

## Mid Devon District Council – items for agenda

This form should be completed by Member(s), Officers or members of the public when proposing an item for Scrutiny or a PDG.

Proposer's name and title	Cllr Ben Holdman	Date	November 2021
Proposed issue and brief description	Vulnerability policy: to develop a policy to support MDDC customers in vulnerable circumstances.		
Background	<p>Some customers that the Council comes into contact with will be vulnerable in the context of how we interact with them, depending on their personal circumstances.</p> <p>The Council has a duty to make reasonable adjustments and put in place appropriate additional support mechanisms to take account of these needs.</p> <p>Whilst it is very difficult to define, the Council is likely to consider someone to be vulnerable when their personal circumstances and characteristics mean they are significantly more likely than a typical person to suffer detriment in connection with how the Council deals with them, or where that detriment is likely to be more substantial.</p> <p>An adult or child in a potentially vulnerable situation may be someone whose situation includes:</p> <ul style="list-style-type: none"> <li>• Physical and mental medical conditions</li> <li>• Disability</li> <li>• Learning difficulties</li> <li>• Times of stress or anxiety (e.g., bereavement, redundancy)</li> <li>• Financial vulnerability</li> <li>• English not being the customer's first language</li> <li>• Influence of alcohol or drugs</li> </ul> <p>If the Council's customer service is not well prepared to handle calls from customers in each of these circumstances, it will risk damaging its reputation and, more importantly, harming the customer.</p>		
What will the outcome be?	For the PDG to agree that it would like Officers to develop a vulnerability proposal that will come back to the PDG for approval.		