



**Mental Health and  
Emotional Wellbeing  
Service for Children  
and Young People**

Human Trafficking & Modern Slavery Policy and Statement

Implementation Date: February 2021

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## CONTENTS

<b>APPENDICES</b>		
Appendix A	Supplier Code of Conduct	7

**CHUMS**  
**Mental Health & Emotional Wellbeing Service**  
**for Children & Young People**



*Human Trafficking & Modern Slavery Policy and Statement*

## **Introduction**

This statement comprises the slavery and human trafficking statement of CHUMS (the organisation) for the financial year ending 31st May 2020 in accordance with Section 54, Part 6 of the Modern Slavery Act 2015.

The organisation recognises that it has a responsibility to take a robust approach to slavery and human trafficking and is absolutely committed to preventing slavery and human trafficking in its corporate activities, and to ensuring that its supply chains are free from slavery and human trafficking.

## **Definitions**

**Slavery and Servitude Slavery:** In accordance with the 1926 Slavery Convention, is the status or condition of a person over whom all or any of the powers attaching to the right of ownership are exercised. Since legal 'ownership' of a person is not possible, the key element of slavery is the behaviour on the part of the offender as if he/ she did own the person, which deprives the victim of their freedom. Servitude is the obligation to provide services that is imposed by the use of coercion and includes the obligation for a 'serf' to live on another person's property and the impossibility of changing his or her condition.

**Forced or Compulsory Labour:** Forced or compulsory labour is defined in international law by the ILO's Forced Labour Convention 29 and Protocol. It involves coercion, either direct threats of violence or more subtle forms of compulsion. The key elements are that work or service is exacted from any person under the menace of any penalty and for which the person has not offered him/her self voluntarily.

**Definition of Human Trafficking:** An offence of human trafficking requires that a person arranges or facilitates the travel of another person with a view to that person being exploited. The offence can be committed even where the victim consents to the travel. This reflects the fact that a victim may be deceived by the promise of a better life or job or may be a child who is influenced to travel by an adult. In addition, the exploitation of the potential victim does not need to have taken place for the offence to be committed. It means that the arranging or facilitating of the movement of the individual was with a view to exploiting them for sexual exploitation or non-sexual exploitation.

**Definition of Child Labour** This is defined by international standards as children below 12 years working in any economic activities, those aged 12 - 14 engaged in more than light work, and all children engaged in the worst forms of child labour (ILO). The term "child labour" is often defined as work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development. Whether or not particular forms of "work" can be called "child labour" depends on the child's age, the type and hours of work performed, the conditions under which it is performed, and the objectives pursued by individual countries.



*Human Trafficking & Modern Slavery Policy and Statement*

Children can be particularly vulnerable to exploitation, but child labour will not always constitute modern slavery. It will still be necessary to determine whether, based on the facts of the case, the children in question are being exploited in such a way as to constitute slavery, servitude and forced or compulsory labour or human trafficking. For example, it is possible for children to undertake some 'light work' which would not necessarily constitute modern slavery. 'Light work' is defined by article 7 of ILO Convention No. 138. Children do have particular vulnerabilities which should be considered when determining whether modern slavery is taking place. The Modern Slavery Act 2015 specifically recognises that it is not necessary for a child to have been forced, threatened or deceived into their situation for it to be defined as exploitation.

### **Organisational Structure**

CHUMS is a mental health and emotional wellbeing service for children and young people providing therapeutic support in a variety of ways. CHUMS has developed a unique service delivery model to ensure that children and young people are able to access a service that support their individual needs.

We employ a multi-disciplinary team of 43 professionals with backgrounds in psychology, social work and counselling as well as other qualified and experienced practitioners.

CHUMS has a permanent presence within the United Kingdom with a turnover below £36m, we *do not* meet the requirements in the act to formally produce a statement. However, by doing so, we are demonstrating our commitment to be open and transparent in terms of our practices, policies and procedures in relation to recruitment and modern slavery. We take steps that are consistent and proportionate within our sector, size and operational reach.

### **Supply Chains**

CHUMS has a zero tolerance to slavery and human trafficking. By applying to supply CHUMS or tender to provide a service:-

The supplier confirms that they have suitable policies and procedures in place to prevent Modern Slavery and Human Trafficking in the UK or in any part of the world otherwise in ways that would breach the requirements of the Modern Slavery Act 2015. (see Appendix A Supplier Code of Conduct).

To date we have reviewed our supply chain and identified general potential areas of risk:-

- Use of recruitment agencies for specialist vacancies
- Stationery and office equipment
- IT support services
- Payroll services



## **Recruitment**

The organisation takes a robust approach in recruiting its workforce. We communicate directly with all of the candidates to confirm details of any offer made. We have robust procedures in place for the vetting of new employees and workers and ensure that we are able to confirm their identities, their right to work in the United Kingdom and that they are paid directly into an appropriate personal bank account. For any employee or worker with a work permit or visa, we carry out regular audits and management of these documents to ensure they remain valid.

## **Whistleblowing Policy – “ears wide open, eyes wide open”**

The organisation encourages its employees and workers to report any concerns related to the direct activities, or the supply chains of the organisation. The organisation's Whistleblowing Policy is designed to make it easy for workers to make disclosures, without a fear of retaliation. The policy encourages people to raise concerns directly with their Line Manager or the HR Department, but also contains contact details of legal advisers should an employee wish to seek independent advice on a concern that they may have.

## **Our Plans for the Future**

CHUMS expresses its commitment to better understand its supply chains and will work towards greater transparency and responsibility towards people working on them.

Adequate resources will be made available to ensure slavery and human trafficking is not taking place within our organisation or within our supply chains to the best of our knowledge.

The CHUMS Board take responsibility and accountability for implementing this statement and our next steps: -

- We will introduce a “Supplier Code of Conduct” to ask all existing and new suppliers to confirm their compliance with the Act. (Appendix A).
- Our Procurement Lead will raise awareness of modern slavery and human trafficking considerations within specific procurement categories. These considerations will then form part of our tendering procedures for goods, works and services in these categories.
- We will more closely monitor those supply chain providers that have been identified as a potential risk and take appropriate action if necessary.

**CHUMS**  
**Mental Health & Emotional Wellbeing Service**  
**for Children & Young People**



*Human Trafficking & Modern Slavery Policy and Statement*

- We shall include a modern slavery and human trafficking statutory compliance element when undertaking internal audits on non-pay expenditure as part of our audit plan.



## **Appendix A – Supplier Code of Conduct**

### **Introduction**

CHUMS recognise that it relies on its suppliers for the delivery of many important services, for assistance in delivering policy.

CHUMS believe that, while underpinned by a contractual relationship, this reliance needs to be based on a bond of trust between CHUMS, our suppliers and the public.

In this document, we underline the importance of acting together with trusted suppliers to better deliver services. The expectations within this Supplier Code of Conduct have been enhanced to include commitments on how CHUMS will work with suppliers to build trust and deliver value.

The public and service users expect that CHUMS and its suppliers will look after their interests and deliver on the promises that they make. They expect that suppliers will behave ethically and treat the end users of their service, employees and subcontractors fairly and with respect. Suppliers also expect that CHUMS will be fair and transparent in its dealings with them.

It is important to publicly state these expectations in a code of conduct and recognise the joint nature of service delivery. Suppliers are an extension of CHUMS business, and employees of suppliers interact with citizens and businesses on CHUMS behalf every day.

This Supplier Code of Conduct strengthens the principles of working together and is intended to help suppliers and those working in CHUMS understand the standards and behaviours that are expected when working on a CHUMS contract.

CHUMS expect all areas within the procurement and supply chain to meet these commitments.

CHUMS aim is to deliver on a range of commitments including excellent services that represent good value; policies that fulfil CHUMS commitments. Development work that is delivered in accordance with specifications and we ensure adherence to the highest standards of ethical and professional behaviour.

CHUMS suppliers play an important role in the delivery of public services and meeting CHUMS objectives, and our relationships with them are critical to delivering on those commitments.

The overall objective of the Supplier Code of Conduct is to build trusting and open relationships between CHUMS and suppliers in order to drive improved performance throughout CHUMS supply chains.

This Supplier Code of Conduct acts in a reciprocal way in respect of our suppliers and sets out the behaviours we would expect of each other.



*Human Trafficking & Modern Slavery Policy and Statement*

In selecting suppliers, CHUMS check that it is contracting with reputable bodies. These checks are conducted in line with procurement regulations that guarantee fair access to opportunities for all suppliers and equal treatment during selection processes.

As we move from procurement to the life of the contract, we expect delivery should be in accordance with the spirit of the contract, as well as its letter.

We expect CHUMS suppliers, in delivering goods and services to, or on behalf of CHUMS, wherever they operate, to act in a manner that is compatible with public service values and upholds the reputation of CHUMS.

We recognise that in many cases a supplier can only be as good as its customer, so in return, suppliers can expect us to place risk with the party best able to manage it, create the right conditions for innovation and create a culture of collaboration between suppliers, subcontractors and CHUMS.

We expect our employees to treat suppliers with fairness and respect and to work jointly with suppliers to build trusting, collaborative and constructive working relationships. In return we expect suppliers to treat our employees in the same way.

This Supplier Code of Conduct is intended for all those involved in the CHUMS supply chain, including CHUMS departments, agencies, and public bodies and suppliers and subcontractors.

As a statement of good practice, it should be read both by current and aspiring suppliers to CHUMS and by their subcontractors in the supply chain. We expect our suppliers to communicate this Supplier Code of Conduct to employees, their parent company, subsidiaries and subcontractors.

Our commitment is that we will communicate it to our employees.

### **Compliance**

The Supplier Code of Conduct is intended to set out the way in which CHUMS and our suppliers will behave towards each other.

For the avoidance of doubt, the Supplier Code of Conduct does not take precedence where the courts or other institutions such as a regulatory agency, authority or body have jurisdiction.

All central CHUMS departments, agencies and partner bodies (referred collectively to in this Supplier Code of Conduct as "CHUMS") and suppliers who provide goods and services to those organisations are expected to comply with all aspects of this Supplier Code of Conduct.

Both parties should be open and transparent with each other and report any instances of non-compliance.

In these circumstances, the first step is for the relevant CHUMS organisation and the supplier to discuss and, where appropriate, agree suitable remedial actions.



*Human Trafficking & Modern Slavery Policy and Statement*

If a party considers that an issue has not been resolved by discussion, it may escalate it to the CHUMS Compliance Team and in extreme cases to the CHUMS Chief Executive Officer.

## **Contact**

For further information and queries, contact the Operational Director or the CHUMS Chief Executive Officer ([info@chums.uk.com](mailto:info@chums.uk.com)).

## **1 Employees and Service Users**

### **1.1 Respectful treatment**

Our employees, those of our suppliers, and service users have the right to respectful treatment. We will not tolerate discrimination, harassment or victimisation in the workplace or in connection with any CHUMS service. We expect our suppliers to provide the same commitment, including to their own employees.

The Equality Act 2010 protects against discrimination, harassment and victimisation.

### **1.2 Professional behaviour**

We will work constructively and collaboratively with our suppliers. We expect suppliers to be prepared to invest in their relationships with CHUMS and establish trust with our staff and with other suppliers involved in delivery. We also expect suppliers to be able to speak out when CHUMS staff, volunteers or other suppliers are not upholding the values embedded in this Supplier Code of Conduct.

We also expect suppliers to speak out, without fear of consequences, when a project or service is unlikely to succeed because of our behaviours or a lack of good governance. We expect the same behaviour when a contract is no longer fit for purpose, for example, in its contractual stipulations or measures.

### **1.3 Meeting user needs**

It is important that contracts with our suppliers meet the needs of service users. We will work together with suppliers to articulate these outcomes to ensure that the goods and services being provided meet the needs of users and we expect fully reciprocal behaviour from suppliers.

### **1.4 Vulnerable users**

Some contracts deliver services to service users with particular needs such as physical or mental disabilities, medical conditions or other factors that place them in a vulnerable position.

Suppliers will ensure that these service users are always treated with courtesy and that their dignity, safety, security and wellbeing is always treated as a priority concern.



## **1.5 Human rights and employment law**

CHUMS and suppliers must both comply with all applicable human rights and employment laws in the jurisdictions in which they work. This includes complying with the provisions of the Modern Slavery Act 2015. In addition, suppliers must have robust means of ensuring that the subcontractors in their supply chain also comply.

## **2 Business practices**

### **2.1 Management of risk**

Our aim is to ensure that risk is allocated to the party best able to manage it. To assist us in making that judgement we will, where appropriate, engage with the market to understand its views in order to make informed decisions. We do not expect suppliers or CHUMS to be made responsible for managing a risk that is best managed by the other party. We expect suppliers not to pass down risk inappropriately to subcontractors, and not to assert that they can manage risk that is in fact better managed by CHUMS. All parties should be prepared to share intelligence of supply chain risks, so that material commercial and operational risks, can be mitigated.

We require suppliers of critical services to develop resolution plans, deployable in the event of a corporate insolvency to ensure that critical services continue.

### **2.2 Continuous improvement**

We expect our suppliers to use recognised industry practices in the delivery of goods and services to, or on behalf of, CHUMS.

We also expect suppliers to continuously improve these goods and services and bring innovation, ideas and expertise to help CHUMS address its strategic challenges. We will endeavour to create the right conditions to allow suppliers to innovate both during the procurement process and the life of a contract and where appropriate we will inform suppliers of our innovation requirements during the procurement process.

### **2.3 Future Plans**

In order to give guidance to suppliers on future opportunities and the associated resource implications, CHUMS will publish our pipelines and plans for future services. Although we will update them regularly, suppliers should understand that these are only estimates.

### **2.4 End-to-end Delivery**

Some of the services that CHUMS requires are complex, and no single supplier will have complete contractual responsibility for every element of what is needed to deliver to the end service user. In such cases, we will endeavour to create and maintain a culture that facilitates collaboration between all suppliers and CHUMS to ensure that the right service outcomes are achieved.



*Human Trafficking & Modern Slavery Policy and Statement*

In order to achieve this, we expect suppliers to be aware of how they contribute to that overall delivery, and to work collaboratively with CHUMS and other suppliers to manage mutual dependencies and ensure that their product or service is used effectively in the delivery of a high quality service.

## **2.5 Data Quality**

A robust delivery model including its pricing structure is dependent on the quality of data on which it is based.

CHUMS will provide accurate data and/or build in flexibility (consistent with procurement legislation) to allow for subsequent validation of data, particularly where new services are being provided, for example, through the use of pilots.

For CHUMS to be able to do this, where a contract is being re-procured, we will require incumbent suppliers to act in a timely manner and be forthcoming with information required for scoping the re-procurement and the tendering process and to behave in accordance with any required standards.

As per the contractual obligations, this information should be provided promptly when requested by CHUMS and updated as required, for example, during any transitional phase leading to transfer of the provision of the services.

## **2.6 Value**

The public expects CHUMS to obtain value for every pound and to be able to demonstrate that long-term value.

This means that contracts should be priced to offer sustainable value throughout their life, including when changes are needed.

Whilst we accept that our suppliers make a fair profit margin in return for the risk they are accepting and the commitments and investments they make in order to be able to deliver services for us, we expect suppliers not to exploit an incumbent or monopoly position, an urgent situation or an asymmetry of capability or information to impose opportunistic pricing.

We will engage constructively with suppliers in relation to any required changes and we expect suppliers to reciprocate this. We expect suppliers to work in good faith to resolve any disputes promptly and fairly during the life of a contract through good relationship management and, where appropriate, contractual dispute resolution mechanisms, recognising that taxpayer and supplier interests are rarely best served by protracted litigation.

We will seek to award contracts based on value for money that includes price and quality, including appropriate social value criteria. We will measure supplier performance on relevant and proportionate indicators and apply proportionate contractual remedies for non-compliance.



## **2.7 Reputation and Public Trust**

We want to work with suppliers who are proud of their reputation for fair dealing and quality delivery. We want working with CHUMS to be viewed as reputation enhancing for the supplier.

We expect all parties to be mindful of the need to maintain public trust and protective of CHUMS reputation, and ensure that neither they, nor any of their partners or subcontractors, bring CHUMS into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in CHUMS.

This is not intended to limit any supplier's legal obligations or constrain whistleblowing or their ability to fairly criticise a CHUMS body or policy.

## **2.8 Cyber Security**

It is essential that suppliers safeguard the integrity and security of their systems and comply with the relevant available CHUMS standards and guidance. Suppliers must inform the CHUMS if they become aware of any cyber security incident that affects or has the potential to affect CHUMS data.

## **2.9 Sustainable Procurement**

We expect our suppliers to be aware of, and support CHUMS in, complying with its legal and contractual obligations under social value legislation, delivery of the wider policy that sits behind the contract, and in the delivery of the targets as defined within the CHUMS Commitments.

We expect our suppliers to assist CHUMS in the understanding and reduction of supply chain impacts on our environment, including risks related to the security of raw material supply. We expect suppliers to be open and transparent in assisting CHUMS in reporting publicly on product or service utilisation and any environmental impacts.

## **2.10 Confidentiality**

CHUMS and suppliers are both expected to comply with the provisions in our contracts and any legal requirements to protect commercial and sensitive information.

CHUMS and suppliers may both also be party to confidential information that is necessary to be effective partners. This information, even if it is not covered by contractual provisions, should be handled with the same care as information of similar sensitivity.

Notwithstanding this mutual understanding, suppliers should recognise that this does not prevent us from disclosing information where we are compelled to do so, for example, by law, parliament, or to comply with the principles stated in CHUMS other policies, procedures and codes of conduct.



## **2.11 Conflicts of Interest**

We expect suppliers to mitigate appropriately against any real or perceived conflict of interest through their work with CHUMS. A supplier with a position of influence gained through a contract should not use that position to unfairly disadvantage any other supplier or reduce the potential for future competition.

## **3 Standards of Behaviour**

### **3.1 Ethical behaviour**

We expect the highest standards of business ethics from suppliers and their agents in the supply of goods and services

We expect suppliers to be explicit about the standards they demand of executives, employees, partners and subcontractors and to have governance and processes to monitor adherence to these standards.

CHUMS are required to uphold the CHUMS code of conduct in their dealings with third parties and we expect fully reciprocal behaviour from suppliers.

### **3.2 Counter Fraud and Corruption**

We demand that suppliers adhere to anti-corruption laws, including but not limited to the Bribery Act 2010, and anti-money laundering regulations.

We expect suppliers to have robust processes to ensure that the subcontractors in their supply chain also comply with these laws.

We have zero tolerance of any form of corrupt practices including extortion and fraud that we become aware of and we expect suppliers to be vigilant and proactively look for fraud, and the risk of fraud, in their business.

Suppliers should immediately notify CHUMS where fraudulent practice is suspected or uncovered and disclose any interests that might impact their decision-making or the advice that they give to CHUMS.

### **3.3 Transparency**

We seek to be transparent in our dealings with suppliers and we expect suppliers to be open and honest in their dealings with CHUMS and be in full compliance with CHUMS principles.

### **3.4 Treatment of Supply Chain**

We expect suppliers to deal fairly with the subcontractors and suppliers in their supply chain. We expect suppliers to avoid passing down unreasonable levels of risk to subcontractors who cannot reasonably be expected to manage or carry these risks.



*Human Trafficking & Modern Slavery Policy and Statement*

We expect suppliers not to create barriers to the use of small and medium-sized enterprises who are qualified to provide goods or services, and to encourage innovation in their supply chains to increase the value or quality of supply.

**3.5 Prompt Payment**

We expect both CHUMS and suppliers to be fair and reasonable in their payment practices.

**3.6 Corporate Governance and Corporate Social Responsibility**

We expect our suppliers to adhere to the UK Corporate Governance Code or follow equivalent good corporate governance principles underpinned by robust processes.

We also expect our suppliers to be good corporate citizens by upholding the values of this Supplier Code of Conduct. Take into consideration social value legislation in delivering goods and services and supporting key CHUMS corporate social responsibility policy areas such as diversity and inclusion, sustainability, prompt payment, small and medium sized enterprise engagement, the Armed Forces Covenant, apprenticeships and skills development and addressing the gender pay gap, where applicable.

**CHUMS**  
**Mental Health & Emotional Wellbeing Service**  
**for Children & Young People**  
*Human Trafficking & Modern Slavery Policy and Statement*



**Governance Committee Authorisation**

Signature\*

Name Print Katie Witt

Position/Role: Chair, Governance Committee

Date: 17<sup>th</sup> February 2021

Date of review: February 2024

\*Authorised signatory must be the chair (or deputising chair) of Governance Committee