



**County Durham**  
**SAFEGUARDING ADULTS**  
**INTER-AGENCY PARTNERSHIP**

## Training Strategy 2009-12

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## Introduction

### Statement of commitment to safeguarding adults work

**“Abuse is a violation of an individual’s human and civil rights by any other person or persons.”** *No Secrets (DH 2000)*

'*Safeguarding Adults*', a document published in October 2005 by the Association of Directors of Social Services (ADSS), is a national framework of standards for good practice and outcomes in adult protection work - now known as 'safeguarding work'<sup>1</sup>. It builds on the sound foundations already established by many multi-agency groups, who in response to the launch of '*No Secrets*' devised and implemented shared protocols for protecting 'vulnerable adults' from abuse.

The commitment of Durham’s Safeguarding Adults Board to these standards – including the training standard (see pages 37 to 39), which is of greatest relevance to this strategy - is reflected within the multi-agency policy statement, procedural framework and supplementary guidance. Those documents in turn are influenced and underpinned by the evolving legislation and guidance relevant to safeguarding work.

The Durham Safeguarding Adults Board has agreed to adopt a clear policy of **zero-tolerance of abuse** within each of its component organisations.

- The Board recognises that it is every person’s right to live their life free from violence and abuse.
- It takes seriously its duty placed on public agencies under Human Rights legislation to intervene proportionately to protect the rights of citizens.

And

- It embraces the principle that any adult at risk of abuse or neglect should be able to access public organisations for advice, support and

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<sup>1</sup> The term 'safeguarding work' means all the work which enables an adult who is or may be eligible for community care services to retain independence, well-being and choice, and to access their human right to live a life that is free from abuse and neglect.

appropriate individualised protection and care interventions, which enable them to live without fear and in safety.

### **Commitment in relation to workforce development**

Durham Safeguarding Adults Board has agreed :-

- To ensure that the multi-agency safeguarding adults policy and accompanying procedural guidance are available to, and understood by, the widest possible audience.

And

- That each partner agency, additionally, will ensure that all staff and volunteers receive robust induction and relevant ongoing training to enable them to identify and report concerns of abuse or neglect.

The Board will therefore :-

- Oversee a Training Sub-Group tasked with addressing all multi-agency safeguarding adults related workforce development and training issues.
- Build and oversee the implementation of a safeguarding adults workforce development strategy that is jointly and appropriately resourced.
- Work towards ensuring that staff and volunteers within each of the statutory partner agencies along with the wider social care and health community, meet jointly agreed safeguarding competency requirements - based on national occupational standards - appropriate to their individual roles.
- Ensure that multi-agency training meets relevant national occupational standards for each of the target groups (e.g. National Qualifications Framework/Learning Disabilities Awards Framework, Post Qualifying Social Work Award).

And

- Work towards developing training/education that is tailored specifically for and accessible to service users and carers, to enable them - as far as possible - to understand and manage risk, to protect themselves from harm, and to know who they can speak with to report abuse or neglect.

This strategy aims to provide the framework to meet these goals and support the Safeguarding Adults Board in its strategic objectives. It addresses who requires training, the type of training that is required, and where, when and how the training will be delivered. The strategy - along with the accompanying training programme and plan - is of course intended to be flexible, and will evolve in response to legislative changes, national policy and best practice guidance, and according to the outcome of local audits, performance monitoring and evaluation.

## **Delivering the training strategy – a partnership approach**

Successful delivery of the safeguarding adults workforce development/training strategy will be dependent upon partnership working. The partnership is diverse. It will include the Durham Safeguarding Adults Board partner members and wider stakeholders.

### **Durham Safeguarding Adults Board**

The Durham Safeguarding Adults Board is comprised of representatives from the following organisations:

- Adults Wellbeing and Health, Durham County Council
- Safeguarding & Specialist Services, Children & Young People's Services, Durham County Council
- County Durham Primary Care Trust
- Darlington Primary Care Trust
- County Durham & Darlington NHS Foundation Trust
- Tees, Esk & Wear Valley NHS Foundation Trust
- Durham Constabulary
- Durham Probation
- Healthcare Commission
- Commission for Social Care Inspection
- Her Majesty's Prison Service, Durham

It is anticipated that partnership will gradually broaden to embrace additional relevant partners, notably the further education sector and housing.

N.B. Wider stakeholders are identified below.

### The role of the Board

Durham Safeguarding Adults Board holds overall responsibility for the co-ordination and delivery of the inter-agency safeguarding adults workforce development/training strategy.

The Board will take a strategic overview of inter-agency safeguarding adults training. A designated Board member has lead responsibility for training and as part of this role chairs the Safeguarding Adults Training Sub-Group.

## Training Sub-Group

Membership of the Training Sub-Group includes representatives from the following organisations:

- Adults Wellbeing and Health, Durham County Council
- County Durham Primary Care Trust
- Tees, Esk and Wear Valley NHS Foundation Trust
- Durham Constabulary
- County Durham and Darlington NHS Foundation Trust
- Darlington Primary Care Trust
- Darlington Borough Council

### The role of the Training Sub-Group

The specific remit of this group is to facilitate the mechanisms required to enable the County Durham Safeguarding Adults Board to exercise its responsibility to undertake training activities across partner agencies.

The Board and its sub groups will be responsible for ensuring partner organisations operate appropriate HR practices that take account of the need to safeguard and promote the welfare of vulnerable adults. This will require:

- Agreeing a workforce and training strategy.
- Putting in place appropriate recruitment and selection arrangements for people working with adults at risk in line with statutory requirements/good practice.
- Training people working in services affecting adults at risk to be aware of their professional and personal responsibilities in line with statutory requirements, professional codes of conduct and agreed policies and procedures.
- Reviewing multi-agency safeguarding training and associated performance to ensure it continues to meet local needs.

The Training Sub-Group will:

at an agreed frequency, collate and analyse performance data provided by the Board's partner members in order to measure compliance with ADSS training standard 5 (see pages 37 – 39)

The Training Sub-Group will meet on a quarterly basis.

## **Trainers Group**

The Trainers Group comprises representatives from Board partner agencies. Members will be knowledgeable about safeguarding adults issues and have suitable experience of training delivery.

### The role of the Trainers Group

The role of the Trainers Group is to:-

- Deliver inter-agency training across Durham in order to promote and safeguard adults at risk.
- Identify safeguarding related training needs within each of the member agencies and communicate these to the Training Sub-Group for consideration as part of the development of the inter-agency training strategy.
- Manage the planning, design, delivery and evaluation of safeguarding adults training.

And

- Ensure that training is informed by policy and practice developments at both national and local level.

## **Wider stakeholders**

Wider stakeholders will include:

- Independent NHS contractors
- Independent and third (voluntary) sector providers of care and support services

and

- Service users and carers

Furthermore, Board members share an aspiration that appropriate training will be delivered to all persons providing health, care, or support services to adults at risk.

## **Potential challenges to the successful delivery of the training strategy**

The ADSS standards are not enforceable, and compliance can only be *encouraged* across the partner agencies. Since safeguarding adults work is not placed on a statutory footing, levels of commitment and offers of

human resource and funding support will invariably differ. This position may alter in the advent of the *'No Secrets'* review.

## **Access and involvement**

Towards the aim of achieving its goal of greater service user and carer involvement in safeguarding processes, the Durham Safeguarding Adults Board training strategy will gradually evolve to include training that is accessible to and/or specifically tailored for service users and carers. It will hopefully address topics such as how to balance lifestyle choices with managing risk, how to safely recruit support workers using Direct Payments/Individual Budgets, and how to make a complaint about abuse or neglect.

The Board also aims to work towards engaging with service user and carer, gaining their perspectives, to contribute to the further developments of the training.

## **Anti-oppressive practice and valuing diversity**

Durham Safeguarding Adults Board is committed to valuing diversity and securing genuine equality of opportunity in the provision of its training. The Board recognises and welcomes the County's diverse population and workforce and opposes discrimination and oppression on any basis. The Board will do its best to promote anti-oppressive practice and to that end welcomes feedback to help with the continuing review of its policies and practice. Wherever possible the Board will use accessible venues and learning materials and aim to meet any other individual access and learning requirements.

## National occupational competencies and standards

The ADSS (now ADASS) good practice framework makes clear that each safeguarding agency's workforce development plan should include appropriate competencies for all staff and volunteer roles in relation to safeguarding adults work, and that the delivery of multi-agency safeguarding adults training should reflect those competencies. There is an expectation too, that the training will meet the relevant national occupational standards for all of the target audience. That means standards set out by the National Qualifications Framework (NQF), Skills for Care, the Learning Disability Awards Framework (LDAF), the Learning Disabilities Qualifications (LDQ) and General Social Care Council (GSCC) requirements for post-qualifying education and training for Social Workers.

For NHS staff the Knowledge and Skills Framework (KSF) defines and describes the knowledge and skills NHS staff need to apply in their work in order to deliver quality services.

Whilst it is acknowledged that everyone involved in safeguarding work will need different competencies depending on whether they are frontline practitioners or managers, **all** workers, volunteers and students on placement must be able to recognise abuse and neglect and know how to make effective reports. To that end, Durham Safeguarding Adults Board will aim to offer all of its partner agencies, and the independent sector services from whom it commissions support for adults at risk, opportunities to access suitable incremental levels of inter-agency training.

National Occupational Standards (NOS) for social care and social work have been identified and agreed by representatives of employment through *Skills for Care and Development*<sup>2</sup>. The NOS specifically relating to safeguarding adults work can be found on the '*Skills for Business*' website at <http://www.ukstandards.co.uk> in the health and social care 'skills for care and development' section.

### NOS in workforce development

In terms of best practice, the safeguarding adults specific NOS should be considered when devising staff person specifications by safeguarding partner agencies. The standards specify in detail what constitutes best practice and provide a clear and objective basis for competence

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<sup>2</sup> Skills for Care and Development is an alliance of Skills for Care (formerly TOPSS England), working with adult social care workforces in England, the Children's Workforce Development Council, the Scottish Social Services Council, the Northern Ireland Social Care Council and the Care Council for Wales. The alliance is licensed as a sector skills council by the Department for Education and Skills.

assessment as part of the performance appraisal process following training and extended practice. They also serve as an aid to setting goals for individual and team professional development.

### **NOS in training development and evaluation**

The same safeguarding specific NOS will be used by the Safeguarding Adults Board to inform the content of its inter-agency training programmes and to evaluate the success of its overall training strategy. The NOS are congruent with the competencies identified within the training strategy required by staff and volunteers who have attended safeguarding training at the different levels appropriate to their role.

The sharing of collective performance data by each partner agency will assist the Board in achieving a full and detailed evaluation of the success of its inter-agency training provision against nationally agreed safeguarding practice outcomes.

N.B. In terms of Investors in People (IIP) status, the incorporation of NOS in training is a positive indicator to IIP assessors that the organisation is adopting a strategic approach in its workforce management.

### **Training evaluation and Commission for Social Care Inspection (CSCI) performance assessment**

Each year, the CSCI (Care Quality Commission or CQC from April 2009) is responsible for producing the performance assessment rating for local Councils' social care functions. Effective safeguarding is one of the criteria specified as an outcome of effective service delivery, and the introduction of a new *key threshold* into Councils' star ratings means that failure to deliver at least 'adequate' safeguarding outcomes will affect the Council's overall star rating.

Durham Safeguarding Adults Board hopes that the results of its annual inter-agency training evaluation exercise will serve as valuable evidence of ongoing development and improvement in this important aspect of the Council's work.

### **Accreditation**

The Board would like at some point in the course of this strategy period to develop an accreditation scheme for safeguarding adults training. This scheme would serve the following purposes:

- driving up standards in the provision of in-house training across the sectors;
- ensuring consistency in the understanding and application of Durham's Safeguarding Adults Policy and Procedural Framework and relevant national standards; and
- ensuring that equality and diversity issues, and the role of discrimination in supporting abuse and neglect, are integrated into training.
- Providing accreditation to training providers to deliver their own refresher training or even alert training dependent upon competence of delivery

## Funding and resourcing safeguarding adults training

**'Agencies should provide** training for staff and volunteers on the policy, procedures and professional practices that are in place locally, commensurate with their responsibilities in the adult protection process.'

'No Secrets' (Department of Health/Home Office, 2000)

**'It is the responsibility of each organisation** to ensure that it has a workforce development plan that includes competencies of staff and volunteers in relation to Safeguarding Adults work.'

'Safeguarding Adults' (ADSS, 2005)

Durham Safeguarding Adults Board does not have a central dedicated budget for safeguarding workforce development/training, and whilst the joint Local Authority Circular HSC 2000/07 (issued under Section 7 of the Local Authority Social Services Act 1970) requires Adult and Community Services to take the strategic lead on multi-agency safeguarding work, that does not imply that the department should be expected to resource safeguarding training on its own.

As clearly set out above, both 'No Secrets' and 'Safeguarding Adults' guidance point towards training provision being the responsibility of each individual agency. However, national good practice guidance, CSCI research data and anecdotal commentary would strongly advocate the development and delivery of **multi-agency** training programmes, which can best be achieved by a pooling of resources.

This is reinforced by the ADSS document, which states,

*'Whilst (training) is an individual organisational responsibility, 'Safeguarding Adults' is a multi-agency task.'*

And

*'Partner organisations **jointly commission multi-agency training** to meet common needs.'*

## **Timescales**

This strategy is intended to cover the period 2009 to 2012. Frequency of training and timescales for completion are set out in the accompanying training plan (pages 40 – 41).

## **Performance management and monitoring**

An annual training needs analysis should be carried out on behalf of the Safeguarding Adults Board, to identify numbers of trained staff within each of the partner organisations and wider stakeholder groups, along with those still requiring training, and to set priorities for the annual training plan. Data for the analysis should be provided by the individual organisations, which each have a responsibility to undertake their own in-house performance management activities.

## Competencies by professional role

It is expected that all staff and volunteers at all levels will have completed level 1 alerter training before moving on to other levels of training specific to their role. Therefore, after attending level 1 training, all members of staff and volunteers will have competencies 1 – 12.

### Competencies for all staff and volunteers (level 1 alerter)

Having attended safeguarding adults training, all staff and volunteers at all levels will:-

1. Understand and demonstrate the principles and importance of inclusive practices when working with adults at risk and their supporters (which may include an alleged perpetrator with community care needs); that the adult should be central to the safeguarding process and that they should be encouraged to participate as fully as possible throughout (including choosing the most appropriate means of participation).
2. Be familiar with the local inter-agency safeguarding adults policy and procedural guidance, and have a basic understanding of the underpinning legislative and national good practice framework.
3. Understand the values and principles which shape all safeguarding adults activity, and appreciate how social norms and our own values and attitudes in relation to abuse influence our practice, tolerance and response.
4. Understand what is meant by the term 'adult at risk' and be able to recognise an individual or group that is vulnerable to abuse.
5. Understand and recognise the different types of abuse, including neglect, and how these may be perpetrated.
6. Be alert to the signs and symptoms that abuse or neglect may have occurred/be occurring and the possible impact on the individual.
7. Understand that in situations where there is immediate risk of harm or need for medical treatment, all staff and volunteers in all agencies have a 'duty of care' to summon emergency services.
8. Understand and be able to report suspicions/concerns/allegations of adult abuse, domestic abuse and hate crime using the locally agreed systems as outlined by the County Durham Multi-Agency

procedural guidance, including individual agency 'speaking out' or whistle blowing protocols.

9. Accurately and contemporaneously record facts about all concerns of abuse or neglect and consequent decisions/actions, using the formats outlined by the County Durham Multi-Agency/ individual agency procedural guidance.
10. Be aware of the wide range of safeguarding adults partner agencies and the types of responses/support services they might provide, in order to effectively signpost any person seeking information about living a life free from abuse.
11. To understand where and how the worker can access support for themselves, if necessary, following a disclosure or discovery of abuse.
12. Recognise factors which may increase the risk of abuse and recognise risks from different sources and in different situations, e.g. risks from other service users, colleagues, other professionals, relatives and carers.

### **Competencies for staff receiving and reporting safeguarding alerts ( Level 2 -Managing Alert)**

Having attended level 2 safeguarding adults training, all staff to whom suspected/alleged abuse may be reported, and those whose role requires them to report/record received alerts (including senior care staff, registered homes/domiciliary care service managers, Social Care Direct Officers, social care and health practitioners, duty Social Workers, advice workers etc.) will :-

13. Understand the importance of providing support and feedback to individuals who have raised alerts as well as ensuring that the immediate needs of the adult at risk are met.
14. Be able to use safeguarding adults risk assessment and management tools to measure (and record) the risks and benefits associated with the inclusion of alleged perpetrators.
15. Understand how to work within the legislative and policy framework that underpins safeguarding adults protocols, especially in relation to an individual's right to live a life free from harm and abuse, issues of capacity and consent, the professional 'duty of care', and the collection, recording and sharing of information.

16. Be able to make sound and consistent decisions about whether disclosed information/allegations constitute a safeguarding matter, and whether these should be passed to one or more of the partner agencies as a safeguarding adults referral.
17. Make accurate contemporaneous records of all decisions and actions taken using your agencies recording systems.
18. Understand the actions that can be taken to safeguard adults who face immediate/ongoing risk, e.g. suspension of alleged perpetrators where they are volunteers/paid workers, or provision of a place of safety.
19. Understand and implement any additional relevant organisational procedures, e.g. complaints, serious incident protocol, disciplinary investigation.

### **Competencies for managers of provided services (Development needed)**

Managers of provided services will be expected (as all staff are) to have completed level 1 training. They will also be expected to have attended level 2 training. In addition, having attended safeguarding training, managers of provided services (including Statutory Health Services and private and voluntary sector service), will be expected to have the following competencies. Further development will be required to ensure that ways are established of ensuring these competencies are met.

In relation to prevention

20. Understand the importance of raising service users' expectations regarding standards of care and support, and ensuring their rights are upheld.
21. Understand the key aspects of good practice that contribute towards prevention of abuse, and be able to promote positive working practices within the service they manage.
22. Understand the importance of staff 'whistle blowing' or 'speaking out' procedures, and promote a culture of openness within the service they manage.
23. Understand the necessity for robust recruitment and selection procedures.

24. Understand the value of regular and ongoing supervision and appraisal as a tool for measuring staff performance and identifying individual/group learning and development needs.
25. Recognise and be able to implement (by direct delivery or commissioning) appropriate induction and ongoing training for staff and volunteers in relation to preventing, recognising and responding to abuse.

In relation to safeguarding practice

26. Understand and put into operation locally agreed procedures for reporting suspected/alleged abuse.
27. Understand the roles of partner safeguarding agencies, including Adult and Community Services, the regulatory bodies and the Police, and be able to work jointly to prevent and effectively respond to abuse.
28. Be able to effectively work in partnership to contribute to safeguarding adults strategy/executive planning meetings, investigations/risk assessments, and safeguarding debriefing/safeguarding planning meetings and reviews.
29. Be able to effectively implement individual service user safeguarding care plans (and/or provide appropriate staff support with this task) and, additionally, safeguarding service action (remedial) plans).
30. Understand the purpose of the Protection of Vulnerable Adults (POVA) scheme, and be able to operate according to its protocols if managing a regulated service (the POVA scheme will be fully replaced by the Independent Safeguarding Authority in October 2009, with referrals commencing January 2009).
31. Understand the importance of linking single agency safeguarding procedures to the inter agency policy and procedures.

### **Competencies for those assessing and managing risk in the context of multi-agency (joint) safeguarding adults investigations (Level 3-Investigation Training)**

Having attended level 3 safeguarding adults training, staff whose roles requires them to assess/manage the risks facing adults at risk, and use these skills as part of the joint inter-agency safeguarding investigation process will :-

32. Recognise and be sensitive to the needs of the adult at risk and ensure that a review / reassessment of their care needs is also fully explored and in doing so to understand the wider roles and responsibilities of the worker.
33. Understand how to work within the legislative and policy framework that underpins safeguarding adults protocols, and appreciate the scope and limitations of the risk assessment /management and investigative processes.
34. Be able to identify the different roles, duties, powers and responsibilities of safeguarding partners in the investigation/risk assessment process (e.g. the Police, CSCI, Adult and Community Services, health workers).
35. Understand how investigative/risk assessment tasks are delegated and shared as part of the safeguarding adults strategy/executive planning meeting.
36. Be able to work effectively with safeguarding partners to gather the required information necessary to reach a decision about whether or not allegations of abuse can be substantiated and what, if any, further safeguarding action is required.
37. Understand how risk assessment and management forms an integral part of the investigative and safeguarding processes.
38. Be able to appropriately and effectively assess risk and record findings.
39. Understand the importance of following police guidance and working co-operatively with Police colleagues throughout the joint investigative process, in order to avoid potential contamination of evidence that could be crucial to achieving prosecution where a criminal act has been perpetrated.
40. Understand the principles of effective interview techniques in the context of the investigative process.

41. Be able to produce comprehensive investigative reports and understand protocols for gathering, sharing and storing safeguarding information.
42. Understand how this information can be used towards the formulation of immediate and longer-term individual/service risk management strategies.
43. Understand how investigation reports and risk assessment documentation may be used in Court proceedings.

### **Competencies for managers co-ordinating the safeguarding process (Level 4- Managing the safeguarding process)**

Having attended level 4 safeguarding adults training, all staff whose role requires them to co-ordinate responses to allegations of abuse and chair safeguarding adults strategy/executive planning meetings (EPM), debriefing/safeguarding care planning meetings and reviews (including Adult and Community Services Team Managers, health managers and senior practitioners) will:-

44. Understand and value the role and contribution of the adult at risk, and be aware of how to support adults at risk through inter-agency meetings where sensitive and challenging issues need to be explored.
45. Understand the importance of empowering adults at risk to recognise, minimise and manage risk for themselves. This includes:
  - Providing information about how adults at risk can report abuse.
  - Promoting higher expectations regarding standards of care and support.
  - Promoting an understanding of safe recruitment and employment practices when purchasing their own support through direct payments / individual budgets.
  - Promoting a culture where adults at risk are encouraged to advocate for themselves and are able to access advocacy support as necessary.
  - Raising awareness about the different types of abuse, how these may be perpetrated and factors that may increase risk of abuse.

46. Fully understand the role of the safeguarding manager from receipt of alert/referral through the decision making process, strategy/EPM and safeguarding planning, monitoring and review.
47. Be able to make sound and consistent decisions about whether individual alerts constitute a safeguarding matter, and take required action to progress alerts using the appropriate channels and within prescribed timescales (this may necessitate referral to an alternative and more appropriate agency).
48. Understand and be able to implement the inter-agency procedural guidance in relation to dealing with any disagreements that arise as part of the decision making process, or at any stage of any safeguarding intervention.
49. Be able to make sound and consistent assessments of urgency (using the 'decision support tool') in relation to each safeguarding referral, taking into careful consideration the following factors:
  - levels of presenting risk to independence and well-being;
  - the relationship between the adult and the alleged perpetrator;
  - the duration, frequency, degree and extent of the alleged abuse;
  - its impact on the adult at risk;
  - the extent of any premeditation and coercion; and
  - the context in which it takes place.
50. Be able to identify the key contributors to the safeguarding strategy/executive planning discussion/meeting and debriefing/safeguarding planning meeting processes.
51. Carefully consider the format and context of inter-agency meetings in relation to issues of confidentiality and permissible/sensitive information sharing where the adult at risk and his/her supporters and/or alleged perpetrator are present.
52. Fully understand the potential dynamics of inter-agency safeguarding meetings and manage any personal/professional conflict that might arise.
53. Be able to identify necessary areas for information gathering, risk assessment and investigation and be aware of the prescribed timescales associated with these tasks.
54. Ensure the needs of the adult at risk are being appropriately addressed through case management / care coordination

processes (i.e. assessment, review and care planning) and the processes follow prescribed timescales.

55. Be aware of the duties, powers and limitations of safeguarding partners in relation to investigation, and understand how best to utilise human resources and delegate and share tasks as part of the safeguarding adults strategy meeting (this incorporates an understanding of the 'cross boundary' protocol).
56. Be able to facilitate the analysis of investigative findings in order to reach multi-agency decisions about whether allegations can be substantiated, and to identify appropriate safeguarding/remedial actions to be taken.
57. Be able to facilitate action planning and ensure monitoring and review processes are implemented in a timely way.
58. Understand and ensure compliance with legislative requirements and local inter-agency protocols with regard to information sharing and storage.
59. Be encouraged to reflect upon inter-agency safeguarding practices in order to identify and inform future individual professional and service development.
60. Understand the concepts of mental capacity, consent and validity of consent in relation to safeguarding adults professional interventions, and how this impacts on inter-agency decision making and the principle of inclusion.
61. Understand the various types of support available to facilitate inclusion/appropriate representation according to individual needs (e.g. communication, advocacy, Independent Mental Capacity Advocate [IMCA] etc.).
62. Understand the roles of other supporters, including family members, and be able to employ various means and levels of information sharing and involvement.
63. Ensure that effective debriefing arrangements are implemented as specified within the multi agency policy and procedures.
64. Ensure that staff at all levels have access to and support following discovering, receiving or investigating abuse.

## **Competencies for staff who deliver Safeguarding Adults Alerter training**

Having attended train the trainer training specific to the alerter course and mandatory and additional safeguarding adults training appropriate to their work role, staff who deliver safeguarding training will also :-

65. Be able to demonstrate a deeper knowledge of the legislative and policy framework and good practice guidance that underpins inter-agency safeguarding adults work.
66. Understand theories of adult learning, and be able use this knowledge to:
  - ensure that staff have the competencies required by the end of sessions.
  - ensure aims and objectives of sessions are met.
67. Benefit from increased confidence in their delivery of 'Safeguarding Adults Alerter' training courses to both small and large multi-agency audiences.
68. Be able to use a variety of techniques to establish that the required learning has taken place during sessions.
69. Understand the importance of reflective practice and self-evaluation (both as safeguarding practitioners and trainers), and be able to identify their own professional development needs.
70. Be able to contribute to the ongoing development and improvement of safeguarding adults inter-agency training across County Durham.

## **Safeguarding adults training courses**

### **Alerter Training Level 1**

#### **Aim**

For participants to have an increased awareness of safeguarding adults processes and procedure, including how to recognise and report abuse and the role of the alerter.

#### **Objectives**

By the end of the training participants will:

- Be able to identify the signs and symptoms of abuse;
- Have an understanding of who an 'adult at risk' is;
- Be able to identify the different categories of abuse and how and where abuse can occur;
- Understand the roles and responsibilities of the alerter;
- Have an increased awareness of safeguarding adults procedures and safeguarding processes,

#### **Target Participants**

This module is for a wide variety of workers who may come into contact with Adults at Risk – anyone who may need to know general information about the County Durham Safeguarding Adults policy and the general principles behind the policy.

Safeguarding Adults is a subject that raises issues of a sensitive and emotive nature. The course is participatory and may have a high emotional content. As this can be a difficult topic for some staff, participants should be asked to consider their participation in the course and if necessary to discuss their prospective participation in this course with their Line Manager or the course organiser or training provider.

#### **Delivery**

This training can be delivered by classroom based learning, via E learning, workbook and/or blended learning. With the exception of E Learning Training, providers should demonstrate that the programme contains a combination of teaching input, e.g.

- case studies
- group work
- presentation e.g. PowerPoint or similar
- video

In addition to trainer led learning, participants are expected:

- to use the opportunity to share knowledge and experiences of adult abuse and adults at risk.
- to reflect on the value conflicts that frequently arise in this area of work
- to identify ways of preventing abuse in their workplace
- to further develop skills in promoting anti-discriminatory practice.

### **Training Materials**

- Details of contacts/helplines/support organisations available.
- Copy of presentation/slides.
- Flow chart and summary of role and responsibilities of an Alerter as set out in County Durham Safeguarding Adults Policy & Procedure.

## **Managing an Alert Level 2**

### **Aim**

To provide participants with an increased awareness and understanding of Durham's safeguarding adults procedure and, in particular, the role and responsibilities of the person receiving an alert.

### **Objectives**

By the end of the training staff will:

- Know what action to take if an allegation of abuse is reported to them by a member of staff;
- Understand what they have to consider when deciding whether to make a safeguarding referral;
- Be able to explain how they would support the adult at risk, staff involved in making an allegation, or staff who have allegations made against them;
- Understand the principles of establishing facts and gathering information without investigating;
- Understand the importance of recording and documenting all information appropriate to any alert and how this should be completed;
- Have an increased understanding of Safeguarding Adults processes, including the Safeguarding Adults procedure;

### **Target Participants**

Staff who are in a supervisory position who may receive an alert from a member of staff and who then have responsibility for deciding whether to make a safeguarding referral.

Safeguarding Adults is a subject that raises issues of a sensitive and emotive nature. The course is participatory and may have a high emotional content. As this can be a difficult topic for some staff, participants should be asked to consider their participation in the course and if necessary to discuss their prospective participation in this course with their Line Manager or the course organiser or training provider.

## **Delivery**

The training programme will contain a combination of teaching input e.g.

- case studies
- group work
- experiential learning
- presentation e.g. PowerPoint or similar
- videos

In addition to trainer led learning, participants are expected;

- to use the opportunity to share knowledge and experiences around adult abuse and adults at risk;
- to reflect on the value conflicts that frequently arise in this area of work;
- to identify ways of preventing abuse in their workplace;
- to further develop skills in promoting anti-discriminatory practice;
- to consider the complexities of decision-making and explore the need to empower individuals to utilise their own strengths and resources where possible;

## **Training Materials**

- Details of contacts/helplines/support organisations
- Copy of presentation/slides
- Flow chart or summary of role and responsibilities of the person receiving an Alert as set out in County Durham Safeguarding Adults Policy & Procedure
- Risk strategies/assessment tools.

## **Investigation Training Level 3**

### **Aim**

To provide participants with an increased understanding of the roles and responsibilities of agencies involved in the safeguarding process and how they should work together to ensure best practice during a safeguarding investigation.

### **Objectives**

By the end of the training staff will:

- Understand the relevant legal, statutory and professional context in which inter-agency colleagues carry out their duties and the roles and responsibilities of different agencies;
- Increase skills and knowledge of how to work together to ensure effective inter-agency working and case co-ordination;
- Understand how diverse backgrounds and experience of staff, service users and carers could impact on the safeguarding process; giving consideration to issues including disability, gender, culture, ethnicity, age and social status, and how these may impact upon the safeguarding process;
- Have an increased knowledge of issues of confidentiality and information sharing, including how they link to the safeguarding process;
- Understand the importance of working jointly with the police and, particularly when they may be leading on a criminal investigation, ensuring that appropriate police guidance and procedure is followed to avoid contamination of evidence;
- Have an understanding of how evidence should be managed effectively and productively, linking this to planning, managing and working within the investigation and interview processes;
- Have developed skills in working with adults at risk sensitively and effectively throughout the Safeguarding Adults process;
- Understand the importance of risk assessment in the context of safeguarding investigations;
- Understand the principles of effective interview techniques in the context of the investigative process;

### **Target Participants**

Practitioners from Adult Services (e.g. Care Managers and Mental Health Social Workers, health staff whose role requires that they will be involved in cross agency or inter professional working to protect adults at

risk and police officers in vulnerability units who work with adults at risk).

## **Delivery**

The training programme will contain a combination of teaching input e.g.

- case studies
- group work
- experiential learning
- videos

Participants will also have an opportunity to safely model management and practice in investigations and interviews and the range of people involved, such as users and carers.

In addition, to trainer led learning, participants are expected:

- to use the opportunity to share knowledge and experiences around adult abuse and adults at risk.
- to reflect on the value conflicts that frequently arise in this area of work
- to identify ways of preventing abuse in their workplace
- to further develop skills in promoting anti-discriminatory practice
- to consider the complexities of decision-making and explore the need to empower individuals to utilise their own strengths and resources where possible.

## **Training Materials**

- Details of contacts/helplines/support organisations
- Copy of presentation/slides
- Flow chart or summary of role and responsibilities of the person receiving an Alert as set out in County Durham Safeguarding Adults Policy & Procedure
- Risk strategies/assessment tools.

## **Managing the Safeguarding Process Level 4**

### **Aim**

- For managers of the safeguarding process to develop their skills and competency in respect of their roles and responsibilities throughout the safeguarding process, from receiving the referral through to the debrief.

### **Objectives**

By the end of the training staff will:

- Have an understanding of the safeguarding process and procedures and the managers role within this;
- be able to make judgements and decisions based upon sound knowledge of the policies and procedures and feedback these decisions appropriately to the relevant people and agencies.
- Understand the importance of ensuring that adults at risk affected by abuse are central to the safeguarding process and that the impact of abuse is not underestimated.
- Appreciate how the unique life experience of staff, service users and carers, including issues concerning disability, gender, culture, ethnicity, age and social status could impact on the safeguarding process;
- Understand the roles and responsibilities of all workers and agencies involved in the safeguarding process and how to plan the safeguarding process to ensure effective joint working and communication between agencies;
- Understand the importance of making appropriate decisions and identifying appropriate actions to be taken as part of the safeguarding process, including assessment, risk assessment and care planning.
- Be able to make clear and accountable decisions, using safeguarding adults procedures and informed by relevant knowledge and research.
- Have an increased understanding of their own and other agencies roles in planning meetings and case conferences, including chairing these meetings as appropriate;
- Understand the importance of the debriefing process, how to manage this, and how to ensure that all parties involved in the debrief are included and able to contribute effectively;
- Make proper use of recording systems and documentation.

## **Target Participants**

Senior Practitioners and Managers from Health and Social Care.

## **Delivery**

The training programme will contain a combination of teaching input e.g.

- case studies
- group work
- experiential learning
- videos

In addition, to trainer led learning, participants are expected:

- to use the opportunity to share knowledge and experiences around adult abuse and adults at risk.
- to reflect on the value conflicts that frequently arise in this area of work
- to identify ways of preventing abuse in their workplace
- to further develop skills in promoting anti-discriminatory practice
- to consider the complexities of decision-making and explore the need to empower individuals to utilise their own strengths and resources where possible.

## **Training Materials**

- Details of Contacts/helplines/support organisations
- Copy of presentation/slides
- County Durham Safeguarding Adults Policy & Procedure
- Risk strategies/assessment tools.

## **Safeguarding Train the Trainer**

### **Aim**

For staff who will be taking on the role of the trainer to increase their skills and knowledge relating to the role of the trainer on the alerter course.

### **Objectives**

By the end of the training staff will:

- Have an increased knowledge of the safeguarding adults policy and procedure.
- Understand some of the ways people learn and be able to use this knowledge in the training session.
- Be able to furnish participants with the knowledge and skills they need, including making them aware of their roles and responsibilities.
- Be able to ensure that aims and objectives of the course are met.
- Understanding some of the theories of managing learning sessions and be able to use these theories to facilitate effective learning.
- Have an awareness of some of the issues participants may bring up during training (e.g. disclosure of abuse) and how to deal with these.

### **Target Participants**

All staff from partner agencies who have been identified by their agency as trainers on the Alerter training – level 1.

### **Delivery**

The training programme will contain a combination of teaching input e.g.

- case studies
- group work
- experiential learning
- videos

In addition, to trainer led learning, participants are expected:

- to use the opportunity to share knowledge and experiences around adult abuse and adults at risk.
- to reflect on the value conflicts that frequently arise in this area of work
- to identify ways of preventing abuse in their workplace
- to further develop skills in promoting anti-discriminatory practice
- to consider the complexities of decision-making and explore the need to empower individuals to utilise their own strengths and resources where possible.

### **Training Materials**

- Details of Contacts/helplines/support organisations
- Copy of presentation/slides
- County Durham Safeguarding Adults Policy & Procedure
- Risk strategies/assessment tools.

## Safeguarding Adults Training Courses Mapped to Competencies for Professional Roles

<u>Course Title</u>	<u>Course Aims</u>	<u>Target Group</u>	<u>Competencies Required of staff who have attended course</u>
<p>Alerter Training – Level 1</p>	<ul style="list-style-type: none"> <li>To increase understanding of abuse</li> <li>To enable to identify signs and symptoms</li> <li>To understand the role of the alerter</li> <li>To raise awareness of safeguarding policies and procedures</li> </ul>	<p>Targeted at a wide variety of workers who may come into contact with adults at risk</p> <p><b>All staff at all levels are expected to complete this level of training.</b></p>	<p><u>For all staff and volunteers</u></p> <p>Competencies <b>1 – 12</b> (p16 – 17 Training Strategy)</p>
<p>In addition to competencies required of all staff after attending level 1 training, staff who attend the following levels of training appropriate to their role will also be required to have the following competencies</p>			
<p>Managing and Alert – Level 2</p>	<ul style="list-style-type: none"> <li>To provide participants with an increased awareness and understanding of Durham’s Safeguarding Adults Procedure</li> <li>To understand the role and responsibilities of the person receiving an alert</li> </ul>	<p>Staff in a supervisory position who receive alerts from members of staff and who have responsibility for deciding whether to make a safeguarding referral.</p>	<p>Competencies <b>13 – 19</b> (p17 – 18) Training Strategy)</p> <p><b>NB:</b> Managers of provided services should, in addition to competencies 13 – 19, be able to demonstrate competencies <b>20 - 31</b> (p18 - 19 Training Strategy). Further development will be required to ensure that ways are established of ensuring these competencies are met.</p>

<u>Course Title</u>	<u>Course Aims</u>	<u>Target Group</u>	<u>Competencies Required of staff who have attended course</u>
Investigation Training – Level 3	<ul style="list-style-type: none"> <li>To promote collaborative working</li> <li>To increase knowledge of legal, statutory and professional contexts</li> <li>To understand duties and responsibilities in relation to investigation</li> <li>To develop skills in investigation across all agencies.</li> </ul>	All staff whose role requires that they are involved in cross agency or inter professional working to protect adults at risk	Competencies <b>32 – 43</b> (p20 – 21 Training Strategy)
Managing the Safeguarding Process – Level 4	<ul style="list-style-type: none"> <li>To enable participants to understand and utilise methods, skills principles underpinning effective, accountable decision making.</li> <li>To develop skills in participating in and chairing strategy meetings, reviews and debriefs</li> </ul>	Senior Practitioners and managers.	Competencies <b>44 – 64</b> (p21 – 24 Training Strategy)
Train the Trainer	<ul style="list-style-type: none"> <li>To enable staff from partner organisations to be able to act as trainers on the Alerter Training (level 1)</li> <li>To equip staff with the skills and knowledge required to deliver the programme</li> </ul>	Staff in partner organisations who will be delivering alerter training	Competencies <b>65 – 70</b> (p24 Training Strategy)

## ADSS safeguarding adults training standards

Ref	Criteria or outcome to be achieved	Fully Achieved	Partially Achieved	Not Achieved	Action Required Where there is no individual person/agency specified, the action will be the collective responsibility of the Training Sub-Group
5.1	The 'Safeguarding Adults' partnership oversees a multi-agency workforce development/training sub-group.				
5.2	The partnership has a workforce development/training strategy and ensures that it is appropriately resourced.				
5.3	The partnership has established standards and agreed competencies for the delivery of all 'Safeguarding Adults' training which is delivered locally.				
5.4	Partner organisations jointly commission multi-agency training to meet common needs. This must include training for those undertaking specific roles within the procedures.				
5.5	Equality and diversity issues and the role of discrimination in supporting abuse and neglect is integrated into training courses.				
5.6	The partnership's training strategy includes training that is accessible to and/or specifically tailored for service users and carers e.g. 'how to make a complaint about abuse or neglect'.				
5.7	Multi-agency training meets the relevant national occupational standards for all of the target audience (e.g. NQF/Skills for Care, LDAF, PQSW).				

## ADSS safeguarding adults training standards

Ref	Criteria or outcome to be achieved	Fully Achieved	Partially Achieved	Not Achieved	Action Required Where there is no individual person/agency specified, the action will be the collective responsibility of the Training Sub-Group
5.8	There is a central database of everyone who has attended 'Safeguarding Adults' training; this is audited to plan and target training courses e.g. at particular staff groups.				
5.9	<p>Each organisation ensures that staff and volunteers at all levels have appropriate knowledge of and competencies in relation to the:</p> <ul style="list-style-type: none"> <li>➤ potential for occurrence of abuse or neglect;</li> <li>➤ identification of abuse and neglect;</li> <li>➤ 'Safeguarding Adults' policy and procedures;</li> <li>➤ requirement to report any concerns of abuse or neglect; and</li> <li>➤ internal reporting structure for such concerns.</li> </ul>				
5.10	Each organisation has a workforce development plan that includes competencies in relation to 'Safeguarding Adults' and audits the plan for reporting to the partnership on an annual basis.				
5.11	Each organisation has established 'Safeguarding Adults' competencies for each staff role and enables staff to access successive levels of training in line with their personal and professional development. Where appropriate this training is mandatory.				

## ADSS safeguarding adults training standards

Ref	Criteria or outcome to be achieved	Fully Achieved	Partially Achieved	Not Achieved	Action Required Where there is no individual person/agency specified, the action will be the collective responsibility of the Training Sub-Group
5.12	Every member of staff is made aware of how they can use their routine processes (e.g. single assessment, risk assessments, care planning, triage) to enable people to acknowledge that they are at risk of abuse, and signpost them to effective support.				
5.13	All training delivered 'in-house' (or commissioned by external providers for a partner organisation) is consistent with the local 'Safeguarding Adults' policy and procedures, as well as with relevant national standards.				
5.14	Local providers of further and higher education courses to criminal justice and health and social care professionals include 'Safeguarding Adults' in their curriculum.				

County Durham Safeguarding Adults Training Strategy

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Level	Agency	Course Title & Length	Frequency	Content	Target Audience	Timescale	Status/Comments
1	Multi-agency	Alerter Half Day	100-120 sessions per annum	Knowledge and understanding required in identifying signs, symptoms and categories of abuse. Exploration of roles and responsibilities of the 'alerter' including use of the safeguarding policy and procedure in raising alerts.	For a wider variety of workers who may come into contact with 'adults at risk'	Ongoing delivery- to be extended to staff working in provider services <b>By July 2009</b>	To be developed
1		E- learning Alerter training 2-3 hours		As alerter training	For a wider variety of workers who may come into contact with 'adults at risk' Primary use for staff who require refresher training and who have already completed level 1 training	<b>Ongoing</b>	Package to be updated in line with current Alerter training.
2	Single & Multi-Agency	Managing an Alert 1 Day	10-20 sessions per annum	Guiding the referral decision making process. Determining risk, vulnerability and seriousness. Examining the implications of the three Cs – capacity, consent and confidentiality.	Primarily targeted at managers/supervisors in provider services.	To be extended to the Private/voluntary sector providers <b>By July 2009</b>	DCC (Single agency) Multi-agency (DCC & TEWV) to commence December 2008
3	Multi-Agency	Investigation Training 1 Day	6 sessions per annum	Knowledge & skills required in planning and undertaking a protective and/or detective investigation either within a single agency or jointly with colleagues from other agencies. Examining elements of good practice in gathering evidence and interviewing.	Staff who undertake safeguarding adult investigations and/or interviews.	To be designed and delivery commence. <b>By Sep 2009</b>	To be developed.

County Durham Safeguarding Adults Training Strategy

4	Single & Multi-Agency	Managing the Safeguarding process  1.5 Days	3-4 sessions in first year followed by 1 x per annum	Guiding the safeguarding decision making process. Dealing with a referral and completing the Safeguarding Adults documentation. Determining risk, vulnerability and seriousness. Chairing strategy meetings, risk assessment, safeguarding plan, evaluating evidence and report writing. Managing the debriefing process, including evaluating the evidence and the implementation of protection planning.	For those Managers who receive Safeguarding Adults referral and/or who will take on the role of Lead Officer.	To be designed and delivery commence.  <b>By May 2009</b>  <b>All managers to be trained by end July</b>	To be developed.
	Single & Multi-Agency	Safeguarding Adults Workshops  Half days	To be determined	Various workshops which could include: Safeguarding & Complaints, Safeguarding & Domestic Violence, Safeguarding & DOL/MCA, Supporting and Empowering Victims.	Frontline staff and managers.	<b>To commence 2009</b>	To be developed.
	Single Agency	Achieving Best Evidence and Appearing in Court.	To be determined	This is directed at social care staff that may have to appear in court and be involved in interviewing together with the police. It will cover the principles associated with achieving best evidence and the role of the worker in context with the court processes.	Frontline staff and managers	PQ- Ongoing  To be established	This training is to be provided as part of the PQ framework and as a session to be developed by DCC Learning and Development
	Single & Multi-Agency	Train the Trainer	As required	For staff from partner agencies who are required to deliver Alerter Training.	Identified staff	<b>Ongoing</b>	To be delivered/ refreshed as and when necessary

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