.6 Local Community

Seren Healthcare Solution Limited will create opportunities throughout the year for the local community to participate in activities at the office premises of the service, enabling both Service Users and the community to learn from each other.

Seren Healthcare Solution Limited will, when possible, make donations to charitable causes that support community development.

4.7 Quality Assurance

The Registered Manager at Seren Healthcare Solution Limited operates a quality assurance process which holds every part of the business to account through regular scrutiny. Findings from quality assurance audits will inform areas for improvement throughout the service's Social Responsibility Plan.

4.8 Vision and Values Review

All corporate social responsibility and environmental sustainability initiatives should be in line with the vision, values and purpose of Seren Healthcare Solution Limited and its primary responsibility to manage and deliver care and support to Service Users.

Seren Healthcare Solution Limited will review and evaluate corporate social responsibility and environmental sustainability initiatives annually to ensure alignment with its vision, values and purpose.

4.9 Learning and Development

Seren Healthcare Solution Limited will ensure that its staff are equipped to recognise its corporate social responsibilities and act within its values.

Information will be available and visible for all of its stakeholders to understand the key messages relating to its social responsibility.



5. Procedure

5.1 Responsibilities

Seren Healthcare Solutions Limited and the Registered Manager are responsible for the content and dissemination of this policy.

All staff have a duty to understand the principles of social responsibility and environmental sustainability at Seren Healthcare Solution Limited and to work within their remit.

5.2 Waste Reduction

Seren Healthcare Solution Limited has a strong commitment to minimising waste at all levels across the business and using the principles of Reduce, Reuse, Recycle, will identify and take steps to reduce waste in the following key areas:

- Energy - Heat and light
- Transport - Greener alternatives
- Reducing the use of paper
- Food waste
- Other waste - Using opportunities to recycle and repair furniture and fittings
- Staffing - Optimising staff ratios, ensuring the right Support is delivered at the right time

5.3 The Green Plan

In 2025, the CQC will begin to assess its Environmental Sustainability Statement with providers of adult social care in order to be compliant. Seren Healthcare Solution Limited has formulated its own Green Plan to identify and address its own course of action to make changes to improve how it operates sustainably.

The Green Plan covers the following topics:

- Organisational vision and priorities for sustainable development
- Identified specific improvements that will benefit the Service Users and wider community
- Actions that will be prioritised over the next 3 years (and reviewed annually)

Following this, Seren Healthcare Solution Limited will consider in more depth:

- Workforce System and Leadership - How to get staff on board, training and development
- Sustainable Models of Care - Identifying sustainable measures for reducing carbon emissions in the organisation's Support delivery
- Digital Transformation - Digital solutions which, in turn, reduce paper, printing and postage
- Travel and Transport - Considerations for greener transport alternatives
- Estates and Facilities - Measures to reduce carbon emissions in the organisation's buildings
- Medicines - Consider waste reduction methods and disposal methods
- Food and Nutrition - Identify methods for creating food efficiency and less waste
- Adaptation - To mitigate the risks in the event of adverse weather related to climate change, such as flash floods and heatwaves

5.4 Carbon Footprint Measure

In order to identify and then measure changes in carbon emissions, there must first be a measure to gauge any changes.

Seren Healthcare Solution Limited has measures in place to assess and review its impact on the environment and wider community in the following areas:

- Carbon
- Environment

There is a link to how to measure a business's carbon emissions in the Further Reading section of this policy.

5.5 Carbon and Emissions Reduction

Seren Healthcare Solution Limited has measures in place to lower its carbon output. These measures include addressing its approach to

- Travel
- Supply chain
- Medicines
- Energy saving, light and heat
- Waste reduction
- Recycling

5.6 Using Local Suppliers

Seren Healthcare Solution Limited will consider the impact its suppliers have on the environment and will consider using local suppliers where possible.

5.7 Health Benefits

Seren Healthcare Solution Limited fully supports the health benefits that lower carbon emissions have for Service Users, staff and the wider community. The steps that Seren Healthcare Solution Limited takes as an organisation are designed to achieve the maximum benefit possible to reduce the possibilities of health conditions such as stroke, coronary heart disease and lung cancer. Seren Healthcare Solution Limited shares this knowledge with both staff and Service Users.

5.8 Working with Stakeholders

All proposed changes should be consulted on with the full range of stakeholders and ratified through the senior management team at Seren Healthcare Solution Limited.

5.9 Staff Training

Seren Healthcare Solution Limited recognises that in order to successfully deliver on its initiatives, all staff receive training and education relating to corporate social responsibility and environmental sustainability, as well as the steps the organisation has outlined to tackle in its Green Plan.

5.10 Auditing

Seren Healthcare Solutions Limited will conduct an annual audit and report on their Green Plan which will look at their chosen corporate social responsibilities and environmental sustainability considerations to ensure they continue to be of benefit to social, ethical and environmental issues and are linked to the company's purpose, identity and values.

A template for the annual report can be found in the Forms section of this policy.



6. Definitions

6.1 Corporate Social Responsibility (CSR)

- Corporate social responsibility (CSR) is a self-regulating business model that helps a company to be socially accountable to itself, its stakeholders and the public. By practising corporate social responsibility, also called corporate citizenship, companies can be conscious of the kind of impact they are having on all aspects of society, including economic, social, and environmental
- To engage in CSR means that, in the ordinary course of business, a company is operating in ways that enhance society and the environment, instead of contributing negatively to them (Investopedia)

6.2 Sustainability

- Stopping the depletion of natural resources to ensure the environment keeps its balance, which in turn helps nature to thrive

6.3 Environment

- The natural world we inhabit

6.4 Ethical

- Categorising conduct as right or wrong. Living by a set of principles

6.5 Modern Slavery

- Modern slavery is defined as the recruitment, movement, harbouring or receiving of children, women or men through the use of force, coercion, abuse of vulnerability, deception or other means for the purpose of exploitation (GOV.UK)



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Seren Healthcare Solution Limited has a responsibility to give back beyond the service. This is done through social, ethical and environmental means
- Seren Healthcare Solution Limited will procure ethically, ensuring fairness and protecting human rights
- All staff will be treated fairly and business deals will be above board and transparent
- The environment will be protected by minimising waste and choosing greener alternatives
- It is everyone's responsibility to ensure they are acting in a socially responsible way within Seren Healthcare Solution Limited



Key Facts - People affected by the service

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

- Seren Healthcare Solution Limited has a responsibility to give back beyond the service
- This means making decisions that will not only help the service, but making sure they support people who work for and with the service, the wider community and nature
- Seren Healthcare Solution Limited can do this by being careful who they buy things from, making sure they treat everyone fairly and checking that what they buy helps to protect nature rather than adding to pollution and rubbish



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:

GOV.UK - Net Zero Strategy: Build Back Greener:

<https://www.gov.uk/government/publications/net-zero-strategy>

SME Climate Hub - Calculate your Business Emissions

<https://smeclimatehub.org/start-measuring/>

NHS - How to produce a Green Plan: A three-year strategy towards net zero:

<https://www.england.nhs.uk/greenernhs/wp-content/uploads/sites/51/2021/06/B0507-how-to-produce-a-green-plan-three-year-strategy-towards-net-zero-june-2021.pdf>

QCS Resource Centre:

Carbon Reduction Plan

Environmental Sustainability Checklist



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
- Seren Healthcare Solution Limited has developed a set of social responsibility metrics and reports on them annually
- All staff fully understand the principles of corporate responsibility and what this means at Seren Healthcare Solution Limited
- Seren Healthcare Solution Limited has a Green Plan in place that supports its aims, values and objectives



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Corporate Social Responsibility Annual Report Template - QA11	Annually to review the corporate social responsibility of the service.	QCS

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QA11 - Corporate Social Responsibility and Environmental Sustainability Policy and Procedure

Quality Assurance - Administration Quality Assurance

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