

West of Berkshire



Safeguarding Adults Partnership Board
'Achieving by working together'

SAFEGUARDING ADULTS

Multi-Agency West of Berkshire WORKFORCE DEVELOPMENT STRATEGY

2014-2017

West of Berkshire Safeguarding Adults Partnership Board
Learning and Development Sub-Group

Contents

1. Introduction	3
2. Scope	4
3. Governance	6
4. Training structure and refresher training	7
5. Assessment of competence	12
6. Performance management	12
7. Quality assurance	13
8. Useful links	14
Appendix One: Terms of reference	15

1. Introduction

Safeguarding and the protection of adults at risk of harm and abuse is everyone's business and a shared responsibility.

The Berkshire Multi-Agency Safeguarding Adults Policy and Procedures identify the framework for agencies in Berkshire to work together to safeguard adults.

Underlying principles

1. All people within our communities have the basic human rights to dignity, freedom and respect.
2. 'Safeguarding Adults' relates to all work which enables an adult 'who is, or may be eligible for community services' and who may be at risk, of significant harm or exploitation to retain independence, well being and choice and to be able to live a life that is free from abuse and neglect.
3. It is the responsibility of individual agencies to ensure that appropriate levels of training are accessed and training outcomes are implemented.
4. In line with national guidance, west of Berkshire local authorities offer three levels of training that correspond with job roles and accountabilities and responsibilities within the safeguarding adults process.
5. Each training level has related competencies and meets the training standards set by Skills for Care and Skills for Health. Following attendance at training, attendees will be expected to demonstrate these competencies within their work role.
6. The Safeguarding Adults Partnership Board **requires** all employees (paid or voluntary workers) who may have contact with someone who falls within the definition of principle 2, completes and refreshes Level 1 training every three years.
7. The Partnership Workforce Development Strategy advocates that training is made available to and/or specifically tailored for service users and carers.

2. Scope

Safeguarding Adults relates to all work which enables an adult who is, or may be eligible for community services to retain independence, well being and choice and to be able to live a life that is free from abuse and neglect.

This definition specifically includes those who may receive community care services, as well as those who may be eligible for community care services, but whose need is for access to mainstream services such as the police. This includes adults with physical, sensory and mental impairment and learning disabilities however these impairments have arisen, for example whether from birth, through advancing age, chronic illness or injury.

The Berkshire Multi-Agency Safeguarding Adults Policy and Procedures are based on the premise that safety from harm and exploitation is a basic need. “Safeguarding” describes a range of activity which aims to uphold an adult’s fundamental right to be safe and at the same time respects their right to make choices and to take positive risks, coordinated with a multi-agency response.

No Secrets (Section 7 Guidance LASSA 1970) has three key messages:

- The primary responsibility is to prevent abuse
- Right to investigation and a response if abuse is reported
- Access to justice

The Berkshire Multi-Agency Safeguarding Adults Policy and Procedures state that each agency will, as part of their workforce development plan, ensure that employees at all levels have appropriate knowledge and competencies in relation to:

- Potential for the occurrence of abuse and neglect
- Identification of abuse and neglect
- Safeguarding Adults policy and procedures
- Requirement to report any concerns of abuse and neglect
- Internal reporting structure for such concerns

Furthermore it is vital that staff from key partner agencies access multi-agency training to:

- Promote their ability to work together
- Increase understanding of each other’s roles in the Safeguarding Adults process
- Enable a co-ordinated response when safeguarding an adult at risk from harm, abuse or exploitation.

While the development of a workforce development plan is the responsibility of each individual organisation, safeguarding adults is a multi-agency task. The Multi-Agency Safeguarding Adults Policy and Procedures identify the need for joint commissioning of training, including training for service users and carers. The multi-agency training programmes can be accessed by any relevant employees working within the west of Berkshire.

All courses should be:

- Mapped to the Skills for Care's National Competency Framework for Safeguarding Adults
- Meet Skills for Health training standards
- Meet other relevant national standards that health and social care staff are expected to meet such as Skills for Care's Common Induction Standards for adult social care (Skills for Care) and Skills for Health Knowledge Sets for Safeguarding Adults.

This document, the West of Berkshire Safeguarding Adults Workforce Development Strategy 2014-17 provides the strategic direction to ensure the west of Berkshire has a workforce that can identify and respond to safeguarding issues with competence and skill.

The strategy is produced by the Learning and Development sub-group of the West of Berkshire Safeguarding Adults Partnership Board which covers the local authorities of Reading, Wokingham and West Berkshire. Other partners include Berkshire Healthcare NHS Foundation Trust, Royal Berkshire NHS Foundation Trust, Thames Valley Police and the private, independent and voluntary sectors.

This is the second edition of the Strategy; the first was published in 2009 for the period 2010-13.

3. Governance

A multi-agency approach at a strategic and operational level is essential to effective safeguarding work.

The activities set out in this strategy are monitored by the Learning and Development sub-group. Membership comprises primarily training officers and safeguarding leads from partner agencies. The terms of reference for the sub-group are included in Appendix 1. The sub-group has an annual action plan and the chairperson reports quarterly to the Partnership Board and contributes to the Board's annual report.

The Learning and Development Group has established links and works alongside the East Berkshire Learning and Development Group to share good practice.

4. Training structure and content

Training is listed by course level with the agreed course aim, learning outcomes and course standards as approved by the West of Berkshire SAPB.

This listing is also mapped to the Skills for Care National Competence Framework for Safeguarding Adults (2010) identified by their specified staff groups.

Refresher training recommendations are provided followed by suggested additional and related sources of learning and development.

4. Training structure and content

Course title	Course aim	Learning outcomes <i>By the end of the course learners will be able to:</i>	Course standards <i>As a recommended minimum requirement</i>	National Competence Framework Staff Group	National Competence Framework
<p>Level 1 Awareness</p> <p>Audience: All who have direct contact with adults whose circumstances make them vulnerable to abuse.</p>	To be able to respond in accordance with Berkshire's Multi-Agency Safeguarding Adults Policy and Procedures	<p>Describe circumstances that can make adults vulnerable to abuse</p> <p>Recognise possible indicators of abuse</p> <p>Respond in line with the safeguarding procedures if abuse is found or suspected</p> <p>Report and record appropriately</p> <p>Recognise your duty of care to safeguard</p> <p>Describe the link between the multi-agency procedures and other key legislation, policies and procedures, including safeguarding children</p> <p>Understand the importance of professional boundaries and the consequences of</p>	<p>Training duration appropriate to the target group; half day minimum recommended</p> <p>Training must be adapted to meet the learning needs of participants</p> <p>Trainers must have an knowledge and experience of safeguarding adults</p> <p>Trainers are recommended to have relevant training or teaching qualification.</p> <p>Stated aim and learning outcomes</p> <p>Record delegate attendance and course content</p> <p>Complete formal evaluation</p>	<p>Staff Group A Have responsibility to contribute to Safeguarding Adults, but do not have specific organisational responsibility or statutory authority to intervene</p> <p><i>Including but not limited to: volunteers, day services, support workers, personal assistants, housing officers, health care workers, leisure and recreation centre staff, drivers and transport staff, church/faith workers.</i></p>	<ol style="list-style-type: none"> 1. Understand what Safeguarding is and their role in Safeguarding Adults 2. Recognise an adult potentially in need of Safeguarding and take action 3. Understanding the procedures for making a 'Safeguarding Alert' 4. Understand dignity and respect when working with individuals 5. Have knowledge of policy, procedures and legislation that supports Safeguarding Adults activity.

		breaching these			
<p>Level 2 Assessment and planning</p> <p>Audience: Those who contribute to or lead in assessment and/or investigation of safeguarding alerts.</p> <p>Delegates should have completed Level One training or have equivalent knowledge</p>	<p>To gain a working knowledge of Berkshire’s Multi-Agency Safeguarding Adults Policy and Procedures and to understand their role in investigating under safeguarding procedures.</p>	<p>Review and expand on skills and knowledge gained from Level One</p> <p>Assess when to use the procedures</p> <p>Involve vulnerable adults and carers appropriately throughout the process including use of Independent Mental Capacity Advocates where appropriate</p> <p>Describe the stages and their role in the safeguarding process</p> <p>Use a referral form, prepare a report of an investigation and record information appropriately</p> <p>Identify their own and the role of others in investigating allegations of abuse and the importance of preserving evidence</p> <p>Evidence capacity and consent in relation to the Mental Capacity Act 2005 and Code of</p>	<p>As Level 1</p>	<p>Staff Group B</p> <p>Hold considerable professional and organisational responsibility for safeguarding adults. Able to act on concerns and contribute appropriately to local and national policies, legislation and procedures. Work in an inter and multi-agency context.</p> <p>Includes: Qualified professionals in health and social care and all frontline managers who manager or supervise staff providing services directly to the public</p> <p><i>Including but not limited to: Managers within social work, voluntary and Independent Sector and providers, Nursing, Safeguarding Adult Co-ordinators, Police officers</i></p>	<ol style="list-style-type: none"> 6. Demonstrates skills and knowledge to contribute effectively to the Safeguarding process 7. Awareness and application of a range of local and national policy and procedural frameworks when undertaking Safeguarding activity 8. Ensure service users/carers are supported appropriately to understand Safeguarding issues to maximise their decision making 9. Understand how best evidence is achieved 10. Understand when to use emergency systems to Safeguard adults 11. Maintain accurate, complete and up-to-date records 12. Demonstrate required level of skills and knowledge to undertake a Safeguarding adults investigation.

		<p>Practice</p> <p>Demonstrate a basic knowledge of the legal framework including Deprivation of Liberty Safeguards</p> <p>Identify the limits of confidentiality and how to use the Information Sharing Protocol</p>			
<p>Level 3 Managing staff and making decisions</p> <p>Audience: Those who manage staff and make decisions in safeguarding adult investigations in local authorities, health trusts and provider services.</p> <p>Delegates should have completed Levels One and Two training.</p>	<p>To provide managers with an overview of Berkshire’s Multi-Agency Safeguarding Adults Policy and Procedures and an understanding of their role in managing the safeguarding adult investigation process</p>	<p>Review and expand on skills and knowledge gained from Level One and Two training</p> <p>Demonstrate a basic knowledge of relevant legislation</p> <p>Identify their role and responsibility in the safeguarding adults process</p> <p>Manage safeguarding adult investigations</p> <p>Identify the role of other professionals in the process</p> <p>Assess safeguarding adult referrals and identify appropriate action to be taken</p> <p>Involve vulnerable adults and carers appropriately</p>	<p>As Level 1</p>	<p>Staff Group C Responsible for ensuring the management and delivery of Safeguarding Adult services is effective and efficient. Have oversight of the development of systems, policies and procedures within their organisation to facilitate good working partnerships with allied agencies to ensure consistency in approach and quality of service</p> <p><i>Including but not limited to: Service Managers, Independent Chair, Operations Managers, Head of Assessment and Care Management</i></p>	<p>13. Actively engage in supporting a positive multi-agency approach to Safeguarding Adults</p> <p>14. Support the development of robust internal systems to provide consistent, high quality Safeguarding Adults service</p> <p>15. Chair Safeguarding Adults meetings or discussions</p>

		<p>throughout the process</p> <p>Co-ordinate safeguarding adult and disciplinary processes</p> <p>Demonstrate an understanding of safe recruitment and selection processes</p>			
<p>Train the Trainer Level 1 Awareness</p> <p>Audience: Managers/ senior staff with responsibility for delivering in-house training.</p> <p>Participants must have completed Level 1 training and have knowledge of Berkshire Safeguarding Policy and Procedures.</p>	<p>To equip participants with the tools and knowledge to independently deliver Level 1 training</p>	<p>Gain insight on how learners retain and process new information</p> <p>Learn techniques on how to present material in an effective manner</p> <p>Gain knowledge on the key areas that need to be delivered</p> <p>Practice using a Safeguarding Adult level 1 training pack</p>	<p>As Level 1 plus:</p> <p>Trainers must commit to prepare and deliver the training day with an observation of their practice to complete the course.</p> <p>Trainers must adhere to the approved Level 1 training standards as above.</p> <p>Signed delegate lists to be sent to the relevant local authority after each training event.</p>		

Refresher Training

It is recommended that training is refreshed every three years at the level appropriate to the worker's role and responsibility. A formal assessment of competency should be made a minimum of every three years by the line manager based on the competencies described above at the appropriate level.

It is recommended that social care providers access Log onto Care to use the online learning programme for refresher training for their staff: www.logontocare.org.uk Assessment results can be used as evidence of competence or to identify further development needs.

A comparable programme can be accessed by health staff through the national Learner Management System.

Other training

Partner agencies may provide supplementary training to support the development of skills and competence in adult safeguarding including the following. Contact the individual agency for further information:

- Deprivation of liberty safeguards
- Dignity and respect
- Domestic abuse
- DASH assessment and MARAC awareness
- Mental Capacity Act
- Mental health awareness
- Risk assessment
- Role of the appropriate adult under PACE
- Safeguarding children
- Substance use and misuse awareness

There is also access to a wide range of online learning programmes through the Log onto Care website funded by the local authorities for private, voluntary and independent social care sectors. www.logontocare.org.uk

Social Care Institute for Excellence provide a wide range of resources including free multi-media resources at Social Care TV. www.scie.org.uk/socialcaretv

5. Assessment of Competency

Attending training courses is the first stage in supporting staff to develop their knowledge, skills and competence appropriate to their roles. Managers are responsible for assessing their staff to ensure they are competent and they have a key role in encouraging, enabling and motivating staff to develop and learn.

It is recommended that the assessment of competence should combine a mix of direct observation of practice, as well as a process of exploration, discussion and questioning in supervision, appraisal and team meetings. Assessment should reflect knowledge and understanding of the Multi Agency Policy and Procedures for Safeguarding Adults as well as local organisational policies.

All staff can be supported to develop their competence in relation to safeguarding adults. This can be achieved through participating in formal training and development opportunities, including the completion of vocational or professional awards. In addition there are many opportunities in the workplace including team meeting discussions, mentoring and “buddying” experienced practitioners.

A member of the Learning and Development sub-group has developed a workbook that is designed for use following attendance on the Level 1 training course to assess staff development, using a number of scenarios to support reflective practice. The workbook is reviewed and discussed in structured supervision meetings as part of the worker’s probation and induction.

6. Performance management

Attendance of training commissioned by the local authorities and health trusts is monitored and reported to the Safeguarding Adults Partnership Board.

Managers are expected to monitor the training requirements of their own staff by completing an annual Training Needs Analysis which will enable the Learning and Development sub-group to commission training programmes to meet identified need.

7. Quality Assurance

Training is monitored by the Learning and Development sub-group through the collation and assessment of information from the individual partner agencies. All agencies review competence through performance management structures and the requirement for refresher training.

Partner agencies are requested to provide the following information:

- number of courses offered
- number of places and uptake of places
- course outlines
- course evaluations

The Learning and Development sub-group uses this information to provide qualitative and quantitative information to the Partnership Board regarding provision, attendance and costs of training programmes.

Level One training

In addition to the training delivered by the local authorities and health trusts, the Learning and Development sub-group has agreed it can be appropriate for some agencies to deliver Level 1 “Awareness” training on a single agency basis if there are a significant number of staff requiring training or a flexible delivery method is required.

Such training must comply with the agreed training standards and the trainer must successfully complete a “Safeguarding adults Train the Trainer” course delivered by the local authorities. Applicants are checked to ensure they have appropriate subject and training experience and are required to be observed in their training delivery before being approved as a trainer. In addition, the local authorities provide regular updates to the trainers including when the training standards or course content is reviewed. Trainers have the opportunity to provide feedback about the course they are delivering and input into reviews.

Organisations delivering training are responsible for putting in place a reasonable system to quality assure training that is delivered. Guidance and advice is available from the training representatives of the local authorities.

Level Two training

Level 2 training is delivered by the local authorities and health trusts and follows local quality assurance processes.

Level Three training

Level 3 training is delivered by local authorities only.

8. Useful Links

- Care Quality Commission: www.cqc.org.uk
- Log On To Care: www.logontocare.org.uk
- Skills for Care: www.skillsforcare.org.uk
- Research in Practice for Adults: www.ripfa.org.uk
- Online assessments: www.cis-assessment.co.uk
- Social Care Institute for Excellence www.scie.org.uk/socialcaretv

APPENDIX 1

Learning and Development Sub-group Terms of Reference

1. Context

The Learning and Development Group is a sub-group of the West of Berkshire Safeguarding Adults Partnership Board (the Board). The Group covers activities in the west of Berkshire (Reading, Wokingham and West Berkshire).

2. Terms of Reference

- Ensure that the Berkshire Multi-agency Safeguarding Adults Policy and Procedures (the Procedures) are used within training delivery
- Report to the Board any issues related to the Procedures identified through training
- Develop and regularly review the training standards
- Develop and review an annual action plan to support the work of Board
- Produce a Workforce Development Strategy, updated every 3 years
- Advise the Board on learning and development and contribute to the Board's annual business plan
- Produce information on learning opportunity provision for the Board's annual report
- Promote best practice and support the Board to raise awareness of safeguarding adults through training
- Provide advice and guidance to support a range of learning solutions to meet identified learning needs
- Maintain good links across member agencies and with external partners to ensure learning information is shared appropriately
- Ensure multi-agency representation at meetings and to report any concerns regarding membership to the Board
- Meet four times a year
- Chair/minute taking arrangements to be agreed by the group
- Review terms of reference and chairing arrangements a minimum of every 3 years
- Each meeting is quorate if a minimum of 3 organisations are represented, including one local authority safeguarding lead and a representative for learning/training (can be same as LA safeguarding lead if has a training delivery role).

3. Membership

Membership is also open to all members of the Board in particular to safeguarding and training/learning and development leads. Meetings are regularly attended by:

- Berkshire Healthcare NHS Foundation Trust
- Royal Berkshire Hospital NHS Foundation Trust
- Reading Borough Council
- West Berkshire Council
- Wokingham Borough Council
- West of Berkshire SAPB Business Manager
- Independent/voluntary sector representatives (from Train the Trainer programmes)