



H O P E  
C I T Y C H U R C H  
W O L V E R H A M P T O N

## Hope City Church (Wolverhampton, UK)

### Vulnerable Adults Safeguarding Policy

#### **Policy**

#### Why have a safeguarding policy?

Hope City Church is a family friendly church attracting people of all ages from all walks of life. The safeguarding of children, young people and vulnerable adults at Hope City Church is paramount and Hope City Church is committed to keeping children and vulnerable adults safe.

A vulnerable adult is defined as "An adult at risk is any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and or support." (The Care Act 2014)

#### Safeguarding is everyone's responsibility:

Everyone has the right to live in safety, free from abuse and neglect.

Abuse and neglect can occur anywhere: in your own home or a public place, while you're in hospital or attending a day centre, or in a college or care home.

Vulnerable adults may be living alone or with others. The person causing the harm may be a stranger but, more often than not, they'll know and feel safe with them. Those that abuse or neglect are usually in a position of trust and power, such as a health or care professional, relative or neighbour.

Safeguarding and promoting the welfare of vulnerable adults – and in particular protecting them from significant harm – depends upon effective joint working between agencies and professionals that have different roles and expertise.

## **Legislation**

The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect.

## **Categories of abuse and neglect:**

The Care Act 2014 sets out the ten categories of adult abuse and neglect:

### **Physical Abuse -**

This includes:

- being hit, slapped, pushed or restrained
- being denied food or water
- not being helped to go to the bathroom when you need to
- misuse of your medicines

### **Sexual Abuse –**

This includes:

- indecent exposure
- sexual harassment
- inappropriate looking or touching
- sexual teasing or innuendo
- sexual photography
- being forced to watch pornography or sexual acts
- being forced or pressured to take part in sexual acts
- rape

### **Psychological or Emotional –**

This includes:

- emotional abuse
- threats to hurt or abandon you
- stopping you from seeing people
- humiliating, blaming, controlling, intimidating or harassing you
- verbal abuse
- cyberbullying and isolation

- an unreasonable and unjustified withdrawal of services or support networks

### **Financial or Material**

This could be someone stealing money or other valuables from you. Or it might be that someone appointed to look after your money on your behalf is using it inappropriately or coercing you to spend it in a way you're not happy with.

Internet scams and doorstep crime are also common forms of financial abuse.

### **Discriminatory**

This includes some forms of harassment, slurs or unfair treatment relating to your:

- race
- gender and gender identity
- age
- disability
- sexual orientation
- religion

### **Neglect and acts of omission**

Neglect includes not being provided with enough food or with the right kind of food, or not being taken proper care of.

Leaving you without help to wash or change dirty or wet clothes, not getting you to a doctor when you need one or not making sure you have the right medicines all count as neglect.

### **Organisational or institutional**

This includes:

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication

- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

### **Domestic Violence**

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.

### **Modern Slavery**

This includes:

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to

### **Self-neglect** (this can include things such as hoarding behaviour)

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

It is important to consider who those at risk are, in your community. They may be a person who:

- is elderly and frail due to ill health, physical disability or cognitive impairment.
- has a learning disability;
- has a physical disability and/or sensory impairment;
- has mental health needs;
- has a long term illness/condition;
- miss-uses substances or alcohol;
- is a carer such as family members and friends; and
- is unable to demonstrate the capacity to make a decision and is in need of care and support.
- Adults can be more at risk of abuse when they live:
  - alone;
  - have care and support needs;
  - depend on others for example to manage their money; and
  - find it difficult to communicate

### **New Staff and those working with vulnerable adults people**

All new staff and voluntary workers will be made aware of Hope City Church's Vulnerable Adults Safeguarding Policy in their induction period. Those working with vulnerable adults in 'Regulated Activities' may be required to have a DBS (Disclosure and Barring Service) check made.

### **Reviewing the Policy and Procedure**

This policy and procedure will be reviewed every year, this will include checking telephone numbers, accuracy of personnel details, and any updates required by a change in local policy or national policy.

### **What to do if you have concerns about a vulnerable adult**

Start by talking to the person in private, if you feel able to do so. Mention some of the things that concern you – for instance, that they've become depressed and withdrawn, have been losing weight or seem to be short of money.

Let them talk as much as they want to. But be mindful that if they've been abused, they may be reluctant to talk about it because they are afraid of making the situation worse, do not want to cause trouble, or may be experiencing coercion or threats.

It's best not to promise the person that you will not tell anyone what's been said. If an adult is being abused or neglected, it's important to find help for them and stop the harm.

Stay calm while the person is talking, even if you're upset by what you hear, otherwise they may become more upset themselves and stop telling you what's been going on.

It can be very difficult for an abused or neglected person to talk about what's been happening to them. Unless you're concerned for their immediate health and safety and feel it's vital to act straight away, give them time to think about what they'd like to do.

If you're right and the person has been abused or neglected, ask them what they'd like you to do. Let them know who can help them, and tell them you can seek help on their behalf if they want or if it's difficult for them to do so themselves.

Whatever the nature of the concerns, discuss these and fill in a disclosure form (ask Safeguarding Lead to provide this) as soon as possible with your Designated Safeguarding Officer who is Lynne Phillips who will take advice from ThirtyOne:Eight (PO Box 133, Swanley, Kent, BR8 7UQ. Telephone 0845 120 4550 or 0845 120

4551). If the concern is regarding the Safeguarding Lead then contact Mike Needs (Chairman at Hope City Church). If the concern is regarding the Chairman then please call ThirtyOne:Eight directly.

If the person is in danger or needs medical attention, call their GP (if known) or emergency services if immediate assistance is required.

Wolverhampton City Council Multiagency Safeguarding Hub can be contacted:

- Monday to Thursday 8:30am to 5pm, Friday 8:30am to 4:30pm **01902 551199**
- For emergencies out of hours **01902 552999**
- If immediate action is needed dial **999**

It is better to report abuse over the phone so that safeguarding officers can take the necessary information. You can make a report anonymously by telephone.

You can also report abuse using our **Safeguarding Adults Concern and Notification Form (SA1)**. All fields will need to be completed as we may need to get in touch with you for further details. It is not advisable to make an anonymous report using this form.

### **Recording**

Please ensure that that you record any disclosures and actions that you have taken, making sure to include the time and date also.

THIS POLICY WILL BE REVIEWED ANNUALLY.

Policy reviewed by: Clare Smyrell 28 June 2021, Dave Cashmore-Jones 30 June 2021. Josephine Olomolaiye 29<sup>th</sup> April, 2022. Lynne Phillips 20<sup>th</sup> October 2023.

Signed on behalf of The Trustees: Mike Needs (Chair of Board of Hope City Church Trustees)

Date: 5th July 2021