

# **Buckinghamshire Safeguarding Vulnerable Adults Board**

## **Multi-Agency Training Strategy**

**Safeguarding Vulnerable Adults Training Committee**

**Approved by Buckinghamshire Safeguarding Adults Board  
on 12<sup>th</sup> February 2010**

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## **Purpose and Scope of the Training Strategy**

This strategy has been developed by the training committee of the Bucks Safeguarding Vulnerable Adults Board, (BSVAB). It sets out the training required to raise awareness of abuse and effectively implement the Buckinghamshire multi-agency safeguarding vulnerable adults procedures.

This document sets out the following:

- ◆ Training pathways: the order in which the training needs to be undertaken, with an indication of who should complete which modules of training
- ◆ A training template: the content, outcomes and standards required for each module of training

Organisations signed up to the multi-agency procedures should use this information to:

- ◆ Identify and set out training pathways for their staff
- ◆ Organise staff training, with reference to the modules, to ensure staff have the appropriate skills and knowledge to raise awareness of abuse and respond in accordance with their role, organisational requirements and the multi-agency procedures.

**It is the responsibility of member agencies to meet the requirements set out in this training strategy** and thus ensure their staff receive the appropriate training to understand and carry out their role in adult safeguarding.

It is the responsibility of member organisations, in consultation with the safeguarding adults training and development manager, to determine exactly who within their organisation undertakes which roles.

The training strategy will be reviewed annually by the BSVAB training committee.

This strategy was adopted by BSVAB on: 12<sup>th</sup> February 2010

## Training Provision and Funding – October 2009

### Funding

At the present time there is no multi-agency budget for safeguarding vulnerable adults training and therefore training needs to be organised by member agencies. The BSVAB training committee have recommended that a multi-agency training budget is established.

The safeguarding adults training and development manager, together with the BSVAB training committee, can provide additional guidance and support to member organisations, and will seek to establish resources for multi-agency training where possible.

### Current Provision

- Buckinghamshire County Council may offer places on their courses to member agencies where this is feasible. There may be a charge for this.
- There is a budget (grant) for SVA training in the **Private, Voluntary and Independent sector**; this programme of training is organised and administered by Buckinghamshire County Council (BCC).
- Some courses are provided free on a multi-agency basis when costs can be met through existing resources.
- There are standardisation meetings to support trainers delivering module one: core (awareness) training. This is funded by BCC. More information regarding the standardisation group is available from the safeguarding adults training and development manager.

Training for volunteers, carers and people who use services is being explored by the group.

BSVAB website provides information on available training and safeguarding issues: <http://www.buckinghamshirepartnership.gov.uk/bsvab>.

If any staff from partner organisations wish to contribute to multi-agency training in safeguarding vulnerable adults they should contact the safeguarding adults training and development manager. BSVAB would welcome the development of a multi-agency training pool as a cost-effective method for all agencies to achieve multi-agency training in safeguarding adults.

## Context

No Secrets (DoH, 2000) and Safeguarding Adults (ADSS, 2005) place a strong emphasis on the prevention of abuse as a primary aim for commissioners, service providers and regulators and on the need for robust procedures to address situations where abuse is suspected or found to have taken place.

Training therefore needs to:

- ◆ Increase awareness of what abuse is, so that staff at all levels can recognise how to minimise abuse, whether through observational skills, revising policies and practice or recognising where their own practice could contribute to abuse.
- ◆ Provide knowledge of how to identify and respond to abuse when it is suspected or witnessed.
- ◆ Inform staff of their respective roles within the multi-agency protocol
- ◆ Improve skills for investigating situations of abuse
- ◆ Improve skills in working with people who have been or are being abused
- ◆ Ensure managers are aware of their responsibilities in respect of safeguarding adults.
- ◆ Promote interagency working

## Summary of Modules within the Training Strategy

Module	Training	Intended for	Pre-course requirements
1.	<b>Core Training</b>	All staff and volunteers with service user contact	None
2.	<b>Responding to Alerts of Abuse:</b> Care Management	All staff who may have an alert of abuse reported to them	Module 1
3.	<b>Responding to Alerts of Abuse:</b> All Agencies		Module 1
4.	<b>Convening and Chairing Strategy Meetings and Case Conferences</b>	Managers who have this responsibility within the multiagency procedures	Modules 1 and 2
5.	<b>Note-Taking</b>	Administrative staff who are involved in convening and taking notes at strategy meetings and case conferences	None
6.	<b>Investigating Officer Training</b>	Staff responsible for conducting safeguarding adult investigations within the multiagency procedures	Modules 1; 2or3; 10 Experience in role
7.	<b>Briefings for Managers</b>	To update managers on SVA developments	None
8.	<b>Safer Recruitment</b>	Staff involved in the recruitment process	None
9.	<b>Train the Safeguarding Trainer</b>	Staff who deliver core training	Module 1
10.	<b>Mental Capacity Act</b>	Staff who support individuals who may lack capacity to make decisions for themselves	None
11.	<b>Deprivation of Liberty Safeguards (DoLS) awareness</b>	Staff who support individuals who may lack capacity to make decisions for themselves or who have regular contact with Managing Authorities	Module 10
12.	<b>Deprivation of Liberty Safeguards (DoLS) for managing authorities</b>	Staff with Managing Authority responsibilities as defined by the DoLS	Module 10
13.	<b>Risk Management in Self-Directed Support</b>	Care Management staff with responsibility for self-directed support	Modules 1 & 10 SDS Training

<b>Updates</b>	<b>Updates for all of the above</b>	Staff to attend updates at the level they have reached, minimum every 2 years	Attendance at relevant course
<b>Supplementary Training</b>			
-	<b>Volunteer Awareness</b>	Volunteers who do not wish to take part in core awareness training delivered in a more traditional format, and whose organisations do not have a requirement from BCC for mandatory training	None
-	<b>Child Protection Responsibilities</b>	Staff who have contact with children as part of their role	None
-	<b>E-learning Core Training</b>	To supplement core awareness training	Module 1

### **Standardisation of Training**

There are currently quarterly standardisation meetings for trainers involved in the core training (module 1) and in the responding to alerts of abuse (module 2&3) courses. It is recommended that all internal trainers attend these standardisation meetings. All trainers employed by BCC are required to attend at least two standardisation meetings a year.

Details are available from the safeguarding adults training and development manager

## Training Pathways

In order to set out training pathways for their staff organisations need to first identify, in consultation with the safeguarding adults training and development manager, which staff within their organisation hold which responsibilities in relation to the safeguarding vulnerable adults procedures.

The matrix which follows provides the framework for safeguarding training and details the aims, content, pre-course requirements and intended target group for each module of training.

Organisations can set out the training pathways for particular groups of staff by selecting the appropriate modules from the matrix, taking account of pre-course requirements and of the identified SVA responsibilities for that group of staff.

The content for each module assumes that any pre-course requirements would be met

There is a pre-course questionnaire available for use with staff who have completed their core (module 1) learning outside of the framework of this strategy. It is the responsibility of line managers to refer to this questionnaire to ensure that staff have the required level of knowledge before nominating them for higher level modules.

**Appendix 1** provides additional information to assist member organisations in planning their training and in assessing whether existing training provision meets the requirements laid out in this document.

## Training Matrix

Course Title	Aims	Content to include <i>Refer to Appendix 1 for more detail</i>	Intended for	Pre-course requirements
<p style="text-align: center;"><b><u>Module 1</u></b></p> <p><b>Core Training</b> (previously known as Awareness training)</p>	<p style="text-align: center;">To ensure all staff know how to recognise and appropriately respond to situations of abuse and neglect.</p>	<ul style="list-style-type: none"> <li>• Types and indicators of abuse.</li> <li>• Responsibilities of frontline staff</li> <li>• Responding</li> <li>• Recording</li> <li>• Reporting</li> <li>• Risk Assessment</li> <li>• Appropriate support to the person subjected to the abuse</li> <li>• Context of the multi-agency procedures</li> <li>• Child protection signposting</li> </ul>	<p style="text-align: center;">All staff/volunteers with direct and indirect service user contact at all levels within the organisation</p> <p style="text-align: center;">Staff who commission services</p>	<p style="text-align: center;">None</p>
<p style="text-align: center;"><b><u>Module 1a</u></b></p> <p><b>Core Update Training</b></p>		<ul style="list-style-type: none"> <li>• As above</li> <li>• Standardisation group agreed to change their course presentation annually so that update and awareness can be combined.</li> </ul>	<p style="text-align: center;">Staff who had training more than two years previously.</p> <p style="text-align: center;">Staff new into Buckinghamshire but with proven previous knowledge</p>	<p style="text-align: center;">Module 1</p>

Course Title	Aims	Content to include <i>Refer to Appendix 1 for more detail</i>	Intended for	Pre-course requirements
<p><b><u>Modules 2 &amp; 3</u></b></p> <p><b>Responding to Alerts of Abuse:</b></p> <p><b>All Agencies</b></p>	<p>To ensure that all line managers to whom frontline staff may report abuse know their responsibilities within the multi-agency procedures and when and how to make a referral</p>	<ul style="list-style-type: none"> <li>• Relevant legislation &amp; guidance - overview</li> <li>• Multi-agency procedures</li> <li>• roles and responsibilities of different agencies within the multi-agency process</li> <li>• initial response skills</li> <li>• Roles and responsibilities at the reported stage</li> <li>• Decision making process at the reported stage</li> <li>• Issues of capacity and consent, MCA, DOLS and IMCA role</li> <li>• Importance of good record keeping</li> <li>• Implementing the protection plan</li> <li>• The importance of Interagency working</li> <li>• Responding to child protection concerns</li> </ul>	<p>Line managers in any agency to whom frontline staff may report concerns of abuse, neglect or unsafe practices</p>	<p>Module 1</p>

<b>Course Title</b>	<b>Aims</b>	<b>Content to include</b> <i>Refer to Appendix 1 for more detail</i>	<b>Intended for</b>	<b>Pre-course requirements</b>
<b><u>Module 2a &amp; 3a</u></b>  <b>Update</b>		<ul style="list-style-type: none"> <li>• As above</li> </ul>	Staff who have attended module 2 two years previously	Module 2
<b><u>Module 4</u></b>  <b>Convening and Chairing SVA Strategy Meetings and Case Conferences</b>	To equip managers with knowledge of SVA procedures & associated skills to convene & chair strategy meetings & case conferences	<ul style="list-style-type: none"> <li>• Multi-agency process and procedures</li> <li>• Roles and responsibilities of chair &amp; others, (convening, chairing, follow up action of strategy meetings and case conferences).</li> </ul>	Managers with SVA chairing responsibilities	Modules 1 & 2
<b><u>Module 4a</u></b>  <b>Update</b>		<ul style="list-style-type: none"> <li>• As above</li> </ul>	Managers who have completed module 4	Module 4
<b><u>Module 5</u></b>  <b>Note-Taking</b>	One day course for Safeguarding Adults Administrators	<ul style="list-style-type: none"> <li>• Convening and taking minutes at Safeguarding adults strategy meetings and case conferences</li> </ul>	Safeguarding adults care management administrators	Module 1
<b><u>Module 5a</u></b>  <b>Note-Takers Update</b>		<ul style="list-style-type: none"> <li>• As above</li> </ul>	Staff who have attended module 5 two years previously	Module 5

<b>Course Title</b>	<b>Aims</b>	<b>Content to include</b> <i>Refer to Appendix 1 for more detail</i>	<b>Intended for</b>	<b>Pre-course requirements</b>
<b><u>Module 6</u></b>  <b>Investigating Officer Training</b>	To equip staff to follow up on concerns and reports of abuse and neglect, within the context of the multiagency procedures	<ul style="list-style-type: none"> <li>• Referral process</li> <li>• Capacity &amp; consent</li> <li>• Forensic evidence</li> <li>• How the roles of others can affect the investigative process</li> <li>• Strategy meetings and case conferences</li> <li>• Involvement of the vulnerable adult</li> </ul>	Staff responsible for conducting safeguarding adults investigations within the Bucks multiagency procedures	Module 1 Modules 2 or 3 Module 10  Experience in role
<b><u>Module 6a</u></b>  <b>Investigating Officer Update Training</b>	To update skills & relevant issues	<ul style="list-style-type: none"> <li>• Content to reflect the ascertained needs of Investigating Officers, local and national developments</li> </ul>	Staff who have completed module 6	Module 6
<b><u>Module 7</u></b>  <b>Briefings for Managers</b>	To enable managers in Buckinghamshire to keep each other up to date on developments nationally and locally in Safeguarding Adults  To promote Interagency working	<ul style="list-style-type: none"> <li>• Updates on legislation, guidance, multi-agency procedures, and developments within member organisations.</li> <li>• Proposals for improvement in Interagency work</li> <li>• Organisational responsibilities</li> </ul>	Frontline managers  Middle/senior managers  Managers in all organisations signed up to the Buckinghamshire safeguarding vulnerable adults multi-agency process	None

<b>Course Title</b>	<b>Aims</b>	<b>Content to include</b> <i>Refer to Appendix 1 for more detail</i>	<b>Intended for</b>	<b>Pre-course requirements</b>
<b><u>Module 8</u></b>  <b>Safer Recruitment</b>	To ensure staff are appointed in accordance with safer recruitment guidelines	<ul style="list-style-type: none"> <li>• Safer recruitment guidance and practice</li> </ul>	All staff involved in the recruitment process	None
<b><u>Module 9</u></b>  <b>Train the Safeguarding Trainer</b>	To prepare workplace trainers to deliver Core (Awareness) training within their organisation	<ul style="list-style-type: none"> <li>• Training guidance on planning &amp; delivering training</li> <li>• Training materials and exercises</li> </ul>	Staff who deliver workplace training and / or oversee training within their organisation	Module 1
<b><u>Module 10</u></b>  <b>Mental Capacity Act</b>	To ensure staff are aware of the MCA and its implications for supporting individuals who may lack capacity	<ul style="list-style-type: none"> <li>• Capacity/incapacity</li> <li>• Five core principles</li> <li>• Two stage test</li> <li>• Safeguarding Adults</li> <li>• Deprivation of Liberty Safeguards</li> <li>• Other measures introduced by the act</li> </ul>	All staff who support individuals who may lack capacity to make decisions for themselves	None
<b><u>Module 11</u></b>  <b>Deprivation of Liberty Safeguards Awareness</b>	To ensure staff understand the DoLS	<ul style="list-style-type: none"> <li>• Restriction, restraint and deprivation of liberty</li> <li>• Screening tool</li> <li>• Roles and responsibilities</li> <li>• The authorisation process</li> <li>• Contact details in Bucks</li> </ul>	<p>All staff who support individuals who may lack capacity to make decisions for themselves</p> <p>Staff who have regular contact with Managing Authorities as defined by the DoLS, (registered care homes or hospitals).</p>	Module 10

<b>Course Title</b>	<b>Aims</b>	<b>Content to include</b> <i>Refer to Appendix 1 for more detail</i>	<b>Intended for</b>	<b>Pre-course requirements</b>
<p><b><u>Module 12</u></b></p> <p><b>Deprivation of Liberty Safeguards for Managing Authorities</b></p>	To ensure senior staff in Managing Authorities understand the DoLS and their associated responsibilities	<ul style="list-style-type: none"> <li>• Restriction, restraint and deprivation</li> <li>• Screening tool</li> <li>• Roles and responsibilities</li> <li>• Urgent /Standard Authorisations</li> <li>• The authorisation process</li> <li>• Contact details in Bucks</li> </ul>	Staff with Managing Authority responsibilities as defined by the DoLS, (senior staff in registered care homes and hospitals)	Module 10
<p><b><u>Module 13</u></b></p> <p><b>Risk Management in Self-Directed Support</b></p>	To ensure care management staff responsible for self-directed support can recognise, enable and prevent risk appropriately	<ul style="list-style-type: none"> <li>• Factors that contribute to vulnerability and risk</li> <li>• Prevention, enablement, monitoring or rescue</li> <li>• Responsibilities in recognising and reducing risk</li> <li>• Capacity and risk management</li> <li>• Risk enablement tools</li> </ul>	BCC Care Management staff involved in planning self-directed support	Module 1 Module 10 SDS Training

## *Appendix 1*

# **Templates for Member Organisations**

Appendix 1 provides additional information to assist member organisations in planning training and assessing whether their training meets the requirements laid out in this strategy document.

<p><b>Module 1</b>  <b>Safeguarding Vulnerable Adults</b>  <b>Core (Awareness) Training</b>  <b>3 hours - 1 day course</b></p>
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<b>Aims</b>	To ensure all staff and volunteers know how to recognise and appropriately respond to situations of abuse and neglect.
<b>Learning Outcomes</b>	<ul style="list-style-type: none"> <li>• Give examples of the different types and indicators of abuse</li> <li>• Identify situations where abuse may occur and how to respond appropriately</li> <li>• Identify the factors that make an individual vulnerable to abuse</li> <li>• Identify the responsibilities of an alerter in recognising, reporting and recording situations of potential/actual abuse</li> <li>• Explain what actions to take if reports are not acted upon</li> </ul>
By the end of the course participants will be able to:	
<b>Content to include</b>	<ul style="list-style-type: none"> <li>▪ <b>Learning contract:</b> confidentiality etc.</li> <li>▪ <b>Context of the training:</b> national agenda, local requirements</li> <li>▪ <b>Definitions:</b> terminology</li> <li>▪ <b>Recognising Abuse:</b> types and indicators of abuse</li> <li>▪ <b>Recognising Vulnerability:</b> who might abuse, triggers etc.</li> <li>▪ <b>Responding Appropriately:</b> listening, immediate actions, implementing alerter roles (avoid contaminating evidence, making assumptions, or asking too many questions)</li> <li>▪ <b>How to deal with a disclosure</b></li> <li>▪ <b>The frontline worker's role and responsibilities to alert.</b></li> <li>▪ <b>Risk Assessment</b></li> <li>▪ <b>Recording &amp; Reporting Abuse:</b> what to record, who to report to.</li> <li>▪ <b>Good recording practice:</b> differentiating fact, opinion, third party information</li> <li>▪ <b>Who to contact:</b> internal and external contacts</li> <li>▪ <b>Whistle – blowing</b></li> <li>▪ <b>Safeguarding Children:</b> signposting /information</li> </ul>
<b>Agency / Role Specific Information</b>	<ul style="list-style-type: none"> <li>• Workplace recording and reporting procedures, relevant forms and where to find them</li> <li>• Whistle – blowing procedures</li> <li>• Named individuals within the organisation with SVA responsibilities</li> <li>• Relevant codes of practice: GSCC codes for social care workers etc.</li> <li>• Domestic Violence, Crime &amp; Victims Act - responsibilities</li> </ul>

<b>Intended for</b>	All staff/volunteers with any service user contact  (includes domestic and admin staff; staff with telephone only contact, staff in commissioned services)  Commissioning staff
<b>Pre-course requirements</b>	None
<b>Assessment of Learning Outcomes</b>	Questionnaire, test or quiz. Line manager follow up
<b>Single Agency / Multi – Agency delivery</b>	Single agency enables agency specific information to be included Multi agency promotes wider discussion, awareness and sharing of different practice

<b>Single Agency or Multi-Agency Delivery – rationale/considerations</b>
Single agency enables agency specific information to be included and organisational issues to be discussed.  Multi -agency may help broaden awareness of different settings, share different practice, and enable smaller organisation staff to attend earlier. Single agency information could be provided before the course or followed up as part of an action plan.
<b>Recommended Update – timescales, method and content</b>
Update at least every two years  Standardisation group agree to change methods annually to enable better learning, and for refresher sessions to be conducted together with core training where appropriate.
<b>Associated Training – to reinforce good practice</b>
Listening skills Recording skills Person Centred Care Mental Capacity Act/Deprivation of Liberty Safeguards
<b>Links to Qualification Frameworks</b>
Common Induction Standard 5

### Considerations

- The length of this course needs to be considered in relation to the learning outcomes. Less than a half day would be insufficient.
- Some individual work/e-learning prior to or following the course is an option.
- The training committee recommends that e-learning is NOT used as the sole method of training for this course.
- A standardised learning outcomes questionnaire is available to assess previous learning

## Module 2 & 3 Responding to Alerts of Abuse

1 day course

### Aims

To equip line management staff within all agencies and organisations with the skills required to respond effectively to a report or concern of abuse or neglect, within the context of the multiagency procedures

### Learning Outcomes

By the end of the course participants will be able to:

- Outline the multi-agency process and the role of different agencies within it.
- Explain the appropriate initial and ongoing response to a concern raised in their organisation
- Identify the importance of good record keeping skills
- Identify the importance of joint working across agency
- Describe the legislation that can be used to safeguard adults

### Content to include

- **Relevant legislation and guidance:** overview
- **Multi-agency process and procedures**
- **Importance of interagency working:** who might be involved
- **Overview of:**
  - Initial decision making
  - Initial responses
  - Risk Assessment
  - The purpose and timing of the strategy meeting (differentiating it from the case conference)
  - Recording skills
  - Issues of capacity & consent
- **Case studies & examples of good practice**

<b>Agency Specific Information</b>	Decision making process within the organisation: who holds what responsibilities
<b>Intended for</b>	Line management staff across all Organisations to whom frontline staff may raise concerns of abuse.
<b>Pre-course requirements</b>	Module 1: Core Training
<b>Assessment of Learning Outcomes</b>	Case study work Individual learning plans Workplace Manager follow up
<b>Single Agency / Multi – Agency delivery</b>	Multi-Agency

<b>Single Agency or Multi-Agency Delivery – rationale/considerations</b>
Multi-agency is recommended due to the emphasis on joint-working
<b>Recommended Update – timescales, method and content</b>
Update every two years
<b>Associated Training – to reinforce good practice</b>
Module 10: Mental Capacity Act Module 11 or 12: DoLS Risk Assessment and Risk Management Self Directed Support
<b>Links to Qualification Frameworks</b>
PQ framework

## Module 4

# Convening and Chairing Safeguarding Adults Strategy Meetings and Case Conferences 2-day course

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<b>Aims</b>	To equip managers with the knowledge of Safeguarding Adults procedures and associated skills to convene and chair strategy meetings and case conferences.
<b>Learning Outcomes</b>	<ul style="list-style-type: none"><li>• Outline the role and responsibilities of the strategy and case conference chair within the safeguarding adults multi-agency process</li></ul>
By the end of the course participants will be able to:	
<b>Content to include</b>	<ul style="list-style-type: none"><li>▪ Multi agency safeguarding adults process</li><li>▪ Roles and responsibilities of the chair in convening and chairing strategy meetings and case conferences.</li><li>▪ Role and responsibilities of others in contributing to the strategy meeting, case conference and protection plan, including the role of the minute-taker.</li><li>▪ Role and responsibility of the chair in ensuring notes and protection plans are written up and circulated in accordance with the protocol</li><li>▪ Roles &amp; Responsibilities with regard to the investigation</li></ul>
<b>Agency Specific Information</b>	Allocation of referrals
<b>Intended for</b>	Managers with a responsibility for convening and chairing strategy meetings and/or case conferences within the Buckinghamshire safeguarding vulnerable adults procedures
<b>Pre-course requirements</b>	Module 1: Core training Module 2: Responding to alerts of abuse training
<b>Assessment of Learning Outcomes</b>	Within course Workplace Managers to follow up
<b>Single Agency / Multi – Agency delivery</b>	This is a Care Management responsibility within the protocol – BCC and OBMH managers (s.75 agreement)

<b>Single Agency or Multi-Agency Delivery – rationale/considerations</b>
Course to be available to all staff who hold this responsibility within the protocol – BCC and OBMH managers
<b>Recommended Update – timescales, method and content</b>
Update every 2 years
<b>Associated Training – that would reinforce good practice</b>
Managing meetings
<b>Links to Qualification Frameworks</b>

## Module 5

### Note-Taking course for Safeguarding Adults Administrators 1-day course

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<b>Aims</b>	To equip Administrators with the knowledge and skills required to prepare for and take minutes at Strategy Meetings and Case Conferences, and to support the chairperson in their role.
<b>Learning Outcomes</b>	<ul style="list-style-type: none"><li>• Describe the context of the safeguarding adults strategy meeting and case conference within the multi-agency process</li><li>• Outline the roles of chair person and minute taker before, during and after the strategy meeting or case conference</li><li>• Identify the purpose of the minutes and the importance of accuracy in the recording of information</li><li>• Evaluate current recording practice and look at strategies for dealing with unsatisfactory outcomes</li><li>• Practice taking notes from a simulated video case conference and writing minutes from the notes</li><li>• Discuss the outcomes of the practical exercise and formulate an individual plan to meet specific needs</li></ul>
By the end of the course participants will be able to:	
<b>Content to include</b>	<ul style="list-style-type: none"><li>▪ <b>Safeguarding adults process/procedures:</b> the context of the strategy meeting and case conference</li><li>▪ <b>Purpose of the minutes:</b> what to include, what to leave out</li><li>▪ <b>Stages in the process of presenting completed minutes</b></li><li>▪ <b>Role of chair person and minute taker within the process</b></li><li>▪ <b>The protection plan within the case conference</b></li><li>▪ <b>Skills practice:</b> differentiating fact/ opinion/ third party information, clarity of notes</li></ul>
<b>Agency Specific Information</b>	Organisational roles in respect of the SVA procedures
<b>Intended for</b>	Admin staff who will convene and minute strategy meetings and/or case conferences within the Safeguarding Adults process
<b>Pre-course requirements</b>	Experience in Admin role Module 1
<b>Assessment of Learning Outcomes</b>	Skills practice within course. Individual action plans set within course Workplace Managers

**Single Agency /  
Multi – Agency  
delivery**

BCC & OBMH (s.75 agreement) Care Management  
Administrators role

<b>Single Agency or Multi-Agency Delivery – rationale/considerations</b>
Course to be available to all staff who hold this responsibility within the protocol – BCC and OBMH administrators
<b>Recommended Update – timescales, method and content</b>
Every two years; content to reflect ascertained need
<b>Associated Training – that would reinforce good practice</b>
Minute taking skills development Safeguarding Adults Awareness
<b>Links to Qualification Frameworks</b>

<p style="text-align: center;"><b>Module 6</b> <b>Investigating Officer Training</b> <b>3 day course</b></p>
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**Aims**

To equip staff to carry out the Investigator Role in accordance with Buckinghamshire's multi-agency safeguarding vulnerable adults policy and procedures.

**Learning Outcomes**

By the end of the course participants will be able to:

- Conduct an investigation into alleged abuse in accordance with Buckinghamshire's multi-agency procedures.

**Content to include**

- **Overview of the Buckinghamshire SVA Process**
- **Role and responsibilities of the Investigating Officer:** clarity on Care Management /non CM roles and lead responsibilities
- **Role and responsibilities of others:** Police, CPS, Employer e.g. disciplinary action
- **Planning the investigation**
- **Interview skills**
- **Recording skills**
- **Forensic evidence, medical opinion**
- **Accountability, ongoing communication and co-ordination plan**
- **Reporting process, strategy meetings and case conferences, media**
- **Capacity, consent and best interest**

**Agency Specific Information**

Organisational roles in respect of the SVA procedures

**Intended for**

Staff who within the Buckinghamshire SVA policy are/may be required to undertake investigation work / lead the investigation process.

- ◆ Care Managers with investigation responsibilities
- ◆ OBMH Care Co-ordinators (s75 agreement)
- ◆ Any agency staff member who may be instructed to

carry out all or part of an investigation as part of the Bucks multi-agency procedures.

- ◆ Managers of organisations with investigator role responsibilities within the multi-agency procedures (including provider service senior managers)

**Pre-course requirements**

Module 1: Core (Awareness) Training  
 Module 2 or 3: Responding to Alerts of Abuse  
 Module 10: Mental Capacity Act  
 Experience in role

**Assessment of Learning Outcomes**

Within the course  
 Workplace managers

**Single Agency / Multi – Agency delivery**

Multi – Agency

<b>Single Agency or Multi-Agency Delivery – rationale/considerations</b>	
<p>All staff who may have the role of investigator within the SVA process. Originally this course has been targeted at BCC and OBMH staff only.</p> <p>Multi-agency training (including statutory/PVI provider services and police) could provide the following benefits: facilitate joint working; increase the skills base within other organisations; increased understanding of the SVA process.</p>	
<b>Recommended Update – timescales, method and content</b>	
Every two years	
<b>Associated Training – to reinforce good practice</b>	
<b>Links to Qualification Frameworks</b>	

## **Module 7**

### **Briefings for Managers**

These will be set up on an annual basis to provide an update for managers on developments in safeguarding practice nationally and locally

## **Module 8**

### **Safer Recruitment**

Organisations should have in place training to ensure safer recruitment practice. Advice on this can be sought from the BSAB employment sub group.

## Module 9

### Train the Safeguarding Trainer 2 day course

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<b>Aims</b>	To prepare workplace trainers to deliver Safeguarding Adults Awareness training within their workplace / organisation
<b>Learning Outcomes</b>  By the end of the course participants will be able to:	<ul style="list-style-type: none"><li>• Summarise the SVA knowledge required to conduct awareness training</li><li>• Identify the organisational procedures that need to be in place to safeguard adults</li><li>• Outline a variety of learning methods, and consider those most suited to their workplace</li><li>• Design an outline plan for the training they will deliver</li></ul>
<b>Content to include</b>	<ul style="list-style-type: none"><li>▪ All knowledge covered on the Core (Awareness) training</li><li>▪ How to plan a workplace session: learning styles, organisational culture, timing, content, method, evaluation, reinforcing learning</li></ul>
<b>Agency Specific Information</b>	Participants will be guided on the agency specific information they need to include in the awareness training they will deliver
<b>Intended for</b>	Experienced staff who (will) deliver workplace training and /or oversee training within their organisation
<b>Pre-course requirements</b>	Module 1: Core training, plus: <ul style="list-style-type: none"><li>• A willingness to provide training in their own workplace</li><li>• A commitment to safeguarding adults and to improving own knowledge through other training (e.g.MCA/DoLS)</li><li>• Commitment from manager to enable staff member to deliver workplace training</li></ul>
<b>Assessment of Learning Outcomes</b>	There is an expectation that course attendees will advise the training sub group on the training they deliver, and attend standardisation and update sessions.
<b>Single Agency / Multi – Agency delivery</b>	Multi-agency course to prepare staff to deliver agency specific core training

<b>Single Agency or Multi-Agency Delivery – rationale/considerations</b>
Multi-agency – not feasible otherwise
<b>Recommended Update – timescales, method and content</b>
Attendance at Standardisation Meetings for Core trainers Additional updates through website
<b>Associated Training – that would reinforce good practice</b>
Trainer skills development All Safeguarding Adults training MCA/DoLS
<b>Links to Qualification Frameworks</b>

<p><b>Module 10</b>  <b>Mental Capacity Act</b>  <b>Core (Awareness) Training</b>  <b>½ day – 1 day course</b></p>
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**Aims** To ensure all staff have a basic knowledge of the Mental Capacity Act and its impact on their role

**Learning Outcomes**

By the end of the course participants will be able to:

- Identify what is meant by capacity and incapacity
- Outline the five core principles of the MCA and apply them in practice
- Use the two-stage test and identify who can be a decision maker
- Relate the MCA to safeguarding vulnerable adults issues
- Outline the other measures introduced by the MCA.

**Content to include**

- **Capacity/incapacity:** Factors affecting capacity, assumption of capacity, fluctuating capacity
- **Five core principles:** Practical implications when supporting people
- **Two stage test:** How to assess capacity, who is a decision maker? Role of family
- **Best Interests:** What is a best interests decision?
- **Safeguarding Adults:** MCA impact on good practice, what is least restrictive?
- **Deprivation of Liberty Safeguards:** What are DoLS? Why are DoLS necessary?
- **Other measures introduced by the act:** LPA, IMCA, Advance Decisions, Court of Protection, Public Guardian etc.
- **Case studies / code of practice guidance**
- **Input from best interests assessors/MCA lead**

Note: this training can be completed as a half day session or a full day session combined with Module 11 content. Courses administered by BCC after March 2010 are full day combination courses.

**Agency / Role Specific Information**

Safeguarding adults procedures/role specific responsibilities  
 Record keeping arrangements  
 MCA/DoLS lead in their organisation if appropriate

<b>Intended for</b>	All staff who support individuals who may lack capacity to make decision for themselves
<b>Pre-course requirements</b>	None
<b>Assessment of Learning Outcomes</b>	Line manager to follow up
<b>Single Agency / Multi – Agency delivery</b>	Single or multi-agency delivery

<b>Single Agency or Multi-Agency Delivery – rationale/considerations</b>
Single-agency enables specific information to be shared Multi-agency training encourages joint working and understanding of other settings
<b>Recommended Update – timescales, method and content</b>
Update every 2 years
<b>Associated Training – to reinforce good practice</b>
Module 1: Safeguarding Adults Core Training Module 11 or 12: Deprivation of Liberty Safeguards Person-centred support and planning Record keeping skills
<b>Links to Qualification Frameworks</b>

<p><b>Module 11</b>  <b>Deprivation of Liberty Safeguards</b>  <b>Awareness Training</b>  <b>½ day course</b></p>
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**Aims** To ensure all staff are aware of the Deprivation of Liberty Safeguards, and how to respond appropriately if they become aware of a deprivation of liberty in the course of their work

**Learning Outcomes**

By the end of the course participants will be able to:

- Recount the key principles of the MCA and their connection to the Deprivation of Liberty Safeguards
- Explain why the Safeguards were introduced
- Identify what would be considered a deprivation of liberty.
- Discuss the difference between restriction, restraint and a deprivation of liberty.
- Outline how to avoid unnecessary deprivations of liberties
- Explain the authorisation process and their role within it
- Connect DoLS processes to safeguarding procedures
- State details of relevant contacts in Bucks

**Content to include**

- **Key features of MCA:** five principles, two stage test
- **Case Examples:** restriction, restraint, deprivation
- **Screening tool**
- **Roles and responsibilities:** managing authority, supervisory body, how to seek an authorisation, how to alert to a deprivation.
- **Case studies / code of practice guidance**
- **Input from best interests assessors/MCA lead**
- **Contact details in Bucks**

Note: this training can be completed as a half day session or a full day session combined with Module 10 content. BCC administer both full day MCA (Module 10 & 11) courses and half day DoLS (Module 11) courses.

**Agency / Role Specific Information**

Safeguarding adults procedures/role specific responsibilities  
 Record keeping arrangements  
 MCA/DoLS lead in their organisation if appropriate

<b>Intended for</b>	All staff who support individuals who may lack capacity to make decisions for themselves  Staff who have regular contact with Managing Authorities as defined by the DoLS, (registered care homes or hospitals).
<b>Pre-course requirements</b>	Module 10: Mental Capacity Act
<b>Assessment of Learning Outcomes</b>	Within course Workplace manager to follow up
<b>Single Agency / Multi – Agency delivery</b>	Single or multi-agency delivery

<b>Single Agency or Multi-Agency Delivery – rationale/considerations</b>
Single-agency enables specific information to be shared Multi-agency training encourages joint working and understanding of other settings
<b>Recommended Update – timescales, method and content</b>
Update every 2 years
<b>Associated Training – to reinforce good practice</b>
Module 1: Safeguarding Adults Core Training Module 11 or 12: DoLS Person-centred support and planning Dementia training Record keeping skills
<b>Links to Qualification Frameworks</b>

<p><b>Module 12</b></p> <p><b>Deprivation of Liberty Safeguards</b></p> <p><b>for Managing Authorities</b></p> <p><b>1 day course</b></p>
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**Aims**

To ensure all senior staff within Managing Authorities, have sufficient knowledge to prevent, respond to and seek authorisation for a deprivation liberty where appropriate.

**Learning Outcomes**

By the end of the course participants will be able to:

- Recount key principles of the MCA and their connection to Deprivation of Liberty Safeguards
- Explain why the Safeguards were introduced
- Differentiate between restriction, restraint and a deprivation of liberty
- Identify what would be considered a deprivation of liberty
- Outline how to avoid unnecessary deprivations of liberties
- Clarify when a deprivation may be considered appropriate or inappropriate
- Explain the authorisation process and their role within it
- Identify the circumstances for an urgent or standard authorisation to be sought
- Connect DoLS processes to Safeguarding procedures
- State details of relevant contacts in Bucks

**Content to include**

- **Key features of MCA:** five principles, two stage test
- **Case Examples:** restriction, restraint, deprivation
- **Screening tool**
- **Roles and responsibilities:** managing authority, supervisory body, how to seek an authorisation, how to alert to a deprivation.
- **Urgent /Standard Authorisations:** what and when
- **The authorisation process:** the assessments, role of the BIA, relevant forms, review and monitoring
- **Case studies / code of practice guidance**
- **Input from best interests assessors/MCA lead**
- **Contact details in Bucks**

**Agency / Role Specific Information**

Safeguarding adults procedures/role specific responsibilities  
 Record keeping arrangements  
 MCA/DoLS lead in their organisation if appropriate

<b>Intended for</b>	Senior staff in organisations with Managing Authority status (registered care homes and hospitals)
<b>Pre-course requirements</b>	Module 10: Mental Capacity Act
<b>Assessment of Learning Outcomes</b>	Workplace manager to follow up
<b>Single Agency / Multi – Agency delivery</b>	Single or multi-agency, but only those with Managing Authority status

<b>Single Agency or Multi-Agency Delivery – rationale/considerations</b>
Single-agency enables specific information to be shared Multi-agency would be possible, although only for those with Managing Authority status
<b>Recommended Update – timescales, method and content</b>
Updated every 2 years
<b>Associated Training – to reinforce good practice</b>
Module 1: Safeguarding Adults Core Awareness Module 2 or 3: Responding to Alerts of Abuse Dementia training Person-centred support and planning
<b>Links to Qualification Frameworks</b>

<p><b>Module 13</b>  <b>Risk Management in</b>  <b>Self-Directed Support</b>  <b>½ day course</b></p>
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<b>Aims</b>	To ensure care management staff know how to manage risk effectively within self –directed support
<b>Learning Outcomes</b>  By the end of the course participants will be able to:	<ul style="list-style-type: none"> <li>• Outline the factors that contribute to vulnerability to abuse</li> <li>• Identify the ways professional practice can increase resilience or vulnerability to abuse</li> <li>• Analyse the different approaches to risk management: prevention, enablement, monitoring and rescue.</li> <li>• Use the available risk enablement tools</li> <li>• Apply the different approaches to practice responsibilities</li> <li>• Relate issues of capacity to risk management</li> <li>• Explain the stages in the SDS process where capacity considerations are necessary</li> </ul>
<b>Content to include</b>	<ul style="list-style-type: none"> <li>▪ Culture change of self-directed support</li> <li>▪ Vulnerability and resilience to abuse</li> <li>▪ Professional behaviour and its impact on vulnerability</li> <li>▪ Different approaches to risk management</li> <li>▪ Grooming behaviour</li> <li>▪ Assessing capacity in the self-directed support process</li> <li>▪ Risk enablement tools</li> <li>▪ Case studies</li> </ul>
<b>Agency / Role Specific Information</b>	Paperwork/Swift recording for self-directed support
<b>Intended for</b>	BCC Care Management staff with responsibility for self-directed support
<b>Pre-course requirements</b>	Module 1: Core Awareness Module 10: Mental Capacity Act SDS Training
<b>Assessment of Learning Outcomes</b>	Workplace manager to follow up
<b>Single Agency / Multi – Agency</b>	Currently only BCC staff applicable

## delivery

<b>Single Agency or Multi-Agency Delivery – rationale/considerations</b>
Single-agency enables specific information to be shared Multi-agency may be appropriate when self-directed support is fully implemented
<b>Recommended Update – timescales, method and content</b>
Updated every 2 years
<b>Associated Training – to reinforce good practice</b>
Module 1: Safeguarding Adults Core Awareness Module 10: Mental Capacity Act SDS 3 day person-centred planning training
<b>Links to Qualification Frameworks</b>

### **Volunteer Core Awareness**

There will be a training pack, providing a basic level of self-directed core awareness training for use by volunteers who do not wish to attend formal training as outlined in Module 1, and whose organisations do not have a requirement from BCC for mandatory training. For information contact the safeguarding adults training and development manager

### **Child Protection Responsibilities**

Child protection responsibilities must be identified by each member agency, with reference to the agency's own safeguarding children policy/procedure and in accordance with the Bucks Safeguarding Children Board (BSCB) training strategy. The following levels of training are identified by the BSCB strategy:

**Level 1:** *Single-agency Introduction to Child Protection/Safeguarding:* core training for staff who may have contact with children and young people in the course of their work. **This will include many staff working with adults.**

This single agency training should include the following:

- Definitions and prevalence of child abuse
- Indicators of child abuse
- Impact of child abuse
- Roles and responsibilities

**Level 2:** *Multi-agency Working Together in Safeguarding Children:* explores the process of a child protection investigations for staff who may actively be involved in child protection work

**Level 3:** *Specialist training courses:* for staff with substantial responsibilities in child protection.

Training standards, content and availability information can be accessed via (BSCB).  
<http://www.bucks-lscb.org.uk/>

### **E-Learning**

The BSAB training committee recommend that e-learning is used **in addition to** training courses (either as a pre-course resource, or to reinforce learning), rather than as the sole form of training in core awareness

An e-learning package customised for Buckinghamshire is available for use by all agencies: Please contact the safeguarding training and development manager for access information.

## *Appendix 2*

### **Contact Details**

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