

## Our Approach to Abuse

The Association recognises that abuse of vulnerable adults and visiting children can:

- take various forms
- occur in many different situations, and
- be committed by anyone.

The Association takes its responsibilities seriously. We have a policy and procedure regarding abuse and its purpose is to inform staff about types and signs of abuse as well as their causes. Our policy has been developed in conjunction with Safeguarding Adults Multi Agencies within the boroughs in which we work. Any tenants experiencing, or concerned about, abuse can directly access Adult Protection Teams within their local authority.

We know that many people find it difficult to discuss the abuse they experience; and, sometimes, they are unaware that what they are experiencing is a form of abuse and that support is available to help them. Our message to any who may be experiencing abuse is: do not suffer in silence. Support is available and the Association will take what steps it can to help.

Our procedures enable staff to:

- use a victim-centred approach to support tenants who may be experiencing abuse
- report incidents to the appropriate authorities (depending on the circumstances)
- keep appropriate records in line with Data Protection principles

If someone is experiencing abuse they should contact our Head Office. All calls will be treated in the strictest of confidence.