



SAFEGUARDING ADULTS

Multi-Agency West of Berkshire WORKFORCE DEVELOPMENT STRATEGY 2018-2021

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

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1. Introduction

Adult safeguarding means protecting people in our community so they can live in safety, free from abuse and neglect. It is everyone's responsibility.

Our vision in Berkshire is that all agencies will work together to prevent and reduce the risk of harm to adults at risk of abuse or neglect, whilst supporting individuals to maintain control over their lives and make informed choices without coercion.

The Berkshire Safeguarding Adults Policies and Procedures support staff to respond appropriately to all concerns of abuse or neglect they may encounter, providing a consistent response across the county. The Policies and Procedures are updated regularly and practitioners are encouraged to use the online version rather than download and retain a copy.

<https://www.berkshiresafeguardingadults.co.uk/>

Underlying principles

1. All people within our communities have the basic human rights to dignity, freedom and respect.
2. 'Safeguarding Adults' relates to all people aged 18 or over who has needs for care and support (whether or not the local authority is meeting any of those needs) if the person is experiencing, or is at risk of, abuse or neglect; and as a result of those care and support needs is unable to protect themselves. (Care Act 2014 s.42(1)).
3. It is the responsibility of individual agencies to ensure that appropriate levels of training are accessed and training outcomes are implemented.
4. The West of Berkshire Safeguarding Adults Board (the Board) has approved the training standards with related competencies.
5. Following training, attendees will be expected to demonstrate these competencies within their work role.
6. The Board requires everyone whose work (paid or voluntary workers) who may bring them into contact with an adult at risk of abuse to complete and refresh Level 1 training every three years.
7. In addition it recommends that training is offered to service users and carers.

2. Scope of the Workforce Development Strategy

The aim of this Strategy is to support and encourage learning and continuous development of best practice. It 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. It has been produced by the Learning and Development sub-group of the West of Berkshire Safeguarding Adults Board.

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

- Potential for the occurrence or risk of abuse and neglect and identification for signs of (or risk of) abuse and neglect
- Awareness of using the Safeguarding Adults Policy and Procedures
- Requirement to report any concerns of abuse and neglect and internal reporting structures

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.

All learning should:

- Meet the Board's agreed training standards which have been mapped to Learn to Care's National Competency Framework for Safeguarding Adults
- Meet other relevant national standards that health and social care staff are expected to meet.

This is the third edition of the Strategy, covering the period 2018-21. (The first was published in 2009 for the period 2010-13 and the second in 2014 for the period 2014-17).

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 training officers and safeguarding leads from partner agencies primarily. 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 Board and contributes to the Board's annual report.

4. Training structure and content

All organisations need to ensure that staff and volunteers have access to training and continuous professional development that is appropriate to their level of responsibility and that meets the approved training standards.

The training standards are approved by the Board and are reviewed regularly by the Learning and Development sub-group. They are listed by course level with the agreed course aim, learning outcomes and training standards. The standards are mapped to the National Competence Framework for Safeguarding Adults: a comprehensive guide, third edition, 2015 ⁽¹⁾.

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

(1) Bournemouth University/Learn to Care, 2015. National competency framework for safeguarding adults: a comprehensive guide. Third edition, updated to meet the requirements of the Care Act 2014.

Framework endorsed by Skills for Care, Social Care Institute for Excellence, Chartered Trading Standards Institute, National Trading Standards Scams Team.

This is a priced publication available from www.learntocare.org.uk

Training standards

Course aim	Learning outcomes <i>By the end of the course learners are able to:</i>	Training delivery standards <i>Recommended minimum requirement for delivery</i>
Safeguarding adults Level 1: Awareness		
Approved trainer: in-house training by SAB partner organisations and by private, voluntary and independent sector organisations who have completed the Train the Trainer programme to approve delivery of Level 1 to their own staff/volunteers on a non-profit basis.		
Audience: All workers (paid or voluntary) who have direct contact with adults at risk of abuse and/or neglect.		
To be able to respond in accordance with Berkshire's 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 including Making Safeguarding Personal to involve the individual and their view of their wellbeing</p> <p>Describe the link between the multi-agency procedures and other key legislation, policies and procedures, including mental capacity, deprivation of liberty safeguards and safeguarding children</p> <p>Understand the importance of professional boundaries and the consequences of breaching these</p> <p>Introduce information sharing and confidentiality</p>	<p>Training duration appropriate to the target group; half day recommended</p> <p>Training adapted to meet the learning needs of participants</p> <p>Trainers have knowledge and experience of safeguarding adults</p> <p>Trainers have sufficient experience and/or qualification in training delivery</p> <p>Clearly defined course aims and learning outcomes communicated to learners</p> <p>Record delegate attendance</p> <p>Complete formal evaluation of the course</p>

Safeguarding adults Level 2: Assessment and planning		
Approved trainer: by and on behalf of three local authorities (Reading, West Berkshire, Wokingham), BHFT, RBH and CCG.		
Audience: Those who contribute to or lead in assessment and/or investigation of safeguarding alerts. Delegates should have completed Level 1 training post-Care Act or be able to demonstrate equivalent skills and knowledge.		
<p>To gain a working knowledge of Berkshire's Safeguarding Adults Policy and Procedures and to understand their role in making enquiries under safeguarding procedures.</p>	<p>Review knowledge gained from Level 1</p> <p>Assess when to use the procedures</p> <p>Involve adults at risk and carers appropriately throughout the process including use of 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 enquiries and record information appropriately</p> <p>Identify their own and the role of others in making enquiries about allegations of abuse and the importance of preserving evidence</p> <p>Expand on knowledge of mental capacity including evidencing lack of capacity through formal assessment under the Mental Capacity Act 2005 and Code of Practice where appropriate.</p> <p>Demonstrate understanding of the legal framework including Deprivation of Liberty Safeguards and key legislation</p> <p>Apply and understand the limits of confidentiality and how to use the Information Sharing Protocol</p>	<p>As Level 1</p>

Safeguarding adults Level 3: Making decisions and managing staff to support the safeguarding investigation process		
<p>Approved trainer: by and on behalf of three local authorities (Reading, West Berkshire, Wokingham), BHFT, RBH and CCG.</p>		
<p>Audience: Those who manage staff and/or make decisions in safeguarding adult investigations in local authorities, health trusts and provider services. Delegates should have completed post-Care Act Levels 1 & 2 training or be able to demonstrate equivalent skills and knowledge.</p>		
<p>To provide managers and lead staff with thorough knowledge of Berkshire's Safeguarding Adults Policy and Procedures and an understanding of their responsibilities in managing/supporting the safeguarding adult investigation process</p>	<p>Review and expand on skills and knowledge gained from Level One and Two training</p> <p>Demonstrate knowledge of relevant legislation</p> <p>Assess safeguarding adult referrals and identify appropriate action to be taken</p> <p>Involve adults at risk carers and advocates appropriately throughout the process</p> <p>Identify their role and responsibility in the safeguarding adults process and in managing safeguarding adult enquiries and management of allegations</p> <p>Identify the role of other professionals in the process</p> <p>Co-ordinate safeguarding adult and disciplinary processes appropriate to their role and in line with organisational policies</p> <p>Demonstrate an understanding of safer recruitment and selection processes</p> <p>Understand the purpose of a strategy meeting and the role of the chair</p>	<p>As Level 1</p>

Safeguarding adults Level 1 (Awareness) Train the Trainer		
<p>Approved trainer: by local authorities to the private, voluntary and independent sector for them to deliver Level 1 training that meets the Board’s training standards to their own staff/volunteers on a non-profit basis.</p>		
<p>Audience: Managers/senior staff with responsibility for delivering in-house training. Participants must have completed post-Care Act Level 1 training within 12 months of undertaking Train the Trainer and have knowledge of Berkshire Safeguarding Adults Policy and Procedures.</p>		
<p>To equip participants with the tools and knowledge to independently deliver Level 1 training approved by the Board.</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 essential requirements:</p> <p>Trainers have attended a SAB approved Level 1 course within 12 months of undertaking the Train the Trainer programme to ensure their own knowledge is current.</p> <p>Trainers commit to prepare and deliver training with an observation of their practice to complete the course.</p> <p>Trainers adhere to the approved Level 1 training standards as above.</p> <p>Trainers commit to deliver a minimum of two sessions a year to ensure they keep skills in practice.</p> <p>Trainers send signed delegate lists to the local authority in which they are based after each training event. Evaluation forms can also be sent (optional)</p> <p>Trainer attends a minimum of one meeting p.a. to refresh skills and knowledge.</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 learning support

Partner agencies may provide supplementary training to support the development of skills and competence in adult safeguarding. Contact the Learning and Development team for each organisation for further information.

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

Undertaking training 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 managers play a key role in enabling and motivating staff to develop and learn and safeguarding adults is a key standard within the Care Certificate.

It is recommended that assessment of competence should combine direct observation of practice alongside discussion and questioning in supervision, appraisal and team meetings. Assessment should reflect knowledge and understanding of the Berkshire Policy and Procedures as well as local organisational policies. Additional learning opportunities may include team discussion, mentoring, "buddying" of experienced practitioners and undertaking professional qualifications.

6. Performance management

Training attendance is monitored and reported to the Safeguarding Adults Board. It is recommended good practice that each organisation sets an agreed standard for the percentage of their workforce that are compliant in having undertaken training relevant to their roles and that each organisation can report on compliance.

In addition, 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 including end-of-course and follow-on impact evaluation. The Learning and Development sub-group uses this information to provide qualitative and quantitative information to the Board regarding provision, attendance and costs of training programmes.

All partner agencies review competence through performance management structures and the requirement for refresher training. Organisations delivering training are responsible for putting in place a reasonable system to quality assure training that is delivered.

APPENDIX 1 Learning and Development Sub-group Terms of Reference

1. Context

The Learning and Development sub-group is a sub-group of the West of Berkshire Safeguarding Adults 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 Safeguarding Adults Policy and Procedures are referenced 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 the 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 delivery
- 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. 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)