MASTER CATEGORY FRAMEWORK

PRN-95: **Master Category Framework**
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
Date of Review: (August 2026)

Below is the Policy Structure at Glance

1. Governance, Leadership & Compliance
2. Ethics, Values & Culture
3. Safeguarding, Protection & Human Rights
4. Equality, Diversity, Inclusion & Accessibility
5. Human Resources & Workforce Management
6. Volunteer Management
7. Health, Safety & Risk Management
8. Service User Care, Support & Delivery
9. Service Access, Referrals & Transitions
10. Companion Service Standards
11. Information Governance, Privacy & Cyber Security
12. Finance, Fraud & Commercial Controls
13. Complaints, Feedback & Whistleblowing
14. Partnerships, Stakeholders & Community Engagement
15. Quality Assurance & Continuous Improvement
16. Legal, Contracts & Terms of Service
17. Environmental Sustainability

This revised categorisation is fully aligned with the updated Companion Charter and the final PRN-1 to PRN-165 policy framework. The below is subject to future changes both electronically and hardcopies.

1. Governance, Leadership & Compliance

Ref	Policy
PRN-7	Board Resolution Policy
PRN-29	Compliance Monitoring
PRN-33	Conflict of Interest Policy
PRN-72	Governance and Accountability Policy
PRN-73	Governance Board and Trustee Responsibilities Policy
PRN-95	Policies Master Category Framework
PRN-96	Policy Compliance & Enforcement
PRN-97	Policy Development Review and Document Control Policy
PRN-98	Policy Review Policy
PRN-141	Trustee Recruitment Appointment and Development Policy
PRN-165	Requests and Approval Governance Policy

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2. Ethics, Values, Conduct & Culture

Ref	Policy
PRN-18	Code of Conduct Policy
PRN-19	Code of Conduct and Ethical Behaviour Policy
PRN-20	Code of Ethics
PRN-27	Compassionate Practice Policy
PRN-46	Dignity and Respect Policy
PRN-50	Emotional Intelligence Policy
PRN-103	Professional Appearance & Dress Code Policy
PRN-104	Professional Boundaries Policy
PRN-105	Professionalism Policy
PRN-106	Proxy Working Policy
PRN-133	Staff Conduct and Behaviour Policy
PRN-145	Values and Culture Policy

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3. Safeguarding, Protection & Human Rights

Ref	Policy
PRN-3	Adult Safeguarding Policy
PRN-15	Child Abuse Policy
PRN-42	Deprivation of Liberty Awareness Policy
PRN-49	Domestic Abuse Policy

PRN-63	Financial Safeguarding Policy
PRN-88	Mental Capacity Act Policy
PRN-89	Modern Slavery and Human Trafficking Policy
PRN-99	Prevent Duty Awareness Policy
PRN-117	Safeguarding Children Policy
PRN-118	Safeguarding Reporting and Escalation Procedure
PRN-159	Working with Vulnerable Adults Policy
PRN-160	Working with Vulnerable Adults Procedure
PRN-161	Working with Vulnerable Children Policy
PRN-163	Radicalism, Extremism and Terrorism Organisations Policy

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4. Equality, Diversity, Inclusion & Accessibility

Ref	Policy
PRN-1	Accessibility and Inclusive Communication Policy
PRN-2	Accessibility Statement
PRN-4	Anti-Harassment and Anti-Discrimination Policy
PRN-6	Anti-Bullying and Harassment Policy
PRN-37	Cultural Competence Policy
PRN-43	Digital Inclusion Support Policy
PRN-56	Equality Diversity and Inclusion Monitoring Policy
PRN-57	Equality Diversity and Inclusion Policy
PRN-58	Equality Impact Assessment
PRN-59	Equality Impact Assessment Policy and Procedure

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5. Human Resources & Workforce Management

Ref	Policy
PRN-47	Disciplinary Policy
PRN-48	Disciplinary Procedures
PRN-51	Employee Wellbeing Policy
PRN-66	Flexible Working Policy
PRN-70	General Leave Policy
PRN-74	Grievance Policy
PRN-78	Induction Policy
PRN-82	Learning and Development Policy
PRN-102	Probation Policy
PRN-110	Recruitment and Selection Policy
PRN-115	Returning to Work After Suspension Policy
PRN-130	Sick Leave Policy
PRN-136	Supervision and Appraisal Policy
PRN-137	Suspension Policy
PRN-139	Training Learning and Competency Assessment Procedure

PRN-154	Wellbeing Monitoring Policy
PRN-162	Zero Contract Policy

6. Volunteer Management

Ref	Policy
PRN-147	Volunteer and Service User Matching Procedure
PRN-149	Volunteer Expenses and Reimbursement Policy
PRN-150	Volunteer Management Policy
PRN-151	Volunteer Recognition and Retention Policy
PRN-152	Volunteer Recruitment Induction and Supervision Procedure

7. Health, Safety & Risk Management

Ref	Policy
PRN-10	Business Continuity and Emergency Planning Policy
PRN-11	Business Continuity Testing and Emergency Response Procedure
PRN-53	Environmental Safety & Home Condition Policy
PRN-64	Fire Safety Policy
PRN-65	First Aid Policy
PRN-75	Health and Safety Policy
PRN-76	Incident Reporting and Investigation Procedure
PRN-77	Incident Reporting Policy
PRN-79	Infection Prevention and Control Policy
PRN-83	Lone Working and Community Visits Procedure
PRN-84	Lone Working Policy
PRN-85	Lone Working Procedure for Volunteers and Employees
PRN-87	Manual Handling Awareness Policy
PRN-93	Personal Security Policy
PRN-116	Risk Assessment Policy
PRN-134	Staff Safety Policy
PRN-146	Vehicle and Transportation Policy
PRN-148	Violence and Aggression Policy
PRN-157	Working in Pairs and Multi Staff Working Policy

8. Service User Care, Support & Delivery

Ref	Policy
PRN-12	Care and Support Planning Policy
PRN-14	Check Up on Client Policy
PRN-16	Client Engagement Policy

PRN-17	Client Interaction & Communication Policy
PRN-22	Community Participation Policy
PRN-34	Consent Documentation Policy
PRN-52	End-of-Life Support and Compassion Policy
PRN-61	Family Engagement Policy
PRN-86	Loneliness and Social Connection Policy
PRN-90	Overnight Companionship Policy
PRN-94	Person-Centred Support Policy
PRN-113	Relationship-Centred Care Policy
PRN-120	Service User Assessment Policy
PRN-123	Service User Engagement Participation and Co-Production Policy
PRN-124	Service User Involvement Policy
PRN-125	Service User Outcomes Measurement and Impact Assessment Policy
PRN-126	Service User Participation and Feedback Policy
PRN-128	Service User Review and Outcome Monitoring Procedure
PRN-129	Service User Rights Policy
PRN-140	Travel & Holiday Companionship Policy
PRN-158	Working with Other Social Workers and Carers Policy
PRN-164	Companions Errands Policy

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9. Service Access, Referrals & Transitions

Ref	Policy
PRN-25	Companion Referral Engagement Policy
PRN-91	Partnership Engagement Policy
PRN-111	Referral Policy
PRN-114	Rescheduling Policy
PRN-119	Service Closure and Exit Procedure
PRN-127	Service User Referral Assessment and Allocation Procedure
PRN-153	Waitlist Policy

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10. Companion Service Standards

Ref	Policy
PRN-23	Companion Charter
PRN-24	Companion Completion Checklist
PRN-26	Companionship Standards Policy
PRN-41	Definition of Done, Good, Fulfilled, Daily Output and Deliverable Completion
PRN-154	Wellbeing Monitoring Policy

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11. Information Governance, Privacy & Cyber Security

Ref	Policy
PRN-31	Confidential Information Management Policy
PRN-32	Confidentiality Policy
PRN-38	Cyber Security Policy
PRN-39	Data Processing Statement
PRN-40	Data Protection and GDPR Policy
PRN-44	Digital Security & Device Use Policy
PRN-45	Digital Video Call Facilitation Policy
PRN-80	Information Governance and Cyber Security Policy
PRN-81	Information Sharing and Confidentiality Procedure
PRN-100	Privacy Notice (For Clients)
PRN-101	Privacy Policy
PRN-109	Records Management and Record Keeping Policy
PRN-121	Service User Confidentiality and Consent Procedure
PRN-122	Service User Consent and Capacity Procedure
PRN-142	Use of Personal and Service Users Gadget Policy
PRN-143	Use of Phone & Personal Gadget Policy

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12. Finance, Fraud & Commercial Controls

Ref	Policy
PRN-5	Anti-Bribery Policy
PRN-13	Cashless Policy
PRN-60	Expenses Policy
PRN-62	Financial Management and Internal Controls Policy
PRN-67	Fraud Bribery and Corruption Prevention Policy
PRN-68	Fraud Prevention and Detection Policy
PRN-69	Fundraising Donations and Sponsorship Policy
PRN-71	Gifts Hospitality and Donations Policy

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13. Complaints, Feedback & Whistleblowing

Ref	Policy
PRN-28	Complaints Policy
PRN-30	Compliments, Complaints and Feedback Handling Procedure
PRN-155	Whistleblowing (Protected Disclosure) Policy
PRN-156	Whistleblowing Policy

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14. Partnerships, Stakeholders & Community Engagement

Ref	Policy
PRN-21	Community Engagement and Outreach Policy
PRN-91	Partnership Engagement Policy
PRN-92	Partnership Working and External Agencies Policy
PRN-131	Social Isolation Reduction Policy
PRN-132	Social Value Policy
PRN-135	Stakeholder Engagement & Communication Policy

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15. Quality Assurance & Continuous Improvement

Ref	Policy
PRN-107	Quality Assurance and Improvement Policy
PRN-108	Quality Audit and Service Inspection Procedure
PRN-112	Reflective Practice Policy

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16. Legal, Contracts & Terms of Service

Ref	Policy
PRN-8	Booking Policy
PRN-9	Breach of Policy, Terms & Conditions Penalties Policy
PRN-35	Contract Cancellation
PRN-36	Contract Cancellation and Refund Policy
PRN-138	Terms of Service
PRN-144	Users Terms and Conditions

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17. Environmental Sustainability

Ref	Policy
PRN-54	Environmental Sustainability and Social Responsibility Policy
PRN-55	Environmental Sustainability Policy

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