

## **Working with Vulnerable Persons and Safeguarding Policy**

### **1. Statement of Policy**

The aim of this policy is to communicate the commitment of the Managing Director to the promotion of considerate behaviour by the staff of C.S. Todd & Associates Limited when in contact with vulnerable persons during site visits. All staff have been made aware of our Working with Vulnerable Persons Policy Statement.

This policy should be used in conjunction with the Equal Opportunities Policy Statement, which demonstrates the commitment of C.S. Todd & Associates as an organization to treat all persons fairly and without discrimination on any grounds. This policy is in place to protect all vulnerable persons regardless of gender, ethnicity, disability, sexuality, religion or faith.

It is our policy to provide a high level of service to our clients, ensuring the safety of all persons with whom contact is made by representatives of C.S. Todd & Associates Limited in the course of their normal business activities.

### **2. Definition**

C.S. Todd & Associates Limited recognize the definition of vulnerable person as:

*A person who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation*

During the course of regular business activities, it is accepted that employees of C.S. Todd & Associates Limited may encounter vulnerable people. We have substantial experience of dealing with premises accommodating vulnerable people, having carried out work for social landlords. Our experience extends to sheltered accommodation, residential care premises and supported living accommodation.

### **3. Actions**

In particular, instructions to consultants in such situations are:

- to treat all occupants of premises with equality, dignity and sensitivity;
- to avoid any creation of stress or concern on the part of the tenants (for example, by reassuring occupants about the nature of the inspection carried out);
- to avoid all confrontation by withdrawal from site if appropriate;

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Certificate Number 860  
ISO 9001

- to report any concerns regarding the risks to tenants, or concerns regarding their living conditions, to the client, where appropriate.

In particular, it is important that C.S. Todd & Associates Limited prevents harm or exploitation of vulnerable persons by representatives of the company. To this end, character references of all potential staff who would carry out inspections are conducted and pursued. Additionally, staff working in sensitive situations are checked for criminal violations as well as general good character.

#### **4. Reporting Suspicions**

Staff should respond to any concerns they may have regarding the physical, sexual, emotional or psychological safety of a vulnerable person or concerns relating to discriminatory or financial violation or exploitation of a vulnerable person.

Any suspicions should be reported to the nominated vulnerable person officer of C.S. Todd & Associates Limited. Any reported suspicion or incident will be taken seriously and will be fully recorded. The officer will then contact the appropriate authorities to take the matter forward in line with their procedures.

#### **5. Confidentiality**

Confidentiality is a vital part of our work, particularly with regard to relationships with clients, and must be adhered to. The welfare of vulnerable persons must be ensured through liaison with the client having responsibility for those persons, or, in the case of vulnerable persons outside of the client's control, suitable external agencies should be approached to ensure a safe and satisfactory solution to any potential problems.

These policies and procedures will be reviewed annually and updated as appropriate in the interim periods.

#### **6. Hidden Disabilities**

C.S. Todd & Associates Ltd recognise and support the Hidden Disabilities Sunflower scheme and are a registered member. Hidden disabilities don't have physical signs and include learning difficulties, mental health as well as mobility, speech, visual or hearing impairments. They can also include asthma, COPD, and other lung conditions as well as chronic illnesses such as renal failure, diabetes, and sleep disorders when those diseases significantly impact day-to-day life.

Living with these conditions can make daily life more demanding for many people. They affect each person in different ways and can be painful, exhausting, and isolating. Without visible evidence of the hidden disability, it is frequently difficult for others to acknowledge the challenges faced and as a consequence, sympathy and understanding can often be in short supply.

Wearing the Hidden Disabilities Sunflower discreetly indicates to people around the wearer including staff, colleagues and health professionals that they need additional support, help or a little more time. Since its launch it has now been adopted globally by major airports and venues and in the UK, by many supermarkets, railway and

coach stations, leisure facilities, the NHS, a number of police, fire and ambulance services, and an increasing number of small and large businesses and organisations.

Date: 01.05.22

Signature: *C S Todd*

Name: Colin Todd

Position: Managing Director