**North Yorkshire Safeguarding Adults Board Safeguarding Competencies for all staff, volunteers and carers in the wider sector**

This competency framework has been produced to support the development of a workforce, both within the local authority and its partner organisations, that is competent and effectively trained in Safeguarding Adults, and which is demonstrating continuous improvement and development; in the context of the Joint Multi-Agency Safeguarding Adults Policy and Procedures (West Yorkshire, North Yorkshire and City of York).

This document outlines the competencies required for particular categories of job roles, and suggested evidence of how each of these can be demonstrated, along with NYCC training will help to fulfil these. All training can be accessed via the NYCC Learning Zone: [https://learningzone.northyorks.gov.uk](https://learningzone.northyorks.gov.uk/)

Whilst NYCC training is designed to fulfil some of these competencies via outcome based training, to achieve each competence members of staff must also demonstrate a combination of practical skills, knowledge and experience to ensure that these qualities inform practice in a way that is proportionate with an individual's role and responsibility.

**These competencies (Level 1 and Level 2) have been prepared in line with the National Competency Framework Bournemouth University, available here:** [**http://eprints.bournemouth.ac.uk/33835/1/Comprehensive-National-Compentency-Safeguarding-Framework-FINAL.pdf**](http://eprints.bournemouth.ac.uk/33835/1/Comprehensive-National-Compentency-Safeguarding-Framework-FINAL.pdf)

**Health colleagues must refer to Adult Safeguarding: Roles and Competencies for Health Care Staff intercollegiate document, available here:** [**https://safeguardingadults.co.uk/learning-research/health-competencies/**](https://safeguardingadults.co.uk/learning-research/health-competencies/)

**Competency Levels**

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| **Level** | **Suggested Roles** | **Outcome** |
| **1.** | **Raising a safeguarding concern:** This applies to staff and volunteers in (but not limited to) health and social care settings, fire & rescue, police, housing, frontline administrative support staff, domestic and ancillary staff, health and safety officers, probation staff, elected members, or any other role who may come into contact with adults at risk | All staff who come into contact with adults at risk are able to identify abuse or neglect and to report safeguarding concerns appropriately |
| **2.** | **Safeguarding Concern Manager:** This role relates to managers, supervisors or safeguarding leads within an organisation with a responsibility for reporting a safeguarding concern to the local authority under the Joint Multi-Agency Safeguarding Adults Policy and Procedures (West Yorkshire, North Yorkshire and City of York) and contribute to the safeguarding process | Managers, supervisors or safeguarding leads are able to refer safeguarding concerns and are fully aware of their role and responsibilities in this regard |

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| **Level** | **Competencies** |  | **Bournemouth mapping** |
| **Level 1 – Raising a Safeguarding Concern** | **Staff, volunteers and paid carers at all levels will:** |  |  |
| **Level 1 – Raising a Safeguarding Concern** | 1. Understand the definitions regarding adult safeguarding as defined by the Care Act 2014 | Demonstrate what constitutes an “adult at risk”  Show an understanding of what constitutes abuse  Knowledge of supporting/related legislation and policy, e.g. Mental Capacity Act 2005, Deprivation of Liberty Safeguards 2009, Human Rights Act 1998. General Data Protection Regulations 2018, Dignity in care | 1,2 |
| 2. Understand the types of abuse as defined by the Care Act 2014 | Describe the different types of abuse and the contexts in which they can occur | 1,2 |
| 3. Understand the purpose of adult safeguarding as defined by the Care Act 2014 | Demonstrate understanding of what adult safeguarding is and why it is important.  Describe the six principles of Safeguarding Adults under the care act 2014.  Explain their role in identifying concerns regarding adult abuse and their individual responsibility.  Describe role of the local authority and their statutory responsibility for **safeguarding** | 1,2 |
| 4. Having an awareness of making Safeguarding Personal (MSP) | Understand the individual’s right to exercise freedom of choice (article 2 and 3. Human rights Act 2008) balanced with public interests  Understand the importance of valuing individuality and being non-judgemental  Demonstrate awareness of how personal values and attitudes can influence the understanding of situations  Listening to individuals and allowing them time to communicate what they would like to have happen in response to the safeguarding concern, which reflects Making Safeguarding Personal (MSP) preferences  Show that the needs of the individual are made central at all times, but action may be taken which is contrary to the person’s wishes if there are others at risk |  |
| 5. Understand and be able to recognise the signs and symptoms of abuse, Care Act (2014) | Describe how to recognise indicators/signs for each form of abuse  Demonstrate an understanding of the factors that might increase a risk of abuse | 2 |
| 6. Have an understanding of abuse and prevention | Work in a way that creates a safe environment and minimises the risk of abuse  Show understanding of how to “whistle blow” using related policies and procedures  Demonstrate the ability to apply safeguarding to daily working practice | 3 |
| 7. Will be able to report and record alerts following local Safeguarding Multi Agency Safeguarding Adults Policy and Procedures (West Yorkshire, North Yorkshire and City of York) | Show a clear understanding of their role in identifying and reporting concerns regarding adult abuse  Demonstrate the confidence to report concerns  Understand and follow appropriate procedures for reporting and recording concerns of abuse  Be aware to contact the emergency services if the person or others are in immediate danger  Show understanding of their organisation’s policy and procedures and how to access them  Be aware of the Joint Multi-Agency Safeguarding Adults Policies and Procedures (West Yorkshire, North Yorkshire and City of York) | 1, 2, 4,  5, 6 |
| 8. Have an understanding and awareness of the procedures regarding how to raise a safeguarding concern and responsibilities associated with this. | Work in manner that seeks to reduce the risk of abuse  Demonstrates how to ensure the individual is safe when the risk of abuse is high  Shows a knowledge of resilience factors and how these might interact with safeguarding  Work to empower people with care and support needs and carers, to reduce the risk of abuse  Have knowledge of a complaints procedures, and be able to raise awareness of it with adults with care and support needs | 4 |
| 9. Have an awareness of the importance of preserving evidence. | Give examples of how to preserve evidence in a safeguarding situation  Demonstrate use of appropriate forms and recording systems  Maintain accurate records  Demonstrate understanding of issues of confidentiality and General Data Protection Regulations | 1,6 |
| **Competencies 1 – 9 are covered on the following training:**  ***North Yorkshire Safeguarding Adults Board strongly recommend the following training options for Level 1***  Raising a Safeguarding Concern Level 1: Half day classroom  This is for all staff that have **close and regular contact** with, adults with care and support needs for example front line care staff/support workers, nurses, volunteers, housing support staff, police officers etc. (N.b. This is not an exhaustive list) in line with the Joint Multi-Agency Safeguarding Adults Policy and Procedure and own organisational policy regarding Safeguarding Adults  Reporting a Safeguarding Concern Level 1: E-learning  This training is suitable for staff that require an awareness of safeguarding adults but have **limi**ted and infrequent contact with adults with care and support needs  It is also strongly recommended as the refresher for all front line staff who have completed the classroom course  and require a refresher as part of their organisational policy. A refresher is advised every 2 years  Training the Safeguarding Champions for those organisations with over 50 staff that require Safeguarding Level 1 Raising a Safeguarding Concern. | |  |
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| **Level** | **Competencies** |  | **Bournemouth Mapping** |
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|  | **In addition to competencies 1 – 9, Safeguarding Concerns Managers Training will cover the following:** |  |  |
| **Level 2 – Safeguarding Concerns Manager** | 10. Understanding the role and responsibilities of the Safeguarding Concerns Manager  11. Have an awareness of Safer Recruitment and Disclosure Barring Service (DBS) | Describe the role and responsibilities of a Safeguarding Concerns Manager  Undertake the role of a Safeguarding Concerns Manager  Respond to concerns and where applicable refer these in a timely manner  Understand how to apply making safeguarding personal when supporting people who have been subject to abuse  Ensure safeguarding activity is appropriate and  Proportionate  Exercise defensible decision making and recording  Identify and reduce risks after the safeguarding concern has been raised  Produce effective risk assessments for individuals at risk  Carry out agreed plans to protect an adult from abuse during and following any enquiries  Ensure that the person’s mental capacity is assessed if there is a concern that the person lacks capacity to understand what has happened to them  Respond appropriately to adults at risk who cause harm  Identify and respond effectively to factors that may increase vulnerability to abuse  Be aware and challenge if necessary organisational cultures that may lead to poor practice in safeguarding  Explore the range of interventions that could be used following abuse and which are the most appropriate for the person and their representative needs  Understand the importance of safer recruitment systems to protect people and minimise risk of harm and abuse  Implement the principles of safe recruitment | 7,8,9,10,11 & 12  This course is designed to equip the delegate to be able to deliver the half-day Safeguarding Level 1 Raising a Safeguarding Concern training in their workplace and how to test out and evaluate the learning delivered. Terms and conditions apply - these can be found on the Learning Zone  10 |
| 12. Understand the importance of recording and documenting all appropriate information arising from the safeguarding concern | Accurately record information in accordance with multi-agency policy and procedure  Ensure the individuals wishes and views are recorded  Understand the principles of information sharing in accordance with the local policy, procedure and relevant legislation | 11 |
| 13. Know how to support staff or people who report concerns of abuse | Understand the potential impact of the situation on the person who reported the alleged abuse  Describe ways in which support could be offered to the person raising the concern  Be aware of and able to signpost the person raising the concern to further support  Understand the role of HR when allegations of abuse are reported against a member of staff | 9 |
| 14. Understand the principles of information sharing in accordance with the Joint Multi-Agency Safeguarding Adults policy and procedures (West Yorkshire, North Yorkshire and City of York  15. Understand the principles of preserving evidence and safety of the Adult at Risk | Understand the roles and responsibilities of each organisation within the Joint Multi-Agency Safeguarding Adults policy and procedures  Demonstrate evidence of multi-agency partnership working, for example positive and appropriate information sharing or joint working  Work with partner agencies to identify and manage risk  Use emergency services when necessary e.g. ambulance or police intervention  Demonstrate a comprehensive and detailed knowledge of how to gather, evaluate and preserve evidence  Providing evidence of report writing and recording.  Undertake and monitoring of safeguarding concerns within your service or organisation  Where applicable demonstrate court skills e.g. providing testimony in court | 8,10  11, 12 |
| 16. Understand the principles and be able to support staff on how best to deal with disclosures and how to record their concerns | Support staff and individuals to access information relating to safeguarding adults.  Support and facilitate staff in meeting their own safeguarding competencies appropriate to their role | 7,9 |
| 17. Will understand the procedure for reporting a safeguarding concern to North Yorkshire County Council | Describe the process of reporting a safeguarding concern  Respond to allegations of abuse within agreed timescales, including accurate records, in accordance with the Joint Multi Agency Safeguarding Adults Policy and Procedures policy, procedure and local guidance | 10 |
| 18. Understand steps that can be taken, and support that can be offered, to minimize the risk of adult abuse occurring | Assess risk to staff and individuals in the workplace, including adults at risk of abuse who have caused harm  Demonstrate effective communication and information sharing with partner agencies  Be aware of internal and external safeguarding policies and procedures | 7,9,12 |
| 19. Understand steps that can be taken and support that can be offered to minimise adult abuse occurring | Assess risk to staff and individual in the work place, including adults at risk of abuse who have caused harm  Demonstrate effective communication and information sharing with partner agencies  Be aware of internal and external safeguarding policies and procedures | 7,9,12 |
| **Competencies**  **Level** | Competencies 10 – 19 are covered in the following training:  ***North Yorkshire Safeguarding Adults Board recommend the following training options for Level 2:***  ***Safeguarding Concerns Manager***  Safeguarding Level 2 Safeguarding Concerns Manager: Full day classroom  This training is for those workers identified within an organisation’s Safeguarding policy as being accountable for responding to, and reporting a concern, for example managers of a provider service, which could be from statutory, private, voluntary, third sector or housing type organisation (n.b. this is not an exhaustive list) | **Bournemouth**  **Mapping** |
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**Overall summary of Safeguarding Training Provided by North Yorkshire County Council Health and Adult Services**

All NYCC training can be accessed via the NYCC Learning Zone: [https://learningzone.northyorks.gov.uk](https://learningzone.northyorks.gov.uk/)*.* All available free training is advertised via a booklet which is produced once a year and circulated to as many organisations as possible via the HAS Quality and Market Improvement Team, the Independent Care Group and the Internet via the North Yorkshire Safeguarding Adults Website <https://www.safeguardingadults.co.uk>

and the Care Alliance for Workforce Development site <https://www.cawd.org.uk>

To request a training brochure contact:

 [trainingandlearning@northyorks.gov.uk](mailto:trainingandlearning@northyorks.gov.uk)

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