Partnership Engagement Policy

PRN-91: Partnership Engagement Policy
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)

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1. Introduction

CAREHOPES (TC) values strong, transparent, and ethical partnerships with organisations, agencies, councils, care homes, charities, community groups, and corporate sponsors. This Partnership Engagement Policy outlines how TC collaborates with external partners to deliver safe, dignified, and effective companionship services across England and Wales.

Our partnerships are built on:

- mutual respect
- shared responsibility
- safeguarding integrity
- clear communication
- professional boundaries
- contractual clarity

This policy ensures that all partners understand their roles, responsibilities, and engagement expectations when working with TC.

2. Purpose of the Policy

The purpose of this policy is to:

- define how TC engages with organisational partners
- establish communication protocols
- clarify boundaries for companions and volunteers
- outline expectations for sponsors and partner organisations

- ensure safe and consistent service delivery
- support collaborative planning and risk management
- maintain compliance with TC's governance and safeguarding framework

3. Who This Policy Applies To

This policy applies to:

- organisational sponsors
- care homes and supported living providers
- councils and local authorities
- charities and community organisations
- corporate sponsors
- referral partners
- affiliates and group members
- TC staff, companions, and volunteers

4. Partnership Principles

TC's partnership approach is guided by the following principles:

4.1. Transparency

All partnership terms must be clear, documented, and mutually agreed.

4.2. Accountability

Each partner must fulfil their responsibilities as outlined in the contract.

4.3. Safeguarding

TC prioritises the safety and wellbeing of service users in all partnership decisions.

4.4. Professional Boundaries

Companions and volunteers must not negotiate or define contract terms.

4.5. Respect and Collaboration

Partnerships must be respectful, solution-focused, and aligned with TC's values.

5. Partnership Categories

TC recognises several types of partnerships:

5.1. Organisational Sponsors

Organisations that fund companionship services for their service users.

5.2. Strategic Partners

Councils, charities, and agencies collaborating on community wellbeing initiatives.

5.3. Corporate Partners

Businesses sponsoring companionship services for employees or clients.

5.4. Referral Partners

Individuals or organisations referring clients to TC under the Referral Policy.

5.5. Affiliate Partners

Group members or content creators promoting TC services.

Each category has specific engagement rules outlined in this policy.

6. Roles and Responsibilities

6.1. TC Responsibilities

TC will:

- provide safe, professional companionship services
- assign companions based on risk factors and availability
- maintain safeguarding oversight
- communicate through official TC channels
- provide accessible documentation
- support organisational planning
- offer rescheduling options where applicable
- maintain confidentiality and data protection

6.2. Partner Responsibilities

Partners must:

- provide accurate client information
- communicate through official TC channels
- avoid negotiating terms with companions
- ensure safe environments for companionship
- notify TC of changes in risk factors

- comply with contractual terms
- support safeguarding investigations
- provide authorised contact persons

6.3. Companion and Volunteer Boundaries

Companions and volunteers must:

- refer all contract-related questions to TC
- avoid discussing fees, refunds, or terms
- maintain professional boundaries
- follow companionship plans
- complete checklists accurately
- avoid accepting direct booking requests

7. Communication Protocols

7.1. Official Communication Channels

All partnership communication must occur through:

- TC's official email
- TC's official phone line
- TC's digital platform (if applicable)
- authorised organisational portals

Companions and volunteers must not act as communication intermediaries.

7.2. Authorised Contacts

Partners must provide:

- a primary contact
- a secondary contact
- emergency contact details
- escalation contacts (if applicable)

7.3. Response Times

TC aims to respond within:

- **24 hours** for general enquiries

- **4 hours** for urgent organisational matters
- **10 working days** for formal complaints

8. Partnership Agreements

Partnerships are formalised through:

- Contract Agreement with Sponsor
- Partnership Engagement Agreement (where applicable)
- Service Level Agreements (SLAs)
- Data Sharing Agreements (if required)

These documents outline:

- service scope
- risk factors
- fees and payment terms
- cancellation and rescheduling rules
- communication expectations
- safeguarding responsibilities

9. Risk Management

Partners must:

- disclose all relevant risk factors
- update TC when risks change
- ensure environments are safe
- support TC's risk assessments
- cooperate with safeguarding procedures

TC may:

- adjust companionship plans
- reassign companions
- decline or suspend services if risks exceed capacity

10. Replacement of Service Users

Organisational sponsors may replace service users when:

- risk factors are similar
- companionship plans are transferable
- relocation occurs within England and Wales
- the original service user disengages

Replacement rules are governed by:

- Rescheduling Policy
- Contract Cancellation and Refund Policy
- Contract Agreement with Sponsor

11. Partnership Limitations

TC may limit partnership activities due to:

- companion availability
- safeguarding concerns
- environmental risks
- organisational changes
- relocation outside England and Wales
- breach of contract by partner organisations

TC will communicate limitations promptly.

12. Complaints and Dispute Resolution

Partners may submit complaints through official TC channels.

TC commits to:

- acknowledging complaints
- reviewing concerns within 10 working days
- documenting outcomes
- escalating complex cases to governance or board review
- maintaining fairness and transparency

13. Termination of Partnership

Partnerships may be terminated due to:

- breach of contract

- safeguarding risks
- non-payment
- repeated communication violations
- organisational restructuring
- relocation outside England and Wales

Termination rules follow:

- Contract Cancellation and Refund Policy
- Board Resolution Policy

14. Amendments to Partnership Engagement Policy

TC may update this policy to reflect:

- operational improvements
- legal changes
- new services
- governance decisions

Updates will be communicated through official TC channels.