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# PROTECTION OF VULNERABLE PEOPLE

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## INTRODUCTION

Some adults are particularly vulnerable to exploitation or abuse including such people as those with a disability or sensory impairment, a learning disability, dementia, a mental health problem, those who require care services through age or illness and those who care for others.

It is also important to understand that abuse is not always intentional or immediately recognisable but it is still abuse.

Magicman, as an organisation, has a moral responsibility to put proper procedures and training in place to ensure the safety of vulnerable adults and for its employees to behave in accordance with those procedures and any relevant legislation.

The purpose of this policy and its procedures is to help protect vulnerable people that we come into contact with while providing our services.

While primarily intended to safeguard vulnerable customers, our policy is also meant to protect our staff and others working with us, against any false allegation of improper conduct.

With these purposes in mind, the guidance given here is intended to help clarify how the policy should be applied in practice.

We cannot cover every possible eventuality in these guidelines. However, our intention is to promote trust, honesty, care, compassion, consideration and helpfulness.

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### POLICY STATEMENT

When notified by a responsible person that a customer may be vulnerable, Magicman will ensure that they are protected from harm or exploitation when we visit their properties. We will do this by:

1. Implementing this policy in conjunction with our Health and Safety guidelines.
2. Providing our staff with vulnerable customer care training.
3. Providing our customer facing staff with Magicman I.D. Cards.
4. Providing our customer facing staff with Magicman work wear.
5. Providing our customer facing staff with Magicman company vehicles.
6. Asking our customers if they have any special needs.
7. Offering vulnerable customers a password entry facility.
8. Providing vulnerable customers with a pre-visit text message or phone call service.
9. Offering daylight hours appointments.
10. Conduct an on-site risk assessment before commencing the work and to take all reasonable steps to protect the customer from harm.
11. Showing humility, compassion and thoughtfulness.

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### CODE OF BEHAVIOUR

Magicman employees working with vulnerable customers must always observe the following requirements:

**DO:**

- Be aware of our policy and procedures
- Be aware of our responsibilities
- Be professional and act in an appropriate manner
- Shower proper respect for people and property
- Listen and communicate
- Use common sense; be caring, attentive and aware
- Be sympathetic to their needs
- Show humility, compassion and thoughtfulness
- Know the appropriate kind of contact and act appropriately
- Be responsible – report and support

**DO NOT:**

- Treat vulnerable customers like children
- Be aggressive or intimidating
- Re-enforce negative emotions or behaviours
- Engage in inappropriate behaviour
- Exploit or take advantage financially
- Do anything of a personal nature they can do for themselves
- Make physical contact or carry out any task outside your role as a member of Magicman staff such as administration of medicines or other matters requested of you by any person
- Involve yourself in any matters outside of your repair instructions if you are a technician
- Place yourself in a vulnerable position

Magicman have a strict code of conduct that instructs its employees to never subject customers, whether vulnerable or not, to harm or abuse. Failure to honour this will be treated as gross misconduct.

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