



Staff Safeguarding Competency Toolkit

Introduction

This framework has been endorsed by Skills for Care and the Social Care Institute for Excellence, which provides the opportunity for consistency across organisations, as well as a framework for managers to ensure that their workforce is appropriately developed, trained and competent within Adult Safeguarding.

There are four groups of staff that are identified within the framework and although training has been developed to ensure that the appropriate level of knowledge can be gained for each of these groups, actual competency has to be evidenced / demonstrated within each individual's work place.

Who should complete the Competency Toolkit?

As we believe that Safeguarding Adults is everybody's business, **all** staff should be assessed as being competent within Adult Safeguarding, clearly this needs to be relevant to their occupation, role and responsibilities within their organisation.



Each staff member should read the table below and identify which Group describes their current role. Once this has been established they will be aware of which competences they need to be able to demonstrate within their own work environment and be able to use this toolkit in order to evidence them appropriately.

Staff Group A – Competences 1-5

Members of this group have a responsibility to contribute to Safeguarding Adults, but do not have specific organisational responsibility or statutory authority to intervene.

- All Support Staff in Health and Social Care
- Day service Staff
- Housing Staff
- Council Based Office Staff
- HR Staff
- Elected Members
- Volunteers
- Befrienders
- Charity Trustees
- Drivers, other transport staff

Staff Group B - Competences 1-12

This group have considerable professional and organisational responsibility for Safeguarding Adults. They have to be able to act on concerns and contribute appropriately to local and national policies, legislation and procedures. This group needs to work within an inter or multi-agency context.

- Social Workers
- Nurses
- Frontline Managers
- Team Managers
- Health and Social Care Providers Service Managers
- Senior Support Workers

Staff Group C - Competences 1-16

This Group is responsible for ensuring the management and delivery of safeguarding Adult Services is effective and efficient. In addition they will have oversight of the development of systems, policies and procedures within their own organisations to facilitate good working partnerships with allied agencies to ensure consistency in approach and quality services.

- Operational Managers
- Senior Management
- Heads of Assessment and Care Managers
- Service Managers
- Senior Social Workers

Staff Group D - Competences 1-5 and 16-20

This Group is responsible in ensuring their organisation is, at all levels, fully committed to Safeguarding Adults and have in place appropriate systems and resources to support this work in an intra- and inter-agency context.

- Senior Leadership Team
- Chief Executive

Demonstrating Competence

To demonstrate competence staff should present a combination of evidence to their line managers. This could include formal training, completion of vocational/professional awards and work products. The line managers may wish to complete observation of practice or have a professional discussion, question / answer session with you in order to ensure competency in a specific area. A full list of *suggested* evidence can be found at the back of this toolkit.

If you are required to demonstrate more than one set of competences, for example your current role is within Staff B and C - you may want to look at these competences prior to the lower staff band groups, as you should be able to cross reference your evidence for competences in other groups.

Ratings

For each of the competences you are asked to give a rating between 1-5 (one being weak and 5 being strong) on how competent you feel within each area.

If your rating is less than 5, then an action plan should be completed at the end of the toolkit to identify how this competency can be developed over the forthcoming year. This may include training, shadowing opportunity or personal study. There may be competence areas which are not applicable to your specific role.

A full range of Safeguarding Training is available upon North Tyneside Learning Pool Site.

This tool can be used at anytime in a staff member's development for example at induction, supervision or annual appraisal.

Within North Tyneside we propose to use this toolkit prior to IPR. This will then support with identifying and planning areas for further development.

Staff Group A

All Staff to complete this section: – Competence in working with people and delivering safeguarding services

Rating - Please rate your level of competence for each area (1-5):

Competence	Evidence Presented	Rating	Development Required
1. Understand what Safeguarding is and their role in Safeguarding Adults.		1-5 (please indicate)	Y / N – Y to be recorded on development section page
2. Recognise an adult potentially in need of Safeguarding and take action.		1-5 (please indicate)	
3. Understand how to make a safeguarding referral.		1-5 (please indicate)	
4. Understand dignity and respect when working with individuals.		1-5 (please indicate)	
5. Have knowledge of North Tyneside’s Multi-Agency Safeguarding Procedures.		1-5 (please indicate)	

1 = Poor
2 = Weak
3 = Satisfactory
4 = Good working knowledge
5 = Excellent

Staff Signature

Line Managers Signature

Date

Staff Group B & C to complete this section

Competence in working with people and delivering Safeguarding Services Competence

Rating - Please rate your level of competence for each area (1-5):

Competence	Evidence Presented	Rating	Development Required
6. Have the required knowledge and skills to contribute fully to the safeguarding adult's process.		1-5 (please indicate)	Y / N – Y to be recorded on development section page
7. Awareness and application of local policy and procedural frameworks when undertaking Safeguarding Activity.		1-5 (please indicate)	
8. Ensure service users/carer's are supported appropriately to understand safeguarding issues.		1-5 (please indicate)	
9. Understand how best evidence is achieved.		1-5 (please indicate)	
10. Understand when to use emergency systems to Safeguard adults.		1-5 (please indicate)	

1 = Poor
2 = Weak
3 = Satisfactory
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5 = Excellent

11. Maintain accurate, complete and up to date records.		1-5 (please indicate)	
12. Demonstrate the required level of skills and knowledge to undertake a Safeguarding Adults Investigation.		1-5 (please indicate)	
6. Have the required knowledge and skills to contribute fully to the safeguarding adult's process.		1-5 (please indicate)	

Staff Signature

Line Managers Signature

Date

Staff Group C (Need to complete B & A also)

Competence in Strategic Management and Leadership of Safeguarding Services

Rating - Please rate your level of competence for each area (1-5):

Competence	Evidence Presented	Rating	Development Required
13. Actively engage in supporting a positive multi-agency approach to Safeguarding Adults.		1-5 (please indicate)	Y / N – Y to be recorded on development section page
14. Support the development of robust internal systems to provide consistent, high quality Safeguarding Adults service.		1-5 (please indicate)	
15. Chair Safeguarding Adults meetings or discussions. (This only applies to Senior Practitioners within North Tyneside Council & Health who's role involves chairing Safeguarding meetings)		1-5 (please indicate)	
16. Ensure record systems are robust and fit for purpose.		1-5 (please indicate)	

**1 = Poor
2 = Weak
3 = Satisfactory
4 = Good working knowledge
5 = Excellent**

Staff Signature

Line Managers Signature

Date

Staff Group D (need to complete A also)

Competence in Strategic Management and Leadership of Safeguarding Services

Rating - Please rate your level of competence for each area (1-5):

Competence	Evidence Presented	Rating	Development Required
17. Lead the development of effective policy and procedures for Safeguarding Adult services in your organisation.		1-5 (please indicate)	Y / N – Y to be recorded on development section page
18. Ensure plans and targets or Safeguarding Adults are embedded at a strategic level across the organisation.		1-5 (please indicate)	
19. Promote awareness of Safeguarding Adults systems within and outside your organisation.		1-5 (please indicate)	
20. Develop and maintain systems to ensure the involvement of service users in developing Safeguarding Adults services.		1-5 (please indicate)	

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Staff Signature

Line Managers Signature

Date

Development of Competence

Please make notes of how any competences that have not been demonstrated, can be evidenced in the foreseeable future and dates to when this will be assessed.

Competence	Actions	Target Date
Eg: 5 Have knowledge of North Tyneside's Multi-Agency Safeguarding Procedures	John needs to develop his understanding upon the Mental Capacity Act. To attend a training session upon MCA.	Within 6 months – 01.12.12
Any other comment :		

This framework is based on the original document by Bournemouth University and endorsed by The Association of Directors of Social Services (ADASS), Learn to Care, Skills for Care and Social Care Institute for Excellence (SCIE).

****Please note the completed toolkit and development plan should be reviewed regularly at 1-1s and appraisals.****

Examples of Evidence to Support Competence Level

Suggested Evidence A	Suggested Evidence B
<ul style="list-style-type: none"> ▪ Clear understanding of their role in making an alert and a safeguarding referral. ▪ Clear understanding of their organisation’s policy and procedures. ▪ Understand limits to confidentiality. 	<ul style="list-style-type: none"> • Responds to referrals within specified timescales. • Identify and reduce potential and actual risks after an allegation of abuse has been made. • Convene Safeguarding meetings as appropriate within specified time scales. • Contribute effectively to all information sharing. • Develop protective strategies for those who refuse services.
<ul style="list-style-type: none"> ▪ Be able to define ‘adult at risk of harm’ and Adult Abuse. ▪ Know the different types of abuse and how to recognise indicators/signs. ▪ Contact emergency services where appropriate. 	<ul style="list-style-type: none"> • Show a clear understanding of the thresholds and pathways for investigating in response to a Safeguarding alert and referral. • Describe the purpose of a Strategy Meeting and Case Conference. • Describe the purpose of a Protection Plan. • Use of appropriate forms and recording systems. • Understand the use of legislation within safeguarding adults work including:- <ul style="list-style-type: none"> ✓ Mental Capacity Act ✓ Deprivation of Liberty Safeguards ✓ Care Standards Act 2000
<ul style="list-style-type: none"> ▪ Know how to make an alert and a referral. ▪ Know how to record appropriately. 	<ul style="list-style-type: none"> • Recognise service users’ rights to freedom of choice. • Understand the impact that abuse can have on individuals. • Provide information on local support services that may provide support. • Provide written and verbal information on Safeguarding Adults processes.
<ul style="list-style-type: none"> ▪ Value individuality and be nonjudgmental. ▪ Be aware of how own values and attitudes influence understanding of situations. 	<ul style="list-style-type: none"> • Demonstrate knowledge of gathering, evaluating and preserving evidence.
<ul style="list-style-type: none"> ▪ Understand how to ‘whistleblow’ using Local procedures. 	<ul style="list-style-type: none"> • Explain when emergency protection plans may be required e.g. Mental Health Act or DOLs (urgent authorisation).

Suggested Evidence C

- Evidence of protection planning.
- Evidence of report writing.
- Evidence of multi-agency working.
- Explicit understanding of confidentiality and data protection issues.

- Demonstrate a thorough knowledge and application of purpose, duties, tasks involved in Safeguarding investigations.
- Plan and carry out agreed strategy to protect an adult from abuse during and following an investigation.
- Understand the different roles and responsibilities of the different agencies involved in investigating allegations of abuse.

- Demonstrate a clear understanding of North Tyneside multi-agency policy and procedures.
- Ensure supervision is carried out regularly to support safeguarding activity.
- Ensure effective performance management systems are in place and implemented when poor safeguarding practice is identified.
- Ensure the workforce has the necessary skills and knowledge to carry out effective safeguarding activity.

- Chair Safeguarding Adults meetings and conferences in line with local policy and procedures.

- Demonstrate effective systems are in place to maintain records including investigators reports, minutes and protection plans.

Suggested Evidence D

- Have a strategic understanding of the scope of Safeguarding services across the organisation.
- Work in partnership with a range of key agencies to promote Safeguarding Adults Services.
- Promote the Safeguarding Board's work plan and key priorities.
- Effectively communicates a proactive approach to Safeguarding Adults within your organisation.
- Be able to account for your organisations safeguarding practice.

- Ensure that internal audit systems are robust and meet the requirements for external scrutiny.
- Have a comprehensive knowledge of CQC inspection findings and how these will be implemented to support service development in your organisation.
- Be aware of the findings from serious case reviews and any Safeguarding implications for service delivery in your organisation.

- Identify systems and structures in place used to raise awareness of Safeguarding Adults locally.

- Evidence that service users, patients and carers are supported and involved in all aspects of activity, and that their feedback impacts upon service planning and delivery.