



Safeguarding Policy
March 2023



Viewber recognises that at the heart of good client service is communication and the building of a relationship, built on an understanding of and respect for the client's needs.

Our Viewber Members will at times come into contact with vulnerable people. This policy outlines how we will seek to ensure the safety of our client's customers.

We recognise that vulnerability may come in many forms, including (but not limited to):

- Age
- Physical or Learning Disability
- Ill-health
- Mental ill health
- Language/communication barriers

Who is this policy for?

This policy is for:

- Viewber HQ Team Members (employees)
- Viewber Members (freelancers)

Why is this policy important?

The policy defines the standard to which all Viewber's client's customers will be treated, and includes:

- Homeowners, Tenants and Leaseholders
- Landlords & Lettings Agents
- Social Housing and Care & Support organisations

Further queries or questions?

If after reading this policy in full you have any further queries or questions, please email:

people@viewber.co.uk (employees)
membership@viewber.co.uk (Viewber Members)



Viewber Member Responsibilities

All Viewber Members will have a duty of care to act responsibly towards the welfare of any vulnerable people and children with whom they may come into contact when undertaking appointments on behalf of Viewber.

This means but is not limited to:

- Adopting a zero-tolerance approach to all forms of abuse and neglect
- Protecting the rights of all people as individuals, treating every with respect and dignity
- Only conducting appointments with an appropriate adult present
- Not conducting appointments with an unaccompanied person under the age of 18
- Reporting all concerns of alleged, suspected or witnessed abuse or harm to safeguard@viewber.co.uk

Viewber Academy Safeguarding Module

Our Viewber Academy Safeguarding Module is available 24/7 using the link below: <https://www.flexiquiz.com/SC/N/safeguardingacademy>

Viewber HQ Team Responsibilities

It should be noted the Viewber HQ Team Members do not undertake appointments at properties and are extremely unlikely to have any direct communication with our client's customers. Viewber HQ Team Members responsibilities are therefore limited to the following actions.

The Viewber Member application process will be followed to ensure all new Members provide a Basic Disclosure and Barring Certificate (DBS) dated within the last two years. New Members will also be required to complete the Viewber Academy Safeguarding Module. This online training course covers a basic understanding of safeguarding and what signs to look out for.

Where a Viewber Member reports any incidents of alleged, suspected or witnessed abuse or harm to the Viewber HQ Team, we will discuss the situation with the Viewber Member and provide written details, by email, to our instructing client allowing the client to contact the appropriate agencies to report the issue(s) directly.

An allegation of abuse or neglect may lead to a criminal investigation, so when reporting the incident, the Viewber Member will be asked if they are happy for their personal details to be passed onto the relevant 3rd parties.

If a concern is raised about a Viewber Member we will take this very seriously. We will co-operate fully with any police investigation and take any appropriate disciplinary action.

Our People and Membership will ensure that this policy is communicated to all HQ Team Members and Viewber Members.