

Modern Slavery and Human Trafficking Statement

Clifton Homecare is committed to preventing modern slavery and human trafficking in all its forms. We fully comply with the **Modern Slavery Act 2015** and uphold the highest standards of ethical conduct across our services and supply chains.

Modern slavery encompasses slavery, servitude, human trafficking and forced labour. Clifton Homecare is committed to ethical practices and will act with integrity and transparency in all company dealings. One of Clifton Homecare's values is Honesty and Transparency. For more information about our company values please see [Our Values - Clifton Homecare](#).

Our Commitment Includes:

- **Zero Tolerance:** Clifton Homecare does not tolerate modern slavery, forced labour, or human trafficking in any part of our operations or supply chain.
- **Governance and Accountability:** We have designated **Anti-Modern Slavery Champions** within our team who lead on awareness, prevention, and reporting.
- **Recruitment:** we operate robust recruitment processes, ensuring right to work checks are completed and safer recruitment is practiced. Prior to any employee being permitted to work unsupervised, their personnel file is personally signed off by our Registered Manager. Agency staff are not utilised at Clifton Homecare.
- **Training and Awareness:** All employees receive effective training to identify, prevent, and report concerns related to exploitation or trafficking. Clifton Homecare does not rely on e-learning for compliance purposes. Instead, the majority of training is carried out face to face, to help ensure understanding.
- **Equal Opportunities for all:** one of Clifton Homecare's values is '**Inclusivity**'. We ensure all employees, volunteers and students are always treated with respect and dignity and ensure support provided is tailored to meet individual needs. Our mentoring programme helps ensure all employees continue to be well supported

after all initial training is completed. We pay the real living wage as a minimum and will continue to uphold this. All employees are paid to attend meetings and training sessions.

- **Safeguarding:** our expectations are made clear to everyone through regularly updated policies and procedures, training, supervisions, spot checks and appraisals. All care plans are formulated and reviewed with clients and/or family members to ensure regular opportunities to provide feedback on the care and support provided. In addition, we hold quarterly client focus group meetings where clients and family members can attend to provide feedback and we conduct regular surveys. Our Quality Assurance Manager completed a range of daily, weekly, monthly, quarterly and annual audits to ensure safe, quality care delivery. All findings are analysed for trends and patterns and necessary actions are taken.
- **Complaint:** We have a 'Concerns, Complaints and Compliments' policy and procedure to enable clients and their family members to raise concerns of every significance. We treat complaints very seriously but utilise them as an opportunity to learn and improve our service provision. We also have a **Whistleblowing** policy and procedure and educate our team on their duty with regards to **safeguarding, duty of candour** and **whistleblowing**. Key policies and procedures awareness training sessions are held in addition to all mandatory training to ensure compliance and understanding.
- **Supplier Due Diligence:** We require all suppliers and partners to adhere to the same standards and provide assurance of compliance.
- **Reporting and Action:** We maintain clear reporting channels for employees, clients, and stakeholders to raise concerns confidentially. All reports are investigated promptly and appropriate action is taken.
- **Annual Review:** This pledge and our practices are reviewed annually to ensure ongoing compliance and improvement.

We are committed to creating a safe, respectful, and transparent environment for everyone in our care and those who work with us.

Clifton Homecare Limited
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Clifton Homecare is a member of Lancashire Partnership Against Crime (LANPAC) and the Pan-Lancashire Anti-Slavery Partnership [Lancashire Partnership Against Crime \(LANPAC\)](#).

Note: All Policies are reviewed annually, more frequently, or as necessary.