

# HERITAGE STAFFING NEWS

## QUARTERLY STAFF NEWSLETTER



### WELCOME TO HERITAGE STAFF NEWS

As the year draws to a close and the festive season fills the air, we take a moment to reflect on the journey we've shared throughout 2024. December is a time of celebration, gratitude, and togetherness—values that resonate deeply with the work we do every day.

In this special edition of our newsletter, we highlight the incredible dedication of our team, share heart-warming stories from the community, and look ahead to an exciting new year. We also bring you useful updates, seasonal tips, and a few surprises to spread some holiday cheer!

We want to express our deepest appreciation to our staff, service users, and partners for your unwavering support. Your kindness, resilience, and commitment to quality care make a meaningful difference in so many lives.

As we step into 2025, let's continue working together to create a brighter, more compassionate future. Wishing you all a joyous holiday season and a happy, healthy New Year!



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### CHRISTMAS PARTY

At our recent meeting, we discussed how not everyone would be able to attend the holiday party and there will be no party. To ensure everyone feels valued and included, we have decided to do something extra this year. More details will follow soon, but rest assured, we want to make sure each of you gets the recognition you deserve.

**LIVE AT HOME (LAH) EVENT – FRAMEWORK RETENDERING UPDATE**

A recent event was held to provide important updates on the Live at Home (LAH) framework. The existing agreement is coming to an end, and Essex County Council (ECC) is now re-tendering its framework agreement for providers to apply and join for the next six years.

Under the new framework, all providers—whether Tier 1 or Tier 2—must have a CQC-registered office within five miles of the ECC geographical border.

**Tier 1 Providers:**

- To qualify as a Tier 1 provider, organizations must meet the following criteria:  
A CQC rating of ‘Good’ overall as a minimum
- A minimum financial turnover of £290,000 per annum
- Registration for personal care services to adults

**Tier 2 Providers:**

- Tier 2 providers have different requirements:
- A CQC rating of ‘Requires Improvement’ overall as a minimum.
- Unrated providers can apply but will be suspended from the framework until their CQC rating is published
- No minimum turnover required

This framework will play a crucial role in shaping care services over the next six years, and providers interested in joining must ensure they meet the outlined criteria.

For further details on the re-tendering process, stay tuned for updates or reach out for more information.



**WALKING INTO A NEW YEAR**

As we step into a brand-new year, we take this opportunity to reflect on our journey so far and set our sights on the future. 2024 was a year filled with dedication,

growth, and teamwork, and as we move forward, we remain committed to providing quality care and making a meaningful impact in the lives of those we support.

This edition of our newsletter highlights key updates, upcoming changes, and ways we can continue working together to achieve even greater success. Whether it’s embracing new opportunities, improving our services, or strengthening our team spirit, let’s walk into 2025 with purpose and positivity.

Thank you for your hard work and commitment. Here’s to a successful and fulfilling year ahead!!



Mark your calendars—the next staff meeting will be on **28th January 2025**. Be sure to join as we continue to push forward with exciting initiatives and updates.