



Title: Vulnerable Persons Guidance
Issue: v.1.1
Issued By: Catherine Garrido **Date:** 09/11/2021
Approved By: David Jones **Date:** 09/11/2021

Revision History

Issue	Issued	Approved	Reviewed
1.0	27/08/2019	27/08/2019	09/02/2021
1.1	09/11/2021	09/11/2021	17/01/2023 14/01/2024 SR 24/01/2025 SR 26/11/2025 EW

Quidos acknowledges that:

- All vulnerable adults and children have the right to protection from exploitation and abuse.
- All vulnerable adults and children need safeguarding and is the responsibility of all.

Aim and objectives

The main aim of this policy is to

- Provide a guidance as to how to detect a vulnerable person and how to proceed if the situation arises.
- Ensure a consistent approach to identifying, assessing and recording vulnerability
- Enable our employees and members to provide the high level of service expected out of them.

The first step is identifying a vulnerable person.

A person who finds it difficult to make an informed decision about the choices offered to them is called a 'vulnerable person'.

Vulnerable Consumers are defined by “Who decides? Lord Chancellor’s Department and ‘No Secrets’ – Department of Health 2000”

“A person aged 18 or over 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.”

A vulnerable person may experience:

- an undiagnosed or temporary mental health condition
- a diagnosed condition
- difficulty understanding the language
- a recent bereavement
- learning difficulties

What is expected out of a Quidos members, employees and suppliers:

- Individuals are required to be compassionate towards their customers and never exploit vulnerability.
- Individuals should be able to assist customers to make informed decisions about the service they are providing.
- Quidos recognises that it may sometimes be difficult for an individual to assess the vulnerability of a customer; in cases where an assessor is unsure, we recommend you use your judgement as to whether to enter the property and continue with an assessment
- If you believe you have interacted with a vulnerable person and you are concerned about their welfare, you must contact the appropriate authorities
- Individuals must not exploit the vulnerability of consumers or take advantage of their lack of knowledge of the EPC process for buying or selling a property.

If you believe you or someone else is in immediate danger, do something straight away - contact 999 and tell the operator what is happening.