



RLSS UK  
Safeguarding

## RLSS UK Vulnerable Persons Policy

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## Control Sheet

### Document Review

Name	Title
<b>Representatives of</b>	S.E.D.A.G

### Document Approval

Name	Title	Department	Signature	Date
<b>Lee Heard</b>	Charity Director	Charity		12/04/2023

### Version History

Version	Amendment/Reason	Date
<b>v1.0</b>	Initial document	12/04/2023

### Associated Documents

Document	Version
<b>RLSS UK Adult at Risk Safeguarding Policy and Procedures</b>	V1.0
<b>RLSS UK Child Safeguarding Policy and Procedures</b>	V1.0

### Review dates

This document should be reviewed in line with the details in section 4 and updated to reflect relevant changes.



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## 1.0 Policy Scope

RLSS UK recognises that people who want to support the charity should have a positive experience, whether someone is an existing or a new supporter. We recognise that all people may, at some stage in their life, become vulnerable due to their life experiences and as a consequence they may require additional care and support. The Society seeks to ensure that all people who may be considered as being vulnerable are respected and valued. As a responsible charity, we are committed to fundraising in an honest and responsible way.

This policy applies to all fundraising, activities that are undertaken by our employees, volunteers or through a third party or agency who may act on behalf of RLSS UK. The policy outlines how we protect supporters who may be vulnerable due to life circumstances and identifies how we can identify potential vulnerability and act upon any concerns that may be raised. This policy should be read in conjunction with our Child and Adult at Risk Safeguarding Policy [here](#).

## 2.0 Who may be considered to be a vulnerable person?

Any individual who finds it difficult to make an informed decision about the choices offered to them could be a 'vulnerable person'.

A vulnerable person may include someone (this list is not exhaustive):

- with care and support needs
- diagnosed with a condition such as dementia
- who has recently suffered bereavement
- with an undiagnosed or temporary mental health condition such as severe anxiety
- with learning difficulties
- who may come from a non-English speaking community (and therefore may not understand the commitment that they are making).
- who is dependent on a substance (i.e. drugs/alcohol)

## 3.0 The RLSS UK commitment to protect vulnerable people

RLSS UK recognises that some of the people who we engage with through our fundraising activities may not always have the capacity to fully understand the nature of the donation they are being asked to make, or the consequences of making such a donation.

A person's capacity to make a decision could be affected by personal circumstances and/or the context of the situation and may also fluctuate over time. Unless we have reasonable cause to believe otherwise, we will communicate with each of our supporters based on the assumption that they possess full capacity to make decisions about their own finances.



RLSS UK does however recognise that it has a clear obligation to protect vulnerable people and those in vulnerable circumstances. To ensure that we meet these obligations, including those set out by the Institute of Fundraising<sup>1</sup>, we will;

- be patient and fully explain the commitment that individuals may be making.
- fully adhere to the Fundraising Regulator's Code of Fundraising Practice<sup>2</sup>
- never exploit any form of vulnerability
- be active in identifying (and where necessary reporting) vulnerability
- Ask if the person would prefer another method of communication e.g. offer to send information in the post or via email, so they have time to take in the information.
- be compassionate towards our supporters and those that care for them
- provide every opportunity to allow our supporters or those acting on their behalf to declare vulnerability
- do everything that we can to assist our supporters to make informed decisions about the support that they want to give to RLSS UK. We will check their understanding of what they have agreed to.
- when dealing with supporters who may be identified as vulnerable via telephone, we will do so in accordance with national guidance and best practice
- not contact supporters with the aim of asking for an increase in their giving where our records indicate that they or someone has identified them as vulnerable
- not accept donations where our staff and volunteers have reason to believe that a supporter may be experiencing vulnerable circumstances or where they fail to understand the commitment that they are making.
- not accept a donation which would be ethically wrong and/or harmful to the donor
- ensure that where we have unknowingly accepted donations from an individual considered to be vulnerable then we will endeavour to return the donation as soon as practicable. Our database will be updated with the information that the donation has been refunded, and a note made that the supporter should not receive communications for the foreseeable future.
- actively deal with third party information indication that a supporter is vulnerable and ensure that our records are updated at the earliest opportunity.
- not act on any request to alter the supporters' preferences unless the third party can provide evidence that he or she has authority to act on behalf of the supporter
- If a supporter is identified as being under the age of 16, then we will immediately stop them from receiving fundraising appeals and calls

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<sup>1</sup> [Institute of Fundraising](#)

<sup>2</sup> [Code of Fundraising Practice](#)



RLSS UK recognises that our staff may make mistakes on occasions and fail to identify vulnerability or issues of capacity. In these cases or where a fundraiser is unsure, they must ask a manager for a second opinion and approval to accept any donation.

Where a third-party agency acting on behalf of RLSS UK has not acted in accordance with this policy, then our senior leadership team will make a decision on whether the organisation will continue with their services. Individual fundraisers who fail to comply with the policy will be removed from undertaking such activities.

In line with our approach to all vulnerable groups we will ensure that any withdrawal from contact with a vulnerable person is done so in a way that respects their dignity and addresses their welfare needs. We will also ensure that if our staff or volunteers identify any additional care and support needs then these are referred on to appropriate agencies.

We believe everyone has the right to donate if they wish to and are able to do so. That's why we offer further support for people in vulnerable circumstances who want to make a decision about whether to make a donation.

#### 4.0 Procedural implementation and review:

These procedures were implemented on 1<sup>st</sup> May 2023 and will be reviewed on an annual basis or in response to changes in safeguarding legislation and/or best practice.