

# Adults At Risk of Harm Policy

## 1.0 Introduction

This policy outlines One Manchester's commitment to adults at risk of harm and the way we intend to work with them, agencies and other organisations to provide flexible services that take account of diverse needs.

## 2.0 Purpose

To provide a framework that One Manchester can use to ensure the organisation's approach to supporting adults at risk of harm is appropriate. To contribute towards sustainable communities and improve the quality of life for those people who live in, work in and visit the area.

## 3.0 Scope

For the purposes of this policy the definition of an adult at risk of harm is: an individual or household experiencing difficulties with everyday living due to financial, educational, health, employment, learning, language, behavioural, family, social, age or other circumstances or any combination of these.

We have grouped potential indicators of those at risk under the following headings:-

- **Individual Welfare Concerns** - problematic alcohol or drug use, domestic violence or vulnerability to abuse, victims or perpetrators of anti social behaviour, crime / fear of crime including hate and mate crime, neglect or self harm, gambling or significant addiction
- **Physical Health** - physical disability, learning disability, dementia, high dependency or frailty due to age or multiple hospital admissions
- **Emotional and Mental Health** - severe depression, anxiety or other mental health issues
- **Tenancy Management Issues** - history of tenancy failure e.g. eviction or repossession, multiple budgeting or debt issues, care leaver, young carer or previously homeless or in temporary accommodation
- **Family and Friends** - bereavement, relationship breakdown, chaotic lifestyles, multiple and complex needs, long term unemployment or hoarding behaviours
- **Irregular income:** agency worker, zero hours contract, changes to benefit type, sanctions, Universal Credit

This is not an exhaustive list and not intended to replace staff judgment in individual cases. A customer will therefore not necessarily need to fall into an identified group to be considered as an adult at risk of harm.

## 4.0 The Policy

The guiding principles in our approach to supporting adults at risk of harm reflect national guidance and legislation. Our approach to supporting adults at risk of harm will aim to do the following:

- promote the Government's six key principles for the implementation of safeguarding frameworks to ensure good outcomes for adults at risk: Empowerment, Protection, Prevention, Proportionality, Partnerships and Accountability
- promote and maintain an inclusive environment that values people for who they are, design and deliver high quality, flexible services, based on a clear understanding of our customer needs, specifically any care and support needs and ensure our services are accessible to all
- safeguard adults and children, identify any at risk and work with other agencies to deal with any abuse
- comply with all Financial Conduct Authority guidance on the protection of vulnerable customers

The specific objectives of this policy are to ensure that One Manchester has effective arrangements in place:

- for the collection and use of relevant customer profile information in order to understand and gain insight into our customers, including identifying adults at risk of harm
- for the early identification of customers needing support or intervention
- secure appropriate and timely advice, care and support or individually tailored services
- work in partnership with other agencies in the best interests of our customers

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- enabling customers to live independently, build resilience and encourage sustainable tenancies and communities in line with our Place approach
- monitor the quality and effectiveness of the support provided or procured

## 5.0 Equality

One Manchester will ensure that this policy is applied fairly to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in our Equality, Diversity and Inclusion Policy.

An Equality Impact Assessment has been carried out on this policy.

## 6.0 Method and approach

This policy should be read in conjunction with any procedures, guidance notes and complementary policies in order to meet its aims.

## 7.0 Responsibility

All One Manchester Employees and those working on behalf of the company have to adhere to this policy. The Director of Place will ensure this policy is complied with and is responsible for the on-going development and delivery of this.

## 8.0 Monitoring, review and evaluation

This policy will be reconsidered against all relevant legislative changes and will be reviewed every three years as a matter of course.

## 9.0 Legislation

This policy and any subsequent procedures have been written in accordance with relevant guidance and legislation, which include:

- Human Rights Act 1998
- General Data Protection Regulations 2016
- Mental Capacity Act 2005
- Mental Health Act 2007
- Equality Act 2010
- Safeguarding Adults Multi-Agency Safeguarding Policy; Manchester Safeguarding Adults Board June 2010
- Manchester Safeguarding Standard 2011
- Care Act 2014 and statutory guidance for implementation
- Tenancy Standard
- Tenant Involvement and Empowerment Standard
- Neighbourhood and Community Standard

## 10.0 Associated Policies

This policy should be read in conjunction with the detailed procedures, guidance notes and the following complementary policies in order to meet its aims:

- Safeguarding Adults Policy
- Safeguarding Children Policy
- Anti-Social Behaviour Policy
- Equality, Diversity and Inclusion Policy
- Concern Card Procedure