

M&G Affordable Living RP Limited (“MAL”)

Safeguarding Adult Policy

Landlord: MAL Affordable Living RP Limited “MAL”

Version: MAL 1.0

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1. Our policy statement.

MAL recognises that we have a significant role to play in safeguarding adults at risk of harm and abuse as part of its day-to-day work. It is our aim to develop an environment in which abuse is not tolerated in any form.

This policy sets out guidelines for safeguarding adults to ensure that employees and/or our representatives know how to recognise signs of harm and abuse, and where they do occur, that there is appropriate response to protect those affected.

Our managing agent’s primary role as ‘alerters’ is to report safeguarding concerns to the local authority and/or multi agency partners.

2. Aim of Policy

- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Stop abuse or neglect wherever possible.
- Safeguard adults in a way that supports them in making choices and having control about how they want to live.
- Promote an approach that concentrates on improving life for the adults concerned.
- Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult.

3. Who might need safeguarding services

Section 42 of the Care Act 2014 states that safeguarding enquiries should be made where a person has needs for care and support and is experiencing, or at risk of, abuse or neglect as a result of their care and support needs.

They may be a person who:

- Is elderly and frail due to ill health, physical disability or cognitive impairment;
- Has a learning disability
- Has a physical disability and/or a sensory impairment
- Has mental health needs, including dementia
- Has a long-term illness or condition
- Misuses substances or alcohol
- Is a carer (family member/friend) and is subject to abuse
- Does not have capacity to make a decision and is in need of care and support

4. Key principles of adult safeguarding (through our managing agents)

Empowerment - putting people first and helping those who lack mental capacity feel involved and informed by:

- Supporting and encouraging individuals to make their own decisions and informed consent
- Supporting individuals to recognise abuse and how they can keep themselves safe
- Encouraging people to report abuse and make it easy to do so
- Consulting before taking action, if appropriate to do so

Protection – supporting victims so they can take action by:

- Working with partner agencies to support and protect individuals
- Using relevant tools and powers available
- Ensuring suspected criminal activity is reported to the Police
- Responding to and monitor each individual case or abuse and neglect
- Adopting Safer Staff Recruitment Practices

Prevention – responding quickly to suspected cases of abuse or neglect by:

- Making appropriate enquiries regarding suspected abuse or neglect

Proportionality – making sure what we do is appropriate to the situation and for the individual by:

- Responding to safeguarding concerns with the least intrusive response appropriate to the risk and the needs of the individual(s) involved

Partnership – sharing the right information in the right way by:

- Working with local authorities and multi agencies to prevent and tackle adult abuse and neglect
- Supporting local solutions and local authority initiatives
- Having clear information sharing protocols where necessary and only share information in compliance with data protection legislation

Accountability – making sure all agencies have a clear role by:

- Having and keeping clear, up to date policy and procedure on how we respond to suspected cases of adult abuse or neglect
- Keeping accurate records and be transparent in our activities

5. Responding to suspected or alleged harm or abuse

Managing agent employees play an important role in building and maintaining partnerships with local authorities and key agencies and will work with them as required to safeguard adults.

If an employee suspects abuse or has received a report of abuse they will:

- Report it to a senior staff member immediately. The managing agent will not investigate suspected abuse or neglect. Safeguarding vulnerable adults is a complex area which must be dealt with by the appropriate agencies and channels.
- The managing agent will refer any concerns to the relevant Local Authority, Adult or Child services where appropriate and the Police if there is a suspected or actual crime.
- Local Authorities have the lead responsibility in coordinating safeguarding work, establishing safeguarding boards and to develop multi agency policies and procedures to provide a framework for partner organisations to work together.
- Relevant information sharing protocols should be followed where they exist. Where possible a person’s consent should be sought to share information, but full confidentiality cannot be guaranteed when the responsibility to safeguard the adult or child at risk is greater than the responsibility to the individual.
- Record any discussions and actions carried out following suspected or alleged harm or abuse accurately, thoroughly and promptly.

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- Work with other agencies to investigate any alleged breach of tenancy agreement and take action through policies and procedures where appropriate
- Work collaboratively with local authorities to assess the vulnerability of tenants where required and aim to resolve tenancy management issues before taking legal action.

6. Managing agent employee training and conduct

Managing agent employees will be trained in the implications and processes involved with the safeguarding of vulnerable adults and will be trained in how to identify signs of abuse and neglect.

Employees who have regular contact with vulnerable residents are suitably vetted and checked by the Disclosure and Barring Service.

Where a person suspected of abuse or neglect is a member of staff, a disciplinary investigation will be carried out immediately. If a member of staff suspects that any other member of staff is involved in abuse or neglect, they should report this through the correct channels in the form of whistle blowing.

All our representatives are expected to have an effective safeguarding policy in place if they do not, they should be willing to work in accordance with this policy.

7. Regulatory code and legal framework

MAL will comply with all legal and regulatory expectations outlined in the following:

- Human Rights Act 1998
- Equality Act 2010
- Mental Capacity Act 2005
- Mental Health Act 2007
- Care Act 2014
- General Data Protection Regulation (UK GDPR) 2018
- Data Protection Act 2018
- Human Rights Act 1998
- Housing Act 1988
- Housing Act 2004
- Mental Capacity Act 2005
- Neighbourhood and Community Standard.

8. Policy review.

8.1 We will review this policy at least every two years to make sure it remains relevant and accurate, or more frequently where:

- Legislation, regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice.
- We identify any problems or failures in this policy or procedure as a result of customer, colleague or stakeholder feedback, complaints, or findings from an independent organisation.
- We become aware of any circumstances which may affect the content of this policy.

9. Version Control

Version	Checked by	Amendments	Date of Approval	Review date
MAL Affordable Living Limited.	Director Fund Management	Policy adoption.	Feb. 2026	Feb 2028