



Society for Mucopolysaccharide Diseases
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Society for Mucopolysaccharide Diseases

Policy No. 77

VULNERABLE SUPPORTERS POLICY

Policy Statement

This policy reflects the MPS Society's commitment to fair treatment of adult supporters that demonstrate vulnerable circumstances and applies to all employees, volunteers and anyone acting on behalf of the MPS Society.

Definitions

Vulnerable supporter: an individual who finds it difficult to immediately make an informed decision about the choices offered to them. A vulnerable supporter may experience all, some or none of the following:

- A diagnosed condition such as dementia
- A recent bereavement
- An undiagnosed or temporary mental health condition such as severe anxiety
- Learning difficulties
- Difficulty understanding the language

Practices

The MPS Society 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 MPS Society.

- The MPS Society follows the Institute of Fundraising's Code of Fundraising Practice
- The MPS Society does not work with telephone fundraising agencies
- The MPS Society does not fundraise through direct marketing
- The MPS Society encourages supporters or those acting on behalf of the supporter to declare vulnerability
- The MPS Society will not contact supporters with the aim of asking for an increase in giving where the supporter's records include a record of vulnerability

Regardless of whether there is a record of vulnerability, the MPS Society does not accept donations where it has reason to believe that the donor may be experiencing vulnerable circumstances and accepting the donation would be ethically wrong and/or harmful to the donor.

Should the situation arise where the MPS Society becomes aware that it has unknowingly accepted a donation/s from an individual during a time that he or she was experiencing vulnerable circumstances, the MPS Society will endeavour to return all donation/s accepted during this period.

Should the MPS society 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.

The MPS Society does not identify vulnerable adults based on disability or age or any other social indicator. The MPS Society deals with each donor on a case-by-case scenario. The MPS Society seeks to ensure that a donor is equipped with the appropriate information in order to make an informed decision about giving to it. The MPS Society 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 the MPS Society communicates with a donor does not necessarily indicate vulnerability.

The MPS Society fundraising team when interacting with a donor considers all interactions to determine whether or not they should be considered a vulnerable adult. Attention will be paid to any indicator that may suggest the donor is vulnerable i.e. failing to say how much the donation is for.

The MPS Society recognises that it may be difficult for a member of the fundraising team to assess the vulnerability of the donor. If a member of the fundraising team is unsure, they must ask their manager for a second opinion and approval to accept the donation.

Policy Agreed: April 2016
Next Trustee Review Date: April 2018

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