Client Policy Library

BP-CLIENT-2026-11-07-v6 | Effective 7 November 2026 | Review 7 February 2027

Purpose

Our commitments and responsibilities for temporary recruitment and staffing in care, healthcare and education. These policies complement our full controlled staff procedures.

Urgent safety concerns

Immediate danger: call 999. Safeguarding lead: Wisdom Akpoturu. Alternative management contact: Precious Chinazonwa Ezurike. Contact admin@binapathways.co.uk or 07337 541218. Out of hours call the office and ask for the on-call person. Use the appropriate external safeguarding authority or police directly where needed; do not wait for a complaint response.

Client payments

Invoices are issued weekly, normally by noon Monday for the preceding Monday-Sunday; client approval or a reasoned discrepancy is required by 5 pm Monday. Monday bank holidays move this to the next Working Day. Payment is due on the last Friday of the issue month, or the following month if the scheduled approval deadline falls after that Friday. Invoices issued after the last Friday roll into the next monthly cycle. The invoice records the exact approval and payment dates. Agreed historical terms remain applicable to earlier bookings and invoices; Friday staff payday is unchanged.

20 policies

BP-PUB-01-20261106-v1 · Owner: Wisdom Akpoturu

Purpose and responsibility

We protect children under 18 in every approved staffing assignment. The hirer remains responsible for its service, care or education plans, site controls and supervision. Bina retains its recruitment, suitability and referral obligations. Wisdom Akpoturu is Bina’s safeguarding lead. Precious Chinazonwa Ezurike is Director and Manager and the alternative management contact.

Immediate action

Call 999 for immediate danger or a serious emergency. Make the child safe, obtain clinical help when needed, listen without leading questions and record material words and facts. Never promise secrecy, confront the alleged perpetrator or conduct your own investigation.

Reporting and escalation

Contact the host safeguarding lead and Bina immediately unless this would increase danger or compromise evidence. Use admin@binapathways.co.uk or 07337 541218. Out of hours call the office and ask for the on-call person. An unanswered internal call must not delay a referral to the assignment-local children's safeguarding authority or police. The assignment safety card records local routes, host contacts, actual duty cover and backup.

Allegations and follow up

Bina's lead records the safety and referral decision, checks receipt and escalates unresolved risk. Child-related allegations meeting local criteria are referred to the relevant LADO within one working day, and urgently where protection requires it. Bina separately assesses DBS and professional-regulator duties. Temporary removal is a proportionate risk measure, not a finding of guilt. Preserve evidence and support those affected.

Records and learning

Restrict access and share necessary information lawfully. Record times, recipients, advice, reference numbers, consent or other sharing basis, ongoing safety, actions and review. Apply the safeguarding retention category and legal holds. Review after incidents and at least annually.

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Related controlled procedures: Staff handbook sections 3 and 5; Safeguarding and referral record; Assignment safety card. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-02-20261106-v1 · Owner: Wisdom Akpoturu

Purpose

We recognise abuse, neglect, exploitation, self-neglect, coercion and organisational harm. Adults are involved in decisions about their safety and desired outcomes. The hirer owns the care plan and relevant professional assessments; Bina retains its personnel and referral responsibilities.

Protect and report

Call 999 for immediate danger or a serious emergency, obtain urgent clinical advice when needed and report promptly to the host and Bina through admin@binapathways.co.uk or 07337 541218. If internal reporting is unsafe or ineffective, refer directly to the local adult safeguarding authority or police. Do not wait for certainty about the legal enquiry threshold.

Capacity and consent

Presume capacity where the Mental Capacity Act applies. Offer practical communication support. Capacity relates to the particular decision and time; an unwise decision is not evidence of incapacity. Obtain responsible professional advice where uncertain. Best-interests action follows the applicable lawful process and least restrictive option. Family preference alone does not authorise treatment, restraint or detention.

Sharing and allegations

Seek the adult’s wishes and consent where appropriate. Sharing without consent requires a recorded lawful justification, for example serious risk, coercion, risk to others or legal duty. Apply local persons-in-positions-of-trust arrangements and separately assess any DBS or professional referral. Preserve evidence and coordinate internal enquiries with external safeguarding advice.

Follow up

The safeguarding lead checks referral receipt, current protection and unresolved risk; records the outcome, support and corrective actions; and uses case-specific retention rules. The safety card must identify assignment-local contacts and real out-of-hours cover. Review annually and after a material concern.

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Related controlled procedures: Staff handbook sections 4 and 5; Incident and safeguarding forms. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-03-20261106-v1 · Owner: Recruitment and compliance under the directors

Checks before supply

We assess identity, prescribed right to work, chronological employment history and gaps, independently verified references, relevant qualifications, role-eligible DBS and barred-list checks, professional registration, overseas evidence and task competence. The normal reference standard is two professional references plus one personal reference. Any lawful alternative is evidenced and cannot waive a mandatory requirement.

Approval and restrictions

An authorised compliance approver records evidence, decision, name, date, permitted roles and settings and any restrictions. A conditional offer, interview pass, paid course or uploaded certificate is not final clearance. Expired or withdrawn essential evidence pauses affected work until reassessed.

Client assurance

Before first supply and after a material change we provide the named hirer a dated clearance assurance for the particular role. It states authorised duties and restrictions, necessary checks assurance, approval and relevant review dates. It does not disclose unrestricted bank, health, identity or criminal records. The hirer checks identity on arrival and supplies site induction.

Education and specialist work

School placements require current role-specific checks and the required written assurance before supply. A teaching assistant is not automatically authorised for teacher, intimate-care or clinical duties. Care workers are not automatically cleared for every adult and children's setting. Registered and delegated duties need separate competence and scope evidence.

Ongoing review

Recruitment monitors changes and required follow-up, checks references through independent contact routes and records genuine evidence. No universal DBS expiry is invented. Clients report suitability concerns promptly. Monthly governance and quarterly file samples track exceptions and corrective actions.

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Related controlled procedures: Client clearance assurance; Staff handbook sections 1 2 and 23. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-04-20261106-v1 · Owner: Bina compliance lead and the hirer's competent clinical assessor

Assignment scope

A clinical or medication task must be included in the accepted assignment and within the worker's competence, registration and lawful delegation. Bina checks insurance scope before approval. This policy does not authorise prescribing, diagnosis or a directly managed clinical service.

Who assesses and approves

The hirer identifies a registered clinical lead or other appropriately qualified task assessor and verifies their authority to assess the particular duty. Bina recruitment verifies identity, professional registration where relevant and the documented assessment. An authorised Bina compliance approver records deployment clearance. Office administrators cannot substitute a course certificate for practical assessment.

Evidence required

Record task and setting, assessor name and registration where relevant, observed assessment method, date, outcome, restrictions, supervision or delegation, host authorisation, next review and reassessment triggers. Missing competent assessment or safe delegation means the task is not authorised.

Safe practice

Follow the person’s current authorised care plan, medicine directions, MAR, allergies, consent or capacity arrangements and host procedure. Clarify discrepancies before acting. Never alter a dose, sign for a medicine not given or sign for another person. PRN and covert administration require their specific authorised criteria and lawful process.

Error or concern

Make safe, obtain urgent clinical or emergency help, notify the host and Bina and preserve records. Report omissions, errors, reactions and uncertainty promptly. The competent clinical assessor reviews task safety and competence before duties resume. Bina separately considers suitability and safeguarding. Support the worker and record learning without concealing the event.

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Related controlled procedures: Staff handbook section 10; Competence and delegation evidence form. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-05-20261106-v1 · Owner: Uninvolved director or appointed investigator

How to complain

Clients, workers, learners and other affected people may complain verbally or in writing through admin@binapathways.co.uk or 07337 541218. Give the relevant booking or order reference, facts, dates and desired outcome without sending unnecessary sensitive information. We provide reasonable communication adjustments. Immediate safety concerns use emergency and safeguarding routes first.

Acknowledgement and investigation

We normally acknowledge within two working days, identify an uninvolved investigator, assess urgent risk and explain the next steps. We review relevant records, hear the people involved fairly and preserve original evidence. A complaint about a director goes to the uninvolved director; where independence is not possible an external reviewer is arranged.

Outcome and review

We aim to provide a reasoned response within ten working days. If more time is needed we explain why and give a revised update date. The response states findings, any remedy or improvement, action owners and review rights. A review may normally be requested within ten working days; justified late requests are considered fairly. We aim to conclude the review within a further ten working days, explaining any necessary extension. Statutory and external routes remain available.

Live shift concerns

Report absence or unsuitability immediately by telephone so the hirer can protect its service and Bina can assess replacement options. Supply a factual written account normally within two working days. We normally give an initial commercial outcome within five working days. Any credit depends on evidence and the agreed terms; there is no automatic free-hours promise. Undisputed sums remain payable.

Learning and protection

No person is penalised for raising a genuine concern or asserting rights. Complaints do not delay safeguarding, police or clinical action. We log themes, remedies, deadlines and evidence of improvement and review the information monthly during launch.

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Related controlled procedures: Client terms clauses 6 and 11; Staff handbook section 12. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-06-20261106-v1 · Owner: Uninvolved director

When to speak up

Report reasonably believed wrongdoing in the public interest, including unsafe care, legal breaches, abuse, exploitation, financial malpractice, discrimination or concealment. You do not need proof or company permission. Personal employment concerns normally use the grievance route, but a matter may engage both processes.

Reporting routes

Contact admin@binapathways.co.uk or 07337 541218 and request the uninvolved director if necessary. Wisdom Akpoturu and Precious Chinazonwa Ezurike are the management contacts. Where both are implicated or internal reporting is unsafe or ineffective, use the appropriate external safeguarding authority, prescribed regulator, police or legal advice route. No confidentiality clause prevents lawful reporting.

Anonymous and confidential reports

Anonymous reports are assessed on available information. We protect confidentiality as far as lawful and explain necessary sharing rather than promise absolute secrecy. You may ask for an accessible reporting method. Avoid personal or service-user details that are not needed to explain the concern.

Response

We normally acknowledge within two working days, assess urgent safety the same day where necessary, appoint an uninvolved reviewer and give an update within ten working days or explain a revised date. Record evidence, referrals, findings, actions and the outcome that can lawfully be shared. External enquiries take priority where needed.

Protection and oversight

Retaliation, threats, disadvantageous allocation or pressure to withdraw a concern is investigated separately. Protection is assessed under applicable law; a good-faith label does not replace the legal test. Directors review themes and corrective actions without exposing unnecessary reporter identities.

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Related controlled procedures: Staff handbook section 6; Grievance and safeguarding procedures. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-07-20261106-v1 · Owner: Directors and recruitment lead

Commitment

We recruit, allocate work, train, pay and manage people fairly. Unlawful discrimination, harassment, victimisation and retaliation are prohibited. Selection and deployment use genuine role requirements, competence, availability, safety and lawful work restrictions.

Recruitment and clients

We challenge discriminatory client preferences and record the response. A claimed occupational requirement needs a specific lawful assessment. Equality monitoring is optional, separate from selection and reported only in groups that do not identify individuals. Health enquiries are proportionate and made at an appropriate stage.

Adjustments

Applicants and workers may request communication, interview, learning or workplace adjustments through admin@binapathways.co.uk or 07337 541218. We discuss functional needs, obtain occupational-health advice where appropriate and agree responsibilities with the hirer. Record action, owner and review. Share only information needed to implement support.

Harassment prevention

Assess foreseeable risks including lone work, nights, intimate care, power imbalance, online contact and client behaviour. Provide training, clear conduct standards and reporting options. A complainant need not confront an alleged harasser. Consider safe separation, transport or assignment changes without punishing the person reporting.

Response and review

An uninvolved reviewer hears accounts fairly, records findings and proportionate action and provides review rights. Review protected absence, pregnancy and disability before attendance or capability action. Investigate retaliation separately. Monitor patterns, adjustments and client conduct during monthly reviews.

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Related controlled procedures: Staff handbook sections 13 and 14; Client terms clause 7. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-08-20261106-v1 · Owner: Directors and the hirer’s site lead

Shared responsibilities

The hirer manages site risks, service staffing, equipment, plans, induction and daily supervision. Bina checks suitability and that safe assignment arrangements exist. Neither party assumes its duties disappear because the other has a policy or training certificate.

Before work

The assignment safety card records hazards, emergency contacts, fire and first aid arrangements, infection controls, moving equipment, PPE, breaks and foreseeable violence, lone work or transport. Required PPE and employer-funded safety training are not unlawfully charged to workers. No worker is instructed beyond assessed competence.

Safe practice

Use current risk assessments, infection precautions and authorised equipment. Do not improvise moving techniques or reduce required two-person support. Stop dangerous work, seek help and arrange a safe handover where possible. Workers need not remain in serious and imminent danger.

Lone work and transport

Lone work needs a recorded check-in frequency, response deadline, available duty contact and backup. Missed contact triggers immediate attempts and a risk-based welfare response. Driving needs verified licence, vehicle, appropriate insurance, passenger support and authorisation. Do not assume ordinary business-use insurance covers every journey.

Incident response

Obtain emergency or clinical help before paperwork, notify host and Bina and preserve factual evidence. A director identifies the responsible person for any RIDDOR assessment and records advice and reporting decisions. Reassess the placement after injury, exposure or violence and track preventive action.

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Related controlled procedures: Staff handbook sections 7 to 9 and 20; Assignment safety card. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-09-20261106-v1 · Owner: Directors and responsible data contact

Purpose and access

Bina controls its recruitment, employment, bookings and learning records where it determines the purpose and means. We collect necessary information, give service-specific privacy notices and restrict access by role. The hirer normally controls its own care or education records. Ask admin@binapathways.co.uk or 07337 541218 about the rule applying to your data.

Retention rules

Unsuccessful applications: normally six months after decision. Optional talent pool: up to 12 months with informed participation. Ordinary employment, payroll, invoice and claims records: normally the justified six-year category period. Right-to-work copies: employment plus at least two years. Full DBS information: normally no longer than six months after the decision; a limited justified check log is separate. Raw attendance coordinates: normally 30 days after shift closure. Routine support chat: six months after closure. Security logs: normally 90 days.

Special categories and holds

Health, safeguarding, school allegation and litigation records follow their specific statutory duties, risk-based periods and legal holds. A hold identifies purpose, records, owner and review date; it is not indefinite permission to retain everything. The governance manual contains the full category schedule, including learning records and backup rotation.

Security and suppliers

Use individual authorised accounts, MFA where supported, secure devices, recipient checks and approved sharing routes. Record processors, locations, security, deletion and lawful transfer safeguards. Do not claim UK-only storage without evidence. Do not place bank, health, identity or care records in public enquiries or personal messaging.

Rights and breaches

Requests are normally answered within one month, subject to lawful conditions and extensions. Report a suspected breach immediately. Bina records awareness, risk, containment and whether ICO notification is required, normally within 72 hours where the legal threshold applies. Secure deletion is logged and checked; signed history and valid certificates are not silently rewritten.

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Related controlled procedures: Governance manual sections 7 to 12; Staff and customer privacy notices. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-10-20261106-v1 · Owner: Directors

Commitment and scope

We oppose forced labour, trafficking, servitude and exploitation throughout recruitment, employment, assignments and purchasing. This policy applies to managers, staff and suppliers. It is a company policy, not a claim that a statutory annual statement is required or has been filed.

Prevention

Workers keep control of their identity documents, wages and decision to accept work. No work-finding fee, coercion, hidden deduction or unlawful restriction on leaving is permitted. Legitimate employment and right-to-work checks are explained and handled securely. Examine labour-provider chains and the treatment of vulnerable applicants.

Warning signs

Concerns include a third party controlling communication or pay, shared bank details without explanation, withheld documents, threats linked to immigration or income, debt bondage, unsafe compulsory accommodation, unexplained transport charges and fear of speaking privately. Assess signs without stereotyping or treating them alone as proof.

Reporting and response

For immediate danger call 999. Otherwise report through admin@binapathways.co.uk or 07337 541218 or an appropriate external police or safeguarding route. Do not confront suspected exploiters or undertake an unsafe investigation. Protect the person, obtain specialist advice, preserve facts and restrict information. The uninvolved director records referrals and safe employment arrangements.

Supplier review and learning

Record supplier checks, fees, subcontracting, issues and corrective actions; stop unsafe arrangements. Provide recruitment staff training and confidential reporting options. Directors review risks and cases at least annually and assess whether the legal turnover and group threshold requires a separate statutory statement.

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Related controlled procedures: Hidden labour exploitation policy; Governance manual section 14. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-11-20261106-v1 · Owner: Recruitment lead under the directors

Risk

Hidden exploitation may involve third parties or individuals abusing workers without the company’s knowledge. We assess risks during recruitment and deployment, including work-finding charges, forced accommodation or transport, control of documents and coercive financial arrangements.

Recruitment controls

Speak directly and privately to the applicant where possible, use accessible explanations, verify identity and references independently and confirm that the applicant controls their contact and wage arrangements. An interpreter or helper is not automatically suspicious, but conflicts and unexplained third-party control require sensitive follow-up.

Money and suppliers

Do not use an intermediary that charges applicants to find work. Verify changes to bank details through an established independent contact route. Investigate unexplained shared payment accounts and deductions proportionately without unfairly excluding legitimate arrangements. Record actual costs and legal checks for permitted charges.

Protection and reporting

Concerns go to admin@binapathways.co.uk or 07337 541218 or appropriate police or safeguarding authorities, with 999 for immediate danger. Workers can raise concerns anonymously and are not penalised for seeking help. Do not alert a suspected exploiter in a way that increases risk. Obtain suitable safeguarding advice and preserve evidence.

Management action

An uninvolved manager coordinates safety, pay access, employment support and referral. Record the response, worker’s wishes where relevant, outcomes and follow-up. Recruitment staff receive awareness training; suppliers must meet equivalent standards. Review effectiveness through quarterly recruitment samples and annual risk review.

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Related controlled procedures: Modern slavery policy; Whistleblowing policy. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-12-20261106-v1 · Owner: Directors

Standard

We prohibit bribes, kickbacks, facilitation payments and dishonest procurement. This applies to permanent and temporary staff, directors, representatives and suppliers acting for Bina. Commercial targets never justify a false reference, forged certificate, false invoice or payment to secure improper influence.

Gifts and conflicts

Declare gifts, hospitality, personal relationships and supplier interests before a decision. No cash or cash equivalent is accepted as a business inducement. During a tender or active purchasing decision, decline hospitality intended to influence the outcome. Modest transparent hospitality requires advance uninvolved director approval and a recorded purpose and value.

Checks and records

Choose providers against suitability, lawful compliance, safety, quality and price. Use clear invoices and payment authority, independently verify changed bank details and retain receipts. A person cannot approve their own conflicted decision. Record related parties and follow company articles and delegated authority.

Reporting

Raise a concern through admin@binapathways.co.uk or 07337 541218 and request the uninvolved director. Appropriate external reporting and legal advice remain available. Refusing or reporting a bribe must not result in retaliation. Make safe, preserve messages and records and do not promise an outcome before investigation.

Response and oversight

An uninvolved reviewer assesses facts, restrictions, legal advice and any external referral; allegations are handled fairly. Directors record sanctions or supplier action where justified, corrective controls and lessons. Review the gifts and conflicts register quarterly and the policy annually.

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Related controlled procedures: Governance manual sections 1 4 and 14; Whistleblowing policy. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-13-20261106-v1 · Owner: Wisdom Akpoturu and Precious Chinazonwa Ezurike

Purpose

We aim to supply suitable staff reliably, communicate promptly and learn from errors. Quality is demonstrated through current clearance, safe assignments, accurate records and verified improvements, rather than unsupported accreditation or guaranteed-cover claims.

Measures

Monthly launch reviews record: accepted shifts, filled and unfilled requests, late attendance and no-shows, essential clearance failures, induction and competence completion, complaints, safeguarding referrals, invoice corrections, payroll accuracy and overdue client balances. Each measure states its denominator, period, source and owner. Establish actual baselines before claiming improvement.

Audit cycle

Quarterly samples trace a worker file, assignment, timesheet, payroll entry, invoice and any incident to the accepted versions and real approvers. Include at least one education or specialist task file where deployed and a client-access/privacy sample. Sample size and rationale are recorded proportionately to activity. Critical missing clearance requires immediate control, not a target to improve later.

Corrective action and feedback

Every finding has severity, immediate containment, owner, due date and completion evidence. An uninvolved reviewer checks important closures. Ask clients and workers for feedback after initial deployment and periodically thereafter; provide an accessible complaints route. Do not suppress negative feedback or treat a ticked form as competence.

Review and accountability

Directors review trends monthly during launch and adapt resources, training and credit limits. Staff supervision follows the handbook, with practical assessment where required. Review this policy annually, after a serious incident or on service change. Published statistics and certifications require evidence and a stated period.

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Related controlled procedures: Audit and action tracker; Complaints policy; Staff handbook section 17. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-14-20261106-v1 · Owner: Directors and purchasing lead

Commitment

We manage the environmental impacts of our office, digital services, purchasing and work-related travel proportionately to a staffing business. Safety, infection control, data protection and reasonable adjustments take precedence over an environmental shortcut.

Travel and assignments

Consider appropriate local matching and remote administration where it does not compromise competence, continuity or a worker’s rights. Encourage sensible shared or public transport only where safe and voluntary. Do not require unsafe journeys, unlawful passenger transport or extra unpaid work travel.

Materials and digital records

Prefer accessible electronic documents while offering an alternative where needed. Avoid unnecessary printing and dispose of confidential paper through a secure route. Use approved retention rules rather than keeping every duplicate. Reuse and recycle office equipment through appropriate secure disposal and data erasure.

Suppliers and measurement

Consider environmental evidence alongside safety, quality, security and cost when buying goods or services. Start a quarterly record of office energy where measurable, printing, work-related travel and equipment disposal. Record the baseline, source, limits and owner before setting a numerical reduction claim.

Review

The purchasing lead reports practical improvements and barriers to the directors annually. Set proportionate next-period actions and check completion. We do not claim carbon neutrality, an offset achievement, certification or measured reduction without verified evidence. Report a concern through admin@binapathways.co.uk or 07337 541218.

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Related controlled procedures: Corporate responsibility and social value policies; Quality review register. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-15-20261106-v1 · Owner: Directors

Purpose

We seek additional social, economic and environmental benefits from our staffing and learning activities while meeting agreed service and employment standards. Commitments are proportionate to Bina’s size and the needs of the client and community; they are not retrospective claims of achieved outcomes.

Employment and inclusion

Offer fair access to roles, explain pay and charges clearly, make reasonable adjustments and challenge discriminatory requirements. Consider suitable local candidates without excluding people unlawfully. Protect workers from work-finding fees, exploitation and retaliation.

Skills and wellbeing

Provide required induction and support, recognise acceptable independent learning and keep optional Academy purchases separate from access to work. Use supervision and practical assessment to identify development needs. Encourage workers to report fatigue, safety or wellbeing concerns without pressure to conceal them.

Contract commitments and evidence

Where a client asks for social-value commitments, agree the activity, baseline, measure, delivery period, owner and evidence before promising a target. Measures may include accessible recruitment support, completed development activity, local employment outcomes and verified environmental improvements. Report actual results and limitations; avoid double counting.

Review

Directors review delivery at least annually and at agreed contract milestones, involving staff and client feedback where appropriate. Publish only supported results. No claim is made to another organisation’s framework status, charitable contribution, accreditations or historic achievements.

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Related controlled procedures: Corporate social responsibility policy; Environmental policy; Quality policy. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-16-20261106-v1 · Owner: Directors

Our approach

We conduct Bina’s staffing, learning and purchasing activities responsibly towards workers, clients, people supported and the wider community. Company decisions consider safety, fair treatment, sustainable payroll funding, privacy and transparent communication.

Workers and people supported

Provide clear terms and pay information, lawful wages and deductions, accessible policies, supervision and safe reporting. Protect the dignity and confidentiality of adults and children. Match competence to duties and preserve practical assessment and professional boundaries.

Clients and suppliers

Give accurate clearance assurances, rates, invoice dates and service limitations. Do not claim guaranteed staffing, registrations, insurance, approvals or results without evidence. Assess supplier ethics, employment practices, security and conflicts proportionately and address unacceptable conduct.

Community and environment

Use the social-value and environmental policies to agree realistic activities and collect actual outcome evidence. Any donation, sponsorship or volunteering arrangement needs proper authority, conflict review and accurate reporting. Personal charitable preferences are not imposed as a condition of employment.

Oversight

Directors review complaints, workforce feedback, ethical concerns and improvement actions during governance reviews. Publish measured results only after verification. The policy does not create an external certification or replace statutory responsibilities. Concerns can be raised through admin@binapathways.co.uk or 07337 541218 or lawful external routes.

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Related controlled procedures: Social value; Environment; Anti bribery; Quality. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-17-20261106-v1 · Owner: Directors and technical owner

Use and information

Use Bina’s website lawfully and provide accurate information. Published role or course information is not a guaranteed assignment or an accepted order. Client bookings, employment and Academy purchases follow their respective accepted terms. Do not upload confidential patient, child, banking or identity records to public enquiries.

Accounts and security

Use an individual account and protect credentials. Do not access another organisation’s records, share passwords, misuse verification codes or interfere with the service. Report suspected access errors through admin@binapathways.co.uk or 07337 541218. Access may be restricted proportionately to contain a security concern, with a review route where lawful.

Cookies and external media

Explain actual cookies, browser storage, providers, purpose, duration and choices in the current register. Obtain any required consent before optional trackers or external media load; do not treat continued browsing as consent where consent is required. Essential security and requested service functions are distinguished by actual purpose. Offer accessible text where external video cannot be used.

Accessibility and rights

Provide readable navigation, keyboard access, clear labels and reasonable alternative formats. Users can report a barrier and request support through admin@binapathways.co.uk or 07337 541218. Copyright and licence rules apply; ordinary lawful use and accessibility rights remain available. Third-party links do not establish endorsement or permit unrelated tracking.

Changes and remedies

Communicate material changes affecting paid orders or accepted agreements through the applicable process rather than silently rewriting them. Preserve statutory remedies and liability that cannot lawfully be excluded. Technical owners check links, permissions, browser behaviour and storage after a material change and record fixes.

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Related controlled procedures: Staff and customer privacy notices; Academy purchasing terms; Cookie register. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-18-20261106-v1 · Owner: Directors and duty coordinator

Priorities

Protect people and essential communication first, then accepted assignments, time records and payroll. The hirer remains responsible for safe service staffing. We do not disguise an unfilled shift, promise an unchecked replacement or abandon an existing shift for debt collection.

Operational response

Maintain an accessible secure rota, actual duty person and cover hours, backup contacts, manual timesheets and incident forms. If the system or email fails, telephone the host and worker as appropriate, record the original time and author and reconcile later without overwriting accepted history.

Payroll and credit

Staff Friday payday remains separate from client last-Friday monthly receipts. Finance forecasts wages and statutory costs, records client credit limits and available funds and escalates shortfalls before further bookings. Missing client approval or non-payment does not remove earned wage entitlement.

Recovery and suppliers

Record backup locations, access authority, supplier escalation, encryption and restore steps. Remove exposed credentials and preserve evidence. Test restoration into a controlled environment; do not overwrite live records. Communicate material disruption, expected updates and safe alternatives to affected clients.

Exercises and learning

Test loss of a key manager, missed contact, booking outage, failed reminder, disputed timesheet and payroll interruption at least annually and after significant change. Record actual result, recovery time, data gap, owner and corrective evidence. A prepared plan is not proof that every recovery scenario passed.

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Related controlled procedures: Governance manual section 13; Duty contact test record. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-19-20261106-v1 · Owner: Recruitment lead and competent assessors

Required learning

Match induction and training to the actual role, adult or children's setting, risks and duties. Required company and site induction and mandatory work-related training are treated as working time and paid where law requires. A policy signature or course certificate alone does not establish practical competence.

Practical authorisation

For specialist tasks, obtain the documented assessment and host authorisation described in the clinical competence policy. Keep assessor identity, methods, date, outcome, restrictions and review triggers. An unqualified administrator cannot approve clinical skills by checking a training expiry alone.

Supervision

Check welfare and suitability after the first assignment, supervise proportionately and at least every three months while actively deployed under the handbook, and appraise annually. Incidents, concerns and role changes trigger earlier review. Identify support, adjustments, development actions and who will verify improvement.

Learning evidence and fees

Preserve actual attendance, assessment, feedback and acknowledged versions. Accept suitable independent training. Optional Academy purchases are separate from work-finding and do not guarantee deployment. Any permitted employee-funded prerequisite is actual cost, disclosed in advance and subject to legal and minimum-wage checks.

Learner rights and quality

Explain course scope, attempts, pass requirements and limits. Provide accessibility support and a fair assessment appeal. Do not claim external approval or a regulated qualification without evidence. Retain historical results and certificates under the justified schedule rather than replacing them during an update.

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Related controlled procedures: Staff handbook sections 17 and 21; Academy purchasing terms. Controlled internal procedures can be requested from admin; personnel records are not published.

BP-PUB-20-20261106-v1 · Owner: Booking and finance leads

Before booking

Confirm legal entity, site, authorised requesters, finance contact, accepted client terms and rate card. Give actual role, duties, age group, risks, supervision, clinical or medication tasks, transport, break cover and induction arrangements. A registration or request is not a confirmed assignment.

Confirmation and clearance

Bina confirms the worker, role, location, dates, times, rate, expenses and relevant restrictions after suitability checks. The client receives a dated clearance assurance, checks identity on arrival and provides local induction. Site or material duty changes need Bina’s written approval after reassessment.

Hours and payment

Invoices are issued weekly, normally by noon Monday for the preceding Monday-Sunday; client approval or a reasoned discrepancy is required by 5 pm Monday. Monday bank holidays move this to the next Working Day. Payment is due on the last Friday of the issue month, or the following month if the scheduled approval deadline falls after that Friday. Invoices issued after the last Friday roll into the next monthly cycle. The invoice records the exact approval and payment dates. Agreed historical terms remain applicable to earlier bookings and invoices; Friday staff payday is unchanged.

Cancellation

For newly agreed standard terms: at least 24 hours’ notice, no cancellation charge; 12 to under 24 hours, up to 50% of the cancelled hours’ charge; under 12 hours or a worker turned away, up to 100%, capped at 12 cancelled hours. Apply actual unavoidable loss, saved costs and replacement income; there is no double recovery. Shortening affects only withdrawn hours. These charges are separate from staff cancellation pay.

Concerns and continuity

Telephone Bina immediately for missing or unsuitable staff or an urgent safety issue. Bina assesses the concern and reasonable replacement options; the hirer maintains safe service staffing. Use the complaints policy for review and the safeguarding route for risk. Credits follow evidence and agreed terms, not an automatic free-hours promise. Contact admin@binapathways.co.uk or 07337 541218.

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Related controlled procedures: Client terms v3; Complaints; Client clearance assurance. Controlled internal procedures can be requested from admin; personnel records are not published.

Bina Chat and verified identity

Client representatives use Bina Chat through their own verified client account and existing session. Messages identify the company and the named signed-in representative. Bina replies identify the responding person and department. Each company has its management conversation; the Bina team may respond through that shared work conversation. Do not share credentials or let another person act under your name. Chat access does not confer management, financial, cross-company or unrestricted staff-profile permissions.

Work conversations and Bina oversight

Clients and eligible staff may communicate for staffing and assignment purposes. Bina management and departments retain oversight of client–staff and client–management work conversations for authorised operational, service, security and safeguarding purposes. Clients cannot see another company’s conversations or staff-only conversations. Staff-only investigation controls apply solely to staff-to-staff conversations and do not switch off oversight of client work conversations. Bina must use access proportionately and follow the privacy notice, confidentiality obligations and applicable law.

Book or rebook from chat

Use the plus menu to book a shift or rebook a worker recorded in the system as having worked at the selected location. Review role, location, UK dates and times, breaks, duties, price and applicable enhancements before submitting. A previous placement or a typed “yes” is not a confirmed booking. The worker uses the structured offer acceptance control; clearance, availability, working-hours and other existing checks still apply. The signed-in requester and action time are recorded. Rebooking does not guarantee the same worker or reserve them without acceptance and the existing confirmation procedure.

Emergency classification and assignment records

A request made within 12 elapsed hours of the shift start is classified as an emergency request, based on the recorded request and start times. The system applies the boundary used in its booking calculation, including exactly 12 hours. Review and accept the displayed emergency price before submission; there is no unagreed retrospective surcharge. Use UK local dates and times and check overnight or clock-change shifts carefully. Chat and the staff app update the same booking record. Confirmed shifts appear in the rota; actual attendance, approved hours, payroll and invoices continue through the existing procedures. Chat acceptance alone does not approve hours or trigger payment.

Messages and attachments

No chat participant, including management, can delete sent messages, shared attachments or conversations through the app. A sender may edit their own message text only within two minutes of original sending. Edits are marked and the original and change history are retained. These controls preserve the work record and do not remove privacy rights or the published retention rules. Upload only authorised work material. Never send passwords, bank details, identifiable service-user, patient or pupil images, care records or confidential safeguarding evidence through ordinary chat. Use the approved secure record or reporting route.

Urgent contact and formal notices

Chat is not continuously monitored and is not an emergency service. Call 999 for immediate danger, follow the host safeguarding procedure and telephone Bina on 07337541218 for urgent shift problems. A delivery or read indication is not agreement to a shift, rate variation, cancellation, invoice or contract. Use the required formal action and telephone urgent cancellations or changes. Existing cancellation and payment terms remain applicable. Device notifications are optional; disabling them does not cancel a confirmed assignment or remove responsibility to check agreed work information.

Updates and agreement

Read the current chat and privacy notices and ask for clarification where needed. Acknowledgement confirms receipt and understanding; it does not waive rights or provide blanket monitoring consent. Revised client contractual terms require separate acceptance by the verified authorised company administrator before the affected new booking actions proceed. Bina retains earlier signed terms and receipts; this update does not rewrite earlier bookings, agreed prices, invoices or earned wages. Optional marketing and device permissions remain separate from essential operational and policy-update communications.

Chat records and the purposes of access

Bina records verified account identity, company and department details, conversation membership, messages and attachments, booking actions, delivery/read events, security events and investigation access records. These support work communication, staffing administration, service security, fair complaint handling and necessary safeguarding investigations. Client–staff, client–management and management–staff work conversations retain existing Bina management and department oversight. Access must be used for an authorised work purpose; a role or technical capability is not permission to browse out of curiosity. Staff-only conversations require the separate director-authorised control described above.

Lawful basis and proportionate investigation

Bina records the applicable lawful basis for each purpose. Routine staffing administration and proportionate security or complaint handling may rely on legitimate interests after a documented necessity and balancing assessment; legal obligation is used only where a specific duty applies. A client supply contract is not automatically a contract basis for processing a worker's information. Before investigation access is enabled, the director must record the concern, why access is necessary, the selected conversation, investigators and duration, and consider a less intrusive route. Complete a DPIA where required and identify any Article 9 condition, Article 10 authority and associated UK-law requirements before processing the relevant sensitive information. Staff acknowledgement is not consent to surveillance and does not replace these assessments.

Limits on access and retained evidence

Investigation access exposes the selected conversation history and available attachments during the authorised period, including new messages while access remains active. The current control does not restrict access to selected dates within a conversation. The director must consider this scope before granting it. Switching access off ends further application access; it cannot withdraw a lawful copy or information already seen. Necessary retained evidence must be placed in the restricted case record, limited to the purpose and reviewed under the applicable retention schedule. No personal app, private device content or unrelated conversation is included. Do not use this control for covert monitoring.

Acknowledgement and optional choices

Staff acknowledge receipt and understanding of the current handbook and chat policy. Clients acknowledge the operational and privacy information, and an authorised company administrator separately accepts revised contractual terms where required. Nobody may accept or sign for another user. Earlier signed versions and receipts remain historical evidence. Optional marketing, device notification permission and any genuinely optional consent remain separate, may be declined without preventing ordinary account access, and can be changed through the relevant control. Essential service and policy notices are operational communications rather than marketing.

Retention and privacy rights

Chat participants cannot delete sent messages, attachments or conversations through the app. Own-message text editing ends two minutes after original sending; edits retain their audit history. This user-interface restriction does not remove data protection rights or authorise indefinite retention. Routine closed support conversations follow the published review schedule; operational chat and necessary investigation evidence follow their applicable justified category, with a specific legal hold where required. Contact admin@binapathways.co.uk for access, correction, objection, restriction, deletion or other applicable rights. Bina will assess the legal conditions and any necessary protection of another person's information and explain any limitation. You may complain to the ICO.