

The Role of Housing in Safeguarding Adults

by

Joanne Cambra

Executive Director (Neighbourhoods)

**& Co-Chair of the Housing & Safeguarding
Adults Alliance**



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

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

Follow us on Twitter @suttonguardian SS

Elderly warned to be wary of phone scams

by JAMES PEPPER
jpepper@fordonnews.co.uk

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.

Learning from others

- PASAUK Report of a workshop ‘Adult Safeguarding and Housing’ London 4 June 2013 (Sponsored by the Department of Health)
- Parry, I. (2014) ‘Adult Serious Case Reviews: lessons for housing providers’ in Journal of Social Welfare and Family Law

Imogen Parry, Independent Safeguarding Adults Consultant, Researcher and Trainer for the Housing Sector.

*Co-Chair, Housing and Safeguarding Adults Alliance
(www.housinglin.org.uk/AdultSafeguardingAndHousing)*

Website: imogenparry.co.uk

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?

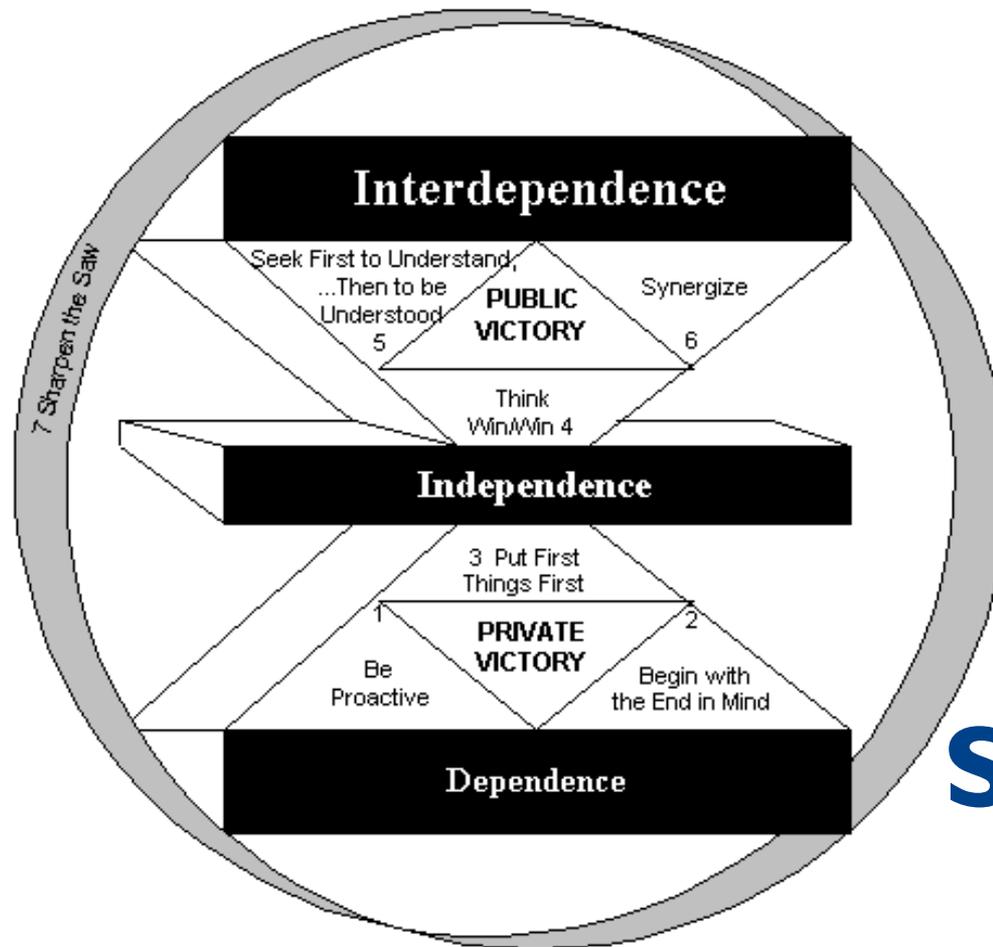
A lack of listening and professional understanding can cause unnecessary conflict eg:

an individuals human rights

VS

the neighbours/
communities human rights

7 Habits of Highly Effective People



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

Housing 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.

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



[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?

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

**& Co-Chair of the Housing & Safeguarding
Adults Alliance** 

www.housinglin.org.uk/AdultSafeguardingAndHousing