

Vulnerable Persons Policy

Scope

This policy sets out A Bright Solution's approach to identifying, assessing and recording of vulnerable residents and customers in order to provide tailored services that meet residents' and customers' needs, where appropriate.

This policy applies to all A Bright Solution residents and customers. This includes leaseholders and shared owners.

In cases where a resident lives in a A Bright Solution property and receives specialist support through an external provider, or where other contractual agreements are in place, this policy will apply only to our housing management responsibilities.

Where there is a risk of harm to adults who are experiencing, or are at risk from, abuse or neglect we will follow our safeguarding policies and procedures.

This policy does not apply to freeholders however we will provide signposting advice, where appropriate.

Aims and Objectives

To ensure a consistent approach to identifying, assessing and recording vulnerability.

To provide tailored services that meet our residents' and customers' needs, where appropriate.

To ensure we promote positive engagement, empowerment and maximise choices and opportunities for residents and customers to engage with our support services. We recognise the importance of engagement with support services in a way suited to the individual's lifestyle and circumstances.

Key terms and definitions

We define **vulnerability** as being any condition or circumstance that puts an individual or household at risk of losing their home, or any situation which, without support or intervention, places them at risk of abuse, neglect or causes detriment to their overall wellbeing.

Policy

We may collect and record information about our residents and customers for the purpose of undertaking a vulnerability assessment. If a resident or customer is assessed as being vulnerable we will use this information wherever possible to deliver services

that meet their individual needs and help them to access appropriate support. This support may be delivered either by A Bright Solution itself or through referral to external agencies.

We will notify any resident or customer who the assessment process determines to be vulnerable. They will be informed that they will be recorded as being vulnerable. If an individual object to this we will only process vulnerability information without their consent if we can

satisfy one of the conditions in the Data Protection Act and General Data Protection Regulation; further advice on this should be sought from the Data Compliance Manager.

Where it is identified that an individual does not have the mental capacity to make decisions for themselves, we will work with carers, advocates and legal representatives of vulnerable residents and customers to ensure they are able to access the services they need in line with the Mental Capacity Act 2005. We are committed to working in partnership with other agencies that support our vulnerable residents and customers.

We will meet our statutory safeguarding requirements in line with our existing policies and procedures where there are safeguarding concerns about a vulnerable resident or customer.

We will handle and process personal data in accordance with the Data Protection Act, General Data Protection Regulation and our Data Protection Policy.

We will ensure that A Bright Solution employees who have regular contact with residents and customers receive training to enable them to identify and support vulnerable individuals.

Monitoring and continuous improvement

This policy will be reviewed every three years- unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.

Legislation and regulation

- Mental Capacity Act 2005
- Equality Act 2010
- Care Act 2014
- Data Protection Act 1998 and General Data Protection Regulation
- Mental Health Act 1983
- Homes and Communities Regulatory Framework 2015 **Related Documents:**
 - Mental Capacity Act Guidance
 - Safeguarding Adults Policy
 - Safeguarding Children Policy
 - Suicide and Self Harm Guidance
- Vulnerability Strategy
- All corporate policies and procedures
- Engagement Procedure (Care and Support)
- Data Protection Policy
- Equality, Diversity and Inclusion Policy

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Signed.....
Mick Barrett
Director
8th August 2025

Signed.....
Sam Pailor
Director
8th August 2025