Duty to cooperate &
Developing Partnerships

by
Joanne Cambra
Executive Director (Neighbourhoods)

& Co-Chair of the Housing & Safeguarding Adults Alliance

(www.housinglin.org.uk/AdultSafeguardingAndHousing)
The Care Act statutory guidance - Chapter 15 provides guidance on sections 3, 6, 7, 22, 23 & 74 and schedule 3 of the Care Act 2014. **3, 6 & 7 require that:**

- LA’s and their relevant partners must cooperate generally in performing their functions related to care and support; and

- In specific individual cases, LA’s and their partners must cooperate in performing their respective functions relating to care and support and carers wherever they can.
Who Must Cooperate?

**MUST:**
- Other Local Authorities
- NHS Bodies (primary care, CCGs any hospital trusts and NHS England)
- Local offices of DWP (i.e. Job Centre Plus)
- Police Services, prisons and probation services

**Other persons or bodies if it is appropriate e.g.:**
- Care and support providers
- NHS Primary Health
- Independent hospitals
- Private registered providers of social housing
- CQC & regulators
What does Housing have to do with the Care Act?

- Increasing numbers of vulnerable adults/adults at risk living in general needs housing
- Safeguarding, Care and Support link 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, mental capacity
- Learning from increasing numbers of serious case reviews that involve housing
- Many day to day services embed a number of the six key safeguarding principles, the five care & support aims
Care Act - cooperation between partner organisations

There are five aims relevant to care and support (but not limited to these):

1. Promoting the wellbeing of adults needing care and support (c&s) and of carers
2. Improving the quality of c&s (including outcomes)
3. Smoothing the transition from children’s to adults’ services
4. Protecting adults with c&s needs who are experiencing or at risk of abuse or neglect
5. Identifying lessons to be learned from cases where adults with needs for c&s have experienced serious abuse or neglect.
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 individual's human rights vs the neighbours/communities human rights & Well Being.
What have we been doing?

Developing Partnerships and Integrated Working:

- Representation on the LA Task and Finish Groups i.e. Self Neglect Protocol; setting up a community MARAC; Safeguarding Adult Reviews
- Facilitated our first Housing and MCA training – developed by Health and Mental Health colleagues for all housing providers in Sutton
- Attended an Adult Social Services practitioners workshop: With exercises that looked at our ‘Top Hurts’ + ‘Expectations Exchange’
- Participated in the multi-agency peer audits of safeguarding self assessments
- Presentation to the LB Sutton Housing Advisory Group
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
- Closer working with the LFB including staff training on recognising risks and reporting across agencies eg. Fire risk
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
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 principle 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.
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
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 & five care and support aims 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 non-statutory partners role in safeguarding, care & support
- Enable partners 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? What are the routes in 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?

Joanne Cambra
Executive Director (Neighbourhoods)
customercare@suttonhousingpartnership.org.uk

& Co-Chair of the Housing & Safeguarding Adults Alliance
(www.housinglin.org.uk/AdultSafeguardingAndHousing)