Modern Slavery Statement and Policy

Supportive Bridge Ltd - Policy and Procedure

POLICY AT A GLANCE

- Zero tolerance. Supportive Bridge Ltd does not use forced, bonded or trafficked labour anywhere in our business or supply chain, and will not knowingly work with anyone who does.
- Every worker is who they say they are. Right-to-work checks, identity checks and DBS checks are done in person before anyone starts, and wages are paid directly into the worker's own bank account.
- No worker pays to work. We never charge recruitment, training, uniform or DBS fees to workers or candidates, and we never withhold identity documents.
- Agency staff are protected too. The same checks and the same standards apply whether someone is employed by us or supplied to us by another agency.
- Everyone can speak up. Staff, workers and the people we support can raise a concern about exploitation without fear, through our Whistleblowing and Safeguarding policies.
- This statement is reviewed and approved annually by the Nominated Individual.

Registered Manager	Iffrah Ishtiaq
Nominated Individual	Iffrah Ishtiaq
Office phone	07448266215
Out-of-hours / on-call number	
Date issued	01-10-2026
Next review date	

1. Purpose and status of this statement

1.1 This statement sets out the steps Supportive Bridge Ltd ("Supportive Bridge", "we", "us") takes to prevent modern slavery and human trafficking in our own business and in our supply chains, and the policy we expect our staff, workers and suppliers to follow.

1.2 Supportive Bridge Ltd's turnover is currently below the £36 million threshold that triggers the statutory duty under section 54 of the Modern Slavery Act 2015 to publish an annual slavery and human trafficking statement. We choose to publish this statement voluntarily because recruitment and care are sectors in which workers can be at real risk of exploitation, and because local authorities and other commissioners reasonably expect it of every provider in their supply chain.

1.3 This statement is approved by the Nominated Individual and reviewed at least once a year, or sooner if our structure, supply chains or risk assessment change materially.

2. Scope

2.1 Supportive Bridge Ltd operates in two parts: as a staffing agency, supplying care and support workers to care homes, hospitals and other regulated providers under that provider's own policies and supervision; and as a community support service, where our own support workers visit adults and older people in their own homes, including council housing, on morning and evening shifts to help with daily living.

2.2 Supportive Bridge Ltd is not currently registered with the Care Quality Commission (CQC) and does not provide personal care in any circumstances at present. This means no washing, bathing, dressing, toileting, continence care, or assistance with eating, drinking, oral, skin, hair or nail care. Personal care will only be offered once, and if, CQC registration is granted, and this policy will be updated at that point.

2.3 This policy applies to everyone who works for or with us in any capacity: employed staff, workers we supply to other organisations, agency or bank workers supplied to us, volunteers, and any contractor or supplier we use, including recruitment consultants, umbrella companies, training providers, uniform suppliers and transport providers.

3. What modern slavery is

3.1 Modern slavery is an umbrella term covering slavery, servitude, forced or compulsory labour, and human trafficking. It can look very ordinary from the outside: someone working long hours for little or no pay, living in accommodation tied to their job, unable to hold their own passport or bank card, or too afraid of their employer or agent to leave.

3.2 The care and recruitment sectors are recognised as higher risk because of the use of overseas recruitment, sponsored visa arrangements, umbrella companies, sub-contracted staffing chains and workers whose immigration status can be used against them by an unscrupulous employer or agent.

4. Our commitment

- we will not use forced, bonded, indentured or trafficked labour, and we will not use involuntary prison labour, in any part of our business;
- we will not use suppliers, agencies or sub-contractors that we know, or reasonably suspect, use such labour;
- no worker or candidate is ever charged a fee to be recruited, trained, DBS checked or placed into work by us, whatever their nationality or immigration status;
- wages are always paid directly into the individual's own personal bank account, never in cash through a third party and never into someone else's account;
- no one working for us has their passport, identity documents, bank card or personal belongings held by us or by anyone else connected with their employment;
- working hours, rest breaks and holiday entitlement follow the Working Time Regulations 1998 and are not used as a tool of control;
- sponsored workers on a Health and Care Worker visa are treated no differently from any other worker, and their visa status is never used to threaten, underpay or control them.

5. Recruitment due diligence

5.1 Because Supportive Bridge Ltd is a staffing agency as well as a direct employer, our recruitment checks are one of our strongest defences against labour exploitation. For every worker, whoever they will ultimately work for, we:

- meet the person face to face (or by video call, followed by an in-person start) as well as checking documents;
- verify identity and the original right-to-work documents ourselves, and do not rely on checks carried out by a third-party agency without also seeing the originals;
- confirm a home address and a personal contact number and bank account that belong to the worker, not to an agent, sponsor or landlord;
- ask directly, in private, whether the person has had to pay anyone to get this job, and whether anyone else holds their documents, bank card or passport;
- are alert to warning signs such as a third party answering questions on the candidate's behalf, several candidates giving the same address or bank account, reluctance to be interviewed alone, or visible fear of a particular individual.

5.2 Where we use another agency, umbrella company or sub-contractor to supply workers to us, we expect that organisation to be able to demonstrate the same standards, and we reserve the right to ask for evidence of this before working with them.

6. Recognising exploitation in the people we support

6.1 Our support workers spend time in people's own homes and are well placed to notice signs that a person we support may be a victim of modern slavery, trafficking, or forced labour or begging, particularly where someone else appears to control their money, movements, documents or contact with others.

6.2 Any such concern is a safeguarding concern and is reported the same way as any other safeguarding concern, under our Safeguarding Adults Policy: to the office immediately and, where there is immediate danger, to the police on 999. Durham Social Care Direct can be contacted on 03000 267 979, and the national Modern Slavery Helpline on 08000 121 700.

7. Raising a concern

7.1 Any member of staff, worker, supplier or person we support who has a concern about modern slavery, trafficking or exploitation, whether inside Supportive Bridge Ltd or in our supply chain, can raise it through our Whistleblowing Policy, with their manager, or directly with the Nominated Individual, in confidence and without fear of reprisal.

8. Training

8.1 Staff involved in recruitment, and all managers, receive training on recognising the signs of modern slavery and labour exploitation as part of their induction and refreshed periodically, alongside their safeguarding training.

9. Review and approval

9.1 This statement is reviewed annually and approved by the Nominated Individual. It is available to staff, workers, commissioners and members of the public on request.

10. Related policies

- Safeguarding Adults Policy
- Whistleblowing Policy
- Recruitment and DBS Policy
- Staff Code of Conduct Policy
- Anti-Bribery and Corruption Policy

11. Document control

Version	Date	Approved by	Role	Reason
1.0			Nominated Individual	New policy for local authority assurance and CQC registration

Supportive Bridge Ltd - registered office: Bradford - uncontrolled if printed; the master copy is held in the office policy file.