



# Safeguarding Vulnerable Adults

***Last reviewed and updated: April 2026***

***(This policy will be renewed annually or as required by any organisational, statutory, legal or best practice changes).***

## **Denton Youth & Community Project**

### **Vulnerable Adult Policy**

#### **Purpose**

This policy is written to ensure the utmost safety for both volunteers and members whilst involved with DYCP.

The aim of this policy is to clarify the procedures and rules regarding the care of vulnerable adults at DYCP by staff and volunteers.

#### **Scope**

This policy applies to all DYCP volunteers and staff who will be involved with vulnerable adults.

The policy is made available to all staff and volunteers at DYCP.

The staff member currently responsible for vulnerable adult's welfare is The Project Manager (Sara Hardeland), who reports directly The Management Committee/Trustees.

#### **Policy**

DYCP understands that there are many elements to working with vulnerable adults and understands its duty of care to both the project users and volunteer and staff working with them.

**This policy is broken into the following sections:**

- 1. Screening of volunteers**
- 2. Practice and guidelines**
- 3. Reporting concerns and confidentiality**
- 4. Behaviour management**

#### **1. Screening and Training of Volunteers**

1. All staff and volunteers receive an enhanced Disclosure and Barring Service Check/DBS and complete a declaration form and ISA.
2. All volunteers and staff are encouraged to take part in additional training on an ongoing basis.
3. If the Project Manager has a concern about a volunteer or worker, they will meet with them to discuss their concerns. If the issue is not fully resolved at this stage, it will be referred to the Management Committee.
4. If a project user makes an allegation of abuse against a worker or volunteer the worker or volunteer will be asked not to work until the allegation is investigated.
5. It is essential that staff and volunteers report concern or incidents or fellow workers to the Project Manager. The person involved may be suspended from work until a suitable investigation has been conducted in line with the grievance and disciplinary procedures policy.

## **2. Practice and Guidelines**

1. Volunteers and staff must never drive any vulnerable person home alone.
2. Volunteers and staff must never take a vulnerable person to their own home.
3. Volunteers and staff must not accept, nor seek gifts of any kind from a vulnerable person (for example, financial, loan). From time to time vulnerable adults may make donations to DYCP (for example raffle prizes). These are accepted provided it is clear that they are for the project and not for staff or volunteers' own use.
4. Volunteers and staff must not seek personal legacy from a vulnerable person involved with DYCP.
5. Volunteers should only use physical contact when it is appropriate to do so, in a caring and professional manner.
6. Volunteers and staff must be aware of individuals and their personalities and physical abilities and must never make derogatory comments or discouraging remarks and avoid generalisations and inflammatory conversations.
7. Volunteers and staff must treat all vulnerable adults with respect. They must avoid making judgement on member's homes/lifestyles which may be different from their own.
8. Volunteers and staff must not make assumptions about vulnerable adults and life experiences they may from time to time have related to them by the vulnerable person.
9. Volunteers and staff must avoid inappropriate language and subject matter or say anything that could create a false impression or be misunderstood.
10. Volunteers and staff must avoid showing favouritism or singling out individuals in any way.
11. Volunteers and staff must always record on an incident form, any cause for concern about any vulnerable person and pass this to the Project Manager.
12. Volunteers and staff must under no circumstances 'cover up' information, even when friends, colleagues or members of staff are concerned. Volunteers and staff should not feel intimidated by other members of staff or volunteers.
13. If a project user or a member of their family makes a complaint about any volunteer or worker, then the appropriate policy procedure should be followed.
14. The Project Manager should keep a confidential list of all project users and other essential information, such as allergies and first aid needs. Volunteers and staff are given information on a 'need to know basis.
15. The Business Development Manager/Management Committee are responsible for ensuring the Health and Safety of the project is met
16. Volunteers and staff must inform their insurance company if transporting a vulnerable person in their own privately owned vehicle. The vehicle must be fitted with seat belts and the volunteer must drive responsibly and follow good practice guidelines of a trained mini bus driver.

17. At least 2 volunteers or workers should return a vulnerable person to their home if the front door is out of sight of the rest of the group.
18. Volunteers and workers should make every effort to get to know the names of project users as soon as possible.
19. Vulnerable adults should be encouraged but never forced to take part in activities at DYCP. Where a vulnerable person is not able or is upset by the activity, steps should be taken to find an alternative that does not detract from the safety or experience of the other members.
20. All volunteers need to ensure they engage with the vulnerable adults, do stimulating, well managed activities with regard to the vulnerable adult's well being, both mental and physical whilst being aware of the member's mobility issues.

### **3. Reporting concerns and confidentiality**

1. A reporting form is always available to record an incident or concern regarding a vulnerable adult or fellow worker or volunteer. An incident may include a disclosure of information by a member regarding their care and wellbeing, or an unusual incident that aroused concern. Physical signs and symptoms or changes in a vulnerable adult's behaviour may cause concern and should be reported in the same way.
2. It is the responsibility of the staff and volunteers to report any incident concern on the correct form and pass it to the project leader. If the concern or incident is regarding the Business Development Manager, the form should be passed to the staff or volunteer responsible for the vulnerable person's welfare.
3. The Project Manager is responsible for the progress of the report once the staff or volunteer has handed it to them. It is the Project Manager's responsibility to read the report, obtain more information from the volunteer /worker as necessary and pass the form on to the staff member responsible for the vulnerable person's welfare. This should be done on the day of the incident or report being logged.
4. The staff member responsible for the vulnerable adult's welfare will read the report and act appropriately. This may involve adding to other reports of ongoing concerns, contacting appropriate authorities e.g. Age Concern, Action on Elder Abuse, Social Services directly.
5. Safety and wellbeing of the vulnerable adult is of paramount importance and the volunteer must act accordingly. If a vulnerable adult implies or tells a worker or volunteer that they have been abused (physical, financial, sexual, neglect) the volunteer must make it clear to that person that the DYCP staff member concerned with the vulnerable adult's welfare will be told, and that appropriate action will be taken.
6. The volunteer must never agree to keep such a disclosure secret, but must be careful not to alarm the vulnerable person.

## Commitment to Practice

The original policy was adopted by the Board of Directors will be reviewed on a Yearly basis, following this recent update the next date of review will be, April 2026

### # Note.

In conjunction with this policy, it will be helpful for all trustees, staff and volunteers to also make themselves familiar with the following policies and guidelines: -

General Health and Safety Policy  
Volunteering Policy  
Guidelines on producing risk assessments  
Code of conduct  
Whistleblowing Policy

Signed on behalf of the Board of Directors of DYCP:



Print Name:

**Chris Patton**

Position in Organisation:

**Chair of Board of Directors**

Date:

**6/4/2026**

Signed as the designated person with responsibility for Safeguarding:



Print Name:

**Sara Hardeland**

Date:

**6/4/2026**