

### **Safeguarding Vulnerable Adults Policy**

#### **Statement of Intent**

Castle Point Social Car Scheme Ltd (CPSCS) aims to ensure a consistent approach to protect vulnerable adults who use its transport services.

CPSCS recognises that its customers could be individuals experiencing abuse or neglect. This policy document aims to be meaningful to all who may need to use it.

“There can be no secrets and no hiding place when it comes to exposing the abuse of vulnerable adults”.

Much has been achieved since this publication and many adults have been enabled to live safer lives. However, CPSCS’s Trustee Board and workforce must be aware that the abuse of vulnerable adults occurs.

Each and every one of us needs to ensure they remain vigilant and play their part in routing out every hiding place when it comes to exposing the abuse of vulnerable adults.

### **Protection of Vulnerable Adults Policy**

All persons have the right to live their lives free from violence and abuse. This right is underpinned by the duty under the Human Rights Act (1998) to intervene proportionately to protect the rights of citizens.

These rights include:

Article 2: ‘The Right of Life’

Article 3: ‘Freedom from Torture’ (including humiliating and degrading treatment)

Article 8: ‘Right to Family Life’ (one that sustains the individual)

Any adult at risk of abuse or neglect should be able to access public organisations for appropriate interventions which enable them to live a life free from violence and abuse. It follows that all citizens should have access to relevant services for addressing issues or abuse and neglect, including the civil and criminal justice system and victim support services.

Remedies available should also include measures that achieve behaviour change by those who have perpetrated abuse or neglect’.

“Abuse is a violation of an individual’s human and civil rights by any other person or persons.”

This document provides a framework within which we will work together in preventing and minimizing the risk of abuse to vulnerable adults who use Castle Point Social Car Scheme Ltd.’s services.

Castle Point Social Car Scheme Ltd shall provide a consistent and effective approach to dealing with concerns and allegations of abuse and neglect.

Castle Point Social Car Scheme Ltd  
The Tyrrells Centre,  
39 Seamore Avenue  
Benfleet, Essex  
SS7 4EX  
☎: 01268 201666  
E-mail: CP-carscheme@cpscs.org.uk



### **Vulnerable Adult**

A 'Vulnerable Adult' is defined by 'No Secrets' as: 'A person aged 18 years or over who is, or may be, in need of community care services by reason of mental or other disability, age or illness; **AND** who is, or may be, unable to take care of him or herself, or be unable to protect him or herself against significant harm or exploitation.'

### **Values**

All individuals have a right to live free from abuse in accordance with the principles of respect, dignity, autonomy, privacy and equity. Vulnerable adults are entitled to exercise the same rights as others in the prosecution of criminal offences and the pursuit of civil remedies. Vulnerable adults should enjoy the same rights as others in respect of access to community transport services provided by Castle Point Social Car Scheme Ltd.

A Company Limited by Guarantee no. 03745415  
Community Transport Association Member no.39633  
Registered Charity no. 1076007



Board of Trustees:  
Mr D Patterson (Chairman), Miss P Tait, Mr M Joiner, Mrs J Sullivan, Mrs J Donovan, Miss C McCarthy

Patron: Rebecca Harris MP

Transport Manager: Mrs J Middleditch

**Statement of Commitment**

In order to support these values Castle Point Social Car Scheme Ltd will endeavour to:

- Provide safe and effective delivery of transport services, and protect its passengers from abuse by any other passenger, or by its workforce.
- Maintain effective dialogue with its workforce and ensure co-operation between agencies, including sharing information.
- Ensure its workforce report any concern or complaint relating to safety of vulnerable adults using CPSCS's services.
- Adopt a proactive approach to preventing and minimising the abuse of vulnerable adults within Castle Point Social Car Scheme Ltd.
- Maintain the Safeguarding Adults Policy and ensure organisational procedures are compliant with the framework.
- Have a robust system so that the workforce are familiar with the Safeguarding Adults Policy and Procedure and the need for a proactive approach to prevent abuse.
- Actively promote the empowerment and well-being of vulnerable adults through the services provided by Castle Point Social Car Scheme Ltd.
- Recognise the ongoing duty of care to Castle Point Social Car Scheme Ltd.'s vulnerable customers and facilitate any necessary action to address abusive behavior.
- Adhere to rigorous recruitment practices to deter those who actively seek vulnerable people to exploit or abuse.
- Actively support the rights of the individual to lead an independent life based on self-determination and personal choice.
- Carry out DBS checks on all drivers.
- Carry out assessments and investigations in accordance with equal opportunity principles, in a manner and setting appropriate to the understanding, degree of disability, cultural background and gender of the person(s) involved.

Signature of person responsible for policy:-

Print name Dave Patterson

Signature

Position

Chairman

Date

18.07.26

Date of Next Review

JULY 27