



THE SOCIAL ENTERPRISE MARK
TRADING FOR PEOPLE AND PLANET

'Making a Mark'

Mark Holder Social Impact Declaration

Just Ask Domestic Services CIC

Just Ask Domestic Services is different to other domestic cleaning companies; we subsidise services to vulnerable people in our local community, who could otherwise not afford domestic help.

We provide domestic cleaning, traditional home help, home care, family support and other domestic tasks. All our services are person centred and specific to each client's particular needs.



Our unique business model uses profits generated from paying clients to subsidise vulnerable groups, who need our home help services to enable them to live independent lives.

The Social Enterprise Mark criteria includes a requirement for all applicants and renewing Mark Holders to answer a set of social impact questions, which illustrate how they are striving to meet their social/environmental objectives. Below are examples of how **Just Ask Domestic Services** is Making a Mark, striving to create a positive impact on people and planet.

Supporting vulnerable people to live independently

Our user portfolio is varied, covering a wide range of social needs for local residents of all age groups. Our primary focus is to provide support to our elderly and most vulnerable service user group by providing home help services and/or personal care support to help them live safely and independently in their own homes.

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We achieve this by providing person-centred services at affordable prices, delivered by a team of support workers dedicated to making a difference to the lives of others.

We offer subsidised home help services to service users in receipt of pension credit and have also introduced a subsidised service for our home care service users.

Improving services users' quality of life

Our home care subsidy means that qualifying service users benefit from a half hour visit for the cost of a normal 15-minute visit. We introduced this subsidy to improve the quality of home care services provided and reduce social isolation by giving the support worker more time with the service user for social interaction.

We pride ourselves on the positive impact that we have on our service users by providing personalised services to meet the needs and expectations of a largely elderly service user portfolio. More importantly, we give them the time and support that they need to improve the quality of their lives.



Enabling health and wellbeing in local communities

We provide the services that individuals need to maintain their health and well-being. Many individuals need home help support but there currently isn't any financial support for elderly people requiring home help services. We offer a unique answer to this problem through the subsidies that we can offer.

We work in close partnership with other voluntary and statutory sector agencies within the areas we serve, to identify and provide services to the most vulnerable local people. We also work with these agencies to encourage the local organisations serving the community to work with us to identify any gaps in local services that they are experiencing.

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