

EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



Policy name:

Vulnerability & Reasonable Adjustments Policy

This policy was created to:

Support customers who are experiencing difficulties in their daily lives and may need extra help. We want to make sure everyone can access our services fairly and receive the support needed to live safely and independently in their homes.

What this policy covers

- Who we consider a vulnerable customer
- How we identify vulnerable people
- What support and reasonable adjustments we can offer
- How we record and use this information
- How we work with other professionals and services

It covers tenants, leaseholders, shared owners and household members across all Honeycomb Group brands (including Staffs Housing, Concrete, and Glow).

Our Goals

- Provide fair and high-quality services to vulnerable customers
- Spot issues early so we can give the right support before problems grow
- Help customers stay in their homes and avoid tenancy breakdown
- Make sure our staff know how to help and support vulnerable people
- Keep customers' information private and safe

Key Terms

- **Vulnerability:** A customer is vulnerable if they find it difficult to manage their tenancy, communicate with us, or deal with daily life. This could be due to physical or mental health, age, life events (like bereavement), or other challenges.

- **Reasonable adjustments:** Changes we make to help vulnerable people access services or manage their tenancy—for example, using large print letters or giving extra time to respond to us.

Our Approach

We aim to:

- Spot vulnerability as early as possible through forms, visits, or referrals
- Record vulnerabilities securely and update them when needed
- Act with kindness and respect, making sure support is offered quickly
- Involve care workers, social workers, or support services when necessary
- Make changes (reasonable adjustments) to help customers manage
- Follow safeguarding rules if someone is at risk of harm

Examples of reasonable adjustments:

- Translating letters or using large print
- Letting customers take more time to answer the door or phone
- Prioritising urgent repairs for health-related issues
- Working with councils to install home aids and adaptations
- Supporting customers to manage their money and reduce debts

Legal Compliance

We follow the Equality Act 2010, UK GDPR and Data Protection Act 2018, the Housing Ombudsman's guidelines, and all safeguarding laws to protect our customers and deliver inclusive, fair services.

Performance Monitoring

We regularly:

- Check that staff are recording vulnerabilities properly
- Work with local agencies to support vulnerable people
- Train our staff to spot issues and respond correctly
- Review and improve how we handle vulnerability cases

Data Protection

We safely store all personal information about customers' vulnerabilities in line with the UK GDPR and Data Protection Act 2018. We only share information when it is necessary and lawful—for example, with social services or GPs if a customer needs help.

Review

We review this policy every 3 years or sooner if laws change or we receive important feedback from customers or auditors.

Date of Policy: June 2024