

NORTHAMPTONSHIRE SAFEGUARDING ADULTS BOARD

TRAINING STRATEGY FOR SAFEGUARDING ADULTS

2016/2019

Contents

Introduction.....	2
1. Purpose	3
2. Objectives of the Strategy	3
3. National Context.....	3
4. Local Context	4
5. Core Standards for Training	6
5.1 Competencies	6
5.2 Organisational and Operational Commitment to Training:	6
5.3 Equal Opportunities:.....	6
5.4 Implementing the Training Programmes:	6
5.5 Audit and Evaluation:	7
5.6 Other Appropriate Training Courses:	8
5.7 Safeguarding Adults Training Group Work Plan:.....	8
6. Summary	8
7. References	8
APPENDIX I - SAFEGUARDING ADULTS COMPETENCIES	10
APPENDIX II - LEVEL ONE AND TWO SINGLE AGENCY TRAINING	13

Introduction

Safeguarding and the protection of adults at risk is everyone's responsibility.

One of the key elements of effective safeguarding and promoting of adults welfare is that all staff in all agencies and services have a clear understanding of their individual and their agency's roles and responsibilities and are able to undertake these in an effective manner. This includes being able to recognise when an adult at risk may require safeguarding and knowing what to do in response to concerns. Practitioners and managers must also be able to work effectively with others, both within their own agency and across organisational boundaries. It is recognised that this will be achieved by a combination of single and inter-agency training.

This document outlines the training strategy in support of the Northamptonshire Safeguarding Adults Board Inter-Agency Procedures (2016) and provides a framework for training on Safeguarding Adults. It aims to enable all individuals who work with adults at risk, paid or unpaid, to access training that offers an opportunity to learn different aspects of safeguarding related to their role and to gain knowledge and skills that are at an appropriate level based on their expected responses to safeguarding situations.

The Northamptonshire Safeguarding Adults Board Inter-Agency Procedures 2016 will underpin all adult safeguarding training.

This strategy is closely linked to the Care Act:

- Outlines provision for all staff to receive training in safeguarding adults consistent with their job roles and responsibilities
- Outlines options on how training can be delivered.
- Outlines how may take place to inform further strategies.
- Supports that staff and volunteers in contact with adults at risk have regular supervision, support, and appropriate training to help them identify and respond to possible abuse and neglect.

1. Purpose

The purpose of the strategy is:

- To contribute to the implementation of the multi-agency procedures and guidance to safeguarding adults from abuse in Northamptonshire and assist adults to live a life that is free from abuse and neglect, which enables them to retain independence, well being, dignity and choice

The Training, Quality and Professional Practice Sub-Group will achieve this by delivering and implementing a strategic approach to learning and development activities that support partner agencies in raising the skills and competencies of staff and volunteers and promotes inter-agency collaboration.

2. Objectives of the Strategy

The objectives of the strategy are to identify the actions required to deliver safeguarding adults training across Northamptonshire's partner agencies so that:

- Single agency and inter-agency training requirements are met.
- Appropriate levels of training standards are met.
- Training takes place at all levels in an organisation and within specified timescales and recognising that training is a continuing responsibility.
- The quality of training provided is consistent and contextual and gives staff accurate guidance on local procedures.
- Statistical information relating to training requirements of all agencies is collated and used to plan training.
- Staff and volunteers in contact with adults at risk have regular supervision and support, and appropriate training to help them identify and respond to possible abuse and neglect.
- The views of those who have experienced abuse and their carers are used to inform learning.
- The necessity for good record keeping, effective inter-agency communication and working together are entrenched.
- An appropriate range and quality of training is delivered to meet the needs of different employees that also reflects the diversity of communities.
- The recommendations of Safeguarding Adult Reviews are supported.

These responsibilities will be reinforced through commissioning arrangements between partners and external providers, for example they may form part of the contract arrangements between Health / Local Authority Commissioners and providers of health /social care services.

3. National Context

The Care Act Statutory Guidance sets out certain requirements a local authority must comply with and states clear aims a local authority should work to. It also identifies the following six key principles that should be considered during the decision making process:

- Empowerment – taking a person-centred approach, whereby users feel involved and informed
- Protection – support and representation for those in greatest need
- Prevention – it is better to take action before harm occurs
- Proportionality – having a proportionate and least intrusive response appropriate to the risk presented
- Partnership – information is shared appropriately and the individual is involved
- Accountability – all agencies have a clear role.

The training strategy is underpinned by the findings and recommendations from legislation, guidance and reports.

The Safeguarding Strategy 2016/19 defines a partnership approach recognising that safeguarding is everyone's business. In particular the strategic vision confirms the Council's person centred and outcome focussed approach as detailed in Making Safeguarding Personal.

Section 14.151 of The Care Act 2014 Guidance states that the SAB must develop clear policies and processes that have been agreed with other interested parties, and that reflect the local service arrangements, roles and responsibilities. It will promote multi-agency training that ensures a common understanding of abuse and neglect, appropriate responses and agree how to work together. Policies will state what organisations and individuals are expected to do where they suspect abuse or neglect. The SAB should also consider any specialist training that is required. A key part of the SAB's role will be to develop preventative strategies and aiming to reduce instances of abuse and neglect in its area. Members of the SAB should also be clear about how they will contribute the financial and human resources of their organisation to both preventing and responding to abuse and neglect.

4. Local Context

This training strategy has been developed to ensure compliance with national context and considers:

- Single- agency training which is carried out by a particular organisation for its own staff within its own workforce development strategy.
- Inter-agency training which is for employees and volunteers from any organisation.

Individual managers have a responsibility for ensuring that staff are released to attend core training and that there is an attendance requirement once they are nominated for courses. In turn individual organisations have the responsibility and are expected to set aside funds to train staff.

In Northamptonshire, inter-agency training is provided and coordinated by LGSS Learning and Development (LGSS L&D) to offer a consistent training programme. LGSS is a public sector shared services venture, wholly owned by Cambridgeshire, Northamptonshire County Councils and Milton Keynes Council. Individual Private, Voluntary and Independent Sector (PVI) Social Care organisations can attend funded Keeping Adults Safe one day training and NCC may charge non-attendance fees. LGSS L&D takes lead responsibility for organising multi-agency training under

the guidance of the Safeguarding Adults Training, Quality and Professional Practice group, which is a sub-group of Northamptonshire Safeguarding Adults Board (NSAB).

The expectation is that Level 1 and Level 2 training will be delivered via single agency and Level 3 and above as more complex will be delivered mainly as inter-agency.

It is on this basis that this strategy has been produced by the Safeguarding Adults Training, Quality and Professional Practice Sub Group (now called NSAB Learning and Development Sub-Group and agreed by the membership of Northamptonshire Safeguarding Adults Board (as listed: Section 3.0; SAB Terms of Reference).

The NSAB Learning and Development Sub-Group, which has representatives from the partnership, will meet at least every three months in order to meet its delegated responsibility and ensure effective reporting mechanisms into Northamptonshire SAB.

5. Core Standards for Training

In order for training to be effective, the following core set of standards should be applied:

5.1 Competencies

The Northamptonshire Safeguarding Adults Training, Quality and Professional Practice Sub Group has developed a set of competencies for all staff and volunteers. This initiative sets out a clear guidance for staff to improve their knowledge and skills, by identifying different levels of training within staff teams and incorporating this within the safeguarding adults learning and development programme within all services. The matrix in Appendix One identifies:

- Levels of training
- Appropriate staff groups to attend
- Content of programme
- Competency

5.2 Organisational and Operational Commitment to Training:

- Safeguarding adults training will be seen as mandatory and should be reflected in each organisation's mandatory training matrix.
- There is understanding across each organisation of the training needs of their staff in relation to adult safeguarding.
- Each organisation to provide timely training needs analysis and utilise the findings of the NSAB Training Needs Analysis.
- Each organisation must enable new starters and existing employees to access the appropriate level of training to their role and report this into the inter-agency training group as part of Board assurances.
- Managers and Leads within each organisation to monitor attendance in relation to the mandatory training matrix.
- Managers are also responsible for assessing whether staff are competent in their role and to carry out daily responsibilities.
- Each organisation to ensure regular representation at the NSAB Learning and Development Sub-Group.
- Responsibility for commissioning the mandatory Level 1 and Level 2 inter-agency training will rest with LGSS L&D who will consult with agreed membership from the NSAB Learning and Development Sub-Group.

5.3 Equal Opportunities:

- Training will respect and acknowledge equal opportunities.
- Training will reflect the different training needs of a diverse workforce.
- Training will reflect the diversity of the communities served.

5.4 Implementing the Training Programmes:

- Training will be delivered by trainers who are knowledgeable about safeguarding and promote the welfare of adults.

- Training will include the experience of service users and carers who have been involved within safeguarding processes, to emphasise and address issues of equality and diversity.
- Training will be evidence-based, informed by lessons from safeguarding adult reviews and local and national developments.
- Learning will be tailored to suit the target audience of the course being delivered. Exercises, examples and case scenarios will reflect the disciplines/groups to which it is being delivered, in order to maximise understanding and learning.
- Training will endeavour to support, explore, and manage emotional responses that safeguarding adults training can evoke.
- Training will utilise a variety of different training methods.
- E-learning will be used as the learning method for safeguarding level 1 training.
- E-learning will be used to update or refresh staff on safeguarding, however, it should not routinely replace face to face learning for new staff.
- Training will be regularly reviewed to ensure that it meets the agreed learning outcomes.
- Training at Level One and Two for all organisations will include the content listed in Appendix Three.
- Examples of refresher training are listed in Appendix Three.

5.5 Audit and Evaluation:

- Feedback will be encouraged following attendance at any training sessions. Evaluation sheets submitted by delegates will be analysed by the relevant learning and development/training department and fed back to the Safeguarding Adults Training Group.
- Collation of the number of staff attending training and completing the training package via the e-learning route. The Training, Quality and Professional Practice Sub-Group will act as the designated centralised point.
- The Training Strategy to be reviewed on an annual basis by the Safeguarding Adults Training, Quality and Professional Practice Sub-Group as training is a continued responsibility and should be provided as a rolling programme.

5.6 Other Appropriate Training Courses:

Some multi-professional training that has not previously been viewed as safeguarding adult training nonetheless provides essential knowledge and skills for competence in safeguarding adults. Where these courses have been identified, they have been 'adopted' into the multi-agency safeguarding adults training work plan as essential components of it.

These include:

- Mental Capacity Act 2005
- Deprivation of Liberty Safeguards 2009
- Prevent
- Domestic Violence
- Child Protection
- Making Safeguarding Personal
- Modern Slavery

5.7 Safeguarding Adults Training Group Work Plan:

The Safeguarding Adults Board Training, Quality and Professional Practice Sub-Group will contribute to any tasks allocated by NSAB and in accordance with NSAB's Annual Business Plan.

6. Summary

This strategy demonstrates the commitment from all agencies to ensure that people within services are appropriately safeguarded. The competency framework and training material has been produced within the context of the Care Act.

The internet site for safeguarding adults within Northamptonshire County Council provides links to guidance of how to safeguard adults at risk of abuse within Northamptonshire and how to access multi-agency training:

<http://www.northamptonshire.gov.uk/en/councilservices/social-care/pages/default.aspx>

7. References

Association of Directors of Social Services-ADSS (2005) (now ADASS) **“Safeguarding Adults: A National Framework of Standards for Good Practice and Outcomes in Adult Protection Work.”** London: Association of Directors of Social Services

<http://lx.iriss.org.uk/sites/default/files/resources/Safeguarding%20Adults%20Framework2-1.pdf>

Guide to the Care Act and the Implications for Providers

<http://www.local.gov.uk/documents/10180/6869714/L14-759+Guide+to+the+Care+Act.pdf/d6f0e84c-1a58-4eaf-ac34-a730f743818d>

Department of Health (2011) **‘Building Partnerships, Staying safe: The Health Sector Contribution to HM Government’s Prevent Strategy’** London; DH

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/215253/dh_131912.pdf

Deprivation of Liberty Safeguards (2009)

<https://www.gov.uk/government/publications/deprivation-of-liberty-safeguards-forms-and-guidance>

Mental Capacity Act 2005

<https://www.gov.uk/government/collections/mental-capacity-act-making-decisions>

Multi-agency Risk Assessment Conference

<http://www.safelives.org.uk/sites/default/files/resources/MARAC%20FAQs%20General%20FINAL.pdf>

Northamptonshire Safeguarding Adults Board Inter-agency Safeguarding Adults Procedures

<http://www3.northamptonshire.gov.uk/councilservices/adult-social-care/safeguarding/Pages/safeguarding-adults-forms.aspx>

Prevent Strategy (2011) HM Government

<https://www.gov.uk/government/publications/prevent-strategy-2011>

Northamptonshire Safeguarding Children's Board The Impact of Multi Agency Training Making a Difference in Practice

<http://www.northamptonshirescb.org.uk/about-northamptonshire-safeguarding-children-board/training/measuring-impact-learning/>

Northamptonshire County Council Safeguarding Strategy 2016/2018

<http://intranet.northamptonshire.gov.uk/Services/TSS/Adult/Documents/PDF%20documents/Safeguarding%20Adults/NCC%20ASC%20Safeguarding%20Strategy%202016%20v1.pdf>

National and Local Serious Case Reviews and Safeguarding Adults Review should also contribute to continuous learning:

Alice Porter Serious Case Review

<http://www3.northamptonshire.gov.uk/councilservices/adult-social-care/safeguarding/Documents/Final%20Alice%20Porter%20SCR%20Overview%20Report%20%28PDF%20format%20272KB%29.pdf>

Colin Sparrowhawk Independent Review

<https://www.england.nhs.uk/wp-content/uploads/2015/10/indpdnt-rev-connor-sparrowhawk.pdf>

Coventry Serious Incident Review

http://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=5&cad=rja&uact=8&ved=0ahUKEwjnq7WXkLjRAhXJL8AKHZf5CIUQFggwMAQ&url=http%3A%2F%2Fwww.coventry.gov.uk%2Fdownload%2Fdownloads%2Fid%2F17394%2Fserious_incident_review_miss_g_executive_summary.pdf&usq=AFQjCNEAcimLWYGVERzK2eKWadSQ7hE-1w

Mr and Mrs Randall Serious Case Review

<http://www3.northamptonshire.gov.uk/councilservices/adult-social-care/safeguarding/Documents/Serious%20Case%20Review.pdf>

Orchid View Care Home Serious Case Review

<https://www.westsussex.gov.uk/media/5171/orchid-view-serious-case-review.pdf>

APPENDIX I - SAFEGUARDING ADULTS COMPETENCIES

LEVEL	TARGET GROUP	TRAINING CONTENT AND OBJECTIVES
<p>LEVEL 1</p> <p>Basic Safeguarding Adults Awareness</p> <p>Training delivered via e-learning, 1:1 basis, cascade or workshop, either within the organisation or Learning and Development setting.</p> <p>Provided via single or inter-agency training.</p>	<p>Staff who have direct and indirect contact with adults covered by safeguarding adults, including but not limited to:</p> <ul style="list-style-type: none"> ➤ HR staff ➤ Clerical and Admin staff ➤ Receptionist Staff ➤ Domestic and Ancillary Staff ➤ Care / Support Staff ➤ Nursing Staff ➤ Health and Social Care Professionals ➤ All Staff in Health Care Settings ➤ Police Officers ➤ Volunteers 	<ol style="list-style-type: none"> 1. Understand the definition of an adult who may be at risk of abuse, as defined by the Care Act 2014 2. Understand the definition of abuse and its different types, as defined by “the Care Act 2014. 3. Recognise the evidence and indicators of abuse. 4. Understand how to access the Northamptonshire Inter-agency Safeguarding Adults Procedures. 5. Understand the importance of whistle-blowing procedures 6. Work in a manner that minimises the risk of adults being abused. 7. Understand their role as an alerter as defined within the local policy and procedures, including how to report concerns of abuse using appropriate systems. 8. Understand related legislation 9. Awareness of Prevent.
<p>LEVEL 2</p> <p>Responding to Abuse</p> <p>Training delivered 1:1 basis, cascade or workshop, either within the organisation or Learning and Development setting.</p>	<p>Staff with responsibility for making referrals under the Northamptonshire Inter-agency Safeguarding Adults Procedures including but not limited to:</p> <ul style="list-style-type: none"> ➤ Care Home Managers ➤ Day Service Managers ➤ Home Care Managers ➤ Nursing Staff ➤ Police Officers ➤ Health and Social Care 	<p>In addition to 1 to 9, referrers will be able to:</p> <ol style="list-style-type: none"> 10. Understand what action to take when an allegation of abuse is reported to them, according to local policy and procedures. 11. Know how to support staff and people who use services who report concerns of abuse. 12. Know how to support staff or people who use services who are alleged to have committed abuse. 13. Explain the relationship between the local policy and procedure and internal disciplinary procedures. 14. Understand the importance of recording and documenting all information appropriate to any allegation and investigation in accordance with the local policy and procedure and relevant internal guidance.

<p>Provided via single or inter-agency training.</p>	<p>Professionals</p>	<p>15. Understand and use relevant recruitment processes as appropriate. 16. Identify and minimise potential risks following a disclosure or allegation of abuse. 17. Understand the principles of information sharing in accordance with the local policy and procedure, relevant legislation and relevant internal guidance. 18. Take part in the processes of the planning and strategy meetings/discussions in order to assist the investigation of allegations of abuse. 19. Use their recruitment procedures to minimise the risks of abuse of adults, if appropriate to their role.</p>
<p>LEVEL 3</p> <p>Joint working and investigations.</p> <p>Training delivered by workshop or conference within a Learning and Development setting.</p> <p>Provided via Inter-agency Training.</p>	<p>Staff who are responsible for coordinating multi-agency investigations under the Northamptonshire Interagency Safeguarding Adults Procedures, including:</p> <ul style="list-style-type: none"> ➤ Social Workers ➤ Team Managers/Supervisors ➤ Head of Nursing ➤ Health and Social Care Service Managers ➤ Police Officers ➤ IMCAs ➤ Safeguarding Leads 	<p>In addition to competencies 1 to 19, Investigators will be able to:</p> <p>20. Understand and use all aspects of the local policy and procedures and what is required to conduct effective investigations. 21. Understand the legal context of safeguarding adults, measures available to protect adults who may be at risk of abuse and how the local policy and procedures relate to other policy, guidance and legislation. 22. Understand the different roles and responsibilities of all agencies involved in the investigative process. 23. Understand the importance of recording and documenting all information appropriate to any allegation and investigation in accordance with the local policy and procedure and relevant internal guidance. 24. Understand the principles of information sharing in accordance with the local policy and procedure and relevant internal guidance. 25. Conduct investigative / assessment activities in accordance with local policy and procedure, including identifying and managing risk factors. 26. Engage in a positive multi-agency approach to safeguarding adults. 27. Chair and convene safeguarding adults meetings or discussions.</p>

Assessment of Competency

Level One Awareness training provides a basic understanding of the concepts and processes within safeguarding adults work. The course is designed to provide participants with an awareness level. It is expected that managers, as part of their staff individual personal development plan identify learning from the course

Level Two is assessed via the demonstration of competency back in the workplace. It is expected that managers support and develop staff, assisting them to acquire the skills and experience that build on the foundation knowledge provided in the course.

Level Three is aimed at managers. It is imperative that managers acquire up to date skills and knowledge surrounding safeguarding. Competency in this area will be measured in supervision, via personal development plans.

APPENDIX II - LEVEL ONE AND TWO SINGLE AGENCY TRAINING

LEVEL	CONTENT	OUTCOMES
Level 1 – Basic Awareness	<ul style="list-style-type: none"> ➤ Definition of safeguarding ➤ ‘Care Act’ policy ➤ Definition of adult at risk ➤ Definition of abuse ➤ Definition of significant harm ➤ Categories of abuse ➤ Examples of abuse ➤ Examples of high profile cases; -Steven Hoskins -Martin Ryan -Fiona Pilkington <ul style="list-style-type: none"> ➤ Recent developments ➤ Criminal offence – Section 44 ➤ Reporting ➤ Notification ➤ Confidentiality ➤ Whistle blowing ➤ Awareness of Prevent 	Understand the definition of an adult who may be at risk of abuse as defined by the Care Act 2014. Understand the definition of abuse and its different types as defined by the Care Act 2014. Recognise the evidence and indicators of abuse Understand how to access the Northamptonshire Inter-agency Safeguarding Adults Procedures Understand related legislation Work in a manner that minimises the risk of adults being abused Understand their role as an alerter as defined within the local policy and procedures, including how to report concerns of abuse using appropriate systems
Level 2 – Referrer	<ul style="list-style-type: none"> ➤ Definition of safeguarding ➤ Care Act 2014 ➤ Legislation around safeguarding ➤ Definition of adult at risk ➤ Examples of at risk groups ➤ Definition of abuse ➤ Definition of significant harm ➤ Categories of abuse ➤ Examples of abuse ➤ Examples of high profile cases -Steven Hoskins	Understand the definition of an adult who may be at risk of abuse as defined by the Care Act. Understand the definition of abuse and its different types as defined by the Care Act. Recognise the evidence and indicators of abuse Understand how to access the Northamptonshire Inter-agency Safeguarding Adults Procedures Understand related legislation

<p>-Martin Ryan -Fiona Pilkington -Connor Sparrowhawk (see link below) -Mr and Mrs Randall (see link below) -Orchid View Care Home (see link below) -Alice Porter (see link below)</p> <ul style="list-style-type: none"> ➤ Local serious case reviews ➤ Recent developments ➤ Think family/think community ➤ MCA/DOLS ➤ Criminal offence – section 44 ➤ Criminal offence – section 76 Control and Coercion ➤ Vetting and barring ➤ Local authority lead agency ➤ Notification ➤ Actions and what you should do when referring ➤ Confidentiality ➤ Information sharing ➤ Whistle blowing ➤ Supervision ➤ Role of CQC – inspection and monitoring ➤ Awareness of Prevent 	<p>Work in a manner that minimises the likelihood of adults at risk being abused</p> <p>Understand what action to take when an allegation of abuse is reported to them, according to local policy and procedures</p> <p>Know how to support staff and people who use services who report concerns of abuse</p> <p>Explain the relationship between the local policy and procedure and internal disciplinary procedures</p> <p>Understand the importance of recording and documenting all information appropriate to any allegation and investigation in accordance with the local policy and procedure and relevant internal guidance</p> <p>Identify and minimise potential risks following a disclosure or allegation of abuse</p> <p>Understand the principles of information sharing in accordance to local policy and procedure, relevant legislation and relevant internal guidance</p> <p>Take part in the processes of the planning and strategy meetings/discussions in order to assist the investigation of allegation of abuse.</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

