



**SAFE**



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# Advantages and challenges of implementing Output 1

WORKING GROUP #1

**Multi-agency  
cooperation in  
SAFE**

**Multi-professional  
cooperation to  
strengthen  
identification,  
intervention, referral  
and protection of older  
women victims of  
violence.**



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**Multi-agency  
cooperation in  
SAFE**

**Collaborative Learning  
Groups**

**Cooperation protocol**



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## Multi-agency cooperation: why?

### The needs in case of abuse of older women



- Screen
- Prevent
- Detect
- Protect
- Support

### Human resources in case of abuse of older women



- Social workers
- Psychologists
  - Lawyers
  - Doctors
- Police forces
- Care staff...

**WHAT KIND OF  
BENEFITS DO YOU SEE?**



## Multi-agency cooperation: benefits

- **Holistic approaches** to tackling social issues that cut across the spheres of influence of a number of different organisations
- **Improving service delivery**, particularly through the delivery of more seamless services
- **Solution development**, often through the promotion of local problem solving based on some form of local needs analysis
- Increasing involvement of **wider communities**.

Fox and Butler (2004)



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## Multi-agency cooperation: benefits

- **more efficient deployment of resources** through the elimination of duplication, sharing of overheads, securing better value for money and achievement of economies of scale
- **more effective services** as a result of clearer identification of service gaps, improved integration and the overcoming of fragmentation
- **services that are more integrated** from the point of view of citizens or service users
- **increased understanding and trust** between agencies, which can lead to willingness to take risks, enhanced potential for innovation and improved outcomes.

Percy-Smith (2005)



## Multi-agency cooperation: benefits

- Increased job satisfaction
- Increased knowledge and understanding of cross-disciplinary issues
- Changed professional understanding and practice
- Improved interaction amongst professionals



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## Multi-agency cooperation: benefits

- Easier/quicker access to services
- Referral to appropriate agencies/services
- Increased focus on prevention/early intervention and reduced need to access specialist services
- Improved support

**WHAT KIND OF  
CHALLENGES DO YOU  
SEE?**



## Multi-agency cooperation: challenges

- Confusion over roles and professional identities
- Questioning of individual roles
- Uncertainty over professional status
- Increased workload on individual professionals
- Conflicts of role or attributions

## Multi-agency cooperation: challenges

- Differences of view over **the nature** of the intervention that was required
- Differences of view over **who was responsible** for carrying out the intervention
- Different **time scales** for action between different services and agencies
- Differences in **prioritizing cases** and in what constitutes a 'crisis'
- An **insufficient understanding** of different agencies/professional **cultures and roles**
- An **absence of shared definitions** and common language
- **Privacy and confidentiality**

G. Salmon (2004)



**IS A PROTOCOL  
HELPFUL?**

# Memoranda and protocols

- Formal protocols and memorandums of understanding between agencies provide a **solid basis** upon which to build this multi-agency collaboration
- Formal protocols should be drawn up **governing the exchanges** between the different agencies
- Detail definition of **role and responsibilities** should be included



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# Italian experience

- Proposal of protocol developed by CLGs
- Based on an existing protocol on gender-based violence
- <http://www.safeuproject.eu/download/216/>



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Thank you!

- Licia Boccaletti – ANS
- [www.anzianienonsolo.it](http://www.anzianienonsolo.it)
- [Progetti@anzianienonsolo.it](mailto:Progetti@anzianienonsolo.it)



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