

May 2020

Vulnerable Persons Policy

North West Cambridge Development

Version 1.0

1 Introduction

The University of Cambridge (“the University”) is committed to ensuring the welfare of vulnerable persons and children when its employees or service providers encounter them, either directly or indirectly, at or in relation to the Eddington site on the North West Cambridge Development (“Eddington”).

This policy is intended for both internal and external use and application. This policy will be made available on the Eddington website for the public to access. This policy will be reviewed periodically or in line with changes in relevant legislation and updated without notice.

This policy is intended to supplement and not replace the University’s policies on inclusiveness, safeguarding and vulnerable persons.

This policy applies to the University and its wholly owned subsidiaries with responsibilities at Eddington, namely Portal Estate Management Limited (“Portal”), Core Sustainable Heat Management Limited (“Core”) and Lodge Property Services Limited (“Lodge”). It does not apply to commercial organisations outside of the University’s control which operate on the Eddington development, for example the University of Cambridge Primary School, Eddington Nursery, Storey’s Field Centre, or businesses that occupy shops at Eddington.

2 Aims

This policy sets out the approach to vulnerable persons at Eddington.

The vision for Eddington is a safe community space where all residents have equality of opportunity. The University will actively foster community groups, where possible, and seek to promote inclusiveness within services offered.

3 Process for providing services to Vulnerable Persons

For the purposes of this policy, a “vulnerable person” is defined as a person who may be unable to take care of themselves, or is unable to protect themselves against abuse, harm or exploitation. This may be through age, illness, physical or mental disability.

As part of service delivery, University personnel may need to be in contact with vulnerable persons. The University is committed to ensuring that all persons have equality of access to services in a way which does not discriminate.

To facilitate this, Portal, Lodge and Core have established processes for confidentially registering vulnerable persons and securely holding their information on a vulnerable person register. This is done upon initial customer registration. If you need further information on the vulnerable person registers, including how to register yourself or someone else, please contact the relevant team within Portal, Lodge or Core.

The University and its subsidiaries will make reasonable adjustments for communicating with vulnerable persons which may include:

- Dealing with an appointed responsible person (proxy) rather than directly with the vulnerable person.
- Making areas of the estate accessible, including the Estate Management Office.
- Ensuring the contact details of the Designated Safeguarding Lead are available both online and on display in the Estate Management Office.
- Providing a route to receive information in accessible formats subject to reasonable timescales. This includes printed materials, large print format, braille, translations into foreign languages, etc.
- Providing assistance with tasks such as waste collection, where resources allow.

All personal data collected by Portal, Core or Lodge will be held and processed strictly in accordance with the University of Cambridge’s relevant data protection policies, a copy of which is available at the following link: <https://www.information-compliance.admin.cam.ac.uk/data-protection>