

# Co-operative Assistance Network Limited

## Vulnerable Adults Protection Policy

### **Context**

Co-operative Assistance Network Limited (CAN) is committed to ensuring that vulnerable people who use our services are not abused or at risk of harm and that working practices minimise the risk of such abuse.

CAN is mindful that the Care Act of 2014 places responsibility on organisations such as ours that engage with people in the community who may be vulnerable. Our activities include working with people to enable them to become economically active including those with learning difficulty and those who suffer factors of economic and social exclusion that might make them vulnerable to abuse or place them at risk.

### **Definitions**

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 unable to protect themselves from harm or exploitation by other people.

Abuse can include but is not limited to the following types of harm:

- Physical
- Financial
- Material
- Sexual
- Psychological
- Discriminatory
- Emotional
- Neglect.

Risk of harm or neglect can include any behaviours or situations that are likely to result in death, injury, homelessness, illness, privation or endangerment of others and includes radicalisation as defined by the Prevent Strategy.

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

### **Procedure**

CAN Board of Directors shall appoint a Designated Lead Officer for Vulnerable Adults Protection. The Designated Lead Officer reports directly to the Board of Directors.

All CAN workers shall report any suspicion that a person with whom they come into contact is suffering abuse or is at risk of harm or neglect (including self harm or self-neglect) to the Designated Lead Officer.

The Designated Lead Officer, upon receiving any report of suspicion or risk of abuse shall:

- Enter into a process to assess whether the situation requires further action
- Where their assessment is that further action is required to address risk or abuse, inform and work co-operatively with other organisations through the processes established by the Local Safeguarding Adults Board in the appropriate Local Authority Area.

All those making a complaint or allegation or expressing concern, shall be reassured that:

- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared with the appropriate authorities if they or others are at significant risk
- Such disclosures are protected under the CAN Whistleblowing Policy.

Any identified vulnerable adult receiving a service from CAN shall be:

- Made aware of this policy
- Have alleged incidents recognised and taken seriously
- Receive fair and respectful treatment throughout
- Be involved in any process as appropriate
- Receive information about the outcome.

### **Responsibilities of CAN workers**

CAN Confidentiality and Data Protection policies must be adhered to scrupulously with regard to all information relating to vulnerable adult protection.

Workers shall never place themselves at risk.

Workers shall not directly challenge a suspected abuser.

CAN will ensure that all workers are made aware of this policy.

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Responsible Department: Safeguarding  
Implementation Date: 20 November 2019  
Review period: 3 years  
Next review due: 20 November 2022

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Agreed at Directors Meeting of 19 February 2019  
Passed at Members Meeting of 20 November 2019