



# **Bexley Safeguarding Adults Competency Framework**

## **Introduction**

The Bexley Safeguarding Adults Board has endorsed the Bexley Safeguarding Adults Competency Framework which is used by each partner agency as a general guide in developing and meeting organisations responsibility for ensuring the workforce is competent.

The framework was revised and updated in April 2018 to reflect changes in adult safeguarding as a result of the Care Act 2014.

### **What is a competence?**

A competence is the combination of the skills, knowledge and experience held by individual staff. Competence grows through experience and the abilities of an individual to learn and adapt, training and mentoring can support this process.

To be competent a worker needs to be able to interpret a safeguarding situation in its context, have a response of possible actions to take which lay within the individual and their agencies role, responsibility and authority. They need to be trained in the possible actions in the response, where this is relevant.

### **Assessment of competence**

The assessment of competence of a worker (paid or voluntary) should include consideration of their knowledge, understanding and skills. It should be a continuous exercise conducted as part of supervision, management and career development. Particular attention should be given to the individuals on completion of training, if an event has raised questions about their competency and when they take on a new role.

Assessment should be conducted through a mix of direct observation of practice, exploration based discussion, within supervision and appraisal meetings. The best assessment processes consist of a mix of methods including;

- Direct Observation
- Questions to elicit the extent and nature of the workers knowledge
- Scenario based questions/case studies to enable the worker to demonstrate their skills to actual situations
- Use of reflective accounts
- Third party observations
- Evidence of mandatory safeguarding training or qualification with an assessed component against the relevant area of knowledge
- Safeguarding adults documentation e.g. notes of meetings, reports, assessment etc.
- Feedback from service users and carers

The Assessment should reflect a person's knowledge and understanding of the London Multi Agency Safeguarding Adults Policy & Procedure and the organisations own internal safeguarding procedures.

Each worker should have a record of their competency in relation to adult safeguarding. It is essential that Managers and Supervisors have the necessary skills and abilities to encourage, enable and motivate workers (paid and voluntary) to develop and learn.

## Who should complete which competencies?

All staff should be assessed as competent against the competencies relevant to their occupation role and responsibilities within the organisation.

Whatever their role, all staff should know when and how to report concerns and should be competent in numbers 1 – 4.

The following chart is for general guidance.

Safeguarding Adults: Competence in working with people and delivering Safeguarding Services – Safeguarding Awareness	
Staff Group A – Level 1	Including but not limited to:
Members of this group have a responsibility to contribute to Safeguarding adults but do not have a specific organisational responsibility or statutory authority to intervene	<ul style="list-style-type: none"> <li>▪ Police</li> <li>▪ London Ambulance Service</li> <li>▪ London Fire Brigade</li> <li>▪ Trading Standards</li> <li>▪ Probation Service</li> <li>▪ Drivers &amp; other transport staff</li> <li>▪ Adult Education</li> <li>▪ All staff in Health &amp; Social Care settings</li> <li>▪ Human Resources staff</li> <li>▪ Administrative &amp; Business Support</li> <li>▪ Domestic &amp; Ancillary staff</li> <li>▪ Health &amp; Safety Officers</li> <li>▪ Elected Members</li> <li>▪ Voluntary staff</li> <li>▪ London Borough of Bexley staff</li> <li>▪ Charity Trustees</li> <li>▪ Housing Officers</li> </ul>
Safeguarding Adults: Competence in working with people and delivering Safeguarding Services – Safeguarding Practice	
Staff Group B – Level 2	Including but not limited to:
This group have considerable professional and organisational responsibility for Safeguarding adults.	<ul style="list-style-type: none"> <li>▪ Occupational Therapists</li> <li>▪ Speech &amp; Language Therapists</li> </ul>

<p>They have to be able to act upon concerns and contribute actively to local and national policies, legislation and procedures.</p> <p>This group needs to work within an inter or multi-agency context.</p>	<ul style="list-style-type: none"> <li>▪ Physiotherapists</li> <li>▪ Social Workers</li> <li>▪ Nurses</li> <li>▪ Frontline Managers/Supervisors</li> <li>▪ Integrated Team Managers</li> <li>▪ Health and Social Care Provider Managers (Safeguarding Champions)</li> <li>▪ ABE Trained Investigating Officers (Police)</li> <li>▪ Dentists, GP's, Doctors, Acute and Community</li> <li>▪ Commissioning Managers / registered Managers</li> </ul>
<b>Safeguarding Adults: Competence in Strategic Management and Leadership of Safeguarding Services</b>	
<b>Staff Group C – Level 3</b>	<b>Including but not limited to:</b>
<p>This group is responsible for ensuring the management and delivery of Safeguarding services is effective and efficient. In addition they have oversight of the development of systems, policies and procedures within their organisation to facilitate good working partnerships with allied agencies to ensure consistency in approach and quality of service</p>	<ul style="list-style-type: none"> <li>▪ Proprietors and Registered Managers</li> <li>▪ Heads of Health and Social Care services</li> <li>▪ Head of Nursing (Acute &amp; Community)</li> <li>▪ Designated Adult safeguarding Manager (all organisations)</li> <li>▪ Chair of local safeguarding adults groups</li> <li>▪ Named GP</li> </ul>
<b>Safeguarding Adults: Competence in Strategic Responsibilities of Safeguarding Services</b>	
<b>Staff Group D – Level 4</b>	<b>Including but not limited to:</b>
<p>This group is responsible in ensuring their organisation is, as all levels, fully committed to Safeguarding Adults and have in place appropriate systems and resources to support this work in an intra and inter agency context</p>	<ul style="list-style-type: none"> <li>▪ Executive and Senior Managers</li> <li>▪ Chief Executive</li> <li>▪ Owner/Manager</li> <li>▪ Head of Service and above</li> <li>▪ Trustees of Charitable/Voluntary Organisations</li> <li>▪ LA Lead Members</li> <li>▪ Non-Executive Director</li> <li>▪ Designated Adult Safeguarding Managers(all organisations)</li> <li>▪ Elected posts e.g. Police Crime Commissioner</li> <li>▪ Chair of Bexley Safeguarding Adults Board</li> </ul>

## Competence in working with people and delivering Safeguarding Services

STAFF GROUP A - LEVEL 1. Competence in working with people and delivering Safeguarding Services – Safeguarding Awareness	
Competence	Suggested evidence
<p><b>1. Understand what Safeguarding is and their role in safeguarding adults</b></p>	<ul style="list-style-type: none"> <li>▪ Show clear understanding of their role in identifying and reporting concerns regarding adult abuse.</li> <li>▪ Show understanding of the multi-agency policy and procedures and internal procedures</li> <li>▪ Show understanding of local authority role and statutory requirements under the Care Act 2014</li> <li>▪ Treat reports seriously</li> <li>▪ Understanding of limits to confidentiality</li> </ul>
<p><b>2. Recognise an adult potentially in need of Safeguarding and take action</b></p>	<p>As appropriate to role:</p> <ul style="list-style-type: none"> <li>▪ Shows clear understanding of the meaning of ‘adult at risk’ as defined in The Care Act 2014</li> <li>▪ Shows understanding of what constitutes abuse/harm</li> <li>▪ Know the different forms of abuse/harm and how to recognise indicators / signs of them</li> <li>▪ Demonstrate an understanding of the factors that might increase risk of abuse &amp; vulnerability</li> <li>▪ Knows how to escalate concerns</li> <li>▪ Contact emergency services if the individual is in immediate danger.</li> </ul>
<p><b>3. Understanding how to raise a ‘Safeguarding Concern’</b></p>	<ul style="list-style-type: none"> <li>▪ Show understanding of what your employer’s Safeguarding Adults policy and procedures are.</li> <li>▪ Know how to ensure the individual is safe when the risk of abuse is high.</li> <li>▪ Know who they should contact</li> <li>▪ Know how to raise a concern, when to secure evidence and what initial information must be gathered.</li> <li>▪ Work in a manner that seeks to reduce the risk of abuse</li> <li>▪ What to do if others do not treat the information seriously.</li> </ul>

<p><b>4. Understand dignity and respect when working with individuals</b></p>	<ul style="list-style-type: none"> <li>▪ Value individuality and be non-judgemental</li> <li>▪ Recognise the individuals right to exercise freedom of choice</li> <li>▪ Recognise the individual's right to live in an abuse/harm free environment</li> <li>▪ Be aware of how your own values and attitude influence your understanding of the situation</li> <li>▪ Listen to individuals and allow them time to communicate any preferences and wishes</li> <li>▪ Show an awareness of the Making Safeguarding Personal agenda</li> </ul>
<p><b>5. Have knowledge of Safeguarding in relation to the Care Act 2014 and other policy &amp; procedures and legislation that supports Safeguarding Adults work</b></p>	<ul style="list-style-type: none"> <li>▪ Demonstrate knowledge of the Care Act 2014 and national and local policies/legislation that supports Safeguarding work e.g. Mental Capacity Act; Deprivation of Liberty Safeguards; Human Rights Act; Essential standards for registered services; employing agencies policy and procedure.</li> <li>▪ Understand how to 'whistle blow' using related policies and procedures – understand Duty of Candour.</li> </ul>

**STAFF GROUP B – LEVEL 2****Competence in working with people and delivering Safeguarding Services – Safeguarding Practice**

Competence	Suggested evidence
<b>6. Demonstrate knowledge and skills to contribute effectively to the Safeguarding process.</b>	<ul style="list-style-type: none"><li>▪ Works to the requirements of the Care Act 2014 and local and national guidance in Safeguarding</li><li>▪ Respond to Concerns in a timely manner</li><li>▪ Identify and reduce potential and actual risks after disclosure or an allegation has been made</li><li>▪ Practice effective multi-agency partnerships e.g. your role within a Section 42 enquiry</li><li>▪ Adhere to timescales</li><li>▪ Attend and contribute to enquiries/meetings/information sharing</li><li>▪ Develop protective strategies/risk assessment for those that decline services</li><li>▪ Have a working knowledge of all categories of abuse as defined in the Care Act 2014</li><li>▪ Has awareness of and confidence to use 'Whistleblowing' policy and procedures when required.</li></ul>

**7. Awareness and application of the requirements of the Care Act 2014, with a focus on Safeguarding, as well as a range of local policies and legislation when undertaking Safeguarding work**

- Show an understanding of when a concern becomes a section 42 enquiry and the importance of information sharing
- Show an understanding of the Making Safeguarding Personal (MSP) agenda
- Show and apply a working knowledge of the 6 safeguarding principles under the Care Act 2014
- Describe the purpose of a large scale enquiry
- Describe the purpose of a strategy meeting/discussion and how to contribute to this and any subsequent enquiry plan.
- Describe the purpose of a safeguarding case conference or outcomes meeting and how to contribute to this
- Use of own agencies appropriate forms and recording systems.
- Know what legislation/policy informed a specific piece of work and why including but not limited to;
  - Mental Capacity Act (Section 44)
  - Deprivation of Liberty Safeguards (DOLS)
  - Human Rights Act 1998
  - Sexual Offences Act 2003
  - Police and Criminal Evidence Act 1984
  - Fraud Act 2006 (Section 4)
  - Health and Social Care Act 2008
  - Court of Protection MCA (Section 15)
  - Disclosure and Barring Service
  - Multi-Agency Public Protection Arrangements (MAPPA)
  - Multi-Agency Risk Assessment Conference (MARAC)
- Be aware and challenge if necessary organisational cultures that may lead to poor/unlawful practice in Safeguarding



<p><b>8. Ensure Individuals/carers are supported appropriately to understand Safeguarding issues to maximise their decision making in line with the Making Safeguarding Personal (MSP) agenda</b></p>	<ul style="list-style-type: none"> <li>▪ Work with service users to identify outcomes they want to achieve within the Safeguarding framework</li> <li>▪ Work with individuals to ensure they are fully aware of all of the options available to them, including preventative measures i.e. Lasting Powers of Attorney (MCA) and/or Police involvement</li> <li>▪ Recognise service users' right to freedom of choice (applying the principles of the Mental Capacity Act)</li> <li>▪ Show understanding of how abuse/harm may affect individuals decision making e.g. DV (coercion)</li> <li>▪ Provide information on local and national groups that may be able to provide support e.g. victim support, IMCA/IMHA service, advocates and/or local carers group</li> <li>▪ Provide written and verbal information on local Safeguarding Adult processes and how they can be accessed by service users and carers</li> <li>▪ Understand 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).</li> <li>▪ Describe the potential impact of abuse/harm on adults at risk, the staff or individuals who are alleged to have committed abuse and the person who may have raised the concern</li> <li>▪ Recognise that the person alleged to have caused harm may also be an adult at risk and will therefore be supported through the Safeguarding process</li> <li>▪ Actively engage with individuals who decline services and/or engage support of others to achieve this</li> <li>▪ Show a working knowledge of other process to achieve good outcomes e.g. family group conferences, mediation, peer support groups.</li> </ul>
<p><b>9. Understand how best evidence is obtained</b></p>	<p>As appropriate to role:</p> <ul style="list-style-type: none"> <li>▪ Show a comprehensive and detailed knowledge of the appropriate agencies response to gathering, evaluating and preserving evidence</li> <li>▪ Describe why it is important to preserve evidence</li> </ul>
<p><b>10. Understand when to use emergency systems to Safeguard adults</b></p>	<ul style="list-style-type: none"> <li>▪ Use emergency services when necessary e.g. call for an ambulance and/or police intervention</li> <li>▪ Contact out of hours service</li> <li>▪ Describe when emergency protection plans may be required/use of Court of Protection</li> <li>▪ Use legislation where immediate action may be required e.g. Section 4 of the Mental Health Act 1983 or urgent authorisation under DOLs.</li> </ul>

<b>11. Maintain accurate and complete records and promote interagency information sharing</b>	<ul style="list-style-type: none"><li>▪ Evidence of multi-agency protection planning</li><li>▪ Evidence of collation and monitoring of 'Safeguarding Concerns' within your service through observation and discussion</li><li>▪ Evidence of report writing</li><li>▪ Evidence of multi-agency information sharing</li><li>▪ Evidence of multi-agency partnership working</li><li>▪ Evidence of single and multi-agency risk assessments and management plans</li><li>▪ Evidence of contemporary case recordings</li><li>▪ Explicit understanding of issues of confidentiality and data protection.</li></ul>
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**STAFF GROUP C - LEVEL 3****Competence in Strategic Management and Leadership of Safeguarding Services**

<b>12. Actively engage in supporting a positive agency approach to Safeguarding adults</b>	<ul style="list-style-type: none"><li>▪ Demonstrate an understanding of the different roles and responsibilities of all agencies involved in making enquiries and ensure these are met.</li><li>▪ Show awareness of updated procedures, legislation and guidance and follow/implement them</li><li>▪ Demonstrate application of learning from CQC inspections and Safeguarding Adult Reviews/Serious Incidents in service development</li><li>▪ Show how multi-agency prevention strategies are being developed and used in practice</li><li>▪ Challenge poor/unlawful practice at all levels</li></ul>
<b>13. Support the development of robust internal systems to provide consistent, high quality safeguarding adults services</b>	<ul style="list-style-type: none"><li>▪ Demonstrate a clear understanding of the Care Act 2014 and how these relate to the development and application of local safeguarding policy and procedures in a multi- agency context</li><li>▪ Implement effective monitoring and auditing</li><li>▪ Demonstrate effective training and CPD activity is commissioned to support the development of safeguarding adult services.</li><li>▪ Ensure necessary policy and procedures are in place to support supervisory practice</li><li>▪ Ensure supervision is carried out regularly to support Safeguarding activity</li><li>▪ Ensure supervisors are suitably trained to carry out their supervisory role</li><li>▪ Support Whistleblowing policy and procedures</li><li>▪ Ensure workforce has necessary skills and knowledge to work effectively</li><li>▪ Ensure effective training policy and procedures are in place to support effective risk and decision making in practice</li><li>▪ Demonstrate effective outcomes for individuals and illustrate how evaluation of the framework can influence future practice</li></ul>
<b>14. Chair safeguarding adults meetings or discussions</b>	<ul style="list-style-type: none"><li>▪ In line with local policy and procedures chair large scale enquiries where appropriate (Local Authority response only)</li></ul>

<p><b>15. Ensure record systems are robust and fit for purpose</b></p>	<ul style="list-style-type: none"> <li>▪ Implement audit and inspection regimes</li> <li>▪ Can demonstrate established systems to support good practice e.g. maintaining records, protection plan monitoring and time management i.e. enquiries report</li> <li>▪ Ensure appropriate record keeping of multi-agency safeguarding adults meetings e.g. Note taking</li> </ul>
<p><b>16. Demonstrate the required level of skill and knowledge to undertake a safeguarding adults Enquiry and associated assessments</b></p>	<ul style="list-style-type: none"> <li>▪ Show thorough knowledge and application of purpose, duties, tasks involved in safeguarding enquiries including a comprehensive and detailed knowledge of gathering evaluating and preserving evidence and an ability to describe why it is important to preserve evidence.</li> <li>▪ Plan and carry out agreed strategy to protect an adult from abuse during and following an enquiry</li> <li>▪ Understand the roles and responsibilities of the different agencies involved in making enquiries</li> <li>▪ Understands models of risk assessment and uses this in the ongoing risk analysis and risk management</li> </ul>

**STAFF GROUP D - Level 4**  
**Competence in Strategic Responsibilities of Safeguarding Services**

<p><b>17. Lead the development of effective policy and procedures for safeguarding adult services in your organisation</b></p>	<ul style="list-style-type: none"> <li>▪ Work with partner agencies to develop a consistent intra and inter agency approach to safeguarding adults</li> <li>▪ Have strategic understanding of the scope of safeguarding services across the whole organisation</li> <li>▪ Work in partnership with a range of agencies to promote safeguarding adult services</li> <li>▪ Provide leadership for the workforce stating clear aims and objectives in safeguarding adults</li> <li>▪ Ensure commissioning arrangements which demonstrate the provision of safe, high quality services which includes adherence to safeguarding policy, procedures and guidance</li> <li>▪ Can effectively communicate a proactive approach to safeguarding adults within your organisation</li> <li>▪ Be able to account for your organisations effectiveness in delivering the Safeguarding Adults Business plan in partnership with other board members.</li> <li>▪ Ensure Whistleblowing systems are in place</li> </ul>
<p><b>18. Ensure plans and targets for safeguarding adults are embedded in a strategic level across your organisation</b></p>	<ul style="list-style-type: none"> <li>▪ Ensure internal audit systems are robust</li> <li>▪ Actively engage in and have comprehensive knowledge of CQC inspections and findings and how these will be implemented to support service development in your organisation</li> <li>▪ Be aware of the findings from any Safeguarding Adult Reviews/Serious Incidents and any implication for service delivery in respect of safeguarding adults in your organisation</li> </ul>
<p><b>19. Promote awareness of safeguarding adults systems within your organisation and outside of your organisation</b></p>	<ul style="list-style-type: none"> <li>▪ Publicise and promote safeguarding policy and procedures</li> <li>▪ Can identify systems and structures in place used to raise awareness of safeguarding adults at a local and national level</li> </ul>
<p><b>20. Develop and maintain systems to ensure the involvement of those who use your services in the evaluation and development of your safeguarding</b></p>	<ul style="list-style-type: none"> <li>▪ Ensure Individuals, 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</li> <li>▪ Provide evidence of how patients, service users, carers and customers are involved in safeguarding activity</li> </ul>

<b>Evidence</b>	<b>Date</b>	<b>Managers Signature</b>
1.(staff group A Level 1)		
2.(staff group A Level 1)		
3.(staff group A Level 1)		
4.(staff group A Level 1)		
5.(staff group A Level 1)		
6.( Staff Group B Level 2)		
7.( Staff Group B Level 2)		
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9.( Staff Group B Level 2)		
10.( Staff Group B Level 2)		
11.( Staff Group B Level 2)		
12. ( Staff Group C Level 3)		
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17.( Staff Group C Level 4)		

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20.( Staff Group C Level 4)		