

Upholding our values and protecting people

Our statement on promoting and encouraging good safeguarding practice, equality, inclusivity, diversity and rejecting harm-causing, law-breaking, exclusion and disrespect in any and all of its forms throughout our services, operations and communities and the benefit of including and valuing the contributions of a broad range of people and their and others' perspectives has on the effective and inclusive operation of our services

HCRG Care Group is unwavering in its commitment to creating a safe, respectful, and inclusive environment for all. Guided by our purpose of “changing lives by transforming health and care,” we apply our values of care, think, and do to every aspect of our work.

We ‘care’ by placing empathy at the forefront, treating each individual—whether a service user, colleague, partner, or community member—with dignity, compassion, and understanding. This includes maintaining robust safeguarding practices, such as regular training and clear reporting routes, so that any concerns can be raised and addressed swiftly, transparently, and without fear of reprisal.

We ‘think’ by continuously seeking innovative ways to enhance our services and eliminate any barriers that may impede equal access. As part of this, we recognise the importance of digital solutions in improving efficiency and reaching a broader audience. However, we also acknowledge the realities of digital poverty and exclusion, and we are committed to ensuring that no one’s circumstances prevent them from engaging with or benefiting from our care. By designing our digital services with inclusivity in mind, and by offering practical alternatives where digital channels are not accessible, we strive to make certain that technology acts as an enabler of diversity rather than a divider.

We ‘do’ by acting decisively whenever we encounter behaviour or practices that violate our ethos or the law. This zero-tolerance approach applies to harassment—sexual or otherwise—discrimination, racism, abuse, and any conduct that undermines the wellbeing of individuals in our care or in our workforce. Through clear policies and a culture of open communication, we hold ourselves and each other accountable for creating a workplace that empowers people from all backgrounds. We believe this is instrumental in improving social mobility, life chances, and ensuring that everyone has the best possible start in life.

We also acknowledge and support the principles underpinning the “global majority” perspective, which recognises that people of Black, Asian, and other minority ethnic backgrounds together represent most of the world’s population. In line with this, we strive to create a workforce that reflects the rich diversity of the communities we serve. Our recruitment processes are designed to be transparent, equitable, and free from bias, ensuring that people from all backgrounds feel welcomed and valued. By actively promoting inclusive hiring practices and championing talent from underrepresented groups, we strengthen our organisation’s ability to innovate, meet diverse needs, and ultimately serve everyone with greater understanding and respect.

We also recognise the vital importance of lived experience in the leadership, management, design and delivery of our services. Embedding lived experience upholds the unique insights and expertise contributed by individuals who have directly faced and overcome health, social, or systemic challenges. By actively



seeking out, listening to, and incorporating these perspectives, we can design services and practices that are more attuned to the realities experienced by the people we serve. Through meaningful engagement, shared learning, and co-production, we continually refine our approach to ensure it remains grounded, inclusive, and responsive to the diverse circumstances and needs of our service users.

By embodying care, think, and do, we demonstrate a steadfast dedication to fostering safety, respect, and opportunity for all.

We remain committed to collaborating with our communities, partners, and regulators, refining our approaches as needs evolve, and championing strategies that remove obstacles—digital or otherwise—to good health and wellbeing. Through this unwavering resolve, we affirm our promise to change lives by transforming health and care for everyone we serve.

care.think.do.
WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE.