

VULNERABLE ADULTS POLICY & PROCEDURES

1. General Statement:

This policy should be read in conjunction with PP12 Safeguarding, PP13 Grievance and PP14 Complaints Policies & Procedures.

The Let's Play Project is committed to ensuring that vulnerable people who use our services are treated with dignity and respect and that working practices minimise the risk of abuse.

2. Definition:

2.1. Vulnerable adults are people who are over 18 years of age and are getting or may need help and services to live in the community. Vulnerable adults may be unable to take care of themselves and be unable to protect themselves from harm or exploitation by other people.

3. Abuse can include:

3.1. Financial, material, sexual, psychological, discriminatory, emotional abuse and neglect.

3.2. Abuse can take place in any setting, public or private, and can be perpetrated by anyone.

3.3. Volunteers, Staff and Trustees have a duty to identify abuse and to report it. Training is given on handling disclosures during safeguarding training and details of contacts are given in the Safeguarding Policy. Main contacts are listed below in section 5.

4. Support for volunteers and staff:

4.1. The Volunteers and Staff reporting incidents of suspected or potential abuse may find that the victim and/or the other responsible adult concerned are upset or angry.



- 4.2. The Charity Manager, Senior Coordinator and Trustees of the Charity will support Staff directly in these situations.
- 4.3. Other support may take the form of support provided by work colleagues or support or counselling provided by an outside body if required.
- 4.4. **Note:** Volunteers and Staff themselves may also be the subject of an allegation of abuse. In this situation the procedures outlined in the Complaints Policy & Procedures (**PP14**) will be followed. Advice can also be sought from the LADO (Local Authority Designated Officer) on **01865 810603**.

5. **Confidentiality:**

- 5.1. Confidentiality is crucial to all our work and relationships, and all Staff, Trustees and Volunteers are required to sign a confidentiality agreement prior to working for Let's Play. (**See PP07 Confidentiality Policy & Procedures**)
- 5.2. The welfare of vulnerable adults is paramount. Concerns relating to potential abuse of vulnerable adults must be discussed with the Senior Coordinator.
- 5.3. Confidentiality may not be maintained if the withholding of information will prejudice the welfare of the vulnerable adult.

6. **Contact information:**

- 6.1. Allegations of the alleged abuse which occurred when the person is over 18 years old falls under the Protection of Vulnerable Adults and needs to be reported to:

The Charity Manager – **Sammy Bates 07591 297801**

The Trustee responsible for Safeguarding – **Shirley Gelleburn 07584 307908**



If either of these are unavailable contact:

Oxfordshire County Council Adult Social Services:
Social & Health Care Team

Samuelson House

Tramway Road

Banbury

OX16 5AU

Tel: 0845 050 7666

Out of hours emergency number: 0800 833408