

C/Capitals O/Omissions R/Repetition P/Punctuation S/Spelling E/English

## **Introduction**

This assignment will discuss the inter-professional work carried out to assist Mrs X (pseudo), a service user, whilst on level II placement. The collaboration involved professionals from the Crown Prosecution Service (CPS), Housing, Police, Youth Offending, and other statutory and voluntary organizations. To fulfil the requirement of the assignment, this paper will focus on the collaborative work carried out with the police. For confidentiality purposes, the placement organization will be referred to as, the Agency. The assignment will describe Mrs X's circumstances and needs, as well as the intervention carried out, including our roles. It will also discuss successes and challenges experienced during collaboration. Additionally, the assignment will seek to demonstrate my understanding of key concepts of systems theory and ecological perspective, and also show how those ideas influenced the collaboration. Finally, the assignment will highlight the benefits of inter-professional working for Mrs X and will give an evaluation of my learning.

In this paper the term collaborative, inter-professional and multi-agency working used to mean different services, agencies, practitioners and professionals, working together to provide services that meet the needs of service user. These terms will be used interchangeably.

### **1. Background of Service User**

Mrs X contacted the Agency and reported that her neighbours constantly harassed and racially abused her. The neighbours called her derogatory names such as 'black monkey', 'black bastard', 'black bitch', 'nigga', and 'golly wog'. Her partner - white British, is referred to as 'nigga lover'. Mrs X was also spat on and told to leave the area. She is dual heritage (black and white Caribbean) and lives with her daughter, age 13 yrs. Mrs X is a social housing tenant and lives at the address for five years. The perpetrators are also tenants in the same building. Mrs X has terminal cancer, a heart condition and osteoporosis arthritis. She also alleged that on six occasions she was physically attacked by perpetrators of the said family. She sustained head and facial injuries. Mrs X was traumatized by the situation which impacted on her

deteriorating health. She grew up in residential care and has never met her biological family but she has two foster sisters who support her. It appeared that on each occasion she reported incidents to the police; they failed to carry out thorough investigation. Additionally, complaints to the housing company were futile. She wanted the Agency to advocate with the police on her behalf to reinvestigate the matter so the perpetrators could be brought to justice (Cunningham – Riggan, 2012).? Not sure you can reference yourself?

## **2. Collaboration with Other Professionals**

Due to the complex nature of Mrs XP case, it was vital that a multi-agency approach be taken to address the issues. Therefore, the matter was referred to the Anti-harassment Forum for the area which acted as lead agency. The Forum is made up of representatives from various professions who collaborate to resolve community issues. Hate crimes and anti-social behaviour are two categories of offences dealt with by the forum.

### **Roles**

My role, as a social work trainee and Agency volunteer was to give Mrs X – having being a victim of crime, practical and emotional support. At the time of the collaboration P my practice was underpinned by the General Social Care Council code of conduct (2002). However, that regulating body has since been dissolved and is now replaced by Health and Care Professions Council (HCPC) (2012). This Council was created by the Health and Social Work Profession Order (2001), which gave it its legal power to regulate social work and other professions. The HCPC sets out standards of conduct, performance and ethics for the guidance of social work practitioners and trainees (HCPC 2012). Therefore, my practice is now underpinned by these standards.