

Multi-agency Adult Safeguarding Competency Framework

This framework should be read in conjunction with the OSAB Training Strategy available on the OSAB website.

Level 1 - All staff (who work with or have contact with adults with care and support needs)	
Competence	Suggested Evidence
1. Understand what safeguarding is and their role in safeguarding adults.	<ul style="list-style-type: none"> • Ability to identify an adult who has care and support needs and may be at risk of abuse. • Clear understanding of their role in making an alert • Clear understanding of their organisation’s policy and procedures. • Clear understanding of the Local Authority’s role: duty to protect. • Treat reports seriously. • Understand limits to confidentiality
2. Recognise an adult potentially in need of safeguarding and take action.	<ul style="list-style-type: none"> • Be able to define an adult with care and support needs. • Know the different types of abuse and how to recognise indicators/signs. • Understand the factors that may increase the risk of abuse. • Contact emergency services where appropriate.
3. Understand how to make a safeguarding concern	<ul style="list-style-type: none"> • Be familiar with the organisations multi-agency safeguarding procedures. • Know how to make an alert and a referral. • Know how to record appropriately
4. Understand dignity and respect when working with individuals.	<ul style="list-style-type: none"> • Value individuality and be non-judgmental. • Understand the importance of a person centred approach in safeguarding. • Recognise individual’s rights to exercise freedom of choice.
5. Have knowledge of the West Midlands multiagency safeguarding procedures.	<ul style="list-style-type: none"> • Demonstrate knowledge of relevant legislation which supports safeguarding activity including the Mental Capacity Act and Deprivation of Liberty safeguards. • Understand how to ‘whistleblow’ using local procedures.

Level 2 – Multi-agency practitioners who work in Adult Services and are regularly involved in safeguarding enquiries

Competence	Suggested Evidence
6. Have the required knowledge and skills to contribute fully to the safeguarding adults enquiry.	<ul style="list-style-type: none"> • Works to local Safeguarding policy and procedures. • Responds to alerts within specified timescales. • Identify and reduce potential and actual risks after an allegation of abuse has been made. • Contact and liaise with key partner agencies as appropriate. • Contribute effectively to all information sharing.
7. Awareness and application of local policy and procedural frameworks when undertaking safeguarding activity	<ul style="list-style-type: none"> • Show a clear understanding of the thresholds and pathways for investigating in response to a safeguarding alert and referral. • Describe the purpose of a planning meeting/strategy meeting and case conference. • Describe the purpose of a protection plan. • Use of appropriate forms and recording systems.
8. Awareness of legislation and its application to safeguarding work.	<ul style="list-style-type: none"> • Understand the use of legislation within safeguarding adults work including:- • The Care Act 2014 The Mental Capacity Act Deprivation of Liberty Safeguards Care Standards Act 2000 Multi-Agency Risk Assessment (MARAC).
9. Ensure service users(s)/carer(s) are supported appropriately to understand safeguarding issues.	<ul style="list-style-type: none"> • Promotes a person centred approach throughout safeguarding practice. • Understand the impact that abuse can have on individuals. • Provide information on local support services that may provide support. • Describe the potential impact of abuse on adults with care and support needs, carers' and members of staff who may have raised the alarm.
10. Understand how best evidence is achieved.	<ul style="list-style-type: none"> • Demonstrate knowledge of gathering, evaluating and preserving evidence.
11. Understand when to use emergency systems to safeguard adults.	<ul style="list-style-type: none"> • Call an ambulance or Police when necessary. • Contact out of hours services. • Explain when emergency protection plans may be required
12. Maintain accurate, complete and up to date records.	<ul style="list-style-type: none"> • Evidence of protection planning and recording • Evidence of Information sharing. • Evidence of contemporaneous case notes. • Understanding of confidentiality and data protection issues.
13. Demonstrate the required level of skills and knowledge to undertake a safeguarding enquiry.	<ul style="list-style-type: none"> • Demonstrate a thorough knowledge and application of purpose, duties, tasks involved in safeguarding enquiries • Plan and carry out agreed strategy to protect an adult from abuse during and following an investigation. • Understand the different roles and responsibilities of the different agencies involved in undertaking an enquiry

Level 3 – Managers /Team leaders who have lead safeguarding responsibilities

Competence	Suggested Evidence
14. Actively engage in supporting a positive multi-agency approach to safeguarding adults	<ul style="list-style-type: none"> • Demonstrate an understanding of the different roles and responsibilities of all agencies involved in investigations and ensure these are met. • Show awareness of updated procedures and protocols and ensure they are implemented. • Demonstrate learning from CQC inspections and safeguarding adult reviews/domestic homicide reviews in service development. • Show how multi-agency prevention strategies are being developed and used in practice. • Promote person centred practice throughout safeguarding practice. • Challenge poor practice at an intra and inter-agency level.
15. Support the development of robust internal systems to provide consistent, high quality Safeguarding Adults service.	<ul style="list-style-type: none"> • Demonstrate a clear understanding of the West Midlands multi-agency policy and procedures. • Ensure necessary policy and procedures are in place to support effective supervisory practice. • Ensure supervision is carried out regularly to support safeguarding activity. • Ensure effective performance management systems are in place and implemented when poor safeguarding practice is identified. • Ensure the workforce has the necessary skills and knowledge to carry out effective safeguarding activity. • Ensure effective training, policy and procedures are in place to support effective risk and decision making in practice.
16. Chair Safeguarding Adults meetings or discussions. (if the worker does chair)	<ul style="list-style-type: none"> • Chair Safeguarding Adults meetings and conferences in line with local policy and procedures.
17. Ensure record systems are robust and fit for purpose.	<ul style="list-style-type: none"> • Demonstrate effective systems are in place to maintain records including Care First, minutes and protection plans.
18. Ensure team training needs analysis for safeguarding training are completed annually.	<ul style="list-style-type: none"> • Demonstrate knowledge of safeguarding training needs within the team.

Level 4 – Senior Managers/Chief Executives

Competence	Suggested Evidence
19. Lead the development of effective policy and procedures for Safeguarding Adult services in your organisation.	<ul style="list-style-type: none"> • Work with partner agencies to develop a consistent intra and inter-agency approach to Safeguarding Adults. • Have a strategic understanding of the scope of Safeguarding services across the organisation. • Work in partnership with a range of key agencies to promote Safeguarding Adults Services. • Promote the Safeguarding Board’s work plan and key priorities. • Ensure that commissioning and contracting arrangements with service providers adheres to multi-agency Safeguarding policies and procedures. • Effectively communicates a proactive approach to Safeguarding Adults within your organisation. • Be able to account for your organisations safeguarding practice. • Ensure that safeguarding adults processes are in line with the development of personalisation across the organisation.
20. Ensure plans and targets for Safeguarding Adults are embedded at a strategic level across the organisation.	<ul style="list-style-type: none"> • Ensure that internal audit systems are robust and meet the requirements for external scrutiny. • Have a comprehensive knowledge of CQC inspections and findings and how these will be implemented to support service development in your organisation • Be aware of the findings from safeguarding adult reviews and any Safeguarding implications for service delivery in your organisation.
21. Promote awareness of Safeguarding Adults systems within and outside your organisation.	<ul style="list-style-type: none"> • Publicise and Promote Safeguarding Policy and procedures. • Identify systems and structures in place used to raise awareness of Safeguarding Adults locally.
22. Develop and maintain systems to ensure the involvement of service users in developing Safeguarding Adults services.	<ul style="list-style-type: none"> • Evidence that service users, patients and carers are supported and involved in all aspects of activity, and that their feedback impacts upon service planning and delivery.