Safeguarding Vulnerable Persons Policy

Policy Statement

WEINSULATE.CO.UK LIMITED is committed to safeguarding the welfare, dignity and wellbeing of vulnerable persons encountered during the course of our work. We recognise that many of our customers may be elderly, disabled, medically vulnerable or otherwise at greater risk of harm, abuse or exploitation.

We are committed to ensuring that all employees, subcontractors and those working on our behalf understand their safeguarding responsibilities and act professionally, respectfully and appropriately at all times.

Safeguarding forms an integral part of our commitment to providing safe, ethical and high-quality retrofit and energy efficiency services.

Purpose

The purpose of this policy is to:

Protect vulnerable persons from abuse, neglect, exploitation or harm whilst our work is being undertaken.

Promote a culture of dignity, respect and inclusion throughout the organisation.

Ensure all employees understand how to identify, respond to and report safeguarding concerns.

Provide a clear framework for reporting concerns in a timely and appropriate manner.

Ensure compliance with relevant safeguarding legislation, TrustMark requirements and recognised industry good practice.

Scope

This policy applies to:

All Directors.

Employees.

Supervisors and Managers.

Operatives.

Apprentices and trainees.

Agency workers.

Self-employed contractors and subcontractors.

Any individual acting on behalf of WEINSULATE.CO.UK LIMITED.

The policy applies whenever employees are working in customers' homes, workplaces or any environment where vulnerable persons may be present.

Our Commitment

WEINSULATE.CO.UK LIMITED is committed to:

Treating every customer with dignity, courtesy and respect.

Promoting equality, diversity and inclusion throughout our business.

Providing a professional service that protects vulnerable persons from harm.

Maintaining the privacy, confidentiality and personal dignity of our customers.

Ensuring safeguarding concerns are taken seriously and acted upon appropriately.

Providing safeguarding awareness training for employees where appropriate.

Maintaining effective procedures for reporting safeguarding concerns.

Working with clients and relevant agencies where safeguarding concerns arise.

Responsibilities

Directors
The Directors are responsible for:

Ensuring effective safeguarding arrangements are implemented.

Providing sufficient resources, information and training.

Monitoring compliance with this policy.

Reviewing safeguarding arrangements on a regular basis.

Managers and Supervisors
Managers and Supervisors are responsible for:

Ensuring employees understand this policy.

Promoting good safeguarding practices.

Receiving and responding to safeguarding concerns promptly.

Escalating concerns where necessary.

Maintaining appropriate records of reported concerns.

Employees and Contractors
Every employee and contractor has a responsibility to:

Treat all customers with dignity, patience and respect.

Remain alert to signs of abuse, neglect or exploitation.

Report any safeguarding concern immediately to their Manager or Director.

Cooperate with any safeguarding investigation.

Attend safeguarding training where required.

Maintain confidentiality while recognising that safeguarding concerns must always be reported appropriately.

Failure to report suspected abuse or harm may be regarded as a breach of Company procedures and could result in disciplinary action.

Recognising Vulnerability
Employees should be particularly mindful when working with customers who may be:

Elderly or frail.

Living with physical disabilities.

Living with learning disabilities.

Experiencing mental health conditions.

Living with dementia or cognitive impairment.

Seriously ill.

Socially isolated.

Experiencing financial hardship.

Unable to fully understand or communicate information.

Reporting Safeguarding Concerns
Where an employee suspects that a vulnerable person may be at risk of abuse, neglect or exploitation, they must:

Ensure there is no immediate danger to themselves or others.

Report the concern immediately to their Supervisor, Manager or Director.

Record the facts accurately and objectively.

Maintain confidentiality and avoid discussing the matter with anyone not directly involved.

Cooperate fully with any subsequent investigation.

If a person is believed to be in immediate danger, emergency services should be contacted without delay.

Confidentiality

All safeguarding concerns will be handled sensitively and confidentially.

Information will only be shared with those who have a legitimate need to know and in accordance with applicable data protection legislation. Confidentiality will never prevent appropriate action being taken to protect a vulnerable person from harm.

Equality, Diversity and Respect

WEINSULATE.CO.UK LIMITED is committed to promoting equality, diversity and inclusion throughout the organisation.

All individuals will be treated fairly and with respect, regardless of:

Age

Disability

Gender

Gender reassignment

Marriage or civil partnership

Pregnancy or maternity

Race

Religion or belief

Sexual orientation

We are committed to eliminating discrimination, harassment and victimisation in all aspects of our business.

Training

Safeguarding awareness forms part of employee induction and ongoing training where appropriate.

Employees will receive information on:

Recognising safeguarding concerns.

Professional conduct when working in customers' homes.

Appropriate reporting procedures.

Customer care and respectful communication.

Confidentiality and data protection.

Monitoring and Review

The Company will monitor safeguarding arrangements through:

Management reviews.

Employee feedback.

Customer feedback and complaints.

Incident reporting.

Internal audits.

This policy will be reviewed annually or sooner if legislation, guidance or Company operations change.

Approved by: Eric Smith-Hutchon - Director
Signed: *E Smith-Hutchon* Date 01/05/2026

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