



**SAFEGUARDING
ADULTS BOARD
North Yorkshire**

Information for Partners

**Training Events Planned Oct
2011 to March 2012**

Foreword

Anyone who works with adults in our community, either as a paid worker or volunteer, has a role to play in safeguarding adults and promoting their health and well-being. Unfortunately neglect and abuse of vulnerable adults can and does happen. We need to know how to report any concerns we may have, how to respond to and deal with reports of abuse and what we can do to prevent neglect and abuse happening in the first place. We need to ensure that you have the right skills and knowledge to work with people to help and protect them.

To help achieve this, the North Yorkshire Safeguarding Adults Board has commissioned a range of training solutions. These have been developed to suit all levels of staff and volunteers from the statutory, voluntary and independent sectors.

This booklet provides information about the courses available and how to access these. These are free and include refreshments where appropriate.

- **AnneMarie Lubanski, Head of Self Directed Care and Transformation, Health and Adults Services, North Yorkshire County Council.**

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If you need any further information in relation to this booklet please contact the North Yorkshire County Council, Health and Adults Services, Workforce Development Unit.

Workforce Development Unit c/o Admin Team
Room 211
Health and Adults Services
County Hall
Northallerton
DL7 8DD

Telephone: 01609 536399
EM: workforcedevelopment@northyorks.gov.uk

1 Introduction

The training advertised in this booklet is for those working within North Yorkshire in the Private, Voluntary and Third Sector Organisations, this includes Housing Organisations.

If you work within this sector within the City of York, please contact York City Council for their safeguarding training dates.

City of York Council Training Unit: 01904 553026

For Safeguarding training contacts within other Statutory Organisations – see appendix 1.

If you are from NYCC please contact Workforce Development Unit and request a copy of the NYCC Safeguarding Training booklet.

All training complies with the Safeguarding Adults competencies to be found in appendix 4.

It is important the person in your organisation who acts as the Safeguarding Responder/Referrer has completed their level 1 and level 2 training before front line staff are sent on the level 1 Alerter course.

2 Course Information and Target Audience

Safeguarding Level 1 Alerter Training

Alerter training is for all people (staff and volunteers) who come into contact with vulnerable adults.

The training is available by classroom / face to face training and also as an e-learning module.

‘Face to Face’ alerter training is mandatory for all staff that have close and regular contact with vulnerable adults.

Safeguarding Level 1 Alerter ‘Face to Face’ Training

‘Face to Face’ alerter training is available via the following 3 options:

- Scheduled classroom half-day training
- Alerter Champions 1-day training
- In-House half-day training

Examples of Target Audience

Care Professionals	Ambulance / Transport workers	Managers and Team Leaders
Volunteers	All Care Assistants	Housing support workers
Staff who are supporting vulnerable adults with activities of daily living	Voluntary Agency Staff	Cooks & Domestic staff
	“Meals on Wheels” workers	Mental Health Support Workers

Safeguarding Level 1 Alerter: Scheduled Classroom Training

About the course

This is a half day classroom course.

Dates for this scheduled training can be found on page 8.

Delegates will gain awareness of how they can safeguard adults from abuse, what action to take if they suspect abuse is/has occurred and how to work to prevent abuse occurring.

People (staff and volunteers) working in organisations with fewer than 50 staff can attend this Level 1 Alerter Classroom training.

Safeguarding Level 1: Alerter Champion (Train the Trainer)

About the course

This is a 1 day classroom course.

Dates for this scheduled training can be found on page 9.

The course is for those organisations with over 50 staff that require Safeguarding Level 1 Alerter training.

This course builds on the half day Alerter Level 1 course and is designed to equip the delegate to be able to deliver the half-day Safeguarding Level 1 Alerter training in their workplace. This course provides the delegate with Alerter Level 1 materials including how to test out and evaluate the learning delivered.

In order to effectively prepare the delegate to be able to deliver the Alerter level 1 training in their workplace there is a requirement that the delegate takes part in a 'delivery activity' during the day.

Pre-requisites of attending this course are that the delegate has:

- Attended the half-day Safeguarding Level 1 Alerter training WITHIN THE LAST 6 MONTHS and if possible also attended Level 2 training
- The support of their manager to undertake cascade training in the workplace
- Sufficient knowledge, experience and occupational competence to deliver training to others

Prior to accessing a place on this training, prospective delegates will be required to:

- Complete a small agreement in relation to the role of Alerter Champion and return to the Workforce Development Unit, this will be sent to you when you request the training.

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Following the Alerter Champion training the delegate will be expected to:

- Provide reports to the Workforce Development Unit of cascade training activity undertaken
- Undertake Safeguarding refresher and quality improvement activities

Examples of Target Audience		
Day Centre managers	Team Leaders	Nursing staff (all levels)
Senior Care Staff	Registered managers	

Level 1 Alerter: On-Site Training

About the course

The scheduled classroom half-day level 1 Alerter course is the preferred option as this ensures the delegates from each course are from a varied background and this enhances the learner experience.

However, if you have 15 or more staff that require level 1 Alerter training, and there is limited availability of Level 1 Alerter course scheduled locally, we will make every effort to accommodate you at your workplace; this is subject to trainer availability.

To discuss this further please contact the Workforce Development Unit in Health and Adults Services for further information on 01609 536399 or email workforcedevelopment@northyorks.gov.uk

Safeguarding Level 1 Alerter: E-Learning

About the course

This training is suitable for staff that require an awareness of adult safeguarding but have **limited and infrequent contact** with vulnerable adults.

It is also the mandatory bi-annual refresher for all front line staff who have completed the classroom course and require a refresher as part of their organisational policy. For further instructions in relation to accessing e-learning, please refer to page 10.

In addition some roles require staff to complete the Children’s Safeguarding Basic Awareness e-learning package; instructions in relation to accessing this package can be found on page 11 of this booklet.

Safeguarding Level 2 Responder/Referrer

About the course

This is a 1 day classroom course.

Dates for this scheduled training can be found on page 9.

This training is for those managers within a provider service who are identified within their organisational Safeguarding policy as being accountable for responding to, and referring, an alert. The course is designed to provide knowledge and practical training in the responder role in relation to receiving concern or a Safeguarding Adults Alert from a worker regarding a vulnerable adult. The course guides the participant in understanding the legislative framework and the practicalities of dealing with and responding to an alert and how to refer a Safeguarding Adults Alert. This course also goes into more depth in relation to working in a way to minimise abuse occurring.

Examples of Target Audience

Home Care Managers	Duty Managers	Team Leaders
Assistant Home Care Managers	Nominated Level 3 workers	Managers of PVS organisations who provide services to vulnerable adults
Registered Managers	Team Managers	

Safeguarding Level 3 Investigator and Level 4 The Role of Designated Safeguarding Manager and Chairing – these courses are only applicable to other Statutory Partners (e.g. health) for details of these training dates please contact the workforce development unit.

3 Course fees

Level 1 Alerter half-day, Alerter Champions, on-site Alerter, Kwango E-Learning and Level 2 Responder/Referrer safeguarding training is currently provided free of charge to the Private, Voluntary and Third Sector, this includes housing organisations through the North Yorkshire Safeguarding Adults Board.

Cancellation / no show charges

The Workforce Development Unit has a cancellation charge of £50 per person, per course to all external partners; this will apply to those delegates that do not turn up on the day and those persons cancelling their place on a course with less than 7 calendar days notice. If a substitute is offered and attends this cancellation charge will not apply.

Please note there is no cancellation charge for unpaid volunteers, delegates must specify on the training request form that they are an unpaid volunteer to avoid the £50 non attendance / cancellation charge.

4 How to book classroom training

With effect from the 1st December 2011 all courses must be booked online via the NYCC Learning Zone by the individual wanting to attend using their own username and password. To request a Username, Managers and Staff will be required to complete the Learning Zone Access Request Form, found in appendix 2 of this booklet and either email or post to the Workforce Development Unit.

Workforce Development Unit c/o Admin Team
Room 211
Health and Adults Services
County Hall
workforcedevelopment@northyorks.gov.uk
Northallerton
DL7 8DD

Telephone: 01609 536399
EM:

WDU will then forward to you confirmation of your new Username with instructions on how to create a Learning Zone Account. Once a Username has been allocated individuals will be able to book as many training courses as required. Please note that when searching for a course on the Learning Zone you should only look at courses that begin with 'HAS'.

N.B. To make a training request for Safeguarding Alerter Champions, you will still be required to submit a training request form via post or email. Please see appendix 3.

5 Training Dates for October 2011 to March 2012

Please note: the dates below are correct at the time of going to print and whilst every effort will be made not to change them, they may be subject to changes due to unforeseeable circumstances.

Safeguarding Level 1 **Alderter**

AM courses commence at 0930, PM courses commence at 1330, the duration of the course is 3 hours.

DATE	VENUE	Time	DATE	VENUE	Time
04/10/2011	Catterick	pm	06/01/2012	Catterick	pm
05/10/2011	Knaresborough	am	09/01/2012	Knaresborough	pm
03/10/2011	Northallerton	pm	10/01/2012	Selby	pm
07/10/2011	Scarborough	pm	11/01/2012	York	am
10/10/2011	Skipton	pm	13/01/2012	Northallerton	pm
11/10/2011	York	am	16/01/2012	Knaresborough	am
13/10/2011	Pickering	am	17/01/2012	Scarborough	am
14/10/2011	Northallerton	am	23/01/2012	Skipton	am
20/10/2011	Scarborough	am	25/01/2012	Malton	am
26/10/2011	Northallerton	pm	27/01/2012	Northallerton	am
28/10/2011	Knaresborough	pm	27/01/2012	Selby	pm
02/11/2011	York	pm	01/02/2012	Knaresborough	pm
04/11/2011	Northallerton	am	03/02/2012	Thirsk	pm
07/11/2011	Knaresborough	am	06/02/2012	York	am
08/11/2011	Scarborough	pm	07/02/2012	Northallerton	pm
11/11/2011	Selby	pm	09/02/2012	Scarborough	pm
14/11/2011	Northallerton	pm	15/02/2012	Northallerton	am
16/11/2011	Malton	pm	16/02/2012	Pickering	am
21/11/2011	Scarborough	pm	21/02/2012	Knaresborough	am
22/11/2011	Knaresborough	pm	23/02/2012	Selby	pm
23/11/2011	Skipton	am	27/02/2012	Northallerton	pm
24/11/2011	Selby	am	28/02/2012	East TBA	am
25/11/2011	Northallerton	am	02/03/2012	Northallerton	am
28/11/2011	Thirsk	am	05/03/2012	Knaresborough	am
01/12/2011	Scarborough	am	08/03/2012	Selby	pm
02/12/2011	Northallerton	pm	12/03/2012	Northallerton	pm
06/12/2011	York	am	13/03/2012	Skipton	pm
12/12/2011	Skipton	pm	19/03/2012	Scarborough	pm
12/12/2011	Scarborough	pm	21/03/2012	Knaresborough	pm
15/12/2011	Pickering	pm	26/03/2012	Northallerton	am
04/01/2012	Northallerton	am	27/03/2012	Malton	pm
05/01/2012	Scarborough	am	29/03/2012	Selby	pm

Safeguarding Level 1 **Alerter Champions**

Courses commence at 0930 and are scheduled to finish at 1630

DATE	VENUE	Time	DATE	VENUE	Time
02/11/11	Scarborough	Full day	07/02/12	Selby	Full day
08/12/11	Northallerton	Full day	27/03/12	Knaresborough	Full day

Safeguarding Level 2 **Responder / Referrer**

Courses commence at 0930 and are scheduled to finish at 1630

DATE	VENUE	Time	DATE	VENUE	Time
17/10/11	Scarborough	Full day	18/01/12	Knaresborough	Full day
24/10/11	Northallerton	Full day	19/01/12	Scarborough	Full day
28/10/11	Knaresborough	Full day	02/02/12	Selby	Full day
09/11/11	Skipton	Full day	13/02/12	Northallerton	Full day
01/12/11	Scarborough	Full day	05/02/12	Knaresborough	Full day
01/12/11	Northallerton	Full day	23/03/12	Skipton	Full day

6 How to access Kwango elearning: Partner Organisations

The following three packages are available from KWANGO:

- Safeguarding Adults Level 1 Alerter
- Mental Capacity Act (MCA)
- Deprivation of Liberty Safeguards (DoLS)

Hold down the control key and click on the link to access Kwango – www.kwango.com

This log in process will enable you to access all three packages, **ensure you chose the one(s) relevant to your work area.**

Target Audience:

All packages are for those people who need awareness of adults safeguarding, MCA and DoLS but only have limited and infrequent contact with vulnerable adults. Similarly all are a refresher following the Alerter, MCA and DoLS classroom training for staff that have regular and frequent contact with vulnerable adults.

Username and Password:

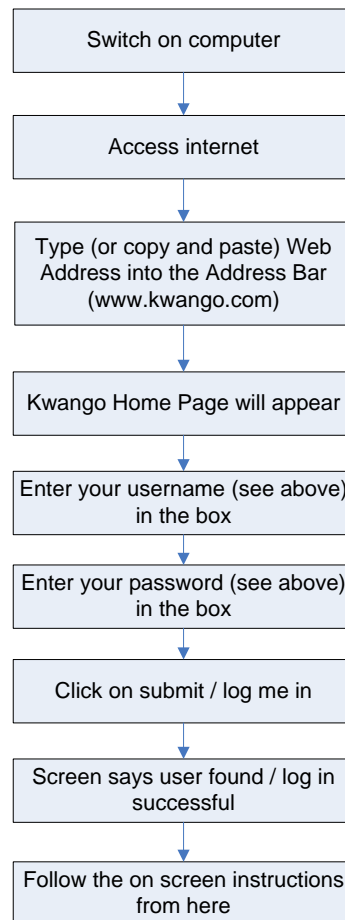
Please ensure you have your username and password ready before you commence, see table below for these. If you require further help with your username and password contact the Workforce Development Unit: workforcedevelopment@northyorks.gov.uk or on **01609 536399**.

These usernames and passwords belong to North Yorkshire County Council and are available for use for providers within North Yorkshire.

Organisation	Username	Password
Private & Voluntary Sector	privateandvolsafead	privateandvol12
City of York	cyclowesafead	cyclowesa4
Housing Organisations	housingsafead	housingsa9
Supporting People	SUPPORSAFEAD	supporsa5
NHS PCT	NYYNHSSAFEAD	nyynhssa2
NHS Acute Health Services	acutehealthsafead	acutehealth1
NHS Community Health Services	communityhealthsafead	communityhealth3
NHS Mental Health Services	mentalhealthsafead	mentalhealth4
Police	policesafead	policesa8
Fire and Rescue	fireandrescuesafead	fireandrescuesa10
Ambulance Service	ambulancesafead	ambulanceserv11
Probation & Prison Service	probationandprisonsafead	probandprison13
Richmondshire	richmondshiredcsafead	richmondshire1
Hambleton	hambletondcsafead	hambleton2
Scarborough	scarboroughdcsafead	scarborough3
Ryedale	ryedaledcsafead	ryedale4
Selby	selbydcsafead	selby5
Harrogate	harrogatedcsafead	harrogate6
Craven	cravendcsafead	craven7

Accessing the E-learning:

Hold down the control key and click on the link to access Kwango – www.kwango.com

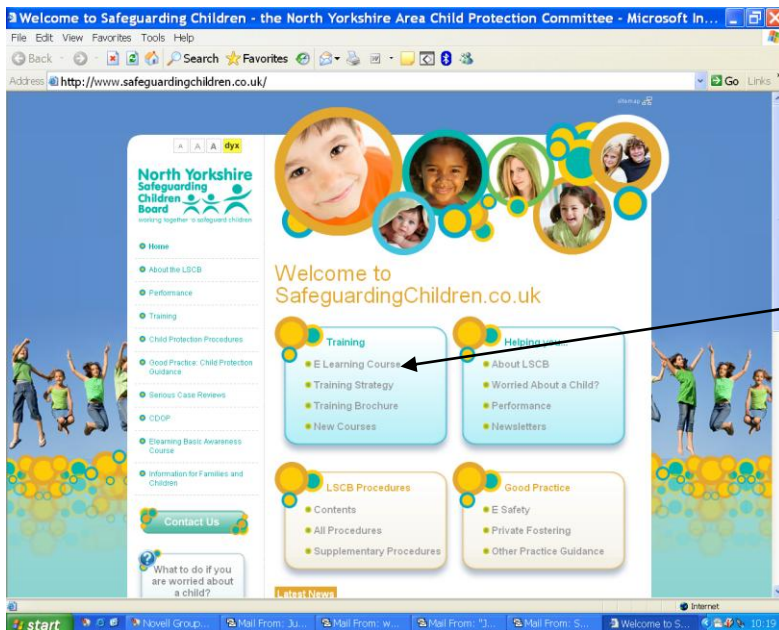


On completion of the course please **print out a certificate** which you should show to your manager who will record your successful completion of the course. For each package you have to achieve 15/20 in the final assessment to be able to print off the certificate. The other assessments within the package do not account to your final score and are there to facilitate your learning not to test you.

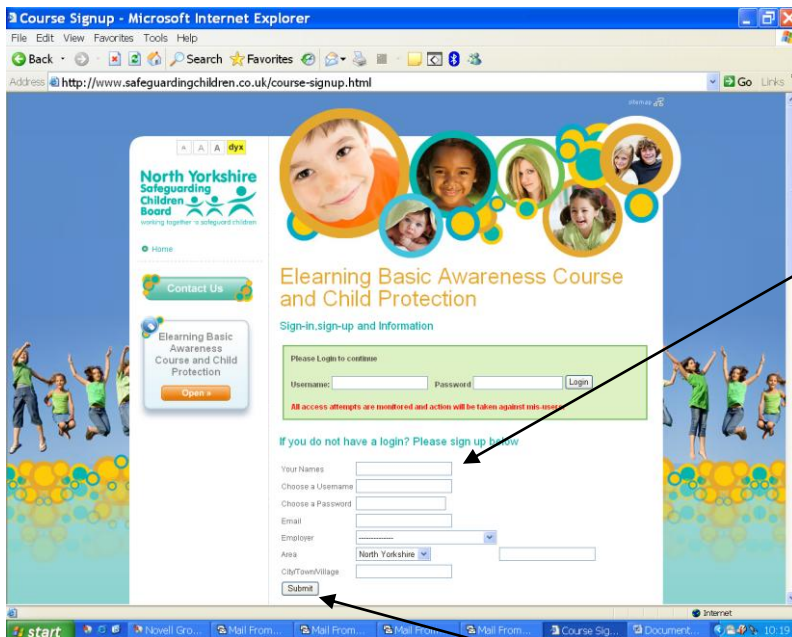
These usernames and passwords belong to North Yorkshire County Council and are available for use for providers within North Yorkshire.

How to access CHILDREN’S Safeguarding Basic Awareness E-Learning

Go onto the website www.safeguardingchildren.co.uk



Click on 'e-learning course' from the home page



Complete the fields in 'sign up below'

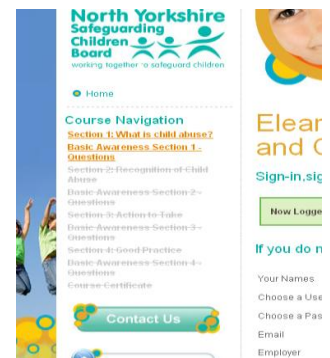
The first box, 'Your Name', is the name you wish to appear on the certificate once you have completed and passed. The 'user name' and 'password' can be anything you like so make a note of these.

Once all fields are completed in sign up, press submit and start the course.

If you don't have time to complete in one sitting you can go back in by clicking on the 'Basic Awareness' button. Enter these names and it'll take you back to where you left off (you have 7 days in which to do this).

If you get stuck the e-learning module has a 'course navigation section' on the left hand side of the screen.

REMEMBER: You need to print out your certificate when you have completed the course.



Appendix 1

Contacts within other Statutory Organisations

Every effort has been made to ensure accuracy of this information, if you have difficulty contacting the relevant person, please contact the Organisation main switchboard and ask for Safeguarding Adults Training Information.

Organisation	Contact Name / Training Contact	Contact Details
City of York Council	Training Unit	01904 553026
NHS NYY and NHS NYY C&MHS	Ken Randall	KEN.RANDALL@nyypct.nhs.uk
Police	Jacqui Williams	07712750802 Jacqui.Williams@northyorkshire.pnn.police.uk
Fire and Rescue	Simon Errington	01347 825564 simon.errington@northyorksfire.gov.uk
Airedale NHS Trust	Elaine Andrews	
Bradford District Care Trust	Lesley Latham	Workforce Development Unit 01274 432795
Harrogate and District Foundation Trust	Kirstie Elliott (POVA Coordinator) or Katy Nicholson	01423 554432 KIRSTIE.ELLIOTT@hdft.nhs.uk 01423 555838 katy.nicholson@hdft.nhs.uk
Scarborough and NE Yorks NHS Trust	Chris Whilde	01723 385298 Steph Wild 01723 236151
South Tees NHS Foundation Trust	Beverly Walker Assistant Director, Nursing and Patient Safety	01642 854699 Beverly.Walker@stees.nhs.uk
Tees Esk and Wear Valley NHS Trust	Judith Womack Senior Nurse, Safeguarding Adults Directorate of Nursing and Governance	01642 516118 judith.womack@TEWV.NHS.UK
York NHS Foundation Trust	Safeguarding Lead Lucy Connolly Corporate Learning and Development	Lucy's mobile: 07977500190 Lucy.Connolly@York.NHS.UK 01904 725219

Appendix 2

APPLICATION FOR ONLINE BOOKING

The way you book on to training is changing. With effect from the 1st December 2011 all courses must be booked online via the Learning Zone by the individual wanting to attend. Therefore, all individuals requiring training must have their own user name and password for the Learning Zone.

Each individual will need to fill in the form below to apply for online access to the Learning Zone. An External Reference Number will then sent to the individual to enable them to create their own Learning Zone log in details (guidance is available for this). Once an External Reference Number has been allocated individuals will be able to book as many training courses as required.

First Name:	
Surname:	
Job Role:	
Telephone Number:	
Email Address:	
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female
Disability:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Organisation Name:	
Organisation Address:	
Organisation Postcode:	
Type of organisation (please indicate):	<input type="checkbox"/> Private Sector <input type="checkbox"/> Voluntary Sector <input type="checkbox"/> Housing <input type="checkbox"/> PCT Community and Mental Health Services <input type="checkbox"/> Acute Health / Hospital <input type="checkbox"/> PCT <input type="checkbox"/> Fire and Rescue <input type="checkbox"/> Police <input type="checkbox"/> York City Council <input type="checkbox"/> Personal Assistant Other Local Authority (please specify) Other (please specify)
Manager's Name:	
Any additional requirements (e.g. disabled access)	

Please return this form to workforcedevelopment@northyorks.gov.uk

Appendix 3

External Customers Training Request Form (Safeguarding Alerter Champions only)

This form is to be used for training requests from partners, voluntary organisations and other independent organisations. It can be used for more than one delegate if the line manager and course required is the same.

APPLICANT(S) DETAILS			
Surname:	Forename(s):	Post Title:	Telephone Number:
Name of external organisation:			
Type of organisation (please indicate):	Private Sector <input type="checkbox"/> Voluntary Sector <input type="checkbox"/> Housing <input type="checkbox"/> Acute Health/Hospital <input type="checkbox"/> PCT <input type="checkbox"/> PCT Community and Mental Health Services <input type="checkbox"/> Fire and Rescue <input type="checkbox"/> Police <input type="checkbox"/> York City Council <input type="checkbox"/> Personal Assistant <input type="checkbox"/> Other Local Authority (please specify): Other (please specify):		
Work Address of Applicant:			
Do applicants have an e-mail address that they access regularly? If YES please give address(s)	Yes <input type="checkbox"/> / No <input type="checkbox"/> e-mail address:		
Any time not available:			
Date/Location preference if known :			
Have you ever been on one of our sessions in the past?	Yes <input type="checkbox"/> / No <input type="checkbox"/>		

LEARNING EVENT DETAILS:

Title of
Course:

APPROVING LINE MANAGER:

Name:

Post Title:

Date:

All of the above fields must be completed in full and approved by the individual's immediate line manager.

Please note: - There will be a charge of £50 per person per event if cancellation is made less than 7 calendar days before the event date unless a substitute is put forward. This also applies for non attendance on the day of the event. The signatory above must be someone authorised to accept this charge.

On completion email preferably to workforcedevelopment@northyorks.gov.uk or post to Workforce Development Unit, Room 211, Adult & Community Services, County Hall, Racecourse Lane, Northallerton, North Yorkshire, DL7 8DD

North Yorkshire Safeguarding Adults Board
Competencies for all staff, volunteers and carers

Appendix 4

Level	Competencies
Level 1 - Alerter	<p>Staff, volunteers and carers at all levels will:</p> <ol style="list-style-type: none"> 1. Understand the definitions of a 'vulnerable adult' 'No Secrets' (DoH 2000) 2. Understand the definition of abuse and the 7 types of abuse. 'No Secrets' (DoH 2000) 3. Recognise the signs and symptoms of abuse (indicators) 4. Have an understanding of abuse prevention 5. Be able to report and record concerns (Alerts) following the Safeguarding Multi Agency Policy and Procedure 6. Have an understanding and awareness of the procedures that follow an alert and the role of the alerter 7. Have an awareness of the importance of preserving evidence 8. Have an understanding of how to deal with disclosures 9. Have an understanding of the whistle-blowing procedure <hr/> <p>Competencies 1 – 9 are covered on the following training:</p> <p><i>North Yorkshire Safeguarding Adults Board strongly recommend the following training options for Level 1 Alerter</i></p> <p>Safeguarding Alerter Level 1: Half day classroom</p> <p>This is for all staff that have close and regular contact with vulnerable adults, for example front line care staff/support workers, nurses, volunteers, housing support staff, police officers etc (not an exhaustive list) in line with the multi agency policy and procedure and organisational policy.</p> <p>Safeguarding Alerter Level 1: E-learning (Kwango)</p> <p>This training is suitable for staff that require an awareness of adult safeguarding but have limited and infrequent contact with vulnerable adults.</p> <p>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. Refresher is advised every 3 years.</p> <p>Alerter Champion – 'Train the Trainer'</p>

Level	Competencies
	<p>The course is for those organisations with over 50 staff that require Safeguarding Level 1 Alerter training. The course is designed to equip the delegate to be able to deliver the half-day Safeguarding Level 1 Alerter training in their workplace and how to test out and evaluate the learning delivered.</p>
<p>Level 2 - Responder/ Referrer</p>	<p>In addition to competencies 1 – 9, responder and referrer staff will:</p> <ul style="list-style-type: none"> 10. Understand the role and responsibilities of the Referring an alert 11. Have an awareness of Safer Recruitment Policy, Independent Safeguarding Authority (ISA) (New Vetting and Barring scheme 2009) 12. Understand the importance of recording and documenting all appropriate information arising from the Alert 13. Know how to support staff or people who report concerns of abuse (Alert) 14. Understand the principles of information sharing in accordance with the Multi-Agency policy and procedures 15. Understand the principles of preserving evidence and victim safety 16. Understand the principles and be able to support staff on how best to deal with disclosures and how to record their concerns 17. Will understand the procedure for referring an alert 18. Understand steps that can be taken, and support that can be offered, to minimise adult abuse occurring <hr/> <p>Competencies 10 – 18 are covered in the following training:</p> <p>North Yorkshire Safeguarding Adults Board recommend the following training options for Level 2 Responder/Referrer</p> <p>Safeguarding Level 2 Responder: Full day classroom</p> <p>This training is for those workers identified within an organisation’s Safeguarding policy as being accountable for responding to, and referring, an alert, for example managers of a provider service, which could be from statutory, private, voluntary, third sector or housing type organisation (not an exhaustive list).</p>