

# Adult Support and Protection Policy

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| <b>Title</b>                         | <b>Adult Support and Protection Policy</b>                       |
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We can produce this document in different formats, for instance, in larger print, Braille or audio-format. we can also translate this document into specific languages, as appropriate.

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## 1. Vision and values - Wellhouse – the Place to Be.

This simple statement is our vision of Wellhouse as an attractive place where people feel happy and safe, benefit from having a good home and an attractive environment and feel proud to be part of a vibrant community.

We believe that our values of Caring, Openness, Respectful and Empathy supported by a comprehensive policy framework will help make our vision a reality.

## 2. Governance

Wellhouse HA is a community controlled Registered Social Landlord and is managed by a group of local people who are elected onto the Management Committee. Their role is to make sure that the Association is well run, meets the needs of the local area and is responsive to what is important to local people.

The Management Committee appoints senior staff, agrees all the Association's policies and takes all the key decisions. The Director and the senior team support the Committee in these responsibilities.

## 3. Policy Aims

The purpose of this policy is to ensure that all Wellhouse Housing Association staff, committee members and contractors are able to recognise when an adult may be at risk of harm and are aware of what they should do if they believe an adult is or may be at risk.

## 4. Equal Opportunities and Human Rights Statement

We aim to ensure that all services, including the delivery of this policy, provide equality of opportunity.

We will respond to the different needs and service requirements of individuals. We will not discriminate against any individual for any reason, including age, disability, gender re-assignment, marriage, civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, or other status.

## 5. Legislation

The following legislation is relevant to this policy:

Domestic Abuse (Scotland) Act 2018  
Domestic Abuse (Scotland Act) 2011

Domestic Abuse (Protection) (Scotland) Act 2021  
Adult Support and Protection (Scotland) Act 2007  
Forced Marriage etc. (Protection and Jurisdiction (Scotland) Act 2011  
Protection from Abuse (Scotland) Act 2001  
Housing (Scotland) Act 1987  
Homelessness etc. (Scotland) Act 2003

## 6. The Policy

### Introduction

Wellhouse Housing Association ('The Association') is committed to ensuring that staff are aware of their responsibility for safeguarding and promoting the welfare of all adults and recognises its responsibility to take all reasonable steps to promote safe practice and to protect vulnerable adults from harm, abuse and exploitation. The Association acknowledges its duty to act appropriately to all allegations, reports and suspicions of abuse.

Through the implementation of this policy, the Association aims to do everything it can to protect vulnerable adults, and to ensure that all concerns for the welfare of a vulnerable adult are reported to the appropriate authorities.

We have this policy in place because: -

It is the law

It is our duty as citizens and as staff to safeguard those that we work with

It is our duty to take action if we think someone is at risk

It protects staff and volunteers as well as the public

The Adult Support and Protection (Scotland) Act 2007 provides a legal framework to identify, support and protect adults at risk of harm, insuring interventions are beneficial and the least restrictive as possible and describes adults at risk as being persons (aged 16 or over) who are;

Unable to safeguard their own well-being, property, rights or other interests

Are at risk of harm, which includes any conduct causing physical, psychological, sexual or financial harm, neglect or self-harm.

c) Because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

An adult is at risk of harm for the purposes of the above noted if;

a) Another person's conduct is causing (or likely to cause) the adult to be harmed, or

b) The adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm.

Our staff will promote the rights of adults at risk to be listened to and taken seriously so that an individual is able to express their views, thoughts, and concerns.

Concerns about child protection and conduct towards adults at risk will be referred to Social Work in line with our procedures.

### Confidentiality

Information provided to us will normally be treated as confidential and will not be passed to a third party without consent. However, our privacy statement allows that we may disclose personal information to other agencies under certain circumstances. This includes sharing information for the purposes of law enforcement and the statement allows us to share information with Police Scotland, Local Authority Departments including Social Work Services and the Scottish Fire and Rescue Service.

### Reporting concerns

Concerns about an adult who may be at risk of harm can arise in a number of ways, for example an accumulation of concerns, a single significant incident, observation on child/parent interaction, or information from a relative or a member of the public.

### In situations where there is immediate danger

If at any point a member of staff or Committee Member believes that the adult in question is in immediate danger of harm, then the police, other emergency services or a medical practitioner must be contacted immediately.

If a member of staff or Committee Member is in immediate danger, they must leave the scene and not return until it is safe to do so.

The staff member should inform their line manager immediately. Committee members and contractors should inform a member of the Senior Management Team.

If the adult is considered to be at risk of harm but not in immediate danger:

Members of staff, committee members and contractors must report their concerns as soon as possible on the same working day to their line manager/Senior Management Team member after seeing or hearing something which indicates an adult is at risk of harm.

In such instances, the staff/Committee member should, as soon as reasonably practicable, make a note of the following details. This will help to clearly and accurately report what they have seen or heard to their line manager who may use this information when making a referral to the appropriate Social Work team.

Name, address, approximate age of adult at risk of harm

Date and time of incident

Reason for concern in as much detail as possible including location etc.

Any injuries observed

Details of any witnesses

Any action already taken

Any personal safety issues anyone should be aware of

### Staff/Committee Member/Contractor responsibilities

The responsibility of the front-line member of staff, committee member or contractor is solely to report any concerns they may have to their line manager/Senior Management Team Member.

It is not the staff, committee members or contractors role to investigate the incident in any way and on no account should a member of staff/Committee Member confront or question the person they suspect of causing the harm.

Members of staff, committee members and contractor must report any concerns they have to their line manager/Senior Management Team Member at the earliest opportunity on the same working day, providing as much detail as possible as outlined above. If the line manager is unavailable, concerns must be reported to another manager.

### Line Managers/Senior Management Team Members

The manager is responsible for reporting details of the incident or concern to the appropriate social work team. Managers should flag any reported incidents to a senior manager and may discuss or seek advice before the referral is made.

This will be done on the same working day and a form AP1 (Appendix A) will be completed and submitted to the social work team within one working day.

### Issues to consider

It should be noted that research indicates that up to two thirds of incidents of harm take place in the person's home. The role of the housing professional is therefore potentially important in reporting risk of harm.

It is also important to understand that there are many reasons why an adult at risk of harm may not want to tell anyone what is happening. These include;

- Fear of repercussions
- Loneliness
- Love for the person committing the harm
- Embarrassment
- Fear they will not be believed

Before making a referral, managers should consider whether to inform the adult concerned that a referral is being made. In general, it is considered good practice to let the person know what we are intending to do. However, this might prejudice the outcome of any subsequent social work or police investigation.

This policy is intended to provide basic guidance to staff, committee members and contractors. It is possible that further or more detailed guidance may be required in individual cases and this should be sought from an appropriate professional body. Advice may be sought from the social work team or the police where required

## 7. Policy Review

This policy will be reviewed in May 2031 and Five yearly thereafter. An earlier review will be conducted if required.

## 8. General Data Protection Regulations

The organisation will treat personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how data will be used and the basis for processing data is provided in Wellhouse Housing Association's privacy notice.

## 9. Freedom of Information (FOI)

The Association is subject to FOI and all enquiries with respect to Adult Support and Protection will be handled strictly in line with FOI and confidentiality policies.

## Appendix A

### Adult Protection Form (AP1)

A referral can be made to Glasgow City Council social services team by contacting Health and Social Care Connect on 0141 287 0555 or emailing [www.glasgow.gov.uk/article/3845/Adult-Protection-Referral-Ap1](http://www.glasgow.gov.uk/article/3845/Adult-Protection-Referral-Ap1) to submit an online form.

The following information should be included in any referral made. If you do not have all the information you should give as much information as you can.

### Section A – Adult at Risk Details:

|                                                                                                                          |  |
|--------------------------------------------------------------------------------------------------------------------------|--|
| <b>Name</b>                                                                                                              |  |
| <b>Known As (if applicable)</b>                                                                                          |  |
| <b>Date of Birth</b>                                                                                                     |  |
| <b>Gender</b>                                                                                                            |  |
| <b>Address</b>                                                                                                           |  |
| <b>Housing Tenure (Local Authority, Housing Association, Private Rent/Owner occupied)</b>                                |  |
| <b>Phone Number</b>                                                                                                      |  |
| <b>Any known communication needs?</b>                                                                                    |  |
| <b>Living situation (e.g. lives alone, with spouse etc., type of accommodation, any known supports, caregivers etc.)</b> |  |
| <b>GP Details (Name, Address, Phone number)</b>                                                                          |  |

### Section B – Referrer Details

|                          |  |
|--------------------------|--|
| <b>Name of referrer</b>  |  |
| <b>Occupation</b>        |  |
| <b>Address</b>           |  |
| <b>Telephone contact</b> |  |
| <b>Email contact</b>     |  |

### Section C – Details of Concern

|                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>All 3 points of the following criteria must be met</b>                                                                                                                                  |
| Describe why the adult is unable to safeguard their wellbeing, property rights or other interests?                                                                                         |
|                                                                                                                                                                                            |
| Describe what type of harm the adult is at risk from.                                                                                                                                      |
|                                                                                                                                                                                            |
| Describe how this adult is affected by a disability, mental disorder, illness or physical or mental infirmity and are more vulnerable to being harmed than adults who are not so affected? |
|                                                                                                                                                                                            |
|                                                                                                                                                                                            |

Describe why you believe the action is needed in order to safeguard the adult from harm (unless set out previously)

### Section D – Other information

Does the Adult understand what has happened to them?

Have you discussed the making of this referral with the adult or relevant person? If not, please explain why not. If yes, please set out any views expressed by the adult or that relevant person.

Note: A relevant person would be where the adult is incapable of expressing any views and could be

- The adult's nearest relative
- Any primary carer, guardian or attorney of the adult
- Any other person who has an interest in the adult's wellbeing or property

If you believe that a crime has been committed has Police Scotland been notified? Detail below Yes/No/Not applicable – and include police contact details where applicable

|                                                                                          |
|------------------------------------------------------------------------------------------|
| What action, if any, have you taken to ensure the adult at risk is now safe?             |
| Details of the alleged harmer if known                                                   |
| Name:<br><br>Address:<br><br><br>Relationship to Adult:                                  |
| Is there any further additional information that you consider relevant to this referral? |

|                    |  |
|--------------------|--|
| Referrer Signature |  |
| Print Name         |  |
| Designation        |  |
| Contact Details    |  |
| Email Address      |  |
| Date               |  |