



Ending domestic abuse

## Values & principles for effective multi-agency working

**SafeLives has worked alongside people with lived experiences – survivors and practitioners – to co-create the below set of values and principles to support multi-agency professionals to work better together. We encourage professionals to consider these values and principles when developing, participating in or reviewing any multi-agency forum, approach or interaction.**

When social policy expert Professor Eileen Munro stated that professionals need to make a cultural shift towards “doing the right thing” rather than “doing things right”, she encouraged all of us to refocus on “the heart of the work” rather than allowing the “bureaucratic aspects of work to become too dominant”.

In order for multi-agency professionals to come together to “do the right thing” for children, adults and families, requires a shared understanding of the values and principles that underpin this, and a joint commitment to living out the values and principles through every aspect of our work with each other, and with individuals and families. Refocusing on the values and principles of effective multi-agency working will help develop a culture of responding well and placing the people we serve at the heart of all we do.

In developing the values and principles, we have incorporated the learning from the HMICFRS Working Together: National Child Protection and Joint Targeted Area Inspection Programme, and focused on four key findings:

- It doesn't matter what it looks like, it's what it does that counts
- Culture is critical
- Prevention is better than cure
- And that doing things right must not be more important than doing the right thing.

We believe that when professionals work together towards shared values and principles they will be able to:

- Reflect on the key elements of effectively working individually and together
- Foster positive relationships between professionals and individuals/families based on trust, transparency and shared responsibility.
- Create a space where professionals can hold one another to account, share information confidently and work collaboratively with each other and individuals and families towards effective and proportionate decision making.
- Ensure the safety and wellbeing of individuals and families remains central to everything we do.

In all interactions with an individual, family or agency, and at every stage of any process, partners can ask themselves these questions when it comes to helping individuals and families to become safer: **Are we demonstrating our values and does our response fit with our guiding principles?**

# Our vision

Work well together and create the right response with children, adults and whole families

## Values: how we will be

| Accountable   | Bold   | Caring  | Dynamic   |
|---|--|---|---|
| <p>We will take responsibility for our roles to help and protect individuals and families. We will challenge and support one another. We will create transparent and trusting relationships with children, adults and families.</p> | <p>We will have the curiosity to understand the problem and the courage and integrity to do all we can to achieve the best solution.</p> | <p>We will value, respect and empathise with every professional, adult, child and family.</p> | <p>We will motivate each other to be innovative, creative and to nurture individuality.</p> |

## Principles: what we will be

| Flexible   | Safe  | Inclusive   | Collaborative  |
|--|---|---|--|
| <p><b>A commitment</b> to working in a way that is informative, reflective, and adaptive to the needs of children, adults, whole families and whole communities.</p> | <p><b>A commitment</b> to hold each other to account, to understand interlinking risks and needs from all perspectives, and to take collective responsibility to help and protect all involved.</p> | <p><b>A commitment</b> to respecting and treating everyone justly according to their individuality, unique circumstances and barriers. Giving what they need to be safe and well.</p> | <p><b>A commitment</b> to creating a response that incorporates the perspectives, knowledge, skills and strengths of professionals and people with lived experience.</p> |