Folkestone Nepalese Community (FNC)

Protection of Vulnerable Adults (POVA) Policy

1.0 Principles and Values

Safeguarding is defined as protecting an adult's right to live in safety, free from abuse and neglect.

All Folkestone Nepalese Community (FNC) members, volunteers, and trustees have a duty to promote the welfare and safety of vulnerable adults. Members, volunteers, and trustees may receive disclosures of abuse or observe vulnerable adults who are at risk, and they have a responsibility to act.

For the purpose of this policy, an **adult** is a person aged 18 years or over who meets the following three tests:

- Has needs for care and support (whether or not the local authority is meeting those needs).
- Is experiencing, or at risk of, abuse or neglect.
- As a result of those needs, is unable to protect themselves from the risk or experience of abuse or neglect.

FNC will adhere to the **Kent and Medway Multi-Agency Adult Protection Policy, Protocols and Guidance** (https://www.kmsab.org.uk/p/professionals/kmsab-policies), which provide a clear framework for reporting abuse. This approach is based upon equal opportunities and best practice in respect of race, culture, religion, disability, gender, age, or sexual orientation.

2.0 Vulnerable Adult Definition

Those who may be vulnerable include, but are not limited to:

- Older frail people
- People with learning disabilities
- People with physical disabilities
- People with mental health problems
- People who engage in substance misuse

3.0 Abuse

Abuse is a violation of an individual's human and civil rights by another person or persons. It may consist of a single act or repeated acts.

Types of Abuse include:

- **Physical Abuse**: hitting, slapping, pushing, kicking, misuse of medication, undue restraint.
- **Sexual Abuse**: rape, sexual assault, sexual acts without consent, or obtained by coercion.
- **Psychological Abuse**: threats, humiliation, verbal or racial abuse, isolation.
- **Financial Abuse**: theft, fraud, exploitation, undue pressure regarding wills, property, or inheritance.
- **Neglect/Acts of Omission**: failure to provide medical care, poor nutrition, lack of heating, failure to administer medication.
- **Other Types**: racial/homophobic abuse, domestic abuse, discriminatory abuse, self-neglect, institutional abuse, deprivation of liberty safeguards (DoLS).

4.0 Reporting Procedures

- If you believe someone is at immediate risk of harm, call **999** immediately.
- If you witness abuse or have concerns, you must report it. Do not promise confidentiality — explain that information must be shared to keep the person safe.
- Record the incident or disclosure promptly using FNC's **Safeguarding Reporting Form**. Include date, time, and factual details (what was seen, heard, or disclosed). Use the person's own words where possible.
- Concerns should be reported to the **Safeguarding Lead** or the **Designated Safeguarding Trustee**. If unavailable, report to another Trustee.
- The Safeguarding Lead will refer concerns to **Adult Social Care** or other agencies as appropriate, and follow their guidance.

5.0 Good Practice in Handling Disclosures

- Listen attentively, ask only for clarification.
- Separate facts from opinions.
- Do not make assumptions or ask leading questions.
- Stay calm and avoid overreacting.
- Do not promise confidentiality.
- Seek immediate medical attention if needed.
- Preserve evidence where relevant.

- Reassure the person that they did the right thing by telling you.

6.0 Staff and Volunteer Training

- All staff, volunteers, and trustees must read FNC's safeguarding training materials as part of induction and sign to confirm understanding.
- Staff and volunteers must complete safeguarding training provided by Folkestone & Hythe District Council.
- The Safeguarding Lead will also complete **Kent Safeguarding Children Multi-Agency Partnership (KSCMP) training**, including:
    - Safeguarding Adults Level 1
    - Safeguarding Children Level 1
    - Safer Recruitment

7.0 Safer Recruitment

FNC is committed to safeguarding and promoting the welfare of all members of the community. Recruitment will:

- Explore attitudes to working with vulnerable groups.
- Require **enhanced DBS checks** for all staff and volunteers in regulated activity.
- DBS checks will be renewed every **three years** (or sooner if required).

8.0 Contact Information

Safeguarding Lead (Charity & Centre Manager):
Dr Maha Rai
📞 01303 398055
📧 maha.rai@fncuk.org

Trustee Safeguarding Contact (Chair):
Capt (Retd) Suman Chandra Rai
📞 07575 747999
📧 suman.rai@fncuk.org

External Contacts:

- **Police:** 999 (emergency) | 101 (non-emergency)

- **Kent Adult Social Services:** 03000 41 61 61 | social.services@kent.gov.uk | https://www.kent.gov.uk/social-care-and-health/report-abuse
- **Kent Children's Social Services:** frontdoor@kent.gov.uk | https://kccchildrens.kent.gov.uk
- Further guidance: https://www.kmsab.org.uk / https://www.kscmp.org.uk

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9.0 Policy Review and Approval

This policy will be **reviewed annually** by the FNC Trustee Board, or sooner if required by changes in law, guidance, or circumstances.

Approved by the Committee and Trustees of the Folkestone Nepalese Community (CIO) on **19 June 2026**.

Document Control

- **Version:** 3.0
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- **Date Approved:** 19 June 2026
- **Review Date:** March 2026
- **Next Scheduled Review:** March 2027
