



Public Services (Social Value) Act

We are committed to upholding these values in all aspects of our work and interactions, both internally and externally. Through our actions and initiatives, we aim to contribute to a more just, equitable, and sustainable world, where all individuals can thrive and fulfil their aspirations.

About Us

Well Life Physiotherapy is a private practice providing healthcare. We currently have 8 employees and operate in the UK. Our base is Well Life Centre, 58 Birmingham Street, Oldbury, B69 1RN. Our annual turnover for the financial year ending 31st January 2024 was £95,789.

Policies and Procedures

- Code of Conduct: We have a Code of Conduct that outlines our expectations for ethical behaviour, including a commitment to respect human rights, equality, diversity and inclusion.
- Supplier Code of Conduct:
- Due Diligence: We conduct due diligence on our suppliers to assess social values. This includes assessing suppliers' policies and practices, conducting on-site audits, and engaging with suppliers to address any identified areas of concern.
- Training: We provide training to our employees on values to raise awareness and ensure compliance with our policies and procedures.

Key Performance Indicators (KPIs)

We measure the effectiveness of our efforts to promote social values through the following KPIs:

- Annual review of our progress towards goals set for the financial year
- Number of strategies and procedures implemented to promote social values
- Percentage of employees trained on social values

Actions Taken

During the 2023 2024 financial year, we took the following steps to address performance against social values:

- Conducted audits to identify and address potential areas of concern
- Provided training to employees.
- Implemented new policies and procedures to enhance our performance against social values.

Summary



1. Energy Efficiency - We have implemented energy-efficient practices within the clinic, such as using LED lighting, energy-efficient appliances, and programmable thermostats. We have upgraded our utility meters to smart meters and would consider use of further sustainable energy sources.

2. Waste Reduction and Recycling - we implement waste reduction measures, by using electronic medical records on our contract services, to minimize paper usage. We have separate general waste and recycling programs for paper, plastic, and other materials. Additionally, we recycle organic waste by composting our coffee grounds.

3. Green Procurement - We are currently reviewing and prioritising our purchase of environmentally friendly products and supplies, such as eco-friendly cleaning products, recycled paper products, and sustainable office furniture. We have succeeded in using repurposed office furniture, some eco cleaning products and use local cash and carries for supplies to reduce transportation-related emissions. We will continue to review our waste disposal processes and recycle further products as able

4. Transportation Alternatives - Staff are encouraged to use alternative modes of transportation, such as cycling, walking, carpooling, or public transportation, to reduce greenhouse gas emissions from commuting. In the new financial year, we will consider providing financial incentives to staff, such as subsidies for public transportation passes or bike-sharing memberships.

5. Promotion of Active Lifestyles - Staff are encouraged to incorporate physical activity into their daily routines as the onsite gym equipment is available for free use by them. Flexible scheduling is offered to accommodate exercise breaks and walks to local conveniences. Staff are encouraged to use the nearby local green spaces for patient sessions following risk assessment and are provided with opportunity to attend the Langley Lodge exercise groups delivered by Sandwell Irish Community Group. Physical activity contributes to staff well-being but also reduces the clinic's carbon footprint by promoting active transportation.

6. Healthy and Sustainable Work Environment - We try to create a supportive work environment that promotes staff health and well-being. Staff are provided with flexible lunch breaks to coordinate with their individualised needs. The clinic has access to natural light, through double glass fronted office windows and high windows on the 1st floor. We have a large variety of indoor plants to improve air quality and reduce stress levels. When these plants outgrow their pots, we give the plants away for free to service users and replot the remainder. Staff have access, if needed, to referral to talking therapies, individualised exercise programs that include yoga or Pilates, or mindfulness activities. We work with Access to work to support staff with neurodiversity and long term health conditions.

7. Education and Training - Well Life have participated in the Kick Start employment program and have retained staff who started with us through that program. We have provided administrative apprenticeships (level 3) and physiotherapy apprenticeship (level 4) through collaboration with Sandwell MBC employment advisory service, Sandwell College and Coventry University. To support their studies and progression to studying physiotherapy at university we have also employed a clinic support worker who is studying health and social care NVQ at college. We will be offering an occupational therapy apprenticeship in the next financial year. All staff have at least 60 hours of training (pro rata) per year, whereas apprentices get weekly study day release, and our assistants are enrolled at university. Using our Bright HR management system staff have mandatory training and education on sustainability practices, including the importance of reducing energy consumption, minimizing waste, and promoting a healthy lifestyle. Staff are encouraged to share their ideas and suggestions to further improve sustainability within the organisation. We work in



collaboration with Birmingham University, Gloucester University and the University of Worcester to provide practice placement and education to Sports Therapy, Physiotherapy and Occupational therapy students who are required to join the future workforce and improve the sustainability of the NHS. To date we have provided work experience and practice placements to more than 50 students and have won a student mentor award from the university of Worcester.

8. Community Engagement- Well Life engages with local community organisations and charity events. Examples of this include providing injury advice and massages at several Cancer Research Race for Life events. We have also assisted with fund raising for the Tipton Community Centre and participated in community clean ups and girl's empowerment session talks at Langley Lodge. We would encourage previous participants of the Falls Prevention Strength and Balance groups to volunteer in future session delivery and provide them with training. This may be to befriend those whom who lack confidence or are unable to leave their home, interpret or give testimonials, advice or education information.

9. Collaborations and partnerships- We intend to continue our collaboration with local charities such as Edwards Trust who utilise our premises to support bereaved children and Sandwell Irish Community Association who support the elderly with Strength and Balance exercises using our staff and students. We continue to complete contracts for the local NHS. This includes provision of occupational health services to reduce their sickness absence and aid return to work following a period of sickness absence due to musculoskeletal injury. We have also delivered equipment awareness and moving and handling training group sessions to NHS staff based in the community following the backlog of training due to the Covid 19 pandemic. We have recently developed a tripartite agreement with the Universities and local housing associations to assess the needs of its residents and deliver appropriate occupational therapy and physiotherapy interventions. We are also an external collaborator on an Interdisciplinary Human Performance Research Group which align with public health initiatives and Social Value Act.

10. Evidence based practice- Staff at Well Life are research active in the pursuit of ensuring evidence-based practice and cost effectiveness. We follow The National Institute for Health and Care Excellence (NICE) guidelines and professional body recommendations for practice. The service lead has been jointly involved in research publication and has pending research projects following recent proposals into the benefits of hydrotherapy and practice education models in. physiotherapy and occupational therapy.

This statement has been approved by Lotoya Neil, CEO, on behalf of Well Life Physiotherapy.

28.02.2024