



**Muirhouse  
Housing  
Association**

**MUIRHOUSE HOUSING ASSOCIATION**



**Muirhouse  
Homes Ltd**

**MUIRHOUSE HOMES**

<b>Title of Policy:</b>	Adult Protection
<b>Date of Adoption or Last Review:</b>	New Policy
<b>Lead Officer:</b>	Stephanie Sedstrem
<b>Approval Date</b>	8 <sup>th</sup> November 2021
<b>Review Date</b>	November 2024

If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

Letting Agent Registration Number – 1911016  
Landlord Reference – 403737/230/16191

## Our Vision, Our Mission, Our Values

**Our Vision** is an engaged, thriving, desirable and eco-friendly Muirhouse with high quality, truly affordable and greener homes.

**Our Mission** - We will provide high quality, truly affordable homes and services for residents and strengthen our engagement and partnerships to enrich the community and safeguard our environment.

**Our Values** - In upholding our central value of providing high quality, affordable homes and services, our behaviours and decisions will demonstrate our commitment to

**Excellence:** Ensuring the highest standards in all that we do and innovating to continually improve. Across the MHA Group, we are committed to providing a high quality, customer focused service that demonstrates value for money.

**Caring:** Being compassionate about and responding appropriately to the needs of our residents, staff, and Board.

**Mutual Respect:** Valuing the views, knowledge, expertise, and skills of others and collaborating to achieve good outcomes for residents, staff, and the Association. We will continue to be a leading member of the local community, working with our customers and statutory, voluntary, and private sector partners.

## This policy applies to

Staff and Tenants of Muirhouse Housing Association and Muirhouse Homes Limited.

## Policy Summary

The purpose of this policy is to provide a clear statement on Muirhouse Housing Association and Muirhouse Homes Policy on Adult protection. This policy is important in ensuring the protection and safety of adults at risk and considers the welfare to be of paramount importance and sets out how we will fulfil these requirements.

## Equalities

Muirhouse Housing Association are committed to ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex or sexual orientation. This document complies with our Equality, Diversity, and Inclusion Policy.

## Privacy

This policy has been developed and will be applied in compliance with General Data Protection Regulations (2018).

## Compliance

### SHR Regulatory Standards

**Standard 1:** Standard 1 The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.

**Standard 2:** The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

**Standard 4:** The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

**Standard 5:** The RSL conducts its affairs with honesty and integrity.

**Standard 6:** The governing body and senior officers have the skills and knowledge they need to be effective

### Other Guidance

Adult Support and Protection (Scotland) Act 2007

Sexual Offences (Scotland) Act 2009

## Related Policies

Child Protection Policy  
Privacy Policy  
Staff Code of Conduct  
Whistle Blowing Policy

## Contents Page

<b>1. Introduction</b>	<b>Page 5</b>
<b>2. Purpose of the Policy</b>	<b>Page 5</b>
<b>3. Aims and Objectives of the Policy</b>	<b>Page 6</b>
<b>4. Approach and Method</b>	<b>Page 7</b>
<b>5. Implementation of the Policy</b>	<b>Page 8</b>
<b>6. Monitoring</b>	<b>Page 8</b>
<b>7. Complaints and Appeals about the Policy</b>	<b>Page 8</b>
<b>8. Anti-Bribery</b>	<b>Page 8</b>
<b>9. Review</b>	<b>Page 9</b>
<b>10. Appendices</b>	<b>Page 9</b>

## 1. Introduction

- 1.1 Muirhouse Housing Association (MHA) and Muirhouse Homes Limited (MH4) are committed to the protection and safety of adults at risk of harm and considers their welfare to be of paramount importance. All people have the right to live their lives free from risk of harm and staff are expected to know what action to take if they observe, suspect, or receive reports of harm. Any action taken on their behalf will be in their best interests.
- 1.2 This policy reflects the Adult Support and Protection (Scotland) Act 2007 and is designed to raise awareness with our staff of their responsibilities regarding the protection of adults at risk of harm.
- 1.3 We will aim to ensure that staff recognise areas of potential harm, (physical, sexual, financial, or psychological), when someone may be at risk of harm and know how to raise their concerns with appropriate professional bodies.
- 1.4 We agree with and will follow the Multi-Agency Adult Protection Guidance.
- 1.5 We committed to the principles of sustainability and will endeavour to develop fair and consistent policies, procedures, and practices.

## 2. Purpose of the Policy

- 2.1 We are committed to protecting adults at risk of harm who come into contact with our staff through the direct or indirect provision of services. All staff are expected to comply with the provisions of this policy to ensure the protection of adults at risk of harm.
- 2.2 Multi-Agency Adult Protection Guidance states that “Adult protection is everyone’s business. The guidance outlines the duties and responsibilities of all agencies concerned with the protection of adults.”
- 2.3 We will not tolerate any kind of harmful behaviour regardless of the age, status or position of the perpetrator or the age of the adult experiencing harm.
- 2.4 An adult at risk of harm, as defined by The Adult Support and Protection (Scotland) Act 2007 is:

*Any person aged 16 years or over whom:*

- Is unable to safeguard their own wellbeing, property, rights, or other interests and
- Is at risk of harm and
- Because they are affected by disability, mental disorder, illness, physical or mental infirmity are more vulnerable to being harmed than adults who are not so affected.

2.5 All three elements must be met in order to deem a person at risk of harm. It is the whole of the circumstances which can combine to make an individual more at risk of harm than another. The presence of a particular condition alone does not automatically mean an adult is an “adult at risk”.

2.6 An adult is at risk of harm where:

- Another person’s conduct is causing (or is likely to cause) the adult to be harmed, or
- The adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm.

2.7 Harm includes all harmful conduct and in particular includes:

- Physical harm,
- Sexual harm,
- Psychological / emotional harm,
- Financial harm,
- Neglect,
- Self-harm (including self-neglect, self-poisoning, and self-injury).

2.8 Adults at risk may be harmed by anyone; relatives or family members, volunteers, paid carers/staff, friends and acquaintances, neighbours, visiting professions or services, strangers and those who deliberately exploit adults at risk.

### **3. Aims and Objectives of Policy**

3.1 We are committed to providing an environment that is safe and free from harm and will therefore:

- Ensure staff undertake training in the protection of adults at risk of harm at a level appropriate to their role.
- Ensure that all staff, students, and contractors maintain appropriate boundaries at all times. For details of boundaries see the organisation’s Code of Conduct.
- Immediately apply the Disciplinary Policy and Procedure where an employee is guilty of or suspected of harm.

3.2 We have a duty to report any concerns about the wellbeing of any adult at risk from harm to the appropriate statutory agencies. Local Authority Social Work Services, in conjunction with NHS and Police Scotland have a statutory responsibility to investigate fully any concern or allegation of harm, to intervene as appropriate and to take all reasonable measures to protect adults at risk from harm.

### **4. Body of the Policy**

- 4.1 The Chief Executive is responsible for ensuring that a policy is in place to provide guidance to staff in relation to dealing with actual or alleged incidences of harm.
- 4.2 The Housing Services Team Leader is responsible for ensuring that staff within the Housing Team undertake training at the level appropriate for their role and that there are procedures in place for reporting harm.
- 4.3 Line Managers are responsible for ensuring that their staff take appropriate action in responding to actual or alleged harm, following the procedures and local guidance identified. This includes accurate recording of any instances of alleged or actual harm. All records of alleged or actual harm must be retained for a period of 75 years.
- 4.4 The Housing Services Team Leader (or nominated representative) will be the first point of contact for Social Work or Police and will be responsible for supporting the employee and other individuals throughout this process.
- 4.5 Where staff identify or suspect actual or potential harm or have concerns about an adult at risk of harm, they should immediately report their suspicions to line management who will contact the Adult Service Team, Social Work Service through the Social Work Contact Centre, and where appropriate Police Scotland (with or without the consent of the vulnerable adult). If the adult is in immediate danger, requires immediate medical attention or a crime is suspected then the appropriate emergency services must be called. Statutory Agencies promote the reporting of concerns or incidents and will make every effort to assist staff who contact them for guidance or who raise a concern. Our Data Protection Policy will be observed.
- 4.6 All staff must have access to and have read and understood the following:
  - Muirhouse Group's Adult Protection Policy,
  - Muirhouse Group's Child Protection Policy
  - Muirhouse Housing Association's Staff Code of Conduct,
  - Muirhouse Housing Association's Whistle Blowing Policy ,
  - The relevant Local Authority guidance on the protection of adults at risk of harm.
- 4.7 Staff must ensure they have access to the following contacts:
  - Social Work Out of Hours telephone number – 0800 731 6969
  - Social Work Duty Officer – 0131 200 2324
  - Contact details for the local Police

## 5. Implementation of the Policy

5.1 The Board of Management, in its formal approval of the policy acknowledges that it accepts full responsibility for its implementation. Day to day responsibility for the operation and monitoring of the policy is delegated to the Chief Executive and senior staff. All relevant staff have a responsibility to ensure that the policy is applied as instructed.

5.2 Implementation of the policy will be supported by:

- Devising detailed procedures to accompany the policy: responsibility for developing supporting procedures is delegated to the Housing Team.
- Communication with staff and tenants about the policy and procedures and any subsequent amendments.
- Staff training.
- Monitoring and internal audit of adherence to policy requirements and procedures.

## 6. Monitoring of the Policy

6.1 These will be monitored by the Housing Services Team Leader reporting to the Chief Executive. If any significant issues of concern arise or any matter which demonstrates a serious failure of internal controls, the Chief Executive will report such matters to the Board of Management.

## 7. Complaints and Appeals about the Policy

7.1 We recognise that in the delivery of our services to customers there may be occasions when a customer is not satisfied with the way a particular issue was dealt with. Tenants, their representatives or others who use our service can make a complaint to any member of staff who will try to resolve the matter straightaway. If this is not possible, we will make sure the matter is fully investigated in line with our complaints policy and procedure. Copies of these are available from our office or on our website. Feedback from complaints will be used to help improve our service.

## 8. Anti- Bribery

8.1 We are committed to the highest standards of ethical conduct and integrity in all our activities and, in order to ensure compliance with the Bribery Act 2010, we have introduced an Anti-Bribery policy and procedures. These must be adhered to by all employees, Board Members and associated persons or organisations acting for or on our behalf when undertaking any actions referred to in this policy.

## 9. Review

- 9.1 This policy will be reviewed every 3 years unless key changes are required earlier to comply with legislation, guidance, or new learning.
- 9.2 As part of this review, consultation will take place with staff and customers to ensure that operational issues and the opinions of customers are considered.
- 9.3 The effectiveness of accompanying procedures and guidance will be monitored on a regular basis and, where applicable, amended as required operationally; or to reflect legislative changes.
- 9.4 Where references are made to specific job titles, roles, groups or committees, such references shall be deemed to include any changes or amendments to these job titles, roles, groups, or committees resulting from any restructuring or organisational changes made between policy reviews.

## **10. Appendices**

- 10.1 The City of Edinburgh Council Adult support and protection Multi Agency Guidelines.

<https://www.edinburgh.gov.uk/downloads/file/27072/adult-support-and-protection-multi-agency-guidelines>