

Procedure Title	Web Version Vulnerability Marker Policy
Directorate	Customer
Author	Lorna Davis
Date of approval	July 2023
Procedure Scope/Users	All employees, contractors

1 Introduction to the Vulnerability Marker Policy and Process

MSV housing management system Orchard (MRI) has functionality to mark a Tenant as vulnerable. The marker alerts staff to check what action needs to be taken when delivering services.

Mosscafe St Vincent's Housing Group (MSV) is not intending to identify every vulnerable or disabled person within our properties. The aim of this policy is to identify those tenants with a vulnerability or disability, where we may need to tailor our approach in delivering services. For example, visiting or prioritising repairs.

Definition of vulnerability for this policy

Vulnerable residents for MSV and for the purpose of this policy are individuals who may require tailored services due to their age, health, disabilities, or other factors that could be time limited such as end of life care, rehabilitation after hospital stay.

The Vulnerability Markers are not, necessarily, as a result of, an incident and could be more related to the tenants' needs, disability and behaviours.

The Vulnerability Marker is **not** intended to be used for everyone who has a disability but should be used where MSV staff have clearly identified a risk for a tenant, staff and contractors or it requires a priority response for specific repair due to this vulnerability.

This does not replace any existing safeguarding policy and procedures for vulnerability tenants. This policy requires the consent of the Tenant to be considered for the "vulnerability marker".

The Vulnerability Marker does not change MSV repairs response time but acts as a priority marker.

The Vulnerability marker system supports the Group's values by:

- **Vulnerability Markers will need consent from the Tenant/ Customer.**

- Tailoring services to ensure tenants, staff and contractors are communicated with in the most appropriate way
- Supporting teams through sharing knowledge to provide a good appropriate service with minimum risk.
- Tailoring our repairs service to ensure MSV can identify when priority services need to be provided
- Vulnerability marker may not always be linked as a result of an incident and will be led by an assessment.

2 Purpose

The purpose of this policy and procedure is:

- To clarify the procedure for identifying, assessing, and managing the vulnerability marker system
- Identify the responsibilities of staff, managers, and Gatekeepers

3 Responsibilities

Gatekeepers will

- Will receive all vulnerability marker logs
- Monitor and review quarterly reports
- Request updates from all regarding current vulnerability markers to ensure they are only kept for the time required in line with GDPR requirement.
- Provide briefing to staff on use of vulnerability markers

4 Vulnerability Marker description, codes, processes, and management

What are they?

A vulnerability marker is a coded alert that is applied to the tenant (not the property) where it can be shown that due to some form of disability or vulnerability special measures need to be put in place before visiting and contacting a Tenant.