

Norfolk County Council / Norfolk Safeguarding Adults Board



Learning and Development Strategy 2016-2018

November 2016

(Review date November 2018)

Contents

- 1 Aim and purpose
- 2 Expected outcomes and impact
- 3 Values
- 4 Learning principles
- 5 Standards for delivery of the NCC programme
- 6 Functions of NCC HR shared services learning and development team and NSAB learning improvement and policy (LIP) subgroup
- 7 Safeguarding adults training levels and target groups
- 8 Funding
- 9 Charging and cancellation policy
- 10 Evidence of learning
- 11 Expectations
- 12 Learning from practice, local audits and safeguarding adult reviews
- 13 Applying learning to practice
- 14 Quality assurance and evaluation
- 15 Complaints

1. Aim and purpose

The aim of the strategy is to assist Norfolk County Council and Norfolk Safeguarding Adults Board to ensure that staff are competent to carry out their responsibilities for safeguarding adults at risk from harm as defined in the Care Act.

The purpose of this strategy is to outline a framework for the delivery of single and multi-agency learning and development as well as evaluating the quality and effectiveness of that training.

This strategy is informed by national and local policies and guidance, including the Care Act (2014), NSAB multi agency safeguarding policies and procedures, the making safeguarding personal agenda, the peer review of safeguarding adults in Norfolk (2014) and the Bournemouth competencies for safeguarding adults.

<http://www.norfolksafeguardingadultsboard.info/>

The National competence framework for safeguarding adults, known as the Bournemouth competencies, provides guidance about the level of knowledge and skill staff and volunteers need to effectively fulfil their role. NCC and NSAB have decided to reference the levels of training outlined in this document in this strategy and in the design of the safeguarding adults training programme.

2. Expected outcome and impact

The expected impact of safeguarding training is that adults at risk of harm are able to live their lives free from harm and exploitation and that when safeguarding concerns arise they receive an effective, personalised safeguarding service which engages them and or their family /advocate at all stages in the process and enables them to achieve the outcomes that they wish for themselves.

Training should enable staff to meet the competencies specific to their role in working with adults who may be at risk of harm and abuse,

3. Values

All safeguarding adults training should create an ethos that

- Promotes the meaningful involvement of service users and their families in the safeguarding process (making safeguarding personal)
- Respects the choices and promotes the autonomy of service users and focusses on the outcomes they wish to achieve for themselves provided this is consistent with the safety of others
- Values working in partnership with others (acknowledging and valuing different roles, knowledge and skills)

- Respects diversity
- Promotes equality
- Acknowledges the public interest

4. Learning principles

The following principles are essential to the NCC/NSAB learning and development strategy and will underpin all training commissioned and delivered;

- Person centred
- Rooted in knowledge of the principles of the Mental Capacity Act (2005) and the Care Act (2014)
- Focused on promoting the chosen outcomes of service users
- Informed by evidence, research and local and national learning including safeguarding adults reviews
- All participants are learners and a learning resource for each other
- Participants will take responsibility for their own learning
- Participation and constructive challenging
- Multi agency in approach

It is important to note that training is only one element of the learning opportunities available to the workforce. It is expected that staff will take responsibility for self-directed learning opportunities, including eLearning, reading, research, reflecting on practice, and discussions with managers and peers.

5. Standards for delivery of the NCC programme

- All organisations working with adults at risk of harm should ensure that staff engage in learning relevant to their role in safeguarding
- NCC/NSAB will promote multi and single agency training for staff and volunteers in partner organisations
- Training content will comply with national safeguarding adults competencies (see appendix 1)

- All training material will be regularly updated to reflect changes in legislation , guidance , local practice developments and learning from safeguarding adults reviews (SARs) and DHRs (domestic homicide reviews)
- All trainers will be experienced and knowledgeable in adult safeguarding and will have effective training /facilitation skills
- The NCC training programme will be periodically monitored by members of the NSAB learning improvement and policy subgroup to ensure quality standards are met
- All training will be evaluated to ensure it is meeting the learning outcomes by participants and by the commissioner/organiser

6. NCC and the NSAB LIP group will

- Commission and/or deliver a quality programme of on-going safeguarding adults training to meet the learning needs of staff as well as training events to meet specific needs
- Assess and evaluate the quality and effectiveness of the training delivered
- There is an expectation that organisations will monitor the impact of training on practice
- Facilitate training needs assessments based on the competencies and emerging practice issues on a regular basis
- Advise and assist agencies on the levels of training required to meet the Bournemouth competencies
- Offer organisations a safeguarding awareness training pack and a training for trainers events for which a fee will be charged

7. Safeguarding adults training levels and target groups

See appendix 1 for guidance

NSAB recommends that staff and volunteers in organisations should be provided with learning opportunities appropriate to their role and their engagement in these opportunities should be monitored and evidenced. Examples include awareness training and opportunities for continuing professional development through attendance at training events, practice development groups, discussion workshops. Staff may also be expected to undertake self-directed learning.

8. Funding

Norfolk County Council will fund a safeguarding adults training programme and will explore with NSAB partner agencies joint funding some aspects of the programme with a view to providing a greater level of multi-agency training. Training together provides opportunities for gaining shared understanding of thresholds and interventions and promotes working together.

9. Cancellation and charging policy regarding the NCC St Thomas Training programme

The safeguarding adults training programme commissioned and delivered via NCC HR shared services will be free at the point of delivery to NCC staff and unpaid volunteers from partner agencies and organisations. For staff from our statutory partners, the independent, private and voluntary sector the cost will be £25 for a half day course and £50 for a full day course. If an organisation books two places on a course they can book a third space for free. The organisation does not need to book all three delegates on a course on the same day. Applicants will pay for the training place(s) when booking onto the course. A cancellation charge will be made to NCC staff who book a place and cancel within seven days of the start of the course notice without a valid reason or who fail to attend the training on the day.

10. Evidence of learning

Delegates attending safeguarding training should be able to evidence the learning undertaken. Organisations may wish to provide a certificate of course completion at the end of the training event. Certificates should only be awarded to delegates who attend the entire event. Alternatively delegates could be asked to complete and evidence of learning form.

11. Expectations

Safeguarding training should take place in a positive learning environment. Delegates attending training commissioned or delivered by NCC/NSAB can expect:

- To be treated in a professional and respectful manner
- For the session to be facilitated by knowledgeable and experienced trainers
- That the session will start and finish at the times specified
- That any concerns regarding the trainers or the training content or methods will be followed up and feedback given

In return participants are expected to:

- Meaningfully participate in the exercises and discussions to derive maximum benefit from the training
- Conduct themselves in a professional manner
- Attend for the entire training session

The trainer will respect confidentiality if personal information is shared in the session but if a participant demonstrates inappropriate behaviour or if there is evidence of professional attitudes or behaviour that is in breach of agency policies or which may put a service user at risk of harm then the trainer will discuss this with the participant and inform the relevant person in the delegate's organisation.

NSAB recommends that partner organisations adopt the above expectations.

12. Learning from practice, local audits and safeguarding adults reviews

NSAB will disseminate learning from practice, local audits and safeguarding adults reviews to facilitate the implementation of lessons learned through

- Learning events such as 'road shows'
- Updates via handouts/circulars/flyers/digital and social media detailing recommendations and messages for practice
- NSAB recommends that partner organisations action learning from incidents and complaints within their own service. This includes incorporating relevant material into training as necessary.

13. Applying learning to practice

Delegates re encouraged to take responsibility for applying their learning to practice by

- Reflecting on the learning they have undertaken and identifying further learning needs
- Considering how they will build on the learning they have undertaken
- Making a plan to apply the learning to practice
- Reviewing the learning with their line manager in supervision and annual performance reviews

14. Quality assurance and evaluation

NNC and NSAB have a responsibility to ensure the training delivered is consistently of high quality and effective in achieving the learning objectives.

NCC shared services will monitor the quality of the training it commissions through ensuring that evaluation forms are effective in gathering information to assess a participant's learning and through organising post course evaluation methods to gain a greater understanding of the impact of the training on practice. NCC will ensure that providers submit once a term evaluation report detailing attendance rates, evaluation of the trainer and a summary of how far the training provided has met the aims and learning outcomes.

NSAB recommends that partner organisations develop their own quality assurance processes and link them to their safeguarding adults training,

15. Complaints

Complaints about any aspect of NCC training programme should be directed to the learning and development consultant with responsibility for safeguarding training. If the complaint relates to training provided by an external trainer/training company, this will be discussed with them and a resolution to the issue sought. Complaints about 'in house' training will be discussed with the facilitator and a resolution sought. In either case the complainant will receive feedback.

Appendix 1: The National Capability Framework for Safeguarding Adults – Target Groups for Safeguarding Adults Training (Bournemouth Competencies).

Level one Group A	Level two Group B	Level three Group C	Level four Group D
<p>This group has a responsibility to recognise and refer concerns but do not have statutory authority to intervene</p>	<p>This group has considerable professional and organisational responsibility for safeguarding adults. They act on concerns and contribute to safeguarding procedures and work in a multi-agency context</p>	<p>This group manage and deliver safeguarding services, will oversee policies and procedures in their organisation and build working partnerships with other agencies.</p>	<p>This group ensures the organisation is committed to safeguarding and ensures there are appropriate systems and resources in place to support inter agency work</p>
Staff in this level			
<p>Drivers/transport staff, day service staff All support staff in health and social care settings, domestic and ancillary staff, volunteers transport staff HR staff, elected Members, health and safety officers, charity trustees</p>	<p>Social workers, nurses, frontline managers health and social care providers service managers ABE trained investigating officers</p>	<p>Strategic managers, operational managers care managers service managers</p>	<p>Heads of support services heads of provider services Heads of assessment and care management services</p>

Competencies required			
<p>Understand what safeguarding is and their role</p> <p>Recognise concerns and take action and alert</p> <p>Know about procedures and policies</p> <p>Understand dignity and respect</p>	<p>Skills and knowledge to effectively contribute to safeguarding processes</p> <p>Awareness of local and national policies and procedures</p> <p>Support and ensure the participation of service users to understand safeguarding and maximise their decision making</p> <p>Understand how best evidence is achieved</p> <p>Understand when to use emergency systems to safeguard adults</p> <p>Maintain accurate complete up to date records</p> <p>Demonstrate required level of skills and knowledge to undertake a safeguarding investigation</p>	<p>Actively engage in supporting a positive multi agency approach to safeguarding adults</p> <p>Support the development of robust internal systems to provide consistent, high quality safeguarding adults service</p> <p>Chair safeguarding adults meetings or discussions</p> <p>Ensure record systems are robust and fit for purpose</p>	<p>Lead the development of effective policy and procedures for safeguarding adult services in your organisation</p> <p>Ensure plans and targets for safeguarding adults at a strategic level across your organisation</p> <p>Promote awareness of safeguarding adults systems within your organisation and outside of your organisation</p> <p>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>