



Be-You Adapting our services for vulnerabilities Policy

Adaptation of Schemes for Vulnerable Customers

At Be-You, we are committed to providing inclusive and supportive housing solutions that meet the diverse needs of vulnerable customers. Our approach ensures compliance with consumer regulations while prioritizing the well-being and autonomy of our tenants. We undertake the following actions to adapt our schemes effectively:

1. **Accessibility Assessments:** Conducting regular assessments to ensure that housing schemes are accessible for individuals with disabilities or mobility challenges. This includes features such as ramps, handrails, accessible bathrooms, and designated parking spaces.
2. **Personalized Support Plans:** Developing personalized support plans for vulnerable customers that address their specific needs, preferences, and goals. These plans are regularly reviewed and adjusted based on changing circumstances.
3. **Risk Assessments:** Conducting thorough risk assessments of housing schemes to identify potential hazards and implementing measures to mitigate risks. This includes fire safety assessments, emergency evacuation plans, and security measures.
4. **Communication Accessibility:** Ensuring that communication with vulnerable customers is accessible and inclusive. This may involve providing information in alternative formats (e.g., large print, audio), using plain language, or providing translation services if needed.
5. **Staff Training:** Providing specialized training for staff members who work with vulnerable customers. Training topics may include disability awareness, mental health first aid, safeguarding, and conflict resolution.
6. **Advocacy and Support Services:** Offering advocacy services or partnering with advocacy organizations to support vulnerable customers in asserting their rights and accessing services. This includes assistance with navigating legal, healthcare, and social services systems.
7. **Emergency Support Protocols:** Establishing clear protocols for providing emergency support to vulnerable customers. This includes 24/7 emergency contact numbers, emergency response plans, and ensuring staff are trained in emergency procedures.
8. **Complaints and Feedback Mechanisms:** Implementing accessible complaints and feedback mechanisms that allow vulnerable customers to raise concerns or provide feedback easily and confidentially. Ensuring prompt responses and addressing issues promptly.
9. **Community Engagement:** Promoting community engagement and social inclusion for vulnerable customers. This may involve organizing social activities, facilitating access to community resources, and encouraging participation in community events.

10. **Regular Reviews and Audits:** Conducting regular reviews and audits of schemes to assess their effectiveness in meeting the needs of vulnerable customers. This includes gathering feedback from customers, staff, and stakeholders to identify areas for improvement.
11. **Legal Compliance:** Ensuring compliance with relevant consumer protection regulations, disability rights laws, and housing standards. Staying updated on legal requirements and incorporating them into policies and procedures.
12. **Partnerships and Collaborations:** Collaborating with local authorities, healthcare providers, social services, and community organizations to enhance support services available to vulnerable customers. This includes referral pathways and joint initiatives to address complex needs.