

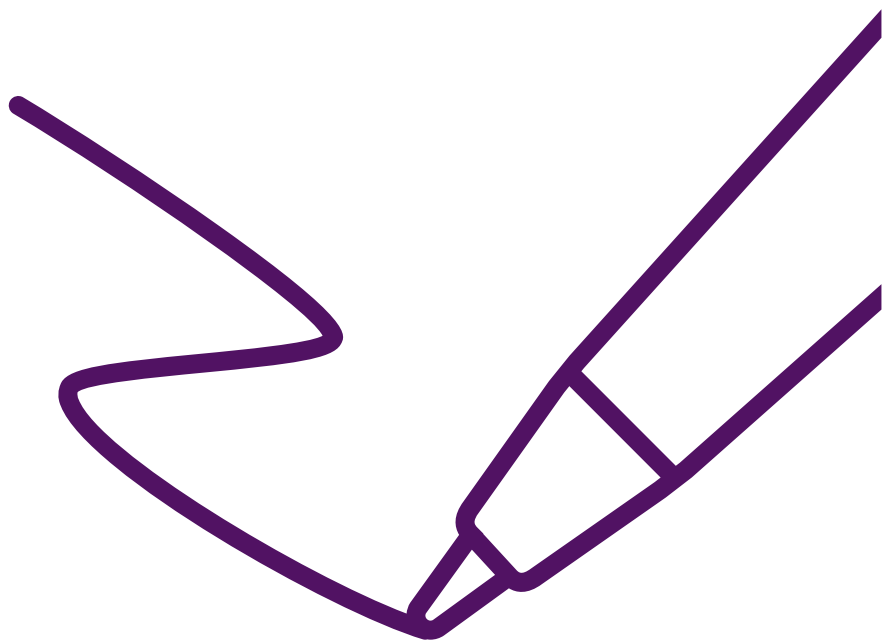


# Multi-agency working

Guidance for staff on effective multi-agency working for improved outcomes for adults with care and support needs

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*Here's some extra help – if you need it.*



# Introduction

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**This guidance has been produced with the intention of summarising and clarifying best practice for multi-agency working.**

This guidance is not exhaustive and should be read alongside the [Sussex Safeguarding Adults Policy and Procedures Section 1.1.3. Multi-agency working \(2024\)](#). That document covers the convening of multi-agency meetings in-depth, including a list of circumstances when a multi-agency meeting should be considered, and how to respond to disagreements between staff and agencies.

## Your responsibilities

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When working with adults with care and support needs, and particularly those with multiple and compound needs, it is essential that you engage in multi-agency working. This means working closely and well together (i.e. collaboratively) with staff from the involved agencies. This will ensure that everybody involved in an adult's care is aware of, and understands, each other's work and views so that the adult has the best experience of a co-ordinated approach.

This will help to ensure you are providing a high standard of care and will allow you to share your experience and expertise with other agencies, increasing the likelihood of positive outcomes for the adult.

# Engaging in multi-agency work

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**To engage in effective multi-agency working, you should consider the following:**

1. **Convening a multi-agency meeting**, which could be either in-person or virtually. This is the best way to ensure that there is effective information-sharing and communication and is the ideal opportunity to agree an action plan for the adult. Any agency can convene the meeting, but it is preferable to be led by the agency most involved in supporting the adult. You can find meeting templates in our [Complex Needs Toolkit \(2024\)](#).
2. **Recording your engagement with the adult**, ensuring that you are following the principles of Making Safeguarding Personal. You should seek to actively involve the adult in discussions about their care, and make sure that you are recording written evidence of their views and thoughts. These are important to share with relevant agencies, so that everybody is on the same page, and the adult's wishes are central to multi-agency work taking place.
3. **Sharing information**, with the right people, at the right time. See our *Summary guidance: Information Sharing Protocol (2025)* for more information.
4. **Undertaking a multi-agency risk assessment**, to produce a multi-agency risk management plan. You can find a template for this in our [Complex Needs Toolkit \(2024\)](#). This should clearly record:
  - relevant and anticipated risks;
  - the adult's views and wishes;
  - actions to be taken and by whom;
  - mental capacity and best interests decisions;
  - and how to share this information with the adult.
5. **Seeking support from other staff and/or agencies**, which could include discussing cases which present a challenge with your manager as part of supervision, reaching out to other agencies directly, or seeking guidance through a referral to the [Multi-Agency Risk Management \(MARM\) subgroup](#).