

MULTI-AGENCY TRAINING STRATEGY

Version 3



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Revision Number	Date Approved by the Board	Links to Other Policies	Review Date
One	10 November 2015	Communication and Engagement Strategy	November 2016
Two	9 May 2016	Communication and Engagement Strategy	June 2018
Three	<i>18 December 2018</i>	Communication and Engagement Strategy	<i>December 2020</i>

1. Purpose

This document sets out the Learning, Training and Development Strategy on behalf of the Teeswide Safeguarding Adults Board (TSAB). The aim of the strategy is to provide a learning and development framework to ensure that everyone who comes into contact with adults who are experiencing, or, at risk of abuse and neglect can respond in an appropriate way as determined by the Teeswide Safeguarding Adults Inter-agency Policy and Procedure.

2. Introduction

National Context

The Care Act 2014, implemented in April 2015 puts adult safeguarding on a statutory footing for the first time and places responsibility onto Local Authorities to create Safeguarding Adult Boards (SAB). The main objective of the TSAB is to assure itself that the local safeguarding arrangements and partners act to help and protect adults in its area who:

- have needs for care and support (whether or not the Local Authority is meeting any of those needs)
- are experiencing, or, at risk of abuse or neglect
- as a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect.

It is recognised within the Department of Health Care Act guidance, published October 2014, and revised in October 2018, that **anyone** can witness or become aware of information suggesting that abuse or neglect is occurring. Regardless of how a safeguarding concern is identified, everyone should understand what to do and where to go locally to get help and advice, and it is vital that professionals, other staff and members of the public are vigilant on behalf of those people who are unable to protect themselves. This strategy, the Training Plan (separate document) and the Communication and Engagement Strategy will set out how this is to be achieved.

There have been many high profile safeguarding cases in recent years which have highlighted the need for change and improvement in safeguarding procedures and practices, for example: the failings in care at Mid Staffordshire NHS Foundation Trust (Francis report), Winterbourne View and the Stephen Hoskins case. In particular, the Francis Report published in 2013 highlighted the need to end decades of complacency about poor care, by detecting and exposing unacceptable care quickly and ensuring that the system takes real responsibility for fixing problems urgently and effectively.

Local Context

The TSAB uniquely covers four local authority areas, namely: Hartlepool Borough Council, Middlesbrough Borough Council, Redcar & Cleveland Borough Council and Stockton-on-Tees Borough Council. Members of the TSAB include representation from the four Local Authorities, the Clinical Commissioning Groups, Cleveland Police, NHS Foundation Trusts, North East Ambulance Service, Public Health, Cleveland Fire Brigade, the National Probation Service, Thirteen Group, the Voluntary sector and Healthwatch.

The following Sub-Groups have been established to ensure the statutory responsibilities of the TSAB are fulfilled:

- **Policy, Practice and Procedures (PPP)** to lead the development, implementation and evaluation of the Teeswide Policies, Procedures and Practice Guidance, and ensure local

partners operate in accordance with the Teeswide framework. The Sub-Group has a strategic role in the delivery and implementation of the Mental Capacity Act (MCA) 2005 and Deprivation of Liberty Safeguards (DoLS)

- **Learning, Training & Development (LTD)** to lead the development, implementation and evaluation of a multi-agency learning, training & development strategy
- **Operational Leads (OL)** to provide a forum to enable Safeguarding Adults Operational Leads from TSAB partner agencies to share good practice, problem-solve and access peer support. This Sub-Group also provides qualitative data to inform the development of policies, procedures and strategies to further develop person centred practice.
- **Performance, Audit & Quality Assurance (PAQ)** to lead the development and implementation of a performance framework and provide an audit and quality assurance function on behalf of the TSAB
- **Communication & Engagement (C&E)** to lead the development, implementation and evaluation of a Teeswide Communication and Engagement Strategy
- **Safeguarding Adult Review (SAR)** to lead the development and implementation of the Teeswide Safeguarding Adults Review (SAR) process and procedure and to ensure that lessons are learned from local, regional and national Safeguarding Adult Reviews.

The Teeswide Safeguarding Adults Inter-agency Policy, Procedures and Practice Guidance outline the framework for all agencies across Tees to work in partnership to safeguard adults who may be at risk of, or, are experiencing abuse. On signing up to this strategy, all partner organisations agree to include adult safeguarding training in their workforce development plan and to implement the requirements of this Multi- Agency Training Strategy and Training Plan.

3. Scope

The target audience includes:

- All organisations who are members or associated members of the TSAB
- Private, voluntary, independent and charitable organisations within the health and social care sector, including Children's Services
- Community services, including leisure and youth services
- Volunteers
- Unpaid carers
- Directly employed staff
- Front-line workers employed in public facing services, for example, taxi drivers, bar staff

Organisations remain responsible for ensuring that their staff and volunteers are provided with appropriate training according to their role and in accordance with the agreed competency framework.

The scope of this Training Strategy does not include the general public.

The LTD Sub-Group works alongside the Communication and Engagement Sub-Group to ensure appropriate materials and learning opportunities are available for the wider audience and general public.

The learning and development framework within the Training Plan outlines the different levels of safeguarding adults training as: Foundation Level; Intermediate Level; Advanced and Specialist Level; and Governance Level. Mental Capacity Act (MCA), Deprivation of Liberty Safeguards

(DoLS) and Best Interest Assessor (BIA) training are included and this strategy recognises that consideration may need to be given to including other aspects of health and social care training, for example if there was a significant increase in medication incident referrals then the training plan would be reviewed to address the issue.

The Training Plan is responsive to new legislation, case law and practice and will be refreshed at least annually or more frequently as required.

4. Training Delivery

It is recognised that learning, training and development can take many forms and will include single-agency training, multi-agency training and jointly commissioned training. An analysis of training needs is to be carried out annually to identify training that has taken place, development needs of employees across the Teeswide area and to identify training priorities.

Organisations and employers are responsible for ensuring staff have access to relevant training opportunities and may use a range of methods to ensure their employees have the relevant skills to keep adults safe, including: e-learning, workbooks, taught courses, shadowing colleagues etc.

The LTD Sub-Group will agree a multi-agency training plan which will take into account learning from Safeguarding Adult Reviews (SAR) both regionally and nationally, and all training provided on a multi-agency basis will be mapped against the Competency Framework as outlined in the Training Plan.

Where applicable, opportunities will be taken to jointly commission training with partners and other statutory Boards/partnerships, for example, Community Safety Partnerships, Children's Partnerships and the Police, Crime and Commissioners Office.

Jointly commissioned training and multi-agency training commissioned by the TSAB LTD Sub-Group will be subject to the usual procurement requirements and checks will be made to ensure the competence of trainers and facilitators.

The TSAB will agree an annual training budget; expenditure against this budget will be monitored by the LTD sub-group on a bi-annual basis.

5. Quality Assurance

All organisations involved in direct work with adults who may be at risk of abuse must ensure that all new and existing employees have completed the Foundation Level training and that this training is refreshed every **three years**.

Organisations arranging single agency training will use their existing methods to evaluate the effectiveness and quality of training provision.

Prior to commissioning multi-agency and jointly commissioned training an agreement on the quality assurance methods to be used will be made across the organisations involved.

Commissioners and contract compliance teams will monitor the completion of safeguarding training by staff employed in contracted services.

The quality assurance programme will consist of a paper-based evaluation survey completed in the plenary of the training; with a follow-up electronic survey issued within six weeks of the event to

evaluate the impact of the learning. A report will be produced to document the findings of both surveys.

6. Monitoring and review of the Multi-Agency Training Strategy and Training Plan

An action plan for implementation of this strategy and plan can be found below. Progress against this action plan will be monitored at the bi-monthly meeting of the Learning, Training and Development Sub-Group.

The strategy will be reviewed biennially and more frequently should the need arise.

The Training Plan will be reviewed annually in line with the financial business year and the publication of the TSAB Strategic Plan.

7. Action Plan

Number	Action	Lead	When
1	Agree and implement TSAB Training Strategy Version 3	LTD Sub-Group	17/09/2018
2	Agree and implement the TSAB Training Plan 2018/19	LTD Sub-Group	07/06/2018
3	Evaluate the quality and effectiveness of all training provided by TSAB	Project Officer	Ongoing
4	Carry out the annual training needs analysis to determine training priorities	Business Unit	January 2019
5	Monitor the implementation and delivery of the TSAB Multi-Agency Training Strategy 2016/18 and Training Plan 2017/18	LTD Sub-Group	Bi-annually: June 2018 December 2018
6	Monitor expenditure against the training budget	Business Manager	Bi-annually: Aug 2018 / Feb 2019