The Role of Housing in Safeguarding Adults

by

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(www.housinglin.org.uk/AdultSafeguardingAndHousing)
What does Housing have to do with Safeguarding?

- Increasing numbers of vulnerable adults/adults at risk living in general needs housing
- Safeguarding links to other agendas that housing is (or should be) involved in: domestic abuse, ASB, hoarding/self neglect, tenancy sustainment, social isolation, crime reduction, health & well being
- Learning from increasing numbers of serious case reviews that involve housing
- The Care Act 2014
Six key safeguarding principles

Informing the way housing professionals work with adults

Achieving Success by:

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

Section 14.13 (Pg 232) of Care and Support Statutory Guidance
Learning from others

- PASAUJK Report of a workshop ‘Adult Safeguarding and Housing’ London 4 June 2013 (Sponsored by the Department of Health)

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Professional Differences

- Relationships with & support for tenants
- Use of language i.e. thresholds
- Accepting alerts, how loud do you need to shout?
- What constitutes a professional?
- Housing have powers too.

Whose Human Rights?

A lack of listening and professional understanding can cause unnecessary conflict eg:

an individuals human rights vs the neighbours/communities human rights.
7 Habits of Highly Effective People

Interdependence
- Seek First to Understand, Then to be Understood
- Synergize

Independence
- Think Win-Win
- Put First Things First
- Be Proactive

Dependence
- Begin with the End in Mind

Stephen Covey
What have we been doing?

Multi-Agency Working:

- Attended an Adult Social Services practitioners workshop: With exercises that looked at our ‘Top Hurts’ + ‘Expectations Exchange’
- Representation on the LA Task and Finish Groups i.e. Self Neglect Protocol; setting up a community MARAC; Safeguarding Adult Reviews
- Participated in the multi-agency peer audits of safeguarding self assessments
- Presentation to the LB Sutton Housing Advisory Group
- Facilitated our first Housing and MCA training – developed by Health and Mental Health colleagues for all housing providers in Sutton
What have we been doing?

Organisational Outputs

- Created a tenancy sustainment team
- Increased communications to residents to promote awareness
- Broadened community engagement
- Internal Safeguarding Staff group
- Board reports to Audit and Risk Committee
- Funding towards the ASB unit
What have we been doing?

Outcomes

- Multi-agency forum developed to support residents through early intervention
- Coroners Court compliments multi-agency working and support for individual and family
- Work with residents and councillors on Loneliness and Isolation programme,
- Pilot programme on developing community understanding and support of mental health
- Staff, Managers & Board member training
Housing and the Care Act

All housing providers and housing support providers should have clear operational policies and procedures in adult safeguarding

All housing staff must be:

- Familiar with the six principles underpinning adult safeguarding
- Trained in recognising the symptoms of abuse
- Vigilant and able to respond to adult safeguarding concerns
The Care Act statutory guidance, Chapter 14, sections 42 to 47 and 68 includes:

- A senior manager should take a lead role in organisational and inter-agency safeguarding arrangements
- Housing support workers may be asked to ‘make enquiries’
- Whilst not a statutory member of a SAB, Housing providers and housing support providers may be invited.
What must housing do to prepare?

Develop a safeguarding culture by:

- Board and Leadership commitment & ownership
- Develop and promote policies and procedures including information sharing protocols
- Train and develop staff across the organisation
- Develop your operational plans with the six safeguarding principles in mind
- Know your data and emerging issues/themes
- Develop inter-housing networks as well as multi-agency mechanisms
What must the statutory partners do to prepare?

- Recognise and respect housing and other non-statutory partners role in safeguarding
- Enable housing to help inform strategy; policy and protocols (i.e. self neglect and information sharing)
- Develop multi-agency training and development
- Develop mechanisms that enable non-statutory partners to escalate concerns and access early intervention routes – if it is not safeguarding what is it? And when can it go?
How to find out more

Good practice tools and guides and documents

Housing & Safeguarding Adults Alliance

housinglin.org.uk/AdultSafeguardingAndHousing


Search for our discussion group on LinkedIn

For Statutory Guidance on care & support look up the Care Act 2014 on the website for the Department of Health
Any Questions?

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