

Social Value Statement

This statement outlines Hoople's commitment to social value, to improve the economic, social and environmental wellbeing of the local community in accordance with the Public Services (Social Value) Act 2012.

Introduction

Our founding principles are to improve and provide better quality and value support services to our stakeholders; retaining local jobs and skills within Herefordshire. We achieve social value, and assist our customers in achieving social value through our four social impact themes which are aligned to our Hoople Values.

- **Community Engagement:** to support the development of our local economy.
- **Skills, Employment and Education:** to support the growth of a skilled and digitally astute local workforce.
- **Environmental Sustainability:** to minimise our impact on the environment.
- **Inclusion, mental health and wellbeing:** for all our staff and all those we are in contact with.

Community Engagement

- Use local suppliers where possible.
- Actively support voluntary work through a special leave policy to enable time off to volunteer.
- Encourage charitable activities in the community.
- Sponsor local events and activities.
- Actively run and take part in charity fundraising events, and support staff in their personal fundraising efforts.
- Sponsor local grass roots sports and activities.

Skills, Employment and Education

- Employing local workforce from Herefordshire with an objective to develop, nurture and grow the staff to give opportunities to progress their careers within the company, by developing new skills and receiving training.
- Increase digital inclusion through practical solutions including upskilling, sponsoring community initiatives, increased access and better infrastructure.
- Support staff to study for professional qualifications and other training opportunities to enhance skills and knowledge.
- Encourage apprenticeships in all service areas of the company to build a sustainable workforce.
- Deliver the Education and Skills Funding Agency's (ESFA) Study Programme supporting 16-24 year olds who are on an educational healthcare plan with valuable skills needed to find employment and progress into higher education.
- Offer study programmes to enhance life skills, with CV writing and interview techniques.
- Work with Herefordshire and Ludlow college to support local employability.
- Dedicated employability coach to offer guidance and support to the community.
- Signed up for the armed forces covenant to support with employability of the local military community.



Environmental Sustainability

- Enable and encourage home working to reduce carbon emissions from vehicles and congestion on our counties roads.
- Ensure that IT assets are securely and responsibly disposed of in accordance to GEM and all components suitably recycled.
- Promote sustainable and ethical procurement.
- Digital by default working practices.
- Offer a cycle to work scheme, our offices are located to support cycle paths and local transport networks to reduce congestion.
- Sponsorship for planting and maintenance of trees in a local country park.
- Making positive moves to being a paperless office.
- Signed up for the Herefordshire Council Greener Footprint pledge to make concious changes to reduce our impact on the environment.



Inclusion, Mental Health and Wellbeing

- Internal and external policies and procedures are written to ensure inclusion, and reduce barriers to employment.
- Company values and behaviours support a culture of caring and mutual respect.
- Ensure mandatory training is completed by staff on Equality, Health and Safety.
- Our training is increasing the number of mental health first aiders across Herefordshire.
- Actively support flexible working to enable greater work life balance.



- Staff benefits scheme includes a range of discounts for shopping and access to wellbeing and counselling services.
- Opportunity for staff to train to become mental health first aiders to support colleagues.



Learning Outcome

- By the end of this session you
- Identify what is meant; to be
 - Distinguish the difference between aggressive behaviour
 - Identify in what situations you
 - Explain how assertive communication can help you deliver your message across
 - Identify skills and develop techniques to become more assertive

