How we help vulnerable people who live in a Torus home





Easy read booklet

July 2024



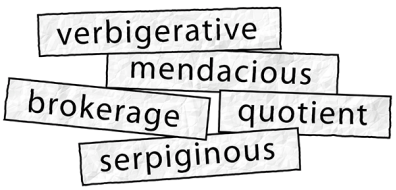
This is an Easy Read version of some information. It has words and pictures.



You might want help to read this booklet. You can ask someone to help you.

words

Some words are **black and bold**. This means we think they are difficult words.



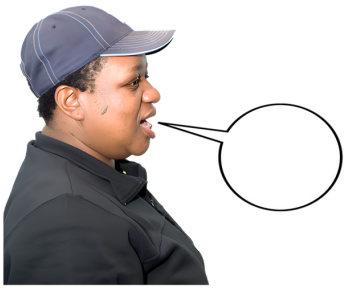
Black and bold words are thicker and darker. We explain what they mean in a box like this.



Some words are **bright blue**. These are links to websites or email addresses. You can click on these links on a computer.

Who we are and what this booklet is about

We are **Torus**. We own the home that you live in.



This booklet tells you about our **policy** for how we help **vulnerable people** who live in homes we own.



A **policy** is a plan that shows what we want to happen.



Vulnerable people are people who may need extra help to be safe in their home.

Who vulnerable people are









Vulnerable people might

- be over 75 years old
- have a disability
- have a **mental illness**
- be a **care leaver**
- have been in prison
- be a **refugee** or **asylum seeker**
- have an illness they will not get better from
- have a learning disability
- have **substance abuse problems**
- not speak English
- be victims of **domestic abuse**
- need help after someone dies
- need help with money problems.

They might also have other problems they need help with.



Mental illness is when you have problems that affect how you think, feel and behave.



A **care leaver** is someone whose family needed extra help to look after them when they were a child. As an adult, they do not get that help anymore.



A **refugee** is a person who leaves a country to move to one that is safer or away from war. They are allowed to stay in the country they have moved to.



An **asylum seeker** is someone waiting to see if they can stay in the country they have moved to.



Substance abuse problems are when you use drugs or alcohol in a bad way.





Domestic abuse is when someone in your family or your partner hurts you.

This includes

- hitting you
- making you do things you do not want to do
- stopping you from seeing other family and friends
- not letting you spend your money yourself.

How we know if someone is a vulnerable person



Anyone can become a vulnerable person. You might need help for a long time or a short time.



If you live in one of our homes and you think you might be a vulnerable person, you can tell us.



If you ask us for some kinds of help, like help to pay your rent, we might use this information to decide if you are a vulnerable person.



If we talk to you, or visit your home and are worried about you, we might ask if you are a vulnerable person.



Your doctor or someone who cares for you might tell us if you are a vulnerable person.

What we do with your information



If you are a vulnerable person, we will make a note on our computer systems to show this.



The note will explain how you are vulnerable, how we can help you and if we are allowed to speak to anyone else about this, like your family, or a carer.



We use this information to make **reasonable adjustments** to help you.



Reasonable adjustments are things we can do to make your life easier.

Reasonable adjustments we can make



The **law** says we have to make reasonable adjustments to help people.



The **law** protects people and makes sure everyone is treated in a good and fair way.



When you ask us to make a reasonable adjustment, we have to think about how it will affect us and about if it will help you.



Different people might need different reasonable adjustments, even if they think they are vulnerable in the same way.



You can ask us to

- make changes to your home, like adding a ramp or handrails
- visit you earlier or later in the day than we normally would



- send you information in a different way, like in easy read, or large print
- make sure you have time to answer the door when we visit.



- make sure we have someone who speaks the same language as you when we visit.
- help you look after your money and make sure that you pay your rent on time.



- help if your neighbours upset you, hurt you or make you feel frightened.



If you want to ask us for help or information in a different language call this number **0800 678 1894**
or
send an email to this address
info@torus.co.uk

Who we asked for help to write this policy



We wrote this policy with help from people who live in our homes.



We also asked for help from people who are in our Torus Talks Facebook group.



People from lots of different departments at Torus looked at what we wrote and told us what they think.



People we work with, like local councils, also told us what they think.

Making sure everyone is included



We want **Torus** to be a place where everyone is safe and happy.



All of our policies follow the law to make sure people are treated fairly.



We want to make it easy for people from lots of different backgrounds to live in our homes and work for us.



Some people who are vulnerable also have a **protected characteristic**.



A **protected characteristic** is something about a person, like their disability or age, that the law protects to make sure they are treated fairly.



If you have a protected characteristic, we will think about if you need extra support.

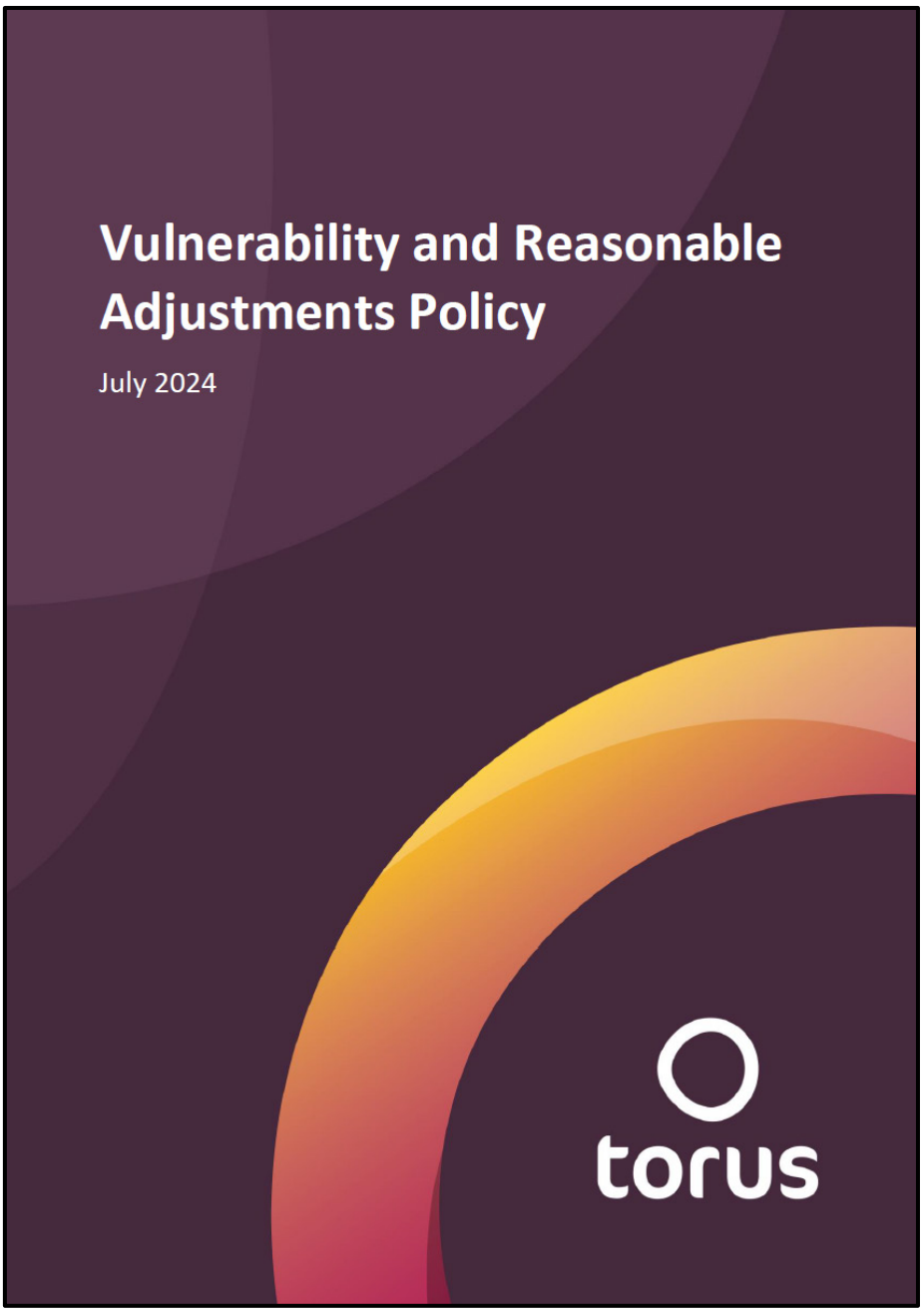
When we will check this policy



We will check this policy is working 2 times every year.



We will update this policy every 3 years, or more often if we think we need to.



The full version of this document is called

"Vulnerability and Reasonable Adjustments Policy July 2024"

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