

# COVISTA<sup>®</sup>

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# Equality and Diversity Policy

Covista Living Community Care is committed to creating a safe environment in which people are recognised and valued. We recognise individual differences and needs and encourage diversity among our workforce and client groups. Management and staff are committed to providing equality of opportunity. We strive to develop a culture in which any form of discrimination is known to be unacceptable and where individuals are confident enough to bring complaints without fear.

## **Everyone is Entitled to a Working Environment where:**

- We promote dignity and respect for all.
- We recognise and value individual differences and contributions.
- We do not tolerate any form of discrimination, intimidation, victimisation, bullying or harassment.
- Decisions are based on merit.
- All people are able to give their best.

Every effort will be made to ensure that all practices and procedures follow and exceed the legal requirements and good practice as recommended by the Equality and Human Rights Commission (EHRC) and the Chartered Institute of Personnel and Development (CIPD). The policy will be monitored and reviewed annually and CoVista Living will promote awareness of the policy.

# Modern Slavery Policy Statement

Covista Living Community Care is committed to creating a safe environment in which people are recognised and valued. We recognise individual differences and needs and encourage diversity among our workforce and client groups. Management and staff are committed to providing equality of opportunity. We strive to develop a culture in which any form of discrimination is known to be unacceptable and where individuals are confident enough to bring complaints without fear.

## Organisation Structure

CoVista Living is a provider of community based social care and support, for vulnerable adults and children, in England and Wales. We support many people to live independently in their own homes, providing a wide range of care and support services, for people with diverse backgrounds and needs.

We employ people including care workers and support staff. The labour supplied to CoVista Living in pursuance of its operation is wholly carried out within the United Kingdom, in England and Wales.

## Definitions

CoVista Living considers that modern slavery encompasses:

- Human trafficking
- Forced work, through mental or physical threat
- Being owned or controlled by an employer through mental or physical abuse or the threat of abuse
- Being dehumanised, treated as a commodity or being bought or sold as property
- Being physically constrained or to have restriction placed on freedom of movement.

## Commitment

CoVista Living acknowledges its responsibilities in relation to tackling modern slavery and commits to complying with the provisions in the Modern Slavery Act 2015. The Company understands that this requires an ongoing review of both its internal practices in relation to its workforce and its supply chains.

CoVista Living does not enter into business with any other organisation, in the United Kingdom or abroad, which knowingly supports or is found to involve itself in slavery, servitude and forced or compulsory labour.

No labour provided to the Company in the pursuance of the provision of its own services is obtained by means of slavery or human trafficking. The organisation strictly adheres to the minimum standards required in relation to its responsibilities under relevant employment legislation.

The organisation's employees still had access to the grievance procedure to raise any concerns that they may have had.

The organisation's modern slavery risks are subject to the monitoring procedures and this is in place.

## Supply chains

CoVista Living is a 'people' business. Every minute of care we deliver involves members of staff and a Service User. As this is the core of our business we have a very limited number of supply chains. Our suppliers are based in the United Kingdom and supply protective equipment, uniforms, telecommunications, software, stationery vehicles and a number of other services. We understand

that our first-tier suppliers are intermediary traders and they therefore have further contractual relationships with lower-tier suppliers.

## Potential Exposure

The organisation considers its main exposure to the risk of slavery and human trafficking to exist in the lower-tier suppliers in our supply chains because they are likely to involve the provision of labour in countries where protection against breaches of human rights may be limited.

In general, the Organisation considers its exposure to slavery/human trafficking to be relatively limited.

## Steps

The Company carries out due diligence processes in relation to ensuring slavery and/or human trafficking does not take place in its organisation or supply chains.

The organisation has not, to its knowledge, conducted any business with another organisation which has been found to have involved itself with modern slavery.

In accordance with section 54(4) of the Modern Slavery Act 2015, the Organisation has begun to take the following steps to ensure that modern slavery is not taking place:

- Reviewing our supplier contracts to include termination powers in the event that the supplier is, or is suspected, to be involved in modern slavery
- Putting measures in place to identify and assess the potential risks in our supply chains
- Creating action plans to address risk to modern slavery
- Providing training to managers on modern slavery.

# Compliments, Comments & Complaints Policy Statement

One of CoVista Living's fundamental objectives is to continuously review its service, and to strive for further improvements.

As part of this objective, it is recognised that feedback received from any person or organisation using or involved with our service should be welcomed and seen as a positive way of improving the service. Therefore, it is the Covista Living' policy for all staff to feedback any positive or negative comments, including any suggestions made by our staff or other individuals, to the management staff, so that they may act on this in an appropriate way. Similarly, any senior staff receiving such feedback will act on it according to the procedures described in the policy.

A complaint should be made as soon as possible, and normally within 12 months of the date of the event occurring, or as soon as the complainant was first aware of the problem. A fully copy of the Policy can be requested by emailing: [hi@covistaliving.co.uk](mailto:hi@covistaliving.co.uk)

You can get in touch with us by:

## Post

The Courtyard Peddars Close, Ixworth, IP31 2HD

## Phone

01359 231188 (our phone lines are open Monday – Friday 9am to 5pm)

## Email

[hi@covistaliving.co.uk](mailto:hi@covistaliving.co.uk)

# Safeguarding Adults Policy Statement

CoVista Living is committed to working in accordance with relevant legislation, national guidance and local authority guidelines for adults at risk.

This policy applies to all employees so they are aware of adults at risk, what this means in their working practices and how to deal with suspected, disclosed or discovered incidents.

Managers will report any concerns of whistle-blowing in relation to adults at risk that has been brought to their attention or that they are aware of to the Local Authority Adult Social Care Commissioners and the Care Quality Commission (CQC).

The way local authorities work varies, however, each adult social service's responds within a framework based on the Care Act.

All branches and services must work within, and refer to, their local authority safeguarding policy and procedures and be fully aware of, and keep up to date with, local information and reporting requirements.

Everyone has a role to play in safeguarding and CoVista Living commits to working within local authority multi-agency approaches to safeguard adults at risk and will co-operate fully at all times.

CoVista Living' Board of Directors provides governance and strategic over-sight for the company's safeguarding work and appoints the Operations Manager to act as the company's over-arching safeguarding lead.

CoVista Living operates a zero tolerance towards all kinds of abuse.

# Cookies Policy

## Use of Cookies

Cookies are small text files, placed on your computer or device hard drive by websites that you visit. They are widely used in order to help websites to work more efficiently or to provide statistical information to the site administrators.

We may collect information about your computer or device, including where available your IP address, operating system and browser type, for system administration and to analyse aggregate information. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to the hard drive of your computer/device. They help us to improve our site and to deliver a better and more personalised service. They enable us to:

- Estimate our audience size and usage pattern;
- Store information about your preferences, e.g. to allow us to customise our site according to user needs;
- Recognise you when you return to our site;
- Speed up your searches.

## Change Cookie Settings

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit the website set up by the Interactive Advertising Bureau (Europe) at [www.allaboutcookies.org](http://www.allaboutcookies.org). To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

## Google Ads

We use Google Ads to advertise our services on third party (or other partner) websites, including Google's. This means that we might advertise our services to people who have visited our website before or when someone searches to find a care service, our ad will appear to them on Google Search and Maps or other partner sites. By advertising on Google, this helps us to reach more people and make them aware of CoVista Living Community Care and the services we can offer.

The data that we collect through cookies is used in line with our privacy and personal data policy and Google's privacy policy.

## Google Analytics

We use Google Analytics to track data and monitor how our website is being used. Google Analytics stores cookies on your computer when you visit our website. It helps us to see who has visited our website, how our website is being used, what people like to view the most or what is not viewed and if people come back to use our website in the future. The information obtained from our website is used to produce reports about how visitors use our website.

Further information on Google can be found below.

See Google's Privacy Policy: <https://policies.google.com/privacy#infocollect>

Set your preferences on how Google advertises to you: Ad Settings ([google.com](https://ads.google.com/settings/ads)) Opt out of Google tracking your data: <https://support.google.com/analytics/answer/181881?hl=en>

## Comments or Queries

If you have any comments about using this site, then please contact us.