



Social Values Statement

1. Purpose

Horizon Support Services exists to improve the lives of adults with learning disabilities and physical disabilities by providing safe, person-centred residential care that enables people to live fulfilling, meaningful and independent lives.

We recognise that our responsibility extends far beyond delivering regulated care services. Every decision we make has the potential to create lasting value for the people we support, their families, our employees, local communities and the wider environment.

This Social Value Statement explains our commitment to ensuring that Horizon makes a positive contribution to society through everything we do.

2. Our Vision

Our vision is to create homes where people are supported not simply to receive care, but to flourish.

We believe that every individual has inherent worth and should be supported to live a life filled with purpose, meaningful relationships, opportunity and belonging.

Everything we do is centred around helping people achieve the highest possible quality of life.

3. Creating Social Value for the People We Support

The people who live in our homes are at the heart of every decision we make.

We are committed to:

- Promoting independence wherever possible.
- Supporting informed choice and personal control.
- Encouraging people to develop confidence and new skills.
- Enabling meaningful participation in community life.
- Supporting positive relationships with family and friends.
- Respecting each person's wishes, culture, beliefs and identity.
- Providing safe, compassionate and person-centred care.
- Encouraging meaningful occupation, recreation and lifelong learning.

Our aim is not simply to meet people's needs, but to help each individual achieve outcomes that are important to them.

4. Supporting Families

Families place enormous trust in us.

We work hard to build lasting relationships based on openness, honesty and mutual respect.

We are committed to:

- maintaining regular communication;
- involving families in care planning wherever appropriate;
- encouraging family visits and participation in the life of our homes;
- responding openly to feedback;
- providing reassurance through excellent governance and high standards of care.

Our goal is that every family feels welcomed, listened to and confident that their loved one is receiving the care they deserve.

5. Investing in Our Workforce

Outstanding care begins with outstanding people.

We are committed to creating a workplace where employees feel valued, supported and able to build rewarding long-term careers.

We will:

- recruit locally wherever possible;
- provide fair pay and secure employment;
- invest in high-quality induction and ongoing training;
- support continuous professional development;
- provide opportunities for career progression;
- promote health, wellbeing and work-life balance;
- maintain an inclusive workplace where everyone is treated with dignity and respect.

We also recognise the importance of developing the future workforce.

Where appropriate, we provide opportunities for:

- work experience placements;
- apprenticeships;
- practical learning opportunities;
- mentoring and development for those entering the care profession.

6. Supporting Local Communities

As a local care provider, we believe we have an important role to play within the communities we serve.

Wherever reasonably practicable, we seek to:

- purchase goods and services from local businesses;
- support local charities, churches and community organisations;
- develop positive relationships with healthcare professionals and voluntary organisations;
- encourage the people we support to access local facilities, events and activities;
- contribute positively to the social wellbeing of our local communities.

We believe strong communities create better outcomes for everyone.

7. Equality, Inclusion and Respect

Every individual deserves to be treated fairly, with dignity and without discrimination.

We are committed to creating an inclusive environment where diversity is respected and individual differences are valued.

This commitment applies equally to:

- the people we support;
- our employees;
- families;
- professionals;
- contractors;
- visitors.

We strive to ensure that everyone is treated with kindness, fairness and respect.

8. Environmental Responsibility

Although we are a relatively small organisation, we recognise that every organisation has a responsibility to reduce its environmental impact.

We therefore seek to:

- reduce waste wherever possible;
- recycle responsibly;
- improve energy efficiency within our homes;
- minimise unnecessary travel;
- make environmentally responsible purchasing decisions where practical;
- continually identify opportunities to reduce our carbon footprint.

Our environmental commitments will continue to develop as Horizon grows.

9. Good Governance

Creating social value depends upon operating a responsible and well-governed organisation.

We are committed to:

- maintaining the highest standards of safeguarding;
- complying with all relevant legislation and regulatory requirements;
- operating with honesty, integrity and transparency;
- protecting confidential information;
- maintaining effective quality assurance systems;
- learning from feedback, compliments and incidents;
- continually improving the quality of our services.

10. Measuring Our Impact

We regularly evaluate the impact of our services through:

- feedback from the people we support;
- family satisfaction;
- employee engagement;

- quality assurance audits;
- CIW inspections;
- compliments and complaints;
- governance reviews;
- continuous service improvement.

The insights gained from these processes help shape the future development of Horizon Support Services.

11. Our Commitment

Social value is not an additional objective - it is fundamental to who we are.

Our success is measured not only by the quality of care we provide, but by the positive difference we make to people's lives.

We are committed to ensuring that every person who comes into contact with Horizon Support Services benefits from our presence.

Whether that is:

- a person achieving greater independence;
- a family finding reassurance and peace of mind;
- an employee building a fulfilling career;
- a student beginning a career in care;
- a local organisation benefiting from partnership working;
- or a community strengthened through inclusion,

our goal is always the same: To leave people, communities and society a better place through our organisation.