

Sandwell Safeguarding Adults Board

**Multi-Agency Learning and
Development Strategy for
Safeguarding Adults**

2023-2025

1 Introduction and context

1.1 Tools for the Job

Central to effective adult safeguarding is a competent and well trained workforce. The SAB are committed to ensuring the workforce is competent and confident to carry out their responsibilities to safeguard adults at risk. This multi-agency learning and development strategy is designed to support the development of best practice in adult safeguarding work and to ensure that people working with adults at risk across all sectors are able to meet the standards outlined in the statutory safeguarding duties introduced under the Care Act 2014.

1.2 Context and Current Environment

This strategy has been developed against a changing operating environment. A number of factors both nationally and locally have impacted on the way we provide services such as The Care Act 2014 and the implications of COVID-19

1.3 Purpose of the L&D Strategy

This Learning and Development Strategy sets out the learning and development strategies which will be implemented in 2023/25.

A co-production and personalised solutions based, requires us to equip all staff with the skills to enable; sharing of intelligence, developing information networks to effectively resolve problems and develop solutions with their customers.

This is a tool to help inform and shape both single-agency and multi-agency safeguarding learning and development plan, seeking to compliment existing training delivered within partner agencies. It aims to establish a consistent approach across agencies to ensure common goals are being met and support practice that is consistent with current legal safeguarding policy.

The strategy includes a competency framework applicable across the workforce.

2 Learning and Development Needs

2.1 Evaluation

Evaluation is needed to strengthen quality control and measure outcomes. Annual training needs analysis undertaken to ensure future skill requirements are identified. Both initial evaluation and impact follow up should be used, as well as reflective practice to support continuing professional development.

2.2 Organisational Responsibilities

Individual organisations will be responsible for the implementation within their own agency including mapping specific staff roles and determining levels of training against the generic role types and functions. Individual organisations are encouraged to use this framework to benchmark their current training provision around adult safeguarding

Safeguarding Adults Training Level Framework West Midlands (Metropolitan area)

Introduction

The aim of this document is to provide Safeguarding Adult Boards and partners with a Framework for Training for the whole workforce across the partnership and across the West Midlands (Metropolitan area). It introduces common terminology to aid partners who cover more than one Safeguarding Adults Board area. It sets out the minimum requirement to ensure the workforce is competent to ensure the safety and protection of adults with care and support needs.

How should it be used?

This framework will help:

- SABs with data collection and multi-agency training.
- Partner agencies to understand SABs minimum training requirements.
- Providers who cover more than one SAB area by the use of common terminology and shared minimum requirements.
- The Partnership by introducing regional minimum standards.

Introduction Level		
For Whom		
For <u>all</u> employees		See Appendix 1
Minimum Requirements		
Must include: what is abuse (types), <ul style="list-style-type: none"> • where abuse can happen, • who abuses and • how to report concerns. 		
Related Competencies		
Adult Safeguarding: Roles and Competencies for Health Care Staff – Intercollegiate Document First Edition: August 2018	Bournemouth – National Competency Framework for Safeguarding Adults	SAB
Level 1	N/A	
How	How often	By whom

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Short Briefing, Leaflet or e-learning.	To be undertaken within first month of employment.	Single agency responsibility
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Awareness Level

For Whom

Staff and volunteers across the partnership who work with or have contact with adults, their families or carers and have a responsibility to contribute to recognise and report abuse and harm.

[See Appendix 1](#)

Minimum Requirements

Must include:

- Awareness of legislative framework
- what is abuse (types),
- where abuse can happen,
- who abuses
- Making Safeguarding Personal approach
- how to report concerns
- reference to West Midlands Policy and Procedure and
- reference to the organisations Safeguarding Adults Policy and Procedure.

Related Competencies

Adult Safeguarding: Roles and Competencies for Health Care Staff – Intercollegiate Document First Edition: August 2018

Bournemouth – National Competency Framework for Safeguarding Adults

SAB

Level 2

Staff group A in Bournemouth’s National Competency Framework for Safeguarding Adults

How

Blended learning approach which might be classroom based course, on-line learning, workbooks, social media such as podcasts and webinars etc.

How often

Within six months of employment and updated no less than every 3-years.

By whom

Single agency responsibility

Intermediary Level

For Whom

This group has considerable organisational responsibility for Safeguarding Adults. They have to be able to act on concerns and contribute appropriately within the legislation and safeguarding adult's procedures. This group need to work within a multi-agency way. They have regular contact with adults and their families, carers and the public.

This group will professional and organisational responsibility for adult safeguarding and may be called upon to support and/or lead safeguarding enquiries.

See Appendix 1

Minimum Requirements

Must include minimum requirements as outlines in Awareness Level AND

- Relevant legislation (Care Act 2014 and Mental Capacity Act 2005)
- Making Safeguarding Personal,
- Professional Curiosity,
- Multi-agency approach
- Risk management and assessment
- Achieving Best Evidence Principles
- Impact of coercion and control
- Awareness of Safeguarding Adult Reviews

May also include topic based training that is specific to the job role e.g. Self-neglect, Modern Slavery and Human Trafficking etc.

Related Competencies

Adult Safeguarding: Roles and Competencies for Health Care Staff – Intercollegiate Document First Edition: August 2018	Bournemouth – National Competency Framework for Safeguarding Adults	SAB
Level 3	Staff group B	
How	How often	By whom
Blended learning approach which could include: Classroom/course or conference attendance, social media such as podcasts and webinars etc, periodic or other evidence based reading, reflective practice.	Within 6 months of employment then a minimum of 8 hours or training relevant to safeguarding adults over a three year period.	Single Agency or SAB

Specialist Level

For Whom

This group is responsible for ensuring the management and delivery of Safeguarding Adults services is effective and efficient. In addition they will have oversight of the development of systems, policies and procedures within their organisation to facilitate good working partnerships with allied agencies to ensure consistency in approach and quality of service. They are also Named Safeguarding Professionals.

This group will be decision makers, they may be chairing safeguarding meetings, supervising staff or be an organisations 'expert'.

[See Appendix 1](#)

Minimum Requirements

Must include minimum requirements as outlines in Awareness and Intermediary Levels AND

- Advanced understanding of relevant legislation
- Making Safeguarding Personal
- Leadership/supervision/appraisal
- Relevant learning from Safeguarding Adult Reviews
- Safer recruitment
- Managing allegations (Position of Trust)

May also be topic based training that is specific to the job role and responsibilities, e.g. MARAC, Prevent, etc

Related Competencies

Adult Safeguarding: Roles and Competencies for Health Care Staff – Intercollegiate Document First Edition: August 2018	Bournemouth – National Competency Framework for Safeguarding Adults	SAB
Level 4 & 5	Staff group C	
How	How often	By whom
Blended learning approach which could include: Classroom/course or conference attendance, social media such as podcasts and webinars etc, periodic or other evidence based reading, reflective practice.	In line with: <ul style="list-style-type: none"> • Continuous Professional Development (CPD) requirements, • individuals professionals registration requirements and • Individual's annual appraisal targets. <p>Must be related to safeguarding adults</p>	Multi agency. This training can be provided by any agency to any agency or by SABs.

Strategic Management Level

For Whom

This group is responsible for ensuring their organisation is, at all levels, fully committed to Safeguarding Adults and have in place appropriate system and resources to support this work in a multi-agency context.

This group may be SAB members.

See Appendix 1

Minimum Requirements

As outlined in Awareness Level AND

- Understanding and updates of relevant legislation and findings from Safeguarding Adult Reviews so that they are able to:
 - Lead the development of effective policy and procedures for Safeguarding Adult services in your organisation
 - Ensure plans and targets for Safeguarding Adults are embedded at a strategic level across the organisation
 - Promote awareness of Safeguarding Adults systems within your organisation and outside of your organisation
 - Develop and maintain systems to ensure the involvement of those who use your services in the evaluation and development of your Safeguarding Adults services.

Related Competencies

Adult Safeguarding: Roles and Competencies for Health Care Staff – Intercollegiate Document First Edition: August 2018	Bournemouth – National Competency Framework for Safeguarding Adults	SAB
Board Level for Chief Executive Officers, Trust and Health Board Executive and Non-Executive Directors/members	Staff group D	
How	How often	By whom
Bespoke arrangements, SAB Development Days, mentoring or coaching.	Minimum of 8 hours over a three year period.	Multi-agency. This training can be provided by any agency to any agency or by SABs.

Appendix 1

Staff role examples

The following are examples and is not an exhaustive list.

Introduction level	<p>Health:</p> <ul style="list-style-type: none">• All health care staff including, receptionists, administrative staff, caterers, domestic and transport staff, porters, community pharmacist counter staff, peer support workers and maintenance staff, board level executives and non-executives, non-clinical staff working in primary health care settings. <p>Social Care:</p> <ul style="list-style-type: none">• Administrative ,HR, Domestic and Auxiliary, Finance and Payroll Staff, <p>Front line ‘Blue light’ staff/volunteers:</p> <ul style="list-style-type: none">• Administrative ,HR, Domestic and Auxiliary, Finance and Payroll Staff <p>Local Authority</p> <ul style="list-style-type: none">• .Administrative ,HR, Domestic and Auxiliary, Finance and Payroll Staff <p>Housing</p> <ul style="list-style-type: none">• Administrative ,HR, Domestic and Auxiliary, Finance and Payroll Staff <p>Voluntary and community sector</p> <ul style="list-style-type: none">• Administrative ,HR, Domestic and Auxiliary, Finance and Payroll Staff <p>Criminal Justice</p> <ul style="list-style-type: none">• Administrative ,HR, Domestic and Auxiliary, Finance and Payroll Staff
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Awareness Level	<p>Health:</p> <ul style="list-style-type: none"> Administrators for safeguarding teams, health students, phlebotomists, pharmacists, 111/999 communications centre staff, orthodontists, dentists, dental care professionals, audiologists, optometrists, nursing associates, clinical researchers, allied health professionals, ambulance staff, staff who work in virtual/online health settings who provide any health care online, registered nurses, medical staff and GP practice managers. <p>Social Care:</p> <ul style="list-style-type: none"> day service staff – including drivers and escorts, Domiciliary Residential and Nursing care homes carers, Commissioners, <p>Front line ‘Blue light’ staff/volunteers:</p> <ul style="list-style-type: none"> Police Response, Force Contact, and Special Constabulary, Fire Service operational and support staff with specialist roles. <p>Local Authority</p> <ul style="list-style-type: none"> Elected Members, Health and Safety Officers, Trading standards, Licencing officers. <p>Housing</p> <ul style="list-style-type: none"> Statutory, private and voluntary Housing Officers, Housing Associations <p>Voluntary and community sector</p> <ul style="list-style-type: none"> Trustees <p>Criminal Justice</p> <ul style="list-style-type: none"> Prison officer, Board Control officers, Probation officers
Intermediary Level	<p>Health:</p> <ul style="list-style-type: none"> safeguarding professionals, medical staff, general practitioners, registered nurses, urgent and unscheduled care staff, psychologists, psychotherapists, adult learning/intellectual disability practitioners, health professionals working in substance misuse services, paramedics, sexual health staff, care home managers, health visitors, midwives, dentists, pharmacists with a lead role in adult protection (as appropriate to their role). <p>Social Care:</p> <ul style="list-style-type: none"> Social workers, Provider managers <p>Front line ‘Blue light’ staff/volunteers:</p> <ul style="list-style-type: none"> Neighbourhood Teams, FCID, and PPU. Fire Service complex needs officers. Ambulance service – advanced roles such as MH triage car. <p>Local Authority</p> <ul style="list-style-type: none"> Trading standards, Licencing officers, children services, Public Health, Commissioners. <p>Housing</p> <ul style="list-style-type: none"> Senior officers <p>Voluntary and community sector</p> <ul style="list-style-type: none"> Front line staff in the Community and Voluntary Sector – e.g. Advocacy services, Age UK, Carers Centres/Trusts etc. <p>Criminal Justice</p> <ul style="list-style-type: none"> Safer custody officer within the prison service, probation officers. <p>Other</p> <ul style="list-style-type: none"> Education specialist/professionals

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Specialist Level	<p>Health:</p> <ul style="list-style-type: none"> • Lead doctors, heads of adult safeguarding, and named GPs/doctors for organisations commissioning primary care. Named professionals working in provider or commissioning services. Designated safeguarding professionals <p>Social Care:</p> <ul style="list-style-type: none"> • Operational Managers, Heads of Assessment and Care Managers, Service Managers <p>Front line ‘Blue light’ staff/volunteers:</p> <ul style="list-style-type: none"> • PPU Adults at Risk Team, Thematic Lead (SLT Lead), Adults at Risk Supervisors/Managers, CRU Adult MASH staff, Supervisors and Managers, and NPU Partnership Teams. <p>Local Authority</p> <ul style="list-style-type: none"> • Trading standards, Licencing officers, children services, Public Health, Commissioners. <p>Housing</p> <ul style="list-style-type: none"> • Safeguarding leads <p>Voluntary and community sector</p> <ul style="list-style-type: none"> • Supervisors and managers in the Community and Voluntary Sector – e.g. Advocacy services, Age UK, Carers Centres/Trusts etc. <p>Criminal Justice</p> <ul style="list-style-type: none"> • Safeguarding leads in the prison service, probation service. <p>Other</p> <ul style="list-style-type: none"> • Safeguarding leads Higher Education facilities
Strategic Management Level	<p>Health:</p> <ul style="list-style-type: none"> • Chair of NHS trusts, health boards, other independent and voluntary health providers, Chief Executive Officers, Trust and Health Board Executive and non-executive directors/members, Commissioning Directors, Board members. <p>Social Care:</p> <ul style="list-style-type: none"> • Heads of Services, senior managers, Assistant Directors, Directors, Chief Executives. <p>Front line ‘Blue light’ staff/volunteers:</p> <ul style="list-style-type: none"> • Executive Lead, Head of PPU, PPU Adults at Risk Thematic Lead (SLT Lead). <p>Local Authority</p> <ul style="list-style-type: none"> • Assistant Directors, Directors, Chief Executives. <p>Housing</p> <ul style="list-style-type: none"> • Assistant Directors, Directors, Chief Executives. <p>Voluntary and community sector</p> <ul style="list-style-type: none"> • Chief Officers, Area Manager <p>Criminal Justice</p> <ul style="list-style-type: none"> • Assistant Directors, Directors, Chief Executives. <p>Other</p> <ul style="list-style-type: none"> • Assistant Directors, Directors, Chief Executives Higher Education facilities

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Individual agencies are responsible for ensuring that their workforce has the required knowledge and competencies to carry out their responsibilities for safeguarding adults.

The Sandwell Safeguarding Adults Board provide **free** safeguarding training, both face to face, webinars and eLearning – via the following link:

<https://training.sandwellscb.org.uk/>

Relevant Guidance

Strategy has been informed by the requirements outlined in the following legislation and guidance:

- Care Act 2014 Statutory Guidance (Department of Health, October 2014).
- Safeguarding Adults Roles and Responsibilities (ADASS, ACPO, NHS Federation and CQC 2014).
- Relevant sector based (mandatory and non-mandatory) competency and core skills Frameworks