

**SAFEGUARDING
TRAINING
STRATEGY
2016 - 2019**

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FORWARD

Many high profile inquiries have been published highlighting that more needs to be done to protect our most vulnerable patients. Lord Laming, in his report The Protection of Children in England said that all children and young people should be able to depend upon key services to keep them safe.

The strategy document aims to provide strategic direction and leadership in line with current requirements, expectations and our legal duty to provide the appropriate and continuous training around safeguarding.

PURPOSE & BACKGROUND

Safeguarding children, young people and adults is not only a statutory duty placed upon health organisations, it also encompasses the promotion of welfare and health and well-being with a shared responsibility with the organisation and its staff. It is also intended to compliment the Quality and Training Strategy objectives:

- **Honesty:** To be open, honest and transparent with staff, patients and stakeholders
- **Responsive:** To have a workforce to deliver services that is responsive to the needs of our communities
- **Support:** To establish a fit for purpose workforce, enabled through a mentoring and supervision framework
- **Safe:** To maintain and continually improve the quality care provided through the minimisation of risks, incidents, and complaints
- **Listens:** To ensure the patient's voice is the main driver for change and innovation
- The East of England Ambulance Service NHS Trust is committed to ensuring that patient safety is its main priority, through ensuring that patients receive **the right care, at the right place, at the right time**. To enable this, all staff including those in support function roles are essential to enabling robust and safe care.

For the East of England Ambulance NHS Trust (EEAST), the document services as a framework for managers and staff to clarify the safeguarding training required, at what level and how often. In some cases, a specialist competency is required for certain staff groups and this has been identified within the strategy.

EEAST have a legal duty under the Children Act (2004) and the Care Act (2015) to make appropriate arrangements to safeguard and promote the welfare of children, young people and adults, by ensuring their staff (from Board to the front-line) and those services contracted by the ambulance Trust, including volunteers are trained and competent to be alert to the potential indicators of abuse and know how to act and report on those concerns in order to fulfil their responsibilities in line with the EEAST safeguarding policies.

Safeguarding training is both vital and statutory in protecting our patients from harm. All staff including volunteers must have competencies and support to recognise the signs of abuse and to take appropriate action or where to obtain advice in their decision-making. Too often it is cited in serious case reviews (where significant harm of abuse has occurred) where inadequate training is a common theme emerging.

Therefore in order to comply with our legal duty under the Children Act (2004) and the Care Act (2015) all staff should receive the appropriate safeguarding training in line with the adopted best practice guidance from the Royal College of Paediatrics and Child Health (2014) safeguarding children and young people: roles and competencies for health care staff Intercollegiate Document for children and the NHS England Safeguarding Adults; roles and competencies for health care staff Intercollegiate Documents for adults. Both documents utilise a multilevel training approach (six levels) that EEAST have adopted in line with many other health organisations along with the full endorsement of the National Ambulance Safeguarding Group.

Therefore the Trust aims to ensure that no act of omission on the part of the organisation, or that of its staff, puts a child, young person or vulnerable adult inadvertently at risk. In order to achieve this, the training strategy will provide all staff and their managers clarity as to the level of training competency required to their role in relation to children, young people or adults who are at risk.

The training strategy applies to all staff employed by EEAST which includes all bank/private employees and volunteers working on behalf of EEAST.

TRAINING REQUIREMENTS

In order for the training strategy to be effective, there must be a clear and effective framework that includes:

- A mandate across all directorates within the Trust
- Clear and expected levels of practice for all age groups of patients
- Policies, procedures and standardised clinical guidelines that support safeguarding
- Trust wide training needs analysis
- Clear roles and responsibilities for the delivery of safeguarding training

The Trust continues to offer a training programme which recognises the different levels of competency for different groups of staff (**Refer to Appendix 1 for detailed competencies and staff groups**). The levels are based on the levels within the two adopted intercollegiate documents and are combined in the method of delivery.

The requirement for training for the different groups of staff outlined in the intercollegiate documents and appendices will be determined by the Named Professionals for Safeguarding in collaboration with the People, Development and Education unit (PDE) within the Trust (**Refer to Appendix 2 for detailed training delivery and time scales**).

Level 1 - Non Clinical Health Staff (Administrative staff, Receptionists, Housekeeping services, Make Ready & Fleet, Estates, IT Department & Non-Clinical Managers)

All new non clinical employees will receive a combined child and adult Safeguarding session within the first six weeks of their employment as part of the Corporate Induction programme. There is a minimum requirement for this group of staff to receive (minimum 30 minutes) update training every three years thereafter. Existing employees who have not previously had "Safeguarding Training" will be required to do this either by sessions organised by Safeguarding Team, PDE through e-learning or workbook.

Level 2 - Staff and volunteers who have any contact with children, young people and/or parents/carers (All Clinical Staff; A&E and NES, Triage Clinicians, OOH GPs, District Nurses, CFRs, All staff within the Emergency Control Room, Non-Clinical Learning and Development Team, PALS, SPOC, Information Management Team, Senior Managers & Directors, HR & Clinical Quality Managers). All staff working for Air Ambulance Charities, Critical Care Doctors (BASICS) and all students working in Higher Education Institutions linked with the Trust.

All new clinical staff will be required to receive Level 1 Safeguarding Training within the first six weeks of employment as part of the Corporate Induction process.

Over a three year period this group of staff will be required as a minimum requirement to participate in appropriate update/refresher training equivalent to eight hours combined child and adult based training specific to their role. Learning may occur through:

- The Trust Professional Update programme (2016/2019)
- The Trust additional Safeguarding Forums/Updates
- Local Safeguarding Children Board
- Professional specific training sessions – local/national
- e-Learning packages
- Trust Safeguarding Workbook / Clinical Quality Matters
- Local/National Conferences and Forums

When staff attend external/multi-agency training it is essential to inform the Safeguarding Team and PDE of attendance to ensure the learning on continued professional development is captured and reported on.

Level 3 - Staff working with children, young people and/or their parents/carers and who could potentially contribute to assessing, planning, intervening and evaluating the needs of a child or young person and parenting capacity where there are safeguarding/child protection concerns (Safeguarding Team, Area Clinical Managers, Senior Operational Managers who hold Safeguarding within their portfolio or their nominated manager & Senior HR Team)

This is a group who have been recognised as requiring additional specialist competence.

It is expected that prior to or within a year of appointment there is a minimum requirement for this group to complete the equivalent of three Programmed Activity (PA) (4 hours) activities of education and learning related to safeguarding/child protection. This should include single agency and multi-agency training as outlined in the Safeguarding Training Needs Analysis/Programme (Appendix 1).

When staff attend external/multi-agency training it is essential to inform the Safeguarding Team and PDE of attendance to ensure the learning on continued professional development is captured and reported on.

Following on from this over a three year period these professionals should receive refresher training equivalent to 1-1¹/₂ PA's/sessions. These sessions should include multi-disciplinary and inter-agency sessions delivered internally and externally; e-learning can be used as part of reflective team-based learning.

Sessions must be tailor made to accommodate the specific roles and needs of different professional groups and be led by experienced and competent facilitators.

Levels 4 & 5 - Specialist Roles (Safeguarding Lead, Safeguarding Named Professionals, Board Champion & Named Doctor)

These senior managers have been identified as having statutory roles and responsibilities for safeguarding children as set out in the Working Together to Safeguard Children (2010).

These senior managers should attend six PAs /sessions of education, training and learning over a three-year period (up to 24 hours per year).

These senior managers should complete a management programme with a focus on leadership and change management within three years of taking up their post.

Senior Managers responsible for strategic management of services including Trust Board members.

All new non senior managers and NHS Board members will receive a "Safeguarding children and young people" training session within the first six weeks of their employment as part of the organisations induction programme.

Over a three year period this management group will be required as a minimum requirement appropriate update training equivalent to four hours training specific to their role.

It is the responsibility of the Board & Managers within the Trust to ensure that their staff are appropriately trained in order to fulfil their obligation for Care Quality Commission registration in line with statutory requirements.

ASSURANCE

The Safeguarding Team, Risk Management and PDE have a responsibility to ensure that any training delivered by the Trust is of a high standard and that a process exists for monitoring the standard and effectiveness. It should be delivered by trainers who are knowledgeable about safeguarding (which includes child protection) and promoting the welfare of children, young people and adults. When delivering training on complex areas of work, trainers should have the relevant specialist knowledge and skills and this will be facilitated by the safeguarding team when necessary. Any training should be delivered by trainers who have completed training for trainers programme or professional equivalent and are informed by current research evidence, lessons from serious case and child death reviews, and local and national policy and practice developments. The training should be consistent with the values of placing the child, young person's or vulnerable adults interests at the center of all training, respecting equality and diversity and promoting the values and respecting the collaborative work with other agencies.

In addition the training will be regularly reviewed and evaluated to ensure that it meets the agreed learning outcomes and has a positive impact in practice. This review will be internal and external. Local Safeguarding Boards may request assurance through the request of the Trust's educational content or observation of classroom learning. Individuals, who are responsible for the training and engaged in the planning, delivery and evaluation, must be aware of current policy and any evidence based practice developments. This will be achieved by:

- Identifying any training implications arising from strategy guidance, changes in law, national initiatives and practice development.
- Identifying any training implications arising from organisational changes or introduction of new policy, procedure or guidance.
- Ensuring that subsequent training is influenced by the most current guidance and compliant with current changes in commissioning and contractual obligations.
- Ensuring that training materials are reviewed and updated on an annual basis, or in response to changes in local and national policy, to include recommendations from Serious Case Reviews, Serious Adult Reviews or Domestic Homicide reviews completed with partner agencies across the East of England.
- Ensure that there is an the Trust named person/education lead to act as the communication point and to be part of the circulation list for external agency safeguarding updates in order to cascade information.

EVALUATION

To evaluate the application of learning in practice a number of mechanisms are in place for observing and discussing the practice of identifying and reporting safeguarding concerns in line with Trust policy. These mechanisms are identified below:

- Safety walkabout questions on safeguarding
- Safeguarding training questionnaire post training courses
- Learning from Serious Case Reviews/serious adult reviews/domestic homicide reviews.
- Clinical Supervision

MONITORING

The Trust Training Strategy will be monitored through the safeguarding board self- audit (Section 11) along with competency assurance through contracting arrangements with Clinical Commissioning Groups and NHS England.

The PDE will maintain a database of the training records of all employed staff including volunteers.

The delivery of training will be monitored via regular monthly updates to the Trust Board as part of the Board Report; and monthly reports to the Trust Executive Team. This is further supported through bi-monthly reports to the Safeguarding meeting.

REFERENCES

The Protection of Children in England (2009)
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/328117/The_Protection_of_Children_in_England.pdf

The Children Act (1989 & 2004) www.opsi.gov.uk/acts/acts2004/ukpga

Working Together to Safeguard Children (2015) <http://www.workingtogetheronline.co.uk>

Intercollegiate Document, Safeguarding Children and Young People: Roles and Competencies for Health Care Staff (2015) <http://www.rcpch.ac.uk/child-health/standards-care/child-protection/updates/child-protection-updates>

Intercollegiate Document, Safeguarding Vulnerable Adults: Roles and Competencies for Health Care Staff (2015) Expected Summer 2016

Care Quality Commission (CQC) Essential Standards of Quality & Safety (2015)
<http://www.cqc.org.uk/content/regulations-service-providers-and-managers>

Statutory Guidance on Making Arrangements to Safeguard and Promote the Welfare of Children under Section 11 of the Children Act (2004) DfES, HM Government (2005)

Common Core of Skills and Knowledge for the Children's Workforce, DfES, HM Government (2005)

APPENDICIES

Appendix 1



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Appendix 2



Safeguarding
Training Timescale 20