



---

## Vulnerable Adult Protection Policy

---

Author: Graham Bromley

---

## ***Vulnerable Adults Protection Policy***

Marsh Street Arches and Garden Community Interest Company are committed to ensuring that vulnerable people who volunteer and/or use our services are not abused and that working practices minimise the risk of such abuse.

### ***Introduction***

The characteristics of vulnerable adult abuse can take a number of forms and cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Victims may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries. There may be some situations where victims are unaware that they are being abused or have difficulty in communicating this information to others.

### ***Aim of Policy***

The aim of this policy is to ensure the safety of vulnerable adults by outlining clear procedures and ensuring that all volunteers, staff and members of the public are clear about their responsibilities.

### ***Definitions***

**Vulnerable adults** are people who are over 18 years of age and may be unable to take care of themselves and to protect themselves from harm or exploitation by other people.

This **may** include a person who:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance mis-user
- Is homeless

### ***What is abuse?***

Abuse is a violation of an individual's human and civil rights by any other person or persons. It can take a number of forms:

- Emotional/psychological abuse e.g. intimidation or humiliation
  - Financial abuse e.g. theft or exerting improper pressure to sign over money from pensions or savings etc.
  - Neglect or acts of omission e.g. being left in wet or soiled clothing, or malnutrition
  - Discriminatory abuse e.g. racial, sexual or religious harassment
  - Personal exploitation – involves denying an individual his/her rights or forcing him/her to perform tasks that are against his/her will
-

- Violation of rights e.g. preventing an individual speaking his/her thoughts and opinions
- Institutional abuse e.g. failure to provide a choice of meals or failure to ensure privacy or dignity

### ***Rights of Vulnerable Adults***

The vulnerable adults have the right to:

- be made aware of this policy
- to have alleged incidents recognised and taken seriously
- to receive fair and respectful treatment throughout
- to be involved in any process as appropriate
- to receive information about the outcome.

### ***Photographing, Videoing and Filming of Vulnerable Adults***

There is evidence that some people have used sporting venues and activities as an opportunity to take inappropriate photographs or film footage of children and vulnerable adults. The following is required for the activities or events where vulnerable adults are participating:

- Where possible consent from the parent/guardian for photographing, videoing and/or filming of a vulnerable adult must be obtained prior to the event or activity.
- Where possible anyone wishing to use photographic/film/video equipment at a venue must obtain the approval of the management.
- No unsupervised access or one-to-one sessions are to be permitted unless this has been approved in advance by the vulnerable adult, parent/guardian and the organisation, and appropriate vetting has occurred e.g. CRB check of individual wanting to photograph, film or video.
- Marsh Street Arches and Garden CIC reserves the right at all times to prohibit the use of photography, film or video at any event or activity with which it is associated.
- The requirements above are promoted to ensure all people present at the event or activity understand the procedure and are aware of whom to contact if concerned.

### ***Confidentiality***

The Marsh Street Arches and Garden CIC confidentiality policy should be adhered to except that the welfare of vulnerable adults is paramount and takes precedence over it. Do not keep concerns relating to potential abuse of vulnerable adults to yourself.

Confidentiality may NOT be maintained if the withholding of information will prejudice the welfare of a vulnerable adult.

### ***Disclosure Checks***

All newly recruited volunteers and staff are CRB checked.

---

## ***Recruitment***

Marsh Street Arches and Garden CIC will ensure that all volunteers and staff whose roles include working with vulnerable adults are carefully selected, screened, and supervised.

## ***Reporting Procedures***

All those making a complaint, allegation, or expression of concern, whether volunteers, staff, service users, carers or members of the public should be reassured that they:

- will be taken seriously
- their comments will usually be treated confidentially but their concerns may be shared if they or others are at significant risk
- if service users, they will be given immediate protection from the risk of reprisals or intimidation
- if staff they will be given support and afforded protection .

If an allegation is made to a member of staff or there is a suspicion of abuse then the member of staff should inform their line manager as soon as possible.

The Project Coordinator should make a written record of the allegation or suspicion of abuse (see appendix 1) and contact local Social Services

If a staff member has been told about the allegation of abuse in confidence, they should attempt to gain the consent of the person to make a referral to another agency. However, the gaining of the consent is not essential in order for information to be passed on. Consideration needs to be given to:

- The scale of the abuse
- The risk of harm to others
- The capacity of the victim to understand the issues of abuse and consent

If there is any doubt about whether or not to report an issue to Social Services then it should be reported.

In emergency situations (e.g. where there is the risk or occurrence of severe physical injury), where immediate action is needed to safeguard the health or safety of the individual or anyone else who may be at risk, the emergency services must be contacted.

Where a crime is taking place, has just occurred or is suspected, the police must be contacted immediately.

---

**Appendix 1**

**Incident Report Form**

Name:.....

Role:.....

Address:

Telephone:

---

Briefly describe what happened (include times and dates):

Names and contacts of witnesses:

---

Name of person completing form:

Date:

Action to be taken:

---