



Derbyshire Dales CVS

Vulnerable Adults Policy

Mission

“The *(insert name of club/organisation)* is committed to ensuring the protection of vulnerable adults through the development and implementation of effective policies and best practice.

Members of the Management Committee, Staff and volunteers, recognise and accept the responsibility to develop and raise awareness of the issues involved in working with vulnerable adults.”

Definition

The broad definition of a vulnerable adult is a person:

‘Who is eighteen years of age or over, and who may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or exploitation.’

(‘Who Decides’:1997, Lord Chancellor’s department)

Objectives

- To provide an environment in which vulnerable adults feel safe and valued
- To ensure that Management Committee members, staff and volunteers take responsibility to protect vulnerable adults from harm at all times
- To elect a member of the Management Committee as the designated representative for all Vulnerable Adult matters, and to identify appropriate training opportunities for that member.
- To develop and adopt a set of guidelines/code of conduct for working with vulnerable adults, which all members, staff and volunteers are aware of and adhere to
- To exercise a *Duty of Care* and, when necessary, share information and/or concerns in a confidential manner with the appropriate outside agency e.g. Social Services.
- To ensure that all staff and volunteers who work with, or have responsibility for, vulnerable adults are checked by the Criminal Records Bureau (CRB).

- To ensure recruitment of volunteers includes a minimum of two character references to support an application.
- To develop a time specific induction period when all new staff and volunteers are introduced to guidelines for working with Vulnerable Adults and policy and procedures.
- To ensure volunteers are supervised during a designated probationary period with ongoing regular supervision opportunities.
- To review and update this policy and practice annually.

Abuse

Abuse may be defined as the wrongful application of power by someone in a dominant position. It involves an imbalance of power and exploitation without a full and informed consent. Abuse can take several different forms and may be a single act or repeated acts.

- **Physical abuse** – includes hitting, slapping, kicking, pushing, withholding or misuse of medication
- **Sexual abuse** – includes sexual assault and rape, or sexual acts where the vulnerable person has not (or could not give) given consent or was forced into consenting.
- **Psychological abuse** - includes threats of harm, emotional abuse, humiliation, verbal abuse, intimidation, coercion, harassment, withdrawal of support, isolation and deprivation (physical and sensory).
- **Material / financial abuse** – includes fraud, theft, exploitation, financial transactions, misappropriation e.g. willed inheritance, property, benefits and possessions.
- **Neglect & Acts of Omission** – includes ignoring physical care and medical needs, withholding basic living requirements e.g. adequate nutrition, safe and warm environment, withholding necessary medication and failure to provide access to appropriate health and social care services and / or educational services.
- **Discrimination** – includes harassment and/or exclusion because of race, creed, culture, ability, gender and any slur deemed offensive and abusive.

Code of Conduct

- Staff and volunteers treat vulnerable adults with respect and sensitivity at all times.
- Staff and volunteers must ensure that the safety and dignity of those vulnerable adults in their care is maintained at all times.

- It is the duty of staff and volunteers to ensure that vulnerable adults in their care are aware that there are designated members of staff to help them with any worries and/or difficulties.
- All staff and volunteers should be made aware of the *Vulnerable Adults Policy*, and the *Duty of Care*, during induction and of the procedure to follow for reporting possible / alleged cases of abuse or harm.

Sharing Information

- If volunteers have concerns about the possible abuse of a vulnerable adult, or where a disclosure has been made, this must be reported to a member of staff as a *Duty of Care* responsibility.
- An accurate written record of concerns, disclosures and any related incident(s) must be made by the volunteer using the appropriate incident form (see appendix 1)
- The designated staff member will liaise with the relevant agencies and forward the record of concern for information. A copy should be kept on file to which designated staff members *only* have access.

It is important for staff and volunteers to avoid making assumptions and discussing concerns indiscriminately.

Confidentiality, and respect for the vulnerable adult(s) involved, is of the utmost importance.

Volunteer recruitment

- Volunteers who wish to work with vulnerable adults are required to obtain a Criminal Records Bureau Enhanced Disclosure check, which is valid for three years.
- As part of the recruitment process, volunteers will be required to complete an application form, supply two character references and attend for interview (Panel must consist of two or more people, which includes a member of the Management Committee)
- Volunteers will have a supervised probationary period of three months with regular supervision thereafter.

Induction & Training

Volunteers will complete an induction period that will include training in

- Guidelines for working with Vulnerable Adults
- Recognising different forms of abuse
- Guidelines on the process for recording concerns / disclosures

- Policies and procedures

Monitoring

This policy will be reviewed annually by the Management Committee to ensure it remains fit for purpose.

This policy was adopted by.....Management Committee

Signed:.....on behalf of the Management Committee

Position:.....

Date:.....

Reviewed on:

Date:.....

Date:.....

Date:.....

Appendix I

Record of Concern / Disclosure Form

Name of vulnerable adult:
Address:
Telephone number:
Parent / Carer's details:
Telephone number:
A} Please give an account of your concern(s) and why you are concerned:
B} Please give an accurate and factual account of any disclosure:
Are the Parents / Carer's aware?
Reported by (name & contact details)
Date:
Reported to (Staff member):
Date:
Action taken:
Staff member's signature:

Appendix II

Notes for completing Record of Concern/Disclosure form correctly

1. It is important to understand that this form may be used as evidence in any investigation, and also may be used in a Court of Law.
2. Section A – this is where you may record your concerns. This could be related to a change in behaviour, attitude or mood over a period of time which is ‘out of character’ for that person. Physical evidence e.g. unexplained bruising may also be a cause for concern.
3. Section B – If a person makes a disclosure of abuse to you then you must complete this section as accurately as possible detailing:
 - *When and where the abuse occurred*
 - *Who was involved*
 - *Are there any obvious physical signs e.g. bruising, cuts, abrasions, burns*
 - *How did the person describe what had happened*
 - *Who else have they told e.g. parents/carers*

Please note that, depending on the circumstances, you may need to fill in only one of the above sections or, in some cases, both sections may need to be completed.

4. It is important that any concerns and/or disclosures are reported to the designated staff member who will then decide:
 - what action should be taken
 - Which agencies should be alerted e.g. police, social services

If you require any further help with your policy please ask DDCVS.

Derbyshire Dales CVS
Agricultural Business Centre
Agricultural Way
Bakewell,
Derbyshire
DE45 1AH

Tel 01629 812154
Email enquiries@ddcvs.org.uk
Website: www.ddcvs.org.uk