



# CULTURE, HERITAGE & ARTS ASSEMBLY.

ARGYLL & ISLES

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## PROTECTION OF VULNERABLE ADULTS POLICY

**Adopted 22.09.2023**

At the Culture, Heritage and Arts Assembly, Argyll and Isles (CHARTS), we believe that vulnerable adults should never experience abuse of any kind and be treated with dignity and respect. It is our policy to ensure that all participants in workshops, projects, events and other CHARTS activities are protected from physical, sexual and emotional harm whilst taking part.

In order to achieve these safeguards, CHARTS requires all Trustees and staff, including paid project staff and volunteers, working with vulnerable adults to follow the Code of Good Practice set out below.

We recognise:

- Responsibility for the welfare of vulnerable adults taking part in projects and events.
- All vulnerable adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm and abuse
- All vulnerable adults have a right, and should be enabled to achieve that right, to live and receive services in an environment which is free from prejudice and safe from abuse.
- Some people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working with vulnerable adults and other agencies is essential in promoting welfare

CHARTS is supported by Argyll and Bute Council and adheres to Council policy guidelines for the Protection of Vulnerable Adults. For additional information refer to [Adult Protection Policy and procedure](#)

This includes to note that where abuse is suspected, CHARTS and Argyll and Bute Council will work co-operatively to ensure:

- prompt response and at a pace of delivery which ensures the immediate and ongoing health and safety of the vulnerable person
- sensitivity to vulnerable adults and their representatives/carers and to staff
- solutions which are as simple and practical as possible

- Any intervention in people's lives, those abused, their family, and staff, is justified, with the reasons being fully recorded; please see link Recording Concerns of Vulnerable Adults.

## **CODE OF GOOD PRACTICE**

CHARTS demands that all community, events, project staff, and grant awardees hold certification as appropriate, from the Protecting Vulnerable Groups (PVG) membership scheme. This helps to ensure highest standards of care and practice.

Any other CHARTS staff and Trustees potentially coming into contact with vulnerable adults at project workshops and or events, are only expected to do so alongside properly trained and qualified practitioners, unless also personally holding appropriate certification from the PVG Scheme.

Prior to offer of contract, project staff will discuss PVG status with appropriate management staff and apply to the PVG Scheme, if necessary.

Please note that potential staff not already in possession of suitable PVG certification are expected to meet their own costs of application and only in exceptional circumstances, may receive assistance from CHARTS.

For more information see, [PVG Scheme](#)

### **CHARTS staff will:**

- Treat all vulnerable people with respect
- Provide a good example of acceptable behavior
- Plan activities which involve more than one person being present, or ensure that other adults are within sight or hearing whenever possible.
- Respect everyone's right to privacy
- Be available to listen to the opinions, requests and concerns of vulnerable people, and to refer them to other sources of help where appropriate
- Try to ensure that actions cannot be misunderstood or cause offense
- Encourage vulnerable people to feel comfortable enough to point out attitudes and behavior they do not like
- Show understanding when dealing with sensitive issues and recognise that caution is required when discussing such issues
- Be aware that even caring physical contact with vulnerable people can be misinterpreted

### **CHARTS staff should not:**

- Permit abusive behavior e.g. bullying, taunting, racist behavior
- Have inappropriate physical or verbal contact with vulnerable people
- Jump to conclusions about others without first checking the facts

- Show favoritism to an individual
- Exaggerate or trivialise any issue
- Make suggestive remarks or actions, even in jest
- Deliberately place yourself or others in potentially compromising situations
- Believe it could never happen to me

What to staff will do with any reason to suspect a vulnerable person in a CHARTS workshop, event or other activity is behaving unusually or being abused:

- Urgently inform by telephone/email, the CHARTS Development Manager or a Trustee in the absence of staff being available.
- Please see CHARTS Recording Concerns of the Protection of Vulnerable People.
- Please use the Recording Form to make a written record of all details of the facts known to you as soon as possible and give a copy to the CHARTS Development Manager or Trustee with whom you have spoken

If a vulnerable person tells you about an incident of abuse by someone else:

- Stay calm, do not be shocked, and try to act normally
- Allow the individual to speak freely, without interruption, but do not question them or investigate yourself
- Offer support and reassurance; assure them that you believe what they say
- Explain that you cannot keep it a secret and that you will speak to a CHARTS staff and/or Trustee about it. Never promise a vulnerable adult that you will keep it a secret
- Report the matter as detailed above

In all cases, you must refer the matter to the CHARTS Development Manager or a Trustee – do not try to deal with any possible cases of abuse on your own.

## **CHARTS PROTECTION PROMISE**

All of us at CHARTS promise to make sure that vulnerable people have the best time possible while taking part in our activities. We all believe that everyone has the right to feel safe and comfortable while you are with us. We will do our very best to live up to the promises that we make to you.

We promise to:

- Create welcome environments
- Be aware of participant and staff needs
- Treat all people fairly
- Make sure that all our staff and volunteers know what they are supposed to be doing
- Engage with partner agencies and venues also adhering to best policy practice.
- Make our activities as safe as possible

## SAFEGUARDING ONLINE

Safeguarding remains as important when online as when delivering sessions in person. Tutors or mentors should familiarise themselves with The CHARTS Vulnerable Adults Policy before commencing online sessions. The points below are to be used in addition to our Vulnerable Adults Policy, not instead of.

Working via Zoom or any other online audio-visual applications does raise some additional safeguarding issues to consider.

### Safeguarding rules

- Get the agreement of the responsible person to tutor online in writing.
- Use the responsible person's own account rather than a vulnerable adult's to deliver sessions
- Set out a clear policy in writing. Tell people that your Zoom / Skype account will be used exclusively for the purpose of interaction with CHARTS and only during agreed session contact
- **Do not record** any sessions which involve engagement with vulnerable adults

### Safeguarding rules for the tutor:

Use a specific TRC Zoom (or equivalent) account for online sessions. Keep it separate from any personal profile. Make sure that you select an appropriate image for your profile picture and do not share ANY **personal** information e.g. Home phone number, home email address, or any social media profiles.

- Test your set up before going live.
- Check that the camera/mic is working properly
- Ensure the camera position is optimum for session
- Ensure that you are against a neutral background
- Be professional when delivering sessions.
- The vulnerable adult must be in a room with an open door and the responsible person should be in the same premises whilst the session takes place.

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### Document version control

Version number	Change or update	Author or owner	Date
1.0	First version	CHARTS Board	22 Sep, 2023

Any questions contact [info@chartsargyllandisles.org](mailto:info@chartsargyllandisles.org)

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