



Insurance companies' responsibilities in taking account of children's' voices and needs

Acknowledging and taking account of children's voices and needs was felt to be the responsibility of insurance companies in the UK, as follows: "insurance companies could improve their practices by developing more effective assessment and consistent approaches to repair, recovery and resilience which acknowledge the needs of children". Indeed, there is a document detailing "ten tips" for insurers to better support children. These included: accounting for children's voices; providing money for increased transport and food costs; providing child-friendly policy guidance; supporting "frontline" workers to avoid disputes in front of children; avoiding talk of "back to normal", instead referring to a "new normal"; and supporting and lobbying for flood resilience regulations and infrastructure. The children also suggested that it should be easier to find independent information about policies.

Note: See source document for full reference.

Applicable to:

Stakeholders: [Norms/values](#), [Age-related roles](#), [Access and use of infrastructure/services](#)

Disaster Phases: [Response](#), [Recovery](#)

Types of Actors Concerned: [Entrepreneurs](#), [Government](#)

Hazards: [Natural hazards](#), [Man-made non-intentional hazards or emergency situations](#), [Man-made intentional hazards](#)

Recommendations:

- [Empower vulnerable groups \(i.e. children, elderly, and people with disabilities\) by including them in disaster management decision-making and actions](#)

Source

[Deliverable D7.3 "Report on cultural factors and citizen empowerment" \(page 66\)](#)

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