

## **PACTO Vulnerable Adult Protection Policy**

### **Scope**

This policy applies to staff, volunteers, services and service users of services provided *directly* by the charity known as Pembrokeshire Association of Community Transport Organisations. Other community transport services and schemes which operate within Pembrokeshire are governed by their own policies and procedures.

### **Vulnerable Adults - Definition**

The Lord Chancellor's Department defines a 'vulnerable adult' as one aged 18 or over "who is or 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 or herself, or unable to protect him or herself against significant harm or exploitation".

### **Vulnerable Adult Protection Policy**

We recognise that vulnerable adult protection should not be treated in isolation - we will take on board guidance given by relevant authorities and will address recruitment and selection of volunteers and paid employees by doing the following:

1. We accept that it is our responsibility as a group to check that all adults with substantial access to vulnerable adults have been appropriately vetted.
2. We will ensure we have a satisfactory DBS Check for every new PACTO volunteer or staff member working directly with vulnerable adults.
3. We will make a request for addresses covering 5 years on volunteer / job application forms
4. We will ask for the names of two referees who will be prepared to provide a reference, and we will take up these references in writing (email would be acceptable).
5. Where additional information is required, we will follow up references with a telephone call or personal contact during which we will discuss the applicant's suitability to work with vulnerable adults. A record of this discussion will be kept in the applicant's file.
6. We will interview prospective volunteers and staff.
7. We will note at interview all previous experience of volunteers and staff in working with vulnerable adults.
8. We will carry out a probationary period for all volunteers and staff of at least 2 months.

We believe that everyone, regardless of age, has at all times and in all situations a right to feel safe and protected from any situation or practice resulting in physical or psychological damage. If we have suspicions about a service user's physical, sexual or emotional well-being, we will take action. All volunteers and staff are encouraged to share concerns with the member of staff nominated to handle concerns or complaints. If the situation is clearly an urgent case, the service user is too frightened to go home or we have very serious doubts about their safety, we will contact the Police immediately. If

our concerns are more general about a service user's welfare, then we will discuss these with Social Services. It is important that all volunteers and staff communicate concerns accurately.

To this end, volunteers and staff will follow the procedures below:

1. Upon the receipt of any information from a service user or suspicions regarding their physical, sexual or emotional well-being, it is necessary to record what they have seen, heard or know accurately at the time the event occurs;
2. Share their concerns with PACTO's Chairperson (or Vice-Chair if the Chairperson is not available) and agree action to take. If a disclosure is made, the nominated person **MUST** legally tell that person they **WILL** take appropriate action;
3. Always REFER never INVESTIGATE any suspicions or allegations about abuse.

If we have concerns we must act - it may be the final piece of the jigsaw that is needed to protect that individual - or we may prevent others being hurt.

Signed on behalf of the Trustee Board.....*Lucy Cus*..... Date.....*12/03/2018*.....

Signed on behalf of the Trustee Board.....*J. C. Perkins*..... Date.....*12.3.2018*.....