

Coastline's Customer Vulnerability Statement

At Coastline, we provide support so that all our customers have equal access to our homes and services. Recognise, respond, record.

To achieve this, we will:

- Take every opportunity to recognise and anticipate any vulnerabilities and their impact, to consider what customers need when accessing our services.
- Respond by removing any disadvantage faced, by making any reasonable adjustments (a suitable care and support plan where appropriate) to those with protected characteristics or vulnerabilities.
- Signpost and refer vulnerable customers to suitable support services and partners.
- Recognise that adjustments may need to meet a short-term or temporary need, or a long-term need.
- Review the needs of the customer by taking a whole person, human centric approach.
- Not assume their needs, instead ask *what matters* to the customer and not "what's the matter?"
- Record and maintain accurate records of any vulnerabilities and their impacts at a customer level.
- Review vulnerabilities and their impact annually, or more frequently depending on the nature of the vulnerability.

This statement is supported by the Coastline's Board of Directors, Executive Team and Senior Leadership team, and reviewed quarterly by our internal Equality, Diversity and Inclusion Steering Group.