

THE HERITAGE CHRONICLES

QUARTERLY STAFF NEWSLETTER



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Welcome to Our Third Quarter Newsletter

As we move into the final quarter of 2025, we would like to take a moment to reflect on another busy and rewarding few months at Heritage Staffing Services.

The period from July to September has been one of continued growth, learning and achievement. We have welcomed new colleagues, celebrated the dedication of our existing team, strengthened our quality assurance processes and continued to provide high-quality, person-centred care to those who rely on our services every day.

We would like to thank every member of Team Heritage for your professionalism, compassion and commitment. The positive feedback we continue to receive from service users, families and healthcare

professionals is a testament to the difference you make each day.

Company News & Organisational Updates

Heritage Continues to Grow

We are delighted to announce another significant milestone in the growth of Heritage Staffing Services. During this quarter, we successfully expanded our Supported Living services by registering two Supported Living properties, enabling us to provide high-quality accommodation and person-centred support to even more individuals who wish to live independently within their communities.

This expansion reflects our ongoing commitment to providing safe, empowering and outcome-focused care while broadening the range of services available to the people we support.



Achieving ISO Certification

We are extremely proud to announce that Heritage Staffing Services has successfully achieved certification for our Integrated Management System (IMS), meeting the internationally recognised standards for:

ISO 9001:2015 - Quality Management Systems

ISO 27001:2022 - Information Security Management Systems

This achievement demonstrates our commitment to delivering consistently

high-quality care while ensuring the confidentiality, integrity and security of the information entrusted to us. Achieving these certifications is a significant accomplishment and reflects the hard work and dedication of every member of Team Heritage.

Welcome to Team Heritage

A warm welcome to Henry Mbah, who joined Heritage Staffing Services during this quarter.

We are delighted to have Henry as part of our growing team and look forward to the skills, knowledge and enthusiasm he will bring. We wish him every success in his new role and hope he enjoys a long and rewarding career with Heritage.

E-Visa Compliance Update

To ensure continued compliance with UK immigration requirements and maintain accurate employment records, all members of staff were asked to submit copies of their eVisa documentation.

Thank you to everyone who responded promptly. Keeping these records up to date helps Heritage meet its legal responsibilities as a licensed sponsor and ensures we

CONTINUE TO COMPLY WITH HOME OFFICE REQUIREMENTS.

International Recruitment Update

Following changes introduced on 9 April 2025, Heritage Staffing Services contacted the Essex, Southend, Thurrock, Hertfordshire and Suffolk International Recruitment Partnership regarding the recruitment of overseas care workers.

We received confirmation that, before recruiting a new worker from overseas, care providers are now required to first attempt to recruit international care workers already living in England who require a new sponsor. Care providers must complete the partnership's recruitment form, after which the relevant Local Authority will identify any suitable candidates. Where no suitable workers are available, the partnership will notify UK Visas and Immigration (UKVI) that the provider has complied with the new recruitment process.

Heritage Staffing Services welcomes this collaborative approach, which aims to support displaced international care workers while ensuring providers continue to recruit safely, fairly and in line with current immigration guidance.



Join us at our next staff meeting on 31 October 2025, where we will reflect on our recent successes, share important organisational updates, recognise outstanding achievements, and discuss our plans and priorities for the remainder of the year. We look forward to seeing you there.