Contractor and Third-Party Engagement Policy

PRN-166: Contractor and Third-Party Engagement Policy
CAREHOPES™
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
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1. Policy Statement

CAREHOPES™ recognises the important role contractors, consultants, agency workers, corporate providers, and third-party organisations play in supporting service delivery.

The organisation is committed to ensuring that all contractor and third-party engagements are lawful, safe, transparent, value-driven, risk-assessed, and aligned with CAREHOPES™ values, policies, safeguarding requirements, and quality standards.

No contractor or third-party provider shall be engaged without appropriate due diligence, approval, and monitoring.

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2. Purpose

This policy aims to:

- Ensure safe contractor engagement.
- Protect service users.
- Protect organisational reputation.
- Promote value for money.
- Ensure legal compliance.
- Promote accountability.
- Reduce operational risks.
- Strengthen safeguarding arrangements.

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3. Scope

This policy applies to:

Individual Contractors

- Consultants
- Trainers
- Assessors
- Companions
- Support workers
- Healthcare professionals
- Quality reviewers
- Subject matter experts

Corporate Contractors

- Recruitment agencies
- Training organisations
- Technology providers
- Marketing agencies
- Accounting firms
- Legal firms
- Facilities providers

Third-Party Providers

- Agency staffing organisations
- Support service providers
- Community organisations
- Partner organisations
- Educational providers
- External healthcare providers
- Supported living providers

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4. Due Diligence Requirements

Prior to engagement, CAREHOPES™ may verify:

- Identity
- Business registration
- Insurance cover
- DBS status where applicable
- Qualifications
- References
- Right to work status
- Regulatory registration where applicable
- Reputation and conduct history
- Financial standing where appropriate

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5. Contractor Responsibilities

Contractors must:

- Comply with CAREHOPES™ policies.
- Follow safeguarding procedures.
- Maintain confidentiality.
- Maintain professional boundaries.
- Comply with GDPR requirements.
- Maintain required competency.
- Report incidents appropriately.
- Cooperate with investigations.

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6. Third-Party Provider Responsibilities

Third-party providers must:

- Meet contractual obligations.
- Demonstrate competence.
- Adhere to safeguarding requirements.

- Maintain required insurance.
- Support audits where required.
- Comply with regulatory requirements.

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7. Performance Monitoring

CAREHOPES™ may:

- Conduct audits.
- Review performance.
- Monitor complaints.
- Request evidence of compliance.
- Conduct quality reviews.
- Investigate concerns.

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8. Grounds for Suspension or Termination

Engagement may be suspended or terminated where there is:

- Fraud
- Misrepresentation
- Safeguarding concerns
- Professional misconduct
- Serious policy breaches
- Criminal activity
- Failure to maintain required standards
- Reputational risk

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9. Related Policies

- Duty of Care Policy
- Safeguarding Adults Policy
- Safeguarding Children Policy

- Fraud, Misrepresentation and Theft Awareness Policy
- Information Governance Policy
- Code of Conduct Policy
- Contract and Procurement Management Policy

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10. Policy Review

This policy will be reviewed annually or following major organisational or regulatory changes.