Safeguarding Adults Board
Training Strategy
2017/18

County Durham
SAFEGUARDING ADULTS
INTER-AGENCY PARTNERSHIP
This training strategy has been developed with reference to the ‘National Competency Framework for Safeguarding Adults, a Comprehensive Guide 3rd edition’ produced by Bournemouth University. The Safeguarding Adults Board would like to thank Bournemouth University for their agreement to use this framework in the development of this training strategy.
This strategy sets out County Durham’s Safeguarding Adults Board (SAB) vision for safeguarding adults training until 2018. It will set out the priorities for staff development and link to both multi-agency training and single agency training available in SAB partner agencies. It will link to SAB priorities, Care Act responsibilities and competency requirements.

The aim of the strategy is to ensure that training is provided by SAB partners to staff and volunteers on policy, procedures and practice and that all staff will have access to training and development that meets the requirements for their role. This in turn will ensure that outcomes for service users and carers are positive.
The Care Act 2014 has placed Safeguarding Adults on a statutory footing. The Durham Safeguarding Adult Board has published its vision which accounts for the SAB role under the Care Act. This vision is:

Safeguarding and promoting the health and wellbeing of adults with needs for care and support and carers through effective collaborative working to achieve their desired outcomes;

- Raising awareness of safeguarding adults and safeguarding adult issues and the promotion of public confidence
- Communicating effectively with internal and external partner agencies
- Monitoring the application, compliance and effectiveness of the locally agreed policies and procedures across multi-agency practice and each organisation of the Board

National and Local Context
- Reviewing and analysing safeguarding activity across the partnership and identifying achievable improvements
- Undertaking Safeguarding Adult Reviews (SARs) in line with statutory requirements, learning lessons and sharing learning
- Sharing learning from Domestic Homicide Reviews, serious Incidents and exploring and embedding ‘good practice’ in the promotion of a multi-agency learning culture
- Seeking assurance of safeguarding training provision, through regular training needs analysis, delivery standards, quality assurance and evaluation; and in monitoring the impact of learning
- Maintaining links and reporting to relevant forums, such as, the Local Safeguarding Children Board, Safe Durham Partnership, and Health and Wellbeing Board and Overview and Scrutiny Committees
- Working in cohesive and collaborative ways with statutory and non-statutory partners
- Engaging with adults, and communities of interest, to ensure ‘the voice’ of adults with care and support needs is heard, and is used to inform the work and improvements of the County Durham SAB
- Annual review of the County Durham SAB governance arrangements

This training strategy will promote the delivery of the SAB vision in relation to training and staff development.

As well as providing training and development that will meet the needs of staff and volunteers the strategy will also ensure the development of opportunities to raise awareness for the wider community, including to people who use services and their carers and that in the development and delivery of training their voice is heard.
The strategy will include the development of ways to communicate learning from safeguarding adults’ reviews, domestic homicide reviews, and serious incidents including ensuring lessons learned are cascaded and used to improve practice within partner agencies.

Development opportunities will be available to SAB members on Safeguarding Adults Reviews including the criteria and process for instigating a SAR.

The training strategy will highlight the need to quality assure training being delivered, ensuring that training is up to date, meets competency requirements and is evaluated. An annual training needs analysis will also help to ensure training needs are being met.

It is recognised that learning can take place in a number of ways and competencies in safeguarding can be gained by a number of routes including self-study, briefings, workshops, mentoring and peer practice groups. Therefore alongside formal training other methods of meeting competency requirements need to be considered.
The communication and training subgroup meets on a quarterly basis and reports to the SAB. The subgroup is chaired by the CCG representative for SAB and membership of the subgroup includes representatives from SAB partner agencies.

**Responsibilities of the Communication and Training Subgroup for Training**

The terms of reference for the Safeguarding Adults Communication and Training subgroup states that the purpose of the group is;

‘To ensure safeguarding and promoting the health and wellbeing of adults at risk and carers remains a focus of all learning and development activity under the umbrella of the Board. To ensure the local workforce..."
across all agencies is competent and confident in addressing safeguarding adult issues.’

This training strategy has been developed to provide training and development opportunities to ensure staff and volunteers from all agencies are competent in the work they undertake with adults with care and support needs. It also considers making sure service user and carers’ voices are heard.

It is also recognised that SAB partners will deliver single agency training and development opportunities that includes Safeguarding Adults. Therefore as part of the strategy partner agencies are responsible for providing information on what training & development opportunities are provided in their agencies ensuring these development opportunities are acknowledged in training figures and reported to SAB.

**The remit of the Communication and Training Subgroup:**

- To inform both the public and organisations in County Durham on how to safeguard adults at risk
- To ensure that multi-agency training meets relevant national occupational standards for each of the target groups (e.g. National and Regulated Qualifications Framework/Learning Disabilities Awards Framework, Post Qualifying Social Work Award, NHS Knowledge and Skills Framework and NHS England Inter-collegiate documents)
- To raise awareness by increasing understanding of safeguarding adult’s issues and providing information about who to contact should they have concerns
- To establish effective ways to seek feedback from the public, engaging the public and service users and carers in developing and improving safeguarding activity
➢ To facilitate the mechanisms required to enable the Board to fulfil its responsibility to undertake training activities across partner agencies, training people to be aware of their personal and professional responsibilities in line with statutory requirements, professional codes of conduct and agreed policies and procedures

➢ To review multi-agency safeguarding training to ensure it continues to meet local needs as well as quality assure safeguarding training within partner agencies, including that provided by the independent and voluntary sector

➢ To undertake an annual training analysis across the partnership with a view to identifying training needs and informing the multi-agency training strategy

➢ Monitor local and national developments inclusive of lessons learnt to inform training programmes

➢ To monitor the impact of training through evaluation analysis and ensure the Board remains informed of such impact

➢ To monitor attendance levels at training and incorporate data into the Board reporting requirements and identification of any issues for escalation to board members

➢ To regularly review the Board Training Strategy to ensure it is compliant with any relevant changes to legislation or key learning

➢ To consider Making Safeguarding Personal and opportunities to develop practice in this area in relation to training needs

➢ To incorporate the six key principles of Empowerment, Prevention, Protection, Proportionality, Partnership and Accountability in the work of the group

The development of the training strategy and training plan will take into account the remit of the Communication and Training subgroup, in particular;
Training will be mapped to the National Competency Framework to ensure that people working with adults with care and support needs have the relevant level of training and other development opportunities. This will be reflected in the training programme and the development of further training. Partner agencies and professional groups will have their own competency framework, including the intercollegiate document for health which has not yet been published. All training development will consider competency requirements for all partner agencies.

A robust training strategy and training plan will enable staff in all organisations to access opportunities that will give them the skills and knowledge required to ensure that they are competent and understand their personal and professional responsibilities in line with statutory requirements, professional codes of conduct and agreed policies and procedures.

The development of new training opportunities and review of existing training will ensure that Making Safeguarding Personal is embedded into training and practice.

The training strategy will ensure that the six key principles are incorporated into all development opportunities.

The annual training needs analysis which was completed last in May 2016 will inform this training strategy and yearly training surveys will be undertaken to ensure the training continues to be relevant to the needs of staff and volunteers.

Training will be evaluated and training figures will be reported to the Communication and Training Subgroup and the SAB.

A training programme will be developed and communicated to SAB partners. This programme will be updated regularly, and when new training opportunities are developed.
The National Competency Framework for Safeguarding Adults has been produced by Bournemouth University in association with Learn to Care. The framework describes 4 staff groups and the competency requirements for each group. This guidance has been updated by the authors to include the implications of the Care Act 2014. It is stated in the competency framework that staff groups of the NHS England intercollegiate document have been mapped against the framework, however this document has been amended and publication of the new document is still awaited. Once the intercollegiate document has been published changes required to the training strategy will be considered by Communication and Training Subgroup.

The following information is taken from the National Competency Framework for Safeguarding Adults, a Comprehensive Guide 3rd edition: Updated to meet the requirements of the Care Act 2014.
The groups identified in this framework are;

Staff Group A described in the National Competency Framework for Safeguarding Adults as those ‘who have a responsibility to contribute to Safeguarding Adults but do not have specific organisational responsibility or statutory authority to intervene.’

Staff Group B described in the framework as those who ‘have considerable professional and organisational responsibility for safeguarding adults. They have to be able to act on concerns and contribute appropriately to local and national policies, legislation and procedures. This group needs to work within an inter or multi-agency context.’

Staff Group C described in the framework as ‘responsible for ensuring the management and delivery of safeguarding adult services is effective and efficient. In addition they will have oversight of the development of systems, policies and procedures.’

Staff Group D described in the framework as ‘responsible for ensuring their organisation is, at all levels, fully committed to Safeguarding Adults and have in place appropriate systems and resources to support this work in an intra and inter-agency context.’ This group includes local safeguarding adults boards.

The National Competency Framework for Safeguarding Adults acknowledges that all staff groups required the competencies of Staff Group A.

The competencies for each staff member are shown below with training opportunities available to help staff meet these competencies. It also details plans for development of training opportunities that will take place during the period of the training strategy.
As part of this training strategy all multi-agency courses will be mapped to the competency framework to help enable staff, managers and organisations to understand what training is appropriate to meet their competency requirements.

It is not expected that all competencies will be met by formal training. It is recognised that there are other ways of meeting competencies including through supervision and appraisal, job shadowing, mentoring, independent reading, research, team development days, reflection of practice and observation. These methods should be considered by all partner agencies.

### Competency Framework

<table>
<thead>
<tr>
<th>Competency (Taken from the National Competency Framework)</th>
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<tbody>
<tr>
<td><strong>Staff Group A</strong></td>
</tr>
<tr>
<td><strong>Awareness</strong></td>
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<tr>
<td>1. Understand and demonstrate what adult safeguarding is</td>
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<td>2. Recognise adults in need of safeguarding and take appropriate action</td>
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<tr>
<td>3. Understand dignity and respect when working with individuals</td>
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<td><strong>Reporting</strong></td>
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<td>4. Understand the procedure for making a safeguarding alert</td>
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<tr>
<td>5. Have knowledge of policy, procedures and legislation that supports safeguarding adults activity</td>
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<td>6. Ensuring effective administration and quality of safeguarding processes</td>
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**Training Opportunities to meet competencies**

Training that would help staff meet these competencies could include training listed below. The actual training courses that staff are required to attend would be dependent on their role within their organisation.

All these competencies would be met in alerter training, which is delivered either face to face, by workbook or by e-learning.

Other training gives more in depth information related to specific roles in safeguarding and would not be applicable for all staff in group A.

Consideration is required for ways of ensuring the information required to meet these competencies in safeguarding is linked to specific groups of staff and volunteers. This
may be by means of briefings, for example to housing providers, admin staff and other specific groups.
- Alerter Training
- Managing the Alert/Concern,
- The Practitioners role in Safeguarding and Adult Protection
- The Providers role in Safeguarding and Adult Protection
- e-learning including on types of abuse and dignity
- Mental Capacity and Safeguarding training
- Lead Officer training

<table>
<thead>
<tr>
<th>Staff Group B (Taken from the National Competency Framework)</th>
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<tr>
<td><strong>Inform, involve and listen</strong></td>
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<tr>
<td>7 Ensure service users are informed and supported in their decision making around safeguarding adults concern.</td>
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<tr>
<td>8 Ensure information is shared appropriately and all relevant parties are involved</td>
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<tr>
<td><strong>Respond</strong></td>
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<tr>
<td>9 Demonstrate appropriate responses to safeguarding adults concerns</td>
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<tr>
<td><strong>Reporting and Recording</strong></td>
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<tr>
<td>10 Maintaining accurate and complete records and achieving best evidence</td>
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<tr>
<td><strong>Manage</strong></td>
</tr>
<tr>
<td>11 Managing safeguarding adult concerns and enquiries</td>
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<tr>
<td><strong>Legislation, Policy and Procedures</strong></td>
</tr>
<tr>
<td>12 Awareness and application of legislation, local and national policy and procedural frameworks</td>
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<tr>
<td><strong>Knowledge and Skills</strong></td>
</tr>
<tr>
<td>13 Demonstrates skills and knowledge to contribute effectively to the safeguarding process</td>
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<tr>
<td><strong>Training Opportunities to meet competencies</strong></td>
</tr>
<tr>
<td>As with group A there are specific training courses that help meet these competencies that will be appropriate for staff in certain roles. It is advised that staff and managers consider what training is required dependent on job role. This could be undertaken as part of supervision and appraisal. Training opportunities include;</td>
</tr>
<tr>
<td>- Managing the Alert/Concern,</td>
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<tr>
<td>- The Practitioners role in Safeguarding and Adult Protection</td>
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<td>- The Providers role in Safeguarding and Adult Protection</td>
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<td>- e-learning including on types of abuse and dignity</td>
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<td>- Mental Capacity and Safeguarding training</td>
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<td>- Lead Officer training</td>
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### Staff Group C (Taken from the National Competency Framework)

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<tr>
<td><strong>Develop and Promote</strong></td>
<td>The provision of training and supervision to develop and promote adult safeguarding</td>
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<tr>
<td><strong>Engage</strong></td>
<td>Robust inter-agency and multi-agency systems to promote best practice</td>
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<tr>
<td><strong>Support</strong></td>
<td>Support the development of robust internal systems to provide a consistent, high quality safeguarding adults service</td>
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<td></td>
<td>Chair safeguarding adults meetings or discussions</td>
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<td></td>
<td>Ensure record systems are robust and fit for purpose</td>
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### Opportunities to meet competencies

The training and development officer will ensure that training promotes adults safeguarding and will communicate with the multi-agency partners via the training and communication sub group. Specific training will be available to lead officers who chair meetings as required. Other training will also be available that will help staff meet their competency requirements.

### Staff group D (Taken from the National Competency Framework)

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<tr>
<td><strong>Lead</strong></td>
<td>Lead the development of effective policy and procedures for safeguarding adult services in your organisation</td>
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<tr>
<td><strong>Strategic planning in line with SABs</strong></td>
<td>Ensure plans and targets for Safeguarding Adults are embedded at a strategic level across your organisation</td>
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<tr>
<td><strong>Develop and Promote</strong></td>
<td>Develop and maintain systems to ensure the involvement of those who use your services in the evaluation and development of your safeguarding adults services</td>
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<tr>
<td></td>
<td>Promote awareness of Safeguarding Adults systems within your organisation and outside of your organisation</td>
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### Opportunities to meet competencies

Opportunities to meet these competencies for those senior managers and SAB members within partner organisations will be available through SAB and at strategic levels within organisations. Through communication between SAB and partner agencies and the Communication and Training Subgroup ways of delivering on any specific learning and development needs for staff at this level can be considered. This will include training on requirements for SARs.
The priority areas for development identified in this training plan have been identified by mapping training and development already provided, competency requirements, SAB and Communication and Training Subgroup priorities discussed previously and by using results from the 2016 training survey.

**Update of existing training courses**

A number of training courses have been developed over the years to meet the needs of staff and volunteers working with adults with care and support needs. A significant number of participants have either attended taught courses or completed e-learning or workbooks. As part
of the training strategy these courses will be reviewed and updated as necessary. They will also be mapped to competencies.

**Alerter / Reporting a Concern – level 1**

Priority has been to update the face to face training course for this level, and this has now been completed. This has ensured that the training is up to date, continues to meet the needs of learners and references the Care Act and six key principles of safeguarding.

The alerter workbook has been developed and used by learners for some years and remains one of the most popular way of completing this level of training. Although it has been updated to make it compliant with the Care Act further updating is required to refresh the workbook and ensure it continues to be relevant for learners.

It is also planned that an additional resource be added to the workbook to allow those completing the workbook to undertake a refresher workbook, rather than have to repeat the workbook itself. This refresher workbook will be regularly updated to keep the learning fresh.

**Train the Trainer – Alerter / Reporting a Concern**

A survey was distributed in December 2016 to establish whether there was an appetite for a train the trainer programme for Level 1 Alerter / Reporting a Concern training. The response to the survey was positive with most respondents stating they would be interested in a train the trainer programme. The advantage of such a programme would be that the SAB can ensure that training is consistent across agencies. A training course will be developed and delivered and the programme will also establish methods of ensuring quality in the training delivery. There will be a small cost to those agencies which will enable them to access training resources and a facilitators' network.
Managing the Alert / Concern– level 2

This training has been run for some time and as part of the training strategy the course has been updated to ensure that it is relevant for all who attend.

Investigation Training

This level of training has been delivered previously to staff who were involved in safeguarding adults investigations. A new training course has been developed titled ‘The Practitioner’s Role in Safeguarding and Adult Protection’. This training is intended to cover material relevant to the role of any practitioner, for example social workers, care coordinators, health assessors, continuing health care assessors, who are involved in safeguarding investigations.

It is recognised that providers of services will also have a role in safeguarding investigations which may be different from the practitioner’s role (for example roles in disciplinary investigation). Therefore a safeguarding course will be developed as part of the strategy titled ‘The provider’s role in safeguarding and adult protection.’ The two courses will ensure that practitioner and providers develop skills, competencies and understanding relating to their roles in adult protection investigations, which in turn is likely to lead to better outcomes for service users.

Lead Officer Training

County Durham now has a dedicated team of Adult Protection Lead Officers who lead on and coordinate all multi-agency adult protection investigations. Due to the small numbers of lead officers who undertake this role it is not envisaged that regular lead officer training is required. If
a new lead officer is appointed individual training and development sessions can be arranged.

The safeguarding training and development officer will also liaise with the safeguarding adults team manager on a regular basis regarding any further training that lead officers may require.

**E-learning**

In 2016 access to a range of free e-learning courses provided by the Local Safeguarding Children’s Board (LSCB) was extended to SAB partners. This training is being delivered via a license with The Virtual College and is hosted via the LSCB website, with a link to the details and the self-registration page from the Safeguarding Adults Board website. Although because of the licensing agreement for profit organisations, for example private care providers, are unable to access these courses for free these organisations can purchase training from the Virtual College.

There are specific courses relating to safeguarding adults within the suite of e-learning courses. Staff can also access children’s safeguarding courses that are relevant to them.

**E-learning available that is specific to adults:**

- Mental Capacity Act
- Deprivation of Liberty Safeguards
- Dignity in Care
- Dementia Awareness
- Hate Crime in Durham
- Medication Awareness
- Self-Care
- Moving and Handling Objects and People
- The Role of the Health and Social Care Worker
- Person Centred Approaches in Adult and Social Care Settings
Although some of the courses available are not specifically safeguarding courses, they will ensure that the preventative side of safeguarding adults is promoted by good practice in caring for people.

**Children’s courses that also apply to vulnerable adults;**

- Basic awareness of Child and Adult Sexual Exploitation
- Safeguarding Everyone – Protecting Children, Young People and Adults at Risk
- Basic Awareness of Domestic Abuse including the impact on children
- Trafficking, Exploitation and Modern Slavery
- An Introduction to FGM, Forced Marriage, Spirit Possession and Honour Based Violence:
- Hidden Harm
- Parental Mental Health
- Information Sharing in Durham

Other e-learning training that has been made available to SAB partners is a suite of Care Act training modules. These courses are also available to private providers.

The SAB website also includes a link to the SCIE e-learning package and Prevent e-learning training for partners.

E-learning courses will continue to be promoted for the period of the training strategy and take up of courses will be monitored and reported to the Communication and Training Subgroup.
As part of the training strategy, a training needs survey will be undertaken yearly. Results from this will inform the development of training opportunities. Work will also be undertaken to develop specific training opportunities that are relevant to those working in adult safeguarding. From the 2016 training survey there were a number of areas that respondents identified as important to their role. Some of these areas are already covered in training available for example Care Act and Adult Safeguarding. Within the period of this strategy training will be developed on financial abuse, mental capacity in safeguarding and self neglect. The training survey also identified that preference for the training was for half day courses, workbooks and e-learning. Therefore these methods will be considered in the development of training.
Making Safeguarding Personal

The training survey response identified making safeguarding personal is important to survey respondent’s roles. Work will be undertaken to ensure that the principles are embedded in all training and development opportunities and that the victim’s voice is heard.

Safeguarding Adults Reviews (SAR)

Development opportunities will be provided for members of SAB on requirements for SARs and processes for instigating and conducting reviews, learning lessons and sharing learning with partner organisations.

Learning Lessons from Safeguarding Adults Reviews, Domestic Homicide Reviews and Serious Incidents

As well as ensuring that training courses include up to date information, individual briefings will be developed when there is learning to be cascaded from a particular incident or review.

Training Programme

All training will be advertised in a training brochure which will be regularly updated as new courses are developed ([Prospectus](#))

Evaluation monitoring and Review

Work will be undertaken to continue to develop ways of evaluating multi-agency training. Consideration in the piece of work will also be given to how organisations can monitor the effectiveness of training in enhancing practice.
Charging Policy

The implementation of a charging policy has been agreed by SAB. This will help ensure that non-attendance at training is kept to a minimum and to recoup costs for training. Here is a link to the charging policy.

Training Administration

Multi-agency face to face training is hosted at a number of sites in County Durham, and applicants wishing to attend the training can book a place by contacting the Safeguarding Training Administrator by email on safeguarding_training@durham.gov.uk or by visiting the Safeguarding Adults Website Training page. Details of available training courses can be forwarded by email or accessed on the website, and an application form is included with the course dates. Bookings are confirmed by email, and final details of the course are confirmed prior to the date the session is due to take place, and venue information forwarded to all attendees.

Training is also available as a workbook and assessment, which is also accessed on the Safeguarding Adults Website. The workbooks and assessments are marked in-house by a designated officer from that organisation, who will request marking guidance from the Safeguarding Training Administrator. Completed assessments are then forwarded to the Safeguarding Training Administrator who will collate information and produce and return certificates.

Virtual College and Care Act e-learning are accessed through the website via a self-registration page. Certificates can be printed out following successful completion of these courses.

A regional safeguarding adults training package and Prevent training are also available via the Safeguarding Adults website. Both require the user to print out or download the Assessment Record and Training
Completion forms, complete them alongside the e-learning course following the on screen instructions and return them to the Safeguarding Training Administrator for certification.

**Access and involvement**

In the development of the training consideration will be given to how the service user and carers voice is heard. Links will be made to the service user reference group and other service users’ groups to aid this. Work will also be undertaken with these groups to update the ‘Staying Safe’ and ‘Stop Abuse Now’ packages.

**Equality and Diversity**

This will be considered in all the development and delivery of training to ensure equal access.

**Conclusion**

The training strategy for 2017/18 gives details of development work to be undertaken during this period. The strategy recognises that there are a number of ways that learning and development can be undertaken within partner agencies as well as taught training sessions. This is reflected in the training strategy. Details of competency requirements will be considered in all development work. The next training strategy will be published in 2018 to cover the period 2018 to 2021. This will coincide with the period of the strategic plan.