

TRAINING STANDARDS GUIDANCE

Bath and North East Somerset Community Safety &
Safeguarding Partnership



**Bath & North East Somerset
Community Safety & Safeguarding Partnership**

Safeguarding Adults Training Standards

Developed with reference to the National Competency Framework, Care Certificate Standards and South Gloucestershire, Bristol & North Somerset Safeguarding Boards Competency Framework and Learning Pathway.

The document needs to be considered with reference to the Adult Safeguarding: Roles and Competencies for Health Care Staff: 2018
This guidance aims to support organisations plan and deliver safeguarding adults training for their workforce of staff and volunteers so that it is appropriate for their roles.

Introduction

This learning pathway incorporates national standards; supports local strategic aims and promotes the need for cultural change for agencies who support adults at risk. The learning opportunities are based upon minimum standards and what outcomes specific groups of staff should be capable of achieving and incorporates a 'blended' approach to learning, integrating a variety of learning options for example e-learning, e-bulletins, classroom training and conferences.

The regulatory requirements for each organisation and levels of competence those groups of staff should hold **remains the responsibility of each organisation to measure** with their own performance management processes. Additionally, the expectation is held that training activities and learning undertaken will be discussed within organisations and consideration will be given to how the knowledge and skills gained have been applied to practice to improve outcomes.

The pathway profiles four groups of staff who may have different levels of responsibility to safeguard people. The lists of job roles within each group provided below is not exhaustive or exclusive to those suggested. Each grouping is a guide and some roles may overlap. Each organisation needs to identify the necessary capability that staff may require in their organisation and consider links to safeguarding children and the Think Family agenda.

Staff group A Members of this group have a responsibility to contribute to safeguarding adults, but do not have specific organisational responsibility or statutory authority to intervene. Including, but not limited to: All care and support staff, drivers, admin staff, HR staff, Domestic and Ancillary staff, volunteer befrienders, trustees

Staff group B This group 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 multi-agency contexts. This group is divided into two sections B1 and B2, as there is a wide differentiation of roles in this sector. Including, but not limited to: Social workers, home carers and providers, frontline managers, residential care staff, police, probation, prison staff, nurses, and other health staff including midwives, Health Visitors, GPs, dentists, psychologists, LD Health practitioners, substance misuse practitioners, paramedics, sexual health staff, phlebotomists, HCAs, Allied Health Practitioners and Foundation stage Drs ie: juniors..

Staff group C This group is 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 within their organisation to facilitate good working partnerships with allied agencies to ensure consistency in approach and quality of service. Including, but not limited to: Operational managers, service managers, registered managers, safeguarding adult leads

Staff group D This group is responsible in ensuring their organisation is fully committed to safeguarding adults at all levels and have in place appropriate systems and resources to support this work in an intra and inter agency context. Including, but not limited to: B&NES Community Safety and Safeguarding Partnership, executive and non-executive directors, chief executive officers, elected members.

Staff Group	Competency	Possible Evidence	Opportunities for Learning
<p>Staff Group A</p> <p>Awareness Level NHS Level One</p> <p>All staff (including volunteers)</p> <p>Irrespective of role everyone has a responsibility to contribute to safeguarding adults.</p> <p>Staff Group A come into contact with adults and may have specific organisational responsibility or statutory authority to intervene.</p>	<ol style="list-style-type: none"> 1. Know what adult safeguarding is. 2. Recognise signs that an adult may be in need of safeguarding and take relevant action. 3. Understand dignity and respect and cultural diversity when working with individuals 4. Understand the local procedures for raising a safeguarding concern. 5. Able to advise the reporter on the next steps and action that may be taken. 6. Know about local and organisational policy, procedures and legislation around safeguarding adults relevant to the role. 7. Maintain accurate, complete and up to date records. 	<ul style="list-style-type: none"> • Able to describe possible signs and indicators of abuse or neglect. • Able to name all categories of abuse. • Able to explain how to handle a disclosure of abuse • Able to explain what they should do if they are worried, and who they should tell. • Able to explain what to do if the named person isn't available. • Able to describe how to keep people safe • Able to describe boundaries of confidentiality. • Able to demonstrate an awareness of key legislation relating to adult safeguarding. • Able to locate safeguarding policies relevant to their role • Able to record clearly their concerns and know the correct paperwork to use • Able to explain the process of reporting a colleague or their organisation if they are worried about practice 	<p>This learning can be provided via e-learning or face to face training and should be covered as part of an individual's induction, within 6 weeks of starting their post.</p> <p>Organisations should consider how often refresher opportunities are available and what form this should take but should be able to demonstrate that staff and volunteers have up to date knowledge.</p> <p>All regions: E-Learning – including:</p> <p>Council staff – Adult Safeguarding Level 1 Adult Safeguarding Level 2</p> <p>Non-Council staff – Adult Safeguarding Level 1 Adult Safeguarding Level 2</p> <p>Other awareness level training is available from multiple providers. Employers should ensure the package used meets the competencies required for Staff</p>

Staff Group	Competency	Possible Evidence	Opportunities for Learning
<p>Staff Group B1</p> <p>Responder Level NHS Level Two In addition to the duties above this group are also:</p> <p>Staff who are in regular direct contact with people who may be an 'adult at risk' and who may need to raise a safeguarding concern and/or complete a safeguarding adults referral form</p>	<p>All competencies for staff group A plus:</p> <ol style="list-style-type: none"> 1. Demonstrate skills and knowledge to contribute effectively to the safeguarding process 2. Ensure service users /carers are supported appropriately to understand safeguarding issues to maximise their decision making and desired outcomes. 3. Understand dignity and respect and cultural diversity when working with individuals 4. Awareness and application of a range of local and national policy and procedural frameworks when undertaking safeguarding activity 5. Awareness of essential relevant legislation and codes of practice / guidance eg: Care Act 2014, (including making safeguarding Personal) & Mental Capacity Act 2005 6. Maintain accurate, complete and up 	<p>All evidence for staff group A plus:</p> <ul style="list-style-type: none"> • Able to respond to concerns raised in a timely manner • Able to follow local pathways and referral processes • Able to locate referral information, telephone numbers, forms. • Able to demonstrate knowledge of key legislation relating to adult safeguarding. • Able to maintain accurate, timely records • Able to work with service users to ensure they are fully aware of all the options available to them. • Able to develop protective strategies for those who have capacity and decline services • Able to carry out a Capacity Assessment • Able to confidently use whistle blowing procedures when needed. <p>As Safeguarding Adults Referrer for</p>	<p>group A</p> <p>At this stage it is preferable that training is face to face. The training can be single agency but if possible will be multi agency training. Training should take place as soon as awareness level training is complete, but within 6 months of starting the post.</p> <p>Organisations should consider how often refresher opportunities are available and what form this should take but should be able to demonstrate that staff have up to date knowledge and skills.</p> <p>Council staff – BCSSP Level 2 Safeguarding Adults training (3.5 hours)</p> <p>Non-Council staff – BCSSP Level 2 Safeguarding Adults training (3.5 hours)</p> <p>Other responder level training is available from multiple providers. Employers should ensure the package used meets the competencies required for Staff</p>

	to date records and achieve best evidence.	<p>your organisation:</p> <ul style="list-style-type: none"> • Understand your responsibilities as a referrer when a concern is raised with you or you have become aware that abuse or neglect of an adult at risk has occurred, or is suspected • Understand potential decisions which may result from the work you undertake as nominated referrer • Decision making and desired outcomes are kept under review. 	group B1
Staff Group	Competency	Possible Evidence	Opportunities for Learning
<p>Staff Group B2</p> <p>Responders & Specialist Practitioner Level NHS Level 3</p> <p>In addition to Group A & B1, this group have the responsibility for making decisions for concerns raised. They hold key roles within safeguarding</p>	<p>All competencies for staff groups A and B1 plus:</p> <ol style="list-style-type: none"> 1. Ensure that information is shared appropriately, and all relevant partners involved 2. Demonstrate appropriate responses to safeguarding adult concerns 3. Manage safeguarding adult concerns and enquiries 4. Ensure that dignity and respect and cultural diversity are embedded in work with individuals 	<p>All evidence for staff groups A and B1 plus:</p> <ul style="list-style-type: none"> • Able to confidently contribute to meetings, enquiries and share information appropriately • Able to identify and reduce any potential & actual risks following disclosure, concern or allegation, including the assessment of proportional risk taking with Service Users. • Able to understand the pathways in response to a referral and the requirements of gathering information 	<p>Staff group B2 should be attending multi-agency training, with other practitioners from the local area in order to build multi-agency working relationships and understanding.</p> <p>Training should take place as soon as possible, but within 6 months of starting the post.</p> <p>Organisations should consider how often refresher opportunities are available and what form this should take but should be able to demonstrate that staff have up to date knowledge and skills.</p>

<p>adults, in particular Section 42 enquiries within the Care Act.</p> <p>Safeguarding Adult Managers Safeguarding Adult Enquirers</p>	<p>5. Clear understanding of relevant legislation, policies, procedures and local processes</p>	<ul style="list-style-type: none"> • Able to explain policy and legislation to support preventative strategies • Show understanding of organisational cultures and challenge those that may lead to poor practice in safeguarding • Show understanding of how abuse may affect decision making processes e.g. domestic violence and modern slavery • Able to provide information on local and national groups that may be able to provide support e.g. victim support, IMCA services and safeguarding advocates • Able to provide written and verbal information on local safeguarding adult processes and how they can be accessed by service users and carers at any time. • Able to demonstrate awareness of the potential impact of abuse on all parties involved. • Recognise service users' rights to freedom of choice 	<p>Council staff – BCSSP Level 2 Safeguarding Adults training (3.5 hours)</p> <p>BCSSP Safeguarding Adults Training - Level 3 – Undertaking Safeguarding Enquiries (full day)</p> <p>Non-Council staff – BCSSP Level 2 Safeguarding Adults training (3.5 hours)</p> <p>BCSSP Safeguarding Adults Training - Level 3 – Undertaking Safeguarding Enquiries (full day)</p> <p>This staff group will need to access training, learning and conferences on a wide range of themes provided by the BCSSP including:</p> <ul style="list-style-type: none"> • Self-Neglect • Mental Capacity Act • Domestic Abuse & Coercive Control • Modern Slavery • FGM • Prevent <p>Further information can be found on the Learning Zone</p>
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Staff Group	Competency	Possible Evidence	Opportunities for Learning
<p>Staff Group C</p> <p>Decision Makers Level NHS Level 4</p> <p>In addition to group A & B this group is responsible for ensuring that the management and delivery of safeguarding adult services is effective and efficient. They will have oversight of the development of systems, policies and procedures in accordance with</p>	<p>All competencies for staff groups A and B plus:</p> <ol style="list-style-type: none"> 1. The provision of training and supervision to develop and promote adult safeguarding 2. Robust Inter agency and multi-agency systems to promote best practice 3. Support the development of robust internal systems to provide consistent, high quality safeguarding adults service that promotes dignity, respect, cultural diversity and lifestyle choice. 4. Chair safeguarding adults' meetings or discussions.* 5. Ensure recording systems are robust 	<p>All evidence for staff groups A and B plus:</p> <ul style="list-style-type: none"> • Able to demonstrate an understanding of the different roles and responsibilities of all agencies involved in investigations and ensure these are met • Awareness of up to date protocols, relevant case law and research and able to implement learning as a result • Able to challenge poor practice at an intra and inter agency level • Ensure effective supervision policy and practice in place, ensuring it meets the standards required of regulatory body where relevant • Ensure regular supervision being provided 	<p>Staff group C should be attending multi-agency training, with other practitioners from the local area in order to build multi-agency working relationships and understanding. Training should take place as soon as possible, but within 12 months of starting the post.</p> <p>This staff group will need to access training, learning and conferences on a wide range of themes provided by the BCSSP including:</p> <ul style="list-style-type: none"> • Self-Neglect • Mental Capacity Act • Domestic Abuse & Coercive Control • Modern Slavery • FGM

<p>national, local and organisational policies and procedures</p> <p>Head of Adult Service Registered Managers Named Adult Safeguarding professionals Safeguarding Adult Leads</p>	<p>and fit for purpose</p> <p>*Is this competency / evidence we wish to include within this framework and if so is it included in the correct staffing group? – Further discussion to be held.</p>	<ul style="list-style-type: none"> • Support whistle blowing policy and procedures • Monitor and audit safeguarding systems to ensure accuracy and consistency, implement learning from audits and SARs • Ensure appropriate record keeping of safeguarding meetings e.g. Minute taking. • Able to chair meetings in line with local policy / procedures* • Ensuring all staff are kept up to date with training and development opportunities in line with their role and responsibilities • Understand circumstances that may cause service users to disengage, for example trauma, and strategies for encouraging engagement from service users 	<ul style="list-style-type: none"> • Prevent <p>Further information can be found on the Learning Zone –</p> <p>Council staff – Learning Zone</p> <p>Non Council Staff - Learning Zone</p>
Staff Group	Competency	Possible Evidence	Opportunities for Learning
<p>Staff Group D</p> <p>Governance & Board Level NHS Level 5 Designated Named Professionals In addition to groups A, B & C this group is also</p>	<p>All competencies for staff groups A B and C plus:</p> <ol style="list-style-type: none"> 1. Lead the development of effective policy and procedures for safeguarding adult services in your organisation 2. Ensure plans and targets for safeguarding adults are embedded at a strategic level across your organisation 	<p>All evidence for staff groups A, B and C plus:</p> <ul style="list-style-type: none"> • Work with partner agencies to develop a consistent approach to safeguarding • Strategic understanding of the scope of safeguarding services • Provide leadership for the workforce stating clear aims 	<p>Staff group D should ensure they have confidence in practice for all of the training themes and courses for staff groups A, B and C</p> <p>Attendance at refresher training, conferences and other learning events should form part of modelling good practice to colleagues and ensuring confidence with new and existing</p>

<p>responsible for strategic oversight and planning of services for adults at risk.</p> <p>Safeguarding Adults Board Members Executive and non- executive directors Chief executive officers and Elected members</p>	<p>3. Develop and maintain systems to ensure the involvement of those who use your services in the evaluation and development of your safeguarding adults' services.</p> <p>4. Promote awareness of safeguarding adults systems within and outside of your organisation</p>	<p>and objectives in safeguarding adults</p> <ul style="list-style-type: none"> • Ensure contractual arrangements with service providers adhere to policy and procedures • Communicate effectively a proactive approach to safeguarding. Ensure written and verbal information on local safeguarding adult processes are readily available to service users and carers. • Able to account for your organisations practice and ensure whistle blowing procedures are in place. • Ensure internal audit systems are robust • Actively engage in and have understanding of inspections (for example CQC) and prevention strategies are being developed and used in practice. • Commission effective training and CPD to support development & ensure workforce is appropriately trained • Ensure policy & practice are in place to support effective risk and decision making in practice 	<p>processes.</p> <p>Professional Development is wider than attending events and should encompass a wide range of learning opportunities.</p>
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