

# Leeds City Council Adult Social Care

## Safeguarding Adults Learning and Development Strategy 2021 – 2023



v1 (live document)

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## Adult Social Care – Safeguarding Adults Learning and Development Strategy 2021 - 2023

### 1. Introduction:

Everyone has the right to live safely – free from neglect or abuse. “Safeguarding Adults” refers to the multi-agency procedures for preventing, protecting and empowering adults (people over the age of 18) who have care and support needs. This ‘Learning and Development Strategy’ sets out the training requirements for staff working in adult social care and support services across Leeds.

#### **Association of Directors of Adult Social Services (ADASS) Standard 5 training standard**

It is the responsibility of each partner organisation to have a robust workforce development plan in place that covers appropriate competencies for staff and volunteers regarding “Safeguarding Adults”. Required competencies differ for various levels of staff according to their post and responsibilities, such as whether they are frontline staff or managers. All relevant staff must become skilled in recognising abuse and neglect; and be able to provide detailed and accurate reports.

While responsibility sits with individual organisations, “Safeguarding Adults” is a multi-agency operation. For staff who liaise with colleagues in other agencies, there are many recognised benefits in receiving cross-agency training – including the development of understanding and sharing good practice with other partners.

The “Safeguarding Adults” partnership works collaboratively to plan and commission this training.

### 2. Purpose of the strategy:

This training strategy comprises part of the Leeds Safeguarding Adults Board (LSAB) vision and incorporates the “Leeds Approach to Learning and Development”.

Recognised ‘Safeguarding Learning Fundamental Content Requirements’ (FCRs) are met in developing and commissioning training packages to meet the needs of staff and volunteers; and include:

- Incorporation of citizen-led practice guidance ["TALK TO ME, HEAR MY VOICE" – whereby](#) carers and people who directly access services are spoken to and listened to appropriately. This ensures that individuals become trusting and confident in the system and that all parties fully understand and can mutually benefit.
- Understanding the role of the LSAB and the Leeds citizen-led multi-agency [‘Safeguarding Adults Policy and Procedure’](#).
- The six statutory safeguarding adults principles:
  1. Empowerment: Presumption of person-led decisions and informed consent.
  2. Prevention: it is better to take action before harm occurs.
  3. Proportionality: Proportionate and least intrusive response, appropriate to the risk presented.
  4. Protection: Support and representation for those in greatest need.
  5. Partnerships: Local solutions through services working with their communities.
  6. Accountability: Accountability and transparency in delivering safeguarding.

Training packages are reviewed regularly and elements updated, according to new insights and intelligence gained through our ongoing 'safeguarding adults' reviews and serious incident reviews.

### 3. Statutory guidelines and supporting guidance:

Learning and development is underpinned by the legislation guidance and principles outlined below.

#### Care Act 2014

The Care Act 2014 sets out a clear legal framework for how local authorities and relevant and associated others should protect adults at risk of abuse or neglect.

New safeguarding duties for local authorities include the necessity to:

- Make enquiries, or ensure others do so if it believes an adult is subject to, or at risk of abuse or neglect. An enquiry should establish whether any action needs to be taken to stop or prevent abuse or neglect, and if so, by whom.
- Set up a Safeguarding Adults Board (SAB) with core membership from the local authority; the police; the NHS (specifically the local Clinical Commissioning Group/s); and other relevant bodies elected.
- Arrange, where appropriate for an independent advocate to represent and support an adult who is the subject of a safeguarding enquiry or Safeguarding Adult Review (SAR), where the adult has 'substantial difficulty' in being involved in the process and where there is no other appropriate adult to help them.
- Cooperate with each of its relevant partners in order to protect adults experiencing or at risk of abuse or neglect.

The statutory guidance enshrines the six principles of safeguarding (*as above*).

[www.legislation.gov.uk](http://www.legislation.gov.uk)

*Skills for Care*

## **Mental Capacity Act (MCA) 2005**

People working in social care must have an awareness of the [Mental Capacity Act \(MCA\) 2005](#).

The MCA clearly sets out the principles and legislation relating to people's perceived or actual capacity; and what their rights are in making decisions for themselves in terms of their health and wellbeing.

It also clarified matters relating to 'planning ahead' should people become to have reduced capacity. In line with preparatory and/or preventative good practice, staff are therefore enabled to offer current and accurate information and advice.

The MCA principles are:

- A person must be assumed to have capacity unless it is established that he lacks capacity.
- A person is not to be treated as unable to make a decision unless all practicable steps to help him to do so have been taken without success.
- A person is not to be treated as unable to make a decision merely because he makes an unwise decision.
- An act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his best interests.
- Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

The Act also introduced "deprivation of liberty safeguards" into the 2007 amended [Mental Health Act](#) which replaced the 1983 Act. This area of work relates to the compulsory treatment of certain people who have a mental disorder.

[www.legislation.gov.uk](http://www.legislation.gov.uk)

*Skills for Care*

## **Liberty Protection Safeguards (LPS)**

In May 2019, the [Mental Capacity \(Amendment\) Act](#) replaced the previous Act 2005. A number of amendments relating to deprivation of liberty were made and are now included in Chapter 18 of the Act.

As part of this, the 'Deprivation of Liberty Safeguards' (DoLS) was replaced with a new scheme known as the '[Liberty Protection Safeguards](#)'.

The new Mental Capacity Act "... broadens the scope to treat people, and deprive them of their liberty, in a medical emergency, without gaining prior authorisation" and otherwise clarifies aspects of the previous DoLS scheme.

The target date for the Liberty Protection Safeguards implementation is April 2022 and a revised MCA Code of Practice will be published in advance of this. The adult social care sector anticipates this will bring more clarity to work in practice.

*Social Care Institute for Excellence* [www.scie.org.uk](http://www.scie.org.uk)

*Skills for Care*

#### Additional legislation pertaining to Safeguarding Adults:

- Serious Crime Act 2015
- Modern Slavery Act 2015
- Domestic Violence Crime and Victims Act (2004)
- Forced Marriage (Civil Protection) Act (2007) includes legislation on protection orders and antisocial behaviour.
- Crime and Policing Act (2014) includes legislation on the crime of forced marriage.
- Female Genital Mutilation Act (2003), relating to Female Genital Mutilation (FGM) protection orders.
- Sexual Offences Act (2003)
- Criminal Justice and Courts Act (2015) includes ill treatment and wilful neglect by a carer.
- Counter-Terrorism and Security Act (2015) and the PREVENT strategy.
- Human Rights Act (1998)
- The Mental Health Act (1983) and (2007)
- Care Standards Act (2000); The Health and Social Care Act and Regulations
- Public Interest Disclosure Act (1998) relating to whistleblowing.
- Equality Act (2010) which includes the Disability Discrimination Act (2005)
- Fraud Act (2006)

#### 4. Key Priorities:

**Better Lives for people in Leeds** was launched in 2017 by Cath Roff, director of adults and health services for Leeds City Council. At its core is the belief that people know themselves and know what they need; and that with the right service interface, beneficial 'common sense' outcomes can be achieved. Empowering well-trained, effective staff to work with their own best abilities; and in ways that people can relate to – and therefore trust, has been significant in the progress of the service, since.

The stated ambition of the Better Lives strategy is:

"To ensure that people with care and support needs are able to have a fulfilling life".

Implicit throughout is that people are fulfilled in exercising their own strengths and abilities as part of their personal wellbeing.

The strategy frames its purpose around three key themes:

- **Better Lives through better connections:**

We will achieve better outcomes for people by working with communities and partners.

We will use citizen-driven technology to reduce isolation and promote independence.

We will link with universities to inform our practice social care research and innovation.

We will work with the private sector to support corporate social responsibility.

- **Better Lives through better living:**

We will improve access to housing for those with care and support needs.

We will work with providers to enable there to be a range of services available for people.

We will help people recover their independence following an accident or illness.

We will improve the quality of services which support people to remain at home safely.

- **Better Lives through better conversations**

New and different conversations about a person's social care and support needs focusing on:

- Aspirations • Independence • Capacity.

Early intervention and swift responses in a crisis.

Continued investment in effective, local community services directly accessed by citizens.

Since the start of the coronavirus pandemic, necessary reorganisation of services from the top down and changes to ways of working have taken place at individual service, section and team level. This ensured that frontline services were prioritised for best and safest delivery; and that adults and health could respond flexibly and effectively to new challenges.

Community-related working has undergone changes and developments, in relation to the changing situation and circumstances internally and with partners; and this continues.

One critical accomplishment was in setting up a dedicated recruitment and training campaign to build the city's capacity of care workers.

### **Best Council Plan 2020 – 2025**

In 2011, Leeds City Council launched the 'Vision for Leeds', which set out our ambition to be "[Best City in the UK](#)". The 'Vision for Leeds' has developed and now become the [Best Council Plan 2020 - 2025 \(BCP\)](#), which focuses on tackling poverty and reducing inequalities, with the city's Inclusive Growth Strategy, Health and Wellbeing Strategy, and Climate Emergency declaration as key drivers.

For adults and health services, the BCP informs budget setting and financial strategies and is an essential tool for planning and delivering services. It also sets out the progress of prioritised work and the successes achieved by services, sections and teams; and in turn, how these contribute to Leeds becoming the "[Best City in the UK](#)".

The key strategy '[Best City for Health and Wellbeing](#)' is a shared partnership strategy that sits within the BCP; and which the Leeds Safeguarding Adults Board (the 'partnership board') contributes to, in terms of advising shared priorities.

'Safeguarding' and other training may be delivered in-house by the council, or partners, or commissioned externally. In all cases, training carries the underpinning principles and guidance for the '[Best City for Health and Wellbeing](#)'.

## **5. Quality assurance:**

Within Adults and Health in the council, sits the Organisational and Workforce Development (OD) team, which has been accredited with the '[Skills for Care' centre of excellence award](#)'. This 'kitemark' recognition was awarded in March 2015 for the consistent high quality of training they deliver across the social care sector in Leeds.

The Leeds Safeguarding Adults Board Strategy Unit (a multi-agency partnership) works closely with the OD team to ensure that all aspects of training is quality assured. This includes: • planning and delivery of training • meeting competency requirements and • evaluation.

An annual 'training needs analysis' is undertaken which informs training needs to be met; and the content of safeguarding training is reviewed and updated regularly to ensure learners receive the most current and accurate information and guidance.

Forming part of the evaluation, following the completion of online courses, learners are requested to submit feedback. This is an automated function on the Performance and Learning Site (PALS) system. Individual trainers are also encouraged to request written feedback at the end of a training course. Feedback is reviewed and used to inform improvement of course content and the quality and value of training experience for learners.

## Equality, diversity and inclusion

We are committed to actively promote equality, diversity and inclusion as part of the planning and delivery of safeguarding training. We offer 'blended learning options' whereby learners are familiarised with a variety of information formats; enabling 'rounded' understanding, personal success and continued personal development. This is very effective in training new people who arrive with different levels of skill and ability. We ensure training venues are fully accessible and that learning platforms, courses and course materials are inclusive and appropriate for best overall learning.

The subject and intention of safeguarding is deeply rooted in respect for human rights, and as such, consideration of equalities issues underpins, and is central to, the content of all our safeguarding training.

## 6. Leeds Adults and Health training offer:

The Adult Safeguarding Learning and Development Pathway (Appendix 1) refers to all learning and development, relevant to adult social care in Leeds. Some of this is a statutory requirement to undertake and complete; some of which is deemed mandatory, by senior service staff.

All staff and volunteers are required to develop an appropriate level of safeguarding competencies, relevant to role. This is achieved through participation in formal training and development settings as well as hands-on work experience. This includes for example: • self-study discussions in team meetings • briefings • e-learning • shadowing; and for more experienced staff, mentoring and attendance at conferences and events.

*All training provided is for staff working with adults in Leeds who have care and support needs; and who have been referred for services by relevant statutory, voluntary, third sector, private or independent organisations.*

## Safeguarding: National competency framework

Group 1	Includes
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 frontline staff within health and social care settings: Clerical and administrative staff  Domestic and ancillary staff – such as cleaners, cooks and drivers  Volunteer befrienders and carers
Group 2	Includes
This group has considerable professional and organisational responsibility for Safeguarding Adults.  They are relied on to respond effectively to concerns as they	Social workers  Nurses and other professionals  Health and social care provider service managers.  Registered managers



<p>arise; and to contribute as required towards changes in practice, procedures, protocols, policy and legislation.</p> <p>This group works within an inter-agency structure.</p>	<p>Senior staff who manage and supervise staff</p> <p>Staff and volunteers with professional and organisational responsibility for adult safeguarding</p> <p>Voluntary and independent sector managers</p>
<b>Group 3</b>	<b>Includes</b>
<p>This group is responsible for ensuring that the management and delivery of Safeguarding Adults services is efficient and effective.</p> <p>They oversee the development of systems, policies and procedures; and facilitate good working partnerships with allied agencies to ensure consistency in approach and quality of service.</p>	<p>Social worker team managers</p> <p>Safeguarding and risk managers</p> <p>Service delivery managers</p> <p>Operations managers</p>
<b>Group 4</b>	<b>Includes</b>
<p>This group is responsible for having appropriate procedures and resources in place to support their role in both intra- and interagency contexts.</p> <p>They ensure their portfolios and the structures they work within are fully committed to Safeguarding Adults.</p>	<p>Elected members</p> <p>Heads of service</p> <p>Lead officers</p>

**This is a live document.**

**The learning and development pathway is to be updated to include identified and specific safeguarding training, related to the COVID-19 pandemic.**

**Appendix 1:**  
**Safeguarding Adults Learning and Development Pathway**

The learning and development pathway sets out all the safeguarding and related training available to staff.

Full details of the content of this training can be found on PALS or in the 'people development programme learning and development calendar'. This 'cross-agency' calendar is supplied to heads of service and senior managers for circulation.

Staff Groups	Learning and Development	Course Format	Mandatory	Refresher
<b>Group 1</b>  Clerical and admin staff Domestic and ancillary staff Volunteers and befrienders Voluntary organisations Carers and service users	Safeguarding Level 1 Awareness: The role of the person raising a concern	e-learning		
	Safeguarding resources: Nigel's personal story	Video and podcast		
<b>Group 1</b>  All support staff in health and social care settings, such as care assistants and support workers.	Safeguarding Level 1:- The role of the person raising a concern	Webinar / classroom	✓	Three years
	Safeguarding Level 1: The role of the person raising the concern (refresher) <i>(only to be used after completing classroom or webinar training)</i>	Workbook		Three years
	Safeguarding Level 1 Awareness: The role of the person raising a concern <i>(only to be used after completing classroom or webinar training)</i>	e-learning		Three years
	Mental Capacity Act in the Workplace: A course for frontline care staff	Webinar / classroom	✓	

	Domestic violence and abuse (DVA) for frontline care workers	Webinar / classroom		
	Modern Slavery: First responders and general awareness	e-learning		
	Safeguarding resources: Nigel's personal story	Video and podcast		
<b>Group 2</b> Frontline managers Registered managers Voluntary and independent sector managers Nurses and other professionals Senior staff who manage and supervise staff Staff and volunteers with professional and organisational responsibility for adult safeguarding	Safeguarding Level 2: The role of managers and supervisors	Webinar / classroom	✓	Three years
	Mental Capacity Act in practice: A course for managers and senior staff in provider services	Webinar / classroom	✓	
	Modern slavery: First responders and general awareness	e-learning		
	Deprivation of Liberty Safeguards (DoLS)	Webinar	✓	
	Safeguarding resources: Nigel's personal story	Video and podcast		
<b>Group 2</b> Wellbeing workers Social workers Senior social workers	Safeguarding procedures for social workers	Webinar / classroom	✓	Three years
	Continuing professional development (CPD) - safeguarding adults: The challenge of COVID working ( <i>learning requirement for social work progression</i> )	Webinar	✓	
	Mental Capacity Act (MCA): A practice perspective for fieldworkers	Webinar	✓	

	Deprivation of Liberty Safeguards (DoLS )	Webinar	✓	
	Modern slavery: First responders and general awareness	e-learning	✓	
	Domestic violence and abuse for social workers	Webinar	✓	
	Multi-Agency Risk Assessment Conferences (MARAC) briefing. <i>Dates are disseminated by heads of service and bookable on Eventbrite.</i>	Webinar / classroom	✓	
	Continuing professional development (CPD) – Domestic violence and abuse (DVA): How to support victims of DVA during Covid-19 restrictions ( <i>Learning requirement for social work progression</i> )	Webinar		
	Risk assessment and management tool (RAMT): Basics module.	Webinar	✓	
	RAMT CPD safeguarding and risk module: <i>For registered social workers post-newly qualified social worker (NQSW).</i>	Webinar		
	Safeguarding resources: Nigel's personal story	Video and podcast		
<b>Group 3</b> Social work team managers Safeguarding and risk managers	Safeguarding procedures for social workers	Webinar / classroom	✓	Three years
	Mental Capacity Act (MCA): A practice perspective for fieldworkers.	Webinar / classroom	✓	
	Deprivation of Liberty Safeguards (DoLS).	Webinar / classroom	✓	
	Modern Slavery: First responders and general awareness.	e-learning	✓	
	Domestic violence and abuse (DVA) for social workers.	Webinar / classroom	✓	
	Multi-Agency Risk Assessment Conferences (MARAC).		✓	
	Risk Assessment and Management Tool (RAMT): Basics module.	Webinar		

	Safeguarding resources: Nigel's personal story	Video and podcast		
<b>Group 4</b> Heads of Service, Elected Members Lead Officers	Leeds Safeguarding Adults Board hold regular learning and development sessions for members of this group.  Lead officer training is provided through the council's 'cross-council safeguarding group'.			

### Additional Sources of Support

Title	Description	Contact
<b>West Yorkshire Police</b>	<b>Investigate criminal offences and protect public safety</b>	<b>If a person is in imminent danger ring 999 To report a crime ring 101</b>
<b>Leeds Adult Social Care: Contact Centre</b>	<b>Safeguarding adults concerns should be reported to Adult Social Care, who will work with the adult and partner agencies to support them to be safe.</b>	<b>Tel: 0113 222 4401</b>
<b>Children and Young People's Social Care</b>	<b>Receives safeguarding referrals in relation to children and young people (under 18 years of age)</b>	<b>Tel: 0113 222 4403</b>

Title	Description	Contact
<b>Leeds Adult Social Care: Emergency Duty Team</b>	Receives safeguarding concerns for adults at risk 'out of hours'	Tel: 0113 378 0644 (Evenings, Nights, Weekends and Bank Holidays)
<b>Leeds Safeguarding Adults Board, Strategy Unit</b>	A strategic unit providing support for the Leeds Safeguarding Adults Board. The unit is non-operational and cannot take safeguarding referrals, these must be reported to Adult Social Care as listed above	Tel: 0113 37 89 455 <a href="mailto:LSAB@leeds.gov.uk">LSAB@leeds.gov.uk</a>
<b>Advonet</b>	Established to provide a support network of advocacy providers within Leeds. Their website provides details of advocacy services within Leeds, listed by the client group they serve and geographical area.	Tel: 0113 244 0606 <a href="http://www.advonet.org.uk">www.advonet.org.uk</a>
<b>Anti-Social Behaviour Contact Centre</b>	Access point for support in relation to anti-social behaviour.	Tel: 0113 222 4402 <a href="http://www.leeds.gov.uk">www.leeds.gov.uk</a>
<b>Care Quality Commission</b>	Regulates care provided by the NHS, local authorities, private companies and voluntary organisations and protects the interests of people whose rights are restricted under the Mental Health Act.	Tel: 0845 015 0120 <a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Disclosure and Barring Scheme</b>	The role of the Disclosure and Barring Service (DBS) is to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups including children. It	DBS: Tel: 03000 200 190 Welsh Language: Tel: 03000 200 191

Title	Description	Contact
	replaces the Independent Safeguarding and Criminal Records Bureau.	DBS minicom: Tel: 03000 200 192 <a href="http://www.gov.uk">www.gov.uk</a>
Domestic Violence	Leeds domestic violence 24 hour helpline which provides help for all victims of abuse in Leeds.	Tel: 0113 2460401 <a href="http://www.leeds.gov.uk">www.leeds.gov.uk</a>
The Forced Marriage Unit	Part of the Foreign and Commonwealth Office, provides a wealth of information, multi agency practice guidelines and an advice line for victims, their friends, relatives and professionals.	Tel: 0207 008 0151 <a href="http://www.fco.gov.uk/forcedmarriage">www.fco.gov.uk/forcedmarriage</a>
Health and Safety Executive	Responsible for all health and safety regulations in the UK. It provides information about the regulations and provides guidance on how to improve the health and safety of staff and service users in a variety of establishments.	<a href="http://www.hse.gov.uk">www.hse.gov.uk</a>
Leeds Deprivation of Liberty Safeguards (DoLS) Helpline	Provides advices on issues relating to DoLS, for professionals, service providers and members of the public.	Tel: 0113 535 0004 (Mon-Fri 09:00 - 16:30)
Mencap Whistleblowing Helpline	The Whistleblowing Helpline is an independent, confidential, free phone service for staff and organisations working within the NHS and social care sector. It is commissioned by the Department of Health.	Tel: 0800 724725 <a href="http://www.mencap.org.uk">www.mencap.org.uk</a>

Title	Description	Contact
Modern Slavery	Information about modern slavery, how to seek advice and how to report concerns.	Helpline: 0800 0121 700 <a href="http://www.modernslavery.co.uk">www.modernslavery.co.uk</a>
Office of Public Guardian	Supports the functions of the Court of Protection. It can investigate the actions of a Deputy appointed by the Court of Protection or an attorney under a registered Enduring or Lasting Power of Attorney	Tel: 020 766 47734 <a href="http://www.justice.org.uk">www.justice.org.uk</a>
Public Concern at Work	An independent authority on 'whistle-blowing', and the protection afforded by the Public Interest Disclosure Act. Provides an advice line.	Tel: 020 7404 6609 <a href="http://www.pcaw.co.uk">www.pcaw.co.uk</a>
Stop Hate UK	Hate crime can be reported to Stop Hate UK, a voluntary organisation providing support for people affected by hate crime.	Tel: 0800 138 1625 (24hours) <a href="http://www.stophateuk.org">www.stophateuk.org</a>
Trading Standards Services, West Yorkshire Joint Services	Serves to protect consumer rights, including prevention of door step crime. Provides an advice service.	Contact Consumer Direct: 08454 04 05 06 <a href="http://www.ts.wyjs.org.uk/">www.ts.wyjs.org.uk/</a>
Victim Support Helpline	Victim Support is available to help anyone affected by crime, providing emotional support, information and practical help.	Tel: 0845 3030 900 <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>

#### Contact details for Children and Young People's Services

Children's EDT	<b><u>0113 535 0600</u></b>
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	<a href="mailto:childrensedt@leeds.gov.uk">childrensedt@leeds.gov.uk</a>
<b>Children's Duty &amp; Advice (for open cases, professionals only, (office hours)</b>	0113 3760336 <a href="mailto:childscreening@leeds.gov.uk">childscreening@leeds.gov.uk</a>
<b>Children's Social Care Contact Centre</b>	0113 2224403 <a href="mailto:leedschildren@leeds.gov.uk">leedschildren@leeds.gov.uk</a>