

Vulnerable Persons Policy

Portal Estate Management

Version 2.0 | July 2025

Vulnerable Persons Policy

1. Introduction

The University of Cambridge is committed to supporting the wellbeing of vulnerable persons and children who live, work, or may be encountered on the Eddington site.

This policy sets out how services are delivered in a way that protects and promotes equality, dignity, and respect. It applies to staff and contractors working on behalf of the University and its wholly owned subsidiaries at Eddington, including:

- Portal Estate Management Limited
- Core Sustainable Heat Management Limited
- Housing Services

This policy supplements the University's wider safeguarding, equality, and inclusiveness policies and will be reviewed periodically. The current version is available at:

 <https://eddington-cambridge.co.uk/legal-policies>

*Note: This policy does not apply to independent businesses or organisations at Eddington (e.g. the Primary School, Nursery, Storey's Field Centre, retail operators, or privately owned properties). However, Portal will use its influence and partnerships to encourage these organisations to adopt similar approaches to safeguarding and inclusion, promoting consistent standards of care and community wellbeing across the Eddington estate.

2. Aims

The University's vision for Eddington is to provide a safe, welcoming, and inclusive environment for all. This policy aims to:

- Promote equality of opportunity for all residents and users of the estate
- Ensure services are accessible to those who may require additional support
- Foster a community that recognises and responds to the needs of vulnerable people
- Encourage participation in community life wherever possible

3. Supporting Vulnerable Persons

3.1 Definition

A vulnerable person is anyone who may be unable to care for themselves or protect themselves from harm, abuse, or exploitation. This may be due to age, illness, or a physical or mental health condition.

3.2 Registration and Confidentiality

Registration is voluntary, to ensure individuals receive the support they need please contact portal@eddington-cambridge.co.uk.

3.3 Reasonable Adjustments

The following support measures may be offered where appropriate:

- Communicating via a designated representative or responsible person
- Providing information in accessible formats (e.g. large print, braille, translated materials)
- Making estate facilities more accessible, including the Estate Management Office
- Offering practical help (e.g. with waste collection), depending on available resources.

Residents are encouraged to contact their housing or estate team if they require adjustments or support.