

Safeguarding

Learning & Development Framework

January 2025

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Background

The Workforce Development Manager for Adult Social Work & Care in Learning Central developed a learning and development framework for Safeguarding to support the staff in their learning. The National Competency Framework for Safeguarding Adults by Bournemouth University was used to map learning opportunities and activities across all staff groups, and which focuses on what different groups need to demonstrate under each of the 6 principles.

Target Audience

This document is aimed at:

- Local communities, voluntary organisations and volunteers
- Carers, support staff, administrators, clerical staff, drivers, domestic staff, staff supervisors, team leaders, care & support managers
- ASYE's, ASC Social Workers, Nurses, Operational Managers, Heads of Service, Local Safeguarding Adult Boards

The Learning and Development Framework

The aim of this document is to outline the competencies within the workforce to allow staff and volunteers to ensure the safety and protection of adults at risk of or experiencing abuse and or neglect. It offers a clear framework of these competencies within varied roles where you may work with an adult at risk. The framework will aid staff supervisors and team leaders to use identifiable standards to measure the competencies of staff and have a framework as to the achievable outcomes for the development of staff and volunteers.

All newly appointed staff should be competent against their relevant competencies within 6 months of entering their post. The responsibility for ensuring staff are properly trained rests with their employers.

Safeguarding competencies are grouped into Levels A-D. Different staff groups require different levels of competence depending on their roles, degree of contact with individuals, nature of their work and level of responsibility. The Safeguarding Competency Framework is clear that all staff require at least Group A training and those staff who regularly support adults at risk should be between Groups B-C.

The Safeguarding Learning and Development Framework sets out a suite of learning packages and extra learning opportunities which will support the achievement of Safeguarding implementation across CBC and contribute to the effectiveness of adult social care over the coming years. The suite of learning packages will be hosted on the CBC learning platform, Success Factors.

The framework has been ratified by the Practice Governance Board.

Relationship with other Relevant/Related Frameworks

These competencies are designed to build on existing professional standards and requirements across the full range of delivery and professional settings. Where directly relevant, these have been cross-referenced and/or incorporated in the relevant staff group. These include;

- Knowledge and Skills Statement for Adult Social Workers (DH, 2014)
- Professional Capabilities Framework (PCF) (TCSW, 2012, updated BASW, 2015)
- Forensic Social Work Capability Framework (DH, 2016)
- Skills for Care Statutory and Mandatory Training
- CQC Regulation 13: Safeguarding service users from abuse
- Mental Capacity Act 2005 code of practice (Gov.uk)
- Deprivation of Liberty Safeguards (Code of Practice to supplement the MCA)
- The Care Act (2014)
- Mental Capacity Act 2005

Additional Learning

<https://www.local.gov.uk/msp-toolkit>

The above link will take you to the Making Safeguarding Personal Toolkit by the LGA. The practice toolkit handbook guides you through the best approach and effective application of safeguarding with a range of helpful tools and practice-based case examples.

Recommended Training

Type of Training Recommended To Achieve Required Level of Competency				
Training Level	Safeguarding Level 1 eLearning	Safeguarding Level 2	Safeguarding Investigations	Other Training
Volunteers	Yes	Yes	No	No
Group A: All care & support staff & managers, day centre staff, administrators, clerical staff, drivers, domestic staff	Yes	Yes	No	No
Group B: ASYE's, Social Workers, Team Managers, Nurses	Yes	Yes	Yes	Yes
Group C: Operational Managers, Heads of Service	Yes	Yes	Yes	Yes
Group D: Heads of Service, Local Safeguarding Adult Boards	Yes	Yes	Yes	Yes

National Competency Safeguarding Framework Content for Volunteers & Staff
Group A – Professional Competency in working with people and delivering
safeguarding services

Content	Does CBC Safeguarding Training include this element?	
	Level 1 eLearning	Level 2 Training
1. Understand and demonstrate what Adult Safeguarding is		
The types of abuse and the contexts in which they can occur.	Yes	Yes
Their role in identifying concerns regarding adult abuse and their individual responsibility.	Yes	Yes
The role of the local authority: Duty to Protect.	No	Yes
The organisation's policy and procedures.	No	Yes
Knowledge of legislation and policy including, but not limited to:		
Human Rights Act 1998 Dignity in Care	No	Yes
Mental Capacity Act 2005	No	Yes
Deprivation of Liberty Safeguards 2009	No	MCA & DoLS eLearning
Care Act 2014	No	Yes
Making Safeguarding Personal	No	Yes
Appropriate responses to reports.	Yes	Yes
The importance of preserving evidence.	No	Yes
The importance of recording.	Yes	Yes
Limits to confidentiality, consent and information sharing	Yes	Yes
2. Recognise adults in need of Safeguarding and take appropriate action.		
Understanding the meaning of 'adult at risk' as defined in relevant policy guidance e.g. Care Act 2014 definition.	Yes	Yes

Content	Does CBC Safeguarding Training include this element?	
Demonstrating an understanding of what constitutes 'abuse'.	Yes	Yes
The different forms of abuse and how to identify indicators / signs of them.	Yes	Yes
Understanding of the factors that might increase risk of abuse .	Yes	Yes
Contacting emergency services if the individual is in immediate danger.	Yes	Yes
3. Understand dignity and respect when working with individuals.		
The individual's rights to exercise freedom of choice .	No	Yes
The individual's right to live in an abuse-free environment.	Yes	Yes
Valuing individuality and being non-judgmental.	No	Yes
Awareness of how personal values and attitudes can influence the understanding of situations.	No	Yes
Listening to individuals and allowing individuals time to communicate any preferences and wishes .	Yes	Yes
4. Understand the procedures for making a "Safeguarding Alert"		
Their role in terms of safeguarding concerns.	Yes	Yes
Your organisation's Safeguarding Adults policy and procedures.	No	Yes
Ensuring the immediate safety (e.g. contacting police) when the risk of abuse is high.	Yes	Yes
Working in a manner that seeks to reduce the risk of abuse.	No	Yes
Ability to outline the processes for informing an appropriate person of Safeguarding Adults concern.	Yes	Yes
Maintaining appropriate confidentiality.	Yes	Yes
5. Have knowledge of policy, procedures and legislation that supports Safeguarding Adults activity.		
National and local policies/legislation that support Safeguarding activity including but not limited to:		
Mental Capacity Act 2005	No	Yes

Content	Does CBC Safeguarding Training include this element?	
Care Act 2014	No	Yes
Deprivation of Liberty Safeguards 2009	No	MCA & DoLS Training
Human Rights Act 1998	No	Yes
Care standards for registered services	No	Yes
Employing agency's policy and procedures	N/A	N/A
Understanding how to 'whistleblow' using related policies and procedures.	Yes	Yes
6. Ensuring effective administration and quality of safeguarding processes.		
As appropriate to role this may include:		
Arranging safeguarding meetings.	N/A	N/A
Understanding relevant internal policies and procedures.	No	Yes
Taking accurate, well-written minutes of safeguarding meetings.	N/A	N/A
Maintaining accurate records and information governance.	GDPR Training	Yes
Recording and accurately respond to information governance.	GDPR Training	Yes
Understanding the Data Protection Act 1998.	GDPR Training	Yes

National Competency Safeguarding Framework Content for Staff Group B – Responders and Specialist Staff

Content	Does CBC Safeguarding Training include this element?	
7. Ensure service users are informed and supported in their decision-making around Safeguarding Adults concern.	Level 1 & 2 Training	Investigations Training
Adopting a person-centred approach .	Yes	Yes
Making Safeguarding Personal.	Yes	Yes
Ensuring that all Safeguarding Adults practice is in line with the wellbeing of the adult at risk throughout the process and is consulted with as per the Care Act 2014	Yes	Yes
Recognising service users' rights to freedom of choice.	Yes	Yes
Accessing appropriate advocacy support for service users.	Yes	Yes
Working with service users to ensure they are fully aware of all options available to them and also of the preventative measures that they may be able to put in place to protect themselves from abuse i.e. lasting powers of attorney (Mental Capacity Act) and/or police involvement	Yes	Yes
Providing information on local and national groups that may be able to provide support e.g. victim support, Independent Mental Capacity Advocacy (IMCA) service and/or local carers group.	No	Yes
Providing written and verbal information on local Safeguarding Adult processes and how they can be accessed by service users and carers.	N/A	Yes
Working preventively with adults at risk.	Yes	Yes
Developing protective strategies for those that decline services.	N/A	Yes
Actively engaging with individuals who decline services and/or engage support of others to achieve this.	N/A	Yes
Providing feedback to those making referrals on the status of the case as appropriate.	N/A	Yes
8. Ensure information is shared appropriately and all relevant partners are involved.		
Consulting with line management and being accountable.	Yes	Yes
Accessing support for the recovery from abuse/neglect.	N/A	Yes

Content	Does CBC Safeguarding Training include this element?	
Engaging all relevant partners and sharing information appropriately.	Yes	Yes
Evidencing multi-agency partnership working.	Yes	Yes
Practicing effective multi-agency partnership e.g. convene strategy meeting.	N/A	Yes
Attending and contributing to investigations/meetings/information sharing.	Yes	Yes
Evidencing information sharing.	Yes	Yes
Engaging in activities related to s.42 enquiries as appropriate.	Yes	Yes
Understanding when to contact out of hours services.	Yes	Yes
Using emergency services, when necessary, e.g. call for an ambulance and/or police intervention.	Yes	Yes
9. Demonstrate appropriate responses to Safeguarding Adult concerns.		
Effective risk/safeguarding plans.	Yes	Yes
Planning and carrying out agreed strategy to protect an adult from abuse during and following investigation.	N/A	Yes
Identifying and reducing potential and actual risks after disclosure/allegation has been made.	Yes	Yes
Exercising defensible decision making.	N/A	Yes
Responding to alerts/concerns in a timely manner.	Yes	Yes
Ensuring safeguarding activity is appropriate and proportionate.	Yes	Yes
Ensuring the person's mental capacity is considered.	Yes	Yes
Accessing all relevant legal powers and remedies.	N/A	Yes
Implementing effective strategies to manage self-neglect.	Yes	Yes
Responding appropriately to concerns about: human trafficking and modern slavery; and honour-based violence and forced marriage.	Yes	Yes
Responding appropriately to adults at risk who cause harm.	Yes	Yes

Content	Does CBC Safeguarding Training include this element?	
Identifying and responding effectively to factors increasing vulnerability to abuse.	Yes	Yes
Accessing and using effectively a range of community safety processes.	Yes	Yes
Demonstrating interpersonal skills and addressing 'difficult conversations'.	No	Yes
Being aware and challenging, if necessary, organisational cultures that may lead to poor practice in safeguarding.	Yes	Yes
10. Maintaining accurate and complete records and achieving best evidence.		
An explicit understanding of issues of confidentiality and data protection.	Yes	Yes
Evidencing collation and monitoring of 'Safeguarding Alerts' within your service through observation and discussion.	N/A	Yes
Demonstrating awareness of and confidence to use 'whistleblowing' policy and procedures when required.	Yes	Yes
Demonstrating a comprehensive and detailed knowledge of gathering, evaluating and preserving evidence.	Yes	Yes
Providing evidence of report writing, recording and interview skills.	N/A	Yes
The use of appropriate forms and recording systems.	Yes	Yes
Undertaking contemporaneous record keeping.	Yes	Yes
Evidencing contemporary case recordings.	N/A	Yes
Providing evidence of protection planning.	N/A	Yes
Demonstrating court skills e.g. providing a credible testimony in court.	N/A	Court Skills Training
11. Managing Safeguarding Adult concerns and enquiries.		
As appropriate to role, this may include:		
Demonstrating ability to manage cases through safeguarding adult processes.	N/A	Yes
Ability to coordinate safeguarding enquiries.	N/A	Yes
Promoting outcome-focused adult safeguarding practice and decision making.	Yes	Yes

Content	Does CBC Safeguarding Training include this element?	
Supporting and supervising safeguarding adult concerns.	Yes	Yes
Undertaking safeguarding enquiry with support from Safeguarding Adult Manager.	N/A	Yes
Negotiating safeguarding plans with adult at risk that is outcome-focused and includes risk enablement, specialist protection assessment recovery as needed.	N/A	Yes
Identifying how best evidence is achieved.	N/A	Yes
Demonstrating the ability to undertake structured and appropriate interviews.	N/A	Yes
Demonstrating how to produce comprehensive enquiry reports.	N/A	Yes
Ability to chair safeguarding focused meetings (virtual or actual).	N/A	Yes, plus chairing meetings Training
Ability to review and analyse information within the Investigator's report.	N/A	Yes
Appropriate involvement of adult at risk, advocate witnesses and source of harm.	N/A	Yes
12. Awareness and application of legislation, local and national policy and procedural frameworks.		
Working to local and national guidance in Safeguarding within an appropriate legal policy and professional context.	Yes	Yes
Critical understanding on the levels, thresholds or pathways of investigating in response to a 'Safeguarding referral' and the requirements of gathering initial information.	N/A	Yes
Using legislation where immediate action may be required, e.g. Section 4 of the Mental Health Act 1983 or urgent authorisation under the Deprivation of Liberty Safeguards.	N/A	Yes
Knowing what legislation/policy informed a specific piece of work and why. Including but not limited to:		
Mental Capacity Act (Section 44)	Yes	Yes
Care Act 2014	Yes	Yes
Deprivation of Liberty Safeguards (DOLS)	MCA & DoLS Training	MCA & DoLS Training
Human Rights Acts 1998	Yes	Yes

Content	Does CBC Safeguarding Training include this element?	
Sexual Offences Act 2003	No	Yes
Police and Criminal Evidence Act 1984	No	Yes
Fraud Act 2006 (Section 4)	No	Yes
Care Standards Act 2000 (Section 23)	No	Yes
Court Protection MCA (Section 15)	No	Yes
Independent Safeguarding Authority (ISA)	No	Yes
Multi-Agency Public Protection Arrangements (MAPPA)	No	Yes
Multi-Agency Risk Assessment Conference (MARAC)	Yes	Yes
Equalities Act 2010	Yes	Yes
Domestic Violence, Crime and Victims Act 2012	Yes	Yes
Using alternative policy and legislation to support preventative strategies e.g. carer support and community safety processes.	No	Yes
Understanding how policy/legislation can have the potential to be used oppressively e.g. Mental Capacity Act, Best Interest Decisions may conflict with Human Rights (Article 3).	Yes	Yes
13. Demonstrate skills and knowledge to contribute effectively to the safeguarding process.		
Describing the potential impact of abuse on adults at risk, the staff or individuals who are alleged to have committed abuse and the informal carer who may have raised the alarm.	Yes	Yes
Knowledge of specific forms of risk - self neglect, fire safety, domestic violence.	Yes	Yes
Describing when emergency protection plans may be required.	N/A	Yes
Risk assessment and management plans.	N/A	Yes
Knowledge of prevention and early intervention.	Yes	Yes
Understanding the different roles and responsibilities of the different agencies involved in investigating allegations of abuse.	N/A	Yes
Knowledge of anti-social behaviour, human trafficking/modern slavery, so called 'honour-based violence', forced marriage and Female Genital Mutilation.	Yes	Yes

Content	Does CBC Safeguarding Training include this element?	
Knowledge of resilience factors and how these might interact with Safeguarding.	No	Wellbeing training & supervision
Knowledge of how abuse may affect individuals' decision-making processes, e.g. domestic abuse.	Yes	Yes
Describing the purpose of a planning meeting/discussion, and how to contribute to this and any subsequent enquiry plan.	N/A	Yes
Describing the purpose of a Safeguarding outcomes meeting, and how to contribute to this and any subsequent protection plan.	N/A	Yes

**National Competency Safeguarding Framework Content for Staff Group C –
Professional Competency in Strategic Management and Leadership of
Safeguarding Services**

Content	Does CBC Safeguarding Training include this element?
14. The provision of training and supervision to develop and promote Adult Safeguarding.	Investigations Training
Appropriate and proportionate safeguarding activity.	Yes
Risk assessment and management.	Yes
Practice which is consistent with Making Safeguarding Personal guidelines.	Yes
Prevention and early intervention.	Yes
Information sharing duties and powers.	Yes
Understanding multi-agency roles and responsibilities and ensuring these are met.	Yes
Multi-agency safeguarding awareness within appropriate legal, policy and professional context.	Yes
Legal powers and remedies.	Yes
Understanding appropriate legislation including but not limited to:	
Mental Capacity Act 2005	Yes
Deprivation of Liberty Safeguards	MCA & DoLS Training
Awareness of updated protocols and following/implementing them	Yes
Understanding of specific types of abuse including :	
Self-neglect	Yes
Domestic violence	Yes

Content	Does CBC Safeguarding Training include this element?
Anti-social behaviour	Yes
Human trafficking/modern slavery	Yes
Forced marriage	Yes
So called 'Honour based violence'	Yes
Female Genital Mutilation	Yes
Interpersonal skills and addressing difficult conversations.	Yes
Evidence gathering and interview skills.	Yes
Recording and defensible decision making.	Yes
Court skills and the provision of credible testimony in court.	Court Skills Training
Auditing and monitoring.	Yes
15. Robust inter-agency and multi-agency systems to promote best practice.	
Understanding national policy and procedures and how these relate to the development and application of local Safeguarding policy and procedures in a multiagency context.	Yes
Ensuring necessary policy and procedures are in place to support supervisory and reflective practice.	Yes
Ensuring prevention strategies are in place.	Yes
Challenging poor practice.	Yes
Demonstrating effective training and CPD activity is commissioned to support the development of Safeguarding Adult services.	Yes
Carrying out effective monitoring and auditing.	Yes
16. Support the development of robust internal systems to provide a consistent, high quality Safeguarding Adults service.	
Ensuring the workforce has the necessary skills and knowledge to work effectively.	Via PSW

Content	Does CBC Safeguarding Training include this element?
Ensuring effective training, policy and procedures are in place to support effective risk and decision making in practice.	Via PSW
Ensuring supervisors are suitably trained to carry out the supervisory role.	Yes
Ensuring supervision is carried out regularly to support Safeguarding activity.	Yes
Supporting 'whistleblowing' policy and procedures.	Yes
Monitoring Safeguarding systems.	Via PSW
17. Chair Safeguarding Adults meetings or discussions	
Working in line with local policy and procedures and chair strategy meetings where it is deemed a senior manager is most appropriate, e.g. large-scale inquiries or sexual offences.	Yes
Consulting with line management and being accountable.	Yes
Providing supervision and opportunities for reflective practice.	Yes
18. Ensure record systems are robust and fit for purpose.	
Understanding the Safeguarding Adult Review Process.	Yes
Working within the Learning and Review Framework.	PSW & L&D
Demonstrating established systems to support good practice Including but not limited to:	
Maintaining records	Yes
Protection plan monitoring	Yes
Time management, e.g. investigators report	Yes
Ensuring appropriate record keeping of Safeguarding Adults meetings, e.g. minute taking.	Yes
Implementing audit and inspection regimes.	Via PSW

National Competency Safeguarding Framework Content for Staff Group D – Governance and Board Roles

The following are extra competencies and not training needs

Content
19. Lead the development of effective policy and procedures for Safeguarding Adult services in your organisation.
Providing leadership for the workforce, stating clear aims and objectives in Safeguarding Adults.
Effectively communicating a proactive approach to Safeguarding Adults within your organisation.
Understanding the legal, policy and professional context for safeguarding.
Understanding and responding effectively to Care Act 2014 statutory duties.
Implementing the Making Safeguarding Personal guidance.
Being able to account for your organisation's practice.
Providing scrutiny of key processes and responding to key questions.
Providing effective strategic leadership for safeguarding internally.
Providing effective strategic leadership for safeguarding as a partnership.
Ensuring 'whistleblowing' systems are in place.
Understanding the respective roles and responsibilities of partners.
Strategic understanding of the scope of Safeguarding services across the whole organisation.
Working in partnership with a range of agencies to promote Safeguarding Adult services.
Working with partner agencies to develop a consistent intra-and inter-agency approach to Safeguarding Adults.
Ensuring contractual arrangements with service providers adhere to Safeguarding Adults policy and procedures.
Holding local agencies to account for their safeguarding work.
20. Ensure plans and targets for Safeguarding Adults are embedded at a strategic level across your organisation.
Ensuring serious cases are reviewed and lessons are learnt.
Being aware of the findings from serious Safeguarding Adults Reviews and any implication for service delivery in respect of Safeguarding Adults in your organisation.

Content
Ensuring learning is applied in practice.
Promoting the role of the Local Safeguarding Adults Board.
Implementing Safeguarding Adult Reviews.
Embedding the Care Act 2014 safeguarding provisions and statutory duties.
Promoting person-centred and outcome-based approaches.
Actively engaging in and having comprehensive knowledge of COC inspections and findings and how these will be implemented to support service development in your organisation.
Embedding sector-led improvement frameworks.
Promoting Peer Challenge.
Embedding the Quality Assurance Framework.
Embedding the Learning and Review Framework.
Promoting collaborative partnerships to underpin the roles and responsibilities of partners.
Ensuring internal audit systems are robust.
Implementing board governance arrangements.
21. Develop and maintain systems to ensure the involvement of those who use your services in the evaluation and development of your Safeguarding Adults services.
Providing evidence of how patients, service users, carers and customers are involved in Safeguarding activity.
Ensuring service users, patients, carers and customers are supported and involved in all aspects of activity, and that their feedback impacts upon service plans, locality action plans and the delivery of Safeguarding.
22. Promote awareness of Safeguarding Adults systems within your organisation and outside of your organisation.
Publicising and promoting Safeguarding policy and procedures.
Identifying the systems and structures in place that are used to raise awareness of Safeguarding Adults at a local and national level.

Acknowledgements

Thank you to everyone that facilitates, supports and attends the relevant training for your continuing enthusiasm for learning.

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