



New Hope Global
Charity Number: 1158626
Companies House: 08913178

2nd Floor (Birchfield Library)
3 Trinity Road
Birmingham B6 6AH
Tel: 0121 455 8144
Email: info@nhglobal.org.uk

VULNERABLE ADULTS PROTECTION POLICY

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New Hope Global is committed to ensuring that vulnerable people who use our services are not abused and that working practices minimise the risk of such abuse. The Staff and/or Volunteers, Trustees, and Steering Committee of New Hope Global have a duty to identify abuse and report it.

1. Definition

Vulnerable adults are people who are over 18 years of age and are getting or may need help and services to live in the community. Vulnerable adults may be unable to take care of themselves and unable to protect themselves from harm or exploitation by other people.

1.1 What do we mean by abuse?

- Abuse of a vulnerable adult may consist of a single act or repeated acts. It may occur as a result of a failure to undertake action or appropriate care tasks. It may be an act of neglect or an omission to act, or it may occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not, or cannot, consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the individual.
- Concerns about abuse may be raised and reported to the social services agency as a result of a single incident or repeated incidents of abuse. However for some clients the issues of abuse relate to neglect and poor standards of care. They are ongoing and if ignored may result in a severe deterioration in both physical and mental health and even death.
- Anyone who has concerns about poor care standards and neglect in a care setting may raise these within the service, with the regulatory body and/or with the social services agency.

1.2 Who is included under the heading 'vulnerable adult'?

- An Adult (a person aged 18 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 unable to protect him or herself against significant harm or exploitation'. (Definition from 'No Secrets' March 2000 Department of Health)
- This could include people with learning disabilities, mental health problems, older people and people with a physical disability or impairment. It is important to include people whose condition and subsequent vulnerability fluctuates. It may include an individual who may be vulnerable as a consequence of their role as a carer in relation to any of the above.
- It may also include victims of domestic abuse, hate crime and antisocial abuse behaviour. The persons' need for additional support to protect

themselves may be increased when complicated by additional factors, such as, physical frailty or chronic illness, sensory impairment, challenging behaviour, drug or alcohol problems, social or emotional problems, poverty or homelessness.

- Many vulnerable adults may not realize that they are being abused. For instance an elderly person, accepting that they are dependent on their family, may feel that they must tolerate losing control of their finances or their physical environment. They may be reluctant to assert themselves for fear of upsetting their carers or making the situation worse.
- It is important to consider the meaning of 'Significant Harm'. The Law Commission, in its consultation document 'Who Decides,' issued in Dec 1997 suggested that; 'harm' must be taken to include not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also 'the impairment of, or an avoidable deterioration in, physical or mental health; and the impairment of physical, intellectual, emotional, social or behavioural development'.

2. Aim

The purpose of this policy is to outline the duty and responsibility of staff, volunteers and trustees working on behalf of the organisation in relation to Safeguarding Vulnerable Adults.

All adults have the right to be safe from harm and must be able to live free from fear of abuse, neglect and exploitation.

3. Principles

New Hope, Global will pledge its support to protect vulnerable adults based on the Department of Health's policy principles outlined on the 'Statement of Government Policy on Adult Safeguarding 2013':

- Empowerment- Presumption of person led decisions and informed consent.
- Prevention - It is better to take action before harm occurs.
- Proportionality - Proportionate and least intrusive response appropriate to the risk presented.
- Protection - Support and representation for those in greatest need.
- Partnership - Local solutions through services working with our communities. Communities involved have a part to play in preventing, detecting and reporting neglect and abuse as well.
- Accountability - Accountability and transparency in delivering safeguarding.

Abuse can include:

- physical,
- financial,
- material,
- sexual,
- psychological,
- discriminatory,
- emotional abuse
- neglect.
- Abuse can take place in any setting, public or private, and can be perpetrated by anyone.

4. Rights & Responsibilities

Responsibilities of New Hope, Global Board of Trustees and Management Committee:

- To ensure volunteers are aware of vulnerable adult's need for protection
- To notify the appropriate agencies if abuse is identified or suspected
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
- To Disclosure and Barring Service (DBS) check volunteers that have access to or work with Vulnerable Adults

Responsibilities of New Hope Global Staff and Volunteers:

- To be familiar with the vulnerable adult protection policy
- To take appropriate action in line with the policy of the organization
- To declare any existing or subsequent convictions.

Responsibilities in projects where vulnerable adults are directly or indirectly involved:

- Staff have a duty to report promptly any concerns or suspicions that an adult at risk is being, or is at risk of being, abused.
- Actions to protect the adult from abuse should always be given high priority by all organisations involved. Concerns or allegations should be reported without delay.
- Management committee, staff and volunteers should make the dignity, safety and wellbeing of the individual a priority in their actions.
- As far as possible members of New Hope, Global must respect the rights of the person causing, or alleged to be causing, harm. If the person alleged to have caused harm is also an adult at risk they must receive support and

their needs must be addressed. Staff should fully understand their role and responsibilities in regard to the policy and procedures.

- Every effort must be made to ensure that adults at risk are afforded appropriate protection under the law.
- Adhere to the policy and procedures, including complaints by service users and by staff who raise concerns ('whistleblowers'), always in compliance with the Public Interest Disclosure Act (PIDA) 1998.
- Staff and volunteers must undergo training provided by New Hope, Global that is appropriate to their level of responsibility and will receive clinical and/or management supervision that allows them to reflect on their practice and the impact of their actions on others.

4.1 Support for those who report abuse

All those making a complaint or allegation or expressing concern, whether they are staff, volunteers, service users, carers &/or members of the general public should be reassured that:

- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared with the appropriate authorities if they or others are at significant risk

4.2 Rights of vulnerable adults

The Vulnerable Adult has the right:

- To be made aware of this policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate
- To receive information about the outcome

4.3 Safeguarding Lead of New Hope

The safeguarding lead of New Hope is Mr. Mohammed Foiz Uddin MBE MInstF.

We are also committed to reviewing our policy and good practice annually.

Chairman's Signature: _____

Adopted on: 19/07/2021

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