



**Bolton**

# **safeguarding adults** [board.org.uk](http://board.org.uk)

**preventing abuse and neglect**

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Workforce Development Plan 2015-16

**Gill Whitehead**



## Approval Timetable

<b>Group</b>	<b>Date</b>	<b>Comments</b>
<b>Workforce Development Group</b>	<b>August 2015</b>	<b>Changes Agreed</b>
<b>Executive Safeguarding Group</b>	<b>August 2015</b>	<b>No room on the agenda Agreed to circulate directly to the Adults Board for sign off</b>
<b>Safeguarding Adults Board</b>	<b>September 2015</b>	<b>Approved</b>

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## Context

**Bolton's Local Safeguarding Adults Workforce Development Plan** sets out our approach to learning and development activities that are designed to support the implementation of the Bolton's Local Safeguarding Adults Boards` procedures which require **appropriate training for all levels of staff and volunteers, commensurate with their responsibilities in the safeguarding processes.**

**The workforce development plan** will encompass the seven principles (ADASS 2005) that govern the actions of the Safeguarding Adults Board:

- **Empowerment** – taking a person-centred approach, whereby users feel involved and informed
- **Protection** – support and representation for those in greatest need
- **Prevention** – it is better to take action before harm occurs
- **Proportionality** – having a proportionate and least intrusive response appropriate to the risk presented
- **Partnership** – information is shared appropriately and the individual is involved
- **Accountability** – all agencies have a clear role.
- **Lessons learnt** -learning from experience and listening to people involved in safeguarding or experiencing safeguarding concerns.

The workforce development plan will reflect these principles which will be embedded within the learning activity.

The learning activity will address the fundamental requirements of the **Care ACT, Mental Capacity Act (MCA)** which underpin practice for everyone involved in the care, support and treatment of vulnerable adults, and the **Deprivation of Liberty Safeguards (DoLS)** where appropriate. Organisations are required to implement a workforce development plan to indicate the timeframe for delivery of the training, which should be reviewed as an on-going process and provided as a rolling programme.

The workforce development plan will ensure a **well-trained and skilled workforce** (ADASS standard 5. Proportionality – Proportionate and least intrusive response appropriate to the risk presented). This requires all organisations to include safeguarding in its workforce development plans and to meet **agreed competencies for all safeguarding training and development**.

The **workforce development sub-group** will develop improved joint resources for multiagency training and establish a training evaluation system. The workforce development plan sets out the contribution that learning and development plays in **supporting vulnerable adults to live a life that is free from abuse and neglect** and which will enable them to **retain independence, well-being, dignity and choice**. To ensure that this is achieved networks and good practice events will be arranged.

## The role of the workforce development sub-group

### Terms of reference

#### Purpose

To contribute to the implementation of the multi-agency procedures and guidance to safeguarding adults at risk from abuse in Bolton and assist adults at risk to live a life that is **free from abuse and neglect**, which enables them to retain **independence, well-being, dignity and choice**.

The workforce development sub-group will achieve this by delivering and implementing a **strategic approach to learning and development activities** that support partner agencies in raising the skills and competencies of staff and volunteers and promotes **interagency collaboration**.

#### Accountability

The workforce development sub-group is directly accountable to the **Bolton Safeguarding Executive Group** which reports directly to the **Bolton Safeguarding Adults Board** and has delegated responsibility for the areas outlined below (see Responsibility).

To ensure clear governance arrangements the workforce development sub-group will provide regular update reports to the board on areas of activity, performance and quality assurance.

The workforce development sub-group will seek annual approval for the workforce development action plan.

The members of the workforce development sub-group will act as a champion for safeguarding across their own organisations through the commissioning relationship

### **Responsibility**

The workforce development sub-group will be responsible for the delivery of the Key Priorities within the Workforce Development Action Plan **(Appendix 1)**

- To analyse workforce need and impact of programmes across the multi-agency partnership and develop the workforce development action plan.
- To deliver a programme of development for staff who have regular contact with adults at risk **(Staff Group A)**
- To deliver a programme of development for staff who have direct contact and or professional responsibility for safeguarding adults at risk **(Staff Group B)**
- To deliver a programme of development for staff who have the responsibility for the management and the delivery of safeguarding services **(Staff group C)**
- To deliver bespoke learning opportunities for those responsible for their Organisation`s safeguarding systems and resources **(Staff group D)**
- To develop a mechanism to collate and report training activity across partner agencies

## **Membership**

The workforce development sub-group will be made up of identified **workforce officers and safeguarding leads** from partner agencies who oversee the practical implementation of Bolton's Local Safeguarding Adults Workforce Development Plan, including monitoring, reporting and evaluation of training. Internal and commissioned services

The Chair will be the social care workforce lead from the council and will report directly to the Bolton Safeguarding Executive Group

The workforce development sub-group will from time to time draw in the expertise of a range of staff to ensure it meets its delegated responsibilities.

## **Frequency**

The workforce development sub-group will meet at least every twelve weeks in order to meet its delegated responsibility and ensure effective reporting mechanisms to the Bolton Safeguarding Adults Board.

The workforce development sub-group will establish task and finish groups to undertake time limited pieces of work. The outcomes of these groups will be reported to the workforce development sub-group and formally signed off.

## **Learning and development activities will:**

- Be based on current, evidence-based knowledge and research
- Promote a multi-agency approach to Safeguarding incorporating the Multi Agency Safeguarding Adult's at Risk Policy
- Reflect anti-discriminatory and anti-oppressive practice through its content and delivery
- Embed Making Safeguarding Personal through all delivery,
- Have learning outcomes that are competency based, which are clearly linked to roles and responsibilities
- Be evaluated by the partner agency responsible for the activity and present findings at the workforce development sub-group.

In order to respond flexibly to partner agencies and learners' need we will deliver Safeguarding, MCA, DoLS and MSP learning and development activities on a multi-agency, single agency and client specific basis.

## **Resources**

Resources to support and fund the Training and Development activity detailed within the plan, will be made up of existing workforce resources within individual Organisations and where agreed pooled resources to fund multi-agency activity.



## Key Contacts

If you have any questions about the workforce plan and safeguarding programme please use the contacts identified below:-

Organisation	Contact details	Email address
Bolton Council	Janet Ramsden	<a href="mailto:janet.ramsden@bolton.gov.uk">janet.ramsden@bolton.gov.uk</a>
	Gill Whitehead	<a href="mailto:gill.whitehead@bolton.gov.uk">gill.whitehead@bolton.gov.uk</a>
	Karen Hobby	<a href="mailto:karen.hobby@bolton.gov.uk">karen.hobby@bolton.gov.uk</a>
	Training shared services	<a href="mailto:TrainingSharedServiceCentre@bolton.gov.uk">TrainingSharedServiceCentre@bolton.gov.uk</a>
Clinical Commissioning Group	Kaleel Khan	<a href="mailto:kaleelkhan@nhs.net">kaleelkhan@nhs.net</a>
Bolton NHS Foundation Trust	Sandra Crompton	<a href="mailto:sandra.crompton@boltonft.nhs.uk">sandra.crompton@boltonft.nhs.uk</a>
Greater Manchester West	Jenn Barlow	<a href="mailto:jennifer.barlow@gmw.nhs.uk">jennifer.barlow@gmw.nhs.uk</a>
Bolton Housing Partnership	Julie Riley (Bolton at Home)	<a href="mailto:julie.riley@boltonathome.org.uk">julie.riley@boltonathome.org.uk</a>
Bolton College	Gay Ryder	<a href="mailto:Gay.Ryder@boltoncc.ac.uk">Gay.Ryder@boltoncc.ac.uk</a>
Community and Voluntary Services	Helen Tomlinson	<a href="mailto:helen@boltoncvs.org.uk">helen@boltoncvs.org.uk</a>

## Competency Framework for Safeguarding Adults

The Local Safeguarding Adults Board has agreed the workforce development plan which includes the adoption of the **National Competence Framework for Safeguarding Adults** developed by Bournemouth University.

These competency standards provide a framework to ensure consistency across the health and social care economy.

The Workforce Development sub- group will ensure that all workforce development programmes are delivered and evaluated within the framework.

The competency framework sets out a clear guidance for staff to improve their knowledge and skills, by identifying different levels of training within staff teams and incorporating this within the Safeguarding workforce development programme.

The competency framework is shown in the diagram below:

# Competency Framework for Safeguarding Adults

## Staff Groups

## Competencies

**Staff Group A**  
All Competence in working with people and delivering Safeguarding services

**Staff Group B**  
Some Competence in working with people and delivering Safeguarding Services

**Staff Group C**  
Competence in Management and Delivery of Safeguarding Services and Processes

**Staff Group D**  
Competence in Strategic Management and Leadership of Safeguarding Services

**LEVEL 1**

**LEVEL 2**

**LEVEL 3**

1. Understand what Safeguarding is and their role in Safeguarding Adults
2. Recognize an adult potentially in need of Safeguarding and take action
3. Understanding the procedures for making a Safeguarding Alert
4. Understand MSP. Dignity and respect when working with individuals
5. Have knowledge of policy, procedures and legislation supports

6. Demonstrates skills and knowledge to contribute to effective Safeguarding Processes
7. Awareness and application of a range of local and national policy and procedural frameworks when undertaking Safeguarding activity
8. Ensure people who use services/care are supported appropriately to understand the safeguarding issues affecting them and to maximize their decision making. Including MSP
9. Understand how best evidence is achieved
10. Understand when to use emergency systems to safeguard adults
11. Maintain accurate, complete and up-to-date records
12. Demonstrate required level of skills and knowledge to undertake a Safeguarding Adults Investigation Service

13. Actively engage in supporting a positive multi-agency approach to Safeguarding Adults
14. Support the development of robust internal systems to provide consistent, high quality Safeguarding Adults service
15. Chair Safeguarding Adults meetings, discussions and professional's meetings
16. Ensure record systems are robust and fit for purpose

17. Lead the development of effective policy and procedures for Safeguarding Adult services in your organisation
18. Ensure plans and targets for Safeguarding Adults are embedded at a strategic level across the organisation
19. Promote awareness of Safeguarding Adults systems within your organisation and outside of your organisation
20. Develop and maintain systems to ensure the involvement of those who use your services in the evaluation and development of your Safeguarding Adults services

## Performance and Quality Assurance Framework

**Attendance** of training delivered will be monitored and reported to the Safeguarding Adults Board through the **Performance Framework for Safeguarding**

Managers are expected to monitor their own staff training requirements, by completing an **Annual Training Needs Analysis**, which will enable the Workforce Development sub- group to plan programmes to meet identified need.

### **Quality Assurance - Monitoring Impact and Review**

The Workforce Development sub- group will quality assure and evaluate all training programmes delivered within their own organisations.

All organisations will continually review competence through performance management structures and all multi-agency staff and volunteers will be expected to take refresher courses relevant to their role and responsibility:

- Staff who have regular contact with Adults at risk 3 years

### **Reporting**

The Bolton Workforce Development sub-group will provide qualitative and quantitative information to the Safeguarding Adults Board regarding training provision, attendance within agreed timescales in line with the performance framework.

This will include:

- Numbers of staff trained
- % staff in date.
- Annual review of the workforce development action plan

Data collected will be from the following Organisations

- Bolton Council Adult Social Care,
- Bolton NHS Foundation Trust
- Greater Manchester West
- Bolton College
- Bolton at Home
- Bolton FT

## Summary

The **workforce development plan** is a working document that will be reviewed and amended accordingly to reflect national, regional and local demands. The workforce development sub-group acknowledges the importance of implementing the **findings of:-**

- **Care Quality Commission, Inspections and Investigations**
- **Commissioning and contract monitoring.**
- **Independent Management Reviews**
- **Internal Quality Audits**
- **Safeguarding Adult Reviews**
- **Safeguarding Enquiries**

Some of the findings from the above have shown that there has been **a lack of training highlighting how this has contributed to quality of the care and support received by individuals.**

The workforce sub group will continue to have responsibility for identifying learning provision against key drivers. This will reflect the needs of the communities within Bolton.

In addition to the workforce development plan, agencies will be supported in implementing the workforce development action plan, the **competency framework** and **e learning packages**

All services providing services to Adults at Risk in Bolton must be aware of the safeguarding adults' at risk policy and undertake safeguarding training.

The workforce development sub-group is committed to working together to ensure that the learning and development needs of partner agencies in Bolton are met.

The **Workforce Development Action Plan** is detailed below in **Appendix 1**.

## Workforce development Action Plan 2015-16

## Appendix 1.

Key Priorities	Tasks	Date
<p>1. To deliver programmes of development and refreshers for Staff who have regular or direct contact with Adults at Risk.</p> <p>Staff Group A and B</p>	To review safeguarding programmes Level 1 / 2 /3 ensuring they are compliant with:	
	The Multi agency Safeguarding Policy ,Care Act MCA DoLS and :	June 2015
	Making Safeguarding Personal	October 2015
	To commission an update of the E Learning package (KWANGO) for the 3 modules Safeguarding ,MCA and DoLS to ensure Care Act compliance	April 2015
	To agree delivery numbers based on performance gap –	September 2015
	To have a series of calendar`s in place to deliver programmes of Recognising and Responding to Abuse across all agencies	June 2015 2016
	To develop and establish a support framework for Safeguarding Champions	July 2015
To establish and support a network of Safeguarding Trainers and Leads	September 2015	

<p>2.To develop and deliver new programmes of training for staff at all levels including managers</p> <p>Staff group C</p>	<p>To identify priority need and have a calendar of programmes in place to deliver:</p> <p>Thresholds , Risk Management and Escalation (including decision making)</p> <p>Self-neglect</p> <p>Investigation and interviewing techniques.</p> <p>Safeguarding meetings ,taking part and chairing</p> <p>Making Safeguarding Personal Briefings</p> <p>Specialist Mental Capacity Act and Deprivation of Liberty, Best Interest decision making.</p> <p>Making research count event “Keeping yourself safe as a practitioner” (Analyse, Records , Communication)</p> <p>Annual Safeguarding Conference</p>	<p>September2015</p> <p>Dec 2015</p> <p>March 2016</p> <p>March 2016</p> <p>March 2016</p> <p>August 2015</p> <p>June-2015</p> <p>December 2015</p> <p>February 2016</p>
<p>3.To deliver bespoke learning opportunities for those responsible for their organisations` safeguarding systems and resources</p> <p>Staff group D</p>	<p>To identify need and demand from Board members Governing Bodies and Members</p> <p>To develop a programme of development including :</p> <p>Understanding the Boards Safeguarding responsibilities Care Act ( 2015)</p> <p>Understand roles and responsibilities under the Multi Agency Safeguarding Policy's process`s including : What does a multi-agency framework for Thresholds look like in practice?</p>	<p>June 2015</p> <p>Sept 2015</p> <p>December 2016</p>



4.To produce one multi agency training programme	All topics above on the safeguarding page of the internet and including where and how to access training programmes.	September 2015
5.To develop a mechanism to collate and report training activity across partner agencies	To collate figures for training activity including numbers trained and % of staff in date To provide a quarterly update report to the board	May 2016 Q1.2.3.4.