

## **Vulnerable User Policy**

At Skaboona Solutions Ltd, we are committed to treating all customers fairly and ensuring that any vulnerable service users receive the appropriate support and care. We understand that our customers may rely on our services to assist or care for vulnerable people, such as, for example, in assisted living facilities. Our aim is to provide a high level of service and support tailored to the specific needs of our vulnerable users or customers and those who care for them.

### **Who is a Vulnerable Customer or User?**

A vulnerable person is an individual who may be especially susceptible to harm or detriment due to their personal circumstances. When supplying services to a business, we consider a vulnerable customer to be anyone who uses our services to care for vulnerable users. We also appreciate that vulnerable people may interact with us on behalf of a business, or in the case of a business owner, be a vulnerable customer in themselves. A vulnerable user is a vulnerable person who uses our services.

Vulnerabilities may include, but are not limited to:

- Age
- Physical or learning disability
- Physical or mental illness
- Low literacy levels
- Communication difficulties

### **How to Inform Us About Your Circumstances**

If you have specific accessibility requirements, are in a vulnerable situation, or are using our services to support somebody who is you can inform us through any of the following channels:

- **Phone:** Call our support team at 0333 358 3444
- **Email:** Email us at [support@skaboona.co.uk](mailto:support@skaboona.co.uk)
- **Post:** Write to us at The Old Brewery 50 Stratford Road Shipston-on-Stour CV36 4BA

Any information you provide will be handled with strict confidentiality and in accordance with data protection laws.

## **Our Support for Vulnerable Users**

### **1. Free Directory Enquiries Service**

- For users with visual impairments or those unable to use a printed directory, we provide free access to directory enquiries. Please contact us to register for this service.

### **2. Relay Service**

- We will arrange a relay service for users with hearing or speech difficulties, allowing text-to-speech and speech-to-text translation. This service is accessible via PCs, laptops, and smartphones.

### **3. Emergency Video Relay Service**

- Deaf users who use British Sign Language (BSL) can access emergency services through a BSL interpreter. This service is free of charge and can be accessed via the 999 BSL app or website (<https://999bsl.co.uk/>).

### **4. Priority Fault Repair**

- We prioritise repair services for vulnerable customers to ensure swift resolution of any faults. In the event of a network outage, vulnerable customers will be given priority in the repair process.

### **5. Third Party Bill Management**

- Customers can nominate a third party to manage their bills on their behalf. This includes receiving and paying bills, subject to passing data security checks.

### **6. Accessible Documentation**

- We will provide bills, contracts, and letters in accessible formats such as large print, Braille, coloured paper, or electronic format at no extra charge.

## **Policy Review**

We are dedicated to continuously monitoring and reviewing the effectiveness of this policy to ensure that our vulnerable customers receive the necessary support and guidance. We welcome customer feedback and use internal reviews to improve our policies and practices.

## **Staff Training**

All customer-facing staff are trained to understand and implement this Vulnerable Customer Policy. They are equipped to offer appropriate support to customers whose circumstances may make them vulnerable.

For more information or to discuss any specific needs, please contact our support team. We are here to help and ensure you receive the best possible service tailored to your circumstances.