



Vulnerable Person (Children and Adults) Policy Statement

The purpose of this policy is to ensure that all Cure Parkinson's fundraising and other activities are conducted in a fair and ethically responsible way. The charity has a responsibility to ensure that anyone, of any age, donating to, or engaging with our organisation is in a position to make a free and informed decision and that our employees have the support they need to recognise when individuals may be in a vulnerable circumstance. This policy details what Cure Parkinson's considers to be indications of vulnerability with the aim that in practice those acting on behalf of the charity can easily recognise vulnerability and respond to it in a way that is best for the supporter.

It also ensures compliance with the charity's responsibilities as set out in the Charities (Protection and Social Investment) Act 2016, which requires charities to protect the vulnerable and to ensure that any third parties fundraising on their behalf maintain the same high standard.

1 Scope of the Policy

- 1.1 This policy applies to all staff, volunteers, trustees and anyone acting on behalf of the charity and is designed to give support to all employees and fundraisers who come into contact with existing or potential supporters and specifically to help in protecting those who may potentially be in vulnerable circumstances.
- 1.2 This policy covers Cure Parkinson's commitment to fair treatment of all existing or potential adult supporters who demonstrate vulnerable circumstances.

2 Definition of Vulnerable Circumstances

There is no absolute definition of vulnerability. You are encouraged to use your judgement to assess a situation on individual merit. To help in this assessment you will need to consider if the individual is in a position at that moment to need additional care or support to make an informed decision. This is not a diagnosis of a condition but an extension in existing skills of listening, identifying needs and adjusting the approach accordingly. Examples of indicators which could mean that an individual may be in a vulnerable circumstance could include:

- Times of stress or anxiety, eg a recent bereavement
- Not legally old enough to make a decision (for example to sign up to an event, or make a Text to Donate donation)
- A diagnosed condition such as dementia

- An undiagnosed or temporary mental health condition such as severe anxiety
- Learning difficulties
- English not being the individual's first language
- Influence of alcohol or drugs
- Where they live (for example in supported housing or a care home)
- Financial vulnerability

3 Capacity to Make a Decision

3.1 Capacity is about being able to make a decision. This may be something as simple as what to eat, or more significant such as buying a house. The presumption is that everyone has capacity to make a decision unless it is established that this is lacking either through circumstance or medical diagnosis.

3.2 If an employee or volunteer has reason to believe that someone does not have capacity to make a decision to donate to the charity, then their donation should not be accepted. If the donation has already been made, it should be returned.

3.3 However, someone who may be in a vulnerable circumstance can still have capacity to choose to give us a donation. It is important as employees and volunteers of the charity that we can identify and differentiate between an individual who lacks capacity to make a decision against one who may need additional support to help them make a decision.

4 What the Policy Involves

4.1 Cure Parkinson's is compassionate towards its supporters and will never exploit vulnerability. It will do everything it can in order to assist its supporters to make an informed decision about the support they choose to give to the charity.

4.2 Cure Parkinson's follows the Fundraising Regulator's Code of Fundraising Practice and when dealing with supporters via telephone it follows guidance provided by the Direct Marketing Association;

a) Where possible, Cure Parkinson's will not contact supporters with the aim of asking for an increase in giving where the supporter's records include a declaration of vulnerability;

b) Regardless of whether a declaration has been made or not, Cure Parkinson's does not accept donations where it has reason to believe that the donor may be experiencing vulnerable circumstances and accepting the donation would potentially be harmful to the donor.

c) Should a situation arise where the charity becomes aware that it has unknowingly accepted donations from an individual during a time that he or she was experiencing vulnerable circumstances, it will endeavour to return all donations accepted during this period;

d) Should Cure Parkinson's receive information regarding a supporter's vulnerability from a third party, it will not act on any request to alter the supporter's preferences unless the third party can provide evidence that he or she has the authority to act on behalf of the supporter.

4.3 If an individual is offering a large gift (over £10k) then if there is any concern at all that the individual may be in vulnerable circumstances, then it should be referred to a member of the Leadership Team before a decision is taken on whether to accept or refuse the gift.

5 How to comply

5.1 Cure Parkinson's does not identify vulnerable adults based on disability or age or any other social indicator, it deals with each donor on a case-by-case scenario. Cure Parkinson's seeks to ensure that a donor is equipped with the appropriate information in order to make an informed decision about giving to it. It recognises that in some circumstances it may be necessary to adapt the way in which it communicates with the donor i.e. using braille or a translation service. The need to adapt the way in which Cure Parkinson's communicates with a donor does not necessarily indicate vulnerability.

5.2 It is important that charity personnel, when interacting with a donor, consider all interactions to determine whether they should be considered a vulnerable adult. Indicators of vulnerability could be bereavement, illiteracy, illness, disability or other impairment. Fundraisers must always use their best judgment when they have grounds to believe that a donor is vulnerable before making a final decision. The following examples may help identify vulnerable supporters:

- Request for repetition or to speak more slowly
- The person does not appear to be an adult
- Evidence of being confused i.e. replying 'yes' to a question that requires a more detailed answer, going off on a tangent and talking about irrelevancies
- Repeating themselves, becoming upset during the call, taking a long time to answer the phone and sounding out of breath
- Explaining that a relative/friend deals with their finances/personal matters
- Explaining that there is a language barrier and they don't understand
- Saying that they have no knowledge of Cure Parkinson's or any donation they have given
- Asking who the caller is several times
- Mistaking the caller for someone else, despite being told the call is from Cure Parkinson's
- Talking about personal issues and asking for advice
- Explicitly stating that they feel vulnerable
- Attention should also be paid to anything that the supporter has failed to mention i.e. they fail to ask how much the donation is for or how it will be collected before agreeing to it.

5.3 You should also be mindful of the following:

- Is the donation out of character from previous gifts?
- Have we been advised by a family member or carer that the individual is vulnerable? (see 5.7)
- Is the handwriting shaky or difficult to read (indicating frailty)?

5.4 The above cannot be taken as a definitive list but if a supporter exhibits any of the above behaviour, Cure Parkinson's expects charity personnel to ask the supporter to repeat the details of their agreed gift so that they can assess whether the supporter has understood clearly the gift that they will be agreeing to.

Charity personnel must also seriously consider the following:

- Whether the supporter is able to understand the discussion that you've been having
- Whether they are able to make a decision based on your conversation
- Whether they know all of the facts necessary in order to make a decision
- Whether they are able to communicate their decision regarding a donation

5.5 Cure Parkinson's recognises that it may be difficult for charity personnel to assess the vulnerability of the supporter. Where the member of staff is unsure, they must ask their manager for a second opinion and approval to accept the donation.

5.6 If you believe you have interacted with a vulnerable supporter and you are concerned about their welfare, you must follow Cure Parkinson's Safeguarding Policy.

5.7 Making a Record: If a fundraiser has had an interaction with an existing or potential supporter and the individual, in their judgement, is in vulnerable circumstances then, being mindful that under a subject access request an individual is entitled to a copy of their personal data, the balance has to be made between making a note so that the person isn't contacted again, or not for a period if the vulnerable circumstances may be temporary. The fundraiser should make a record, keeping a quality assessment which does not include any opinion. An example of one is: "On 10th May I, Helen Smith, had a telephone conversation with John Jones. I did not think the telephone call went well. I had difficulty hearing the response and would not recommend calling the individual again."

5.8 If the individual tells you that they have a specific health condition, then you should not record it unless you ask whether the individual gives permission for you to make a note of it in their record.

5.9 If you became aware that someone in vulnerable circumstances has made a donation, this should be referred to the Director of Fundraising & Marketing, so that the appropriate action can be taken, eg refund of donation.

5.10 If a family member contacts the charity to advise that their relative be taken off the mailing list as they are in vulnerable circumstances, then it seems reasonable to action this. If they ask for direct debits to be stopped or anything else that may have

reputational or financial consequences, then contact the Director of Fundraising and Marketing - rick@cureparkinsons.org.uk

Cure Parkinson's is the operating name of The Cure Parkinson's Trust. The Cure Parkinson's Trust is a registered charity in England and Wales (1111816) and Scotland (SCO44368) and is a company limited by guarantee – company number 5539974 (England and Wales).