

Duty to cooperate & Developing Partnerships

by

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www.housinglin.org.uk/AdultSafeguardingAndHousing

Integration, Cooperation and Partnerships - Care Act

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 individuals 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

Safeguarding 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 principle underpinning adult safeguarding
- Trained in recognising the symptoms of abuse
- Vigilant and able to respond to adult safeguarding concerns

Safeguarding and the Care Act

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

12 News August 29, 2013 SS

Story helps woman avoid scam

An article in the Sutton Guardian helped a 93-year-old woman avoid being conned.

The partially deaf and blind woman, who lives off Demense Road, Wallington, answered a telephone call asking for her bank details – and realised immediately it was a scam after seeing an article in the paper last week.

The woman told the caller to contact her trusted neighbour, who helps her with her financial affairs. The caller hung up.

Elderly warned to be wary of phone scams



Sarah Rees, of Sutton CID, said: "This woman was on the ball and refused to be drawn into revealing her bank details.

"To refuse such requests is absolutely the right thing to do. We want residents to report all such calls because they are likely to be scams."

If you receive such a call report it to police on 999. If you have been a victim of this crime call police on 101.

Alert: Last week's story

her with her financial affairs. The caller hung up. Detective Inspector

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Elderly warned to be wary of phone scams

by JAMES PEPPER
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Police are warning the elderly to be vigilant after a surge in people being targeted by telephone scammers.

At least six elderly people are known to have been targeted in Sutton in the past 10 days. Most of the target victims suffer from dementia.

Police are urging people to be on their guard against bogus telephone callers asking for their bank card details and Pin following calls to elderly and vulnerable residents.

The callers say they are from the bank, or the Serious Fraud Office or the police.

Police believe they are deliberately targeting elderly people.

On August 15, an 88-year-old female resident, who lives at an address off Woodcote Road, had more than £1,000 taken from her account after she received a bogus call from her bank and revealed her bank card.

In all cases the scammers tell the victim there is a problem with their bank card, such as fraudulent use, and they ask those targeted for their name and other personal information, their bank



Warning: Acting D Sgt Sue Grimmer and D Con John Carson with Andrea Armstrong, centre, from Sutton Housing Partnership

details and their Pin.

They then say that they will send a cab to their address to pick up their bank card so they can destroy the old card and arrange for them to receive a new one.

The cab firms are not believed to be part of the scam.

Acting Detective Sergeant Sue Grimmer said: "Always think it could be a fraud and that someone is not who they say they are.

"Your identity is worth a lot of money so when signing any agreement please always opt out of sharing your details. This will help you stop people cashing in on your personal details."

Police are saying anyone who receives such a call should report it to police on 999.

Fraud can be reported either online or over the telephone to Action Fraud on 0800 1232040 or online at actionfraud.police.uk.

For crime prevention advice, contact your local safer neighbourhoods team. Call Sutton police station on 101 or visit met.police.uk/sutton and click on the link for safer neighbourhoods.

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



[www.scie.org.uk/publications/guides/guide53/
frontline-housing/sharing-information.asp](https://www.scie.org.uk/publications/guides/guide53/frontline-housing/sharing-information.asp)

Search for our discussion group on 



GOV.UK

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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