WORKFORCE TRAINING STRATEGY: SAFEGUARDING ADULTS TRAINING-LEVELS AND OUTCOMES

The aim of this document is to provide guidance* on the recommended minimum requirements for safeguarding education and training, and learning outcomes expected at each level of education and training.
The aims of adult safeguarding are¹:

~ To prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.

~ To safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives.

~ To promote an outcomes approach in safeguarding that works for people resulting in the best experience possible.

~ To raise public awareness so that professionals, other staff and communities as a whole play their part in preventing, identifying and responding to abuse and neglect.

Six key principles underpin all adult safeguarding work:

☐ **Empowerment** – Personalisation and the presumption of person-led decisions and informed consent

☐ **Prevention** – It is better to take action before harm occurs

☐ **Proportionality** – Proportionate and least intrusive response appropriate to the risk represented

☐ **Protection** – Support and representation for those in greatest need

☐ **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse

☐ **Accountability** – Accountability and transparency in delivering safeguarding.

The following principles should also be considered

- **Making Safeguarding Personal** – Responding to situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

- **Safeguarding is everyone’s responsibility** - Safeguarding is effective when everyone thinks it as their responsibility and each professional and organization play their full part.

- **Equality and Diversity** - All training is informed and governed by equal opportunities and reflects the diversity and cultural needs of the individuals and organizations, within Hertfordshire, that have responsibilities for safeguarding.

- **Accessibility** - All individuals who work with adults with care and support needs in the statutory, voluntary and independent sectors have access to the training.

¹ Department of Health (2014), Care and Support Statutory Guidance
• **Interagency Collaboration** - All training promotes the need for inter-agency working, bringing together people and organisations, to effectively safeguard adults. Training explains clearly the process for sharing information and concerns with other professionals to safeguard adults.
• **Evidence Based** - All training will be ‘evidence based’ containing the latest research, reflective practice and the ‘lessons learned’ both on a local and a national level.
• **Evaluation and Review** - All training is informed by and responsive to identified local needs and will be subject to regular, rigorous review and evaluation.

**Aim of the Workforce Training Strategy**
The aim of this document is to provide guidance on the recommended:

- Minimum requirements for safeguarding education and training
- Learning outcomes expected at each level of education and training

It is the responsibility of each organisation to assess the level of safeguarding adults training required within their organisation, and it is recognised that organisations will have in a place a policy which clearly specifies the level of safeguarding education required for all the various roles within their organisation. This guidance document does not address the additional educational requirements required by professionals to maintain their professional registration.

The assessment of competencies should be a mix of direct observation of practice as well as a process of exploration, discussion and questioning in supervision and appraisal meetings to develop analytical and evaluative thinking developing professional judgement. The competencies build upon the knowledge gained in the previous level.

Alongside individual agencies learning and development requirements, the Safeguarding Board may offer additional multi-agency learning and development opportunities that would contribute to annual updates.

**Key documents and useful information**
- National Competency Framework for Safeguarding Adults: A comprehensive guide. Bournemouth University
- Skills for Care: Care Certificate
- Qualifications and Credit Framework
- Skills for Health (2016) Core Skills Training Framework Version 1.4
- Safeguarding vulnerable adults - staff group A workbook. Bournemouth University
- Safeguarding adults at risk of harm - staff group B workbook. Bournemouth University
- Safeguarding adults at risk of harm - staff groups C & D workbook. Bournemouth University
- Mental Capacity Act 2005 Workbook for practitioners. Bournemouth University

2 Based on Essex SAB Guidance
**Awareness and Induction (Level 0)**

All staff require an Induction into Safeguarding Adults from Abuse. This is the minimum level required and most staff will have additional requirements as identified below.

<table>
<thead>
<tr>
<th>Training level 0</th>
<th>Suggested duration and frequency of updates</th>
<th>Target Audience</th>
<th>Learning outcomes for Awareness and induction</th>
</tr>
</thead>
</table>
| **Awareness and Induction**  | Should be within 6 weeks of joining organisation | All staff should receive basic safeguarding awareness sessions as part of their induction | • Understanding the term safeguarding adults  
• Understanding the types of abuse  
• Knowledge of how to report concerns  
• Understanding of ‘keeping safe’  
• Confidence to report                                                                 |
| Staff with infrequent contact with adults who may become aware of possible abuse or neglect |                                                  |                                                                                  |                                                                                                                                               |
| For health colleagues this is equivalent to CSTF Safeguarding Adults - Level 1 |                                                  |                                                                                  |                                                                                                                                               |

**How this training is delivered?**

- Integral part of agency induction  
- Could be delivered through face to face or e-learning  
- All staff should be made aware of additional training opportunities related to safeguarding even if it is not required by their job role  
- It is the responsibility of the safeguarding lead for the organisation to ensure this training is accessed
## Level 1
Frontline staff who have some degree of contact with adults but for whom adults at risk are not their main focus. **It is expected that this level builds on the knowledge gained in the previous level**

<table>
<thead>
<tr>
<th>Training level 1</th>
<th>Suggested duration and frequency of updates</th>
<th>Target Audience</th>
<th>Learning outcomes Level 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1 – Alerters</td>
<td>Training at the frequency agreed by each individual agency with a refresher undertaken at least every 3 years</td>
<td>Frontline staff who work with adults</td>
<td>• Understand and demonstrate what adult safeguarding is &lt;br&gt; • Recognise adults in need of safeguarding and take appropriate action &lt;br&gt; • Understand dignity and respect when working with individuals &lt;br&gt; • Understand the procedures for making a safeguarding alert &lt;br&gt; • Have knowledge of policy, procedures and legislation that supports safeguarding adults activity &lt;br&gt; • Ensuring effective administration and quality of safeguarding processes &lt;br&gt; • Awareness of the Hertfordshire Board and its’ remit &lt;br&gt; • Consideration should also be given to raising awareness about domestic abuse, child sexual exploitation, radicalisation, female genital mutilation and honour based abuse &lt;br&gt; • Specific requirements of Organisation or Professional groups</td>
</tr>
</tbody>
</table>

**For health colleagues this is equivalent to CSTF Safeguarding Adults - Level 2**

**Level 1 = Bournemouth Competencies Level A**

### How this training is delivered?
- Minimum requirements - Could be delivered by e-learning although face to face training is preferable
- Single-agency training
- Multi agency safeguarding training (if available)
## Level 2

For staff who work adults at risk and who may potentially contribute to assessment, planning, intervention and evaluating the needs of the adult where there are safeguarding adult concerns.

It is expected that there is a refresh and building on the competencies from level 1 training.

<table>
<thead>
<tr>
<th>Training level 2</th>
<th>Suggested duration and frequency of updates</th>
<th>Target Audience</th>
<th>Learning outcomes for Level 2</th>
</tr>
</thead>
</table>
| Level 2 – Responders and Specialist | Safeguarding training should be accessed at least every 2 years (as above) | All roles that have specific contact with adults at risk or organisational responsibilities for safeguarding | - Ensure service users are informed and supported in their decision making around safeguarding adult concerns  
- Ensure information is shared appropriately and all relevant partners are involved  
- Demonstrate skills and knowledge to contribute effectively to the safeguarding process  
- Awareness and application of legislation, local and national policy and procedural framework  
- Maintaining accurate and complete records and achieving best evidence  
- Demonstrate appropriate responses to safeguarding adult concerns  
Managing safeguarding adult concerns and enquiries |

| Level 2= Bournemouth Competencies Level B | Alongside the safeguarding adults training, there is an expectation that other appropriate learning and development opportunities are accessed. Where possible some of these learning and development opportunities should be multi-agency | |

### How this training is delivered?

- Single-agency training and professional development related to specific role
- Training that may help to gain competencies could be safeguarding adults basic awareness plus professional development

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All roles that have specific contact with adults at risk or organisational responsibilities for safeguarding

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- Ensure information is shared appropriately and all relevant partners are involved  
- Demonstrate skills and knowledge to contribute effectively to the safeguarding process  
- Awareness and application of legislation, local and national policy and procedural framework  
- Maintaining accurate and complete records and achieving best evidence  
- Demonstrate appropriate responses to safeguarding adult concerns  
Managing safeguarding adult concerns and enquiries

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## Details

- Level 2
- Responders and Specialist
- Bournemouth Competencies Level B

### Suggested duration and frequency of updates

- Safeguarding training should be accessed at least every 2 years (as above)
- Alongside the safeguarding adults training, there is an expectation that other appropriate learning and development opportunities are accessed. Where possible some of these learning and development opportunities should be multi-agency

### Target Audience

- All roles that have specific contact with adults at risk or organisational responsibilities for safeguarding

### Learning outcomes for Level 2

- Ensure service users are informed and supported in their decision making around safeguarding adult concerns
- Ensure information is shared appropriately and all relevant partners are involved
- Demonstrate skills and knowledge to contribute effectively to the safeguarding process
- Awareness and application of legislation, local and national policy and procedural framework
- Maintaining accurate and complete records and achieving best evidence
- Demonstrate appropriate responses to safeguarding adult concerns
- Managing safeguarding adult concerns and enquiries
**Level 3**
Members of the workforce with the lead for safeguarding within their organisation and who may contribute to safeguarding adult alerts and processes
It is expected that there is a refresh and building on the competencies from level 2 training

<table>
<thead>
<tr>
<th>Training level</th>
<th>Suggested duration and frequency of updates</th>
<th>Target Audience</th>
<th>Learning outcomes for Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 3 – Decision Makers</strong></td>
<td>All safeguarding/ designated lead in agencies and organisations should undertake this training every 2 years Alongside the safeguarding adults training, there is an expectation that other appropriate learning and development opportunities are accessed</td>
<td>Identified individuals from each agency responsible for management of adult safeguarding provision within their agency</td>
<td>• The provision of training and supervision to develop and promote adult safeguarding • Robust inter-agency and multi-agency systems to promote best practice • Support the development of robust internal systems to provide a consistent, high quality safeguarding adults service • Chair safeguarding meetings or discussions • Ensure record systems are robust and fit for purpose</td>
</tr>
<tr>
<td><strong>Level 3 = Bournemouth Competencies Level C</strong></td>
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<td></td>
<td><strong>Please note:</strong> Depending on the target group for the training and specialism individual training packages do not have to meet all learning outcomes</td>
</tr>
</tbody>
</table>

**How this training is delivered?**
- This training should focus on using scenario based activities
- In addition single-agency training and professional development related to specific role
- Attendance at forums/ other safeguarding meetings
**Level 4**

Heads of services responsible for safeguarding within their organisation

It is expected that there is a refresh and building on the competencies from level 3 training

<table>
<thead>
<tr>
<th>Training level 4</th>
<th>Suggested duration and frequency of updates</th>
<th>Target Audience</th>
<th>Learning outcomes for Level 4</th>
</tr>
</thead>
</table>
| Level 4 – Governance and Board Roles | Boards, executives and relevant senior managers in agencies and organisations should undertake this training as agreed by their individual agency. Alongside the safeguarding adults training, there is an expectation that other appropriate learning and development opportunities are accessed. | Strategic Staff across the partnership | • 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 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  
• Promote awareness of safeguarding adults systems within your organisation and outside your organisation. |

**How this training is delivered?**

- In addition single-agency training and professional development related to specific role  
- This training should focus on using scenario based activities  
- Completion of the safeguarding audit and ongoing action plans