



Adult Support and Child Protection Procedure

December 2025





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1 Introduction

- 1.1. We are committed to ensuring that all adults at risk of harm as defined by the Adult Support & Protection (Scotland) Act 2007 and children who enter or use our premises or receive services from our staff in their own homes are free from risk of harm and are protected from exploitation.
- 1.2. This procedure reflects our commitment to enabling everyone to make their own choices about their lives and to live as independently as their personal circumstances permit.

2. Purpose

- 2.1. The purpose of this procedure is to ensure the safety and protection of adults at risk of harm and children who are at risk of harm.
- 2.2. It outlines our commitment to safeguarding both groups by providing clear guidelines and procedures for staff to follow. It aims to empower at-risk individuals to live independently and make informed choices about their lives, free from preventable harm or exploitation.

3. Scope

- 3.1. This procedure applies to all staff members working within RH+ and Bield at Home. It covers all interactions with vulnerable adults and children, including those receiving services directly from us and those within the wider community.

4. Context

- 4.1. The Adult Support & Protection (Scotland) Act 2007 is designed to protect adults at risk of harm by providing a framework for identifying and supporting vulnerable individuals. Alongside this, the Adults with Incapacity (Scotland) Act 2000 ensures that adults who cannot make decisions for themselves due to mental disorder or communication difficulties are protected, with measures in place to manage their welfare and finances.
- 4.2. This procedure aligns with the Adult Support & Protection (Scotland) Act 2007 and the updated 2022 Code of Practice, which sets out national expectations for inquiry, investigation, and multi-agency cooperation.
- 4.3. The Mental Health (Care and Treatment) (Scotland) Act 2003 focuses on the care and treatment of individuals with mental health disorders, ensuring they receive appropriate support while safeguarding their rights and dignity. Together, these laws help ensure the safety and wellbeing of vulnerable adults in Scotland. The Mental Health (Care & Treatment) (Scotland) Act 2003 is applied



here in its amended form, incorporating the Mental Health (Scotland) Act 2015 changes now fully in force.

- 4.4. The Children (Scotland) Act 1995 is the main law for child welfare and protection in Scotland, requiring local authorities to safeguard and promote children's welfare with the Protection of Children and Sexual Offences (Scotland) Act 2005 aiming to protect children from sexual harm and exploitation.
- 4.5. The Children and Young People (Scotland) Act 2014 outlines duties for children's services to support wellbeing through GIRFEC principles and requires children's services planning duties.
- 4.6. This procedure emphasises that all staff must report any concerns about the safety and wellbeing of vulnerable adult and children they may have contact with or support during their work, ensuring appropriate actions are taken to protect them.

5. Definition

- 5.1. The Children (Scotland) Act 1995 defines children or young people as under 16 years of age, still attending school, or under 18 and under supervision. A child is in need if he or she is in need of care and attention because:
 - (a) he or she is unlikely to achieve or maintain, or to have the opportunity of achieving or maintaining, a reasonable standard of health or development unless the local authority provides services for him under Part II of the Act; (b) his or her health or development is likely significantly to be impaired, unless such services are so provided;
 - (c) he or she is disabled; or
 - (d) he or she is affected adversely by the disability of any other person in his or her family.
- 5.2. The Adult Support & Protection (Scotland) Act 2007 defines an adult to be at risk if they are 16 years and over;
 - Are unable to safeguard their own wellbeing, property, finances, rights or other interests
 - And are at risk of harm and
 - 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*

*These characteristics are indicators rather than strict requirements; the determining factor is an adult's ability to safeguard their wellbeing and whether they are at risk of harm

- 5.3. It is the responsibility of Social Work Services through their duty to inquire and investigate whether an adult or child is at risk of harm with a view to establishing:



- a) whether or not they are at risk from harm or suspected harm; and, if so,
- b) which, if any, of the protective measures available in terms of the individual legislations noted above are most appropriate to the adult or child who may be at risk's individual circumstances.

5.4. The following are examples of the different forms of harm that staff should look out for whilst undertaking their support role.

<u>Physical Abuse</u>	including hitting, slapping, pushing, kicking, restraint or misuse of medication.
<u>Sexual Abuse</u>	including rape, sexual assault, or sexual acts to which the service user has not, was unable to, or was pressurised into giving consent.
<u>Psychological Abuse</u>	including emotional abuse, threatening behaviour, humiliation, intimidation, coercion, harassment, verbal abuse or isolation.
<u>Financial or Material Abuse</u>	including theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions or the misuse of property, possessions or benefits.
<u>Neglect</u>	including ignoring medical or physical care needs, failure to provide access to appropriate health care, withholding medication, adequate nutrition and heating.

6. Mandatory procedures

- 6.1. It is everyone's responsibility to report immediately to their manager, any concerns regarding any adult or child who is, or who appears to be at risk of harm so that this can be reported directly to Social Work Services.
- 6.2. Staff should remain vigilant for any signs of abuse. Table 1 highlights signs of harm that, if present, staff should report immediately. This list is not exhaustive so if concerned, staff should report **any** concerns they have to their manager.

Table 1 Potential Signs of Harm

Signs of Harm	
Physical	Sexual
<ul style="list-style-type: none"> • Slapping, pushing, hitting and kicking • Pinching, biting, shaking • Forcible feeding • Improper use of medication • Injuries inconsistent with the lifestyle individual Bruises and/or welts on the face, lips, mouth, torso, arms, back, buttocks and thighs	<ul style="list-style-type: none"> • Significant changes in sexual behaviour • Pregnancy in woman who is unable to consent to sexual intercourse • Overly sexualised language • Signs of withdrawal, depression, or stress • Sexually transmitted disease Full or partial disclosure or hints of sexual abuse



Financial	Neglect
<ul style="list-style-type: none"> • Fraud, theft of belongings, financial exploitation • Undue pressure to sign documents such as a will or power of attorney • Pressure to hand over monies or benefits • The person lacks belongings or services that they can clearly afford • Unusual or inappropriate bank account activity • Unusual interest being shown by family or others in the person's assets 	<ul style="list-style-type: none"> • Denying access to social or educational services • Person alone and at risk • Failure to give privacy and dignity • Inadequate diet • Untreated injuries or medical problems • Inconsistent or reluctant contact with health or social care agencies
Psychological or Emotional	
<ul style="list-style-type: none"> • Threats and manipulation • Humiliation, putting down, intimidation, overt control and dominance • Isolation and abandonment • Bullying and intimidation by word or act • Access to person being denied • Threats of harm or abandonment 	

Reporting Concerns

- 6.3. Staff should report any concerns on an incident form immediately (Appendix 1) (i.e., as soon as possible after the incident or disclosure) recording information noted below. All records should show whether the adult or child at risk was seen and spoken to and who accompanied them if anyone.
- 6.4. They should also record the date, time, situation and who else was present if any discussion took place. Staff must ensure that when they record any incidents of potential harm that they:
- Identify facts
 - Uses the adult or child's own words
 - Are clear and specific
 - Record the incident, the context and the evidence
 - Record any action taken (if none is taken this should be recorded)
 - Print their name and role and sign and date the report
 - Ensure the record is kept confidentially and securely
- 6.5. Staff must consider the adult's views and wishes wherever possible, support their participation, and ensure they are informed about actions taken. Where appropriate, independent advocacy must be offered
- 6.6. Once received, the manager responsible, will ensure all necessary steps are taken to safeguard the adult or child and will liaise directly with the relevant Social Work team to ensure that any duty to inquire activity is undertaken and steps put in place as required.



- 6.7. All staff must cooperate fully with statutory agencies in accordance with Section 42 of the Act regarding the duty to cooperate by following the process outlined in Appendix 1.
- 6.8. If a member of staff has concerns that any adult they support may not have the capacity to make decisions i.e. understanding, retaining, weighing information, and communicating decisions, staff must alert their manager so that an appropriate assessment can be arranged via Social Work or relevant health professionals
- 6.9. Likewise, if they are concerned about any child or young person who may be visiting a Bield Housing & Care development, then they should raise this immediately with their manager to enable steps to be put in place to safeguard the child or young person from any harm that may occur. Child protection concerns should be considered using the GIRFEC wellbeing indicators to support professional judgement.

Key Contacts Bield Housing & Care

Sharon Tomany	Margaret Dawson	Maureen Hopkins
Service Manager Bield housing and care	Service Manager Glasgow	Service Manager Retirement Plus & Day Care
Mobile: 07917961572 s.tomany@bield.co.uk	Mobile: 07917961816 M.Dawson@bield.co.uk	Mobile: 07788 476672 m.hopkins@bield.co.uk

Key Social Work Contacts

Edinburgh Adult Protection Committee	Dundee City Social Work	Glasgow Adult Protection Committee
Social Care Direct: 0131 200 2324	Dundee City Council Social Work: 01382 434000	Social Work Services 0141 287 05555
(https://www.edinburgh.gov.uk/adult-protection)	(https://www.dundee.gov.uk/adult-protection)	(https://www.glasgow.gov.uk/adultprotection)

Contact information for local authority Adult Protection teams is reviewed annually to ensure accuracy

- 6.10. Reporting to the Care Inspectorate will be completed by the manager **immediately** by following the updated Care Inspectorate Notification Guidance (2024)
- 6.11. To ensure all the above is possible, we will equip our staff with the necessary skills to report and support vulnerable adults and children by:



- ✓ Providing staff with the training and information necessary to safeguard vulnerable adults and children.
- ✓ Ensuring staff are aware of their professional duty of care and professional codes of practice.
- ✓ Putting in place robust recording procedures which will support the reporting and recording of adult support and child protection concerns.

7. Practice guidance

Staff Responsibilities

7.1. All staff employed Bield Housing & Care must recognise the need to maintain clear and professional boundaries between themselves and people who use their services. These boundaries define the limits of behaviour which allow staff and service users to engage safely in a professional relationship. The boundaries are based on trust, respect and appropriate use of power, with the focus on the needs of the service user. Areas where professional boundaries can be breached are:

- Over familiarity - staff should only provide support as directed and that they don't visit the service user in a personal capacity out with their work. They should not provide any service that is not detailed in the support plan; any additional support required by the service user should first be discussed with the Manager and updated on the support plans as required.
- Gifts and Favours – Staff should not accept any gifts or favours from service users or families. Any gifts that service user or their guardians wish to grant should be given via each development's main office with the permission of the Manager and must not exceed a monetary value of £60.
- Family and Friends – It is inappropriate for staff to attend a service user that is a family member or close friend. Bield Housing & Care will ensure that where a family member or friend is declared that alternative arrangements are put in place to support the service user.

Staff must also adhere to the SSSC Codes of Practice for Social Service Workers and Employers.

Maintaining Person Centred Care in the event of an adult support and protection concern.

7.2. It is the responsibility of staff to report any changes to a service user's needs. These should be reported to the manager immediately and be followed up by updating any agreed changes to the support plan and risk assessments.

7.3. If staff have any concerns that any adult they support may not have the capacity to make decisions i.e. understanding, retaining, weighing information, and communicating decisions, then they should contact their manager immediately to enable Social Work, if appropriate, to request an assessment of capacity and put steps in place to safeguard them from harm.



Failure to take the correct action

- 7.4. If any staff members feel that any Manager of Bield Housing & Care has failed to adhere to this procedure and/or are unwilling to take the correct action, staff should report this directly to Alison McQuillan, Head of Supported Living (a.mcQuillan@bield.co.uk) in the first instance who will, if appropriate, contact the Social Work team, Police and Care Inspectorate if required. Where appropriate action or agreement cannot be reached, contact with Social Work or Police should be made without delay
- 7.5. The telephone number of the Adult Support and Protection Service is: 0141 287 0555 (Glasgow Health & Social Care Connect); 01382 434019 (Dundee First Contact Team); 0131 200 2324 (Edinburgh Social Care Direct)
- 7.6. The Telephone number for the Police is: 101 or 999 in an emergency or concern of immediate serious harm
- 7.7. The Telephone number for the Care Inspectorate is: 01382 270100 (Dundee Office)
- 7.8. All staff are expected to co-operate with Social Work services where there is a concern about an adult or child who may be at risk by following this procedure.

Manager Responsibilities

- 7.9. Managers must ensure adults at risk are involved in decisions wherever possible and offered independent advocacy
- 7.10. At all times, all Bield Housing & Care managers will foster an atmosphere where staff members feel able to discuss stressful or disturbing situations and are able to seek advice, without feeling threatened or inadequate in accordance with their Whistle blowing procedure held as part of the Equality and Diversity Policy.
- 7.11. They will ensure that all relevant parties involved will be consulted throughout any Adult Support & Protection investigation and will be made aware of the outcome as far as possible within the guidelines of Data Protection, Subject Access and Data Breach procedure.
- 7.12. Where disciplinary procedures are required as an outcome of an investigation carried out by any Manager of Bield Housing & Care or relevant Adult Social Care Services, these will be delivered within a timely manner of notification of the outcome in line with the organisation's Disciplinary Procedure outlined in the Managing our Workforce Policy. In all cases, where required, support will



be given to any staff member to help them to seek additional support such as grief or trauma counselling etc.

Training

7.13. All staff are responsible for completing mandatory online Academy 10 training and attending one scheduled half-day Adult Support & Child Protection training day per year which is organised for them as part of their continuing professional learning (CPL) requirements. It will include updates from the 2022 ASP Code of Practice and current child rights requirements under the Children and Young People (Scotland) Act 2014

7.14. Learning outcomes identified as part of the half-day training session will cover:

- The key principles and statutory duties placed upon Local Authorities in terms of the Adult Support & Protection (Scotland) 2007 Act
- Duties placed on staff who work with vulnerable adults and what their responsibility is within this and an understanding and recognition of what is meant by an 'Adult at Risk' and 'Harm' and the types of protection orders that exist as part of the Act
- Adults with Incapacity 2000, Mental Health (Care & Treatment) Scotland Act 2003 and duty of care in the context of the Adult Support & Protection (Scotland) Act 2007 and Children (Scotland) Act 1995
- Knowledge and understanding of possible indicators of adult and child abuse.
- Understand how to respond if an adult or child confides in you and the next steps you need to take.
- Have background knowledge of how the process works with referral and understand the impact of good record keeping in line with adult and child protection.

7.15. This is to ensure all staff are sufficiently trained and adhere to their professional duty of care and professional codes of practice.

8. Monitoring, reporting, and review

8.1. This Procedure will be implemented with immediate effect and replaces all previous versions. It will be reviewed and amended annually or when changes to the legislation are communicated. This procedure will also be reviewed following updates to national Codes of Practice or Care Inspectorate guidance



Source information used to support development of procedure

Adult Support & Protection

- Adult Support & Protection (Scotland) Act 2007
<https://www.legislation.gov.uk/asp/2007/10/section/1>
- Adults with Incapacity (Scotland) Act 2000
<https://www.gov.scot/policies/social-care/adults-with-incapacity/>
- Mental Health (Care and Treatment) (Scotland) Act 2003
<https://www.legislation.gov.uk/asp/2003/13/contents003>
- Data Protection Act 2018 and The General Data Protection Regulation 2018
<https://www.legislation.gov.uk/ukpga/2018/12/contents>
- Office of Public Guardian (Scotland)
<https://www.publicguardian-scotland.gov.uk/>
- Adult Support and Protection (Scotland) Act 2007: Code of Practice (2022)
<https://www.gov.scot/publications/adult-support-protection-scotland-act-2007-code-practice-3/>
- SSSC Codes of Practice
<https://news.sssc.uk.com/resources/d2ugj-r2mld-cuq3k-2bo7x-v74vr>

Child Protection

- Children (Scotland) Act 1995
<https://www.legislation.gov.uk/ukpga/1995/36/contents>
- The Protection of Children and Sexual Offences (Scotland) Act 2005
<https://www.legislation.gov.uk/asp/2005/9/contents>
- Young People (Scotland) Act 2014
<https://www.legislation.gov.uk/asp/2014/8/contents/enacted>
- Getting it Right for Every Child (GIRFEC)
<https://www.gov.scot/policies/girfec/>
- National Guidance for Child Protection in Scotland (2021, updated 2023)



Appendix 1 Accident and incident report

- Please use this form to report all work-related injuries, diseases, ill health and near misses.
- Complete the form immediately after the incident.
- Email the completed form to [insert email address](#) without delay. To your supported living manager
- Your line manager will complete an investigation if required to ensure that steps are put in place to minimise future risk.

Section 1 – About the Incident

Description of incident							
When did it happen		Day		Date		Time	
Where did it happen							
What happened? Please describe the near miss, accident, incident, dangerous occurrence including events that lead to it. Include any information about equipment, substances or materials that were involved.							
Witnesses Name(s) and contact details of anyone who witnessed the incident							

Section 2 – About the person involved (if applicable)

Who was involved? Name, role and contact details (include staff number and function). Please include the full address of any third party, visitor or contractor if involved. If near miss reported – please go to section 3 after completing this element		
What type of injury, illness or disease has been sustained? Please include which part or side of the body was affected		
What treatment was provided? Please include whether first aid and/or hospital treatment was needed		
Did the injured person go straight to work afterwards? If no, please give duration of absence if known		

Section 3 – Person completing this form

Details of person completing this form (if different to those given in section 2)		
Name, role and contact details including staff number and job function. If volunteer, third party or visitor, include full address		
Date form completed		

Section 4 – Health & Safety Report (Office use only)



Follow up investigation required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
No. of lost workdays				

Care Inspectorate Reportable Incident?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Date sent to Care Inspectorate				

RIDDOR Report Required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Date sent to Health & Safety Executive				

Duty of Candour Incident?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Duty of Candour Register Updated	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Date report completed				

RIDDOR Classification

- The death of any person
- Specified injuries to workers
- Over-seven-day incapacitation of a worker
- Over-three-day incapacitation
- Non-fatal accidents to non-workers (e.g., members of the public)
- Occupational diseases
- Dangerous occurrences

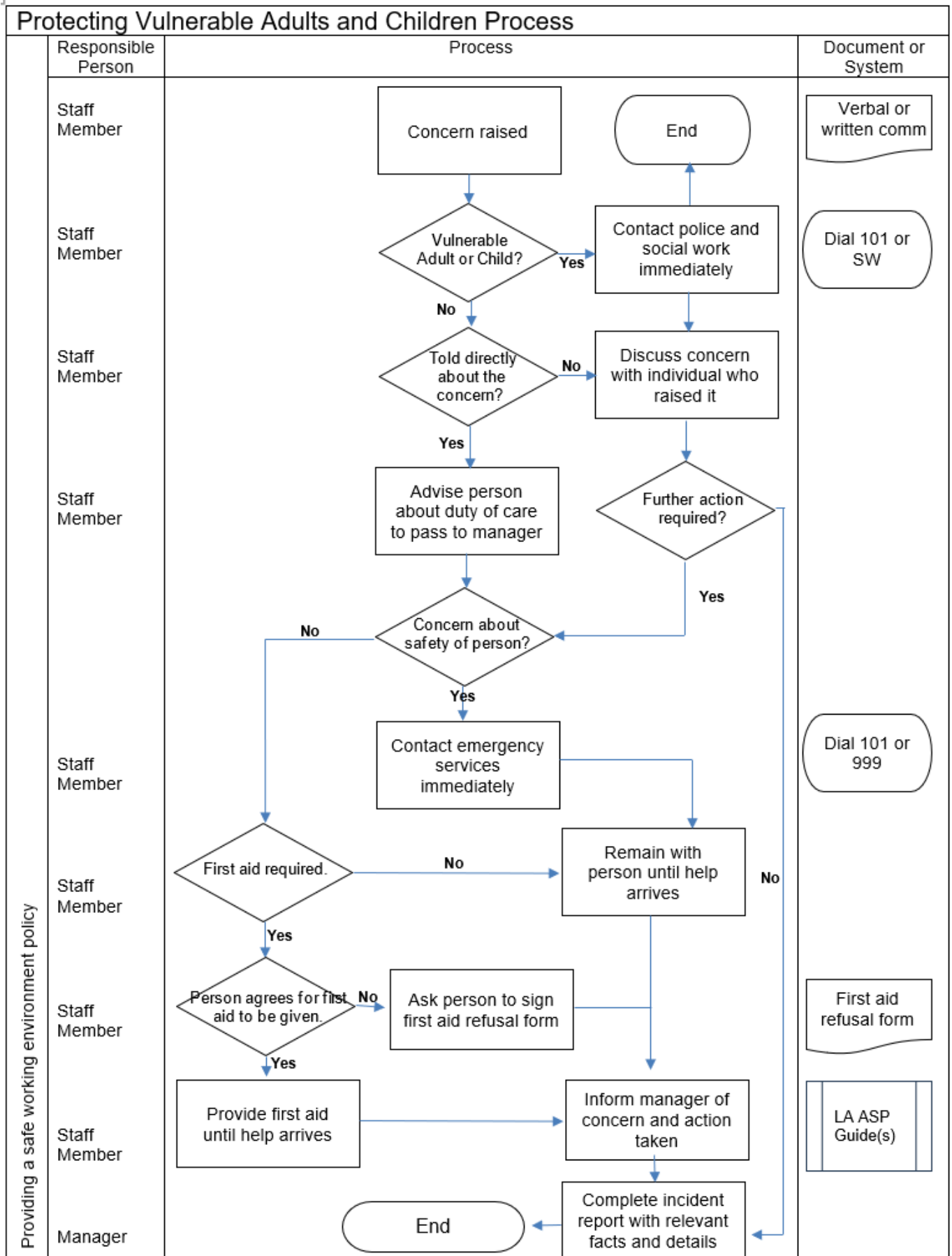
Please tick

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Actions taken:



Appendix 2 Protecting adults and children process





Appendix 3 Refusal to seek medical assistance

REFUSAL TO SEEK MEDICAL ASSISTANCE

I hereby confirm that I have been advised to seek medical advice and/or treatment for my injury or illness but that I have refused any such assistance.

Signed by service user

Date

Signature of staff member

Date



Speaking your language - we are happy to translate our policies on request.

يمكن ترجمة سياساتنا عند الطلب
إذا كنت بحاجة إلى مساعدة ، فيمكننا توفير مترجم

**Nasze zasady mogą być przetłumaczone na żądanie.
Jeśli potrzebujesz pomocy, możemy zapewnić tłumacza**

**我们的政策可以应要求翻译。
如果您需要帮助，我们可以提供翻译**

ہماری پالیسی کا درخواست پر ترجمہ کیا جاسکتا ہے۔
اگر آپ کو مدد کی ضرورت ہو تو ہم ایک ترجمان فراہم
کرسکتے ہیں