Safeguarding Adults Board
Training Annual Report 2017/18
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Welcome to the Safeguarding Adults Board Training Annual Report 2017/18

Welcome to the Safeguarding Adults Board (SAB) Annual Report covering the period 2017/18.

This report will consider the safeguarding adults training and development that has been undertaken at multi-agency and single agency level. The report also covers other key developments during the period 2017/18 including the development of a training strategy.

The coordination of training provision is via the SAB business unit, specifically by the Safeguarding Training and Development Officer. The work of the Training and Development Officer links to the Training and Communication Subgroup priorities and the priorities of the Safeguarding Adult Board. This is reflected in the training strategy.

The SAB are expected to involve a wider range of organisations and individuals (Care and Support Statutory Guidance, para 14.109). The report will consider the work undertaken in this area.

Making Safeguarding Personal (MSP) still maintains an important role in training delivery. This person centred approach is now embedded in all training delivery.

A charging policy for non-attendance has been initiated since September 2017. This is to ensure non-attendance on courses is minimal and waiting lists are reduced and waiting lists are reduced.
A new Training and Development Officer was appointed in August 2017, following a period when this post was vacant. Since coming into post work has been undertaken by the Training and Development Officer to update the existing training programmes, and commence development of an updated training strategy. In both these pieces of work information from the training survey completed in 2017 was considered. This ensured that priorities for training and development highlighted in the survey were reflected in the development work undertaken.

Training has been developed and delivered both to multi-agency and single agency groups. Training figures produced in this report identify the types and levels of training delivered. This includes multi-agency and individual group training.

Multi agency training is advertised via partner agencies and via the Safeguarding Adults website www.safeguardingdurhamadults.info. Single agency training is also advertised by partner agencies using their own methods of advertising learning opportunities. To ensure that single agency safeguarding training is recognised by the SAB, partner agencies supply data on single agency training relating to safeguarding adults. This is information forwarded to the SAB Business Unit for statistical use.

A number of briefings have also been delivered to groups of staff by the Safeguarding Training and Development Officer.
Level 1, Alerter training and Level 2 Managing the Alert training have both been updated during the period 2017/18. This has ensured that training at these levels is up to date and fit for purpose. Competency requirements for staff in all agencies were also considered when updating the materials. The Bournemouth University Competency Frameworks have been used to assist this work. An inter-collegiate NHS document is due for publication in the near future which will be used to inform any future updates.

Multi-agency Level 1: Training is provided via classroom training (run by SAB training and development officer and the County Durham and Darlington Foundation Trust (CDDFT) trainer, workbooks (multi-agency and CDDFT), and e-learning.

Multi-agency Level 2: Managing the Alert/Concern training is delivered face to face by the SAB training and development officer and the CDDFT trainer.

Tees, Esk, & Wear Valley (TEWV) NHS Foundation Trust also deliver level 1 and level 2 training as single agency face to face training and level 1 e-learning training.

A multi-agency level 3 investigation training has been delivered on three occasions since August 2017. This training has focussed specifically on the needs of providers.

A level 3 course specifically for practitioners is currently under development with the first delivery scheduled for August 2018.

Both courses focus on the responsibilities of staff involved in investigations, to understand their responsibilities and the investigative process.
The graphs below show the figures for attendance at training of different types and levels.
There is a recognition that SAB members also run single agency training that cover the subject of safeguarding adults. The following provides more information in relation to single agency training that has run in the period 2017/18. Whilst not all partners of the LSAB are illustrated below, assurance is sought on an annual basis across all agencies that safeguarding training is provided. This is evidenced through the board reporting arrangements. Additional assurance provided for 2017-2018 includes the National Probation Service and County Durham and Darlington Fire and Rescue Service.
There are a number of ways e-learning can be accessed. Multi-agency e-learning training is provided via the regional training group training package, advertised on the Safeguarding Durham Adults website. This package is based on the course available on the SCIE website, with an additional paper based assessment, administered through the SAB.

Following its introduction in 2016/17 the e-learning modules provided by the Virtual College have proved popular. The suite of courses remains the same and the following statistics show the numbers that have accessed the course.

Adults’ courses accessed by staff working with adults.
As previously stated due to the licence agreement these courses cannot be accessed by private and not for profit organisations. These agencies can apply direct to Virtual College for a licence, details on how to apply can be found on the website.

Relevant Children’s courses accessed by staff working with adults.
A Prevent training e-learning package is available on the County Durham Safeguarding Adults website, administered by the SAB business unit. Other methods of accessing this training are also available via specific partner agencies. This includes

- Durham County Council. Training is available to all staff via e-learning and a face to face course.
- TEWV
- CCG (NHS e-training package)

The aim of the training is to raise awareness across the wider workforce inclusive of professionals, staff and volunteers. The overall objectives being, to ensure staff and volunteers understand how to respond appropriately if they are concerned about someone who may be vulnerable to the influence of others, and to stop them becoming radicalised and supporting terrorism. There has been a good response to this training and the graph shows figures reported to SAB of the numbers trained by organisations, including both face to face and e-learning.

A new updated course for Prevent is due to be launched in June 2018.
MCA training is currently under development. Work has concluded on research required for the training and it is anticipated that a basic level 1 course and a more advanced course will be delivered in the autumn of 2018.

Other partner agencies have undertaken MCA training in the reporting period. The relevant data is displayed below:

**Mental Capacity Act (MCA) Training**

<table>
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<tr>
<th>Organisation</th>
<th>Training Count</th>
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<tr>
<td>DCC Internal training</td>
<td>57</td>
</tr>
<tr>
<td>Virtual College</td>
<td>188</td>
</tr>
<tr>
<td>CCG</td>
<td>53</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>298</strong></td>
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**MCA Training by Organisation**
Modern Day Slavery (MDS)

Modern Day Slavery briefing sessions delivered in partnership with Durham Constabulary took place from October 2017. The aim of the sessions is to raise awareness around the subject using case examples both locally and nationally.

The sessions delivered to over 100 staff and volunteers up to March 2018 and covering a number of organisations:

- A variety of DCC staff
- Local GPs & practice staff in conjunction with Clinical Commissioning Group (CCG)
- Voluntary organisations
- Safeguarding leads for TEWV
- Landlord forum

A training package shared for delivery by other partners, including the CCG and New College Durham. Delivery will continue for the 2018/19 period with a number of bookings already in place.

Self-neglect/Hoarding Workshops

Additional training development included workshops targeted at Environmental Health staff in 2018/19 in relation to self-neglect and hoarding. Following a pilot delivery to a staff and evaluation, the programme will be shared with wider organisations.
Making Safeguarding Personal (MSP)

There has been a drive to promote the person centred approach to safeguarding (commonly referred to as MSP) which has resulted in it becoming an integral part of all training delivery and supporting the empowerment, prevention and protection principles of safeguarding.

An MSP Bulletin focussed upon increasing awareness was successfully developed and shared in 2017-2018.

The Board commissioned an external review in March 2018. A recommendation from that review relates to rebranding Making Safeguarding Personal to ensure it is more widely understood.

Further development of the approach particularly in relation to rebranding will form part of the 2018-2019 training development and in working towards meeting that recommendation.
Easy read guides for service users titled ‘Staying Safe’ and ‘Stop Abuse Now’ continue to be available to access via the safeguarding adults’ website. The guides are designed for service users to complete either by themselves or with support. The guides have question sheets for the service user to work through and answer questions relating to the subject. On receipt of the completed sheet a certificate is issued. The graphs below detail how many service users have completed these workbooks.

The Training and Development Officer has engaged with a number of User/Carer forums in conjunction with lay members. The purpose was to outline the role of the SAB and establish connectivity with...
the groups. This has resulted in raising the profile of the SAB and its work, as well as how to report concerns and feedback from users. This demonstrates linking in with relevant groups to ensure the voice of adults and carers is heard.

Specific training delivered to staff who support those groups has included Modern Day Slavery briefings.

Strengthened links made with Durham Constabulary’s Digital Investigation Unit and future arrangements for cyber-crime awareness training to be cascaded to users is being progressed.
An identified training need for board members borne from a SAB development session and related to Safeguarding Adult Reviews (SARs) and the models adopted will be met in June 2018.

This bespoke workshop developed for delivery to SAB Board members and other professionals will also meet a recommendation from a recent Local Government Association Peer Review of the Board which took place in March 2018.

The training is designed to raise awareness of legislation and guidance for SARs, exploring learning from the review of Local Safeguarding Children’s Board’s (LSCBs) and Serious Case Reviews (SCRs). The objectives of the training are as follows:

- Embedding the six principles of safeguarding adults and promoting effective practice.
- Examining the promotion of quality decisions - from the point of referral to the panel.
- Examining various methodologies to adopt in SARs.
- Reviewing examples of potential challenges to SARs.
- The session will also look at the current landscape nationally, regionally and locally around SARs.
The appetite for a Train the Trainer course was identified from a survey carried out in 2016/17.

Since that survey, liaison has taken place between Adult Learning Services (ALS) to identify a suitable product.

The course identified is the City & Guilds accredited level 3 Award in Education & Training.

The course will be delivered over 12 three-hour sessions.

Upon successful completion, candidates will undertake a further two day training course specific to the SAB Level 1 training which focusses upon safeguarding concerns, recognising signs and reporting. Candidates will become approved trainers for Level 1.

The two day training for SAB Level 1 will also be open to any staff across the wider workforce who hold a Level 3 teaching qualification or the equivalent.

Application forms are available from the board business unit:

Safeguarding_training@durham.gov.uk

The first course will run late summer 2018.

A facilitator network will be formed after the course to support continued skill development of approved trainers with a robust quality assurance process to monitor and evaluate the impact and success will be maintained.
SAB courses run by the Training and Development Officer continue to be evaluated. Evaluation forms have been returned by 99% of our attendees, and 97% of those have given us positive feedback.

SAB development sessions and the Peer Review identified the potential exploration of more qualitative evaluations.

This is being taken forward by the Training and Development Officer and the potential of links with Durham University are being explored.

The SAB hosted a Financial Abuse Awareness Conference on 31st October 2017 at Ramside Hall Hotel, Durham. This was a very successful event, covering a range of related topics for delegates.

The subjects covered at the event included, Courier fraud, Cyber-criminal, Mental Capacity Act and Power of Attorney, National and Regional Scams and Fraud prevention.

Workshops at the event and delivered in partnership:

c. Fraud Prevention and Awareness – facilitated by Durham Constabulary and Barclays Bank.
d. Working with Communities – facilitated by the Area Action Partnerships and Age UK Durham.
Evaluations after the event indicated 91% of delegates found the event extremely or very relevant.

Qualitative comments included:-

"These events are very helpful, as you also get to speak to others, in other industry, and compare needs as we all cross over somewhere within work."

"Prevention and awareness raising is really important part of this work and there is a need to be proactive about this and skill up front line workers."

Course evaluations will shortly be completed on Survey Monkey, to create a paperless evaluation process.

The evaluation process is constantly under review and is presently exploring the feasibility of a more qualitative approach. This will be reported on in the autumn of 2018.

We would like to express our thanks to the range of organisations, facilitators, service users and carers who helped to make the event such a success.
Training priorities are driven by the SAB working groups.

Themes that have emerged recently include MCA, MDS, Self-neglect/Hoarding and Lasting Power of Attorney (LPA) in conjunction with the Office of Public Guardian (OPG).

Training products are under development for MCA and will be delivered in 2018/19.

MDS briefings are delivered in conjunction with Durham Constabulary and will continue to be delivered. Development will continue with the use of local case studies to raise awareness.

Self-neglect/Hoarding training has been developed and will be delivered to Environmental Health professionals initially.

LPA and OPG training has been developed with the OPG Safeguarding lead and will be delivered in 2018/19.

The existing training strategy concludes at the end of March 2018. A new training strategy is under review to cover the period 2018-21.
The training annual report has detailed development work and training undertaken in the period 2017/18. Multi agency and single agency training relating to safeguarding continues to be delivered by different methods and is regularly reviewed and updated when required.

A number of new briefings have been developed and will be delivered in 18/19. They include MCA, MDS, Self-neglect/Hoarding and LPA.

A SAR Workshop has been developed and will be delivered in June 2018.

The Train the Trainer programme has been developed and will be delivered in the summer of 2018.

An updated Level 3 Managing an Investigation has been developed for Practitioners and Providers and will be delivered in 2018/19.

The Communications and Training Sub-group has been renamed and will go forward as the Learning and Improvement Group (LIG) in 2018/19.

An updated training strategy is under development to cover the period of 2018-21.