

Newlyn plc

Working with Children and Vulnerable Adults



Newlyn plc - Working with Children and Vulnerable Adults Policy

Introduction

This document outlines a code of behaviour that the Company expects all staff to abide by when in contact with children or vulnerable adults whilst acting on its behalf. It should be read in conjunction with the Company's Duty of Care Policy Statement.

Staff and Contractors

Whilst it is the case that Newlyn employees do not 'work with' children or vulnerable adults, it is inevitable that Enforcement Agents and Contact Centre staff will come into contact with them during the course of their work – either during visits or whilst making outbound calls.

Newlyn staff are bound by the rules of the CIVEA Code of Conduct and Good Practice Guide and adhere to the National Standards for Enforcement Agents set out by the Ministry of Justice.

The Company carries out DBS (Disclosure and Barring) checks; previously known as criminal record checks; on all Enforcement Agents and any other members of staff who may come into contact with children and vulnerable adults during the course of their work.

Specialist Support

Newlyn has a dedicated Vulnerable Persons Team which handles sensitive and potentially vulnerable cases. They are trained to assist the debtor by:

- advising them of where they can obtain free impartial advice;
- encouraging them to seek the support of family and friends;
- offering translation services to those with little or no English; as well as those suffering from sensory loss or impairment;
- understanding the need for extended payment arrangements for those on low incomes or benefits
- taking an understanding approach when dealing with mental illness

Conclusion

The Company takes its responsibilities in this area very seriously and expects its staff and contractors to comply with this policy in all respects.

The Child and Vulnerable Adult Protection Policy

Definition of terms

Child

A child means any person below the age of eighteen years unless, under the law applicable to the child, majority is attained earlier (Convention on the Rights of the Child, United Nations, article 1).

Vulnerable Adult

There is no legal definition of the term "vulnerable adult". The definition adopted by the Company is as follows:

A person over the age of eighteen who, at the time, cannot reasonably deal with their affairs.

These persons may include those who are:

- Recently bereaved
- Old and frail
- Disabled
- Suffering poverty/hardship
- Speak no English
- Have Mental Health issues
- Are terminally ill or suffering long term sickness
- Pregnant
- Single parents
- Lone females

Each case of vulnerability will be treated on its own merits.